

AMES TRANSIT AGENCY BOARD OF TRUSTEES CYRIDE CONFERENCE ROOM

May 25, 2016

1. CALL TO ORDER: 8:00 A.M.
2. Approval of April 29, 2016 Minutes
3. Public Comments
4. Bus Camera System Upgrade
5. Drug and Alcohol Policy Change
6. System Redesign Study - Committee Structure
7. Quarterly Operations Report (Jan. – Mar. 2016)
8. Transit Director's Report
9. Set Summer Semester Meeting Times and Place:
 - June 16, 2016, 8:00 AM (Special Conference Call Meeting)
 - July 20, 2016, 8:00 AM
 - August 24, 2016, 8:00 AM
10. Adjourn

AMES TRANSIT AGENCY BOARD OF TRUSTEES

AMES, IOWA

April 29, 2016

The Ames Transit Agency Board of Trustees met on April 29, 2016 at 8:00 a.m. in the CyRide Conference room. President Haila called the meeting to order at 8:03 a.m. with Trustees Abbas, Madden, Schainker, Haila and Teubert present. Absent: Trustee Gartin.

Approval of March 29, 2016 Minutes: Trustee Schainker motioned to adopt the March 29, 2016 transit board minutes. Trustee Madden seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

Public Comments: No public comments.

Brown Route Service Change: Director Kyras indicated that the “Brown Route Service Change” agenda item was a follow-up to previous board meeting discussions on how to provide service to the new ISU Research Hub building. She indicated that at previous meetings, staff had shared an option on rerouting a portion of the Brown Route to this new facility and that it could be accomplished at no cost by eliminating the North Loop Dr. service. She also indicated that an apartment complex was scheduled to be built across from this new hub building, which would generate more riders. She provided board members with a map of the proposed change and provided ridership counts, by stop, to indicate the impact that this change would have on current riders. She indicated that each stop averaged 3 rides per day, except for one stop (closest to University Blvd) that averaged 14 passengers per day. She also shared that they had met with Research Park representatives to share this data and staff’s recommendation to eliminate the north loop and redirect the route to the new Hub building, indicating that the representatives understood the reason for the change. There was discussion regarding upgrading the bus stop nearest CyRide’s busiest stop on the North Loop of the Research Park proposed to be eliminated and the Research Park representative’s possible willingness to examine a connection from this improved stop to their complex. Barb Neal shared that if the stop were to be improved, it would need to be ADA accessible, but that CyRide could accommodate this improvement if the Research Park desired to improve access from the stop to their buildings.

Trustee Gartin arrived at 8:06 a.m.

Trustee Madden made a motion to approve Alternative #1 for a service change on the #6 Brown Route to extend service to the new Research Park Hub building effective August 15, 2016, with notification to existing riders immediately. Motion was seconded by Trustee Schainker. (Ayes: Six. Nays: None.) Motion carried.

Operating Demonstration Project Evaluation and New Contract Consideration: Director Kyras provided background information to board members regarding CyRide’s contract with CIT Transportation for two transit style buses and drivers to operate the Cardinal route

and the history regarding this collaboration. She indicated that staff had conducted an analysis of the effectiveness of this contract and provided details about their service. She began by explaining the three operators providing the Cardinal Route, indicating that CyRide was the primary operator operating the midafternoon and evening service and all the extra buses reflected in the schedule. CIT operated all scheduled buses until midafternoon with Durham Services providing four to six trips in the morning following their school service.

Director Kyras then explained the results of a customer satisfaction survey on this route – dividing the results by provider. Overall results were positive for the three providers, with a slight preference toward CyRide’s service. Director Kyras explained the processes that were required to ensure that both contractors were providing a quality service and she shared a few struggles that had, had to be overcome in this area. A question was raised about expanding this collaboration to more vehicles. Director Kyras shared that contracting service to private operators requires more oversight by CyRide as there are more opportunities for issues to occur, as reflected in the lower satisfaction rates of the two private operators. She also indicated that the Cardinal route is the best route for this type of collaboration, with few transfers and an easy driver schedule, but that there were only a limited number of buses on this route and that CyRide had planned on expanding the number of hours each bus operated next year if the board desired to continue this type of collaboration.

Trustee Gartin asked for clarification on how CyRide’s \$86 per hour was calculated. Director Kyras shared that this is considered its “fully allocated cost” which includes: fuel, all fluids, depreciation, administrative costs, drivers’ wages and benefits, overhead and all expenses to operate CyRide. Trustee Gartin asked for further clarification regarding the difference between the \$60 and \$86 costs. Director Kyras indicated the \$60 rate reflects direct costs only – driver wages, benefits and fuel.

Trustee Schainker pointed out for board members that CyRide was not contracting service for financial reasons, but to reduce the number of drivers it needs at a time when CyRide is experiencing a shortage in this area. Trustee Gartin asked if there were other impacts of not continuing the collaboration, such as the burden on staff to drive. Director Kyras indicated he was correct that there were non-financial implications as well, if it was decided not to contract for service. Trustee Madden said that the bottom line was that if CyRide had adequate staff to perform this service, it would be \$26 less expensive and, further, that passengers would rather have a CyRide bus than a school bus. Trustee Madden further shared that contracting for this service provides CyRide staff one more year to resolve its driver shortage by having a contractor operate this service, but believes contract drivers are less proficient in their driving skills than CyRide drivers are. For now, he indicated that contractors have the drivers and buses, and shared that he believes that another year of contracting this service will allow CyRide to efficiently operate the entire system. He also shared that he hopes that the System

Redesign Study will identify a route structure that can minimize the need for this type of service.

President Haila agreed indicating that he thought the demonstration project went well and suggested continuing to monitor contractors closely. He mentioned that he believed that two or three incidents next year would not be acceptable. Director Kyras indicated that CyRide would include a discussion of the incidents in the training with the contractor's next year to try to prevent these situations in the future.

Trustee Schainker made a motion to direct staff to prepare a new Request for Proposal to receive bids on service contracting on the Cardinal Route for the 2016-2017 school year for consideration at the July Transit Board meeting. Trustee Abbas seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

State Grant & Public Transit Infrastructure Grant (PTIG) Applications: Director Kyras explained that the State Grant & Public Transit Infrastructure Grant (PTIG) applications are annual tasks that are completed each year to access state program dollars, which contain both operating and capital projects. The operating projects include: operating assistance formula dollars and elderly/disabled funding that supports CyRide's Dial-A-Ride service. The capital projects include: bus stops improvements, buses and CyRide's facility roof replacement. She further explained that the Public infrastructure grant can be used for vertical infrastructure projects only.

Director Kyras shared that the buses contained in the state application would be further clarified in the next agenda item.

Trustee Gartin asked if CyRide programs these projects in the CIP and if they are not awarded funding, if the project must then be paid for with local dollars. Director Kyras clarified that if funding is not awarded by the PTIG program, then CyRide would not be able to complete the project next year. If funding were to be received, it would not create a budget savings, it would simply fund the project contained in the CIP.

Trustee Schainker shared that the process described by the Director was practiced across other city departments. He further indicated that grant-funded projects are considered as "wish list" projects, and if funded, they proceed forward but if not, they are moved back in the CIP.

Trustee Abbas made a motion to approve the FY2017 State Grant application. Trustee Teubert seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

Bus and Facilities Grant Consideration: Director Kyras shared that timing on a new, nationally-competitive bus replacement grant had changed from the discussion at the April Transit

Board meeting and that staff had been notified that the grant notice had been released and that grants were due by May 13, 2016.

Director Kyras explained that this new opportunity for bus replacement dollars was not included in the Capital Plan or CyRide budget since the federal program was approved in December 2015 and the grant notice just released, which creates a challenge to try to fund the local match needed for a grant request. She then provided background information on all possible bus funding sources and the local match required for each (attached diagram on next page). She provided greater detail about the new nationally-competitive funding program indicating that CyRide staff would be developing the grant for the Iowa DOT to submit. She indicated that the grant would request the maximum amount of \$21.1 million statewide, but that no funding or a lower dollar award could be approved. If partial funding was received, she indicated that the state's list of buses from worst to best would be utilized to fund individual buses, with the worst buses funded first. She also explained that buses contained in this list would be funded first with the new, nationally-competitive grant funding, then urban bus funding that the state receives and then CMAQ program funds.

Director Kyras shared that the Iowa DOT's list included twelve of CyRide's buses, requiring up to \$1,128,000 in local matching funds and that the 2016 Capital Improvement Plan contained six buses over the next two years (timeframe for delivery of buses). She indicated that CyRide currently transfers \$800,000 each year from its operating to its capital fund to provide local dollars so that local funding for six of the twelve buses could be addressed through CyRide "normal" bus replacement process. The remaining six buses could be addressed through budget savings from the current fiscal year, as a result of lower fuel prices and a board-approved reduction in CyRide's operation closing fund balance. She indicated that these two savings totaled over \$1 million dollars. She also shared the likelihood of receiving funding for all twelve buses was small.

President Haila asked staff for a clarification on how the fuel savings and modification to the operating closing balance would be addressed in the operating budget. Director Kyras explained that it would result in a larger than anticipated operating closing balance and that the board could then take action to move this to the capital budget, similar to the \$800,000 transfer each year during the budget approval to support capital projects.

Trustee Madden supported CyRide's twelve buses in the application; however he shared a concern that the board would need to weigh putting the budget savings being discussed into capital at a time when rate increases would be needed next year to pay for operating expenses.

Director Kyras shared her thoughts on the unanticipated budget savings and how much could be set aside for buses and for facility needs. She indicated that committing half of

the anticipated \$1 million savings to buses and half to the facility would place CyRide in a position to apply for the nationally-competitive grant next year for CyRide's facility's needs and still allow CyRide to be included in the statewide bus replacement grant.

Trustee Teubert inquired about the System Redesign Projects and the CyRide potential BRT project and how the federal government might view these in light of the statewide application for buses. Director Kyras indicated that this should have no impact on either of these projects.

Director Kyras recommended Alternative #2 as the state's bus list had changed since the packet was distributed, recommending a commitment to 12 buses. Trustee Schainker confirmed that if CyRide was awarded all the buses, that CyRide would have a means to fund them.

Trustee Schainker made a motion to approve a resolution expressing CyRide's commitment to providing local match for 12 buses under the statewide competitive federal Bus and Facilities Grant. Trustee Gartin seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

Trustee Schainker made a second motion clarifying that funding for six of the twelve buses would come from unanticipated fuel savings and an adjustment to the closing balance. Motion seconded by Trustee Gartin. (Ayes: Six. Nays: None.) Motion carried.

