



# CITY SIDE

DECEMBER 2020

## RESIDENT SATISFACTION SURVEY 2020 RESULTS ARE IN

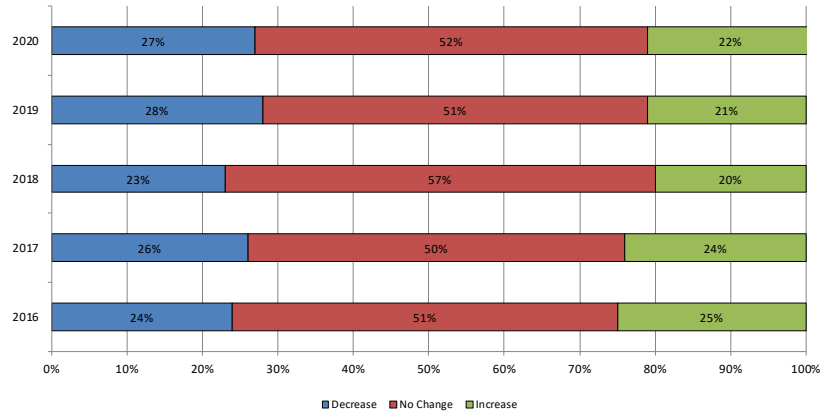
The 38th annual Resident Satisfaction Survey provided some positive feedback from residents. The majority of Ames respondents rated overall City of Ames services favorably. In the 2020 report, 96 percent of those surveyed ranked service quality as “good” or “very good.” The “very good” ranking saw a notable increase of 7 percent over the 2019 survey, and there was a small increase in the “poor” ranking.

Surveys were mailed to 1,350 randomly selected utility users and emailed to randomly selected Iowa State University students. The analysis considered 844 returned

surveys. Feedback is gathered on priorities for ongoing services, capital improvements rankings, and preferred adjustments in property taxes.

The survey also requested opinions about specific City services including public safety, City utilities, parks and recreation, Ames Public Library, and transportation. There were several opportunities for respondents to write comments. This year’s survey asked respondents to provide an assessment of their physical health, general well-being,

## Trends in Preferred Property Tax Adjustments for Next Year



and how connected they felt to their neighbors. There were several questions asking if residents felt welcome in Ames.

Comment sections in the survey included open ended questions about what issues

the City of Ames should focus on and the best thing about living in Ames. The entire Resident Satisfaction Survey report, including comments, is available on the City’s website at [www.CityOfAmes.org](http://www.CityOfAmes.org) under Government followed by City Manager’s Office.

## TREE PLANTING PROGRAM ENCOURAGES MORE TREES!



The City of Ames, the Ames Foundation, and an Iowa State University urban forestry class teamed up this fall to plant more than 75 trees in west Ames. City Forester Paul Tauke facilitated the tree planting in October that included discussion about urban tree management followed by small groups of students assisting in tree planting.

Ames has been named a “Tree City” for decades because of its commitment to healthy and diversified urban trees.

The August derecho caused extensive tree damage, and the City offers programs to encourage residents to replant trees. Get more information at [www.CityOfAmes.org/Trees](http://www.CityOfAmes.org/Trees)

## CITY NEWS TO USE

### IN THIS ISSUE:

- Watch for Snow Routes
- Ice Skating & Swimming Begin
- Ames On The Go App Available
- Project Share Seeks Donations
- Energy Q&A

### HOLIDAY CLOSINGS:

Most City of Ames offices will be closed Thursday, Dec. 24 and Friday, Dec. 25. Additionally, most City offices will be closed on Friday, Jan. 1, 2021, for New Year’s Day.



## VEHICLES ON SNOW ROUTES MUST BE MOVED DURING SNOW ORDINANCE

Winter weather is just around the corner and that means snow is not far behind. If you park on a snow route, you will want to know when the snow ordinance is in effect. Snow plowing begins after two inches of snow accumulates on the major streets in Ames, and two inches of snowfall also activates the City's snow ordinance.

When the snow ordinance is in effect, drivers parked along snow routes – marked with red and white signs – need to move their vehicles to avoid ticketing and/or towing. Vehicles may return to the street when it has stopped snowing, no additional snow is forecast, and the street has been plowed from curb to curb.

