

AMES TRANSIT AGENCY BOARD OF TRUSTEES CYRIDE CONFERENCE ROOM

February 11, 2017

1. CALL TO ORDER: 10:00 A.M.
2. System Redesign Study Presentation/Discussion
3. Set Spring Semester Meeting Times and Place:
 - February 28, 2017, 8:00 AM
 - March 30, 2017, 8:00 AM
 - April 27, 2017, 8:00 AM
4. Adjourn

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: February 11, 2017
SUBJECT: System Redesign Study Presentation/Discussion

BACKGROUND: At the January 19, 2017 Transit Board of Trustees meeting, CyRide’s System Redesign Study consultant, Nelson Nygaard, briefly updated board members on three potential transit system scenarios – ISU Status Quo, ISU Fiscally Constrained and Transformative. It was decided at that meeting that more time to understand and consider the options was needed and as a result, a special board meeting would be needed to accomplish these goals.

Also, board members indicated an interest comments generated from the study’s online, community survey.

INFORMATION: The purpose of the special meeting is to:

- Provide a basic understanding of the changes under the Transformative scenario, as this option was not able to be discussed in great detail at the January board meeting, and to provide a summary of the two ISU scenarios discussed at that meeting
- Discuss pros and cons for the community regarding each set of route changes in the scenarios
- Introduce, and briefly discuss, new services that could be added to each of the scenarios as the “Transformative” and “ISU fiscally constrained” scenarios represent approximately 3% of the maximum 5% local funding partner’s annual increase approved by the Transit Board as a guiding principal for the study
- Introduce, and briefly discuss, changes to CyRide’s operational policies, which could provide greater efficiency or cost effectiveness, but may impact current customer expectations
- Discuss next steps and timing of study activities

A PowerPoint presentation and handout materials will be prepared for the meeting to guide board members through the above topics.

Also, attached are three sets of comments from the community survey – “Not ISU Affiliated” responses (p. 1 – 6), “ISU Faculty and Staff” responses (p. 7 – 20), and student responses

(p. 21 – 35). **A discussion of these survey responses is not scheduled to be included in the special meeting due to the lack of time to cover topics so, if possible, board members are encouraged to familiarize themselves with the information prior to the meeting.** If there are questions/comments regarding the survey comments, they can be addressed during the “Other Study Discussion/Direction” agenda item at the meeting.

Design Your Transit System Comments: Not Affiliated with ISU

Live in the Southdale area - Crystal, Jewel, Diamond and the frequency and times are just not enough to warrant use.

Getting to the East side of town, towards Dayton Ave., is too hard right now. Would like more frequent routes in that direction of town.

have more frequent service going to the DMACC center

I live in Des Moines and work in Ames. When I was going to school in Ames (graduated May 2014), I was very impressed with CyRide's service. Making the commute from Des Moines to Ames, I don't have much of a need for the CyRide transit service anymore. I am sure the cost would be great and coordination of such a service would be a lot more complicated, but if there's an opportunity to ever expand to offering a Des Moines < -- > Ames route with park and ride areas along the way, I would definitely utilize it.

Maintain and increase the attention to the needs of handicapped riders. The current set of drivers are very attentive to riders and potential riders with some minor exceptions earlier in a drivers career.

As someone who serves many students and individuals in the community who do not have access to transportation I think it's great that Ames has public transit options. But it's still a struggle for many to utilize the current transit system so I would like to see it improved so that it's easier for people to use public transit.

When free summer service was offered, I used Cy-Ride to go to work. Except for the transfer wait at the mall, it was a good experience.

In general, I find existing CyRide service to be very reliable. In terms of improvements, what I would most want to see are longer service hours and more weekend/break service.

I love CyRide, and the senior fare of 60 cents! The current routes serve me well, but the city is growing and those growth areas should be surveyed to see if needs exist.

I rode public transit very often while a student at ISU. I have not taken it very often since graduating because it is not convenient for me. I do not live on campus or go to campus very often so most of the routes are not useful to me. To go from home to work requires me to transfer on campus and would take far longer than driving or biking directly to work.

I would like to see free fares to attend events at Iowa State Center. For example, if you have a ticket to a basketball game, concert, or play, you just show your ticket and you don't have to pay to ride to and from the event. This would reduce traffic and parking congestion.

Drivers used to be helpful and friendly. Now they seem to be "just doing the job." Would like to see more smiles, jokes and friendly interaction with passengers from CyRide drivers -- we know they're great people.

I appreciate how clean, safe, and generally reliable it has been for my children

The coverage for routes to important areas in town is excellent. I wish the off campus routes would run later through the week and on the weekend, especially the Somerset route.

no

CyRide is amazing. At times in my life where I didn't have access to a car and didn't live within walking distance of my office, I used it all the time. I recommend it all the time as the most reliable bus service I have encountered.

I live so close to downtown that i walk or ride my bike. my friends from work sometimes have needs for late night or weekend service.

Research park stops have recently been eliminated. Relied on them in winter months. Rationale? What would cyride need to bring them back? I assume ridership did not justify the stops. What's odd is even more growth on north loop and south loop

I don't currently ride but I used to ride a lot 5-10 years ago. My main problem was always that some routes (Brown in particular) didn't run late enough, and didn't run often enough in the evenings. Also, as a driver, I wish there were more pull-in bus stops so it is easier to go around the bus while it's stopped. The stop by Friley/UDCC is particularly bad.

There seems to be ALOT of buses running around town empty. Should smaller buses be utilized during off times or wait times expanded? I think Cy-Ride is a great asset for Ames.

Cyride is a wonderful asset to the Ames community. I rarely use Cyride but love that it is available. Please keep Cyride affordable, reliable, and accessible throughout Ames.

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: Not Affiliated with ISU

more south side routes would be very beneficial

I would consider cy-ride for work commute...but bike is faster.

I would CyRide a lot more often if it came more frequently and/or I could get to the research park faster. I would be willing do pay double the fare for this. Currently I mostly commute by bike to work, but drive in very cold days. Would prefer to use CyRide instead of driving.

