

AMES TRANSIT AGENCY BOARD OF TRUSTEES
CYRIDE CONFERENCE ROOM

April 23, 2014

1. CALL TO ORDER: 3:15 P.M.
2. Public Comments
3. Recognition of Outgoing Board Member
4. Dial-A-Ride Customer Meeting and Survey Results Update
5. Rate Setting Resolution – Fares
6. Rate Setting Resolution – Passes
7. FY2015 State Grant Application
8. FFY2014 Federal Grant Application
9. Quarterly Operations Report
10. Transit Director's Report
11. Set Time and Place of Spring Semester Meetings:
 - May 21 – 3:15 pm
12. Adjourn

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: April 23, 2014
SUBJECT: Recognition of Outgoing Board Member

BACKGROUND: Under the City of Ames Municipal Code creating the Ames Transit Agency, two of the six seats on the Transit Board of Trustees will expire on May 15, 2014.

INFORMATION: One of the expiring terms is currently being held by Zack Murrell. He has agreed and will be reappointed as the GSB Presidential appointee and will remain on the Transit Board through May 15, 2015. However, the April 23, 2014 board meeting will be the last official meeting for Daniel Rediske. Board members will recognize Daniel at the meeting for his two-year tenure on the Transit Board and dedication to preserving CyRide's quality transit service for the Ames/ISU community.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: April 23, 2014

SUBJECT: Dial-A-Ride Customer Meeting and Survey Results Update

BACKGROUND: At the February Transit Board of Trustees meeting, board members requested that staff meet with its Dial-A-Ride customers to gain their input on the service. A meeting was scheduled for Thursday, April 10th at 5:30 pm in the City Council Chambers. Notification of the meeting was provided by sending an invitation and meeting notice to each eligible Dial-A-Ride customer, as well as including the meeting information on CyRide and the City of Ames public websites on their calendar of meetings. Included in the notification letter was the annual Dial-A-Ride survey conducted each year to gain input on customer's thoughts and comments as well as specific suggestions to improve service.

At the May 21, 2014 Transit Board of Trustees meeting, board members will be asked to consider its annual renewal with HIRTA for Dial-A-Ride service.

INFORMATION: This report will detail the results of the annual survey, providing comparisons to previous survey results, as well as recap the discussion at the public meeting.

Annual Survey Results

With the exception of the transition year between Heartland Senior Services and Heart of Iowa Regional Transit Agency (HIRTA), CyRide has distributed a Dial-A-Ride customer satisfaction survey each year since 2011 to gauge the general level of satisfaction with the service as well as to gain suggestions on where improvements could be made. This year all eligible Dial-A-Ride customers were mailed a customer satisfaction survey. Of the 285 survey's distributed 44 were returned for a 15.4% return rate. In comparison, CyRide received 42 surveys in the previous year's survey. The results from the 2014 survey (2nd year of operation for HIRTA) as well as a comparison to the 2013 survey (1st year of operation for HIRTA) and the 2011 survey (last year for Heartland Senior Services operation) is attached and briefly summarized below.

The following general highlights and variations from last year can be made:

- Overall satisfaction with the Dial-A-Ride service has improved over the past 12 months increasing from 64.1% satisfied/very satisfied to 73.1%. There is still room for improvement to return to previous levels of satisfaction.
- Dissatisfaction with reservation staff has improved significantly over the past 12 months – up from 62.2% to 75.6%
- Long wait times for reservation staff and receiving a busy signal were noted as service quality that had declined in satisfaction; however, within the last three weeks HIRTA has added two reservations staff and average wait times have been reduced from 3 minutes to less than 1 minute.
- While the process of completing eligibility determination has not changed in the past twelve months, customer satisfaction on the length of time to make this determination has decreased – from 89.7% to 79.2% (ADA requires this to be completed within 21 days).
- Slightly more customers indicated that their trip had been turned down in the past 12 months – 30% this year compared to 26.3% last year.
- The total number of compliments is higher and number of complaints lower - 13 compliments this year compared to 10 last year; 10 complaints this year compared to 25 last year.

Overall, there have been improvements made by HIRTA in the past year that have had a positive impact on Dial-A-Ride customers as reflected in the 2014 survey results. Some of these efforts include:

- Meetings with the drivers to improve schedules for both the drivers and customers
- New phone system that allows more flexibility to address customer concerns
- Hiring two additional telephone staff within the last several weeks to address longer wait times to get a hold of reservations staff
- Meetings with reservation staff regarding different requirements for the Dial-A-Ride program as opposed to HIRTA's other funding programs - also counseling on customer service expectations
- Working with reservation staff to become more familiar with locations around the City of Ames

Public Meeting Comments

Eight Dial-A-Ride customers and numerous CyRide and HIRTA staff as well as Transit Board of Trustees members John Haila and Matthew Goodman and Councilwoman Gloria Betcher attended the April 10th public meeting to discuss transit service. The meeting started with a presentation regarding the history, statistics, funding and federal requirements of the Dial-A-Ride system. Periodically throughout the presentation CyRide and HIRTA staff shared operational procedures with those in attendance and requested customer feedback on how various aspects of the service were working for customers. The table below identifies the

number of comments received regarding various aspects of the Dial-A-Ride service. A more detailed accounting of the questions and responses is attached.

Aspect of Service	Number of Comments
General Comments	6
Eligibility	0
Reservations/Scheduling	15
Trip Denials	2
Driver/Buses/Safety/Other	8
Total Comments	31

Conclusions and Opportunities for Change

From the survey and public meeting information, there are possible opportunities to modify service to increase satisfaction with the service. These opportunities are divided into two categories – Existing, ADA-Mandated Service and Service Beyond ADA-Mandated Level. Each will be briefly discussed.

Existing, ADA-Mandated Service –

The most common comment received related to long wait times on the telephone and customer’s ability to get a hold of the reservations staff. With recent increased HIRTA staff levels in this area along with telephone modifications discussed at the meeting, this issue appears to be addressed, but will continue to be monitored by CyRide staff through telephone call reports and periodic calls to HIRTA through the general reservation telephone number. However, there are three additional opportunities for continued growth within the existing ADA-mandated program. First, the scheduling process could be modified to require all customers to be notified when the Ames scheduler moves their pickup time. While trip times are approximate and can vary depending on customer and traffic issues, a courtesy call when HIRTA needs to modify a time even a few minutes would go a long way in improving communications with customers.

Second, more education could be provided to existing and new reservations staff regarding customer service and programmatic differences between funding programs that affect the Dial-A-Ride and non-Dial-A-Ride customers. This issue could assist in the comments regarding confusion on how the service operates. With turnover, this will need to be an on-going process. CyRide staff will continue to work with HIRTA staff on this issue throughout the year and assist in any manner possible.

Third, CyRide and HIRTA could work together to try to better understand customer comments about being denied trips. More research on trips customers believe they have been denied as well as education to customers about what is a denied trip. There seems to be some confusion

with customers indicating they have been denied a trip when their trip is moved or is not at the specific time that they request.

CyRide staff believes that while there continues to be opportunities for improvement, HIRTA has taken steps to correct areas that have caused significant problems for Dial-A-Ride customers as evidence by an almost 10% increase in the satisfaction level in one year. With the telephone wait time change, staff believes that this will further increase customer satisfaction in the upcoming year. Therefore, the program is moving in the right direction and with more conversation and actions over this next year, it should provide even more benefit to customers using the service.

Service Beyond ADA-Mandated Levels -

Customer requests, either through the survey or at the public meeting, that go beyond the ADA service requirements include:

- **Will Call Trips** – HIRTA currently allows will call or same day trip requests for return transportation after a medical appointment as it is difficult for customers to accurately estimate when their doctor’s appointment will be over. It was mentioned several times in the surveys and at the meeting that it can take awhile for HIRTA to pick customers up after they notify their staff that they are ready for their return trip. This happens as will call trips must be “fit in” between existing scheduled trips and it may take some time before a bus is free to be able to accommodate this unscheduled trip. As a result, customers are encouraged, if at all possible, to schedule these trips for a time that they can be assured the appointment will be completed. In this way, customers typically receive service sooner than waiting until the appointment is over to have their trip fit into the day’s schedule.
- **More Capacity** – It was mentioned in both the survey and meeting that schedules are tight and that drivers don’t have enough time, particularly at certain times of the day. Buses can be late for a number of reasons: the previous customer did not show up for the trip and the driver waited to try to locate the person, a customer took longer to board the bus than usual, or the schedule was too tight as it was developed, etc. These issues are compounded during the busy times of the day on the service. Known customer or travel time requirements are typically accommodated in the schedule, but may lead to changing customer’s pick-up times periodically. HIRTA has made a concerted effort to periodically review schedules with drivers this year to try to more accurately reflect the reoccurring schedule issues.

Additionally, one customer has expressed concern regarding the need for more buses at peak times so that every customer can schedule their trip as desired as opposed to the one hour window allowed by ADA.

- **Extended Office/Dispatch Hours** – Several comments centered on customer’s difficulty in getting a hold of staff, dispatchers and drivers after 4:30 pm each weekday and on the weekends. Currently, after office hours, their phone system will transfer Story County calls to the Ames HIRTA office and if this office is closed, will then roll to an emergency cell phone that the evening/weekend bus drivers answer when they can safely do so.

Any modifications above the ADA requirements would need to be funded with local dollars as opposed to 80% federal support as is the case with the existing, ADA-mandated service.

ALTERNATIVES:

1. Direct staff to include the three staff recommended changes to the existing ADA-mandated Dial-A-Ride service.
2. Receive and file the Dial-A-Ride survey and public meeting information.
3. Direct staff to work with HIRTA in determining if service enhancements to the Dial-A-Ride program may be accomplished going beyond the ADA requirements and to identify the cost of these services.

