

AMES, IOWA

March 26, 2015

The Ames Transit Agency Board of Trustees met on March 26, 2015 at 3:45 p.m. in the CyRide Conference room. Vice President Haila called the meeting to order at 3:46 p.m. with Trustees Abbas, Goodman, Haila and Patwa present. Absent: Trustees Madden and Schainker.

APPROVAL OF MINUTES: Trustee Patwa made a motion to approve the February 18, 2015 minutes as presented. Trustee Goodman seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

PUBLIC COMMENTS: None.

Trustees Madden and Schainker arrived at 3:51 p.m.

INTERMODAL FACILITY TENANT LEASE – EXECUTIVE EXPRESS: Director Kyras told the transit board it is time to consider renewing the one-year contract for Executive Express to use the Intermodal Facility. Executive Express prefers a one-year lease compared to the three-year lease with Jefferson Lines. Executive Express' lease rate is higher than the Jefferson Lines lease as Executive Express has more square footage within the facility. To calculate annual lease rates, the lease uses the Producer's Price Index (PPI) to determine annual inflationary increases. The 2014 PPI percentage increase is 1.9% for transportation warehouse categories, increasing the lease by \$20 per month from \$1,010 to \$1,030. She explained the only proposed changes to the new agreement would be the term dates and the new lease rate.

Director Kyras shared that Executive Express had shown an interest in possibly leasing additional office space by sharing a part of the management office. Through discussions, it was decided to continue leasing the existing space only. She also indicated that a similar discussion had taken place with Jefferson Lines regarding the possibility of vehicle storage space for their operations, but indicated that this request could not be accommodated without losing parking spaces.

Trustee Goodman made a motion to move Alternative #1 and approve the Ames Intermodal Facility Commercial Tenant Lease with Executive Express. Trustee Abbas seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

INTERMODAL FACILITY TENANT LEASE – JEFFERSON LINES: Director Kyras explained that the Jefferson Lines tenant lease is a three-year agreement that expires in June. Further, that the only agreement changes for the new lease are the term dates and lease rate. Based on square footage for leased space for Jefferson Lines, the PPI increase would be \$15 per month, increasing to \$920. Director Kyras shared that the tenant indicated that they were satisfied with their space within the Intermodal Facility.

Director Kyras shared information provided to her that the Intermodal Facility may be able to fully cover its operating costs this fiscal year, indicating that the two previous years the facility had operated in a deficit situation.

Trustee Goodman made a motion to move Alternative #1 to approve the Ames Intermodal Facility Commercial Tenant Lease with Jefferson Partners. Trustee Abbas seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

ANNUAL DIAL-A-RIDE SURVEY RESULTS: Director Kyras told transit board members that the annual Dial-A-Ride (DAR) survey begins the process for consideration of a new ADA door-to-door transit contract. She indicated that the survey was sent out last month for the purpose of gaining customer input on their satisfaction with the service. This information will then be used to determine contract compliance and as feedback for the transit board to consider a new contract. She indicated that a new contract will be considered at the April board meeting.

Director Kyras further explained the survey results. Thirty-seven surveys were returned, which is a slightly lower return rate than the two previous years. She also indicated that a comparison of the current survey with the two previous years was included in the board's packet of information and a list of all comments/suggestions included as a hand out at the meeting.

She then provided board members with highlights from the survey.

- The overall satisfaction stayed stable at 73 – 74%, which she indicated was positive in light of the driver shortage challenge HIRTA has been experiencing over the past year.
- There was less satisfaction with the reservation and scheduling process and is an area that will be addressed through the Demand Response Action Plan process.
- Driver satisfaction decreased - 73% down to 63% and may be due to the driver shortage HIRTA experienced this year as there are more than the usual number of new drivers.
- An area of surprise for staff was in DAR customer's satisfaction regarding the length of time it took for determining service eligibility, with only 37% indicating that this was completed promptly. The process for determining eligibility has not changed and this is one area that staff will need to further investigate to determine if the definition of "prompt" is determined differently than defined by ADA – 21 days.
- Staff shared that, from some of the responses, it appeared that respondents misunderstood questions and shared that a new format may need to be developed for the next survey.
- Staff shared that the survey response rate could be increased by including a self-addressed, stamped envelope, which will be considered next year.

