

AMES TRANSIT AGENCY BOARD OF TRUSTEES CYRIDE CONFERENCE ROOM

September 29, 2016

1. CALL TO ORDER: 7:30 A.M.
2. Approval of August 24, 2016 and August 31, 2016 Minutes
3. Public Comments
4. Federal Title VI Program Update
5. Operations Division Reorganization Plan
6. System Redesign Scope and Activity Update
7. Brown Route Report
8. Transit Director's Report
9. Set Fall Semester Meeting Times and Place:
 - October 26, 2016, 8:00 AM
 - November 30, 2016, 8:00 AM
10. Adjourn

AMES TRANSIT AGENCY BOARD OF TRUSTEES

AMES, IOWA

August 24, 2016

The Ames Transit Agency Board of Trustees met on August 24, 2016 at 8:00 a.m. in CyRide's Conference room. President Haila called the meeting to order at 8:00 a.m. with Trustees Madden, Schainker, Staudt, Haila and Valentino present. Trustee Gartin arrived at 8:03 a.m.

Katherine Gregory, Sr. Vice President for University Services, introduced herself to members of the Transit Board and CyRide staff and provided a history of her career before taking the position with Iowa State University. Katherine will be attending the Ames Transit Agency Board of Trustees meeting over the course of the next year to gain a greater understanding of transit issues and then will be taking Mr. Madden's position when he completes this term in June 2017.

Each board member and CyRide staff introduced themselves and their responsibility or role on the board.

APPROVAL OF JULY 11, 2016 MINUTES: Trustee Madden made a motion to approve the July 11, 2016 minutes as presented. Trustee Gartin seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

PUBLIC COMMENTS: Anjana Avr and Pranamesh Chakraborty, employees at the ISU Research Park, urged the Transit Board to consider reopening the bus stops that were closed permanently at the Research Park's North and South Loop drives. They shared that this route change affected 25 - 30 staff and students working in the ISU Research Park that use the #6 Brown route. They recognized that students have cars, but indicated that they choose to ride CyRide. They further explained that the route change requires students to walk five to ten minutes to reach the nearest bus stop near the Social Security Administration building along University Blvd from the InTrans office in the Research Park. They indicated that this distance will be more difficult in winter weather and asked that the stops be reopened to benefit the students working in this area.

Anjana Avr and Pranamesh Chakraborty provided a petition signed by at least 20 students who requested these stops be reinstated, or at least one stop, be reopened and asked the transit board to be sensitive to their request. They further shared that they had been without these stops during the construction of the roundabout, but had expected it to be returned after construction.

Director Kyras shared that CyRide staff had had several conversations with personnel from the ISU Research Park before closing the stops in an effort to address the need for service to the new Hub building and, the currently being constructed, apartments along University Blvd. She further indicated that these discussions with the Research Park included a discussion that the Research Park would consider building a sidewalk

connecting the stop with the parking lot for quicker, easier access to the businesses along the North and South loop, if it was necessary.

Trustee Madden acknowledged that more students will be working in this area and that it has been a challenge to determine how to best serve the entire Research Park with limited resources.

Transit Board members acknowledged the individuals concerns, with Trustee Gartin making a motion to refer this issue to CyRide staff to develop a report regarding the issue and possible solutions. Trustee Valentino seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

JOB ACCESS REVERSE COMMUTE (JARC) CARRYOVER FUNDING – APPLICATION: Director Kyras explained that the Iowa DOT ,at a June meeting, shared that they would be accepting applications for leftover grant money (\$68,000) from the previous transportation bill for the Job Access and Reverse Commute program. These funds are for urban systems, with formal applications due October 1, 2016.

Projects CyRide has previously funded through JARC were: Brown route weeknight service extension, added summer service to the Brown route; Yellow route midday service; and Pink route midday service to the east side of town.

CyRide staff shared that previously funded projects would be eligible under the JARC program and would permit CyRide to pay for these services with federal dollars. It also would create a budget savings of \$68,000.

President Haila asked if the Brown route service near the Research Park would be eligible for this funding. Director Kyras indicated that it would, but that it would be easier for staff to submit an application for a previous project and that the savings could then be used by the Transit Board in any manner it desired. Trustee Schainker also reminded the board that this was one-time funding and any new projects would add to future budget expenses.

Trustee Gartin made a motion to approve submitting a grant application for \$68,000 to the Iowa DOT for Job Access Reverse Commute program funds for four existing CyRide services. Motion seconded by Trustee Schainker. (Ayes: Six. Nays: None.) Motion carried.

DRUG & ALCOHOL POLICY REVISIONS: Director Kyras explained that staff had modified the redrafted policy brought to the Transit Board in May 2016. She indicated that additional changes clarified CyRide practices. She also indicated that staff had provided the policy document to the Iowa DOT's Drug and Alcohol Program Manager for compliance review. She shared that this is a standard FTA policy that CyRide staff modified to reflect CyRide practices. The current policy was approved in 2010. She indicated that the items

indicated in red were presented in May and the changes made since that time are reflected in blue. The policy provided represents the final version, with the following changes: legal name reflected, safety sensitive positions defined, testing facility change, modified language that referred to Assistant Director - Operations as CyRide's drug and alcohol program administrator and CyRide's zero tolerance policy.

Trustee Gartin asked for clarification regarding how the policy addresses an activity that is legal in another state, but would show up in a CyRide drug test. Director Kyras indicated it would be considered a positive drug test and further clarified that employees are provided this information at the beginning of their employment and that this is reinforced periodically with employees at meetings and through handouts provided on a quarterly basis regarding this program.

Director Kyras asked for approval of the new policy so that CyRide is in compliance with federal regulations.

Trustee Schainker made a motion to approve the staff-recommended changes in blue type noted in CyRide's revised Drug and Alcohol Testing policy. Motion seconded by Trustee Gartin. (Ayes: Six. Nays: None.) Motion carried.

QUARTERLY OPERATIONS REPORT: Director Kyras briefly explained the detailed and summary reports regarding CyRide's fourth quarter performance measures. She pointed out positive results for the year, which involved measures regarding expenses due to lower fuel prices, ridership on Dial-A-Ride and Moonlight Express services and maintenance measures. Areas she highlighted for monitoring were accidents and complaints. Further, she indicated that ridership was 1.1% higher for the year; however, if the Odyssey of the Minds special event was not included, ridership was down slightly for the first time in over ten years.

President Haila inquired as to why ridership might be slightly lower for the year. Director Kyras said there are two factors she believes led to this trend - weather and development. Even with ISU enrollment up, weather had an impact on ridership as there were not as many inclement days making it more attractive to walk and bike to class. She also indicated that with the number of new apartments in camputown, which are walkable to campus, that fewer students from this area choose to ride CyRide. She further shared that even with this stable ridership trend, CyRide has just been recognized by the Federal Transit Administration for the highest transit system ridership in the State of Iowa.

Trustee Madden asked if Orange Route ridership had increased. Director Kyras indicated that it was also stable, but if the Orange/Gray/Plum routes were combined, that they indicated an increase. She indicated that these three routes together served the same area prior to development along S. 16th Street.

Trustee Gartin asked if steady to lower ridership was a positive trend for CyRide. Director Kyras said that after eight years of record ridership, that one year of steady ridership allowed staff to "catch up" with this growth.

Trustee Schainker shared his thoughts that he believes that more people were walking and that this is a positive trend for the community; however, he indicated he believes it is not a positive trend where more people are driving to the commuter lot when they could take a route closer to where they live.

Trustee Madden acknowledged that this ridership trend gives operations a break. He also shared that ISU's parking permit trend also has not increased, which means that more students are walking or riding bikes. Trustee Madden attributed this to more Campustown students walking.

Director Kyras indicated that while ridership was steady over the last fiscal year, the peak times were heavier requiring more buses on certain trips.

Director Kyras then indicated that the last quarter indicated a decrease in Dial-A-Ride ridership; however, ridership was higher for the fiscal year.

Trustee Madden inquired if Uber could be impacting Dial-A-Ride. Director Kyras indicated that she did not believe that this was the case as the Uber service was more expensive. President Haila added that CyRide customers had indicated some dissatisfaction in the past with these services. Director Kyras and President briefly explained how this service operated and was funded.

Director Kyras stated that accidents and preventable accidents for the year were higher and that staff had begun meeting to determine if there were opportunities to improve in this area. She shared that more accidents were occurring on CyRide's property as a result of the number of buses being stored and operated from the site and that accident costs were lower as many accidents were minor in nature.

Director Kyras shared that another area that is trending higher is the number of passenger comments. She indicated that more comments were being made about overcrowding and the need for more frequent service. She shared that when an overcrowding comment is made, staff looks at the per trip load counts and if they consistently exceed 65 riders, an additional bus is added.

Transit board members asked if the system redesign consultants would be reviewing the Quarterly Operations Report data. Director Kyras said the scope of work required them to review the productivity of each route and the peer analysis would help them understand how the system was performing overall. She indicated that they currently were working on preparing for the following week's meeting to establish goals and objectives for the study.

Trustee Gartin shared his thought that it should be easy for customers to comment about CyRide service and compared it to Uber where comments were provided through technology - apps. Director Kyras explained the numerous ways customers could comment about CyRide's service. Barb Neal, CyRide's Operations Supervisor indicated that CyRide took every comment seriously and if fault was found with the driver disciplinary action was taken. She indicated that a general rating of how service was operated could benefit CyRide without impacting the drivers work history.

Trustee Gartin indicated that CyRide should strive to improve and that students tended to be complacent and not provide feedback. He indicated that he would be concerned if we were receiving more complaints and remarked about the lower number of comments.

Trustee Madden shared his thoughts that there are two kinds of feedback - route improvements and driver concerns. He felt that there is value in the feedback on system or route issues as opposed to specific driver issues. He also cautioned board members that customers can get "over surveyed."

Director Kyras highlighted one additional trend regarding farebox revenue, which continues to trend lower. She indicated that in previous board discussions, this issue would be discussed along with the 2017-2018 budget process later in the year.

TRANSIT DIRECTOR'S REPORT:

Director Kyras explained that this section of the meeting addresses items that do not need action, but that staff believes are important for board members to be aware of.

- PTIG Grant - CyRide was awarded a \$320,000 PTIG grant for the replacement of the roof on CyRide's original building. Specifications will need to be approved by the City Council as it is considered a public improvement and after the bid process is complete, staff will include this on an agenda for Transit Board then City Council approval in October. CyRide is trying to move quickly on this project to begin at the end of November or first part of December.
- Hiring update - As of August 8, 2016, there were 339 open hours that CyRide did not have drivers scheduled to work. These hours were addressed through overtime. In comparison, last year, CyRide had 750 open hours last fall and spring. Director Kyras indicated that she believes that the changes the Transit Board made last year were beneficial in achieving this lower level of open hours. She explained what these changes consisted of. She further explained that CyRide was shifting its focus from hiring/training during the summer to a school year focus. Director Kyras then explained the applicant pool, applicant evaluation and hiring, training statistics over the summer.

Trustee Madden asked about the quality of people being hired. Barbara Neal, shared that this was a challenge, but that CyRide had not lowered its quality standards.

Katherine Gregory asked what the typical driver retention rate was. Director Kyras indicated that non-student drivers were 8 - 9 years. Barb Neal indicated that student drivers were 18 months to 2 years.

- Articulated Buses - Director Kyras updated board members on the delivery of the four articulated buses. She indicated that three vehicles were currently on property and that the fourth one was to be received within the next week.
- Year-End Review - CyRide staff provided a Year End Review to drivers, which is included in the transit board packet, and represents a brief summary of the past fiscal year.
- CyRide Milestone - Director Kyras shared that on September 13, 2016 CyRide will have provided service to the community for 40 years. She shared the activities that were planned for employees and the public. Board members indicated that they desired to engage the public more and encourage staff to revisit their plan for this celebration. Suggestions included a formal event on campus, handing out birthday cake, proclamation at City Council, etc.
- Affordable Care Act - Director Kyras indicated that discussions were still continuing with City staff regarding the magnitude of the impact of this new requirement on CyRide. She indicated that she hoped to have an answer in the next several months, but that it could have as much as a \$100,000 unbudgeted impact.

FALL SEMESTER MEETING TIMES AND PLACE:

- August 31, 2016, 11:00AM Special Meeting
- September ~~30, 2016, 8:00AM~~ 29, 7:30AM
- October 26, 2016, 8:00 AM
- November 30, 2016, 8:00AM

Meeting Adjourned: Trustee Gartin made at motion to adjourn the meeting at 9:47 am. Motion seconded by Trustee Schinker. Motion carried.

John Haila, President

Joanne Van Dyke, Recording Secretary

AMES TRANSIT AGENCY BOARD OF TRUSTEES

AMES, IOWA

August 31, 2016

The Ames Transit Agency Board of Trustees met on August 31, 2016 at 11:00 a.m. in CyRide's conference room. Vice President Valentino called the meeting to order at 11:08 a.m. with Trustees Madden, Staudt, Schainker, Valentino and Gartin present at the meeting. Absent President Haila.

PUBLIC COMMENTS: Director Kyras stated that the purpose of the meeting was to discuss and set policy direction on the System Redesign Study. She then introduced Thomas Wittmann with Nelson Nygaard.