I would participate in public transit to events at Jack Trice, Hilton and Stephen's if more convenient. I would prefer not to drive if routes stopped and picked up at venues. Length of transit isn't a concern but direct access is lacking. I.e. if I'm walking excessively to and from bus stops or waiting for a bus then I will just continue to drive which only adds to the congestion.

need more stops for students that work in ISU reasearch park.

Increase service frequency can have a significant impact on ridership, especially in a small community where journey times are short to begin with. 20-40 minute bus headways on most routes during weekday service is really unacceptable.

Too student driven, needs to be more inviting to nonstudents.

I'm self-employed with no car. I often work late and I can't ride my bike between home and work in winter. Later weekday service at the Research Park would allow me more flexible hours when I'm absorbed in my work. Occasional weekend service could also be very helpful.

I work at ACCESS, and majority of my clients use CyRide. There are no bus stops by 1525 Airport road so it is hard for clients to get to our office. some of the bus stops not around campus don't run often during the week and then not at all on weekends so this adds a lot of challenges for our clients to get to work, so an increase in frequency that buses run would be the biggest benefit for our clients. It is great having public transit options in Ames for our clients without vehicles, and I have gotten a lot of feedback that the bus drivers are so nice and helpful so that is great to hear! A lot of these people have never had to ride a bus before so it's great the employees are so kind and patient!

We really need a stop on Airport Road again.

The bus stop located near 1525 Airport Road has been removed. This is a barrier for people to be able to access victim services unless they are able to walk from University Blvd.

Currently public transit in Ames is too difficult for working members. I would require more frequent service to areas other than central Ames in order for it to be feasible.

I think overall CyRide does a nice job and I am thankful for the services they provide. It would be nice as people increase in certain areas to have access to the bus on the weekends and evenings.

I only ride the bus when I have to, usually due to time constraints. If service was more direct and took a shorter amount of time to arrive at my destination I would ride more. When the bus ride takes 2-3 times longer then driving or just as long as walking it's hard to justify riding the bus. The service also needs to service South Duff Ave more frequently, we commonly go to Lowes, Hickory Park and the Movie Theater. It would also be nice to service River Valley Park, this is a major athletic complex and large park within the city.

Very handy when I needed it.

I'd like to see a shelter at Workiva/Wessex area. I'd like to see more direct route to downtown Ames from this area as well.

CyRide is one of the finest transit systems I've used--I used many from the east coast to the west coast. 1. It would be convenient if the green route would sequence with the rest of the routes more often. Currently it meets with the other routes only once an hour. 2. It would be convenient if red west could make more timely transfers to the south bound busses at North Grand Mall in the evenings. Currently there is a twelve minute wait.

I like the current route structure. It gets me where I need to go very well, in large part because I considered the route structure in picking where to live.

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: Not Affiliated with ISU

Need newer service further in West Ames (close to Y avenue/Lincoln Way junction, which has a few apartments and businesses).

We think the bus system is great here. One of us works from home and the other bikes to work so we rarely use it. We do have a bus stop near our home and the riders do not seem to give much thought to the nearby property owners. Tossing trash and cig butts everywhere, trespassing in our yards and cutting through our flowers when running late. It would be nice if there was an education piece for your users about being good neighbors.

Keep up the good work, CyRide. Definitely a point of pride for Ames, Iowa, and for Iowa State University.

I never ride transit because it does not really provide service near my north Ames home. I would have to walk eight blocks to get a stop, which isn't ideal.

I use only occasionally and primarily to get to ISU campus events or activities to avoid parking in area. Would strongly prefer that routes and stops be separated from the more pedestrian campus area. Have seen this done on other campuses and makes for a safer, quieter, pleasant, bike and walking friendly campus.

I would ride if there was a bus going down Eisenhower.

I wish more consideration would go into the bus pickup/drop off locations as many of these stops add to the congestion when they do stop for passengers. Some of these locations are very dangerous and end up slowing down other commuters, which could result in secondary accidents because of stopped vehicles. The best option that seems to work well is the bus cutouts, which gets the bus off of the road why they board and un-board. Thanks for listening to my input and the opportunity to participate in the survey.

Expedite Cherry Ave Extension to allow extension of blue route to circulate around Target via SE 3rd, Cherry Ave, and SE 5th St. Install and utilize bus pullouts to remove buses from the through travel lane when loading/unloading passengers.

I feel very fortunate to be able to ride to work at Workiva every day with a minimum of walking, and also to McFarland/Mary Greely for doctor appointments. I typically work on my laptop, so this helps me shorten my workday. For that reason, I would like to have access to free Wi-Fi on the bus, which might encourage more non-student riders as well - think Google Bus :-)

CyRide does a better job in assisting passengers than bigger cities...a good and bad thing. But I appreciate CyRide service.

I would like to see additional service on the weekends

I think improving bus stops with shelters or at least ways to reduce wind would be a good move for bus riders during Iowa's harsh and windy winters. It would also help to protect from elements such as rain when having to wait for a bus.

Although I currently don't use the transit system, if it were extended to my neighborhood in north Ames and the stop was convenient, I might use it. I believe it's a great asset to the community.

Needs more "go with the flow" routes, less waiting on crossing busy streets with no controls, (no stop signs/lights)

Knowledgeable drivers make riding the bus so easy. When I ask people why they never ride the bus, they often reply that they don't know how. I wish people who live in Ames and have never ridden the bus would give it a try.

It works well for the University as a hub and spoke system which makes sense given that 93% of the riders are students. There are some areas that could use extended hours such as Somerset (I lived there while in grad school but now live along the red line in West Ames and work at the DOT). There is probably enough demand to extend some of the peak only routes (purple and gray) to serve all day, maybe with a minimum 30-minute headway too.

need better frequency during summer and on breaks for those of us who live here full time. Also need good service to Nevada and Des Moines

Please stop blocking intersections by putting bus stops at beginning of block. The ones at the intersection of Grand and 13 (bus heading north) and Duff and 4th? (bus heading west), for example, can block busy intersections for a full (long) light cycle. Move bus stops to the middle or end of blocks.