Annual Dial-A-Ride Survey Results, Contract Renewal and Performance Measures: Director Kyras provided an explanation of CyRide's contracting history with Story County's paratransit provider. She indicated that CyRide's budget for the Dial-A-Ride program is approximately \$250,000 next year. CyRide has entered into a contract with HIRTA for three years, of which next year will represent the second year of the current contract, and that staff reconfirms the board's desire to continue under the contract on a yearly basis. The Director shared the Transit Board's direction at a February 2015 meeting to consider establishing performance measures in the 2016-2017 contract year. She then provided a brief explanation of the federal dollars funding this program and the financial difference of contracting versus directly-operating Dial-A-ride service and projects eligible for this funding (shelters, buses, contracted operating expenses).

Trustee Madden mentioned the wait times on the telephone and said he thought HIRTA was working to improve these issues. Director Kyras said HIRTA had made changes, referencing the new tablets installed in each bus and modifications to the telephone system that had been completed; however, she shared that she believed that a great deal of the frustration centers around customers desire to talk to a person, as opposed to leaving a message and having their call returned. She indicated that customers becoming impatient with the longer wait during busy times and push the wrong button on the phone, which then places them at the end of the queue again. After further discussion, board members suggested the Director work with HIRTA on an education

program regarding the phone system. Trustee Madden asked if CyRide could get someone from United Way to provide training. Trustee Madden said it is very important and would encourage HIRTA to help their customers.

President Haila inquired about the possibility of making “satisfaction with the phone system/reservations” a performance goal.

Trustee Madden provided an option to help educate customers. He indicated that college students are looking for service projects and he believed this would be beneficial for both parties.

Trustee Gartin shared that he believed that customer satisfaction was important and suggested that staff check with peer transit systems to compare with HIRTA data, indicating that when analyzed, HIRTA’s satisfaction rate could be higher than its peers.

Trustee Schainker and President Haila relayed the Transit Board’s discussion in 2015 regarding Dial-A-Ride customer service and believes that this concern should be added as a performance goal. Director Kyras clarified with the Transit Board that the specific performance goal would be based on customer responses “a specified percentage for being placed on hold for more than 3 minutes.”

President Haila asked if another survey could be completed in six months, including a stamped, self-addressed envelope for ease of returning. Trustee Schainker shared his thought that some type of incentive, such as a drawing for a gift card or a one month pass for returned surveys. Discussion on the merits of another survey in six months was discussed with the conclusion that this could be viewed as over-surveying, reducing the effectiveness of this tool.

Trustee Madden suggested staff communicate the results of the Dial-A-Ride survey to HIRTA and to encourage them to find solutions so that their customer satisfaction increased.

Director Kyras will confirm the performance measures with HIRTA, adding the board recommended measure on the percentage of individuals on hold for more than 3 minutes.

Trustee Madden referred to the table on page 20 of the board’s information regarding HIRTA’s hourly and per trip rates and asked if other transportation had been considered for the Dial-A-Ride program, such as taxi’s or Uber. Director Kyras said she had seen other transit systems use accessible taxi service; however, there were currently no accessible vehicles in these fleets in Ames.

Trustee Schainker made a motion to approve continuing a contract with Heart of Iowa Regional Transit Agency (HIRTA) for the 2016-2017 budget year at a 2% to 3.5% increase

in rates and establish performance goals as recommended by staff and including an additional measure desired by the Transit Board. Motion seconded by Trustee Abbas. (Ayes: Six. Nays: None.) Motion carried.

Rate Setting – Fares: Director Kyras said this is an annual task for the Transit Board each April to set the cash and ticket fares for the upcoming year. She indicated that staff’s recommendation was to not change fares, which was reflected on the attached fare structure.

Trustee Schainker mentioned non-student revenue is decreasing and asked if this equated to lower ridership as well. Director Kyras indicated that both have been declining, indicating that the lower price of fuel was a large factor. She also shared that this has been a trend since fares were increased in 2011, when CyRide experienced a dip and never recovered in subsequent years. Trustee Schainker expressed his concern with this trend indicating that CyRide takes pride in carrying 7 million passengers, but carrying fewer non-students was not positive. Director Kyras offered that through the System Redesign Study’s public input meetings and community surveys, it was hoped that the reason for this trend could be discovered and solutions considered through this process.

Trustee Madden shared his insight on travel patterns, indicating a decline of travel to North Grand Mall where CyRide has a number of route options and an increase along South Duff with very few options.

President Haila asked about CyRide’s summer fare free demonstration project and its impact on ridership, particularly non-student riders. Director Kyras shared the ridership impact for this project (ridership increase of 25%), indicating that this represented non-student ridership for the most part, but that the community had struggled to fund this program after its initial trial. Trustee Madden inquired about the impact of a community fare free program, speculating that there would be an increase in school-age children and/or increases at the middle school and high school level.

Trustee Schainker shared his thoughts about ISU student’s revenue per ride, indicating his belief that it was inadequate to cover the student share of expenses.

Trustee Schainker shared that he did not wish to raise the price of a cash fare or increase ticket prices. Director Kyras shared that past practice had found that this results in a net decrease in ridership and revenue over the long-term. She also indicated that the Transit Board might want to consider lower fares in the future to try to reverse the non-student ridership/revenue decline.

Director Kyras said traditionally, the rate settings (fares and passes) are completed in April and believes it would be beneficial to have these discussions in December, in

conjunction with budget discussions. There was a consensus of board members to move this discussion to coincide with the budget.

Trustee Gartin made a motion to approve the 2016-2017 rates, which reflect no change from the 2015-2016 rate structure. Trustee Abbas seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

Trustee Gartin suggested reaching out to larger employers in the community, promoting CyRide as a low cost transportation alternative, thereby increasing interest in CyRide. Director Kyras explained that CyRide's current budget did not include marketing expenses for staff and materials to support this effort, and indicated it would be challenging for current staff to complete this task. Further, she indicated that consideration of marketing efforts might be better addressed after the System Redesign Study was completed, so that the route structure that would be provided in the future could be marketed, as opposed to the current system which could be changing.

Trustee Schainker left at 9:30 a.m.

Rate Setting – Passes: Director Kyras said this is another annual task, traditionally completed in April to approve the full fare semester passes and that no change in the current fare structure was recommended.

Trustee Abbas made a motion to approve the 2016-2017 rates, which reflects no change from the 2015-2016 rate structure. Motion seconded by Trustee Teubert. (Ayes: Five. Nays: None.) Motion carried.

Standard 40' Bus Purchase: Director Kyras indicated that over the last several years, CyRide had been successful in getting four new buses funded under grants and that staff was now prepared to proceed with their purchase. She shared the funding sources and local match required for each. She indicated that the Iowa DOT had prepared a statewide bid for buses and recommended using this bid to procure the vehicles, awarding CyRide buses to Gillig Corporation in Hayward, CA. She indicated the delivery time was approximately 22 months. She indicated that the local dollars were included in the Capital improvement Plan.

President Haila shared his thoughts that CyRide's perspective for buses was improving with the delivery of the four articulated buses this summer, this purchase of four more buses and the possibly of national grants for up to twelve buses.

Trustee Gartin shared his concern that he believed CyRide's focus was on purchasing used buses and that he was surprised that the focus had shifted to new buses. He was curious as to the impact this would have on CyRide's maintenance budget. Director Kyras shared that the federal transportation bill for the previous five years did not allow a funding source for CyRide to purchase new buses; however, under the new bill,

approved by Congress last December, the new nationally-competitive grant opened up a new possibility for CyRide shifting its focus to take advantage of this new source. She indicated that with a two year delivery period, the maintenance impact would not be significant. She also indicated that when CyRide completes its annual budget it, for the most part, looks historically at maintenance trends instead of trying to predict the impact that 3-4 new buses will have on a fleet of 93 buses. Trustee Gartin said that this is encouraging news, but that CyRide would also need to focus on facility needs. Trustee Abbas made a motion to approve award of four 40' buses to Gillig Corporation at a price not-to-exceed \$1,772,000. Motion seconded by Trustee Gartin. (Ayes: Five. Nays: None.) Motion carried.

Intermodal Facility Tenant Lease – Executive Express: Director Kyras shared that the Intermodal Facility is funded with federal dollars and is seen as the responsibility of CyRide from the Federal Transit Administration's perspective. She indicated that Executive Express' lease expires on June 30, 2016 and that this had traditionally been a one year lease, but this year the business was amiable to a three-year lease. Also, the Producer Price Index (PPI) was flat, which would result in no price increase under the contract.

Trustee Madden made motion to approve the Ames Intermodal Facility Commercial Tenant Lease with Executive Express. Motion seconded by Trustee Abbas. (Ayes: Five. Nays: None.) Motion carried.

Intermodal Facility Tenant Lease – Jefferson: Director Kyras said Jefferson Partners has been completed a three-year lease for space at the Ames Intermodal Facility and are requesting consideration in entering into a new three-year lease, with no price changes as a result of the stable PPI.

Trustee Teubert made a motion to approve the Ames Intermodal Facility Commercial Tenant three-year lease with Jefferson Partners. Motion seconded by Trustee Abbas. (Ayes: Five. Nays: None.) Motion carried.

Transit Director's Report:

- Director Kyras updated board members on the status of CyRide's request to the Ames Area MPO for Surface Transportation Program (STP) funding. Per board direction, staff had requested \$225,000 (15% of the STP funds) for the purchase of buses in year 2020. The Ames Area MPO will be considering this request at their May meeting.
- Director Kyras updated the board on the number of open driving hours, indicating the number was slowly declining, but that it would increase at the end of the semester with students leaving employment early to take summer jobs or graduate.

Trustee Gartin inquired about driver morale in light of CyRide's driver shortage. Director Kyras indicated that she believed that this has not been a major factor in driver's satisfaction with their job. Barb Neal, CyRide's Operation's Supervisor indicated that

drivers were more insulated from this issue, but that Dispatchers, who were charged with covering all shifts, were more impacted and that it had created more stress for this group of employees.

- Director Kyras updated board members on the status of the System Redesign Study. She indicated that RFP's were due on Monday, May 2, 2016. Staff will complete interviews and evaluation and it is hoped that the results can be included on the next board meeting agenda. A question was raised about the level of interest from consultants. Director Kyras indicated there had been a substantial number of questions from a number of highly qualified firms.

Trustee Gartin said there has been a lot of discussion with the consultant completing the Lincoln Way corridor and that he was curious about whether CyRide had been involved in these discussions. Trustee Gartin suggested reaching out to Karen Marren, City of Ames Planner, to let them know CyRide's needs, as the corridor study is a robust study that could significantly impact transit services.