RECOMMENDATION:

The Transit Director recommends Alternative #1; however, if modifications to CyRide’s contract with HIRTA are desired, then hold these discussions with HIRTA over the next twelve months incorporating these changes into the new CyRide-HIRTA contract to become effective July 1, 2015. This time period will allow the changes to be thoroughly developed and, if they require additional buses or staff, adequate time to determine if they can be accommodated and to implement these changes, if possible.

Comment/Responses Received at Dial-A-Ride Public Meeting April 10, 2014

General Questions/Comments

1. Several customers shared their appreciation for Dial-A-Ride service and their belief that it had greatly improved.
2. What is the difference between HIRTA, Dial-A-Ride and ADA? – CyRide staff responded that Dial-A-Ride was the federally-required program to provide door-to-door service for those not able to use CyRide’s large buses and that HIRTA was the company that provided that service. Dial-A-Ride is the name of the program.
3. Customer did not want HIRTA staff to work with her case worker or her family, but directly with her on her transportation – Customer’s desire was noted by HIRTA staff. This issue will need to be worked out within her family.
4. Are all trips scheduled together – Dial-A-Ride and non-Dial-A-Ride? – CyRide staff responded that they were and that this was developed when Heartland Senior Services (previous contractor) provided the service to avoid duplication of services between multiple transit providers in the area.
5. Customer asked how another attendee found out about the public meeting – she responded through her mother who was a Dial-A-Ride customer, but that she did not find it on CyRide’s or the City’s website. CyRide staff responded that a letter had been mailed to each Dial-A-Ride customer about the meeting and that it was put on CyRide’s website and was included on the City’s website regarding notices of public meetings.
6. An individual asked how HIRTA was able to accommodate 5,000 more non-Dial-A-Ride customers – HIRTA responded that they had increased the number of buses operating by keeping buses that were to be retired when new buses were received. The person then asked if HIRTA had asked for additional City ASSET dollars – HIRTA responded that they share the transportation needs with ASSET officials each year.

Eligibility Process

1. No comments received.

Reservations/Scheduling

1. Question on HIRTA’s response time to the email reservations sent to their office – generally no more than 15 mins.
2. One customer was concerned about too many people on her bus and as a result it made her late to her program – HIRTA will look into her trip and see if changes can be made.
3. Customer state HIRTA call taker wan not nice and didn’t call her back. – HIRTA stated that the customer had called to tell them this and based on her call and spoken with and counseled the person, who was one of the new reservationists.
4. Customer acknowledged that some people abuse the system and asked about will call trips – HIRTA explained that ADA does not require will call trips, but that HIRTA will take will call reservations for medical trips only – customers were encouraged to schedule a

trip if at all possible, as they would then know when the bus would arrive as opposed to when their trip can be fit into the schedule.

5. Customer acknowledged that there are some things that are beyond HIRTA control such as trips on the opposite sides of town or customers that do not show up for the trip even though the bus has been waiting for them.
6. Dial-A-Ride customer would like it so that more trips can be provided. They indicated that some times of the day are busier than others and that it can happen more at these times of the day.
7. Customer indicated that she was being placed on hold too long – HIRTA staff acknowledged this fact and responded that within the last three weeks, two new reservations staff had started working and that average wait times have been reduced from an average of over 3 minutes to .8 minutes.
8. Customer commented that it is difficult to get a hold of HIRTA after hours, that she gets a busy signal. HIRTA explained how the calls are rerouted from the Des Moines office to the Ames office and if the Ames office is closed, it will transfer to the emergency cell phone that HIRTA bus drivers carry with them. CyRide staff shared that if customers are unable to get a hold of HIRTA, they can call CyRide’s dispatchers and they will try to assist the individual.
9. Customer asked if HIRTA was required to have dispatchers in the office at the same times as CyRide – CyRide staff responded that they are not – only the buses have to operate at the same times/days.
10. A customer indicated that HIRTA had been moving her trips around a lot and that she did not always get called to let her know the times had changed – HIRTA explained that the Ames office reviewed all schedules and made changes to make the schedule work better for the customers and drivers. She indicated that customers are only called if the change is more than 10 minutes.
11. A customer indicated that her trip was 40 minutes late and that she had not been notified – HIRTA indicated that they would get back to her after looking into this further that it may have been inadvertently missed.
12. A customer asked why two different buses were sent to the same location – HIRTA staff responded that they would look into this, but it might be due to customer travel patterns being different.
13. Customer commented that reservation staff when they first took over did not know where Lake Laverne was at, but that things had improved in this area.
14. The bus GPS does not always accurately show a location. Customer indicated that they had to tell the driver which street to take. HIRTA explained that the driver carries a cell phone after hours and if this had been a person to be picked up, they could call the person and get directions.
15. Customer stated that she had had problems with the phone as it would ring and then there was no answer - HIRTA explained that their phone system had been hacked into twice in the past several months and as a result had to reinstall their system. She apologized for the inconvenience and said that software changes had been made so it should not happen again.

Trip Denials






1. A customer's representative asked how many trips HIRTA denies – HIRTA responded that they do not deny any eligible Dial-A-Ride trips, but they do deny non-Dial-A-Ride trips as the other funding programs do not prohibit it. They may negotiate a different time with a Dial-A-Ride customer, but they do not tell them they will not provide the trip if it is an eligible trip under ADA rules. Customer indicated that she was being told that they were denying Dial-A-Ride trips. CyRide Director asked if the individual could provide that information to her so that she could look into it. The individual agreed.
2. A customer indicated that a friend had experienced a trip denial as well.

Drivers, Buses, Safety and Other Comments






1. A customer asked what happened to Heartland Senior Services' buses – HIRTA responded that Heartland never owned buses. Heartland's buses were owned by HIRTA and that these were the same buses used in operation today. She also said that HIRTA buses provided service in other counties around Story County as well.
2. Several customers indicated that HIRTA bus drivers were outstanding and that they appreciated what they did for them.
3. An individual asked how many non-Dial-A-Ride trips HIRTA provided in Ames – HIRTA responded about 4,500 per month or around 50,000 per year – this was compared to the Dial-A-Ride trips at around 10,000 per year.
4. An individual asked if non-Dial-A-Ride Ames customers impacted Dial-A-Ride passenger's trips – CyRide responded that most likely it was the opposite as Dial-A-Ride trips could not be denied and as a result it left less capacity for non-Dial-A-Ride trips.
5. A customer asked why her subscription trip was cancelled – CyRide staff responded that she had requested a specific pickup and drop off time and indicated that no other times would work for her. This is not an eligible ADA trip so the Dial-A-Ride program could not continue to provide this trip for her and make all other trips after her trip late. She asked why she had been able to take the trip since August and was being told that she no longer could continue it. CyRide responded that subscription trips could be changed and that they were glad that it could be accommodated for a period of time, but that it was no longer possible without adversely affect other customers. She asked why she could not be put on another bus. CyRide responded that the scheduling was done with the aid of computer software to efficiently schedule trips so that the bus she was on "fit" with all of the requests at that time of the day. She asked who the other people are after her trip – CyRide staff responded that they did not have that information at that time.
6. A customer asked why seniors could not ride for \$1.00 – CyRide staff indicated that the federal government determined what could be charged for the Dial-A-Ride service, but that CyRide's board had decided to be lower than this maximum amount.
7. A customer was confused why he paid \$1.00 sometimes and \$2.00 at other times – he believes it should always be the same – HIRTA staff explained that different programs have a different fare requirement and that it depended on who was helping to pay for the specific trip.

8. Customer asked why seniors could not ride for \$1. CyRide responded that federal requirements allow for \$2.50 per trip and that the Transit Board had chosen to only charge \$2.

1. 1) How many times over the last 12 months have you ridden Dial-A-Ride services?

		Response Percent	Response Count
1. I have not ridden		2.4%	1
2. Less than 4 times a year		16.7%	7
3. Once a month		16.7%	7
4. Twice a month		28.6%	12
5. Once a week		0.0%	0
6. Several times a week		35.7%	15
answered question			42
skipped question			2

2. 2) Overall, over the past 12 months, how satisfied are you with the service you have been provided on Dial-A-Ride service?

		Response Percent	Response Count
1. Very Dissatisfied		12.2%	5
2. Dissatisfied		2.4%	1
3. Somewhat Satisfied		12.2%	5
4. Satisfied		24.4%	10
5. Very Satisfied		48.8%	20
answered question			41
skipped question			3

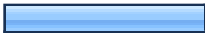

3. 3) As HIRTA has become more familiar in providing Dial-A-Ride service in Ames this year, has service improved?

		Response Percent	Response Count
1. Improved		58.3%	21
2. About the same		36.1%	13
3. Not improved.		5.6%	2
answered question			36
skipped question			8

4. 4) Please respond to the following questions by circling the number that best describes your experience this past year with Dial-A-Ride service.