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: Not Affiliated with ISU

Bus service south of 30 is lacking overall. The bus stop that used to be at Wessex is now just in a grassy plot on either side of the street. Furthermore, there is no easy way to actually cross the road from Workvia to Wessex to catch the bus; you end up just crossing the road and having to frogger between cars that are driving way too fast.

Congestion on West Lincoln Way is miserable due to CyRide busses parking on the street for several minutes AND numerous busses operating in concert basically eliminates the second lane on Lincoln Way turning it into a one lane road.

Get the busses off of Lincoln Way from west Ames during rush hour...Numerous times there is a lot of vehicular traffic, however only one lane can be used as there are 4-5 busses in tandem. Do not allow busses to park on Lincoln Way with their flashers on EXCEPT to pick up passengers (busses sometimes are ahead of schedule and park on Lincoln Way blocking traffic.

I would love to see pets allowed on CyRide and a bus that goes to the dog park. This would allow us to go down to just one vehicle in our household.

If service was more accessible in my area, I would use it more. It is about a 15 minute walk to the nearest bus stop. I would suggest coming into the Bloomington Heights/ Northridge Heights. Maybe use more small buses on roads that may not work for large buses.

It would be nice if transferring would match up for going to the high school. As it is now my 2 HS students have a 50/50 chance of making it to school on time because they need to transfer from the red to green and the red arrives at the transfer points 1 minute after the green drivers try but 1/2 the time they don't connect. Also reduced youth passes would be nice. It's almost impossible for kids to keep track of many tickets, one pass would be much better.

Clear bus stops in winter especially in residential areas. As a disabled person it is very hard to "tramp" thru the snow/ice to get to and off the bus. How can bus signage be contrasted and/or enlarged for better visibility for those with poor eyesight?

CyRide is a fantastic service that allows us to travel throughout Ames frequently without having to rely on a personal vehicle, including to and from work.

please expand in newer north Ames residential areas that are now not served at all.

I'm very grateful for Cy-Ride!

I am extremely concerned about the placement of so many newer bus stops, namely on west Lincolnway. The stops are too close to the intersections!!! This causes a backup of cars in the intersection, drivers changing lanes in the intersection (which is illegal), drivers turning right on red onto Lincolnway often don't see the parked Cyride around the corner and come close to rear-ending it. The bus stops should be placed in the middle of the block not near the intersection. It is really causing a hazardous situation in multiple places throughout the city. Three of the worst are all on west Lincolnway....at Dakota, Beedle, and Marshall (?) (in front of the Sports Page Restaurant). Please take time to observe this, especially during the morning commute between 7:30-8am. Also, why does there need to be so many stops so close to each other? Once again, Lincolnway from Dakota to campus.

You do a great job. I took this survey on behalf of my disabled son who rides Cy-Ride every day.

WTF, no options for reducing service that replaces walking and cutting mandatory fees. Who designed this survey? Have they stopped beating their spouse yet? Extremely disappointed, university city and university sponsored system should have a better designed survey.

I like the text capabilities. Seems every stop has red laser code but the one east bound in front of Hilton. I use your service to get to ISU football and basketball games.

cyride is a great transportation service and I enjoy the company of the new people and Isu students on the bus and the drivers are friendly, helpful and reliable

A tremendous community resource. Would like to see continued effort exploring how cyride can support county transportation

Ames needs fewer bus stops, but better bus stops. Ames also needs better crosswalks with intermittent LED warning lights (Mary Greeley Hospital, for example). CyRide needs to have a simpler, more consistent system. For example, it would be very helpful if the four fixed routes left North Grand Mall with a 20-minute frequency schedule all year round and meeting at transfer points in a consistent way on each and every trip.

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: Not Affiliated with ISU

My wife usually bikes to work and I walk to work now, but she rides CyRide during inclement weather and especially during the snowy parts of the year. Additionally, I drove for CyRide a season. As a former driver I would say that more "Extras" could help clear through route congestion especially through ISU. Additionally, I would support added service to low-income areas of Ames by adding more consistent service to Yellow and Gray and Plum routes because those folks don't have many, if any, alternatives for transportation.

I don't currently use CyRide much as we have two daughters and it is hard to take them to and from day care on the bus. I use it occasionally when a car is in the shop for repairs/service. I anticipate using it or having our daughters use it more as they get older.

I would like ride Cy-Ride to work daily, but there is no route that can accommodate a more efficient and timely way without going through campus.

Great Service! I love it and was pleasantly surprised at cleanliness, ease of use, and bus times after growing up using St. Louis Transit system.

I would like to use CyRide more, especially for running errands around town. However, having to go to campus to transfer greatly lengthens ride time. I wish there were additional options for getting from South University Blvd to downtown and the mall, especially Mon through Sat, without waiting so long for buses. I am not affiliated with ISU.

Rather than use "extras" which are hard for passengers to understand ("why does the bus skip me and I have to get on the 4th bus that drives by?"), increase the frequency of the main routes so they come more than every 20 minutes. A 5, 7, or 10 minute headway would reduce the need for extras and be much more convenient for a riding population that is primarily students and want to get to and from campus multiple times a day.

I work in the research park, and getting here is terrible. Bus service is bad, i'm basically forced to drive. I can sometimes bike in the summer and fall, and biking from downtown is faster than taking the bus here. The brown route doesn't transfer properly from the Green route (which runs closest to my house) and I'm forced to transfer twice (green, to red, to brown) and it takes like 45 minutes to take what is a 15 minute bike trip down the trail from HyVee to VetMed to the Research park (which should really be paved!). Get transit priority on major signals so buses can shorten reds and lengthen greens to speed up service! This is no brainer stuff! Maybe route busses around campus for the long haul routes, but keep transfer points to the circulators or something that way students don't stop seeing the bus as a good way to get to Campus. That would be really bad for traffic.