Recognition of Outgoing Board Members & MPO Representation: President Haila recognized the students whose terms expire, thanking them for their service and recognizing their contributions to CyRide. Trustee Abbas will be graduating and Trustee Teubert will return to Iowa State University this fall following his summer job.

Director Kyras introduced Cole Staudt (present) and Steven Valentino (not present), who will be representing the Student Government for the 2016-2017 school year.

Director Kyras shared with board members that with the departure of Trustee Abbas, the Transit Board will need to nominate a replacement for the Ames Area MPO position and asked if one of the new students would be interested in taking on this roll.

After a discussion on the timing of board members terms, President Haila nominated Cole Staudt, pending his confirmation, to be the Representative from the Ames Transit Agency Board of Trustees for the Ames Area MPO. Motion seconded by Trustee Gartin. (Ayes: Five. Nays: None.) Motion carried.

Trustee Teubert acknowledged the Transit Board work and shared his thoughts that the board and staff we headed in the right direction and to keep in mind the bigger picture as CyRide is one of the best transit systems in the United States. Further, he indicated that the board does an amazing job, commended staff for their work and shared that he is excited for the students being served. On behalf of the students, he thanked everyone involved.

Set Meeting Times and Place:

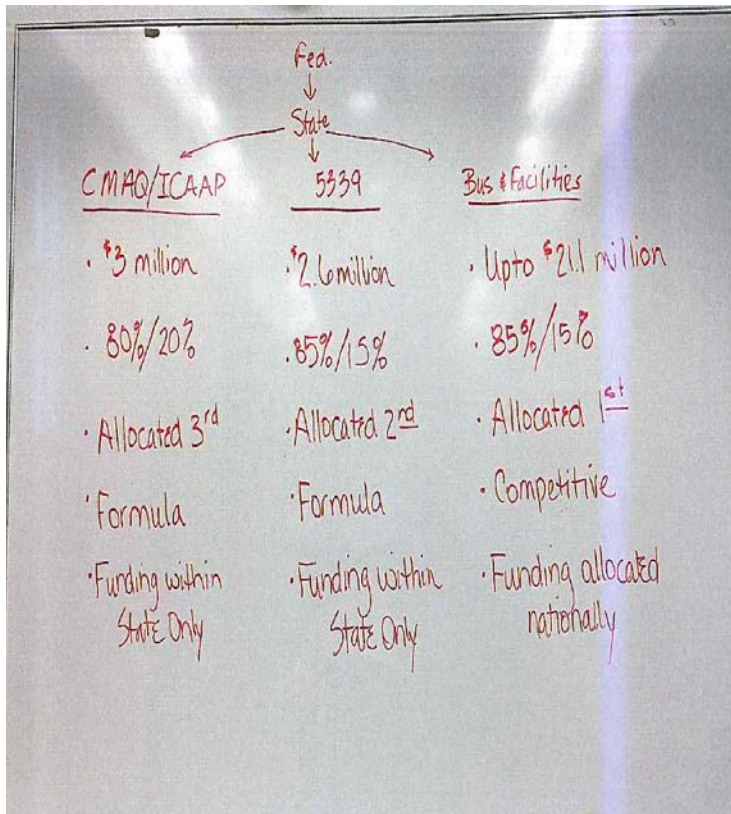
- May 25, 2016, 8:00 AM

- July 20, 2016, 8:00 AM
- August, 24, 2016, 8:00 AM

Meeting Adjourned: Trustee Madden made at motion 10:04 a.m. to adjourn the meeting.
Motion seconded by Trustee Hamad.

John Haila, President

Joanne Van Dyke, Recording Secretary



CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: May 25, 2016

SUBJECT: Bus Camera System Upgrade

BACKGROUND: CyRide has placed cameras in the **interior** of its buses since 1999 and began adding additional cameras to the **exterior** of the buses in 2008. Cameras are included as part of all new bus purchases; however, CyRide currently has four different types of camera systems, with some cameras as old as 17 years, compared to the useful life of this equipment at five years. It is challenging to review operational situations from these systems due to their age and non-standardization.

INFORMATION: CyRide has included the following camera replacements in multiple Capital Improvement Plans (CIP) as follows:

CIP	Total Dollars	Budget Year	Est. # Units Replaced
2015	\$45,000	2015-2016	5
2016	\$180,000	2016-2017	15
2016	\$45,000	2017-2018	5
2016	\$45,000	2018-2019	5
TOTAL	\$305,000		30

On January 28, 2016, CyRide released a Request for Proposal (RFP) for “Mobile Video Security Systems,” with pricing options through 2019 in an effort to competitively purchase cameras from the same vendor, thereby beginning to standardize this equipment. The goal of this project is to equip all transit buses (28 currently do not have cameras), replace existing units that are failing and, over time, to standardize the fleet with one type of camera system. CyRide received seven responses, as detailed below, which includes their bid price, representing 30% of the bid criteria.

Price Rating	Vendor	Bid Price – 25 units – Per Unit Cost + Access. Eqt.	Bid Price - Per Unit 2017 – Per Unit Cost	Bid Price - Per Unit 2018 – Per Unit Cost	Bid Price - Per Unit 2019 – Per Unit Cost
1	Angle Trax	\$66,812.00	\$1,814.64	\$1,814.64	\$1,814.64
2	Seon	\$93,880.00	\$2,110.47	\$2,173.78	\$2,239.00
3	Apollo	\$153,363.00	\$4,641.00	\$4,757.00	\$4,876.00
4	Mobile View	\$174,050.00	\$6,114.00	\$6,237.00	\$6,362.00
5	Pro Vision	\$120,350.00	\$3,333.00	\$3,333.00	\$3,333.00
6	Safety Vision	\$173,633.90	\$5,011.33	\$5,261.33	\$5,525.33
7	DTI	\$114,173.75	\$4,189.00	\$4,398.00	\$4,618.00

The bids were then ranked based on the remaining 70% of the bid criteria, which included references from other transit systems (past performance), warranties, and technical capabilities. The top three vendors were then chosen for interviews to gain more in-depth knowledge of each of these systems – Seon, Angle Trax and DTI. Based on these discussions, Seon was determined to be the best solution for CyRide. While it is the second lowest bid price, it was the best solution when all criteria were considered. There were concerns with the low bidder, Angle Trax, regarding poor performance based on references checks. Additionally, Seon’s systems included advantages that Angel Trax does not offer such as:

- The product is designed specifically for the transit market and is tailored to its needs.
- It includes a “geo-fencing” search feature that will reduce investigation time when an incident occurs, which is helpful not only for CyRide but others, such as for policing functions.
- It can generate a video health report at specified intervals to ensure that the systems are working properly. This is an issue with current systems as they fail and CyRide is unaware of the problem until the bus’s next maintenance check or an incident occurs and there is no video footage.
- All transit system references were positive.
- It can be upgraded to include a single high definition camera in the future.
- It can be integrated into CyRide’s future technology needs, such as it real-time bus location equipment

CyRide currently has 15 Seon camera systems, which have performed well over the years. The new camera systems will include wireless video retrieval, and color/infrared cameras.

The RFP requested pricing information as described above for 25 units in 2015-2016 and a per unit cost for 2016-2017, 2017-2018 and 2018-2019. **Based on the positive bid pricing in general (\$8,000 per unit budgeted versus the lower bids), it is believed that CyRide will be able to purchase 56 units for the budgeted dollars in 2015-2016 and 2016-2017 (\$225,000) as**

opposed to the original estimate of 20 units, with the remainder of the fleet equipped in the next several years under this bid.

If approved, CyRide will begin purchasing camera units, up to the amount approved in the CIP and CyRide's Capital Budget (\$225,000).

ALTERNATIVES:

1. Approve award of up to 56 bus camera systems to Seon of Lynchberg, Virginia for a price not-to-exceed \$225,000, with options for additional units in future budget years.
2. Do not approve the purchase of bus camera systems and direct staff to rebid the project, with direction on RFP changes.
3. Do not approve the purchase of bus camera systems at this time.

RECOMMENDATION:

The Transit Director recommends approval of alternative #1 to award the bid to Seon for up to \$225,000 for camera systems, with options for future years. This purchase will equip buses that do not currently have cameras, replace existing failed or failing systems on buses and begin to standardize CyRide's bus camera equipment. These advantages will improve CyRide's ability to view situations that occur in its operations and reduce its camera system inventory with only one, instead of four bus video systems.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: May 25, 2016

SUBJECT: Drug and Alcohol Policy Change

BACKGROUND: Periodically, CyRide’s staff reviews its policies to ensure that it is in compliance with all federal requirements. One of these federal-required policies relates to CyRide’s Drug and Alcohol program. This policy was last modified in 2010 and approved by the Transit Board of Trustees, and upon current review, staff has found that several sections no longer correctly reflect CyRide’s program, as directed by federal regulations and CyRide procedures.

INFORMATION: The current document is attached for the Transit Board’s review as noted in black. The changes staff are recommending are indicated in red. These changes consist of the following general categories:

- **Page 1 and Throughout the Document** – The City’s legal department has indicated that CyRide should refer to itself in legal documents as “City of Ames, D/B/A. Ames Transit Agency (CyRide). This is reflected in numerous places in the document.
- **Page 1** – In the applicability section, the current titles of CyRide’s positions that the federal government considers safety-sensitive requiring drug and alcohol testing have been corrected in red to reflect current titles.
- **Page 6** – CyRide has changed firms that process its drug and alcohol tests to Unity Point Clinic. This is reflected in several places within the document.
- **Page 6 and Throughout the Document** – The current policy refers to the Human Resources Director as the contact for CyRide’s program. This has never been the case and CyRide’s Assistant Director – Operation (Karen Jamison) has always performed these duties as CyRide’s Drug and Alcohol Program Manager (DAPM) as required by federal regulations. Therefore, this change has been made throughout this document.
- **Pages 8 and 9** – CyRide has always had a “zero tolerance” policy when an employee has tested positive for drugs and/or alcohol. While the federal government allows transit

system's to have a "second chance" policy, CyRide has decided to go above and beyond federal requirements, under its own authority and terminate employees with a positive drug or alcohol test. This situation has occurred in only a few instances. Therefore, the new language in the document more clearly specifies how CyRide will address this situation when an employee tests positive.

- **Page 12** – A new policy adoption date is noted where action was taken on the above changes.