	Never	Rarely	Sometimes	Usually	Always	Rating Count
a. When you call to reserve trips, are you greeted professionally and politely?	0.0% (0)	0.0% (0)	4.9% (2)	19.5% (8)	75.6% (31)	41
b. When you call to reserve trips during the weekday, have you gotten a busy signal?	25.0% (10)	27.5% (11)	25.0% (10)	7.5% (3)	15.0% (6)	40
c. When you call to reserve trips during the weekday, are you put on hold for more than 3 minutes?	12.2% (5)	22.0% (9)	26.8% (11)	14.6% (6)	24.4% (10)	41
d. When you call on the weekend to reserve trips for the following week, is your call returned by 8:00 pm Sunday evening?	30.4% (7)	8.7% (2)	13.0% (3)	4.3% (1)	43.5% (10)	23
e. Is your ride scheduled within one hour of when you request a time?	5.1% (2)	2.6% (1)	15.4% (6)	30.8% (12)	46.2% (18)	39
f. Is your bus/van clean and in good working condition?	0.0% (0)	0.0% (0)	12.2% (5)	31.7% (13)	56.1% (23)	41
g. Is your bus driver polite and helpful?	0.0% (0)	0.0% (0)	7.3% (3)	19.5% (8)	73.2% (30)	41
h. Is your wheelchair tied-down and anchored securely to the floor (skip if this does not apply to you.)	0.0% (0)	0.0% (0)	6.3% (1)	12.5% (2)	81.3% (13)	16
i. Does your bus driver charge you the correct fare?	0.0% (0)	0.0% (0)	2.6% (1)	10.5% (4)	86.8% (33)	38
j. Was your request for an ADA card processed promptly?	0.0% (0)	0.0% (0)	0.0% (0)	20.8% (5)	79.2% (19)	24
answered question						41
skipped question						3



5. 5) Has a request for a trip been turned down (excluding a same day ride request) by the Dial-R-Ride staff this past year so that you were not able to take the trip using Dial-A-Ride?

		Response Percent	Response Count
1. Yes		30.0%	12
2. No		70.0%	28
answered question			40
skipped question			4

6. 6) If your trip request was turned down, what was the reason you were given by the person you talked with on the phone?

	Response Count
	13
answered question	13
skipped question	31







7. 7) While requesting a ride or riding Dial-A-Ride service, have you ever felt that you were personally being discriminated against because of your race, color, national origin (ancestry), or your lack of ability to speak English?

		Response Percent	Response Count
1. Yes		2.5%	1
2. No		97.5%	39
answered question			40
skipped question			4

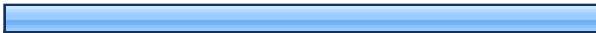



8. If yes to the #7 question, please explain the situation below.

	Response Count
	0
answered question	0
skipped question	44

9. 8) Please check the reason you ride Dial-A-Ride service. (Check as many as apply.)

		Response Percent	Response Count
1. Medical Appointments		85.4%	35
2. Work/School		24.4%	10
3. Shopping (grocery or other)		43.9%	18
4. Personal appointments (such as to the beauty shop)		41.5%	17
5. Social trips (such as to visit a friend)		17.1%	7
6. Other (please list the reason)		19.5%	8
	answered question		41
	skipped question		3

10. 9) Please indicate your ethnic background.

		Response Percent	Response Count
1. White		89.5%	34
2. African American		7.9%	3
3. Asian		0.0%	0
4. Native American or Pacific Islander		0.0%	0
5. American Indian or Alaskan Native		5.3%	2
5. Hispanic		2.6%	1
Other (please list)		0.0%	0
answered question			38
skipped question			6

11. 10) Please provide us with any comments/suggestions you have for improving Dial-A-Ride service (Be as specific as possible.)

	Response Count
	26
answered question	26
skipped question	18

Q6. 6) If your trip request was turned down, what was the reason you were given by the person you talked with on the phone?

1	never had this.	Apr 1, 2014 11:03 AM
2	They always change the time. They call me to report the change 80% of the time. May be late, but always go.	Mar 31, 2014 2:37 PM
3	At capacity and not enough drivers	Mar 31, 2014 2:11 PM
4	Too busy in the morning from 7-9.	Mar 31, 2014 1:59 PM
5	No rides available at the time requested. Happened twice, one week apart.	Mar 31, 2014 1:57 PM
6	No	Mar 25, 2014 10:24 AM
7	Not enough drivers.	Mar 25, 2014 10:19 AM
8	No available buses or "booked solid".	Mar 25, 2014 9:53 AM
9	They were booked for 2 weeks.	Mar 25, 2014 9:30 AM
10	Couldn't schedule	Mar 25, 2014 9:28 AM
11	They were too busy. Scheduled transportation 7:45-9am and 3:00-4:30 times full.	Mar 25, 2014 8:55 AM
12	Short of help	Mar 25, 2014 8:48 AM
13	Bus arrived earlier than expected while in the doctor's office.	Mar 25, 2014 8:46 AM

Q9. 8) Please check the reason you ride Dial-A-Ride service. (Check as many as apply.)

1	Heartland	Mar 31, 2014 2:37 PM
2	church	Mar 31, 2014 2:11 PM
3	church, choice	Mar 31, 2014 2:09 PM
4	church	Mar 31, 2014 2:03 PM
5	To Riverside North for United Way income tax prep	Mar 25, 2014 10:23 AM
6	Dinner at Heartland	Mar 25, 2014 10:17 AM
7	church	Mar 25, 2014 9:53 AM
8	Library	Mar 25, 2014 9:16 AM

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Q11. 10) Please provide us with any comments/suggestions you have for improving Dial-A-Ride service (Be as specific as possible.)

1	Can't cancel trips after 4:30 Fri to Monday AM if emergency need arises over the weekend. Have had van arrive needlessly. Appreciate the service.	Apr 8, 2014 9:34 AM
2	I'm always please with the service.	Apr 1, 2014 11:03 AM
3	I have written letters, made suggestions and you don't want to listen. The Heartland drivers are the best and you don't pay well for their help and several have left. Many stay for us, too bad you don't help them. I'm sure you get paid well and your boss can correct you and not let you go.	Mar 31, 2014 2:37 PM
4	We are very fortunate to have a service like HIRTA.	Mar 31, 2014 2:14 PM
5	"Great" for Ames/Story county.	Mar 31, 2014 2:01 PM
6	Be more specific, for instant what is ADA. Never heard it called Dial-A-Ride. Which I take is calling for a ride.	Mar 31, 2014 1:59 PM
7	I am pleased with HIRTA's service. Drivers are knowledgable and the vehicles are clean and comfortable.	Mar 31, 2014 1:57 PM
8	Sometimes use walker on trips.	Mar 25, 2014 10:23 AM
9	Hire more of the same personalities be it male or female.	Mar 25, 2014 10:21 AM
10	Need to have it so you can talk with someone from Ames.	Mar 25, 2014 10:19 AM
11	I really enjoy using the bus it takes me when I couldn't go otherwise. Keep up the good work. Comment for 4j: Never got a ADA card.	Mar 25, 2014 10:17 AM
12	So far, so good. Thank you for the service. Comment to 8.5: I didn't know about social trips!	Mar 25, 2014 9:56 AM
13	Limited service for Dial-A-Ride clients between 8-9am and 3-4pm. Drivers are doing thebest they can despite having extremely busy schedules. Kendra does a great job with scheduling. Comment by 4d: We don't call because they don't make reservations on the weekends.	Mar 25, 2014 9:53 AM
14	Was forgotten once in January in though the schedule hasn't changed in 3 years.	Mar 25, 2014 9:42 AM
15	To casinos once a month.	Mar 25, 2014 9:39 AM
16	Not having to be put on hold for 15 minutes. Better scheduling. Have more than one person picked up at a time- saving time and expense.	Mar 25, 2014 9:30 AM
17	Comment by question 4c: Sometimes much too long for hold time. More personnel on phones.	Mar 25, 2014 9:28 AM
18	I appreciate this service as I am no longer able to drive.	Mar 25, 2014 9:23 AM
19	No suggestions at this time.	Mar 25, 2014 9:16 AM
20	I really appreciate the service. I have no complaints.	Mar 25, 2014 9:11 AM

Q11. 10) Please provide us with any comments/suggestions you have for improving Dial-A-Ride service (Be as specific as possible.)

21	I like being on HIRTA.	Mar 25, 2014 9:10 AM
22	I have just started to use CyRide buses. One ride so far and everything was fine.	Mar 25, 2014 9:09 AM
23	Since I have moved to Green Hills I haven't used your service, but hope to again. It would be nice if it was available on the weekend.	Mar 25, 2014 9:07 AM
24	I'm filling this out as Waterford Assisted Living 1325 Coconino. There are times we use the HIRTA bus as ours isn't available. We have had to reschedule appointments as a bus isn't available to take our residents to appointments. Sometimes return trips residents have to wait over an hour for their bus.	Mar 25, 2014 8:55 AM
25	Sometimes they didn't show up. I had to wait 1 hour and a half to come pick me up to go home.	Mar 25, 2014 8:48 AM
26	Needs improvement in the return trips. Seems to take too long.	Mar 25, 2014 8:46 AM