STUDY INTRODUCTION: Mr. Wittmann, Project Manager for the study, shared his thoughts about the purpose of the meeting. He indicated that his goal was to: provide preliminary information regarding community demographics that would be one "clue" to rider needs, share initial information regarding the peer analysis, detail the activities and timeframe for the study and work with the transit board and staff to set guiding principles, goals and objectives of the study to ensure that the final product meets the needs of CyRide's staff, transit board and the community.

Mr. Wittmann shared his thoughts on what his firm was charged to accomplish, which is to identify transit demand and look for areas to improve CyRide's service delivery. He indicated that this would be accomplished with a series of public outreach efforts and the development of short and long range plans that are fiscally constrained within existing budget constraints and the needs identified through the public outreach efforts. He acknowledged CyRide's phenomenal growth trend and the fact that there would be more needs identified than dollars available. He indicated that at the end of the study, these needs would be documented for future service discussions.

A discussion regarding the City of Ames Land Use Policy Plan update scheduled to begin in two years and the effect of this new plan might have on System Redesign decisions, prior to the Land Use Plan being completed, was discussed. Trustee Gartin asked if the study could be fine tuned in a few years. Mr. Wittmann indicated that if there was a need they would be glad to revisit the recommendations of the System Redesign Study, but that typically staff can modify the recommendations with the tools provided by the System Redesign Study.

Trustee Schainker asked if the study would look at both expenditures and revenues. The consultant indicated that it would not include a revenue analysis, but that the current revenues and known funding changes would be used to determine if the service modification recommendations were fiscally constrained.

Trustee Schainker mentioned the decline in farebox revenue and the situation where, when CyRide increased fares, revenue increased temporarily, but had steadily declined since that time. He expressed a desire to create more community ridership and reverse this trend, but indicated it was challenging in light of the city's limitations on sales and property tax.

Trustee Madden shared his thoughts that CyRide's current farebox revenue is small in comparison to overall local revenues and asked what would happen to ridership if the system became fare free for everyone. The consultant indicated that his firm had assisted Missoula, MT in becoming a fare free system. He indicated that the University of Montana created a majority of their ridership. He indicated that when the transit system became fare free for everyone, their ridership rose between 30% and 40%.

Board members briefly discussed the advantages and disadvantages of a fare free system for everyone. Director Kyras shared that the big impact would affect CyRide's Dial-A-Ride service, which would also need to be free to the public and the cost per ride for this service is five times greater than the fixed route. Additionally, most likely ridership would grow on this system as well, further increasing costs for this service.

Trustee Schainker questioned how to determine whether a request was a "want" or "need." Director Kyras indicated that the surveys were designed to gain a better understanding of this through the questions and "trade-off" scenario contained in the survey.

President Haila arrived at 11:20 a.m.

President Haila indicated Trustee Valentino would need to leave shortly for another commitment and asked if he had any thoughts he would like to share with the board before he left. He indicated that he did not at that time.

The consultant presented information he had gathered from 2014 census information at the tract level regarding employment, income level and other demographic characteristics of Ames. President Haila indicated that the census data was not representative of the community at the tract level as areas with high employment included subareas with no employment. Director Kyras indicated that tracts were large land areas so the employment may be in only one portion of the tract. Mr. Wittmann indicated that this was one of many pieces of information that would be used to determine where service might be needed.

President Haila said the study needed to include future development in addition to where current populations reside. Director Kyras indicated that part of the study was to meet with the City's planning staff to discuss current and future development. She also indicated that where students currently reside is another important piece of information to consider in the study.

The consultant then talked about data collection efforts they would be conducting: rider on and off counts, ridership loads, on-time performance, route and system-level weaknesses and strengths.

Mr. Wittmann then explained the public outreach efforts: stakeholder meetings, transit driver meetings, pop-up meetings, on-line surveys, public meetings and what he anticipated gaining from each of these perspectives. He indicated that thousands of responses were anticipated.

Mr. Wittmann then presented the findings from the peer analysis of eight other university community transit systems. He stated that, overall, CyRide was operated extremely efficiently with more than 56 passengers per hour, which was significantly higher than its peers. He also stated that CyRide is a very well operated transit system, indicating that the cost to provide service in the community is less than its peers.

Mr. Wittmann pointed out one anomaly in CyRide operations compared to its peers - number of revenue miles per peak vehicles driven by CyRide. CyRide operates fewer miles on each vehicle, indicating that it typically operates only when ridership peaks demand the service, as opposed to a consistent schedule, which most systems operate.

Trustee Schainker asked Mr. Wittmann if he analyzed what the average rider pays and if the cost is equivalent for students versus non-students. Director Kyras indicated that the System Redesign scope of work did not include a fare analysis as it was a route structure study. Mr. Wittmann responded by clarifying where data could be gathered to analyze this question, indicating that the federal government's National Transit Database reporting had four fare categories that could be looked at - federal, state, local, farebox. He indicated that student fees are considered farebox revenue under this reporting method.

Trustee Madden said 93% of CyRide riders are students and that every student pays their fees; compared with 3.6% of revenues being generated through the farebox.

Trustee Schainker shared his thoughts that fare free programs dramatically impact ridership and the level of revenue generated, as the revenue per ride goes down the more that students use the service, which he believes will make the system unsustainable in the future. He pointed out that the commuter lot brings a lot of people into the center of the city, as opposed to traveling from bus stops near their residences scattered throughout the city. He acknowledged that this was an efficient way to operate CyRide, but that it also had negative impacts on the community. He asked whether the impact of this type of route design on the community would be studied. Director Kyras indicated that policy questions on community impact were not included in the scope of work.

The consultant shared his thoughts that having riders travel by car to then access transit is not the ideal model. President Haila and Trustee Schainker recommended looking at the Iowa State Center Park and Ride to determine if it was the best model for the community.

Ms. Gregory shared her thoughts about how the fare free program could be modified by indicating that the number of trips could be capped (i.e. 70 trips), but allowing riders to use these in any manner they desired. Trustee Schainker said CyRide has a responsibility to move people around the entire community and while it is convenient to travel to/from campus, it is not as easy to travel to other areas of the community. He encouraged the consultant to keep all customers in mind with the System Redesign.

Trustee Schainker suggested looking at each route's capacity, structure, and load factor. Mr. Wittmann indicated that the system's service is as effective as it can be, but that their work would include an analysis of each route.

Mr. Wittmann then discussed the overall study goal that was included in the Request for Proposal, "to determine if the current route structure/schedules are the most efficient and effective method of service delivery for Ames with a service demand of approximately 7 million rides." He asked board members how they would define this goal and what they believed was important for the community.

Ms. Gregory asked if there was a definition for "efficiency," indicating that it could mean more people, different areas served or the number of people boarding at a stop. The consultant shared an example of what he meant as efficient - that with the large number of buses operated on the Orange Route (up to 9 buses on one trip) that it was very efficient, but indicated there may be a better, more effective way to provide service to these customers.

Trustee Schainker indicated that there may be two objectives: one to provide more service to the entire community of Ames and another to provide service for students into and out of campus. Director Kyras shared two possible study objectives (contained in board material), based upon previous work of the transit board regarding CyRide's service level philosophy.

Trustee Schainker remarked that CyRide operates routes that travel through the community, as well as routes that only travel to/from the university. He indicated that the System Redesign Study should assist the transit board and staff in determining overall priorities for the system that take into consideration more than its efficiency so that less productive routes like CyRide's Yellow route may still have public transit access for its residents.

Trustee Schainker shared his thoughts that new development will dramatically impact CyRide's routes, with some needing service to the university and others to locations

around town. He encouraged the study to look at the growth in non-student development and their needs for transit as well. He also indicated that there are pressures for CyRide service not only prior to a development beginning, but once the development is completed by employees, tenants and owners. Director Kyras indicated that identifying transit corridors would assist developers in determining where to locate these new developments. President Haila shared his thoughts that the pressure placed on CyRide by new development was one of the reasons the System Redesign Study was recommended at this time.

Mr. Wittmann indicated that the study will ask the public questions that indicate possible types of service with costs. Individuals will then need to choose, and prioritize, what is most important for CyRide services. This approach will help guide potential recommendations.

A discussion regarding the university being the largest employer and the challenge to provide a quality service level to other employers located throughout town ensued.

Trustee Madden shared his thoughts that the university is not making enrollment projections at this time. He also indicated that the study will need to consider local preferences like the need to minimize transferring between buses and total travel time on a bus of less than 45 minutes. He indicated that he hoped that this study would provide a system that could address some of these non-student concerns in using the bus. He also shared conversations he had recently had with developers and their thoughts that student housing was "built out" and that they were concentrating more on non-student housing as Ames businesses grow.

Kate Gregory asked if there was an opportunity to lead development like in other communities where business and housing follow where transit operates. The example of Portland, Oregon and their Transit-Oriented Development projects was discussed. Mr. Wittmann indicated that a high level of transit service is needed to attract development.

President Haila acknowledged the need to get the staff, board members and consultant expectations to align at the beginning of the study so that there was not a frustration at the end of the study by one or more of the parties. He indicated the board members desire to be supportive of the students, but also that there is a greater community that also has needs that need to be met. He further indicated the community's support of the Research Park and the challenges of meeting the needs of new areas of town, such as the Industrial Park on the east side of Ames. He encouraged the consultant to help staff and the board to continue to provide a phenomenal service to the students while also meeting other needs in the community, in a manner that allows for sustainable growth.

Mr. Wittmann indicated that, based on his preliminary observations of CyRide's service, that he was concerned about whether the service was sustainable into the future. Director Kyras clarified his statement stating that his definition of sustainable, in this context, meant operationally sustainable as the operations division worked to piece together the service on a daily basis with the existing resources, as opposed to financially sustainable.

The board meeting was paused for a lunch break at 12:37 pm.

Following the break, the consultant asked each transit board member what they would like the Ames Tribune headline to be six years in the future regarding transit. Further, he clarified, "Where do you want CyRide to be and what would that look like?" Each board member shared their headline/vision as follows:

- **Trustee Staudt** - CyRide is not only effective in getting students to campus, but to jobs on and off campus; more students are able to come to campus without a car. Students being able to get to where they want to go using CyRide.
- **Trustee Schainker** - CyRide remains one of the five elements that make Ames a great place to live. When people look at Ames, CyRide currently is listed as one of the reasons that make Ames great - it separates Ames as being special.
- **President Haila** - CyRide wins fifth consecutive award for quality of service and satisfaction, which includes students and across the community. This recognizes CyRide's top notch service currently with the desire that this continue and grow in the future.
- **Trustee Gartin** - CyRide continues to adapt as Ames moves forward. The growth of the university and Ames is a good challenge and opportunity to have as not all cities can say they are growing. There are many reasons for people to move to Ames, and CyRide is a critical component so we need to stay on task and manage it well.
- **Trustee Madden** - CyRide continues to be ranked as one of the best transportation systems in university communities in the country with Ames being ranked as one of the best towns to live in.
- **Katherine Gregory** - Ames wins for smart growth and a key reason is the transportation policy identified by the students, which supports the community as well.

Mr. Wittmann then turned the board's attention to the handout with the currently adopted service philosophy, potential study objectives and guiding principles, which, when completed, will guide the recommendations that are developed. He began with the key point of the service philosophy asking board members about the concept that everyone gets a ride, seated or standing and that no one is left at the bus top to wait for the next bus. Steve Schainker asked if this current philosophy was an unrealistic goal for the future. Mr. Wittmann said that he had never seen a system with a philosophy that

no one is left behind and he believed it was an expensive standard, but that it was what makes CyRide special. President Haila indicated that the philosophy also included a statement "within financial constraints," indicating it had a limit.

Trustee Schainker said that this current philosophy was utilizing resources that could be used for other needs identified in the System Study Redesign. The consultant indicated that to meet this standard in the study, it limits what can be accomplished with the System Redesign. He then asked board members if they wanted the design team to let the staff and board know what it would look like to NOT have this philosophy. Director Kyras urged board members to think through what the ramifications would be to not have this guarantee - students missing classes, public not getting to work/appointments on time, possibly more street congestion and parking issues and/or need for more parking structures. Trustee Staudt agreed and shared an example if a student was on one of the buses that no longer run and could not get to campus or would have to drive to the Commuter lot. He indicated that he believed that a different philosophy would not work.

President Haila shared that he would desire to hear from the consultant what he thought would work as an objective third party. He also indicated that he wanted to make sure the system remained working well for the students as CyRide was seen as having a moral obligation to get students to campus.

The consultant said that he could not currently give the board a good feel for these impacts as he needed more data before an informed analysis could be made, but he suspected at this early stage that CyRide was underutilizing 2 to 3 buses as a result of this guarantee. Trustee Madden asked the consultant's definition of underutilized, citing whether it was operating a bus for one person or half a bus. Director Kyras wondered if the reference to underutilized buses was as a result of the first two week of service, which operates more buses until travel patterns are established. Mr. Wittmann said that was part of it, but also if a person missed a transfer an unused bus at the time could pick up the person up to take them where they were traveling to, if they had time in their schedule. Mr. Wittmann indicated they would include the impacts of these types of policies on the overall cost to provide service. The consultant also indicated they would assess the impacts of other policies, such as bus capacity standards, when exceeded, required adding another bus.