ALTERNATIVE:

1. Approve the staff-recommended changes noted in CyRide's revised Drug and Alcohol Testing policy.
2. Approve a revised CyRide Drug and Alcohol Testing policy as directed by the Transit Board of Trustees.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to approve the revised CyRide Drug and Alcohol Testing policy. The above referenced policy will allow CyRide to be in compliance with federal regulations and further clarify to its employees CyRide's intent regarding its drug and alcohol program.

Drug and Alcohol Testing

STATEMENT OF POLICY

The City of Ames, D/B/A, Ames Transit Agency (CyRide) recognizes that the use and/or abuse of alcohol or controlled substances by drivers of commercial vehicles presents a serious threat to the safety and health of the driver, other City employees and the general public. It is the policy of the City Ames Transit Agency that its drivers be free of drugs and alcohol while on duty and as otherwise required by the Drug Free Workplace Act and the Omnibus Transportation Employee Testing Act of 1991. The purpose of this policy is to establish an alcohol and drug-testing program to comply with Federal Transit Administration regulations – 49 CFR Part 655 and USDOT regulations, 49 CFR 40, to provide for standards of conduct pertaining to the use and/or misuse of alcohol and drugs, and to provide for the enforcement of these policies and procedures.

APPLICABILITY

This policy applies to all employees whose duties include the performance of safety-sensitive functions in connection with the operation, dispatch and control, supervision or maintenance of a commercial vehicle by the authority of the Federal Transit Administration. Safety-sensitive functions include:

- Operating a revenue service vehicle, regardless of whether the vehicle is in revenue service.
- Maintenance of a revenue service vehicle or equipment used in revenue service
- Controlling movement or dispatch of a revenue service vehicle.
- Operation of a non-revenue vehicle when required to be operated by the holder of a Commercial Driver's License.

Under local authority, this policy also applies to all City transit employees who hold a Commercial Drivers License.

Ames Transit Agency (CyRide) positions covered by the above include: Transit Driver, Director, Assistant Director/Fleet & Facilities, Assistant Director/Operations, Operations Supervisor, ~~Shop Supervisor~~ Maintenance Coordinator, ~~Transit Coordinator~~ Transit Scheduler/Administrative Analyst, Transit Planner, Assistant Operations Supervisor, ~~Field Supervisor~~, Transit Trainer, Operations Assistant, Lead Mechanic, Mechanic, Mechanic Assistant, Laneworker.

All covered employees are required to submit to a post-accident drug and alcohol test required under Section 644.44, a random drug and alcohol test required under Section 655.45, a

reasonable suspicion drug and alcohol test required under Section 655.43, or a follow-up drug and alcohol test required under Section 655.47. The City of Ames will not allow an employee who refuses to submit to such a test to perform or continue to perform safety-sensitive functions. The presence of any prohibited substances in an employee's system is forbidden anytime while on duty.

EFFECTS OF ALCOHOL MISUSE

Alcohol is a socially acceptable drug that has been consumed throughout the world for centuries. It is considered a recreational beverage when consumed in moderation for enjoyment and relaxation during social gatherings. However, when consumed primarily for its physical and mood-altering effects, it is a substance of abuse. As a depressant, it slows down physical responses and progressively impairs mental functions.

Signs and Symptoms of Use

- Dulled mental processes
- Lack of coordination
- Odor of alcohol on breath
- Possible constricted pupils
- Sleepy or stuporous condition
- Slowed reaction rate
- Slurred speech

(Note: Except for the odor, these are general signs and symptoms of any depressant substance.)

Health Effects

The chronic consumption of alcohol (average of three servings per day of beer [12 ounces], whiskey [1 ounce], or wine [6 ounce glass]) over time may result in the following health hazards:

- Decreased sexual functioning
- Dependency (up to 10 percent of all people who drink alcohol become physically and/ or mentally dependent on alcohol and can be termed alcoholic)
- Fatal liver diseases
- Increased cancers of the mouth, tongue, pharynx, esophagus, rectum, breast, and malignant melanoma
- Kidney disease Pancreatitis
- Spontaneous abortion and neonatal mortality Ulcers
- Birth defects (up to 54 percent of all birth defects are alcohol related).

Social Issues

- Two-thirds of all homicides are committed by people who drink prior to the crime.
- Two to three percent of the driving population is legally drunk at any one time. This rate is doubled at night and on weekends.
- Two-thirds of all Americans will be involved in an alcohol-related vehicle accident during their lifetimes.
- The rate of separation and divorce in families with alcohol dependency problems is 7 times the average.
- Forty percent of family court cases are alcohol problem related.

- Alcoholics are 15 times more likely to commit suicide than are other segments of the population.
- More than 60 percent of burns, 40 percent of falls, 69 percent of boating accidents, and 76 percent of private aircraft accidents are alcohol related.

The Annual Toll

- 24,000 people will die on the highway due to the legally impaired driver.
- 12,000 more will die on the highway due to the alcohol-affected driver.
- 15,800 will die in non-highway accidents.
- 30,000 will die due to alcohol-caused liver disease.
- 10,000 will die due to alcohol-induced brain disease or suicide.
- Up to another 125,000 will die due to alcohol-related conditions or accidents.

Workplace Issues

- It takes one hour for the average person (150 pounds) to process one serving of an alcoholic beverage from the body.
- Impairment in coordination and judgment can be objectively measured with as little as two drinks in the body.
- A person who is legally intoxicated is 6 times more likely to have an accident than a sober person is.

PROHIBITIONS

- The illegal use, possession, sale, purchase or transfer of any substance regulated or prohibited by the DOT regulations or under Chapters 124, 124A and 124B of the Code of Iowa, or being under the influence of any such substance by any City employee while in the work place, vehicle, or while performing job duties, is prohibited.

- All City employees are prohibited from consuming or possessing alcohol on the job, including break and meal periods, and shall not report to work while under the influence of

alcohol. Employees covered under this policy are prohibited from reporting to work within four hours after having consumed alcohol.

- All City employees are prohibited from using prescription drugs except under a doctor's prescription. Employees covered under this policy shall inform their doctor that their duties include operation of vehicles. Employees covered under this policy shall notify their supervisor of any medications prescribed that have a physician or pharmacist warning with respect to operation of machinery or vehicles.

DEFINITIONS

Alcohol: The intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohols including methyl and isopropyl alcohol.

Alcohol Use: The consumption of any beverage, mixture, or preparation, including any medication, containing alcohol.

Breath Alcohol Technician (BAT): A person who has completed training to conduct breath alcohol testing.

Commercial Driver: An employee whose position has been designated as requiring possession of a Commercial Driver's License (CDL).

Controlled Substance: The six substances specified by the DOT regulations: marijuana (THC metabolide), cocaine, amphetamines, opiates (including heroin), and phencyclidine (PCP).

DOT Drug Test: Any drug test performed under DOT regulations for the six specified controlled substances.

Medical Review Officer (MRO): A Doctor of Medicine (M.D.) or Osteopathy (D.O.) who has been designated by the City or its agents to review the results of drug and/or alcohol tests.

Refusal to Test (all tests except Pre-employment): The following actions will be considered a refusal to submit to a drug or alcohol test:

- Refusal to provide a specimen (urine or breath)
- Insufficient volume without a valid medical explanation
- Tampering, adulterating, or substituting specimen
- Failure to appear within a reasonable time
- Leaving the scene of an accident without just cause prior to submitting to a test
- Leaving the collection facility prior to test completion
- Failure to permit an observed or monitored collection when required
- Failure to undergo a medical examination when required

- Failure to cooperate with any part of the collection process
- Failure to sign Step 2 of the alcohol test form (alcohol test only)
- Failure or decline to take a second test the employer or collector has directed to be taken.
- MRO reports a verified adulterated or substituted test result.

Substance Abuse Professional (SAP): A licensed physician, or a licensed or certified psychologist, social worker, employee assistance professional, or addiction counselor certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission.

TESTING OF PROSPECTIVE EMPLOYEES

All prospective employees for safety-sensitive positions who have been extended a conditional offer of employment for positions covered under this policy will, as a condition of employment, be required to pass a drug test conducted in accordance with DOT regulations for the six specified controlled substances. McFarland Clinic Laboratory, or a designated alternate facility, will serve as the collection site for urine samples, and will forward the samples to the appropriate laboratory for analysis. Under no circumstances will specimens collected for DOT testing be used for any other purpose. Positive tests must be confirmed by a MRO; however, there is no provision for a second test at the option of the prospective employee.

Any covered employee who is not part of the testing pool for more than 90 consecutive days must take a new pre-employment test.

Prospective employees who refuse to take the required drug test (once the test is underway, failure to remain at the site and provide a specimen), or who fail to cooperate in any aspect of the testing procedure, or who test positive for any of the six designated drugs, shall be ineligible for any City employment for one year from the date of the test results, and shall be removed from all eligibility lists.

SECURING INFORMATION FROM PREVIOUS EMPLOYERS

In the case of candidates to be hired into a position if that person has worked in a DOT-covered position during the past two years, the Human Resources Department shall request from previous employers the following:

- Records of positive alcohol or drug tests
- Records of refusals to test

Candidates must, as a condition of employment, sign a written authorization to prior employers to release such information to the City of Ames.

If the City learns that within the previous two years an alcohol or controlled substances test resulted in the driver being prohibited from driving, proof must be obtained that the individual was evaluated by an SAP, successfully completed any required treatment program, and passed a return-to-duty test.

The employee covered under this policy may be permitted to perform safety-sensitive functions for up to 30 days without obtaining the required information from previous employers. If, however, the City has made a good-faith effort to obtain the required information, but has been unable to obtain it, the employee may be retained if a record is made of such attempt and it is filed with the employee's other testing information.

RANDOM TESTING - DOT PROTOCOL (SELECTION/COLLECTION SITES, DATA CONSORTIUM)

In accordance with DOT regulations random drug and alcohol testing must be conducted on all employees covered under this policy. The random selection process will be by a “scientifically valid” method in a manner so that all employees have an equal chance of being tested each time selections are made. The minimum annual rates for random testing shall be at least the FTA’s annual minimum testing rates as set in the Federal Register as per 49 CFR Part 655.45(b). These rates may be modified at future times in accordance with DOT regulations based on City of Ames experience with test results. Additionally, the City of Ames will administer random tests so that they are reasonably spread throughout the calendar year and at all times of the day when safety-sensitive functions are performed.

