

36th Annual Report

Ames Residential
Satisfaction Survey

2018



2018 Ames Resident Satisfaction Survey 36TH ANNUAL STATISTICAL REPORT

The City of Ames, Iowa, conducts an annual satisfaction survey of residents. In April 2018, the City mailed questionnaires to 1,350 city residents whose names were randomly selected from the City of Ames utility users list (population=20,487). Additionally, 1,000 Iowa State University students were randomly selected from a mailing list generated by the ISU Office of the Registrar. Stratified random sampling was used to have representation from the students based on classification (sophomore 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 12-page survey booklet via U.S. Mail. The booklet included standard benchmarking questions, as well as issue-related questions written specifically for this survey. The ISU students received the same survey via email developed using the Qualtrics Survey Software. The analysis was completed with assistance from Nora Ladjahasan from Institute for Design Research & Outreach, College of Design, Iowa State University.

This statistical report summarizes results from 536 respondents who returned usable questionnaires, 268 from the Ames residents (50%) and 268 from ISU students (50%). Response rate for Ames residents group was 20% and 39% for ISU students. Overall response rate for this year is 27.9%, which is 4% higher than last year (23.9%).

The number of questionnaires mailed or emailed included an oversampling of students in order to come up with the desired sample size that reflects target populations. The sample size needed to confidently generalize the findings was 382 for both groups (95% confidence level and a confidence interval of 5). The 536 completed surveys indicate that we are 95% confident that the questions are within +/-4.19% of the results if everybody participated in the study. In other words, the findings or the data significantly reflect the responses of the total population. For more details on calculating sample size, refer to: <https://www.checkmarket.com/sample-size-calculator/>

Respondents' Personal and Social Characteristics

Table 1 illustrates the personal and social characteristics of respondents who completed the questionnaire. Column 1 lists characteristics of the respondents who participated in the survey. Column 2 shows personal and social characteristics of Ames residents collected from secondary data sources including 2016 City-Data.com, Suburban Stats 2017, 2018 Bureau of Labor Statistics, and 2016/2018 American FactFinder. Columns 3-7 show personal and social characteristics of individuals who completed surveys between the years of 2014 and 2018.

Of the respondents in this year's survey, there are more female respondents than male (56% and 43%, respectively). One percent of the respondents opted not to respond to the gender question. Male respondents are lower than the suburban stats (53%) <https://suburbanstats.org/population/iowa/how-many-people-live-in-ames>.

Sixty-three percent (63%) of the respondents have at least college degree, which is slightly lower than in 2016 City-Data.com (68%). Sixty-five percent of the respondents are employed (38% had full-time employment, 27% part-time). Nineteen percent were retirees. Only 11% declared that they were unemployed (higher than the 2018 department of numbers https://www.bls.gov/regions/midwest/ia_ames_msa.htm#eag_ia_ames_msa.f.p) of 2%.

Forty-one percent of respondents reported their household income to be less than \$25,000, 14% report their income is between \$25,000 and \$49,999, 23% report earning \$50,000 to \$99,999, and 22% of respondents make more than \$100,000 annually. Compared to last year survey, there are less

respondents with a household income of \$100,000+ (24% for 2017) but the same rate as the 2016 American FactFinder data.

Table 1. Demographic Characteristics

<u>Characteristic</u>	<u>2016/2018 2nd Data</u>	<u>Survey Year</u>				
		<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Residence						
Less than 1 year	-	1	2	<1	1	10
1-3 years	-	25	30	30	36	31
4-6 years	-	15	13	28	13	17
7-10 years	-	10	7	8	9	4
More than 10 years	-	50	48	34	41	38
Gender						
Female	47	54	55	59	45	56
Male	53	46	45	41	55	43
Prefer not to answer						1
Age						
18-24	38	25	29	41	37	40
25-44	31	28	25	24	23	21
45-64	20	24	25	20	28	18
65-74	6	14	11	8	13	11
Over 75	5	9	10	6	9	10
Education						
Some HS	2	1	<1	<1		<1
HS diploma	12	6	6	5	5	4
Some college	18	27	28	33	34	34
College degree	36	24	24	28	22	28
Some grad work		11	11	10	9	10
Graduate degree	32	31	31	24	30	25
Employment status (May,2018)						
Employed part-time	98	29	29	32	31	38
Employed full-time		39	38	38	29	27
Retired	-	21	22	14	23	19
Unemployed	2	1	1	9	10	11
Full-time homemaker	-	2	2	3	3	4
Household income (2016)						
Less than \$25,000	36	32	31	44	39	41
\$25,000-\$49,999	19	15	17	14	13	14
\$50,000-\$74,999	13	16	14	14	12	14
\$75,000-\$99,999	10	15	11	11	12	9
\$100,000 +	22	23	27	17	24	22

Less than half (49%) of the survey respondents own their residence, the others rent. The majority of renters (77%) reported renting due to their short-term stay in Ames. Other reasons for renting were lack of adequate income (36%), followed by little or no upkeep (25%) and more security (5%) (Table 2).

Respondents who are homeowners differ from renters on several personal and social characteristics. Homeowners have lived in Ames longer than renters (25.7 years and 4.7 years, respectively). Of those who have lived in Ames more than 10 years, 89% are homeowners. Of those who have lived in Ames for four to 10 years, more than one-third (43%) own their home. More than two-thirds (69%) of renters have lived in Ames for four years or less. Not surprisingly, respondents who are homeowners (57.2 years old on average) tend to be older than renters (25.9 years old on average).

Of those between 25 and 44 years old, more than half (59%) are homeowners. Of those between the ages of 45 to 64, nine in 10 (90%) are homeowners. In contrast, 95% of those under 25 years of age rent, and 93% of fulltime college students currently rent.

For those with a college degree, 65% are homeowners and 35% are renters. Finally, homeowners typically have more household income than renters. Seventy-nine 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

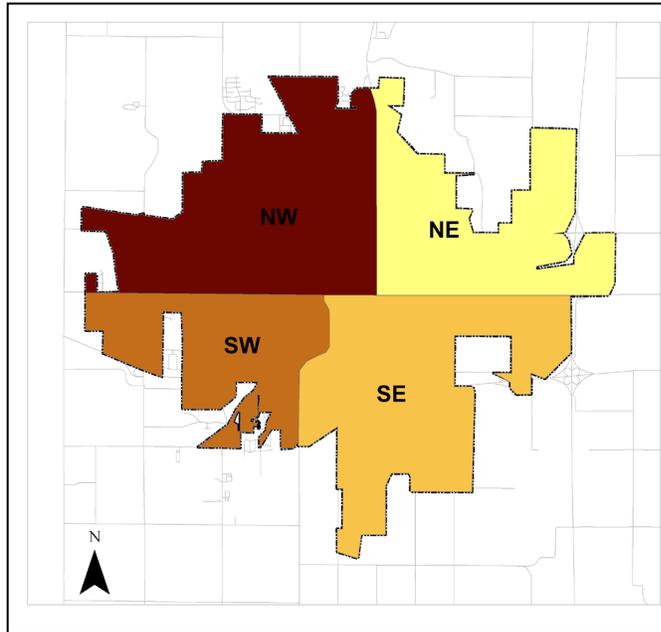
<u>Characteristics</u>	<u>2016 American Community Survey 5-year Estimates</u>	<u>Survey Year</u>				
		<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Percent						
Housing type						
Rent	60	43	44	55	50	51
Own	40	57	56	45	50	49
If rent, for what reason?						
Short term stay in Ames	-	60	72	75	77	77
Lack of adequate income	-	42	32	37	25	36
Little or no upkeep	-	38	26	26	5	25
More security	-	13	3	5	33	5
Location of home						
Northwest	-	48	50	47	49	47
Southwest	-	25	25	26	14	13
Northeast	-	16	13	13	25	29
Southeast	-	11	13	14	12	11

Respondents also were asked about the location of their home in Ames. . As seen on Figure 1, almost half (47%) of the respondents reside at the northwest part of the city (49% in 2017), 29% from northeast (25% in 2017), 13% from southwest (14% in 2017), and 11% from southeast side (12% in 2017). (Figure 1)

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

Figure 1. Geographic Sections

47% = Northwest
13% = Southwest
29% = Northeast
11% = Southeast



Priorities for On-Going Services

Respondents were asked to indicate their priorities for the upcoming city budget by indicating allocation levels (less, same, or more) on various services paid for by property or sales taxes. Proposed funding amounts were indicated for each of the services. Table 3 shows the residents' spending priorities. A majority of respondents reported that they would like the City of Ames to spend the same amount as the previous year for all of the 10 services. Fifty-six respondents checked "others" but did not specify what those others were.

On a scale of 1 to 3 (1 - less spending, 2 - same spending, and 3 - more spending), all the programs received a score of 2.0 or higher. The programs receiving a lower score included land use planning (both current and long term), Ames Public Library, and City arts programs (public art and COTA). Additionally, these programs received the highest ratings for "spend less" (13% for land use planning, 16% for Ames Public Library, and 18% arts programs).

Of those selecting "spend more," 23.3% of respondents would like to see more money spent on Ames Animal Shelter & Animal Control, 21.5% wanted more spent on human service agency funding (ASSET), followed by parks activities (20.6%), recreational opportunities (20%), and CyRide (19.9%). These findings are in Table 3.

Table 3. On-going service priorities

On-going service (budgeted amount)	Should the city spend?			
	<u>Less (1)</u>	<u>Same (2)</u>	<u>More (3)</u>	<u>Average</u>
Ames Animal Shelter & animal control (\$446,674) (n=468)	8.5	68.2	23.3	2.1
Human service agency funding (ASSET). (\$1,423,497) (n=466)	7.7	70.8	21.5	2.1
CyRide (public transit) (\$1,907,085) (n=468)	7.1	73.1	19.9	2.1
Parks activities (\$ 1,475,381) (n=467)	8.6	70.9	20.6	2.1
Recreational opportunities (\$2,247,978) (n=470)	9.1	70.9	20.0	2.1
Law enforcement (\$9,783,885) (n=466)	8.4	74.5	17.2	2.1
Fire protection. (\$7,283,577) (n=468)	4.5	84.6	10.9	2.1
Land use planning (both current and long-term) (\$865,415) (n=468)	13.0	70.9	16.0	2.0
Arts programs (Public Art & COTA) (\$209,979) (n=466)	18.0	62.2	19.7	2.0
Ames Public Library (\$4,443,774) (n=470)	15.7	70.2	14.0	2.0
Other (n=56)	6.0	85.7	8.3	2.0

Table 4 shows the trends of the “spend more” responses. From 2015 to 2018, there has a slight increase in more spending for the Ames Public Library. Comparing 2017 to 2018, there was a general decline in the number of responses for increased funding for city services. The largest decreases from last year were in the categories of law enforcement (-8%), recreational opportunities (-7%), and CyRide (-5%). However, the table also shows that these programs remain quite important to the community with at least 20% of the respondents indicating a need for “more spending” over the five-year period.

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

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

Services	Survey Year				
	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
	Percent				
Ames Animal Shelter and Animal Control	22	23	25	26	23
Ames Public Library	13	12	15	20	23
Human Service Agency funding (ASSET)	20	21	25	23	21
Park activities	19	18	19	22	21
Art programs	16	16	17	23	20
CyRide (public transit)	22	33	29	25	20
Recreational opportunities	26	28	29	27	20
Law enforcement	21	21	25	25	17
Land use planning (Both current and long-term)	20	17	17	17	16
Fire protection	16	18	17	14	11

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

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

Arts Programs (Public Art & COTA)

- None

Fire protection

- Long-term residents (more than 14 years in Ames)
- Younger respondent (less than 33 years of age)
- Owner
- Undergraduate degree

Human service agency

- Undergraduate and graduate degrees
- Female

Law enforcement

- Long-term residents (more than 14 years in Ames)
- Older respondent (older than 33 years of age)
- Non-student residents
- Retired
- With income of \$200,000 or more
- Owner

Ames Animal Shelter and Animal Control

- Female

Public Library

- Female
- Some graduate work

Land use planning (both current planning and long term)

- Full-time ISU student
- Renter
- Those living in the Southeast side of the town

Parks Activities

- Renter
- Some graduate work

Recreational Opportunities

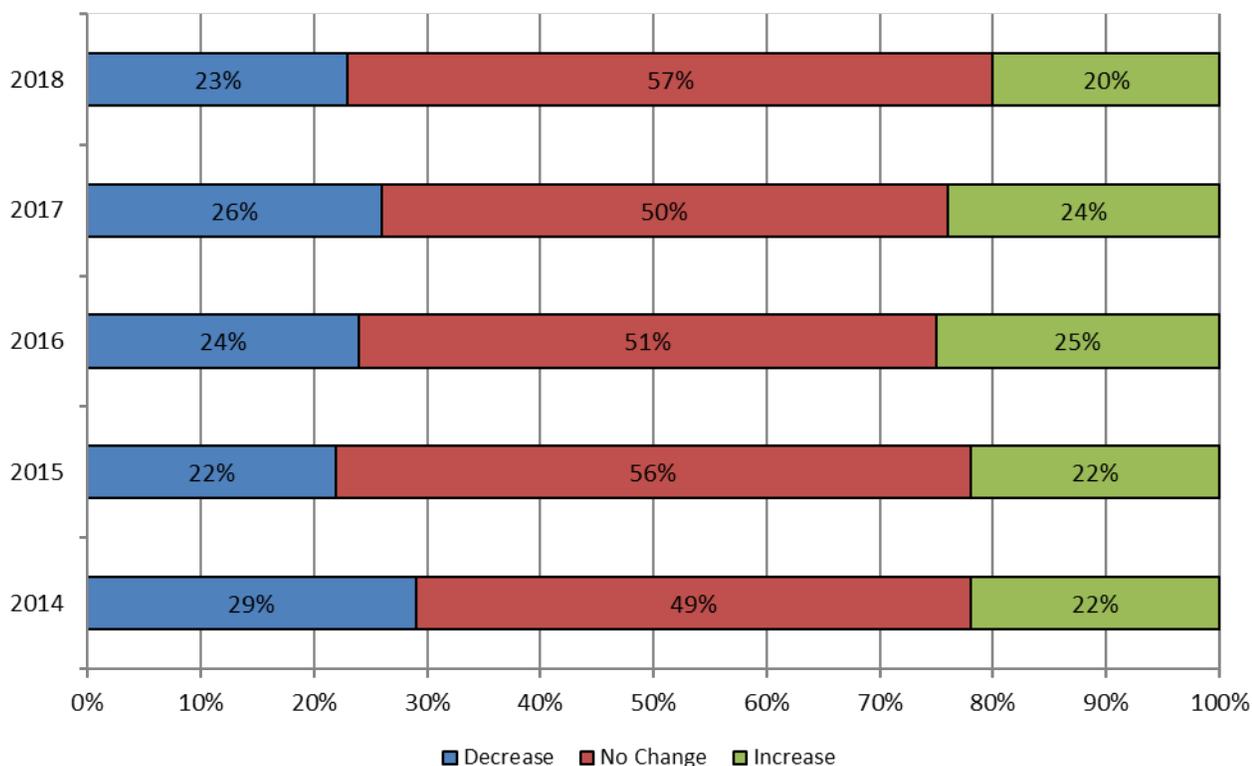
- Undergraduate degree

Transit system (CyRide)

- Newer residents (lower than 14 years in Ames)
- Younger respondent (younger than 33 years of age)
- Full-time ISU student
- Renter

Residents were asked how they thought property taxes should be adjusted (decrease, no change, increase) next year in light of their spending priorities. Figure 2 chronicles preferred property tax adjustments over the past five years. This year more respondents indicated that they would prefer no change in property tax rates (57% in 2018 as compared to 50% in 2017). This seems to suggest that respondents are overall pleased with the city tax rate. In 2018, 20% of the respondents preferred an increase in property tax (24% in 2017) and 23% suggested a decrease (26% in 2017).

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



Capital Improvement Priorities

Respondents prioritized seven capital improvement projects. Table 5 shows traffic flow improvement was the top capital improvement priority. It received a mean value of 3.2 based on a 4-point scale (1 - not very important, 2 - not important, 3 - important and 4 - very important). Reconstructing existing streets is the second highest priority, followed by storm water drainage improvements, greenway trails (recreational) improvements, improvement to existing parks, off-street bike facilities (commuter) improvement, and on-street bike facilities (commuter) improvements. Fourteen responded with “other” specified priorities.

Table 5. Capital improvement priorities, 2018

	<u>Somewhat or Very Unimportant</u>	<u>Somewhat or Very Important</u>	<u>Average*</u>
	%	%	
Traffic flow improvements	19.2	80.8	3.20
Reconstructing existing streets	17.5	82.5	3.15
Storm water drainage improvements	24.0	76.0	3.00
Greenway trails (recreational) improvements	35.1	64.9	2.75
Improvements to existing parks	35.2	64.8	2.70
Off-street bike facilities (commuter) improvements	41.5	58.5	2.64
On-street bike facilities (commuter) improvements	40.4	59.6	2.62
Other, specify	21.4	78.6	3.05

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

Other responses: (n=14)

- CyRide
 - Not having CyRide bus stops right after an intersection
- Library
 - Library
- Pool
 - Indoor pool
- Pedestrian Infrastructure
 - Automatic pedestrian crosswalk lights on Lincoln Way
 - Sidewalks
- Railroad
 - Railroad crossing downtown
 - Fix train crossing at Duff under or over - this is terrible.
- Solar Streets
 - Solar streets
- Storm Water Drainage
 - 6th & Duff storm water drainage improvement
 - Erosion on private property from creeks on city property!
- Street
 - Streets
- Traffic
 - Continue Grand and S 5th to connect out to Lincoln Way in order to reduce traffic on Duff.
 - Also continuing Grand out to S 16th would help
 - Take the strain of S. Duff - put South Grand through
- Other
 - Any infrastructure improvements.

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 project priorities have remained quite consistent over the past five years: (1) reconstructing existing streets followed by (2) traffic flow and (3) storm water drainage improvements.

In 2018, there was not much change in the trends for capital improvement priorities from the previous year. Most categories had only a slight (1-3%) increase or decrease from the previous year. However, in 2018, there was a 26% increase in the “other” category over the previous year. Some of the comments were addressing specific areas of concern in the provided options. For example, traffic flow improvements such as “take the strain of S. Duff – put South Grand through,” and “continue Grand and S 5th to connect out to Lincoln Way in order to reduce traffic on Duff.”

New priorities were suggested based on open-ended comments such as railroad crossing improvements in downtown Ames and pedestrian infrastructure improvements. See related “Other” comments under Table 5.

In 2016, the category, “on-street bike facilities (commuter) improvements,” was added to the survey and in the inaugural year, 61% of the respondents indicated that it was very or somewhat important compared to 60% this year. “Greenway trails (recreational) improvements” was also added to the survey in 2016. In the introductory year, 69% of respondents indicated this was very or somewhat important compared to 65% in 2018.

Table 6. Trends in capital improvement priorities

<u>Service</u>	<u>Survey Year</u>				
	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
	Percent very or somewhat important				
Reconstructing existing streets	86	88	80	82	82
Traffic flow improvements	76	84	79	78	81
Storm water drainage improvements	76	77	69	78	76
Greenway trails (recreational) improvements			69	67	65
Improvements to existing parks	66	68	66	68	65
On-street bike facilities (commuter) improvements	-	-	61	59	60
Off-street bike facilities (commuter) improvements	66	71	62	57	58
Other	58	-	-	53	79

Survey respondents ranked their three highest capital improvement priorities. Table 7 shows the results of those rankings. Traffic flow improvements ranked as the first priority. It has claimed the top priority for the past three years. The trend is the same for “reconstructing existing streets” and “storm water drainage improvements” as second and third priorities, respectively.

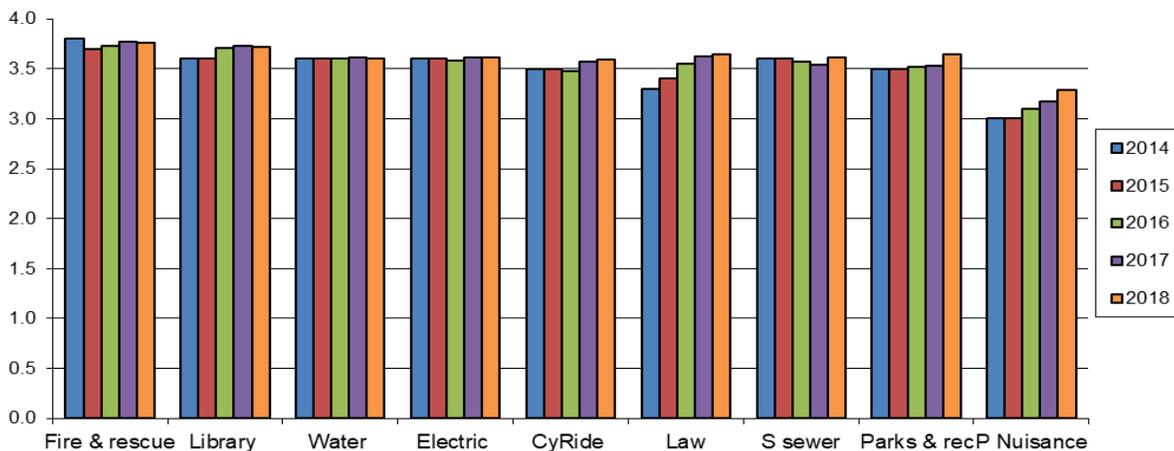
Table 7. Ranking of Capital Improvement Priorities

Capital Improvements	1st Priority (n=457)	2nd Priority (n=443)	3rd Priority (n=429)
Traffic flow improvements	33.9	23.0	14.5
Reconstructing existing streets	30.0	23.7	15.6
Storm water drainage improvements	10.5	17.6	18.9
On-street bike facilities (commuter) improvements	6.6	9.7	10.5
Improvements to existing parks	6.6	8.4	17.2
Greenway trails (recreational) Improvements	6.6	7.2	13.5
Off-street bike facilities (commuter) improvements	3.7	8.6	8.4
Other	2.2	1.8	1.4

Resident Satisfaction with City Services

Respondents were asked to rate their level of satisfaction with services provided by the City of Ames. Based on a scale of 1 to 4 (1 = “very dissatisfied”, 2 = “somewhat dissatisfied”, 3 = “somewhat satisfied”, and 4 = “very satisfied”) as well as a fifth option, “don’t know.” The level of satisfaction with City services continues to be high (Figure 3). From 2014 to 2018, all nine categories received high ratings (satisfied to very satisfied) by the respondents. In 2018, the levels of satisfaction of three out of the nine services stayed the same as last year. The other six services were rated higher this year (1% increase) compared to last year: fire and rescue, CyRide, law enforcement, sanitary sewer, parks & recreation, and public nuisance services.

Figure 3. Perceived Satisfaction Levels on Services, 2014-2018



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

Respondent satisfaction with City departments remained high in 2018, with all of the nine focus areas receiving 95% or more “somewhat or very satisfied” responses (Table 8).

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

	<u>Very/Somewhat Dissatisfied</u>	<u>Very/Somewhat Satisfied</u>
Fire rescue services (n=349)	2.9	97.1
Library services (n=365)	3.0	97.0
Parks & recreation services (n=430)	3.3	96.7
Law enforcement services (n=422)	5.0	95.0
Electric services (n=433)	3.5	96.5
Sanitary sewer service (n=414)	4.1	95.9
Water service (n=446)	4.5	95.5
CyRide bus services (n=353)	5.4	94.6
Fire rescue services (n=349)	2.9	97.1

Police Department

In the next part of the survey, respondents indicated their priorities for law enforcement. Respondents were asked to report whether they thought the Ames Police Department should give less, the same, or more emphasis to 16 law enforcement activities. More than half of respondents indicated emphasis should be the same for every category, except sex-related offenses investigation. Table 9 shows respondents’ preferences for priorities for Ames Police Department activities from the 2018 survey.

While most people indicated that they feel law enforcement activities should remain constant, several categories did receive responses that “more emphasis” was desired. In the area of sex-related offenses investigation, more than 50% of respondents said it should receive more emphasis, with less than 1% suggesting less emphasis. Other policing activities that people indicated should have additional emphasis included: illegal drug use prevention and enforcement (36.5%), crime prevention and education activities (34.6%), violent crimes investigation (32.7%), and domestic violence & family dispute resolution (32.4%).

One-third of the respondents (33%) said parking laws enforcement should receive less emphasis from law enforcement. Other categories that some respondents felt should receive less emphasis included speed limit enforcement (16%), noise laws and nuisance party enforcement (11%), and alcohol-related crime enforcement (8%). Less than 1% of the respondents believed that violent crime investigation should receive less emphasis.

Table 9. Future emphasis for Police Department activities

<u>Police Department activity</u>	<u>Less</u>	<u>Same</u>	<u>More</u>
Sex-related offenses investigation (n=485)	0.8	48.7	50.5
Illegal drug use prevention and enforcement (n=488)	6.6	57.0	36.5
Crime prevention and education activities (n=489)	1.6	63.8	34.6
Violent crimes investigation (n=486)	0.8	66.5	32.7
Domestic violence & family dispute resolution (n=487)	0.6	66.9	32.4
School resource officer services (n=487)	2.9	71.0	26.1
Bad checks, fraud, & identity theft investigation (n=487)	2.3	75.8	22.0
Alcohol-related crime enforcement (n=488)	8.0	71.1	20.9
Noise law and nuisance party enforcement (n=485)	10.9	70.7	18.4
Residential patrolling (n=490)	5.3	76.5	18.2
Animal control and sheltering (n=489)	5.7	78.9	15.3
Juvenile crimes investigation (n=486)	3.3	82.3	14.4
Speed limit enforcement (n=490)	16.1	69.6	14.3
Traffic control and enforcement (n=489)	6.1	81.6	12.3
Business district patrolling (n=487)	5.7	86.0	8.2
Parking laws enforcement (n=490)	33.1	61.2	5.7

Table 10 shows five-year trends for police department activities that should receive “more emphasis.” For the past several years, survey respondents have continually indicated that sex-related offenses investigation needs “more emphasis.” In the 2018 survey, there was an increased emphasis of school resource officer services; increasing 8% from last year (26% in 2018 and 18% in 2017), possibly due to increased school violence nationally. Over the past year, several policing activities have seen declines in the number of respondents indicating a need for “more emphasis” compared to 2017 data: alcohol-related crimes enforcement (-9%), bad checks, fraud, & identity theft investigation (-8%), illegal drug use prevention and enforcement (-6%), and violent crimes investigation (-6%).

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

<u>Police Department activity</u>	<u>Survey Year</u>				
	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
-	Percent				
Sex-related offenses investigation	41	47	51	52	51
Illegal drug use prevention and enforcement	40	35	35	42	36
Crime prevention and education activities	30	32	36	36	35
Violent crimes investigation	33	34	38	39	33
Domestic violence/family dispute resolution	29	35	36	37	32
School resource officer services	21	19	22	18	26
Bad checks, fraud & identity theft investigation	26	27	28	30	22
Alcohol-related crimes enforcement	37	29	31	30	21
Noise laws and nuisance party enforcement	23	17	20	20	18
Residential patrolling	22	18	19	19	18
Animal control and sheltering	14	14	18	15	15
Juvenile crimes investigation	18	16	17	13	14
Speed limit enforcement	14	14	17	12	14
Traffic control and enforcement	16	16	18	14	12
Business district patrolling	9	6	9	9	8
Parking laws enforcement	6	5	5	4	6

Additional Comments

The police department received many positive comments from the respondents. Examples of the positive comments from the respondents include:

- “I would like to thank all of our officers for making this a safe community.”
- “We are fortunate to have the dedicated and professional officers of APD.”
- “APD outreach thru social media rocks!”

Many people indicated having a lack of knowledge about the current policing priorities or they had not had police contact. There were a number of specific problems mentioned in the comments including public vandalism, more patrolling, noise/party control, fireworks enforcement, and enforcement of dogs on leashes, card skimmers, and car windows being shot out.

Several comments focused around alcohol abuse enforcement. One respondent felt that police should have broader enforcement throughout the city: “Don’t just focus on the college. Tons of people drink and drive in residential neighborhoods.” Others thought the police should be more lenient towards those found publicly intoxicated.

Parking was another topic that received comments. Most comments focused on the lack of available parking, parking fees, and tickets. One comment requested enforcement of vehicle removal from snow routes.

There were a couple comments focused on schools and schools resource officers. “I am very concerned about children's safety at school. A very serious program should be followed with local schools to ensure that shootings and violence doesn't occur.” Another comment asked that school resource officers direct attention at neglected children.

The word cloud is the visual representation of the comments. For original responses, please refer to the appendix.



Fire Department

Survey respondents reported their satisfaction with various Ames Fire Department activities. Table 11 shows respondents’ satisfaction ratings. For each activity, at least 55% of survey respondents responded with “Don’t know.” These individuals were excluded from the data in Table 11. Almost all of the respondents were somewhat/very satisfied with efforts at putting out fires (97%) and ambulance assistance (96.8%), followed by 94.3% for fire prevention education and outreach and 92.5% for home business safety inspection.

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

Fire Department Activity	Very/Somewhat Dissatisfied	Somewhat/Very Satisfied
Putting out fires (n=169)	3.0	97.0
Ambulance assistance (n=189)	3.2	96.8
Fire Prevention education & outreach (n=230)	5.7	94.3
Home & business safety inspections (n=130)	7.5	92.5

Additional Comments

Residents of Ames provided many positive comments regarding the Ames Fire Department. Several people provided positive examples of fire safety training and outreach they have received through the Ames Fire Department. Some respondents could not comment because they never had any instances where they needed the services from Fire Department.

While most of the comments were positive, there were also complaints and suggestions for improvement. The complaints were regarding perceived slow response time. There were comments regarding suggested improvements. A respondent suggested requiring higher level of training for fire department staff (EMT-level). One person commented, "Staffing levels need to keep pace with population growth." Another person suggested having an opportunity to take a citizen fire academy.

Actual responses can be seen at the appendix.

Ames Electric Service

The number of respondents who have experienced a power outage fluctuates every year. This is often due to weather conditions. Table 12 demonstrates this fluctuation, in 2014, 53% of those surveyed experienced a power outage followed by only 35% in 2015 and up again in 42% in 2016. In 2018, 36% of respondents reported experiencing a power outage (Table 12). Ten percent of respondents experienced power surge, which affected their computer operations, which is the same as reported the previous year.

Table 12. Respondents' experience with electric service interruption

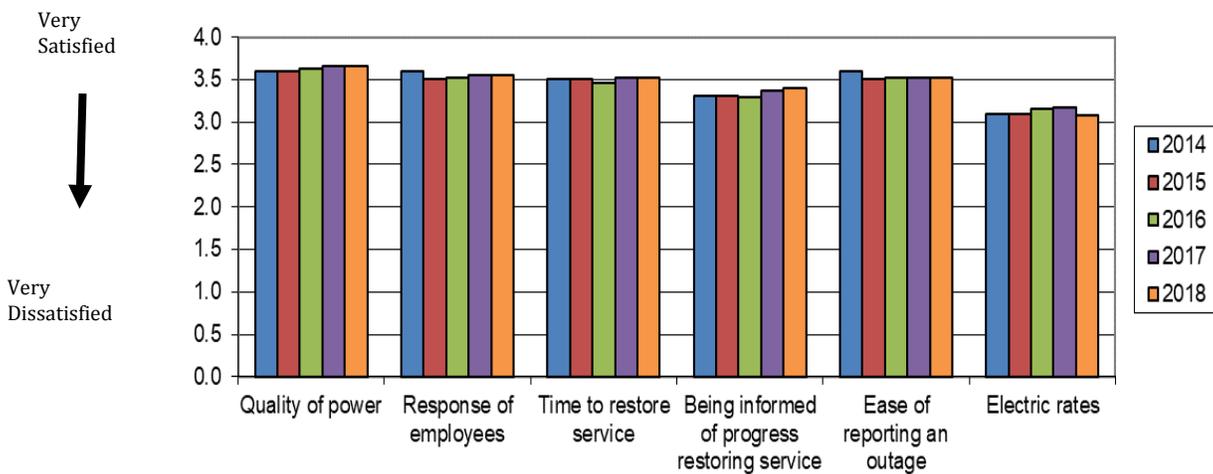
<u>Service outage</u>	<u>Survey Year</u>				
	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
	Percent who responded "yes"				
Experienced power outage	53	35	42	34	36
Experienced power surge which affected computer operations	18	12	15	10	10

Table 13 records satisfaction rates with electrical department services. "Does Not Apply" responses were excluded in this analysis. Over 96% of Ames customers were somewhat or very satisfied with power quality. The majority (92%) of respondents were somewhat/very satisfied with the ease of reporting an outage and the response of employees (95%). Likewise, 95% were very satisfied with the time to restore service after an outage. Over the 5-year period, level of satisfaction with the services provided by the city electric department was quite constant (Figure 4).

