

AMES TRANSIT AGENCY BOARD OF TRUSTEES CYRIDE CONFERENCE ROOM

August 24, 2016

1. CALL TO ORDER: 8:00 A.M.
2. Approval of July 11, 2016 Minutes
3. Public Comments
4. Job Access Reverse Commute (JARC) Carryover Funding - Application
5. Drug & Alcohol Policy Revisions
6. Quarterly Operations Report
7. Transit Director's Report
8. Set Fall Semester Meeting Times and Place:
 - August 31, 2016, 11:00 AM Special Meeting
 - September 28, 2016, 8:00 AM
 - October 26, 2016, 8:00 AM
 - November 30, 2016, 8:00 AM
9. Adjourn

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: August 24, 2016

SUBJECT: Job Access Reverse Commute (JARC) Carryover Funding - Application

BACKGROUND: Under the previous federal transportation bill (MAP-21) approved in 2012, the federal government discontinued a funding program called “Job Access and Reverse Commute (JARC).” However, the State of Iowa has \$68,000 “left over” in these program funds for urban systems and needs to quickly disperse them to transit systems to spend down these remaining funds and to close out a state grant. Therefore, they are currently requesting urban systems apply for these funds through a formal application to be submitted by October 1, 2016.

CyRide has previously funded four JARC projects as follows:

- **Brown Route - Weeknight Service Extension** - The #6 Brown route from campus to North Grand Mall operates two additional hours from 9:00 pm until 11:00 pm each weekday evening.
- **Brown Route - Summer Service** – The bus frequency was improved from 40 minutes to 20 minutes from campus to North Grand Mall during the summer.
- **Yellow Route - Midday Service** – Midday, weekday service was added from campus, along S. 16th Street to the Southdale area from approximately 11 am to 3 pm.
- **Pink Route – Weekdays** – A new route was added to serve east Ames along E. University Blvd and Dayton Ave. with three morning and three afternoon trips.

Previously-funded projects or new projects meeting the JARC criteria are eligible for this carryover funding. CyRide has continued these services, using local funds, since the elimination of the program in 2012.

INFORMATION: In reviewing CyRide services, staff believes that the previously-funded four projects (listed above) under the JARC program would be eligible for the Iowa DOT’s application and that the additional funding would allow CyRide to pay for up to 50% of these services with federal dollars for a little more than 10 months. If approved, this would create a budget savings of up to \$68,000 (the maximum funds available), most likely over two budgets (At this time, CyRide anticipates a start date of January 1, 2017). The following approximately ten-month budget would be included in the application to match the available dollars:

Service	Total Budget	JARC Request	Local Share
Brown Route - Weeknight	\$30,200	\$15,100	\$15,100
Brown Route – Summer	\$24,600	\$12,300	\$12,300
Yellow Route - Midday	\$30,600	\$15,300	\$15,300
Pink Route – Weekdays	\$50,600	\$25,300	\$25,300
TOTAL	\$136,000	\$68,000	\$68,000

Grant awards are expected to be approved by the Iowa DOT Commission in November 2016. If the application is approved, CyRide’s budget savings of \$68,000 would be reflected in higher closing balances over the next two year or offset of unanticipated expenses (Affordable Care Act).

ALTERNATIVES:

1. Approve submitting a grant application for \$68,000 to the Iowa DOT for Job Access Reverse Commute program funds for four existing CyRide services.
2. Approve submitting a grant application to the Iowa DOT for Job Access Reverse Commute funding for services as identified by the Transit Board of Trustees.
3. Do not submit an application to the Iowa DOT for Job Access Reverse Commute funding.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to submit an application to the Iowa DOT for JARC funds for the previously-approved four services. This application, if approved, could provide a budget savings as local dollars have been committed to these services, which would allow for a larger closing balance to be used on other board/staff priorities or offset unanticipated costs. While other services CyRide operates could be eligible, administratively, the four previous projects will streamline the grant management process.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: August 24, 2016

SUBJECT: Drug & Alcohol Policy Revisions

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 and approved by the Transit Board of Trustees in 2010, 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.

This policy was presented to the Transit Board of Trustees in May 2016 where questions arose at that meeting regarding CyRide’s policy language of zero tolerance versus the Federal Transit Administration’s second chance policy on positive drug tests. CyRide has “tightened up” the policy as much as possible and had the Iowa DOT’s Drug and Alcohol Program Manager review the revised policy for compliance. The draft for consideration reflects all changes made to clarify CyRide’s Drug and Alcohol program and to meet federal requirements.

INFORMATION: The current document is attached for the Transit Board’s review as noted in “black”. The changes staff recommended in May are indicated in red and **new changes are reflected in “blue” throughout the document**. 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 (red and blue modifications) 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 policy. The above referenced policy, following FTA's format, 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.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: August 24, 2016

SUBJECT: Quarterly Operations Report

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 are struggling and areas where additional monitoring is necessary to efficiently and safely operate the system.

INFORMATION: Attached is the detailed system performance **and summary report** for the Transit Board's review. Below is a further discussion on the negative trends (in red boxes) occurring during the quarter, using an exceptions based approach.

