

AMES TRANSIT AGENCY BOARD OF TRUSTEES
CYRIDE CONFERENCE ROOM

January 12, 2015

1. CALL TO ORDER: 8:00 A.M.
2. Approval of November 15 and December 4, 2014 Minutes
3. Public Comments
4. Election of Officer(s)
5. CyRide Operational Contract #2
6. Transit Board of Trustee Employee Recognition
7. Transit Director's Report
8. Set Spring Semester Meeting Times and Place:
 - February 18, 2015, 8:00 AM
 - March 25, 2015, 8:00 AM
 - April 29, 2015, 8:00 AM
9. Adjourn

The Ames Transit Agency Board of Trustees met on November 15, 2014 at 8:00 a.m. in the CyRide Conference room. President Murrell called the meeting to order at 8:07 a.m. with Trustees Madden, Abbas, Goodman, Haila, Murrell and Schainker present.

CYRIDE SERVICE LEVEL PHILOSOPHY: Director Kyras explained that the focal point of the special meeting was to establish direction on CyRide's philosophy on the level of service that CyRide should operate within the community as it relates to financial and physical resources and further how this relates to the dollars each of the three funding partners contributes to its operations. Director Kyras briefly explained the staff definitions of the current, and other possible service levels, that could be operated by CyRide as presented in the packet of board information. Under the current service level definition, Trustee Haila expressed concern about the last bullet as it relates to development in the community. He indicated that the increasing number of apartment complexes/developments, not on existing bus routes, was putting extreme pressure on CyRide. He indicated that students expect service, as they pay for CyRide through their fees, but that CyRide could not keep pace with complexes that were building on the outskirts of the community.

President Murrell referenced previous board discussions on CyRide's geographic coverage. CyRide's standard is 85%, but is currently serving about 90% of the community.

A discussion ensued regarding whether every customer should have a seat on the bus as opposed to being able to get on the bus, seated or standing. Consensus of the board was that a seated level of service could not be fiscally-achieved.

Trustee Madden stated that he believed that there were times of the day that passengers needed to be able to be assured of a ride and that he believes that more buses should be provided to carry the number of passengers desiring a trip at a certain time, but not guaranteed a seat because every transit system in the country has peaks. He went along to say that not every location in Ames needs service, such as Northridge, but there are many demographic areas that do need transit service.

Trustee Schainker said that the transit board needs to pick a service philosophy and that the fiscal ability of the three funding partners needs to be considered in this decision as well as the safety of CyRide customers. He believes that a policy that provides unlimited resources (buses) is not sustainable.

Trustee Haila asked the student board representatives' perspective of the student body's service expectations recognizing that students pay a larger percentage of the local dollars needed to support CyRide services. President Murrell and Trustee Abbas agreed that students expect to be able to get on a bus when they need service and to go

where they want to go and experience Iowa State and Ames. They indicated that they did not expect a seat, but that they expected to be able to get on the bus.

Trustee Madden said philosophy, economics, and safety have to come together in deciding how transit service will be provided in the community.

Trustee Goodman asked the student board representatives' perspective on the current year's service change to add a bus on Sunday serving the Walmart area of Ames, indicating whether they believed students perceived it as a needed service. He shared that under the current structure, there is no incentive to curb usage or to do anything different - likening it to an all you can eat buffet. Trustees Murrell and Abbas indicated that this service is desired by students. Trustee Goodman then shared that he believes it is difficult to define a philosophy when there are funding constraints. He referred to the Walmart example indicating that student's needs have an economic cost. Trustee Goodman addressed the Universities other types of mandatory fees, such as recreation fees, indicating that they are not unlimited, not unlike transit resources. Further, he shared that it is hard to define a philosophy with unlimited demand and to find an alternative.

Trustee Madden said the university tries to address and adjust services as enrollment increases. He indicated that there were current conversations around the student health clinic and testing sites and, at the end of the day, there would be a cost to adjust services and that he believes that CyRide is the transit piece of this enrollment increase. He indicated that through the support, or lack of support, of certain fees students will decide if they support service as it is or desire different services. He also shared his thoughts that if CyRide's philosophy is that it is not going to pick everyone up that is standing at a bus stop, that he believed further discussion with the student body would be needed.

Trustee Haila indicated that the transit system has been enjoying federal funding, but that federal support for capital funding had virtually ended and that CyRide will have to begin paying for the entire cost of purchasing buses. Director Kyras shared what she had recently learned regarding federal legislation. She indicated that currently there is significant support by several national transit organizations to reverse the negative impact on transit capital under the MAP 21 program and, with passage of a new transportation funding bill, there is greater hope that there will be federal support for bus funding in the future.

Trustee Goodman shared his perspective that people that are trying to drop off or pick up their kids and get to work need transit to be dependable. Further, he indicated that if these individuals are required to wait another 10 minutes that it could have a significant impact on their life. He added, however, that CyRide's ability to meet all of these needs is difficult with the financial resources available and that committing to this service level was unrealistic if it was not economically sustainable.

Trustee Goodman went on to say providing service for every passenger during the day that needs a ride within a window is not possible. Passengers have to plan their travel.

Trustee Schainker referenced past board practices to reduce service when routes fall below a minimum number of riders. Director Kyras indicated that staff had shared this analysis with the board in the spring and that the board had decided at that time to leave existing services unchanged. Tom Davenport, CyRide's Transit Coordinator, indicated that the past thresholds were a minimum of 7 passengers during off-peak times and 12 during peak times. Barbara Neal, CyRide's Operation's Supervisor added that CyRide determines whether to add a buses to a route if there are consistently 55-60 passengers on a bus and, that if passengers are at a bus stop and are passed-up by a full bus, that CyRide will add buses so that everyone can get on a bus scheduled for the same trip in the bus timetable.

Trustee Madden shared his concern that it is difficult to provide bus service to new developments that have been approved by City Council, citing the Copper Beech on S. 16 Street and new development on S. 17th Street as examples. He indicated that for other communities, transit becomes one of their economics tools. However, developing a 1,200 bed complex, not on a bus route, leaves the expectation of service that may not financially be feasible for the agency. Further, he indicated that examples like this one will drive the decision on how the transit board is going to fund services, if the transit board decides to continue with the current service philosophy.

Barbara Neal, Operations Supervisor, provided input on the Yellow Route. She indicated that the Yellow route currently operates every 40-minutes. However, in the case of the 1,200 bed complex, CyRide would not improve the frequency of buses, but would add more buses to the meet the demand every 40 minutes. Further, she indicated that CyRide operates on arterial streets and customers must walk to these streets. She indicated that residents from the development on S. 17th would need to walk to S. 16th as opposed to receiving more direct service.