Ensuring Ames wide rapid and frequent service in my mind is essential. Other cities, for example Houston, are finding great successes in reducing the number of stops and locations but increasing frequency making bus service more reliable and more usable for more riders. It takes 20 minutes for me to bike from my home in Old Town to the Research Park. It didn't take much longer when I lived in Summerset. It took me 30 minutes to ride the bus from Summerset and takes over 40 to ride the bus from Old Town to the Research Park. Support for Cyride is contingent on people seeing it as an essential part of our transportation system and I really fear that is slipping with more new apartment complexes not being served and full time workers in growing employment centers like the Research Park not using CyRide.

We are so very fortunate to have this excellent bus service. There are 2 stops on north Duff Ave at the golf course and near Inis Grove Park with poor access to the stops (very unsafe to cross Duff to access them and no side walk access.

Adding a bus route to 13th St that went to campus would be very beneficial for Ames. As a landlord who rents to students, all of them who live on 13th wish they could ride to campus via cyride. Additionally 13th st has many rentals which would benefit from year round cyride service on that street.

I work at the research park and live on South Duff. If I wanted to ride the bus to work, I would have to take a bus to city hall, transfer and ride to campus, then transfer and ride to the research park. I am pretty sure this would take over an hour. Possibly closer to two hours. Bus service along airport road / south duff would be very useful I think. Currently you can't feasibly go anywhere south of Walmart on the bus. That leaves out a lot of businesses and residents. I don't ever end up on Campus, so I have no incentive to ride the bus, even if I would like to.

I primarily use to get to campus or sports venues to avoid parking and traffic congestion. Service after basketball games for example is very infrequent. I walk or ride once I get to the general area, unfortunately on campus, CyRide has made these forms of transportation less desirable.

Less stops. Some routes seem to have them every block. People can walk. Keep multiple in areas where there is demand for with people with disabilities.

I am a long-time resident and have a very fond appreciation for Cy-Ride and the entire Ames community. Thank you for your efforts and excellent service that you do provide, and for continuing

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: Not Affiliated with ISU

to improve on an already excellent and superior transit system! Cy-Ride is a point of pride for me and should be for all.

I think the public transit system does a remarkable job with limited resources.

I answered the questions with regard to the experience I had as a student about five years ago. While my experiences may not be timely, I want you to know that I answered what I would have wanted when CyRide was my only means of transportation.

Solid service. Electronic ticketing would be great

Is Midnight Express still a thing? I think I would use the bus more to get downtown on weekend nights if there was better access.

CyRide does a fantastic job reaching the entire community, however, there needs to be improvement with the commuter lots and Orange Route. Might I suggest working with the school to sell commuter parking passes (minimal cost) to assist in supplementing operational costs. This would not only cut down on commuters looking for a free and easy option, but will give CyRide more revenue.

CyRide is an awesome service. The only reason I don't use it more often is that I'm spoiled by having a car and free parking at my job. If for some reason I don't have access to my car, it's always so handy to have CyRide available. Having lived in cities with limited bus service (few routes/poor schedules), I recognize the invaluable service CyRide provides. Thank you!

The Gray and Plum route needs to be better during the summer and ISU breaks.

Public transit has greatly degraded the pedestrian/bicycle feel of the ISU Campus area. One of the benefits of public transit is to reduce the number of vehicles on the road not increase, and that is what has happened on the ISU campus. Another benefit of a good transit system is to replace other fossil fuel burning forms of transportation. It appears to me that much of the CyRide system replaces walking and cycling which are great for the environment and public health. The primary means of transportation on campus should return to walking or cycling, lowering costs, improving the environment, and health of ISU students.

Work in a business on the pink route. People cannot easily get to us mid-day.

Buses are fairly clean and fun to ride

Why are buses the only option here? Why not rail (under ground, above ground, through campus). At least the circulator-route could be an automated rail car like in large airports. Sky-walks between close proximity buildings? Let's get creative before it's too late.

It would be nice if the Green route ran at same interval as the other routes. This would make transfers between the Green route and other routes more timely.

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: ISU Faculty and Staff

Generally, everyone is friendly and helpful; however, there is a Blue North driver who has come very close to hitting my husband more than once at the intersection of Marston Ct. and Bissell Dr. about 8 am. This driver accelerates rapidly from the stop sign even when pedestrians are already crossing Bissell and he does not give them any leeway. If the pedestrians should stumble, they WILL be hit.

Need to Serve North neighborhoods better

Wish we could get on a CyRide in Ankeny or Des Moines and get to campus daily.

I have three college-age children who attend ISU. They do not own cars and rely on the bus system to get to classes, activities, and work. My husband and I also use the busses, especially on campus. There are two upgrades that would make a huge difference for my students, our family, and others who live near us. Please add a brown bus stop at Carver and Bayberry. This would serve residents in the Northridge neighborhood, as well as the residents of Northridge Village (located at that intersection). Currently, my students and others hike to the stop in Somerset, but this can be challenging in the winter and at night. Secondly, please extend the evening service of the brown bus line. Students who have night classes, rehearsals, activities, or work cannot get back to Somerset or Northridge past 9:00 pm (which is when night classes end--and some on-campus activities are just beginning). The blue bus is their only option, but the closest drop off is in the Schilleter Village apartment complex. Student safety would be greatly increased by providing more full and frequent nightly service to more areas. Thank you for keeping this service as a universal benefit for students. It is so important--and even a recruiting asset for the university and Ames!

This is a great transit system. Keep up the high-levels of training and customer service I see with your bus drivers. It would be great to have some mid-day service to west Ames going out to the new developments (College Creek area).

Please put a bus stop near Reiman Gardens!

Parking on campus and around town should cost about 4x what riding the bus does. We aren't going to make this town nicer if we don't get fewer people to drive.

I rode as a ISU student but began to bike to campus instead, as rides were long and bus waits were very long. On an average week I would wait 4 hours or more. Brown route was the worst as I had to ride it to work and I missed it by the time I got out of class and had to wait 20 min for the next one. I often ended up walking the 2 miles to work through the blistering cold. I also had to sprint to campus after work in hope that I could get there in time to catch the bus home because if I waited for the brown route bus it would arrive just minutes after green left.