- **Fixed Route Passengers/Hour** – With a slight ridership increase and more hours of service needed to meet demand, this measure is negatively impacted. This occurs when ridership is not evenly distributed (bunching occurs) requiring more buses, but not necessarily increasing ridership overall.
- **Dial-A-Ride Ridership and Passenger Per Hour**– This is a one quarter negative trend with higher ridership and passengers per hour year-to-date. Staff will monitor this in future quarters.
- **Percent of Preventable Accidents/Miles Between Accidents** – The percent of preventable accidents measure indicates if CyRide's accidents could have been avoided. The quarter and year-to-date statistic is higher. 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 a 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. This committee has met once and will be meeting more in the next several months.
- **Passengers Per Comment** – CyRide ridership this year is less than 1% higher than last year; however, 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. The only slightly higher ridership this past year also makes any increase in comments negatively impact this statistic.

Operation's Report Summary (April – June 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	No Change	-

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; however the fourth quarter of the 2015-2016 budget year was stable, which is a new one quarter trend. 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 general, three **performance criteria** significantly impacted CyRide this past year – relatively lower ridership, more accidents and more complaints. Any **performance measures** using these three criteria were negatively impacted this past year. While CyRide has little control over ridership, staff will be concentrating on accidents and issues that generate complaints this year.

Transit Director's Report

August 2016

1. State Public Transit Infrastructure Grant (PTIG) Approved

CyRide received notification that its Public Transit Infrastructure Grant (PTIG) project, was awarded funds by the Iowa DOT. This project was approved by the Transit Board as part of the State Grant application in April 2016. This grant will allow for replacement of CyRide's original portion of the facility roof and was approved for \$320,000 in federal funding, toward a \$400,000 project. This **does not represent a capital budget "savings," rather funds what is reflected in the capital budget**, allowing the project to move forward as planned in this fiscal year.

The award and contract for this project must be approved by the Ames City Council as a public improvement project, requiring a state regulated process. Due to the timing of this process, it may require a short, one-item, board meeting, conference call to approve a bid in early October in order to meet state requirements. The state funding requires a timely award process so that funds are drawdown quickly. Therefore, CyRide staff will be requesting that the Ames City Council approve preliminary plans and specifications for this project in September for a bid date in October. This project is deemed a public improvement project, therefore, 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 in October.

2. Driver Hiring Update

CyRide continued the recruitment, hiring and training process over the summer. With fall quickly approaching, staff is now able to once again determine how many open hours will not be covered by driver's regular schedules on a weekly basis, and **as of August 8th, 339 hours are open each week, surpassing CyRide's goal of 450-500 open hours to begin the year**. This compares to the following open hours at the start of each semester last year:

Semester	Number of Open Hours
Beg. of Fall Semester	749.5
Beg. of Spring Semester	787.4

CyRide also had a goal of hiring/training 30 new drivers to be ready to provide service for the beginning of classes. Staff was able to hire/train 27 drivers over the summer months to begin service this fall.

# of Applicants - Summer Goal	# of Applicants	# of New Hires - Summer Goal	# of Drivers Hired	# of Drivers Leaving CyRide	Net Change
130	92	30	27	5*	+22

* Reflects only drivers that had scheduled work in the fall, for which a loss of hours worked would impact CyRide. Twelve additional drivers have left CyRide, but had not chosen fall hours, therefore not impacting CyRide.

3. Articulated Bus Delivery

The four new articulated buses will be delivered to CyRide between August 9th and 21st. As there is preparation/inspection work to be completed, it is anticipated that these buses will be placed in service on the Orange Route during the first few weeks of September.



4. Year-End Statistics

Each year, CyRide staff compares year-end summary statistics with the previous year in four categories: Ridership-Service, Customer Service, Safety and Efficiency. The attached sheet provides a short summary of CyRide’s experience in a two-year comparison. The performance measures in “red” show areas for improvement or monitoring this next year and revolve around customer comments, accident experience and work habits of CyRide drivers (late and no show) while the measures in “black” show positive or neutral trends. This analysis provides staff with a cursory look at how service performed this past year, with further analysis in areas where improvement or monitoring are necessary.

5. CyRide Milestone

On September 13, 2016, CyRide will have operated service for 40 years. Staff is currently discussing ways it can celebrate this milestone both internally with its employees and externally with the community.

6. Affordable Care Act Impact

CyRide and City of Ames staff continue to work through the impact that the Affordable Care Act will have on CyRide’s insurance benefits. There are three categories of employees that will need to be offered coverage to meet this regulation – Current employees working full-time/Vacation Relief (VR) and Unassigned Work Assignments (UWA), current part-time drivers that may work more than 1,560 hours this year and any new employees that will meet that same hours threshold. To date, CyRide only knows the financial impact of the first category (full-time/ VR/UWA), which is \$645,327 compared to the budget for these benefits of \$628,000. Therefore, CyRide will be over-budget for this line item and is working to estimate the magnitude of this impact. While this has taken longer than expected due to the complexities of this law when applied to CyRide’s workforce, progress is continuing and it is hoped that within the next two months, staff will be able to provide more information on this issue.

September

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	
			Transit Bd Meeting 8:00am	Future Board Mtgs. Oct 26, 8:00am And Nov. 30, 8:00am		