Because this happens at different times throughout the city, there is no official announcement.

Notification about the snow ordinance will be shared with local media, the City's website ([www.CityOfAmes.org](http://www.CityOfAmes.org)), City Channel 12, and the City of Ames and Ames Police social media platforms.

For questions or concerns about snow removal on city streets, call the Snow Desk at 515.239.5543 or email the Public Works Department at [snowstreets@cityofames.org](mailto:snowstreets@cityofames.org). For concerns about sidewalks that remain uncleared, call the Snow Walks hotline at 515.239.5468 or email [snowwalks@cityofames.org](mailto:snowwalks@cityofames.org).



## PUBLIC SKATE, OPEN SWIM RETURN

After being closed due to the pandemic, public skate and open swim have resumed in limited capacity at the Ames/ISU Ice Arena (1507 Gateway Hills Park Drive) and the Municipal Pool (1925 Ames High Drive).

Pre-registration is required to attend as space is limited in order to maintain

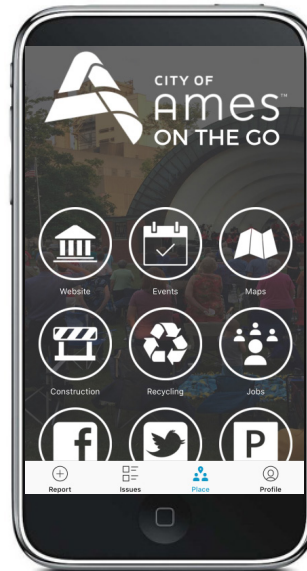


social distancing. To view the facility calendars, COVID-19 rules and procedures, and to register, please visit [www.amesparkrec.org](http://www.amesparkrec.org).

## GOT A PROBLEM? TRY AMES ON THE GO

What would you do if you noticed a large pothole in the street? A snow plow knocked over your mail box? A tree limb was covering a traffic sign? "Ames On The Go" is a mobile reporting system that allows users to report concerns or issues quickly and directly to the City of Ames. (Remember to call 911 to report emergency situations!)

The City partnered with mobile application developer See Click Fix to customize Ames On The Go. The



mobile application focuses on Public Works issues and provides convenient reporting features with the opportunity to track the request and submit pictures. Future plans include expanding the reporting features to other City departments. Ames citizens can still call or email concerns, but Ames On The Go offers another communication tool.

The Ames On The Go app is available through the iTunes and Google Play stores, as well as accessible on the

City of Ames website. Download it free today!

## CITY COUNCIL MEETINGS

City Council meetings are held via Zoom teleconference.

6 p.m. Tuesday, Dec. 8

6 p.m. Tuesday, Dec. 15 (workshop, if needed)

6 p.m. Tuesday, Dec. 22

MORE INFORMATION AVAILABLE AT [WWW.CITYOFAMES.ORG](http://WWW.CITYOFAMES.ORG)





# ELECTRIC

## PROJECT SHARE PROVIDES FINANCIAL ASSISTANCE FOR UTILITIES

A simple way to share the warmth with those in need is to make a monthly pledge or a one-time contribution to Project Share.

Project Share is a program developed by Ames Electric Services to assist low-income customers with winter utility bills. A committee appointed by the Ames City Council determines the permissible uses of the funds donated to Project Share. The guidelines established by this committee ensure that 100 percent of every contribution is used to assist low-income customers. Last year, Ames

Electric Services contributed \$4,575 in staff time and materials toward the cost of administering this program. Mid-Iowa Community Action (MICA) shares in the administration of the program by determining the eligibility of households for Project Share funds.

Project Share's success is the result of our customers' compassion and generosity. Through your support, Project Share has provided \$459,062 in assistance to 3,816 households since the program's inception in 1990. Last winter alone, Project Share provided \$19,010



in assistance to 148 households. With your continued generosity, more Ames households will stay safe and warm this winter.

### Contribution to Project Share

I wish to make a monthly contribution to Project Share. I understand this amount will be listed on my monthly utility bill and that I can cancel my pledge at any time by contacting the City of Ames Utility Customer Service office.