Dial-A-Ride Survey Comparison 2011, 2013, 2014

Question/Response	2011		2013		2014	
	#	%	#	%	#	%
1. How many times over the last 12 months have you ridden DAR Services?						
1. I have not ridden	5	15.6%	0	0.0%	1	2.4%
2. Less than 4 times a year	6	18.8%	12	30.0%	7	16.7%
3. Once a month	3	9.4%	5	12.5%	7	16.7%
4. Twice a month	5	15.6%	8	20.0%	12	28.6%
5. Once a week	5	15.6%	3	7.5%	0	0.0%
6. Several times a week	8	25.0%	12	30.0%	15	35.7%
2. Overall, since July 1, 2012 (over the past twelve months) when HIRTA began operating service, how satisfied are you with the service you have been provided by DAR service?						
1. Very dissatisfied	0	0.0%	5	12.8%	5	12.2%
2. Dissatisfied	0	0.0%	4	10.3%	1	2.4%
3. Somewhat Satisfied	1	3.6%	5	12.8%	5	12.2%
4. Satisfied	12	42.9%	14	35.9%	10	24.4%
5. Very Satisfied	15	53.6%	11	28.2%	20	48.8%
3. As HIRTA has become more familiar in provided DAR service in Ames this year, has service improved?						
1. Improved	N/A	N/A	14	36.8%	21	58.3%
2. About the same	N/A	N/A	18	47.4%	13	36.1%
3. Not improved	N/A	N/A	6	15.8%	2	5.6%
4. Please respond to the following questions by circling the number that best describes your experience in the last 12 months with DAR service.						
	Always		Always		Always	
1. Reserve trips, professionally/politely greeted?	22	81.5%	23	62.2%	31	75.6%
2. When scheduling trips, received a busy signal?	1	3.8%	1	2.7%	6	15.0%
3. When scheduling trips, put on hold for more than 3 mins.?	1	3.8%	2	5.4%	10	24.4%
4. When calling on the weekend to reserve a trip, call returned by 8 pm on Sunday?	5	27.8%	6	26.1%	10	43.5%
5. Ride scheduled within 1 hour of time requested	15	55.6%	18	45.0%	18	46.2%
6. Bus/Van clean and in good working condition	21	75.0%	21	53.8%	23	56.1%
7. Bus driver polite and helpful	18	69.2%	31	77.5%	30	73.2%
8. Wheelchair is tied down and anchored securely to the floor	13	92.9%	17	89.5%	13	81.3%
9. Bus driver charged the correct fare	22	78.6%	35	92.0%	33	86.8%
10. ADA card processed promptly	22	84.6%	26	89.7%	19	79.2%

Dial-A-Ride Survey Comparison 2011, 2013, 2014

Question/Response	2011		2013		2014	
	#	%	#	%	#	%
5. Has a request for a trip been turned down by the DAR staff within the past 12 months?						
1. Yes	1	3.7%	10	26.3%	12	30.0%
2. No	26	96.3%	28	73.7%	28	70.0%
6. If your trip was turned down, what was the reason you were given by the person you talked with on the phone?						
Timeline didn't work out.			X	X		
Too busy.			X	X	X	X
I wasn't on the schedule. I missed a day of work.			X	X		
The bus was full. I had to walk to CyRide and get on the westbound.			X	X		
Once on Sunday. They were courteous, but didn't have a driver available at that time. They tried to help and I called to reserve late on Friday. Understandable.			X	X		
Schedule is full.			X	X	X	X
"Booked solid."			X	X	X	X
Holiday			X	X		
The buses were too busy.			X	X		
Blank			X	X	X	X
They always change the time. They call me to report the change 80% of the time.					X	X
Buses arrived earlier than expected while in the doctor's office.					X	X
Never had this.					X	X
Short of Help					X	X
7. While requesting a ride or riding Dial-A-ride service, have you ever felt you were personally being discriminated against						
1. Yes	0	0.0%	2	5.4%	1	2.5%
2. No	27	100.0%	35	94.6%	39	97.5%
8. If yes to the #6 question, please explain the situation below.						
Blank						
9. Please check the reason you ride Dial-A-Ride service.						
1. Medical appointment	24	82.8%	32	86.5%	35	85.4%
2. Work/school	3	10.3%	10	27.0%	10	24.4%
3. Shopping (grocery or other)	14	48.3%	14	37.8%	18	43.9%
4. Personal appointments (such as to the beauty shop)	10	34.5%	14	37.8%	17	41.5%
5. Social trips (such as to visit a friend)	10	34.5%	10	27.0%	7	17.1%

Dial-A-Ride Survey Comparison 2011, 2013, 2014

Question/Response	2011		2013		2014	
	#	%	#	%	#	%
9. Please check the reason you ride Dial-A-Ride service.						
6. Other	6	20.7%	7	18.9%	8	19.5%
ISU Basketball games			X	X		
Library			X	X	X	X
Heartland to eat, Wellness on Douglas; Memorial Union to sew dresses in July					X	X
No car to drive now			X	X		
No car - best option			X	X		
Meetings, church			X	X		
Church			X	X	X	X
Riverside North for United Way Income tax prep					X	X
10. Please indicate your ethnic background.						
1. White	29	96.7%	34	91.9%	34	89.5%
2. African American	0	0.0%	3	8.1%	3	7.9%
3. Asian	0	0.0%	0	0.0%	0	0.0%
4. Native American or Pacific Islander			0	0.0%	0	0.0%
5. American Indian or Alaskan Natices	0	0.0%	1	2.7%	2	5.3%
6. Hispanic	1	1.0%	1	2.7%	1	2.6%
7. Other	0	0.0%	0	0.0%	0	0.0%
11. Please provide us with any comments/suggestions you have for improving Dial-A-Ride service.						
Compliments						
Appreciates service			5	50.0%	11	84.0%
Helpful drivers			4	40.0%	1	7.6%
Schedules are more on time			1	10.0%	0	0.0%
Kendra does a great job scheduling			0	0.0%	1	7.6%
Complaints						
Schedule issues						
8 38.1% 1 10.0%						
After hours calls not getting answered by driver			X	X		
Missed trip (2)			X	X		
Trip time changes when Ames office reviews			X	X		
Pick-up times change (2)			X	X		
Cannot get a reservation on Sunday morning			X	X		
Promptness of service needs to improve			X	X		
Limited service between 8-8 am and 3-4 pm					X	X
Dispatcher/Reservation issues						
10 47.6% 6 60.0%						
Will call problems			X	X	X	X
Canceling service for Monday on weekend			X	X		
Not receiving call about schedule change (2)			X	X		
Staff issues - rude (2)			X	X		

Dial-A-Ride Survey Comparison 2011, 2013, 2014

Question/Response	2011		2013		2014	
	#	%	#	%	#	%
Told that all drivers had gone home at 5:30 pm			X	X		
Long wait for reservation staff			X	X	X	X
Des Moines dispatchers do not know Ames (2)			X	X		
Can't cancel trips after 4:30 Fri. until Monday AM					X	X
Need to have it so you can talk with someone from Ames					X	X
Was forgotten once in Jan.					X	X
Sometimes they didn't show up. Had to wait 1 1/2 hrs. for a pick up					X	X
Bus maint./cleanliness issues			2	9.5%	0	0.0%
Electric scooter does not fit in van			X	X		
Need cleaner buses in good repair			X	X		
Administrative issue			1	4.8%	1	10.0%
No call from Director			X	X		
Concerned about driver pay					X	X
Bus driver issue			2	9.5%	0	0.0%
Driver talks about personal issues			X	X		
Driver arrived early, wanted customer to leave work early			X	X		
More service needed			2	9.5%	2	20.0%
To surrounding communities			X	X		
Sunday morning to church			X	X		
To casinos					X	X
On weekends					X	X
Suggestions			3		3	
Work drivers fewer hours			X	X		
More buses			X	X		
Increase the general public fare			X	X		
Better scheduling					X	X
Have more than one person picked up at a time					X	X
Not have to be put on hold for 15 mins.					X	X

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: April 23, 2014

SUBJECT: Rate Setting Resolution - Fares

BACKGROUND: In January 2012, CyRide increased its fare structure to address a funding shortfall created by the higher than budgeted fuel prices. The following compares fare revenues (cash and tickets) received in the 2011-2012 versus 2012-2013 and 2013-2014 budget years through March of each year.

Fare Category	2011-2012 Fare Revenue	2012-2013 Fare Revenue	2013-2014 Fare Revenue
Cash	\$109,938	\$103,614	\$98,051
Reduced Fare Ticket	\$8,475	\$7,214	\$16,697
Full Fare Ticket	\$13,319	\$17,348	\$17,908
Total Fares	\$131,732	\$128,176	\$132,656

Based on the above information, cash and ticket revenue is higher in 2013-2014 than in the two previous budget years. However, cash revenue continues to decline as it is believed that the extra quarter customers must put in the farebox is less convenient and difficult for low income riders to manage. This has caused a small shift to occur from cash to ticket payment for a CyRide ride. Also, the large *increase* in reduced fare tickets is offset by a large *reduction* in reduced fare semester passes as customer switched from passes to tickets.

INFORMATION: Each year the Transit Board sets rates for the following year. The attached sheet details the proposed 2014-2015 rate structure, which keeps fares unchanged for the next year.

If approved by the Transit Board of Trustees, the structure would become effective on July 1, 2014 and remain effective through June 30, 2015.

ALTERNATIVES:

1. Approve the 2014-2015 rates, which reflect no change from the 2013-2014 rate structure.
2. Modify rates per board priorities.

RECOMMENDATION:

The Transit Director recommends approving Alternative #1 to encourage use of CyRide service furthering the community's sustainability initiatives and assisting residents in providing an economical alternative to move throughout the community. Additionally, based on recent experience, increasing the fares would not produce increased revenues.