Transit board members discussed the challenges in meeting expectations to these new developments and provided a consensus that it was reasonable for customers to walk a reasonable distance to a bus stop, stating that CyRide could not provide service everywhere in the community. A definition for reasonable walking distance ensued. Director Kyras shared that the industry standard for walking to a bus stop is ¼ mile or about three blocks and indicated this was a standard the board had adopted with the Title VI standards.

The discussion then turned to ways that the Transit Board could work with the City in managing development within the community, citing the cost to provide a bus to a new development, not on a bus route, at around \$200,000 per year. The suggestion of having developers help pay for services was offered. Director Kyras reminded the

Transit Board that this has been discussed at a previous Transit Board meeting several years ago and that she had contacted the City Planning department to determine if this could be considered in development decisions. She shared that at that time, she was told that the City cannot impose an impact fee for new development. She also shared her concern that if developers chose to individually provide transportation for their own tenants, that an inefficient, confusing transportation system would develop that could cause increased, on or near campus congestion. Barbara Neal shared with the transit board that either she or Director Kyras attend the City's Development Review Committee meetings and inform the committee and developers if there is a negative impact on CyRide services and for their tenants.

Trustee Goodman made a motion to approve the current level of service philosophy. Seconded by Trustee Abbas.

Trustee Madden suggested adding the parameter "available within the financially feasible constraints" to the current philosophy.

Trustee Schainker shared his concern about funding the philosophy, given current funding limitations.

Trustee Madden amended the motion on the floor to "Provide a ride for every customer desiring to use transit at the time of day when and where CyRide operates, within financial constraints." Trustee Schainker seconded the motion. (Ayes: Five: Nays: None.) Motion carried.

Trustee Goodman asked CyRide staff to draft a letter to the Ames City Council relaying the Transit Board's concerns regarding how new condominium/apartment complexes impact the cost of transit service. There was consensus among the board members to draft and transmit this letter to the City Council. Trustee Schainker offered to assist in drafting the letter.

Trustee Goodman moved to direct staff to develop a letter relaying the transit board's concerns on how the city's planning choices, in the long term, are placing pressure on transit. There was no second to the motion, but all board members were in favor by a vote of: Ayes – five, Nays - none. Motion passed.

SERVICE IMPROVEMENT PRIORITIES: Director Kyras said this item was added at the request of board members at the October Transit Board meeting to determine board member's priorities as they considered adding service within the community. She shared the three service categories that staff had developed as included in the board's material.

President Murrell was in support of staff's recommendation on the service improvement priorities and their level of importance, but preferred to describe them as

“guidelines” instead of “priorities”, indicating that on a year-by-year basis their importance could change based on changes in the community.

Board members then began discussing service demands based on the requirements of the labor pool, land use and how to equitably pay for specific service needs as it relates to the three-funding partners and the business community. Trustee Goodman shared his thoughts that bus stop improvements should also be considered as there were a number of existing stops that could be improved.

Trustee Schainker reminded board members that CyRide had a large number of bus stops and that an emphasis on these stops could be a large undertaking.

Trustee Madden asked about the proposed new service along S. 16th Street and its impact on service to the Veterinary Medicine complex. Director Kyras clarified the proposal indicating that to provide no direct service to the Veterinary medicine complex (ISU students/faculty would need to walk to S. 16th St.) would be \$58,000 and \$117,000 for direct service to the complex.

Cathy Brown shared that she thought the conversation related to land use planning, indicating that she believed that there was a way to address the concerns if development occurred and they, in turn, desired to extended bus service to their development. Trustee Goodman stated that he believes that there is a difference between a business and a large residential complex as the complex involves more people.

Trustee Goodman moved staff’s recommendation, except to modify “Service Improvement Priorities” to “Service Improvement Guidelines”, to ask staff to add language addressing labor center employment as it relates to new service and to remove the 2015 – 2016 service examples. Seconded by Trustee Haila. (Ayes: Five. Nays: None.) Motion carried.

2015-2016 BUDGET OPTIONS BEYOND BASELINE: Trustee Goodman requested discussing the next agenda item first, “Funding Model/Local Partner Shares (New Services).” It was the consensus of the board to move to the next item.

FUNDING MODEL/LOCAL PARTNER SHARES (NEW SERVICES): Trustee Goodman shared his thoughts on the challenges of the current funding model. He indicated that the current local party shares of 64% Government of the Student Body (GSB), 24% for the City and 11% for Iowa State University (ISU) were a great foundation, but that challenges occurred in keeping pace with ISU’s enrollment growth and determining a fair allocation for new services that are added. Further, he indicated that each year service improvements are requested by staff to address growth and meet customers’ needs, but that it was challenging to determine who should pay for these improvements. He indicated that some route improvements benefit one party more than others and,

specifically, that the City is not able to keep allocating more resources for transit. He suggested increasing GSB's share gradually over a period of time. Trustee Goodman shared that he believes that there needs to be a way to figure out how to raise revenue or to scale back on what the transit board is approving in order to address this issue. He stated that the reduction in federal capital dollars and the growing pressure on CyRide routes due to increasing ridership shows, through the Pro Forma, that current service is not sustainable for any of the parties. He offered a possible solution that routes could be identified as either city or ISU by rider usage. If the route was primarily ISU students, then GSB/ISU would pay for the cost of the route or by the City if it was primarily non-student usage. He indicated this could apply to new routes, but that the current base of routes would continue to be shared under the current local share percentages.

Trustee Madden indicated that either additional revenue needed to be generated or that services would need to be scaled back, indicating that service reductions would be challenging and lead to discussions with others about how this could be accomplished. He offered his thoughts on options in reducing service: an across-the-board reduction on routes, lower priority routes. He shared that he believes a key to future services is to hold down rising costs.

Trustee Schainker shared his concern with the student fare free structure as this type of system allows for unlimited ridership with no consequences. Further, he stated that it puts additional pressure on the existing routes and those students may have to pay a little more for this if it continues into the future. He stated that he believes that the current breakdown is appropriate, but that the board should make it a goal to control increases.

A discussion ensued on how to control transit expenses. Director Kyras shared the ways staff had been controlling its costs, such as buying used buses and refurbishing them at a fraction of the cost of a new bus, and that returning to past board practices to add \$800,000 per year in local dollars into the capital budget, would allow CyRide to move forward on the capital side, except for a facility expansion project.

Trustee Schainker stated that the Student Fare Free program allows open access to students with no cap on ridership, which means that CyRide will incur extra costs in the future. Tom Davenport stated that students average 170-175 rides per year, but not all students ride. Trustee Schainker shared that to continue this program, a 5% or 6% growth rate per year will be required. He asked other board members if they were willing to continue at this level in the future. He stated that rides have a value, but with the student fare free program, there is no sense of value in the ride as students are not paying each time they ride. As a result, the city's share continues to increase at this higher rate. He shared that originally this was a student-led initiative to have a fare free program and asked if the board was interested in continuing this program into the future in light of growing enrollment at ISU and increasing costs to maintain this type of program. Trustee Schainker also asked if it is possible to eliminate stops on campus.