Table 13. Satisfaction with Electric Department services

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

Figure 4. Satisfaction with City Electric Department activities, 2014-2018



Again this year an additional question was asked regarding project interest in being involved in a community solar farm for Ames Electric Services customers. To participate in SunSmart Ames, utility customers would invest in a Power Pack for \$333 and receive a small monthly credit on their bill for the next 20 years. (More information is available at www.CityOfAmes.org/Solar.)

When the survey respondents were asked if they are interested in participating, about one-third (33.5%) expressed interest. When asked why they are not interested, a majority (51%) stated that they are not planning to stay in Ames long term. Other reasons include the cost, lack of knowledge about the program, and perception that the return on investment is low.

- Short-term stay in Ames (51.2%)
- Too expensive (33.6%)
- Renter (5.1%)
- Not interested in renewable energy (4.6%)
- Lack of knowledge (4.1%)
- Not sure if it works (3.7%)
- Return on invest (ROI) is low (3.7%)
- Age (too old) (1.8%)

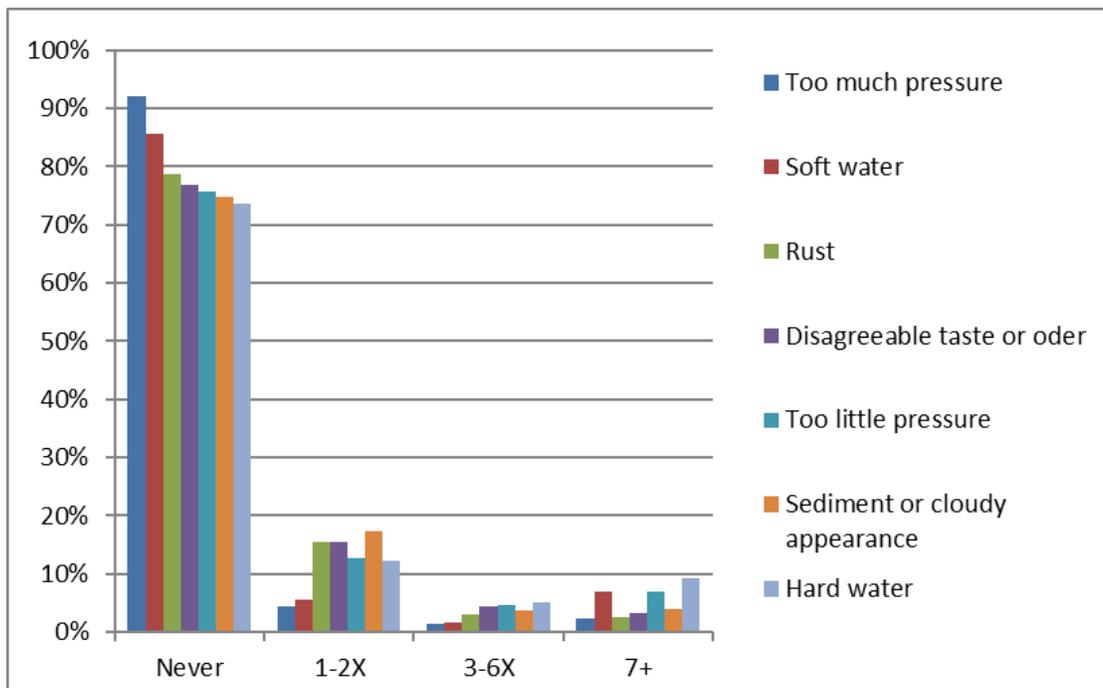
- Others (3.2%)
 - Concentrate on lowering costs, not being politically correct from the liberal perspective
 - I am but husband isn't
 - If this was cost effective, the city would do it for all citizens
 - Installment payments would be good like budget billing
 - Will it happen due to recent Iowa legislature action?
 - Prefer wind energy to solar in this area

Water and Sanitary Sewer Utilities

Of the respondents who use City of Ames water and sanitary sewer services, the majority reported never having problems such as too much pressure (90%), soft water (81%), rust (77%), disagreeable taster or odor (76%), too little pressure (74%), sediment (73%), or hard water (71%). However, these numbers are down from the previous year.

Figure 5a shows the frequencies of water service problems as reported in 2018. Most respondents experiencing water problems indicated they had problems once or twice in the past year ranging from too little pressure (4%) to sediment (17%). Nine percent experienced hard water on seven or more occasions in the last year. Figure 5b shows data on the number of respondents reporting no water problems for the past five years (2014 to 2018). In comparing 2018 to previous data, less people reported having some water problems.

Figure 5a. Frequencies of water service problems, 2018



Water and Pollution Control Department

Satisfaction with services of City Water & Pollution Control Department is reported in Table 14. Eighty-five percent of the respondents were satisfied (somewhat and very satisfied are combined) with water rates. Well over three-fourths were satisfied with water quality and sewer rates (93% and 83%, respectively).

Table 14. Satisfaction with Water & Pollution Control Department services

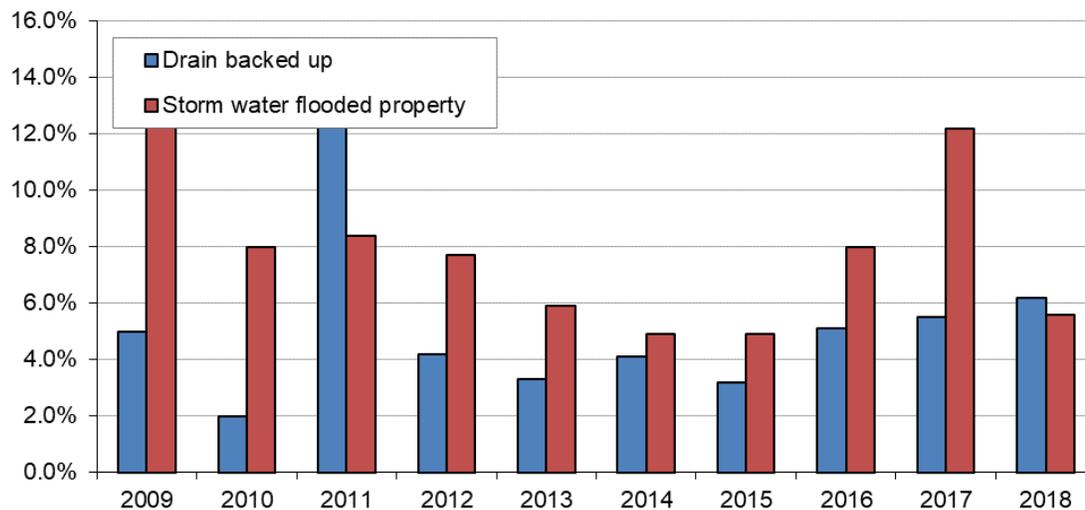
	Very/somewhat dissatisfied	Somewhat/very satisfied	Average
Water rates (n=382)	15.4	84.6	3.15
Water quality (n=425)	6.6	93.4	3.57
Sewer rates (n=374)	17.4	82.6	3.11

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

Residents were asked if the City sewer system caused a back-up in their basement/home. Only 6% (n=30) indicated yes. Of those who had a sewer problem, 29% reported the problem to the city, of which 75% were somewhat/very satisfied with the response and assistance they got from the city.

Finally, residents reported whether the storm water flooded onto their properties from the city street. In 2018, storm flooding was reported by 27 respondents or 6% (Figure 6). Of the 27 respondents who experienced flooding, 26% (n=7) reported the problem to the city. When asked how satisfied they were with the city’s response to the flooding problem, 71% were dissatisfied/ or very dissatisfied. Figure 6 indicates that problems related to the city’s storm water system increased from 2013 to 2017, although this was a big drop from 2009. From 2017 to 2018, the city’s sewer system causing back-up in the basement/home increased slightly, while storm water flooding onto the property decreased over six percent.

Figure 6. Respondent’s experience with city sewer system problems, 2009-2018



Additional Comments

Many of the comments in this section were detailing specific incidents of sewer drain backup or flooding of property. One person suggested giving discounted utility rates to the elderly. Several people complained about the high cost of irrigation water for lawns and plants. Please see the appendix for complete comments.

Neighborhood Nuisance Enforcement

Table 15 illustrates survey respondents' satisfaction with the City's neighborhood nuisance enforcement efforts. Over half of the respondents surveyed indicated they did not have an opinion on each of these activities (ranged from 52% to 67%). These individuals were excluded from the denominator when percentages for "satisfied" and "dissatisfied" were calculated. Among those who expressed opinions, more than two-thirds reported being "somewhat" to "very satisfied" with each enforcement effort: front yard parking on residential property (80%), property upkeep (74%), noise limits (70%), yard upkeep (68%), outdoor storage on property such as old cars, tires, furniture, garbage (67%) and over occupancy in rental property (66%). The average satisfaction is moderate (level ranges from 2.83 to 3.09).

When satisfaction level was compared against geographic characteristics of the respondents, those living in the southeast area (south side of Lincoln Way and streets to the south; east side of University Boulevard and streets to the east) were more satisfied with the yard upkeep (overgrown vegetation) compared to those living in the northwest and northeast side of the city.

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

The level of satisfaction on the other nuisance issues such property upkeep, over-occupancy, yard upkeep, and outdoor storage on property were almost the same (2.8) (4 being very satisfied).

Table 15. Satisfaction in neighborhood nuisance enforcement

	<u>Very/Somewhat Dissatisfied</u>	<u>Somewhat/Very Satisfied</u> Percent	<u>Average</u>
Noise limits (n=236)	29.7	70.3	3.09
Front yard parking on residential property (n=197)	20.3	79.7	2.97
Property upkeep (paint, gutters, broken windows) (n=233)	25.9	74.1	2.87
Over-occupancy in rental property (n=165)	34.2	65.8	2.85
Yard upkeep (n=231)	32.2	67.8	2.84
Outdoor storage on property (old cars, tires, furniture, garbage) (n=230)	32.6	67.4	2.83

Additional Comments

Most of the respondents who wrote comments felt that there is no nuisance problem in their neighborhood. Many people were concerned with yard and property maintenance and often sighted specific examples. There were concerns related to rental caps and over occupancy in rental housing. Several people were concerned about old, unused cars parked on the street or in neighboring yards creating an eyesore. Some other issues mentioned were yard upkeep, property maintenance, noise, barking dogs, parking issues (lawns, street), and sidewalk snow removal. For additional and specific comments, see the appendix.



Transportation

Residents were given the opportunity to rate street and bike path maintenance using a four-point scale from “very good (4)” to “very poor (1).” The average values ranged from 2.9 to 3.3, meaning the road services were rated “good”. When “very good” and “good” responses were combined, responses ranged from 72% for surface condition of major streets to 93% for maintenance of bike paths as seen in Table 16.

Table 16. Road service ratings

	Very Poor/ Poor Percent	Good/ Very Good
Maintenance of bike path (on street lanes & paths) (n=390)	6.8	93.2
Appearance of medians and parkways (n=408)	7.0	93.0
Condition of streets in your neighborhood (n=410)	9.2	90.8
Snow plowing on major streets (n=414)	13.1	86.9
Snow plowing in your neighborhood (n=415)	13.8	86.2
Street sweeping in your neighborhood (n=408)	14.9	85.1
Street sweeping in business areas (n=400)	16.5	83.5
Ice control at intersections (n=414)	20.4	79.6
Surface condition of major streets (n=414)	27.6	72.4

Figures 7a&b compare this year’s road service ratings with ratings from previous years. Most categories saw a slight rating improvement from last year. Eight out of nine street maintenance features increased slightly compared to last year. Only one maintenance feature, “snow plowing in your neighborhood,” decreased in satisfaction over the previous year.

When looking at the age of the respondents, six out of nine road service ratings were viewed differently (condition of street in the neighborhood, ice control at intersection, snow plowing on both neighborhood and major streets, and street sweeping in both business area and neighborhood). The older the respondent, the higher they rated those six road services.

In term of length of residency, four out of nine road services were rated higher by long-term residents (condition of streets in the neighborhood, ice control at intersection, and snow plowing in both neighborhood and major streets).

In 2018, those living in southeast Ames had higher ratings for street sweeping in business areas and surface condition of major streets compared with those from northeast and southwest (average score of 3.0 and 3.3 respectively). On the other hand, snow plowing in the neighborhood and street sweeping in the neighborhood were viewed higher by northeast residents compared to southwest residents. The other three street maintenance features were viewed the same regardless of geographic residence.

Figure 7a. Quality of street maintenance features (2014-2018)

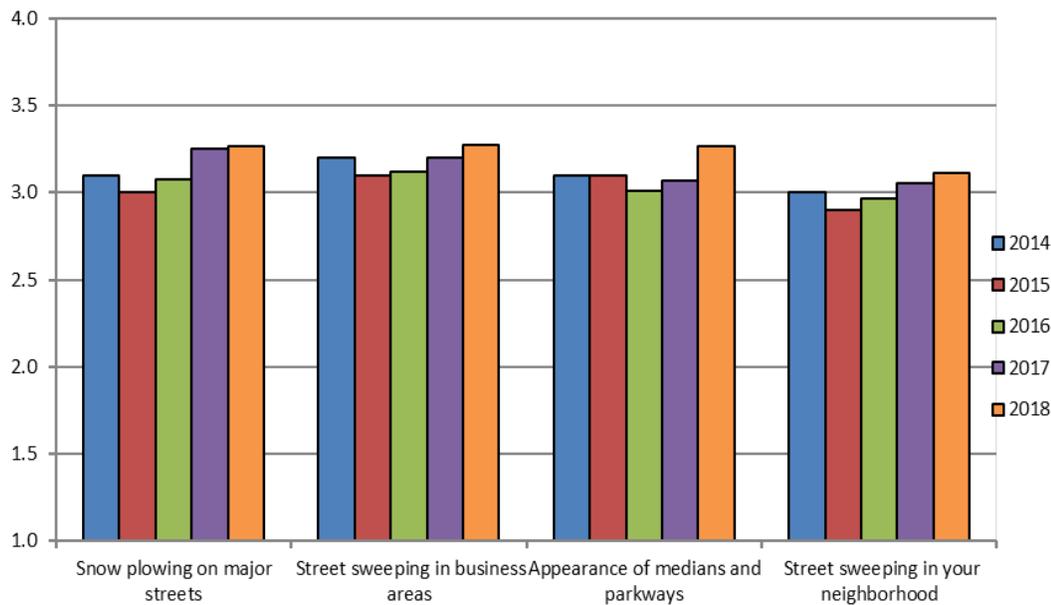
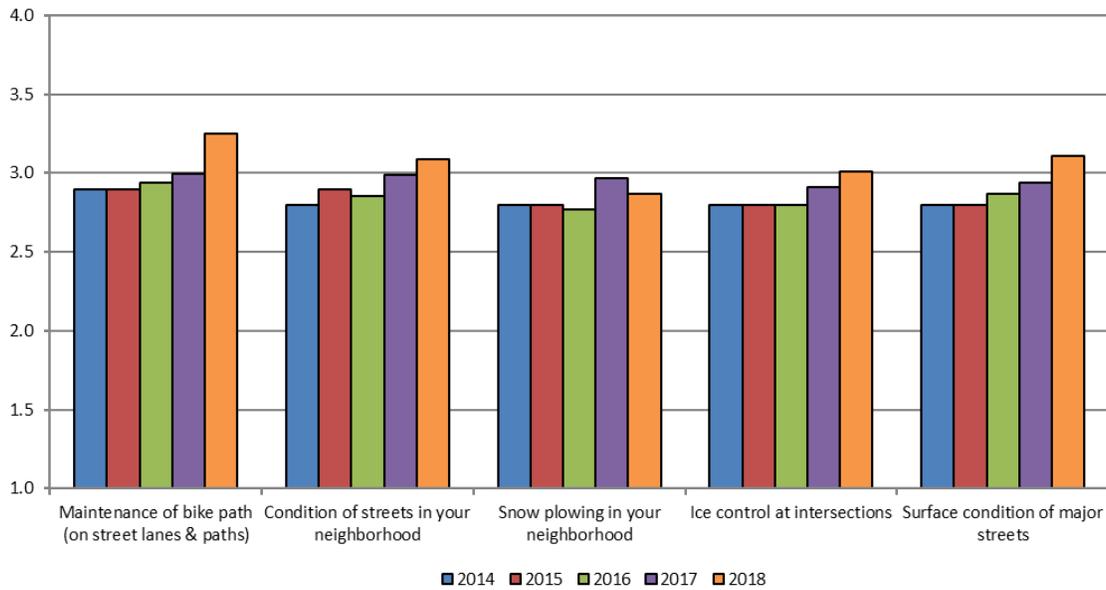


Figure 7b. Quality of street maintenance features continued (2014-2018)



The survey also asked about the effectiveness of coordination between traffic signals. Table 17 shows that while 59% of respondents said coordination was “often and/or always” effective, another 32% said the coordination was “rarely to sometimes” effective.

Table 17. Signal Coordination Effectiveness (n = 487), 2018

	Percent
Almost always effective	24
Often effective	35
Sometimes effective	26
Rarely effective	6
Don't know	8

Additional Comments

A common complaint from the comments was the lack of coordination in traffic lights. A number of people identified specific problem intersections, which are listed below. Other top concerns included road median, pedestrian crossing signals, sidewalks/bike path infrastructure, snow removal and street maintenance.

Specific areas of the city that needs attention are:

- 3rd and Walnut

- Stoplights at Walnut and 3rd are poorly coordinated. Oftentimes turn red when no cross traffic is even present
- Lights all over town often turn red for me when nobody else is even at the intersection. 3rd Street/Walnut intersection is the worst
- 13th and Grand
 - Need left turn lanes in all directions
 - Better traffic control at times of day
 - Needs another turning signal, without it the turning time is too long and not enough cars can turn before the light turns red
 - Turn arrows
 - The corner of Grand and 13th needs to have a left turn light. That stop light is next to impossible to turn left at due to low visibility.
- 24th and Stange
 - When you push the button to cross Stange (for walkers and bikers), all lights turn red for cars, but only the signal to walk across Stange shows up. You might as well have the walk signal to cross 24th also turn on.
- Burnett and 20th-22nd
 - Resurfaced last year. Left it very rough and now it is worse than it was. Kids can't skateboard... too rough just an overall bad job.
- Campus Ave
 - Lots of potholes and rough road
- Campustown
 - Several bad/blind intersections around Campustown such as Stanton and Lincoln
 - Maybe the city of Ames just shouldn't shut down streets near campus. I also know that the business that closed down the street on Lincoln Way isn't paying the city or the university a dime. It is a huge inconvenience especially when some students are not good drivers.
- Carroll and 16th – 24th
 - Did "rehabilitation" a few years ago, should have just rebuilt the street, rehab didn't really help much. Some intersection were very slick, but that's a brutal reality.
- Duff Ave
 - Duff is currently a parking lot of congestion. Hopefully the Grand Ave extension will help.
 - South Duff traffic control is terrible.
- Grand Ave and 30th/Duff
 - East/west sensor needs to be more sensitive or faster countdown
- Lincoln Way and Hyland
 - The Hyland/Lincoln Way intersection needs to allow more time to alleviate the traffic.
- Lincoln Way and Kellogg
 - The light at Lincoln Way and Kellogg is for sure not coordinated.
- N University and Stange Rd.

- The intersection of N University and Stange light is very odd. It often will switch the light on for lanes that have no cars and both cars and people in the crosswalks are just stuck there waiting
- S University
 - New traffic circle on South University Ave makes it difficult to exit Sams Club east because the light is too long.
- S University and S 16th
 - The stop light at the intersection of S University Blvd and s 16th St takes forever to turn, especially at night.

Specific issues of the town that needs attention are:

- Road Medians
 - I have noticed that there have been a lot of weeds growing in the medians, especially where they have put shrubs or trees and covered the rest of the area with landscaping rock.
 - The medians along Stange in Northridge Heights are all weeds. Needs maintenance.
- Pedestrian/Bicycle
 - I use a bicycle, both on sidewalk and the road. The traffic lights do sometimes seem to ignore pedestrian walk button.
 - Sometimes the button is useless.
 - Traffic light coordination is often abysmal for pedestrians. It takes forever to cross certain streets (esp. Lincoln Way & Duff)
 - Good efforts w/ bike lanes and green areas. Poor with bumpy paved trails like on Univ. Blvd.
 - It would be helpful to have bicycles use the bike paths where available.
 - Don't understand the bike paths on 4th street. Have never seen a bike on them.
 - Shared use roadways (bike, car) should only be in place where defined separate lanes can be provided. See: 6th Street east of University - ISU portion of street.
 - My sidewalk is very poorly maintained by the city and fills with mud due to poor design. I walk to work and have to walk in the street due to how poorly maintained it is.
 - Nothing to say. The city could use more sidewalks but I know that that's an ongoing process.
 - Sidewalks need repair
 - The condition of sidewalks in the Oakland St. area and surrounding streets are very poor. Walking is a hazard - very easy to trip and fall!
 - Bike paths are in poor shape.
 - Another concern is that the pedestrian crossing lights on Lincoln Way don't turn to the walk light unless the button is pushed. As Ames is such a pedestrian heavy area, this is highly ineffective as once pedestrians approach the walk, they still walk unsafely if the light is not on.
- Snow removal
 - My neighborhood always takes a long time to get plowed after it snows.
 - Excluding snow/ice, the roads are usually in good condition. However, I feel Ames does an unacceptably poor job clearing the roads of ice. I know several times I have been driving in the afternoon of the day after it rained/snowed during winter and there was still a dangerous amount of ice on the road.
 - It always seem pretty slow to get snow shoveled or intersections deiced.

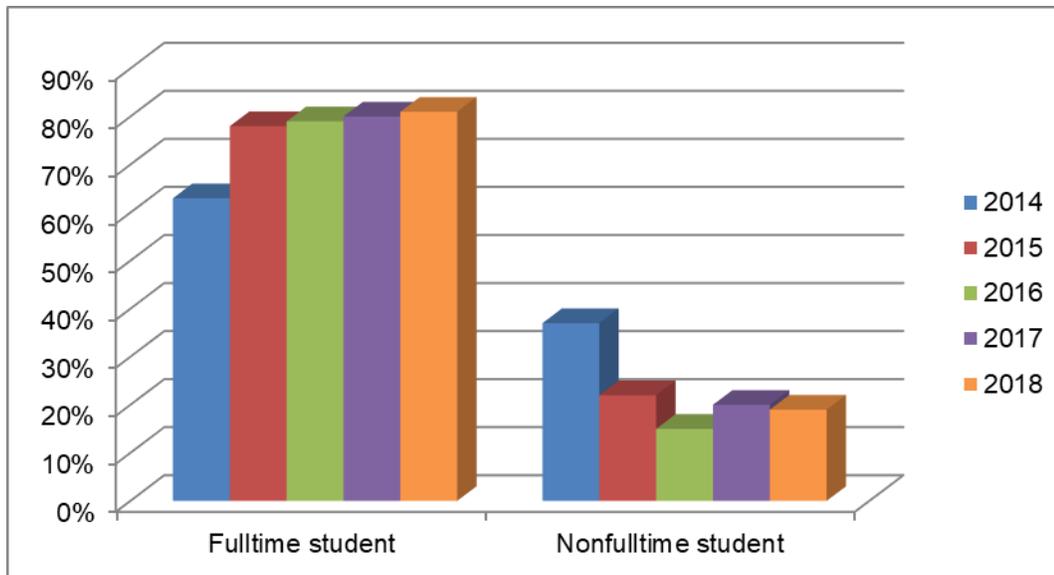
- Live on a dead end street. It is one of the last streets cleared off.
 - Need faster snow removal
 - Plowing on major streets like Grand was generally good. I work on Saturdays and even major streets like 13th often poorly plowed Saturday mornings.
 - Snow plowing could be improved. Roads during/after a snow are often very slippery and it is difficult to see the lines.
 - Snow will get plowed once, but not necessarily again. Left to cars driving to clean remaining snow.
 - Snow/ice removal is a major issue.
 - Poor quality/care. I've called to have one street plowed
 - The roads in the winter are terrible in Ames.
 - The street conditions during and after snowfall is very poor. It would be wonderful if Ames had 24hr snow removal and salt/brine crews. It is so icy after snowstorms in the Midwest, and it is shocking how unprepared the city of Ames seems to be. Property managers should be held accountable for adequate snow removal and ice treatment as most parking lots are ice skating rinks during and after winter storms.
 - When it snows or freezing rains it seems like nobody cares the roads conditions are really bad. More often than not, lots of snow or ice is leftover and that's not great. They try to clear but don't do a very good job, but that happens all over Iowa so I am not surprised.
 - Keeping the huge amount of winter weather we have had in mind, I am very impressed with street maintenance keeping up.
 - The plowing this winter was poor. Roads were icy in the Greek community neighborhood south of Lincoln Way to the point that cars struggled with driving even after the roads had been plowed.
 - Snow plowing - when the snow plow services around our neighbor's car parked on street they leave a massive pile of frozen slush in the middle of the street.
- Street Maintenance
 - There are a few annoying road issues like the recurring potholes on Welch Avenue, but I'm sure the city knows this and does what they can to solve it as soon as is practically feasible.
 - Some pot holes. Streets often aren't plowed well.
 - Our street is rather rough as a lot of streets are.
 - Parts of Duff Ave and Lincoln Way are very patched rough. It's embarrassing to show visitors to Ames around, because it's a bad first impression.
 - Please fix the potholes.
 - There's a HUGE pothole on S. 16th that's been there a while. For the most part, streets aren't any worse than other cities of comparable size.
 - Maintenance of the streets in the older and historic districts of Ames is very poor. They are often not plowed and very little effort is put into keeping them clean. Many times the residents of those neighborhoods have to keep things in order and that should be the duty of the city.
 - My biggest issue with the streets is how rough and uneven they are in some places. I understand that with having to plow over winter it is a challenge to keep them perfect but maybe you all could look into ways to help improve them for spring/summer/fall.
- Traffic lights/coordination
 - With Lincoln down to one lane in areas it is hard to have effective lights.
 - Lights should be better coordinated to improve traffic flow.

- Good lord can we get some rolling street lights? This is my biggest gripe with Ames, I can have a light turn green, but the next one instantly turns red. Most other major cities I've been to coordinate so you can usually hit lights of the same color as you move forward
- I don't like the inconsistency of the cycles. Some turn when the walk cycle goes to 0 and many do not.
- I wish the lights on Lincoln would be timed
- In late 1950's you had to drive 43.5 mph to get all green lights. Still that way last time tried - poorest city around as to traffic signals forcing you out to speed to get a couple of greens.
- More coordination between lights would be nice.
- Not sure what this means, but lights often take too long to change when there is no oncoming traffic from cross streets.
- Some need better timings or traffic activated loops.
- The coordination could use improvement in many areas. Many areas it works great.
- This should be a high-priority issue. Having cars idling at almost every traffic light creates traffic congestion, increases use of gas, leads to more air pollution.
- Traffic signal coordination is terrible!
- Traffic signal timing lends to favor those who speed. Not uncommon to have someone run a red light in order to squeeze through.
- Traffic signals are sometimes not logical. I should not have to stop when no vehicles are on the roads as well.
- When I'm in a hurry, the light is always RED!
- It seems either you stop at every light or you make all the lights.
- Traffic signals are my biggest gripe. Too many, especially on Lincoln Way.
- The stop lights that say yield on green for two lane mayor streets are extremely dangerous because sometimes the turning lane has a very long line of cars that doesn't allow for proper visibility. These stop lights should be changed for ones that have the turning arrow. Turning in mayor streets is very dangerous!!

CyRide

Ames' mass transportation system – CyRide – was addressed next in the questionnaire. Observe in Figure 8 how CyRide users differ by student status (full-time versus non-full-time students). Among respondents who used CyRide at least once a week, 84% were full-time students and 16% were non full-time students.

Figure 8. Use CyRide at least once a week, 2014-2018



In 2018, 49% of survey respondents reported to be CyRide users to various degrees. In the past five years, the use of CyRide has averaged around 44% (between 38% and 79%). In 2018, 51% of respondents reported they never rode the bus.

There was a decrease of 7% for those using CyRide once a week, and 11% increase in those riding for 2 to 6 times per week. The number of respondents who took CyRide for more than 10 times per week increased by 1% this year compared to 2017 (Table 18).

There is some correlation between resident demographics and CyRide usage. CyRide users are mostly younger (26 years of age) and have stayed in Ames for a shorter period of time (average 5.2 years). However, the non-CyRide users were older (average age 53) and have lived in Ames longer (average 22 years). The majority of those who used CyRide were students (84%) and mostly renters (88%).

Table 18. Respondents' weekly CyRide usage

Weekly use	Survey Year				
	2014	2015	2016	2017	2018
	Percent				
Never	62	59	53	53	51
2 to 6 times	15	15	19	6	17
7 to 10 times	10	12	9	19	16
More than 10 times	8	9	15	10	11
Once a week	5	4	4	12	5

When respondents were asked what would make them consider using CyRide if they are not currently using it, more than half (57%) said "nothing." Thirteen percent mentioned more frequent service near their residence and route service to more areas of Ames (15%). Other additional features mentioned were longer service (earlier/later) for some routes and a free service and/or lower cost. (Table 19)

Table 19. Services that would make you consider using CyRide if not currently using this service (n=225)

<u>Reason</u>	<u>No.</u>	<u>%</u>
Nothing	129	57.3
Service were provided to more areas of Ames	33	14.7
Service was more frequent on routes near me	30	13.3
The fare when boarding was at no cost	25	11.1
The fare when boarding the bus was lower	17	7.6
Service was offered on my route longer during the day (earlier or later times)	12	5.3
Others	35	15.6

Other responses:

- Bus stop access
 - I'm elderly – if there was a closer stop to pick up
 - I could access closer to my home.
 - More accessible to my house
 - It doesn't come near here, although we were told our area would be served when we moved here in 1995.
 - North Ames
 - No stops close to home - walk would be ~10 min
 - Not a stop nearby - closest is nearly 10 min walk.
- Cost
 - Free fare for employees of ISU - used to be this way.
- No Need
 - I live within walking distance to most everywhere I need to be
 - When we get jobs in town!
- No Interested
 - Not interested
- Other
 - Can't pay for the ride on the bus
 - I don't go anywhere consistently enough to leave a route.
 - No longer have teens in my household! Very valuable then.
 - Will ride in the future
- Retirement
 - For seniors.
 - Retired and will need it soon
 - Will use more when retired
- Route
 - More direct route where I want to go, but no big deal.
 - Not on a CyRide route
 - Live on a gravel road.
- Travel Time
 - Shorter amount of time to get to destination
- Unfamiliar
 - Haven't thought about this

- Too confusing
- Don't know how to read the schedule forms
- Need more info on rates
- Not familiar with it. Need to try it
- Not knowledgeable enough to answer the questions
- Taking the time to figure it out
- Taking the time to understand the routes
- Vehicle Trouble
 - If my car broke down
 - Could not drive
 - Inability to drive
 - Problems with my vehicle

Additional Comments (For actual responses, see Appendix)

- Complaints
 - Fix the app.
 - I don't like the new policy proposal that CyRide won't wait for you if you're running for the bus. We all know that CyRide is always a little late, and shutting the doors on someone who is clearly trying to make it to the bus is just plain mean. I've never seen anyone upset because the bus waited an extra 15 seconds to make sure someone gets on.
 - I don't like the new route names, especially cherry. Do you have any idea how many "pop the cherry" jokes are going to be made now? I really don't need that in my life.
 - Making sure seats are available for the disabled. Also drivers have a habit of breaking REALLY hard... One driver states that it is only okay to pass in front of the bus at the science hall stop, It is safer to cross in front of the bus than behind...
 - Next year the 1 Red route is changing. Not only is this inconvenient for me, but based on the number of students that use this stop, I think this is going to create a big issue.
 - Some drivers are extremely nice and others are extremely rude. Frequencies in the afternoon and weekends are too long. There shouldn't be days with no service because some people depend completely on this service for transportation.
 - The signs that display time until next bus at certain bus stops to not actually show all the buses so they are not helpful, also since all buses are not equipped with GPS, the QR code and texting CyRide do not show accurate ETAs
 - The smell of the diesel fuel gives me headaches with asthma.
- Convenience
 - Choose housing close to transportation
 - My house is located at 2 CyRide stops. I can live in my house longer as I age because of CyRide.
- Construction Conflict
 - CyRide would be better if Lincoln way wasn't shut down in the middle of one of their major routes.
- Cost
 - Going to \$1 will help
 - No fare for children.
 - Seems like there should be some off-season rates for residents!
- Good alternative
 - If my vehicle was not available or during a snowstorm.
 - It depends on the weather. If it snows outside, I would like to take CyRide rather than drive. Also, I feel the parking lots on campus are not enough.