AMES TRANSIT AGENCY BOARD OF TRUSTEES

RATE SETTING RESOLUTION 2014-1

BE IT RESOLVED by the Ames Transit Agency Board of Trustees, pursuant to rate setting authority granted by Section 26A.8, Ames Municipal Code, that:

SECTION ONE – CyRide Rates Effective July 1, 2014

Fixed Route Fares

\$ 1.25	Regular cash fare
\$.60	Reduced cash fare (K-12, Medicare, Medicaid, persons over 65, persons with a disability)
\$ 6.00	10-ride reduced fare ticket book (\$.60 per ride)
\$ 12.00	10-ride regular fare ticket book, (\$1.20 per ride)
\$ 40.00	Regular fare monthly pass. (May also be used in conjunction with tickets or cash on Dial-A-Ride).
\$ 20.00	Reduced fare monthly pass (Medicare, Medicaid, persons over 65, persons with a disability)
\$ 160.00	Regular Fare Semester Pass (fall and spring). Price varies depending on date purchased.
\$ 80.00	Reduced Fare Semester Pass (fall and spring). Price varies depending on date purchased.
\$ 150.00	Regular Fare Winter Pass. November to spring break. Price varies depending on date purchased.
\$ 75.00	Reduced Fare Winter Pass. November to spring break. Price varies depending on date purchased.
\$ 100.00	Regular Fare Summer Pass
\$ 50.00	Reduced Fare Summer Pass
\$ 320.00	Regular Fare School Year Pass. Price varies depending on date purchased. (May also be used in conjunction with tickets or cash on Dial-A-Ride.)
\$ 160.00	Reduced Fare School Year Pass. Price varies depending on date purchased. (May also be used in conjunction with tickets or cash on Dial-A-Ride.)
free	Children under six years of age accompanied by a person age 13 or older (maximum of three children per rider).
free	Attendant accompanying and assisting ADA-eligible person
\$ 10.00	Replacement fee for lost or stolen passes
companion	Fare for person not assisting passenger riding with ADA-eligible passenger is same fare as ADA-eligible passenger's

RATE SETTING RESOLUTION 2014-1

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Dial-A-Ride Fares

\$ 2.00	Dial-A-Ride cash fare for passengers eligible under the ADA. Two full fare fixed route tickets may be used by passengers eligible under the ADA for DAR fare (or a pass and one ticket).
\$ 6.00	Dial-A-Ride cash fare for all ADA-eligible passengers riding to or from a point more than 3/4 mile from the nearest fixed route operating at the time of the ride.
\$ 18.00	Dial-A-Ride cash fare for general public (not ADA eligible).
free	Attendant accompanying and assisting ADA-eligible person on Dial-A-Ride
companion	Fare for person not assisting Dial-A-Ride passenger riding with DAR eligible passenger is same fare as Dial-A-Ride eligible passenger's fare
free	ISU students who are ADA eligible traveling within 3/4 mile of a fixed route operating at the time of the ride.

Miscellaneous Revenue

\$ 86.00	Shop rate per hour
\$ 86.00	Shuttle rate, as subcontractor, to other bus operators, one-hour minimum
\$ 86.00	Shuttle rate for every hour after the minimum
\$ Variable	Fuel surcharge for shuttle service

Enacted this 23rd day of April 2014

AMES TRANSIT AGENCY BOARD OF TRUSTEES:

BY: _____
Dan Rediske, President

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: April 23, 2014

SUBJECT: Rate Setting Resolution - Passes

BACKGROUND: In January 2012, CyRide increased its fare structure to address a funding shortfall created by the higher than budgeted fuel prices. The following compares pass revenues (semester and monthly passes) received in the 2011-2012 versus 2012-2013 and 2013-2014 budget year through March of each year.

Pass Category	2011-2012 Pass Revenue	2012-2013 Pass Revenue	2013-2014 Revenue
Red. Fare Sem.	\$15,850	\$18,598	\$9,045
Full Fare Mo.	\$22,390	\$24,140	\$22,460
Full Fare Sem.	\$72,630	\$71,115	\$68,215
Red. Fare Mo.	\$840	\$6,620	\$7,170
Total Fares	\$111,710	\$120,473	\$106,890

Based on the above information, revenue is lower than anticipated after the fare increase. It was estimated that pass revenues from non-student fares would increase approximately 10%. Therefore, the reaction to the price increase indicates that Ames residents are less willing to pay more for transit service and will choose to travel throughout the community in other ways as opposed to pay more for the service.

INFORMATION: Each year the Transit Board sets rates for the following year. The attached sheet details the proposed 2014-2015 rate structure, which remains unchanged from CyRide's current fare structure.

If approved by the Transit Board of Trustees, the structure would become effective on July 1, 2014 and remain in effect through June 30, 2015.

ALTERNATIVES:

3. Approve the 2014-2015 rates, which reflects no change from the 2013-2014 rate structure.
4. Modify rates per board priorities.

RECOMMENDATION:

The Transit Director recommends approving Alternative #1 to encourage use of CyRide service furthering the community's sustainability initiatives and assisting residents in providing an economical alternative to move throughout the community.

AMES TRANSIT AGENCY BOARD OF TRUSTEES

RATE SETTING RESOLUTION 2014-2

BE IT RESOLVED by the Ames Transit Agency Board of Trustees, pursuant to rate setting authority granted by Section 26A.8, Ames Municipal Code, that:

SECTION ONE – CyRide Rates Effective July 1, 2014

REDUCED FARE PASSES

PURCHASE DATE	2014 SUMMER REDUCED FARE PASS	Expiration Date - Price
Wednesday, May 1, 2014 - Saturday, August 31, 2014		August 31, 2014 \$50.00

	2014 FALL REDUCED FARE PASS	
Monday, August 11, 2014 - Friday, September 19, 2014		December 31, 2014 \$80.00
Saturday, September 20, 2014 - Friday, December 12, 2014		December 31, 2014 \$60.00

	2014/15 SCHOOL YEAR REDUCED FARE PASS	
Monday, August 11, 2014 - Friday, September 19, 2014		May 31, 2015 \$160.00
Saturday, September 20, 2014 - Friday, December 12, 2014		May 31, 2015 \$140.00
Saturday, December 13, 2014 - Friday, February 20, 2015		May 31, 2015 \$ 80.00
Saturday, February 21, 2015 - Sunday, March 22, 2015		May 31, 2015 \$ 60.00

	2014/15 WINTER REDUCED FARE PASS	
Saturday, November 1, 2014 - Friday, December 12, 2014		March 23, 2015 \$75.00
Saturday, December 13, 2014 - Friday, February 20, 2015		March 23, 2015 \$50.00

RATE SETTING RESOLUTION 2014-2

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REGULAR FARE PASSES

PURCHASE DATE	2014 SUMMER REGULAR FARE PASS	Expiration Date - Price	
Wednesday, May 1, 2014 - Saturday, August 31, 2014		August 31, 2014	\$100.00

2014 FALL REGULAR FARE PASS			
Monday, August 11, 2014 - Friday, September 19, 2014		December 31, 2014	\$160.00
Saturday, September 20, 2014 - Friday, December 12, 2014		December 31, 2014	\$120.00

2014/15 SCHOOL YEAR REGULAR FARE PASS			
Monday, August 11, 2014 - Friday, September 19, 2014		May 31, 2015	\$320.00
Saturday, September 20, 2014 - Friday, December 12, 2014		May 31, 2015	\$280.00
Saturday, December 13, 2014 - Friday, February 20, 2015		May 31, 2015	\$160.00
Saturday, February 21, 2015 - Sunday, March 22, 2015		May 31, 2015	\$120.00

2014/15 WINTER REGULAR FARE PASS			
Saturday, November 1, 2014 - Friday, December 12, 2014		March 23, 2015	\$150.00
Saturday, December 13, 2014 - Friday, February 20, 2015		March 23, 2015	\$100.00

SECTION TWO -- \$10.00 Replacement fee for lost or stolen passes

SECTION THREE – Other Conditions

Other conditions pertaining to any Semester Pass are:

1. One person may not use the pass of another, unless the original issue has sold it to the new user, the sale registered in the Ames Transit Agency Office, and the pass replaced by the Ames Transit Agency Office. The person to whom it has been sold may then use the pass.
2. Misuse of the pass may result in confiscation and cancellation of the pass without a refund.

Enacted this 23rd day of April 2014.

AMES TRANSIT AGENCY BOARD OF TRUSTEES

By: _____
Dan Rediske, President

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: April 23, 2014

SUBJECT: FY2015 State Grant Application

INFORMATION: Annually, CyRide submits a grant application(s) to the Iowa Department of Transportation (IDOT) to support operating and capital needs for the transit system. The following briefly summarizes the application to be submitted by May 1, 2014 for funding during the 2014-2015 year.

<u>Operating</u>	<u>State/Federal Share</u>
State Operating Assistance (Estimate based on 5.324917% of available funding)	\$604,598
Federal Section 5310 Elderly and Disabled Funding..... Assistance for ADA Service Contract with HIRTA	<u>\$191,260</u>
TOTAL Operating	\$795,858

<u>Capital</u>	<u>Federal Share</u>
Federal 5339 Discretionary Grant Request	\$2,985,200
• 8 - 40' Replacement Buses w/cameras (\$3,512,000 total)	
Federal Section 5310 Elderly and Disabled Funding..... For Associated Transit Improvements – Bus Stops	\$40,000
Public Transit Infrastructure Grant..... For Bus Storage Design (\$240,000) and Construction (\$560,000)	<u>\$800,000</u>
TOTAL Capital.....	\$3,825,200

TOTAL STATE GRANT APPLICATION	\$4,621,058
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State operating assistance and Elderly and Disabled 5310 formula dollars are the only funding that CyRide is assured of receiving. All other funding sources for state bus replacements are

competitively selected at the state level and CyRide will be informed of the selection decisions during the 2014-2015 year.

The local match requirement for these projects are as follows:

- No local match is required for State Operating Assistance
- The Section 5310 capital and operating projects are currently included in CyRide's 2014-2015 operating and capital budgets.
- The PTIG bus storage project is currently included in CyRide's 2014-2015 capital budget. Additionally, CyRide has remaining discretionary funding available in the amount of \$537,000 total (\$430,000 federal/\$107,000 local) for this project
- The Section 5339 funding is not currently in CyRide's 2014-2015 capital budget as funding received by the State of Iowa for bus replacements is competitively selected. CyRide will not be informed if its buses are selected until later into the 2014-2015 budget year. If funding becomes available for bus replacements, staff will seek Transit Board direction on whether to accept the funding based on local funding options such as a lower closing balance for the year. Currently, CyRide's buses are approximately 153rd on the Iowa DOT's Public Transit Equipment and Facilities Management System (PTMS) they utilize in justifying which vehicles are replaced first throughout the state.