CyRide staff indicated that it was possible, but that there would not be a cost savings as students would be picked up at a different location instead.

Trustee Goodman inquired about the possibility of using transit technology to have students essentially pay at the farebox by deducting the amount of a ride from a fare card. He indicated that a capital investment in the short term could provide a long term benefit. President Murrell shared that students would not accept paying as they get on the bus, but said paying more for students living farther from campus might be a fair way to adjust fares. Director Kyras explained what she has learned about current transit technology. She indicated that Des Moines DART was in the process of replacing their fare collection system on their buses at a cost of \$4.5 million dollars. She indicated that this was a fairly sophisticated system and had learned that for a system the size of CyRide, a simpler technology would cost approximately \$1.5 million dollars to procure and install, plus the administrative costs and the cost of cards if ISU cards are not able to be used. This system includes a simple drop farebox and device attached to the farebox that allows for a card to be tapped to deduct the price of a ride. She also shared that having 90% of its riders paying at the farebox would slow down the boarding process and would increase operating costs to provide the same amount of service for its riders.

Trustee Goodman offered a second solution to allow the entire community to be fare free. Further, he shared that after a ten-year period, an analysis could be completed to provide the appropriate shares, based on usage, which should be paid by the local funding partners.

Trustee Schainker shared his concern with the fee revenue, where there has been no increase in fees over a number of years and that the GSB Trust Fund balance has increased at the same time. The result has been a growing Trust Fund at the same time as CyRide was incurring unanticipated costs due to the student growth and struggling with its operating costs. Trustee Schainker suggested leaving the percentage shares between the three parties unchanged, but increase GSB fees by 20% to cover the additional ridership that has been generated by students over the past several years. Then, if all the fee dollars are not needed in a year, it could be paid back to GSB. He believes that CyRide should have adequate dollars to begin the year as opposed to having to go back and ask GSB for more dollars out of the Trust Fund.

Trustee Madden said 90%+ of CyRide rides are generated from students and one-third live on campus, which means the other two-thirds live off campus in tax-generating apartments. He indicated that the City's share of \$1.5 million was reasonable for a university town to support community-wide transit services. He further compared the City's share to other city services, such as the library.

President Murrell added that the basic needs for students are to get to/from class and that he had roughly calculated what every student was paying per ride based on 175 rides per student. He indicated that students were paying between 73 and 77 cents per

ride through taxes paid by their rent plus what they paid through their student fees (\$64.11 per semester or \$128.22 for two semesters). This was compared to property taxes at 64 cents per \$1,000 valuation on an average house cost of \$280,000 (\$182.00 per year). Concerns were raised about the annual percentage increase exceeding 5% per year and the total dollar contributions by ISU and the City. Trustee Madden indicated that the \$1.5 million supported by the city was reasonable compared to the other cities as 50% of the community is students. He also indicated that he believes that the student fee portion of the local dollars needed is correct, that historically students have paid what they should and that this level of contribution is sustainable.

Concerns were raised about the loss of federal capital dollars and a discussion on whether the level of contribution by the three local funders could be sustained into the future ensued. Director Kyras shared that historically CyRide has always struggled to meet all of its capital and operating needs, and that every year it is able to secure grants to help support the system move in a forward direction. She also pointed to the historical percentage increases for each of the three parties as an indicator of what level each had achieved since CyRide began operating service – City – 5.6%, ISU - 6.3% and GSB – 8.1%.

Each trustee agreed that the City of Ames would not be what it is today without Iowa State University and students. However, there was no consensus on how to approach the transit funding in the future. Concerns were raised about the student fare free program and its impact on ridership. Trustee Goodman discussed the importance of easily accessing CyRide services to get to/from school and for after school activities. He shared that the fare is currently a barrier to K-12 students for getting access to these programs. CyRide staff shared that an added increase in ridership at this time would further challenge the system from buses to drivers to administrative staff. Trustee Goodman questioned if this impact was different than the ISU student fare free program. Director Kyras explained that it was not a judgment on the value of the program, only on the additional CyRide resources that would be required in light of its facility, bus and driver constraints. She shared that the summer fare free program implemented a few years ago increased ridership by about 28%. Some transit board members felt CyRide needed to ask the students to pay more or to reduce service levels to control costs.

Trustee Schainker shared that he believes that the ISU student fare free concept is flawed and that the university should contribute more dollars toward CyRide services.

Trustee Madden stated that he believes that the percentage split between the three local funding partners was reasonable - ISU's Parking System is paying their portion as well as students are paying property tax plus fees. Trustee Madden also shared that he was not in favor of the city going fare free due to its impact on the system and costs. He believes that each of the local funding partners is receiving a good level of service, and that it is a budget conversation, not a service level conversation.

Trustee Schainker stated that the local funding partner shares would remain the same based on the conversation around this topic.

A brief conversation occurred about determining which routes served the student or city needs and changing the local cost-sharing to be based on user costs, and gradually phasing in this change. The GSB board members stated that they believe that CyRide service lets the student's lead full lives while in college.

Director Kyras asked for clarification on the budget options the transit board would like brought forward for the December transit board meeting. She stated that the board had agreed to the first option at their October board meeting, which included baseline expenses, plus five additional hours of service per weekday. She asked if the board would like a second option developed for consideration that included either the proposed Gray route or Red route improvements.

Trustee Haila stated that increasing from a 3%, option #1 increase to 5.2% to add service for the Gray route might be worth looking at as it is one of only a few CyRide routes that does not have Saturday service.

Trustee Goodman was uncomfortable with increasing service on the Gray route without at least requesting developer's financial support and urged board members to wait until a conversation with the developer could take place to determine if they would be willing to fund the service. Trustee Schainker indicated that the Copper Beech developer on the Gray route had already completed the city's approval processes and was currently funding service on the route.

Trustee Goodman asked Director Kyras to speak with the City of Ames Legal Department to find out if there are ways to secure agreements with developers on funding CyRide routes in these high density areas. He also said the City Council will need to be educated on the impact of development on transit as, under current policies, the transit board will have no choice but to ask the City for more funding. He indicated that this will be an ongoing situation as it is less expensive for developers to build on the outskirts of Ames where student transit choices are limited.

Director Kyras requested consideration by the board to allow staff to prepare a second budget option for the December board meeting with the weekday Gray route service included, as she indicated that with full occupancy at the Copper Beech complex next year, additional buses would need to be added to provide capacity so there would be more costs incurred on this route even without funding the weekday Gray route proposal. She indicated that adding a bus would provide the needed capacity as well as improve the overall service for its riders.