- Hesitant to ride
 - I hesitate to ride not knowing which bus near me goes where. I look at the CyRide map and I get confused. Google directions, might be helpful.
- Never used
 - I just never used it so I can't give feedback.
- No Access/Limited Access
 - I live in North Ames and haven't got access to CyRide.
 - I live out in mobile home park and I wish there was a stop closer or there was more times buses came out by my home.
 - I am elderly and my home is too far from the bus stop in the winter.
 - I think CyRide is excellent. I rarely ride it because I drive and not a stop nearby.
- No Need
 - Don't need it yet.
 - My work is close to my home, I drive where I need to go.
- Not convenient
 - As a senior citizen, I need convenience of my own private transportation.
 - As long as parking in retail areas is adequate, we will choose to drive.
 - I drive now to save time.
 - I'm elderly and drive when needed.
 - My 15 minute commute would be 1 hour and 20 min by bus.
 - My current schedule and need to travel outside Ames during the day makes this difficult.
 - The convenience is part. I have a lot of routes often in - my neighborhood, but the other routes aren't convenient especially on breaks.
 - Unfortunately my job requires frequent meetings outside of CyRide hours. It is fairly impracticable for my non-routine employment.
- Other comments
 - Have ridden the bus in the past
 - Live on the east side and work almost outside of town on the west
 - Need my vehicle for work
 - Wish CyRide was better planned and more frequent
 - Our 15 year old dog loves car riding and is almost always traveling with us.
 - Kids require a lot of stuff, which makes it more difficult
 - Ride 3 or 4 times per year
 - When my bike is broken I ride every day. I live on the 1red route and it's very convenient if a bit unorthodox due to construction.
- Other transportation services
 - HIRTA best meets my needs due to my impaired mobility.
- Positive Comments
 - Best bus system outside a major city
 - CyRide is a wonderful public transportation system for Ames. It is easy to use the MyState app to see when the next bus in my route is coming. I am very happy to have CyRide as an option for transportation.
 - CyRide is an excellent service for community residents and students alike. I'm looking forward to the new changes!
 - CyRide is awesome. I am mad that I chose where to live next year so I would live close to a bus stop, but CyRide 2.0 is redoing all the bus stops.
 - CyRide is great. Thanks
 - Use it every day, love it
 - I'm glad that CyRide is expanding their routes
 - The bus service is great
 - The bus system is incredibly convenient, versatile, and intuitive. It's not as intimidating to use for incoming students as it could be, which is a very good thing

- Use it all the time
- Very good service
- Student comments
 - I live in a sorority house where majority of the girls use CyRide multiple times a day to get to and from campus and classes.
 - I live in a sorority house with 60 women. Probably 20 regularly use CyRide. We enjoy the service.
 - We are college students, use it for class every day.
- Suggestions
 - I used the red route and would have liked if it ended its west route in Maricopa rather than at the school.
 - I would use the service more often if CyRide offered more weekday late-night services/routes.
 - The frequency of buses reduces from 6:30 in the night. Can it be extend till 7:30 or 8?
 - Need more Blue Route buses
 - Need more frequent service
 - Needs a route on the street to Molecular Bio.
 - Please increase frequency on 9 Plum route.
 - Service needs to be restored down Airport Road instead of dropping off on Univ. Blvd. and walking.
 - Would like more routes out to E 13th and some non - 3pm hrs.
 - Would like a shuttle from downtown Ames to Campustown area, frequently 2 times per day.
 - Would love to have direct routes to the pool in the summer time - not to have to transfer.
- Walk
 - Always walk
 - Walk a lot and seldom drive
 - Walk or bike
 - Don't have to walk far and we don't mind walking

Community Parks and Recreation

Residents were asked to rate their level of satisfaction with various Ames Parks and Recreation features on a four-point scale from “very good (4)” to “very poor (1)” or “don’t use.” The individuals who did not use a park feature were excluded from the ratings in Table 20.

Satisfaction with parks and recreational features continues to be high with 85% (restrooms) to 98% (overall appearance of the parks) of users providing a combined “very good” and “good” rating. The average rating ranges from 3.0 (restrooms) to 3.5 (overall appearance of the parks) on the 4-point scale. Satisfaction level is about the same or higher compared to previous years in all parks and recreational features. (Figure 9a & 9b)

Table 20. Users' satisfaction with parks and recreation facilities, 2018

Facility	Very Poor	Poor	Good	Very Good	Average**
Overall appearance of parks (n=474)	1	1	43	55	3.5
Wooded areas (n=387)	1	2	50	47	3.4
Playground equipment (n=280)	1	3	52	44	3.4
Hard surface trails/crushed rock trails (n=402)	<1	2	56	42	3.4
Tennis courts (n=179)	1	4	56	38	3.3
Shelter houses (n=346)	1	3	62	34	3.3
Picnic areas (tables/grills) (n=375)	1	4	64	31	3.3
Restrooms (n=320)	1	15	64	21	3

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

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

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

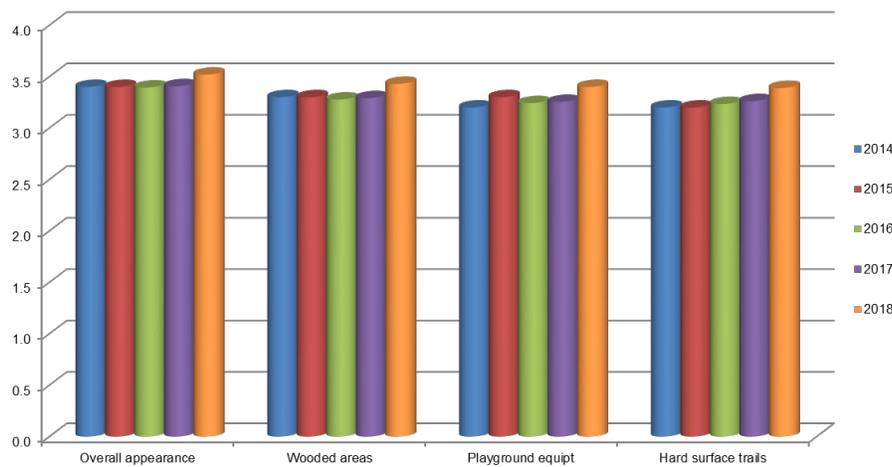
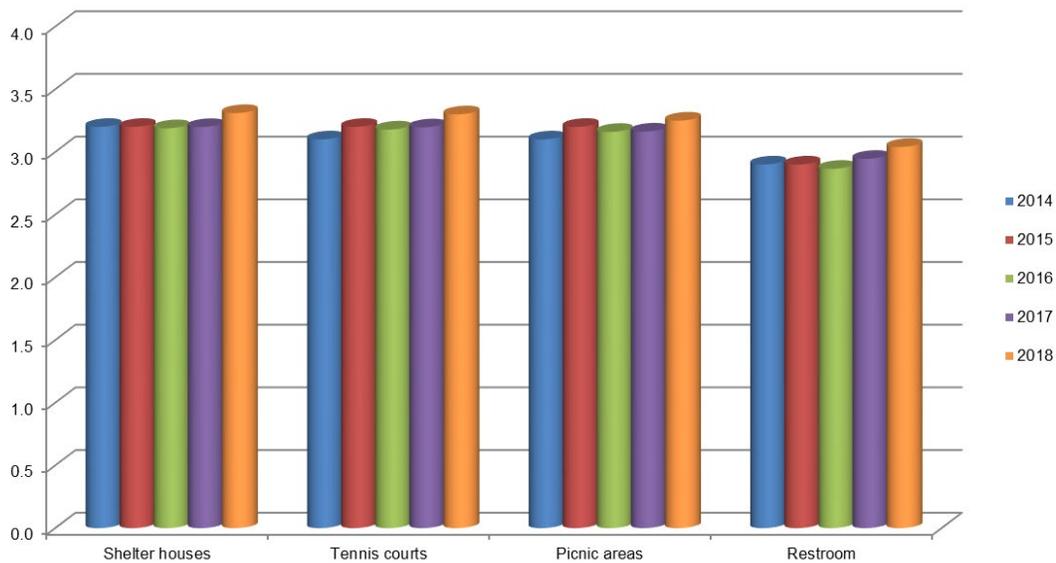


Figure 9b. Rating of Parks and Recreation features in the past 5 years



Additional Comments

- Positive comments
 - Ames parks are always clean and well kept. A lot of great trails to walk. Always proud to show it off.
 - Clean and satisfying.
 - Everything is well maintained
 - I don't go often, but the parks are fine.
 - I don't use them much but they seem nice from afar.
 - I have worked in parks and recreation in another town, and I can honestly say I am extremely impressed with what I have witnessed. Your parks have been clean every time I go, and that's hard to maintain.
 - I haven't spent much time at the various parks in Ames, but the picnic areas are nice. I can see them not having much space though during the spring while ISU is in session.
 - I like that we have so many parks around Ames and that they're well-maintained.
 - I love Ames parks. I only wish there were more trails and wooded areas, particularly for walking.
 - I only use Daley Park for walking, but we have had some neighborhood picnics there.
 - I really like the biking trails.
 - I think the City of Ames does a wonderful job with the Parks and Recreation in general. Some trees get a bit out of hand it seems, but I like the lesser used parks so that could be it.
 - In good quality.
 - Kept well, trails are good for running and biking.
 - Love it.
 - Love the small pocket parks especially downtown.
 - Most parks in Ames appear to be in good shape in my opinion. Although I'm not sure how we are grading them. Most walked around last year.
 - Neat, comfortable.
 - Parks are well taken care of! Our family enjoys them.

- Pretty snazzy and well maintained
 - The parks are in overall excellent shape.
 - The parks here have made my time in Ames much better than it would have been without. Thanks for maintaining them so well :)
 - The skate park is great for such a small town.
 - The trails are well kept even in the winter so they are nice to use year round.
 - Very well done for a city the size of Ames! Going for a walk is super pleasant and makes me feel like I'm out of a city.
 - We think the electric hook ups in the shelters is wonderful.
- Wants
 - A map on the city's webpage or elsewhere showing where shelters are within a park would be helpful. Because there are multiple parking spots at Brookside park, knowing where to park closest to your shelter would be helpful
 - Benches at the outdoor ice skating rink - possible leagues?
 - Connection needed by Carr Pool.
 - Dog park - fix the park it's a train wreck. You spend so much on other parks.
 - From what I have observed the parks around the Ames area are smaller, but there are many of them. It would be nice if there was one big central park, which had interactive features other parks in the area don't have.
 - Have only one small park near us. Wish land at west end of Ontario Rd. on the South Side near R-38 could be a park.
 - I like BB's opened year round on at least earlier and stay open later.
 - It would be nice if the bathrooms at the parks could be opened sooner. There have been lots of times that I've taken my kids to the park but the restrooms were still looked and they needed to use them.
 - It would be nice to see less mowing of certain areas and instead have them planted with native species that would better support wildlife and pollinators.
 - Please extend Skunk River trail from Lincoln Way to South 16th ASAP.
 - Please spray for dandelions
 - Need more play equipment for older kids and children with special needs
 - Restrooms closed in winter :(Shelter houses need cleaning. Lots of wasps. Brookside courts need lights for Fri., Sat. night play. Had them for many years and were removed but should be replaced.
 - Need more hard surface bike trails / not bike lanes on streets.
 - Would like to see outdoor ice rink for hockey in winter and roller blade in the rest of the seasons or both (year round)
 - Would love soap in bathrooms.
 - We live across from the Northridge Heights Park. It could really use some TLC to get the green space (grass) in better condition. There are lots of weeds. Also a restroom would be nice. Even a portable during the summer months.
 - Would like to see more play equipment that is better suited for younger kids. For example, the old equipment at Daley Park was better for younger kids than the new equipment.
 - We need fenced playground in one or two parks so parents with running away kids (special needs kids mostly) can take kids to a safe playground. Also playground accessible for wheelchairs. Every kid deserves to play.
 - We need more trail access and more linking of these trails. Come on now, I want to stay here but there is very little outdoor recreation. Link the new recreation center to the nuclear woods trail
 - Wish there was soap in the bathrooms

- Would be great to have traditional benches on or around tennis courts.
- Would be nice if restrooms were available earlier or later in year if weather is suitable.
- Suggested Improvements
 - #1 Ada Hayden - some bumps (I saw an old lady trip).
 - 4 - River Valley North - Need to repair door locks; Brookside - paint bright white - sometimes very dark
 - Adding dog pick up stations would help keep facilities clean
 - Certain parks need proper night lighting, safety should be considered because people feel scared to walk if no lighting at night etc.
 - Don't understand why deck at Ada Hayden was allowed to get in such bad condition.
 - Great recreational services for children but a little expensive considering that most of the population are students with low income.
 - Hard surface trail that runs north from Carr Park is typically too muddy or flooded to use.
 - Make sure there are accessible parks for people with disabilities.
 - Several bike paths are unlit, specifically the one running west off of South Dakota Ave.
 - Some areas accumulate a lot of trash.
 - Some hard surface trails are in extremely poor condition – specifically: Stuart Smith Park, Brookside and the trail along Airport Rd in the research park. Tennis courts have cracks and bubbles in the surfacing and the lighting isn't reliable!
 - Swings are very squeaky at Hutchinson Park.
 - Tennis courts - need to be resurfaced
 - The trails could use a little more maintenance.
 - The water fountain at the north end of Ada Hayden hasn't worked for over a year.

Ames Public Library

Generally, survey respondents rate Ames Public Library features highly. The survey asked respondents to provide opinions on 13 features provided by the Ames Public Library. Table 21 shows the results, eight features were rated good/very good by 98% to 100% (asking questions of library staff by phone and meeting/study rooms features) of the respondents. On the 4-point scale, average scores ranged from 3.5 to 3.7 (good to very good).

Features or services most commonly selected by survey respondents were welcoming atmosphere, range of available of materials, customer service, availability and quality of meeting/study rooms, range of materials available (books, videos, magazines, software), and programs (story hour, book discussions, concerts). Among the users, all the features or services were rated highly.

Table 21. Users' ratings of Ames Public Library features, 2018

<u>Feature</u>	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Use*</u>	<u>Average*</u>
	Percent					
Customer service (n=308)	1	1	22	76	41	3.7
Meeting/study rooms (n=228)	0	0	26	74	56	3.7
Welcoming atmosphere (n=334)	1	2	22	76	36	3.7
Asking questions of library staff by phone (n=185)	0	0	29	71	65	3.7
Range of materials available (books, videos, magazines, software) (n=313)	1	0	28	71	40	3.7
Programs (story hour, book discussions, concerts) (n=182)	1	1	27	71	65	3.7
Bookmobile service (n=152)	0	1	30	69	71	3.7
Internet/computer services (n=204)	0	2	32	66	61	3.6
Availability of seating (n=282)	1	1	32	66	46	3.6
Handicapped accessibility (n=143)	0	1	34	64	73	3.6
Use of library resources from home via computer (n=218)	0	2	33	65	58	3.6
Wait time for requests/holds (n=243)	0	2	45	52	54	3.5

*Don't Use response not included in calculating ratings (%) and average

Only 43% of the respondents use the Ames Public library as often as they would like to use it. Of those respondents who use the public library, only 38% were ISU students. The rest were not ISU students (62%).

For non-library users, both students and non-students reported the same major reasons: not having time and acquiring materials from other sources. While 30% of non-ISU students listed parking as a barrier for not using the Ames Public library more often, only 10.7% of Iowa State students listed that as a reason. (Table 22)

Table 22. Comparing students & non-students' reasons for not using the Ames Public Library (respondents could choose multiple responses)

Respondent Status	Parking is a problem	I get materials from other sources	I don't have time	Library is not open during hours that are convenient to my schedule	Other
		Percent			
Iowa State University student (n=178)	11	42	67	13	19
Non-ISU student (n=109)	30	32	47	6	18

Other reasons mentioned for not using the Ames public library were:

- By residents (n=19);
 - Do not have card
 - I am a senior citizen with limited mobility
 - I belong to a book club
 - I don't have time
 - I don't know
 - I forget about it
 - I just don't make myself go like I should
 - I use the ISU library (n=3)
 - I wish the interface for audible books was less clunky and checkout time was less limited.
 - Internet
 - It's a bit inconvenient to get to
 - Laziness (n=2)
 - No need to use it
 - Not as pleasant as before
 - The materials I was looking for were not available.

- By ISU students (n=35)
 - Use ISU library
 - I use the Iowa State Parks Library (n=17)
 - Availability of resources
 - Don't have the books/cd collections I'm after
 - Distance
 - Hard time getting there
 - I live in West Ames.
 - Location
 - Not as convenient as being on campus.
 - Too far from my place of living
 - No need
 - I work 7 days a week so I just don't have the time to go. I also use many of the online resources with my Kindle, so I don't need to be physically present.
 - Not Aware

- Don't know what it offers. The building seems cold and sterile like a medical lab. Warm it up with decor or something.
 - I honestly don't know where it is. I go to the campus library if I study away from home
- Personal choice
 - Haven't taken the time to use the library yet. Stuck in my routine.
 - I do not take the time to use properly the library
- Transportation - Bus routes are confusing
 - Campus is easier to get to and closer, so I just study at the College of Business
 - Do not have convenient transport
 - Don't have a car and there's not a convenient bus route
- Uncomfortable furniture
 - Would like to be able to study there more, but the chairs and tables aren't very comfortable
 - If there were more spaces there for seating and tables to use I would probably use it more often.
- Other
 - Prefer to do most of my work at home, but I was unaware you could access programs the library has from home

Additional Comments

The respondents were very excited about the new addition to the Ames Public Library, which was added in 2014. They used

the words: great place, love it, swell place, excellent, and beautiful building to describe the new library. Some of the features mentioned were E-books, mobile library, great selection of resources (even in different languages), book sales, ability to hold books and renewing online, lighting, magazine exchange and private, quiet spaces to hold meetings.



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

The library is not free of negative comments. Parking and handicapped accessibility raise concerns. Also, hours of operation was mentioned as a deterrent to respondents for more frequent use. Respondents want longer hours especially on weekends.



Information Dissemination

The next section of the questionnaire focused on residential preferences for city communications. Respondents were asked which city communications sources they used and then rated their perceived usefulness on a three-point scale: 1 - not useful, 2 – somewhat useful, and 3 – very useful. Table 23 shows the results. The most frequently used sources for local government information included, The City of Ames website (64%), Facebook/Twitter/ YouTube (63%), and City Side (utility bill insert) (58%.) When asked about the degree of usefulness of those sources, the most useful source was reported to be social media. Although slightly more people indicated using the City of Ames website (299 people compared to 287 people for social media), the social media outlets were rated slightly more useful (2.38 – City website, 2.40 – social media.)

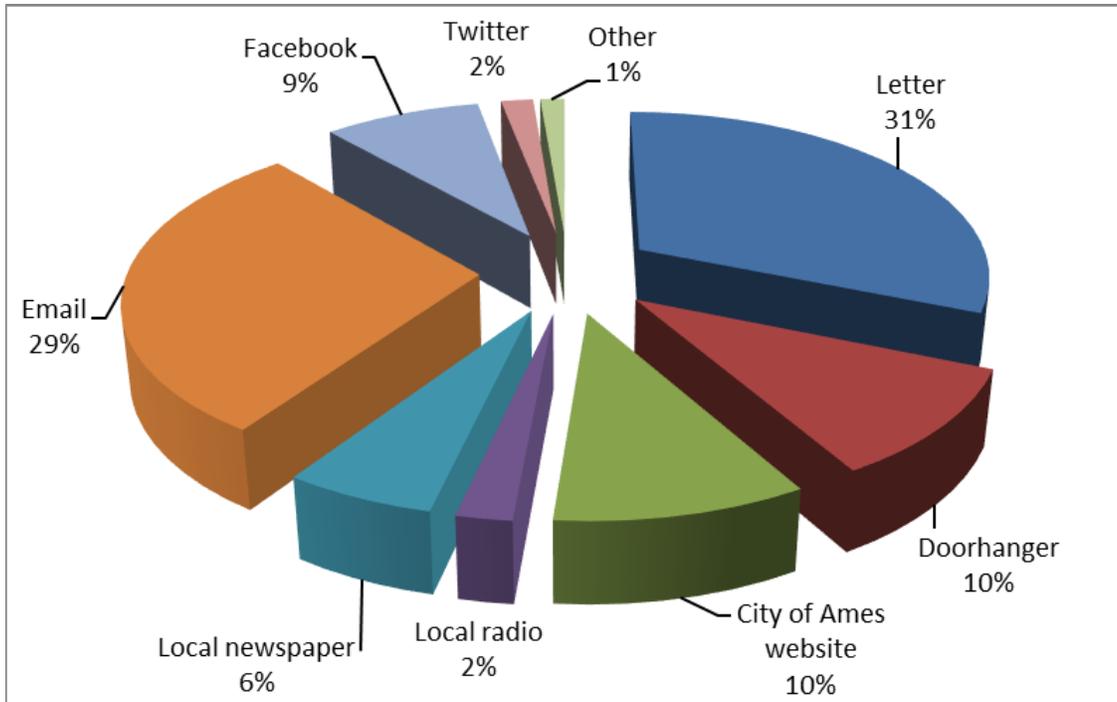
Table 23. Usefulness of media sources for government information, 2018

	<u>Don't Use</u>	<u>Use</u>	
	Percent	Percent	Average*
Facebook/ Twitter/ YouTube (n=457)	37	63	2.40
City of Ames Web page (n=465)	36	64	2.38
City Side (utility bill insert) (n=457)	42	58	2.31
Ames Tribune newspaper (n=464)	48	52	2.26
KASI/KCCQ radio (n=458)	65	35	2.19
ISU Daily newspaper (n=463)	53	47	2.08
Des Moines Register Newspaper (n=463)	52	48	2.08
KHOI (n=452)	70	30	2.07
Cable TV 12/Government Access Television (n=463)	69	31	2.03
The Sun (n=456)	61	39	1.94

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

Next, those surveyed were asked to choose one preferred method for communications about construction projects, programs and meetings in their area. Figure 10 shows that letter and email are the most favored methods of communication (31% and 29% respectively), followed by door hanger (10%), City website (10%), Facebook (9%), local newspaper (6%), and local radio (2%). These answers are consistent with those of 2016 and 2017. The responses varied slightly for ISU students. Email is the best way to communicate, followed by letter, City of Ames website, Facebook, door hanger, Twitter, local newspaper, and local radio.

Figure 10. Preferred method to learn about City services, programs or projects, 2018



Figures 11a&b illustrate trends in the perceived usefulness of city communication sources over a five-year period. Those rankings have stayed generally consistent over the years with slightly lower average scores this year compared to previous year. The City of Ames website, City Side newsletter and social media remain the most useful sources of City information. However, there was a remarkable drop on the use of ISU Daily and Des Moines Register from 2017 to 2108.

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

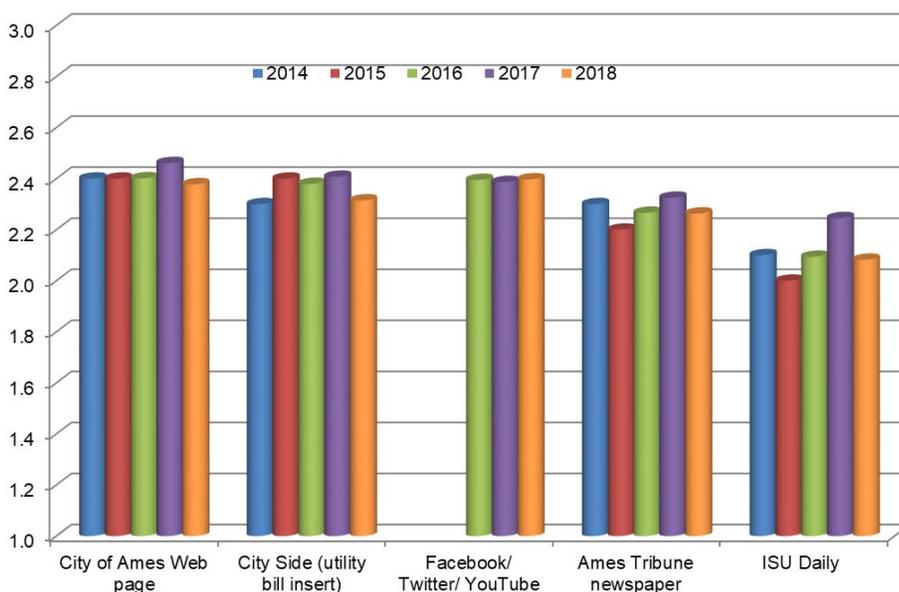


Figure 11b. Usefulness of news sources over the past five years (Users only)

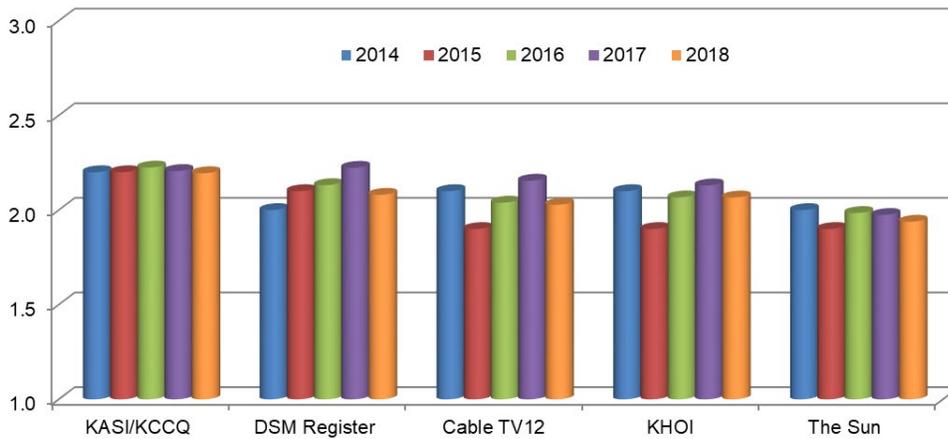


Table 24 indicates the usefulness of various communication tools based on the respondent’s student status. There were statistically significant differences between student and non-student responses. City Side was more useful to non-students than to fulltime ISU students. However, social media, Des Moines Register newspaper, and the ISU Daily newspaper were more useful to fulltime ISU students (statically significant to the .001 level) than to Ames residents. Students also reported statically higher usefulness of The Sun newspaper at the .05 significance level.

Table 24. Usefulness of news sources for Ames residents and ISU students

Information Source	Ames Residents (non-ISU student)	Fulltime ISU student
	Average	
City of Ames Web page	2.41	2.32
City Side (utility bill insert)	2.38	2.14*
Ames Tribune newspaper	2.28	2.22
Facebook/ Twitter/ YouTube	2.28	2.51**
KASI/KCCQ radio	2.20	2.18
KHOI	1.96	2.18
Des Moines Register Newspaper	1.95	2.28**
Cable TV 12/Government Access Television	1.93	2.16
ISU Daily newspaper	1.86	2.25**
The Sun	1.86	2.10*

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

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

City of Ames Channel 12

Another city media outlet is City Channel 12. This media outlet is only available to Mediacom Cable TV subscribers, although online video streaming of this content is also available on the City's website. Forty-one percent of survey respondents were Mediacom cable TV subscribers. Among the Mediacom subscribers reporting, 66% never watch Cable TV Channel 12. Table 25 shows that Channel 12 has peak viewership between 6 and 9 p.m. (22%).

Of the survey respondents who watch Channel 12, 40 percent of respondents watched Channel 12 for one hour or less per week and 42% watched two to three hours per week. Fifteen percent of Channel 12 viewers responded they are watching four or more hours per week (Table 26).

Table 25. Time to watch Cable TV Channel 12 (n =182)

	Percent
Never watch TV 12	66
12:01 a.m. to 6:00 a.m.	1
6:01 a.m. to noon	1
12:01 p.m. to 6:00 p.m.	3
6:01 p.m. to 9:00 p.m.	22
9:01 p.m. to midnight	7

Table 26. Hours per week for those watch TV Channel 12 (n = 48)

	Percent
0-1 hour	40
2-3 hours	42
4-5 hours	4
>5 hours	15

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

Fifty-two percent (n=243) respondents used the City of Ames' website in 2018. Respondents reported their main purposes for using the website include checking for community updates (50%), using Ames Public Library account (47%), signing up for Parks and Recreation classes (32%), gathering information for City Council meeting or other City meeting (12%), and watching a City Council meeting or Channel 12 programming on video streaming (10%).

Other uses of City of Ames' website were:

- City utilities (i.e. pay bill, sign-up) (n=16)
- Miscellaneous info/news (n=4)
- Departmental information (contacts & hours) (n=3)
- Park/public facilities information and reservations (n=3)
- Animal Shelter information (n=2)
- Look up policies and laws (n=2)
- Use library online resources (n=2)
- Band concerts (previously recorded) (n=1)
- Project updates (n=1)
- Time of City Council meeting (n=1)
- Business purposes (n=1)
- Info about solar (n=1)
- Employment (n=1)
- Police blotter (n=1)
- Property search (n=1)
- Rebate info (n=1)
- We try to find answers to question re various departments. Site is not user friendly. Often have trouble finding what I want. Often just give up, or just call. (n=1)

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

- A more user-friendly website (n=7)
 - Easier to read cancellations and City Council reports
 - I think most info is there, but sometimes it's hard to find.
 - Make it more user friendly PLEASE!!
 - Should be more user friendly. Library is good but city website is very difficult to navigate.
 - The website layout is confusing.
 - Simple click and open online watch Council meetings
- Events Calendar with more comprehensive links to all events and music (n=6)
- An RSS feed or email subscription option for news/updates. (n=1)
- Photos submitted by the public (n=1)
- I think it has all the information I've needed every time I've been on it. (n=1)
- I think it is all good. (n=1)
- Not sure. (n=1)
- Public works projects - statuses, updates, schedules, etc. Probably already there. (n=1)

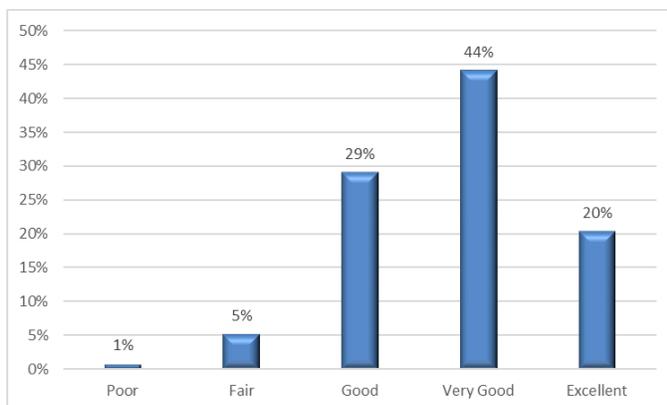
Your Health

This year respondents were asked how healthy they feel. On a scale of 1 to 5 (5 being excellent and 1 as poor), the average rating is 3.78 (almost at the very good rating). This is reflected by 64% of the respondents rating their health as very good (44%) and excellent (20%) Figure 12.

Only 6% of the respondents rated themselves to have poor and fair health. This is two times lower than the 2018 County Health Rankings Report finding of 13%
http://www.countyhealthrankings.org/sites/default/files/state/downloads/CHR2018_IA.pdf.

When demographic information of the respondents was correlated to the health rating, only household income turned up to have significant difference. Those who have higher incomes (from \$125,000 above) rated their health higher than those who have lower income (lower than \$125,000). However, those who had the lowest income level (lower than \$25,000) rated their health very close to the average (3.79). Gender, home ownership, place of residence (both geographic & student versus resident), age, length of resident and education had no impact on overall health rating.