The City of Ames has contracted with the ~~St. Luke’s Health Resources~~ **Unity Point Clinic**/Occupational Medicine for administration of the DOT drug and alcohol testing program, including random selection of employees to be tested, record keeping and reporting, urine sample analysis at a DHHS approved laboratory for drugs, and medical review officer services. McFarland Clinic, P.C., shall serve as the collection site for urine sampling, with Mary Greeley Medical Center serving as the collection site outside of normal business hours. Other appropriately certified laboratories may be used as alternate collection sites as necessary. McFarland Clinic shall also perform breath alcohol testing during normal business hours. Mary Greeley Medical Center shall perform breath alcohol testing outside of normal working hours or as otherwise necessary. Referrals for alcohol levels higher than .04 will be to a substance abuse professional at the city-contracted Employee Assistance program.

RANDOM TESTING PROCEDURES (DOT ALCOHOL AND DRUG TESTING PROTOCOL)

NOTE: This is intended to be an outline of significant elements of the testing process. In all cases the DOT Regulations in 49 CFR Part 40 must be adhered to.

Upon receiving notification from ~~St. Luke's Resources~~ **Unity Point Clinic** that an employee has been selected for testing, the ~~Human Resources Department~~ **Drug and Alcohol Program Manager (DAPM) or designee** shall notify the employee's supervisor. The ~~Human Resources Director~~ **DAPM or designee** shall confer with the supervisor to arrange a time for testing and shall notify the collection site. Where possible the supervisor will be notified prior to or at the start of the employee's shift. Alcohol tests will be conducted just prior to, during, or upon completion of the employee's shift on the date of notification. Covered employees will be subject to random drug tests anytime while on duty as required under Section 655.45(i). Exceptions must be authorized by the ~~Human Resources Director~~ **DAPM or designee** and must be documented in writing. The employee shall not be notified more than two hours prior to the test. The supervisor will transport the employee to the collection site or arrange alternate transportation. Failure to arrive at the testing site at all, or in a timely manner, constitutes a refusal. The employee must be prepared to provide a driver's license or other positive identification to the collection site.

Upon arrival at the collection site the employee will present the required identification. Laboratory personnel will brief the employee as required by DOT Regulations and as may otherwise be appropriate.

In accordance with 49 CFR Part 40, the employee will submit to testing and sign the federal urine or breath form and other required documents. Failure of an employee to sign the consent form or to cooperate fully in any mandatory aspect of the testing procedure will be treated as a refusal to test, and will subject the employee to disciplinary action up to and including discharge.

Alcohol Testing

All alcohol tests will be conducted by a breath alcohol technician (BAT) using an Evidential Breath Testing (EBT) device or by a screening test technician (STT) using an Alcohol Screening Device (ASD) approved by NHTSA.

If a breath alcohol test indicates a concentration of 0.02 or greater, a second verification test will be conducted (EBT only). The DOT Regulations do not provide for further challenge of breath alcohol testing results. If the test results indicate an alcohol concentration of at least 0.02 but less than 0.04, the driver will be removed from the job for at least 24 hours and shall be permitted to use compensatory time or vacation, or leave without pay if paid leave is not available. Alternatively, the employee may be assigned to non safety-sensitive duties with approval of the department head. The employee may return to safety-sensitive duty at his/her next scheduled shift after completion of the following:

- At least 24 hours have elapsed from the Breathalyzer test which indicated an alcohol concentration of at least 0.02 and,

- The employee has taken another test using an EBT, which indicates an alcohol concentration of less than 0.02.

If a breath alcohol test indicates a concentration of 0.04 or greater, the employee will be removed from duty and referred to the Employee Assistance Program for evaluation by a SAP.

Drug Testing

Collection site staff will ask for identification, and will ask the employee to empty their pockets of any article of clothing to be worn into the collection room and display the contents. Collection site staff will obtain a urine sample from the employee. In front of the employee, the sample will be split into a primary sample and a secondary sample. Both samples will be sealed in the presence of the employee with a label with a preprinted unique ID number, initialed by the employee, and sent to the designated laboratory where the primary sample will be analyzed and the secondary sample held in reserve in the event of challenge testing.

The laboratory will conduct a screening test for the six DOT regulated drugs. If the screening test shows evidence of any of these substances above the levels listed in 49 CFR Part 40, a confirming test will be conducted, but only for the substance(s) that were indicated by the screening test.

If the confirming test indicates the presence of any of the six drugs, the laboratory will report the results to the Medical Review Officer (MRO). The MRO will contact the employee by telephone to determine whether there is a legitimate reason for the positive test indication. If so, the MRO will report a negative test result to ~~the City Ames Transit Agency~~. If the MRO determines that the test is positive, it will be reported to ~~the City Ames Transit Agency~~ as such, and the employee will be removed from duty and referred to the Employee Assistance Program for evaluation by a SAP.

In the event that the MRO determines that the drug test is positive, the employee may exercise the option of having the secondary sample tested by another certified laboratory within 72 hours of notification of the result from the MRO. This request must be to the MRO and can be verbal or in writing. If it has been more than 72 hours since the notification, the employee may follow the requirements listed in 49 CFR Part 40 to request a test of the secondary sample. If the results of the test of the secondary sample are negative, it will be recorded as such and ~~the City Ames Transit Agency~~ will pay for the test. If the test is positive the results will be treated the same as a positive result on the original test, and the employee will pay for the test.

CONSEQUENCES OF ALCOHOL TEST INDICATING 0.04 CONCENTRATION OR GREATER OR POSITIVE DRUG TEST

Pay Status

~~Upon being relieved from duty and pending evaluation by a SAP the employee shall be permitted to use compensatory time or vacation, or leave without pay if paid leave is unavailable. The SAP is required to recommend an education or treatment plan for any positive test. Upon the employee's request and with appropriate documentation, the employee may be placed on sick leave.~~

The Ames Transit Agency has a zero tolerance policy. A drug or alcohol test is considered positive if the individual is found to have a quantifiable presence of a prohibited substance in the body. Under local authority any safety sensitive employee who tests positive for drugs or alcohol above 0.0 will be removed from the safety sensitive position, discharged and referred to a Substance Abuse Professional.

SAP Recommendation

If the SAP recommends treatment, the employee must agree to undergo treatment and must successfully complete the treatment program as a condition of continued employment with the City of Ames. The employee will be responsible for payment for the treatment program. Under some circumstances treatment programs are covered by the City health insurance plans. Failure to undergo or successfully complete the treatment program will result in termination. The SAP will determine whether the employee can be returned to work while undergoing treatment.

Discipline

In the case of a positive drug or alcohol test, the employee will be subject to disciplinary action, including termination. Discipline will be imposed for prohibited acts on the job such as drug or alcohol use, possession, or sale. A dilute *negative* drug test will be considered a negative test result and will not require a second test. A *positive* dilute test result will be considered a positive test and will be subject to disciplinary action.

Discharge will also be imposed for any prohibited drug or alcohol related activities that occur contemporaneously or subsequent to a positive test. These include not only drug or alcohol related offenses on the job, but also drug or alcohol related convictions or administrative actions by civil authority, including but not limited to OWI and suspension or revocation of driving privileges.

REASONABLE SUSPICION TESTING

When a supervisor has reasonable suspicion to believe that an employee is using a prohibited drug, or is using alcohol in a prohibited manner, the supervisor will require the employee to take a drug or alcohol test (whichever is appropriate). ***Only a supervisor who has been trained in the making of such observations may order a test.*** The decision to test must be

based on specific contemporaneous describable observations concerning the appearance, behavior, speech or body odors of the employee. It is recommended, but not required, that a second trained supervisor also observe the employee. A list of trained and authorized supervisors will be available at each department.

The supervisor must transport the employee to the test site or arrange for another member of ~~the City Ames Transit Agency~~ staff to do so. The person accompanying the employee will, where possible, call the test site in advance.

The testing procedures and consequences of positive drug or alcohol tests or refusal to test are the same as those for random testing.

Documentation Requirements

The supervisor(s) observing the behavior will make a written record of the observations leading to the drug or alcohol test within 24 hours of the observations. The report will be signed by the supervisor(s) and forwarded to the department head and ~~Human Resources Director~~ **DAPM**. The ~~Human Resources Director~~ **DAPM** will comply with DOT documentation and reporting requirements.

Alcohol Specific Requirement

If the test is not administered within two hours following the supervisor's observation and determination that a reasonable suspicion of alcohol violation exists, the supervisor will prepare a report stating the reasons. If the alcohol test is not administered within eight hours the supervisor will cease attempts to administer the test and will prepare a report stating the reason. The report will be signed by the supervisor and forwarded to the department head and ~~Human Resources Director~~ **DAPM**.

Drug Specific Requirement

If a drug test is not administered within 32 hours following the supervisor's observation and determination that a reasonable suspicion of controlled substance violation exists, the supervisor will cease attempts to administer the test and will prepare a report stating the reason. The report will be signed by the supervisor and forwarded to the department head and ~~Human Resources Director~~ **DAPM**.

POST ACCIDENT TESTING

- As soon as practicable following an accident involving a vehicle, each surviving employee whose performance could have contributed to the accident shall be tested for alcohol and drugs as required under 49 CRF Part 655 and:
 1. the accident involved the loss of human life, regardless of fault, or

2. an injury is incurred requiring medical attention away from the scene of the accident unless the employee can be completely discounted as a contributing factor, or
 3. any of the involved vehicles has disabling damage unless the employee can be completely discounted as a contributing factor.
- If drug and breathalyzer tests are not administered within two hours following the accident, the supervisor of the driver shall prepare and submit to the ~~Human Resources Director~~ **DAPM** a report stating the reasons why the test was not promptly administered. This report must be signed by both the supervisor and the department head.
 - If the breathalyzer test is not administered within eight hours following the accident, the supervisor shall cease attempts to arrange for a breathalyzer test and shall prepare and submit to the ~~Human Resources Director~~ **DAPM** a report stating why the test could not be done within eight hours. This report must be signed by the supervisor and the department head.
 - If a drug test is not administered within 32 hours of the accident, the supervisor shall cease attempts to arrange for the test and shall prepare and submit to the ~~Human Resources Director~~ **DAPM** a report stating why the test could not be done within 32 hours. This report must be signed by both the supervisor and the department head.
 - Following a vehicle accident that requires alcohol/drug testing, the driver shall make himself/herself readily accessible for testing. Being unavailable for testing will be treated the same as a positive test and may subject the driver to disciplinary action. All testing is stayed while the employee is assisting with the resolution of the accident or receives medical attention following the accident. Drivers shall not consume any alcohol for eight hours following an accident or until they have received post-accident testing.
 - If the Ames Transit Agency is unable to conduct drug and alcohol tests within the applicable time frames stated above, the agency may obtain drug or alcohol tests from federal, state or local officials having independent authority for the tests shall be considered to meet the requirements of this section, provided such tests conform to applicable federal, state or local requirements, and that the results of the tests are obtained by the Agency.
 - If an employee fails to produce a sufficient amount of breath to properly administer a breath alcohol test, then the employee shall be referred to a MRO. The doctor will review the employee's pulmonary health and provide the City a written report concerning the employee's ability to produce an adequate amount of breath for testing.
 - The testing procedures and consequences of positive drug or alcohol tests or refusal to test are the same as those for random testing.

EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program is available to employees who need assistance with drug or alcohol problems. The EAP may be contacted at the following toll free telephone numbers:

In Iowa 1-800-EAP-IOWA or 800-327-4692

Nationwide 1-800-EAP-3020 or 800-327-3020

DRUG AND ALCOHOL TESTING PROGRAM CONTACT PERSONS:

Sheri Kyras

Director of Transit

1700 University Blvd.

Ames, IA 50014

515-292-1105

Karen Jamison

Assistant Director/Operations, DAPM

1700 University Blvd.

Ames, IA 50014

515-292-1105

This policy was adopted by the Ames Transit Agency Board of Trustees on
~~October 21, 2010~~ **May 25, 2016**.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: May 25, 2016

SUBJECT: System Redesign Study – Committee Structure

BACKGROUND: The System Redesign Study includes two committees to assist the Transit Board and staff in determining CyRide’s future route structure – Technical and Steering Committees. In past meetings, board members briefly discussed the purpose of each committee as follows:

- **Technical** – Assist the consultant in fully understanding how the current and future city and ISU infrastructure systems would impact potential alternative route structures, review technical data/information and provide a technical recommendation on the best solution for the future.
- **Steering** – Assist the consultant in fully understanding transit needs in the community from every perspective and to provide a recommendation on the best solution for the future.

Staff is currently reviewing proposals and cost estimates and anticipates that work on the study will begin on or around July 1, 2016.

INFORMATION: With the project start date nearing, staff will need to begin contacting individuals to be part of the study’s Technical and Steering Committees. Therefore, staff has developed a draft committee representation list (below), with specific individual’s names to be included at a later date, after establishment of the committee’s representation. Staff is interested in board members input on the agencies/organizations that would be represented on each committee to ensure a successful study.

<u>Technical Committee (11)</u>	<u>Steering Committee (12-15)</u>
AAMPO City of Ames Public Works City of Ames Planning ISU FP&M ISU DOR ISU Parking CyRide (4) <ul style="list-style-type: none"> - Director - Planner - Admin. Analyst/Scheduler - Operations Asst. City Manager's Office	Student/Student Government (4) Non-Student Riders (2) Disabled Rider (1) Ames Chamber of Commerce/Economic Development Commission – Staff Ames Chamber of Commerce/Economic Development Commission – Business Person Developer Neighborhood Associations (2) Transportation Collaboration Committee Human Service Agency Limited-English Group

ALTERNATIVES:

1. Approve representation on CyRide's System Redesign Study's Technical and Steering Committees as developed by staff.
2. Approve representatives of CyRide's System Redesign Study's Technical and Steering Committees as modified by board members.

RECOMMENDATION:

The Transit Director recommends approval of either Alternative #1 or #2 depending upon their comfort level with the list of representatives developed by staff. It is important to have the appropriate individuals guiding this study and providing recommendations to the Transit Board of Trustees so that the final product can be implemented in the future, ensuring a quality transit service as the community changes and grows.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: May 25, 2016
SUBJECT: Quarterly Operations Report (Jan. – Mar. 2016)

BACKGROUND: Each quarter, staff develops a detailed report regarding the performance of the system, which includes fixed-route, Dial-A-Ride and Moonlight Express services. Staff utilizes this report to determine aspects of the service that struggling and areas where additional monitoring are necessary to efficiently and safely operate the system.

INFORMATION: Attached is the detailed system performance report for the Transit Board’s review. Additionally, staff has developed a new, summary report on the next page that will quickly allow staff and the board to understand how the system is performing. This report includes targeted indicators for the different types of services CyRide operates: fixed-route, Dial-A-Ride, and Moonlight express, as well as, for different aspects of these services such as farebox revenue, accidents per passenger comment and maintenance of the vehicles. A stop light analogy has been used to color-code where positive (green), neutral (yellow) and negative (red) trends are occurring, with particular attention to the negative trends. Below is a further discussion on the negative trends (in red boxes) occurring during the quarter, using an exceptions based approach.

- **Dial-A-Ride Expenses/Passenger** – This is a one quarter negative trend with lower expenses year-to-date. Staff will monitor this in future quarters.
- **Moonlight Express Ridership** - This is a one quarter trend with stable ridership year-to-date. While ridership on this service is generally positive to have more students riding on Friday and Saturday evenings, ridership tends to vary from year-to-year.
- **Percent of Preventable Accidents/Miles Between Accidents** – The percent of preventable accidents measure indicates if CyRide’s accidents could have been avoided. The quarter is higher; however, year-to-date this percentage is stable. The total number of accidents is also higher which is reflected in the Miles Between Accidents measure, so this preventable accidents percentage means there have been more accidents over the quarter and year that could have been avoided. CyRide staff has established an internal committee to look into this trend and determine if there are additional safety measures (process improvements) that can be taken to avoid more accidents. For example, if large

percentage of the accidents is occurring on CyRide's property, then developing or reinforcing existing solutions to help employees avoid these situations. The team will also be looking to see if there are structural changes to the facility that can be made to reduce accidents.

- **Passengers Per Comment** – CyRide ridership this year is less than 1% higher than last year and more comments have been received by its customers. A majority of the increased comments are regarding the desire for more services (more frequent service or to areas CyRide currently does not operate) or overcrowding. The service related issues will be discussed in the fall when staff presents its report to the Transit Board on potential new services for the next budget year. The overcrowding comments are addressed at the time by either adding an additional bus, if warranted, or educating customers on CyRide's policy of adding another bus when the bus consistently exceed 65 customers.

Operation's Report Summary (Jan – Mar. 2016)

Performance Category	Change From Same Quarter Last Year	Change Year-To-Date From Last Year
General		
Fixed-Route Ridership	+	+
Fixed Route Passengers/Hour	-	-
Fixed Route Expense/Passenger	+	+
Dial-A-Ride Ridership	+	+
Dial-A- Ride Passengers/Hour	+	+
Dial-A-Ride Expenses/Passenger	+	-
Moonlight Express Ridership	-	-

Operations		
Average Drivers Per Month	+	+
Percent of Preventable Accidents	+	+
Miles/Preventable Accidents	-	-
Passengers Per Comment	-	-
Farebox Revenue	-	-

Maintenance		
Major Mechanical Repairs	-	+
# of Roadcalls	-	-
# of Interior Buses Cleaned	-	+

Key:

Positive Trend	Neutral Trend	Negative Trend
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- **Farebox Revenue** – Farebox revenue has been trending downward for the last several years. In 2011, CyRide increased its fares at a time when it was struggling financially due to a spike in fuel prices. Revenue increased slightly the next year and then began a slow decline. Staff and the Transit Board began discussions at the April 2016 meeting regarding this trend. Staff will prepare information/options for the board to have discussion around along with the budget for next year.

In addition to this analysis, staff welcomes input from transit board members on the new summary format and explanation of negative (red box) trends. This input could include: additional measures to add to the summary or board member's opinions on the value of the new format in general.

CYRIDE QUARTERLY OPERATIONS REPORT

January 1st, 2016 to March 31st, 2016 (3rd Quarter)

	<u>FY 2016</u> <u>3rd Qtr</u>	<u>FY 2015</u> <u>3rd Qtr</u>	<u>%</u> <u>CHANGE</u>	<u>FY 2016</u> <u>YTD</u>	<u>FY 2015</u> <u>YTD</u>	<u>%</u> <u>CHANGE</u>
MAINTENANCE						
Interior Clean	98	103	-4.9%	305	301	1.3%
Shop Road Calls	16	21	-23.8%	50	58	-13.8%
Miles per Shop Road Call	27,863	20,241	37.7%	25,292	21,346	18.5%
NTD Minor Mech.	50	61	-18.0%	143	127	12.6%
NTD Major Mech.	14	14	0.0%	41	39	5.1%
Total NTD Mechanical Prob.	64	75	-14.7%	184	166	10.8%
Miles per Major Mech.	31,844	30,362	4.9%	30,844	31,746	-2.8%
Gasoline Vehicles						
Gas Miles Driven	33,795	32,083	5.3%	111,690	116,459	-4.1%
Total Gallons Gas	4,666	4,328	7.8%	15,327	14,775	3.7%
Total Gas Cost	\$7,125	\$8,422	-15.4%	\$29,816	\$37,564	-20.6%
Avg. Gas Cost/Gallon	\$1.53	\$1.95	-21.5%	\$1.95	\$2.54	-23.5%
Gas Cost per Mile	\$0.21	\$0.26	-19.7%	\$0.27	\$0.32	-17.2%
Average Gas MPG	7.2	7.4	-2.3%	7.3	7.9	-7.5%
Diesel Vehicles						
Diesel Miles Driven	412,016	392,983	4.8%	1,152,903	1,121,627	2.8%
Total Gallons Diesel	112,528	102,275	10.0%	292,564	283,958	3.0%
Total Diesel Cost	\$129,770	\$187,967	-31.0%	\$436,566	\$709,910	-38.5%
Avg. Diesel Cost/Gallon	\$1.15	\$1.84	-37.3%	\$1.49	\$2.50	-40.3%
Diesel Cost per Mile	\$0.31	\$0.48	-34.2%	\$0.38	\$0.63	-40.2%
Average Diesel MPG	3.7	3.8	-4.7%	3.9	3.9	-0.2%
All Vehicles						
Total Miles Driven	445,811	425,066	4.9%	1,264,593	1,238,086	2.1%
Total Gallons Fuel	117,194	106,603	9.9%	307,891	298,733	3.1%
Total Fuel Cost	\$136,895	\$196,390	-30.3%	\$466,382	\$747,474	-37.6%
Avg. Cost/Gallon	\$1.17	\$1.84	-36.6%	\$1.51	\$2.50	-39.5%
Total Cost per Mile	\$0.31	\$0.46	-33.5%	\$0.37	\$0.60	-38.9%
Avg. MPG all Vehicles	3.8	4.0	-4.6%	4.1	4.1	-0.9%
Small Bus/Sup. Mileage	34,637	44,478	-22.1%	111,512	121,183	-8.0%
Large Bus Mileage	411,174	380,588	8.0%	1,153,081	1,116,903	3.2%
% Rev. Mi./Total Miles	82.5%	82.8%	-0.3%	81.9%	80.8%	1.3%
Percentage Small Bus	7.8%	10.5%	-25.7%	8.8%	9.8%	-9.9%
Maintenance Expense	\$475,036	\$512,752	-7.4%	\$1,442,877	\$1,598,085	-9.7%