Trustee Goodman suggested holding back on the additional service for Gray route and the Red route so as to bring pressure on the developers and ask them to participate. By consensus the transit board agreed to allow staff to calculate a second option for consideration. She indicated that based on the day's conversations, both options would be at the current local party shares.

ADJOURN: Transit board meeting adjourned at 11:36 am.

President, Zachary Murrell

Recording Secretary, Joanne Van Dyke

The Ames Transit Agency Board of Trustees met on December 4, 2014 at 8:00 a.m. in the CyRide Conference room. President Murrell called the meeting to order at 8:04 a.m. with Trustees Madden, Haila, Murrell and Schainker present. Absent: Trustees Abbas and Goodman.

APPROVAL OF MINUTES: Trustee Madden made a motion to adopt the October 21, 2014 minutes. Motion seconded by Trustee Haila. (Ayes: Four. Nays: None.) Motion carried.

Board members present decided to further review the November 15, 2014 board minutes for action at their January 2015 meeting.

RECOGNITION OF OUTGOING BOARD MEMBER: Trustee Madden thanked President Murrell for his service on the Ames Transit Agency Board of Trustees since May of 2013. He noted the contribution that President Murrell had made at a challenging time with record ridership and wished him the best of luck on his international semester in Spain.

FUEL PURCHASE BIDS: Director Kyras referred to the October board meeting discussion regarding fuel purchases and updated the transit board on staff activities since that meeting. She indicated that Rich Leners and the City of Ames Purchasing Department had prepared a fuel bid that included diesel and up to 20% biodiesel, indicating that higher levels of biodiesel had become financially feasible as a result of federal regulation changes. She indicated that seven bids had been received. The list of bidders was narrowed to the two most competitive bids and an analysis completed using historical fuel use data and current bid pricing. It was determined that REG Energy was the lowest bidder.

Trustee Abbas arrived at 8:09 a.m.

She further explained that in order to purchase fuel for the year, the Transit Board would need to consider approval of the bid award for the processing and delivery of the fuel and setting a “not-to-exceed” amount for fuel. She then explained the process of calculating fuel cost as detailed in the board packet information.

Trustee Haila moved to approve Alternative #1 and award the purchase of fuel during calendar year 2015 to REG Energy with the lowest cost bid at \$.0245 above the rack rate for diesel and \$-0.9000 below the rack rate for biodiesel and established the maximum cost of its fuel purchases for the year of up to \$1,200,506.20 based on the market rate. Motion seconded by Trustee Madden. (Ayes: Four. Nays: None.) Motion carried.

BUS STOP IMPROVEMENT PLAN: Director Kyras briefly explained CyRide’s bus stop and shelter program developed in the fall of 2008. She then detailed the funding source for this program - federal Section 5310. This program provides \$231,000 annually, at an 80% federal share, for three types of expenses – Dial-A-Ride services, capital for the Dial-A-Ride program and for bus stop improvements. CyRide has allocated \$40,000 of this federal funding per year for bus stop improvements. She also indicated that there was a balance of \$196,000 available for bus stop improvements and referred board members to the chart in the board packet information that provided an estimated cost for various types of stop improvements. Finally, she also shared that bus stop improvements were also regulated by federal Title VI requirements, which state that amenities must be equally placed on minority and non-minority routes, indicating that this criterion dictated how these improvements were prioritized and placed throughout the community.

Trustee Haila asked for clarification on the \$231,000 annual funds, inquiring about the Dial-A-Ride program’s annual cost compared to available federal funding. Director Kyras explained that the current year’s anticipated expenses were \$185,000; leaving approximately \$46,000 for either Dial-A-Ride capital (buses) or bus stop improvements and that CyRide currently had several years’ worth of funding available. She also indicated that CyRide’s Dial-A-Ride bus currently leased to HIRTA was 7 years old, past its useful life of 4 years and was near the bottom of the state’s priority for replacement.

Barbara Neal, CyRide’s Operations Supervisor, shared with board members the bus stops that have been improvement this past summer, including a PowerPoint presentation showing the before and after locations, and then detailed the anticipated stops that were to be improved in the next fiscal year, depending on timing and property owner approval/processes.

The stops that were improved this past summer were:

- Ontario & Delaware
- Union Dr & St. Services
- Beyer Hall
- Mortensen & Dotson
- Lincoln Way & Beedle
- Bloomington & Roy Key
- Storm & Welch
- Mortensen & Hayward
- S. 16th & Creekside
- S. Duff & Chestnut

Stops anticipated to be improved in 2015 are:

- Ontario & Georgia
- Lower Friley
- Mortenson & Coconino
- Mortenson & Pinon
- Lincoln Way & Marshall
- Welch Rd & Friley Food Dock
- General Services
- Gerdin Hall
- Stange Road & Bloomington
- Stange & Aspen

Trustee Madden mentioned the absence of trash receptacles at bus stops and Barbara Neal said they do not typically put receptacles at the bus stops because there is a cost and maintenance associated with this improvement and not every property owner wants a trash receptacle at their business. She indicated that all campus stops do include trash receptacles as well as at shelter locations.

Trustee Madden shared his concern with Wal-Mart carts being visible from Duff. He asked whether anyone had spoken with the Wal-Mart Manager and if there a solution. Barbara Neal indicated that she had spoken with the Wal-Mart manager about installing a cart perimeter, which would keep carts on their property. The manager asked about the possibility of changing CyRide's route to travel near their store. Ms. Neal indicated that in previous examinations of this possibility that this option would cost CyRide an additional \$250,000 and, as a result, CyRide had been unable to fund this route change. Ms. Neal also shared that placing a cart coral at CyRide's current bus stop would encourage more people to take the carts off of Wal-Mart's property, and further, that there is not adequate space to accommodate this infrastructure. Trustee Madden indicated that this situation was a challenge and that it might be a valuable discussion with students to determine if this route change was a priority for them to fund. Trustee Abbas indicated that he would speak with the Government of the Student Body on this issue.

Trustee Haila made a motion to research, with Wal-Mart, ISU, and students, the possibility of a route change that would allow a stop near Wal-Mart and to report back to the transit board with the route alignment, cost and potential funding. Trustee Madden seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

2015-2016 OPERATING BUDGET: Director Kyras explained that the information contained in this agenda item reflected the 2015-2016 budget, based on discussions and parameters over the previous several board meetings, as well as a status update on the current budget. She started with the current year expenses, revenues and closing balances as highlighted below.

- Expenses are higher by approximately 4% reflecting the additional 10 hours of service per day not included in the budget, but operated in the previous budget. She indicated that the Government of the Student Body had agreed to pay for this additional service.
- NextBus expenses were funded 100% by students for the first three years of its operation and will move from the capital budget to the operating budget to better reflect the type of expense (annual software hosting/maintenance) through the current local funding model - 65% GSB, 24% City and 11% ISU. She indicated that the local funding shares were a result of the November 15, 2014 board meeting where it was agreed by board members that all future expenses would remain at this local party share model.