A public hearing will be held to discuss this application with the community on April 30, 2014. No written or oral comments have been made to date from the notice released in *The Tribune*.

ALTERNATIVES:

1. Approve the FY2015 State Grant Application subject to public hearing comments.
2. Modify the FY2015 State Grant Application based upon board priorities.
3. Reject the grant application and do not submit a state funding request for the 2014-2015 budget year.

RECOMMENDATION:

Approve Alternative #1 to submit an operating and capital application to the IDOT as this application supports the enhancement of transit services in the Ames community and contains projects previously approved in the operating and capital budgets.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: April 23, 2014
SUBJECT: FFY2014 Federal Grant Application

INFORMATION: Each year, CyRide submits a federal grant application (Section 5307) to receive formula funding that has been allocated to CyRide. This year, CyRide may apply to the Federal Transit Administration for the dollars listed below, based on a federal formula calculation. In the upcoming budget beginning July 1, 2014, CyRide included \$1,958,824 in federal dollars. The total formula dollars are higher than what was previously budgeted by \$11,718. The difference between the total apportionment between FFY2013 and FFY2014 is shown below:

	<u>FFY2013</u>	<u>FFY2014</u>	<u>% Change</u>
<i>Formula 5307 Funding</i>	<u>\$999,441</u>	<u>\$1,010,461</u>	+ 1.1%
<i>Small Transit Intensive Cities (STIC) funding</i>	<u>\$902,303</u>	<u>\$960,081</u>	+ 6.4%
TOTAL Apportionment	<u>\$1,901,771</u>	<u>\$1,970,542</u>	+ 3.6%

Formula 5307 funding is based solely on population and population density of an Urbanized Area (UZA). Small Transit Intensive Cities (STIC) funds are allocated to UZA's between 50,000 and 200,000 in population that operate a level of transit service equal to or above the industry average for cities with populations 200,000 – 999,999. Transit systems are rated within the following six categories receiving STIC funding per category they meet/surpass.

1. Passenger miles traveled per vehicle revenue mile,
2. Passenger miles traveled per vehicle revenue hour,
3. Vehicle revenue miles per capita,
4. Vehicle revenue hours per capita,
5. Passenger miles traveled per capita, and
6. Passengers per capita.

This year CyRide achieved five of the six STIC categories obtaining an additional \$960,081 in federal formula funding. The STIC allocation for small urban transit agencies was increased from 1% to 1.5% in FFY2013 under the transportation bill MAP-21. As a result, there was a significant increase, 37.2%, between FFY2012 and FFY2013. For FFY2014, fewer agencies exceeded the

performance criteria throughout the nation so there were more dollars per achieve criteria. Overall, CyRide achieved \$960,081 in meeting five of the six STIC criteria for FFY2014.

	FFY2010	FFY2011	FFY2012	FFY2013	FFY2014
# of Small Transit Agencies Exceeding Large Agencies in Performance Criteria	272	321	317	352	336
STIC Funding per Criteria	\$152,636	\$129,606	\$131,515	\$180,461	\$192,016
# of STIC categories (6 available)	4	5	5	5	5
TOTAL CyRide STIC Funding	\$610,546	\$648,030	\$657,574	\$902,303	\$960,081

To reference the six STIC categories, CyRide has never achieved category #2 - Passenger miles traveled per vehicle revenue hour. In addition, CyRide fell short of criteria #1 - the passenger miles traveled per vehicle revenue mile category between FY2008 - FY2010 as large urban transit systems (serving populations 200,000-999,999) were significantly better than CyRide’s performance for this criteria. CyRide attained this 1st category back beginning in FFY2011.

CyRide will request 100% of its formula funding in operating funds to make the grant process administratively easier. The grant requires a 50% local match, of which CyRide more than meets within its operating budget. While administratively the funds are placed in CyRide’s operating budget, a portion of this funding will be transferred to the capital budget to support projects approved within the CIP. The specific federal request is as follows:

Section 5307 Operating Assistance **\$1,970,542**

ALTERNATIVES:

1. Authorize the Transit Director to execute and file a Section 5307 grant application in the amount of \$1,970,542 to the Federal Transit Administration.
2. Do not approve submitting a federal application.

RECOMENDATION:

The Transit Director recommends approval of Alternative #1 to submit an application for federal operating assistance. Approval of this application will allow CyRide to continue operating its transit services within the Ames community and meet demand for more service within the community, particularly as Iowa State University enrollment increases.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: April 23, 2014

SUBJECT: Quarterly Operations Report

INFORMATION: The following information highlights significant variations or important performance benchmarks from the second quarter of the 2013-2014 fiscal year (Oct. – Dec. 2013).

System-Wide Trends –

- Ridership for the second quarter was 19.6% higher with the first two quarters 12.9% higher.
- Revenue miles and hours were higher (+3.6% and +4.7%, respectively) due to the additional service operated in providing more rides than last year.
- Passengers/Revenue Mile and Hour were both higher (+15.4% and +14.2%, respectively) due to this increased ridership and the limiting of additional buses to handle passenger loads.
- Farebox revenue was -5.6% lower for the quarter with the revenue/expense ratio also lower down -6.7%.
- Operating expenses are -3.6% lower for the quarter, mainly due to lower fuel prices than budgeted.
- Operating expenses/passenger were lower at -15.4%, as well as the expenses/revenue hour, which were -3.4%.

Maintenance Trends –

- The number of bus interiors that have been cleaned this year is 20.2% higher for the quarter and +7.2% year-to-date, reversing a first quarter trend in fewer interiors cleaned. This was accomplished as a result of more employee assistance over holiday breaks.
- Road Calls (switching out of buses due to mechanical problems) was higher for the quarter +88.9%, which lowers the number of miles between road calls

-43.5% and the number of minor mechanical failures continues to be higher at +56.5%; however, this second quarter major mechanical failures was lower at -37.5%. The increased number of road calls and minor mechanical failures are due primarily to newer buses that have more electronic systems that can cause failures. This is a national trend currently being experienced in the industry.

- Total diesel miles driven increased +9.2%; with total gallons of diesel used increasing +21.2%.
- Average diesel miles per gallon was lower at -28.8% for the quarter and year-to-date, a reduction of -14.9%. Maintenance staff is in the process of determining the reason for this reduction and, at this time, believe it may be due to software or data entry issues.
- Total Maintenance Expenses were higher for the quarter (+13.4%) due to in-house transmission repairs as opposed to outsourcing this work as well as a \$19,000 engine replacement.

Fixed-Route/Operations Trends –

- Total accidents continue to be higher for the second quarter (+35.3%) and year-to-date (+70.0%). Preventable accidents were also higher at +44.4% for the quarter and +84.2% for the year. Accidents within the bus storage area are up +100% over last year. Staff is beginning discussion on ways to try to reverse this trend.
- The total number of comments from CyRide riders increased for the second quarter up 19%; however, when factoring in the higher ridership, the number of passenger per complaint received is steady for the quarter and lower year-to-date.
- The number of hours employees are driving a bus is higher for the quarter (+8.1%).
- The number of drivers being late for work or not showing for work is lower for the quarter (-28.6% and -50.0%) as well as for the year.
- Passengers per revenue hour and mile on the fixed-route system continue to be higher for the second quarter (+15.1% and +14.2%) and year-to-date (+12.0% and 11.4%). This trend indicates that CyRide is minimizing additional buses and selectively choosing where to place these buses in the system to relieve overcrowding. It also means that buses are fuller.
- Farebox revenue for the fixed route system declined for the second quarter and year-to-date – down -5.2% for the quarter and -2.1% for the year.

Dial-A-Ride Trends –

- Dial-A-Ride ridership for the second quarter was higher by +8.7% and is 4.3% higher for the year.
- Farebox revenue is significantly lower at -29.5% for the quarter; with the revenue/expense ratio also lower by -31.8%.
- The operations expense for this service is higher at 7.6%; with the expense/passenger also lower by -1.0% for the quarter.

Moonlight Express Trends –

- Moonlight Express ridership was lower for the quarter (-2.0%), but is higher for the year at +7.2% due to the Iowa State-Iowa game in Ames this year.
- Expenses are higher for the quarter as are the number of miles and hours operated. The expenses per passenger, mile and hour are mixed for the quarter and for the year.