Lots of students need stops where service has been discontinued such as ISU Research Park. Some buildings host many students.

I used to take Cyride every day to and from campus. But the length of time the ride took and the many times the bus was early or late made Cyride inconvenient. If the services was extremely reliable, faster, and buses came more frequently I would definitely reconsider riding Cyride regularly.

Don't live in Ames. Commute in. Need to go to campus at odd times. Very hard for us to do this without driving to ISU Center.

When I was a student at ISU I relied heavily on Ames public transit and was very happy in general with the service you provided.

I love Cy Ride, and I wish there was an easier direct route from my home to my office now.

I like it.

I'm answering this survey on behalf of ISU students that work for the Institute for Transportation located on South Loop Drive in the Research Park area. Thanks.

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: ISU Faculty and Staff

I work at the research park. Access from the park is not good for our many grad students heading back to campus. They have a 10-minute walk or more to get to a stop. Please consider more stops especially on the south side of the research park. Thank you.

Keep up the good work!

I love having the option of public transit in Ames. Would really like to see it more accessible in the newer development areas (subdivisions out by research park, S. Dayton business area, west Ames)

I think it is wonderful, it is usually on time and it takes me to most places i need to go, the drivers are usually friendly

CyRide is a fabulous transportation service in Ames. Although we don't use CyRIDE that frequently, our student employees RELY on CyRide to be able to live and work in Ames. As a parent, I also sincerely appreciate the services you provide to organizations like ACPC. My daughter's favorite thing in the world is to ride CyRIDE - sometimes we take a loop just for the fun experience. CyRIDE is safe, clean and reliable. Nice job, CyRIDE!

Some routes are really confusing. Hard to follow the transfer points if going around Ames. Commuter to lot to campus is AWESOME!!!

It's a great system and more people (like me) should use it more!

Would love to see an expansion to the research park!!!

I work in the research park and would like service added back on airport road, it is a far walk to get to the stops on univeristy

I don't understand the placement of bus stops. They're often immediately past an intersection, which is extremely frustrating when driving behind a bus and it immediately stops and blocks traffic just past a stoplight, especially in this overcrowded and poorly designed town. This is true on Stange and numerous other locations.

I don't use it often due to living out of town. As a student, and my kids as students, it is a wonderful service for the community.

I think CyRide does a great job including in the winter or pouring rain. The problem is the City of Ames allows more building of apartments even though studies show ISU's numbers may level off or even decline. The Red Route is especially crowded and that will only get worse with the new 400 people apt complex being built on the old Middle School track site.

Central campus access is important in getting to a place quicker for my work. Have drivers speak more clearly regarding the transfer coming up. Have drivers trained to be proactive (and friendly) in asking all passengers to keep moving back and to make room for others.

It's a fantastic system, and I miss using it. I moved to a place in town that isn't well-served by the system, and that was a hard decision to make as someone who flirts with the idea of going car-free in life. I wish ISU would subsidize rides for staff like they do for students. Why do students ride "free" but not staff? That sets a bad example.

Buses on campus are a hazard to pedestrians. They must be gotten off of campus streets.

I used CyRide daily before becoming a parent. Limited service to the public schools in Ames has led to me driving to campus. I would love to see service to and from Ames High School from various parts of town, since busing isn't provided by the school district. It would take nearly an hour from north Ames (Somerset area) for my children to get to AHS (via downtown).

I love Cyride. It is better to take the bus than to fight for a (paid) parking spot on campus. I get motion sick, so I prefer the buses with front-facing seats. I wish there were more. It is awful when I have to stand.

I like that it is reliable, clean, and friendly. Thank you.

#2 Green Route that goes through high school area going back to down town does not make sense to me. That bus should go to campus via 13th st., not back to down town.

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: ISU Faculty and Staff

Overall, I think Cy-Ride does a great job and your drivers are wonderful. Thank you!

Use it more in the winter than the summer.

I do not own a car, so CyRide is a service that is imperative to my workday. I bus to campus every morning from West Ames. The bus is convenient, comfortable, and runs frequently enough to be very useful to me during any time of day. I ride the red route, and it drops me off very close to where I work, which is very beneficial to me, especially during the colder months of the year. Thank you for your service, and I hope that CyRide continues to increase service hours!

Great service! A few growing pains with the increased student ridership, but a great job done by drivers and staff to accommodate.

One of the major things I think needs to happen which was reflected on my survey is to move the buses to the perimeter of campus and have longer distances between stops. For example, on the Orange route, take out all Morrill Road stops (especially since it's one way) and have the one near Physics and then the MU. That's still a very easy walking distance. I do think CyRide provides a very good service. Thank you!

Thanks for checking with the community. Interesting idea on survey as "spending money." Before I got a parking permit, I rode orange route from from Iowa State Center to central campus. I think it's important to have that route continue. Might be too confusing to have multiple routes between ISC and main campus, but maybe that's an option for reducing bus traffic on central campus? Maybe something like the route to inner campus runs hourly and a route around perimeter runs every 20 to 30 minutes?

I am satisfied with the cyRide transit system.

- Please expand the Brown route services! A lot of people now live on this route and would find it really helpful - The Blue route stop that is near Chipotle (S. Duff) is a weird one because it always blocks traffic, and the final stop is at Riverbirch w

It's been an invaluable resource for my middle school-aged son. I'm going to have him take the survey himself since he's a regular traveler!

Students should have to pay for rides beyond a set number. Give them a punch card or set a number on the ISU Card for use on buses. The rest of Ames shouldn't have to pay so much to ride on buses crammed with students who are paying much less on average per ride. I don't ride CyRide because the bus is always too full.

Need more outlying routes for the students since more are living further off campus due to enrollment levels.

I live on the north side of Ames near Ada Hayden. The stops in this area are on Bloomington, which is a half mile or more away from my house. If the stops were closer, I would love to take advantage of the public transit services.

I really like it, very convenient!

I think this is a fantastic service for ISU as well as the city of Ames. It provides transportation for individuals that have no other means of transportation. I would like to say that the service needs to provide stops on E Lincolnway by Bell Ave and as far as Barilla for individuals that work out that way.