Mr. Wittmann discussed the two proposed study objectives proposed of an efficient and effective transit system providing approximately 7 million rides per year and to provide recommendations for existing services (guideline #1 and #2) and to provide a list of unfunded potential service enhancements (guideline #3).

President Haila asked how "within financial constraints" would be addressed in the study. The consultant indicated that inflationary costs would constitute a "baseline" for the services and then enhancements to address growth would mirror CyRide's historical

increase of 5 - 8% per year. Trustee Madden indicated that this level of increase was subject to debate as this would be substantially above the rate of inflation. President Haila agreed indicating that construction increases have been in the 3 - 3.5% annually.

Director Kyras said this is challenge and encouraged board members to think through the ramifications of an increase at the rate of inflation. Further, she indicated that with flat federal and state dollars, the budget increase falls on local funding partners and, at the rate of inflation only, CyRide will most likely not be able to continue at current service levels. Trustee Gartin asked for clarification on steady federal and state dollars. Director Kyras indicated that operating funds were steady; however, capital dollars had been significantly reduced. Trustee Gartin indicated he anticipated strong city assessment values in the near future and stated he could support a maximum of 5% annual increases.

Trustee Madden said that student fees have been increasing at the rate of inflation (2.5% - 3% per year) and that they have placed more of their available fee dollars toward CyRide as it was a priority, but was not sure if this could continue in the future. Trustee Staudt shared his views of the pressures regarding student fees to accomplish other student priorities, but indicated that he believed that students might accept as high as 7% increases.

Trustee Madden indicated that he believes that ISU's Senior Administration would find it difficult to accept a 5-6% increase per year.

Trustee Madden shared that the number of students bringing cars to campus is lower, from a high of 70% to 50% currently, which may put more pressure on CyRide.

Mr. Wittmann asked if there was a consensus of a 5 - 7% per year increase to be used for the study. Trustee Gartin shared that he was not comfortable going with more than 5%. Mr. Wittmann indicated that the study would show what the value of the investment was for the community for the funders/community to decide if there was sufficient benefit for the cost. There was a consensus of planning for 5% increases in the study.

Mr. Wittmann then shared another proposed guiding principle, which was to design the system to increase non-student ridership, as well as address student needs. No board members commented on this proposed objective.

The next proposed guiding principle that was discussed was to design a base system of 20 minute peak - 40 minute off-peak service as was currently operated. No board members commented on this proposed objective.

Mr. Wittmann then described the next proposed guiding principle, which was to provide geographic coverage to 85% of Ames residents within 1/4 mile of a fixed-route service.

Mr. Wittmann recommended changing this objective to "85% of residents in transit supportive areas are with 1/4 mile of a fixed-route." Board consensus was to change the language of this guiding principle.

Mr. Wittmann then described the travel time guiding principle of getting from A to point B in no more than 45 minutes. He indicated that most likely every trip will not meet this principle, but that the goal would be to develop a system where the average was no more than 45 minutes so that it was somewhat competitive with the automobile at approximately twice the travel time. Trustee Gartin asked if the day and time of day was a factor as Sunday afternoon trip length time is less important than on a Monday morning at 8:00 am. Mr. Wittmann indicated that the focus was on traditional work commute times.

Trustee Gartin asked about whether the study would address whether the road was constructed to bus strength. Mr. Wittmann indicated that this would be addressed if there was a recommendation to change a street CyRide operated on.

President Haila reiterated the concerns about travel time, indicating that the maximum travel time from south Ames to North Ames was only at 11-12 minutes and that a 45 minute bus ride would not encourage residents to use CyRide. Trustee Gartin agreed and requested that the average travel time be less. Mr. Wittmann indicated it was a maximum, not the average.

Trustee Madden asked if express bus route would be considered as part of CyRide's future service. The consultant indicated that express routes would be considered as a possible route structure.

The travel time guideline was revisited with additional clarification regarding the issue, such as north Ames residents traveling to the Research Park and individuals moving into the community from larger cities desiring public transit. Trustee Staudt stated that the Research Park jobs are going to be higher paying positions and indicated that this clientele would not be as receptive to riding the bus due to their income level.

Mr. Wittmann indicated that the last guiding principle concerned safety - rider and public safety. It is also an opportunity to reduce congestion. There were no board member comments on this guiding principle.

The consultant then provided an overview of tasks in the next two to three weeks, specifically mentioning the online survey that would include tradeoff questions and asked that board members to take the survey and pass it along to others, as it will be a community wide survey. Trustee Schainker raised a concern that asking questions about unmet needs would create an expectation for service and that this provides a lot of pressure to meet these needs. Director Kyras suggested using different wording to try to reduce this pressure similar to the Long Range Plan terminology of "illustrative"

projects. Mr. Wittmann shared his experience in other systems and indicated that people will want to be heard and have their needs acknowledged, but that this does not mean that the Transit Board will need to act upon any or all of these suggestions. He also indicated that some maybe service changes may able to be accomplished through reallocation of resources.

Trustee Madden ask how current versus future demands are addressed in the study using the Research Park growth as an example. Director Kyras indicated that through discussions with the City's Planning Department, that this type of growth should be identified and be included in the list of future possible projects.

Mr. Wittmann ended the discussion with the schedule of activities, indicating a completion date of June 2017. President Haila indicated a concern with developing a set of recommendations and then requesting public input prior to meeting with the Transit Board. Director Kyras indicated that recommendations would be brought to the Transit Board before they were available to the public.

Trustee Madden made a motion to adjourn at 1:50 pm. Trustee Staudt seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

John Haila, President

Joanne Van Dyke, Recording Secretary

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: September 29, 2016

SUBJECT: Federal Title VI Program Update

BACKGROUND: In 2013, CyRide completed a new Title VI Program to comply with the Federal Transit Administration's (FTA's) Title VI regulations that were updated in 2012 regarding non-discrimination in the delivery of its services and programs. CyRide's Program, which was utilized by the FTA as a best-practice within the industry, expires on November 30, 2016. **As part of the Title VI regulations, the governing body of CyRide is required to review and formally approve its Title VI Program update, as well as sign an updated policy statement every three years. This document will need to be submitted to FTA by October 1, 2016 for their review and concurrence.**

The Title VI regulations released in 2012 require transit systems serving communities the size of Ames to develop a program that addresses the following areas:

- Requirement to Provide Title VI Assurances
- Title VI Notice to the Public (locations publicized & translations to required LEP populations)
- Title VI Complaint Form & Title VI Policy & Procedures – (posted on website & translated to documented LEP group languages)
- Title VI Investigations, Complaints and Lawsuits Log
- Public Participation Plan, including outreach methods to minority and LEP populations
- Meaningful Access to Services and Programs to Limited English Proficient (LEP) Persons
- Table of Appointed Transit Committees/Councils Compared to City Minority Population
- Title VI Equity analysis of Facility Construction
- Requirement to Provide Additional Information to FTA Upon Request
- Service Standards and Policies

INFORMATION:

CyRide's Transit Planner has reviewed the existing Title VI document and made modifications as necessary to reflect existing conditions and new situations. Additionally, there is one major change in this year's updated program. The City of Ames' population speaking Mandarin Chinese has exceeded 1,000 persons that "speak English less than very well" for the first time. Federal regulations require transit systems in communities that have Limited English Populations (LEP), totaling over 1,000 persons or 5% of total population (whichever is less) speaking English "less than very well," to provide written translation of all vital documents into the language that this LEP group speaks. Providing translations of these vital documents allows CyRide to meet its compliance obligation. Translation of non-vital documents can be provided verbally, as opposed to a written form.

Title VI Plan Update

The following briefly summarizes the full document CyRide staff has prepared section-by-section, which can be found at the following web link: www.cyride.com/TitleVIProgram2016. Copies of the written document will also be available at the Transit Board meeting.

Requirement to Provide Title VI Assurances

This section states that CyRide will carry out its transit program and services in compliance with the Department of Transportation's Title VI regulations. Documentation of this compliance is accomplished through an annual certification form signed by the Transit Director and the City of Ames Attorney.

Title VI Notice to the Public

This section details the exact text that CyRide will use to communicate with its customers how to file a Title VI complaint (as prescribed by FTA regulations), how this will be disseminated and that it will be communicated in English and Mandarin Chinese now that Ames has reached the federal threshold to put its vital written documents and communication in this language. The public notice will be included on CyRide's website and buses so that passengers can call and ask to speak to CyRide's Assistant Director – Operations.

Title VI Complaint Procedures & Complaint Form

This section describes the actual complaint procedures and customer comment forms. The detailed procedures are in Appendix C to the document and the Customer Comment form in Appendix D. These forms will be available in English and Chinese.

Title VI Investigations, Complaints or Lawsuits Recording

This section indicates that CyRide, as required by FTA, keeps a log of Title VI complaints and describes the information to be included in this log. CyRide received no complaints since the last Title VI submission.

Promote Inclusive Public Participation

CyRide's public participation document is located in Appendix F to the document. This section describes CyRide's efforts and methods to reach out to the general public, including minorities, low-income and limited English speakers, as well as to human services agencies in providing service within the community.

Meaningful Access to LEP Persons

CyRide's FTA-required, Limited English Proficiency Access Plan (LEP) is located in Appendix H to the document. This section summarizes the full document listing its two main components – Four Factor Analysis and the Access Plan. The basis of these documents is that CyRide will work to assist LEP individuals "at the point of contact" on the bus, telephone or in person. This document is required to be updated as part of each Title VI program submission.

Minority Representation on Planning and Advisory Bodies

CyRide does not utilize appointed advisory councils, planning board or committees to advise the Transit Board so this requirement to mirror minority representation within the City of Ames does not apply to CyRide's current structure.

Providing Assistance to Subrecipients

CyRide does not have subrecipients; therefore, this section does not apply to CyRide.

Monitoring Subrecipients

CyRide does not have subrecipients; therefore, this section does not apply to CyRide.

Determination of Site or Location of Facilities

CyRide does not currently have a site for a new facility that would require a Title VI analysis to determine impacts as it relates to race, color or national origin. This will be required when CyRide determines a potential second facility location.

Requirement to Provide Additional Information Upon Request

This section states that CyRide will comply with federal regulations requiring the agency to allow FTA investigations of discrimination complaints or to resolve concerns in this area.

Requirement to Set System-Wide Standards and Policies

In 2013, staff worked with the transit board to establish service polices and standards as noted in the attached document. The standards and policies developed for the Title VI Plan are: vehicle load, vehicle headway, on-time performance, service availability, distribution of transit amenities and vehicle assignment.

Impact of Meeting FTA Threshold:

To provide an effective LEP plan, CyRide must translate all “vital documents” into the language of frequently encountered LEP groups eligible to be served and/or likely to be affected by CyRide’s programs and services. Mandarin Chinese has met that defined threshold of more than 1,000 individuals speaking English “less than very well” within the Ames community and, therefore, Mandarin Chinese is now a defined LEP group for CyRide.

To ensure accuracy of these vital documents into Mandarin Chinese, they will be translated by a qualified interpretation and translation service business, such as the Iowa International Center (<https://iowainternationalcenter.org/>) over the next few months. In the interim, CyRide will post translations via Google Translate until the official translation is completed. CyRide is defining any document as vital that requires the public to fill out information to receive access to CyRide’s services or programs, impacts their safety or as [FTA C 4702.1B](#) specifically indicates. Therefore, staff has identified the following CyRide materials as meeting the FTA’s definition of this requirement that would minimally impact the budget by an estimated cost of less than \$2,000 annually. The table also indicates the timing of this change.

Current	Next 120 Days
<ul style="list-style-type: none"> • Website Translation via Google translate • Picture graphics of lost & found items • “I speak” cards to obtain language utilized • Language Interpreter Telephone Services 24/7/365 via CST 	<ul style="list-style-type: none"> • Translate and produce vital documents into Mandarin Chinese (these documents will be listed on CyRide’s website as well as under the language assistance page) <ul style="list-style-type: none"> o Title VI Notice to the public <ul style="list-style-type: none"> • Advertise free Language Assistance available at www.cyride.com/language-assistance within Title VI Notice o Title VI Policy & Procedures o Title VI Complaint Form o Dial-A-Ride Application o Reasonable Accommodation form o System Redesign public meeting notices

Additionally, CyRide will be determining if the following items will increase understanding of individuals speaking Mandarin Chinese and can be accommodated with CyRide's budget for possible Fall 2017 implementation. CyRide staff will update the board in the summer of 2017, if additional measures will be implemented in the fall.

- o Interior bus ad rack signage related to safety/security
- o Future public meeting notices (major service, fare, policy changes) or planning of services
- o Research adding bus interior signage in Chinese related to entering/exiting buses
- o Include language assistance tag to multiple CyRide documents in English/Mandarin Chinese
- o Target LEP groups in outreach to community
- o Work with Iowa State's ISSO Office toward partnering in the future towards language assistance

ALTERNATIVES:

1. Approve CyRide's Title VI Plan and policy for submission to the Federal Transit Administration by October 1, 2016.
2. Direct staff to revise the Title VI Plan or policy based on board-directed modifications with submission of the document by October 1, 2016.

RECOMMENDATION:

The Transit Director recommends Alternative #1 to approve the Title VI Plan and policy documents. These documents reflect conversations with the board regarding policies and standards in 2013, as well as current practices in CyRide's daily delivery of service within the Ames community.