CYRIDE QUARTERLY OPERATIONS REPORT

October 1, 2013 to December 31, 2013 (2nd Quarter)

	<u>FY 2014</u> <u>2nd Qtr</u>	<u>FY 2013</u> <u>2nd Qtr</u>	<u>%</u> <u>CHANGE</u>	<u>FY 2014</u> <u>Total</u>	<u>FY 2013</u> <u>Total</u>	<u>%</u> <u>CHANGE</u>
MAINTENANCE						
Interior Clean	119	99	20.2%	193	180	7.2%
Shop Road Calls	17	9	88.9%	37	18	105.6%
Miles per Shop Road Call	23,824	42,201	-43.5%	20,334	40,031	-49.2%
NTD Minor Mech.	36	23	56.5%	80	50	60.0%
NTD Major Mech.	5	8	-37.5%	15	16	-6.3%
Total NTD Mechanical Prob.	41	31	32.3%	95	66	43.9%
Miles per Major Mech.	81,002	47,476	70.6%	50,158	45,035	11.4%
Gasoline Vehicles						
Gas Miles Driven	35,044	41,105	-14.7%	79,214	83,957	-5.6%
Total Gallons Gas	3,833	4,569	-16.1%	10,505	10,446	0.6%
Total Gas Cost	\$10,586	\$14,161	-25.2%	\$32,008	\$32,980	-2.9%
Avg. Gas Cost/Gallon	\$2.76	\$3.10	-10.9%	\$3.05	\$3.16	-3.5%
Gas Cost per Mile	\$0.30	\$0.34	-12.3%	\$0.40	\$0.39	2.9%
Average Gas MPG	9.1	9.0	1.6%	7.5	8.0	-6.2%
Diesel Vehicles						
Diesel Miles Driven	369,967	338,704	9.2%	673,155	636,599	5.7%
Total Gallons Diesel	96,505	79,651	21.2%	186,634	153,611	21.5%
Total Diesel Cost	\$248,034	\$287,341	-13.7%	\$536,339	\$518,781	3.4%
Avg. Diesel Cost/Gallon	\$2.57	\$3.61	-28.8%	\$2.87	\$3.38	-14.9%
Diesel Cost per Mile	\$0.67	\$0.85	-21.0%	\$0.80	\$0.81	-2.2%
Average Diesel MPG	3.8	4.3	-9.8%	3.6	4.1	-13.0%
All Vehicles						
Total Miles Driven	405,011	379,809	6.6%	752,369	720,556	4.4%
Total Gallons Fuel	100,338	84,220	19.1%	197,139	164,057	20.2%
Total Fuel Cost	\$258,620	\$301,502	-14.2%	\$568,347	\$551,761	3.0%
Avg. Cost/Gallon	\$2.58	\$3.58	-28.0%	\$2.88	\$3.36	-14.3%
Total Cost per Mile	\$0.64	\$0.79	-19.6%	\$0.76	\$0.77	-1.3%
Avg. MPG all Vehicles	4.0	4.5	-10.5%	3.8	4.4	-13.1%
Small Bus/Sup. Mileage	48,567	60,125	-19.2%	92,297	108,877	-15.2%
Large Bus Mileage	356,444	319,684	11.5%	660,072	611,679	7.9%
% Rev. Mi./Total Miles	79.1%	81.4%	-2.9%	79.6%	82.7%	-3.7%
Percentage Small Bus	12.0%	15.8%	-24.2%	12.3%	15.1%	-18.8%
Maintenance Expense	\$592,407	\$522,189	13.4%	\$979,662	\$905,109	8.2%

CYRIDE QUARTERLY OPERATIONS REPORT

October 1, 2013 to December 31, 2013 (2nd Quarter)

	FY 2014 2nd Qtr	FY 2013 2nd Qtr	% CHANGE	FY 2014 Total	FY 2013 Total	% CHANGE
OPERATIONS						
Total Passengers	1,984,794	1,660,215	19.6%	3,246,771	2,876,209	12.9%
Average Drivers per Month	136.0	124.3	9.4%	139.0	124.0	12.1%
Driving Hours	46,708	43,227	8.1%	86,614	81,696	6.0%
Drivers Late	10	14	-28.6%	20	23	-13.0%
Drivers No Show	3	6	-50.0%	6	12	-50.0%
Late/No Show per Driver	0.10	0.16	-40.6%	0.19	0.28	-33.7%
Total Comments	50	42	19.0%	97	84	15.5%
Driver Fault	11	11	0.0%	23	23	0.0%
Undetermined	4	5	-20.0%	13	14	-7.1%
Passenger Fault	1	0	#DIV/0!	2	0	#DIV/0!
No Fault	18	12	50.0%	26	22	18.2%
System Complaints	8	6	33.3%	13	11	18.2%
Service Requests	1	4	-75.0%	7	7	0.0%
Compliments	7	4	75.0%	12	7	71.4%
Passengers/Comment	<u>39,696</u>	<u>39,529</u>	<u>0.4%</u>	<u>33,472</u>	<u>34,241</u>	<u>-2.2%</u>
Pass./Complaint (D & U)	132,320	103,763	27.5%	90,188	77,735	16.0%
Driving Hours/Comment	934	1,029	-9.2%	893	973	-8.2%
Driving Hrs/Comment (D&U)	3,114	2,702	15.3%	2,406	2,208	9.0%
Accident Reports	23	17	35.3%	51	30	70.0%
Preventable Accidents	13	9	44.4%	35	19	84.2%
Percent Preventable	56.5%	52.9%	6.8%	68.6%	63.3%	8.4%
Miles/Prev. Accident	31,155	42,201	-26.2%	21,496	37,924	-43.3%
Hours/Prev. Accident	3,593	4,803	-25.2%	2,475	4,300	-42.4%
Unreported Accidents	0	0	#DIV/0!	0	0	#DIV/0!
Damage to Buses/Equip.						
Caused by CyRide	\$17,280	\$6,637	160.3%	\$28,606	\$11,032	159.3%
Caused by Others	\$5,295	\$1,833	188.8%	\$8,942	\$2,160	313.9%
Caused by Unreported	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Claims by Others (#)	2	?	#DIV/0!	3	0	#DIV/0!
Claims by Others (\$)	?	?	#DIV/0!	\$0	\$0	#DIV/0!
Personal Injury Claims	?	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Operations Expense	\$1,307,369	\$1,356,016	-3.6%	\$2,257,340	\$2,301,495	-1.9%
SYSTEM TOTAL						
Passengers	1,984,794	1,660,215	19.6%	3,246,771	2,876,209	12.9%
Revenue Miles	320,419	309,297	3.6%	599,249	595,948	0.6%
Revenue Hours	31,303	29,896	4.7%	57,791	56,860	1.6%
Revenue Miles per Hour	10.2	10.3	-1.1%	10.4	10.5	-1.1%
Pass./Rev. Mile	6.2	5.4	15.4%	5.4	4.8	12.3%
Pass./Rev. Hour	63.4	55.5	14.2%	56.2	50.6	11.1%
Operations Expense	\$1,307,369	\$1,356,016	-3.6%	\$2,257,340	\$2,301,495	-1.9%
Maintenance Expense	<u>\$592,407</u>	<u>\$522,189</u>	<u>13.4%</u>	<u>\$979,662</u>	<u>\$905,109</u>	<u>8.2%</u>
Total Expenses	<u>\$1,899,776</u>	<u>\$1,878,206</u>	<u>1.1%</u>	<u>\$3,237,001</u>	<u>\$3,206,604</u>	<u>0.9%</u>
Farebox Revenue	\$66,841	\$70,803	-5.6%	\$167,188	\$171,514	-2.5%
Rev./Exp. Ratio	3.5%	3.8%	-6.7%	5.2%	5.3%	-3.4%
Oper. Exp./Passenger	\$0.96	\$1.13	-15.4%	\$1.00	\$1.11	-10.6%
Oper. Exp./Rev. Mile	\$5.93	\$6.07	-2.4%	\$5.40	\$5.38	0.4%
Oper. Exp./Rev. Hour	\$60.69	\$62.82	-3.4%	\$56.01	\$56.39	-0.7%

CYRIDE QUARTERLY OPERATIONS REPORT

October 1, 2013 to December 31, 2013 (2nd Quarter)

	FY 2014 2nd Qtr	FY 2013 2nd Qtr	% CHANGE	FY 2014 Total	FY 2013 Total	% CHANGE
FIXED ROUTE						
Fixed Route Passengers	1,962,630	1,637,848	19.8%	3,201,510	2,833,166	13.0%
Shuttle Passengers	0	0	#DIV/0!	2,047	2,622	-21.9%
Total Passengers	<u>1,962,630</u>	<u>1,637,848</u>	<u>19.8%</u>	<u>3,203,557</u>	<u>2,835,788</u>	<u>13.0%</u>
Transfers	10,522	12,413	-15.2%	24,729	26,500	-6.7%
Revenue Miles	304,629	292,642	4.1%	570,039	565,306	0.8%
Revenue Hours	29,958	28,540	5.0%	55,243	54,458	1.4%
Revenue Miles per Hour	10.2	10.3	-0.8%	10.3	10.4	-0.6%
Pass./Rev. Mile	6.4	5.6	15.1%	5.6	5.0	12.0%
Pass./Rev. Hour	65.5	57.4	14.2%	58.0	52.1	11.4%
Operations Expense	\$1,251,145	\$1,304,021	-4.1%	\$2,154,190	\$2,201,437	-2.1%
Maintenance Expense	\$579,223	\$508,820	13.8%	\$957,721	\$881,415	8.7%
Total Expenses	<u>\$1,830,369</u>	<u>\$1,812,841</u>	<u>1.0%</u>	<u>\$3,111,911</u>	<u>\$3,082,853</u>	<u>0.9%</u>
Farebox Revenue	\$65,976	\$69,576	-5.2%	\$165,656	\$169,268	-2.1%
Rev./Exp. Ratio	3.6%	3.8%	-6.1%	5.3%	5.5%	-3.0%
Exp./Passenger	\$0.93	\$1.11	-15.7%	\$0.97	\$1.09	-10.6%
Exp./Rev. Mile	\$6.01	\$6.19	-3.0%	\$5.46	\$5.45	0.1%
Exp./Rev. Hour	\$61.10	\$63.52	-3.8%	\$56.33	\$56.61	-0.5%
DIAL-A-RIDE						
Passengers	2,569	2,363	8.7%	4,839	4,638	4.3%
Revenue Miles	7,957	9,182	-13.3%	16,174	17,398	-7.0%
Revenue Hours	796	820	-2.9%	1,605	1,472	9.0%
Revenue Miles per Hour	10.0	11.2	-10.8%	10.1	11.8	-14.7%
Pass./Rev. Mile	0.32	0.26	25.5%	0.30	0.27	12.2%
Pass./Rev. Hour	3.2	2.9	12.0%	3.0	3.2	-4.3%
Operations Expense	\$39,456	\$36,676	7.6%	\$74,756	\$73,258	2.0%
Maintenance Expense	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Total Expenses	<u>\$39,456</u>	<u>\$36,676</u>	<u>7.6%</u>	<u>\$74,756</u>	<u>\$73,258</u>	<u>2.0%</u>
Farebox Revenue	\$865	\$1,228	-29.5%	\$1,532	\$2,246	-31.8%
Rev./Exp. Ratio	2.2%	3.3%	-34.5%	2.0%	3.1%	-33.1%
Exp./Passenger	\$15.36	\$15.52	-1.0%	\$15.45	\$15.80	-2.2%
Exp./Rev. Mile	\$4.96	\$3.99	24.1%	\$4.62	\$4.21	9.8%
Exp./Rev. Hour	\$49.56	\$44.74	10.8%	\$46.58	\$49.78	-6.4%
MOONLIGHT EXPRESS						
Passengers	19,595	20,004	-2.0%	38,375	35,783	7.2%
Revenue Miles	7,833	7,473	4.8%	13,036	13,244	-1.6%
Revenue Hours	549	536	2.5%	944	930	1.5%
Revenue Miles per Hour	14.3	13.9	2.2%	13.8	14.2	-3.0%
Pass./Rev. Mile	2.5	2.7	-6.5%	2.9	2.7	9.0%
Pass./Rev. Hour	35.7	37.3	-4.4%	40.7	38.5	5.7%
Operations Expense	\$16,768	\$15,319	9.5%	\$28,393	\$26,799	5.9%
Maintenance Expense	\$13,184	\$13,370	-1.4%	\$21,941	\$23,693	-7.4%
Total Expenses	<u>\$29,951</u>	<u>\$28,689</u>	<u>4.4%</u>	<u>\$50,334</u>	<u>\$50,492</u>	<u>-0.3%</u>
Exp./Passenger	\$1.53	\$1.43	6.6%	\$1.31	\$1.41	-7.0%
Exp./Rev. Mile	\$3.82	\$3.84	-0.4%	\$3.86	\$3.81	1.3%
Exp./Rev. Hour	\$54.53	\$53.54	1.8%	\$53.34	\$54.29	-1.7%

