

**38<sup>th</sup> Annual Report**

**Ames Residential  
Satisfaction Survey**

**2020**



## 2020 Ames Resident Satisfaction Survey 38<sup>TH</sup> ANNUAL STATISTICAL REPORT

The City of Ames, Iowa, conducts an annual satisfaction survey of residents. In April 2020, the City mailed questionnaires to 1,350 city residents whose names were randomly selected from the City of Ames utility users list (population= $\sim$ 20,000+). 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. This survey was available online. The survey link was stated in the invitation letter to non-students to make sure that only randomly selected respondents will have access to the online 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 844 respondents who returned usable questionnaires, 422 from the Ames residents (referred as non-student residents in this report) (50%) and 422 from ISU students (50%). Fifty-five (13%) non-student residents did the online survey. Only 422 surveys from the students were included to have an equal representation as the non-student residents. Incomplete surveys and those who had lived in Ames for a shorter period of time were excluded from student samples.

Response rate for Ames residents group (non-student residents) was 31% and 72% for ISU students. Overall response rate for this year is 49%, which is 23% higher than last year (26%).

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 331 for both groups (95% confidence level and a confidence interval of 5). The 844 completed surveys indicate that we are 95% confident that the questions are within  $\pm$ 3.35% 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 describes characteristics of the respondents who participated in the survey. Column 2 shows personal and social characteristics of Ames residents collected from secondary data sources like 2018 ACS 5-Year Estimate Data Profile (<https://www.census.gov/quickfacts/amescityiowa>), suburban stats, and labor statistics. Columns 3-7 show personal and social characteristics of individuals who completed surveys between the years of 2016 and 2020.

Of the respondents in this year's survey, there are more male respondents than female (54% and 44%, respectively). This is the opposite of previous years (2016, 2018 and 2019). One percent of the respondents opted not to respond to the gender question and another 1% indicated the third category (non-binary/3<sup>rd</sup> gender). Male respondents are slightly higher than the suburban stats (53%) (<https://suburbanstats.org/population/iowa/how-many-people-live-in-ames>).

Majority of respondents were Whites (88%), 5% were Asian, 3% stated "others" and 1% Blacks or African American. These data is consistent with the 2019 racial composition of 83% Whites, Black or African American and two or more races of 3%, respectively, and other races of .5% but less Asian 10% (<http://worldpopulationreview.com/us-cities/ames-population/>).

Fifty-six percent (56%) of the respondents have at least college degree, which is the same as 2018 City data (56%) (<https://www.census.gov/quickfacts/amescityiowa>). Sixty-nine percent of the respondents are employed (35% had full-time employment, 34% part-time). Sixteen percent were retirees. Fifteen percent declared that they were unemployed (a lot higher than the July 2020 department of numbers of 5.0%) ([https://www.bls.gov/regions/midwest/ia\\_ames\\_msa.htm#eag\\_ia\\_ames\\_msa.f.p](https://www.bls.gov/regions/midwest/ia_ames_msa.htm#eag_ia_ames_msa.f.p)).

Forty-two percent of respondents reported their household income to be less than \$25,000, 16% reported their income to be between \$25,000 and \$49,999, 20% reported earnings of \$50,000 to \$99,999, and another 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+ (22% for 2020, 24% for 2019) and less than 2018 rate (based on 2018 ACS 5-Year Estimate Data Profile data of 24%).

**Table 1. Demographic Characteristics**

Characteristic	2018 2 <sup>nd</sup> Data	Survey Year				
		2016	2017	2018	2019	2020
<b>Length of Residence</b>						
Less than 1 year	-	<1	1	10	1	<1
1-3 years	-	30	36	31	30	33
4-6 years	-	28	13	17	20	23
7-10 years	-	8	9	4	8	5
More than 10 years	-	34	41	38	41	38
<b>Gender</b>						
Female	47	59	45	56	57	44
Male	53	41	55	43	42	54
Non-binary/3 <sup>rd</sup> Gender						1
Prefer not to answer				1	1	1
<b>Age</b>						
18-24	NA	41	37	40	33	46
25-44	24	24	23	21	29	21
45-64	25	20	28	18	19	16
65-74	9	8	13	11	11	11
Over 75	16	6	9	10	9	6
<b>Education</b>						
Some HS	5	<1		<1	<1	<1
HS diploma	31	5	5	4	5	4
Some college	21	33	34	34	29	39
College degree	19	28	22	28	25	30
Some grad work	37	10	9	10	9	6
Graduate degree		24	30	25	30	20
<b>Employment Status</b>						
Employed part-time		32	31	38	37	34
Employed full-time	96	38	29	27	31	35
Retired	-	14	23	19	20	16
Unemployed	4	9	10	11	1	15
Full-time homemaker	-	3	3	4	8	<1
<b>Household Income</b>						
Less than \$25,000	19	44	39	41	36	42
\$25,000-\$49,999	23	14	13	14	16	16
\$50,000-\$74,999	19	14	12	14	13	10
\$75,000-\$99,999	14	11	12	9	11	10
\$100,000 +	24	17	24	22	24	22

Less than half (45%) 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 (39%), followed by little or no upkeep (24%) 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 5.3 years, respectively). Of those who have lived in Ames more than 10 years, 88% are homeowners. Of those who have lived in Ames for four to 10 years, more than half (55%) own their home. A quarter (25%) of renters have lived in Ames for four years or less. Not surprisingly, respondents who are homeowners (54.8 years old on average) tend to be older than renters (24.9 years old on average).

Of those between 25 and 44 years old, more than half (51%) are homeowners. Of those between the ages of 45 to 64, almost nine in 10 (87%) are homeowners. In contrast, 93% of those under 25 years of age rent, and 91% of fulltime college students currently rent.

For those with a college degree, 44% are homeowners and 56% are renters. Finally, homeowners typically have bigger household income than renters. Fifty percent of homeowners earn \$50,000 or more, whereas only 12% 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>2020 Iowa HomeTown Locator*</u>	<u>Survey Year</u>				
		<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
		Percent				
<b>Housing type</b>						
Rent	52	55	50	51	49	55
Own	44	45	50	49	51	45
<b>If rent, for what reason?</b>						
Short term stay in Ames	-	75	77	77	75	77
Lack of adequate income	-	37	25	36	40	39
Little or no upkeep	-	26	5	25	32	24
More security	-	5	33	5	10	5
<b>Location of home</b>						
Northwest	-	47	49	47	42	42
Southwest	-	26	14	13	29	32
Northeast	-	13	25	29	16	11
Southeast	-	14	12	11	12	15

\*<https://iowa.hometownlocator.com/ia/story/ames.cfm>

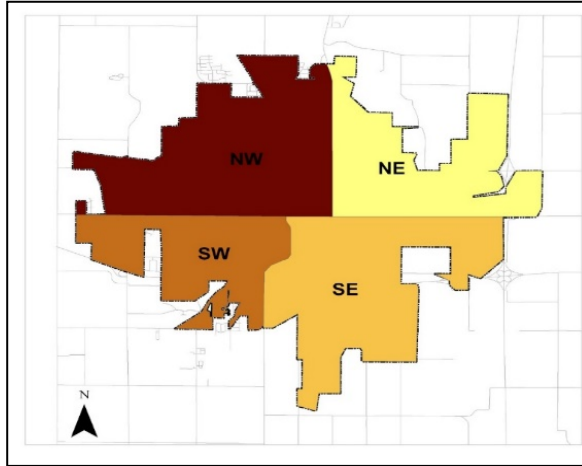
Respondents also were asked about the location of their home in Ames. As seen on Figure 1, almost half (42%) of the respondents reside at the northwest part of the city (same as 2019), 32%

from southwest (29% in 2019), 11% from northeast (16% in 2019), and 11% from southeast side (12% in 2019). (Figure 1)

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

**Figure 1. Geographic Sections**

- 42% = Northwest
- 32% = Southwest
- 11% = Northeast
- 15% = 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. Budgeted 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 mentioned.

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 2.0 included Ames Public Library, city arts programs (public art and COTA), law enforcement, and land use planning (both current and long-term). Programs that received the highest ratings for spending reduction were arts programs (21.5%) and Ames Public Library (15.8%).

Of those selecting “spend more,” 27.7% of respondents would like to see more money spent on Ames Animal Shelter & Animal Control, 24.6% wanted more spent on human service agency funding (ASSET), followed by arts programs (22.7%), parks activities (22.5%), and recreational opportunities (20.7%). These findings are in Table 3.

Arts program funding shows the most mixed support with over half of respondents (56%) proposing that fund should remain the same, roughly one-fifth (21%) reporting there should be less funding with another fifth (23%) suggesting that the program should receive additional funding. Interestingly, this program has the smallest budget (\$229,898) of those included.

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

On-going service (budgeted amount)	Should the city spend ....?			
	<b>Less (1)</b>	<b>Same (2)</b>	<b>More (3)</b>	<b>Average</b>
Ames Animal Shelter & animal control (\$ 498,045) (n=759)	7.8	64.6	27.7	2.2
Human service agency funding (ASSET). (\$ 1,524,850) (n=756)	8.1	67.3	24.6	2.2
Parks activities (\$ 1,539,329) (n=761)	6.6	71.0	22.5	2.2
CyRide (public transit) (\$ 2,037,720) (n=764)	8.8	72.5	18.7	2.1
Recreational opportunities (\$ 2,507,828) (n=764)	11.4	67.9	20.7	2.1
Fire protection. (\$ 7,814,863) (n=764)	4.6	85.6	9.8	2.1
Arts programs (Public Art & COTA) (\$ 229,898) (n=763)	21.5	55.8	22.7	2.0
Land use planning (both current and long-term) (\$ 887,461) (n=760)	13.8	71.3	14.9	2.0
Law enforcement (\$ 10,541,148) (n=762)	14.6	70.2	15.2	2.0
Ames Public Library (\$ 4,789,239) (n=760)	15.8	68.2	16.1	2.0
Other (n=125)	9.6	63.2	27.2	2.2

Table 4 shows the trends of the “spend more” responses. The category that received the most support for increased spending was the Ames Animal Shelter and Animal Control, which decreased by one percent from last year. Comparing 2019 to 2020, all of the ten categories had a slight change (from just a percentage to four change). The largest decrease from the previous year was for land use planning funding (-3%). From 2016 to 2019, there is quite a consistent change in more spending for the land use planning, but in 2020 this dropped sharply. 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>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
	Percent				
Ames Animal Shelter and Animal Control	25	26	23	29	28
Human Service Agency funding (ASSET)	25	33	21	22	25
Art programs	17	23	20	20	23
Park activities	19	22	21	19	23
CyRide (public transit)	29	25	20	18	19
Recreational opportunities	29	27	20	18	21
Land use planning (Both current and long-term)	17	17	16	18	15
Law enforcement	25	25	17	17	15
Ames Public Library	15	20	23	15	16
Fire protection	17	14	11	11	10

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 versus non-student, home ownership, education, employment status, household income, and geographic residence in town. No significant difference in budget increase/decrease by geographic residences of respondents was found.

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

Arts Programs (Public Art &COTA)

- Female
- Renter
- Non-white

Fire protection

- Non-student resident
- Female
- Owner
- White
- Long-term residents (more than 14 years in Ames)
- Older respondent (older than 38 years of age)
- Less than high school
- Retired

Human service agency

- Non-student residents
- Female
- Long-term residents (more than 14 years in Ames)
- Older respondent (older than 38 years of age)

Law enforcement

- Non-student residents
- Female
- Owner
- Long-term residents (more than 14 years in Ames)
- Older respondent (older than 38 years of age)
- Retired
- Income of \$150,000 - \$199,999

Ames Animal Shelter and Animal Control

- Female
- Renter
- White

Ames Public Library

- The same for all the respondents



Land use planning (both current planning and long term)

- ISU Student
- Renter
- Short-term residents (less than 14 years in Ames)
- Younger respondent (younger than 38 years of age)
- Unemployed

Park activities

- The same for all the respondents

Recreational opportunities

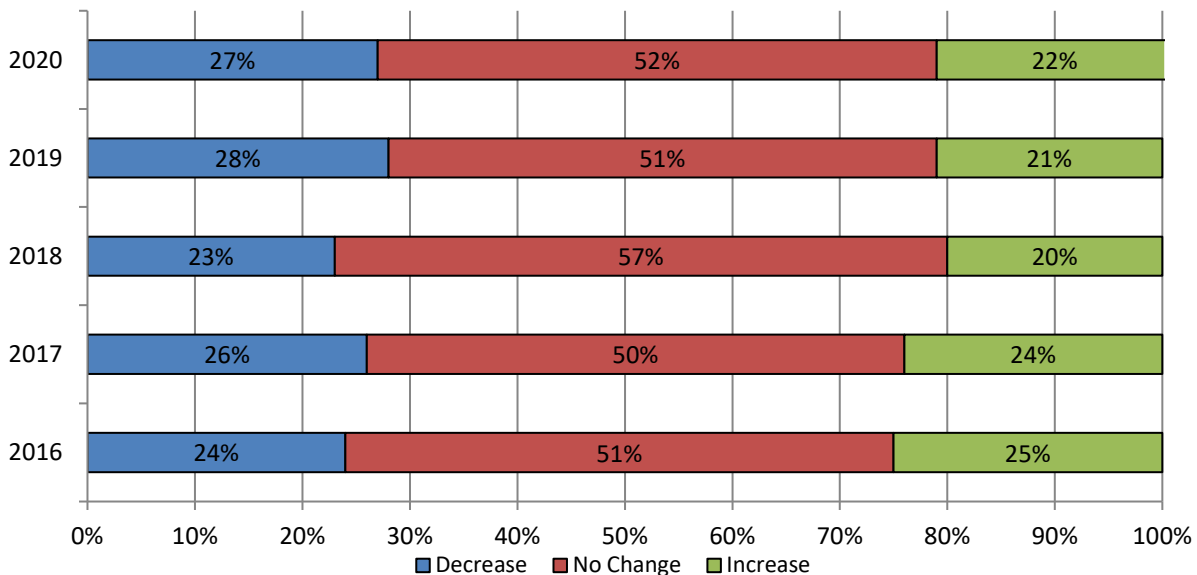
- The same for all the respondents

CyRide (public transit)

- ISU student
- Renter
- Short-term residents (less than 14 years in Ames)
- Younger respondent (younger than 38 years of age)
- Unemployed

The City levy for the next year is \$10.15 per \$1,000 of taxable valuation. This means that the City portion of the property tax on a \$100,000 home in Ames is about \$558.82 after rollback. When respondents were asked what about adjusting property taxes next year, 52% indicated no change, 27% suggested decrease and 22% suggested an increase in property taxes. Figure 2 chronicles preferred property tax adjustments over the past five years. This year, slightly fewer respondents indicated they would prefer a decrease in property tax (27% in 2020 compared to 28% in the previous year). Another 22% prefer an increase in property tax (compared to 21% in 2019). The percentage of “no change” preference increased by 1% (51% in 2019, 52% in 2020). The percentage of “no change” preference increased by 1% (51% in 2019, 52% in 2020).

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



## Capital Improvement Priorities

Respondents were asked to prioritize from seven suggested capital improvement project areas. Table 5 shows respondents' 2020 capital improvement priorities. This year the three highest priorities were reconstruction of existing streets (83% rated this as somewhat or very important), traffic flow improvement (81%) and storm water drainage (80%). Reconstructing existing streets received a mean value of 3.15 based on a 4-point scale (1- not very important, 2 - not important, 3 - important and 4 - very important). Twenty-four survey respondents answered with "other" specified priorities, see below.

**Table 5. Capital improvement priorities, 2020**

	<u>Somewhat or Very Unimportant</u>	<u>Somewhat or Very Important</u>	<u>Average*</u>
	%	%	
Reconstructing existing streets	17	83	3.15
Traffic flow improvements	19	81	3.13
Storm water drainage improvements	20	80	2.96
Greenway trails (recreational) improvements	38	62	2.87
Improvements to existing parks	37	63	2.75
Off-street bike facilities (commuter) improvements	43	57	2.71
On-street bike facilities (commuter) improvements	45	55	2.63
Other, specify	40	60	2.84

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

### Other responses: (n=24)

- Snow Removal
  - Better Snow Removal Trucks
  - Roads are terrible in the Winter
  - Snow Maintenance
  - Snow Removal
- Sustainability
  - Renewable Energy
  - Plant Trees
  - Recycling
  - Reduce environmental impact (Commercial and Residential)
  - Sustainability
- City Services
  - Indoor Pool
  - New Parks

Traffic/Congestion

- Mortensen Pkwy should be 4 lanes
- No Lane Diet
- Speed Calming Measures
- Grand and 13<sup>th</sup> Turning Signals
- Bike/Pedestrian Infrastructure
  - Less bike lanes
  - Public Bicycle Storage Shelters or Cages
  - Sidewalks
  - Leave trails Gravel
- Road Quality
  - Potholes
  - Roads
- Parking
  - Parking Options
- Taxes
  - Taxes are too high, stop spending on pointless things.
- Water Drainage
  - Water Drainage especially by sidewalks and on streets

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 2020, there was not much change in the trends for capital improvement priorities from the previous year. Six of the seven services remained the same. The only service that decreased (3% decrease) was reconstructing existing street (86% in 2019 compared to 83% for 2020).

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 55% 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 62% in 2020.

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

Service	Survey Year				
	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
	Percent very or somewhat important				
Reconstructing existing streets	80	82	82	86	83
Traffic flow improvements	79	78	81	81	81
Storm water drainage improvements	69	78	76	80	80
Improvements to existing parks	66	68	65	63	63
Greenway trails (recreational) improvements	69	67	65	62	62
Off-street bike facilities (commuter) improvements	62	57	58	57	57

On-street bike facilities (commuter) improvements	61	59	60	55	55
Other	-	53	79	60	60

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 in 2020, followed by reconstructing existing streets.

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

Capital Improvements	1st Priority (n=779)	2nd Priority (n=770)	3rd Priority (n=759)
Traffic flow improvements	30	19	18
Reconstructing existing streets	28	25	14
Storm water drainage improvements	13	15	16
On-street bike facilities (commuter) improvements	9	7	9
Improvements to existing parks	6	9	17
Off-street bike facilities (commuter) improvements	5	11	10
Greenway trails (recreational) Improvements	7	13	14
Other	2	1	2

### Resident Satisfaction with City Services

Respondents were asked to rate their level of satisfaction with nine services provided by the City of Ames. Responses were 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.” Figure 3 shows the level of satisfaction with City services continues to be high. From 2016 to 2020, all of the nine services were rated high (satisfied to very satisfied) by the respondents.

In 2020, the levels of satisfaction of increased slightly for CyRide (2% increase) and 1% increase for Electric, Sanitary Sewer, and Ames Parks and Recreation. The level of satisfaction remained the same as last year for the following services: Fire and Rescue, Water, Law Enforcement, and Public Nuisance Enforcement (e.g. noise, over-occupancy, yard upkeep).

Satisfaction with water services has remained steady over the past five years. The rest has very slight change over the last five years but still in the somewhat/very satisfied levels.

**Figure 3. Perceived Satisfaction Levels on Services, 2016-2020**  
(1=very dissatisfied; 4=very satisfied)

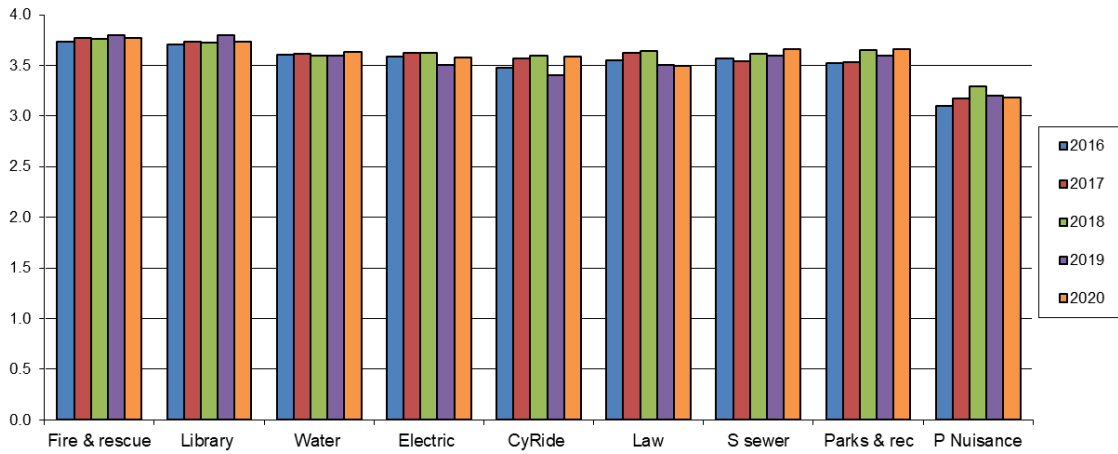


Table 8 summarizes respondents’ satisfaction with City departments. Overall, respondents are quite pleased with city services, as seven of nine service areas receiving 91% or more “somewhat or very satisfied” responses. Respondents were 83% somewhat or very satisfied with Public Nuisance Enforcement services.

**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=594)	1.7	98.3
Parks & recreation services (n=741)	2.8	97.2
Sanitary sewer service (n=693)	2.9	97.1
Library services (n=602)	3.2	96.8
Water service (n=764)	4.7	95.3
Electric services (n=731)	5.3	94.7
CyRide bus services (n=594)	6.1	93.9
Law enforcement services (n=738)	8.7	91.3
Public Nuisance Enforcement (n=633)	17.4	82.6

**Police Department**

Next 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’ priority preferences for Ames Police Department activities from the 2020 survey.

While most people indicated that law enforcement activities should remain constant, one category, sex-related offenses investigation received rankings that should be considered for additional priority. Fifty-five percent of respondents indicated that sex-related offenses investigation should receive more emphasis, with only 1% suggesting less emphasis. Other policing activities that people specified should have additional emphasis included: domestic violence & family dispute resolution (41% which is an increase of 12% from 2019 data), violent crimes investigation (38% which is an increase of 4% from 2019 data), and crime prevention and education activities (34%); and illegal drug use prevention and enforcement (35%) which are decrease of 4% and 2%, respectively compared to 2019 data.

There was one area that stood out when respondents were asked which area should use less enforcement. Forty-three percent of survey respondents indicated that parking laws enforcement should receive less emphasis from law enforcement. Although parking laws enforcement also ranked highest for less emphasis in the previous year's survey, there was a 2% decrease in the number of people feeling this way (41% for 2019, 43% for 2020). Other categories that respondents felt should receive less emphasis included speed limit enforcement (24%), alcohol-related crime enforcement (15%), noise laws and nuisance party enforcement (15%), and illegal drug use prevention and enforcement (11%). Less than 1% of the respondents believed that violent crime investigation should receive less emphasis.

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

<b><u>Police Department activity</u></b>	<b><u>Less</u></b>	<b><u>Same</u></b>	<b><u>More</u></b>
Sex-related offenses investigation (n=805)	1.1	43.5	55.4
Domestic violence & family dispute resolution (n=804)	1.1	57.7	41.2
Violent crimes investigation (n=806)	0.7	61.7	37.6
Crime prevention and education activities (n=808)	1.7	63.9	34.4
Illegal drug use prevention and enforcement (n=806)	10.9	56.9	32.1
Bad checks, fraud, & identity theft investigation (n=806)	2.5	74.6	23.0
School resource officer services (n=802)	4.2	73.3	22.4
Noise law and nuisance party enforcement (n=812)	14.8	65.0	20.2
Animal control and sheltering (n=808)	5.8	75.0	19.2
Residential patrolling (n=813)	7.9	73.2	18.9
Alcohol-related crime enforcement (n=809)	15.1	69.2	15.7
Juvenile crimes investigation (n=801)	6.0	80.1	13.9
Speed limit enforcement (n=816)	23.8	63.6	12.6

Traffic control and enforcement (n=807)	8.3	81.5	10.2
Business district patrolling (n=806)	7.7	83.7	8.6
Parking laws enforcement (n=812)	42.9	51.2	5.9

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.” Almost two-thirds (10 out of 15 police activities) of the 2020 survey numbers remained quite similar to those of 2019. There were several areas of increases that respondents indicated could use additional emphasis including domestic violence/family dispute resolution (an increase of 11% from 2019), violent crimes investigation and sex-related offenses investigation (an increase of 4% respectively).

Several policing activities have seen slight declines in the number of respondents indicating a need for “more emphasis” compared to 2019 data: alcohol-related crimes enforcement (-7%), crime prevention and education activities (-4%), and illegal drug use prevention and enforcement (-3%). Perhaps the declines in these areas is due to more emphasis being given to these areas over time.

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

Police Department activity	Survey Year				
	2016	2017	2018	2019	2020
-	Percent				
Sex-related offenses investigation	51	52	51	51	55
Domestic violence/family dispute resolution	36	37	32	30	41
Violent crimes investigation	38	39	33	34	38
Crime prevention and education activities	36	36	35	38	34
Illegal drug use prevention and enforcement	35	42	36	35	32
Bad checks, fraud & identity theft investigation	28	30	22	25	23
School resource officer services	22	18	26	23	22
Noise laws and nuisance party enforcement	20	20	18	18	20
Animal control and sheltering	18	15	15	18	19
Residential patrolling	19	19	18	19	19
Alcohol-related crimes enforcement	31	30	21	23	16
Juvenile crimes investigation	17	13	14	13	14
Speed limit enforcement	17	12	14	15	13
Traffic control and enforcement	18	14	12	11	10
Business district patrolling	9	9	8	7	9
Parking laws enforcement	5	4	6	5	6

## **Additional Comments (n=123)**

The police department received many positive comments from the surveys. Here are examples:

- “They do a good job and the officers are really nice.”
- “I feel like their outreach and interaction with the public is top-notch, especially programs like the Donut Disrespect campaign they did (with ISU Police) that truly went viral and inspired other communities across the nation to do similar programs.”
- “You’re doing amazing, thank you guys for your hard work keeping our community safe.”
- “X-mas shopping [Shop with a Cop program] is great success and connection to city poor!”

There were also a few positive responses regarding the use of social media including these two examples.

“ I appreciate the Facebook posts during quarantine.”

“We are pleased with the Ames Police presence in the community and their innovative approaches to communicating to the public through social media and other external communication channels.”

Many people indicated having a lack of knowledge about the current policing priorities or lack of police contact.

One comment asked officers to enforce traffic violations for those on bicycles, “I see bicyclists running red lights, stop signs, and other infractions almost every day and it’s just a matter of time before one gets run over or smashes into a pedestrian.” A number of comments indicated that people were pleased with police patrols in their neighborhood and added to their feelings of safety. However, additional police patrol was also a common suggestion for an area of improvement as well.

Several survey respondents provided suggestions for improvement. One respondent suggested providing officers training for children in crisis. Another person recommended the police department hire more police officers of color to create an environment of anti-racism. Another comment suggested, “Additional training on implicit bias training and building relationships is important and I think the Ames PD has already made great improvement in this area.” Other suggestions included additional education efforts and continued advertising of the Citizen Police Academy.

A couple comments were targeted toward better noise enforcement including this one, “When we've had noise complaints, they are either extremely slow to respond (hours later) or don't respond at all. This is frustrating because the times we resort to calling them, the noise is extreme.”

There were people commenting on both sides of the drug and alcohol enforcement. Many of the comments felt that the police should be more lenient on the enforcement of alcohol and cannabis. Others felt the police need to respond to issues related to drug and alcohol enforcement.

Parking was another topic that receive many comments. Most comments focused on the lack of available parking and over ticketing. Some people made similar remarks to this sentiment, “It feels that if sometimes the parking department/city of Ames uses us just to get money.” Several people



are dissatisfied with parking in business districts like Main Street and Campustown.

There were also many comments related to speeding in neighborhood and need for better control. One respondent suggested, "I'd like to see some solutions that don't require officers (as I know they are probably stretched thin particularly during sport events, etc.) speed bumps, cameras, etc."

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

**Figure 4. Comments on Police Department**



## 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. Nearly all the respondents were somewhat/very satisfied with efforts at putting out fires (100%) and ambulance assistance (99%). This is followed by 98% for fire prevention education and outreach, and home and business safety inspection and 96%.

**Table 11. Satisfaction with Fire Department activities ("Don't Know" removed)**

Fire Department Activity	Very/Somewhat Dissatisfied	Somewhat/Very Satisfied
Putting out fires (n=269)	0.0	100.0
Ambulance assistance (n=294)	1.0	99.0
Fire Prevention education & outreach (n=369)	2.0	98.0
Home & business safety inspections (n=369)	4.0	96.0

### Additional Comments (n=103)

Residents of Ames provided many positive comments regarding the Ames Fire Department. This included people who wrote comments of gratitude for times they needed fire or ambulance services. Another respondent commented about being grateful for the lift and assist service for someone who had a fall, "Helping people get up from falls has been outstanding! Kept my late husband home for 2 years. God bless you for this FREE service."

There were comments about the Welch Avenue fire station and the good outreach to students. Several people affiliated with the Greek community acknowledged the benefits of the fire department's fire safety outreach for their houses. One Greek commented, "Overall, they are very knowledgeable and willing to help to maintain the safety of everyone within the community and outside."

Other students gave examples of the positive interactions with the fire department in their dorms and buildings. One student recalled, "During an SUV event they came to teach us how to use fire extinguishers. It was very informative. The staff were very patient and nice about it. They definitely knew what they were doing." Another student commented, "I live in the dorms, and they always have an incredible response time - even if the fire alarm goes off at 3am."

Survey respondents provided positive examples of fire safety training, education, and outreach activities including tours and family activities at the fire station and attending community block party events. In this year's survey there were several comments related to carbon monoxide detector outreach.

Many respondents commented that they have never had any instances where they needed the services from Fire Department and/or little experience dealing with the fire department. Many who haven't used these services are still grateful, for example, "I've never used any of these services, so I feel like I can't comment. But, these are very valuable services in our community and

we should invest in them.”

Others acknowledged that they didn’t know about all the Fire Department services and that they would like to receive more information about the various services provided by the Fire Department such as home fire prevention and fire extinguisher demonstrations. This might be an opportunity for additional outreach.

Numerous comments were focused on rental inspections and business inspections. Several respondents would like to see improved rental inspections. Some commented on the lack of mobile home inspections.

Actual responses can be seen at the appendix.

**Figure 5. Comments on Fire Department**



### Ames Electric Service

Survey respondents were asked a series of questions regarding Ames Electric Services including questions about power outages, satisfaction with various aspects of the Electric Services department, and SunSmart Ames, the community solar project.

Ames Electric Service provides electricity to 90% of the respondents’ homes. 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 2016, 42% of those surveyed

experienced a power outage followed by 34% in 2017 and up again to 36% in 2018. In 2019, 34% of respondents reported experiencing a power outage and 48% of customers reported experiencing a power outage in 2020. Eighteen percent of respondents experienced power surge, which affected their computer operations in 2020.

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

<u>Service outage</u>	Survey Year				
	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
	Percent who responded “yes”				
Experienced power outage	42	34	36	34	48
Experienced power surge which affected computer operations	15	10	10	12	18

Table 13 shows satisfaction rates with electrical department services. “Does Not Apply” responses were excluded in this analysis. Ninety-six percent of Ames customers were somewhat or very satisfied with the quality of power and 94% with time to restore service. Likewise, 94% were satisfied with response of City employees and ease of reporting an outage (90%).

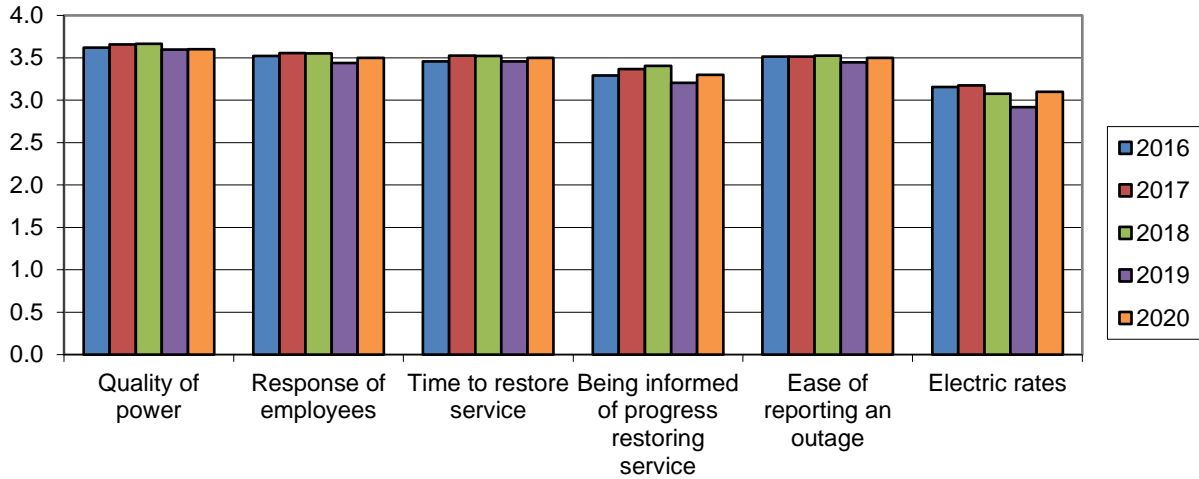
Twenty-one percent of respondents reported being very/somewhat dissatisfied with electric rates, and 14% of respondents also reported dissatisfaction with the electric services communication of progress in restoring services.

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

	Very/somewhat dissatisfied	Somewhat/very satisfied	<u>Average</u>
	Percent		
The quality of power (n=669)	3.6	96.4	3.6
Response of employees (n=479)	6.1	93.9	3.5
Time to restore service (n=516)	6.0	94.0	3.5
Ease of reporting an outage (n=487)	9.9	90.1	3.5
Being informed of progress restoring services (n=531)	14.5	85.5	3.3
Electric rates (n=661)	20.9	79.1	3.1

Figure 6 shows the five-year trends in the level of satisfaction with the Electric Services department. In general, the satisfaction levels have remained quite constant over the five-year period. For 2020, each category is slightly higher than the previous year (from 1% to 2%), with the same levels of satisfaction being time to restore service and quality of power.

**Figure 6. Satisfaction with City Electric Department activities, 2016-2020**



Respondents were asked to gauge their interest in participating in the SunSmart Ames community solar farm. To participate, Ames Electric Services customers may purchase shares of the project at \$300 per “Power Pack” and receive a small monthly credit on their bills for 20 years.

To better market this program, the survey asked for feedback on why customers would not want to participate. Just over 26% of respondents were interested in participating in the program. Of those who were not interested, a majority (65%) stated that they are not planning to stay in Ames long term, 27% stated that it’s too expensive, while 8% stated that they were not interested.

Other reasons for not wanting to participate in the program include the cost, they don’t own the house they’re living on (renters), long-term commitment required, pay off (due to age), short-term stay in Ames, low benefits or return on investment, and needed more information about the program.

**Other comments**

- Age
  - Too old (13x)
- Cost
  - Expensive (10x)
- Renter
  - Renting (35x)
- Short-term
  - Likely to move soon (12x)
- Lack of interest
  - Don't choose to invest
- Lack of Knowledge
  - Haven't heard enough about the project
  - Don't know enough
- Long commitment

- Long time to pay off investment.
- Probably won't be around for 20 years (3x)
- Probably won't live that long
- Low Benefit/Return on Investment
  - It wastes land, and is not as effective source of power that we use
  - More incentives
  - Not convinced its practical
  - Not convinced of renewable energy efficiency vs. cost
  - Not feasible
  - Not in Ames
  - Not interested in paying for solar power
  - Not my interest for investment
  - Renewable energy, wind and solar, have not produced the promises and claims made by their lobbyists. Not reliable.
  - Solar energy looks cool on paper but it's a relatively pointless investment for most homeowners. This is not to discourage others, but I have done the research and determined it is not a good investment in regards to energy for a homeowner
  - Solar farms are not the future of renewable energy
  - Solar is not an effective solution for Iowans.
  - Solar is not efficient in central Iowa, according to scientific studies.
  - The return investment seems unusually long, even for the betterment of the community. I don't know the details of the program.
  - Unsure how dependable and effective this will be
  - Won't get money worth
  - Don't think solar energy is that cost-effective. Takes many years to receive cost benefit.
  - Dumb project. Waste of money for the citizens and city.
  - From what I understand the return on investment is not worth participating
  - How many power packs does one household need. What percent (approx.) can one expect in savings?
  - I have talked with many electrical specialists who say that solar farms are not worth their return right now because they pay off does not pay for the initial cost, I would if this happens later down the road if the initial costs go down. I am also only a short term resident (student)
  - Inadequate return on investment
  - Not sure it would be cost effective
- More information
  - I would need to research this more but the idea sounds great
  - It depends on more information about the program and what the credit would be
  - Maybe - do not have enough information to make a decision
  - Need more info (2x)
  - Need research it more - is there payback economically or is just a "green movement" political ploy
  - No information on program
  - Not familiar with details - will have to read up on it
  - So far I don't understand the project, maybe in the future I will share

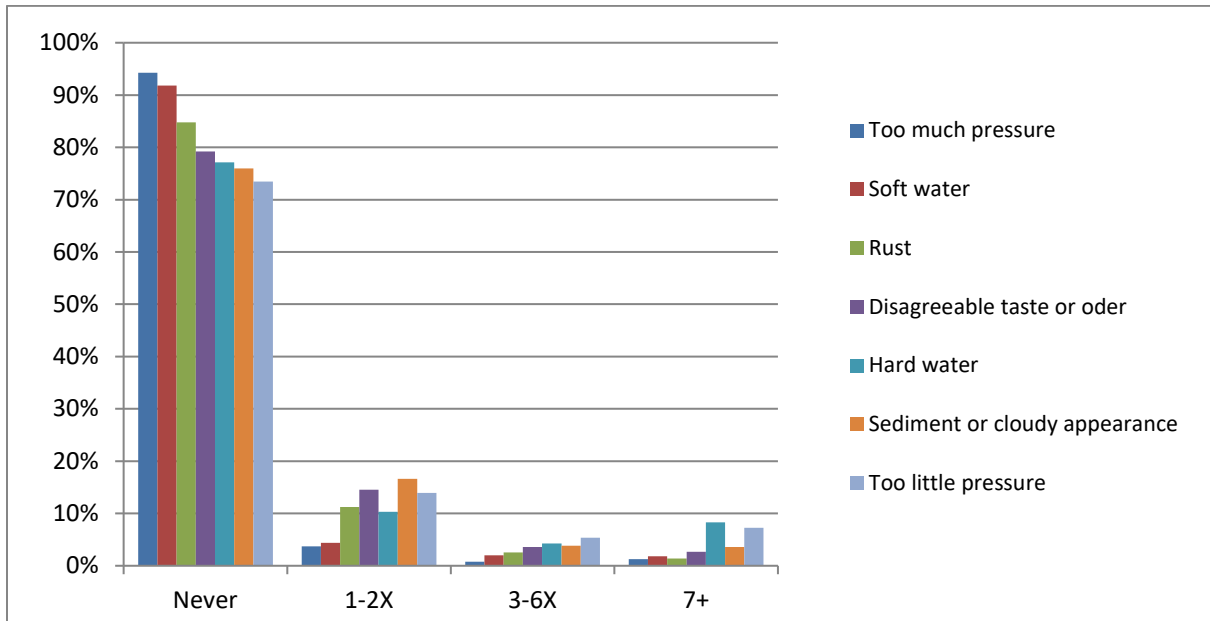
- Unsure... will read up on this for more information...
- Was unaware of this
- Not interested
  - Don't want
- Others
  - Ames would be better for a wind farm
  - Awesome initiative, glad this is happening!
  - I would love to do so if I was planning to stay in Ames, however I need to get out of Iowa soon.
  - Interested in other causes
  - Not at this time
  - Reports I have heard regarding wind farms are that wind farms cause interference in cable, satellite, phone, and other above/below ground interference issues.
  - Seems to me it is more politically correct than economically correct
  - The program is a joke, I hope it fails.
  - We are happy with current service
  - You should look into Tesla's free energy
- Undecided
  - Haven't given it much thought (2x)
  - Maybe
  - Still thinking about it
  - To be honest not sure need more info
  - too many uncertainties

## **Water and Sanitary Sewer Utilities**

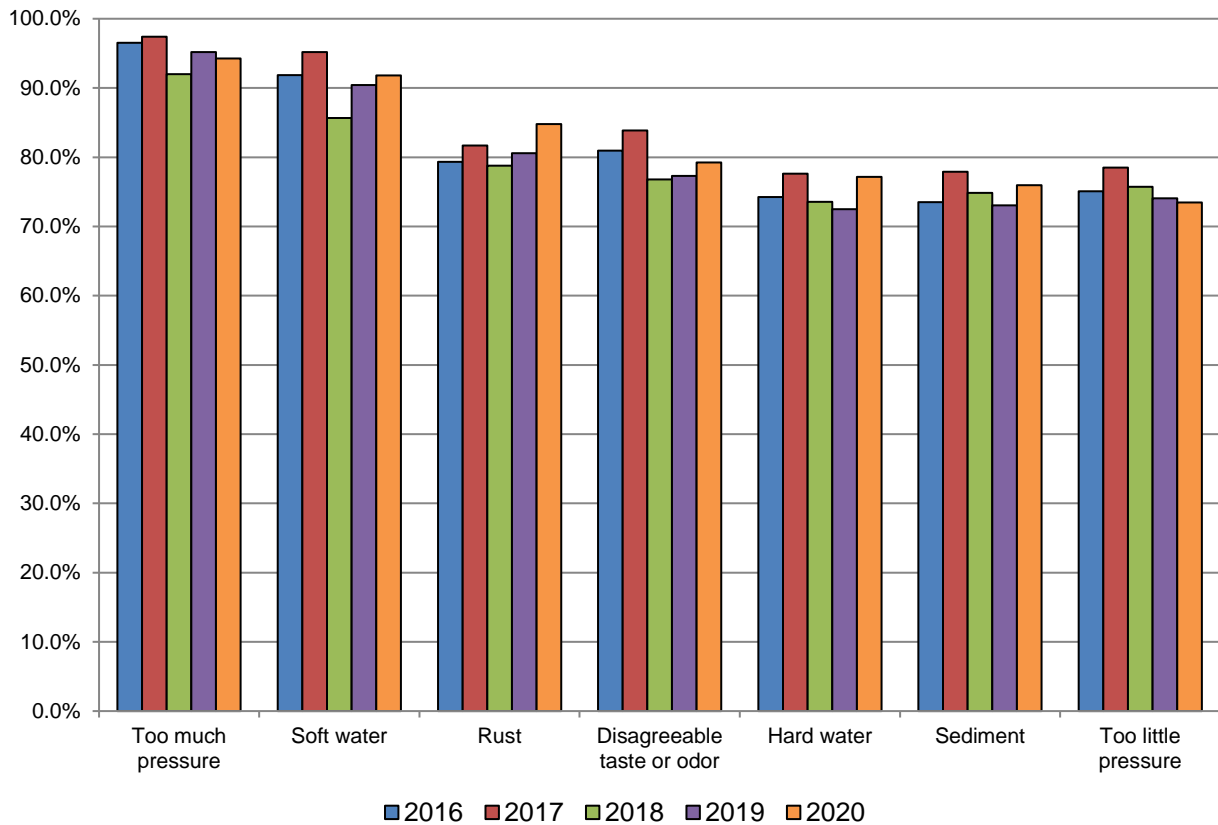
Of the respondents who use City of Ames water and sanitary sewer services, the majority reported never having problems such as too much pressure (94%), soft water (92%), rust (85%), disagreeable taste or odor (79%), hard water (77%), sediment (76%), too little pressure (74%), or sediment (76%). Generally, these numbers are higher from the previous year, which mean greater satisfaction from customers.

Figure 7a shows the frequencies of water service problems as reported in 2020. Most respondents experiencing water problems indicated they had problems once or twice in the past year ranging from too much pressure (4%) to sediment or cloudy appearance (17%). Eight percent of survey respondents reported experiencing hard water on seven or more occasions in the last year. Figure 7b shows data on the number of respondents reporting no water problems for the past five years (2016 to 2020). Historically, a majority of Ames residents are pleased with their water.

**Figure 7a. Frequencies of water service problems, 2020**



**Figure 7b. Respondents Reporting No Water Service Problems, 2016-2020**





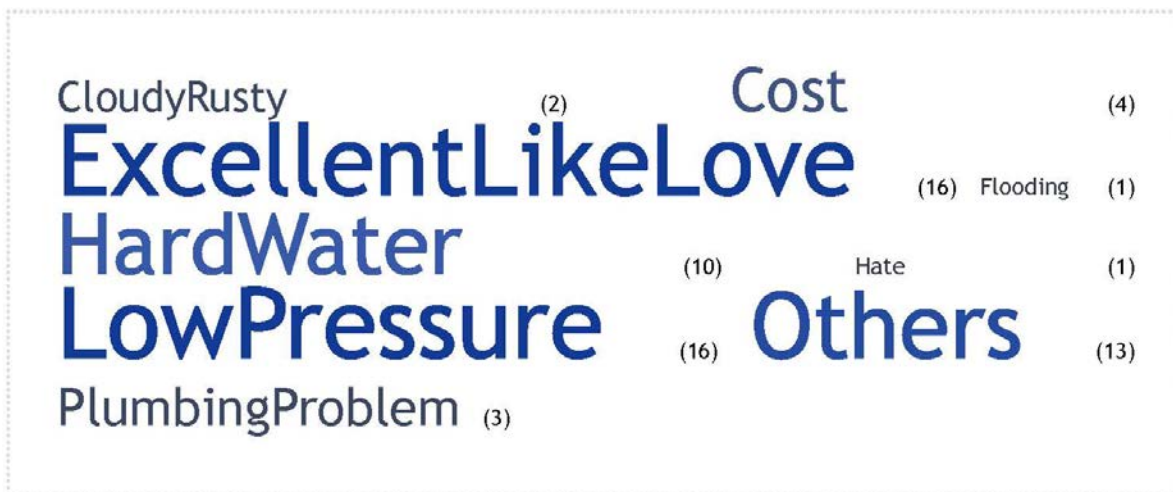
## Additional Comments

Many respondents commented about drinking water – most comments indicated that they were pleased with the quality and taste of Ames water using the words “excellent, like/love the taste.” Somebody mentioned that we are lucky to have an award-winning water supply.