- Fuel savings is lower than budgeted, averaging \$2.95 per gallon year-to-date, which could provide a year-end savings of approximately \$80,000.
- Revenue is lower by 3.4% as a result of lower farebox and pass sales revenue, which is approximately 15% lower than budgeted. Staff will monitor this revenue to determine if this is a trend and to get a better understanding of the reason why this revenue is lower.
- Closing balances - Operating budget closing balance is anticipated to be \$941,000 at the end of the year, representing a 9.6% fund balance; the capital closing balance in the adopted budget was \$497,942 and is decreasing to \$410,248; the GSB fund balance will be reduced to \$865,000, as planned.

Mr. Kyras then detailed the assumptions for the 2015/16 budget development, which include:

- Health insurance will increase 9%
- Payroll is 6.2% higher as a result of hiring additional drivers due to increased ridership
- Transferring \$800,000 from the operating to capital budget to fund buses, shop equipment, and repair the facility.
- State funding is anticipated to be \$26,500 higher; federal \$82,658 higher
- Last year of the AMOCO loan repayment for the Intermodal Facility
- Additional administrative expense for Transit Coordinator transition

She then explained the two options that had been prepared for board consideration, based on previous board direction. Budget Option 1 represents the baseline level of service plus five additional hours of service per weekday. Funding of this option includes: the existing three party funding shares for the current level of service and capital; 100% GSB funding for the five additional hours of service per weekday. Budget Option 2 is the same as Option 1 plus additional service on the Gray Route during the weekday by adding 1 bus, improving services from a bus every 40 minutes to every 20 minutes during the hours of 8:00 a.m. until 10:00 p.m., from campus to S. Duff. The service would include going directly to Veterinary Medicine. Funding of this option would be the same as Option #1 with the Gary route service addition at current local funding shares, per discussion at the November 15, 2014 board meeting.

Trustee Schainker shared with other board members the desire by Trustee Goodman and members of the Ames City Council to hold a joint Council/Board workshop, possibly in March 2015, to discuss local funding for CyRide services in preparation for the 2016-2017 budget.

A discussion ensued regarding timing of the discussion in light of Trustee Murrell's departure and new GSB leadership in March. Director Kyras introduced Abhijit Patwa, who was present at the meeting and will be filling the term vacated by Trustee Murrell.

Director Kyras shared the budget impact of Option 1 and Option 2 showing total expenses, dollar change, and percentage change as well as the dollars that would be needed from the GSB Trust Fund contribution.

Trustee Schainker shared that he supports option 1. Further he indicated that he believed that costs would continue to rise as enrollment/ridership increased and that that trying to support more services, such as in option 2, was unsustainable. He indicated that if additional service was needed on the Gray route, it could be taken from the additional five hours per day in option 1.

Trustee Madden indicated that he believes that option 2 was a reasonable increase in service level given the number of students living along the Gray route as a result of development and further indicated that he believed that board members had agreed, at the November 15, 2014 special transit board meeting, to not change the current local funding split in the future.

A lengthy discussion ensued as to board members understanding of the local funding discussion at the November 15, 2014 meeting and the two options. Trustee Schainker raised concern as to future funding commitments referencing the NextBus expenses that were paid by GSB for the first three years and now were being paid for by all three local funding agencies as a result of the November meeting agreement. He also shared a concern regarding Copper Beech's commitment for three years to fund the Gray route and whether this same situation would occur at the end of the three years, which would put more pressure on local funding of the transit system. He shared that the unlimited student rides were generating too much ridership and as a result, expenses.

Trustee Madden shared that enrollment was starting to level off and unless additional apartments are built in other locations, he believed ridership would begin to stabilize.

President Murrell shared his thoughts that CyRide would need to provide an additional bus next year as a result of full occupancy at Copper Beech and CyRide's policy to not leave passengers at the bus stop. Further, he indicated that option 2 would allow for a better schedule to meet that demand. He indicated that he believed that the transit board agreed to retain the current local funding shares and was disappointed that the transit board was once again having a local funding conversation. President Murrell directed board members to the funding chart, indicating that the difference between the two options for the city was \$19,250. Trustee Schainker shared that it was a philosophical issue as opposed to a large budget impact.

Trustee Haila shared his understanding of the local share discussion at the November 15, 2014 meeting. He indicated that he believed that the board had approved a service level philosophy that was directed toward existing routes and not to continue to add routes as a result of development.

Trustee Madden again stated that he supported Option 2 indicating that students are willing to pay their share for additional services.

Trustee Schainker shared his belief that as costs increase, all parties are not paying proportionally and that based on the cost per ride, student fees are not covering CyRide costs.

Trustee Madden shared that CyRide adds extras if people are standing and would most likely need to do this on the Gray route so changing service from a bus every 40 minutes to 20 minutes, he believed, was a rational level of service.

President Murrell shared a concern that students were being asked to contribute a higher percentage of local dollars; however, there was no discussion of additional representation on the board. He suggested that any conversation of this nature should include this topic as well. Further, he questioned the thinking that option 1 was the best option, stating that CyRide would be putting additional resources on this route anyway suggesting that option 2 provided the capacity, but in a better way for the riders. He indicated that if option 1 were chosen, that CyRide would need to ask students for additional dollars anyway for the service, after-the-fact.

Trustee Schainker stated that he did not remember requesting a second option. Director Kyras indicated that at the November 15, 2014 meeting, she had asked board members to be able to provide this information for consideration due to staff's belief that additional resources would be needed on this route next year.

Trustee Madden confirmed the addition of option 2 for consideration. Trustee Madden acknowledged the fact that the City had to weigh their portion of the local dollars with other city requests for services, but indicated that he believed option 2 was a reasonable request to support transit within the city.

Trustee Schainker shared that city funding was limited and that he was not comfortable with this level of increase.

Trustee Madden made a motion to adopt Alternative #3 for a total budget of \$10,076,253 with equal shares (64% GSB, 24% City, 11% ISU on all expenses, except the five additional hours per day at 100% GSB) of the three funding parties. Motion seconded by Trustee Abbas.

Trustee Haila shared with board members his concern regarding service to new developments and his belief that meeting the needs of development was not sustainable. He specifically referenced the proposed development south of Lowe's. A discussion ensued regarding the locations where proposed large housing developments were being considered. Trustee Haila's stated that developers interested in building apartment complexes, should be part of the conversation regarding public transit

services. President Murrell expressed his opinion that CyRide cannot leave passengers at the bus stop and needed to provide the service level required to meet rider's needs. Trustee Haila indicated that he did not disagree, but believes there has to be a conversation with developers in order for the service to be sustainable into the future and revenues need to increase.