CyRide

SERVICE STANDARDS AND POLICIES SUMMARY

VEHICLE LOAD

Standard: (Industry Standard: 125-150% in urban areas, 175% in university systems)

	Seated Capacity	Total Customers	Percentage
Standard 40' Bus	34-47	65	138-191%
Articulated 60' Bus	62	112	180%
Minibus 186" Wheelbase	18	32	175%
Minibus 158" Wheelbase	12	21	175%

VEHICLE HEADWAY

Standard: (Industry Standard: Varies)

			Saturday	Sunday
Local	40-minute	60-minute	Same as Weekday	60-minute
Circulator	40-minute	60-minute	---	---
Peak Period Service	60-minute	---	---	---
Night Only	---	60-minute	60-minute	---
Flexible Service (Eve. Service Only)	---	---	---	60-minute

ON-TIME PERFORMANCE

Missed Trips Standard: (Industry Standard: 90-95%)

For CyRide, the missed trip standard is established at 95 percent. For instance, in FY2015, less than 11,540 trips out of a total 230,809 can be missed and still meet the standard.

Schedule Adherence Standard: (Industry Standard: 73-75%)

The standard for CyRide's schedule adherence is established at 75 % of scheduled trips system wide. Therefore, 15 out of every 20 scheduled bus trips should be considered "on-time" according to the standard.

SERVICE AVAILABILITY

Production End Standard: (Industry Standard: ¼ mile, 85-90%)

The standard will be 85% of residents in transit supportive areas are within ¼ mile walking distance of a fixed route.

Attraction End Standard: CyRide will apply the following standards when considering service modifications.

- **Hospitals/Nursing Homes.** These usually do not attract a large number of trips. These facilities do, however, often serve those who depend on transit. Therefore, institutions of 100 or more beds may be considered candidates for CyRide service. (Industry Standard: None Found)
- **Colleges/Schools.** Students in a university community often comprise a major segment of the transportation dependent population. For this reason, colleges and post-secondary schools have been included in the availability standard. Those institutions with an enrollment of at least 1,000 students warrant consideration for service. (Industry Standard: None Found)
- **Shopping Centers.** Shopping trips constitute a major reason for transit travel. Shopping centers with more than 100,000 square feet of leased retail space are large enough to warrant consideration for CyRide service. Mixed-use retail, housing and office complexes can also be included within this category. (Industry Standard: None Found)
- **Social Service/Government Centers.** Public Agencies, government centers and community facilities attract significant traffic volume. While the nature and size of these facilities varies greatly, it can be generally stated that those serving at least 200 clients daily warrant consideration for public transit service. (Industry Standard: None Found)

DISTRIBUTION OF TRANSIT AMENITIES POLICIES

Bus Shelter Policy: (Industry Standard: Varies)

Shelters may be provided at stops which serve 150 or more boardings daily and/or transferring customers or which serve concentrations of elderly or disabled residents. Shelters should be at least 6' by 10' and be enclosed on all sides except for entrances. Service information including route numbers and colors, maps and schedules that serve the stop should be displayed.

Bus Bench Policy: (Industry Standard: None Found)

Benches should be installed inside all standard shelters. Benches may also be installed independently at bus stops that do not have shelters. For these benches, they should be placed facing the street, a minimum of 6 to 8 feet from the bus stop sign and anchored in place.

NextBus Policy: (Industry Standard: None Found)

Major transfer locations throughout its system may be equipped with LED digital signs.

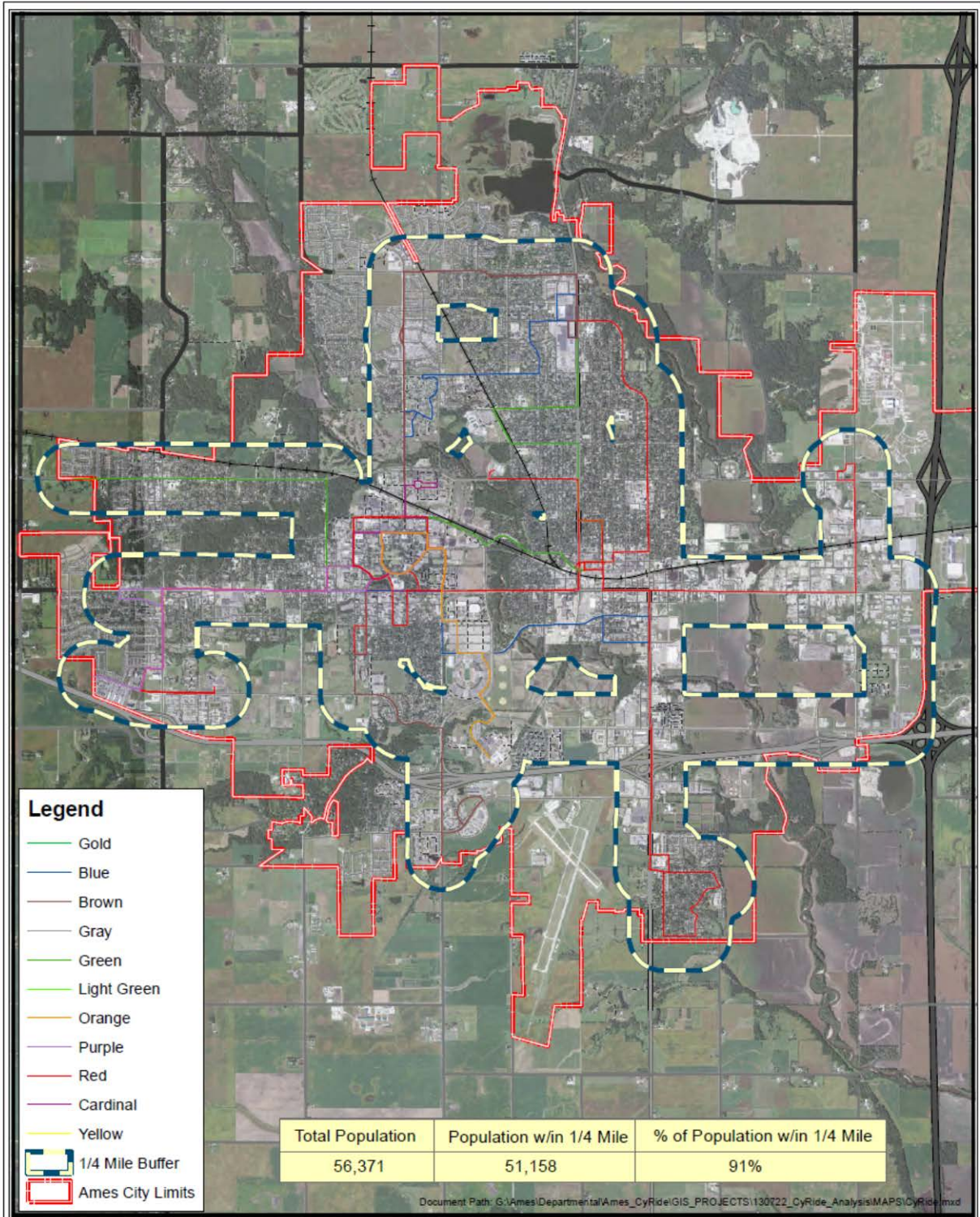
Route Map/Schedule Policy: (Industry Standard: Shelters and Transfer Points) CyRide’s route map/timetables are provided in all shelters. They are also provided at major transfer points throughout the system.

Trash Receptacle Policy: (Industry Standard: None Found)
CyRide may provide trash barrels at shelters.

VEHICLE ASSIGNMENT

Policy: (Industry Standard: Random with Exceptions for Route Geometrics and Lower Demand)
CyRide randomly assigns buses to a route; however, the following routes/times of day dictate smaller/larger vehicles, using only a portion of the fleet due to lower/higher ridership demand or route geometrics.

Route/Time of Day	Size of Bus	Reason
Yellow	Minibus	Lower Demand
Pink	Minibus	Lower Demand
Green/Evening & Sat.	Minibus	Lower Demand
Brown Sat.	Minibus	Lower Demand
Orange	Articulated	Higher Demand



CyRide Population Estimate

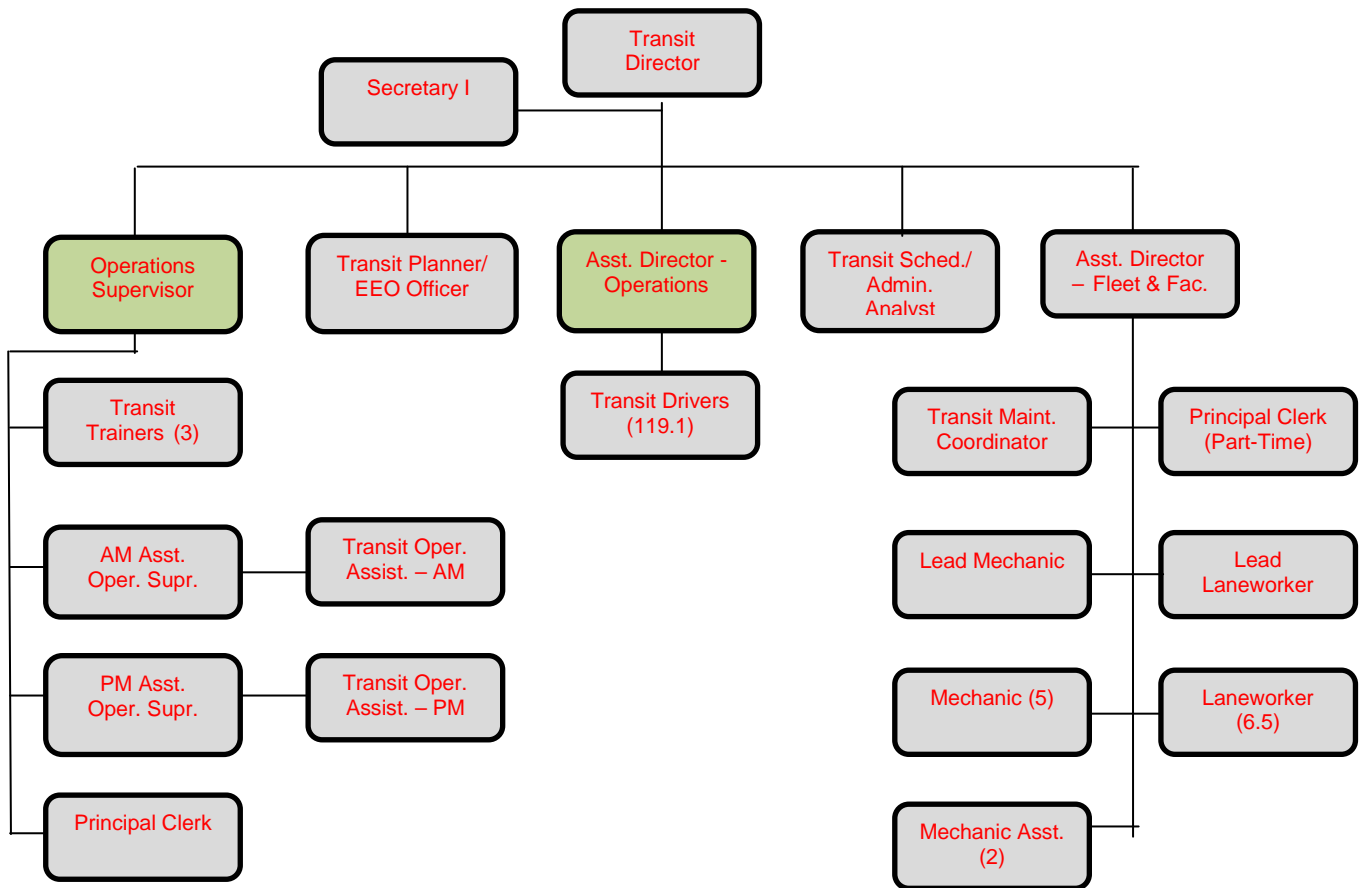
Date: 7/15/2013



CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: September 29, 2016
SUBJECT: Operations Division Reorganization Plan