Some of the comments were hard water, low pressure, water rates being expensive, and some rust. Most of the complaints revolve around poor sewer system that caused flooding in their basement, on the street and neighborhood.

For exact wording of comments and to review all comments, please see the appendix.

**Figure 8. Comments on Water Service**



## Water and Pollution Control Department

Satisfaction with services of City Water & Pollution Control Department is reported in Table 14. More than 92% of those surveyed were satisfied with water quality. Approximately 82% were satisfied with water rates and 83% sewer rates.

Comparing 2020 data to previous data, areas showing slight gains (1% increase) in customer satisfaction in the areas of water quality (3.6 for 2020), and sewer rate (3.14 for 2020). Water rates dropped by 5% in customer satisfaction for 2020 (3.13). Still, these three items were still on the satisfactory level as perceived by the respondents.

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

	Very/somewhat dissatisfied	Somewhat/very satisfied	Average
Water quality (n=769)	7.5	92.5	3.6
Sewer rates (n=650)	17.1	82.9	3.1
Water rates (n=667)	17.5	82.5	3.1

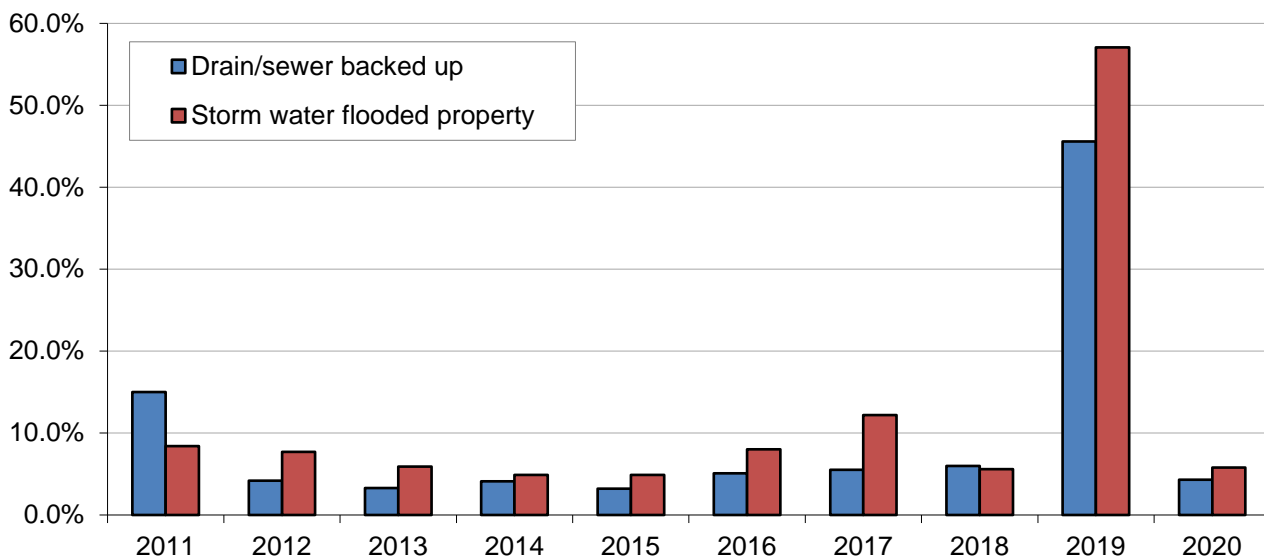
\* “Does not apply” excluded when calculating percentages for “very dissatisfied” to “very satisfied.”

Figure 9 shows trends in number of people experiencing problems related to the city’s storm water system. Over the past decade, there have been some years with increased activity. For example, 2011 and 2017, but the numbers from 2019 far exceed any of the preceding years. For 2020, very few experienced flooding their properties. This is a big improvement compared to last year.

Survey respondents were asked if the City sewer system caused a drain back-up in their basement/home. Only 4% percent of those surveyed or 36 individuals indicated that they had a back-up in their home (compared to 45% or 239 individuals in 2019). Of those who had a drain back-up problem, 46% (n=16) reported the problem to the City, of which 69% were somewhat/very satisfied with the response and assistance they got from the city.

Respondents also reported whether the storm water flooded onto their properties from the street. In 2020, storm flooding was reported by only 48 respondents or 6% of respondents. Of the 48 respondents who experienced flooding, only 29% (n=14 people) reported the problem to the City. When asked how satisfied they were with the city’s response to the flooding problem, more than half (n=8) were dissatisfied/or very dissatisfied with the response.

**Figure 9. Respondent’s experience with city sewer system problems, 2011-2020**



**Additional Comments**

Many of the comments in this section were detailing specific incidents of sewer drain backup or flooding of property. Some respondents mentioned flooding from their alley, yard, and poor sidewalk drainage. Several people commented about high water rates. As one respondent asked: “Why does this utility cost so much when so little is done?” There were several comments hard water in the city. They had to buy water softener.

There were also positive comments (i.e. great, the best, wonderful taste) about the water in Ames.

Please see the appendix for complete comments.

## Neighborhood Nuisance Enforcement

Table 15 illustrates survey respondents' satisfaction with the City's neighborhood nuisance enforcement efforts.

More than 45% of the respondents surveyed indicated they did not have an opinion on each of these activities (ranged from 47% to 80%). 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: noise limits (74%), over occupancy in rental property (73%), front yard parking on residential property (72%), and property upkeep (66%). More than half rated outdoor storage on property such as old cars, tires, furniture, garbage (64%), and yard upkeep (61%) as satisfactory (somewhat to very satisfied). The average satisfaction is moderate (level ranges from 2.8 to 3.0).

When satisfaction level was compared against geographic characteristics of the respondents, those living in the northwest side of town (north side of Lincoln Way and streets to the north; west side of Grand Avenue and streets to the west) were more satisfied with front yard parking on residential property and noise limits ordinance compared to those living in the southwest area (south side of Lincoln Way and streets to the south; west side of University Boulevard and streets to the west).

For the other three nuisance issues such as yard upkeep, property upkeep (paint, gutter, broken windows) and outdoor storage on property (old cars, tires, furniture, garbage), southeast residents (south side of Lincoln Way and streets to the south; east side of University Boulevard and streets to the east) were more satisfied compared to Northeast residents (north side of Lincoln Way and streets to the north, east side of Grand Avenue and streets to the east).

The level of satisfaction on over-occupancy in rental property was almost the same regardless of their geographic residence.

**Table 15. Satisfaction in neighborhood nuisance enforcement**

	<u>Very/Somewhat</u> <u>Dissatisfied</u>	<u>Somewhat/Very</u> <u>Satisfied</u>	<u>Average</u>
	Percent		
Noise limits (n=435)	25.7	74.3	3.0
Over-occupancy in rental property (n=249)	26.9	73.1	3.0
Front yard parking on residential property (n=346)	28.3	71.7	3.0
Yard upkeep (overgrown vegetation) (n=426)	34.3	65.7	2.9
Property upkeep (paint, gutters, broken windows) (n=420)	35.5	64.5	2.8
Outdoor storage on property (old cars, tires, furniture, garbage (n=413)	38.7	61.3	2.8

## Additional Comments

Many people had no experience with any of the nuisance enforcement issues. A respondent stated that he rents at an apartment complex, so he is not sure what nuisance enforcement entails. For

those who are aware of nuisance enforcement, they expressed concern about property maintenance and often sighted specific examples of houses where owners do not maintain exteriors for long periods of time. There were complaints of neighbors not mowing their yards and very loud leaf blowers. There were also concerns about removing snow from sidewalks in residential areas, and cars that haven't been moved in a very long time.

Also, there were concerns about too much noise coming from loud parties that lasted the whole day and could be heard blocks away. Comments suggested that over-occupancy is an issue that is under-reported. Over-occupancy created issues with noise limits, parking, and overall building safety. However, a one respondent believed that the city of Ames needs to accept that this is a college town and be more accommodating to these types of concerns.

There were several respondents who felt that the City should not be involved with nuisance enforcement. A respondent wrote, "If someone owns a property on campus, it is their right to allow people to park on their land. It is not right for the city to order them to stop doing that. We all know you're trying to make your money on game day parking tickets." Another respondent said that these laws/rules are largely pointless because an HOA should oversee this kind of thing, not the city. The city should stop spending so much time enforcing these rules.

For additional and specific comments, see the appendix.

**Figure 10. Comments on Nuisance Enforcement**



**Street Maintenance**

Residents were given the opportunity to rate street and bike path maintenance using a four-point scale from "very poor" (1) to "very good" (4). The average values ranged from 2.7 to 3.3, meaning the road services were rated fair to good. When "very good" and "good" responses were combined, responses ranged from 62% for snow plowing your neighborhood to 94.6% for appearance of medians and parkways as seen in Table 16.

**Table 16. Road service ratings**

	Very Poor/ Poor	Good/ Very Good	Average
	Percent		
Appearance of medians and parkways (n=803)	5.4	94.6	3.3
Street sweeping in business areas (n=606)	5.8	94.2	3.3
Maintenance of bike path system (on street lanes & paths) (n=688)	7.8	92.2	3.3
Street sweeping in your neighborhood (n=676)	14.6	85.4	3.1
Surface condition of major streets (n=812)	15.5	84.5	3.1
Condition of streets in your neighborhood (n=815)	17.4	82.6	3.1
Snow plowing on major streets (n=815)	19.6	80.4	3.1
Ice control at intersections (n=803)	34.4	65.6	2.8
Snow plowing in your neighborhood (n=810)	37.7	62.3	2.7

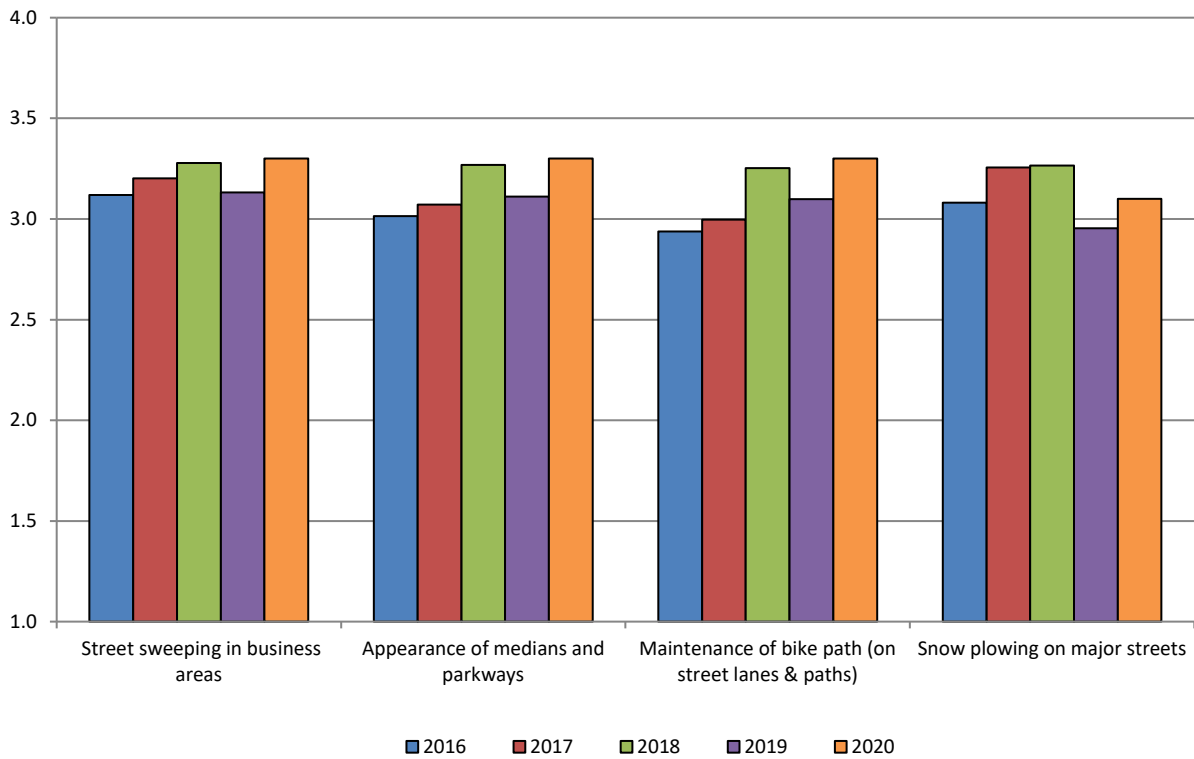
Figures 11a&b compare this year’s road service ratings with ratings from four previous years. All of the categories saw an increase in satisfaction from 2019. Seven out of nine street maintenance features were ranked “good” with an average score higher than 3.0. Two street maintenance categories received slightly lower average ratings: ice control at intersections and snow plowing in your neighborhood.

Long-term respondents gave a higher rating to the seven road services with the exception of appearance of median and parkways, and surface condition of major streets. The older the respondent, the higher rating given to eight of the street maintenance features, except for surface condition of major streets.

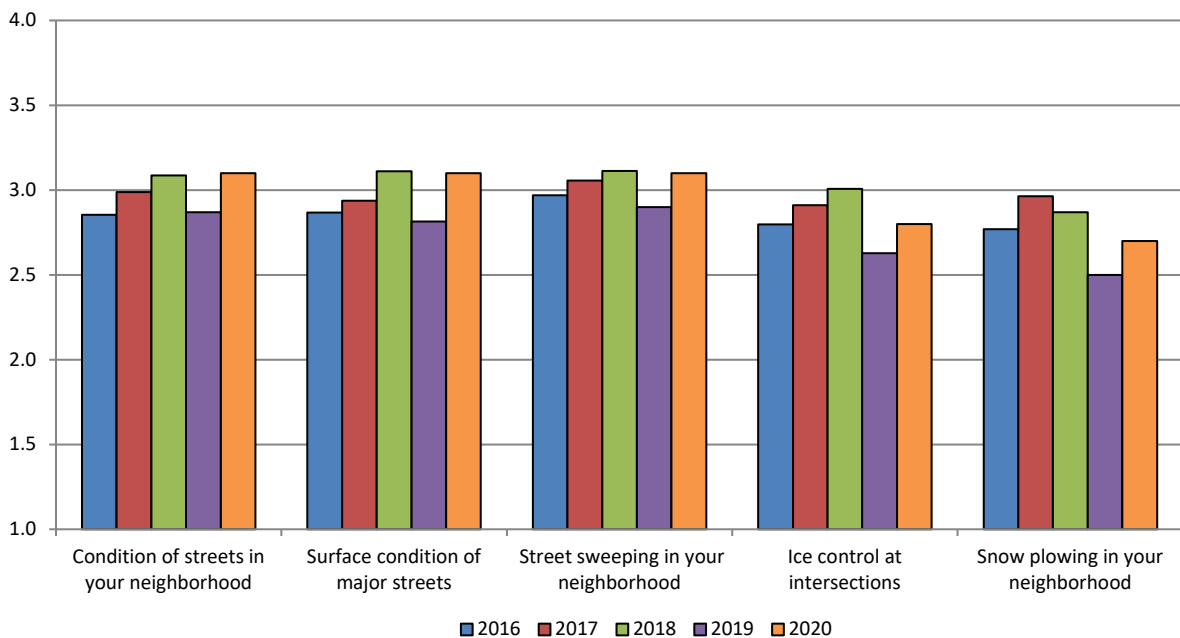
In 2020, those living in northeast Ames had higher rating for ice control in intersection (average score of 3.0) compared with those from southwest and southeast (average score of 2.7). The trend is the same for snow plowing in the neighborhood. Respondents from northeast part of the city rated snow plowing as the highest (average score of 3.0 with southwest average of 2.6, and southeast average of 2.6). Snow plowing on major streets was rated the highest by northeast residents (average score of 3.3), followed by 3.0 average score for both southwest and southeast residents. This trend was the same for street sweeping in business areas northwest residents having the highest rating followed by both southeast and southwest residents.

The other four street maintenance features were viewed the same regardless of geographic residence.

**Figure 11a. Quality of street maintenance features (2016-2020)**



**Figure 11b. Quality of street maintenance features continued (2016-2020)**



The survey also asked survey respondents to rate the effectiveness of coordination between traffic signals. Table 17 shows that while 57% of respondents said coordination was “often and/or always” effective, another 37% said the coordination was “rarely to sometimes” effective.

**Table 17. Signal Coordination Effectiveness (n = 821), 2020**

	Percent
Almost always effective	24
Often effective	33
Sometimes effective	29
Rarely effective	8
Don't know	6

**Additional Comments**

Several people responded with positive comments including effective signal sensitivity to bicycles and responsive City staff. This year, the most common complaints were about snow/ice removal from roads and sidewalks, and lack of coordination in traffic lights. A number of people identified specific problem intersections, which are listed below. Other top concerns included pedestrian/bicycle infrastructure and street maintenance.

Positive Comments

- Triggers for bikes seem effective. Thanks!
- I think lights are great
- Streets from a physical standpoint are well maintained. Not many of the roads traveled by myself are what I would consider run down and dangerous.
- There is a guy that works for the City who is very responsive when I call about various issues in the neighborhood, i.e. a mattress left by side of the road one time, and a dead raccoon another time.

Specific areas that need attention are:

- Bicycle and Pedestrian
  - Bike lanes need to be wider.
  - Better than it used to be. Also like the new systems that are responsive to peds, bicycles, and other small and non-motorized
  - Bike lanes: we cannot imagine how there is ANY reason to the design of the bike lanes on S. 3rd from Grand to Duff! DUH! especially HyVee and Panera areas.
  - I am concerned about the plan to change L Way from Grand to Duff by adding bike lanes. As it is now, I've encountered less than 10 bikers at Clark and Lincoln Way.
  - Would like to have bikes use paths when they are available but bikers say too many people are on this and in their way - same for bikes on the street
  - Bike path near Carr Park has been nicely improved with only a small section needing attention due to mudslides. (i.e. path along Skunk River)
  - The downtown portion of Ames needs better sidewalk and street maintenance especially the area by the Flowerama on Lincoln way and all around there.

- Pave Gravel Roads within City
  - "Gravel" road E. Adams St. needs regular attention. City should have paved when they redid Top o Hollow; it's used a lot!!
- Parking
  - Extra-long pickups that are parked on Main Street downtown make it difficult to stay in the driving lane when driving on Main Street. One needs to turn into oncoming lane to get around.
  - With the growing number of individuals in Ames, the parking is becoming incredibly more complicated. This is an area that could be improved and vastly benefited upon in the community.
- Repair/Redesign Roads
  - Dude - something needs to change at the intersection of Duff and Lincoln. That whole corner needs to be redone to include turn lanes. I understand that Ames's streets weren't initially designed for the population present, but that doesn't mean that it can't be improved upon. Nearly all intersections along Duff between S16th Street and Lincoln Way need to be redone to either add a separate left turn lane, or to change the lanes to be a left turn only and a right/straight lane.
  - Especially Hyland at Ontario extremely slow as is Lynn Ave/Lincoln Way. North Dakota/Ontario intersection, 24th St West off Grand Ave.- both roads need to be replaced.
  - Huge problem all over
  - I love Ames but its major streets are in serious need of repair, especially Duff Ave. It is a shame this great city has a reputation of terrible streets. Probably the worst I have seen of the major cities in Iowa.
  - Main roads are well maintained however, a lot of sub roads that are still heavily used are in dire need of maintenance
  - A lot of streets good - very good. But there seem to be a growing number that is bad.
  - Some roads in residential areas are in rather poor condition, but major thoroughfares are always in at least decent condition. I've never seen any issues with traffic signal coordination failure.
  - South 4th street, going towards the apartment complex "the Phoenix," needs to be resurfaced. So rough and during the winter it never got snow plowed and was usually covered in ice.
  - Streetlights are at poor points and some roads look terrible such as Duff Ave. The roads are in poor shape, but in the city's defense, I believe the state and the nation should do more to help roadway maintenance.
  - The condition of the road at the curve/intersection of S 16th Street and S Bell Avenue (near the DMACC Hunziker campus) has and continues to be an issue. Numerous potholes and standing water that we've seen no improvement since 2016.
  - The more "high value" neighborhoods seem to get more prompt, more thorough maintenance, repair, and snowplowing!
  - The street surface of west Lincoln Way needs improvement.
  - The streets in Ames are the worse I have seen in a city of this size. Why is money spent so poorly in this city?
  - There are so many potholes and small/uneven roads in Ames, it drives me crazy! I know that fixing them all is probably not possible, but I would appreciate just a bit more attention to this!
- Roadkill Removal
  - There are lots of dead animal bodies on the street for several days and no one cares!



- Room for Improvement
  - I have lived in many major University communities. Ames is the poorest in controlling exterior, parking, etc. of student rental (SLUM) properties! We pay high taxes! I'm somewhat ashamed to drive visitors around.
  - Lots of room for improvement!
- Sensor Sensitivity
  - Motorcycles don't seem to trigger lights so I end up running them after waiting 5 minutes
  - Northwood and Grand should be weight censored or respond to crosswalk indicator, and it takes forever to change the light.
  - Several intersections would benefit greatly from pressure sensing instead of timers on the stoplights
  - Several red lights don't change even if I'm only one there. Walk light takes forever to come on at 13th & Stange Rd.
  - The sensors at intersections interrupt traffic for one vehicle. Side street and retail intersections need to do better at queuing vehicles before interrupting traffic. More needs to be done to coordinate the timing of lights for better traffic.
- Snow removal
  - Our neighborhood street is plowed by a third party
  - Polaris Drive is one of the least plowed streets for snow removal.
  - Re: sweeping: I'd mainly like to see them sweep sooner and more often in the late winter/early spring to get the salt off the streets asap. In general, I wish they'd use something less corrosive -- the salt and brine is HORRIBLE for cars!
  - Delaware off of N. Dakota - poor ice control
  - The street maintenance provided by the City of Ames is deplorable. There is nothing done after it has snowed all day and all night. I live on campus and won't see a single snow plow drive by in a snow storm. Not only that, but they refuse to plow the back lots where my car is parked and when I called and requested it be plowed so I can get to work I was yelled at and treated disrespectfully. The workers for the City of Ames are complete idiots. They had promised my building that they would allow driveway access while they did construction but when I left for work that day there was NO access and they damaged my car. I am VERY disappointed after moving to Ames to find the street maintenance and city workers are so careless. I can't wait to move out of Ames upon my graduation.
  - Ames has the worst snow and/or ice removal that I have ever seen. It's pathetic how slowly it takes the city to clear the roads and how poor of a job they do. It shouldn't take 2 full days to remove snow from a major street.
  - Have they heard of salt? Like I walked to class all semester on pure ice
  - I have noticed that plowing snow/ putting sand down before ice storms is something the city of Ames isn't the best at. I live in West Ames and it seems like this area always gets plowed less than near campus or south duff.
  - I no longer can scoop my own driveway - so it is really aggravating to have snow dumped at the end of the driveway by the city - Please don't do this
  - I think the snow plowing could be better in neighborhoods going back onto the main roads
  - It is disappointing to clean snow off my sidewalk and have the snow plow come by going so fast that my sidewalk is covered in more snow.
  - Lights are often poorly timed on major roads. Also Polaris Drive is one of the least plowed streets for snow removal.
  - Please, please improving snow plowing. Much worse than neighboring towns and cities.

- Plowing in the winter needs to happen as it's snowing and not after. Otherwise, snow gets packed down and driving conditions get very unsafe. The stoplights on Duff Avenue near all of the restaurants, Target, Walmart etc., should be timed better so that more cars can turn left when needed. Traffic gets backed up a lot on that street.
- Snow and ice not removed from cul-de-sacs very often at all.
- Snow plow drivers love to throw snow from the street to already cleaned sidewalks.
- The City does a very good job with snow removal. I like the use of roundabouts on the south side of town.
- The City expects residents to clean sidewalks, they can't even clean roads. Traffic signal programming is embarrassingly bad.
- The City of Ames waits too long to plow roads, it has become common knowledge that the longer you wait, the more likely it is to melt and glaze over or get packed down. This creates incredibly dangerous conditions for all parties involved. My street specifically rarely gets plowed because it is a dead end and often gets overlooked. I am very dissatisfied with Ames in regards to how they maintain roads when it snows/ices over
- The comparison to other towns I have lived in (3 others), the snow service could use some attention here in Ames. I am thankful for what we do have!!!
- The snow and ice removal services need a lot of work.
- The snow removal is terrible in our town. It seems that the crews wait till cars have compacted the snow down or there aren't enough plows and crews out. It needs work. For the size of our town and amount of taxes we pay. It is unacceptable.
- The snowplows on Main Streets completely (not legible) the snow and eliminated access to the side street. Plows only came by a few times.
- The streets in Ames need better snow removal. The streets are too icy and the side streets where I live need better removal.
- We live right off Duff and during winter our streets don't get plowed until after 4 PM at the earliest. Often by then, snow is packed down and turns to sheets of ice.
- When plowing snow from intersections it could be done more efficiently.
- Traffic Control Signage
  - Many 4-way residential intersections have NO signage; e.g., Curtiss and 12th St. I've seen several CLOSE car accidents as a result. Many children play nearby. Install either a stop signs or, minimum, yield signs... It's a matter of time before a kid gets seriously injured or killed which could easily and inexpensively be avoided.
- Traffic lights/Coordination
  - As traffic has increased in town. I find myself spending more time waiting at stop lights, especially to make left turns.
  - At some intersections that lights don't change even when no one is coming/waiting.
  - Coordination? - Couldn't tell
  - Could have more work on timing for busy intersections in AM / PM - particularly on Stange Rd./University Blvd. for ISU traffic.
  - Didn't know there was any coordination between traffic signals. Sometimes get stopped at every light.
  - Does not work
  - Doesn't seem like there is any coordination on Grand, Duff, Lincoln Way or 13th
  - Frustrating that they aren't coordinated. If they are, it doesn't show. Also frustrating to sit for a LONG red light when there is zero traffic at or approaching the cross-street.
  - I drive University Blvd most days. There is ABSOLUTELY no coordination among ANY of the streetlights. I can be stopped on 13th street and stopped on Duff in less than a minute. It's bad for cars, bad for commutes, and encourages further environmental

- contamination. I absolutely do not understand why one light turns green and the other light less than a quarter mile away is starting to turn red
- I'm honestly surprised there is a system to coordinate the traffic signals.
  - Impossible to efficiently get through town without stopping at what seems like almost all lights.
  - It seems like during the day when I drive down Lincoln way, if I have a green light the next light turns red.
  - Lights are often poorly timed on major roads.
  - Lincoln Way - west side of town is a pain. Sometimes the light at the Aquatic Center turns red for 13th St. and there's no one around
  - Lincoln way lights are not in sync in any way. In most cities, lights are set up so you they turn green in a pattern (i.e. you should be able to hit every green light if you're going the speed limit on an empty road. In Ames the next light turns red as yours turns green).
  - Love it when they are synchronized on Grand going from light to light
  - More lights need to detect if car on red turned
  - Not necessarily traffic signals but I have experienced waiting for a cross walk light for 3 or 4 full cycles multiple times. Especially in front of city hall. Not sure why.
  - Often have unnecessarily long red lights, hit everyone on a clear Lincoln Way
  - As far as lights go there is no clear pattern. I've been to some that stay red for a long time even when there is no oncoming traffic (i.e. Ash and Lincoln Way or any of those North South roads that go through Lincoln Way). Also I've been hit by every red light on Lincoln Way when it was summer and there is next to no traffic on the roads. Again they will turn red when there is no intersecting traffic.
  - Traffic signals: Sorry, but this is one area where I think Ames is SORELY lacking. It was even worse up until a few years ago -- there have been minor improvements -- but it's still pretty bad. There are several intersections where they'll still be on a cycle during minimal-traffic times and will change and make the main road stop for absolutely no reason (especially at night). (Examples: S Duff and Crystal, S Duff at the south end of Walmart) And there are many intersections where it will change to let the significantly smaller (less traffic) road go when a single car gets there and hasn't even completed a stop yet, even if they're turning right, and makes several cars stop on the primary road. (Examples: S Duff and Airport Rd (especially at night), pretty much all signaled intersections on N Duff, pretty much all signaled intersections on Lincolnway between University and Grand) I really wish you had someone citizens could contact about specific traffic signal problems.
  - Seems random rather than coordinated.
  - Seriously, one direction of traffic at a time? You are creating so much traffic doing that. Has your traffic controller ever been to a real city like New York or Los Angeles? That would never happen there. You can't hold people back and slow down the world to allow bad drivers to be safe.
  - Some areas only let one car turn before turning red, leaving 4 cars staying for another green light
  - Some traffic lights are way too long
  - Sometimes getting on to Lincoln during light traffic is problem.
  - Take signals off of "time" and put them back on demand
  - The city expects residents to clean sidewalks, they can't even clean roads. Traffic signal programming is embarrassingly bad.
  - The coordination between traffic signals assumes a fact not in evidence, that there is any. That's how awful it is.
  - The lights at Lincoln Way and Hyland and Lincoln Way and Sheldon are always

- o opposites and creates traffic back up for blocks.
- o The traffic lights seemed to be programmed to decrease flow of traffic, as opposed to let people turn
- o The traffic signals in front of the mall-North Grand is silly. North-south traffic always waiting on nobody. Bloomington – North-south signals change if someone is turning right on to Grand! CRAZY!
- o There has to be a way to make all the lights one way go green and let traffic through after a football game. The cars leaving Ames should not take hours to get out.
- o There needs to be a major revision in how the traffic lights operate.
- o There's plenty of places where you'll end up stopped at every light, so checking those out and making sure they're timed properly would be nice.
- o They need to be better synced along major streets.
- o Too many intersections in all directions are left waiting. Lights should cycle more quickly with shorter pauses so that somebody is waiting on the intersection most of the time.
- o Traffic lights, on Duff anyway, seem to be if you hit one green light, you hit them all but if you come up on a red light, most will be red along the way.
- o There are some intersections on major roads that do not have dedicated left turn signals that probably should have them for safety reasons.
- o Very poor. Grand Ave., no coordination whatsoever. Major roadways in Des Moines have great coordination between traffic signals.

Specific intersection that need attention are (Full listing in the appendix):

- 6<sup>th</sup> and Grand
  - o 6th and Grand Ave. needs help!
  - o 6th St. and Grand Ave. in particular
- 10<sup>th</sup> Street
  - o 10th Street downtown has some rough spots
- 13<sup>th</sup> Street
  - o 13th St. could use some work
  - o 13th street is awful
- 13<sup>th</sup> and Dayton
  - o Intersection of 13th & Dayton is often icy and roads have potholes.
- 13<sup>th</sup> Street and Grand
  - o 13th and Grand need help! (2)
  - o However, the East/West traffic signal @ 13th and Grand desperately needs to be coordinated like the N/S is. Left turn nightmares and delays especially during busy hours.
  - o Not the best - 13th and Grand is horrible
  - o Please add a turning signal on 13th when at Grand Ave.!!! (2)
  - o The intersection at Grand and 13th is gonna really piss me off one of these days. For now, I'll remain patient.
  - o They need to be better synced along major streets. It is obnoxious to hit every stoplight along Lincoln Way and Duff Ave., 13th St., and Grand needs arrows in all directions.
  - o Fix 13th and Grand signals.
  - o 13th and Grand Ave. needs turning lane when going east on 13th to turn left onto Grand

- 13<sup>th</sup> and Stange
  - Intersection at 13th and Stange is of concern. Arrow displayed sometimes and sometimes not. Reported this to city with lame excuse returned. How often does City go to that intersection and observe?
  - Stange Rd. / 13th St. signal is terrible - just based on the amount of time no vehicle is moving
- 16<sup>th</sup> and Duff
  - Light at 16th and Duff is short. Only a few cars get through the intersection if someone is turning to go across Duff since right lane is turn only headed east
- Clark and Lincoln Way
  - The north light at the intersection of Walnut/Clark and Lincoln sometimes takes minutes to change from red to a green light to allow left turns if I'm the only car at the intersection. I don't know how the lights work, but I feel that it should be quicker (at night when I'm the only one on the road)
  - Please! Please, put in a green arrow left turn signal for both directions of Lincoln Way at Clark/Walnut intersection! BEFORE a major accident!! Please!!
- Duff Ave
  - Except for Duff Ave., which is a mess
  - The stoplights on Duff Avenue near all of the restaurants, target, Walmart etc., should be timed better so that more cars can turn left when needed. Traffic gets backed up a lot on that street.
  - South Duff continues to be horrible, IMO
  - What coordination between traffic signals??? I wasn't aware that there was any! If there were frontage roads or connections between the businesses on S. Duff there could be a lot fewer signals.
  - I wish there was a stoplight on the exit of highway 35 (30?) and Duff, there have been a lot of accidents there!
- Hilltop Road
  - Please plow near Hilltop Rd more often.
- Campustown/Lincoln Way
  - Ya'll have \*got\* to do something about Lincoln Way where it runs by campus. The waits between walk signals are absurdly long, the signal itself lasts for no time at all, and since all the lights are out of sync, there's long stretches where all the cars are stopped at the next light over while the one you're at is green. Put together, it encourages jaywalking to the degree that I'm pretty sure I'm the only one that doesn't, and that's because \*I got hit by a car there\*.
  - Specifically Lincoln Way though Campustown (2)
- Lincoln Way and Duff Avenue
  - Traffic flow on busy streets like Lincoln Way and Duff can be awful during rush hour.
  - Specifically Lincoln Way... Duff Ave.
  - They need to be better synced along major streets. It is obnoxious to hit every stoplight along Lincoln Way and Duff Ave., and 13th St. and Grand needs arrows in all directions.
- Lincoln Way and Grand Avenue
  - Lincoln Way to Grand needs a left turn lane
  - Traffic lights behind the east HyVee rarely sync up and often leave me waiting at 2 and sometimes 3 of the 3 lights.
- Lincoln Way and North Dakota Ave
  - Light at intersection of ND / SD, Lincoln Way is often set at too long a pause
- Lincoln Way
  - All of the perpendicular side streets off of Lincoln Way should only ever turn green if

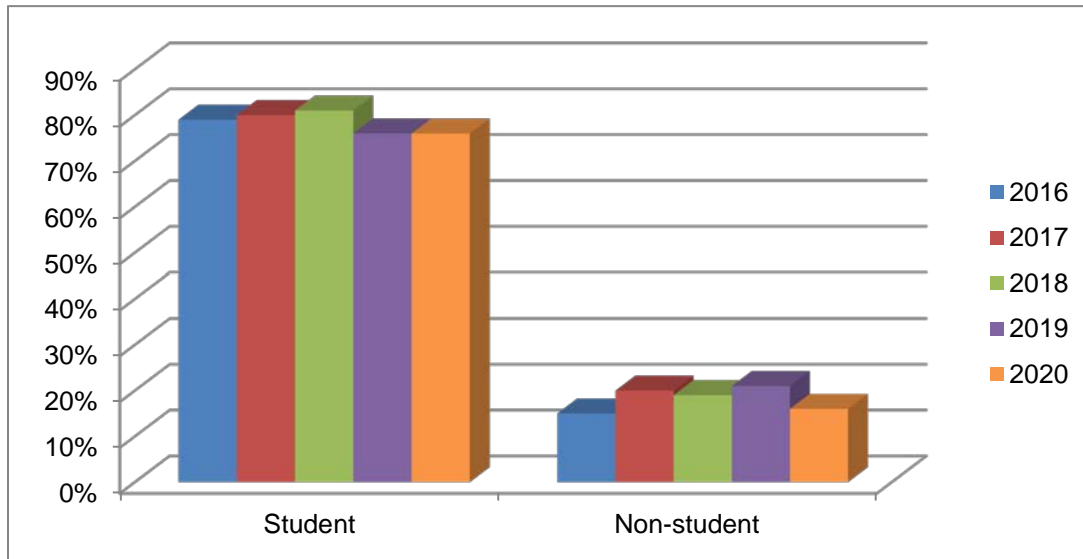
someone is on the sensor or pushes the walk button. I have stopped numerous times on Lincoln Way with no one waiting at the light that turned green.

- Lincoln Way and State Avenue
  - Intersection of State Ave and Lincoln Way has a light that lasts way too long
- Lincoln Way and Sheldon Avenue
  - The streetlight at Lincoln Way and Sheldon does not allow enough time for pedestrian traffic
  - Intersection of Sheldon and Lincoln Way stoplight causes huge traffic jams before and after business hours of people trying to drive around campus. Sheldon needs to be emptied faster, longer light for Lincoln during these times. During very low traffic this light also almost never changes to stop Lincoln way. Find myself sitting at empty intersection red light practically every day for 5 minutes.
  - The corner of Lincoln Way and Sheldon always has a backup from cars on Sheldon.
  - The light near Dunkin and Union heading towards state gym is super quick and takes forever to go green
- North Dakota Avenue
  - The road by the railroad tracks on North Dakota is awful.
- State and Mortensen
  - Mortensen road near State Ave could use resurfacing.
  - State and Mortensen needs a stoplight
- South Dakota Avenue and Mortensen Avenue
  - The traffic lights at the intersection of Mortenson and South Dakota is extremely ineffective for traffic flow.
  - There are several traffic lights (For example, South Dakota and Mortensen) where in the mornings, the left turn only signals seem to horribly match true traffic patterns.
- South 16<sup>th</sup> and University
  - The traffic light on the intersection of University Blvd and S. 16th street could possibly set on motion detection or something early morning and late at night. If you try to make a left turn out of 16th street you may be waiting a long time (2-3 minutes) even when there is NO traffic at all going up and down university.
- South Grand
  - As a whole, it's good. I do wish there was a light on S Grand Ave by Copper Beach and The Grove. It feels dangerous to cross on the crosswalk coming from the bus stop because vehicles often speed and traffic is fairly constant so there often isn't a break to cross
  - Potholes are always an issue. South 16th from Vet Med to Duff Ave. is in poor condition. THANK YOU for finally moving forward on Grand Ave. extension. Looking forward to using the new section!
- Stange Road
  - Install pedestrian LED flashing lights on Stange & Aspen and Stange and the other road near Great Iowa CU. Very difficult to see pedestrians there (due to) street design.
  - Trying to get out of S.U.V. housing area is an absolute nightmare because of the traffic light timings.

## CyRide

Ames' mass transportation system – CyRide – was evaluated in the survey. Note in Figure 12, the difference in ridership between those identifying as students and non-students. Among respondents who used CyRide at least once a week, 84% were students and 16% were non-students.

**Figure 12. Use CyRide at least once a week, 2016-2020**



In 2020, 45% of survey respondents reported to be CyRide users to various degrees. In the past five years, the use of CyRide has averaged around 46% (between 44% and 49%). In 2020, 55% of respondents reported they never rode the bus.

There was a decrease of 1% for those using CyRide once a week, and in those riding for 2 to 6 times per week. The number of respondents who took CyRide for more than 10 times per week remained the same as last year (13%) (Table 18).

There is correlation between resident demographics and CyRide usage. CyRide users are mostly younger (25 years of age) and have stayed in Ames for a shorter period of time (average 5.5 years). The non-CyRide users were older (average age 48) and have lived in Ames longer (average 21 years). The majority of those who used CyRide were students (82%) and mostly renters (85%).

**Table 18. Respondents' weekly CyRide usage**

Weekly use	Survey Year				
	2016	2017	2018	2019	2020
	Percent				
Never	53	53	51	56	55
2 to 6 times	19	6	17	16	17
More than 10 times	15	10	11	13	13
7 to 10 times	9	19	16	12	12
Once a week	4	12	5	4	3

When respondents were asked what would make them consider using CyRide if they are not currently using it, more than half (58%) said “nothing.” Seventeen percent mentioned service to more areas of Ames and service more frequently near their residence (16%). Other additional features mentioned were longer service (earlier/later) for some routes and lower cost. (Table 19)

**Table 19. Services that would make you consider using CyRide if not currently using this service (n=411)**

Reason	No.	%
Nothing	238	58
Service were provided to more areas of Ames	70	17
Service was more frequent on routes near me	66	16
The fare when boarding the bus was at no cost	46	11
Service was offered on my route longer during the day (earlier or later times)	34	8
The fare when boarding the bus was lower	16	4
Other (specify)	60	15

**Other responses to consider using CyRide**

- Seniors
  - Better senior discount
  - Free to seniors over 65
- Prefer Car Transport
  - Have own car
  - If alternate transportation was needed.
  - Use CyRide on various occasions when my car is in the shop.
  - Less convenient parking at destination.
  - When I can't drive
  - I work out of town.
  - I used to when in college. I will use it if car is unavailable.
- Prefer Walking/Biking
  - I bike everywhere
  - I just like walking/biking for the exercise
  - I live close to my basic needs, so I just walk. Otherwise, I drive.
- Route Times
  - They don't run at my time to go to work
  - Earlier stop in a.m. on my route
  - Work time varies
  - They are rarely on schedule, continually late, and in turn, makes people late for classes or work
- Stop Location
  - Need direct service to vet school than taking a whole bunch of buses. Would take too long.
  - No service nearby
  - Minimum travel to CyRide area
  - More efficient routes
  - There is no CyRide service North of Lincoln Way within our neighborhood of 400 planned houses. Sunset Ridge in West Ames.
  - There would been too many transfers to be efficient



- Service doesn't stop close enough to home to consider using
- Stop closest to my house was closed for a long time.
- Special game day transport
- Sustainability
  - Electric or Hydrogen powered Bus Fleet
  - Get rid of fossil fuel in the city
- Accessibility
  - CyRide was cohesive and consistent
  - Hard to access and understand schedules
  - I would use CyRide if the app was easier to use. I wish you could just put in where you are and where you want to go. Then it will give you stop options. That is how my hometown does it and a lot of people use it!
  - Reading the maps is too challenging
  - Weather friendly waiting areas
- Covid-19
  - End of pandemic
  - We don't ride because school's closed and we work from home
- Other
  - I lack basic info and need to respond to this subject
  - I don't need the service (x2)
  - Used to be free for university employees
  - Not having kids (x2)
  - Bus felt safer if ISU PD hadn't shredded my student ID.
  - CyRide sucks
  - I have no free time to use service
  - Most likely a permanent change in present life circumstances.
  - I use service a couple times per year
  - Would not use

### **Additional Comments (For actual responses, see Appendix)**

- Stop Locations
  - The lack of routes on weekends can make travel much more difficult
  - CyRide doesn't come very near to my house
  - I think I'd have to walk a mile to even get on CyRide
  - I'm at the edge of Ames in a lower density residential area, so I realize it's not practical for them to stop in my neighborhood more frequently.
  - It is a 1/2-mile walk to the nearest bus stop.
  - Need service on Meadowlane Ave - many people use Skunk River Valley Park as well as trails in Carr Woods
  - Put a stop in the Stone Brooke Association
  - There is no CyRide service North of Lincoln Way within our neighborhood of 400 planned houses. Sunset Ridge in West Ames.
  - There needs to be a stop available to get to central campus for those who live near Sheldon Ave.
  - We would LOVE to see a CyRide route that goes out to Dayton area!
  - We would need CyRide route for Oakwood Rd.
- Schedule / Timing

- Happy to pay for a bus pass and would love to ride CyRide more often, but the lack of early options especially are lacking, also the regularly of stops on weekends. It would nice if the bus ran late.
- CyRide stops working at night and on weekends.
- Buses of the same direction often come out the same time, such as No 1 and No 11. That's a waste of resources, schedules must be designed more scientifically.
- Appreciate that the buses are consistently on schedule.
- Routes
  - CyRide 2.0 is so bad! I miss the old routes and the old schedules.
  - A route to Des Moines, possibly in cooperation with DART, would be extremely popular and useful.
  - Bring back the 1A RED. CyRide 2.0 is not as effective as you hoped.
  - The route closest to me doesn't really go where I'd want to go.
  - Love it, wish more buses from route red
  - I think for the size of Ames, the Routes are good. I inquired about using it once to a football game, not convenient.
  - I use CyRide during football game days - very useful and convenient. The Brown route in N. Ames is just tricky to navigate. I love and used to ride Red and Green a lot. Very easy.
- Accessibility
  - CyRide bus announcements have made the bus more accessible a great change.
  - CyRide needs a better online system to let riders know when the next bus is. The MyState app and NextBus on the CyRide website are both very inaccurate at times.
  - Have a better bus route map - "easier to see"
  - Very nice, although sometimes the CyRide app is incorrect or just deletes busses which can be confusing.
  - Unpredictable/unreliable, rough acceleration/deceleration, random schedule changes/gaps, too many transfers, hire bad drivers, consistently late/early, caters mostly to students not locals. CyRide needs major work before I'd recommend it to anyone even as last resort transportation.
- Positive
  - CyRide does a great job providing quality service.
  - CyRide is a great, excellent service and is a highlight of Ames.
  - Great job! Thank you.
  - Great service and great bus drivers
  - I am SO thankful for the CyRide and its workers. Everything always looks so nice, they are on time, and the employees are so friendly and do a great job.
  - I cannot drive, CyRide is an awesome program
  - I love CyRide! It took me about a year+ to get used to it and understand many of the routes, so maybe having a part of orientation or "Destination Iowa State" for new ISU students where you talk about some of the most important routes (i.e. orange, brown, red, blue, green, cardinal) would be a good idea!
  - I love having CyRide as a transportation option in Ames. When I need it, it's there. When I had my knee surgeries, I rode every day for months. Easy, clean, reliable
  - Very good at keeping to the time schedule
  - Wonderful!!!
  - I think CyRide is a very important mode of transportation in Ames. Please don't take it away.
- Covid-19
  - I used it 3-5 times a week BEFORE the stay at home order
  - Before COVID, I was a regular - very friendly and helpful drivers.
  - ISU student used to take CyRide to school, due to Coronavirus we do not currently use CyRide as we only needed it as transportation to the university

- Used them more before the pandemic.
- Sustainability
  - Electric Busses
  - Need newer buses that can run on a more sustainable fuel source/on less fuel
- Other Transport
  - An aside, as a working professional, within walking distance of my job at ISU - walking is good exercise so I do that instead of bus.
  - Drivers this year are too crazy, I'd rather walk
  - Driving my car is more convenient at this time.
  - For health resources, I bicycle or walk to work.
  - Now walk or use a car.
  - FYI, other than driving to stores for large purchases, to entertainment destinations, or appointments, generally walk or ride a bike to most places.
  - I am able to walk to work.
  - I have car
  - I live in West Ames, drop for childcare in North Ames, and work in South Ames. The average route that would be 2 hours one way. It's not practical when I have access to a vehicle.
  - I use Hirta but would switch to CyRide if it went near my work during good times for my schedule
  - We bike / walk to class.
  - We have a 3 and 5-year-old so it is much easier to use the family car
  - We have been walking or riding bikes for regular in-town destinations.
- Don't Use
  - I don't utilize it as a Vet student
  - At this point in our lives, we use CyRide very occasionally. We used to ride frequently and bought a pass.
  - Haven't used the bus so don't know
  - I don't have college kids and don't travel to/onto campus.
  - I should try someday
  - I use HIRTA
  - I've never used a public bus service. I don't know how to go about it.
  - We are older
  - We are retired and have no need for the service
  - We live out in the country
- Other Comments
  - CyRide is how I commute to ISU campus nearly every day of the week.
  - Husband works at CyRide
  - Would like to see a "trolley" looking bus
  - Would like to see free fare to the public
  - Used very frequently when my daughter was going to ISU and when my son was using it for transportation to the high school.
  - Smells sometimes
  - Sometimes the bus doesn't stop to pick me up at my stop.
  - CyRide is good for getting to campus, then I hate having to get the right cash amount. There should be one "city" debit card for all facilities (rink, pool, CyRide, parking, etc.)
  - I've almost been in serious accidents from CyRide on the road. Some of the drivers appear quite dangerous and I question how they maintain a CDL

## 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 78% (restrooms) to 99% (overall appearance of the parks) of users providing a combined “very good” and “good” rating. The average rating ranges from 2.9 (restrooms) to 3.6 (overall appearance of the parks) on the 4-point scale.