Y'all do a fantastic job! I hope you continue to be a great employer and transit system for the city. Its so great to know that you are making efforts to improve and make Ames more connected and taking into account efficiency and the impact on people as well as the environment. Thank you!

Re question 1: I am retired, but I answered in terms of my experience of using the bus twice a day almost every weekday in winter or bad weather (when I did not walk or ride a bicycle).

it's a wonderful service for the entire community

I used to live in the apartments in west Ames, the bus route and stop at the middle school was very far from where most of the apartments are being built. Reiman Gardens is a premier attraction for Ames and it is difficult to get to using the bus system. I would utilize the space more for class activities if it were easier for students to get there from campus.

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: ISU Faculty and Staff

I do not live in Ames and I have never ridden CyRide.

n/a

I would really like to see weekend routes that are open longer and LATER. Weekday routes that are open longer and later would be a great plus as well.

I used to ride regularly and had a very positive experience. I now live outside Ames and don't have access. If I still lived in Ames, I would certainly use Cyride more.

Thankful to have such a great system in our community!!

I am thankful for the wonderful transit service we have here in Ames even though I do not use it. I had to use it once years ago when my husband had driven me to work on a snowy day and ISU closed in the afternoon and was unable to reach my husband to come and get me. I was able to get home by bus with assistance from the driver how to get there. I do find the route guides a little confusing to read when students ask me if I know how to get where they want to go. Keep up the great work!

I appreciate having this safe option available to ISU and the Ames community.

I think that cyride is phenomenal. I am not able to use it for my commute because i live off of south duff (off Jewel) and my commute would be over an hour by the time i change buses and get to campus. However, as ISU grows, I would appreciate expanded bus routes to cut down on the cars that need to park on campus.

What I really wish is that whenever redesign of bus stop areas is undertaken that pull-off areas are allowed for the bus so traffic doesn't get backed up behind the bus. It doesn't matter if it is on campus or a city street, some stops simply shouldn't be in the middle of the lane.

You are already awesome! Thanks for trying to make a great service even better! Keep up the good work!

My kids use it. But it would be nice with some "circle" routes further out.

By and large, I think CyRide does a fantastic job serving Ames. I work in the new EDCF at the south end of the research park, and live on the north part of Ames. The duration of the ride from home to work really a disincentive to riding to work (I can ride my bike in about ten minutes shorter of a time), but would strongly consider riding if the ride duration could be decreased.

I would like to see CyRide reach out to surrounding communities that have high student and employee populations to alleviate congestion in Ames and reduce emissions from individuals driving to campus

I wish staff and faculty could purchase reduced price passes to encourage staff ridership in town.

I appreciate the time stops that are included in the routes to keep the buses on time. However, I would encourage you to look at where these stops are and how having a bus stopped there can impact other traffic. There have been many times I have been driving and gotten stopped behind a bus that take up the entire lane but I can't pass them because it is peak traffic time.

I think the public transit system in Ames is awesome. I worry about people who may not live on a Cyride route and who can't afford to own a car. Does Cyride serve these populations?

no

I have not used the bus service because I don't know how to use it.

It would be great if ISU Faculty/staff could get some sort of discount, but I understand that's not always reasonable.

It is a great resource and important to the community..thanks!

I am really glad that Ames has public transit

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: ISU Faculty and Staff

move the bus stops away from intersections to increase safety. 13th and grand, 16th and grand 20th and grand etc...congestion increases.....jsut move them down 100 ft or so sheesh

I would ride the bus again if there was a stop within a few blocks of my house, if buses were more frequent, and if I could get to and from campus in less time--every ride takes 20-30 minutes at least, and I only live 2 miles from campus. The nearest bus stop to my house is a 10 minute walk, so if I don't time it out just right and miss it, it's another 20 minutes before the next one. One thing that has been an issue: bus stops that are right around corners or just past a stop sign/light nearly cause accidents, because all of a sudden everyone is jammed up behind them in the middle of the intersection or trying to turn. On the plus side: buses are clean, drivers are very good, and I've never had a bad experience on CyRide.

My experience is limited to a year or so of riding from the commuter lot to Parks Library. Crowding was typically an issue. In other respects I was satisfied.

I live in Nevada, so I only really use the busses when I have to get my vehicle serviced. Are there any future plans for a Nevada to Ames bus service, or Boone to Ames? I realize there may be some van service options, but I wondered if there could be some bus service options available in the future.

As a Postdoc in ISU, I hope we could have more discount on bus ticket.

I am a full-time ISU employee and a graduate student

I loved everything about Cyride and believe it works well. The biggest area of improvement to the community would be to operate later hours on weekends. Many students only use Cyride to commute to and from the bars. When the buses stop running routes late at night I've seen people decide to drive drunk, or they walk drunk home. This opens the door for incidents and accidents to happen. There are few things sadder than just missing the last moonlight bus, and watching it disappear into the distance as you stand there in the cold.

Great job--great survey idea as well.

As an ISU Staff member I thought I was able to ride CyRide for free. I was quite surprised when I was nearly kicked off because I didn't have a bus pass. I know there's a reduced fee for ISU Faculty/Staff, but could this be something that is analyzed again and offered free of charge as an incentive for working on campus?

I believe that it could be a better service if some areas adjacent to the north of Ames had a route so that residents in this area- particularly Skycrest north and south could take advantage of the service. Will the design study look at the feasibility of adding routes to divisions adjacent to the north of Ames?

There's a decent graduate student, post doc, and faculty population in Ames, and they need to get back and forth to the airport in Des Moines on a semi-regular basis. Some sort of charter service for them would be nice. I'd (conservatively) estimate most grad students will fly out to at least one conference in their career, so about one fifth of the grad student population is traveling to the airport per year. Maybe it's too small to be economical, but it would be convenient for them.