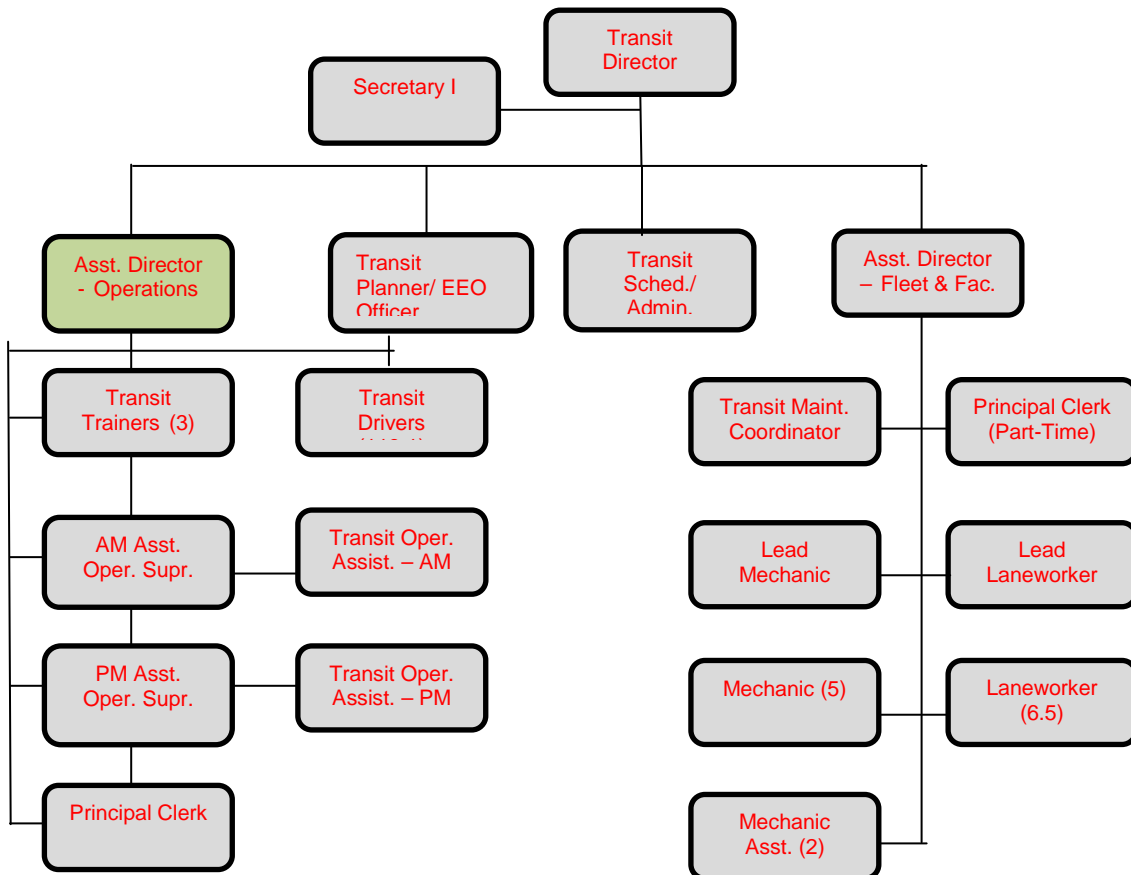
BACKGROUND: Over the past ten years with record year-after-year ridership growth, CyRide has struggled to meet the challenge of operating a larger transit system in a smaller community. This struggle has been especially pronounced in the Operations Department, which has been tasked with ensuring that a quality service is delivered every day to more and more customers, when the landscape of the transit system is constantly shifting. CyRide’s current organizational chart is reflected below.



INFORMATION: With the retirement of Karen Jamison after 40 years as an integral part of the Operation’s Division, this event has provided an opportunity to re-evaluate the changing needs of the department and to organize its staff around these needs. CyRide staff has worked with the City of Ames Human Resources and Department in developing a three-phased reorganization approach within the division that will span the 2016-2017 budget year. The following summarizes this plan.

Phase I

The first phase will occur immediately with the consolidation of CyRide’s Operations Supervisor and Assistant Director – Operations positions into one single position that will oversee the entire division. Currently the Operation’s Supervisor oversees the daily operations along with the Dispatch and Training functions; while the Assistant Director – Operations is responsible for the approximately 170 drivers. This consolidation of overall responsibility for the division will allow for more consistency and improve communication flow throughout the division, which is becoming more challenging as the number of employees in this division has increased by more than 50% with only one additional management staff (Transit Trainer) added this past year. After a pay plan analysis by the Human Resources Department, this consolidation will increase the pay grade by one from a grade 62 to a 63. With this change, the Operations Supervisor position will be eliminated; however, the full-time equivalent (FTE) will remain with CyRide to be used in phase three of the reorganization. The new organizational chart for the agency, after the Phase I reorganization, would be as follows:



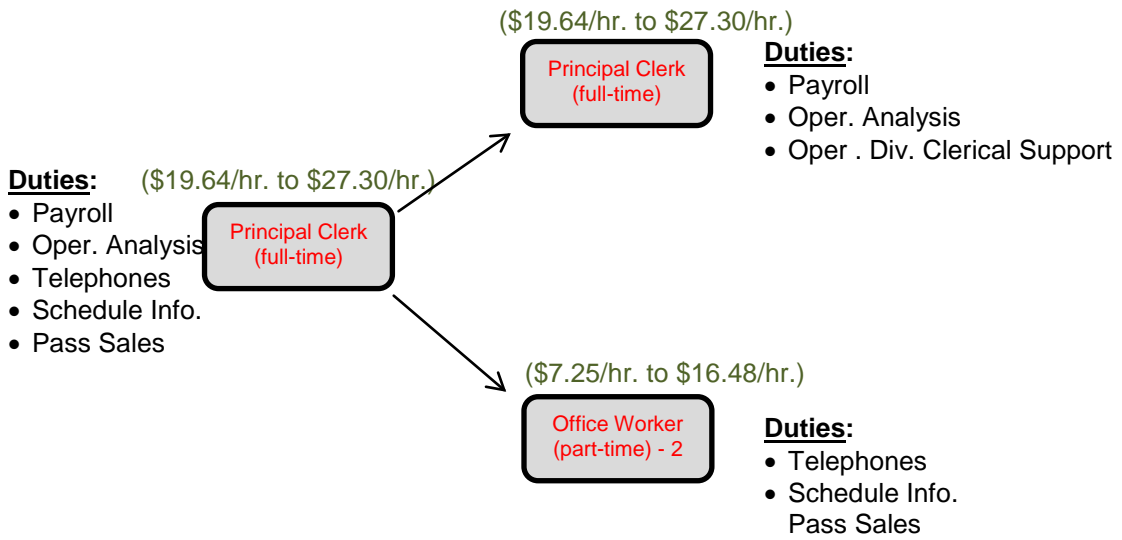
The financial impact of this change is a budget savings for the remainder of the fiscal year (October 2016 – June 2017) of \$85,314 (elimination of Operation's Supervisory salary for 9 months, plus the difference between the salaries of the current and new Asst. Directors – Operations).

Phase II

Upon the implementation of the Phase I change, the new Assistant Director will be taking on the responsibilities and workload of two positions (current Asst. Dir. and Operations Supr.). Therefore, the position will need assistance to successfully complete the task of managing the division. This assistance is proposed in two areas: clerical and additional mid-management support. This second phase of the reorganization plan addresses the clerical support needs.

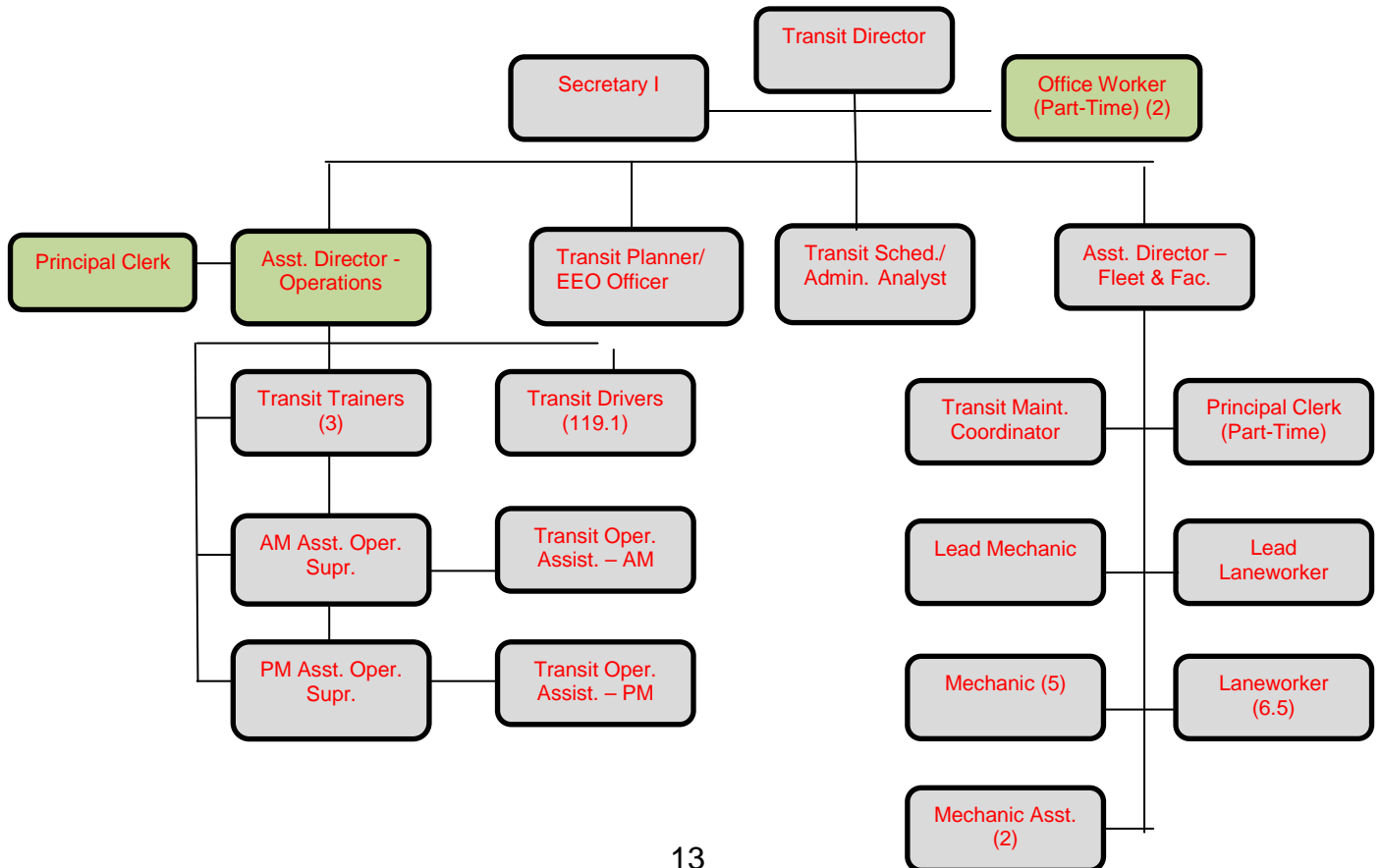
A substantial amount of the current Assistant Director's job is devoted to managing the paper flow required to meet federal, state and local requirements of employing CyRide's approximately 170 bus drivers. For example, setting up physical and drug screen appointments, driver's license checks, pulling video from the buses to investigate complaints, maintaining discipline records for all drivers, etc. Therefore, CyRide staff has identified a need for a half time clerical employee to assist with these tasks.

CyRide proposes to transfer the payroll task currently completed by CyRide's Receptionist to this new clerical support position; thereby creating a full time position when combining the operational support with the payroll function. CyRide's Receptionist is currently classified as a Principal Clerk. It is anticipated that the new operational clerical position would most likely be in this same classification; however, an analysis by the Human Resources Department would need to be completed to clarify where the new position would fall within the City of Ames Pay Plan. CyRide's Receptionist currently answers the telephone, responds to schedule information questions, sells passes/tickets to the public, performs small operational analysis and completes CyRide's daily payroll. By removing the operational analysis and payroll from the lower-level clerical tasks, this leaves the phone, schedule information and pass sales tasks, which would be classified at most likely at an Office Worker level pay (\$7.25/hr. to \$16.48/hr.) as opposed to the Principal Clerk pay of (\$19.64/hr. to \$27.30/hr.). CyRide proposes to hire two part-time employees to fulfill the Receptionist function. This separation of Principal Clerk duties with those of an Office Clerical position will allow CyRide to more appropriately compensate employees for the value of their work and minimize payroll expenses overall. The graphic below illustrates this change.



The total impact to the 2016-2017 budget is \$16,996 and an increase in one FTE; however, with the savings from Phase I, this will more than cover this additional expense, even if the new operations clerical position is upgraded after the Human Resource Department's pay plan analysis.

The organization chart after Phase II would be as follows:



Phase III

The third phase of the Operations Division reorganization is to address the mid-level support needed within the division and would be included within the 2017-2018 budget, beginning July 1, 2017, utilizing the FTE available from the elimination of the Operations Supervisor position. The new Assistant Director and CyRide's Transit Director will work together over the next few months to identify the best use of this FTE within the division. Initial thoughts are to focus direct oversight of the drivers at the agency's mid-level management (Assistant Operations Supervisors (at a pay grade of 60) as opposed to the Assistant Director – Operations (at a pay grade of 62) in an effort to improve accountability and communication within the department. Additionally, this position that could assist the department with operational analysis, thereby, identifying improvements to existing services and/or policies. The Assistant Director and Transit Director will further refine the specifics of this third phase and will include a discussion regarding this plan in the budget discussions with the Transit Board in December 2016. This third phase would be implemented on July 1, 2017 with the 2017-2018 budget.

Staff is seeking input and concurrence with CyRide's Operational Division reorganization plan.

ALTERNATIVES:

1. Concur with Phase I and II of CyRide's Operational Division reorganization and provide additional information on Phase III with the proposed 2017-2018 budget.
2. Concur with Phase I of CyRide's Operational Division reorganization and, prior to its implementation, provide additional information regarding Phases II and III of the reorganization.
3. Concur with Phase I of CyRide's Operational Division reorganization and direct staff to consider other Operational Division reorganization concepts.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 so that staff can proceed forward with the clerical support needed for the new consolidated Assistant Director position. This support is needed to successfully continue to manage the Operations Division when two portions are combined into one within the Operations Division. The Phase I and II changes will have a minor impact on the 2016-2017 budget.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: September 29, 2016
SUBJECT: System Redesign Scope and Activity Update

BACKGROUND: At the August 31, 2016 Transit Board meeting regarding the System Redesign Study, there was a discussion on two topics that board members expressed an interest in having included in the study, but were not in the original scope of work: Fare Free Analysis and impact of Commuter Lot/Orange Route on CyRide's system.