This year, all features ranked higher than the other years. In 2020, overall appearance got the highest rating within the 5-year period. Still, restrooms have the lowest rating (which is consistent in all those 5-year periods). (Figure 13a & 13b)

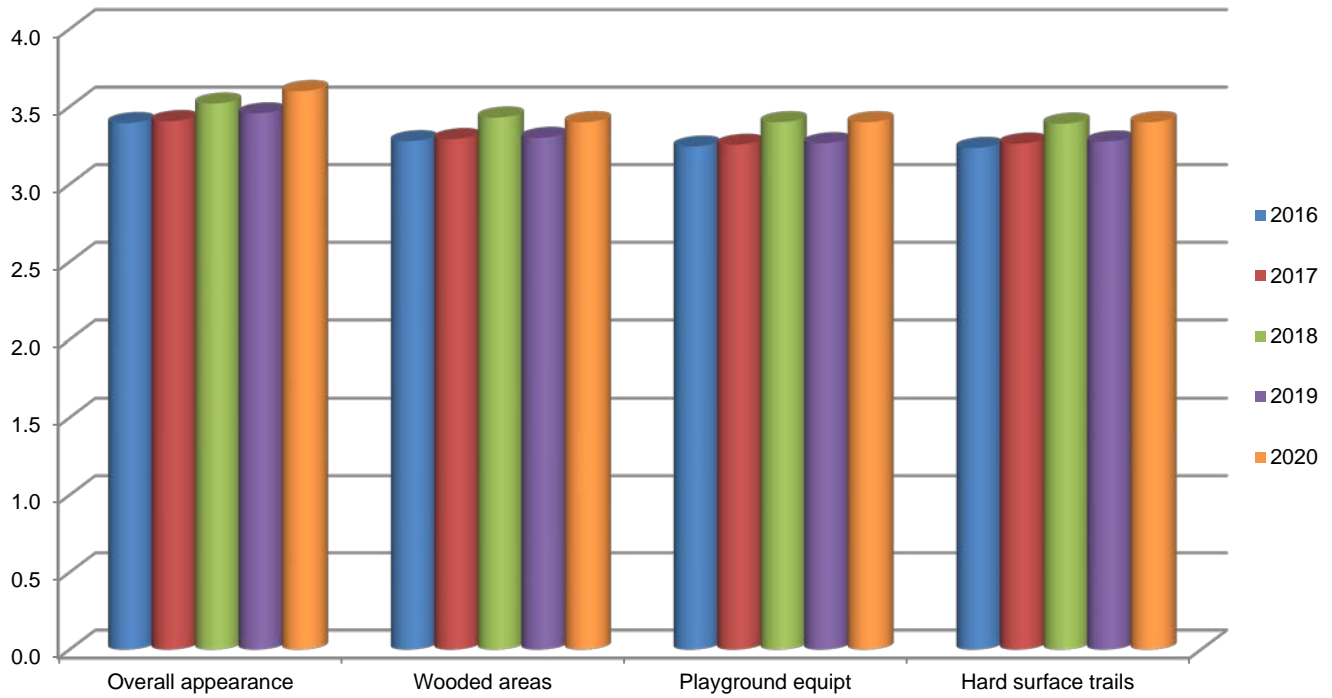
**Table 20. Users’ satisfaction with parks and recreation facilities, 2020**

	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Average**</u>
Overall appearance of parks(n=767)	<1	1	42	57	3.6
Wooded areas(n=656)	<1	3	49	47	3.4
Hard surface trails/crushed rock trails(n=685)	<1	3	53	44	3.4
Playground equipment(n=378)	1	3	54	43	3.4
Tennis courts(n=275)	1	4	60	35	3.3
Picnic areas (tables/grills)(n=564)	<1	6	62	32	3.3
Shelter houses(n=505)	<1	4	65	31	3.3
Restrooms(n=429)	3	20	62	16	2.9

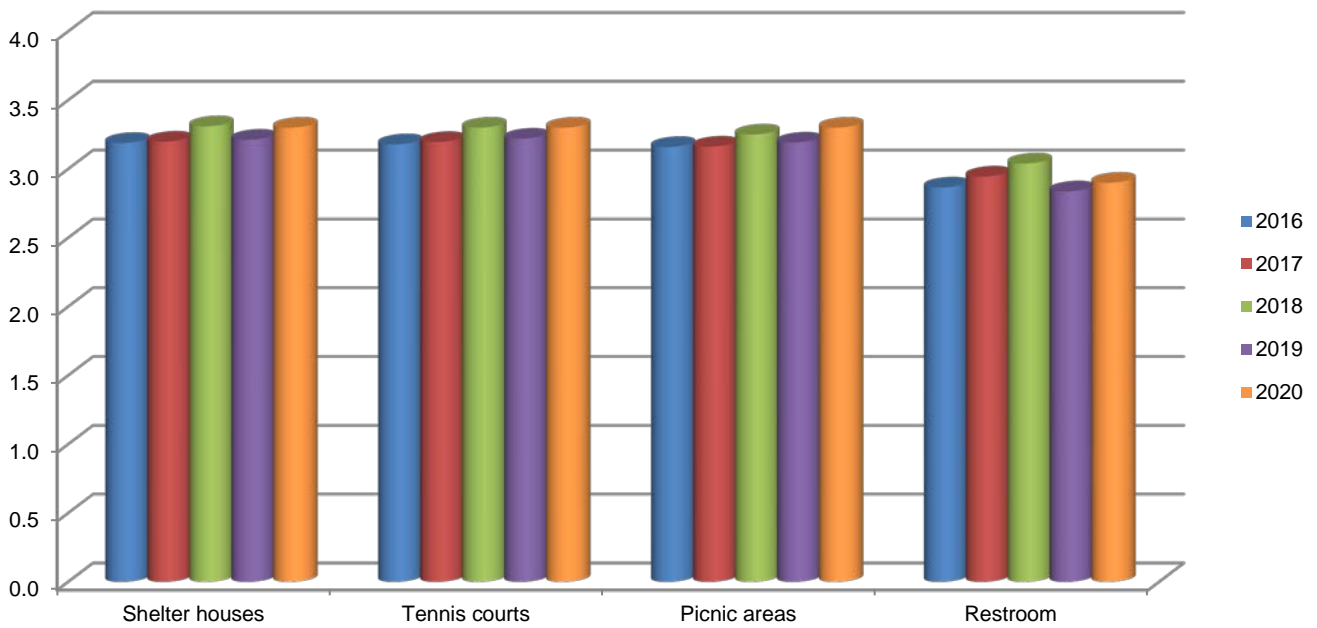
\*“Don’t Use” excluded when calculating percentages & average for “very good” to “very poor.”

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

**Figure 13a. Rating of Parks and Recreation features in the past 5 years**



**Figure 13b. Rating of Parks and Recreation features in the past 5 years**



## Additional Comments

- Positive Experiences
  - Fine job.
  - Great job.
  - I like the parks and trails in Ames!
  - I love Parks & Rec. I feel like the city does well, but I'm always wanting more!
  - I really enjoy the city of Ames' park and forested areas.
  - Love Ames Parks! Love the woods and wild parts especially. Great for birding!
  - LOVE Ames parks! There are always fun, beautiful places to visit.
  - They are doing a good job I reckon.
  - For the most part they are always very clean and safe
  - Ames has plenty of parks and recreational areas that are all in very good condition. Parks for both children, families, adults, exercising and everything in between.
  - Exercise programs I've used have been excellent.
  - I have not been often, but it has been good when I have gone to parks.
  - I think everything looks very nice, and I have thoroughly enjoyed being able to use the areas to get outside and enjoy the weather.
  - I used to use shelters and picnic areas often and remember them as being "very good." However, I haven't used them in the past two years, at least.
  - I love the park services. Mostly enjoy Ada Hayden.
  - I love to visit, would like to see more native plants!
  - Sports fields are in good shape and are always well maintained.
  - Ames parks and trails are awesome!
  - Wish I had more time to use the parks for leisure time. But otherwise they seem to look great when I ride the bus going by.
  - We love Moore Park and decided to buy home closer to that park.
  - We really love Ames and many of these reasons are included in the features listed above!
  - We're most excited about the Miracle Park opening!
  - The Ames community has multiple well-maintained parks throughout the city. I've never noticed any serious issues in the upkeep of the parks.
  - The few experiences I have had with Ames recreation have been positive. Facilities are kept clean and operational.
  - The City of Ames parks are one of our best features and assets. They attract visitors from outside Ames and contribute to a healthier population.
- Don't Use Parks
  - Closed due to pandemic.
  - Don't Use.
  - Don't really use at all.
  - I am unsure where the parks are, what they can be used for, and when. More information and advertising on the city's part would be beneficial.
  - I don't use them that much.
  - I haven't used the parks recently, but when I did the facilities were well cared for
  - New to the area (last 6 months) so haven't had much time to use parks very many times.
- Trails
  - I think we need more of these! (crushed rock) and directional signage but there is a lot of thick, invasive undergrowth
  - Some bike trails for sidewalks are very bumpy and hard on bikes. I ride a recumbent trike and cannot avoid bumps.

- Ames could use additional trails. The trails that exist in Ames are typically in decent shape but there is not a good system of connected trails to get residents and visitors around town.
- I bike all over Ames and appreciate the nice trails.
- Need better maintenance of trails. Need more doggy bag dispensers. Finish projects before starting others. River Valley Park project Skunk River Dam started 3 years ago unfinished!
- I really enjoy the trail system through the town and actively use them to commute daily to school and work. I would greatly appreciate more expansion of the trail to the west part of Ames. Unfortunately, a section of the Vet Med trail was recently claimed by private construction forcing me to take a much longer commute. Considering that they used public trails to enter the zones of tree removal and construction they should allocate space for continued public travel.
- I really enjoy walking around parks in Ames and have never had an issue with the trails
- I walk on the trails in Ames and a lot of the wood chips/gravel has been washed or worn away so it's very muddy in some areas.
- I wish there were more wooded trails available.
- Improve paved trails.
- Lots of fallen trees that get in the way of trails.
- If some updated trails could be made through more wooded and natural habit areas that'd be great, but overall they are great. 9/10 rating in my book.
- More bike trails with smoother surfaces.
- Need more hard surface trails that connects to teach other more on the east side of town.
- Some trails don't connect in Sunset Ridge. For 4' wide transition to 8' wide or just ends.
- The bike paths in some areas are extremely dangerous because of lack of maintenance.
- Ames should continue to invest in multi-use trails to provide an open and free opportunity for recreation and exercise to all residents, including low income residents. Please consider the development of more natural primitive wooded trails, such as the trails behind Carr Park.
- The only thing I may suggest for the hard surface trails on Ada Hayden is to find a way to divert water off the trails.
- The trails are well groomed always!
- Please connect Lincoln Way to S. 16th bike trail!
- Trails are very nice. I often utilize these for running routes when I feel like taking a run around Ames. Very little experience with the Parks. Just utilize the trails and paths a lot around Ames. Overall, very satisfied with the performance of them.
- We are upset that the trail by 16th Ave will be closed for a long time and that a lot of the wooded portion seems to be being cut down
- In addition, I would like more trail running trail options that are lit and patrolled.
- Would love more bike trails! Would be nice to have full trail run along beauty of Skunk River.
- We hike quite a bit and the hiking trails could use some TLC in regard to making earlier to navigate, there are lots of big branches and trees that need to be cleaned up. We were very pleased by the clearing at Ada Hayden it's much nicer now, easier to view the lake.
- Park Amenities
  - Could use more closed shelters, restrooms, picnic tables, and grills.
  - Restrooms are not clean sometimes.
  - Additional picnic areas and tennis courts would be good.

- Bathrooms could really use some TLC. Very dirty and creepy to use, especially at Ada Hayden and Inis Grove.
- I think everything is in general okay but I would love to see better pavilions, tables etc. and maybe making a better restroom like a truck stop one where it has a vending machine and maybe AC/Heating. I know that's a lot, I just thought it might help make it a more decent, less gross bathroom. At the least, clean it more often.
- I would love to see more water fountains at the parks for runners or bikers
- Improve parking
- Overall appearance is really good, but the only issue is about it's not well equipped.
- Park shelters have bird droppings from roosting birds. Even while driving.
- Plant more trees and types of floors if possible.
- Please replant trees!
- Rates are responsible to use the shelter houses.
- Some grills have a lot of rust.
- The city should consider getting new picnic table, update the bathrooms or at least clean them because the sanitary conditions of some are poor. The pavilions aren't terrible, just need upkeep.
- Wish there were more picnic tables.
- Would be nice to have a few more shelters and grills.
- Would be nice to have one with Wi-Fi for ISU students to do homework.
- I use SW entrance to Ada Hayden. You need more restrooms on the long walk around including that area has many walkers to me as I sit at entrance area.
- Some of the shelter houses need to be sprayed for spiders. Playground equipment for ages 8 and up not just little children. Build permanent bathrooms - no kybos [porta-potties].
- Neighborhood Parks/Smaller Parks
  - My responses are based on appearances as I travel by the bigger parks. I tend to just visit the smaller green space parks.
  - Some of the small parks appear to be neglected.
  - There should be more playgrounds in neighborhoods with different equipment.
- Additional Recreation Amenities
  - Another disk golf area would be nice
  - Appreciate more pickleball areas
  - Build an 18-hole disc golf course in Munn Woods. Tourism, low upkeep rec.
  - It's becoming a foreign concept but having green space/grass to run around on is just as, if not more important, than any fancy jungle gym. The same goes for trees in parks!
  - My son says the basketball hoops would be much better without double rims.
  - No playground in Sunset Ridge.
  - Would like to have an outdoor gym in one of the parks. Outdoor equipment like some parks in KC, or similar to outdoor equipment at ISU (But more options).
  - Would also love pickle ball net options at park!
- Park Maintenance
  - A lot of wooded areas are in states of despair
  - Disc golf course needs rock or mulch in muddy areas and new signs
  - Everything is dirty and dangerous
  - Too much honeysuckle & garlic mustard taking over the wooded areas
  - Trash in wooded areas and along the brush right on the river
  - The maintenance building and tree debris on east 13th St. is a major eye sore on one of the main entrances of the city.
  - The trash is sometimes pretty messy around the shelters.
  - There is a lot of graffiti on some of the shelters.
  - Stop mowing Parkview Heights when it is raining or there is standing water.
  - Some of these areas are showing lots of wear and tear.



- Things seem to be in fairly good condition, with constant improvements being made. It is easy to notice that some things are worn and old but does not mean they are gross or bad in any way.
- Last time I went to Ledges, I couldn't find a trash bin, and there was a bunch of dog poop bags littered everywhere because of it.
- Brookside Park
  - Brookside Park has horrible landscape with down trees everywhere. It looks intentional but unfinished. And the entire entry is under construction so it's difficult to put an opinion to it.
  - Brookside woods are a mess following all the cutting, but Carr and Ada Hayden are perfect!
  - As a frequent visitor of Brookside Park, the lack of true restroom facilities in the last two years has been disappointing.
  - Bathrooms at Brookside are always closed it seems like.
  - Glad to see Brookside bathroom is being restored.
  - Brookside tennis courts could really use the lines for pickleball to be redone. They are hard to see when playing.
  - I have not been in all parks - Brookside is my favorite
  - I think the picnic table areas in much worse shape than the parks themselves. Brookside is a lovely park; the tables are an embarrassment to our community.
  - I typically use the trail through Stuart Smith Park and Brookside Park. It needs some work but i understand it is designated as limited maintenance. I really enjoy the North River valley park and the unpaved trails there.
  - Love Ames' park and rec; my family and I consider them our highest used city perk. Ada Hayden, Bandshell (needs some love) Roosevelt, and especially Brookside. More investment here is greatly appreciated and builds a platform for community (Workiva, my employer, hosts its company picnic at Brookside park for this exact reason)
  - Some restrooms are great - like Ada Hayden - but others need work - like Brookside.
  - The biggest improvements needed are the paved trails in Brookside - very rough for bikers + rollerbladers. Otherwise, the parks are great!
  - The homeless at Brookside need to be dealt with. They take over the shelters.
  - Would love to see Brookside trails repaved.
  - The pickleball lines at Brookside course really need to be darkened. They are hard to see when playing.
  - I take advantage of the Ames parks I go there a lot with family and friends especially to the tennis court at Brookside Park
- Emma McCarthy Lee Bridge
  - Bridge out and maintenance at Emma McCarthy Lee Park
  - Emma McCarthy Park needs work on their trails - hills are bad when muddy.
  - It makes me sad when there are roads being put in like through Emma McCarthy Lee. I wish that the bridge in that park would be replaced as well, as it has been well over a year. I also wish that some of the woods would be more forested actively. I use the woods and parks quite frequently.
  - There are some parks around Ames that have bridges and whatnot that are down. One I can think of specifically is Emma McCarthy Lee Park, which is a neighborhood park, but a favorite, all the same. Please fix the bridge!
  - Why has the bridge over the creek in Emma McCarthy Lee Park not been rebuilt it has been two years. Obviously, there is enough money to finance a gravel road needed for sewage line access on the west end of the park and Munn Woods. Stairs into Munn woods also need repair.
  - Looking forward to the completion of the McCarthy Lee Park bridge repair!

- Other Bridges
  - I frisbee golf a lot and the course is nice, but it needs a new bridge where the old one fell due to erosion.
  - I would like the attention given to initiating a program to fix/replace the bridge in Munn Woods. This to me should not be an overly difficult task.
  - Lastly, that park that is off Ross St., NW of campus, the bridge has been out for a while, I hope there are plans on rebuilding, or maybe it's in the works but that is a nice trail cut off.
  - I would like to see the bridge in Inis Grove come back.
- Dog Park
  - We personally use the dog park and the trails the most, but I appreciate the new insistence on equipment being available to those with disabilities.
  - I love how many parks are here and how well maintained they are. We called the other day because we had a concern for a rebar sticking out of the ground near a playground, and they were very happy to go fix the problem right away to make sure it is safe for everyone. I do wish there were more places for dogs to be off leash or a dog park that doesn't cost money. It's the first state I've been in where there isn't a free dog park for them to go run around.
- Other
  - Quarantine (against mosquito, bags) is the most important issue for me
  - There is nothing that draws me to the parks - whenever I go everything is in good condition but otherwise it's a bit lackluster.
  - We enjoy Ada Hayden Heritage Park. Plenty of space for people. Might help to paint a solid line half-way between edges. This would keep people moving to the right.
  - My park experiences are limited to Ames on the Half Shell and Summer Sundays at Roosevelt.
  - All are good, some feel a little out of date
  - Extremely disappointed in the gateway hills area for ripping down hundred-year-old trees, eliminating beauty and privacy at my apartment building

## 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. Ten features were rated good/very good by 98% to 99% of the respondents. On the 4-point scale, average scores ranged from 3.5 to 3.8 (good to very good).

The most highly rated features was the meeting/study rooms, followed by good customer service, ability of the staff to serve the residents by phone, wide range of available materials such as books, videos, magazines and software, and the bookmobile service. The feature receiving the lowest rating was wait time for requests/holds.

**Table 21. Users' ratings of Ames Public Library features, 2020**

<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>
Welcoming atmosphere (n=561)	<1	1	20	78	n=276	3.8
Meeting/study rooms (n=386)	<1	<1	23	77	n=453	3.8
Customer service (n=500)	<1	<1	24	76	n=336	3.7
Asking questions of library staff by phone (n=322)		1	25	74	n=516	3.7
Range of materials available (books, videos, magazines, software) (n=519)	<1	1	25	74	n=316	3.7
Bookmobile service (n=247)	<1	1	26	72	n=593	3.7
Programs (story hour, book discussions, concerts) (n=277)	1.1	1	26	71	n=558	3.7
Use of library resources from	<1	1	33	65	n=503	3.6
Availability of seating (n=468)	<1	2	34	64	n=368	3.6
Internet/computer services (n=353)	<1	1	35	63	n=483	3.6
Handicapped accessibility (n=214)	<1	2	35	62	n=617	3.6
Page One - the library newsletter (n=173)		2	42	57	n=660	3.5
Wait time for requests/holds (n=386)	<1	4	42	54	n=451	3.5

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

Only 45% 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, 43% were ISU students.

For non-library users, both students and non-students reported the same major reasons: not having time and acquiring materials from other sources. While 33% of non-ISU students listed parking as a barrier for not using the Ames Public library more often, only 19% 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	I don't have time	I get materials from other sources	Parking is a problem	Library is not open during hours that are convenient to my schedule	Other
Percent					
Iowa State University student (n=174)	52	53	19	13	18
Non-ISU student (n=262)	47	35	33	10	24

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

- By non-student (n=41);
  - Have access and use ISU (6x)
  - Currently closed/limited services due to COVID-19 (3x)
  - I don't make time (2x)
  - I don't think about it (2x)
  - Far/ Out of my way (2x)
  - Some of the programming the library supports is problematic, and would like a more neutral direction with respect to such programming (2x)
  - Bed bug outbreak
  - Distance from my residence
  - Don't need to use it
  - I keep busy online with other journals
  - It's cold - no cozy nooks
  - Library was a meet up place for activities and no longer available.
  - Long wait time for books
  - Musty smell
  - No interest
  - No need to use it
  - No time
  - Not really a reader
  - Often does not carry the books I want, so I buy them.
  - Patrons who appear to just be camped out and not actually using the library facilities make me uncomfortable. Especially for children and teens using the space.
  - They are political
  - Use a Kindle for most of my reading
- By ISU students (n=48)
  - I use Parks Library (27x)
  - Transportation is an issue (3x)
  - Coronavirus prevents me from going there to study and read
  - Don't live on the same side of town
  - Getting to the library is a big task as it requires a lot of time to get there
  - I don't make it there as often as I could

- I haven't had the chance to make it to the public library yet, but my friend absolutely loves it, so I am eager to get there soon!
- I just don't get a chance as often as I would like with all of my schoolwork
- I'm a college student. I have access to everything I need on campus (when we aren't in quarantine)
- Inconvenient hours
- Quarantine
- Sometimes I just forget about it
- The library needs more tables for school and project work in a space isolated from general traffic. The far south room on the second floor is good, but the chairs are not practically conducive to focus. An easy fix would be to open up the meeting rooms on the northern section when there is not a scheduled meeting.
- The pandemic

### **Additional Comments**

The respondents are generally very pleased with the Ames Public Library. They used the words: APL Rocks, excellent, great, lovely, amazing, wonderful, beautiful building, and sufficient facility. They also mentioned the friendly staff. Some of the features mentioned were the Bookmobile, great selection of resources, accessing materials online, lighting, and staff. An ISU student stated that the updated library is awesome, and he actually prefers studying here compared to the Parks library.

The library is not free of negative comments. These are some of the comments:

- The staff is rude.
- Why is the library closed during the coronavirus outbreak?
- Sometimes the internet is a bit slow.
- APL is too busy!
- There are no cozy nooks to read in. It seems very cold!
- Seating is less available during finals week
- Wait times for books is too long.
- Bed bug outbreak
- Some titles not available on over drive/lobby.
- For the library has a politically progressive agenda. I tend to avoid the library because of that.
- Do not wish to have our kids around inappropriate programs now being run at the library
- So much is digitized, and I do not know how to use them.

Parking and handicapped accessibility raise concerns. Another respondent asked for more handicapped parking, free parking areas (parking ramp in the north). Also, hours of operation was mentioned as a deterrent to respondents for more frequent use. Respondents want more convenient Sunday hours.

**Figure 14. Comments on Ames Public Library**



**Information Dissemination**

The next section of the questionnaire focused on residential preferences for City communications. Respondents were asked to rate the usefulness of city communications sources on a three-point scale: 1- not useful, 2 – somewhat useful, 3 – very useful or don’t use. Table 23 shows the results. The most frequently used sources for local government information included Facebook/Twitter/YouTube (70%), the City of Ames website (68%), ISU Daily newspaper (57%), Cityside (utility bill insert) (54%), and Ames Tribune newspaper (51%).

When asked about the degree of usefulness of those sources, the most useful source was reported to be City of Ames website (average of 2.47 on a 1-3 scale) even if it was only the second most used source. On the other hand, social media like the Facebook/Twitter/Youtube was the most highly used source, but it was second in terms of usefulness (2.43).

**Table 23. Usefulness of media sources for government information, 2020**

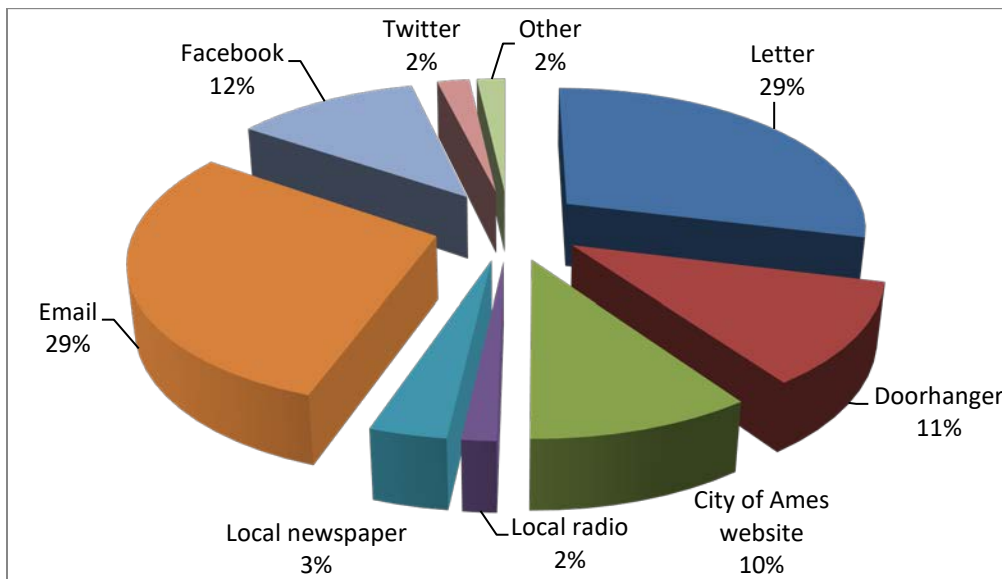
Media	Don't Use Percent	Use Percent	Average*
City of Ames Web page (n=536)	32	68	2.47
Facebook / Twitter / Youtube (n=542)	30	70	2.43
CitySide (utility bill insert) (n=423)	46	54	2.31
Ames Tribune newspaper (n=401)	49	51	2.21
KASI/KCCQ radio (n=252)	68	32	2.14
KHOI (n=196)	75	25	2.07
Des Moines Register newspaper (n=389)	50	50	2.06
ISU Daily newspaper (n=442)	43	57	2.06
Cable TV 12/Government Access Television (n=242)	69	31	2.00
The Sun (n=283)	64	36	1.81

\*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, meetings, and other news in their area. Figure 15 shows that letter and email are the most favored methods of communication (29% respectively), followed by Facebook (12%), door hanger (11%), City website (10%), local newspaper (3%), Twitter and local radio (2%).

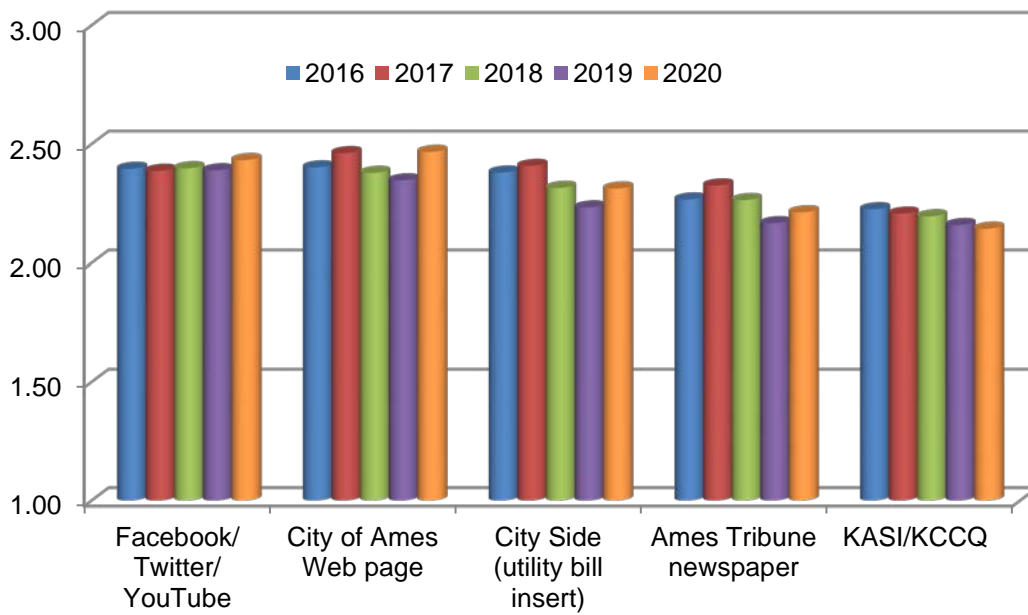
The responses varied slightly for ISU students. Email is the best way to communicate (38%), followed by letter (16%), City of Ames website (14%), Facebook (12%), door hanger (11%), Twitter (4%), local radio (2%), and local newspaper (2%).

**Figure 15. Preferred method to learn about City services, programs or projects, 2020**



Figures 16a&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 higher average scores this year compared to previous year except for KASI/KCCQ with .02% lower. The City of Ames website, social media, and the City Side newsletter remain the most useful sources of City information. There was an increase in the perceived usefulness of the City Channel 12.

**Figure 16a. Usefulness of news sources over the past five years (Users only)**



**Figure 16b. Usefulness of news sources over the past five years (Users only)**

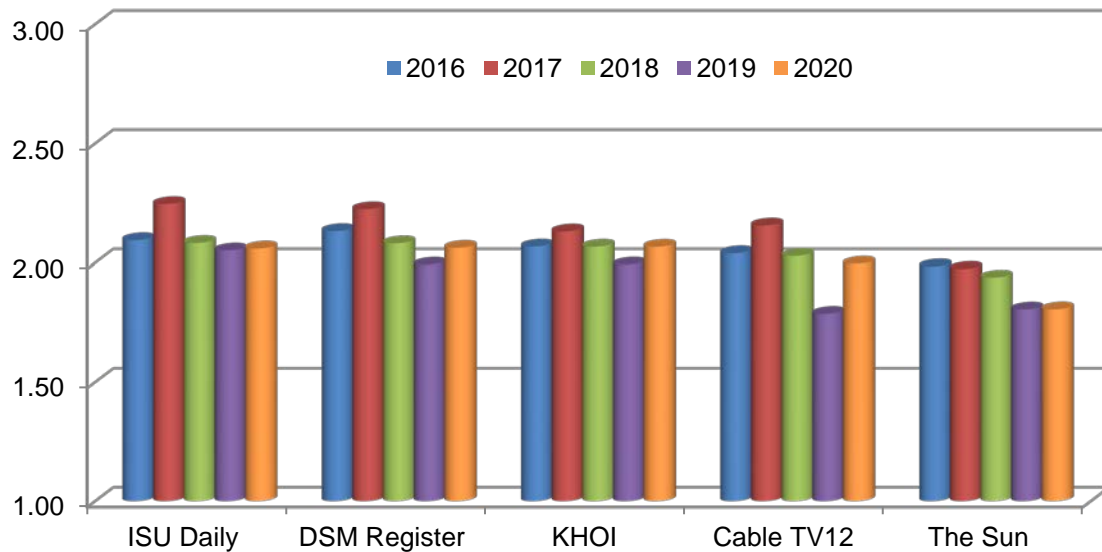


Table 24 indicates the usefulness of various communication tools based on the respondent’s student status. There were some statistically significant differences between student and non-student responses. CitySide (newsletter) was more useful to Ames residents (non-ISU students) than to ISU students. However, social media such as Facebook/Twitter/YouTube, Des Moines Register newspaper, and the ISU Daily newspaper were more useful to ISU students than to non-student residents.



Both groups found the City website, Ames Tribune newspaper similarly useful. Local radio and television stations (KASI/KCCQ radio, KHOI and Cable TV12/Government Access Television) were also equally useful to both ISU students and non-students.

**Table 24. Usefulness of news sources for Non-student and ISU students**

Information Source	Non-student	Student
	Average	
City of Ames website	2.49	2.43
CitySide (utility bill insert)*	2.39	2.13
Facebook/ Twitter/ YouTube*	2.37	2.49
Ames Tribune newspaper	2.21	2.22
KASI/KCCQ radio	2.17	2.10
KHOI	2.08	2.05
Des Moines Register Newspaper*	1.97	2.17
Cable TV 12/Government Access Television	1.86	2.15
ISU Daily newspaper*	1.81	2.19
The Sun	1.80	1.81

\*statistically significant at .05 level

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

### City Channel 12

Another city media outlet is City Channel 12. This communication tool is available to Mediacom TV subscribers and is streamed from the City’s website.

Only one-third (33%) of survey respondents were Mediacom cable TV subscribers. Among the Mediacom subscribers reporting, 69% never watch City Channel 12.

Table 25 shows that Channel 12 has peak viewership between 6 p.m. and 9 p.m. (20%). Of the survey respondents who indicated their frequency of watching Channel12 (n=59), fifty-eight percent watched for one hour or less per week and 15% watched two to three hours per week. Twenty-seven 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 =253)**

	Percent
Never watch TV 12	69
12:01 a.m. to 6:00 a.m.	0
6:01 a.m. to noon	3
12:01 p.m. to 6:00 p.m.	5
6:01 p.m. to 9:00 p.m.	20
9:01 p.m. to midnight	3

**Table 26. Hours per week for those watch TV Channel 12 (n = 59)**

	Percent
0-1 hour	58
2-3 hours	15
4-5 hours	8
>5 hours	19

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

More than half (57%) of the respondents use the City of Ames’ website ([www.CityofAmes.org](http://www.CityofAmes.org)). Of those who reported using the City’s website, the main purposes include checking for community updates (65%), using Ames Public Library account (42%), signing up for Parks and Recreation classes (27%), gathering information for City Council meeting or other City meeting (19%), and watching a City Council meeting or Channel 12 programming on video streaming (11%).

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

- City utilities (i.e. pay bill, sign-up) (n=46)
- Staff/ department contact (n=9)
- City calendar and events (i.e. yard waste days, seasonal events) (n=6)
- Miscellaneous info/news (n=5)
- Employment opportunities (n=3)
- Pay fines (n=3)
- Ames Animal shelter page (n=1)
- Check police log (n=1)
- City parks (n=1)

- Collect GIS information for class and research (n=1)
- Information about city programs (n=1)
- Permit information (n=1)

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

- Update the website
  - You need a better website that is easier to navigate - very poor today
  - Make updates, it old and not extremely user friendly
  - Parks and Recs sign is bulky unmodern/difficult to use. Searching for specific class is so hard. Trying to search for park info is frustrating
- Utilities
  - The information that AutoPay for Electric bill can be set up without visiting the customer care at City of Ames. It can be done by email itself
  - Paying utility bill online shouldn't cost more
- Housing
  - Average apartment rents in Ames
  - Renter Rights
- Local events
  - Local events
  - Weekly event schedule
  - More events occurring during the month for community activities
- Weather Announcement
  - Weather related closings if those are not already included
  - When the snow ordinance has gone to effect
- Direct access to building, codes
- Resources for aging citizens
- Healthy life center. Very needed
- None
  - I honestly though the website was great
  - I think website is good

## Your Health

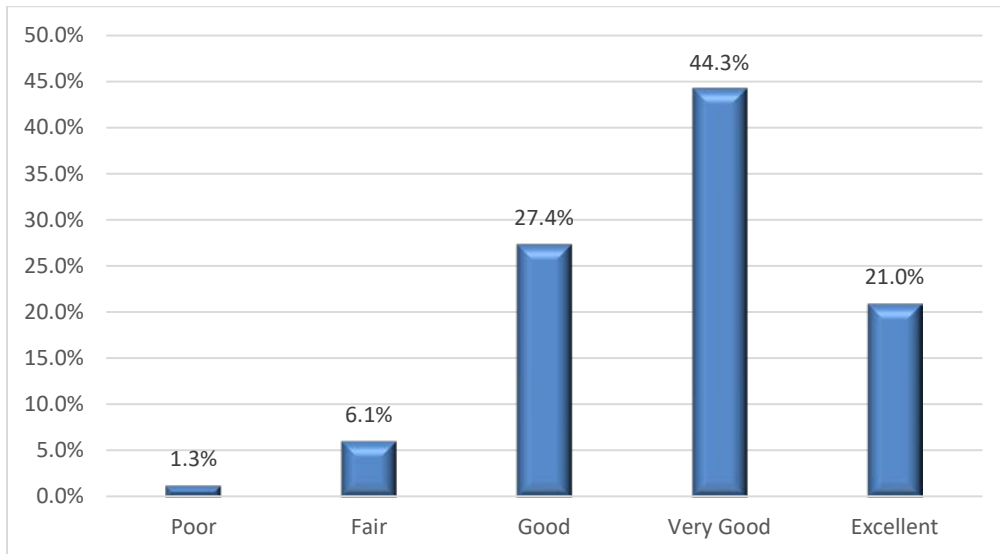
For the third year, respondents were asked how healthy they feel. On a scale of 1 to 5 (5 being excellent and 1 as poor), the average rating is 3.78 (slightly higher than last year). Figure 17 shows the overall health rating of respondents. Of the respondents, 65% rate their health as very good (44%) or excellent (21%.) Only 7% of the respondents rated themselves to have poor (1%) and fair health (6%).

When demographic information of the respondents is correlated to the health rating, several variables had significant relationship. Those who give a higher overall health ratings were:

- Younger,
- Short-term residents,
- Female,
- Higher education level (some college up to graduate degree), and
- With higher incomes (from \$150,000 above). The lowest health rating was given by those who had an income level of \$100,000 to \$124,999.

Race, place of residence (by the four quadrant of the city), student versus non-student residents had no impact on overall health rating.

**Figure 17. Overall health rating**



Respondents were asked about their physical activity in the past week. Seven percent (n=52) of the respondents did not engage in physical activity of 20 minutes or more in any single day. Fewer than two-thirds (57%) exercise for at least 2-3 days (30%) or 4-5 days (27%) in a week. More than one-quarter of respondents (29%) exercise 6 or more days a week.

Comparing the non-ISU students with ISU students, there were more non-students who spent more days (4 days+) exercising compared to students (60% and 52%, respectively). Most students reported spending 2-3 days engaging in physical activity. (Table 27)

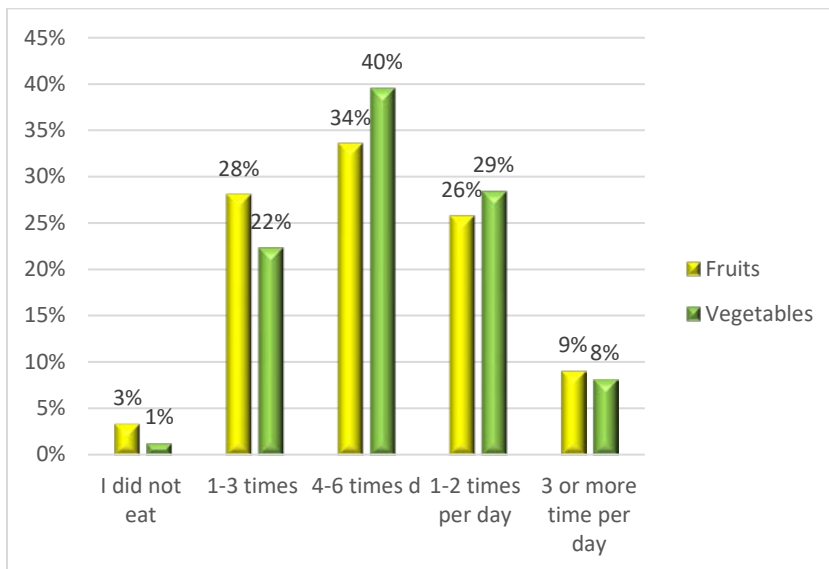
**Table 27. Number of days engaged in physical activity of 20 minutes or more**

Frequency of Exercise	Non-Student (n=414)	Student (n=366)	Total
0 day	6.0%	7.4%	6.7%
1 day	6.0%	8.2%	7.1%
2-3 days	28.0%	32.5%	30.1%
4-5 days	28.3%	26.5%	27.4%
6 or more days	31.6%	25.4%	28.7%
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.

As part of the survey respondents were asked to estimate the number of fruit and vegetable servings they consumed in the past 7 days. A majority of the respondents ate fruits and vegetable in the last seven days. Only 3% (fruits) and 1% (vegetables) respondents reported not eating any fruits and vegetables in the past seven days. Most respondents reportedly had fruits and vegetables 4-6 times per week (34% for fruits and 40% for vegetables). The rate is higher for those who eat vegetables more frequently or daily (37% for vegetables daily) but lower for fruits consumption (35% daily) as shown in Figure 18. Unfortunately, respondents were not asked the quantity of their intake daily so it can't be compared with the federal guidelines.

**Figure 18. Number of times fruit and vegetables were eaten during the past 7 days**



The survey also asks respondents to gauge their interest in community gardens. On a scale of scale of 1 to 5 (1 - being not interested at all, 2 – somewhat not interested, 3 – uncertain, 4 somewhat interested, 5 very interested), the average value is 2.73 (indicating an uncertain level of interest). Almost half (44%) were not interested (not interested at all and somewhat not interested combined) in getting involved in community garden, 20% uncertain, and 36% were interested when somewhat and very interested were 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). However, those with income under \$25,000, less education (less than high school or diploma), retired, students, females, non-whites and renters were more interested in getting involved in community gardens in their neighborhood.