Trustee Madden shared with board members that the Board of Regents had approved CyRide's requested fee increase for the 2015-2016 school year.

President Murrell called for a vote on the motion, moved and seconded, to adopt Alternative #3 (to approved budget option 2). (Ayes: Three: Trustee Madden, Abbas, and Haila. Nays: one, Trustee Schainker.) Motion carried.

FIVE YEAR CAPITAL IMPROVEMENT PLAN: Director Kyras stated that each year the transit board approves a five year capital improvement plan (CIP) with a focus on the first year as these items will be purchased during the next fiscal year. Items in the other years of the plan will be brought back to the transit board for consideration in future plans.

Director Kyras detailed the 2015-2016 proposed purchases.

- Five used buses (\$125,000); no change from last CIP
- Articulated bus (\$2,000); travel for pre-production meeting
- One administrative vehicle (\$30,000) – replace Prius, will be 7 yrs. old, typically replace every 4 – 6 years
- One Dial-A-Ride bus (\$87,000); 85% federal dollars; low on Iowa DOT's bus replacement list
- Three HVAC units (\$60,000); first year of a multi-year project; replace 31 yr. old units
- Concrete replacement (\$75,000); crumbling surface at east end of facility. Trustee Haila suggested using a topical treatment, Salt Guard, on test panels to protect the concrete.
- Architectural and Engineering Services (\$25,000) for HVAC, bus hoist and separator pits design, cost estimating
- Bus hoists (\$50,000); beginning of a multi-year project; hoists are 31 years old
- Seven separator pits (\$375,000); 80% federal dollars, left over from building construction grant
- Seven computers (\$14,000); based on City of Ames replacement schedule
- Shop equipment (\$48,000); four items detailed in board packet information
- Bus stop improvements (\$50,000); discussed earlier in the meeting
- Bus security cameras (\$45,000); replace in five buses
- Building Security (\$30,000); multi-year project to secure maintenance shop and perimeter of building. FTA has building security concerns at every triennial review due to CyRide's lack of a fenced area.

Trustee Haila asked for clarification regarding funding for the HIRTA bus. Specifically, he questioned whether there was adequate funding for its purchase plus paying for bus stop improvements and the Dial-A-Ride operating expenses. Director Kyras told Trustee Haila that CyRide has at least three years of funding available at this time as the Dial-A-Ride operating expenses have been significantly less than the total annual allocation. She further clarified that the bus was the property of CyRide and if any contracting changes were implemented, that the bus would stay with CyRide for the operation of this service.

Trustee Abbas made a motion to approve Alternative #2 for the Five Year Capital Improvement Plan as presented. Seconded by Trustee Madden. (Ayes: Four. Nays: None.) Motion carried.

QUARTERLY OPERATIONS REPORT: Director Kyras provided highlights from July to September 2014.

- Ridership is 6.3% higher compared to the previous year.
- Revenue miles were higher because of the additional service.
- Operating revenue is lower as a result of lower farebox revenue.
- Operating expenses are higher at \$1.13 per passenger compared to \$1.06 per passenger last year.
- Fewer bus interiors were cleaned, however, the interior cleaning process was modified to clean one area on all buses at a time instead of one entire bus at a time.
- Fixed route accidents are lower, but costs are higher as a result of one major accident at the beginning of the school year.
- CyRide is carrying more passengers with less customer comments.
- CyRide continues to struggle with drivers reporting late
- DAR ridership is higher as a result of non-DAR customers being denied service. These individuals qualify for DAR and are switching to the program, as DAR does not allow trip denials.

Trustee Madden said he had heard concerns about customer's inability to talk with reservations staff. Director Kyras shared her perspective that there were busy times/days of the week, citing Monday mornings as a challenging time. As a result, customers were sometimes on hold longer before they could talk to a person. She indicated that there are areas where HIRTA service can continue to improve and indicated that HIRTA had indicated a willingness to consider suggestions. She also shared that some of the customer's expectations are not possible for the transit system.

Trustee Haila asked for an explanation of CyRide's process in contracting for Dial-A-Ride service. Director Kyras explained typically the process will start in March with a

customer satisfaction survey, followed by a report to the board in April, and consideration of a new contract in May-June.

Director Kyras provided an update on the HIRTA demand response discussion meetings. She indicated that two meetings have been held; a third meeting is scheduled for December 18 and a fourth meeting in January. A public input process is being developed that will occur between the third and fourth meeting.

Trustee Haila stated his desire to continue to work with HIRTA on passenger concerns and to hold them accountable.

Trustee Madden agreed that CyRide needs to continue to make contracting for DAR service work. He shared his insight into DAR issues that had been brought to his attention regarding passengers that work on campus, stating that he had found that the situation had two sides to the story.

TRANSIT DIRECTOR'S REPORT:

Director Kyras informed the transit board that the Iowa Public Transit Association, IPTA, was requesting that each transit system have conversations with their state legislators to make them aware of the bus capital issue. The State of Iowa state does not fund replacement bus capital; however, the association is requesting that they begin funding \$25 million per year statewide for the next five years. She indicated that she was in the process of scheduling this meeting and would let transit board members know when it could be scheduled.

SET SPRING SEMESTER MEETING TIMES AND PLACE:

- Monday, January 12, 2015 at 8:00 a.m.
- Wednesday, February 18, 2015 at 8:00 a.m.
- Wednesday, March 25, 2015 at 8:00 a.m.
- Wednesday, April 29, 2015 at 8:00 a.m.

ADJOURN: Transit board meeting adjourned at 8:58 am.

President, Zachary Murrell

Recording Secretary, Joanne Van Dyke

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: January 12, 2015

SUBJECT: ELECTION OF OFFICER(S)

INFORMATION: The current President is Trustee Zack Murrell and Vice President is Trustee John Haila. As Trustee Murrell will be unable to complete his term as of January 2015, this creates a vacancy in the Presidency of the Transit Board for the remainder of the 2014-2015 year.

Trustee Haila has indicated a willingness to step into this role for the remainder of the year.

Nominations will be taken from the floor for this position and for a new Vice President, if necessary.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: January 12, 2015
SUBJECT: CYRIDE OPERATIONAL CONTRACT #2

BACKGROUND: Last summer, CyRide staff began working with a private operator regarding the possibility of coordinating a demonstration project that could positively impact the number of buses and drivers needed to operate CyRide services. A private operator in Ames had recently purchased transit-style buses, making it possible for the private sector to provide an equivalent level of service for CyRide customers.