Figure 12. Overall health rating



Only 4% (n=17) of the respondents did not engage in physical activity of 20 minutes or more in any single day. Almost one-third (32%) exercise for at least 2-3 days and 4-5 days in a week. Almost one-quarter (23%) exercise 6 or more days a week. Comparing the residents (non-ISU students) with ISU students, more non-students spend more days (4 days+) exercising compared to students (60% and 48%, respectively). Students usually had only 2-3 days to exercise. (Table 27)

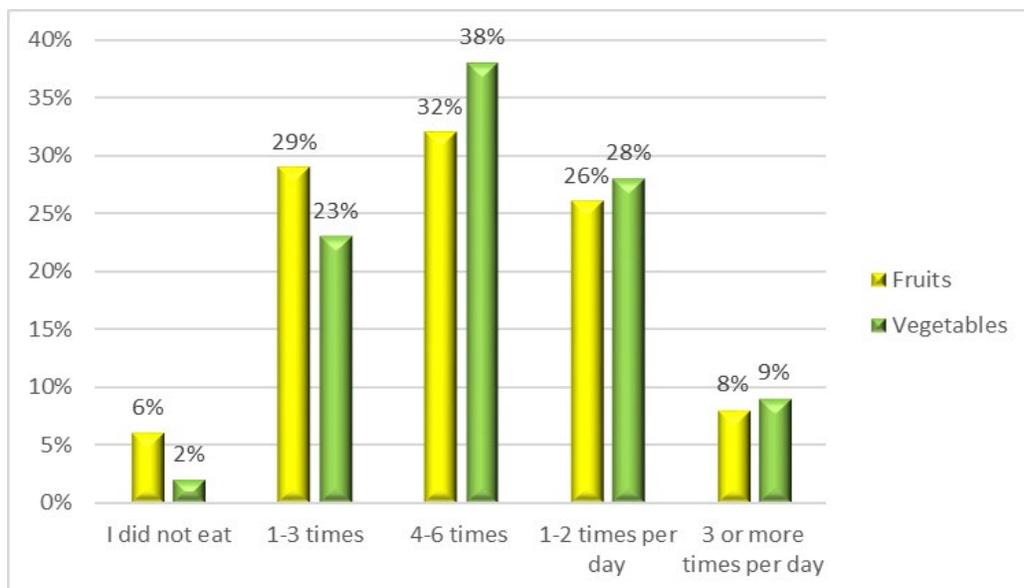
Table 27. Number of days engaged in physical activity of 20 minutes or more

Frequency of Exercise	Non-student (n=259)	Student (n=195)	Total
0 day	2.7%	5.1%	3.7%
1 day	7.3%	11.3%	9.0%
2-3 days	29.7%	35.4%	32.2%
4-5 days	31.3%	32.8%	32.0%
6 or more days	29.0%	15.4%	23.1%
Total	100%	100%	100%

Eating more fruits and vegetables adds nutrients to diets, reduces the risk for heart disease, stroke, and some cancers, and helps manage body weight when consumed in place of more energy-dense foods <https://www.cdc.gov/mmwr/preview/mmwrhtml/mm6426a1.htm>. Depending on their age and sex, federal guidelines recommend that adults eat at least 1½ to 2 cups per day of fruit and 2 to 3 cups per day of vegetables as part of a healthy eating pattern.

A majority of the respondents ate fruits and vegetable in the last seven days. Only 6% (fruits) and 2% (vegetables) did not eat any fruits and vegetables. Most of them had fruits and vegetables 4-6 times per week (32% for fruits and 38% for vegetables). The rates are higher for those who eat fruits and vegetables more frequently or daily (34% for fruits and 37% for vegetables daily) as shown in Figure 13. Unfortunately, respondents were not asked the quantity of their intake daily so it can't be compared with the federal guidelines.

Figure 13. Number of times fruit and vegetables were eaten during the past 7 days.



When asked that would support them in getting more daily activity, respondents mentioned interesting factors. Some of comments mentioned were existing facilities (gym being too costly and limited hours of operation), increasing the variety of activities being offered by the city, such as Ames park and recreation classes/activities, indoor pool, more year-round activities, bike/running/walking paths and trails, availability of accessible and safe sidewalks, more community/wellness centers, nice weather and personal motivation. For detailed suggestion, see the listing below.

- Activities
 - Activities near me that I enjoy
 - Activities to do with my baby to get us outside
 - Activities where parents and children can exercise at the same time or be taken care of
 - Bike events, martial arts classes, disc golf league, maybe?
 - Easy to access indoor winter activities (ice skating, swimming, rock climbing, etc.). The facilities on campus are nice, but when you can't park nearby, they're often challenging to get to from off campus during the summer, the trails and parks are great!
 - No children's programs/activities Also, better weather
 - More things to do outside throughout the year
 - Places to do more activities
- Bike facilities/trails/path
 - More bike facilities
 - Bike paths extending north out of Ames on Grand and GW Carver to Gilbert
 - Biking/hiking trails
 - Connections to central Iowa bike trails
 - I'm a ARFC member Safer bike lanes that go around town and out of town
 - Long bike paths that are not on the street for longer bike ride
 - More bike trails (5)
 - Better biking options
 - Better sidewalks, crosswalks, bike lanes and citizen education about yielding to bikes and pedestrians
- Childcare
 - A community center (e.g. YMCA) with childcare that is reasonable in cost
 - Childcare
 - Having a child care most especially enrolling w/ Ames rec ex is using the gym
 - If the rec center had child care
 - More places to be active with childcare
- City-led activities
 - More opportunities lead by city
- Classes
 - Group fitness classes for ISU students
 - More classes to go to
 - More dance classes offered my city
 - More group fitness classes in the morning or later at night
 - More reasonable university courses
 - City hall programs with more classes
 - More free classes to try it out Don't want to pay \$\$\$ to go to a cycling class and hate it
 - Women exercises classes especially swimming
- Community/Recreation/Wellness Center
 - A community center with amenities like pool, tennis, hockey, weight room Examples: St. Louis Park's Rec-plex, Eden Prairie Minn., Maple Grove, Minn.
 - That potential community center certainly would help
 - Healthy life center!
 - An affordable recreation center, not having to join an expensive fitness center

- Lifestyle center
- New community wellness center
- Indoor rec facility with children activities
- Reasonably priced access to a multipurpose rec center - especially including a walking track indoors
- Competition
 - Competition
- Cost
 - Decently priced fitness center w/ good hours
 - Group workout activities for busy students that aren't too intense but still a good workout at an affordable price
 - Lower rates at fitness center
 - Physical fitness classes not being so expensive
 - Discount on multiple group classes
- Dog
 - If we had a young dog
- Dog park
 - Dog park on North end of town
- Drinking fountain
 - More drinking fountains on paths
- Events
 - More events and classes
- Fitness center
 - A city program involving all fitness centers in town
 - Improved City of Ames fitness area i.e. more sites, larger spaces
 - Less ARF and more planet fitness
 - Local fitness club
- Flexible hours
 - Change in my whole-life balance to accommodate a more flexible routine allowing for activity outside of 10pm-5am
 - Free classes available
 - Free programs/classes
- Gardening
 - Home gardening
- Golf
 - Better disc golf courses and better parking at ISU gyms
- Group exercise
 - Participating in group exercises
- Gym
 - A better gym
 - A good atmosphere in gym
 - All day parking by the State Gym (although that wouldn't really be possible because then everyone would use it just to park on campus)
 - Cheaper gyms (4)
 - Free gym
 - Gym or fitness areas closer to off campus apartments, or easier parking for on campus facilities
 - Half marathon events, 5k runs, color run etc because I would have to train for it Also easier access to gyms
 - Having a better gym closer to my apartment
 - I am taking advantage of having the gym fee included in the cost of attending Iowa State
 - If I felt less out of place at a gym

- ISU gyms open longer
- Longer gym hours (7)
- Lower cost gym membership
- Incentives - discount
 - Community challenges that give incentives for people to exercise more, such as a coupon to a certain business if you spend so much time doing physical activity per week for a certain time period. Community events that center around fun while getting some exercise would also be fun, such as a city-funded, community-wide group fitness class held in a main park area where an almost unlimited amount of people could attend to participate and socialize
 - if I were paid to do it
 - Incentives, discounts on services, etc.
- Indoor
 - More indoor tennis courts, more basketball open gym times
 - Indoor (tennis pickle ball) courts
 - Free indoor track
 - Interesting indoor walking area besides the mall
 - More diverse opportunities for inside activities during winter
- Leagues
 - More leagues to join in various sports
 - Pay me to run a half-marathon
- Money
 - Having more money
 - More money so could join AR&F
- Motivation
 - I believe self-motivation is the best motivation
 - Personal motivation
 - Self-motivation(4)
- Outdoor activities
 - Things to do outdoor
 - Parks, cycle ways, outdoors activities
 - Safe outdoor running routes, friendly environment for ball sports and different varieties of fitness class
- Parks
 - A nearby park I like working out outdoors. Currently, I have to drive to the ledges state park in the nearby city which is expensive if I do it every day
 - A closer park of some larger size
- Partner
 - A partner or group (a diverse group)
 - Working out with a friend
- Pool
 - A heated pool, current pool is too crowded
 - An indoor water park
 - Indoor pool access
 - More indoor pool and an indoor walking track For winter - I am tired of the mall. A lot of walking tracks have a coffee or resting space
 - Warm swimming pool
- Running/Biking Trails
 - Increased number of running trails
 - More and improved bike/running paths
 - More running/biking trails that are tied into the ISU campus that connect to bigger longer trails

- More running/hiking trails
- Safe and accessible bike lanes
- More like trails where I didn't have to cross car traffic We love to ride our bikes with our grandchildren, but we're concerned about car traffic
- More running (unpaved) trails
- More trails
- More trails connection neighborhoods
- Trails I can run at 5-10k long
- Specials on gym memberships and maintenance of trails
- Security
 - More patrolling of Emma McCarthy Lee park
 - I'm already super grateful for the trails located near my home! Maybe more shelters or shady spots at Ada Hayden
- Sidewalks
 - Better sidewalks to walk more without fear of falling on newer sidewalks
 - Better sidewalks
 - I don't need city support other than clear sidewalks and walking paths
 - more paved sidewalks or connecting existing sidewalks
 - More sidewalks
 - Repair sidewalks (2)
 - More paved paths
- Social group
 - Groups that offer inspiration
- Time
 - Having a less busy school schedule
 - More time (19)
 - More time in the day! Free activities at the pool and city gym.
 - While in Ames, the biggest deterrent to my physical activity is my class load, extracurricular responsibilities, and asthma However, during a normal week in the semester, I get 20+ minutes of exercise at least 4 days a week
 - Personal time management
 - Time! (my issue, not Ames')
 - Working fewer hours
 - Working less/ having more free time?
 - Time to do so / extended hours of daycare
 - Retirement (more time)
 - A 26 hour day
- Walking trails
 - Being able to walk to more places
 - More places walk like Ada Hayden
 - More walking trails near me, safe west Ames neighborhood, better weather
 - More walking trails!!! I love and use walking trails and sidewalks frequently since I walk over 45 min to work/schools
 - More walking trails
 - More walking/bike paths
 - My walking paths in my neighborhood
 - More water parks/pools Sidewalks/trails
 - All year water walking
- Weather
 - Nice, better weather (20)

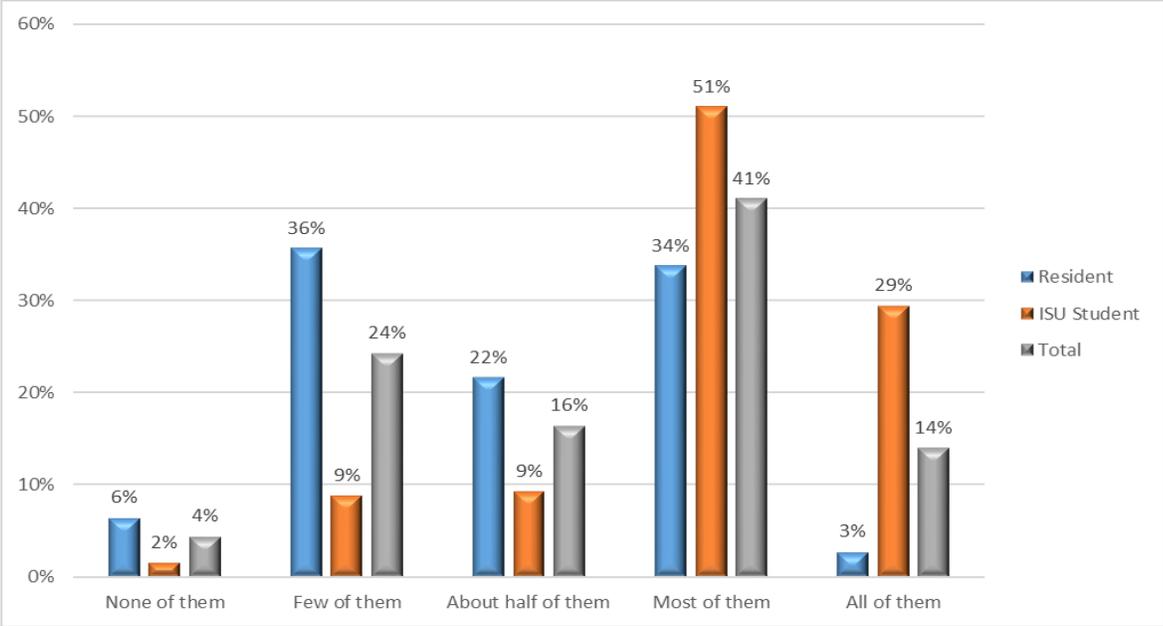
Community gardens are not very popular with the respondents. On a scale of scale of 1 to 5 (1 being not interested at all to 5 as very interested), the average value is 2.63 (more on the uncertain level). Almost half (47%) were not interested (not interested at all and somewhat not interested combined) in getting involved in community garden, 20% uncertain and only a little over one-third (34% were interested (somewhat and very interested combined). Younger and short-term residents are more interested in community gardens compared with older and long-term residents. Their views on community gardens were not affected by geographic residence (i.e. NE, SE, NW and SW) and educational level of the respondents. However those with income under \$25,000 and renters were more interested in getting involved in community gardens in their neighborhood.

Sense of Community

This year there was an additional question added to the survey asking about the respondent’s perception on affiliation with the community. *Sense of community* is a *feeling* that members have of belonging, a *feeling* that members matter to one another and to the group, and a shared faith that members' needs will be met through their commitment to be together (McMillan, 1976). <https://pdfs.semanticscholar.org/e5fb/8ece108aec36714ee413876e61b0510e7c80.pdf>. =

Figure 14 shows that almost three-fourths (71%) of the respondents know about half or more of their neighbors. It was higher for students (90%) than non-students (58%). Six percent of non-students didn’t know any of their neighbors, and 4% of ISU students did not know their neighbors.

Figure 14. Neighbors you know

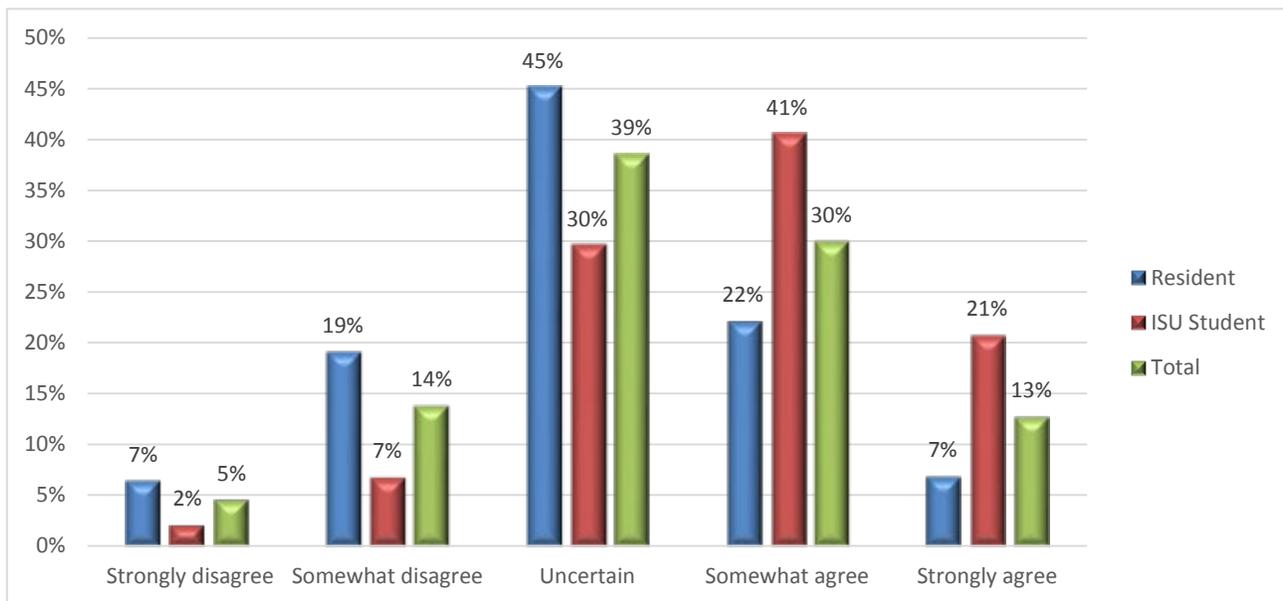


Another questions asked responded to rate their sense of a community on a scale of 1 to 5 (1 being not at all strong to 5 extremely strong). Overall, 43% of all respondents felt that the sense of community in their neighborhood is strong.. However, the rating was 29% of non-students and 61% of students. A sizeable number of respondents were uncertain about the sense of community in their neighborhoods (45% and 30%). (Figure 15)

On a scale of 1 to 5 (1 being not at all strong to 5 extremely strong), strength on sense of community was viewed differently by demographic characteristic:

- Grouping of respondents: ISU student (3.7); Non-student (3.0)
- Home ownership: Renter (3.8); owner (2.9)
- Gender: no difference
- Household income: the higher the household income, the lower is the sense of community
- Education: stronger sense of community for those in college (3.67) compared with those with undergraduate and graduate degrees (3.14 for both groups)
- Length of residence: Long-term residents had stronger sense of community than short-term residents
- Age: Older respondents had stronger sense of community compared to younger respondents
- Residence geography: SE residents had strongest sense of community (3.65), followed by SW (3.53), NW (3.24) and lastly NE (2.95)

Figure 15. Sense of community in the neighborhood



When respondents were asked if they agree to six community involvement statements, almost 9 out 10 (89%) of the respondents somewhat/strongly agreed that issues facing the community matter to them. Sixty percent were knowledgeable about the issues and currently support nonprofit organization(s) with financial contributions. Less than half (41%) were actually engaged in addressing community issues and volunteer for a nonprofit organization serving the City of Ames. Very few (18%) currently serve on the Board of Directors for a nonprofit organization. (Table 28)

Table 28. Community Involvement

Community Involvement Issues	Strongly disagree/ Somewhat Disagree	Uncertain	Somewhat Agree/ Strongly Agree	Average
Issues facing my community are important to me (n=422)	7.3	4.1	88.6	4.16
I am knowledgeable about the issues facing my community. (n=427)	27.4	12.6	60	3.37
I currently support nonprofit organization(s) with financial contributions. (n=407)	34.9	3.9	61.2	3.34
I am engaged in addressing the issues of my community. (n=413)	42.4	16.2	41.4	2.94
I currently volunteer for a nonprofit organization serving the City of Ames (n=398)	54.8	4	41.2	2.66
I currently serve on a Board of Directors for a nonprofit organization serving the City of Ames (n=377)	77.2	5	17.8	1.82

Table 29 shows the demographic characteristics of the respondents who were likely to be involved in community activities. Older respondents, those who have lived in Ames longer, and homeowners were more involved in community issues. Those living at the Northeast side of town (north side of Lincoln Way and streets to the north, east side of Grand Avenue and streets to the east) were more knowledgeable on community issues, give financial support to nonprofit organizations, and were more likely to be involved in volunteering to serve the community. Families with annual household income of greater than \$100,000 and those with some college and over were more likely support community issues.

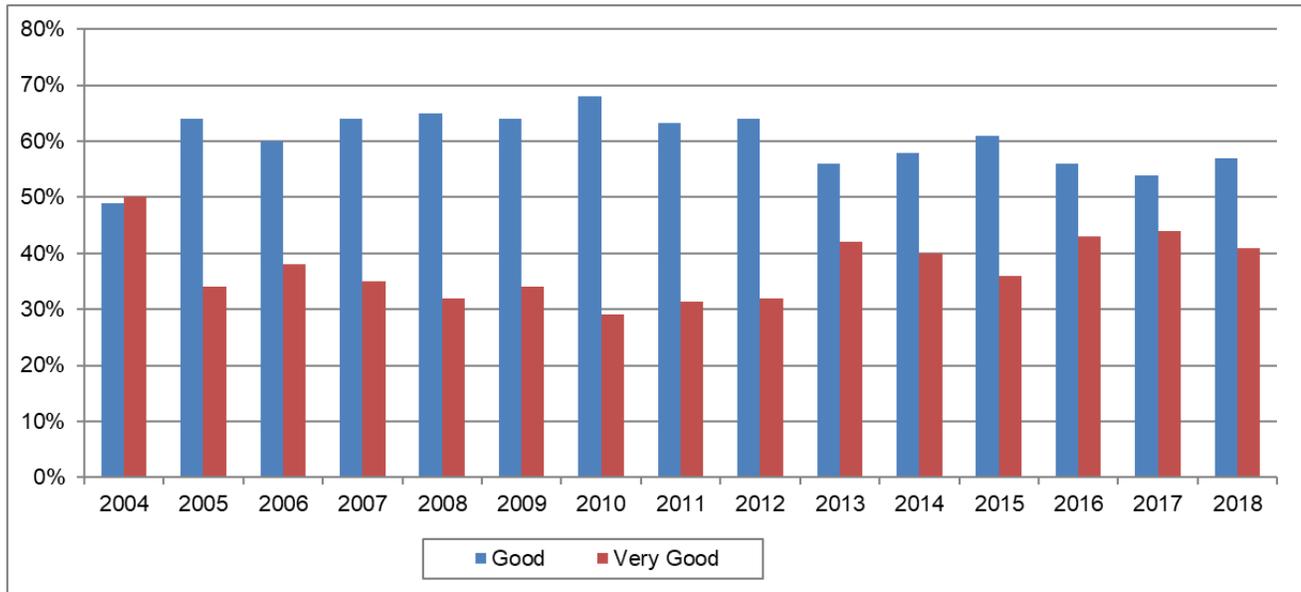
Table 29. Community involvement by demography

Community Involvement Issues	Age	Length of Residence	Gender	Education	HH Income	Homeownership	Geographic Residence
Issues facing my community are important to me	Older	Long-term		Graduate level	\$100,000+	Owner	
I am knowledgeable about the issues facing my community.	Older	Long-term		At least college; graduate level	\$125,000-\$149,999	Owner	NE
I am engaged in addressing the issues of my community.	Older	Long-term		At least college; graduate level	\$100,000-\$124,999	Owner	
I currently support nonprofit organization(s) with financial contributions.	Older	Long-term		At least college; graduate level	\$100,000+	Owner	NE
I currently serve on a Board of Directors for a nonprofit organization serving the City of Ames	Older	Long-term	Male	Graduate level	\$150,000+	Owner	
I currently volunteer for a nonprofit organization serving the City of Ames	Older	Long-term		Graduate level	\$100,000+	Owner	NE

City of Ames Overall Service Quality

An overall evaluation of the quality of services they receive from the City of Ames is asked every year. This year forty-one percent of respondents provided a “very good” rating, which is a 3% decrease from 2017. The number of respondents rating the City of Ames as “good” was 57% in 2018 (54% in 2017). When the ratings are combined, 98% of Ames residents ranked their overall satisfaction with City services as good and very good. This is the same as 2017 (98%). (Figure 15)

Figure 15. Trends in overall satisfaction with City of Ames service quality (good/very good)



Other Issues the City Should Focus On

An open-ended question asked if there are other issues that the city should focus on; 172 respondents expressed opinions. Figure 16 shows the “tagcrowd” presentation of the responses using <http://tagcrowd.com/>.

Transportation (circulation and infrastructure) and housing (affordability and rentals) were the two major discussion topics in this section. Other important issues included: stormwater planning, land use/city planning, business development, sustainability, more options for internet providers, and city/ISU community building.

The most common issue mentioned related to traffic circulation improvements. This topic received 26 comments. Many suggested extending Grand Avenue south. Some suggested adding a traffic control device such as a left turn arrow or turning lanes as well as roundabouts at some intersections. Several people commented on the challenge of having limited major roads (east/west and north/south). Others commented on traffic problems associated with peak events, ISU home football games and traffic backups near the Hunziker Sports Complex. One person suggested creating an overpass over Lincoln way to help with pedestrian and bike traffic in that area.

Another related transportation issue addressed by several respondents was the need for more street infrastructure improvements. People commented on the need for more bicycle infrastructure, both trails and bike lanes. Some suggested better connection of the bike trails could reduce vehicular traffic. There were also several comments expressing concerns with pedestrian/bicycle/vehicle conflicts so better education and communication about expectations on shared use paths/roads and bike boxes might be needed. In addition, there were comments about needed sidewalk improvements.

Housing was the second major issue discussed by survey respondents. Many people expressed a desire for affordable housing for non-students, especially senior citizens and young families. Some suggested that the city should have rent controls to help reduce rents. There were numerous comments about concern with growth in apartment construction.

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

Figure 16. Other issues the city should focus



Best thing about living in Ames

Three hundred and twelve of the respondents mentioned good things about living in Ames. Their responses ranged from the physical safety, beauty, and cleanliness of the city to many great public resources (ISU, parks, library, CyRide, city services) to social networks of family and friends as well as a good economic environment. (Figure 17). For exact wording of the responses, please refer to the appendix.

Many responded that Ames is a safe place to live. Respondents mentioned feeling safe in their neighborhoods and around the city. Several people agreed that it was a good place to raise a family. Others commented about the friendliness of police and city staff as well as citizens. A number of people also commented that Ames is a clean city.

This year many people commented on the parks and natural environment. Numerous residents are thankful for the abundance of parks, trees, and green space throughout the city. Here are positive comments about Ames parks: “the parks are very well kept and help me find peace in a bigger city,” and “...[Ames]is a city that cares about nature and provides many parks to enjoy nature.” Ada Hayden Park is a favorite park.

Another asset of the city is the attributes of people living and/or working in Ames. Respondents were very appreciative of the presence of the people living in Ames. Descriptions used were good people, great, nice, friendly, helpful, good neighbors, and culturally diverse. People are grateful for and enjoy attending community events.

Numerous residents recognized the presence of Iowa State University and all the resources it brings as an asset to the city. Many respondents love living in a college town and the ability to enjoy amenities that ISU brings such as sports, events, a diverse atmosphere, cultural activities, the Iowa State Center, CyRide, and economic stability. Several people discussed the partnerships between the Ames and ISU community.

In addition to Iowa State University, respondents believe the city has an excellent school district (K-12). There are also many other opportunities for learning and recreation throughout the city. Many people are pleased with the Ames Public Library and its programming. parks and recreational facilities/services and events were frequently mentioned as well.

Attributes of the city as being physically clean, small in size and with small town atmosphere were other positive attributes. Respondents felt that they live in clean and comfortable environment. Clean drinking water was mentioned. The overall quality of life living in Ames is great. The availability of amenities and access and proximity to those amenities is outstanding. Many respondents commented about the ease of travel around the city as well as it being bike-able and walkable.

The third common response related to attracting more diverse entertainment options for all ages, especially young adults not interested in the bar scene, young professionals, and families. Suggestions include entertainment facilities and additional recreation opportunities such as laser tag, rock-climbing wall climbing, indoor pool, more outdoor activities, more parks, more public music and art activities (free if possible), and outdoor movies. Some suggested creating a summer festival as well as several other events such as a baking competition, biking events, a black heritage festival, and bridge the gap program. Several people mentioned the proposed healthy life center. Other suggestions included creating a more inclusive environment, a gay/lesbian bar, and other social opportunities for queer and transgender individuals.

Downtown/Main Street entertainment activities were mentioned. Promoting arts and music-based activities were encouraged. Some suggested creating an outdoor gathering space for events and expansion of the Main Street Farmer's Market. Others suggested making downtown Ames a destination for dining, shopping, gathering, and nightlife similar to "The Power and Light District" in Kansas City, MO or "The Packing House" in Anaheim, CA. Several comments requested more high-end and unique private investments in restaurants and shopping. A few people agreed that there should be more infill encouraged rather than sprawl. Several people suggested redeveloping the old Kmart site. One person suggested converting it into a roller rink.

Several people mentioned increasing sustainability initiatives such as SunSmart Ames, community gardens, and organic waste composting. Other suggested that improvement in traffic flow and biking infrastructure would also make Ames cool. Some suggested better internet and Wi-Fi. Several people commented that more public parking would be appreciated.

There were a number of other creative responses. Several people suggested that Ames would be cooler if it had a large sculpture such as a dinosaur, sunglasses, or a fan. There were requests for more recreational opportunities and play spaces in the winter, especially for children, as well as more winter festivals and events.

See Appendix for respondent's individual suggestions.

Residential Satisfaction Actual Open-Ended Responses

Comments on Police Department activities

- Chase college kids. Why Ames PD and ISU PD?
- Did you get the kids with the BB guns?
- Arresting and throwing sick people in jail doesn't change alcohol/drug problems associated with poor choices and bad behaviors. Diabetics don't get charged with passing out on the sidewalk.
- Let's calm down on the public intoxication and possession of alcohol. Unless someone is belligerent, walking/tipping over left and right, crawling, or literally passed out in the middle of the sidewalk, then they shouldn't be stopped. I think education over enforcement would be more beneficial. It would let people be more mindful of the consequences and think before acting rather than just saying "screw it, I'm going to do it anyway." I understand drinking is a big problem in college, but handing out tickets is not going to stop that. People will be more mindful of their decision when they understand the repercussions. Also, people in college cannot simply afford to pay hundreds of dollars on top of our tuition. If someone were to go out and be completely belligerent then yes, fine them. But if someone is carrying a bag of alcohol or going home after a night out, but they're not disturbing anyone else, then it's just stupid to stop them for walking. Assist them because they're going home before getting to a level of public nuisance.
- More department enforcement, less public intox enforcement.
- Stop arresting people for walking while under the influence of alcohol and focus more on things that actually matter. Remember this is a college town; you can't just arrest everyone you see coming out of a bar who is not a danger to public unless of course they begin to drive. That's another story.
- For #1. Don't just focus on the college, tons of people drink and drive in residential neighborhoods. #10. Please enforce the removal of vehicles from snow routes.
- I feel like the Ames Police is good. ISU Campus Police are a bit much.
- We live on Dartmoor Drive. I rarely see an officer drive through. Why is that?
- Car windows being shot out has been a recent issue.
- Overall I'm pleased with the Ames Police Department. I think with the rash of card skimmers hitting the city, we should focus on solving that issue.
- Lots of dogs without leashes on Ada Hayden.
- You should have provided a "don't know" option here!
- Be more vigilant about firework concerns, noise, illegal use.
- I grew up in the 50s here. Now I don't feel safe.
- I am a middle-aged woman living in a residential neighborhood, but my perception is that Ames PD tends to be anti-student and comes down on the far harder.
- I hope the police department could be more efficient. Someone broke in my apartment while I was away and stole my TV. I found the Ip address where the tv is now located and informed the police, but there hasn't been any progress after over 1 month. I think the police are very kind and willing to help; I just hope there could be something done after the incident.
- Don't have much contact with them.
- I have not had any experiences with the Ames Police.
- Be more vigilant about firework concerns, noise, illegal use.
- N/A
- No.

- Not familiar without contact. Friendly at events.
- Cannot answer without knowing current emphasis.
- Don't feel qualified to answer.
- I am not really aware of how much they do.
- I don't have the full scope of what the Ames PD does, so it's hard to comment on all, but I tried.
- I don't know enough or haven't had enough experience with the police department to know how to respond to this.
- I don't know much of how the police spend their hours and what are the needs of our community. Therefore, it's not wise for me to weigh in on these issues.
- I haven't had too much interaction with the Ames Police, but they seem to be doing their job as best they can.
- I really have no idea about what the rates for any of the police activities are, but I know that the dudes who shot that guy point blank in his apartment haven't been caught, and that kinda freaks me out. I know that the police are doing their best (in Ames, at least) and I'm satisfied thus far. I did see a drunk guy get tackled to the ground once, smacking his head in the process. That also freaked me out. I don't have any answers.
- Don't know.
- I just moved to Ames January 2018.
- I live on the west edge of town and really don't see many issues out here yet.
- Not sure where priorities lie now. So marked by preference, not as specific reflection of APD.
- APD does an excellent job.
- APD outreach through social media rocks!
- Awesome police department. Friendly officers.
- Department does an excellent job. Do not have much contact.
- Doing a great job, people will be horrible anywhere you go but it's nice to know that they are out there to help when you need it. Appreciate everything they do
- Doing a GREAT job!
- Good engagement levels on social media, Facebook in particular.
- Good job by APD!
- I believe that the Ames Police Department does a great job.
- I think police department doing a very good job. Thank you for their service.
- I think the Ames Police Department is great and not necessarily lacking in any aspect, but more can always be done in certain areas.
- I would like to thank all of our officers for making this a safe community.
- I'm sure they do a fine job. I've heard nothing to indicate that they should balance their emphasis on certain crimes differently than they already are.
- Keep up the great communications on Facebook!
- Love the Facebook videos. Help with PR.
- The officers I have met were very helpful.
- They are doing a good job.
- Very very impressed with all police, fire, EMS.
- Donut campaign is cute but be careful on Facebook – cute vs professional is a fine line!!!
- We are fortunate to have the dedicated and professional officers of APD.
- We feel safe in our area.
- For #1. Don't just focus on the college, tons of people drink and drive in residential neighborhoods. #10. Please enforce the removal of vehicles from snow routes.
- I love Ames, except for the parking situation especially around campus. There is no available parking.