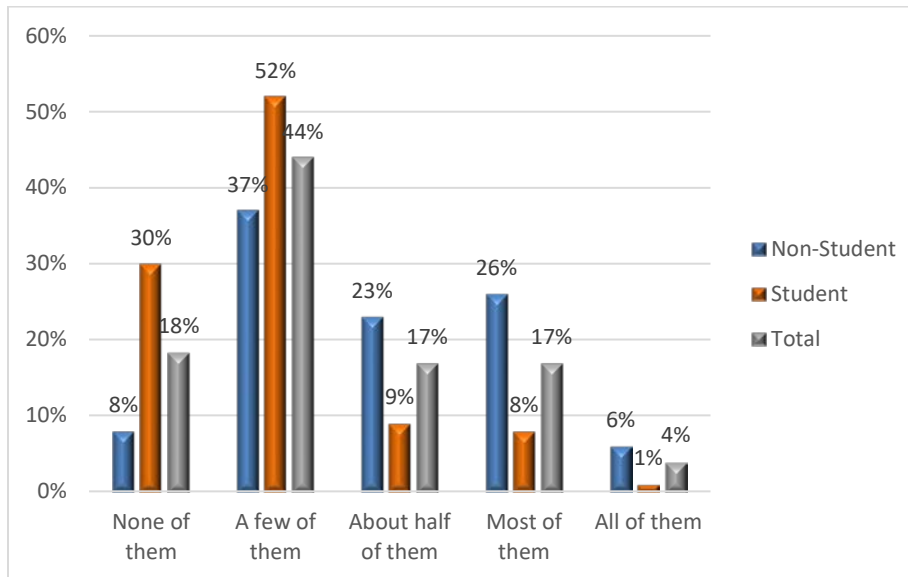
## Sense of Community

For the third time, the survey included an additional question asking about the respondent's perception of 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>. A clear and empirically validated understanding of sense of community can provide the foundation for lawmakers and planners to develop programs that meet their stated goals by strengthening and preserving community.

Figure 19 shows greater than one-third (38%) of the respondents know about half or more of their neighbors. This is down from 57% in 2019. When the numbers are examined by student and non-student populations, 18% of the students reported knowing about half or more of their neighbors compared to 55% of non-students. This year, 8% of non-students reported that they didn't know any of their neighbors compared to 30% of the student population. In 2019, eight percent of non-students didn't know any of their neighbors compared to 33% for ISU students.

**Figure 19. Neighbors you know**



On a scale of 1 to 5 (1 - not at all strong to 5 - extremely strong), respondents were asked to rate their perceived level of sense of community in their neighborhood. Combining the extremely strong and very strong responses, only 16% of the all respondents felt that the sense of community in their neighborhood is strong, but when divided by students and non-students there was a noticeable difference (23% non-students felt a strong sense of community compared to 8% of students). See Figure 20.

Looking at the average score, the sense of the community by all respondents was 2.6 (2.8 for non-students and 2.3 for students).

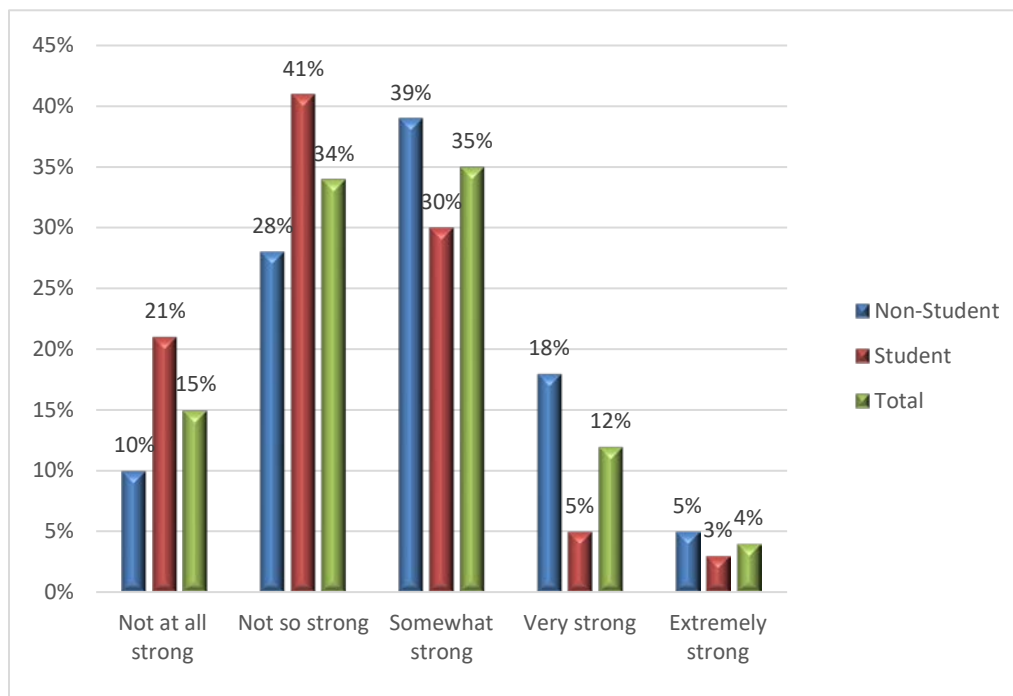
On a scale of 1 to 5 (1 being not at all strong to 5 extremely strong), strength on sense of community were viewed differently by demographic characteristic:

Grouping of respondents:

- ISU student (2.3); non-student residents (2.8)

- Home ownership: Renter (2.2); owner (3.0)
- Gender: no difference
- Household income: the higher the household income, the lower is the sense of community
- Education: stronger sense of community for those with high school diploma (3.0)
- Length of residence: Long-term residents had stronger sense of community than short-term residents
- Age: Older respondents had a stronger sense of community compared to younger respondents
- Residence geography: SW residents had weakest sense of community (2.37), followed by SE (2.55), NW (2.75) and lastly NE (2.78)

**Figure 20. Sense of community in the neighborhood**



Respondents were asked if they agree to six statements regarding community involvement. Table 28 summarizes the responses. When asked if “issues facing my community are important to me,” 90% agreed (somewhat agree/strongly agree). This is higher compared to the 2019 results when almost 6 out of 10 (59%) of the respondents somewhat/strongly agreed that issues facing the community matter to them. Sixty-six percent of respondents indicated that they were knowledgeable about issues facing their community. In the 2019 survey, only 42% of respondents were knowledgeable about the issues facing their community. Fewer than half (40%) of respondents reported that they were not engaged in addressing the issues in the community.

Less than one-third (32%) of respondents volunteered at nonprofit organizations serving the city and another 56% contributed financially as a sign of support. When asked if they serve on the Board of Directors for a non-profit, only 32% indicated that they were board members.

**Table 28. Community Involvement**

Community Involvement Issues	Strongly disagree/ Somewhat Disagree	Somewhat Agree/ Strongly Agree	Average
Issues facing my community are important to me (n=690)	10.4	89.6	4.15
I am knowledgeable about the issues facing my community (n=634)	33.6	66.4	3.37
I currently support nonprofit organization(s) with financial contributions. (n=663)	44.0	56.0	3.13
I am engaged in addressing the issues of my community (n=595)	60.3	39.7	2.70
I currently volunteer for a nonprofit organization serving Ames (n=638)	68.3	31.7	2.24
I currently serve on a Board of Directors for a nonprofit organization serving Ames (n=627)	88.0	12.0	1.52

Table 29 shows the demographic characteristics of the respondents who were likely to be involved in community activities. Older, long-term residents and homeowners stated that issues involving their community were important to them. They were also knowledgeable of community issues, supported the nonprofit organizations financially, and were member of Board of Directors for nonprofit organizations serving Ames. Those who currently serve on a Board of Directors for a nonprofit organization were from the northeast side of the city. Those who were more engaged in addressing community issues were younger, short-term residents, belong in the lowest income bracket, and live on the southeast side of town.

**Table 29. Community involvement by demography**

	Age	Length of Residence	Gender	HH Income	Homeownership	Geographic Residence	Race
Issues facing my community are important to me (n=690)	Older	Long-term		\$150,000–\$199,999	Owner		
I am knowledgeable about the issues facing my community (n=634)	Older	Long-term		\$100,000–124,999	Owner	NE	
I am engaged in addressing the issues of my community (n=595)	Older	Long-term		\$50,000–74,999	Owner		
I currently support nonprofit organization with financial contributions. (n=663)	Older	Long-term	Male	\$150,000–\$199,999	Owner	NE	



I currently serve on a Board of Directors for a nonprofit organization serving the City of Ames (n=627)	Older	Long-term	Male	\$200,000 or more	Owner		
I currently volunteer for a nonprofit organization serving the City of Ames (n=638)	Older	Long-term		\$150,000-\$199,999	Owner		

### Sense of Belonging

This year, a question regarding integration and sense of belonging to the community was asked. This question was asked to determine how integrated Ames residents feel to the community. The six measures of were asked on a 5-point scale, 1 (strongly disagree) to 5 (strongly agree).

Table 30 shows that the city has the attributes for community integration such as:

- the city has a strong commitment to diversity, equity and inclusion (85%),
- there were one or more organizations in this town where they feel they belong (79%), and
- the city is a place where they could perform their full potential.

A majority of respondents also felt secure living in the city. Ninety-one percent of the respondents felt that they were treated with respect at this town, followed by feeling that they belong in this town (84%), and lastly the feeling of being valued as an individual in the Ames community (80%). The average value shown in Table 30 ranges from 3.81 to 4.27 indicating that the respondents agree that those integration/sense of belonging measures are present and/or being observed in the city.

**Table 30. Community Integration and Sense of Belonging**

Issues	Strongly disagree/ Somewhat Disagree	Somewhat Agree/ Strongly Agree	Average
I am treated with respect in this town (n=713)	9.4	90.6	4.27
The city has a strong commitment to diversity, equity, and inclusion (n=662)	15.1	84.9	4.03
I feel I belong in this town (n=710)	16.1	83.9	4.02
I have found one or more organizations in this town where I feel I belong (n=640)	21.1	78.9	3.89
I feel this city is a place where I could perform up to my full potential (n=689)	21.8	78.2	3.87
I feel valued as an individual in the Ames community (n=646)	20.1	79.9	3.81

Table 31 shows that there are some differences in the integration/sense of belonging measures by demography. Due to small sample sizes of other races (Black, American Indian, Asian, Native Hawaiian or Pacific Islander and other), this was grouped as non-whites. Thus, race was analyzed as White versus Non-whites.

Older, long-term residents, homeowners, Whites and those with higher income felt more integrated to the city. See table for specific details. However, perception was the same regardless of geographic residences of the respondents.

**Table 31. Community integration and sense of belonging demography**

	Age	Length of Residence	Gender	HH Income	Home ownership	Race	Geographic Residence
I feel valued as an individual in the Ames community (n=646)	Older	Long-term		\$150,000–\$199,999	Owner	Whites	
I feel I belong at this town (n=710)	Older	Long-term		\$75,000–99,999		Whites	
The city has a strong commitment to diversity, equity, and inclusion (n=662)			Male	\$150,000–\$199,999		Whites	
I am treated with respect at this town (n=713)				\$150,000–\$199,999		Whites	
I feel this city is a place where I could perform up to my full potential (n=689)	Older	Long-term		\$75,000–99,999	Owner	Whites	
I have found one or more organizations in this town where I feel I belong (n=640)	Older				Owner		

Respondents were asked what would make they feel welcome and give them a sense of belonging in Ames. This is an open-ended question. Figure 21 shows that the 231 respondents who answered this question gave 87 different suggestions. One-fifth (20%) of the respondents said that they already felt welcomed and have sense of belonging living in Ames.

A frequently mentioned suggestion was community events such as apartments doing a yearly or monthly get together (cookouts, BBQ, or games), more neighborhood get-togethers, and more events like the farmer's markets, art fair, etc. Events should be in the downtown area and should cater to different age groups. Similarly, a counterpart of this event in winter is needed. Housing is another concern. Better housing market, affordable rents would likely help, being a homeowner rather than a renter, and equal treatment for those who live in a mobile home court. Welcome wagon, street parties, and welcome events were mentioned several times for the newcomers.

These are some of comments/suggestions in relation to the city’s operation. Students feel that they are underrepresented in council meetings and city decisions. Other suggestions were more outdoor recreation, less toxicity and racism outside the university. This is a quote from one of the respondents “I feel like ISU students/young working professionals are treated as more transient people. I've been here for 6 years now (ISU student and now staff) and I still kind of feel the same as I did when I was a student first coming here.” For more detailed responses, please see the appendix.

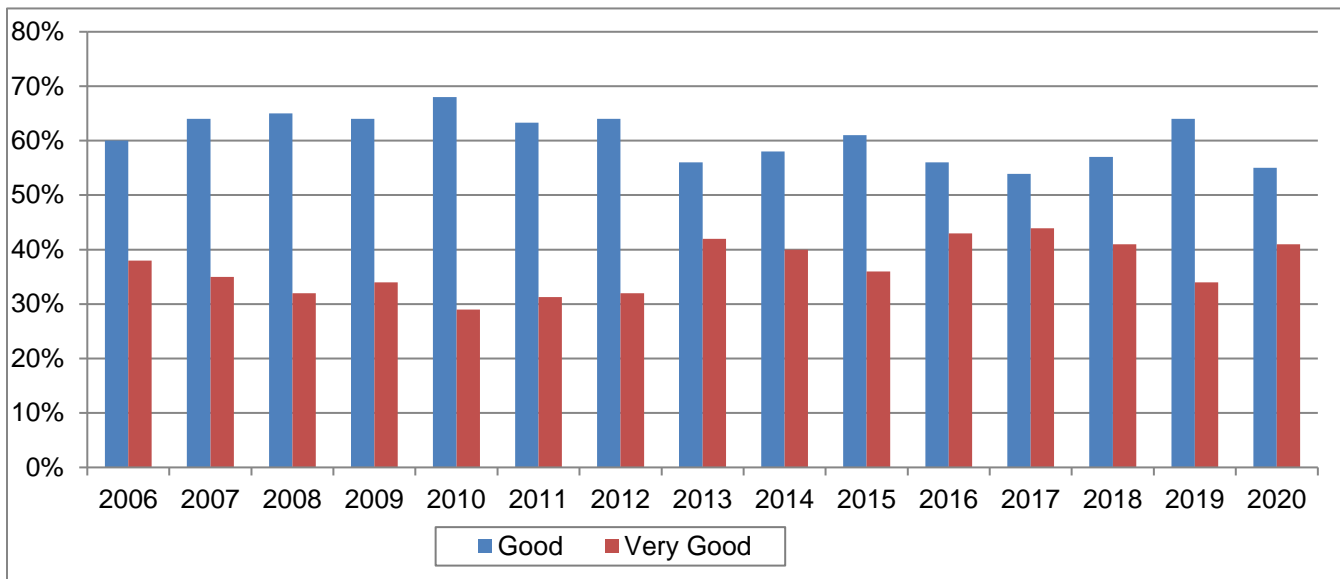
**Figure 21. Suggestion to make you feel welcomed and sense of belonging in Ames**



### City of Ames Overall Service Quality

Each year survey respondents are asked to give an overall evaluation of the quality of services they receive from the City of Ames as well as provide any additional comments. This year forty-one percent of respondents provided a “very good” rating, which is a 7% increase from 2019. The number of respondents rating the City of Ames as “good” was 64% in 2019 (55% in 2020). When the positive (“good” and “very good”) ratings are combined, 96% of Ames residents ranked their overall satisfaction with city services as good or very good. This is the slightly lower than 2019 (98%). (Figure 22)

**Figure 22. Trends in overall satisfaction with City of Ames service quality (good/very good)**



### **Other Issues the City Should Focus On**

The survey asked respondents if there were other issues that the City should focus on its attention towards. Three hundred fifty-nine responses were provided by 299 respondents. Figure 23 shows the visual presentation of the responses using <https://tagcrowd.com/>.

Street maintenance, housing (affordability and rental housing policy), and traffic flow were the three major discussion topics in this section. These were mentioned 32 times, 27 times and 20 times, respectively. Other important issues that were mentioned for ten times or more include bike paths, sustainability or recycling, parking, equity and inclusion, homelessness and taxes.

The most common issue mentioned related street maintenance were improvement of roads such as pothole repairs, repaving rough roads and fixing both primary and neighborhood streets. There was a suggestion of street improvements on Mortensen, Lincoln Way, Duff Avenue, and to get from west Ames to north part of the city (i.e. a loop highway from US 30 to I35 going around west and north Ames.) Snow removal was also mentioned. A considerable number of respondents suggested prompt snow removal on both main and neighborhood roads. Sanding the sidewalks in winter was also mentioned.

Affordable housing was a major issue discussed by survey respondents. Both students and non-students expressed a desire for affordable housing, especially senior citizens. Improving the overall quality of housing stock for moderate-income residents was mentioned. Suggested strategies included increasing zoning options for higher density housing, and a moratorium on removing affordable housing for new construction.

Traffic flow was another concern of the respondents. North to south traffic circulation especially after major events in ISU campus.

More bike lanes and safer bike lanes were mentioned by respondents. Parking is another issue. Some suggested more parking especially in downtown and ISU campus, reducing parking meters, and eliminating the parking enforcement division. Some suggested parking should be free especially in public places like the library, downtown area, etc.

Homelessness and equity/inclusion are the two new issues that were mentioned this year. People noticed the presence of homeless people asking for money at intersections and suggested the City should not allow this. Another suggested the City should clean up homeless camps. Others suggested there is a need for the City to address homelessness, human services support, and funding for vulnerable populations.

Equity and racial equity/justice was addressed this year. Respondents were concerned about equity in representation, employment, services, and outcomes for all racial groups. Suggestions included letting new residents know what resources and information are available and where. Others said poverty has always been an issue in Ames, and there is a need to support vulnerable populations (low income, abused, immigrants, and refugees).

Other comments revolve around sustainable and recycling needs. Green initiatives for climate change adaptation should be one issues that city should focus on. People should be aware of the importance of recycling and how to do it (i.e. renewable energy, such as solar energy, curbside recycling and other sustainable waste programs and renewable energy). There were several comments on reducing taxes, especially on the elderly and low income. With Covid19, some suggested mental health will be big for both health providers and the public. A better treatment of mental health issues as relates to youth is warranted. For exact wording of the responses, please refer to the appendix.

**Figure 23. Other issues the city should focus**



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

There was a total of 438 responses to the question of the “Best thing about living in Ames.” Responses discussed a variety of topics, including the amenities, community, safety, and diversity of Ames. For full comments, please refer to the appendix. Seven major themes were city features (133 mentions), adjectives given to the city (91 mentions), the people (90 mentions), infrastructure (80 mentions), economy (19 mentions), city activities or events (17 mentions) , and nature (8 mentions).

More than half of the responses focused description of the city including features and adjectives. Comments included discussion of experiencing a sense of community and having a “small-town feel,” right size, best tap water, diverse population and neighborhood, being a college town, well managed city, and relationship between ISU and the city. Adjectives given to the city were safe, accessible, clean, quiet, nice, peaceful, beautiful, homey, and calm. Several people agreed that Ames is a good place to raise a family. Safety in school and school systems are the best thing. The presence of law enforcement is great for a college town (feeling secured when you are out and about). Respondents discussed the low crime rate and safety.

The people and community are overall the best part about living in Ames, according to a respondent. Many respondents admired the quality of the residents being friendly, have sense of community, family oriented, inclusive, diverse, and have sense of volunteerism. “It is a highly educated city and have lots of caring people who work to help each other.”

Others described Ames as a smaller city with big city amenities, resources, and activities. Both Parks Library and Ames Public Library, local transportation (CyRide), local businesses, medical facilities (clinics and hospital), downtown and the Ames Dog Park were the most mentioned features of the city. There were also many comments regarding the shopping, restaurants, and activities in Ames. Respondents appreciated the quantity and diversity of options in restaurants and activities that are offered in Ames. Farmers Market was also mentioned. These are quotes from participants: “There is always something going on in Ames,” and “Being retired, I like wide variety of (activities) offered; i.e. athletic events (ISU), churches, concerts, etc.”

There were numerous comments regarding Iowa State University and the positive contribution it has on the Ames community. Many respondents recognized the opportunities and amenities that Iowa State University brings to the community such as events, lectures, and activities. C.Y. Stephens and ISU athletic events were commonly mentioned. Respondents want to see the relationship between the City of Ames and Iowa State University grow. Overall, living in a college town was seen as an asset.

**Figure 24. Best things about living in Ames**



## What would make Ames fun, vibrant community?

This year, an open-ended question was asked on would make Ames a fun, vibrant community. More than half (54% or 390 respondents) responded to this question.

The responses varied from a variety of topics including recreational facilities and activities (45%), community infrastructure (19%), economic development (14%), and culture (7%). Another seven percent of the respondents mentioned other suggestions. For summary, see Figure 25 and specific comments on the appendix.

Eleven percent (51 respondents) indicated that Ames is already a fun, vibrant community. Nothing needs to be changed or added, as they were happy living in Ames. Special mention was made with Octagon Arts Festival, Farmers Market, and Midnight Madness.

Almost half of the respondents (45%) indicated recreational facilities and activities would make Ames fun and vibrant. Both indoor and outdoor recreational activities were cited. Some of the outdoor activities cited were:

- Parks
  - Adult calisthenics park
  - Ada Hayden Park was/is the best thing Ames has done
  - We really value Ada Hayden, Moore Park, and those trails. Make more spaces like these to help keep people in Ames.
  - An addition to the skate park, it gets crowded A community garden, one that any can work on/in and use/improve
  - Larger outdoor park, community gardens
  - Better parks
  - More parks
  - Build park in Sunset Ridge
  - Something like skate parks, fields to play on, etc. Improving parks to attract more people
  - More small neighborhood parks
  - Keep up with promoting parks and exercise.
- Kayak and canoe rentals during week
- A splash pad for kids Have more outdoor recreational activities that can be seen from popular roads. It makes a city look fun and lived in.
- More tennis courts and sand volleyball courts
- Maybe a new mountain to hike would be good
- Maybe an addition to the pool. It gets really, really busy when its hot out
- More hiking trails or outdoor recreation
- Outdoor recreation groups (hiking, kayaking, etc.) (x2)
- More attention to health and outdoor recreation
- More things to do an outdoor activities summer and winter (all year round)
- Revamped community spaces - parks, outdoor trails
- It's the one thing Ames is truly lacking in terms of Parks + Rec facilities. - Ames Parks + Rec should look into providing fun and unique short-term equipment rentals at Ada Hayden, such as tandem bikes, recumbent bikes, kayaks, stand-up paddleboards, etc. to encourage fun and healthy activities outdoors!
- The City of Ames should explore investing in a roller-skating rink, similar to how we have an ice rink, pool, etc. It would provide a safe, fun place for residents of all ages to enjoy a healthy activity. It would also give an opportunity for school skate night/fundraisers, birthday parties, Parks + Rec classes, and a "home" for the local Ames roller derby team



Indoor recreations and wellness mentioned were:

- Indoor Pool
  - A new Healthy Life Center with pool and fitness facilities. The community center is good but is outdated. Need our own place for just fitness and no other activities going on!
  - A warm water indoor pool that everyone can afford, it doesn't need to be a big lifestyle center.
  - The city still needs to figure out how to build an indoor pool and indoor playground
  - All weather indoor pool
  - An indoor pool would be nice. Ames High School is not the best. So crowded
  - Indoor swimming pool, accessible to all better senior citizens center - with goal of more seniors using social activities
- A center that includes a new pool, or pools, that include a cold-water lap lane and a warm pool for therapeutic use
- A recreational facility or YMCA type center
- Continue to improve recreation options in the city (e.g. convert old Ames High School to a museum and recreational gymnasium)
- More indoor recreational options for winter months.
- More dance classes at rec center
- More indoor recreation services for families during colder months.
- A recreation facility like the one defeated recently
- Wellness courses/facilities.
- The health center that was voted on one time. It needs to move forward to keep up with other cities like Ankeny
- The failed recreation center

Community festivals, concerts suggested:

- More cultural festivals and activities or events that are unique to Ames
- Music
  - More and good concerts
  - Live music - more entertainment (e.g., live music) for non-college age population
  - All ages music venue like Ames Progressive used to be
- Arts
  - Alternate art sale - open to whoever wants to put up a table
  - Arts festival or summer park gathering
  - More attention to arts and festivals. Ames needs some kind of yearly festival. I would also like to see more activities for young people through non-Iowa State affiliated events.
  - Ames could be more fun by attracting more big-name artists and musicians to perform. Also, holding more street festivals (much like how Davenport, IA, has the Bix Festival and various St. Patrick's Day events) in Ames.
- Bigger farmers market
- More things to do as a community like Summerfest, concerts with different vendors, flea markets, food fairs, karaoke in the park, international food tasting events, talent shows, drive-in movie theater
- Bring back VEISHA

Other suggested measures were:

- Economic development
  - More shopping, more non-chain restaurants
  - More restaurants, stores, and entertainment
  - More restaurants with outdoor seating. Year-round farmers market facility

- More diverse restaurants.
- More coffee shops
- More bars
- More mom and pop restaurants
- I think we should encourage small business owners to invest in the old downtown area, bring back block parties and stop allowing major chains to control Duff Ave.
- Redo downtown, expand outdoor eating, less of a smaller-town feel (Ames needs to decide if it is a small rural city or if it should expand towards more suburban-style with more choices available to consumers
- A winery
- Great shopping, dining options
- More retail and movie theater
- Community Events
  - A more effectively run school district that got the community involved more in its activities.
  - Activities/events that bring the entire community together
  - City Events
  - Bring back bike night
  - Dance club
  - Events in the summer
  - Community engaging events, city-wide opportunities for kids/youth
  - Continue providing community events, such as the Art Walk
  - Community spaces central to people for skating, concerts, parties, etc.
  - Convention center
  - Events in campus town
  - If there were more city-wide events or fun things, that would make it more vibrant!
  - More outdoor activities
- A sports team - professional, semi-professional. Roller skating rink, bowling. Possibly showing sports from high school level on local TV.
- A children's museum.
- Bringing more unique stores, restaurants, and attractions to the city
- Continue to improve the Main St. and Welch Ave. areas
- Easier access to downtown, more breweries/restaurants downtown
- Expanding/revitalizing "downtown"
- Casino
- Free/affordable daycare and an amusement
- I would love a multicultural district where they had something like the NewBo district in Cedar Rapids.
- Allow fireworks and marijuana
- Less alcohol and drug enforcement
- Zoning laws and tax incentives
- A community that is fun and vibrant is a community where everyone can equitably participate, be involved, and feel included.
- A fun and vibrant community is primarily based on the individual choices of the community. Covid 19 has a significant impact on this question
- Again, more culture, focused on local events. A city is defined by its culture
- All age activities, more public activities
- Continuing to incorporate initiatives to make EVERYONE in our community feel welcome and supported.

Figure 25. What would make Ames a fun, vibrant community?



## Residential Satisfaction Actual Open-Ended Responses

### Comments on Overall City of Ames Services

- Positive Comments on the City
  - Ames is a great place to live. However, it is the most expensive of all the places I have lived. This makes financial problems for many students.
  - Ames is a very well-run city in my opinion
  - Ames is a wonderful city to live in, it would be fantastic to create more engaging areas and opportunities to work with young people
  - Ames is a wonderful town and the people who design it, I believe, put in a lot of effort and it shows. I didn't see any questions regarding sidewalk maintenance so I just wanted to mention that the sidewalks in the Old Town Neighborhood are in poor condition and it would be nice to have those updated particularly because they surround the hospital and it would be nice for people with certain disabilities to be able to enjoy the area with ease.
  - Ames seems like a well-run city (2x)
  - Ames seems to run itself well for a city of its size.
  - City seems great, minor issues regarding noise issues but overall a really relaxed and nice town to live in.
  - Good
  - Good city to live in overall as a college student. Not sure as a working adult. But as a student, I would highly recommend Iowa State University because the city of Ames pairs very well with the University and student life.
  - Great work.
  - Great!
  - Happy with the city
  - I have lived in Ames for close to 8 years. First moved here for my degree and then became employed by the university. Love living here.
  - I like Ames
  - I like living in Ames. The residents are very different and the city is very split politically, but I still feel comfortable going anywhere in public.
  - I love Ames!
  - I love Ames. It's an excellent city.
  - I love Ames. Thanks!
  - Love it here. No city is perfect and if we could address some drug use that isn't marijuana (which is legal in almost half the United States) we could reduce some of the more victim-related crime such as petty theft.
  - Never had a problem or didn't use
  - Nice city
  - Overall, I am very satisfied with the services that Ames provides
  - Overall, the services I have used are excellent.
  - Overall, I think the City of Ames does a good job. The only comment otherwise is with traffic flow and traffic control. Duff is my main issue, but I know there is only so much you can do at any given time.
  - Overall, services are great. As a City, stop building apartments and cutting down trees. Soon, Ames will look like another Iowa corn field with abandoned buildings.
  - Pretty good overall
  - Thank you.
  - The City of Ames does a nice job with the upkeep of their city and their services. There are no major problems that I have ever come across.

- The city offers enough to students to live there.
- CyRide
  - CyRide 2.0 was not soundly thought over
  - CyRide doesn't serve a low-income demographic in Ames. Its service priority to the city is outreach from the University for the student population into the community, and with community sprawl it doesn't do that very well either. Ames would be a safer and more effective place for all stages of life if public transportation was considered for more than the University population.
  - CyRide is amazing. Favorite part of Ames!
  - CyRide night ride is a wonderful program.
  - Direct routes may increase riders.
  - I have used CyRide service but it has been about 10 years since then. I thought it was very nice. I have heard others that have used it and they are very satisfied with the service.
  - I'd like to use CyRide more - maybe when kids are older
  - Same as comment before on CyRide

#### Electricity

- Electric rates seems high for the efforts we put forth to create our own energy.
- Electric services too expensive
- Need to get rental houses enrolled.

#### Internet

- Internet speeds (and reliability, for Mediacom) are sorely lacking -- we're literally TWENTY YEARS behind towns like Huxley and Cedar Falls -- but I understand the reasons (smaller than Cedar Falls, but too big for federal funding like Huxley), and I'm really looking forward to MetroNet's fiber. (I'm already signed up, and they just put advanced-notice signs at the ends of our driveways in my neighborhood.) I think Ames should've done municipal fiber much earlier, but MetroNet is certainly getting it installed faster now that they're here. I'm hopeful and optimistic!
- ISU
  - GO CYCLONES!
- Housing
  - Need to get rental houses enrolled.
  - I am concerned on the massive rental build up, and its impact on affordable housing. Seems to be a shortage of affordable houses for first time or lower income buyers.
- Library
  - I am appalled that the library sponsors cross-dressing and drag queen events, especially for children. In my opinion, this constitutes sexual abuse of children and should be punishable by law. It is not the role of our library to promote "agendas." It should be stopped immediately. In the past, I have always supported bond issues for the benefit of the library - no more.
  - Was very unhappy with library hosting and promoting the "Drag" entertainment.
  - Library needs to concentrate on providing services to entire community, not be a homeless shelter by default or political action group.
- Nuisance Ordinance
  - We live well away from typical student housing so noise is not an issue
  - Public nuisance is over-serviced
- Parking
  - Parking is horrible in Ames. Everyone who comes to Ames says this.
- Parks & Recreation
  - Ames is an amazing city! Keep up with adding parks & bike trails!
  - Dog park needs reopened now! A second dog park in north Ames would be nice. They're doing an okay job. If you can make improvements do them. Some parks especially need some support right now.
  - Trails should get some money from the city's transportation budget. The bridge in

Emma McCarthy Lee Park is needed for transportation of walkers, bikers to cut the distance from NW Ames to Campustown businesses.

- Police
  - Police APD and CyRide make life in Ames harder rather than easier.
  - Contacted police recently and did not have a good experience
  - I learn more from the police social media account that I do from most city website pages - the website is difficult to find things, even with search. Too much reliance on presuming you know people are there trying to guide people by their concern on internet
  - More focus on serious crime issues and less on college parties/gatherings. As long as no one is getting hurt and it isn't out of control, there are more important things to patrol.
  - Need more police officers for increased response times
  - We could be the only city in Iowa that isn't perpetually 10 years in the past, it's starting to feel like Alabama here. Ames should reform their marijuana laws, this WILL and is proven to lower opioid use. You will save lives and stand out as a front runner on individual rights in Iowa.
  - Why isn't anyone investigating crimes?
- Recycling
  - Ames needs a recycling center.
  - Good but needs more recycling options
- Street Maintenance
  - Ames could use better snow removal services.
  - Anything to do with roads, the city of Ames does a poor job. Other than that everything seems decent
  - Snow plowing and ice removal is terrible in Ames. This should be well taken care of, especially in a city that has many drivers who don't have experience driving in winter weather.
  - Stop spending money so poorly in the city and focus on fixing what needs to be fixed. There was no need to put up some fancy lights along the highway. The proposal to change Lincoln Way to two lanes is also idiotic.
  - Water. Basically utilities are reliable. Water/sewer expensive
  - Bikes should not have lanes in the middle of the road. Get them off the busy roads
- Others
  - Could officers become members of Lions, Kiwanis, etc.?
  - More control of fireworks
  - The cost of services is increasing at a rate far in excess of work salaries. We must all find ways to reduce costs. It is easy to mandate price increases on essentials for life (water) rather than work hard to contain costs. We need to concentrate on water experts who can find ways to lower costs, without lowering quality, rather than take the path of least resistance and pass on new costs to residents.
  - The fact that only one person can be listed on utilities is extremely annoying

## Comments on Police Department activities

- More patrol is needed in some areas like south of the west HyVee.
- Additional training on implicit bias training and building relationships is important and I think the Ames PD has already made great improvement in this area.
- After living in Ames 30 years, I ran into my first rude Ames officer. Not in any kind of enforcement, but just to ask him a question when he was on patrol. I am looking at this as a POSITIVE as once in 30 years is pretty good. Given how humans are.
- All comments I have heard are positive!
- All of the responses I have given are based on me living in a safe and provided circumstance right now.
- Ames PD is awesome! Please continue advertising the Citizen Police Academy
- Ames PD is doing a good job. Some things could always use more patrolling in my opinion.
- Ames Police Department has done a fine job keeping the city a safe place to attend school and to work. I have no problems, nor does anybody I know have any problems with the Ames Police Department.
- APD consistently disappoints and endangers citizens.
- As someone who lives on Tripp Street, I really appreciate the additional patrolling of the area, especially at night. I would have liked to have seen more patrolling in the winter months as well though not just as the weather warmed up.
- The attitudes in high school about drugs is flippant.
- They are an awesome P.D.
- I would like them to do everything within its power and charge for all items. I know only what I need, hear, and see. I'm sure that's a tiny fraction of what is done.
- The crime prevention initiatives are very appreciated.
- These issues are dependent on what part of Ames you're in.
- Do not know since we haven't encountered any of these activities/issues (x4)
- Dogs need to stop attacking me.
- Don't have enough to say. Have no complaints.
- During periods low demand for parking (ISU spring break, Christmas break, parking time permitted can be extended in Campustown)
- Except for parking enforcement, I have no contact with our police department.
- Far less time and money should be devoted to parking tickets in areas such as Main Street. Policing those areas constantly does nothing but discourage shopping at small businesses that are staples of Ames.
- God blessed our cops.
- Great job! (x4)
- Had a friend who had his tags expired on his car which he couldn't afford at the time. He wasn't using it and it was parked in the street since our driveway was full. Ames PD had it towed without a written warning for him and it cost him almost twice the amount of money than to just write a note or warning. They have to care more about the people and less about the money. Other than that, officers have pulled me over for minor reasons. I feel it's because my car is blacked out (windows and paint). I feel targeted sometimes from them, but officers are nice, and no tickets or issues stemmed from me getting pulled over.
- Handing out maps and public intoxication is just a way for the city to steal money from students. It doesn't contribute to public safety at all. We should focus on teaching people to drive in Ames through mandatory traffic school because everyone seems to be bad at driving, including myself.
- I am not aware of any weaknesses or overzealous enforcement of our PD!
- I appreciate the Facebook posts during quarantine.

- I appreciate when I saw some police officers talking to a young man who had "run away" from home on my street. I don't appreciate when there is a car patrolling every hour on a residential street. Spend more time investigating actual violent crime and sexual assault and less time trying to get people in trouble who aren't hurting anyone.
- I consider marijuana possession to be a low priority crime.
- I do Adoration at 2:00 AM at Saint Cecilia in Ames. The patrol cars are checking the entrance where we go in. Thank you very much.
- I don't really have a lot of experience with the APD (which is probably a good thing), so I don't think I have a very good measure of which areas need more or less emphasis.
- I'm going to assume this means Ames is doing a pretty good. The cars speeding through neighborhoods are just dangerous for everyone.
- I feel very safe in the city of Ames.
- I have never had any problems with how the police do their thing. Just keep doing what they're doing.
- I live in an apartment complex of all college students except for three tenants. They use, distribute, and make meth and the cops are constantly over at the complex but NOTHING PROACTIVE OR BENEFICIAL IS EVER DONE. One officer told me "I have no doubt they're selling drugs, but they aren't hurting anyone right now." Last Monday, that same meth head set their apartment on fire. Very frustrated with their lack of effort. I guarantee if you ask an officer about 2824 West Street apartments, they'll know exactly who I'm talking about. It was pathetic. It caused me and three other tenants to move out.
- I love the job they are currently doing and really appreciate them for all they do.
- I really think the Ames Police do a great job. I like that they have a presence and don't let serious crimes go unchecked, but they don't go looking for trouble for petty things like minor traffic errors or reasonable, safe alcohol use. I feel like their outreach and interaction with the public is top-notch, especially programs like the Donut Disrespect campaign they did (with ISU Police) that truly went viral and inspired other communities across the nation to do similar programs. It might be important to increase investigation and protection for sex offenses (including trafficking) and domestic abuse, but I don't know much about how prevalent that is in Ames; they may already be doing enough since I haven't heard of major problems.
- I see Ames PD patrol the main roads frequently and rarely in the neighborhoods and back roads. I would like those areas patrolled more than roads like Lincoln Way and Duff Ave.
- I see the Ames police patrolling outside of my apartment regularly, at least once a week. This makes me feel safe in my environment and I'm thankful for the work they do.
- I think Ames PD is great. I just marked more because I think they are important.
- I think the Ames Police Department does a great job and I have always felt safe in Ames. (x2)
- I trust if Ames has a spike in area, Ames PD will adjust accordingly.
- I would like to see more education.
- I'm not familiar with the city's crime stats. Overall, I'm pleased with the PD, and it seems resources are allocated well.
- I've reported speeding 3x now on my block.
- In winter, people who get stuck in road can hardly get any help from the police department.
- It feels like sometimes the parking department/City of Ames uses us just to get money. We are the last house on a dead-end street and we often get targeted when it comes to parking tickets and snow being shoveled exactly to their standards
- Keep up the good work! (x2)
- Legalize recreational marijuana! (x2)
- More black and brown police officers are needed to create an environment of anti-racism.
- More residential patrolling is needed. I see very little of this.
- My last experience with calling the police was horrible and the officer I dealt with on the phone was very rude and condescending.



- Ames PD needs more engagement with kids - my daughter is afraid to talk with police officers because of their outfit and belt.
- There seems to be a lot of speeding in residential areas. Perhaps speed bumps would help.
- None
- Not close to police activities, so don't really know what needs more or less attention. (x7)
- Overall, I think the Ames Police Department is excellent. I would, however, like to see them signal when turning like the rest of us are supposed to do (many don't). Also, I often wonder how distracted they are while driving and using their computers.
- Parking in Ames needs to be improved. The city of Ames should not be capitalizing on the fact that there is very limited parking by issuing multiple tickets daily.
- Parking laws are very strictly enforced, and I think that this effort could be better used in other areas like domestic violence, crime prevention and education, and sex-related offenses investigations.
- Particularly in areas near the University, students regularly violate traffic rules. I'd like to see some solutions that don't require officers (as I know they are probably stretched thin particularly during sport events, etc.): speed bumps, cameras, etc.
- Patrolling right outside the bars and targeting only males is something I've seen them do. Also, they only ever stop males for drinking related offenses and will at most give females a fine.
- People who visit my house should be able to park in my driveway even if it crosses the sidewalk without getting a ticket. Parking is only on 1 side of my street.
- Please be more pro-active with noise from motorcycles and trucks.
- Please concentrate the speed enforcement in residential neighborhoods and where it is a safety issue.
- Please investigate crimes, patrol the neighbors at night. Check the roofs on the houses. They get on the roofs and wait until you go to bed.
- Please keep increasing training for officers in how to respond to children in crisis.
- Please try to educate people when they do something wrong. Explain to us why it is wrong and what we can do to improve so we don't do it wrong in the future. Don't be a dictator, don't pretend like you have authority over everyone, and don't be rude. Please have the same respect you would like to have if you were in the shoes of the citizen. The public, including myself, likes law enforcement a lot more when they are not dicks. All I ask for is that you are respectful and maybe make light of the situation at hand, even if it is a tough situation. This goes so much further than anyone thinks. Again, just be mindful of the citizen. Your actions could be the difference between life and death. Thank you!
- The police have been good when I have called them.
- There is a problem with people running red lights in town + ISU campus.
- I can't talk bad about the ones who do what others are not willing to. They provide good lectures for those who are not used to chaos.
- I am satisfied with the police.
- Seems like a good department, never had any issues when they've busted our parties in the past. They make fair decisions.
- Seriously, the amount of tickets that are given out in the Ames area should be enough to pay for every road in this state!
- Speeding is a problem in Ames. I've had police cars speed past me on Lincoln Way.
- Start enforcing traffic laws for bicycles. As a CyRide driver, I see bicyclists running red lights, stop signs, and other infractions almost every day and it's just a matter of time before one gets run over or smashes into a pedestrian.
- Stop targeting people of color for alcohol-related events.
- Stop vagrant campgrounds. Check on people there to see if any are wanted somewhere else. Make Ames safer for a female student who is just out early morning to play a few holes of golf.
- Thank you for doing what you do!!

- Thank you for working closely with the DOR. As a community adviser I feel comfortable contacting you.
- The Ames PD has been beneficial for my time in Ames. I have had several encounters with them, most of them all being within various programs offered through the University. Otherwise they have always been very polite when encountering. Overall, very solid job, and appreciate the effort they supply to their line of work.
- The Ames Police Department has a worse community reputation than the ISU Police Department because they are not as intentional about accommodating people with marginalized identities and they are more aware of the historical violence linked to law enforcement.
- The automated sign on Jewel does not slow people down.
- The City of Ames takes advantage of college students with their parking ticket policies. I'm extraordinarily dissatisfied with the overabundance of issuance of parking tickets.
- The only interaction I've had with the police department is my sister following them on twitter.
- The parking division only cares about money. There is no reason they need to give out tickets as much as they do. Something needs to be done about parking near the campus area and make it more accessible for everyone. We shouldn't have to pay to park a block away. We already pay thousands of dollars to attend the school.
- The police department does an excellent job. I always feel safe in Ames.
- The police department is VERY receptive to the needs of our neighborhood association and always come to our annual meeting with excellent information.
- The police force in Ames is way overstaffed. Stop spending money in such poor ways.
- The quota that must be hit in terms of alcohol related offenses is very apparent. On game days when tailgating, I, as a 21-year-old law-abiding citizen, do not understand the inconsistency. Some days I am not stopped with alcohol once, some I am stopped up to 10 times in a day.
- They do a good job, and the officers are really nice.
- I need more awareness of what is going on
- I don't really know how much emphasis is placed on each activity. I would guess that priorities change daily or with season/school year.
- There are too many speed traps on commuter routes.
- Ames PD has very professional personnel!
- We are pleased with the Ames Police presence in the community and their innovative approaches to communicating to the public through social media and other external communication channels.
- We do not know what the laws are regarding rentals.
- We need a greater presence of police in Ames!!
- When we've had noise complaints, they are either extremely slow to respond (hours later) or don't respond at all. This is frustrating because the times we resort to calling them the noise is extreme.
- It would be good to feel like the police are on your side and not that you are guilty till proven innocent. Ames is a college town, deal with the reality of living in one.
- Christmas shopping is a great success. PD's connection to the city is poor.
- You're doing amazing, thank you guys for your hard work keeping our community safe.

