**AMES PUBLIC LIBRARY**

• Register for a free Ames Public Library card for access to books, movies, music, and more. The Library also provides reference services, online research tools, programs for all ages, free use of meeting rooms, wireless internet access, computers for public use, and Bookmobile service to a neighborhood near you.

For information, call 515.239.5646 or visit www.AmesPublicLibrary.org.

**CYRIDE**

• CyRide is the city bus system for Ames. It is a collaboration between the City of Ames, Iowa State University, and ISU’s Student Government.

• CyRide operates 13 fixed routes, a Dial-A-Ride service for persons with a disability, and a late-night service called Moonlight Express. The fixed routes and Dial-A-Ride operate every day of the year except Thanksgiving, Christmas, New Year’s Day, Memorial Day, Labor Day, and Fourth of July. Moonlight Express operates on Friday and Saturday nights when Iowa State University is in session.

For routes, timetables, fares, and more information, call 515.292.1100 or visit www.CyRide.com.

**IMPORTANT NUMBERS TO KNOW**

Ames Public Library .................................. 515.239.5646  
Books, Events, and More  
Cemetery ........................................ 515.239.5341  
City Forester ..................................... 515.239.5342  
Hazardous Trees  
City Manager’s Office ......................... 515.239.5101  
Any Problems or Concerns Not Listed  
CyRide ........................................... 515.292.1100  
Route/Schedule Questions  
Inspection Division ............................... 515.239.5153  
Occupancy Rules, Permits, Unkempt Property, Noxious Weeds  
Non-emergency Police ......................... 515.239.5133  
Planning and Housing ........................ 515.239.5400  
Neighborhood Associations, Zoning, Development  
Parks and Recreation ......................... 515.239.5350  
Park System, Recreation Facilities, Aquatics, Adult and Youth Sports/Activities, Fitness/Wellness Programs, Homewood Golf Course, Ames/ISU Ice Arena, Public Works, Auditorium/Bandshell Events  
Operations ...................................... 515.239.5550  
Deteriorated Sidewalks  
Resource Recovery Plant ...................... 515.239.5137  
Garbage Disposal, Glass Recycling, Household Hazardous Waste, Appliance Disposal, Food Waste Diversion  
Utility Customer Service ...................... 515.239.5120  
Start, Stop or Transfer Electric and/or Water Service, Utility Billing Questions  

**OTHER**

Animal Control .................................. 515.239.5530  
Electric Outage ................................. 515.239.5240  
Iowa One Call .................................. 811  
Street Light Outage ......................... 515.239.5500  
Water or Sewer Problems .................... 515.239.5150  
Storm Water Concern ......................... 515.239.5160  

August 2019
PROPERTY MAINTENANCE

GENERAL CARE
• Property should be maintained in a neat condition including mowing lawns, trimming shrubs and trees, and controlling weeds.
• All garbage set outdoors should be kept in a watertight and tightly closed hard receptacle.
• Vehicles classified as junk vehicles may not be stored outdoors for more than 48 hours.
• The outdoor storage or placement of household appliances or furnishings, unless designed for outdoors, is prohibited.

Contact the Inspection Division of the Fire Department at 515.239.5153 with questions or to report property concerns in your neighborhood, or visit www.CityOfAmes.org/Inspections.

• Recreational fires are permitted in approved containers, such as chimineas. Fires shall be located more than 15 feet away from any structure (including decks, porches, fences, and sheds) and any combustible materials (such as weeds, shrubs, and furniture).
• To ensure quality air, burning garbage, leaves, and yard waste is prohibited.
• All buildings require a visible address. It should be able to be seen from the road, and its color should contrast with where it is affixed. The numbers should be Arabic, at least 4 inches high, and may not be spelled out.

Contact the Fire Department at 515.239.5109 with questions or visit www.CityOfAmes.org/Fire.

• Private property (e.g. landscaping, fences, drainage pipes, play equipment, etc.) is prohibited from encroaching on public property. Furthermore, individuals may not mow, trim, remove, or apply chemicals/fertilizers to public property.

TREES
• All trees and shrubs on private property should be properly trimmed for pedestrians using sidewalks.
• The City is responsible for trees or shrubs within the city right-of-way.
• Trees/shrubs located on private property are the responsibility of the property owner and must not obstruct the view of traffic. Contact the property owner with concerns about trees or shrubs on private property.
• For street tree planting permits, apply online at www.CityOfAmes.org/TreePermit.
• Free disposal of Christmas trees following the holidays is available at the Parks & Recreation Maintenance Shop, 700 E. 13th St. The trees are recycled into chips to be used in city parks. Trees may be dropped off during daylight hours throughout January. The tree stand, tinsel, and all ornaments should be removed from the tree.