CYRIDE QUARTERLY OPERATIONS REPORT

October 1, 2013 to December 31, 2013 (2nd Quarter)

	FY 2014 2nd Qtr	FY 2013 2nd Qtr	% CHANGE	FY 2014 Total	FY 2013 Total	% CHANGE
OPERATIONS REVENUE						
Farebox	\$66,841	\$70,803	-5.6%	\$167,188	\$171,514	-2.5%
Transit Contracts	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
I.S.U.	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
G.S.B	\$1,895,458	\$1,663,855	13.9%	\$1,895,458	\$1,762,224	7.6%
City of Ames	\$724,678	\$681,318	6.4%	\$783,160	\$754,479	3.8%
IDOT - STA	\$172,926	\$153,315	12.8%	\$347,458	\$315,335	10.2%
Section 5307	\$1,901,771	\$1,540,702	23.4%	\$1,901,771	\$1,540,702	23.4%
Other Grants	\$23,782	\$3,680	546.3%	\$23,782	\$3,680	546.3%
Other	\$59,662	\$71,280	-16.3%	\$68,106	\$77,008	-11.6%
Total Operating Revenue	<u>\$4,845,119</u>	<u>\$4,184,953</u>	<u>15.8%</u>	<u>\$5,186,924</u>	<u>\$4,624,942</u>	<u>12.2%</u>
TOTAL EXPENSES						
Administration	\$267,351	\$293,240	-8.8%	\$532,905	\$543,292	-1.9%
Safety & Training	\$52,287	\$56,359	-7.2%	\$116,637	\$112,156	4.0%
Promotion	\$0	\$600	-100.0%	\$1,308	\$600	117.9%
Bldg. & Grounds	\$55,713	\$117,627	-52.6%	\$107,730	\$148,391	-27.4%
Fixed Route	\$1,830,369	\$1,812,841	1.0%	\$3,111,911	\$3,082,853	0.9%
Dial-A-Ride	\$39,456	\$36,676	7.6%	\$74,756	\$73,258	2.0%
Moonlight Express	\$29,951	\$28,689	4.4%	\$50,334	\$50,492	-0.3%
Operating Total	<u>\$2,275,127</u>	<u>\$2,346,032</u>	<u>-3.0%</u>	<u>\$3,995,580</u>	<u>\$4,011,043</u>	<u>-0.4%</u>
Farebox Revenue	\$66,841	\$70,803	-5.6%	\$167,188	\$171,514	-2.5%
Farebox Rev./Exp. Ratio	2.9%	3.0%	-2.7%	4.2%	4.3%	-2.1%
Admin. Expense/Pass.	\$0.19	\$0.28	-32.9%	\$0.23	\$0.28	-16.5%
Admin. Exp./Rev. Mile	\$1.17	\$1.51	-22.6%	\$1.27	\$1.35	-6.2%
Admin. Exp./Rev. Hour	\$11.99	\$15.65	-23.4%	\$13.13	\$14.15	-7.2%
Total Expense/Passenger	\$1.15	\$1.41	-18.9%	\$1.23	\$1.39	-11.8%
Total Expense/Rev. Mile	\$7.10	\$7.59	-6.4%	\$6.67	\$6.73	-0.9%
Total Expense/Rev. Hour	\$72.68	\$78.47	-7.4%	\$69.14	\$70.54	-2.0%

Transit Director's Report

April 2014

1. Ames Chamber Priorities

The Ames Chamber of Commerce will be visiting Iowa's Congressional delegation in June to discuss important Ames priorities with the Senators and Representative that represent Iowa. As part of their community-wide priorities, Chamber staff asked if CyRide would like to include a priority in their materials and discuss this with the delegation. In thinking through ways to secure additional federal funding to support CyRide's growing operating and infrastructure needs, a change in the transportation authorization bill that will expire in September could bring additional dollars to CyRide. The change is in Small Transit Intensive Cities program. Currently transit system's eligible for this funding receive 1.5% of the total federal transit dollars available. There is a request nationally to increase this to 3%, doubling the dollars available. For Ames, this would mean over \$900,000 additional in federal dollars available for operating or capital purposes. The current transportation bill increased this program from 1% of the total funds to 1.5%, so there is recognition that small cities, usually in university settings, have a challenge when providing a higher level of service to their community.

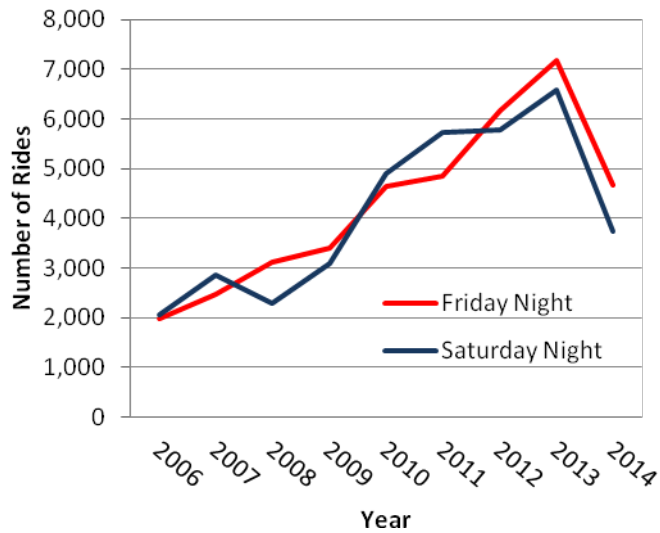
If desired, CyRide staff could develop a priority, for inclusion in the Ames Chamber materials, which would provide information to our delegation on the benefits of increasing this funding. Members from the city and ISU will be part of the delegation and will be able to share the community's thoughts on this need.

2. Bus Purchases

In the fall 2013, the Transit Board approved \$125,000 for the purchase of five used buses. Additionally, the 2014-2015 budget, beginning in July, also included the purchase of five more buses at \$125,000. With this funding, Rich Leners was able to identify quality used buses that are comparable to CyRide's existing fleet from the St. Paul, Minnesota transit system. Through an online bidding process, he was able to secure ten buses at a total cost of \$35,200 or an average of \$3,520 each. After a thorough examination of these buses, between 5 -10 buses will be refurbished for CyRide use; however, some vehicles may require more work than is economically feasible and in this case will be cannibalized and used for parts. Their parts value exceeds the per bus price paid. The goal is to have five buses refurbished and ready for operation in August 2014. If additional buses are able to be placed in operation, they will be refurbished over the fall semester, with the goal of having them ready for operation during the Spring semester, at CyRide's heaviest ridership time.

3. VEISHEA Moonlight Express Service

CyRide’s Moonlight Express service, which operates from 10:30 pm – 2:30 am Friday and Saturday evenings during VEISHEA, was continued this year in light of the VEISHEA week incident and cancellation of VEISHEA activities. In consultation with the Ames Police Department, it was believed that this service would still be needed to move people throughout the community and specifically to get people home at the end of the evening as opposed to either staying in the Campustown area after the businesses closed or to reduce drinking and driving. As a result of the official activities’ cancellation, ridership was lower this year (4,673 rides on Friday, 3,727 rides on Saturday) as evidenced by the graph below. Friday night’s ridership was higher than Saturday due to the warm weather as opposed to the cold and rainy Saturday weather.



May

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
				1	2	3
4	5	6	7	8	9	10 ISU Graduation
11	12	13	14	15	16	17 CyRide ROADEO
18	19	20	21 Transit Bd. Mtg. 3:15pm	22	23 Sheri Vacation	24
25	26 Memorial Day	27 OM	28	29	30	31 OM ends June 1