- I think Ames Police Department should be less strict to invalid parking especially there are lot of unoccupied parking lots. I received a parking ticket just because I didn't notice I had used up my quarters one day before and I only parked my car for less than 10 minutes.
- Need to eliminate meters in MSCD. It is very unfriendly/unwelcoming.
- Parking is not supplied; we continue getting tickets and we live here and don't have any other choice.
- Three college guys behind me and bud parties and 3 dogs ...unintelligible word... loose.
- Spend less time giving parking tickets and more time patrolling.
- Concerned about uptick in public vandalism.
- Resource officer needs to be more proactive with kids who are obviously neglected.
- I am very concerned about children's safety at school. A very serious program should be followed with local schools to ensure that shootings and violence doesn't occur.
- East 13th is a race track or drag strip; 35 mph not paid attention too by 80% of traffic.
- We have speeders on our street, and several people have been hit on the corner of Stafford and East 14th Street.
- Stange Road when speed limit drops to 25 – needs more police presence. Need to crack down on drivers not yielding to pedestrians in crosswalk and folks still speed through that area.
- "Stop" no longer means stop. Check intersections surrounding Edward School (soon to be a park).
- Would like to see more stop sign violations enforced.
- I'm not clear RE: "Emphasize" means in this section. They are all important depending on the situation and who's responding to E.

Comments on Fire Department activities

- Come in tear up without Regard. *South Meadow.
- Don't use.
- EMTs great when needed aid.
- Feel very safe regarding fires!
- Fire department has conducted fire extinguisher training at my office (YSS). Firemen did an excellent job.
- Great, professional, safe community because of Ames bravest!
- Haven't seen anything on fire lately, must be doing a good job.
- I don't have a fire/smoke/carbon detector and I am handicapped and can't reach ceiling.
- I have enjoyed when they come to my sorority house to discuss fire safety and evacuation procedures. Thank you Ames Fire Department!
- I have never had contact with the Fire Department.
- I have not had any interaction with AFD in many years.
- I haven't seen many situations that required the Fire Department to act, but I've heard good things about how they conduct themselves, especially during hectic weeks of the school year.
- I like seeing them all in the community.
- I think they're doing a great job.
- I'm sure they do a fine job. I've heard nothing bad.
- I've never interacted with the Fire Department, but whenever I walk by the station on Welch Avenue, they seem nice.

- I've never needed their services (thankfully). I've only heard good things, and the firefighter training drills next to the rails are really cool.
- I've not been in a situation where the FD had to respond, thankfully!
- Love that you have open house time for littles!
- N/A
- Never had a fire or known anyone to have a fire in Ames.
- None.
- Not know many.
- Recently I called 911 for an accident I witnessed. The accident was on campus VERY close to Station 2. The response time was too slow. The ambulance from Mary Greeley arrived at the same time as FD and had much farther to travel.
- Since I don't have any complaints, you guys must have done well.
- Some apartment buildings don't seem like they should pass inspections; maybe they just haven't been seen in a while?
- Staffing levels need to keep pace with population growth.
- The fire drills conducted on ISU campus are very effective.
- The firefighters that I have met have all been so kind!
- The response time seems a little slow given the size of Ames and the number of firehouses there are.
- Though I have never had experience with any of these.
- Very courteous staff and were great helping me and a friend get into their car after we left the keys in it.
- We have never had to use them except for ambulance service.
- We like to go to the open house annually.
- We live in the country (Dartmoor Road) which is part of the city. We should be happy these services exist in the event we actually do need them. I have no compliments.
- Why isn't our fire department at least EMT-level?
- Will they replace batteries in smoke alarms? I am 80; too hard to replace them.
- Would like to have the opportunity to take a citizen academy (fire) similar to the citizen police academy.

Comments on Water Service

- Best Tasting Water
 - Best tasting water.
 - Water in Ames tastes good. Seriously.
- Cloudy Water
 - The only cloudy water I've ever seen was after some maintenance on my apartment building, but I'm pretty sure it was just bubbles because it went away after my cup of water was sitting out for a few minutes
- Difficult to Judge
 - Difficult for me to judge our water. I have a glass I use for tap water that I wash every 4 to 5 days. It gets cloudy and lime seems to build up. Not sure what's normal.
- Fluctuating Water Pressure
 - Pressure is more than often very bad.
 - Water pressure in bathroom is good, but always very low in the kitchen.
- Great Water
 - Great water; I hope our source doesn't run out.

- I've always thought the water quality of Ames has been good.
- Really enjoy Ames water for drinking.
- Water is great.
- Water is very good. Thank you.
- **Hard Water**
 - It is hard on our faucets.
 - My wife says water is always hard.
 - Water is too hard – creates problems and we shouldn't have to have a softener.
- **High Water Pressure**
 - My water pressure is usually insanely high.
- **In Different Areas of Ames Water Tastes Different**
 - Water tastes very different from area to another, especially from resident areas and business area.
- **Love Ames Water**
 - I love Ames water!
 - Love, love, love the water in Ames! So great to be able to drink right from the tap, no filtering required!
- **Mineral Deposits**
 - Hard water debris on our faucets and appliances.
 - I like the water pressure but sometimes my water is murky.
 - Scaling on water appliances is an issue.
 - Things are floating in our tap water and it is sparkly – more than just our reflection.
 - Water is consistently on the hard side and lime deposits form.
- **Never Had Any Issues**
 - Never had any issues.
- **New Water Treatment Plant**
 - I went to the ribbon-cutting for the new water treatment plant, and I was very impressed. I think it was a good investment.
 - We were very impressed by the tour of the water treatment plant.
- **Own Service at Green Hills**
 - I live at Green Hills – we have our own services.
- **Poor Water Quality**
 - Water quality in Ames very poor!
- **Service and Repairs Effect Water**
 - Every once in a while after the water gets shut off, when it comes back on it'll take a day or so to return to normal taste, pressure, and color. I'm not sure how much of that is fixable, obviously repairs don't fall under a normal use case. A+ water, it's the best around.
 - I live in an apartment so that might have something to do with it.
- **Smells Like Chlorine**
 - Chlorine taste and smell.
 - Frequently there is a faint smell of chlorine. Ames water is always hard.
- **Smells Like Rotten Eggs**
 - Water sometimes smells like rotten eggs.
- **System Flush Rusty Water**
 - I think they were cleaning the system when we had the orange water.
 - Only flushing but notice is given.
 - Only had rust when they were flushing water in the streets.
- **Water Backed Up**
 - Water backed up in kitchen sink 3 days has been fixed.
- **Water Filter**
 - We have installed a water filtering system but still get rust coming in from the main. City did not know a new service line had been installed 15 years ago.

- With all the chemicals farmers use, I will always wonder about the safety of water in Iowa. There is also an issue with all the prescription drugs. I use a water filter for all drinking water, and I hope that helps.
- Water Hard On Appliances
 - I've been told Ames water is very hard on appliances. The rest is normal, caused by regular maintenance.
- Water Softener
 - I have a water softener in my home.
 - We have a water softener.
 - We installed a water softener and filter to take care of these issues.

Uncategorized

- I don't know the answer for hard water and soft water in previous section.
- Too early for me to evaluate.
- We have the best mates!
- I live in an apartment so that might have something to do with it.

Comments on Water and Pollution Control Department

- 2 years ago.
- Basement flooded Fall 2016. Two sump pumps working couldn't keep up. My sumps ran days after my neighbors' quit. City ran *unintelligible word* down storm sewer along my house and found cement pipes with holes lined in 2017 – IT WAS NOT. I called him numerous times last year and THIS spring without any response since last fall.
- Flood of fall 2016 – 3 inches of sewage in basement.
- Good.
- I live in an elevated apartment complex, so the chances of a flood reaching my place of residence is non-existent.
- I live on campus.
- I recently installed a sump pump. Was told it had to be connected to storm sewer. First told I had to pay over \$10,000 to shut down Grand to connect to a storm sewer that is under the road. Then told I could run to the curb. The pipe currently dumps into the gutter. All winter plows have been hitting it and possibly damaged. It has been a year now and I've been told it will depend on 18/19 funding. Find it disgusting that I am required to follow codes enforced by the city but the city will not do what is required to follow their own code.
- I think if I knew the actual purpose of the outgoing water charge, I'd be less miffed about paying it.
- Need to make it easier/cheaper to have spigot only for lawn care! I have to pay sewage on water that isn't sewage!
- None.
- Senior/elderly water/electric rates are offered to older seniors – 60 & up – lower costs.
- Sewer rate seems especially high.
- Twice in the last 8 years our basement has been flooded by storm water backup at 512 20th street.
- Water tastes bad.
- We were lucky. New apartment in *unintelligible word* behind on hill too large parking lots. No drainage; flooded our neighbors. *Unintelligible word* seem to have little regard for water problems; South Duff.

- We're very dissatisfied with the cost of irrigation water. During the summer months we pay 3-5 times the normal rates. It sometimes costs us over \$1,000 to water our lawn. If we use 2 times as much as our neighbor, we shouldn't have to pay 5 or 7 times. It shouldn't be on a progressive scale! Regarding the storm sewer blockage, it took 4 phone calls and a trip to City Hall to get somebody to repair it. We kept getting voicemails and had to leave messages.

Comments on Neighborhood Nuisance enforcement

- Bright Lights
 - The lighting is really bright by Bethesda Church. I think they are in violation of a lighting code.
- Dog Barking
 - I feel the city needs more inspectors to enforce existing laws and with homeowners, not just rentals. Also we have an awful dog barking problem in our neighborhood that I wish city laws better address.
- Don't Know
 - Don't know, never used.
 - I have lived in an apartment during the entirety of my stay in Ames, so I'm not very aware of how often/well they deal with those situations.
- Equal Renter/Owner Standards
 - Homeowners should be held to the same standard as rentals.
 - I feel the city needs more inspectors to enforce existing laws and with homeowners, not just rentals. Also we have an awful dog barking problem in our neighborhood that I wish city laws better address.
 - Why are homeowners not held to the same standards as renters for outdoor upkeep, vehicles, etc.
- Eyesore
 - Certain areas of town can be an eyesore.
 - House on Burnett near 22nd has multiple cars in driveway and street that never move.
Eyesore.
- Great
 - Great
 - Haven't seen much, but I know most lawns look great in town, so hey! Doing their job.
- Live On Campus
 - I live on campus.
- More Inspectors
 - I feel the city needs more inspectors to enforce existing laws and with homeowners, not just rentals. Also we have an awful dog barking problem in our neighborhood that I wish city laws better address.
- Need Affordable Student Housing
 - Perhaps if rentals weren't so expensive there would be less over-occupancy.
 - There is no place for students to live. The college accepts too many people. Stop this.
- Noise
 - In Campustown, there is a lot of noise yet nobody goes around enforcing the noise issues.
 - Loud parties.
 - Neighbors are quite loud.
 - We live in a neighborhood very near many rental properties. After having attended neighborhood association meetings, it seems not much attention is given to over-occupancy of rental units and front-yard parking. Noise (vehicle) is a big issue here with

loud motorcycles, cars, etc. This is very common and seems to be no effort to control this. Rental properties are generally not taken care of as well.

- No Issues
 - Have never had issues with any of these; either myself or a neighbor.
 - Haven't had problems in my neighborhood that I'm aware of.
 - I have not personally had to deal with any of these issues.
 - I have not reported any issues, so I am unaware of city response on this topic.
 - I haven't ever received or filed any complaint.
 - I haven't had issues.
 - I live in a neighborhood where this is not a problem.
 - I'm sorry – maybe I live in a bubble, but I have no idea if Ames struggles with these issues. Our neighborhood is quiet, very residential, no rentals, very well kept.
 - I'm sure they do a fine job. I've heard nothing negative so far.
 - Lived here only two years.
 - Never been an issue.
 - New to Ames – haven't seen issues.
 - None.
 - Not aware of situations like this in our neighborhood.
 - Not much to say, really. I haven't had an issue so I guess I haven't been much of a nuisance.
 - We don't seem to have a problem with these issues in our neighborhood.
- Not Gated Community
 - #5 and 6 – Not to be done. We are not a gated community.
- Old Cars
 - A few years ago a blue Vega seemed to live on our street and rarely moved – only after complaint. We thought city should have done more.
 - Car on Welbeck Drive has been broke down in street since at least September 2017. No attempt to have resident move it!
 - Concerned about the issue on yard upkeep, property upkeep, storage of old cars, in general.
 - House on Burnett near 22nd has multiple cars in driveway and street that never move. Eyesore.
 - In Historic Old Town, garbage and unused cars, etc., in lots is an issue.
 - There is a car parked in our area beside a house has not moved for years.
 - We have a neighbor who has two vehicles in his drive, both with flat tires which have not been moved in over 4 years. Not very happy about it.
- On Street Parking
 - I have called 3 times regarding the parking in front of my house to extend the yellow no parking paint on the curb and no one has anyone been out.
 - I think you need to have one side of street parking on Somerset as present parking on both sides and they are hard to dive through.
- Other
 - How and who do we report such concerns?
 - Parking.
 - I should be able to park vehicles anywhere on my property. No front yard parking is outrageous. Just saying.
 - I wish my parking lot was better.
 - People should be able to park in their own yard on their property.
 - The parking situation in the residential streets is annoying. Many of us are from out of state and drive to college and simply can't afford the high prices of parking. To have a 4- to 6-hour parking limit is simply inconvenient because our class schedules sometimes do not give us a break to move our cars. I personally need my car here because I need it for work. I

also have classes. So to go to class, come back, move my car, and often be late for my next class is irritating at best. Extend these hours.

- Poor Sidewalk Conditions
 - Sidewalk conditions are often bad and not kept up. Many blocks of Grand have no sidewalk at all (12th street. east of Grand), forcing pedestrians into the street.
- Property Maintenance
 - Concerned about their issue on yard upkeep, property upkeep, storage of old cars, in general.
 - In Historic Old Town, garbage and unused cars, etc., in lots is an issue.
 - Is anyone looking at houses with messy yards or poor upkeep? NO!
 - Some properties are not kept in good repair/condition. Not sure if they have been called in (we did not call) but they have been getting worse.
 - Trash house behind Walnut Place Apartments.
 - We need property maintenance standards! Both residential and commercial.
 - We've had a neighbor (1911 Clark Ave) who would only mow 3-4 times per year. She just moved so the problem should be fixed.
- Rental Cap
 - An effective rental policy is essential to control numerous rental/landlord issues.
 - I attended City Council meetings while they were discussing the number of residents that should be allowed in a rental property and was very disappointed in how they handled it. I went in assuming they would be an unbiased group listening to the thoughts and opinions of all city members who had something to say. I was wrong. It was clear that multiple members of their board had already decided they were only going to be listening to their friends from the neighborhood group that attended. It is sad to see them punish all students because of the few. They made decisions that will continue to increase housing prices in the Campustown area. It is officially more expensive to be a student in Ames than to be a student in Milwaukee. It is unfortunate to have watched as the board put the wants of their friends before the needs of the community. I will not be living here after I graduate. There are other communities that choose to actually listen to their constituents, where the "power" of being a City Council member has not gone to their heads.
 - I feel like over-occupancy is a major coping mechanism for poorer and less fortunate students, so I really hope that they're not bothering people over it. If people on the City Council are against people living frugally (you know who you are) they should probably get voted out. Ames, regardless of what anyone thinks, is a college town through and through. Nearly everyone who lives here is here because of Iowa State. If people can't handle living next to college students, they should not live in a college town. Without the university, there aren't enough people to sustain the local economy and bring in companies. The reason that Ames can support as many restaurants as it does is because of its large student body. Without the students, Ames can't be nearly as large or as prosperous as it is.
 - I personally disagree with the occupancy of rental properties policy; if both the renters and the landlords are okay with the situation it shouldn't be an issue. As for appearance, some places look bad but I feel like it's not necessarily the City's job to fix it.
- Un-shoveled Sidewalks
 - During winter, a lot of the sidewalks go un-shoveled.
- Yard Upkeep
 - Ames needs to do a better job of keeping yards in order and looking clean and kept. A lot of Ames looks very run down and unkempt.
 - Concerned about their issue on yard upkeep, property upkeep, storage of old cars, in general.
 - Our neighbors' yards are covered in trash, junk and spray-painted signs and nothing has been done.

- Please clean up *unintelligible word* welding on Duff Avenue.
- There has been an issue of unkempt grass and trash cans sitting out all week, especially on Oakland and Campus Avenue. I know the issue has been raised, but I haven't noticed any changes.
- Yard upkeep seems to be ignored.

Comments on Transportation/Street Maintenance

Specific areas of the city that needs attention are:

- 3rd and Walnut
 - Stoplights at Walnut and 3rd are poorly coordinated. Oftentimes turn red when no cross-traffic is even present.
 - Lights all over town often turn red for me when nobody else is even at the intersection. 3rd Street/Walnut intersection is the worst.
- 13th and Grand
 - Need left turn lanes in all directions.
 - Better traffic control at times of day.
 - Needs another turning signal; without it the turning time is too long and not enough cars can turn before the light turns red.
 - Turn arrows.
 - The corner of Grand and 13th needs to have a left turn light. That stop light is next to impossible to turn left at due to low visibility.
- 24th and Stange Road
 - When you push the button to cross Stange (for walkers and bikers), all lights turn red for cars, but only the signal to walk across Stange shows up. You might as well have the walk signal to cross 24th also turn on.
- Burnett and 20th-22nd
 - Resurfaced last year. Left it very rough and now it is worse than it was. Kids can't skateboard; too rough; just an overall bad job.
- Campus Ave
 - Lots of potholes and rough road.
- Campustown
 - Several bad/blind intersections around Campustown such as Stanton and Lincoln Way.
 - Maybe the City of Ames just shouldn't shut down streets near campus. I also know that the business that closed down the street on Lincoln Way isn't paying the city or the university a dime. It is a huge inconvenience especially when some students are not good drivers.
- Carroll and 16th – 24th
 - Did "rehabilitation" a few years ago; should have just rebuilt the street. Rehab didn't really help much. Some intersections were very slick, but that's a brutal reality.
- Duff Ave

- Duff is currently a parking lot of congestion. Hopefully the Grand Avenue extension will help.
- South Duff traffic control is terrible.
- Grand Avenue and 30th/Duff
 - East/west sensor needs to be more sensitive or faster countdown!
- Lincoln Way and Hyland
 - The Hyland/Lincoln Way intersection needs to allow more time to alleviate the traffic.
- Lincoln Way and Kellogg
 - The light at Lincoln Way and Kellogg is for sure not coordinated.
- North University and Stange
 - The intersection of North University and Stange light is very odd. It often will switch the light on for lanes that have no cars and both cars and people in the crosswalks are just stuck there waiting
- South University
 - New traffic circle on South University Avenue makes it difficult to exit Sam's Club east because the light is too long.
- South University and South 16th
 - The stop light at the intersection of South University Blvd. and South 16th St. takes forever to turn, especially at night.

Specific issues of the town that needs attention are:

- Pedestrian/Bicycle
 - I use a bicycle, both on sidewalk and the road. The traffic lights do sometimes seem to ignore pedestrian walk button.
 - Sometimes the button is useless.
 - Traffic light coordination is often abysmal for pedestrians. It takes forever to cross certain streets (especially Lincoln Way & Duff).
 - Good efforts with bike lanes and green areas. Poor with bumpy paved trails like on University Blvd.
 - It would be helpful to have bicycles use the bike paths where available.
 - Don't understand the bike paths on Fourth street. Have never seen a bike on them.
 - Shared use roadways (bike, car) should only be in place where defined separate lanes can be provided. See: Sixth Street east of University – ISU portion of street.
 - My sidewalk is very poorly maintained by the city and fills with mud due to poor design. I walk to work and have to walk in the street due to how poorly maintained it is.
 - Nothing to say. The city could use more sidewalks but I know that that's an ongoing process.
 - SIDEWALKS NEED REPAIR!!!
 - The condition of sidewalks in the Oakland Street area and surrounding streets are very poor. Walking is a hazard; very easy to trip and fall!
 - Bike paths are in poor shape.
 - Another concern is that the pedestrian crossing lights on Lincoln Way don't turn to the walk light unless the button is pushed. As Ames is such a pedestrian heavy area, this is

highly ineffective as once pedestrians approach the walk, they still walk unsafely if the light is not on.

- Road Medians
 - I have noticed that there have been a lot of weeds growing in the medians, especially where they have put shrubs or trees and covered the rest of the area with landscaping rock.
 - The medians along Stange in Northridge Heights are all weeds. Needs maintenance.
- Snow removal
 - My neighborhood always takes a long time to get plowed after it snows.
 - Excluding snow/ice, the roads are usually in good condition. However, I feel Ames does an unacceptably poor job clearing the roads of ice. I know several times I have been driving in the afternoon of the day after it rained/snowed during winter and there was still a dangerous amount of ice on the road.
 - It always seems pretty slow to get snow shoveled or intersections deiced.
 - Live on a dead end street. It is one of the last streets cleared off.
 - Need faster snow removal.
 - Plowing on major streets like Grand Avenue are generally good. I work on Saturdays and even major streets like 13th Street often poorly plowed Saturday mornings.
 - Snow plowing could be improved. Roads during/after a snow are often very slippery and it is difficult to see the lines.
 - Snow will get plowed once but not necessarily again. Left to cars driving to clean remaining snow.
 - Snow plowing: when the snow plow services around our neighbor's car parked on street they leave a massive pile of frozen slush in the middle of the street.
 - Snow/ice removal is a major issue.
 - Poor quality/care. I've called to have one street plowed.
 - The roads in the winter are terrible in Ames.
 - The street conditions during and after snowfall is very poor. It would be wonderful if Ames had 24-hour snow removal and salt/brine crews. It is so icy after snowstorms in the Midwest, it is shocking how unprepared the City of Ames seems to be. Property managers should be held accountable for adequate snow removal and ice treatment as most parking lots are ice skating rinks during and after winter storms.
 - When it snows or freezing rains, it seems like nobody cares that the roads conditions are really bad. More often than not lots of snow or ice is leftover and that's not great. They try to clear but don't do a very good job. But that happens all over Iowa so I am not surprised.
 - Keeping the huge amount of winter weather we have had in mind, I am very impressed with street maintenance keeping up.
 - The plowing this winter was poor. Roads were icy in the Greek Community neighborhood south of Lincoln Way to the point that cars struggled with driving even after the roads had been plowed.
- Street Maintenance
 - There are a few annoying road issues like the recurring potholes on Welch Avenue, but I'm sure the city knows this and does what they can to solve it as soon as is practically feasible.
 - Some potholes. Streets often aren't plowed well.
 - Our street is rather rough as a lot of streets are.
 - Parts of Duff Avenue and Lincoln Way are very patched and rough. It's embarrassing to show visitors to Ames around because it's a bad first impression.

- Please fix the potholes.
- There's a HUGE pothole on South 16th that's been there a while. For the most part, streets aren't any worse than other cities of comparable size.
- Maintenance of the streets in the older and historic districts of Ames is very poor. They are often not plowed and very little effort is put into keeping them clean. Many times the residents of those neighborhoods have to keep things in order and that should be the duty of the city.
- My biggest issue with the streets is how rough and uneven they are in some places. I understand that with having to plow over winter it is a challenge to keep them perfect but maybe they all could look into ways to help improve them for spring/summer/fall.
- Traffic lights/coordination
 - With Lincoln Way down to one lane in areas it is hard to have effective lights.
 - Lights should be better coordinated to improve traffic flow.
 - Good lord can we get some rolling street lights? This is my biggest gripe with Ames. I can have a light turn green, but the next one instantly turns red. Most other major cities I've been to coordinate so you can usually hit lights of the same color as you move forward.
 - I don't like the inconsistency of the cycles. Some turn when the walk cycle goes to 0 and many do not.
 - I wish the lights on Lincoln Way would be timed.
 - In late 1950s you had to drive 43.5 mph to get all green lights. Still that way last time tried; poorest city around as to traffic signals FORCING YOU TO SPEED to get a couple of greens.
 - More coordination between lights would be nice.
 - Not sure what this means, but lights often take too long to change when there is no oncoming traffic from cross streets.
 - Some need better timings or traffic activated loops.
 - The coordination could use improvement in many areas. Many areas it works great.
 - This should be a high-priority issue. Having cars idling at almost every traffic light creates traffic congestion, increases use of gas, leads to more air pollution.
 - Traffic signal coordination is terrible!
 - Traffic signal timing lends to favor those who speed. Not uncommon to have someone run a red light in order to squeeze through.
 - Traffic signals are sometimes not logical. I should not have to stop when no vehicles are on the roads as well.
 - When I'm in a hurry, the light is always RED!
 - It seems either you stop at every light or you make all the lights.
 - Traffic signals are my biggest gripe. Too many, especially on Lincoln Way.
 - The stop lights that say yield on green for two lane major streets are extremely dangerous because sometimes the turning lane has a very long line of cars that doesn't allow for proper visibility. These stop lights should be changed for ones that have the turning arrow. Turning on major streets is very dangerous!!
- Other
 - Really appreciate this!
 - Always been good, and in places where it isn't, the responsibility is on the apartment complex.
 - This could be improved.
 - Some garbage/waste collection trucks drop glass; happened in our neighborhoods two times over the last year! Is there a way to prevent this?
 - Keep up the good work.
 - None (n = 2)

Comments on CyRide

- Complaints
 - Fix the app.
 - I don't like the new policy proposal that CyRide won't wait for you if you're running for the bus. We all know that CyRide is always a little late, and shutting the doors on someone who is clearly trying to make it to the bus is just plain mean. I've never seen anyone upset because the bus waited an extra 15 seconds to make sure someone gets on.
 - I don't like the new route names, especially cherry. Do you have any idea how many "pop the cherry" jokes are going to be made now? I really don't need that in my life.
 - Making sure seats are available for the disabled. Also drivers have a habit of breaking REALLY hard. One driver states that it is only okay to pass in front of the bus at the Science Hall stop, it is safer to cross in front of the bus than behind.
 - Next year the 1 Red route is changing. Not only is this inconvenient for me, but based on the number of students that use this stop, I think this is going to create a big issue.
 - Some drivers are extremely nice and others are extremely rude. Frequencies in the afternoon and weekends are too long. There shouldn't be days with no service because some people depend completely on this service for transportation.
 - The signs that display time until next bus at certain bus stops do not actually show all the buses so they are not helpful. Also, since all buses are not equipped with GPS, the QR code and texting CyRide do not show accurate ETAs.
 - The smell of the diesel fuel gives me headaches with asthma.
- Convenience
 - Choose housing close to transportation.
 - My house is located at two CyRide stops. I can live in my house longer as I age because of CyRide.
- Construction Conflict
 - CyRide would be better if Lincoln Way wasn't shut down in the middle of one of their major routes.
- Cost
 - Going to \$1 will help.
 - No fare for children.
 - Seems like there should be some off-season rates for residents!
- Good alternative
 - If my vehicle was not available or during a snowstorm.
 - It depends on the weather. If it snows outside, I would like to take CyRide rather than drive. Also, I feel the parking lots on campus are not enough.
- Hesitant to ride
 - I hesitate to ride not knowing which bus near me goes where. I look at the CyRide map and I get confused. Google directions might be helpful.
- Never used
 - I just never used it so I can't give feedback.
- No Access/Limited Access
 - I live in North Ames and haven't got access to CyRide.
 - I live out in mobile home park and I wish there was a stop closer or there were more times buses came out by my home.
 - I am elderly and my home is too far from the bus stop in the winter.
 - I think CyRide is excellent. I rarely ride it because I drive and not a stop nearby.
- No Need
 - Don't need it yet.

- My work is close to my home. I drive where I need to go.
- Not convenient
 - As a senior citizen, I need convenience of my own private transportation.
 - As long as parking in retail areas is adequate, we will choose to drive.
 - I drive now to save time.
 - I'm elderly and drive when needed.
 - My 15-minute commute would be 1 hour and 20 minutes by bus.
 - My current schedule and need to travel outside Ames during the day makes this difficult.
 - The convenience is part. I have a lot of routes often in my neighborhood, but the other routes aren't convenient, specifically on breaks.
 - Unfortunately, my job requires frequent meetings outside of CyRide hours. It is fairly impracticable for my non-routine employment.
- Other comments
 - I have ridden the bus in the past.
 - I live on the east side and work almost outside of town on the west.
 - I need my vehicle for work.
 - I wish CyRide was better planned and more frequent.
 - Our 15-year-old dog loves car riding and is almost always traveling with us.
 - Our kids require a lot of stuff, which makes it more difficult.
 - I ride 3 or 4 times per year.
 - When my bike is broken I ride every day. I live on the 1 Red route and it's very convenient if a bit unorthodox due to construction.
- Other transportation services
 - HIRTA best meets my needs due to my impaired mobility.
- Positive Comments
 - Best bus system outside a major city.
 - CyRide is a wonderful public transportation system for Ames. It is easy to use the MyState app to see when the next bus in my route is coming. I am very happy to have CyRide as an option for transportation.
 - CyRide is an excellent service for community residents and students alike. I'm looking forward to the new changes!
 - CyRide is awesome. I am mad that I chose where to live next year so I would live close to a bus stop, but CyRide 2.0 is redoing all the bus stops.
 - CyRide is great. Thanks!
 - I think it is great!
 - I use it every day. I love it.
 - I'm glad that CyRide is expanding their routes!
 - The bus service is great!
 - The bus system is incredibly convenient, versatile, and intuitive. It's not as intimidating to use for incoming students as it could be which is a very good thing.
 - Use it all the time.
 - Very good service.
- Student comments
 - I live in a sorority house where majority of the girls use CyRide multiple times a day to get to and from campus and classes.
 - I live in a sorority house with 60 women. Probably 20 regularly use CyRide. We enjoy the service.
 - We are college students; use it for class every day.
- Suggestions
 - I used the Red route and would have liked if it ended on west route in Maricopa rather than at the school.

- I would use the service more often if CyRide offered more weekday late-night services/routes.
- The frequency of buses reduces from 6:30 in the night. Can it be extended till 7:30 or 8?
- Need more Blue Route buses.
- Need more frequent service.
- Needs a route on the street to Molecular Bio.
- Please increase frequency on 9 Plum route.
- Service needs to be restored down Airport Road instead of dropping off on University Blvd. and walking.
- Would like more routes out to East 13th and some noon – 3 pm hrs.
- Would like a shuttle from downtown Ames to Campustown area, frequently 2 times per day.
- Would love to have direct routes to the pool in the summer time (not to have to transfer).
- Walk
 - Always walk.
 - I walk a lot and seldom drive.
 - I walk or bike
 - We walk.
 - We don't have to walk far and we don't mind walking.

Comments on Parks and Recreation services

- Positive comments
 - Ames parks are always clean and well kept. A lot of great trails to walk. Always proud to show it off.
 - Clean and satisfying.
 - Everything is well maintained
 - I don't go often, but the parks are fine.
 - I don't use them much but they seem nice from afar.
 - I have worked in parks and recreation in another town, and I can honestly say I am extremely impressed with what I have witnessed. Your parks have been clean every time I go, and that's hard to maintain.
 - I haven't spent much time at the various parks in Ames, but the picnic areas are nice. I can see them not having much space though during the spring while ISU is in session.
 - I like that we have so many parks around Ames and that they're well-maintained.
 - I love Ames parks. I only wish there were more trails and wooded areas, particularly for walking.
 - I only use Daley Park for walking, but we have had some neighborhood picnics there.
 - I really like the biking trails.
 - I think the City of Ames does a wonderful job with Parks and Recreation in general. Some trees get a bit out of hand it seems, but I like the lesser-used parks so that could be it.
 - In good quality.
 - Kept well, trails are good for running and biking.
 - Love it.
 - Love the small pocket parks especially downtown.
 - Most parks in Ames appear to be in good shape in my opinion. Although I'm not sure how we are grading them. Most walked around last year.
 - Neat, comfortable.
 - Parks are well taken care of! Our family enjoys them.