For tree and shrub concerns, call the City Forester at 515.239.5342 or visit www.CityOfAmes.org/Trees.

SIDEWALKS
• To keep pedestrians and bicyclists safe, snow and ice must be removed from sidewalks within 10 daylight hours after snowfall has stopped.
• Property owners are responsible for the sidewalks and areas from the curb to the property line. Sidewalks that become dangerous are the responsibility of the property owner.

To report a sidewalk that is in need of repair or has not had snow removed, call the Public Works Operations Supervisor at 515.239.5550 or email snowwalks@cityofames.org.

AMES ON THE GO
• Want to report potholes, clogged storm drains, malfunctioning traffic signals, snow and ice hazards, streetlight outages, overgrown trees, park or playground issues? There’s an app for that! Ames on the Go is a custom mobile reporting application that allows users to report public infrastructure and public property (rights-of-way, parks) concerns or issues quickly and directly to the City. The app is available through iTunes and Google Play stores, as well as accessible at www.CityOfAmes.org. Look for the purple quick link.

HOUSING

BUILDING AN ADDITION
• For building permits, contact the Inspection Division at 515.239.5153 or visit www.CityOfAmes.org/Inspections.

PROPERTY USES, SETBACKS AND ZONING
• For information, contact the Planning & Housing Department at 515.239.5400 or visit www.CityOfAmes.org/Planning.

RENTAL HOUSING
• Rental properties must have a valid Letter of Compliance and must be registered with the Inspection Division of the Fire Department.

Contact the Inspection Division at 515.239.5153 or visit www.CityOfAmes.org/Inspections.

OCCUPANCY
• If you reside in a rental property, make sure you know what the allowed number of occupants is. Single- and two-family dwellings are allowed three adult occupants for dwellings with one, two, or three bedrooms. Dwellings with four bedrooms are allowed four adult occupants and dwellings with five bedrooms are allowed five adult occupants. The number of adults is capped at 5 regardless of the number of bedrooms. Those under 18 years of age are not counted toward occupancy.
PETS

• Dogs and cats are required to be on a leash at all times except while in their own yard or at the Ames Dog Park. A dog park pass is required. For more information, visit www.CityOfAmes.org/DogPark.
• Owners are responsible for the proper disposal of waste when walking pets.
• Allowing any animal to bark, whine, or howl for a prolonged period of time is prohibited.
• Pets are required by law to be vaccinated against rabies and to wear their rabies tag at all times, including cats.
• Report animal bites to Ames Animal Control immediately. After-hours incidents should be reported to the Ames Police non-emergency number, 515.239.5133.
• Pet licenses are not required in Ames.
• The Ames Animal Shelter provides services for lost/found pets and pet adoptions.

Questions or concerns? Call the Ames Animal Shelter and Animal Control at 515.239.5530 or visit www.AmesAnimalShelter.org.

NOISE ORDINANCE

• The maximum noise level is 60 decibels for the hours of 7 a.m. to midnight. The maximum noise level is 55 decibels for the hours of midnight to 7 a.m. The sound is measured at the edge of a city street or alley right-of-way nearest to the source of the sound. A measurement may also be taken on the property where the complaining party was disturbed.

For more information about the noise ordinance or to request a reading, call Ames Police at 515.239.5133.

FIREWORKS

The use or exploding of fireworks is prohibited in the City of Ames, except when done in accordance with a permit authorized by the City Council.

Did you know …
Owner-occupied properties are eligible for a homestead credit. Military exemptions are also available. For more information, visit www.CityOfAmes.org/Assessor.

LICENSES, PERMITS, ETC.

For a list of licenses, permits, and registrations, visit www.CityOfAmes.org/CityClerk, and click on Licenses and Permits.

PARKING

• It is unlawful to park in front yards or in a way that obstructs sidewalks or driveways.
• Vehicles cannot remain parked in the same spot for more than 48 hours on a city street or municipal lot.
• Overnight parking is prohibited in parks.
• Parallel-parked vehicles must park with the front end of the vehicle in the same direction as traffic flow.
• Please read parking signs carefully; some city streets are subject to multiple parking restrictions.
• Parking fines are increased in select zones on ISU home football game days.
• Parking meters accept coins, ParkMobile app, and City smart cards. ParkMobile information can be found at www.CityOfAmes.org/Parking.

For more information about the noise ordinance or to request a reading, call Ames Police at 515.239.5133.

CITY COUNCIL MEETINGS

• Ames City Council meetings are public meetings and are held the second and fourth Tuesdays of each month. If you wish to speak to the Mayor and City Council during a meeting, you may fill out a card with your name, address and a notation of the topic to be addressed. Those wishing to submit written requests to the Mayor and City Council may bring letters to the City Clerk’s Office for delivery. A Mayor and City Council group email is available at MayorCouncil@cityofames.org.