## Comments on Fire Department activities

- Good for schools; not so much for the community.
- As a former president of a fraternity on campus, I have gotten the chance to interact with the fire department during our annual fire checks. We also got the opportunity to see them in action when our fire alarms were malfunctioning a few years ago. They were very helpful and professional.
- The block party facilitation was very much appreciated.
- I cannot talk bad about the fellows who volunteered to do what many would not. I've never required their services, but they are fun guys to interact with, especially the medics.
- They checked my carbon monoxide detector for free! This was very helpful!
- I didn't know safety inspections were available for homeowners.
- During an SUV event they came to teach us how to use fire extinguishers. It was very informative. The staff were very patient and nice about it. They definitely knew what they were doing.
- I feel like they don't check the apartments as much as they should and just trust landlords to keep things up to code. A lot of landlords in Ames do the bare minimum if anything.
- Fortunately, I haven't needed them but outreach, especially to children and schools, is great!
- Fortunately, we've never had a fire.
- Good job! (x2)
- The FD offers great kids' programs.
- I have not had to use personally but would believe they do a great job!
- I haven't heard anything in either direction about the fire department and haven't needed their services personally.
- I haven't needed their services. (x4)
- Helping people get up from falls has been outstanding! Kept my late husband home for 2 years. God bless you for this FREE service.
- I am thankful and grateful for their services!
- I appreciate all that the fire department near Campustown has done for the students.
- I assume that I'm very satisfied but haven't total knowledge of their use of time.
- I did not realize there was an opportunity for fire prevention education & outreach; this might be a valuable tool for the community.
- I don't have much experience with the F.D. (x3)
- I don't really actively use it or have ever used it, but they seem like they are doing their jobs very well because I don't know of any fires recently.
- I enjoy the family activities they put on at the fire station.
- I have helped a friend get an ambulance a few times. The EMTs are ALWAYS professional, respectful, and kind. They do a great job of working with little kids who visit the station with the library groups. They ALWAYS attend our block party on July 4; a highlight for kids and adults!
- I have never interacted with the fire department. (x8)
- I have never seen anything in relation to fire prevention education and outreach.
- I have no issues with the Fire Dept. However, we do need another one in the city.
- I haven't had to use the fire department services but the community seems to be safe in terms of fires.
- I haven't been in a situation in Ames where the fire department needed to be contacted.
- I don't hear about fire protection very often.
- I like their outreach activities.
- I live in the dorms and they always have an incredible response time, even if the fire alarm goes off at 3 a.m.
- I needed the ambulance last fall when my infant had a large seizure. I'm incredibly grateful for them.
- I see lots of fire hazards on properties that are close to Campustown. It appears renters and leasers don't keep much of an eye on many of them. EX: open fire pits, some spotty wiring on the outside of homes, chimney's exhaust vents close to overhanging vegetation.

- I think Ames apartments should all be required to come with a fire extinguisher for each apartment, not just one extinguisher for an entire building.
- I would like to see more involvement in schools to educate kids.
- I've heard great things about the fire department, but I've never used it personally.
- I've never had any contact or interaction with the Ames Fire Department.
- I've never used any of these services, so I feel like I can't comment. But these are very valuable services in our community, and we should invest in them.
- If they could host more "learn how to use a fire extinguisher" training where we actually get to use a fire extinguisher, that would be nice.
- It seems that they are doing a good job, but I have never had personal situations involving them/contact with them.
- It would be wonderful if the City of Ames subsidized ambulance rides.
- The FD should just move already. We want a bar there. With the amount of people that walk there I am surprised no one has ever gotten hit by a fire truck.
- I live in a Greek House where I oftentimes have communicated with the fire department about various items. Overall, they are very knowledgeable and willing to help to maintain the safety of everyone within the community and outside.
- I've only lived in Ames for 5 months so I'm not really sure.
- Mobile home parks don't get home inspections.
- My house hasn't burned down yet and the firemen I know are very amiable.
- N/A (x2)
- I needed 911 for medical situations for my husband - excellent
- I've never had experience with the Ames Fire Department.
- I've never needed to have the fire department for anything.
- I've never needed to use the fire department.
- I've never used or witnessed any of these services.
- None (x2)
- I'm not familiar with much of the department.
- I'm not personally aware but believe they do a great job.
- Once the fire alarms for Howe Hall went off and the firefighters were so friendly explaining what the reason was, and I felt so safe getting back to the class.
- The rental homes on our street need better inspection.
- They seem to inspect my business enough and not too much.
- Thank you for working closely with the DOR; as a community adviser I feel comfortable contacting you for help or info.
- Thank you to the Ames Fire Department and paramedics for helping my father-in-law when he had a heart attack at the gym! You rock!
- I'm thankful to have not needed ambulances or fire department services to date.
- Thankfully, I have never had to call the fire department! (x3)
- Thanks for all that you do! (x2)
- The ambulance crew were prompt and so kind when my mom broke her hip.
- The effort on carbon monoxide detectors was quite commendable!!
- The firefighters are the most amazing and professional group of people. They have excellent customer service. I would like to see the FD take a bigger role in EMS.
- The only fire I had seen near me, took them a very long time for them to get here.
- The only time I have ever been near Ames Fire Department is on campus. Their reaction times were quick, and they were very professional in their jobs.
- There is a fire hydrant across the street from my house. Although it has been reported repeatedly, it is still usually not kept clear to specified standards.
- They are great!

- They probably don't get paid enough to do what they have to do or deal with the stuff they have to deal with.
- They respond very quickly to our apartment false alarms.
- They seem to be very professional.
- They were more condescending in the last inspection than helpful.
- They were quick to respond to my fire and very helpful and respectful during the entire interaction.
- This department is fine.
- We have a good fire department.

## Comments on City Electric Department

- Very Satisfied with City Electric Department
- City Electric Service Needs to Improve Communication
  - Ames electric employees are often rude and not helpful on the phone; email communication is great.
- No Interactions with City Electric Department
- Electric Rates Expensive
  - I hardly use any electricity and my bill is crazy expensive for just me due to the rates.
- Low Benefit/Return on Investment on SunSmart Ames
  - It wastes land, and is not as effective source of power that we use
  - More incentives
  - Not convinced it's practical
  - Not convinced of renewable energy efficiency vs. cost
  - Not feasible
  - Not in Ames
  - Not interested in paying for solar power
  - Not my interest for investment
  - Renewable energy, wind and solar, have not produced the promises and claims made by their lobbyists. Not reliable.
  - Solar energy looks cool on paper but it's a relatively pointless investment for most homeowners. This is not to discourage others, but I have done the research and determined it is not a good investment in regard to energy for a homeowner
  - Solar farms are not the future of renewable energy
  - Solar is not an effective solution for Iowans.
  - Solar is not efficient in central Iowa, according to scientific studies.
  - The return investment seems unusually long, even for the betterment of the community. I don't know the details of the program.
  - Unsure how dependable and effective this will be
  - Won't get money's worth
  - Don't think solar energy is that cost-effective. Takes many years to receive cost benefit.
  - Dumb project. Waste of money for the citizens and city.
  - From what I understand the return on investment is not worth participating
  - How many power packs does one household need? What percent (approx.) can one expect in savings?
  - I have talked with many electrical specialists who say that solar farms are not worth their return right now because the pay off does not pay for the initial cost. I would if this happens later down the road if the initial costs go down. I am also only a short-term resident (student)
  - Inadequate return on investment
  - Not sure it would be cost effective

## Comments on Water Service

- Cloudy Water/Rusty Water
  - Water line breaks and flushing out lines caused a cloudy appearance.
  - Water's always cloudy from my hot water tank. I don't know why.
- Like Ames Water
  - I always miss Ames tap water when I'm away.
  - Ames H2O is the best. I miss it when I travel.
  - Ames water is amazing!
  - I don't have problems ... good tasting water!
  - Excellent water quality in Ames!
  - Great water!
  - I love Ames water! Tastes great, I like the hardness of the water (and I don't use a softener), and my last tank water heater was 24 years old before I had to replace it! When I did, I got a tankless, and I clean it twice per year, so I suspect this one will be here longer than I'm in this house
  - I love Ames water!
  - I love our water!
  - Thank you for the wonderful taste and care given to the Ames drinking water.
  - The water is perfect. It has gone home in washed-out milk jugs with family members living in other cities
  - They do a great job. No problem is a good problem to have in this industry (I'm a civil engineer master's student with focus on sanitary sewer systems and treatment)
  - I'm very happy with water quality.
  - We are lucky to have award-winning water supply.
  - We love Ames water (taste).
  - No issues.
- Hate Ames Water
  - Ames water is nasty. I buy my drinking water. It also pretty well ruins white clothes.
  - Don't drink!
- Hard Water
  - How would we know how hard or soft our water is unless we test it every day? I have always been under the thought that Ames has water that is considered hard. Perhaps this is info that could be noted on a bill.
  - I do not know if hard or soft water has caused problems.
  - We have our own water softener.
  - I need softer water!!!!
  - I have installed a water softener in my home.
  - No major complaints; seems Ames water has been hard for years and lime deposits occur on pipe joints and dishwashers.
  - Not sure about hard/soft water since I have a softener in my house. It uses very little salt so I would assume water coming in is soft.
  - Seems to be a lot of calcium in the water. Not sure if that's hard or soft
  - Water is hard all the time, but we choose not to install a water softener
  - Water is too hard and has caused us expensive plumbing issues. Ames water tastes great but is so hard! It has caused us plumbing issues and we really don't have a way to put in a softener.
- Low Water Pressure
  - Someone stole my copper water pipes and replaced them with plastic. The pressure is gone. Water tastes bad. Can't use the water anymore.
  - There were a few times our faucets lost pressure for a few days at a time.
- Poor Storm Sewer System/Flooding

- Castlewood Place gets water into the house from the street about once a year; the water fills the circle and creeps up the yard until finally reaching the house and pouring in. Ongoing problem for over 10 years.
- FYI - when I lived at 1912 Clark Ave for 42 years, we had this 5-6 times with last 2016 yard moved 2017
- I live in South Ames and the Brick Town development is a concern with water runoff. I know the City has been working on this, but it is still a concern.
- It did back up pretty high in my backyard from a drainage ditch. Highest I have seen it.
- It has happened in the past if we get lots of rain
- Northridge Parkway - backs up one or two times per year
- Our basement is old. It's minimal and drains quickly. We just clean it up.
- Our drinking water has filters. My lawn was flooded once. Just from a very hard rain.
- Overdevelopment of areas such as Duff has created flooding problems. This is not good when driving a low car through town.
- Storm surge backups
- The sidewalks are freaking awful. Huge, deep puddles everywhere. Terrible sidewalk drainage. Almost all sidewalks or walking paths are cracked and flooded after even slight rain.
- Water still backs up in the street and into property in large rain events or over several days of rain. Work has been done to attempt to correct but still is a problem
- We have drainage in our backyard
- Cost
  - I know rates are going up, but so do costs!
  - Why does this utility cost so much when so little is done?
  - The rates are too high.
  - Water and sewer rates are increasing, but they are still reasonable if we compare to other communities.
- Plumbing Problems
  - Any water issues in my apartment would be due to plumbing issues within my apartment and not the city of Ames water
  - I have to run a lot of cold water before it turns warm. Have been told it has to do with the pipes and can't be fixed
  - It's probably my plumbing
- Need to Protect Floodplains and Watersheds
  - I am concerned about additional development in flood plain. The impact on flood levels on Squaw Creek is of great concern.
- Uncategorized
  - Ames water
  - I live in a dorm, so I have no idea what's up with utilities.
  - I should get a discount on my sewer bill since my sewer line isn't attached to the main line and the city won't do anything about it.
  - I would love to see more commitments to renewable energy for both the campus and the City of Ames
  - They should burn more garbage
  - The water tastes a lot hotter than what they have in WDM
  - N/A
  - No one came to look at it.
  - None
  - Our sewer line was blocked, and we called Drain Tech to clear it. Didn't know city would have handled block drainage in sewer line.
  - Resident of Green Hills - some points do not apply
  - Several years ago, I had a water pipe break in my basement on a Saturday. I called the Ames Water Department emergency phone number, but no one answered. I ended up



calling the Ames Fire Department and they helped me find someone to locate the street shut off and turn off the water. Was not happy with the Ames Water Department.

- Thank you to Ames Water & Pollution Control employees and plant operators for all that you do. I was able to visit and create an educational project on the plant thanks to Ames High School in 2016, and I greatly appreciate all the work that is taken care of there!

### **Comments on Water & Pollution Control Department**

- Ames water
- We have our own water softener.
- Always miss Ames tap water when I'm away
- Am concerned about additional development in flood plain. The impact on flood levels on Squaw Creek is of great concern.
- Ames H2O is the best. I miss it when I travel.
- Ames water is amazing!
- Ames water is nasty. I buy my drinking water. It also pretty well ruins white clothes.
- Any water issues in my apartment would be due to plumbing issues within my apartment and not the city of Ames water
- Castlewood Place gets water into the house from the street about once a year. The water fills the circle and creeps up the yard until finally reaching the house and pouring in. It's on-going problem for over 10 years.
- Don't have problems ... good tasting water!
- Excellent water quality in Ames!
- FYI - when I lived at Clark Ave for 42 years, we had this 5-6 times with last 2016 yard moved 2017
- GO CYCLONES!
- Great water!
- I do not know if hard or soft water has caused problems.
- I have installed a water softener in my home
- I have to run a lot of cold water before it turns warm. Have been told it has to do with the pipes and can't be fixed.
- I know rates are going up, but so do costs!
- I live in South Ames and the Brick Town development is a concern with water run-off. I know the City has been working on this but it is still a concern.
- I love Ames water! Tastes great, I like the hardness of the water (and I don't use a softener), and my last tank water heater was 24 years old before I had to replace it! (When I did, I got a tankless, and I clean it twice per year, so I suspect this one will be here longer than I'm in this house.)
- I should get a discount on my sewer bill since my sewer line isn't attached to the main line and the city won't do anything about it.
- I would love to see more commitments to renewable energy for both the campus and the City of Ames
- It did back up pretty high in my backyard from a drainage ditch. Highest I have seen it.
- It has happened in the past if we get lots of rain
- It's probably my plumbing
- Love Ames water!
- Love our water!
- How would we know how hard or soft our water is unless we test it every day? Dumb question. Have always been under the thought that Ames has water that is considered hard. Perhaps this is info that could be noted on a bill.
- Need softer water!!!!
- No issues.

- No major complaints - seems Ames water has been hard for years and lime deposits occur on pipe joints and dishwashers.
- No one came to look at it.
- None
- Northridge Parkway - backs up one or two times per year
- Not sure about hard/soft water since I have a softener in my house. It uses very little salt so I would assume water coming in is soft. Water and sewer rates are increasing, but they are still reasonable if we compare to other communities.
- Our basement is old. It's minimal and drains quickly. We just clean it up.
- Our drinking water has filters. My lawn was flooded once. Just from a very hard rain.
- Our sewer line was blocked and we called Drain Tech to clear it. Didn't know city would have handled block drainage in sewer line.
- Overdevelopment of areas such as Duff has created flooding problems. This is not good when driving a low car through town.
- Seems to be a lot of calcium in the water. Not sure if that's hard or soft.
- Several years ago I had a water pipe break in my basement on a Saturday. I called the Ames Water Department emergency phone number but no one answered. I ended up calling the Ames Fire Department and they helped me find someone to locate the street shut off and turn off the water. Was not happy with the Ames Water Department.
- Someone stole my copper water pipes and replaced them with plastic. The pressure is gone. Water tastes bad. Can't use the water anymore. The rates are too high.
- Storm surge backups
- Thank you for the wonderful taste and care given to the Ames drinking water.
- Thank you to Ames Water & Pollution Control employees and plant operators for all that you do. I was able to visit and create an educational project on the plant thanks to Ames High School in 2016, and I greatly appreciate all the work that is taken care of there!
- The sidewalks are freaking awful. Huge, deep puddles everywhere. Terrible sidewalk drainage. Almost all sidewalks or walking paths are cracked and flooded after even slight rain.
- The water is perfect. It has gone home in washed-out milk jugs with family members living in other cities
- The water tastes a lot hotter than what they have in WDM
- There were a few times our faucets lost pressure for a few days at a time.
- They do a great job. No problem is a good problem to have in this industry (I'm a civil engineer master's student with focus on sanitary sewer systems and treatment,)
- They should burn more garbage
- Very happy with water quality
- Water is hard all the time but we choose not to install a water softener
- Water is too hard and has caused us expensive plumbing issues. Ames water tastes great but is so hard! It has caused us plumbing issues and we really don't have to put in a softener.
- Water line breaks and flushing out lines caused cloudy appearance
- Water still backs up in the street and into property in large rain events or over several days of rain. Work has been done to attempt to correct but still is a problem
- Water's always cloudy from my hot water tank. Don't know why.
- We are lucky to have award-winning water supply.
- We have drainage in our backyard
- We love Ames water (taste).
- Why does this utility cost so much when so little is done?

## Comments on Neighborhood Nuisance enforcement

- Noise
  - APD is extremely slow to respond to noise complaints if they respond at all
  - I live on Country Club Blvd and am not sure that anything would happen if I reported a noise nuisance. Noise from the student community is a bit of a fixture around here.
  - I've only ever reported noise violations once, and it was dealt with in a reasonable timespan.
  - In some cases, I have witnessed police be very rude when addressing a noise complaint. Usually people are happy to quiet down if asked politely! No need to be rude.
  - Noise complaints do nothing.
  - Noise laws are not clear.
  - What's the point of a nuisance order if you allow garbage trucks, the loudest machinery that comes near my apartment, to operate at 5 a.m.
  - Businesses near Campustown schedule power washings at 3 in the morning, A certain bar blasts music until 2 a.m.
  - They seem like they're not enough if you live in certain apartment blocks ... like you're not going to hear 50 or 60 decibels from the street if it's a blocked-in area so noise ordinances seem useless in that sense
  - Some of my neighbors have loud parties that last the whole day and can be heard blocks away
- Rentals
  - More removal of cars without plates on rental properties. I have dealt with a creepy van with no tags in our lot having not moved and property management won't do anything.
  - Rental properties can be better monitored for garbage not being removed in a timely manner. When renters move on, landlords must be held accountable for this.
  - There are some bad rentals houses around town.
  - It seems that a lot of the "college" living off campus can become places where various nuisance ordinances can appear. Several properties seem very run down, whether that be untamed vegetation in the front yard to a physical facility looking rather run down and beat up.
- Eyesore Houses
- Lawn Mowing and Snow Removal
  - My biggest criticism as far as this goes is not the neighbors, but the city. In the winter, the city does a poor job of clearing the roads. Honestly, some roads have a snow ordinance, but a lot don't. When they do "clear" it really some roads look more like they just had the snow moved around. Another criticism I have is the parking available, especially during football season. Ames needs to stop taking advantage of game day to make their ticket quota and realize there is not enough parking in the area for fans. I get it the roads are narrow, but Ames needs to make the adjustment.
  - Need stronger ordinances regarding mowing lawns and removing snow from sidewalks in residential areas
  - Rental houses on my street. Makes the neighborhood look really bad! I get tired of picking up their garbage out of my yard and cleaning up leaves they never rake. I hate being woke up in the middle of the night. Yard always needs mowing.
  - Yard upkeep ordinances are classist, ableist, and bad for the environment. Mowed grass is hideous and doesn't allow for any wildlife nor native plants to survive, such as prairie grass.
  - You need to be more encouraging to native grass and flowers efforts

- Sitting Cars
  - Front yard parking should be acceptable on ISU home game days. Ongoing "permanent" front yard parking becomes an issue.
  - Let me park cars in my front yard on game days. I never see police around Russell Avenue except for on game days when they are giving out tickets. There are bigger problems here.
  - Many cars are outside and haven't moved in a very long time on Ontario Street. One is partially disassembled.
  - There was an old car parked by house in my neighborhood for over 10 years, finally gone now but about 15 bikes are still there, south of Green Hills.
  - I do not like to see inoperable vehicles in yards.
  - I have not seen anyone enforce lawn parking in my area.
  - When you ask about "front yard parking" do you mean on non-paved areas?
- No issues/unaware
  - All of these are good
  - Doesn't apply to me - no issues
  - Have not had any interactions with the nuisance ordinances
  - Haven't reported any of these
  - I did not know about these ordinances.
  - I currently live on campus, so I have not experienced any of these nuisance ordinances
  - I generally don't care about nuisances. Let people live their lives on their own property, and don't fine them for victimless "crimes."
  - I have not experienced any of these situations.
  - I have not had issues/reported issues for any of the options above.
  - I rent at an apartment complex so I'm not sure what all the nuisance ordinances are.
  - I haven't lived in a neighborhood where this has been a problem, so I feel like I can't really say
  - I haven't reported any of these, so no response possible by city.
  - I live in an apartment and am unaware of this response
  - Luckily, I haven't had many nuisances.
  - Never dealt with any of this
  - We have an HOA for this
  - When I was a single-family owner these weren't a problem for me. Now that I live in a condo unit, still not a problem.
  - Never have had to deal with any of these issues.
  - New to the city
  - No experience in these issues
  - No experience with any of these
  - We live in a part of Ames that does not have any of the above issues. We are very lucky.
  - I rent and have not had such issues experienced.
  - I rent but the owners let me know if there is a problem.
- Poorly Maintained Homes
  - Campustown properties look disgusting inside and out
  - House down the road from me has several violations with respect to the above criteria. I have not reported them because I'm a college kid but I'm sure neighbors who are permanent residents don't appreciate the house. I genuinely believe a drug dealer lives there as I see him visit cars in his driveway frequently.
  - We have had to put up with the owners at Amherst Dr. For years, they have allowed a swimming pool to cave in, not fixing property. No fence to protect kids to wander in. A bath house full of bats. They have lied to me for 5 years that they would fix things.
  - The homes around Brookside Park need a lot of attention to lawn care and hoarding.
  - There's a terrible property near 13th and Northwestern that should be dealt with.
  - Lot of poor views of properties

- I go by a junk yard (yard with junk) on Northwestern every time I go to church. Wish that could be improved.
- I have seen some houses with what seems to be unwanted items outside, but they are few and far between so definitely not a huge issue.
- I live in an on-campus apartment I don't have a yard or anything. There are a few houses in Ames I wish they would help the residents take better care of their homes.
- I think most of the city is fine, but there are some areas and some houses where the owners do not upkeep the exterior (or even the interior - I've been inside a few that my friends rented). It makes me sad, especially when they're next to houses that are beautifully painted, old, and restored!
- Note only a few properties have upkeep issues, which seem to persist over a lengthy time period.
- Various private properties across Ames could use some work/resources allocated to them.
- City Needs to Be Better Enforced
  - "Hoarders" need to be acted upon when outside bins start collecting. I've seen several as I drive streets (one on S. Northwestern on east side by stop light). Another one was on Burnett (16-17th St.) where professor lived. I've moved; I don't drive that way often now.
  - A few years ago, a neighbor repeatedly burned his garbage and green yard waste - apparently illegal but when called, the fire department did not stop him! No fines, nothing; repeat offender, every week.
  - I don't have much knowledge of the outcome of any specific situations for these in Ames. I know there have been some issues, but I don't know the outcomes. My feeling is that the city doesn't go looking to cause trouble in these areas and only acts when people complain. Then, my impression is that the city errs on the side of not forcing people to fix problems unless it's really a big problem, i.e., they don't enforce the minimal limits of the law very strictly. I actually like that method; most people get along fine, but there are a few who like to get in other people's business and complain when nothing's really hurting them or anyone else. Ames might be a little too lax when there are people really not keeping their property up to even minimum standards for months or even years, but I don't feel like that happens often. (And personally, I've never had any complaints, nor had anyone complain about me, so I don't have any real direct experience.)
- Sidewalk Maintenance
  - Property upkeep is a major issue. Sidewalks are a mess all over town
  - Reported sidewalk trip issue that was flagged by the city; never followed up and never fixed. Still a trip hazard 5 years later
- Disapprove of Over-Residency Law
  - The imposition of a rental capacity was stupid and clearly targeting students though the city claimed otherwise.
  - The city of Ames needs to accept that this is a college town and be more accommodating to that. The rental property limits are extremely unnecessary and unheard of in other college towns.
  - Over-occupancy is a HUGE issue that is under-reported. It causes issues with noise limits, parking, and overall building safety.
  - If 8 people want to live in a 4-bedroom apartment it should be up to them and the landlord. The city should hire sidewalk deicing and the state of someone's home should be up to them.
- Disapprove of Other Nuisance Laws
  - Being strict about these petty issues disproportionately and negatively affect low-income housing and families.
  - Became aware that the city is willing to allow guest/vacation rental of single-family resident properties. This should NOT be allowed in any such designated neighborhoods.

- Don't tell the residents they can't have furniture of their choice on their own property. That isn't constitutional.
- I do not like that a full driveway cannot be utilized.
- If someone owns a property on campus it is their right to allow people to park on THEIR land. It is not right for the city to order them to stop doing that. We all know you're trying to make your money on game day parking tickets.
- Let people's yards be
- If someone wants to waste their investment by not taking care of it that's on them. I just bought my home and have it!
- Parking in the back is illegal. Let me ask why? Just because it doesn't "look good" is a pathetic excuse for the city ordinance.
- These could be taken less seriously; warnings are sufficient, not fines.
- These laws/rules are largely pointless. HOA should be in charge of this kind of thing.
- Stop spending so much time enforcing these rules. Stop spending money so poorly.
- Other Nuisance Complaints
  - Environmental hazards should be with specifically tough mandatory education classes for violators.
  - The haunted forest area is an eyesore.
  - If you report a problem, they are immediately responsive, which can be both good and bad; a lot of Ames residents don't know about certain ordinances.
  - Please don't put the responsibility on neighbors to complain. Time to get rid of yard signs, noxious weed yards, and junkyards.
- Uncategorized
  - Another bad question - I have no idea who reports or when or where. So how would I know anything about the city's response? Why not ask about how other residents think about how our community does residential enforcement good, excellent, poor, etc.
  - Depends what part of Ames you're in
  - N/A
  - None (x4)
  - Too many cars are parked on streets that are too narrow for cars to park on.
  - Thank you all.
  - The "free days" at the waste disposal areas are a big help in property upkeep ... thank you.
  - Police need more speed limit enforcement. Ticket bikers who cut in and out of traffic! City is very relaxed on property maintenance.

## Comments on Transportation / Street Maintenance

### Positive Comments

- Triggers for bikes seem effective. Thanks!
- I think lights are great.
- Streets from a physical standpoint are well maintained. Not many of the roads traveled by myself are what I would consider run down and dangerous.
- There is a guy that works for the city who is very responsive when I call about various issues in the neighborhood, i.e. a mattress left by side of the road one time, and a dead raccoon another time.

### Specific areas that need attention are:

- Bicycle and Pedestrian
  - Bike lanes need to be wider.
  - Better than it used to be. Also like the new systems that are responsive to peds, bicycles, and other small and non-motorized
  - Bike lanes: we cannot imagine how there is ANY reason to the design of the bike lanes on S. 3rd from Grand to Duff! DUH! Especially HyVee and Panera areas.
  - I am concerned about the plan to change Lincoln Way from Grand to Duff by adding bike lanes. As it is now, I've only encountered less than 10 bikers at Clark and Lincoln Way.
  - Would like to have bikes use paths when they are available, but bikers say too many people are on this and in their way - same for bikes on the street.
  - Bike path near Carr Park has been nicely improved with only a small section needing attention due to mudslides (i.e. path along Skunk River)
  - The downtown portion of Ames needs better sidewalk and street maintenance especially the area by the Flowerama on Lincoln Way and all around there.
- Pave Gravel Roads within City
  - "Gravel" road E. Adams St. needs regular attention. City should have paved when they redid Top O Hollow; it's used a lot!!
- Parking
  - Extra-long pickups that are parked on Main Street downtown make it difficult to stay in the driving lane when driving on Main Street. One needs to turn into oncoming lane to get around.
  - With the growing number of individuals in Ames, the parking is becoming incredibly more complicated. This is an area that could be improved and vastly benefited upon in the community.
- Repair/Redesign Roads
  - Dude - something needs to change at the intersection of Duff and Lincoln. That whole corner needs to be redone to include turn lanes. I understand that Ames' streets weren't initially designed for the present population, but that doesn't mean that it can't be improved upon. Nearly all intersections along Duff between S. 16th Street and Lincoln Way need to be redone to either add a separate left turn lane, or to change the lanes to be a left turn only and a right/straight lane.
  - Especially Hyland at Ontario extremely slow as is Lynn Ave./Lincoln Way. North Dakota/Ontario intersection, 24th St. west off Grand Ave. - both roads need to be replaced.
  - Huge problem all over
  - I love Ames but its major streets are in serious need of repair, especially Duff Ave. It is a shame this great city has a reputation of terrible streets. Probably the worst I have seen of the major cities in Iowa.
  - Main roads are well maintained; however, a lot of sub roads that are still heavily used are in dire need of maintenance.

- A lot of streets good/very good. But there seem to be a growing number that are bad.
- Some roads in residential areas are in rather poor condition, but major thoroughfares are always in at least decent condition. I've never seen any issues with traffic signal coordination failure.
- South 4th Street, going towards the apartment complex "the Phoenix", needs to be resurfaced. So rough and during the winter it never got snow plowed and was usually covered in ice.
- Streetlights are at poor points and some roads look terrible such as Duff Ave. The roads are in poor shape, but in the city's defense, I believe the state and the nation should do more to help roadway maintenance.
- The condition of the road at the curve/intersection of S. 16th Street and S. Bell Avenue (near the DMACC Hunziker campus) has and continues to be an issue. Numerous potholes and standing water that we've seen no improvement since 2016.
- The more "high value" neighborhoods seem to get more prompt, more thorough maintenance, repair, and snowplowing!
- The street surface of west Lincoln Way needs improvement.
- The streets in Ames are the worse I have seen in a city of this size. Why is money spent so poorly in this city?
- There are so many potholes and small/uneven roads in Ames, it drives me crazy! I know that fixing them all is probably not possible, but I would appreciate just a bit more attention to this!
- Roadkill Removal
  - There are lots of dead animal bodies on the street for several days and no one cares!
- Room for Improvement
  - I have lived in many major university communities. Ames is the poorest in controlling exterior, parking, etc. of student rental (SLUM) properties! We pay high taxes! I'm somewhat ashamed to drive visitors around.
  - Lots of room for improvement!
- Sensor Sensitivity
  - Motorcycles don't seem to trigger lights, so I end up running them after waiting 5 minutes
  - Northwood and Grand should be weight-censored or respond to crosswalk indicator – it takes forever to change the light.
  - Several intersections would benefit greatly from pressure sensing instead of timers on the stoplights.
  - Several red lights don't change even if I'm the only one there. Walk light takes forever to come on at 13th & Stange Rd.
  - The sensors at intersections interrupt traffic for one vehicle. Side street and retail intersections need to do better at queuing vehicles before interrupting traffic. More needs to be done to coordinate the timing of lights for better traffic.
- Snow removal
  - Our neighborhood street is plowed by a third party.
  - Polaris Drive is one of the least plowed streets for snow removal.
  - Sweeping: I'd mainly like to see them sweep sooner and more often in the late winter/early spring to get the salt off the streets ASAP. In general, I wish they'd use something less corrosive – the salt and brine is HORRIBLE for cars!
  - Delaware off of N. Dakota - poor ice control.
  - The street maintenance provided by the city of Ames is deplorable. There is nothing done after it has snowed all day and all night. I live on campus and won't see a single snowplow drive by in a snowstorm. Not only that, but they refuse to plow the back lots where my car is parked and when I called and requested it be plowed so I can get to work I was yelled at and treated disrespectfully. The workers for the city of Ames are complete idiots. They had promised my building that they would allow driveway access while they did



- construction but when I left for work that day there was NO access and they damaged my car. I am VERY disappointed after moving to Ames to find the street maintenance and city workers are so careless. I can't wait to move out of Ames upon my graduation.
- Ames has the worst snow and/or ice removal that I have ever seen. It's pathetic how slowly it takes the city to clear the roads and how poor of a job they do. It shouldn't take two full days to remove snow from a major street.
  - Have they heard of salt? Like I walked to class all semester on pure ice.
  - I have noticed that plowing snow/putting sand down before ice storms is something the city of Ames isn't the best at. I live in West Ames and it seems like this area always gets plowed less than near campus or South Duff.
  - I no longer can scoop my own driveway, so it is really aggravating to have snow dumped at the end of the driveway by the city. Please don't do this.
  - I think the snow plowing could be better in neighborhoods going back onto the main roads.
  - It is disappointing to clean snow off my sidewalk and have the snowplow come by going so fast that my sidewalk is covered in more snow.
  - Lights are often poorly timed on major roads. Also, Polaris Drive is one of the least plowed streets for snow removal.
  - Please, please improve snow plowing. Much worse than neighboring towns and cities.
  - Plowing in the winter needs to happen as it is snowing and not after. Otherwise, snow gets packed down and driving conditions get very unsafe. The stoplights on Duff Avenue near all of the restaurants, Target, Walmart, etc., should be timed better so that more cars can turn left when needed. Traffic gets backed up a lot on that street.
  - Snow and ice not removed from cul-de-sacs very often at all.
  - Snowplow drivers love to throw snow from the street to already cleaned sidewalks.
  - The city does a very good job with snow removal. I like the use of roundabouts on the southside of town.
  - The city expects residents to clean sidewalks, they can't even clean roads. Traffic signal programming is embarrassingly bad.
  - The city of Ames waits too long to plow roads. It has become common knowledge that the longer you wait, the more likely it is to melt and glaze over or get packed down. This creates incredibly dangerous conditions for all parties involved. My street specifically rarely gets plowed because it is a dead end and often gets overlooked. I am very dissatisfied with Ames in regards to how they maintain roads when it snows/ices over.
  - The comparison to other towns I have lived in (3 others), the snow service could use some attention here in Ames. I am thankful for what we do have!!!
  - The snow and ice removal services need a lot of work.
  - The snow removal is terrible in our town. It seems that the crews wait till cars have compacted the snow down or there aren't enough plows and crews out. It needs work. For the size of our town and amount of taxes we pay, it is unacceptable.
  - The snowplows on main streets completely piled the snow and eliminated access to the side street. Plows only came by a few times.
  - The streets in Ames need better snow removal. The streets are too icy and the side streets where I live need better removal.
  - We live right off Duff and during winter our streets don't get plowed until after 4 p.m. at the earliest. Often by then, snow is packed down and turns to sheets of ice.
  - When plowing snow from intersections it could be done more efficiently.
  - Traffic Control Signage
    - Many 4-way residential intersections have NO signage, e.g., Curtiss and 12th St. I've seen several CLOSE car accidents as a result. Many children play nearby. Install either stop signs or, minimum, yield signs. It's a matter of time before a kid gets seriously injured or

killed which could easily and inexpensively be avoided.

- Traffic lights/coordination
  - As traffic has increased in town, I find myself spending more time waiting at stop lights, especially to make left turns.
  - At some intersections the lights don't change even when no one is coming/waiting.
  - Coordination? Couldn't tell.
  - Could have more work on timing for busy intersections in AM/PM, particularly on Stange Rd./University Blvd. for ISU traffic.
  - Didn't know there was any coordination between traffic signals. Sometimes get stopped at every light.
  - Does not work.
  - Doesn't seem like there is any coordination on Grand, Duff, Lincoln Way or 13<sup>th</sup>.
  - Frustrating that they aren't coordinated. If they are, it doesn't show. Also frustrating to sit for a LONG red light when there is zero traffic at or approaching the cross-street.
  - I drive University Blvd most days. There is ABSOLUTELY no coordination among ANY of the streetlights. I can be stopped on 13th street and stopped on Duff in less than a minute. It's bad for cars, bad for commutes, and encourages further environmental contamination. I absolutely do not understand why one light turns green and the other light less than a quarter mile away is starting to turn red
  - I'm honestly surprised there is a system to coordinate the traffic signals.
  - Impossible to efficiently get through town without stopping at what seems like almost all lights.
  - It seems like during the day when I drive down Lincoln Way, if I have a green light the next light turns red.
  - Lights are often poorly timed on major roads.
  - Lincoln Way - west side of town is a pain. Sometimes the light at the aquatic center turns red for 13th St. and there's no one around.
  - Lincoln Way lights are not in sync in any way. In most cities, lights are set up so you they turn green in a pattern (i.e., you should be able to hit every green light if you're going the speed limit on an empty road. In Ames the next light turns red as yours turns green).
  - Love it when they are synchronized on Grand going from light to light.
  - More lights need to detect if car on red turned.
  - Not necessarily traffic signals but I have experienced waiting for a crosswalk light for 3 or 4 full cycles multiple times, especially in front of City Hall. Not sure why.
  - Often have unnecessarily long red lights, hit everyone on a clear Lincoln Way.
  - As far as lights go there is no clear pattern. I've been to some that stay red for a long time even when there is no oncoming traffic (i.e., Ash and Lincoln Way or any of those North/South roads that go through Lincoln Way). Also, I've been hit by every red light on Lincoln Way when it was summer and there is next to no traffic on the roads. Again, they will turn red when there is no intersecting traffic.
  - Traffic signals: Sorry, but this is one area where I think Ames is SORELY lacking. It was even worse up until a few years ago (there have been minor improvements) but it's still pretty bad. There are several intersections where they'll still be on a cycle during minimal-traffic times and will change and make the main road stop for absolutely no reason (especially at night). (Examples: S. Duff and Crystal, S. Duff at the south end of Walmart). And there are MANY intersections where it will change to let the significantly smaller (less traffic) road go when a single car gets there and hasn't even completed a stop yet, even if they're turning right, and makes several cars stop on the primary road. (Examples: S. Duff and Airport Rd (especially at night), pretty much all signaled intersections on N. Duff, pretty much all signaled intersections on Lincoln Way between University and Grand). I really wish you had someone citizens could contact about

- specific traffic signal problems.
- Seems random rather than coordinated.
  - Seriously, one direction of traffic at a time? You are creating so much traffic doing that. Has your traffic controller ever been to a real city like New York or Los Angeles? That would never happen there. You can't hold people back and slow down the world to allow bad drivers to be safe.
  - Some areas only let one car turn before turning red, leaving 4 cars staying for another green light.
  - Some traffic lights are way too long.
  - Sometimes getting on to Lincoln Way during light traffic is problem.
  - Take signals off of "time" and put them back on demand.
  - The city expects residents to clean sidewalks, they can't even clean roads. Traffic signal programming is embarrassingly bad.
  - The coordination between traffic signals assumes a fact not in evidence, that there is any. That's how awful it is.
  - The lights at Lincoln Way and Hyland and Lincoln Way and Sheldon are always opposites and creates traffic back up for blocks.
  - The traffic lights seemed to be programmed to decrease flow of traffic, as opposed to let people turn.
  - The traffic signals in front of the mall/North Grand is silly. North/South traffic is always waiting on nobody. Bloomington – North/South signals change if someone is turning right on to Grand! CRAZY!
  - There has to be a way to make all the lights one way go green and let traffic through after a football game. The cars leaving Ames should not take hours to get out.
  - There needs to be a major revision in how the traffic lights operate.
  - There's plenty of places where you'll end up stopped at every light, so checking those out and making sure they're timed properly would be nice.
  - They need to be better synced along major streets.
  - Too many intersections in all directions are left waiting. Lights should cycle more quickly with shorter pauses so that somebody is waiting on the intersection most of the time.
  - Traffic lights, on Duff anyway, seem to be if you hit one green light, you hit them all but if you come up on a red light, most will be red along the way.
  - There are some intersections on major roads that do not have dedicated left turn signals that probably should have them for safety reasons.
  - Very poor. Grand Ave., no coordination whatsoever. Major roadways in Des Moines have great coordination between traffic signals.

Specific intersection that need attention are:

- 6<sup>th</sup> and Grand
  - 6th and Grand needs help!
  - 6th St. and Grand Ave. in particular
- 10<sup>th</sup> Street
  - 10th Street downtown has some rush spots
- 13<sup>th</sup> Street
  - 13th St. could use some work
  - 13th Street is awful
- 13<sup>th</sup> and Dayton
  - Intersection of 13 and Dayton is often icy and roads have potholes.
- 13<sup>th</sup> and Grand
  - 13th and Grand need help! (2)

- However, the East/West traffic signal at 13th and Grand desperately needs to be coordinated like the N/S is. Left turn nightmares and delays especially during busy hours.
- Not the best - 13th and Grand is horrible.
- Please add a turning signal on 13th when at Grand Ave.!!! (2)
- The intersection at Grand and 13th is gonna really piss me off one of these days. For now, I'll remain patient.
- They need to be better synced along major streets. It is obnoxious to hit every stoplight along Lincoln Way and Duff Ave.; 13th St. and Grand needs arrows in all directions.
- Fix 13th and Grand signals.
- 13th and Grand Ave. needs turning lane when going east on 13th to turn left onto Grand
- 13<sup>th</sup> and Stange
  - Intersection at 13th and Stange is of concern. Arrow displayed sometimes and sometimes not. Reported this to city with lame excuse returned. How often does city go to that intersection and observe?
  - Stange Rd./13th St. signal is terrible just based on the amount of time no vehicle is moving.
- 16<sup>th</sup> and Duff
  - Light at 16th and Duff is short. Only a few cars get through the intersection if someone is turning to go across Duff since right lane is turn-only headed east.
- Clark and Lincoln Way
  - The north light at the intersection of Walnut/Clark and Lincoln Way sometimes takes minutes to change from red to a green light to allow left turns if I'm the only car at the intersection. I don't know how the lights work, but I feel that it should be quicker (at night when I'm the only one on the road).
  - Please, please put in a green arrow left turn signal for both directions of Lincoln Way at Clark/Walnut intersection! BEFORE a major accident!! Please!!
- Duff Ave
  - Except for Duff Ave., which is a mess.
  - The stoplights on Duff Avenue near all of the restaurants, Target, Walmart, etc., should be timed better so that more cars can turn left when needed. Traffic gets backed up a lot on that street.
  - South Duff continues to be horrible, IMO.
  - What coordination between traffic signals??? I wasn't aware that there was any! If there were frontage roads or connections between the businesses on S. Duff, there could be a lot fewer signals.
  - I wish there was a spotlight on the exit of Highway 30 and Duff; there have been a lot of accidents there!
- Hilltop Road
  - Please plow near Hilltop Rd more often.
- Campustown/Lincoln Way
  - Ya'll have **got** to do something about Lincoln Way where it runs by campus. The waits between walk signals are absurdly long, the signal itself lasts for no time at all, and since all the lights are out of sync, there's long stretches where all the cars are stopped at the next light over while the one you're at is green. Put together, it encourages jaywalking to the degree that I'm pretty sure I'm the only one that doesn't, and that's because **I got hit by a car there**.
  - Specifically Lincoln Way though Campustown (2)
- Lincoln Way and Duff Avenue
  - Traffic flow on busy streets like Lincoln Way and Duff can be awful during rush hour.
  - Specifically Lincoln Way and Duff Ave.
  - They need to be better synced along major streets. It is obnoxious to hit every stoplight along Lincoln Way and Duff Ave.; 13th St. and Grand needs arrows in all directions.

- Lincoln Way and Grand Avenue
  - Lincoln Way to Grand needs a left turn lane.
  - Traffic lights behind the east HyVee rarely sync up and often leave me waiting at two and sometimes three of the three lights.
- Lincoln Way and North Dakota Ave
  - Light at intersection of ND/SD and Lincoln Way is often set at too long a pause.
- Lincoln Way
  - All of the perpendicular side streets off of Lincoln Way should only ever turn green if someone is on the sensor or pushes the walk button. I have stopped numerous times on Lincoln Way with no one waiting at the light that turned green.
- Lincoln Way and State Avenue
  - Intersection of State Ave and Lincoln Way has a light that lasts way too long
- Lincoln Way and Sheldon Avenue
  - The streetlight at Lincoln Way and Sheldon does not allow enough time for pedestrian traffic.
  - Intersection of Sheldon and Lincoln Way stoplight causes huge traffic jams before and after business hours of people trying to drive around campus. Sheldon needs to be emptied faster, longer light for Lincoln Way during these times. During very low traffic this light also almost never changes to stop Lincoln Way. I find myself sitting at empty intersection red light practically every day for 5 minutes.
  - The corner of Lincoln Way and Sheldon always has a backup from cars on Sheldon.
  - The light near Dunkin and Union heading towards State Gym is super quick and takes forever to go green.
- North Dakota Avenue
  - The road by the railroad tracks on North Dakota is awful.
- Northwestern Avenue
- State and Mortensen
  - Mortensen Road near State Ave could use resurfacing.
  - State and Mortensen needs a stoplight.
- South Dakota Avenue and Mortensen Avenue
  - The traffic lights at the intersection of Mortenson and South Dakota is extremely ineffective for traffic flow.
  - There are several traffic lights (for example, South Dakota and Mortensen) where in the mornings, the left-turn-only signals seem to horribly match true traffic patterns.
- South 16<sup>th</sup> and University
  - The streetlight on the intersection of University Blvd and S. 16th Street could possibly set on motion detection or something in early morning and late at night. If you try to make a left turn out of 16th street you may be waiting a long time (2-3 minutes) even when there is NO traffic at all going up and down University.
- South Grand
  - As a whole, it's good. I do wish there was a light on S. Grand Ave. by Copper Beach and The Grove. It feels dangerous to cross on the crosswalk coming from the bus stop because vehicles often speed and traffic is fairly constant so there often isn't a break to cross.
  - Potholes are always an issue. South 16th from Vet Med to Duff Ave. is in poor condition. THANK YOU for finally moving forward on Grand Ave. extension. Looking forward to using the new section!
- Stange Road
  - Install pedestrian LED flashing lights on Stange and Aspen and Stange and the other road near Greater Iowa Credit Union. Very difficult to see pedestrians there because of street design.
  - Trying to get out of S.U.V. housing area is an absolute nightmare because of the traffic light timings.