INFORMATION: CyRide staff has worked with the consultant to develop a scope of work for the two activities that were desired as part of the System Redesign Study and their cost, for consideration by the Transit Board to add to the original scope of work, if desired. Each is discussed below.

Fare Free Analysis

In 2001, Iowa State students voted, through a referendum, to pay for their portion of CyRide services through their student fees (referred to as fare free). Since that time, all revenues for the student's portion of CyRide's capital and operating expenses has been secured through revenues generated from these fees. The result of this action in 2001 increased CyRide's ridership over a two-year period from approximately 3 million to 4 to 4.5 million, as students took advantage of this unlimited-ride, fare system. While this arrangement has increased federal and state funding, reduce the need for more parking on campus, reduced congestion around the campus area and student's parking in neighborhoods adjacent to campus, questions have arisen as to whether this fare method has created an unrealistic expectation that CyRide will not be able to sustain into the future with its record enrollment.

CyRide's consultant with Nelson NyGaard, Thomas Wittman, provided the attached scope of work and budget (\$29,846) that could be added to the current \$157,327 budget for the System Redesign Study to provide an analysis of CyRide's student fare free program to determine its benefits and challenges.

Commuter Lot/Orange Route Impact on CyRide’s System

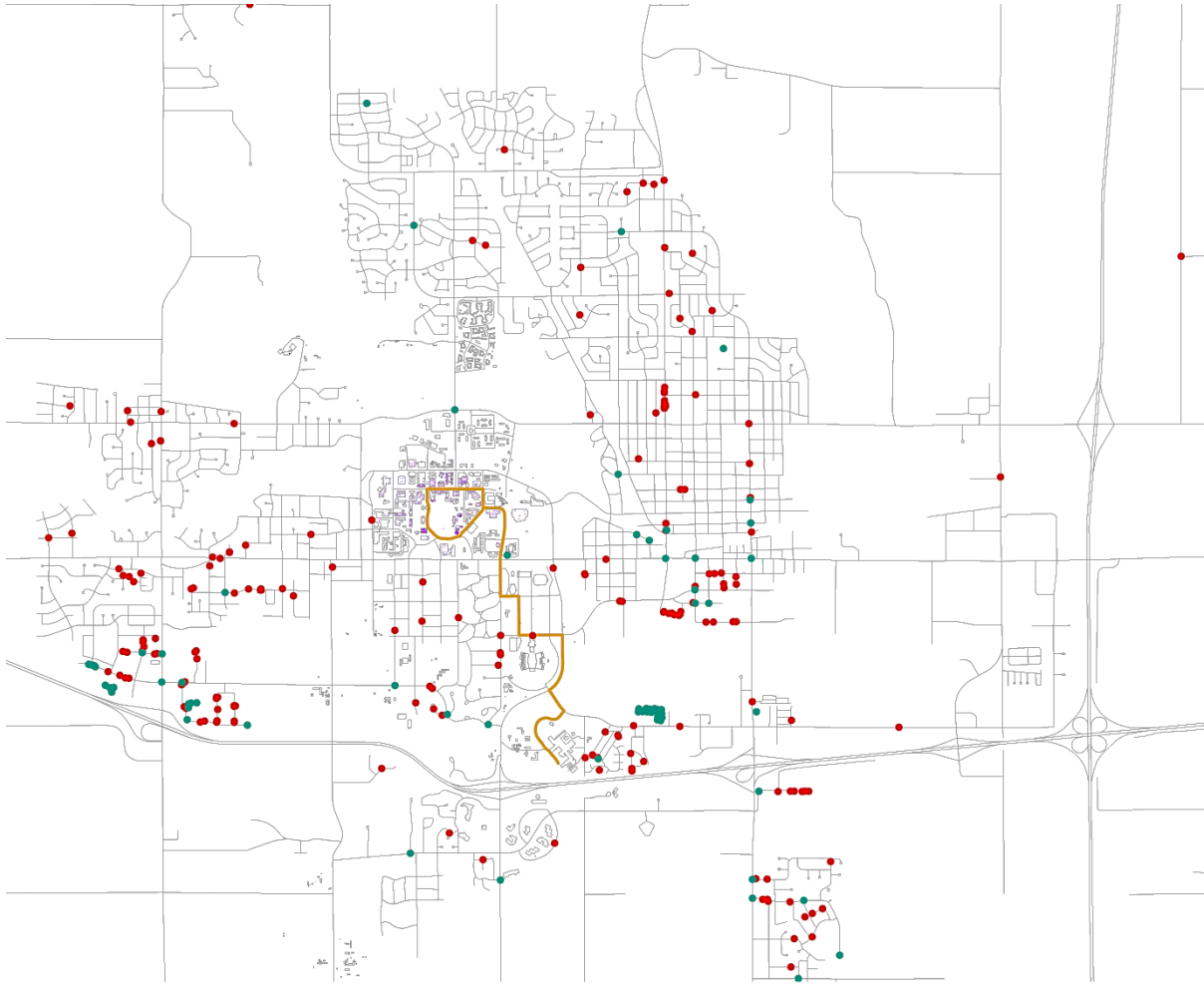
In 1981, the Orange Route began operating from campus to the Veterinary Medicine building and in 2001 the route became a free circulator route for everyone. Ridership on this route has grown along with the system from 35,000 rides per month to an average of 200,000 per month during the school year. A 2013 Commuter Lot survey found that approximately 1/3 of the Orange Route riders lived outside of the City of Ames and 2/3’s live inside Ames, and dispersed as illustrated by the map on the next page. Therefore, the question has been raised about whether these travel patterns within the community are beneficial for CyRide when other services exist that are nearer the persons trip start location.

CyRide’s consultant has analyzed the work that would be required to provide better data on the impact of the Orange Route on other CyRide routes. This description and additional scope cost (\$14,860) is attached.

In summary, to include the two additional analysis to the scope of work would be as follows:

Original Budget/Scope	\$157,327
Fare Free Analysis	\$29,846
Commuter Lot/Orange Route Analysis	<u>\$14,860</u>
TOTAL	\$202,033

Funding to include these additional analyses could be secured from CyRide’s Budget Closing Balance as a result of lower fuel prices again this year. The first two months of the budget year have average \$1.50 per gallon compared to the budgeted \$3.00 per gallon, resulting in a current fuel underrun of approximately \$65,000, which would more than cover the cost of these additional studies.



System Redesign Activity Update

In addition to the possible scope changes, activities under the original scope of work have continued since the last meeting. The following provides a brief update of these activities.

During the month of September, the consultant completed two activities directed at data collection and customer input. First, over 20 temporary employees, hired by the consultant, rode CyRide buses and documented the number of individuals getting on and off the bus at each location. This data will help identify less productive stops that could be modified or productive stops where service is needed in the future. Second, these same temporary employees rode the bus and distributed customer surveys (see attached survey) to determine ridership patterns and identify what service characteristics are important for CyRide's current rider.

The first few weeks of October will begin the public engagement portion of the study with pop-up meetings in four locations (two on campus and two off-campus) to solicit thoughts on where changes could improve a customer's ride, or if a non-rider, what is important for a transit system in Ames. "Trade-Off" questions, along with open-ended and multiple choice questions, will be used

to gather initial input. The specific date/locations of these meetings are currently being identified and will be shared at the board meeting, if they have been secured. This public engagement effort will be followed up by public meetings in the community to be scheduled in late October or early November once the data for the work completed in September is analyzed.

ALTERNATIVES:

1. Increase the Nelson/Nygaard System Redesign budget by \$44,706 to include both the fare free and Commuter Lot/Orange Route analyses.
2. Increase the Nelson/Nygaard System Redesign budget by \$29,846 to include a fare free analysis.
3. Increase the Nelson/Nygaard System Redesign budget by \$14,860 to include a Commuter Lot/Orange Route analysis.
4. Do not include the fare free or Commuter Lot/Orange Route analyses in the System Redesign Study.

RECOMMENDATIONS:

The Transit Director recommends approval of Alternative #1 to support the additional data analysis, if board members desire an out-of-house analysis, to answer two questions that have recurred within the community and at Transit Board meetings for more than ten years.



September 14, 2016

Sheri Kyras
Transit Director
CyRide
601 N. University Blvd.
Ames, IA 50010

More than 90% of CyRide's transit trips are paid through a universal pass agreement with Iowa State University's (ISU) Student Government. Given this ratio, CyRide is interested in evaluating the current fare structure and fare policies, including the potential for fare free operations across all aspects of the transit service.

Charging a fare—or not charging a fare—encompasses a wide range of costs and benefits. Some of the key benefits associated with collecting a fare include generating revenue, reducing reliance on federal and state funding, and supporting the perception that the public helps pay for public transportation services. At the same time, there are costs associated with charging a fare. Operating fare free is less complex because it simplifies accounting systems and reduces the need for secure storage of cash; additionally, management and distribution of fare media are not required. Additional benefits include the potential for increased ridership and enhanced operating efficiency. With this in mind, CyRide's fare analysis will evaluate the existing fare structure and develop recommendations for the future.

TASK 1.1 FARE ANALYSIS KICKOFF, GOAL SETTING, AND PROJECT MANAGEMENT

To initiate this study, the Nelson\Nygaard project manager will meet via teleconference with CyRide staff to review the scope of work and schedule, refine project details, and develop overarching goals and objectives for the fare analysis. Nelson/Nygaard staff will also be available to make up to two presentations to the CyRide Board of Trustees or other entity as part of this effort, if desired.

TASK 1.2 EVALUATION OF EXISTING FARE STRUCTURE AND POLICIES

The purpose of this task is to become thoroughly familiar with and document the current fare structure and policies for CyRide fixed-route services. We will make use of existing data to analyze fares for each service with emphasis on the following key indicators and trend analysis:

- Average fare per passenger
- Farebox recovery ratio by mode and relationship to farebox recovery goals
- Fare policies
- Ridership and revenues by fare product
- Pass sales and pass usage
- Fare evasion

This analysis will also include a best practices evaluation of fare policies and practices across the transit industry.

TASK 1.3 ADMINISTRATIVE, OPERATING, AND CAPITAL COST CONSIDERATIONS

Fare collection results in ongoing operating costs associated with administering the fare system. These costs include developing and distributing fare media (tickets and passes), managing reduced fare programs, and customer service. All cash farebox revenue must be securely counted and reconciled. Reconciling fare collections serves as both a preventive and detective control and can deter and identify a potential misappropriation of farebox receipts. Revenue controls, processing, and handling can be particularly difficult for small to mid-sized agencies because they often do not have large administrative staff to manage these systems. Fare collection also requires capital equipment such as fareboxes, spare parts, and specialized hardware.

Furthermore, fare payments on buses inevitably create boarding delays. These delays are related to passengers paying their fares as well as asking questions and talking to the driver. For a single stop, these small delays may seem insignificant. However, over the course of a full route, they can aggregate and create noticeable issues with on-time performance and schedule adherence. Operating fare free also avoids disputes between operators and passengers regarding properly-paid fares.

This task will include an evaluation of cost considerations related to administration, operations, and capital needs, including the following analysis:

- Identify and document the requirements for federal grantees related to setting fares and reporting.
- Identify the equipment and facility requirements for charging a transit fare including fareboxes, vaults, development of a money room, and other capital needs.
- Assess the impact on the day-to-day operation. Of critical importance is the level of boarding activity and dwell time.
- Identify costs for handling fares. This would include a description of the procedures for collecting, inspecting, counting, and recording fares.

TASK 1.4 RIDERSHIP AND REVENUE SCENARIO ANALYSIS

Consumption of transit, like other goods and services, reacts to cost. Significant research over time has examined the sensitivity of transit ridership to fare increases. The industry standard known as the “Simpson-Curtain” rule states that for every 10% increase in fares, ridership will decrease by 3% (and vice-versa). This analysis will include development of a detailed fare model to review the ridership and revenue impacts of fare changes. Up to six scenarios will be developed to test the impacts of different fare pricing and fare free implications.

TASK 1.5 FARE FREE COST-BENEFIT ANALYSIS

Eliminating fares is an enormous and complex issue that should be carefully considered in the context of the agency’s overall goals. If CyRide ultimately elects to go fareless, then it is important to recognize that this is a “game changer,” and it would be very difficult to return to a fare-paid system in the future.

Before such an important decision is reached by policymakers, several factors should be analyzed to better understand the benefits and challenges of a free-fare system. Factors to be considered include the costs identified in Task 1.3, including the existing operating costs to administer a fare structure; staff time for sales, distribution, marketing and public information; accounting; fare reconciliation; and equipment maintenance over both the short and long term. If fares are eliminated, then these ongoing operating

costs would be eliminated. Capital costs would also be impacted because there would no longer be a need to purchase or upgrade farebox equipment, spare parts, and specialized hardware. At the same time, factors such as increased fleet needs associated with ridership increases must be accounted for and will be considered as part of this analysis.