CYRIDE QUARTERLY OPERATIONS REPORT

January 1st, 2016 to March 31st, 2016 (3rd Quarter)

	FY 2016 3rd Qtr	FY 2015 3rd Qtr	% CHANGE	FY 2016 YTD	FY 2015 YTD	% CHANGE
OPERATIONS						
Total Passengers	2,161,689	2,124,950	1.7%	5,598,156	5,552,483	0.8%
Average Drivers per Month	150.6	140.3	7.3%	446.2	409.6	8.9%
Driving Hours	50,867	47,987	6.0%	145,369	139,521	4.2%
Drivers Late	31	20	55.0%	70	50	40.0%
Drivers No Show	9	4	125.0%	21	13	61.5%
Late/No Show per Driver	0.27	0.17	55.3%	0.20	0.15	32.6%
Total Comments	67	30	123.3%	190	105	81.0%
Driver Fault	12	9	33.3%	32	33	-3.0%
Undetermined	9	5	80.0%	23	22	4.5%
Passenger Fault	0	0	#DIV/0!	2	0	#DIV/0!
No Fault	16	7	128.6%	40	32	25.0%
System Complaints	14	5	180.0%	39	8	387.5%
Service Requests	6	0	#DIV/0!	6	1	500.0%
Compliments	10	4	150.0%	18	9	100.0%
Passengers/Comment	<u>32,264</u>	<u>70,832</u>	<u>-54.4%</u>	<u>29,464</u>	<u>52,881</u>	<u>-44.3%</u>
Pass./Complaint (D & U)	102,938	151,782	-32.2%	101,785	100,954	0.8%
Driving Hours/Comment	759	1,600	-52.5%	765	1,329	-42.4%
Driving Hrs/Comment (D&U)	2,422	3,428	-29.3%	2,643	2,537	4.2%
Accident Reports	32	28	14.3%	92	65	41.5%
Preventable Accidents	21	15	40.0%	59	41	43.9%
Percent Preventable	65.6%	53.6%	22.5%	64.1%	63.1%	1.7%
Miles/Prev. Accident	21,229	28,338	-25.1%	21,434	30,197	-29.0%
Hours/Prev. Accident	2,422	3,199	-24.3%	2,464	3,403	-27.6%
Unreported Accidents	0	4	-100.0%	5	6	-16.7%
Damage to Buses/Equip.						
Caused by CyRide	\$4,232	\$12,309	-65.6%	\$11,768	\$37,586	-68.7%
Caused by Others	\$9,362	\$6,739	38.9%	\$18,934	\$26,716	-29.1%
Caused by Unreported	\$0	\$1,038	-100.0%	\$2,142	\$1,802	18.9%
Claims by Others (#)	0	0	#DIV/0!	0	0	#DIV/0!
Claims by Others (\$)	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Personal Injury Claims	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Operations Expense	\$1,626,837	\$1,518,830	7.1%	\$4,373,666	\$4,147,852	5.4%
SYSTEM TOTAL						
Passengers	2,161,689	2,124,950	1.7%	5,598,156	5,552,483	0.8%
Revenue Miles	367,846	351,832	4.6%	1,035,337	1,000,646	3.5%
Revenue Hours	35,743	34,538	3.5%	100,186	97,579	2.7%
Revenue Miles per Hour	10.3	10.2	1.0%	10.3	10.3	0.8%
Pass./Rev. Mile	5.9	6.0	-2.7%	5.4	5.5	-2.6%
Pass./Rev. Hour	60.5	61.5	-1.7%	55.9	56.9	-1.8%
Operations Expense	\$1,626,837	\$1,518,830	7.1%	\$4,373,666	\$4,147,852	5.4%
Maintenance Expense	\$475,036	\$512,752	-7.4%	\$1,442,877	\$1,598,085	-9.7%
Total Expenses	<u>\$2,101,872</u>	<u>\$2,031,582</u>	<u>3.5%</u>	<u>\$5,816,543</u>	<u>\$5,745,938</u>	<u>1.2%</u>
Farebox Revenue	\$57,578	\$68,296	-15.7%	\$200,885	\$232,521	-13.6%
Rev./Exp. Ratio	2.7%	3.4%	-18.5%	3.5%	4.0%	-14.7%
Oper. Exp./Passenger	\$0.97	\$0.96	1.7%	\$1.04	\$1.03	0.4%
Oper. Exp./Rev. Mile	\$5.71	\$5.77	-1.0%	\$5.62	\$5.74	-2.2%
Oper. Exp./Rev. Hour	\$58.81	\$58.82	0.0%	\$58.06	\$58.88	-1.4%

CYRIDE QUARTERLY OPERATIONS REPORT

January 1st, 2016 to March 31st, 2016 (3rd Quarter)

	FY 2016 3rd Qtr	FY 2015 3rd Qtr	% CHANGE	FY 2016 YTD	FY 2015 YTD	% CHANGE
FIXED ROUTE						
Fixed Route Passengers	2,140,434	2,098,275	2.0%	5,527,652	5,480,181	0.9%
Shuttle Passengers	0	1,265	-100.0%	1,595	3,079	-48.2%
Total Passengers	<u>2,140,434</u>	<u>2,099,540</u>	<u>1.9%</u>	<u>5,529,247</u>	<u>5,483,260</u>	<u>0.8%</u>
Transfers	32,451	10,185	218.6%	54,793	28,413	92.8%
Revenue Miles	350,577	333,382	5.2%	986,304	950,237	3.8%
Revenue Hours	34,232	32,899	4.1%	95,898	93,081	3.0%
Revenue Miles per Hour	10.2	10.1	1.1%	10.3	10.2	0.7%
Pass./Rev. Mile	6.1	6.3	-3.1%	5.6	5.8	-2.8%
Pass./Rev. Hour	62.5	63.8	-2.0%	57.7	58.9	-2.1%
Operations Expense	\$1,564,133	\$1,470,348	6.4%	\$4,229,014	\$3,988,744	6.0%
Maintenance Expense	\$465,417	\$499,711	-6.9%	\$1,413,592	\$1,563,309	-9.6%
Total Expenses	<u>\$2,029,550</u>	<u>\$1,970,059</u>	<u>3.0%</u>	<u>\$5,642,606</u>	<u>\$5,552,053</u>	<u>1.6%</u>
Farebox Revenue	\$55,941	\$66,866	-16.3%	\$196,653	\$228,559	-14.0%
Rev./Exp. Ratio	2.8%	3.4%	-18.8%	3.5%	4.1%	-15.3%
Exp./Passenger	\$0.95	\$0.94	1.1%	\$1.02	\$1.01	0.8%
Exp./Rev. Mile	\$5.79	\$5.91	-2.0%	\$5.72	\$5.84	-2.1%
Exp./Rev. Hour	\$59.29	\$59.88	-1.0%	\$58.84	\$59.65	-1.4%
DIAL-A-RIDE						
Passengers	3,373	3,126	7.9%	9,046	8,655	4.5%
Revenue Miles	10,991	10,702	2.7%	29,917	29,747	0.6%
Revenue Hours	1,056	1,096	-3.6%	2,905	3,003	-3.2%
Revenue Miles per Hour	10.4	9.8	6.6%	10.3	9.9	3.9%
Pass./Rev. Mile	0.31	0.29	5.1%	0.30	0.29	3.9%
Pass./Rev. Hour	3.2	2.9	12.0%	3.1	2.9	8.0%
Operations Expense	\$46,719	\$31,812	46.9%	\$98,666	\$113,902	-13.4%
Maintenance Expense	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Total Expenses	<u>\$46,719</u>	<u>\$31,812</u>	<u>46.9%</u>	<u>\$98,666</u>	<u>\$113,902</u>	<u>-13.4%</u>
Farebox Revenue	\$1,637	\$1,431	14.4%	\$4,233	\$3,962	6.8%
Rev./Exp. Ratio	3.5%	4.5%	-22.1%	4.3%	3.5%	23.3%
Exp./Passenger	\$13.85	\$10.18	36.1%	\$10.91	\$13.16	-17.1%
Exp./Rev. Mile	\$4.25	\$2.97	43.0%	\$3.30	\$3.83	-13.9%
Exp./Rev. Hour	\$44.24	\$29.03	52.4%	\$33.96	\$37.94	-10.5%
MOONLIGHT EXPRESS						
Passengers	17,882	22,284	-19.8%	59,863	60,568	-1.2%
Revenue Miles	6,278	7,748	-19.0%	19,116	20,662	-7.5%
Revenue Hours	455	543	-16.2%	1,383	1,496	-7.6%
Revenue Miles per Hour	13.8	14.3	-3.3%	13.8	13.8	0.1%
Pass./Rev. Mile	2.8	2.9	-1.0%	3.1	2.9	6.8%
Pass./Rev. Hour	39.3	41.0	-4.2%	43.3	40.5	6.9%
Operations Expense	\$15,985	\$16,670	-4.1%	\$45,986	\$45,206	1.7%
Maintenance Expense	\$9,619	\$13,041	-26.2%	\$29,285	\$34,777	-15.8%
Total Expenses	<u>\$25,603</u>	<u>\$29,711</u>	<u>-13.8%</u>	<u>\$75,271</u>	<u>\$79,983</u>	<u>-5.9%</u>
Exp./Passenger	\$1.43	\$1.33	7.4%	\$1.26	\$1.32	-4.8%
Exp./Rev. Mile	\$4.08	\$3.83	6.3%	\$3.94	\$3.87	1.7%
Exp./Rev. Hour	\$56.27	\$54.71	2.9%	\$54.44	\$53.48	1.8%

CYRIDE QUARTERLY OPERATIONS REPORT

January 1st, 2016 to March 31st, 2016 (3rd Quarter)