## Comments on CyRide

### If you do not currently use CyRide, what would make you consider using these services?

- Seniors
  - Better senior discount
  - Free to seniors over 65
- Prefer Car Transport
  - I have a car.
  - If alternate transportation was needed.
  - If I become unable to drive.
  - If I didn't have a car.
  - I own 4 cars in my house. No need.
  - I use CyRide on various occasions when my car is in the shop.
  - I work out of town - would have to work in town to use CyRide.
  - If there was no parking available where I was headed.
  - Less convenient parking at destination.
  - When I can't drive.
  - When I get older and can't drive, CyRide will be great. I rode it in the past when my car was being repaired, and it is wonderful!
  - When or if I can't drive, I would use CyRide.
  - I work out of town.
  - I used to when in college. I will use it if car is unavailable.
  - I commute out of town.
- Prefer Walking/Biking
  - I bike everywhere.
  - I just like walking/biking for the exercise.
  - I live close to my basic needs, so I just walk. Otherwise, I drive.
  - The day my legs stop working or my car doesn't run.
  - We walk, bike to school or I drop off kids. We live very close to our activities.
- Route Times
  - They don't run at my time to go to work.
  - Earlier stop in a.m. on my route.
  - Work time varies.
  - They are rarely on schedule, continually late and it makes people late for classes or work.
- Stop Location
  - I do not live in town so an out of town stop with parking to ride into town would be nice.
  - Need direct service to vet school rather than taking a whole bunch of buses. Would take too long.
  - No service nearby.
  - Not applicable unless I walk a couple of blocks to bus stop.
  - Minimum travel to CyRide area.
  - More efficient routes.
  - There is no CyRide service north of Lincoln Way within our neighborhood of 400 planned houses (Sunset Ridge in West Ames).
  - There would be too many transfers to be efficient.
  - We have used the bus to go to football games.
  - Service by my house more frequently for special events, like football games or basketball games.

- Service doesn't stop close enough to home to consider using.
- Stop closest to my house was closed for a long time.
- Special game day transport.
- Sustainability
  - Electric or hydrogen powered bus fleet.
  - Get rid of fossil fuel in the city.
- Accessibility
  - CyRide was cohesive and consistent.
  - Hard to access and understand schedules.
  - I would use CyRide if the app was easier to use. I wish you could just put in where you are and where you want to go. Then it will give you stop options. That is how my hometown does it and a lot of people use it!
  - Reading the maps is too challenging.
  - Weather-friendly waiting areas.
- Covid-19
  - End of pandemic.
  - We don't ride because school's closed and we work from home.
- Other
  - I lack basic info and need to respond to this subject.
  - I don't need the service (x2)
  - Used to be free for university employees.
  - Not having kids (x2)
  - Bus felt safer if ISU PD hadn't shredded my student ID.
  - CyRide sucks.
  - I have no free time to use service.
  - Most likely a permanent change in present life circumstances.
  - I use service a couple times per year.
  - Would not use.

### **Additional Comments on CyRide**

- Stop Locations
  - The lack of routes on weekends can make travel much more difficult.
  - CyRide doesn't come very near to my house.
  - I think I'd have to walk a mile to even get on CyRide.
  - I'm at the edge of Ames in a lower density residential area, so I realize it's not practical for them to stop in my neighborhood more frequently.
  - It is a half-mile walk to the nearest bus stop.
  - Need service on Meadowlane Ave; many people use Skunk River Valley Park as well as trails in Carr Woods.
  - Put a stop in the Stone Brooke Association.
  - There is no CyRide service north of Lincoln Way within our neighborhood of 400 planned houses (Sunset Ridge in West Ames).
  - There needs to be a stop available to get to central campus for those who live near Sheldon Ave.
  - We would LOVE to see a CyRide route that goes out to Dayton Ave. area!
  - We would need CyRide route for Oakwood Rd.

- Schedule/Timing
  - Happy to pay for a bus pass and would love to ride CyRide more often, but the lack of early options especially is lacking, also the regularity of stops on weekends. It would be nice if the bus ran late.
  - CyRide stops working at night and on weekends.
  - Buses of the same direction often come at the same time, such as No 1 and No 11. That's a waste of resources; schedules must be designed more scientifically.
  - Appreciate that the buses are consistently on schedule.
  - I do not use the system, but it would be nice if it didn't end at 9 p.m.
  - Haven't ridden since routes and times (2.0) were changed. It would get me to campus later than previously using same route (only one by us and pickup times/sites).
  - I'm an ISU student, so offering more agreeable stop times/closer to where I live would be user-friendly.
  - But I can't really use it for work because my schedule varies too much, and I stay on campus for activities usually until 8 or 9 p.m. CyRide doesn't come here late enough or frequently enough. Last I checked the schedule, even coming home at a normal time, I'd have something like a 40-minute layover at City Hall when switching buses, and it would take me at least 1.5 hours to get home. It's 15 minutes or less to drive, and I can run errands when I need to.
- Routes
  - CyRide 2.0 is so bad! I miss the old routes and the old schedules.
  - A route to Des Moines, possibly in cooperation with DART, would be extremely popular and useful.
  - BRING BACK THE 1A RED. CyRide 2.0 is not as effective as you hoped.
  - The route closest to me doesn't really go where I'd want to go.
  - Love it, wish more buses from Red Route.
  - I think for the size of Ames, the routes are good. I inquired about using it once to a football game. Not convenient.
  - I use CyRide during football game days - very useful and convenient. The Brown route in N. Ames is just tricky to navigate. I love and used to ride Red and Green a lot. Very easy.
- Accessibility
  - Cyride bus announcements have made the bus more accessible –a great change.
  - CyRide needs a better online system to let riders know when the next bus is. The MyState app and NextBus on the CyRide website are both very inaccurate at times.
  - Have a better bus route map - "easier to see."
  - I have a demanding job - come and go at short notice and any hours of day or night.
  - Very nice, although sometimes the CyRide app is incorrect or just deletes buses which can be confusing.
  - Unpredictable/unreliable, rough acceleration/deceleration, random schedule changes/gaps, too many transfers, hire bad drivers, consistently late/early, caters mostly to students not locals. CyRide needs major work before I'd recommend it to anyone even as last resort transportation.
- Positive
  - As a college student CyRide has been my primary source of transportation around campus.
  - CyRide is great. (x2)
  - CyRide does a great job providing quality service.
  - CyRide is an excellent service and is a highlight of Ames.
  - CyRide is great, we just don't use it.
  - CyRide is a good service – we just don't need it personally. Keep up the good work!
  - CyRide is one of the best bus systems I've seen in a city the same size as Ames.
  - CyRide services are generally excellent.
  - Excellent CyRide service!
  - Former frequent user of CyRide and it is a great service.



- Good service.
- Great job! Thank you.
- Great service and great bus drivers.
- Great work and services.
- I am SO thankful for CyRide and its workers. Everything always looks so nice, they are on time, and the employees are so friendly and do a great job.
- I cannot drive, CyRide is an awesome program.
- I don't ride CyRide as frequently as I did in my first-third years, but I appreciate the frequency of the buses, the variety in routes, and the safety of the buses.
- I love CyRide :)
- I love CyRide. I wish it ran more in the Frederickson Court area though.
- I love CyRide! It took me about a year-plus to get used to it and understand many of the routes, so maybe having a part of orientation or "Destination Iowa State" for new ISU students where you talk about some of the most important routes (i.e. orange, brown, red, blue, green, cardinal) would be a good idea!
- I love having CyRide as a transportation option in Ames. When I need it, it's there. When I had my knee surgeries, I rode every day for months. Easy, clean, reliable.
- It's a very good service just one that I rarely utilize.
- LOVE CyRide.
- Love CyRide, super convenient!
- Love CyRide. Use it a lot to get to and from campus.
- Love it! (x2)
- Love it! Great routes that get you pretty much anywhere in Ames.
- The service works great.
- Very good at keeping to the time schedule.
- Very well-run system with excellent mobile app.
- Wonderful!!!
- Love this service!! The drivers are super helpful.
- When we were students, we used it daily. Routes/run times are excellent, drivers were helpful and friendly.
- We do think it a valuable service and our kids used it from grade school to college.
- Very good service.
- There is one bus driver who is very kind - he has red hair. He deserves recognition for being such a friendly face.
- I rode the bus when I worked at ISU until I could not physically board the bus. It was cheaper to ride than drive and saved parking expenses on campus.
- I think CyRide is a very important mode of transportation in Ames. Please don't take it away.
- I'm a student. They do a great job for high student population density and accommodating for it (I live in west Ames).
- Covid-19
  - I used it 3-5 times a week BEFORE the stay-at-home order.
  - Before COVID, I was a regular - very friendly and helpful drivers.
  - ISU student used to take CyRide to school. Due to Coronavirus we do not currently use CyRide as we only needed it as transportation to the university.
  - Used it more obviously when class was in-person. I think the routes are timed poorly. I live in West Ames, and there were 10 minutes at LEAST between each bus, and when a bus came, two more were right behind it. Seems inefficient and is frustrating to everyone.
  - Used them more before the pandemic.
- Sustainability
  - Electric buses
  - Need newer buses that can run on a more sustainable fuel source/on less fuel.
- Other Transport

- An aside, as a working professional, within walking distance of my job at ISU - walking is good exercise so I do that instead of bus.
- Drivers this year are too crazy, I'd rather walk.
- Driving my car is more convenient at this time.
- For health resources, I bicycle or walk to work.
- Now walk or use a car.
- FYI, other than driving to stores for large purchases, to entertainment destinations, or appointments, generally walk or ride a bike to most places.
- I am able to walk to work.
- I have car.
- I have a car, so I don't need it but now that I'm no longer a student. I wouldn't use it anyway because of the cost.
- I live in West Ames, drop for childcare in North Ames, and work in South Ames. The average route that would be 2 hours one way. It's not practical when I have access to a vehicle.
- I mostly get around via bicycle.
- I ride the bus occasionally with my grandsons when my car is in the shop (this week). It's relaxing.
- I use CyRide when I have to have my car at my mechanic's shop and sometimes when I go to campus. It is a great service!
- I use Hirta but would switch to CyRide if it went near my work during good times for my schedule.
- I used CyRide when I was in undergrad (currently a vet student) and loved it! But I'm within walking distance from school now and my husband works from home, so we have no reason to use it.
- I would use it, but I am able to walk to most of the places that I need to on campus and I have a car that I can use to get to the rest of Ames.
- It's difficult for me to walk to and from the bus stops, and it's a chore to carry things on the bus. So, I usually drive. But I support the bus system.
- Most convenient option is driving. When CyRide picks me up at my house whenever I want to leave or return home, then it would be more convenient than driving or driving becomes considerably more difficult or less convenient.
- My car is too convenient, it's hard to compete with it. My work is outside Ames.
- We bike/walk to class.
- We have a 3- and 5-year-old so it is much easier to use the family car.
- We have been walking or riding bikes for regular in-town destinations.
- Don't Use
  - I don't utilize it as a vet student.
  - At this point in our lives, we use CyRide very occasionally. We used to ride frequently and bought a pass.
  - Haven't used the bus so don't know.
  - I don't have college kids and don't travel to/onto campus.
  - I don't need it right now, but I'm glad our city has it.
  - I should try someday.
  - I use HIRTA.
  - I've never used a public bus service. I don't know how to go about it.
  - My schedule is often sporadic and many times I have to run errands during the day or after work.
  - Not needing usually but have taken in snowstorm or due to car repairs.
  - Only time I looked into CyRide was for my children to get to/from, but it was going to take an unreasonable amount of time to get from our residence to where they needed to go.
  - There's no reason for us to use this service.
  - We are older.

- We are retired and have no need for the service.
- We live out in the country.
- We use 2-3 times a year - price is too high just to go 1 mile. It's also hard to know when the bus is coming - sometimes it's early or late.
- When I worked at the DOT, I considered taking CyRide, but it wasn't convenient for me.
- I personally do not ride CyRide but know individuals who do. They often say the service is good but can occasionally become congested on the bus making things rather uncomfortable.
- Other Comments
  - CyRide is how I commute to ISU campus nearly every day of the week.
  - Husband works at CyRide
  - We are students
  - Would like to see a "trolley" looking bus
  - Would like to see free fare to the public
  - Used very frequently when my daughter was going to ISU and when my son was using it for transportation to the high school.
  - None
  - Small shuttles for professors to and from home and campus, so they don't need to park.
  - Smells sometimes
  - Sometimes the bus doesn't stop to pick me up at my stop.
  - CyRide is good for getting to campus, then I hate having to get the right cash amount. There should be one "city" debit card for all facilities (rink, pool, CyRide, parking, etc.)
  - N/A
  - While in college
  - I only use the orange circulator on campus.
  - I use CyRide, specifically 23 Orange, when I travel from the commuter lot to campus. I do not use CyRide for any other purposes.
  - I've almost been in serious accidents from CyRide on the road. Some of the drivers appear quite dangerous and I question how they maintain a CDL.
  - I ride 3-4 times a year on CyRide

## Comments on Parks and Recreation services

- Positive Experiences
  - Fine job
  - Great job
  - I like the parks and trails in Ames!
  - I love Parks & Rec. I feel like the city does well, but I'm always wanting more! In particular, I love the bike paths and wooded areas. Keep it up!
  - I love the trails and parks around Ames. They always seem to be well kept!
  - I really enjoy the city of Ames' park and forested areas
  - Love Ames Parks! Love the woods and wild parts especially. Great for birding!
  - LOVE Ames parks! There are always fun, beautiful places to visit.
  - They are doing a good job I reckon.
  - For the most part they are always very clean and safe
  - Ames has plenty of parks and recreational areas that are all in very good condition. Parks for both children, families, adults, exercising and everything in between.
  - Exercise programs I've used have been excellent.
  - I have not been often, but it has been good when I have gone to parks
  - I mainly use Ada Hayden or Moore Park
  - I think everything looks very nice and I have thoroughly enjoyed being able to use the areas to get outside and enjoy the weather.

- I used to use shelters and picnic areas often and remember them as being "very good." However, I haven't used them in the past two years, at least.
- I love the park services
- I love to visit, would like to see more native plants!
- Mostly enjoy Ada Hayden
- Sports fields are in good shape and are always well maintained.
- Ames parks and trails are awesome!
- Wish I had more time to use the parks for leisure time. But otherwise they seem to look great when I ride the bus going by.
- We love Moore Park and decided to buy home closer to that park.
- We really love Ames and many of these reasons are included in the features listed above!
- We're most excited about the Miracle Park opening!
- Very nice and upkeep
- They are nice to go to!
- The parks are fantastic. Thank you.
- The Ames community has multiple well-maintained parks throughout the city. I've never noticed any serious issues in the upkeep of the parks.
- The few experiences I have had with Ames recreation have been positive. Facilities are kept clean and operational.
- The City of Ames parks are one of our best features and assets. They attract visitors from outside Ames and contribute to a healthier population.
- Don't Use Parks
  - Closed due to pandemic
  - Don't use
  - Don't really use at all
  - I am not qualified to answer this question, as I have never used any of the parks here in Ames.
  - I am unsure where the parks are, what they can be used for, and when. More information and advertising on the city's part would be beneficial.
  - I don't use them that much.
  - I haven't used the parks recently, but when I did the facilities were well cared for
  - I really don't use one of the parks and recreation.
  - New to the area (last 6 months) so haven't had much time to use parks very many times.
- Trails
  - I think we need more of these (crushed rock) and directional signage but there is a lot of thick, invasive undergrowth
  - Some bike trails for sidewalks are very bumpy and hard on bikes. I ride a recumbent trike and cannot avoid bumps.
  - Ames could use additional trails. The trails that exist in Ames are typically in decent shape but there is not a good system of connected trails to get residents and visitors around town.
  - I bike all over Ames and appreciate the nice trails.
  - Need better maintenance of trails. Need more doggy bag dispensers. Finish projects before starting others. River Valley Park project Skunk River dam started 3 years ago unfinished!
  - I really enjoy the trail system through the town and actively use them to commute daily to school and work. I would greatly appreciate more expansion of the trail to the west part of Ames. Unfortunately, a section of the Vet Med trail was recently claimed by private construction forcing me to take a much longer commute. Considering that they used public trails to enter the zones of tree removal and construction they should allocate space for continued public travel.
  - I really enjoy walking around parks in Ames and have never had an issue with the trails
  - I walk on the trails in Ames and a lot of the wood chips/gravel has been washed or worn away so it's very muddy in some areas.
  - I wish there were more wooded trails available.

- Improve paved trails.
- Lots of fallen trees that get in the way of trails.
- If some updated trails could be made through more wooded and natural habit areas that'd be great but overall they are great. 9/10 rating in my book.
- More bike trails with smoother surfaces.
- Need more hard surface trails that connect to teach other more on the east side of town.
- Really enjoy all of the trails.
- Some trails don't connect in Sunset Ridge. For 4' wide transition to 8' wide or just ends.
- The bike paths in some areas are extremely dangerous because of lack of maintenance.
- Ames should continue to invest in multi-use trails to provide an open and free opportunity for recreation and exercise to all residents, including low income residents. Please consider the development of more natural primitive wooded trails, such as the trails behind Carr Park.
- The only thing I may suggest for the hard surface trails on Ada Hayden is to find a way to divert water off the trails.
- The trails are well groomed always!
- Please connect Lincoln Way to S. 16th bike trail!
- Trails are very nice, I often utilize these for running routes when I feel like taking a run around Ames. Very little experience with the parks. Just utilize the trails and paths a lot around Ames. Overall, very satisfied with the performance of them.
- We are upset that the trail by 16th Ave will be closed for a long time and that a lot of the wooded portion seems to be being cut down
- In addition, I would like more running trail options that are lit and patrolled.
- Would love more bike trails! Would be nice to have full trail run along beauty of Skunk River.
- We hike quite a bit and the hiking trails could use some TLC in regard to making easier to navigate; there are lots of big branches and trees that need to be cleaned up. We were very pleased by the clearing at Ada Hayden. It's much nicer now, easier to view the lake.
- Park Amenities
  - Could use more closed shelters, restrooms, picnic tables and grills.
  - Restrooms are not clean sometimes.
  - Additional picnic areas and tennis courts would be good.
  - Bathrooms could really use some TLC. Very dirty and creepy to use, especially at Ada Hayden and Inis Grove.
  - I think everything is in general okay and in working condition, but I would love to see better pavilions, tables etc. and maybe making a better restroom like a truck stop one where it has a vending machine and maybe AC/heating. I know that's a lot; I just thought it might help make it a more decent/less gross bathroom. At the least, clean it more often.
  - I would love to see more water fountains at the parks for runners or bikers
  - Improve parking
  - Overall appearance is really good, but the only issue is about it's not well equipped.
  - Park shelters have bird droppings from roosting birds.
  - Plant more trees and types of flowers if possible.
  - Please replant trees!
  - Rates are responsible to use the shelter houses.
  - Some grills have a lot of rust.
  - The city should consider getting new picnic tables, update the bathrooms or at least clean them because the sanitary conditions of some are poor. The pavilions aren't terrible; just need upkeep.
  - Wish there were more picnic tables.
  - Would be nice to have a few more shelters and grills.
  - Would be nice to have one with Wi-Fi for ISU students to do homework.

- I use SW entrance to Ada Hayden. You need more restrooms on the long walk around, including that area. It has many walkers and I sit at entrance area.
- Some of the shelter houses need to be sprayed for spiders. Playground equipment for ages 8 and up not just little children. Build permanent bathrooms - no kybos (porta-potties).
- Neighborhood Parks/Smaller Parks
  - My responses are based on appearances as I travel by the bigger parks. I tend to just visit the smaller green space parks.
  - Some of the small parks appear to be neglected.
  - There should be more playgrounds in neighborhoods with different equipment.
- Additional Recreation Amenities
  - Another disk golf area would be nice.
  - Appreciate more pickleball areas
  - Build an 18-hole disc golf course in Munn Woods. Tourism, low upkeep rec.
  - It's becoming a foreign concept but having green space/grass to run around on is just as, if not more important, than any fancy jungle gym. The same goes for trees in parks!
  - My son says the basketball hoops would be much better without double rims.
  - No playground in Sunset Ridge.
  - Would like to have an outdoor gym in one of the parks. Outdoor equipment like some parks in KC, or similar to outdoor equipment at ISU (but more options).
  - Would also love pickleball net options at park!
- Park Maintenance
  - A lot of wooded areas are in states of despair.
  - Disc golf course needs rock or mulch in muddy areas and new signs.
  - Everything is dirty and dangerous.
  - Too much honeysuckle & garlic mustard taking over the wooded areas.
  - Trash in wooded areas and along the brush right on the river.
  - The maintenance and tree debris on east 16th St. are a major eyesore on one of the main entrances of the city.
  - The trash is sometimes pretty messy around the shelters.
  - There is a lot of graffiti on some of the shelters.
  - Stop mowing Parkview Heights when it is raining or there is standing water.
  - Some of these areas are showing lots of wear and tear.
  - Things seem to be in fairly good condition, with constant improvements being made. It is easy to notice that some things are worn and old but does not mean they are gross or bad in any way.
  - Last time I went to Ledges, I couldn't find a trash bin, and there was a bunch of dog poop bags littered everywhere because of it.
- Brookside Park
  - Brookside Park has horrible landscape with downed trees everywhere. It looks intentional but unfinished. And the entire entry is under construction so it's difficult to put an opinion to it.
  - Brookside woods are a mess following all the cutting, but Carr and Ada Hayden are perfect!
  - As a frequent visitor of Brookside Park, the lack of true restroom facilities in the last two years has been disappointing.
  - Bathrooms at Brookside are always closed it seems like.
  - Glad to see Brookside bathroom is being restored.
  - Brookside tennis courts could really use the lines for pickleball to be redone. They are hard to see when playing.
  - I have not been in all parks - Brookside is my favorite
  - I think the picnic table areas in much worse shape than the parks themselves. Brookside is a lovely park; the tables are an embarrassment to our community.
  - I really love Brookside Park and McFarland Park!

- I typically use the trail through Stuart Smith Park and Brookside Park. It needs some work but I understand it is designated as limited maintenance. I really enjoy the North River Valley Park and the unpaved trails there.
  - Love Ames' Parks and Rec; my family and I consider them our highest used city perk. Ada Hayden, Bandshell (needs some love), Roosevelt, and especially Brookside. More investment here is greatly appreciated and builds a platform for community (Workiva, my employer, hosts its company picnic at Brookside Park for this exact reason).
  - Some restrooms are great - like Ada Hayden - but others need work - like Brookside.
  - The biggest improvements needed are the paved trails in Brookside - very rough for bikers and rollerbladers. Otherwise, the parks are great!
  - The homeless at Brookside need to be dealt with. They take over the shelters.
  - Would love to see Brookside trails repaved.
  - The pickleball lines at Brookside course really need to be darkened. They are hard to see when playing.
  - I take advantage of the Ames parks. I go there a lot with family and friends especially to the tennis court at Brookside.
- Emma McCarthy Lee Bridge
    - Bridge out and maintenance at Emma McCarthy Lee Park
    - Emma McCarthy Park needs work on its trails - hills are bad when muddy.
    - It makes me sad when there are roads being put in like through Emma McCarthy Lee. I wish that the bridge in that park would be replaced as well, as it has been well over a year. I also wish that some of the woods would be more forested actively. I use the woods and parks quite frequently.
    - There are some parks around Ames that have bridges and whatnot that are down. One I can think of specifically is Emma McCarthy Lee Park, which is a neighborhood park, but a favorite, all the same. Please fix the bridge!
    - Why has the bridge over the creek in Emma McCarthy Lee Park not been rebuilt; it has been two years. Obviously, there is enough money to finance a gravel road needed for sewage line access on the west end of the park and Munn Woods. Stairs into Munn Woods also need repair.
    - Looking forward to the completion of the McCarthy Lee Park bridge repair!
- Other Bridges
    - I frisbee golf a lot and the course is nice but it needs a new bridge where the old one fell due to erosion.
    - I would like the attention given to initiating a program to fix/replace the bridge in Munn Woods. This to me should not be an overly difficult task.
    - Lastly, that park that is off Ross Road, NW of campus, the bridge has been out for a while, I hope there are plans on rebuilding, or maybe it's in the works but that is a nice trail cut off.
    - I would like to see the bridge in Inis Grove come back.
- Dog Park
    - We personally use the dog park and the trails the most, but I appreciate the new insistence on equipment being available to those with disabilities.
    - I love how many parks are here and how well maintained they are. We called the other day because we had a concern for a rebar sticking out of the ground near a playground and they were very happy to go fix the problem right away to make sure it is safe for everyone. I do wish there were more places for dogs to be off leash or a dog park that doesn't cost money. It's the first state I've been in where there isn't a free dog park for them to go run around.
- Other
    - N/A

- None
- Quarantine (against mosquito, bugs) is the most important issue for me
- Stop spending so much money on things that don't matter. Fix the roads. The streets in Ames have been patched so much that there are patches of patches.
- There is nothing that draws me to the parks - whenever I go everything is in good condition but otherwise it's a bit lackluster.
- We enjoy Ada Hayden Heritage Park. Plenty of space for people. Might help to paint a solid line half-way between edges. This would keep people moving to the right.
- My park experiences are limited to Ames on the Half Shell and Summer Sundays at Roosevelt.
- All are good, some feel a little out of date
- Extremely disappointed in the Gateway Hills area for ripping down hundred-year-old trees, eliminating beauty and privacy at my apartment building
- A lot of abandoned homeless camps. Especially along Squaw Creek north of 13th Ave.

## Comments on Public Library

- Positive Experiences
  - APL ROCKS!!!
  - APL is awesome for the community, but irrelevant for college students.
  - Beautiful building, welcoming environment, safe, and wonderful staff!
  - Beautiful vibe inside. Diverse groups of people which make it an interesting place to be.
  - Excellent library!
  - Excellent online services.
  - Friendly, helpful staff and a nice environment (x2)
  - This is a great library! (x3)
  - I am an elementary education major and they always have the book I'm looking for! Checking books in and out is very nice and easy.
  - I have nothing but praise for the library!
  - I like to go get books and read the newspaper.
  - I love Ames Public Library (x7)
  - I love APL! The staff is friendly and helpful, the technology in the library is fantastic, and I always find what I'm looking for. I wish I had known more about the library earlier in my ISU career. Thank you!
  - I LOVE APL!! They've done a lot with their children's area and it's very good. I also love that they provide STEM kits and other learning sources.
  - I love the library, its atmosphere and the friendliness of workers! I also love the movie rental box. I will live closer next year and will definitely be visiting more!
  - I love the library. I really appreciate what they have been doing during the pandemic. I also love the access to ebooks and audiobooks it gives. I've had several really good interactions with the employees.
  - I think the library is wonderful, we simply don't use it very often
  - I use online book service from the library
  - I use the library regularly
  - Love the book sales and the buying books area. Thank you!
  - Love the library (x2)
  - Lovely for all ages.
  - The library is amazing. It is what makes living in Ames a joy!
  - The library is an excellent resource for our family.
  - The library is one of my favorite parts of Ames!



- The natural lighting is great on a sunny day.
- The people at the library are all super nice and always willing to help. I love that I can pick up materials on the Iowa State campus and the variety of both adult and children's activities offered at the library is excellent!
- The queer inclusiveness is a major draw to making it a comfortable space.
- The services I see it provide seem sufficient. It is a beautiful building.
- I've been there only once but it seemed very clean and organized
- I've only attended one meeting in the library, and it was very nice.
- It's always very quiet and a very nice environment to study in!
- Keep up the good work.
- We love the library! It is such a great resource and Ames is lucky to have such a beautiful spot with so many available materials and services.
- We love the library. It's wonderful, helpful staff. Can't wait till it opens again.
- When I had the time, I really enjoyed going to the library and browsing the selection of books. Also, I have been satisfied with the online reservation system.
- Wonderful library, it's another place I like to study for school.
- Online eBooks, audiobooks, and movies are by far the best resource the library offers us. I always check if the library has a book before I buy elsewhere; sometimes, I even ask if the library will purchase the book for me to check out, which they've done for me before. Incredible service, so thankful.
- It is a library that I am incredibly happy to have locally.
- My son loves the play area for kids and reading books! I wish I'd had something similar growing up.
- APL is very clean and neat
- APL is very nice for music/movies. I generally use Parks Library for most other sources.
- APL is a very nice place and resource! (x3)
- We have a wonderful library and staff. They adapt well to new trends and technology.
- We have the BEST library & staff!
- We love books and reserving them online couldn't be easier! The email reminders and communications are just right! And I know it saves our household a ton of money!
- The Ames Library is one of the best in Iowa! We love the Ames Library.
- The Ames Public Library is literally a godsend. The staff is wonderful and so helpful from helping me find things, confirming things over the phone, general research help, and even giving me guidance on my ISU Honors program capstone project.
- The Ames Public Library is wonderful! (x2)
- APL provides a nice environment to study when I feel the need to get off campus
- Services are great and staff are friendly and helpful!
- The staff people are wonderful help with computer issues.
- The staff are wonderful. I like that the 2 libraries in town share a community outreach person.
- Study Rooms
  - Not enough study rooms.
  - I wish there were more study rooms available.
  - A lot of kids like to hang out in them, and I don't like how the door locks you out to retrieve your own child, if they are in there and shouldn't be.
- Bookmobile
  - I love the bookmobile stop on campus.
  - We LOVE our library, especially the bookmobile.
  - I wish I had known more about the bookmobile that comes directly to campus earlier.
  - I love the Bookmobile so much, please continue to bring it to the ISU campus.
  - The on-campus bookmobile is fantastic, and I love it.
- Extended Hours
  - Would like earlier Sunday hours

- Amenity Addition Requests
  - If possible, I would love to see the language programs grow (French especially)
  - It would be wonderful to have more empowering social justice related literature and a larger variety of seating options for patrons to use.
  - My one wish would be a second facility on the west side of town to have easier access.
  - There should be books in English and other languages meaning one book having the English version and the translation of other languages.
  - Build a parking ramp to the north.
- Coffee Shop
  - A fully functional cafe would also make it more accessible, even if this were just one of the local cafes that operated a booth.
- ISU Parks Library
  - As a student with access to the ISU library, I don't need to use the Ames Public Library, but I've heard it's nice.
  - Being student at Iowa State makes the ISU library more applicable.
  - I am currently an engineering student on campus. As a result, I never really find myself in need of locating the Ames Library for its resources available.
  - I am an ISU student and Parks Library is better.
  - I got most if not all of my library access at ISU.
  - I usually only go to Parks Library since it is on campus.
  - I live in west Ames so it's a bit of a trek to get there. Plus, I have Parks Library as I'm an ISU student. Most of the materials I need are provided or reserved through Parks.
  - I'm an ISU student, and it has never been pushed for us to study at the Ames library instead of the one on campus.
  - I prefer to use the library at the university as it is much closer to where I live.
  - I use ISU's Parks Library. (x3)
  - I live on campus, so I use the resources on campus libraries. (x3)
- Parking Problems
  - Build a parking ramp to the north.
  - Having to find a space and pay for parking for a 20-minute library stop is also different.
  - I do not stay as long as I used to because of the increased parking fees.
  - I don't want to pay for parking.
  - The library should have available parking instead of requiring us to use a parking meter.
  - It's a great resource, but as a college student who has a vehicle I'd like to go and park without having to worry about getting a ticket or paying when I already pay for everything else in my life. I study for hours at a time and that costs money to park for extended periods of time. Ames parking is not ideal. They care only about money.
  - Paid parking is a problem. The first hour should be free. Limited electronic materials.
  - Parking is a problem. (x3)
  - Non-paid parking is needed!
  - Sometimes parking is a problem - especially handicapped parking.
  - Library parking should be free.
- ISU Student Inclusion
  - College students sometimes don't have any proof of living in Ames at the time, possibly recognize the ISU ID as proof of being in Ames.
  - I love the public library. As a college student who is studying elementary education, I have used the library more than the average student at Iowa State. It was so easy to get a library card and it has helped me be successful in the classrooms on campus because of all the resources that it provides.
  - I think the library could do more to cater to ISU students.
  - I would like more information about the library and why I should use it as a college student.

- The updated library is awesome in my opinion! I actually prefer studying here compared to the Parks Library.
- It's a super nice place. I wish ISU did more stuff with it.
- Handicap Inclusion/Access
  - APL needs more access overall. There is only one way in and out. It would be more convenient if we had more than one entrance.
  - It's physically difficult to get in and out of doors. Better automatic doors are needed.
  - There is limited handicap parking
  - The slant in the entryway is steep for wheelchairs.
- APL Poor Experiences
  - Do not wish to have our kids around inappropriate programs now being run at the library.
  - The library has a politically progressive agenda. I tend to avoid the library because of that.
  - For the online library services that offer digital check-outs of books or movies, it is a little difficult to use when each different service requires its own log-in information and different apps with which to view rented material. If there was a way to centralize all the digital services, that might be helpful.
  - Frequently when I have reserved an item from the library, I will get a notification telling me it is ready for pickup, but when I go to the library to get it, it isn't actually waiting in the pickup area.
  - I haven't used it since the bed bug outbreak
  - I do not care for the layout of the new library. There are no cozy nooks to read in. It seems very cold!
  - I do not think drag shows belong in a public library for children to see.
  - You have no fishing book? Very poor!
  - I would like to use the library more, but the wait times for books is too long.
  - Why is the library closed during the coronavirus outbreak? Parks Library implemented a "carry out" format. The need for books is generally greater when the vast majority of the population is stuck inside and the incremental risk from picking up books outside the library from an isolated staff is no greater than picking up food from the carryout services offered by most restaurants. Plus, it would keep the library staff employed during an economically stressful time. I cannot understand why a government funded operation designed to serve the people would close when they are most needed.
  - One qualm is we dislike the promotions of things like cross-dressing/drag shows. We don't think the library is a place for that.
  - Seating is less available during finals week.
  - So much is digitized, and I do not know how to use them.
  - Some titles not available on Overdrive/Libby.
  - Sometimes the internet is a bit slow.
  - Sometimes you have to wait months for a book because there's so many holds.
  - The staff is rude.
  - There are an inordinate number of transient people in and around building, not necessarily there for books or resources.
  - APL is too busy!
- Other
  - I have not had the opportunity with a busy schedule and already having a bundle of books to read to use APL. I've heard good things and plan to utilize in the future.
  - I have only used once and then it closed due to COVID-19.
  - I don't use the library (x5)
  - I donated \$100 on lyme disease CDs; it disappeared. Bought expensive lyme disease book, one accepted then sold, keeping it there. Other was \$50; you wouldn't accept.
  - Now that my children are grown, we don't need children's materials. We made heavy use of the library's materials when our children were younger.

- I have never been to, nor plan on going to the Ames Public Library. Not that it's bad, I just haven't had any reason to and I graduate this May so I don't see myself visiting anytime soon.
- I never use the library. I once brought my friend from out of town to the library and she spent \$20 on the books from the book sale corner and I don't know if I've ever seen her happier.
- I'm very busy at work - otherwise I would!
- I've never been there but would like to start.
- It's a fine resource for many people. Currently, I don't need its resources.
- It's my fault more than anything that I don't use the library.
- None (x3)
- N/A
- I will use the APL this summer if open. It's my goal to get my kids to the library!
- I look forward to the day that I can visit APL in retirement.

### **Comments on what would make you Feel Welcome and Sense of Belonging**

- Accepting
  - More acceptance to diversity
- Access
  - Involvement in the community, access to culture, safety, education
- Affordability
  - A property tax cap for pensioners and lower to moderate income homeowners
  - Likewise utility rate increase caps. Any programs to reduce the impact cost of living increases and curtail senior displacement.
- Already Is
  - Already do
  - Ames is already doing a fine job
  - Everybody is welcomed here no matter where you are coming from.
  - Everyone is friendly and there is a diverse amount of things to get involved in for the size of Ames
  - Everyone is friendly and welcoming
  - Everyone is so nice
  - Everyone is very nice, and it's a safe city for the most part
  - Everything about Ames makes me feel like I belong - however, I am white, cis, female, able-bodied and have nothing working against me
  - I already do. I think people just getting really involved in groups they connect with (usually due to shared interests or beliefs) makes them feel welcomed
  - I already feel as if I belong. It has helped that I attend ISU and have found a great sense of community by making connections with others on campus.
  - I already feel welcome in Ames
  - I do feel welcome and have a sense of belonging in Ames
  - I don't have any issues with feeling welcomed
  - I feel I belong here but not because of City. Would like more employment opportunities to come to Ames, rather than drive to DSM
  - I feel pretty welcomed already
  - I feel very welcomed in this city already
  - I feel welcome
  - I feel welcome here and have a sense of belonging. It's a good feeling.
  - I feel welcomed places, personal qualities make me feel like I don't exactly belong any one place

- I typically feel very welcome here in Ames. The last time I went grocery shopping my roommate's sister is immune-compromised so we've been wearing masks when we go out and some people haven't been very kind to me wearing a mask since I look Asian. Maybe some more education to residents about how words affect people or something addressing racism.
- I'm 82 years old so I feel welcome in Ames and I have a number of friends in Ames so I feel I belong
- I'm good
- It's good as it is
- My place of work and the businesses connected to it (Morning Bell, Lockwood, Little Woods, other coffee shops and small businesses)
- Not much, the university does a very good job of this already
- Nothing more
- Nothing really, Ames already does a good job at being inclusive and not discriminating
- Nothing. It is great
- Satisfied as is
- Seems fine currently
- The citizens of the community do a tremendous job reaching out and offering their support
- The city to embrace and welcome the university
- The community of welcoming, hospitable people
- Arts
  - Bigger art scene to express my creativity
  - I would like to see more street art and know more of my neighbors
- Assistance
  - Having my input, support or participation accepted and wanted. Being asked for advice or assistance. Being offered advice or assistance
- Attitudes
  - If the older generation did not attack the younger generation for the same mistakes that they made as kids. But that is not something you can fix. It just seems that a lot of the older people in this town are NOT friendly.
- Awareness
  - For people to understand that there is a huge university in Ames and that a lot of students live in Ames year long
  - More awareness of religious diversity in the schools, particularly awareness of non-Christian major holidays when setting the school calendars
- Bike Lane
  - Bike lanes
- Business
  - More businesses and opportunities
- Celebration Notification
  - A better notification of celebrations and events that is going on in the city that could be available on the website too
- Church
  - Church outreach
  - Lutheran Church of Hope has an actual building for services
  - Serving as a Rotarian and member of Bethesda Lutheran Church provides a sense of belonging
- City Communication
  - Opening up to the city, personally
- City Representation

- I'm a college student. I feel we are underrepresented in council meetings and city decisions. I think this stems from lack of information distribution to students at the university
- City Spending
  - If the city would spend less money
- Clubs
  - More communities/clubs centered around interests that I have
- Collaboration
  - Greater collaboration between Ames and ISU
  - Greater intellectual opportunities and interaction within the city outside of the ISU paywall
- Communication
  - Better communication of events where one can socialize without children. Even the farmers market would count. Also, public transit from neighborhoods such as Sunset Ridge.
  - More awareness around minority populations during heritage months or holidays on City of Ames Facebook pages
  - More communication and events
- Community Activities
  - Awareness of community activities
- Community Events
  - Community events
  - Having moved here 3 years ago we have slowly begun getting to know more people in the community and have become more involved. Better advertising of events would be helpful. The locals know, but is hard to come by.
  - Increase in neighbor communication - get to know them more. Increase in community wide events.
  - Knowing events or other community things
  - Make apartments do a yearly or monthly get together (cookouts, BBQ, or games)
  - More community activities to get involved and meet people
  - More community events
  - More events like the farmers markets, art fair. Fun things for different age groups that help downtown businesses and vendors are great! Need a winter version? In the gym?
  - More neighborhood events
  - More neighborhood events to get to know neighbors. We have a lot of turnover and it's hard to get to know each other
  - More neighborhood get-togethers
  - Participating in community activities with friends
- Community Garden
  - A community garden
  - A community garden
- Covid19
  - I recently moved to a condo and just when I was settled in and spring was coming, COVID-19 hit. I'm staying at home to protect myself and my aging parents from exposure. I'm social distancing and physically distancing from my neighbors. It bothers me but I have to do it.
  - If people would wear face masks and stay 6 feet away from me. If people would follow the laws - leash their dogs, don't litter, don't speed in residential areas, don't text and drive
- Creativity Expression
  - A place to fully express my creativity, and be seen as a citizen of Ames, and not just a

- student.
  - Diversity
  - If there was less emphasis on making sure there is more diversity and just enjoying the diversity everyone who is already here has instead of forcing it.
  - More diversity
  - More job opportunities, diversity projects or things to do
- Dog Friendly
  - More dog-friendly establishments
- Don't Know
  - That's a great question, I just don't have an answer
  - I am not sure
  - I don't know
  - I don't know, less racism in Iowa State's community.
  - I don't know
  - If I didn't have to face racism and discrimination
  - I'm not sure
  - Not sure
  - Unsure.
- Engagement with City Council, etc.
  - More open engagement with city council, boards, and commissions. It's a club and so few ever get invited. It's the old Ames club.
- Equity
  - I would like the city leaders to stop their political/social agenda. Take a pause and realize that poverty/income is the social divider. Ames is not a racial or hate-filled town. Focus on spending our money wisely - "do" good (stop talking).
  - We need to move beyond this concept of "welcoming" and move to include and belongingness. In order for this to happen, we need to remove barriers and create equity in our community.
- Facebook
  - The "Ames People" Facebook page is horrible when it comes to bashing others, harassing, and ignorance
- Family
  - Family
  - I wish I had some family in Ames or Iowa
  - A recognition of my presence in the city, or in simpler terms, an apparent and obvious celebration of my lifelong citizenship here with my family and those who resemble me.
- Festival
  - City festivals (similar to Gingko festival)
  - Festivals in the summer
- Food Fest
  - More local services and businesses being introduced during campus events! It feels like ISU can be a bubble sometimes, and unless you have a car, a friend with a car, or are brave enough to manage the buses, you don't get around much besides to-and-from/around campus! It would be cool to have a "food fest" where different restaurants, cafes, etc., come onto central campus and have a day of trying different food. It could be taken out of people's tuition or something, so there is financial incentive for the business to come and share their products (food, drinks, menus, coupons, etc). Just a thought! For the longest time I had no idea what sort of food options were in Ames except Hickory Park, just because it's famous. I still don't, really! Food festivals in Ames, in general, could be super fun!
- Friendship

- Find work I enjoy and have good friendships and get the snow guy to fix or pay for my storm door that he damaged
  - Finding a group of peers that are not college kids
- Gifts
  - More financial gifts.
- High Paying Job
  - Being able to work in Ames and make enough money to live here would be amazing. Low unemployment rate looks good in the news but doesn't work for those of us trying to get high paying jobs in Ames. Every opening has hundreds of applicants.
- Housing
  - Better housing market and vet places to work at
  - I feel like many of the housing options are predatory versus college students.
  - I would like to see more young adults outside of the immediate areas around the university. Affordable rents would likely help with that
  - If I owned my home
  - If the city supported and treated renters/students as valued members of the community and didn't try to take advantage of students/renters. A lot of business and rental properties rely on students but do not want to treat them well (break contracts, never give back a deposit, etc.) while this does not happen at the same rate in non-college towns. I know if my mom, for example, lived in the places I rented in Ames, they would not have spoken to her/treated her the same way. Businesses and rental properties take advantage of college kids and the community accepts it. I also feel there should be more support for people with mental illness and homelessness. Ames has a high number of people struggling but separates these people from the college.
  - Less homes
  - Not being considered less than because I live in a mobile home court
- Hug
  - A hug
- Information
  - I am sure there are organizations but I don't know how to get involved. Also, more neighborhood events would help give a sense of community.
  - Keep informed about what city is doing for homeless, those in need & food and special circumstances regarding COVID-19 - ways we can help
- Involvement
  - Being more involved in things
- ISU
  - ISU campus
  - More ISU enthusiasm and pride.
  - Even though I am a young professional, I get pegged as a student a lot of times. This has impacted how I'm treated in establishments, churches in town, etc. It's almost like once people know you aren't a student, they don't quite know how to engage you in Ames. Ames feels like a pretty conservative, traditional family place to live. If Ames could break this mold even a bit, it would be able to attract more young professionals, single or family.
  - Not being a student at ISU? There is a bit of a separation
  - The students at Iowa State and the rest of Ames citizens have a disconnect and if there's a way to bridge that gap, I would feel more welcome here
- Job Opportunity
  - Probably more job opportunities in my field
- Kids Activities
  - I don't see how the city is responsible for the attitude of its citizens. As an unmarried



single mom with two children very spread apart in age it's difficult to find activities we can participate. Many times we have been denied access to events for the younger child because I needed to bring the older child with me. I think that's ridiculous.