To learn who your Council representative is, call the City Clerk’s Office at 515.239.5105 or check the website at www.CityOfAmes.org/Council.

BOARDS AND COMMISSIONS

• Board and commission members make recommendations to the Ames City Council and also offer assistance to the Council in carrying out various forms and functions of city government. There are 20 separate boards and commissions, which focus on distinct issues, programs, or services.

If you are interested in volunteering to serve on one of Ames’ boards or commissions, contact the City Clerk’s Office for an application or check the website at www.CityOfAmes.org/CityClerk.

NEIGHBORHOOD ASSOCIATIONS

• If you are interested in starting a neighborhood association or to find out if you live in one, call the Planning & Housing Department at 515.239.5400. For more information about neighborhoods, visit www.CityOfAmes.org/Neighborhoods.

SAFE NEIGHBORHOODS TEAM

The Safe Neighborhoods Team was formed by Ames Police Department to build positive relationships with our community and neighborhoods. The team focuses on problem solving and quality of life issues in high call volume areas. For more information, call 515.239.5130.
UTILITIES
The City of Ames provides electric, water, and sanitary sewer services.

ELECTRIC
The Electric Department provides service to more than 26,000 customers. Call 515.239.5240 to report an electrical outage.

WATER AND SEWER
The Water and Pollution Control Department provides water and sanitary sewer services in Ames. Call 515.239.5150 with questions about water or sewer.

CUSTOMER SERVICE
Visit www.AmesUtilities.com to start, stop, or transfer electric and/or water services. The website also provides information about payment options, budget billing, other offered services, and FAQs. Customer Service representatives are available from 8 a.m. to 5 p.m. Monday through Friday at 515.239.5120 or at City Hall, 515 Clark Ave.

GARBAGE PICK-UP
The City of Ames does not provide garbage collection services. It licenses independent haulers for the collection and disposal of garbage. For a fee, residents can take their garbage to the Resource Recovery Plant, 110 Center Ave. For a full list of haulers, visit www.CityOfAmes.org/Haulers.


ECOSMART
• EcoSmart is the City of Ames’ comprehensive strategy to reduce energy consumption and conserve natural resources. EcoSmart includes six different programs, each addressing a specific area of focus. These include Smart Energy, Smart Water, Smart Trash, Smart Watersheds, Smart Ride, and Smart Business. Together, these programs help reduce Ames’ carbon footprint and work toward a sustainable future.
  • To promote conservation of resources, rebates are available for Prime Time Power, residential and commercial lighting, residential new construction, air conditioners, appliances, residential and commercial photovoltaic (solar) systems, native landscape, rain barrel, rain garden, soil quality, and composting.

For more information on EcoSmart programs and rebates, visit www.CityOfAmes.org/Ecosmart.

RESOURCE RECOVERY PLANT (RRP)
• After you have reduced, reused, and recycled as much of your waste as possible, the Resource Recovery Plant takes the leftovers and shreds it. The metals are removed, recycled and the burnable portion of your waste is sent to the Ames Power Plant and used as a source of fuel in place of natural gas. However, glass containers should be recycled in yellow bins located at local grocery stores or gas stations. Household Hazardous Materials and rechargeable batteries should be brought to RRP.

For more information, call the RRP at 515.239.5137 or visit www.CityOfAmes.org/ResourceRecovery.

PARTY PLANNING
• Please show courtesy to your neighbors by letting them know when your event will start and when it will end. Also, give your contact information and encourage them to call you first with concerns.
  • The Block Party Trailer (tables, chairs, games) is available for neighborhood parties. Reserve at www.CityOfAmes.org/Trailer.
  • If you are planning a party that will have stereo music or a live band, please review the City’s noise permit information at www.CityOfAmes.org/Noise.
  • Requests to suspend parking restrictions or regulations for special events may be made by contacting the Public Works Department at least 48 hours in advance.
  • To request a temporary parking waiver, contact the Traffic Engineer at 515.239.5160.
  • If you are planning to tap more than one keg of beer during your party, a permit is required from the Ames Police Department, 515 Clark Ave. The permit must be applied for 24 hours in advance. A pre-party inspection is required. Keg beer is prohibited in Ames parks.

For more information about parties, call Ames Police at 515.239.5133 or visit www.CityOfAmes.org.

NEIGHBORHOOD NEWS
Do you have something you want to share with your neighborhood association and other neighborhood associations? Place announcements in the quarterly newsletter by emailing neighborhoodnews@cityofames.org or calling the Public Relations Office at 515.239.5204.