	FY 2016 3rd Qtr	FY 2015 3rd Qtr	% CHANGE	FY 2016 YTD	FY 2015 YTD	% CHANGE
OPERATIONS REVENUE						
Farebox	\$57,578	\$68,296	-15.7%	\$200,885	\$232,521	-13.6%
Transit Contracts	\$419,836	\$300,494	39.7%	\$532,836	\$414,397	28.6%
I.S.U.	\$723,150	\$687,495	5.2%	\$723,150	\$687,495	5.2%
G.S.B	\$2,019,385	\$1,890,119	6.8%	\$4,198,695	\$3,926,316	6.9%
City of Ames	\$73,000	\$81,358	-10.3%	\$940,383	\$901,553	4.3%
IDOT - STA	\$173,418	\$198,012	-12.4%	\$579,694	\$566,586	2.3%
Section 5307	\$0	\$0	#DIV/0!	\$1,951,176	\$1,970,542	-1.0%
Other Grants	\$35,808	\$35,432	1.1%	\$72,038	\$72,449	-0.6%
Other	\$67,567	\$51,246	31.8%	\$160,986	\$144,383	11.5%
Total Operating Revenue	<u>\$3,569,742</u>	<u>\$3,312,451</u>	<u>7.8%</u>	<u>\$9,359,843</u>	<u>\$8,916,241</u>	<u>5.0%</u>
TOTAL EXPENSES						
Administration	\$299,518	\$301,472	-0.6%	\$867,481	\$865,771	0.2%
Safety & Training	\$64,886	\$55,723	16.4%	\$194,850	\$184,663	5.5%
Promotion	\$0	\$0	#DIV/0!	\$0	\$500	-100.0%
Bldg. & Grounds	\$181,501	\$136,156	33.3%	\$335,834	\$263,154	27.6%
Fixed Route	\$2,029,550	\$1,970,059	3.0%	\$5,642,606	\$5,552,053	1.6%
Dial-A-Ride	\$46,719	\$31,812	46.9%	\$98,666	\$113,902	-13.4%
Moonlight Express	\$25,603	\$29,711	-13.8%	\$75,271	\$79,983	-5.9%
Operating Total	<u>\$2,647,777</u>	<u>\$2,524,933</u>	<u>4.9%</u>	<u>\$7,214,708</u>	<u>\$7,060,025</u>	<u>2.2%</u>
Farebox Revenue	\$57,578	\$68,296	-15.7%	\$200,885	\$232,521	-13.6%
Farebox Rev./Exp. Ratio	2.2%	2.7%	-19.6%	2.8%	3.3%	-15.5%
Admin. Expense/Pass.	\$0.25	\$0.23	8.8%	\$0.25	\$0.24	5.5%
Admin. Exp./Rev. Mile	\$1.48	\$1.40	5.8%	\$1.35	\$1.31	2.8%
Admin. Exp./Rev. Hour	\$15.27	\$14.28	6.9%	\$13.96	\$13.47	3.6%
Total Expense/Passenger	\$1.22	\$1.19	3.1%	\$1.29	\$1.27	1.4%
Total Expense/Rev. Mile	\$7.20	\$7.18	0.3%	\$6.97	\$7.06	-1.2%
Total Expense/Rev. Hour	\$74.08	\$73.11	1.3%	\$72.01	\$72.35	-0.5%

Transit Director’s Report

May 2016

1. State Grant Application

CyRide’s Director and Planner developed a grant application for the Iowa DOT to submit, requesting over \$20 million dollars in federal funding to replace urban buses throughout the state, of which CyRide would be eligible for up to twelve. This was delivered to the Iowa DOT on May 9th for submission to the US DOT on May 13th. Copies of the application are available if board members would like to review this document. The results of the application are anticipated in August or September of this year.

2. Driver Hiring Update

CyRide continues the recruitment, hiring and training process this summer. Due to the reduced work available over the summer months, the “Number of Open Hours” analysis previously provided to board members would not provide valuable information to gauge progress toward being more fully staffed for this fall. However, the following summary is provided in its place to help understand this progress over the summer.

# of Applicants - Summer Goal	# of Applicants	# of New Hires - Summer Goal	# of Drivers Hired	# of Drivers Leaving CyRide
130	26	30	9	7

Approximately 1/3 of the way through the summer hiring period (May 1 – July 15), CyRide is continuing to struggle to achieve its goals, with the greatest challenge in attracting individuals to apply for the position. Some of the techniques being used to attract new employees include:

- New, visually eye-catching destination sign programming and NextBus signage, advertising that CyRide is hiring and the wage rate
- June orientation booth with drivers encouraging new students to apply and new materials to attract interest
- Summefest booth
- Information at Destination Iowa State
- ISU Daily online ticker advertisement regarding job openings
- ISU Job board advertisement
- New CyRide website information, with more updates to come

CyRide staff will return to reporting the “Number of Open Hours” data at the beginning of the fall semester.

3. Rate Setting – Passes Error

At the April 29, 2016 board meeting, board members voted to approve the price of passes for the next fiscal year. While the staff report and recommendation was to make no change to the fares, the sheet attached to the board write-up incorrectly indicated this fare structure. The attached sheet accurately reflects current and proposed pass rates to reflect the action taken at the meeting.

4. System Redesign Study Update & Special Meeting

CyRide received three proposals from qualified firms to conduct its System Redesign Study. Staff had hoped to complete the proposal evaluation process for board consideration at the May meeting; however, a delay occurred in accurately comparing proposal pricing; which required outreach to each proposer to clarify this information. As a result, a special, conference call meeting has been scheduled for June 16, 2016 at 8:00 am to consider awarding a contract to a consulting firm to guide CyRide through this important study.

CyRide will conduct interviews in early June. Staff will inform board members of these date(s)/time(s) if any members would like to participate in these interviews.

5. Odyssey of the Mind Event Impact

CyRide will provide service from May 25 through 29, 2016 for the Odyssey of the Minds event at Iowa State University's campus. This event will bring approximately 15,000 visitors to Ames who extensively use CyRide's bus service to move between dorms and campus. The last time this event was in Ames was 2014 when CyRide provided 92,773 rides over the four-day event.

This service stretches CyRide's smaller pool of summertime drivers to provide almost a school-year level of service, increasing average daily rides from 7,000 to over 25,000. All administrative staff will be assisting customers understanding how to use the service and to address operational issues. This event will return to Ames in May 2018 on an every two year cycle. Staff will report actual ridership provided for this event at the Special June meeting.

6. Construction Projects

CyRide staff will be requesting City of Ames Council approval for preliminary plans and specifications for two construction projects in the near future. The projects include replacing the facility security and access control system and replacing the sand interceptor pits in the original 1983 bus storage area.

The existing facility access control and security system was part of the 2008 facility office addition. Parts of the system failed last fall and other parts of the system are unstable. Efforts to repair the system were unsuccessful as the technology used in 2008 is no longer supported. Plans and specifications for a new system were developed over the winter and are now ready to be released through a request for proposals (RFP) type procurement. A total of \$60,000 was budgeted over two fiscal years for security and access system improvements.

In-floor sand interceptor pits have been gradually deteriorating over the years. The edges that hold the metal grates over the pits have started to crumble as have some of the walls in the pits. These old cast-in-place style pits can now be replaced with pre-cast drop-in sand interceptors. Staff believes a cautious two-step approach in replacing the pits is necessary given the unsuitable soils the facility is built upon. Therefore, plans and specifications call for one "test" pit to be replaced this construction season with the other five pits being replaced next construction season. Given the unknown underground conditions associated with this type of work, a robust \$365,000 was budgeted for this project over two fiscal years.

It is anticipated that both projects will be deemed public improvement projects. Staff will work with the Purchasing Division to insure that appropriate procurement guidelines and approval processes are followed and will request Transit Board approval when an award recommendation is completed.

AMES TRANSIT AGENCY BOARD OF TRUSTEES

RATE SETTING RESOLUTION 2016-2

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, 2016

REDUCED FARE PASSES

2016 SUMMER REGULAR PASS

PURCHASE DATE	Expiration Date	Price
Friday, April 29, 2016 – Wednesday, August 31, 2016	August 31, 2016	\$50.00

2016 FALL REGULAR PASS

PURCHASE DATE	Expiration Date	Price
Monday, August 8, 2016 – Friday, September 16, 2016	December 31, 2016	\$80.00
Saturday, September 17, 2016 – Friday, December 9, 2016	December 31, 2016	\$50.00

2016/17SCHOOL YEAR REGULAR FARE PASS

PURCHASE DATE	Expiration Date	Price
Monday, August 8, 2016 – Friday, September 16, 2016	June 1, 2017	\$160.00
Saturday, September 17, 2016 – Friday, December 9, 2016	June 1, 2017	\$140.00
Saturday, December 10, 2016 – Friday, February 17, 2017	June 1, 2017	\$80.00
Saturday, February 18, 2017 – Sunday, March 19, 2017	June 1, 2017	\$60.00

2016/17WINTER REGULAR FARE PASS

PURCHASE DATE	Expiration Date	Price
Saturday, November 5 – Friday, December 9, 2016	March 20, 2017	\$75.00
Saturday, December 10, 2016 – Friday, February 17, 2017	March 20, 2017	\$50.00

REGULAR FARE PASSES

2016 SUMMER REGULAR PASS

PURCHASE DATE	Expiration Date	Price
Friday, April 2, 2016 – Wednesday, August 31, 2016	August 31, 2016	\$100.00

2016 FALL REGULAR PASS

PURCHASE DATE	Expiration Date	Price
Monday, August 8, 2016 – Friday, September 16, 2016	December 31, 2016	\$160.00
Saturday, September 17, 2016 – Friday, December 9, 2016	December 31, 2016	\$120.00

2016/17SCHOOL YEAR REGULAR FARE PASS

PURCHASE DATE	Expiration Date	Price
Monday, August 8, 2016 – Friday, September 16, 2016	June 1, 2017	\$320.00
Saturday, September 17, 2016 – Friday, December 9, 2016	June 1, 2017	\$280.00
Saturday, December 10, 2016 – Friday, February 17, 2017	June 1, 2017	\$160.00
Saturday, February 18, 2017 – Sunday, March 19, 2017	June 1, 2017	\$120.00

2016/17WINTER REGULAR FARE PASS

PURCHASE DATE	Expiration Date	Price
Saturday, November 5 – Friday, December 9, 2016	March 20, 2017	\$150.00
Saturday, December 10, 2016 – Friday, February 17, 2017	March 20, 2017	\$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 25th day of May 2016.

AMES TRANSIT AGENCY BOARD OF TRUSTEES

By: _____
John Haila, President

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
June			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16 Special Conference Call Mtg. 8:00AM	17	18
19	20	21	22	23	24	25
26	27	28	29	30	Transit Board Mtgs. July 20 at 8:00 M August 24 at 8:00 AM	

2016