- Less Police
  - Less police force, more inclusive workspaces
  - LGBT Outreach into LGBT programs past Pride Week, pushing ISU to become more involved in Ames as a whole
  - The accepting LGBTQIA+ community, I love the crosswalks uptown.
- Local Business
  - Keep small businesses open on Main St.
  - More. Small. Business. Support small businesses! The best thing for community is having things run by members of the community.
- Local Culture
  - I feel pretty welcome here. I'd like to see an upgrade in local culture, but those contributing to it are working hard and doing a good job
- Marijuana
  - Marijuana legalization
- Multicultural
  - More recognition and engagement with multicultural people
- Neighborhood Events
  - Better knowledge of my neighbors - need to do a block party
  - Mostly just the opportunity to meet more neighbors, at least within my apartment
  - Neighborhood events. Opportunities for young families and couples to meet.
  - Neighborhood night during school year
- Neighbors
  - Better relationship with neighbors - more community feel
- New Councilmen
  - Ames has rotated many councilmen through its city government with the sole purpose (each elected individual) of passing a personal law to screw his neighbor. Once that was accomplished, the councilman lost interest in making Ames a forward-looking community!
- Openness
  - More openness from the community.
- Opportunities
  - More opportunities
  - More opportunities that I could engage in that seek my interest.
- Others
  - A more Iowan culture. The culture in Ames is much different than in most of Iowa. It pretends it is inclusive and diverse, but it does not allow people to be diverse in thought, or politically.
  - Ames is friendly to families with children but for singles or couples without children, it can be quite boring. More non-local resident socialize for their kids.
  - As an ISU student, I had an affiliation with classmates for common reasons being there which was welcoming. If people coming into the area find and make friends with those who have commonality, that's a very welcoming introduction to expand on in Ames.
  - Honestly nothing, I come from a small town and lived in the country. I don't enjoy "city" life. I plan to live in the country again, while still having the ability to be close to a town.
  - I have lived in Ames long enough that if I haven't found what's important to me - that's my fault!
  - I think the biggest thing for me is that I am a student. I don't plan on staying in Ames after I graduate.

- I worked on a presidential campaign in Ames during this past caucus season. I wish more people were democrats or more open to conversation but that is a hard task to manage.
- I would appreciate inclusion of NOT being a supporter of the liberal left. I feel that agenda is strongly pushed upon citizens here.
- If the city would stay out of my business. I didn't move here for diverse or inclusive BS.
- It is not up to Ames to make me "feel" welcome. You just have to get out and get involved. If you go to a fitness club at Parks and Rec you will meet people and make friends.
- Less of a college focus. I was never looking for the college experience to begin with, so more outside of that would be nice
- Lower alcohol prices
- My family "deviates" from the norm and we are keenly aware of it. For this reason, we don't anticipate staying in the region. I think eventually the Midwest might shift to words greater inclusivity but I think the town, in its entirety, would benefit to greater exposure to the outside (single-parent families, unconventional families, mixed race families, etc.)
- Not much, once our kids are older maybe we will have more time
- Things how they are now.
- Outreach
  - Community outreach for the poor, sick, and needy
  - Do not feel it is easy to meet people outside my neighborhood
- Parks and Streets
  - Clean parks and streets
- Peaceful Life
  - Peaceful life
- Pedestrian Friendly
  - Pedestrian friendly areas. Examples: biking areas, walking areas, running, dog walking. It feels like the town, outside of campus, is designed for vehicles and not the people in it.
- People
  - Friendlier people
  - Knowing more people
  - Less people from Chicago who think they are God's gift to Iowa
  - More extroverts
  - More like-minded neighbors
  - Most people under 35 don't speak to you when I'm walking or running. Not like the small town I grew up in
  - Nicer people
  - Support - friendly - people call me by name
  - The people I meet
- Personal
  - I have not been involved much because I've been focused on graduation and starting my career
- Places
  - Places where I can interact with people my age
- Political Discussion
  - I am neither a democrat nor a republican, and the lack of safe political discussion I see in this town makes me sad. Everyone here is drastically republican or drastically democrat (more so democrat) and it is a toxic environment for anyone who wants to genuinely discuss the political news.
- Promotion
  - While we message on diversity, I don't actually see much promotion or even really acknowledging it
- Publicity

- Publicity to more groups that you can join to get involved
- Racism
  - I have felt very welcomed in Ames personally, but this is often not the way my friends of color have felt. Addressing racism in our community would make a more welcoming place for all.
  - I would like to see more diversity and inclusion efforts, especially after racism incidents at Iowa State
  - Less racism please
  - Less toxicity and racism in the community
- Recreation
  - More fun events in this city
  - More fun things to do, less Subway restaurants
  - More outdoor recreation
  - The city of Ames over regulation is biased against students. It's better than a lot of places but worse than it could be.
- School Education
  - Sure we have Iowa niceness but people are still saying racist things at home. We need education in schools starting young about systemic racism and how it effects people disproportionately in our society.
- For Elderly
  - Groups for the elderly. We don't need a new building!
- Sense of Community
  - The city of Ames does not have a sense of community. Neighbors are not encouraged to do anything together. Neighborhoods do not have gathering places.
- Status
  - I feel I would become more involved if I were a permanent resident instead of a student
- Student
  - I transferred here and was promised that upon orientation at ISU. I received nothing but being left out and ostracized because I hadn't joined a sorority.
  - I'm a student and when I am close to campus I get that feeling. Also, amazing CyRide workers make me happy.
  - More student to community contact
  - This town is literally divided in two. I'm too poor of a college student to afford a sense of belonging, the food panty isn't a good place to make friends.
  - While it's made clear Iowa State welcomes its student population openly, I feel there is hesitation or citizens are relatively ambivalent about engaging students outside churches or volunteer capacities.
- Student
  - I feel like ISU students/young working professionals are treated as more transient people, since we're likely to move elsewhere within a few years. I've been here for 6 years now (ISU student and now staff) and I still kind of feel the same as I did when I was a student first coming here.
  - If students weren't viewed as a nuisance by the local population
- Traffic
  - Safety and less traffic
- Treatment
  - Being treated nicer by city of Ames employees
  - Being treated with respect
- Volunteerism
  - Ability to serve - volunteer or community activities
  - If I could find a place to volunteer that'd be great. But I don't even know where to start.

- Volunteer opportunities
- Warmth
  - Warmth, anywhere. Political politeness is present but warmth isn't in my opinion.
- Welcome Wagon
  - A welcoming neighborhood
  - Do you have a Welcome Wagon? I think there was when I moved here. Welcome Wagon is a good start.
  - I work in Ames, go to church in Ames, sometimes go to social events but I'm not too involved. I guess you can be as welcome as you want if you are to get involved in things. Maybe a Welcome Wagon for new residents?
  - Street parties, welcome events for new residents
  - To see others welcomed and have a sense of belonging in Ames.
  - We loved the welcome bag upon moving into our home!

## Comments on Other Issues City should focus on

- Housing
  - Less or moratorium on removing affordable housing for new construction.
  - Affordable housing (apartment living isn't affordable housing, rent is often more than a lot of peoples' mortgages.) Property taxes, mine were raised about 30% last year.
  - Affordable housing for moderate-income people
  - Affordable housing projects
  - Emphasis in improving the lives of people living in low-income, non-student housing
  - Ames is stuck. In fact, it's declining. We need a greater range of housing choices. Right now, it's single family or crappy apartments. The Roosevelt is the out of the box housing option I have seen in 24 years. Pathetic!
  - Developing more clear information on the ordinances that apply to alternative housing such as "tiny houses" or eco-housing. Are they permitted, and if so, where and under what circumstances, etc.?
  - Finding ways to increase affordable housing in the city
  - Focus on populating north Ames with more businesses and student housing. It's a relatively new area that seems very underutilized.
  - Housing
  - Improve affordable housing by increasing zoning options for higher density housing.
  - Improving the overall quality of housing stock.
  - Low income housing - not Section 8
  - Affordable housing
  - Low income housing policies and addressing community challenges with the rollback of Section 8 and implementation of Section 42
  - Removal or repair of rundown housing on Lincoln Way anywhere within city limits.
  - Student housing vs. families
  - Affordable housing
- Mental Health
  - Better treatment of mental health issues as relates to youth
  - Mental health
  - Mental health providers
  - Mental health will be big with COVID-19
  - Mental health services
- Animal/Pets
  - Spay and neuter pets

- Animal control needs more support. I was mauled by a dog and no one did anything besides one poor lady at Animal Control and I had to spend SIX WEEKS looking for the irresponsible owner myself.
- Better Planning
  - Better planning for high volume traffic lanes. Make bus lanes for better traffic flow - good would be on South Duff.
  - Create a time machine and go back to some long-term planning issues that were mishandled, i.e. North Ames to Gilbert school district. Plan for where people want to (and thus will) move, not where you wish they would.
  - Future planning
  - I think they should take a serious look at major changes to the way roads work. (Again, I'm NOT talking about the "lane diet"! That idea should be dropped entirely.) Ames has a history of very poor planning for future traffic. Our "major arteries" (L-Way, Duff, Grand) are too small, too slow, and get stopped by lights far too often. The train is still a problem at Duff, also. I think Ames needs to (a) design fewer disruptions to traffic flow on the major arteries, (b) plan much better for higher traffic and major arteries (WITH ROOM TO EXPAND) in the future, and (c) bite the bullet and redesign/retrofit the worst sections of those arteries. A major artery should have fewer direct entrance and exit points, dedicated left turn lanes at every remaining intersection, and the roads that do intersect should have to wait longer. But once you're ON the artery, traffic should rarely stop; you should be able to cruise through. This makes people stick to smaller streets for short distances and generally improves the time to get to other parts of town. For most businesses on South Duff, you could either build a frontage road along Duff; or to avoid needing a frontage road, construct new streets at the backs of the business lots -- parallel to Duff, i.e., a new block. Either way, close ALL the driveways and even a couple intersections that connect to Duff.
  - I'd also like to see more of an emphasis on controlling urban sprawl in planning.
  - CONSTRUCTION PLANNING
  - Traffic planning in growth areas
- Bikes
  - Not on narrowing major traffic streets to accommodate bicycles (i.e. south 3rd St.) Grand Ave extension. Collaborate with ISU to make South 16th four lanes from Duff to University.
  - Bike paths definitely!
  - I would like to see more investment in bike and pedestrian friendly areas and more green spaces and trails for walking and running.
  - I'd just like more off-street bike paths
  - Improve bike trails to the point that riding bikes around Ames is feasible for everyone.
  - Improving our very limited outdoor recreational opportunities and bike trails
  - More bike lanes, safer bike lanes
  - A little bit more safety for bikes.
  - Bike safety
  - Sustainability, walkability, other forms of commuting (such as bike safety, trails etc.)
  - Bike/running trails
  - More biking options need to be made safe and available - it isn't very helpful for commuters when the only part of town with bike lanes is main streets. What am I going to do, get a new job?
  - More bike paths through wooded areas.
  - Bike trail map
  - Bikers off the main roads
  - The congestion on S. Duff, the amount of time it takes to cross S. Duff. Adding the driving lanes back to S. 4th and Clark Ave. and get rid of bike lanes and green squares
  - Accessibility for bikes and other forms of transport and shaping public spaces to allow for more forms of engagement such as murals, and other social engagements
  - Plan for and build continuous bike paths. Many now end with no transitions.

- City Notifications
  - Improve notification of children-focused activities in the community, events, parades, etc.
- Grand Extension
  - Grand Avenue extension all the way to Airport Road
  - Maybe improving the traffic flow on Duff Ave. But there's not a lot that can be done. Hopefully, the Grand extension takes some pressure off it.
  - South Duff traffic which the Grand Ave. extension should help when completed.
- Connect Campus to City
  - Education/schools - partnership between city and ISU like we had with VEISHEA
  - I wish the city and the university did more together.
- Campustown on Lincoln Way
  - Get the problems solved in Campustown that allows partially torn down buildings to exist, it looks very bad.
  - Figure out the block of Lincoln Way across from Friley that is a series of torn down buildings.
  - I think Ames should focus on creating more professional jobs you can make a career from.
  - The Campustown construction needs to be addressed
  - Lincoln Way looks like an eyesore near downtown and Campustown; someone should look into that.
- Dog Park
  - Constructing 1-2 more dog parks in different areas of Ames.
  - The animal park needs stairs, tunnels, activities for pets to engage with
- Downtown
  - Our downtown area is such a huge turn off. Really should be updated
- Seniors
  - Exercise and activities for Golden Aged
  - More offering of activities for senior citizens?
- Trails
  - Maintaining and improving outdoor recreation parks/trails, and interconnected trail system/wellness facilities
  - Reopen the trails that are closed
  - Greenbelt trails
- Homelessness
  - Cleaning up homeless camps and garbage from the rivers.
  - Help of the poor and needy in our community, support, and outreach for the homeless, sick, dying, etc.
  - Helping homeless and poor
  - Helping more with the homeless and elderly
  - Helping those in need with food and/or shelter
  - Homeless and poor in Ames
  - Homeless getting money at intersections
  - Homelessness
  - Homelessness - support ERP to help vulnerable people transition to stable housing
  - We continue to be concerned about human services support and funding for our city's vulnerable populations, particularly as it relates to emergency housing, food insecurity and our homeless population. We would like to see more emphasis placed on funding for services.
  - Not allowing panhandlers on corners
- Sex Crimes/Human Trafficking
  - Human trafficking
  - Domestic violence and sexual assault prevention
  - Sex trafficking and rape

- CyRide
  - CyRide, accessibility, justice reform
  - I think in general the city is doing a good job. I think that there should be a crosswalk by all CyRide stops near a major road with high speed limits, but I understand how that would be hard to put in place.
- Wellness Center/Indoor Pool
  - An indoor pool that is affordable for all Ames residents.
  - Convention center, indoor water rec.
  - Plan for municipal pool
  - Wellness center downtown with swimming pool only
  - Different version of Healthy Life Center that will pass
  - Healthy life center
  - Need to revisit the Healthy Life Center issue. We will still need at some point or a version of what was proposed.
  - Winter swimming availability
- Traffic Flow
  - Traffic flow/more roundabouts
  - Better traffic flow north and south
  - Better traffic flow after events on campus (i.e. football, basketball)
  - Improved traffic flow
  - Making sure game day traffic flows easier without stopping traffic throughout the whole town. Also, traffic flow on Duff Ave.
  - Duff Avenue is a completely impossible road to use during busy hours.
  - Traffic flow
  - The roundabouts are very, very dangerous! College kids on phones unaware of busy traffic.
  - Traffic flow - more sustainable resources or extras for the community
  - Traffic flow after major events
  - Traffic flow and alternate transportation options
  - Traffic flow during fall
  - Traffic flow still needs work in Ames - left turn light on S. 16th and Dayton to get to Hwy 30, and right turn lane on 13th St. going east at Dayton (turning south)
  - Traffic flow!
  - Traffic improvement - the streets are too small for the amount of traffic in Ames
- Intersections
  - Control more residential intersections with stop signs instead of yield signs
  - Improve traffic control and safety by installing stoplights at busy intersections.
  - Fix the traffic lights on Lincoln Way before someone else gets hit by a car.
  - A better solution for 13th and Grand
  - I would love to see stoplights at some dangerous intersections like the exit of Highway 30 and Duff
  - Many intersections are difficult to yield left on green because you can't see if another car across from you is also waiting to turn left.
  - Stop light times
  - Traffic lights! The light at Franklin Ave. and Lincoln Way NEVER changes for someone going straight down Franklin Ave.
- Infrastructure
  - Be very resistant to changing existing infrastructure or environment to please special interest development!
  - Expanding gravel to S. 16th
  - Finding ways to prevent future flooding of roadways, especially S. Duff, look into creating more retention ponds
  - Fixing older streets
  - I think the roads and traffic need some serious help.

- Improvement of roads
- Infrastructure
- Maintaining and improve infrastructure
- Maintenance and improvements of key infrastructure
- Neighborhood streets
- Pothole repair
- Public infrastructure, roadways
- Repaving rough roads
- Road construction.
- Road reconstruction should be a main priority (e.g. Mortensen, Lincoln Way, Duff Ave). Need a better way to get from West Ames to North Ames (maybe a loop highway from 30 to 35 going around west and north Ames).
- Road surface improvements. Roads are very bumpy ex. State Ave.
- Roads everywhere in Ames
- Stop building apartments, new roads and clear-cutting green areas for “progress.” Nobody likes the industrial look (i.e. entirely paved city). Enrollment at ISU is going to drop like a rock and there will be empty apartments everywhere. Focus on updating the current infrastructure in downtown/Campustown while maintaining historical integrity. Diversity in building structure is an attraction while driving, not a deterrent.
- Street repairs
- Streets and sidewalks all look like and work like crap. Rain drainage throughout Ames is awful. There are large, deep puddles everywhere after even the smallest amount of rainfall. This is unacceptable for as much as I am paying in sewage and drainage.
- Infrastructure
- Too much traffic on South Duff
- Traffic calming on streets, i.e. Duff, 9th - 13th St.
- Traffic infrastructure - turn lanes and more north/south and east/west through streets. Smart growth that benefits the population and for the base of Ames
- Under or overpass on Duff. Traffic enforcement on South Duff
- Traffic is awful
- Traffic issues
- Creating a safer exit to Cornerstone Church of Ames. There have been multiple accidents due to long turning lines that are created on Sunday morning and Thursday evenings.
- S. 16th St. is bad, and needs replaced, not repaired or patched. Patching is not working.
- Internet
  - Fiber optic internet: it'll boom more tech business not tied directly to ISU Research Park, though it is a great resource.
  - Internet as a utility!
  - Internet infrastructure
  - Internet quality and diversity of companies available in the city
  - Municipal internet service
  - Offering other internet providers besides only Mediacom
  - Focus on helping MetroNet get up and running
- Events
  - Bring back the VEISHEA parade
  - Bring back VEISHEA
  - Relocate farmers market to parking lot east of City Hall 2.
  - More cultural events - concerts, festivals, food fairs, etc.
  - More social events - Main St. usage
- Sustainability/Recycling
  - Curbside recycling
  - ACTUAL RECYCLING



- Better recycling programs on campus and throughout the city. Allow recycling bins vs. making workers sort through trash.
- I wish there was more support for recycling.
- More recycling options
- Recycling, helping the environment
- RECYCLING
- Climate change adaptations
- Continue to focus on clean energy, water, and waste
- I really like the solar farm thing. Maybe increasing awareness about the local farmers market if there is one and trying to put one together if there isn't.
- Make city of Ames as eco-friendly as possible
- More uses of renewable energy and other eco-friendly city practices.
- Renewable energy, such as solar energy.
- Sustainability and green initiatives,
- Sustainability, reaction to climate change.
- Sustainability
- Sustainable waste programs and renewable energy
- Parking
  - Parking
  - More parking
  - Parking downtown, on campus or residential areas is inconvenient at best and usually not possible. This should be the City of Ames top priority.
  - Parking is horrible. This is a major issue and needs to have more conversation on how to improve this. Especially Iowa State parking. But really, all street parking in Ames is extremely frustrating.
  - Public parking in and around campus
  - Reduced parking meters
  - Restructuring its plan for residential, long term public parking and the parking of non-residential, often less than a day parking.
  - The city needs to eliminate predator towing through Elmquist/Campustown. A college student should not have to pay \$500 to get their vehicle back after parking in a parking lot.
  - The North Grand Mall honestly could use some attention. Its parking lot is terrible, and the inside isn't much better. Free parking should be available at the public library. Or it should be available to people who are parking there and actually going to the library.
  - Eliminate the parking enforcement division. Ease up on parking meters.
  - Getting rid of the parking meters!
  - Keep the downtown parking meter rate LOW (or free). Help bring people downtown to shop.
  - Larger parking lots and businesses need to be better spaced.
- Railroad Crossing
  - They also really need to deal with the train crossing at Duff. I realize these are very costly, but every time they reconsider it, it's more expensive than the last time. It's just going to keep getting worse. Sooner or later, we're going to have to bite the bullet and do it right.
- Taxes
  - Figure out ways to make Ames more financially livable. Property taxes are through the roof. Employees of Ames businesses and ISU can't/don't want to afford to live here. Need to make some serious decisions about what to support.
  - Decreasing utility bills and property taxes
  - Lowering taxes
  - Reason why I recommend cheaper taxes is because I don't trust government. They continue to raise tax, but I don't see improvement. I've seen cities spend money on things that are useless instead of addressing current issues. We need to focus on those before starting new

projects. When I actually see improvements, I will feel the government actually has our best interests in mind and would be more willing to give more money.

- Lower property taxes so people can afford to live here.
- Decreasing expenses
- Not spending so much money. Being more of a lean operating city.
- Scaling back where appropriate. Focus on basic needs from a municipality like streets, police, fire, electric, water, etc. Less focus on regulating everything and having unusual amounts of control, it just becomes too expensive. Sometimes the City of Ames treats citizens as if they were children and it's an expensive proposition to continue to control so many aspects within the city so deeply.
- Value for money - property tax is pretty high
- Stop spending our tax money on unnecessary things like colorful streets.
- Rental Housing/Landlords
  - Abusive landlords.
  - Actually caring about concerned tenants (after landlord office hours obviously) in regard to noise, drug use, etc.
  - I'm kind of tired of the apartment developments
  - Rental housing - addressing slum level issues, inequitable access to housing justice for lower income renters who face contract violations by owner (not repairing property, etc.)
  - Lowering rent prices.
  - Monitor the transition of neighborhoods to rental properties and limit rentals to zone regions. Evaluate the occupancy rates to assess the need for apartment developments.
  - Stopping overbuilding of apartment complexes
  - The city should regulate the amount of money that property management companies are allowed to charge university students.
  - Ugly apartment buildings - overpriced.
- Restaurants
  - Attracting businesses like restaurants
  - Encourage an all-day sit-down restaurant that serves breakfast, to come to Ames.
- Police
  - Make sure the police department is sized accordingly for the population of Ames now and in the future.
  - Many neighborhoods can feel unsafe due to little police presence/patrolling. It seems some of the "nicer" neighborhoods get plenty of police patrolling, whereas other areas may see a parking truck from time to time, nothing else.
  - Police not always taking bogus complaints from hostile neighbors seriously
  - Stated several times about the utilization of the police team. It'd be nice if the city could address some of the shady practices that are done from housing firms such as PPM among many others.
  - Better implicit bias training with police
  - Connecting police and the young
- Safety/Crime
  - Crime - stop home burglaries and thieves - freeloaders in our homes at night. Do something about it!
  - Crime preventing
  - Recreational opportunities, Ames schools, infrastructure,
  - Public safety
  - Safety – police, fire protection
  - Safety - security
  - Safety concerns
  - Crime prevention and community building
- Small Business
  - Affordable commercial space for small businesses.

- Bring in more business
- Encouraging more new businesses to come to Ames, especially to our mall and new strip malls
- Growing local businesses not directly related to success only while college students are on campus
- Locally owned small businesses, fixing the abandoned buildings/lots in Campustown. If nothing going there, then make in a green space/park.
- Support small businesses and local economy especially at this time.
- Support small businesses whenever possible.
- Snow Removal
  - Bad snow removal
  - SNOW REMOVAL
  - Snow plowing roads better
  - Snow removal
  - Focus on cleaning the roads in the winter! Pre-salt the roads if necessary!
  - Sanding the sidewalks during winter
  - WINTER ROAD CREWS!!!
- Speeding
  - Speed control during school, residential
  - More police presence in neighborhoods for speeding
- Nuisances
  - Pride in property. Years ago, the city gave awards to homeowners; maybe it would give the idea to clean up to others.
  - Property upkeep.
  - Quality of woods and rivers. A lot of it seems dirty and broken.
  - Random dead animals in the middle of the road,
  - The city should focus on NOT allowing guest/vacation lodging to be allowed in private, single-family resident neighborhoods.
  - Ticketing cars that are parked in the same spot on the street for days, or even WEEKS!
  - Windsor Oaks Senior Living at 1100 Adams Street owns adjacent property to SE up to creek. Several homes back up to this. It's totally overrun with weeds, thistles, trees, etc. that is unkept. It's very unsightly and also is a breeding ground for ticks. Enforcement of homeowners' property that looks more like junkyards. For example, a home on Northwestern Ave. on east side of the street a couple of blocks south of 13th. It (the yard and driveway) is full of piled-up trash! Why are they allowed to have their property in this condition?? Homes close to it take good care of their property. Why should they have to look at it every day? It degrades the value of their home!!
  - City clean up and keeping houses renovated and yards clean
- Public Transit
  - Public transportation
  - Public transportation and bus stop locations
  - Should focus more on improving public transportation
- Garbage Service
  - Consider strongly adding garbage service. My street is 3 blocks long. At least 5 different companies are used by people in these 3 blocks, sometimes twice weekly. At a minimum that is 5 trucks once or twice a week traveling all 3 blocks. More jobs, much less wear and tear on city streets, more control of materials picked up, more accurate expectations of materials coming in to the RRP.
  - Our garbage hauler has too many trucks in our neighborhoods
  - Would like to be better informed about what can be placed in garbage container.
  - Burn more garbage
- Youth Activities

- Youth support groups - child care
- More activities for kids and teenagers. Ames lacks good activities for teenagers like roller skating, teen hangouts (affordable)
- Increase camps and education programs for kids when not in school
- Sidewalks
  - Complete sidewalk on north side of intersection of Union Pacific RR and 24th St.
  - Crosswalks
  - Develop a sidewalk maintenance program. Many small cities, such as Nevada, have one. Why don't we?
  - Have you ever tried taking a walk - many sidewalks are in very bad shape.
  - I want you to focus on the safety for pedestrians. It is necessary to set the cross signal at Todd Dr. and S. Dakota
  - Keeping it compact - widen sidewalks from downtown to 13th - cost-share sidewalk improvements
  - More crosswalks in developing neighborhoods
  - Pedestrian safety (and enforcement) - I see so many students not respect oncoming traffic
  - We would like a sidewalk placed starting after Harrison on Hyde up to 190th Street going to park. A park added at the empty lot at Harrison and Welbeck.
- Equity/Inclusion
  - Equity and racial equity/justice
  - Equity in representation, employment, services and outcomes for all racial groups
  - Inclusion and acceptance training in all fields
  - Inclusion of non-traditional people and experiences
  - Inclusivity
  - More services for lower income persons
  - New residents need to know what resources and information are available and where
  - Poverty has always been an issue in Ames for more than people seem to realize. It doesn't discriminate.
  - Racial reconciliation
  - Social justice/race issues
  - Give support to Food at First and other targeted support to at-risk population
  - Supporting vulnerable populations - low income, abuse, immigrant, refugees.
- None/I Don't Know
  - I am satisfied with the present concerns
  - I don't know, I think there's a pretty good balance
  - N/A
  - Not sure at this time.
  - None
  - Satisfied as is
- Other Comments
  - Adhere to the manual on uniform traffic control device!
  - All issues that concern me have been covered thus far in the survey
  - Business health code inspections, etc.
  - Don't ruin natural parks with ball diamonds
  - Existence of gangs
  - Expanding West Ames and improving highly populated areas of Ames such as Duff Ave., etc.
  - Also, good paying jobs are difficult to find.
  - Flood control
  - For the DMV
  - Funding to help college age-independent people, especially those with children, to cover and get reduced expenses.
  - General population growth

- Get advertising signs off the street/road right of way. They are a distraction to vehicle drivers!
- Getting the economy back up and running
- Give City Council Member Tim Gartin a raise. He is respectful, trustworthy, and an excellent face for the city of Ames government. His activity on the Ames People Facebook page is especially respectful and worth giving a shout-out. He is a great guy all around and deserved recognition for his many years serving the Ames community.
- Good areas to drop in and pick up kayaks or tubes from the river! Insect control and clean rivers/streams.
- Hours for recreational services, swim lessons, etc., should take into account the schedules of working parents. There are rarely enough classes scheduled on weekends or after 5 p.m.
- Improvements in Campustown. A lot of new apartment complexes were built at the site of businesses (restaurant, coffee shop). These businesses didn't come back and now we only find many empty retail spaces for lease! Is it because the rent is too high that nobody is renting them?
- Improving school system
- LEGALIZE IT!
- Greater opportunities for fun for young professionals (not only families)
- Makerspace: work with the school district to make the high school shop labs dual-purpose and offer night classes for things like welding, metal shop, woodshop, etc.
- Making Ames a model city for social and environmental policies and practices.
- More physicians
- More emphasis on monitoring distracted driving. I ride a motorcycle to campus, and I often see so many people texting or not paying attention, which could seriously injure myself or others.
- More shopping
- Mostly, flood plain development is the concern I would like to see focused on.
- Partnership with ISU athletics on the parking lot expansion
- Planting more trees; focus on the natural enhancements
- Plant more trees it's very depressing with so little nature
- Technology
- The prices of gasoline. The difference we pay compared to neighboring communities has always been higher, but more recently it has taken a much larger jump! 40 or 50 cents per gallon!
- The public art choices are terrible!
- Trying to bring a wider variety of businesses into the city and growing the town to be more modern.
- Social programs, health and wellness programs, volunteer programs
- The growing population from students, and how that effects the current layout of the city as well as infrastructure moving forward.
- Proper management vs. political or self-serving decisions. I would like to see all government levels spend money as if it were their own.
- ZONING!! Worst zoning I have experienced! Building houses too close together. Real estate/builders own this place.
- You need to do more to improve poorer neighborhoods like those off of S. and N. Franklin
- Everything - try getting out and visiting somewhere else. You'll soon find there's not much going for Ames.

## **“What is the best thing about living in Ames?” comments**

- Accepting
  - The community is very accepting!
- Accessibility
  - Accessibility
  - Accessibility to parks/green space, great schools/library/amenities. Good water and general upkeep of city.
  - Convenient access to stores, restaurants, etc.
  - I am close to work and have easy access to many shopping outlets.
  - It's close to my wife's work.
  - Living close to new 30 access.
  - The access to city, county, and state parks and trails.
  - The best thing about living in Ames is the amount of access to wants and needs for a college town. There are lots of options for food and shopping.
  - Ease in getting from home to places. I often go to CY Stephens, Hilton, McFarland Clinic, Ames Public Library, Downtown, swimming pool, Fareway, 1st National Bank
  - Ease of commute to work, lots of different people to meet
  - Ease of getting around town, our parks
  - Ease of mobility
  - Easy access to goods and services (golf, exercise at community center, ISU activities), friendly people
  - Everything that is available (food, businesses, etc.). How pretty Ames is and Iowa State campus
  - Fairly easy to get around, living costs are low.
  - Everything is close by and easy to get to
- Activities
  - Activities
  - Always something going on!
  - Being retired, I like wide variety of (activities) offered; i.e. athletic events (ISU), churches, concerts, etc.
  - Plenty of things to go do.
- Aesthetics
  - The abundance of nature enveloping the City and its surroundings.
- Affordability
  - Affordable
  - It's cheap to live
  - It's very cheap, easy to get around, and is home to Iowa State University.
  - Lower cost of living
  - Relatively low cost of living given the fun things to do around here when not in quarantine
  - Cost
  - Efficient and inexpensive public services
  - Cheap!
- Amenities
  - A smaller, distinct community in proximity to all of the amenities of a big city
  - Intimate feel with amenities of larger communities
  - Lots of amenities with a smaller town feel in place
  - So many amenities - small town feel, but has everything a metropolitan area offers
- Area
  - The area
- Arts
  - Arts community

- Atmosphere
  - The atmosphere
  - The atmosphere. I feel like everyone in Ames enjoys their experience and contributes to the community.
- Availability
  - Availability of everything. We will not move out of Ames because of all the resources you provide.
- Beautiful
  - How easy it is to go around. Also, the city is beautiful.
  - I love the environment. The city is beautiful. Going on walks makes me happiest.
  - It's a beautiful small city
- Big Town Feel
  - Big town in a little town vibe.
- Born Here
  - I was born here and my family is nearby so I've never thought of living anywhere else.
- Business
  - Businesses and the people
  - Great business and affordable living
  - The beauty and business. A beautiful community with everything you need.
- Calm
  - It's calm but you also get city vibe with the college students
- Centralized
  - Centralized and simple layout of the city, you can get almost anywhere using two or three roads.
- City Employees
  - City employees are very friendly and helpful
- City/ISU Relationship
  - Multiple activities, relationship of city with ISU
  - The Town and Gown culture the university gives us access to many arts and athletic events that sets us apart from other communities.
  - Clean
  - Ames is clean, has great public transportation, lots of great parks & trails and is a great community for families.
  - Clean air, very good water, low crime, ISU's Cy Stephens Auditorium events, and low noise (quiet neighborhood)
  - Community is clean and welcoming.
  - It is a clean and well-maintained city.
  - It's clean and a friendly place.
  - The clean community
  - The community is well taken care of. All city departments do a great job at taking care of their part.
  - Off street paths, cleanliness
  - No pollution
- College Town
  - Being in a college town
  - It is a great college town and has a great and safe atmosphere to be a student.
  - The college town vibe with a small town feel. Ames is a safe, happy place that educates the next generation of people. Love it!
  - The nice balance between small city living and the dynamic that comes from having the college here.
- Community Events
  - More community events and projects.

- Community Spirit
  - The best thing about Ames is the community.
  - Community spirit
  - Community atmosphere. Everyone is so nice, including all law enforcement and positions from the city. Ames is beautiful.
  - Community feeling with plenty to do outdoors
  - The community and atmosphere
  - The community here is incredible.
- Convenience
  - Convenience of things
- Culture
  - The culture
  - We love the variety of cultural, recreational, athletic and dining options in an eclectic, safe college town!
  - Wide variety of educational and cultural activities
- CyRide
  - CyRide
  - Having a bus service
  - The access that I have via CyRide
  - Free bus system for students. Can't afford to own a car so this means I can still commute to school and to work.
- Diversity
  - All our diversity!
  - Being a college town, I feel it has better diversity and is more open to new ideas.
  - For being a large community, we are incredibly interconnected and provide entertainment for a variety of individual and family interests. We thrive on diversity and make it apparently clear in community messaging.
  - I love the diversity and the size. It's not a huge city but big enough for activities.
  - So many people from different backgrounds
  - The community - the support of diversity. The potential it has and the people who work behind the scenes who believe in that potential.
  - The diversity, its safe, educational system is great
  - Security, tolerance, diversity
  - Diversity and family friendly
- Dog park
  - Dog park
  - The ability to attend the vet school and the dog park.
- Downtown
  - Downtown
  - Downtown Ames is adorable
- Education
  - The quality of education from the college and variety of businesses offered.
  - The emphasis on STEM education, the public library, the people and community.
  - Ames school system
  - Good schools within walking distance from home
- Environment
  - I like that Ames is very environmentally friendly
  - Terrific environment with a minimum of negative elements
- Events
  - The community and events hosted in the area.
  - The community events



- The variety of events and leisure opportunities. Adopt-a-Flowerbed is a wonderful eye-pleasing enhancement.
- Everything
- Big enough to have everything you need
- Good city government, active chamber of commerce, great water, outstanding police department, and good services
- It has everything you'd want, but isn't too huge. Obviously the atmosphere with tons of young people helps a lot, too. People are nice, and friendly.
- Overall great location to invest in a home and raise a family
- Ames just has a little bit of everything and the student factor makes it interesting.
- Family Atmosphere
  - Great place to raise a family
  - Family
- Farmers Market
  - The farmers market
- Friendly
  - Big city options in a moderate and friendly city
  - Comfortable, people friendly
  - Friendliness
  - Friendliness, good law enforcement!
  - Friendly neighborhoods, safety, pro-ecofriendly
  - Friendly people and best tasting drinking water!
  - Friendships, a beautiful campus, Main Street businesses
  - How friendly everyone is!
  - It is friendly
  - The energy level is always positive. Friendliness of the City employees and law enforcement.
  - The friendly environment
  - The people are friendly and helpful
  - The PEOPLE! Everyone is so friendly, helpful, and kind here!!
  - Very friendly and caring community
  - Very friendly people, and the city is very involving of the community
- Game Days
  - Football
  - Game days
- Great For Kids
  - There is plenty to do for people our age. It's a good place to raise the grandkids.
  - It's a great place to raise kids
- Green Space
  - All of the diverse trees and plants keeps the city feeling healthy and looking good.
  - All the green space and the parks
  - Green spaces, bike trails
  - It's really green here and everything is cleaned up
  - Local forests, variety of businesses and community of churches
  - The best thing about living in Ames is our "green space." Our parks and trails keep our town beautiful, eco-friendly, and keep our residents healthy and active.
  - The wooded areas around town
  - Homey. I love the homey atmosphere yet how close we are to major stores and resources! I also like the college town feel, but also feel safe.
  - The community is great and the way it is upkept makes it feel homey
- Housing
  - Comparatively cheap housing for a college town

- Inclusive
  - Inclusiveness
- ISU
  - Easy to get around, ISU
  - Cyclone football
  - Academically challenging schools that do not use standards reference grading. Interaction between ISU and Ames Public Schools
  - Being associated with university. Good schools, medical care
  - Being by ISU.
  - Being close to the university. We enjoy the sports and the entertainment. Our daughter is a student and our son plans to attend in 2022.
  - Going to Iowa State.
  - I love the community and ISU. Clean, well kept. Plenty of amenities.
  - I really enjoy the university and there is a good amount of bars and restaurants in the city.
  - Iowa State University
  - Iowa State University, recreational parks
  - Iowa State University, Cyclone sports
  - ISU, Ames Public Library, healthcare
  - ISU sports
  - ISU, somewhat small town living with many large city amenities, friendly people, for the most part
  - Opportunities that go along living next to ISU
  - Partnership with Iowa State University
  - That it's Cyclone country and not Hawkeye country. Being from Iowa City area, here isn't as crowded as Iowa City/Coralville
  - The university
  - The university and friendly people
  - The university and how nice the people are.
  - The university brings diversity not found anywhere else in Iowa.
  - The university, clean, friendly town, parks, varied services
  - University atmosphere with students and a well-educated population.
  - University-related events and activities. Low crime.
- Job
  - Good community of young professionals!
  - Plenty of commercial services and job opportunities
- Library
  - The public library
- Local Businesses
  - Good local businesses.
  - Having access to a quality education while having great food and locally owned businesses to choose from.
  - Local businesses
- Location
  - Location, people, parks, bike paths
  - It is located in Iowa
- Medical Facility
  - A very clean safe environment to live in with excellent culture and education opportunities, plus centrally located in USA with quick access to major highways. Also, Mary Greeley Medical Center and McFarland Clinic.
  - McFarland Clinic, Mary Greeley Hospital and Iowa State University, response to emergencies
  - Medical care and university events

- Medium Sized Town
  - A variety of activities in a medium-sized town: sports, music, celebrations, parks, volunteer opportunities, etc.
- Nature
  - There are a lot of trees and squirrels
- Negative
  - I honestly can't think of a single good thing
  - Moving to Ames/coming to Iowa State University was the biggest mistake of my entire life for all of the reasons I was most afraid of. I hate it here.
  - You need to be a rich white man to live in Ames. Otherwise, one is not treated well.
  - When I can move away and see the Welcome to Ames sign in my rear-view mirror knowing I never had to come back to this awful city again.
- Neighborhood
  - Good neighborhood, good people, good swimming pool
  - Neighborhoods, esp. the older ones that are within walking distance to health care, food, library, etc.
  - Our neighbors and the Iowa State, center events-cultural and athletics
- Nice
  - I think it's very nice, but I have been here for so long I don't have anything to compare it to.
  - Nice, friendly town
  - Nice college town with good schools, parks, trails and activities
  - Nice communities
  - Nice town
- Other
  - I am only here for in-state tuition. As of now, I cannot wait to leave this 1920s church-controlled state and town. You want more people to come here? Give them their individual rights that Kim Reynolds does not want, tax churches, and legalize marijuana.

#### Parks

- Abundance of parks and restaurants
- I like the parks and trails
- I love all of the parks and trails and I use them often.
- I love the parks, the businesses, beautiful campus of ISU
- Parks to walk my dogs
- Parks, library, bike trails
- Suburban feel with city amenities; vibrant energy and friendly community - parks and library second to none!
- The amount of parks and downtown.
- The beautiful parks scattered around
- The outstanding parks and trails
- There are many parks and trails to enjoy.
- Peaceful
  - It is peaceful
  - Peace and quiet
  - Peaceful and feels safe
  - Peaceful, good community events focused around community interests
- People
  - Educated population
  - Good people
  - Feeling of community. Ames is just large enough to be full of opportunity and just small enough to know many community members.
  - It is a highly educated
  - Close knit community

- Caring people who work to help each other
- Coming from a small town I was worried being in a bigger city would feel less homey but Ames does a great job of upkeep and maintenance that still makes me feel like I'm in a place where people care and I feel right at home.
- Great people, which I believe is partially due to how well run the city is. The many bike lanes along with CyRide make it easier than most places to move around without a car
- I appreciate the atmosphere of Ames. People are kind and I like the college town experience.
- I love being able to interact with all of my fellow college students
- I love the people here. The police are typically super kind; there was this one guy who was a little strange, but they've been amazing.
- Kind people, job opportunity, access to events performing arts, sports, choices in restaurants, etc.
- Nice people for the most part
- Nice people, relatively safe. Pretty good for being a college town.
- People are nice and care about the community and each other.
- People care and participate
- People in Ames tend to be kind, it is a great environment with a lot of potential for growth. I enjoy the college students and being one (though I'm an Ames native)
- People that I can see and just have conversations with everyone.
- People, safety, my husband's job at CyRide, my job at Walmart
- Such great people! Also, a beautiful city.
- That most people can find a way to get along and get things done; the attitude and creativity
- The broad range of people in the community
- The community of people.
- The people and community are overall the best part about living in Ames. Yes, there may be a few bad bananas in the bunch, but the people on and off campus are what have made my time at Iowa State so worth it.
- The people are nice and there are great services.
- The people are wonderful, the services the city provides through parks are fantastic. The community here is very strong and it stems from surveys like this and community outreach.
- The people here are so wonderful and welcoming. Walking around the farmers market or working at Food At First or just spending time out and about, people are the greatest part of this community and the city works hard to help us spend time together.
- The people; most everyone is so nice and I do love all the parks around.
- The people, and the environment is set up to make individuals successful. Very good culture of citizens to the city.
- The people, one of the happiest places to live
- The people, recreational & cultural opportunities, low crime, quality education
- The people, the atmosphere, and the welcoming feel
- The people, the services, the protection. I made a hard decision to move for my job, but knew that Ames was a safe, family friendly city that would be beneficial for my family.
- The people! They are generally friendly, honest, caring, and involved in the community making Ames a safe, prosperous, and desirable place to live in with lots of different things to do.
- The residents
- This is a great city! Good people, great places to eat.
- Warmth of the community
- Youth people, vibrant
- Police
  - Police presence is strong

- Proximity
  - No traffic and everything is close
  - Being close to everything
  - Close proximity to all things needed, clean city and fairly safe.
  - Proximity to many things such as the university and the resources included, places to eat, groceries, bike trails, schools, etc.
  - Proximity to school.
  - Short drive to everywhere, a lot to do for a smaller town.
  - You can get almost anywhere in 15-20 minutes and there's only a moderate amount of traffic around
- Public Events
  - Public events
- Public Places
  - Public places, the arts, and downtown area
- Quality of Life
  - Quality of life
- Quiet
  - Beautiful and quiet neighborhood. Not very crowded. Cheap housing in comparison to big cities, close to Des Moines.
  - Calm and quiet
  - Great, quiet place
  - I enjoy the option to live away from campus in a quiet neighborhood. I also think the people are super friendly and I love the dog park.
  - Quiet
  - Quiet and pleasant community
  - Quiet when the students leave (and reduced congestion)
  - The pace of life. (I come from the Chicago suburbs.)
- Recreation
  - Parties
  - All of the concerts - Pink Floyd, Stones, etc.
  - The recreational areas.
  - The recreational space
  - There is a huge variety of commercial and recreational options in a city that is very easy to move around in.
- Resources
  - The availability of resources and events that are brought here because of the connection with Iowa State University. Without ISU, Ames is Boone.
  - The community and resources
- Restaurants
  - The amount of restaurants
  - Restaurant selection
  - Ease of living, prices of apartments, amount of grocery stores and restaurants
  - Good restaurants, good atmosphere
  - Lots of restaurants and retail
  - The amount of food options that are open after 10 p.m.
  - The restaurants
- Retail
  - Lots of stores and restaurants available. Everything is very accessible
- Safe
  - Exciting, comfy, easy, safe
  - Low crime
  - Low crime rates, safe community, and good citizens

- Low crime, good schools, good parks
- Low crime, lots to do
- I feel safe.
- Ames feels safe
- Being mostly safe, easy access to shopping
- Feeling safe! Secure when you are out and about
- Generally safe
- It's a safe, clean community with diversity. It has a variety of activities and good job potential.
- It's safe and has a strong community feel.
- Safe community, ISU, educational opportunities
- Safe feeling
- Safe, attractive community with some nice amenities like ISU
- Safety and school systems are the best thing. Unfortunately, the elementary and high school systems are degrading rapidly due to student behavior issues and lack of teacher support. Our teachers should not be tasked with tracking down absent students or lowering standards to ensure more students appear to have passed classes. Ames will lose its reputation for quality education.
- Safety, cultural opportunity, people here, schools
- Safety, informed people, friendly people, plenty activities available
- Safety, law enforcement, great for a college town
- Safety, security, simple and calm atmosphere
- The college community means that more people are out and about, so I feel safer and gives a higher sense of community.
- The community and safety of the town.
- The general safety of the city
- WEATHER AND SAFETY
- Public safety, mobility
- Sense of Community
  - Sense of community
  - Sense of community, established neighborhoods
  - The sense of community and belonging
  - The sense of community and inclusiveness
  - The sense of community and obvious support to care for the community.
  - The sense of community and the beautiful landscaping
  - There are still activities and a sense of community. Some of the small-town feel and hospitality exists
  - Slower speed of life, wholesome feel.
- Services
  - City environment and services (including social support services) (2) recreation
  - We have all we need and good service
- Shopping
  - Access to restaurants, sporting events, quality shopping
  - Access to shopping and recreation
  - Ease of living, no real issues with finding products in stores, there's a nice balance between everything
  - Have lived near Ames or in Ames most of my life. Shopping is good so are the restaurants, utilities are reasonable, can go to ball games, see plays. Nice and clean. People are friendly.
  - The city does have a mall to go shopping.
- Size
  - Big enough to draw in cultural events, ISU sports, and activities.
  - Good size and feels very safe
  - Good size for a town and great access to services

- It isn't too big of a city but has all the amenities of a city.
- It's not as bad as Des Moines
- Most activities with variety of interests. Good solid city services and people that care about citizens. Not too large!!
- Overall city size/population. Access to ISU.
- Perfect size, quiet residential area
- Right size, safe, always looking to improve + expand services
- Size
- The balance of size and things to do.
- The community is not too big but not too small.
- The size and safe feeling.
- Town small enough that there is no crazy stuff happening but big enough that there are lots of people to meet
- Small Town Feel
  - Small town atmosphere with combo of some big city events - ISU Football, CY Stephens events, art festival and farmers markets
  - Small town but enough cultural activities with ISU and Des Moines nearby
  - Small town community
  - Small town experience with large community conveniences.
  - Enjoy the smallish town feeling
  - For a big town it feels small and there is a lot to do here.
  - For the size of the town there are still good options of things to do and places to go.
  - Housing and apartments for students are fairly affordable compared to other areas. I love the Ames community and the small-town feel where the majority of people are friendly. I also really enjoy all of the walking trails and nature areas in Ames. Last but not least, Ames is home to Iowa State University and the Cyclones!
  - How small it feels
  - I like that it is a smaller town
  - I like the small town feeling and limited crime rate.
  - I love the community and the small town feeling while living on campus
  - I love the small-town community feel even though for 7 months out of the year, there are nearly 80,000 people in the city.
  - I love the way that, thanks to the nature of having a major university, we have a safer, small-town feel that you normally don't get in a city this big, and we also get businesses and facilities that you normally don't get in a city this small. It's really a surprising, unique mix!
  - I love this city. It's the same vibe as a small town with all the amenities of a big city.
  - It has a small-town feel, but with the resources and attractions of a bigger town.
  - It is a larger mid-size city that feels a lot like a small-town atmosphere.
  - It is a nice place that has a smaller town feel, but still provides more opportunities to do things than a small town does.
  - It keeps its small-town charm, even while growing
  - It's large but feels small, easy to get around, and the tap water tastes great.
  - It used to be the small-town feel with quaint neighborhoods for families. There was no mega cookie cutter house/apartment expansion when I moved here 10 years ago. Now I can't wait to get out.
  - It's a smaller town feel with big town amenities. Ames is a beautiful town with a very rich history. The farmer's market is awesome!
  - It's got cute small-town vibes and most people are really nice.
  - It's got a nice small-town atmosphere
  - Living in a "large" modern city but still feels like a smaller community
  - Perhaps the best possible hybrid of a small town and big city, taking most of the best parts of both
  - Size as a smaller town

- Small-city feel with lots of options
- Small-town feel
- The small feel to it even though it has a huge university.
- The small-town feel in a fairly large city, a beautiful city, too.
- The small-town feel in a larger town
- The small-town feel of a relatively large town in Iowa.
- The small-town vibe paired with a community wide commitment to investing in itself.
- Suburban Community
  - The suburban community
- Traffic
  - Many things to do, not too much traffic
  - Strong schools; great cultural options; great health care; ease of day to day life due to very good traffic; ease of access to food, pharmacy, parks/trails
  - Traffic isn't too bad most of the time
- Trails
  - Lots of trails
- Trails
  - Trails and parks
- Transportation
  - Transportation services, community values, smaller and safer families with children
- Variety v
  - Variety
  - Variety of activities easily accessible
  - Variety of places to go relative to the size of the town.
- Volunteerism
  - Community involvement in ISU activities
- Walkability
  - The walkability of the entire area. Easy to get to every corner of the community
- Water
  - Ames tap water
  - Best tap water
  - Clean water
  - Great tap water
  - It's water and myriad of events, both university and city alike
  - Love utilities water, good stores
  - The water
  - Water quality
- Well Managed City
  - How well-managed the city is.
  - It is a well-managed and fun city to live in. Small town nice with bigger city / college town amenities. There is a lot to do. I can bike my family to parks and outdoor recreation spaces. Having ISU in our community.
  - It's managed well!