\$1/month    \$2/month    \$5/month    \$10/month    other \$\_\_\_/month

I wish to make a one-time contribution to Project Share rather than making a monthly pledge. I have enclosed a \$\_\_\_\_\_ donation to Project Share.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Please return this form with your utility bill payment or mail to: Ames Electric Services, Attn: Project Share Committee, P.O. Box 811, Ames, IA 50010-0811.

### IMPORTANT NUMBERS

- Power Out ..... 515.239.5240
- Street Light Out..... 515.239.5500
- Utility Bills..... 515.239.5120
- Energy Questions ..... 515.239.5177
- Tree Too Close to Electric Line? ..... 515.239.5500
- Digging? Contact Iowa One Call..... 811
- Storm Water Concern..... 515.239.5160
- Rusty Water..... 515.239.5551

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# ENERGY Q&A

**Q: The conversion of the Power Plant in 2016 from coal to natural gas had a huge impact on our community's carbon footprint. But what else is the City of Ames doing to be creative about sustainability?**

Ames has a long history of being progressive when it comes to energy production. Most people are aware of our status as the first municipally owned waste-to-energy system. The Resource Recovery Plant, 110 Center Ave, came on line in 1975. That system takes garbage from all over Story County, processes it into refuse derived fuel, and uses the burnable portions to generate electricity at the Power Plant. But did you know that waste from sanitary sewer processing also fuels electricity generation?

The magic happens in the digestion phase at the Ames Water Pollution Control Plant. (This is where all the waste generated by your plumbing ends up.)

Joe Krebs, Assistant Superintendent of the Water and Pollution Control Plant, explains, "Organics that settle out in the previous process are pumped to the digesters, where bacteria decompose the waste into stable substances. This process reduces pathogens, but it also produces methane gas, which is a greenhouse gas 30 times more harmful than carbon dioxide."

The good news is that methane gas can be combusted as a fuel for heat or electricity generation, displacing fossil fuels. The combustion process also makes the resulting emissions less harmful.

Two generators with a combined total of 20 cylinders and 550 kW of power use the methane by-product to generate about 20 percent of the plant's electric consumption. To further increase the efficiency of the whole process, the extra heat from the combustion of methane is sent back to the digester, where it helps keep the bacteria at a cozy 95 degrees Fahrenheit.



The solids leftover after digestion are spread on nearby farm fields, where they meet 75 percent of the land's fertilizer needs.

Staff is currently looking into how to successfully introduce more 'waste' streams to the digesters that can be turned into fuel and fertilizer. They already accept FOG (fats, oils, and grease) from local establishments, and hope to incorporate food waste next. This is just one example of the many things City departments are pursuing to reduce carbon emissions. Look for more examples in future Energy Q&A columns!

**Kayley Barrios Lain, Energy Services Coordinator**  
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## AT-A-GLANCE ENERGY NUMBERS

FOR SEPTEMBER 2020

<b>3.4%</b>	ELECTRICITY THIS MONTH WAS GENERATED BY REFUSE DERIVED FUEL (RDF) FROM THE RESOURCE RECOVERY PLANT	<b>73</b>	LED STREETLIGHTS INSTALLED FOR A TOTAL OF 5,242
<b>75%</b>	SUNSMART AMES POWER PACKS PLEDGED	<b>251</b>	KILOWATT HOURS OF VEHICLE CHARGING AT PUBLIC ELECTRIC CHARGING STATIONS

DEGREE DAY INFORMATION AVAILABLE  
AT [WWW.CITYOFAMES.ORG/ELECTRIC](http://WWW.CITYOFAMES.ORG/ELECTRIC)

## INFORMATION

### STUCK AT HOME: TRY A SELF-AUDIT

Are you looking for projects around the house? This could be a great time to evaluate the energy efficiency of your home!

Spend some time exploring your home's interior and exterior. Identify problem areas, and find a free do-it-yourself guide,

along with many other energy-saving resources, at [www.CityOfAmes.org/SmartEnergy](http://www.CityOfAmes.org/SmartEnergy).

### CALL BEFORE YOU DIG

Be careful and call Iowa One Call before you dig. Have your yard marked free of charge. Now it is even easier to call. You can call 800.292.8989 or just dial 811.