Director Kyras discussed the idea of establishing a Dial-A-Ride Advisory committee as CyRide had previously established a similar committee called CYCADA that met quarterly. This committee did not have a formal structure and was disbanded due to a lack of customer attendance. Staff is considering establishing a new advisory committee that could have specific tasks – such as reviewing the annual survey responses. The Director asked board members their desire to form an advisory committee to the board. Board members indicated that in light of the recent community conversations around all HIRTA services, that it did not seem like the appropriate time to form this committee.

Trustee Goodman asked if staff believes that the percentage of survey's returned could be considered statistically valid. Director Kyras explained that all DAR customers were mailed the survey so that it was not a sample and, as a result, felt that it was generally indicative of the how riders perceived the service.

President Haila inquired about whether a 10% response rate was adequate to gauge whether improvements were being made in the service. Director Kyras indicated that the greater value was in looking at the year-to-year comparison of 2013, 2014 and 2015 survey data.

Trustee Goodman inquired about the possibility of conducting the survey online. Director Kyras responded that this could added as an option, but that many clients do not have direct access to computers or are not capable of responding due to their disability via this technology.

President Haila inquired about where the board's discussion of including performance measures or incentives had ended. Director Kyras said that board members discussed at the February meeting that the performance measures were included as one of the Demand Response Action Plan items and, as result, that this could be visited at a later date after this was developed as part of plan's activities. She also shared the status of the Action Plan activities – that the report would be discussed by the HIRTA board at their next meeting. President Haila also suggested that more information should be shared throughout the year with clients about HIRTA's services. Director Kyras indicated that this had been discussed with the Action Plan as well, and that the group decided that this should be completed by HIRTA.

TRANSIT DIRECTOR'S REPORT:

- Director Kyras shared an update on staff's efforts to address the Transit Board's priority of relaying the impact that development has on transit services. She explained that the Planning Department has created a development checklist, which includes transit impacts among other areas of concern. She indicated that she had met with the City of Ames Planning Director and was working with him to develop a process that will provide CyRide staff/Transit Board input into the city's decision-making process. A draft of this process will be provided at the April Transit Board meeting.

- Director Kyras explained that she and President Haila will be meeting with council members individually, per the Transit Board's request, to talk about the impact that development is having on the transit system. These meetings will be scheduled in the near future.
- Director Kyras explained that she had met with HIRTA Director to discuss the additional, unscheduled bus proposal indicating that a draft had been prepared and submitted to City, Story County and United Way representatives to discuss sharing of its funding requirements. She indicated that she should be able to provide more detail at the April Transit Board meeting.
- Director Kyras shared staff's progress in preparing buses for the fall semester, indicating the six new Gillig buses would be delivered in May and will be ready for fall. Also, that 2-3 of the used buses purchased from St. Paul, Minn. would be ready for fall with the remaining 2-3 buses ready for the spring semester.
- Director Kyras shared that ridership in February was once again a record month, with a 4% increase over last year's record. She also indicated that this was a smaller percentage increase than in previous years and that, as a result, ridership should be slightly less than 7 million rides this year.

Director Kyras informed transit board members that staff was preparing information regarding CyRide's facility needs for the April board meeting.

Trustee Madden shared an update regarding student enrollment predictions for the next school year. He indicated that Iowa State enrollment to date is on target to achieve previous predictions of 600-700 additional students over this year's enrollment. He also stated that Iowa State will be breaking ground on a new residence hall next to Buchanan Hall and will be relocating students around campus to this new facility once its complete, but indicated that he did not believe this would have a significant impact on transit ridership patterns. Additionally, he indicated that the Research Park addition will increase ridership on CyRide routes to this new complex, as well as Hunziker's expansion of Wessex Apartments.

Trustee Patwa asked how students responded to the Orange Route public meetings and online vote. Director Kyras responded that CyRide received a good response with over 100 students stopping by the meeting and over 300 voting for a route alternative - 42% preferred the all articulated bus option and 37% preferred splitting the route.

ADJOURN: Trustee Abbas made a motion to adjourn the meeting at 4:38 p.m. Motion seconded by Trustee Patwa. (Ayes: Six. Nays: None.) Motion carried.

FUTURE MEETING: Thursday, April 30, 2015 at 3:45 p.m.