I've been considering riding the bus, but have not been able to justify the cost (minimum of ~ \$2.40 per day) since I'm already paying for ISU parking. Currently there is not a good option for ISU staff who would ride the bus 50% of the time and drive the other 50%. Note that as a working woman, I don't have much spare time. Thus it is more efficient to drive occasionally to run errands on the way home and/or get to appointments mid-day. In this scenario, there is no cost benefit to the ISU subsidized semester pass. Subsidized ticket books would be a better option.

I used to ride CyRide when I was a graduate student. Currently the nearest stop to my house is 1/2 mile away. I live on N. Dakota and there is a stop at Sawyer and one at Lincoln Way (equal distance from my house). I consider that too far to walk when it is hot and sticky out or bitter cold in the winter so I drive everyday.

I try to use Cyride for trips around town, however, usually when I get to a bus stop there is not one available. I then usually walk the route to where I'm going thinking a bus will eventually catch me, but they rarely do.

Bus drivers need to be more respectful of the other traffic on the streets.

I would be happy to use CyRide, but usually am on campus weekdays until some time between 7 and 10pm so it is nearly impossible to get home on the Yellow route.

Has not grown with the city. Has anyone considered bringing back the Dinkey Train?

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: ISU Faculty and Staff

If I could put my entire 20 dollars in the category "increasing weekday service of peak-only routes", I would. The way in which west Ames is ill-served is terrible. The purple bus operates much too infrequently, which makes life difficult for people who live west of the South Dakota red bus stop, especially in winter, when the streets are icy and dangerous. You should add some purple buses during the day and at least one beyond the current last bus of the afternoon.

My elderly parents usually take the bus to go to the library

it is a good idea to keep Cyride healthy

Though I don't currently ride often, I appreciate the service Cyride provides!

I just use to to get to Vet Med and back. It is very convenient, and works well. Of course, I would love to see a bus circulate through Vet Med more frequently, but I don't imagine your overall demand would justify that.

The community service is a huge benefit when recruiting staff with children and was a big draw for me to live in Ames (and pay Ames housing prices), rather than a surrounding community. Would love a stop at Story Theater Company at 615 S. Dayton to serve theater kids until 9pm M-Sa.

PLEASE, PLEASE, PLEASE make your system more pedestrian-friendly. I walk to work and your buses are the biggest single menace that I face every day! A simple and very valuable change would be to adjust your bus stops so that buses do not obstruct cross walks when they are halted there. This would make it MUCH safer for your riders and other pedestrians.

Add route between ASC buildings and main campus.

You often see buses doubled and then separated by 40 minute delays. This is very frustrating if you miss your bus. Those buses should be split to make a more even, and frequent service. Frequency is the most important for a bus service than maintaining a schedule since if you go to the store, for example, you cannot schedule the time when you will be done and don't want to wait 40 minutes at Fareway either. As it stands, using Cyride is an inconvenience since you aren't truly freely mobile unless you can come and go as you please.

Ames already has a pretty great public transit system. I don't understand why people piss and moan as much as they do.

If there was more direct service to ASC and the research park, it would allow me to use the bus more regularly instead of my car.

CyRide is a wonderful system and a huge selling point to potential hires. You have responded brilliantly to the increase in student population. Many staff and students rely on CyRide to get them around town. Please do not restrict service on campus to the perimeter, some staff cannot walk that far from central campus. Increased service during semester breaks (run more frequently during peak hours until at least 6:00) to commuter lot would be greatly appreciated especially during winter months. Can you branch out and add a lightrail service to/from Des Moines (wishful thinking)?

Although I do not use the bus frequently, I would use it more often if it were more convenient. Also, my son depends on the bus to get to and from work and the lack of mid-day hours and lack of service on Sunday are a problem in our area. We live in an area served by yellow and gray routes.

We would appreciate more frequent buses from 6:15 to 8am and from 5 to 7pm. We ride to/from campus and the north side of town. We often end up driving b/c the bus times are too far apart and don't meet our needs.

Please offer a stop at Reiman Gardens. This would help students and staff greatly.

more direct routes from community to campus would enable me to ride to work rather than drive

1. I'm impressed by the excellent on-time performance of buses. And I love the app for tracking bus location on my iphone. 2. As a car driver, it would be good to have more pull-outs for buses so they don't block traffic when they stop. Such as on Beach Ave south of Lincolnway and on Stange Rd by University Village. 3. As a bike rider, there are WAY TOO MANY buses on campus. Students ride free so they take bus one or two blocks when they could easily walk or ride bike. So charge per bus ride? Campus needs to be improved to be more bike-friendly which

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: ISU Faculty and Staff

would replace need for so many buses. Or install a tram system?!
Provide more motivation to faculty and staff to ride the bus. So for example allow 10-20 premium parking spots per year for free with a yearly bus pass
Cyride drivers are great!
add rapid transit to Route 6
THE reason I don't ride Cyride in Nov-March is the lack of shelters and not being able to know exactly when the bus will come. Iowa is too cold to wait outside in the wind chill.
Ames needs to investigate grade separation for rail services. Ames needs to partner with Des Moines to provide rail access to downtown Des Moines.
Train people to move to the back of the bus when they get on. It takes forever to get people loaded because they slowly shuffle back as more people get on.
CyRide is an incredible resource in Ames. To get folks who are not students to use it, I believe it is important to make express routes. For example, people at the southwest end of the red route drive to campus because the bus is not express and makes so many stops. I live off of the green route and use it when weather is bad and I can't ride my bicycle to work. It is an important asset.
I have students working in applied science complex (ASC) where there currently is no bus stop. Having bus service directly to the will be convenient. There are no street lights and paved walkway from ASC to the bus stop on Ontarios, which makes it unsafe when weather is bad or during evening hours.
Would like an additional bus stop near Oakwood Road and Cedar Lane.
I would ride CyRide even more if the prices were lower for ISU staff. With parking being scarce and expensive, I would think the University would want to encourage CyRide usage even more by lowering the price for semester passes.
Overall love it!
Thank you for providing this service! I was wondering if you considered adding a regular service (3-5 buses) to Des Moines on weekends (for a reasonable price, let's say for \$5 one way)
I think Cy-Ride does a FANTASTIC job!
Service between the west side of ISU campus and the Applied Science Complex would be appreciated.
I believe some areas of Ames are under served, including the mobile home parks along South Dayton, where I live.
More frequency means knowing that you'll get a bus in a reasonable amount of time (less than 10 minutes) no matter what. You don't even need to know the schedule.
Love Cyride! A 13th street route would be nice.
As an FYI, I am new to ISU and Ames.
I think it is great to have CyRide available in Ames!
I love CyRide; but I need to take the Orange bus because the gray route doesn't go by the stop closest to me before I need to be on campus. And: I'm concerned about having the bus not go through campus because I get dropped off at 6:30am on campus at the library stop. That seems dangerous and unsafe in the winter when it is dark outside in the morning.
it would be nice to take the bus from my house to the office but I need to take 2 busses from south Dakota to ASB
You have a great service. It really does not need improving. When I went to ISU as a student, there was no bus system and we got along just fine. Students need to learn to walk more and not