INFORMATION: CyRide staff began developing a scope of work for the demonstration project, which was provided to transit board members at the August 2014 board meeting. The demonstration project would allow a private operator to provide CyRide’s regularly-scheduled service (trips printed in CyRide’s bus schedule) on a selected route(s). This project was not able to be fully developed by the beginning of the fall semester and CyRide staff found that it would have a significant negative impact on current CyRide employees to begin a demonstration project in the middle of the year. However, a **smaller project for the spring semester was developed that will allow a private bus operator to operate “extra” trips for CyRide to address overcrowding on the regularly-scheduled trips.** This service will allow the operator to gain a better understanding of CyRide’s requirements, with a more limited impact on customers, while at the same time **allows CyRide to operate one less bus/driver during its heaviest peak service time during the spring semester.**

As a result, staff prepared the attached request for proposal (RFP) scope of work to: operate one trip per hour, for four hours each weekday morning, during the spring semester. One bid was received by CIT Charters, Inc. for \$65.25 per trip, and at one trip/hour, equates to \$65.25 per hour. In comparison, CyRide’s fully-allocated cost per hour (operating and capital costs) is \$86.00 per hour. Therefore, this proposal will provide service at a lower hourly cost and provide CyRide and a private operator with valuable information on how to successfully implement a larger project, possibly next fall, with more private operator buses and on regularly-scheduled trips, which require more knowledge of CyRide’s system.

It is anticipated that the total value of a contract for the spring semester will be approximately \$18,000.

ALTERNATIVE:

1. Approve a contract with CIT Charters, Inc. at \$65.25 per trip for service as directed by CyRide for the spring 2015 semester.
2. Do not approve a contract with CIT Charters, Inc. for CyRide services.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to approve a contract with CIT Charters, Inc. This contract will help to reduce CyRide's infrastructure and employee challenges for the spring semester in a cost-effective manner and provide insight into how/if contracted service can successfully be implemented in the future.

CyRide Fixed Route Service Contract #2 Scope of Work Fiscal Year 2014/15

CyRide seeks a contractor to provide bus service on ISU School days on “extra’ trips scheduled on the #21 Cardinal Route to address overcrowding on regularly scheduled buses.

Vehicles:

The contractor will provide a **transit type vehicle** that is wheelchair accessible and drivers to provide the service. Transit buses shall be 1990 or newer models. All vehicles will be maintained in a clean and safe condition.

Equipment:

Vehicles operated under this agreement will need to be equipped with the following:

- Portable radio (supplied by CyRide)
- Electronic Destination sign programmed with “#21 Cardinal Route to Campus”
- Ride counter (supplied by CyRide)

Cost for installing equipment will be the contractor’s responsibility.

Drug and Alcohol Testing:

The contractor will comply with drug and alcohol testing regulations for bus operators. The contractor will provide a copy of their Drug and Alcohol testing policy. The contractor will also supply a copy of their annual Drug and Alcohol MIS no later than February 15, 2016.

Insurance:

The contractor, at their expense, shall procure and maintain during the entire term of the agreement, for the benefit of the contractor and the City of Ames, the insurance required in this section and agreement.

Comprehensive General Liability

Commercial General Liability, occurrence form only with owner’s and contractor’s
protective\$1,000,000 per occurrence

\$2,000,000 aggregate

Comprehensive Automobile Liability

Automobile Liability including hired and non-owned vehicles either rented, leased, or borrowed by contractor or employees of contractor. Contractual coverage not excluded.

\$5,000,000 per occurrence

\$5,000,000 per aggregate

Statutory Worker's Compensation as required by the State of Iowa

The City of Ames shall be named as an additional insured on the CGL and Auto policy.

On or before the effective date and thereafter during the contract term, the contractor shall provide CyRide with current certificates of insurance, executed by a duly authorized representative of each insurer, as evidence of all insurance policies required under this Section. No insurance policy may be canceled, materially revised or non-renewed without at least 90 days prior written notice to CyRide. Insurance must be maintained without lapse in coverage while the service agreement is in force. Insurance allowed to lapse without CyRide's consent shall be deemed an immediate default under a service contract.

Driver Qualifications:

Drivers shall not be listed on the Iowa Sex Offender Registry or have a suspended/revoked driver's license. Drivers are not permitted to have more than three traffic convictions or accidents in the last three years and no record of OWI on their driving record, suspension or revocation. Drivers shall maintain an Iowa CDL license with appropriate endorsements and have passed a DOT physical. Driver shall not be former CyRide employees who have left employment involuntarily.

Drivers will be required to wear casual pants (no jeans) and a solid colored short or long-sleeved shirt of any color that is clean and in good repair. Toed shoes (no sandals) and socks are also required.

Driver Training:

The contractor will be required to hire/train all drivers for the service and ensure adequate staffing on a daily basis and will assign a pool of drivers for operation of this service. All drivers operating trips under this agreement will be required to be knowledgeable in CyRide routes, schedules, policies and procedures to provide quality customer service to CyRide riders. Therefore, each driver will be required to attend a three hour CyRide driver orientation session to familiarize contract drivers with situation they will experience in daily operation of service under this agreement. This training will be conducted by CyRide training staff.

Customer Complaints:

If a customer complaint is received by the contractor for service under this agreement, the contractor will notify CyRide within 24 hours and work with the transit agency staff to resolve the concern.

Service:

Service will operate on ISU Schooldays during the 2015 spring semester (January 12, 2015 – May 8, 2015), which excludes the following days:

- Spring Break (March 16-20, 2015)
- Finals Week (May 4-8, 2015)
- If Iowa State University classes are cancelled

The tentative #21 Cardinal Route schedule from ISU’s building #33 is:

Monday	Wednesday	Friday
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- 1) 7:34 AM
- 2) 8:30 AM
- 3) 9:34 AM
- 4) 10:38 AM (**Friday: 10:38 AM – possibly, based on demand and direction from CyRide**)

The above assignment and schedule may be changed by CyRide with 12 hours written notice to the Contractor. Buses shall be at the starting point at least three minutes before the scheduled departure time.

Reports:

Drivers shall count passengers and record the number of passengers on each trip each day. The contractor will submit the daily ridership reports once a week and will also submit total miles operated in the service.

Federal Transit Administration Requirements:

The contractor will comply with Federal Transit Administration regulations which are attached in Appendix A.

Basis of Award:

The contract will be awarded on a per trip cost basis to the lowest bidder.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: January 12, 2015

SUBJECT: TRANSIT BOARD OF TRUSTEE EMPLOYEE RECOGNITION

INFORMATION: At the request of several transit board members, an agenda item has been included to discuss if and how the Transit Board of Trustees should recognize CyRide employees that display exemplary performance in providing transit service to the public. This request was made by board members to staff when an email was received regarding the actions of a bus driver in assisting three small children cross a street on a cold morning (email attached).

On Dec 4, 2014, at 3:56 PM, Nathan J. Buss <nbuss@visionbankiowa.com> wrote:

Good Afternoon,

I see that you are listed as Board Members for CyRide, so I felt it was important to share something with you. All too often in today's society the negative stories get the attention.

Today I'm here to tell you of a different story.