- Pretty snazzy and well maintained.
 - The parks are in overall excellent shape.
 - The parks here have made my time in Ames much better than it would have been without. Thanks for maintaining them so well.
 - The skate park is great for such a small town.
 - The trails are well kept even in the winter so they are nice to use year-round.
 - Very well done for a city the size of Ames! Going for a walk is super pleasant and makes me feel like I'm out of a city.
 - We think the electric hookup in the shelters is wonderful.
- Wants
 - A map on the city's webpage or elsewhere showing where shelters are within a park would be helpful. Because there are multiple parking spots at Brookside Park, knowing where to park closest to your shelter would be helpful.
 - Benches at the outdoor ice skating rink, possible leagues?
 - Connection needed by Carr Pool.
 - Dog park – fix the park, a train wreck. You spend so much on other parks.
 - From what I have observed the parks around the Ames area are smaller, but there are many of them. It would be nice if there was one big central park, which had interactive features other parks in the area don't have.
 - Have only one small park near us. Wish land at west end of Ontario Road on the south side near R-38 could be a park.
 - I like BBs opened year round or at least earlier and stay open later.
 - It would be nice if the bathrooms at the parks could be opened sooner. There have been lots of times that I've taken my kids to the park but the restrooms were still locked and they needed to use them.
 - It would be nice to see less mowing of certain areas and instead have them planted with native species that would better support wildlife and pollinators.
 - Please extend Skunk River trail from Lincoln Way to South 16th ASAP.
 - Please spray for dandelions.
 - Need more play equipment for older kids and children with special needs.
 - Restrooms closed in winter. Shelter houses need cleaning. Lots of wasps. Brookside courts need lights for Friday/Saturday night play; had them for many years and were removed but should be replaced.
 - Need more hard surface bike trails, not bike lanes on streets.
 - Would like to see outdoor ice rink for hockey in winter and roller blade in the rest of the seasons or both (year round).
 - Would love soap in bathrooms.
 - We live across from the Northridge Heights Park. It could really use some TLC to get the green space (grass) in better condition. There are lots of weeds. Also a restroom would be nice. Even a portable during the summer months.
 - Would like to see more play equipment that is better suited for younger kids. For example, the old equipment at Daley Park was better for younger kids than the new equipment.
 - We need fenced playground in one or two parks so parents with running away kids (special needs kids mostly) can take kids to a safe playground. Also, playground accessible for wheelchairs. Every kid deserves to play.
 - We need more trail access and more linking of these trails. Come on now, I want to stay here but there is very little outdoor recreation. Link the new recreation center to the nuclear woods trail por favor.
 - Wish there was soap in the bathrooms.

- Would be great to have traditional benches on or around tennis courts.
- Would be nice if restrooms were available earlier or later in year if weather is suitable.
- Suggested Improvement
 - No. 1 Ada Hayden – some bumps (I saw an old lady trip).
 - No. 4 River Valley North – need to repair door locks. Brookside – paint bright white (sometimes very dark).
 - Adding dog pickup stations would help keep facilities clean.
 - Certain parks need proper night lighting. Safety should be considered because people feel scared to walk if no lighting at night, etc.
 - Don't understand why deck at Ada Hayden was allowed to get in such bad condition.
 - Great recreational services for children, but a little expensive considering that most of the population are students with low income.
 - Hard surface trail that runs north from Carr Park is typically too muddy or flooded to use.
 - Making sure there is accessible parks for people with disabilities.
 - Several bike paths are unlit, specifically the one running west off of South Dakota Avenue.
 - Some areas accumulate a lot of trash.
 - Some hard surface trails are in extremely poor condition, specifically Stuart Smith Park, Brookside, and the trail along Airport Road in the research park. Tennis courts have cracks and bubbles in the surfacing and the lighting isn't reliable!
 - Swings are very squeaky at Hutchinson Park.
 - Tennis courts need to be resurfaced.
 - The trails could use a little more maintenance.
 - The water fountain at the north end of Ada Hayden hasn't worked for over a year.

Comments on Public Library

- Book Sales
 - Great staff, great location. I love the book sales and the helpfulness of the staff. Important note: e-copies of books can be placed on hold, which seems like a gross misuse of power on the part of the companies that handle book check-out. I know that the library has no control over this, but it's irksome that I can't check out an eBook because someone else is reading it. We all know that's not how the internet works. Again, not the fault of the library, but still something of note.
- Book Delivery
 - Live at Green Hills and have monthly delivery to our library. Really like the choices they offer!
- Bookmobile
 - It's very nice that the Bookmobile comes to the ISU campus.
- Building
 - Beautiful building.
 - Not handicapped, but use automatic doors because regular doors are too heavy and hard to handle.
- Collection
 - Excellent library. Friendly staff, extensive collection, responds to customer requests.

- Great selection of resources. This is a great library!!
- I LOVE THE LIBRARY. Seriously great job. The entire wall of graphic novels/comic books and the incredible fiction section are great for discovering new stories.
- Customer Requests
 - Excellent library. Friendly staff, extensive collection, responds to customer requests.
- Don't Use
 - Don't use
 - I don't use it.
 - I get a lot of information online. Not sure what the public library offers that would be a better source of information.
 - I have never used it; I typically do my homework/read on campus.
- E-books
 - Great staff, great location. I love the book sales and the helpfulness of the staff. Important note: e-copies of books can be placed on hold, which seems like a gross misuse of power on the part of the companies that handle book check-out. I know that the library has no control over this, but it's irksome that I can't check out an eBook because someone else is reading it. We all know that's not how the internet works. Again, not the fault of the library, but still something of note.
 - I use eBook service which is great.
- Great
 - From what I have heard, it's a swell place.
 - Good.
 - Great place, great people, great leader.
 - If it's anything like the rest of Ames, I am sure it is well run.
 - It's a really nice library and I appreciate the hours that the library is open. Thank you!
 - This is a great library!
 - We love the library!
 - We (my husband and I) volunteer at the library and think it is outstanding.
 - I would love to go back to using the public library like I used to when I was growing up in Ames. Since I am now an Iowa State student, it is more convenient for me to use Parks Library and the Design Center reading room on campus.
 - I would love to use the library for leisure. I am a student at Iowa State, and Parks Library has great resources for school, but I would like to read "fun" books at the Ames Public Library.
- Great Resources
 - I love our library! I love the opportunity of the resources and take advantage of it a lot. There's always more than I can take of advantage of if I had more hours in the day! Parking is awful though!
 - Library is a great resource! Very useful when job hunting.
 - Holds – I typically put hold requests on material from my home computer then pick them up when they are ready.
- Hours
 - Closing at 10 pm instead of 9 pm would be nice for students.
 - I just wish it was open a little later. Maybe until 9 or 10?
 - I tend to be an evening/night person, so the library is sometimes closed.
- Lighting
 - I love the library! I would utilize it more if there were more tables and seating areas for studying, although I know the primary purpose isn't for college students to study. I've gone a few times and not been able to find available space, but have usually had a good experience. The natural lighting is my favorite part!
- Location

- Great staff, great location. I love the book sales and the helpfulness of the staff. Important note: e-copies of books can be placed on hold, which seems like a gross misuse of power on the part of the companies that handle book check-out. I know that the library has no control over this, but it's irksome that I can't check out an eBook because someone else is reading it. We all know that's not how the internet works. Again, not the fault of the library, but still something of note.
- Loud
 - From time to time some patrons are very loud.
- Magazine Exchange
 - None of the library staff is able to answer questions about policy relevant to the magazine exchange – any magazines they do not accept, publication dates, etc.
- Meetings
 - Only attend occasional meetings there.
- More Languages
 - We would like to see books and media material in more languages such as Arabic and French. Ames is a diverse community and many languages are spoken by the residents of Ames.
- Negative
 - Harry Potter books are always unavailable and a very long waiting list!! Movies are very old and outdated.
 - Since you don't arrange books by author in children's area, how do you let patrons know where to find them? Just browse or always keep asking? I liked book arrangement formerly used.
 - I am concerned with the group programs at the library. They are very liberal. I wonder what kind of pushback would occur if a local NRA group wanted to meet at the library.
- Parking
 - I wouldn't use the library more if parking was free.
 - I don't have quarters to pay meter.
 - I love our library! I love the opportunity of the resources and take advantage of it a lot. There's always more than I can take of advantage of if I had more hours in the day! Parking is awful though!
 - If I go to the Ames Public Library, I often have to circle around the area to find parking within a block. I also live close to campus, so I use the ISU library more often.
 - My old library had a dedicated parking area so parking was never an issue. It's a bit intimidating not having it as easy here, but I'm not sure if there's anything that can be done about that. That, or I just don't understand the system as I should.
 - Parking is a bit inconvenient, especially in bad weather.
 - Parking is very difficult and none is free!
 - The town I am from does not charge for parking at the local library, and there is much more space available. Coming to Ames, I have rarely found it desirable to pay for parking to get books since I have not had to in the past, and the buses that service that route do not run in my area.
 - Handicap parking – not enough spaces.
 - We suggest more handicap parking at library.
 - We did have an issue typing and printing. Staff was helpful but the technology (printing system) was not great.
- Private Space
 - Need more private space.
 - Would like to see more quiet study areas and longer periods that they're available. Have frequently been asked to leave rooms after an hour due to availability.
- Programs
 - One of our main interests in Ames – great staff, good variety of programs.

- Programs for kids happen during the daytime when kids or parents are busy. Would like to see more evening programs.
- We just had a baby and are excited to use the library and the programs it offers more.
- Space
 - I love the study space here. Very clean and quiet place.
- Staff
 - Awesome staff!
 - Customer service is always excellent
 - Every interaction I have had with a librarian at Ames Public Library has been wonderful. They are always very cheery and helpful.
 - Excellent library. Friendly staff, extensive collection, responds to customer requests.
 - Great place, great people, great leader.
 - Great staff, great location. I love the book sales and the helpfulness of the staff.
Important note: e-copies of books can be placed on hold, which seems like a gross misuse of power on the part of the companies that handle book checkout. I know that the library has no control over this, but it's irksome that I can't check out an eBook because someone else is reading it. We all know that's not how the internet works. Again, not the fault of the library, but still something of note.
 - I love this place. The people are so helpful and friendly. It reminds me of home.
 - One of our main interests in Ames – great staff, good variety of programs.
 - The library staff is fantastic. The youth department staff always goes above and beyond in helping my kids to find new books.
 - We love using the library with our grandchildren. The staff is excellent.
 - Once we went there for a meeting one evening and didn't know where to go and the person was rather rude.
- Tables
 - I love the library! I would utilize it more if there were more tables and seating areas for studying, although I know the primary purpose isn't for college students to study. I've gone a few times and not been able to find available space, but have usually had a good experience. The natural lighting is my favorite part!
- Time
 - Time on my schedule.
- Unfamiliar
 - How to use the checkout service.
 - Never have been to the Ames Public Library, and do not feel the need to with access to as large of a library as Parks Library on campus.

Comments on Other Issues City should focus on

- Affordable Housing
 - Additional quality housing for students. Currently there aren't many options for upper-level students who want to live near campus in a nice apartment or house. Most are old and very much showing their age.
 - Housing – affordable retirement housing for single people.
 - Less apartments but more affordable housing for people.
 - Too many apartments for students. What about low cost housing?
 - We should provide more truly affordable housing for lower income families.
 - Housing affordability.
- Affordable Living

- Make it a priority for families to afford living by focusing on controlling all costs of living here.
- Animal Protection
 - Animal protection.
- Arts
 - Arts and entertainment, environment, inclusive community, support for those in need.
 - Arts, embracing/celebrating diversity.
- Barking Dogs
 - Barking dogs.
- Bike Lanes/Trails
 - Improving green space, bike lanes.
 - I'd love Ames to have more/better bike trails. The "trail" along Ontario from North Dakota to Hyland isn't pleasant to ride because of all the driveway dips.
 - Keeping Ames a great place to live. Great city services. Clean, safe community. I would like more and better trails for two reasons: I ride a bike a lot and there are many bikes on streets that would not slow traffic if more use on trails.
 - More bike trails that connect.
 - More places to get to on bicycle.
 - Routes to further out apartment complexes to reduce traffic. More bikeable paths to reduce traffic and make a more bikeable/walkable city.
- Aggressive Birds
 - Redwing blackbirds near walkways. They are threatening and aggressive to those walking and running. Also, geese for some reason.
- Bury Infrastructure
 - It would be nice to have the power lines buried. The town would look much cleaner! Also, possibly a city/public ISP, more variety and better prices for residents.
- Business Growth
 - Business growth – more businesses (i.e. shops and restaurants).
 - Growth – new businesses like a new mall.
- Campustown
 - Campustown and improving it for the students.
- Cemetery Improvements
 - Cemetery improvements and maintenance.
- Community Events/Activities
 - Should have more activities organized for seniors and teens.
 - I would like to see more community (arts) events bringing together the community, similar to the Roosevelt concerts on Sunday evenings in the summer.
 - Activities for families. It is very difficult to find inexpensive activities for children.
- Community Building
 - Difficult for new people to talk to people that have been a part of a group in Ames for years (20 and up).
 - Community building with students as we are two-thirds of the population when in session.
 - Intermixing of ISU community and City of Ames community through events like VEISHEA in the past (particularly the celebrations and parades, not riot).
- Concern with Apartment Expansion
 - I am concerned about all the apartments going on. Can the streets, sidewalks, transportation system, and parking handle all this?
 - I know that student housing is an ever increasing issue, but it feels like the city is quickly becoming apartments and temporary housing. I don't have any solutions, but keeping the conversation going is important.
 - Not allowing so many apartments to be built.
 - South Duff traffic. Put a cap on apartment construction.

- Too many apartment buildings.
- Too many apartments.
- Fewer apartments. Make new streets wider. More east/west and north/south through-streets.
- Construction Conflicts
 - Not allowing a building site to close half of Lincoln Way (Lincoln and Aspen).
 - Recent changes in Lincoln Way and South Fourth make it harder to get around.
 - Try to close fewer streets for less time when constructing new buildings.
- Diversity
 - Diversity.
 - Arts, embracing/celebrating diversity.
- Gas Prices
 - Why are gas prices exceedingly high in Ames?
- Green Space
 - Improving green space, bike lanes.
 - Saving green nature and animals in residential areas, not just parks.
- Health Living
 - Healthy life concept – continue work.
 - Community involvement in recreation development. Downtown policy that allows for growth. Healthy community, fighting against obesity with recreation and healthy restaurant downtown.
- Homelessness
 - Homelessness (n=2)
- Housing
 - Housing.
 - Housing – extremely low inventory of single family houses and a better plan for rentals.
- Inclusive Community
 - Arts and entertainment, environment, inclusive community, support for those in need.
- Indoor Pool
 - Indoor pool, additional outdoor skating rink maintenance in the winter – benches, warming lamp, area to put on skates.
- Internet
 - It would be nice to have the power lines buried. The town would look much cleaner! Also, possibly a city/public ISP, more variety and better prices for residents.
 - Landlords charging absurd rates to students; what they are doing is illegal. Also, get involved in internet services, there is basically a monopoly in this city in terms of internet companies and it's absurdly expensive for terrible quality.
 - The Wi-Fi sometime doesn't work well. Probably this is an issue of the rent company.
 - There should be more options for internet and cable TV providers; there are only a couple (1-2) that can be used within Ames.
 - The roads! Horrible to get around town sometimes. The lack of left turn lanes/signals is frustrating. Also need more access to better/faster internet!
- Job Skills Development
 - Creating more job opportunities and creating a free class or orientation to those who want to enhance their skills.
- Keep Politics Out of Schools
 - Keeping political agendas out of our schools.
- Land Use Planning
 - Land use planning – not certain what specifics you were questioning; yes, I support what my definition would be.
 - Long range commercial development as it relates to traffic and flood plain.
 - Planning and zoning procedures. This should be primary effort.

- Planning for 2050.
- Planning! Ames is a "dog leg" city to go from point-to-point. City grows by leaps and jumps with no long range traffic analysis.
- The city should not focus the zoning issue on the Lincoln Way corridor.
- Lenience in Justice
 - Judges are way too easy on criminals which is why the problems are not resolved.
- Less Alcohol Enforcement
 - Ease up on the bar stings.
- More Employment Opportunities
 - Bringing new employers to Ames.
- More Retail
 - Attract more retail business.
 - More retail.
 - Retail growth.
 - The development of area by North Grand Mall. More restaurants, mall Younkers closing.
 - Commercial development and retail to North Ames. Condition of the roads (potholes, cracks, ruts, etc.). Growth to North Ames and traffic control "going" rhythm.
- More Roundabouts
 - Inclusion of more roundabouts at city intersection. Traffic calming.
- Noise Control
 - Noise control, too many rental homes.
- None
- Outdoor Recreation
 - Outdoor activities for all.
- Outdoor Skating Improvements
 - Indoor pool, additional outdoor skating rink maintenance in the winter – benches, warning lamp, area to put on skates.
- Parking
 - Downtown parking.
 - More parking by campus. Get rid of no overnight parking.
 - Help Hunziker Sports complex increase paved parking.
- Pedestrian/Cyclist Conflicts
 - Infrastructure of streets. The Ames solution of adding stoplights is sad! Mortensen needs to be 4 lanes. Grand needs to be extended to reduce South Duff car jams. Campustown needs pedestrian/bike overpasses at Welch and Stanton.
 - Cracking down on bicyclists. I have a lot of problems with them almost hitting me while riding way too fast down the sidewalks when they have areas to drive on the road. I listen to music while I walk and if I have to make a turn, I never hear them yelling at me to move and they almost hit me. Making them ride in the roads on the bike lanes would be nice or teaching them to bike slower if they are on sidewalks would also be a good idea.
 - Please get the bicycle thing under control. It's a big liability for car drivers!
 - Traffic pedestrian control.
- Pest Control
 - Bug control.
- Police
 - I wonder if we have enough police to handle all the needs of the community.
- Positive Comments
 - City staff and Council seem to address concerns and work on solutions; they move forward.
 - Continue with what it is already doing.
 - We appreciate your good service and hope you try and keep our rates reasonable!
- Promote Local Business

- How do we better cater to local business? Improve mall, improve Northern Lights mall, save the Vesuvius' of the town!
- I think Ames has already missed out by blocking business growth. Have to drive to Ankeny or DSM for a number of items; this is more difficult as I've got older.
- Protect Ada Hayden Watershed
 - Maintenance of ponds in housing developments. Protect Ada Hayden watershed.
- Recreational Opportunities for Special Needs Kids and Women
 - City of Ames needs to give more resources for its special needs residents to improve their lives, especially the healthy lifestyle recreational classes for special needs so the parents don't always have to pay private classes that are very expensive. Special needs deserve to learn swimming sport and play just like any other resident. We also would like to see more recreational classes for women. Many Ames residents come from cultural backgrounds and we will be very happy to have gender-separated classes, especially swimming and Zumba.
- Recycling
 - A city-run recycling program. It is unconscionable that city of Ames quality does not have a city-run recycling program. I recycle at least at 6 facilities. Set up a program for residents to invest in and possibly receive dividends (solar energy model).
 - Recycling! Places to deposit are impossible to find and no effort is put into any other recycling. Burning is not the answer.
- Rent Controls
 - Control over rent charges (rents are too high).
 - Landlords charging absurd rates to students. What they are doing is illegal. Also, get involved in internet services. There is basically a monopoly in this city in terms of internet companies and it's absurdly expensive for terrible quality.
 - Reducing housing costs (apartments).
 - RENT IS TOO DAMN HIGH. Build more houses and apartment buildings to lower rent in the city.
 - Rental control.
 - Rental price is very relatively high.
- Rent Caps
 - Rental caps in neighborhoods surrounding campus. Put emphasis on what is best for families who own and live in their homes.
 - Student rental in single family residential neighborhoods.
 - This rental issue scam is unfair to those already owning in the areas.
- Reroute Trains
 - Need to eliminate trains running through the city; see if they can be relocated over next 50 years to south and east of town.
- Restaurants
 - Get an Olive Garden and Steak and Shake. A ton of people really want those (check the Ames People Facebook). I know Olive Garden is a huge topic on there but personally if there was a Steak and Shake in Ames it would be one of the happiest days of my life. I guess I just enjoy some of the little things in life like an amazing fast food places.
- Road Improvements
 - Commercial development and retail to North Ames. Condition of the roads (potholes, cracks, ruts, etc.). Growth to North Ames and traffic control "going" rhythm.
 - Infrastructure of streets. The Ames solution of adding stoplights is sad! Mortensen needs to be 4 lanes. Grand needs to be extended to reduce South Duff car jams. Campustown needs pedestrian/bike overpasses at Welch and Stanton.
 - My main issue is the quality of the roads.
 - Repair streets; some are in dire need of some repair.
 - Street improvements.
 - Street repair.

- Streets – repair potholes, etc.
- School Funding
 - Funding for schools.
- Senior Housing
 - Housing for senior citizens like myself (with walk-in-showers and no stairs) who have fixed limited income, but still do not qualify for subsidized apartments.
- Sidewalks
 - Fix those bad sidewalks!!
 - Please repair sidewalks and driveway approaches on Wood Street.
- Snow Removal
 - Clearing snow on side streets
 - Don't put piles of snow in the middle of busy streets.
 - Snow/ice removal!
- Storm Water Planning
 - Evaluating existing roads to improve traffic flow while alleviating congestion, improving water capacity and quality, and integrating multi-model opportunities.
 - Continue requiring storm water practices on new developments.
 - Fix the storm sewer flooding water along my basement foundation as Justin Clausen promised would be done in 2017.
 - Flood control. Stop allowing development that exacerbates the problem.
 - Flooding.
 - Past flooding issues.
 - Water drainage and roads.
- Student Nightlife
 - Student nightlife.
- Sustainability
 - Arts and entertainment, environment, inclusive community, support for those in need.
 - Being more sustainable.
 - Making Ames more sustainable for the environment.
- Taxes
 - City should focus on making Ames affordable by reducing property taxes. We have the highest property taxes in the state.
 - Property taxes increase naturally due to property values rising. Not increasing tax rates should be a top priority. Housing in Ames is already very expensive relative to surrounding areas.
 - Reduce taxes. Bring in new business not run them off.
 - Saving taxpayer dollars. Amazon is popular and useful because of this.
- Traffic Control
 - Speeding; driving using cell phones.
- Traffic Improvements
 - Routes to further out apartment complexes to reduce traffic. More bikeable paths to reduce traffic and make a more bikeable/walkable city.
 - Every day after the rush hour. The traffic jam in Lincoln Way.
 - More traffic lights instead of stop signs on major sheets!
 - Duff needs to be revised. The backups are ridiculous.
 - Easier and quicker way to get east to west without speed traps.
 - Could you find a solution to backed-up traffic near Hunziker Sports Complex? Like another entrance?
 - Commercial development and retail to North Ames. Condition of the roads (potholes, cracks, ruts, etc.). Growth to North Ames and traffic control “going” rhythm.

- Infrastructure of streets. The Ames solution of adding stoplights is sad! Mortensen needs to be 4 lanes. Grand needs to be extended to reduce South Duff car jams. Campustown needs pedestrian/bike overpasses at Welch and Stanton.
- The roads! Horrible to get around town sometimes. The lack of left turn lanes/signals is frustrating. Also need more access to better/faster internet!
- Extend Grand Avenue south, change Duff Avenue railroad crossing.
- Extend Grand Avenue south to South 16th. Continue improvements to downtown area. Take down north/south stop signs on Duff and 24th Street.
- Extending Grand Avenue south beyond Hy-Vee.
- Just traffic improvements. There's so much traffic on Lincoln and Duff they become almost undriveable at times.
- Safety and traffic improvements, i.e. turning lanes, etc.
- Street crossings on Hyland Avenue for Oakland and Pammel Drive are dangerous, should be addressed.
- Street repair and traffic flow. Extend Grand Avenue ASAP!
- The flow of traffic. The stoplight on Lincoln Way to State Avenue takes forever.
- Traffic at 13th/Grand.
- Traffic flow away from Duff, Grand, Lincoln Way, Duff Avenue. Flooding issues.
- Traffic flow on South Duff.
- Traffic flow.
- Traffic flow at 13th and Grand (east and west).
- Traffic management.
- Yanking down some traffic lights. There are too many and they are not timed well.
- Safety. Traffic problems when there's ISU home games.
- Transportation Planning
 - Evaluating existing roads to improve traffic flow while alleviating congestion, improving water capacity and quality, and integrating multi-modal opportunities.
 - Fewer apartments. Make new streets wider, more east/west and north/south through-streets.
 - The city planning in Ames is absolute garbage. I love Ames, but the number of roads that lead nowhere and curve away from their original direction is ridiculous. There are currently only 3 roads that can bring a person from east to west with any level of confidence, and there are really only 2 from north to south. If a major intersection is out of commission (for a gas leak from the poor-quality development projects), the entire city's functionality in that half is tanked for hours. We need to focus on development of roads that are efficient and useful. These development projects are too poor quality to last more than a couple of decades, so we should at least make sure that the layout of our city makes sense. With these long roads that curve every which way, we're wasting money and resources repaving and cleaning much larger areas than we need to be. In addition, parking on streets near campus is needlessly arbitrary. If the road is only big enough to handle parking on one side, let's just limit parking to one side and be done with it. The side-to-side switching just serves as a ticket trap for Ames car owners and has no true purpose.
- Trees
 - Trees to replace the ones cut down.
- Other Comments
 - Cost, upkeep.
 - It is sporadic at best.
 - On real problems.
 - None that I can think of at the time.
 - Don't have any at this time.
 - Don't know.

- I can't think of anything at this moment
- It's too soon as a new resident to comment.
- None
- None, all major issues are covered.
- Not sending this survey repeatedly to people who don't live in Ames because it's going to falsify your data. In other words, disregard my response because I don't live here.

Comments on “What is the best thing about living in Ames?”

- Access to ISU
 - Access to campus and safety.
 - Nearby natural and cultural events, and access to events at Iowa State.
 - Close to campus.
 - Parks, roads, trails. Proximity of ISU.
- Access to Highways
 - It doesn't feel crowded (yet), but has good access to highways and local programs.
- Access to smaller school district (Gilbert)
 - Accessibility to a small school district (Gilbert). University events.
- Affordability
 - Cost of living.
 - Low cost of living while being less than an hour from the capitol.
 - Great environment, affordable, well-planned city.
 - Affordable price for most things. Fair availability for most products. Safety.
- Ames PD and ISUPD partnership
 - The welcoming attitude and the law enforcement partnership with ISUPD.
- Away from Family
 - I'm away from my sisters.
- Bandshell
 - Quiet, low crime rate, clean, Bandshell, pool, great EMTs, hospital.
- Beautiful City
 - Beautiful city.
 - It's beautiful and diverse.
 - Low crime rate, clean, beautiful town.
- Business
 - ISU, business locations, not Campustown though.
 - Small town feel, big town businesses.
- ISU
 - College campus and walking trails.
 - ISU (n=6)
 - ISU, business locations, not Campustown though.
 - ISU, somewhat international atmosphere, high level of residents' education, lots of parks and green areas, clean air and safe water, general safety.
 - Parks, ISU
 - People, resources, ISU.
 - Quality of life: recreation, university exposure. Iowa State Center: Hilton, sports. Education level of the students.
 - Safe, people, healthcare, schools, ISU.
 - The people, the university, the parks.

- The university is located in Ames.
- The wonderfully maintained green spaces. The people. The schools. ISU.
- Variety of opportunities, great parks, great library, university, nice downtown.
- The university (n=2)
- Vibrancy, ISU.
- Ames ISU Relationship
 - Town/gown relationship with ISU. Vibrant community.
 - Trees and *unintelligible word* environment, low population, money from ISU
- Campustown Renovations
 - Lots to do and visit for a town of Ames' size. I'm liking the Campustown renovations. The area feels very modern, but also welcoming.
- Churches
 - The library, parks, churches.
- City Services
 - Good choice of stores/shopping. Friendly/caring people. Good city services: fire, police, ambulance, hospital.
 - Great public services like water, sewer, schools, etc., that are being proactive in keeping up to date.
 - Low traffic, good library, and services.
 - Overall quality; parks, medical, roads, services, utilities, etc.
 - Services and programs are top-notch. Parks and trails are well maintained.
- Clean
 - A clean community, a young atmosphere with the college.
 - Ames is a quiet and clean city.
 - Clean, friendly and safe. Also has diversity.
 - Clean, safe, good medical, close to Des Moines, easy to drive through Ames.
 - Clean and kept up.
 - Clean city, good people!
 - Clean town with many options.
 - Clean, friendly, non-crowded, quiet.
 - Cleanliness, events, Chinese restaurants in Campustown.
 - Everything! (I was born in Ames 85 years ago.) I love my hometown. It is clean, relatively crime free, a culturally diverse community with ISU. Has a first class school system and public transit. Many social and recreational facilities and events found in larger cities.
 - Lots of activities. Clean, safe.
 - Low crime rate, clean, beautiful town.
 - Quiet, low crime rate, clean, Bandshell, pool, great EMTs, hospital.
 - Size of town, safety, Ada Hayden Park, cleanliness of town.
 - ISU, somewhat international atmosphere, high level of residents' education, lots of parks and green areas, clean air and safe water, general safety.
 - The overall population is kind and clean.
- Close Proximity
 - As a college student, I appreciate how close everything is. I live in the western side of Ames, and I am able to enjoy different amenities Ames has to offer. I really enjoy walking around Ada Hayden!
 - Because the city is geographically so small, I can get everywhere I need to on my bike, and don't need to worry too much about being late to anything.
 - Clean, safe, good medical, close to Des Moines, easy to drive through Ames.
 - Close to things that I need.
 - Convenience to workplaces, college, and restaurant or grocery stores.
 - Everything is a walk away with the help of CyRide.
 - Free bus and everything is close.

- Low crime. Easy to get from place to place.
- The best thing about living in Ames is the easy accessibility to everything.
- Most facilities accessible.
- Close to Amenities
 - The proximity of the multiple businesses to my home.
 - Convenience to all kinds of amenities.
- Close to Larger Cities/Ankeny/Des Moines
 - Small town feel with lots of amenities plus close proximity to larger cities.
 - Close to Ankeny – we go shopping in Ankeny because it is cheaper and more things available.
 - Clean, safe, good medical, close to Des Moines, easy to drive through Ames.
 - It's nice and quiet and close to Des Moines.
 - Small town living most of the time with proximity to DM. Friendly people.
 - Low cost of living while being less than an hour from the capitol.
- Close to Family
 - Being close to family. Good recreational opportunities. Being close to ISU.
 - Family is close.
 - Medical care – McFarland Clinic/MGMC. ISU cultural events. Access to our children who live here.
- College Town
 - A clean community, a young atmosphere with the college.
 - College town, good economy, good employment.
 - I like the college town and how they cater towards students.
 - I love the feel of a college town. Being a young person, the type of businesses and the feel of this community appeal to people my age and really make me feel like I belong here.
 - It's a Midwest college town and all that implies.
 - Lots of activities for everyone. I like living in a university community.
 - Lovely college community.
 - The college experience and community.
- Comfortable
 - It's comfortable, kind of friendly, conscientious, and helpful. Privacy. I was born here, love my hometown.
 - Comfortable life. Peaceful.
- Community Events
 - Community-based activities.
 - Everything! (I was born in Ames 85 years ago.) I love my hometown. It is clean, relatively crime free, a culturally diverse community with ISU. Has a first class school system and public transit. Many social and recreational facilities and events found in larger cities.
 - It doesn't feel crowded (yet), but has good access to highways and local programs.
 - Lots of activities. Clean, safe.
 - Lots of activities for everyone. I like living in a university community.
 - Lots of parks and things to do in Ames.
 - Love all the opportunities for my young kids, especially parks and rec classes and the library.
 - Nice people. Plenty to do.
 - There are many things to do for entertainment in this town.
 - They put on fun things for their residents to do.
 - Many things to do for entertainment.
 - Cleanliness, events, Chinese restaurants in Campustown.
 - Community activities; there is always something to do.
 - Community togetherness.
- Convenience

- Simplicity and convenience.
- I've never noticed any kinds of issues. It's remarkably convenient to live here.
- CyRide
 - Campustown. CyRide is awesome.
 - CyRide transportation.
 - Everything! (I was born in Ames 85 years ago.) I love my hometown. It is clean, relatively crime free, a culturally diverse community with ISU. Has a first class school system and public transit. Many social and recreational facilities and events found in larger cities.
 - Free bus and everything is close.
 - It's a welcoming community with lots of amenities but still keeps a local feeling. Also, CyRide.
 - It's possible to travel locally on foot, bike, CyRide. When driving, traffic and parking is usually not too bad!!
 - The CyRide service allows for easy transportation for students who live off campus.
 - There are many great public resources in Ames that make it very convenient to live and study here. Most notable are the park trails for running, the public library, and the CyRide bus system.
- Diversity/Culture
 - It's beautiful and diverse.
 - Its family oriented and more diverse environment.
 - Everything! (I was born in Ames 85 years ago.) I love my hometown. It is clean, relatively crime free, a culturally diverse community with ISU. Has a first class school system and public transit. Many social and recreational facilities and events found in larger cities.
 - Diverse perspectives.
 - Clean, friendly and safe. Also has diversity.
 - Diversity.
 - Diversity and the warmth of its residents.
 - It is safe, vibrant, diverse community! People from around the world come to Ames!
 - The Ames bobble, which is more diversity and opportunity than most Iowa towns and still have a small city feel.
 - The diversity; but it goes both ways. Embrace all political views rather than put anyone who is of a different view in a box.
 - Culture item available.
 - Dynamic culture, rich in opportunities.
 - Many cultural experiences.
 - Medical care – McFarland Clinic/MGMC. ISU cultural events. Access to our children who live here.
 - Nearby natural and cultural events, and access to events at Iowa State.
 - Small town feel, large town culture.
 - Safe, friendly, cultured
 - Water quality and diversity.
- Downtown
 - Safe, quiet, downtown is improving, farmers' market is great.
 - The trees and downtown area.
 - The many things to do. Downtown.
 - Trees. Active downtown. Good mall.
 - Variety of opportunities, great parks, great library, university, nice downtown.
 - Downtown Ames.
- Ease of Travel
 - Traffic level is okay.
 - Easy commute.