An additional consideration is the fact that Federal funds account for a significant proportion of transit agency revenues. The majority of these funds are administered through FTA's Section 5307 program, which distributes resources based on formula set by law. This formula is designed to allocate resources based on factors such as population, population density, bus revenue vehicle miles, and bus passenger miles. As such, an increase in CyRide's number of annual passenger trips could lead to additional Federal funds for transit service in Ames, and this will also factor into the long-term cost-benefit analysis.

Coupled with a thorough understanding of the financial implications of a fareless system (including potential ridership gains, loss in passenger fare revenue, and estimated operating and capital costs savings), local policymakers should consider the political will of the people of Ames and other qualitative factors before making this important decision. This cost-benefit analysis will provide a quantitative financial analysis to describe the impacts of fare free operations looking into the future.

TASK 1.6 FARE ANALYSIS RECOMMENDATIONS AND DOCUMENTATION

Based on all previous analysis, we will develop recommended policies and fare structure recommendations to meet the study's goals and objectives. This will include both short-term recommendations and prioritized longer-term recommendations.

The Draft Report will include documentation of recommendations and all previous tasks in this effort. We will first submit the Draft Report for evaluation by the CyRide Project Manager. We will then incorporate feedback from one set of staff comments and suggestions (single set of non-conflicting comments) into a Final Report to conclude the project, including a concise Executive Summary.

DELIVERABLES: Draft and Final Fare Analysis Report
Fare Analysis Executive Summary

PROPOSED BUDGET

		Nelson\Nygaard Labor Costs					Total Direct Expenses	Total Costs
		Thomas Wittmann	Cristina Barone	Associate 2	Senior Associate 2	Principal 4		
	Base Rate	69.42	47.93	31.40				
	Overhead 175.00%	121.49	83.88	54.96				
	Profit 10%	19.09	13.18	8.64				
	Total Billing Rate	\$210.00	\$145.00	\$95.00				
Task	Description			Hours	Cost			
1	Fare Policy Analysis							
1.1	Fare Analysis Kickoff, Goal Setting, and Project Management	8	24		32	\$5,160	\$5,160	
1.2	Evaluation of Existing Fare Structure and Policies	2	4	16	22	\$2,520	\$2,520	
1.3	Administrative, Operating, and Capital Cost Considerations	2	16	16	34	\$4,260	\$4,260	
1.4	Ridership and Revenue Analysis	2	16	12	30	\$3,880	\$3,880	
1.5	Fare Free Cost-Benefit Analysis	2	24	8	34	\$4,660	\$4,660	
1.6	Fare Analysis Recommendations and Documentation	8	24	16	48	\$6,680	\$6,680	
Task Total		24	108	68	200	\$27,160	\$29,846	
TOTAL HOURS		24	108	68	200			
TOTAL LABOR COST		\$5,040	\$15,660	\$6,460		\$27,160	\$29,846	
TOTAL COSTS								\$29,846



September 20, 2016

Sheri Kyras
Transit Director
CyRide
601 N. University Blvd.
Ames, IA 50010

Currently, the Orange Route has the highest ridership of any CyRide route, carrying two million passengers annually. It operates multiple variations, including one that travels to the ISU Veterinary Medicine College, one that begins at the ISC park-and-ride, and a third that starts at Maple-Willow-Larch. All variants travel to and from the central campus. Anecdotal evidence suggests that many current Orange Route patrons live in Ames and drive to the park-and-ride instead of utilizing existing bus service that serves their neighborhood. These riders are attracted to the Orange Route by the higher frequencies (a bus every four minutes or so) compared to what is offered on their local routes.

Students, faculty, and staff need to get to campus. This work plan is designed to ascertain the number of people who are Ames residents and using the park-and-ride, what alternatives these patrons have, and whether it is more cost effective for CyRide to serve these patrons via the park-and-ride or via expanded local service.

To complete this analysis, Nelson\Nygaard proposes the following subtasks:

- **Task 1.1: Kickoff and Project Management** – To initiate this study, the Nelson\Nygaard project manager will meet via teleconference with CyRide staff to review the scope of work and schedule and refine project details. Nelson/Nygaard staff will also be available to make one presentation to the CyRide Board of Trustees or other entity as part of this effort, if desired. Travel costs are assumed to be accommodated within the existing System Redesign budget; additional travel expenses will be necessary if a site visit separate from the System Redesign project is required.
- **Task 1.2: Route-by-Route Analysis** – In 2013, CyRide conducted an intercept survey at the ISC to see where patrons were coming from. This data, applied over the existing ISC ridership numbers, will be used to determine the potential size of Ames-based Orange line ridership. The residence location of the Ames-based Orange line ridership will be quantified and used to determine the potential impacts of shifting ridership from the Orange Line to other local routes. For each potentially impacted route, a check needs to be made whether capacity exists. If all riders were to transition, for instance, how many additional bus trips need to be added on local routes? The cost and operational impacts of redistributing Orange Route riders will be estimated.
- **Task 1.3: Vehicle Needs Analysis** – After considering operational needs, Nelson\Nygaard will evaluate vehicle needs associated with redistributing Orange Route trips throughout the network.
- **Task 1.4: Recommendations and Documentation** –The Draft Report will include documentation of recommendations and anticipated program costs associated with previous tasks in this effort. We will first submit the Draft Report for evaluation by the CyRide Project Manager. We will then incorporate feedback from one set of staff comments and suggestions (single set of non-conflicting comments) into a Final Report to conclude the project.

DELIVERABLES: Draft and Final Orange Route Analysis

PROPOSED BUDGET

		Nelson\Nygaard Labor Costs						
		Thomas Wittmann	Cristina Barone	Associate 2				
		Principal 4	Senior Associate 1	Associate 2				
	Base Rate	69.42	47.93	31.40				
	Overhead 175.00%	121.49	83.88	54.96				
	Profit 10%	19.09	13.18	8.64				
	Total Billing Rate	\$210.00	\$145.00	\$95.00			NN Labor	Total
					Hours	Cost	Costs	
Task	Description							
1	Orange Route Analysis							
1.1	Kickoff and Project Management	8	8		16	\$2,840	\$2,840	
1.2	Route-by-Route Analysis	2	8	24	34	\$3,860	\$3,860	
1.3	Vehicle Needs Analysis	2	8	8	18	\$2,340	\$2,340	
1.4	Recommendations and Documentation	4	16	28	48	\$5,820	\$5,820	
	Task Total	16	40	60	116	\$14,860	\$14,860	
	TOTAL HOURS	16	40	60	116			
	TOTAL LABOR COST	\$3,360	\$5,800	\$5,700		\$14,860	\$14,860	
	TOTAL COSTS						\$14,860	

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: September 29, 2016

SUBJECT: Brown Route Report

BACKGROUND: At the August 24, 2016 Transit Board of Trustees meeting, two individuals presented CyRide’s board and staff with a petition (see attachment) to restore service/bus stop on the North Loop Dr. of the Brown Route. Board members requested staff to provide board members with a report on the service change that identifies solutions, if possible.

The existing route, with the portion of the route eliminated, is illustrated to the right.

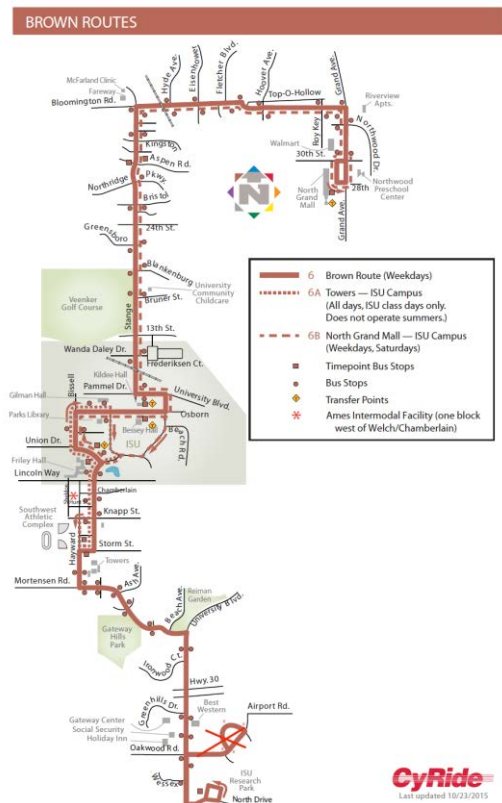
INFORMATION: Staff has developed Brown Route information regarding:

- History/Purpose of the Service Change
- Route Characteristics
- Solutions Considered

Each of these topics is briefly discussed in the information below.

History/Purpose of the Service Change

With the new Research Park’s Core building development, CyRide’s market along the Brown Route was split leaving the dilemma of reducing service overall to the Research Park by trying to meet the needs of both markets or to choose one market to serve at CyRide’s typical service level. Additionally, the construction of the Core building was one of several major



developments that is planned to be added to the Research Park over the next 5-10 years (see “Iowa State University Research Park Phase 3 Development”). Most of this development is planned for south of the original route.

CyRide’s staff and transit board President met with Research Park representatives in December 2015 to determine how to best meet the needs of all individuals accessing this park. At that meeting it was decided that additional data was needed before any decisions could be made. Therefore, staff developed a ridership count that was conducted in mid-late January once the roundabout was opened and CyRide could travel the North Loop portion of the Brown route at that time. Base on this two-week count, the attached map entitled “Brown Route Ridership Count January 2015” details the average per day, minimum/maximum per trip and average number of passenger per trip.

In February/March 2016, CyRide and Research park staff met to review the data and determine if any modifications could better meet the needs of the Research. At this meeting several potential solutions were discussed as follows:

- **Reroute to Core Building/Shuttle** – This option would re-route the Brown Route to the new Core building and a new shuttle bus service could meet this bus delivering Research Park employees/visitors to the door of their final destination throughout the current and future park.

Discussion: The shuttle concept would provide a more direct route to a larger portion of the Research Park; however, neither group was able to commit its current resources to this additional service. It was discussed that the shuttle would be operated by the Research Park at their cost or could be considered in future CyRide budgets by the Transit Board.

- **Alternate Trips to North Loop Drive /Core Building** – This alternative would alternate trips to the North Loop Drive and new Core building, providing service every 40-60 minutes on each leg of this route. This option would not serve traditional work start/end times at both ends of the route (i.e. – The Brown Route could serve the 8:00 am trip needs for only one of the areas).

Discussion: The alternate trips option would serve the larger area as well, but at a reduced service level to both areas. It was believed that both groups would be unhappy with the level of service when the route operated on the alternate leg of the route, at the time they desired service.

- **Choose One Area To Serve** – This option would determine where the greatest potential would be in the Research Park currently and into the future, and provide service to this area only. Traveling further into the Research Park to the Core building and adjacent to a new, large apartment complex on the west side of University Blvd near the Core Building could provide service to more potential riders. Through this discussion, the

Research Park indicated an possible interest in improving the bus stop that would serve the North Loop Drive riders by working with CyRide to construct a shelter and pouring additional concrete to shorten the walk from the nearest bus stop.

Discussion: The potential to serve more Research Park employees/visitors and City of Ames residents residing along the route to the Core building lies in rerouting the Brown Route to the Core building.

At the conclusion of this discussion, it was decided by the group of CyRide staff and Research Park participants that serving one area only would best serve the community at large. This information was provided to the Transit Board of Trustees at the April 2016 meeting and board members approved the route change, choosing one area to serve as of August 15, 2016. This was a no cost budget decision.

CyRide staff worked with the Research Park representatives to disseminate information regarding this change and placed notices on the bus stop to alert riders, as well as posted information on CyRide's website, Twitter, Facebook and e-notified riders who had signed up for Brown Route notifications.

Route Characteristics

The portion of the Brown Route that serves the Research Park is a Monday-Friday, 6:30 am to 6:30 pm route. There are seven buildings, plus CPMI, Workiva and the Core building currently located in the Research Park with InTrans being located in building #4. The attached map entitled, "CyRide University Stops .25 Mile and .5 Mile Buffer" illustrates the route/bus stops, Research Park buildings and the walking distance from CyRide's bus stops to the buildings in the Research park (blue for the .25 mile and red for the .5 mile distance). The transit industry standard for the distance a person will walk to a bus stop is .25 miles. The closest bus stops on the new route to the former bus stops on the North Loop Drive is located near the Social Security office (drop off) and across the street from this location on University Blvd. (boarding location). The .25 and .5 walking distance buffers are calibrated to these stops.

Additionally, CyRide conducted ridership counts for two days in September at the two new bus stops created on the route. These numbers are illustrated below:

- **Second Roundabout** – 0 (apartment development is currently under construction and unoccupied at this time)
- **Core Building** – This data will be provided at the board meeting based on counts the week of the meeting.

Solutions Considered

The solutions that were originally identified remain the viable options at this time. One other suggestion by riders was to add the previous route, plus the new route to the Core building,

indicating that it would only take an additional 3-4 minutes in the schedule to travel to both ends of the route. CyRide has looked at this option and it will take 7-8 minutes to travel this route. As drivers only have a 3 minute recovery time, if they arrive at the end point on time, at the Core building, this option is not possible.

Since discussion in February/March with Research Park representatives, they have begun working with the city to improve the bus stop across from the Social Security building for riders working in the buildings to the east. The city and Research Park individuals have designed a sidewalk that connects CyRide's stop on the east side of University Blvd. to the south, connecting with an existing bike path along Airport Road. Additionally, they are working to design a second sidewalk to the east of the bus stop south of the Best Western Plus Motel to connect the stop with the parking lot to the east for quicker access to buildings along the North/South Loop Drive. Discussions are to have these two sidewalks constructed yet this fall.