Today, while I was on my way to take my kids to school, I was behind a CyRide bus coming up to the intersection at Ontario and North Dakota. Of course as you can imagine, at 7:30am it is quite busy, myself as well as 4 other cars behind me were anxious to get through the intersection and on to our destinations. In front of us was a CyRide bus, when the bus got to the intersection, it turned on its flashers and the bus driver got out. Immediately the car behind me pulled around myself and the bus and drove through the intersection. Then I see the CyRide bus driver go in the middle of the intersection and stop all of the traffic to allow 3 very cold kids cross both ways. This intersection is very busy every morning. My assumption is that the bus driver watched as cars in all 4 directions took their turns and kept going, ignoring the shivering kids, so when it was his turn he stopped and helped them safely cross into the warm school.

I have shared this story over a half dozen times today. Most people reacted with an, "I wouldn't have done that, it was cold this morning" or "that guy is a saint".

I hope that you can find the driver of bus 504 that would have been there around 7.30 am today, he should be commended and recognized. Please pass on thank you at minimum from the Buss family, we noticed and applauded his kind efforts.

Respectfully,

Nathan Buss & Family

Nathan J. Buss | Vice President | Commercial Banker

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104 Chestnut | Ames, IA 50010

Ph: (515) 956-4343 x 1101

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Transit Director's Report

January 2015

1. Draft Demand Response Service Action Plan

The following information summarizes the action plan categories and solutions developed by the Demand Response Service Task Force. A public meeting scheduled for Monday, January 5, 2015 was cancelled due to inclement weather and rescheduled for Saturday, January 17, 2015. Public comments on this plan will be received until after the public meeting.

Category: Community Partnerships

- Explore more effective short term and long term solutions for the use of resources with partners (i.e. ISU, taxi's, assisted living facility and agency/organization vehicles)
- Mutually agree that transportation is a partnership and everyone will work collaboratively together to resolve issues
- All partners hold each other to the same expectations for a mutually beneficial relationship
- Involve all partners upfront in program development

Category: Infrastructure Improvements

- Improve physical condition of buses
- Incorporate enhanced technology in buses/vans for safety and passenger satisfaction
- Employ and retain staff/drivers
- Explore the possibility of having a wheelchair on every bus

Category: Internal Modifications for HIRTA

- Implement a process improvement program and make changes as appropriate
- Set and monitor performance standards
- Provide a person to address passenger's failed trip needs
- Dedicate a telephone line for the agencies/organizations to contact that would have direct access to a staff person for immediate concerns
- Improved efficiencies in telephone and email system for passengers
- Increase use of personal care attendants/ride-a-longs with passengers
- Provide training on passenger context/needs for HIRTA staff and drivers
- Set and monitor passenger standards
- Establish method(s) to provide drivers/staff with additional information regarding passenger needs so that their trip is enjoyable and safety is enhanced
- Localized reservation system

Category: Partner Role Clarity

- Develop a Passenger and Caregiver User’s Guide for use to establish expectations, educate passengers and passenger families on transportation services
- Share information on federal law interpretation related to transportation/passenger relationship (i.e. funding requiring community inclusion of passengers)
- Discuss and solve issues at the grass roots level with the people directly involved in the issues
- Discuss and solve issues at the management level with managers that are directly involved in the actions

Category: Service Improvement

- Dedicate one bus each day (unscheduled) to address unforeseen operational issues to ensure smooth operation of service

2. State Grant Updates

Iowa Clean Air Attainment Program (ICAAP)

CyRide applied for ICAPP program funding for the additional services approved in the 2014-2015 budget. These services included the second and third year of:

- Additional service on the Blue and Brown routes
- Two additional buses to operate the additional services

The Iowa DOT Commission received a staff report at their December meeting recapping the applications received and staff recommendations. CyRide’s application was recommended for partial funding by staff for the second year operational funding only and for the two buses at 80% funding of each. CyRide may apply for the third year in the next round of the ICCAP funding program in 2015.

If approved by the Commission in early January, this grant will reduce the students share by up to \$197,917 in the 2015-2016 budget, as these services were originally planned to be funded 100% by the students. Capital funding for the buses was programmed into the Capital Improvement Program approved by the Transit Board in December 2014 and included in the 2016-2017 budget year.

Special Project Program

CyRide applied for the same services as the ICAAP grant, only for the first year (2014-2015 budget) and has not been notified to-date of the grant application results.

2014-2015 State PTMS Federal Capital Allocation

The State annually receives two federal allocations for the purchase of buses statewide each year totaling approximately \$4.5 million per year. This year's allocation unexpectedly provided funding for one CyRide 40' bus replacement at an 80% federal share. This was unanticipated as the CyRide bus is in the middle of the state's listing of priority buses for replacement; however, many of the buses ahead of it did not request funding at this time allowing it to move closer to the top of the list. The 20% local share funding will be programmed into the next CIP to be approved by the Transit Board in December 2015. It will be scheduled for replacement in the 2016-2017 budget year.

3. Draft Final Service Level Philosophy and Service Improvement Guidelines

At the November 15, 2014 special Transit Board meeting, board members discussed a service level philosophy that could guide current and future discussions and, when considering service improvements, guidelines that would provide a framework for decisions. As a result of these discussions, staff redrafted the philosophy and guidelines to reflect the desires of the Transit Board at that meeting. These draft final statements are as follows:

Service Level Philosophy

Within financial constraints, provide a ride for every customer desiring to use transit when and where CyRide operates.

Service Improvement Guidelines

Guideline #1 (Capacity Change) - *Service changes that address capacity challenges within the existing system. Ex. - Extra buses added due to overcrowding on a route consistently exceeding 150% of seated capacity (60 riders); published schedule is unchanged.*

Guideline #2 (Improved Existing Service) - *Service improvements that address improved convenience/capacity within the existing system. Ex. - Better service frequency or longer service hours on a route; published schedule is changed.*

Guideline #3 (New Service) - *Service improvements that address expansion of service into new areas/days of service. Ex. - Adding a new route (i.e. State Street route) or implementing service on an existing route on a day it is not currently offered; published schedule is changed.*

February

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
1	2	3 Sheri – IPTA Des Moines	4 Sheri – IPTA Des Moines	5	6	7
8	9	10	11	12	13	14
15	16 Sheri – Washington, DC	17 Sheri – Washington, DC	18 Transit Board Mtg. – 8:00am	19	20	21
22	23	24	25	26	27	28
					2015	

March

<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 Sheri Out of Office	10	11	12	13	14
15	16 Spring Break	17 Spring Break	18 Spring Break	19 Spring Break	20 Spring Break	21
22	23	24	25 Transit Board Mtg. 8:00am	26	27	28
29	30	31				
						2015

April

<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	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		
			Transit Board Mtg 8:00am			2015