- Driving in Ames is a "piece of cake"! We grew up in Chicago. Traffic and parking is madness there now (the Eisenhower is a parking lot sometimes); daughter and son-in-law live there so we drive in periodically.
- Small town feel, people are very friendly, easy to navigate.
- Get from one end of town to the other end in under 15 minutes (getting more difficult).
- The city is easy to get around when there isn't an Iowa State game.
- Because the city is geographically so small, I can get everywhere I need to on my bike, and don't need to worry too much about being late to anything.
- The parks and ease of getting around using buses, bikes, or car.
- Education
 - I have not yet found out what the best thing about living in Ames is. I guess it might be that I am receiving an education here. I feel as if a lot of time people who are not part of ISU bash on the students who do attend ISU.
 - ISU, somewhat international atmosphere, high level of residents' education, lots of parks and green areas, clean air and safe water, general safety.
 - Opportunity to learn.
- Employment Opportunities
 - College town, good economy, good employment.
 - Work opportunity.
- Enjoyable
 - Its calming, yet highly enjoyable.
- Environment
 - Trees, environment, low population, money from ISU.
 - Peaceful and good environment.
 - Safety and environment.
 - Great environment, affordable, well planned city.
 - Great schools, parks, environment.
 - Peace, greenery.
- Everything
 - Everything *unintelligible writing*
 - The whole thing.
 - Everything.
- Family Oriented
 - Family friendly, parks.
 - Family oriented and more diverse environment.
 - Love all the parks and the family atmosphere.
 - Ames is a good community to raise a family. Ames is a safe place to live and has great schools.
 - Easy to raise kids safely; incredible schools.
 - It is a nice small college town and it is a good place to raise a family.
 - Awesome parks, library, kid-friendly events.
 - It's comfortable, kid friendly, conscientious, helpful. Privacy. I was born here, love my hometown.
 - Not very stressful. Kid friendly. Ames School. Ames library.
- Farmers Market
 - New school buildings and business store fronts, farmers' markets.
 - Safe, quiet, downtown is improving, farmers' market is great.
 - The new local businesses/restaurants and the farmer's market.
- Food
 - Lots of good food and variety of places to go to buy food, groceries, etc.
- Friendly
 - Clean, friendly and safe. Also has diversity.

- Clean, friendly, non-crowded, quiet.
- Friendly.
- Friendly and relatively safe community.
- Friendly communities
- Friendly people, and has just about everything you need, but it is not too big.
- Friendly people, traffic isn't too bad, the police are friendly.
- Friendly people.
- Friendly, easy-going community with good moral values.
- Good choice of stores/shopping. Friendly/caring people. Good city services: fire, police, ambulance, hospital.
- Great water, friendly community.
- Safe, friendly, cultured.
- Small town feel, people are very friendly, easy to navigate
- Small town living most of the time with proximity to DM. Friendly people.
- The friendly community.
- The general atmosphere of the city. Most people are incredibly friendly and the city has always been helpful when asked.
- The people are friendly.
- The people are friendly. I always feel safe walking late at night no matter the area.
- The people, friendly, safe.
- Very friendly, welcoming place with lots of amenities.
- Serenity, good parks, friendliness towards the international communities/students.
- Friendly City Employees
 - Love the attitude and friendliness of city employees and lots to do.
- Good Amenities
 - Small town feel but large enough to get everything you need!
 - Small town feel with lots of amenities plus close proximity to larger cities.
 - Small town feel with big city amenities. Accessibility to a small school district (Gilbert). University events.
 - Small town feel with city amenities.
 - Small town feel, with larger city assets.
 - The amenities. Also so many great volunteer opportunities.
 - There are some things that I could get from living in a larger city, while still feeling like a small town.
 - Very friendly, welcoming place with lots of amenities.
 - Ames has a decent combination of both small-town and small-city amenities. The prevalence of parks, relative ease of public transportation and walking paths, and variety of cultural activities creates a relatively tranquil but still engaging environment.
 - Ames has a lot of nice amenities (shopping, restaurants, recreational trails) without being unreasonably crowded.
 - Big city benefits while living in a small town.
 - Big-city amenities without the big-city hassles.
 - City big enough to provide all needs services, including medical.
 - Having a variety of services nearby with a city that cares about nature and provides many parks to enjoy nature.
 - I feel that it is a good mix of having things available (stores, places of recreation, restaurants, ISU events) without feeling overcrowded or congested as might be the case in larger cities.
 - I like that it still has somewhat of a small town feel, especially in the summer, but still has most of the perks of living in a big city
 - It has just about everything I could want.
 - People, resources, ISU

- Friendly people, and has just about everything you need, but it is not too big.
- It offers large city entertainment in a small city setting.
- It's a little big city. It has a lot of things to do and places to eat without the big town feel.
- It's a welcoming community with lots of amenities but still keeps a local feeling. Also, CyRide.
- Lots of amenities, not too large of a town.
- Lots to do and visit for a town of Ames' size. I'm liking the Campustown renovations. The area feels very modern, but also welcoming.
- Sense of small town community with big city options.
- Good Economy
 - College town, good economy, good employment.
- Good Place to Live (general and retirees)
 - Ames is a very, very good city for retirees – we have an excellent medical facility, Cy-Ride for transportation, C.Y. Stephens for entertainment and an easy commute to Des Moines for flights to anywhere in the world.
 - Just a good place to live.
- Great Community
 - Community and engagement with university.
 - The college experience and community.
 - The community and people.
 - Friendly, easy-going community with good moral values.
 - Good community.
 - It's a good town.
 - Ames is a great community.
 - Community.
 - The community.
 - Wonderful community – clean and safe.
- Great Schools
 - Easy to raise kids safely; incredible schools.
 - Everything! (I was born in Ames 85 years ago.) I love my hometown. It is clean, relatively crime free, a culturally diverse community with ISU. Has a first class school system and public transit. Many social and recreational facilities and events found in larger cities.
 - Good quiet neighborhood, good education (ISU).
 - Good school.
 - It is just the right size of city and is a safe place to live and we have good schools.
 - Not very stressful. Kid friendly. Ames School. Ames library.
 - Schools.
 - Ames is a good community to raise a family. Ames is a safe place to live and has great schools.
 - Safe, people, healthcare, schools, ISU.
 - Great schools, parks, environment.
 - New school buildings and business store fronts, farmers' markets.
 - The wonderfully maintained green spaces. The people. The schools. ISU
- Hometown
 - It's comfortable. Kind, friendly, conscientious, helpful. Privacy. I was born here, love my hometown.
 - I grew up in University and went to ISU. So this seems like home to me and I'm very old. I really like Ames area.
 - It's comfortable, kind friendly, conscientious, helpful. Privacy. I was born here, love my hometown.
- Housing Stock
 - Progressive city, good housing stock.

- Internet
 - Fast enough internet.
- Invests in Community
 - The many resources and opportunities for betterment of its community members.
- ISU Sports
 - The Clones baby.
 - ISU sports.
- Kind
 - The overall population is kind and clean.
- Library
 - Awesome parks, library, kid-friendly events.
 - Library and parks.
 - Love all the opportunities for my young kids, especially parks and rec classes and the library.
 - Low traffic, good library, and services.
 - Not very stressful. Kid friendly. Ames school. Ames library.
 - Size, library service, responsive city government.
 - The library, parks, churches.
 - The lovely parks and the library.
 - There are many great public resources in Ames that make it very convenient to live and study here. Most notable are the park trails for running, the public library, and the CyRide bus system.
 - Variety of opportunities, great parks, great library, university, nice downtown.
 - Lifestyle.
 - Lifestyle.
- Local Business
 - Local businesses.
 - New school buildings and business store fronts, farmers' markets.
 - People, Main Street, local businesses/restaurants.
 - The new local businesses/restaurants and the farmers' market
 - Variety of businesses.
- Local Feeling
 - It's a welcoming community with lots of amenities but still keeps a local feeling. Also, CyRide.
- Lots of Opportunities
 - Size, availability of services and programs.
 - Love all the opportunities for my young kids, especially parks and rec classes and the library.
 - Small town feel with a lot of opportunities.
 - Small town feel with larger population/more things to do.
 - Small town feel, good neighbors, lots to do with ISU here.
 - The availability of a wide variety of educational and recreational opportunities.
 - The best thing about Ames has been that it was large enough to have many opportunities but not large enough to have urban problems.
 - The excellent opportunities for children (schools, library, parks and rec, etc.).
 - The many resources and opportunities for betterment of its community members.
 - The many things to do. Downtown.
 - The variety of activities!
 - There is something for everyone.
 - Variety of opportunities, great parks, great library, university, nice downtown.
- Mall
 - Trees, active downtown, good mall.

- Medical Services
 - Clean, safe, good medical, close to Des Moines, easy to drive through Ames.
 - Good medical services.
 - Great medical care.
 - Medical care. McFarland Clinical/MGMC. ISU cultural events. Access to our children who live here.
 - More places to eat. Medical services are great.
 - Quiet, low crime rate, clean, Bandshell, pool, great EMTs, hospital.
 - Safe, people, healthcare, schools, ISU.
- Neighborhood/Neighbors
 - Neighborhood, food stores.
 - My neighbors.
 - Small town feel, good neighbors, lots to do with ISU here.
- Not Crowded
 - It doesn't feel crowded (yet), but has good access to highways and local programs.
 - Clean, friendly, non-crowded, quiet.
 - Trees, environment, low population, money from ISU.
 - Friendly people, traffic isn't too bad, the police are friendly.
 - Low traffic, good library, and services.
- Other
 - High property taxes (questionable at best services, poor snow removal, police don't control speed limits or cellphone texting and poor streets). Ames needs a major overhaul.
 - I don't live here.
 - Let ISU foot some of the costs and all.
- Parks
 - All of the parks.
 - Ample amount of city parks and feeling safe living here. These in combination provide a great place to start a family.
 - Awesome parks, library, kid-friendly events.
 - Brookside Park and hiking trails, though I wish there were more. We should have a cross country skiing course.
 - Comparatively slow pace of life. Sense of settled stability. Parks, including ISU campus, Reiman Gardens, general open spaces.
 - Family-friendly, parks
 - Great schools, parks, environment.
 - Having a variety of services nearby with a city that cares about nature and provides many parks to enjoy nature.
 - ISU, somewhat international atmosphere, high level of residents' education, lots of parks and green areas, clean air and safe water, general safety.
 - Library and parks.
 - Lots of parks and things to do in Ames
 - Love all the opportunities for my young kids especially parks and rec classes and the library.
 - Love all the parks and the family atmosphere.
 - Overall quality; parks, medical, roads, services, utilities, etc.
 - Park trails, being able to ride bikes on very nice trails.
 - Parks, ISU.
 - Parks, road trails, proximity of ISU.
 - Parks, trails, parks and rec services.
 - Serenity, good parks, friendliness towards the international communities/students.
 - Services and programs are top-notch. Parks and trails are well maintained.
 - The bike trails, parks, and water quality.

- The library, parks, churches.
- The lovely parks and the library.
- The parks and ease of getting around using buses, bikes, or car.
- The parks and outdoor recreation.
- The parks are simply incredible.
- The parks are very well kept and help me find peace in a bigger city.
- The people, resources, and the parks.
- The people, the university, the parks.
- The wonderfully maintained green spaces. The people. The schools. ISU.
- The parks and outdoor recreation.
- As a college student, I appreciate how close everything is. I live in the western side of Ames, and I am able to enjoy different amenities Ames has to offer. I really enjoy walking around Ada Hayden!
- Ada Hayden Park.
- Size of town, safety, Ada Hayden Park, cleanliness of town.
- Wonderful parks and very good drinking water.
- Variety of opportunities, great parks, great library, university, nice downtown.
- Parks and Rec Services
 - Water, recreation, parks maintenance.
 - Parks, trails, parks and rec services.
- Peaceful
 - Comfortable life. Peaceful.
 - Its calming, yet highly enjoyable.
 - Nice peaceful town.
 - Not very stressful. Kid friendly. Ames schools. Ames library.
 - Peace of mind. Place is calm and people are good.
 - Peace, greenery.
 - Peaceful and good environment.
 - Safety and peaceful environment.
- People
 - Been here for 48 years now. Best? The people!
 - People.
 - People. Main Street local businesses/restaurants.
 - People, except drunks.
 - Young and active people.
 - People, resources, ISU.
 - Safe, people, healthcare, schools, ISU.
 - Sense of community, caring people.
 - The community and people.
 - The community of people.
 - The people and small town feel.
 - The people, friendly, safe.
 - The people, resources, and the parks.
 - The people, the university, the parks.
 - The wonderfully maintained green spaces. The people. The schools. ISU.
 - The people.
 - Nice people. Plenty to do.
 - Nice people.
 - Clean city, good people!
 - Being surrounded by people my age (18-24) all pursuing education and dreams.
- Friendly Police
 - Friendly people, traffic isn't too bad, the police are friendly.

- Privacy
 - It's comfortable and kind of friendly, conscientious, helpful. Privacy. I was born here, love my hometown.
- Progressive City
 - Progressive city. Good housing stock.
- Public Resources
 - There are many great public resources in Ames that make it very convenient to live and study here. Most notable are the park trails for running, the public library, and the CyRide bus system.
 - The people, resources, and the parks.
- Quality of Life
 - Overall quality; parks, medical, roads, services, utilities, etc.
 - Quality of life: recreation, university exposure. Iowa State Center: Hilton, sports. Education level of the students.
 - Smaller town feel while still having services, quality of life/options.
 - Quality of life (n=4)
- Quiet
 - Ames is a quiet and clean city.
 - Clean, friendly, non-crowded, quiet.
 - Feel safe and quiet.
 - Good quiet neighborhood, good education (ISU).
 - It's nice and quiet and close to Des Moines.
 - Quiet, low crime rate, clean, Bandshell, pool, great EMTs, hospital.
 - Quiet enough town, not too small/big.
 - Safe and quiet town.
 - Safe, quiet, downtown is improving, farmers' market is great.
 - Very quiet and nice atmosphere.
- Recreational Opportunities
 - Being close to family. Good recreational opportunities being close to Iowa State University.
 - Quality of life: recreation, university exposure. Iowa State Center: Hilton, sports. Education level of the students.
- Relaxing
 - Relaxing.
- Responsive City Government
 - Size, library service, responsive city government.
- Restaurants
 - Cleanliness, events, Chinese restaurants in Campustown.
 - All of the restaurants!
 - El Azteca.
 - Lots of food options.
 - More places to eat. Medical services are great.
 - People. Main Street. Local businesses/restaurants.
- Safety
 - Access to campus and safety.
 - Ames is a good community to raise a family. Ames is a safe place to live and has great schools.
 - Ames is best in safety and peaceful places for all ages.
 - Clean, friendly and safe. Also has diversity.
 - Clean, safe, good medical, close to Des Moines, easy to drive through Ames.
 - Discounting ISU Campustown, Ames proper is a safe town with a small town feeling.

- Everything! (I was born in Ames 85 years ago.) I love my hometown. It is clean, relatively crime free, a culturally diverse community with ISU. Has a first class school system and public transit. Many social and recreational facilities and events found in larger cities.
- Feel safe and quiet.
- Feeling of safety.
- Friendly and relatively safe community.
- ISU, somewhat international atmosphere, high level of residents' education, lots of parks and green areas, clean air and safe water, general safety.
- It is safe, vibrant, diverse community! People from around the world come to Ames!
- It is just the right size of city and is a safe place to live and we have good schools.
- Lots of activities, clean, safe.
- Low crime rate, clean, beautiful town.
- Low crime. Easy to get from place to place.
- Quiet, low crime rate, clean, Bandshell, pool, great EMTs, hospital.
- Safe and quiet town.
- Safe, friendly, cultured.
- Safe, people, healthcare, schools, ISU.
- Safe, quiet, downtown is improving, farmers' market is great.
- Safety and environment.
- Safety and peaceful environment.
- Size of town, safety, Ada Hayden Park, cleanliness of town.
- Small town feeling. Affordable price for most things. Fair availability for most products. Safety.
- The best thing about Ames has been that it was large enough to have many opportunities, but not large enough to have urban problems.
- The people are friendly. I always feel safe walking late at night no matter the area.
- The people; I love the university.
- The safe feeling you have anytime, anywhere.
- Very safe.
- Ample amount of city parks and feeling safe living here. These in combination provide a great place to start a family.
- Safe community (n=3)
- Safety (n=3)
- Sense of Community
 - Sense of community, caring people.
 - The community atmosphere.
 - The feel of the town. I don't know how to describe it but it just feels like the town I'm from in Texas and as an out-of-state student it makes being away from family a bit easier. And I almost always feel everything when I'm out and about running errands and such.
 - The feeling of a close-knit community wherever I go.
 - The sense of community (n=2)
- Serenity
 - Serenity, good parks, friendliness towards the international communities/students.
- Shopping
 - Lots of good food and variety of places to go to buy food, groceries, etc.
 - Neighborhood, food stores.
 - Good choice of stores/shopping. Friendly/caring people. Good city services: fire, police, ambulance, hospital.
- Size
 - Good size town, well run.
 - It is just the right size of city, is a safe place to live, and we have good schools.
 - It's a good size town.

- Quiet enough town, not too small/big.
- Size of town, safety, Ada Hayden Park, cleanliness of town.
- Size, availability of services and programs.
- Size, library service, responsive city government.
- Small.
- Small enough to navigate but large enough to be a city.
- Slow Pace of Life
 - Comparatively slow pace of life. Sense of settled stability. Parks, including ISU campus, Reiman Gardens, general open spaces.
 - Simplicity and convenience.
- Small Town Feeling
 - Discounting ISU Campustown, Ames proper is a safe town with a small town feeling.
 - I like that it still has somewhat of a small town feel, especially in the summer, but still has most of the perks of living in a big city.
 - Small town atmosphere.
 - Small town feel.
 - Small town feel, but large enough to get everything you need!
 - Small town feel with lots of amenities plus close proximity to larger cities.
 - Small town feel with a lot of opportunities.
 - Small town feel with big city amenities. Accessibility to a small school district (Gilbert). University events.
 - Small town feel with city amenities.
 - Small town feel with larger population/more things to do.
 - Small town feel, big town businesses.
 - Small town feel, good neighbors, lots to do with ISU here.
 - Small town feel, large town culture.
 - Small town feel, people are very friendly, easy to navigate.
 - Small town feel, with larger city assets.
 - Small town feeling. Affordable price for most things. Fair availability for most products. Safety.
 - Smaller town feel while still having services quality of life/options.
 - The Ames bobble, which is more diversity and opportunity than most Iowa towns and still have a small city feel.
 - The people and small town feel.
 - There are some things that I could get from living in a larger city, while still feeling like a small town.
 - Small town living most of the time with proximity to DM. Friendly people.
 - The smaller town feel compared to other college towns.
- Stability
 - Comparatively slow pace of life. Sense of settled stability. Parks, including ISU campus, Reiman Gardens, general open spaces.
- Sustainability
 - Vibrant community, interest in sustainability.
- Trails
 - College campus and walking trails.
 - Park trails, being able to ride bikes on very nice trails.
 - Parks, road trails, proximity of ISU.
 - Parks, trails, parks and rec services.
 - Services and programs are top-notch. Parks and trails are well maintained.
 - The bike trails, parks, and water quality.

- There are many great public resources in Ames that make it very convenient to live and study here. Most notable are the park trails for running, the public library, and the CyRide bus system.
- Trails during summer.
- Trees
 - The trees and downtown area.
 - Trees. Active downtown. Good mall.
 - Trees, environment, low population, money from ISU.
- Variety
 - Variety of everything.
- Vibrancy
 - Vibrancy, ISU.
 - Vibrancy of the community related to ISU.
 - Vibrant community, interest in sustainability.
 - It is safe, vibrant, diverse community! People from around the world come to Ames!
- Volunteer Opportunities
 - The amenities. Also so many great volunteer opportunities.
- Walkability
 - Walkability of university adds a lot.
 - I can walk everywhere I need to go, and there are excellent running trails.
 - I don't have great eyesight, but I can get around without a car for the most part. Coming from rural Georgia.
 - It's possible to travel locally on foot, bike, CyRide. When driving, traffic and parking is usually not too bad!!
- Water
 - Clean, great water.
 - Great water, friendly community.
 - The bike trails, parks, and water quality.
 - The water quality. I love being able to drink straight from the tap without getting sick or tasting rust.
 - Water quality and diversity.
 - Great drinking water.
 - Wonderful parks and very good drinking water.
 - Water.
- Welcoming
 - Diversity and the warmth of its residents.
 - Very friendly, welcoming place with lots of amenities.
 - The welcoming attitude and the law enforcement partnership with ISU PD.
 - Welcoming city. Nice downtown, well cared for.
- Well-Run City
 - Good size town, well run.
 - Great environment, affordable, well planned city.

What would make Ames cool?

- Affordable Housing
 - Affordable housing.

- Cheaper apartments.
- Cheaper apartments, a better mall.
- I think for its size, Ames is cool. Possibly cost of apartments going down would be even better.
- More lower-cost housing.
- Already Is Cool
 - Already is!
 - Ames does a good job being “cool” when the university is thriving and the community is especially engaged with the university. Whether that's when Cyclone football does well or when there are public events that involve the Ames community and the wider area.
 - Ames has a pretty great college in it that boosts population by about 37,000 when school is in session. I don't know what else you can really do rather than to keep doing what you're doing.
 - Ames is cool.
 - Because Iowa State is in Ames, there are a lot of diverse activities available.
 - I thought it already was cool.
 - I'm 84 and lived more than half my life here – think it's the coolest. Shouldn't get too complicated. Let big \$ in education take over or? Let the honest simple guy rule! The American dream should be the Ames' dream as well, but what do I know?
 - It's already cool.
- Ames PD
 - CyRide and Ames PD donuts.
- CyRide
- Annual Fish Stocking
 - Annual stocking of lakes to provide better fishing.
- Annual Women's Luncheon
 - Gay bar, black hair salon, black heritage festival, annual women's luncheon, fundraising for women in leadership.
- Attractions
 - Have more shopping, arcade, and restaurants.
 - More diverse attractions for people to use.
 - Shopping mall, a skateboard park, more places that attracts people to visit. More entertainment.
 - Unique features, green spaces.
 - Unique food and cultural activities.
- Baking Competition
 - "A giant pair of sunglasses," my son, age 7. "A BAKING COMPETITION," daughter, age 6.
- Better Appearance
 - Better parks. Main Street area upkeep. More festivals
 - Cleaning up Welch/Main Street and making them look nicer and cleaner; also more garbage cans on those streets!
 - More modern architecture, more thriving night life, more local things to do.
 - If we never saw any litter. Everyone picks up trash.
 - Better appearance of S. Duff.
 - Better architecture, more arts – which attract cool, interesting people!
 - A better upkeep of businesses along S. Duff and Lincoln Way, adding trendier options.
 - There were some modifications to Campustown like benches and plants, etc. This was awesome and helped bring a neat aesthetic to the area. More modifications like that to make the main areas of Ames seem special would be pretty cool.
 - A "power and light" district. Fun night life. Better retailers in the mall. Something to grab your attention when coming into Ames off Hwy 30. Something that says "Wow, welcome to Ames."

- Better Biking Infrastructure
 - A really big fan. More environmental projects like SunSmart or community gardens or organic waste composting. Better in-town biking infrastructure and biking events to encourage bike-commuting instead of cars.
 - Adding bike lanes to most streets for commuters
 - More accessible for bicycles.
 - More bike paths.
 - More bike trails – to the wineries!
 - More cycling trails.
- Better Communication and PR
 - I think simply honing the city's communication and social media would keep everyone in touch with events and happenings, which would better connect all the coolness that's already present here in Ames. Continue focus on diversity.
- Better Retail at the Mall
 - A "power and light" district. Fun night life. Better retailers in the mall. Something to grab your attention when coming into Ames off Hwy 30. Something that says "Wow, welcome to Ames."
 - A better mall to keep tax dollars in Ames. So many travel to Ankeny and Des Moines to shop. Ames loses a lot of tax money.
 - Better shopping. North Grand Mall is getting pretty scarce on businesses. Now Younkers is leaving. People who need to come to Ames to shop now drive to Ankeny or DSM.
 - Continued development of mall, empty stores.
 - Improve the mall. Lots of resources get redirected to Des Moines that should stay in Ames. Surrounding areas would utilize it. Continue to improve/increase restaurant choices. Check out "The Packing House" in Anaheim, CA. This upscale food court/hangout/community garden would make a "destination" for the day and increase people spending money here.
- Better River Access
 - A place for recurring outdoor music fest (not country). If the North/South rail was turned into a bike trail. If there was better river access (cafe next to the water, etc.).
- Better Traffic Flow
 - A better flow of traffic.
 - Better traffic flow.
 - Fewer red/green lights.
 - Improve Traffic flow.
 - Low traffic
 - If S. Duff wasn't as dangerous.
- Bikeable
 - Being able to bike places.
- Biking Events
 - A really big fan. More environmental projects like SunSmart or community gardens or organic waste composting. Better in-town biking infrastructure and biking events to encourage bike-commuting instead of cars.
- Black Hair Salon
 - Gay bar, black hair salon, black heritage festival, annual women's luncheon, fundraising for women in leadership.
- Black Heritage Festival
 - Gay bar, black hair salon, black heritage festival, annual women's luncheon, fundraising for women in leadership.
- Bridge the Gap Program
 - Bridge the gap programs (maybe need people with a lot of experience to reach out or be humble to those without).

- Clean and Safe
 - Cool? Why does Ames need to be considered "cool"? Just keeping it a safe, clean city suffices.
- College Atmosphere
 - The college atmosphere.
- Community Building
 - Less racism would be a good start. Overall, a greater variety of activities that help integrate university students into the community and build a more complete sense of community would be a benefit. The "coolest" thing, though, would be a way of walking from place to place in the winter that didn't require passing through Little Siberia and losing feeling in your fingers and toes.
 - More of a connection between downtown and Campustown. Visual improvements to Duff and Lincoln Way and entrances to city (especially at Duff and Hwy 30).
 - Relaxing restrictions on student residency and interacting with students more?
- Community Festival
 - A festival that made us well-known.
 - Cooler? A national event like VEISHA used to be.
 - I think having some more fun, summer activities.
- Community Makers Space
 - Ames is already pretty cool for the above, but a community maker-space would be great for those of us who must make do with apartments.
- Community Recreation Space
 - A community recreation space: indoor pool, classes, activities for kids, elderly, etc.!
 - A nice wellness center.
 - Getting the healthy life center approved and built.
 - Ho life center.
 - Need: YMCA or community center that offers more than what City Hall has currently.
 - Indoor rec facility for families.
- Concerts/Venue
 - More classic rock concerts.
 - More concerts (outdoor stadium concerts were cool!). More community gatherings.
 - More music and Bandshell.
 - More music and diversity.
 - Having more unique restaurants to go to. Live outdoor music.
 - More outdoor concerts.
- Real concert club/venue. Great bands stopping by. Something for 25- to 50-year-olds to do.
- Creative Adventure Club
 - Olive Garden. Creative Adventure Club.
- Cutting Commute Time
 - Cutting the time to get to one side of town to the other in half.
- CyRide
 - More public transportation (CyRide) in sparser areas (less populated) areas of Ames.
 - CyRide and Ames PD donuts.
- Diversity
 - Cool – depends on what your definition of cool is. I think that Ames is a good town that is slowly growing because of the number of students who are staying in the area after graduation. I do believe that Ames could grow on the aspect of diversity. I am a minority in the city of Ames and I feel accepted in some parts of town, but unwelcomed in other parts.
 - Diverse community, excellent school systems, great people!
 - Diversity. Kind people.

- I think simply honing the city's communication and social media would keep everyone in touch with events and happenings, which would better connect all the coolness that's already present here in Ames. Continue focus on diversity.
- More music and diversity.
- Downtown
 - More events on Main Street.
 - The skate park is pretty sweet, and the old downtown is a great place to hang out. The train that runs through town is also cool for someone who doesn't come from an area with tracks nearby.
 - Trees. Variety of quality entertainment. Good downtown
 - Downtown: fewer dive bars, stores opened in evening. More good eating establishments. Higher end shopping opportunities.
- Downtown Development
 - HHS swimming pool for HHS swim teams. Downtown development as proposal on Lincoln Way. Less P+Z to attract businesses to community.
 - Downtown housing and more restaurants/bars.
- Downtown Events
 - Better parks. Main street area upkeep. More festivals
 - Promoting more downtown activities for all ages.
 - Expand farmers' markets. Keep events downtown.
- Infill
 - Encourage small business in Main Street and in outlying neighborhoods. Encourage upgrade of current city rather than more sprawl.
 - High density infill, especially around downtown and Lincoln Way (between University and Duff). A lot more entertainment for college-aged residents. More green space, especially around the rapidly developing areas (West Ames). A lot of Ames looks too much like a desolate, suburban wasteland.
 - Laser tag and paintball complex. Compact development. Reducing sprawl.
- Encourage Small Business
 - More music, arts, and food events. I'd also love if restaurants stayed open later.
 - Less apartments and more local shopping restaurants/cafes.
 - More business development on North end of town.
 - Encourage small business in Main Street and in outlying neighborhoods. Encourage upgrade of current city rather than more sprawl.
 - More community garden space. Change zoning laws so small businesses have a better shot at opening up!
- Excellent Schools
 - Diverse community, excellent school systems, great people!
- Expand farmers' market
 - Expand farmers' market. Keep events downtown.
 - Expand farmers' market. Get behind public radio. Public horticulture.
- Expand Main Street
 - Having more family oriented activities on the weekend! Also, expanding Main Street. Love the atmosphere of this location.
 - I think recreating Main Street or creating something similar to that area is something a lot of people in Ames would really enjoy
- Expand Water Park
 - Expansion of the waterpark facilities.
- Free Events
 - More free events, especially in the summer.
 - More free or cheap events.
 - More Main Street or on campus events for little to no cost.