As the current walking distance to the buildings where customers have raised concerns are located within the .25 mile radius of a bus stop (7 minute walk) and plans are underway to improve the walk from the bus stop to these buildings, staff believes the best solution remains the one approved by the Transit Board in April and implemented in August, as it will serve a greater number of individuals and meet more of the Research Park needs in the future. Additionally, the System Redesign Study will include a review of the Brown Route, which would include service to the Research Park. This analysis may provide additional solutions, yet to be identified, for the future on this route.

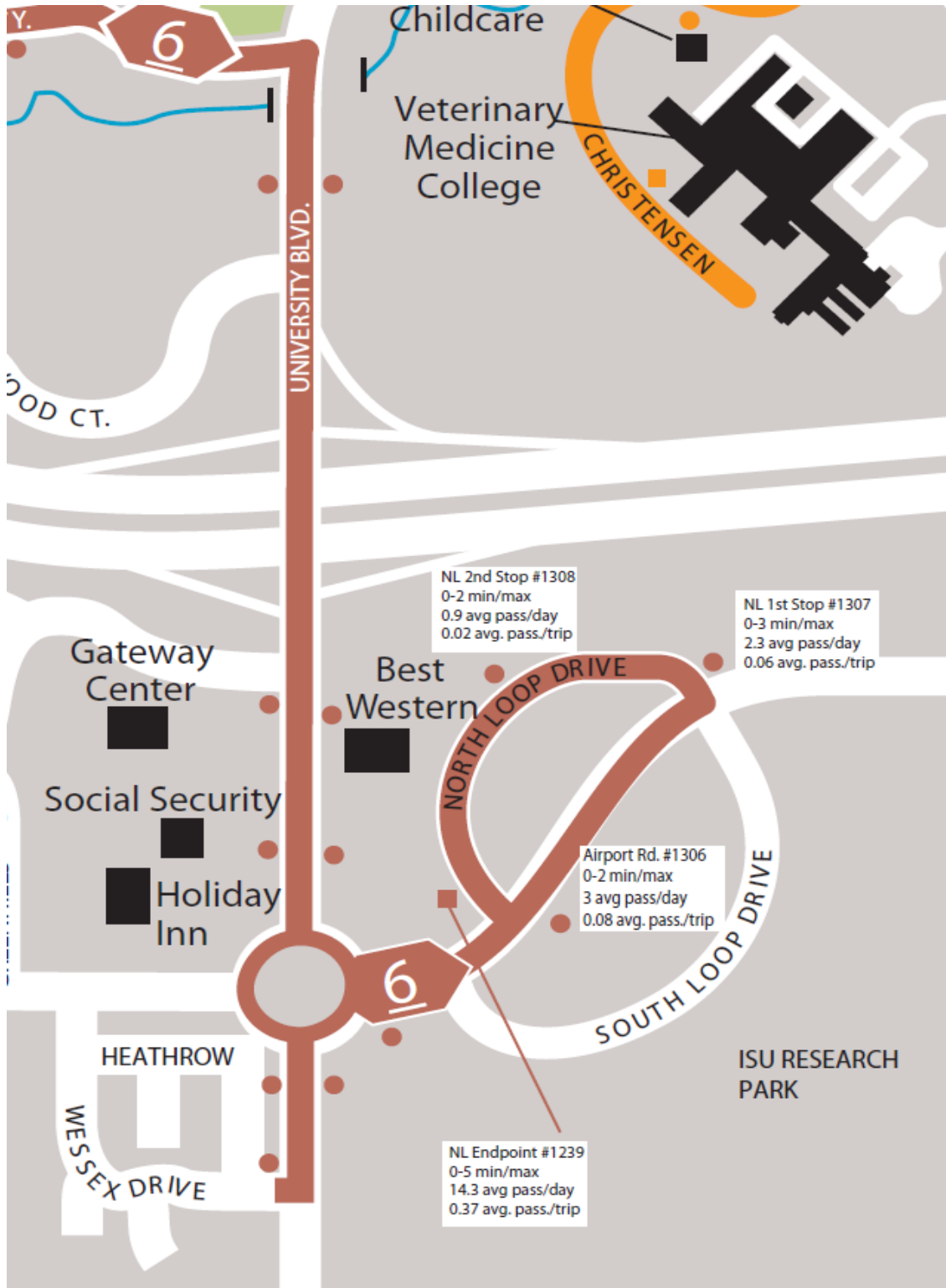


IOWA STATE UNIVERSITY **RESEARCH PARK**

PHASE 3 DEVELOPMENT

Brown Route Ridership Count

January 2015



Reopening of CyRide bus stops #6 Brown Route in Airport Road, ISU Research Park

Pranamesh Chakraborty [Ames, IA](#)

Reopening of CyRide bus stops of #6 Brown Route in Airport Road, ISU Research Park



Recently from 15th August, 2016, CyRide has permanently closed the bus stops in Airport Road, North and South Loop drive of ISU Research park. This has affected the staffs/students working in Research park (e.g. Institute of Transportation, etc.) who use the # 6 Brown route. Note that even the students who have cars use the bus to go to the campus for class.

Due to this route change, the students now have to walk 5-10 mins to reach the nearest bus stop near Social Security Administration. The problem will aggravate during the winter.

So we urge the CyRide authority to reopen the closed bus stops for the benefit of the students working in this area. It will take no more than 3-4 minutes for the bus to serve these additional stops along with the proposed Phase III expansion area. But it will save significant time for the students who use these stops regularly.

This petition will be delivered to:

- cyride@cyride.com

Sign this petition

44 supporters

56 needed to reach 100

Top comments

[To whom it may concern,](#)

[I am a graduate student and TA at Iowa State University. I work \(most of the time\) at Research Park building #4 and have to take the bus from Research Park to go to campus \(and vice versa\) at least twice a week. Sometimes I also use the bus to commute to work and back. While I don't mind walking to the Social Security office, or across the street during summer months, in the winter time this will be more difficult considering the rain, snow, ice, and the fact that the path from the Research Park to the Social Security office is not fully paved. I hope you that you consider our petition.](#)

[Sincerely,](#)

[Emira Rista](#)

Emira Rista, [Ames, IA](#)

[4 weeks ago](#)

[I use this route very often](#)

Sahiti Nallagonda, [Ames, IA](#)

[4 weeks ago](#)

[I want the bust stop to Research Park to be continued.](#)

Iftin Thompson, [Ames, IA](#)

[4 weeks ago](#)

Transit Director's Report

September 2016

1. State Grant Application Results

CyRide received notification from the Iowa DOT regarding the results from the federal Bus and Bus Facilities grant program award and the State's urban bus grant was **not** selected for funding; however, the rural application was approved at \$4.2 million. CyRide staff hoped that if this situation happened, that enough rural buses would be removed from the list with funding from this grant that CyRide would be awarded new bus funding through other state bus programs. However, it does not appear that CyRide's buses will rank high enough to receive any new bus dollars this year. Therefore, the Transit Board's discussion in April 2016 to commit local match dollars from CyRide's Closing Balance will not be needed this year. After the audit is completed, CyRide staff will prepare information/options for the board to decide how to address the Closing Balance that is in excess of 10%.

2. Driver Hiring Update

The following summarizes the number of open hour of work for CyRide's drivers that must be filled each week.

Semester	Number of Open Hours
Beg. of Fall Semester 2015	749.5
Beg. of Fall Semester 2016	339.0
As of September 15, 2016	265.4

This represents 92.4% of CyRide's runs filled, which is considered full employment for CyRide as some drivers prefer to work overtime and it provides hours to new employees trained throughout the year. As a result of staff and the Transit Board's efforts this spring and summer, CyRide considers the severe driver shortage experienced last school year to over.

Below are statistics to-date regarding the use of bonus' and driver incentives approved by the Board of Trustees in January 2016.

Bonus/Incentive	Impact
Student Preferential Scheduling	32 students used this for fall semester
Hiring Bonus	35 drivers indicated this was a factor in their decision to apply
Referral Bonus	7 current drivers referred drivers

3. Personnel Changes

Two management personnel changes will occur this month. First, Karen Jamison, Assistant Director of Operations will be retiring after 40 years at CyRide. Her retirement party will be from 2 – 4 pm on Friday, September 30th in CyRide's garage (large enough area to celebrate her retirement). An informal presentation will be at held 2:45 pm. We would welcome any board members that are able to attend this retirement celebration.

Second, to fill CyRide's vacancy, Barb Neal has been offered the newly-modified, Assistant Director of Operations position and will immediately assume these responsibilities so that a smooth transition can occur over the next few weeks. Barb has been with CyRide for more than 25 years in several positions (Senior Operations Assistant with responsibilities in training, operations, payroll and hiring and Operations Supervisor) and has successfully led a portion of the Operation's Division as CyRide has grown with the community.

4. Facility Access Control and Security System

In May 2016, the Board was advised that preliminary plans and specifications for two construction projects would be taken to Council for approval. Documents for the Interceptor Pit Project were successfully bid, but plans and specifications for the Facility Access and Security System needed additional work. CyRide's A&E consultant has advised staff that plans and specifications for this project should be ready for Council approval in October.

The purpose of the access control/security system project is to replace and expand the existing facility's access control and security system, which 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. A Request for Proposal solicitation is planned. A total of \$60,000 was budgeted in FY16 and FY17 for the replacement of the existing system in the administrative portion of the building, plus another \$200,000 in FY18 for security and access to the entire facility. This security improvement is a requested item at each federal Triennial Review to secure federal assets.



TRANSIT RIDER SURVEY

Please help CyRide improve transit service by completing the survey below.

Sequence Number:

1. Which bus route are you currently riding?

- 1 Red 5 Yellow 10 Pink 24 Silver
- 2 Green 6 Brown 21 Cardinal
- 3 Blue 7 Purple 22 Gold
- 4 Gray 9 Plum 23 Orange

2. Which bus routes did you (or will you) ride to complete your trip? (Check all that apply)

- 1 Red 5 Yellow 10 Pink 24 Silver
- 2 Green 6 Brown 21 Cardinal
- 3 Blue 7 Purple 22 Gold
- 4 Gray 9 Plum 23 Orange

3. Where did you begin this one-way trip?

- 1 Home 4 Shopping/grocery store
- 2 Work 5 Medical appointment
- 3 School/College 6 Other _____

4. Where is your final destination on this one-way trip?

- 1 Home 4 Shopping/grocery store
- 2 Work 5 Medical appointment
- 3 School/College 6 Other _____

5. What type of fare did you use (or will you use) for your trip? (Check one)

- 1 ISUCard or Free
- 2 Cash - Regular/Reduced
- 3 Ticket - Regular/Reduced
- 4 Monthly Pass - Regular/Reduced
- 5 Fall Semester Pass
- 6 School Year Pass
- 7 Other _____

6. If this route didn't exist, how would you have made this trip?

- 1 Another existing route 6 Walk
- 2 Drive alone 7 Bike
- 3 Get a ride/carpool 8 Would not have made this trip
- 4 Taxi/Uber 9 Other _____
- 5 Longboard/skateboard/
rollerblade

7. Listed below are potential improvements to CyRide service. Please select three improvements most important to you.

- 1 More frequent bus service
- 2 Less crowded buses
- 3 Faster service (fewer stops)
- 4 Faster service (more direct routes)
- 5 Earlier bus service
- 6 Later bus service
- 7 Saturday service (where/when _____)
- 8 Sunday service (where/when _____)
- 9 More reliable service (on-time)
- 10 More comfortable stops (seating, shelter/bench, etc)
- 11 More service to new areas (where _____)

8. Are you an ISU student, faculty, or staff? (Check one)

- 1 Yes, ISU student 3 Yes, ISU staff
- 2 Yes, ISU faculty 4 No

9. Which best describes your racial or ethnic background? (Check one or more)

- 1 White/Caucasian 5 Asian
- 2 Hispanic/Latino 6 Native Hawaiian or Pacific
Islander
- 3 Black/African American
- 4 American Indian/Alaska Native 7 Other _____

10. What is your approximate household income?

- 1 Less than \$15,000 4 \$40,000-\$59,999
- 2 \$15,000-\$24,999 5 \$60,000-\$79,999
- 3 \$25,000-\$39,999 6 \$80,000 or more

11. How many people live in your household?

- 1 2 3 4 or more

12. How many cars are in your household?

- 0 1 2 3 or more

13. The following questions ask your preference. Please check ONE box per row only.

Continue to serve mostly ISU trips	◀ <input type="checkbox"/> 1 OR <input type="checkbox"/> 2 ▶	Improve access to other employers/areas
More bus stops for shorter walk distance to/from bus stops	◀ <input type="checkbox"/> 1 OR <input type="checkbox"/> 2 ▶	Fewer bus stops for faster bus service
More frequent service	◀ <input type="checkbox"/> 1 OR <input type="checkbox"/> 2 ▶	Later evening service
Improve existing service	◀ <input type="checkbox"/> 1 OR <input type="checkbox"/> 2 ▶	Expand to new areas

October

<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
			Transit Board Meeting 8:00am			
30	31			Future Board Mtg. Nov. 30, 8:00am	2016	