**“What would make Ames a fun, vibrant community?” comments:**

- Bike Infrastructure
  - Bike trail north along Skunk River and connect to Ada Hayden so we can avoid dangerous, busy intersections
  - Improved bike paths through the city
  - More nature trails
  - Better and more bike lanes, possibly B-Cycle
  - Better bike trails and green spaces
  - Better paths
  - Better trails. I always want to go on walks and such and the scenery is not very appealing
  - Rechargeable bike stations
  - The interconnected trail system
  - Trails, trails, and more trails
  - Improve biking trails and commuter paths. Encouraging Ames to become a biking community will decrease roadway traffic and reduce emissions all while creating a healthier community.
  - Keep up with trails. I'm an avid runner and Ames trails are great. Connect Lincoln Way with 16th St. on the river. Big thank you for cleaning trails in winter and putting up some lights!
  - More accessible biking around town
  - More bike lanes and safer bike lanes to get college students out of their cars
  - More pedestrian and bike accessibility, a trail separate from the roads through which you can reach Des Moines
  - More people out walking and biking
  - More bike trails around our beautiful cities. Tie in trails with other trails.
  - On a good path so far. I really like all of the bike trails.
  - Comment about bikes: I am a person who rides on trails, and I appreciate the bikers who ride to work to lessen the effect on the environment. However, I have many times observed bikers who make it difficult for drivers. Maybe I don't understand some rules: can a biker go through a stop sign? Can he stop at a red light but cross when he doesn't see a car? Can he ride next to the curb instead of in the main traffic lane or bike trail? Maybe we need more education or heightened police attention. Thank you!
- Outdoor Recreation and Parks
  - Kayak and canoe rentals during week. JAX offers them on Saturday and Sunday but need opportunities during the week
  - A splash pad for kids would be fun and well used
  - A stronger dedication to outdoor activities such as adult calisthenics park
  - Ada Hayden Park was/is the best thing Ames has done!!
  - An addition to the skate park, it gets crowded A community garden, one that any can work on/in and use/improve
  - Larger outdoor park, community gardens
  - Better parks
  - Build park in Sunset Ridge.
  - Lots of recreational parks and outdoor areas, which it already does very well on.
  - Have more outdoor recreational activities that can be seen from popular roads. It makes a city look fun and lived in.
  - Something like skate parks, fields to play on, etc. Improving parks to attract more people
  - We really value Ada Hayden, Moore Park, and those trails. Make more spaces like these to help keep people in Ames.
  - I think it already is, but maybe more parks
  - Maybe a new mountain to hike would be good
  - Maybe an addition to the pool. It gets really, really busy when its hot out.

- More hiking trails or outdoor recreation
- More attention to health and outdoor recreation
- More attention to the parks that exist but people don't know they do.
- More tennis courts and sand volleyball courts
- More things to do and outdoor activities summer and winter
- More small neighborhood parks
- More things to do outdoor in all weather.
- Keep up with promoting parks and exercise.
- Outdoor recreation groups (hiking, kayaking, etc.) (x2)
- Parks
- Revamped community spaces - parks, outdoor trails
- It's the one thing Ames is truly lacking in terms of Parks and Rec facilities. Ames Parks and Rec should look into providing fun and unique short-term equipment rentals at Ada Hayden, such as tandem bikes, recumbent bikes, kayaks, stand-up paddleboards, etc., to encourage fun and healthy activities outdoors!
- Indoor Recreation and Wellness
  - A center that includes a new pool, or pools, that include a cold-water lap lane and a warm pool for therapeutic use
  - A rec or YMCA type center.
  - Continue to improve recreation options in the city (e.g. convert old Ames High School to a museum and recreational gymnasium)
  - A new Healthy Life Center with pool and fitness facilities. The community center is good but is outdated. Need our own place for just fitness and no other activities going on!
  - A warm water indoor pool that everyone can afford, it doesn't need to be a big lifestyle center.
  - The city still needs to figure out how to build an indoor pool and indoor playground.
  - All weather indoor pool
  - Great outdoor recreational options, more indoor recreational options for winter months.
  - Indoor swimming pool, accessible to all. Better senior citizens center - with goal of more seniors using social activities
  - More dance classes at rec center
  - More indoor recreation services for families during colder months.
  - A recreation facility like the one defeated recently
  - Wellness courses/facilities.
  - The health center that was voted on one time. It needs to move forward to keep up with other cities like Ankeny.
  - The failed rec center
  - The City of Ames should explore investing in a roller-skating rink, similar to how we have an ice rink, pool, etc. It would provide a safe, fun place for residents of all ages to enjoy a healthy activity. It would also give an opportunity for school skate night/fundraisers, birthday parties, Parks and Rec classes, and a "home" for the local Ames roller derby team, as well as other
  - An indoor pool would be nice. Ames High School is not the best; so crowded.
- Dog Park
  - Multiple dog parks
  - Having more dog parks.
  - Outdoor dog park! (with obstacles) (x2)
- Other Recreation
  - A mini golf course or some type of cool theme place.
  - Community garden (x2)
  - Go-carts
  - Park such as Adventureland
  - Having more recreational activities

- Hold more recreational events for the local populace.
- Maintaining the current amount of recreational opportunities around the city
- Opportunities for recreational activities
- More public spaces for families, teens, both indoor and outdoor activities
- More rec services
- More recreational activities for young adults
- More recreational activities in town
- Recreational spaces
- Iowa State/Students
  - Continue to form partnerships with the City of Ames and Iowa State University. Involve students in the planning of city events and holiday celebrations
  - The university
  - The college campus.
  - College town
  - Continue cooperation with the university and a high level. Both benefit drastically off each other, so continue to innovate and try new things as a partnership.
  - Continue collaboration with school district, county, and university.
  - Embracing the fact that they are a college town. Iowa City did a great job of this when we lived there.
  - Greater connection between Ames (downtown) and ISU community. It can be difficult for small businesses and community groups to reach ISU students and fully engage them in all that Ames has to offer. There is more to Ames life than what happens on campus!
  - Having activities that involve different age groups (college students, families, seniors) because no college student is going to go to a family event
  - Having the university and the Parks/Recs programs. Also, good restaurants.
  - Improve and increase the coordination/cooperation between the city, ISU, the school district, Main Street, Campustown, Mary Greeley, faith organizations, the business community, etc.
  - I wish the City had more ways of fostering neighborhood connection with college students living in rental spaces. Perhaps if there was more social connection, there would be less division between homeowners and renters.
  - If there was more of a connection with the residents who live here long-term and the students. There is a clear difference between the two groups.
  - Integrate ISU and Ames more with Campustown
  - Involvement of more residents.
  - Iowa State University
  - ISU activities
  - Let college kids party a bit more but work on educating them about doing it responsibly. I feel it's very stringent here for ISU students which has led to underground parties and have a lot more drugs/dangerous activity that are involved because of it.
  - More activities in the community that pull college students to participate.
  - More college-based activities in Ames instead of on campus
  - MORE connection to the university.
  - More outreach programs towards differing communities, making Ames and ISU more integrated
  - More outdoor areas for college students
  - Promoting the college and having more community activities.
  - Not having so many restrictions on affordable rental options against undergraduate students
  - Not sure; I think it's already pretty fun and vibrant. It might help to find ways to get college students more involved in city activities. The university already has a lot, but if the city can offer more unique options and/or market them better, it could help. I think the city might be able to do a better job advertising the events and facilities to college students, maybe

giving them some sort of student discount, and help solve transportation problems for specific events and facilities (maybe special trips by CyRide to ferry people from a couple campus locations to specific events and back).

- Farmers Markets/Festivals/Concerts
  - Farmers market at Main Street on Saturdays
  - Farmers market near campus
  - I love all the art fests and markets. So much fun to visit downtown on a Saturday and see so many smiling people. I wonder if there are more places that could host such festivals or markets?
  - Arts festival or summer park gathering
  - More things to participate in on weekends - Concerts, out in the park
  - Music festivals, farmers markets - continued support
  - More mid-range concerts at Scheman Auditorium.
  - Ames could be more fun by attracting more big-name artists and musicians to perform. Also, holding more street festivals (much like how Davenport, IA, has the Bix Festival and various St. Patrick's Day events) in Ames.
  - All ages music venue like Ames Progressive used to be. Bring back VEISHEA - especially the parade. Rock concerts. Alternate art sale - open to whoever wants to put up a table.
  - Bigger farmer's market, an outdoor concert venue, "Shakespeare in the Park," various celebrations and open activities that the community can come together and participate in!
  - Big name yearly concert for community.
  - Farmers market daily,
  - Farmers market and other community events, Ames on a Half Shell, etc. Concerts and sporting events at ISU. Go Cyclones!
  - Bring back VEISHEA (x2)
  - Bring Midnight Madness back to downtown. If not, start another downtown 5k!
  - Festivals on Main Street again. And VEISHEA
  - Friday night concerts, art festivals, fun activities to engage college students.
  - Community events and farmers' market
  - Concerts
  - Concerts, public events
  - Destination site/facility for event programs that end up in Des Moines or Omaha instead of Ames
  - I like to go to outdoor concerts in Des Moines. Ames music scene has dwindled over the years
  - Town celebration days
  - Have more gathering, i.e. farmers markets. But more than that, have woodworking show, blacksmithing shows, gun shows, car shows.
  - Having more events in Ames versus going to Des Moines for awesome events like outdoor concerts, nightlife that isn't focused on college students, etc.
  - A good concert venue to draw bands. Not a large arena but a smaller bar-type concert place. Some fun places to give alternate options to drinking. i.e. ax throwing, escape rooms, etc.
  - More fun activities and festivals.
  - If VEISHEA was still a thing. That sounded like it was fun.
  - It already is but there is room to make it better still. Here is an idea, Amana has, and other places have, an annual Oktoberfest that draws people from around the state and other states. Except for this year, Ames has had a city ECO Fair every spring. How about trying to expand it to a state or national scale annual event with an exhibition and academic conference?
  - Keep up community activities! Farmers markets, art in the park, party in the park, the music, changes for people to gather and meet after corona

- Live music events, more farmers markets, multicultural experiences/fairs, performance arts
- More events that involve the community and the students together
- More festivals
- More cultural festivals and activities
- An event unique to our town.
- More entertainment (e.g., live music) for non-college age population.
- Have concerts in Jack Trice or Hilton - larger/well-known performers.
- More outside concerts and family activities
- More concerts (x4)
- More city concerts
- Bigger farmers market
- More controlled VEISHEA. Don't let a few losers ruin it for everybody else
- More cultural events. Maybe a music festival.
- More downtown festivals with music. More restaurants on the west side of Ames.
- More events like Oktoberfest
- More things to do as a community like Summerfest, concerts with different vendors, flea markets, food fairs, karaoke in the park, international food tasting events, talent shows, drive-in movie theater
- More social activities like festivals and celebrations.
- Unique cultural events (parades, festivals, carnivals, etc.)
- VEISHEA
- Year-round farmers market
- More unique festivals
- Promote concerts, art, music
- The farmers market
- More live music
- More fun activities, lively parks, or concert events.
- More local festivals and performances.
- More parades/celebrations.
- Attract interesting events and performances.
- Community celebrations fairs, markets
- Outdoor live music without a sound system or at least not an overpowering sound system. Some warmer climates pipe encouraging music outside in their parking and sidewalk areas
- More attention to arts and festivals. Ames needs some kind of yearly festival. I would also like to see more activities for young people through non-Iowa State affiliated events.
- Other Community Events
  - Building community connections - block parties, events downtown, etc.
  - City/park volunteer days (like stash-the-trash),
  - An area like "KC live" kinda
  - More coordination/cross-promotion with ISU & Story County; an amphitheater.
  - Being aware of and supporting Ames High activities. Ames seems to cater to ISU events and VEISHEA was a great event for the whole community and surrounding area. I would like to see us replace VEISHEA with something like a central Iowa band festival or a Bugle Corp event. Ankeny used to have such an event.
  - Better communication about public activities
  - Better communication of events and entertainment options for all age groups through optional email, text messages and a scrolling high quality/low ambient light, LED video billboard timed to display at traffic stop lights in the business districts areas of Lincoln Way and Duff.
  - More things to do (community activities)
  - Ames already is a fun and vibrant community. Octagon Arts Festival, Farmers Market, Midnight Madness

- A more effectively run school district that got the community involved more in its activities.
- Activities/events that bring the entire community together.
- City events
- Bring back bike night
- Dance club
- Events in the summer! (x2)
- Community engaging events, citywide opportunities for kids/youth
- Continue providing community events, such as the Art Walk
- Community spaces central to people for skating, concerts, parties, etc.
- Convention center
- Events in Campustown
- If there were more citywide events or fun things, that would make it more vibrant!
- More outdoor activities
- More opportunities and events that attract young professionals. Artists, performers, Main Street that is robust!
- More outdoor activities and downtown life
- More knowledge of what events and resources are available
- More activities/environments for young adults
- More adult type evening events that DO NOT have alcohol involvement (i.e. not bars)
- More art and family activities. An activity center for teens would be nice.
- More variety of activities to do at night
- Not a lot of activities for citizens of Ames. College students, yes, but not much for the people of Ames.
- Hosting an international food festival - builds culture and connections - more recurring free events such as Summer Sundays at Roosevelt or the Bandshell park, yoga mornings. These are fantastic and fun ways to build community.
- Community events
- More activities for community
- More activities for families and students
- More activities for kids and family entertainment
- More activities on Main St.
- More activities that are not related to Iowa State
- More 5K runs, more businesses that offer activities (example: Roller Rink)
- More activities for all ages. Plus, all free.
- Maybe some more events in historic Downtown Ames. It's a great area and they've done a wonderful job keeping it looking so beautiful, but I have a lot of friends who know nothing about it. Just having a few events near there might draw more people to support local businesses.
- More activities. Not much to do other than parks and Perfect Games.
- More community activities (x4)
- More community entertainment
- More community events (x9)
- More entertainment and activities
- More entertainment spaces (indoor and outdoor)
- More events (x2)
- More events downtown or in Campustown.
- More events during off season (winter)
- More events or group gatherings for not just Ames locals, but students alike. Being able to all come together for special occasions.
- More events like yoga in the park, car shows, outdoor events at Bandshell like movies in the park
- More outreach to activities in the community on every given day.
- More public events

- More music/events on Main Street
- More music and activities for kids.
- More music variety (x2)
- More outdoor music events in summer (x2)
- More outdoor venues for music
- Revamping some kind of outdoor social place
- More local involvement
- More Main Street activities, art festivals, children's activity
- More movie nights at the band shell in the summer!
- More large events and gatherings
- Possibly, more community events. There are usually a few on Main Street in Downtown, but I never get notified that they are happening.
- Public events in the summer
- Public gathering spaces downtown, Campustown, West Ames, North - not park shelters, Bandshell effect
- Social events, more events like Ames on the Half Shell. Utilize Main St.
- More social events for the community.
- More social, outdoor events
- There are a lot of events and amenities plus ISU is a big part of Ames culture
- There is a lot to do from sporting events, exhibits, to art and music. It has a small-town feel.
- More frequent activities/gatherings on Main Street
- Outdoor amphitheater
- More town events for people to attend
- More family-friendly activities and programs
- More indoor activities for kids in the winter other than the library
- More local events open to college students
- Park stage for live music
- Community Development and Inclusion
  - A community that is fun and vibrant is a community where everyone can equitably participate, be involved, and feel included.
  - A fun and vibrant community is primarily based on the individual choices of the community. COVID-19 has a significant impact on this question.
  - Again, more culture, focused on local events. A city is defined by its culture
  - All age activities, more public activities
  - Continuing to incorporate initiatives to make EVERYONE in our community feel welcome and supported.
  - Culture of diversity and inclusion. Being from Minneapolis, I saw the value of treating all equal no matter the race, whether you drive a car or bike to work, young or old, rich or poor. Each had the resources to live their life and feel supported and included through efforts by the city (e.g., PRIDE parades, incredible bike-friendly commuting system where bikers feel safe to commute, focus on solar and renewable energy, etc.) The more the city invests in a platform to build diversity and inclusion to build a stronger community, everything else we strive for will inevitably happen as a result.
  - Diversity, inclusivity
  - Different activities for all ages
  - Diversity and accessibility for services of all kinds
  - It already is, but for the sake of answering the question, I believe a return to the focus of Ames celebrating the community as a whole rather than the split between Ames and the ISU community (which became increasingly more apparent after the VEISHEA cancellation).
  - More accessibility
  - Overall diversity - students and a cross-section of all age groups - seems a welcoming community although there are racial issues that raise their ugly head

- Make these different communities share with events and every community can bring its own culture
- More activities that support and promote our diversity
- More community connectivity
- Our differences (cultural, religious, etc.) being celebrated together.
- Mall
  - A better mall. We need more fun stores like the board game store and record/CD store. We need the mall to be a place we can go for all sorts of different entertainment that is AFFORDABLE. There are so many students here that would love to spend time there if that was offered.
  - More shops in the North Grand Mall.
  - A highly improved shopping mall.
  - The mall
  - Better mall
  - Better shopping - the mall is useless
  - get better stores in the mall that the city demographic will use.
  - Also, more affordable (seriously, Main Street in Ames is dying) and an actual mall would be nice
- Restaurants/Bars
  - A few more restaurants
  - More steak dinner restaurants. Northwestern was such a good one. More restaurants like Olive Garden. We have enough wing places and Mexican restaurants. The north part of Ames could use a good drive-thru like McDonald's or comparable. I do not care for B-Bops.
  - More shopping, more non-chain restaurants
  - More restaurants, stores, and entertainment
  - More restaurants and shopping on Main Street - too many lawyers and chiropractic practices.
  - More restaurants and fun activities like escape rooms
  - More restaurants and shopping. I often go to Ankeny or Des Moines because we have so few options in town.
  - More restaurants and upscale pubs.
  - More restaurants with outdoor seating. Year-round farmers market facility
  - More restaurants with patios.
  - More independently owned restaurants
  - Better bars. Welch sucks.
  - Put a restaurant bar with a deck over Ada Hayden or some waterfront pub.
  - Better restaurants
  - Even more resources in growing places such as more dining options in West Ames.
  - More diverse restaurants.
  - More coffee shops
  - More bars
  - Good coffee places with open outdoors terrace.
  - More outdoor dining
  - Local restaurants (x2)
  - More mom and pop restaurants
  - Continued variety and addition of restaurants, stores, etc.
  - Oh, and fewer pizza places and some more variety in restaurants
  - Restaurant scene.
- Small Businesses/Main Street Businesses
  - Having more mom and pop shops
  - I think we should encourage small business owners to invest in the old downtown area. We should also bring back block parties and stop allowing MAJOR CHAINS to control Duff Ave.
  - More small business support



- More small businesses, less corporations filling up slots on Main Street and Welch. I would much rather give my money to a real person than Smoking Oak.
- A strong and eclectic small business community. I love the local business options!
- Small business support
- Better wide support of small businesses,
- Continuing to support local/new businesses
- Continue support of arts and downtown
- More cute little shops and places to eat. Also, keep places open longer
- More small business opportunities.
- Main Street businesses
- Redo downtown, expand outdoor eating, less of a smaller-town feel (Ames needs to decide if it is a small rural city or if it should expand towards more suburban-style with more choices available to consumers.)
- Other Economic Development
  - A winery
  - A sports team - professional, semi-professional. Roller skating rink, bowling. Possibly showing sports from high school level on local TV.
  - A children's museum.
  - Bringing more unique stores, restaurants, and attractions to the city
  - Continue to improve the Main St. and Welch Ave. areas
  - Easier access to downtown, more breweries/restaurants downtown
  - Expanding/revitalizing "downtown"
  - Casino
  - Free/affordable daycare and an amusement
  - Great shopping, dining options
  - More retail and movie theater,
  - I think it's good as is. I just wish we were a little more progressive when it comes to developing areas of the city. I hate to say this, but I often shop in other communities because there's more to select from. I would stay in Ames to do my shopping if it were better
  - I would love a multicultural district where they had a something like the NewBo district in Cedar Rapids. I would also appreciate getting more activities here like a Top Golf or other things like that where is recreational and different. We need more things to do.
  - More for teenagers, skating rink, go carts
  - Shopping, restaurant chains, youth evening activities
  - Non-duplicative businesses and restaurants. We have so many oil change shops on Duff and what seems like a poor variety of restaurants.
  - We would love to see a greater variety of shopping options for non-college aged adults.
  - Trader Joe's
  - Support the downtown area. Support the campus business area.
  - More unique restaurants and businesses
  - More variety of restaurants. A downtown with more venues and places to eat.
  - More attractions
  - More business to shop
- Art
  - An art center
  - Art installation
  - Art projects
  - Arts
  - Bigger art scene!!!!
  - More art/music festivals
  - More arts (visual/music)
  - I would love to see more variations of art around town (sculptures, murals, etc)

- If the city would stop wasting money on cosmetic/art projects.
- More investment in arts, sustainability, and infrastructure.
- More focus on arts and entertainment
- More local arts
- Having a central gathering place for both students and locals (Campustown is too college-oriented and Main Street is too far from campus) to share events with both sides of the community.
- More of the ARTS.
- More public art like Reliable Street, escape chambers, axe throwing, theme park, more concerts
- More public art, more advertising of community activities
- More painted sidewalks or murals
- Some painted murals on the shops in places such as downtown, or Welch Avenue would liven things up
- Mural paintings on buildings around Lincoln Way
- Positive
  - Already is.
  - Ames is a fun, vibrant community!
  - Ames is a vibrant community. Ames keeps improving.
  - Ames normally has plenty to do - festivals, concerts, plays, parks, etc.
  - The people I live by are all friendly. I appreciate the assistance they offer during the winter with snow removal.
  - Continue current improvement plans
  - I think Ames is fun and vibrant enough
  - I think it already is and that is why we live here and will retire here.
  - I think Ames is already a pretty fun community with it being a college town. There are always things going on, you just have to seek them out!
  - I think Ames is already a very fun and vibrant community, especially in the downtown area.
  - I think it already is such a fun and vibrant place. But now with the virus, we could all be more caring. Maybe a phone number you can call anytime to hear a recording of what's happening in Ames each week.
  - I think it already is!
  - I think it already was until this pandemic arrived.
  - I think it already is! Farmers markets, live music and art shows are all fun and vibrant.
  - I think it is! Many events like 5K and farmers markets. Events for people of all ages to interact.
  - I think that it is already pretty good but anything that can be done to bring in more activities would be great.
  - I think we are a fun community. I think it is better than other cities this size.
  - I think there are already lots of great events and activities in place.
  - It already is a fun, vibrant community!
  - It already is fun and vibrant. ISU brings the city to life.
  - It already is a fun, vibrant community.
  - It is a vibrant community because of the opportunities ISU athletics provides.
  - It is already fun and vibrant
  - I feel that Ames has already accomplished this!
  - For me, Ames is a fun, quiet city
  - For us, it already is!
  - It is as is. It's what we each make it!
  - Not sure since I am satisfied with what is available now.
  - It is!
  - It's good now
  - I feel Ames is a great place to live. It has the arts, sports, parks.

- My family believes Ames already achieves this goal - anything additional just makes it better!
- That's not possible, city too petty!
- Keep up with the work you are doing. Make it a place people want to work and live in.
- Aesthetics
  - Changing the name of Squaw Creek
  - Better snow removal
  - Modernizing and improving the aesthetics of the city.
  - More culture, planning, better food, more updates and renovations. The town looks like nothing has been updated since 1970s and not in a good way. The restaurants are bland and the same thing. There's nothing to do in the town besides drink and go bowling. The layout and traffic are terrible. It's not even a cute small town. All stores and food are heavily located in one side of town.
  - More attention to curb trash piles that sit for weeks.
  - Less poop smell
  - More trees!
  - The air not smelling like hog manure on the weekends in south Ames. Stop home invasions. Stop all the blinking white lights that are south of town. The towers are too low for aircraft. Some say they cause seizures. They are annoying when they are in your backyard spaces. Aircraft lights are supposed to be red not white.
  - Trash clean up. I know it's been windy lately but there's trash everywhere
- Mental Illness
  - Also, more support groups for those dealing with mental illness like NAMI
  - The only thing Ames and the state lack are mental health facilities.
- Elderly/Retirees
  - Having more things to do in 50-plus range
  - Free classes for the elderly and retirees to learn how to access the city website
  - Better senior center/community center, very sad situation for a city this size.
  - Something with PT and elderly day care, too.
- Transportation/Parking
  - More than 2 lanes on Lincoln Way and Duff and maybe just more roads and less people in general
  - More parking because sometimes I don't go out because I don't want to have to deal with finding a parking spot.
  - More places to park- encourage more people to go to events if they know there's parking
  - Free parking
  - Less car usage and more biking, bus riding, and walking to get around.
  - A common, vibrant, and central pedestrian area. Downtown and Campustown split; we should unify and create space that benefits the city and the university in attracting talented workers and students. Should focus on the campus area and the needed improvements and attractions/restaurants.
  - A more versatile bus route
  - Fix ALL sidewalks, IMPROVE DRAINAGE, for God's sake, this is a school of engineering, you would think that we would have a fantastic rainfall drainage system. Make CyRide stations bigger. Have more weather protection through LARGER overhangs at stop so more people can fit under it. Maybe heated??
  - Less parking tickets
  - Less traffic
  - I thought the CyRide drivers dressing up on Halloween was fun, so events like that
  - I would visit the main farmers market more if parking was better. Have you thought about holding it at the ISU Center parking lot? More centrally located. Just a thought.
  - If my street didn't have 3 inches of ice in it from December thru February
  - Nice streets!

- Starting now and in the future better planning and engineering of arterial streets, especially North/South routes so one can get to events and entertainment easily.
- I like it as is, except get rid of advertising signs on the street/road public rights-of-way
- Pedestrian plaza of library downtown
- Drugs/Alcohol
  - Allow fireworks and marijuana :) I get not allowing marijuana, but fireworks? Come on!! I can buy them and the city benefits from the sale, but I can't use them? Hogwash! At least match what the state allows on special days. Ames would make more money on higher sales.
  - Stronger enforcement against illegal drug use/possession
  - Beside legal weed? No annual homeless stabbings would be a good start.
  - Legalize it!
  - Legalize weed and psychedelics.
  - Legalized marijuana.
  - Less alcohol and drug enforcement
  - Less alcohol enforcement
  - Less emphasis on alcohol arrests unless the person is in danger.
  - Less meth heads
  - Deregulation
  - More things to do for people who don't consume alcohol.
- Other
  - A place for the young people to be.
  - Add more stuff for people to do. Outside or inside, people are always looking for fun stuff to do
  - Being a single female raising 2 daughters by myself was very difficult. I worked 2 jobs and paid all my bills on time. But was told "NO" over and over again when I needed to buy a car, needed a bank loan, wanted to buy a house, etc. I was always told I needed a man to sign for me. Yes, I fought back as that was against the law, but it made my life in Ames upsetting. Also, I was the first person to hire a black person at my job. Also, I got in trouble for that. But he kept his job!
  - Zoning laws and tax incentives
  - The people
  - Stupid question (x2)
  - Better business placement
  - Better sustainability practices
  - Better use of some of the existing land between busier parts of the community
  - Campustown and Welch Ave need major visual enhancements but still allow for traffic/parking. Downtown light pole banners need some serious attention.
  - Don't know (x7)
  - Celebrate our history and the fact that we created the computer, Rice Krispie Treats and sliced bread
  - Expand the North and West sections of Ames to include more than just housing. There is so much wasted potential as it feels like 80% of Ames utility is either located on ISU or the intersection of Duff and Main street.
  - Focus on making Ames a safe, clean city where there are job opportunities and affordable housing exists. The city government should be more cost-aware, going forward, and take a break from more major projects and expenditures that result in debt. Let's finish what has been started first!
  - General economic prosperity and socialism
  - I think it would be fun to get some invisible paint and have designs on the ground that only show up when it rains. If you Google invisible paint that shows up with water, you can find it. I think that designs around places in Ames when it rains would make it more fun. I also

think that if the city of Ames painted rocks and hid them around the city that would be a lot of fun. Then when people find the rocks, they can hide them again.

- Less restrictions on growth especially for businesses.
- Lessen the police department because there is too many employed for the amount of crime that goes on in Ames.
- I think there are lots of things for younger and college aged kids but doesn't seem to be as much for middle and older age adults.
- If the taxes went down and the city didn't spend so much money on pointless things. The city should also allow free parking downtown to help businesses out. If the businesses do better the city gets more money.
- If they had more places for kids to go and things to do
- More things to do (x2)
- More young people. Besides the university, there is not as many young residents of Ames
- No more COVID-19
- Nothing. I moved to Ames in 1959. I was a junior in high school. In that time, I have made three friends. If you weren't part of a clan you didn't exist and that hasn't changed in 60 years.
- Opening back up as soon as possible!
- Quietness
- Sure, if there's enough left in the budget after covering more essential pieces of running the city well are covered
- Perhaps affordable municipal high-speed internet. Having a city run high speed net, with affordable rate structure, would attract startups and small business. Thinking an incubator style setup of high-speed internet in the downtown area would be a start. I don't see the private business being very effective in this area. The city could look into a Makerspace as they have in many cities.
- PRIDE every day
- Same as before.
- Service groups, streets, university
- Campustown, including making the Campustown partition Welch pedestrian entry
- That new power and light district would be lit
- Take advantage of Ames being an international city. Develop some sites like an international food court, multi-culture movie festivals or events, and so on.
- Bring back the "Dinkie RR," quit talking about it and sensibly reform
- More housing choices, more housing choices ... looking forward, not backward. Research parks are so 1980!
- More culture. Build up, not out.
- More murals and engaging activities for communities of marginalized identities. In the Midwest we need to do more than other places do to keep the diversity that comes to Ames. There is a large immigrant community that comes to Des Moines but many leave. What do we need to change?

## General/Additional Comments

- 5G causes Corona
- Ada Hayden needs a painted line down the middle of the path so people would be reminded to stay on the right side of the path.
- Again, anything that you can do to increase young professional numbers in Ames will help this city grow in the long term. Thank you!
- Ames can be developed into an international cultural and technology-themed tourism city in Iowa. Buildings on Main Street can be more colorful and fun. We stand with Ames Police!
- Ames has always been my home, born here, and have raised my family here. Great family environment.
- Ames is a beautiful town and I am more than happy to stay here even when college is not in session.
- Ames is a great city
- Ames is a great community with things to do for every age. Great parks, great schools, great university, great city overall. I would definitely live in Ames if I found a job here.
- Ames is a great place to live while at ISU. Campustown should have more public art projects (murals, sculptures, etc.) created by students in the College of Design. Campustown should have things that would bring in people from Ames that aren't students at ISU too, like stores or a park with a little stage area for performances on the corner of Welch and Chamberlain. Also, when new buildings are built around ISU, there should be some greenery required. The new Union building and Kingsland building are terrible and they ripped up nice trees to put in plain concrete. There are too many large, expensive apartment buildings popping up, too.
- Ames is great to live in!
- Ames is overall awesome!
- Ames serves all our needs.
- Apartments in Ames seem to be "student living" which are not optimal for attracting professionals. Also, the fact that all leases start and end on same date is inconvenient. Finally, apartment complexes have demanded people renew before Thanksgiving, only a few months into the lease. This is ridiculous.
- Big challenges for city budgets and services in years ahead. Please keep citizens informed about choices and ways we can volunteer safely.
- Buy NG Mall and put the Healthy Lifestyle Center in it
- Can you please fix the torn-up concrete/walking path on the corner of Cedar Lane and Suncrest?
- Consider online survey - saves data analysis time.
- Don't turn this town into "Little Chicago." We don't need that garbage.
- Durant is not always plowed to the end of the street. Durant is cracking badly east of Hartford Dr - called, emailed and no results or resolution
- Get rid of processing fees on utility bills, lower taxes on private property. Give me a government job and I'll help figure it all out.
- GO CYCLONES!
- Good survey!
- Hopefully we get better streets this summer!
- I am happy to be a part of Ames and I think it is a lovely place.
- I am in community and regional planning at Iowa State and I do understand that Ames does currently have some bike lanes in the community and they have a complete streets plan located on their website but I think it needs to be safer to bike on Lincoln Way and have bike lanes in more areas around campus and where students live. Bigger sidewalks in the areas around campus would also be beneficial to students.
- I enjoy the city.

- I enjoyed this survey.
- I have enjoyed living in Ames. It's a wonderful community. ISU plays and concerts I love.
- I have loved being an older student at ISU and have felt accepted in my program. We love living in Ames and enjoy many things that are offered in this city.
- I implore you to consider adding parking option to the City of Ames! Stiff regulations and limited options are killing small businesses and limit the city's reward when Ames hosts large events.
- I love staying here and will look back at the time I spent here with enjoyment and joy.
- I recently designed a survey asking Ames residents about sidewalks for a design studio I am enrolled in, so I truly mean this when I say I appreciate and recognize how detailed and in depth this survey is. I really believe every question was well written and I feel that I am honestly and authentically being cared about when asked to respond to the prompts. Thank you to all those who took the time, energy, and effort to compose and concoct such an intricate survey with beautiful questions. I deeply appreciate you! Wishing peace and great health for everyone involved and their loved ones. Be well.
- I see that college students are mentioned as a category. Do you think residents of senior living homes merit a category? There are a lot of us! My husband (now deceased) and I moved here from the Chicago suburbs and are still glad we did.
- I thought Mary Greeley was owned by city - why wasn't it included in this?
- I was raised here and moved back :)
- I wish there was more recycling
- I work and come home. I don't know what's on in the community.
- I would like information on the Gateway Hills rehabilitation project.
- I would like to see a stop sign put in at the exit of the parking lot by Cafe Milo and Poe on Mortensen. College kids pull around the apartment buildings so fast and don't stop while I'm already pulling onto Mortensen from Poe. Almost been hit multiple times.
- In my short time, I've enjoyed Ames and plan to get to know the community. I've been focused on starting my life, but Ames could be a long term stay for me.
- Keep up the good work!
- Keep up the good work. We love living in Ames.
- Legalize it!
- Love Ames
- Love the local farmers market!!
- My house has been vandalized MANY times, deck was burned. My clothes are stolen on a weekly basis. Does anyone have morals in Ames? They steal my things and replace it with broken junk, old expired drugs, beauty supplies. They steal my food and replace it with molded food. With HyVee labels.
- My personal information is not needed for anonymous survey.
- Overall Ames is a good place to live.
- Parking meters are expensive, everywhere essentially forcing you to park and pay, unclear time limits, and time, and inadequate
- Please fix the Franklin Ave. light so it senses a car in the right lane going straight!
- Please get the footbridge installed in E.M. Lee Park trail.
- Please place more lights around town! The Washington Ave. road has a couple of dark spots that make me feel uncomfortable at night.
- Please remove the light poles banners in downtown or change 'em for the seasons. They are in poor shape. Thank you for allowing my family to participate.
- Quit letting college students take over residential neighborhoods by renting them single family dwellings.
- Raising property taxes again is not the solution as citizens of Ames can afford
- Recap: 1.) SIDEWALKS. 2.) RAINFALL DRAINAGE. These are my biggest reasons for hating this campus. They are basically unnoticeable.

- Sense of Community C2 comment: The font used sending out city council meetings and paragraphs too long - need to be shortened using bullets. New person sending WON'T do this. I unsubscribed due to his not cooperating. Not user friendly for who can't read or comprehend LONG paragraphs going on forever! Flooding - you need more phone lines on reporting this. 4 years ago - bad flooding - couldn't get in. Make it where we could leave "message" telling location of interaction OK!! I've been satisfied with my interaction with city personnel for 51 years. We used fire, 1st responders, EMTs a lot for husband Parkinson's falls.
- Seriously, stop cutting down trees. Planting a few saplings doesn't replace the 50-year-old tree that got cut down, and certainly will not add to the landscape in my lifetime. Nobody here wants to live in a cookie cutter house, concrete jungle. Figure it out. It'll cost a little more to build a road around a grove of trees. Be bold and do it! Lead the way in this money hungry world to be better.
- Set traffic lights to allow more than one direction of traffic to go at a time. Legalize marijuana. Don't let garbage trucks operate at any hour they want.
- Snow clearance is awful!! City should take care of trash removal from taxes. Private haulers are ridiculous.
- So thankful to have been able to live here for these past 26.5 years. Thank you for your time and contributions!
- Stop spending so much money.
- Strive to be a good steward of our city's finances and assets. Provide basic needs. Look after the people who need help. Try not to spend/expand more agendas. Thank you for including me and please continue to do your best.
- Thank you for caring and wanting to know areas of improvement. We really do like Ames.
- Thank you for asking me for my input!!! This is the first time in the 52 years that I have lived here. All the 52 years have been in the house my wife and I designed.
- Thank you for consulting the people. Dear Sirs: Thank you for asking some of the community members to provide their opinions. The following are some simple suggestions: A. Parks and Recreation: 1. Playgrounds should be in a wide sites and they should have more equipment, etc. 2. Sometimes the restrooms are not clean. B. Ames Public Library: It's one of the best organizations, however, according to my own experience, I assume hundreds help the library, some of them through some organization, but, if one of these volunteers becomes subject to any mal decision, the policies and the procedures do not contain any article regarding the volunteers. C. Ames Police Department: One of the tools which will help the officer not make a quick judgment is using the pictures of the site immediately, before talking to any partners who are involved in an accident. More Suggestions: 1. The city should allocate some moderate parcels of land for some community members to grow vegetables and give it to the people directly or through the relevant organizations. 2. To strengthen the relations between the community members, the city can work with the Story County and the State to create projects of affordable housing. People can create their own organization and volunteer to build houses for others. The city can help in allowing lands for such projects. These projects will help people to stay in the city. 3. Farming: The city should widen the philosophy and eligibility of gardening lands and the community members to produce vegetables as groups. 4. The city can have wide public forums. People can come and share their ideas and talk about their concerns. Housing - ISU and the other builders are getting wide parcels of land, if they get these lands for some low cost or free. These entities should share in the affordable housing projects. ISU now doesn't allow its students who have the Section 8 to live in the ISU homes.
- Thank you for keeping Ames a clean and a quite safe place to live.
- Thank you for making Ames an incredible place to live!
- Thank you for requesting my opinions/input/listening/ opportunity to participate in this survey. (13x)
- Thanks for the opportunity to add my input. I don't know if this survey helps or if it would have been done anyway but last time I mentioned an incomplete sidewalk and it got finished.
- Thanks for the opportunity!



- Thanks for all your work, city employees!
- Thanks for this survey, please read and consider some of the comments I made. I hope to one day be on a city council and help make the people I'd represent have the happiest, healthiest, educated, and most fulfilling lives they can have. I tried my best to provide thorough insight from where I stand currently.
- Thanks!
- The cemetery people have been very helpful.
- The city has a lot of family events and college age events. It lacks single, older adult activities.
- The dog park, city offices and library should be reopened with reasonable adjustments NOW not in July. That is ridiculous.
- The general use of a 4-point scale for most survey items renders a "neutral" response impossible which produces somewhat of a binary - good/bad - response.
- The Northwest side of Ames is growing but being ignored by businesses. The Ames Economic Development Commission must do more to promote new businesses within the business areas already established. Something similar to the Somerset business district could easily be duplicated near the Hy-Vee. There are many apartments within walking distance and many residences just beyond the apartments.
- There should be sidewalks on both sides of the street, e.g. Mortensen Rd.
- This is the first time I've received this survey. Now I know it's real!! Assuming the city follows up on areas of need (improvement). It's a good idea! Thanks!
- This survey and its invitation of input is a strong reason that Ames is a great place to live!
- Traffic flow: create "courtesy lanes" for traffic turning right at 13th and Stange Rd. (W bound to N bound), 13th and Duff (W bound and N bound), or right turn only lanes. S bound Stange to E bound 13th. Difficult to see around buses and inconsistent left turn signal. Dangerous!! 13th and Stange is the worst. Especially during "rush hour." There are a very high percentage of cars turning north on Stange Rd. from W bound 13th and there is always 1 car that wants to go straight. Wastes time, gas, and increasing carbon footprint.
- Trash pickup in Campustown. Bins are frequently overflowing without the students during the COVID-19 and online classes.
- We love Ames! Thank you!
- We still need an indoor pool (heated) that is affordable for all residents (not a fancy, expensive lifestyle center) so that a working family of 5 can afford it.
- We would like to discuss options to improve the big drainage in our backyard.
- When shopping, have kids under control.
- Why do city streets get torn up so much every summer and for the entire summer? I lived in other cities. None of them had so many streets torn up all summer.
- Why no question about neighborhood associations?
- Would love programs to help first-time homeowners be able to buy their first home
- xoxo
- You need to decide whether you want individual or joint responses. Address the envelope accordingly.