- Future Planning
 - Plan for the future. City is ruled by uncontrolled growth. Just linking subdivisions together without a master plan. No radial streets. No loops around the city. The city is strangled! No way out!
- Gay Bar
 - Gay bar, black hair salon, black heritage festival, annual women's luncheon, fundraising for women in leadership.
- Giant Objects
 - A really big fan. More environmental projects like SunSmart or community gardens or organic waste composting. Better in-town biking infrastructure and biking events to encourage bike-commuting instead of cars.
 - A giant statue of a dinosaur.
 - "A giant pair of sunglasses," my son, age 7. "A BAKING COMPETITION," daughter, age 6.
- Good for Seniors
 - We have home health services for elderly. We have educational programs for all ages, e.g., College for Seniors through ISU. Our public library provides more programs than you can count.
- Green Space
 - High density infill, especially around downtown and Lincoln Way (between University and Duff). A lot more entertainment for college-aged residents. More green space, especially around the rapidly developing areas (West Ames). A lot of Ames looks too much like a desolate, suburban wasteland.
 - More trees and green space and fewer huge buildings. Public parking near destinations (under buildings?).
 - Unique features, green spaces.
- Higher End Restaurant Bars Shops
 - Ames is cool! More higher-end restaurants, bars, and shopping.
 - Downtown: fewer dive bars, stores opened in evening. More good eating establishments. Higher end shopping opportunities.
 - There is basically no shopping in Ames, most eating establishment are fast food. Ames needs to grow up.
- High Tech Jobs
 - More hi-tech jobs?
 - More high-end tech companies' headquarters in the area.
- History
 - History of this city.
- Improve Recreational Opportunities and Parks
 - A roller rink.
 - I wish the disc golf courses were better and more well-kept. I also wish the four-way stop on 13th and Grand had a left arrow both ways.
 - Creating more lights in the parks and renovating parks with some fountains and lights that people can walk safely in the night.
 - Outdoor ice rink. D-1 hockey program Iowa State.
 - Outdoor movies in the summer!
 - Splash pad for kids. Park for special needs.
 - Ped mall on Welch.
 - More interesting playgrounds in parks.
 - Plazas.
 - More recreation spots.
 - More recreational activities.
 - More recreational activities closer to campus.
 - More recreational activities for family, better mall for shopping.

- More restaurants and coffee shops downtown. Incentives for young professionals to start businesses downtown. More recreation for young professionals. We need a recreation center with climbing walls and outdoor mountain biking trails. Otherwise everyone will continue to leave.
- Outdoor activities.
- Something more social outside for everything to hangout.
- State of the art sports facility – zip line, trampoline park, indoor sports complex.
- We would like an obstacles course park like Edwards School in a more public locale.
- Inclusive
 - To make it more inclusive. I am transgender and get a lot of rude comments and looks from residents. It makes me feel very unwelcome at times.
 - Less racism would be a good start. Overall, a greater variety of activities that help integrate university students into the community and build a more complete sense of community would be a benefit. The “coolest” thing, though, would be a way of walking from place to place in the winter that didn’t require passing through Little Siberia and losing feeling in your fingers and toes.
- Indoor Playground
 - Indoor park/play equipment for 2- to 5-year-olds.
 - More indoor activities for kids in the winter.
 - More indoor play space for kids in the winter.
- Indoor Pool
 - An indoor pool (additional) that would be more accessible by having no restricted use times.
 - HHS swimming pool for HHS swim teams. Downtown development as proposal on Lincoln Way. Less P+Z to attract businesses to community.
 - Indoor waterpark with slides.
 - New mall, fun indoor pool.
 - New water park.
- Infrastructure Development
 - Around the university. This would include parking structures. This would strongly benefit the city.
- Internet
 - Free Wi-Fi.
 - More fiber optic cable and better competition for internet service.
- ISU
 - Iowa State University.
 - ISU. Parks and public services.
 - Support ISU even more. Let the world know that a great research university is here. Cedar Falls does a much better job of this than Ames. City needs to be more bold. Do things that will make this city stand out.
 - The campus.
 - The university and recreational parks.
- Kinetic Sculpture Race
 - Organize a kinetic sculpture race. Check out the Areata to Ferndale kinetic sculpture race held every year in California. It is an event that has worldwide appeal.
- Later Hours
 - More music, arts, and food events. I’d also love if restaurants stayed open later.
- Left Turn Arrows
 - I wish the disc golf courses were better and more well-kept. I also wish the four-way stop on 13th and Grand had a left arrow both ways.
- Less Apartments
 - Less apartments and more local shopping, restaurants/cafes.

- Less high rise apartment buildings all over the city.
- Less Students
 - Less students.
- Lots of Students
 - Lots of students.
- Make Downtown a Destination
 - A "power and light" district. Fun night life. Better retailers in the mall. Something to grab your attention when coming into Ames off Hwy 30; something that says "Wow, welcome to Ames."
 - I'd like to see more of a destination/civic space for community gatherings in the downtown core to incentivize new private investment and a resurgence in this area.
 - Improve the mall. Lots of resources get redirected to Des Moines that should stay in Ames. Surrounding areas would utilize it. Continue to improve/increase restaurant choices. Check out "The Packing House" in Anaheim, CA. This upscale food court/hangout/community garden would make a "destination" for the day and increase people spending money here.
 - More social gathering areas outside like a bigger city.
- Mall
 - A nice mall.
 - Better shopping mall or a few more restaurants.
 - Cheaper apartments, a better mall.
 - Larger mall.
 - More recreational activities for family, better mall for shopping.
 - New mall, fun indoor pool.
 - To have a decent mall to shop at.
- More Activities for Students
 - More things to do near campus.
 - Building more things to do for students besides drinking.
 - High density infill, especially around downtown and Lincoln Way (between University and Duff). A lot more entertainment for college-aged residents. More green space, especially around the rapidly developing areas (West Ames). A lot of Ames looks too much like a desolate, suburban wasteland.
 - We need a Sonic and more non-alcohol teen entertainment, e.g., indoor go-karts, mini golf, trampoline park.
 - More active businesses for students who don't go to Welch Avenue. Punch bowl social, holiday parades, events.
- More Art
 - More art.
 - More arts and trails to hike.
- More Community Activities
 - Continue activities downtown, Bandshell and Campustown for all ages.
 - More activities in the area.
 - More activities for winter.
 - More activities, festivals, concerts, etc.
 - More community events.
 - More community events: runs, concerts, markets/conventions, things to do for fun and bring the people of Ames and the surrounding communities together.
 - More concerts (outdoor stadium concerts were cool!). More community gatherings.
 - Parks and activities.
 - More modern architecture, more thriving night life, more local things to do.
 - More public events like concerts or exhibitions.
- More Community Garden Space

- More community garden space. Change zoning laws so small businesses have a better shot at opening up!
- More Dog Parks
 - If we had more dog parks.
 - More dog parks! Especially up north.
 - More places for dogs and more places for college students that do not want to go to parties, like escape chambers, laser tag, bowling, etc.
 - What a vague, open-ended question. More dogs.
- More Entertainment Options
 - Laser tag and paintball complex. Compact development. Reducing sprawl.
 - Make more things happen/available for single people.
 - More (better) shows at Hilton.
 - More diverse entertainment and rest areas.
 - More places for dogs and more places for college students that do not want to go to parties, like escape chambers, laser tag, bowling, etc.
 - More stuff to do such as Olive Garden, more stores, more events.
 - More things of entertainment.
 - More things to do. Also replace Kmart. It's an eyesore.
 - Real concert club/venue. Great bands stopping by. Something for 25- to 50-year-olds to do.
 - Shopping mall, a skateboard park, more places that attract people to visit. More entertainment.
 - State of the art sports facility – zip line, trampoline park, indoor sports complex.
 - Trees, variety of quality entertainment, good downtown.
- More Family Oriented Activities
 - Having more family oriented activities on the weekend! Also, expanding Main Street. Love the atmosphere of this location.
 - Keep up family oriented activities at Ada Hayden.
 - More fast food restaurants in North Ames. More family friendly low cost/free activities.
 - More fun activities. More places to visit as a family.
- More Festivals
 - Better parks. Main street area upkeep. More festivals.
 - More festivals.
 - A place for recurring outdoor music fest (not country). If the North/South rail was turned into a bike trail. If there was better river access (cafe next to the water, etc.).
- More Restaurants
 - Better shopping mall or a few more restaurants.
 - A Denny's or Chili's.
 - Downtown housing and more restaurants/bars.
 - Have more shopping, arcade, and restaurants.
 - Having more unique restaurants to go to. Live outdoor music.
 - Improve the mall. Lots of resources get redirected to Des Moines that should stay in Ames. Surrounding areas would utilize it. Continue to improve/increase restaurant choices. Check out "The Packing House" in Anaheim, CA. This upscale food court/hangout/community garden would make a "destination" for the day and increase people spending money here.
 - More fast food restaurant in North Ames, more family friendly low cost/free activities.
 - More good restaurants.
 - More locally owned restaurants
 - More places to eat and shop.
 - More restaurants and coffee shops downtown. Incentives for young professionals to start businesses downtown. More recreation for young professionals. We need a recreation

- center with climbing walls and outdoor mountain biking trails. Otherwise everyone will continue to leave.
 - More restaurants and stores.
 - More stuff to do such as Olive Garden, more stores, more events.
 - More unique restaurants.
 - Very laid back and lots of restaurants and recreational things to do!
- More Trails
 - More running trails and greenways.
 - More trails.
 - More walking trails and things to do; similar to Des Moines.
 - More arts and trails to hike.
 - A real bike trail to Slater, not on highway row.
 - More biking/running trails and local ice cream stores.
 - A place for recurring outdoor music fest (not country). If the North/South rail was turned into a bike trail. If there was better river access (cafe next to the water, etc.).
 - More hiking trails.
- Mountains
 - A mountain range.
 - Some mountains.
- New High School
 - A new high school building.
- Nightlife
 - A "power and light" district. Fun night life. Better retailers in the mall. Something to grab your attention when coming into Ames off Hwy 30; something that says "Wow, welcome to Ames."
 - If there was more diversity in the nightlife. Welch Avenue and the bars in Ames are lacking of variety and diversity.
 - More modern architecture, more thriving night life, more local things to do.
 - More nightlife and a bigger queer community.
- Not Necessary
 - Don't need to be.
 - I'm not concerned to be "cool." I'm concerned for safe, affordable, enjoyment opportunities.
 - We don't want to be cool, just practical and people loving.
 - As in for millennials? I'm past cool.
 - Stop trying to be cool. Cities don't need to be cool.
 - Ames doesn't need to be "cool." Ames needs to be Ames. "Cool" usually involves a waste of money.
- Olive Garden
 - More stuff to do such as Olive Garden, more stores, more events
 - Olive Garden. Creative Adventure Club.
 - STEAK AND SHAKE! Or Olive garden. But mostly Steak and Shake!
- Opportunities for Young Professionals
 - More restaurants and coffee shops downtown. Incentives for young professionals to start businesses downtown. More recreation for young professionals. We need a recreation center with climbing walls and outdoor mountain biking trails. Otherwise everyone will continue to leave.
- Other Comments
 - Access to a big world.
 - Air conditioning.
 - Always things to do.
 - Don't know.

- More biking/running trails and local ice cream stores.
- Fueled by grass clippings – see my idea on last page.
- I am not the best person to ask for that.
- I do not understand that question.
- I don't know how to answer this question. At my age (86) I have long ago dropped this term from my vocabulary.
- I feel Ames is known for Iowa State. I don't know what, but maybe we should be known for something else in addition to Iowa State, something that interests more people than just college students.
- It's already a cool place. Iowa State keeps Ames alive
- STEAK AND SHAKE <3 Or Olive garden. But mostly Steak and Shake!
- Expand farmers' market, get behind public radio, public horticulture.
- Jacob.
- More of a place of pride in supporting the businesses that are here, instead of trying to drive them out of town by letting bicycles take over the streets – it's dangerous!
- Not age appropriate for some to answer.
- Not using the word "cool."
- People's smile.
- Perfect to live.
- Quit letting ISU and DOT run everything in this town. Ames is a very non-progression town compared to Ankeny.
- Parking
 - If they didn't give out as many parking tickets.
 - More parking readily available.
 - More trees and green space and fewer huge buildings. Public parking near destinations (under buildings?).
- Parks
 - Ada Hayden Park.
 - ISU. Parks and public services.
 - Large and beautiful parks.
 - Parks and activities.
 - The university and recreational parks.
- People
 - Diverse community, excellent school systems, great people!
 - Diversity. Kind people.
 - The people and how neat it is
 - Friendly neighbors.
- Positive Comments
 - By keeping up the good work!
 - Nice downtown – great parks, Campustown changing for the better.
- Private Investment
 - More private investment in restaurants; city needs to make this process easier.
Development cost/construction cost HIGH because of barriers on the private sector.
- Pro Sports Team
 - Professional sports team.
- Public Horticulture
 - Expand farmers' market. Get behind public radio. Public horticulture.
- Public Services
 - ISU. Parks and public services.
 - We have home health services for elderly. We have educational programs for all ages, e.g., College for Seniors through ISU. Our public library provides more programs than you can count.

- Queer Community
 - More nightlife and a bigger queer community.
- Recycling
 - Make Ames cool? It's already cool! But a recycling program would make it cooler.
 - See above not on recycling. Make it a model facility.
- Relax Residential Caps
 - Relaxing restrictions on student residency and interacting with students more?
- Replace Kmart
 - More things to do. Also replace Kmart. It's an eyesore.
 - The city should buy the old Kmart and make it a roller rink/indoor park facility.
- Responsive City Council
 - More City Council members that care to listen to their constituents.
- Roller Rink
- Shopping
 - Have more shopping, arcade, and restaurants.
 - I would like to see a wider selection of stores to shop. That would help attract more people to the city of Ames, rather than venturing to Des Moines to shop.
 - More places to eat and shop.
 - More restaurants and stores.
 - More stuff to do such as Olive Garden, more stores, more events.
 - Shopping mall, a skateboard park, more places that attracts people to visit. More entertainment.
- Skate park
 - Shopping mall, a skateboard park, more places that attracts people to visit. More entertainment.
 - The skate park is pretty sweet, and the old downtown is a great place to hang out. The train that runs through town is also cool for someone who doesn't come from an area with tracks nearby.
- Sustainability Initiatives
 - A really big fan. More environmental projects like SunSmart or community gardens or organic waste composting. Better in-town biking infrastructure and biking events to encourage bike-commuting instead of cars.
 - Better sustainability initiatives.
- Train
 - The skate park is pretty sweet, and the old downtown is a great place to hang out. The train that runs through town is also cool for someone who doesn't come from an area with tracks nearby.
- Trees
 - Trees. Variety of quality entertainment. Good downtown.
- Walkability in Winter
 - Less racism would be a good start. Overall, a greater variety of activities that help integrate university students into the community and build a more complete sense of community would be a benefit. The "coolest" thing, though, would be a way of walking from place to place in the winter that didn't require passing through Little Siberia and losing feeling in your fingers and toes.
- Weather
 - Weather.
- Wine Shops
 - More wine shops

General/Additional Comments

- About a year ago I fell because of a defective curb. I reported to the city and within a week the curb was repaired. Great response. Appreciate the free trash days. Inis Grove Park has been a wonderful neighborhood recreational area. Competition in cable services needed.
- Along with fewer bicycles on the streets, it would be helpful to enforce NO skate boarders on the streets. I know you want to outlaw Lincoln Way to drivers, but some of us need to drive across town to do business. Page 6 Question A Comment 1 – CyRide needs more "pull out" spots so traffic is disrupted less when loading and unloading. Page 6 Question A Comment 2 – More money needs to be spent on reducing the electric, water and fewer fees. This affects all Ames residents. Page 7 Question C Comment – Set bikes off the streets! Get skateboards off the streets!
- Also, I live in Parkview area. I wish the city would take better care of the grass. It often is unmowed, weedy and unsightly. I feel fortunate I can live in Ames and city services are one of the main reasons. I think we need to have more new single-family houses than apartments. The city will have to better support/promote the Ames school district to keep the district strong and make the city core a good place to live and raise a family.
- Ames has a lot going on; a lot of development. Finally starting to see restaurants in areas of the community outside of South Duff! The trail from River Valley Park to E. Lincoln Way is a great start toward a larger scenic trail. More options for commuter traffic North/South and East/West would really help work congestion and may allow us to reduce road widths to accommodate other forms of use – landscaping, biking, pedestrian, stormwater, etc. I'd like to see the "vision" for reinvestment in already-developed areas. What's the Ames of 2030 look like? How does it create symbiosis with Iowa State?
- Ames has been a great town to live in. My only real regret is that there is no way I'm ever going to be able to afford a house here. This town has been good for me. I wasn't sure where else to put it, but encouraging businesses to get bike racks would be great. Page 6 Question A Comment – Ames has been a fantastic town to live in.
- Ames is a great place to live and have my college experience. I love it here!
- Ames is a great place to live. The people are friendly; enough activities to keep busy. I've never had a bad experience with anyone working at city jobs and places. Thank you!
- Ames is a great place to live. Wheatsfield is way better than Fresh Thyme! I miss Vesuvius. South Duff is terrible.
- Ames is a great place. The city does a great job. We appreciate how safe and clean Ames is.
- Ames is an overall very nice place to live in: beautiful, safe and sincere. Thank you everyone who works for Ames.
- Ames is the best! Born here in former garage made into affordable home by father (Ames/small-scale builder Norwegian-American) in 1930s Depression years before I was born (in that house; delivered by doctor, army grandmother).
- Ames needs the following: A street department. Good quality streets and cleaning the snow. Better use of space South Ames – south of Lincoln, 90% of the restaurants; north Ames where the population is growing, basically nothing. Much better health care – McFarland needs competition. Mediacom – very poor service. The city needs to address this or get rid of them.
- Ames needs to quit trying to be more than it is and just be the best of what it is.
- Ames needs to see neighborhoods like Ankeny and WDM to learn about city planning. Perfectly delineated urban no commercial areas, wide streets, wider collectors, biking/walking paths. Definitely urban planning. Work with the major developer in Ames for ideas that would benefit the community as well as profiting from them. Page 6A Comment – With so many new "high-rise" apartment buildings, I wonder if the existing sanitary sewer and other services are satisfactory. Page 7D Comment – You just added 20%-plus to

property values therefore increasing the tax revenue! Page 10F Comment – In addition to salads!

- Ames property tax rates are too high. Lower levels of services would be preferable if that would reduce property tax rates.
- So far we adore living in Ames.
- Back to the idea of a city-run recycling program: Ask tax payers to buy shares like the solar project at Wheatsfield (I know that's not a city program). Have a staffed, clean and organized facility. If recycled material sales allows, investors get a dividend after staff are paid, overhead, etc. Pass a local law banning plastic bags. Install a stop light at 6th and Northwestern. Do not build the proposed fitness center out in the boon docks where it is currently proposed. Page 6 Question 11 – Other (Please specify – City Recycling Program). Page 7 Comment – We must generate revenue to maintain quality of life in Ames (improvements costs).
- Change and development is good for everyone. Given the amount of public/private partnerships for necessary things in Ames, shouldn't taxes be raised rather than depending on users? I don't really use the library, but taxes support it. However, businesses carried a lot of water on the new projects at the airport. I don't use bike trails; our community should have them; all of our taxes pay for this. Our community needs things that the community (taxes) should pay for.
- City manager and department are receptive of our needs and questions. Love Ada Hayden. Would appreciate more control of dogs and owners on paths. Appreciate pickle ball courts. Love being close to ISU and what it offers. Ames is a great place to live – Thank you!
- Continue to improve enforcement of the care of rental properties. The worst kept properties in our neighborhood are the houses that are rentals. They do not mow regularly, they do not shovel their sidewalks, their sidewalks are in disrepair, and their lawns are a weed patch at best. Makes our neighborhood look bad. Plain and simple repairs should be done on these rental properties and they look worse every year. Page 6A comment – Sidewalks need repair in many parts of the city!!! Many lawns are not mowed or taken care of! Mostly rentals. We have called in about some sidewalks in disrepair but nothing improves – nothing is done. Why?
- Cost is ridiculous. I tell people not to buy in Ames. I plan to move to Nevada soon. Building codes are overly restrictive and the city is not held to the same standard as homeowners. Flood/property management is very poor. City keeps elevating areas in flood plains (Texas Roadhouse, Chipotle, Advance Auto Parts, swimming pool). This will cause flood waters to rise in residential areas and flood current businesses (Target/Walmart). No attempt has been made to control Skunk River/Squaw Creek. Very irresponsible city planning when current weather patterns indicate this will continue to be a problem.
- Cost of living in Ames is too high.
- Done, thanks.
- For "household income," that is the income of my parents in Illinois. I live alone and have a substantially lower income as I am only employed part-time.
- Good survey!
- Have library open until 9 pm on Friday. When I lived in my home, electric too high; same with property taxes. I think city of Ames needs to get grants or something, so there is more decent low income housing for couples, family and single.
- Having CyRide stops just beyond stop lights causes traffic problems. I have seen several near-misses from vehicles swerving to go around them. The same problems surface when buses need to change lanes within a few blocks of a stop to make a left turn. I realize they are trying to be accessible and efficient but this is a source of constant frustration and, in my estimation, is unsafe.
- I am a big user of Ames parks, walking paths and library. Appreciate that I feel safe using them. I am concerned about over building apartments – more and more are failing to fill in

my neighborhood. Feel zoning and planning commission is too dominated by real estate businesses. Why hasn't senior living been given some consideration? South Duff or out near the Plex? What about the west end?

- I am amazed at all the growth in building, old run-down buildings are torn down, revaluation throughout. This leads to more people wanting to be here. Traffic infrastructure has not kept up. Trains blowing through the main part of town is disruptive. South Duff is a nightmare. We have a dog and regularly use the dog park. Very poor compared to others we have been to. The money spent on other parks in Ames is a lot compared to the dog park.
- I am concerned that Parks & Rec is only concerned about YPAs and what is going on with them.
- I am not in favor of rezoning Lincoln Way (West) or adding any buildings over 2 stories. Page 1 Question B comments – too metallic and cold. Dark, almost black exterior. Wish you would have stayed with tan/brown bricks.
- I believe Ames should look into building a community center including hospitalities and recreational sports, including field sports.
- I could not find a space for this, but cyclists have become a real menace. They frequently ignore the rules of the road, act in haphazard and illegal ways. They are after all to be considered as operating vehicles. Frequently they ride illegally in the sidewalks at great hazard to the pedestrians, or suddenly cross the street in front of one's car, quite against traffic regulations. I would like to see this matter given more attention!!! I would also like to see the police pay more attention to illegal parking in residential areas.
- I do not support the healthy life center.
- I feel students and renters are demonized in our community. I want ordinances that are passed that are based on behaviors (noise, parking, etc.) and not demographics like family status or region of town, etc. We also need more housing inspectors to enforce these laws, as well as a comprehensive, proactive city housing and development plan. We need more development of housing south of Ames, closer to Des Moines for commuters – like me! Page 6 Question A comment – I wish there were better laws and enforcement for constantly barking dogs and junk in visible parts of yards. Page 7 Question D Comment – I feel I get good value for my money!
- I genuinely enjoy Ames, and am glad I ended up here while in vet school.
- I hate surveys and they rarely give an accurate picture as they wipe out individuals to make statistical conclusions.
- I like the public activities the City of Ames puts on for all the residents! I would like there to be more emphasis on sexual assault and prevention in the city.
- I live in a brand new subdivision of Ames at Hayden's Crossing. As our community develops, we don't have all the services that neighborhoods closer to downtown have so our taxes should not be based on the rest of the city's homes. You can get things like CyRide and Mediacom.
- I live in Ames but worked and/or have worked in WDM/Ankeny!! 99.9% of my time living in Ames I have done my shopping in Ankeny!! Prior to retirement I did my shopping in Ankeny and now that I'm retired I still shop in Ankeny as I'm there every day doing errands, etc., for my children/grandchildren. Also their tax on items are cheaper plus their gas prices are cheaper!! Plus, Ankeny has more variety in where to shop and eat!!!
- I really enjoy Ames!
- I think more attention should be given to areas of Ames that see a lot of visitors and make a first impression, including Hunziker Youth Sports Complex; visual appeal along Duff and Hwy 30; traffic flow along Duff (South) – perhaps a visitor center in that area. Visitors probably miss a lot of the great things Ames offers. Need more investment in storm water system and prevention of future flooding. More resources for school resource officers.
- I think our traffic planning has been horrible. Look at Dayton Road between Lincoln Way and 13th Street or the bicycle accommodations on Clark Street and S. 3rd Street. I don't believe in

the "build it and they will come" form of planning. With more and more cars on the streets we should be adding lanes, not taking them away. Or, slowing down traffic by having the slowest vehicles (bikes) get in front. If you want to encourage bicycle use, install wide sidewalks/multi-use paths adjacent to the streets, not on them. Then if so many bikes are using the paths that something needs to be done, then you can consider bike lanes on the streets. Vent over.

- I wish Ames had municipal ultra-high speed fiber internet instead of helping Mediacom (with its mediocre broad band service).
- I would like to confirm the need of special needs health and recreational classes, especially swimming. It is necessary for the safety of our kids but we can't afford private class, especially our kids will need so many of them to learn the basic skills.
- I would like to see additional road improvements on Duff, Lincoln Way, and University to improve traffic flow. Especially for big days for the University (move-in/out, game days, graduation, etc.).
- I would very much like to volunteer part time, but opportunities affordable for me are few.
- If the city would line the storm sewer pipe running from the drain in my backyard along the foundation for my house to the street (Kansas Drive) as was promised to be done in 2017, I would be pretty satisfied with the city. As it is the unplugged holes in the bottom of the pipe saturated my basement with water, causing \$10,000 in damages in fall of 2016. I just want the incorrectly laid pipes fixed without having to take legal action against the city.
- I'm leaving Ames at the end of July so I'm not sure if my views matter that much.
- I'm moving out of Ames in a few months and will miss you all dearly. Thanks for helping to make my time here so excellent.
- In general, Ames is a well-run city. We have lived here for 55 years. I have a tendency to compare the governing of Ames with that of Cedar Falls, although we have never lived there. They, too, are a university community and they have a municipal power plant. When cable TV came along, they took it on as a city enterprise which they franchised it to a private company. We therefore are stuck with only one choice if we want to get the local government channels and there seems to be supervision as to quality control. Also that city took advantage of government programs, which among other things provided them with a recreational space which included an 18-hole golf course. Page 8 Question D Comment – We gave up on Mediacom due to erratic availability of internet service. Now we are serviced by dish which does not provide access to local government channels.
- Is there any plan to add sidewalks on Ross Street between Hyland and Garfield? We walk with kids that way to the park often and it would be safer with sidewalk.
- Just because I go to Iowa State doesn't mean I live in Ames. I suggest you adjust how you are collecting your sample of the population and stop sending annoying emails to people who shouldn't be taking this survey.
- Leave landlords alone and renters.
- Living in Ames is nice and peaceful, sometimes too peaceful and slow. It feels safe to raise a family but the cost of living is expensive, very expensive.
- Lower gas prices! Ankeny is almost \$0.20 cheaper a gallon. This makes our city look bad.
- Many of the major traveled streets in Ames are in need of major repair and resurfacing. There needs a higher priority placed on these repairs.
- More resources for the dog park. More gardens.
- Most critical traffic issue is the need for a grade separation at the railroad crossing just south of Main Street on Duff! Lots of wasted time and fuel, not to mention frustration.
- Need a turning signal for 13th and Grand. More outdoor concerts and easier parking. Page 6 Question A Comment – I've been an Ames resident for over 40 years. I was late one time with electric payment. I got a threatening form letter threatening to turn off my electricity. I didn't like that at all.

- Need more accessible basketball courts. Like the art around corner program. Like the MSCD flowers. Ames is doing a lot of wonderful things. Thanks!
- Need to work on homeless problem. Need to work on affordable housing.
- Neighborhoods must be strong, well-kept. Why can't city/schools/ISU cooperate more on recreation like pools!!! I'd like to see faster process with city, i.e. 25% rental cap. Overall Ames is good, but could always be better. Page 6 Question A Comment – The dandelions at City Hall are most disappointing!
- None. I love Ames!
- Not eating fruits or vegetables is purely out of preference. I do plan to go to the gym again but currently busy with classes. Currently living on campus but will be renting an apartment starting in May. Part-time during the semester but full-time during the summer.
- On 3-16-17 (6 am) I called 911 for a medical assist services. The woman working at dispatch that morning was phenomenal. She asked for my phone number and then said "I'll stay on the line with you." I was so extremely appreciative of her assistance.
- Only recently moved to this area so I'm still somewhat unfamiliar with some of these topics.
- Page 5 Question A comment – The power plant needs to improve the garbage pick-up that gets blown around near the Lincoln Way streets. The wind carries garbage around the streets near the facility but it doesn't get picked up so it just looks "dumpy."
- Page 6 Comment A – Too easy for bad neighbors to make reports (false ones).
- Page 6 Question A – 11. Other (please specify – Better signal system for key points of interest (to/from)).
- Planning and zoning process needs to be more efficient and timely. Need staff to be experienced from a more practical point of view. Seems like a lot of time spent, but we still end up with poor planning and crappy architecture! Page 6 Question A Comment – Don't know this; do not have knowledge of quality of service vs. cost.
- Please spray parks, short medians and given spaces for weeds and dandelions. Extend Grand Avenue to Airport Road. Connect Ames bike trails and parks. Connect Ames to the High Trestle Trail.
- Please try to get landlords on rental property close to campus to comply with city regulations (occupancy, parking, rent, upkeep, #rental houses).
- Priority #1: extend Grand Ave South to South 15th to reduce logjam on South Duff Ave. Get on IT!
- Recent changes in traffic lanes have made it harder to get around Ames. Road closures need to be better publicized (including progress to completion).
- Repair sidewalks on Wood Street.
- Roads and sidewalks need upgrading. Nothing in this survey about condition of rental home stock. I love Ames but not the rental home stock and proliferation of apartments. Please control Sect. 8 housing.
- Sidewalk maintenance needs improvement.
- Thank you for a great community!
- Thank you for doing this survey and valuing the responses!
- Thank you for soliciting input.
- Thanks for asking! Page 6 Question A Comment – More and better online service – better/easier city utility account access, perhaps dog permit online. Picking up forms at City Hall not convenient for 8 to 5 work hours. Website needs to capture all local events – Bandshell music, Roosevelt Park music, Wheatsfield music, etc.
- Thanks for the survey!
- The only thing I am curious about is do we really need all the apartments that are being built? Also would like to see a more vibrant mall and another anchor store like Youngkers come to Ames. Our downtown is vibrant and has a lot to offer. Can't wait for Grand Avenue

to be extended so I don't have to travel on Duff. Page 5 Question A – CyRide is one of the best in the country and is a wonderful service to our ISU students and ISU staff.

- There are other genders besides male, female, and prefer not to answer!
- This is a wonderful community. It would be difficult to leave. Although there are continuing issues to be worked out between the university and the long-time residents of the city of Ames. This is a wonderful place to live and learn.
- This survey was too long. There is no way people are going to stick with it for that long. I did because I really care but had to leave for a meeting in the middle of it.
- Use the utility insert; link to new (started or completed) building/changes online. How about designing an alternative green furnace small first to test? Then on a scale like the Resource Recovery for decomposing grass clippings. I have this idea on internet (small for \$100, mb-soft.com/public3/globalzc.html.)
- We have a fine mayor and City Council. We have fine schools.
- We love Ames!
- We love it here – this is home! If we moved where our children are we would be moving to different cities all the time.
- We need a rental cap ordinance to preserve quality of life in near-campus neighborhoods.
- We should not allow the building of multi-floor, wood frame, multiple occupant (apartment) buildings) over 3 stories high. They are a fire hazard/disaster waiting to happen.
- We think that the city of Ames has recklessly allowed an overbuilding of apartments in the past 2 years. With ISU enrollment leveling off or declining, there will be a 30% or higher vacancy rate soon. This will lead to many landlords accepting substandard tenants. This leads to high crime rates and brings down the overall quality of life in Ames. Highly vacant buildings are typically not kept up as well and almost always leads to trouble.
- We would like to see some maintenance to the linden trees on Tennyson, Waller and Keats. These trees are in the parking and were looked at once, but some are dead. Ours is well maintained but some look very poor, dead, or are missing. Some people have replaced them with other trees. The lindens give the neighborhood a beautiful look. We are happy with our life in Ames!
- Why does ISU need a separate police department? Why does Ames PD travel with ISU football coach and provide security?
- Wish the Ames Tribune would carry more ideal news. That is what a town paper is for. Also wish it had sports stats – as for major league baseball. Sending the firetruck to neighborhood block party – good idea.
- Would love to see some more development in west Ames beyond just more apartments. Chain restaurants, shopping (or at least a Walmart/Target), etc., would add a lot of value to that area.
- You need to figure out a way to lower the rent around this city.
- You're a great town.