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: ISU Faculty and Staff

be so dependent on buses.
I don't take CyRide often, only when my car is in the shop, due primarily to the fact that CyRide doesn't come frequently or early enough for me to get to work by 7am and also because during the school year the bus is far too crowded for my commute home around 4 in the afternoon.
It is very important to have in the community. Some of our new faculty and students do not drive, for various reasons, so critical for them.
The drivers are customer friendly.
Make it cheaper for staff
the Orange commuter bus is extremely busy during rush hour in the mornings before 8am. Would be nice to have all accordion buses service the main commuter lot by Jack Trice during high traffic times
Once in a while, I would like to take the public transit in Ames.
I really appreciate the "friendly" appearance of CyRide buses compared to most buses in larger cities, and I'm glad that we're starting from a service that is already good and reliable.
I'm not riding now because of childcare duties, but was a regular rider for 16 years. We still rely on the bus to be our second car, and my husband rides at least 5 days a week.
Work with the city to provide straighter lines for the buses. For instance, red travels from city hall to the library down 5th street, where turning onto Clark and then traveling on 6th would be easier for the driver and likely safer. I like the idea of having bus travel through campus, but the falloff in number of buses is extreme after 5. If I work until 5:00 and then get delayed for any reason, I have to wait a half an hour for the next bus to come by instead of maybe 10-15 minutes (Green Route). If the day routes could run until 6:00 PM instead of 5:00 PM, that would be very helpful.
I would like to see expansion of Cyride to areas of town not currently served, e.g., northwest Ames, as well as increased service to underserved areas, e.g., yellow route - southeast Ames.
It would be great if staff was able to ride Cyride for the reduced rate.
I appreciate the transit system. It is reliable, inexpensive, and convenient. Thank you.
Would utilize CyRide from Applied Sciences Complex/Scholl Road to campus and back on a daily/weekly basis. This area would be a great place for a second commuter lot as well.
Would like Applied Sciences Complex, Scholl Rd to be included in CyRide route. Often have meetings on campus and parking is very difficult so would utilize bus service. We also have many students and grad students at ASC who could benefit from service.
Far too many stops in Central campus. Stops are easily within walking distance of each other. Drivers are aggressive at stop signs trying to remain on time. It would be safer and more efficient to work with the university to install more pedestrian crossing lights.
I would ride the bus if Faculty could ride for free. Why not make this a Faculty benefit. This may reduce traffic on campus and free up parking spots.
CyRide is a wonderful service!
Expand the west Ames purple route so there are bus stops all along Wilder, both south and north of Lincoln Way. Make the purple route full service so we rely on it to get both into and out of the west Ames neighborhoods.
I would like to see services which are important to me. I work in ASC (north of Ontario across the railway track). The bus service there will allow me take bus and not drive car.
I'd like to ride a bus rather than using my vehicle to commute to work on campus every day, however your routes do not service area(s) where I reside. The size of this city also does not allow to

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CyRide

Design Your Transit System Comments: ISU Faculty and Staff

put more vehicles on our main roads that are already congested by cars and bus traffic coming into campus in early morning/late afternoon hours, however having less bus stops or more direct "express" routes might help to ease traffic. Personally, I'd prefer to rely on a bus transit system to use to work rather than utilizing my own vehicle, but this is coming from a person raised on a public transit system :-). Best of luck with your redesign to improve your service for all.

Amazing service, but weekends are tragic for people that do not have a car.

Please add a route that goes from the residential area around Reiman Gardens all the way across Mortensen to the schools.

I commonly ride the green route which serves me really well. The frequency and usage is very reasonable (e.g. not overcrowded like other routes). I would hate to see frequency of this route go down.

It is a valuable service that my family uses even more than I do alone personally. As a student I relied on the bus and as a staff member here at ISU I appreciate the bus system immensely. I have witnessed it's need for many students who live off and on campus. Whenever I travel away from Ames, I always share our transit system with others as a source of pride in our city. Cyride is part of what makes living in Ames great!

Bus stops in general need to be relocated so they are not so close together. Stops need to be nicer and LARGER than they are. Often time they do not even hold all that are waiting to get on the bus.

I would like to see service added to Applied Sciences Complex on Scholl Road and to the Riggerberg Park subdivision.

Bus should become free to faculty as well by charging some annual fee to all faculty and staff. Or the money can come from the city tax.

Try smaller busses to increase the frequencies.

I would probably make more use of the public transit system if Cyride serviced some of the communities outside of Ames (e.g., Gilbert, Story City, Nevada, Boone, Huxley).

Currently CyRide does not come near our developing neighborhood. I would ride regularly if it came to my area: Sunset Ridge, far west Ames.

Need to have designated stopping areas where busses can be safely passed when stopped.

Bus to CNDE - Applied Science Complex is a MUST

I used to ride, but the timing and frequency did not work with my work schedules.

I really appreciate the transit system in Ames. If there are ways to make it more green - electric/natural gas, etc., that would be my most urgent concern. Also - how about the university reduces parking but instead subsidizes faculty bus tickets?

Applied Sciences Center (off Ontario) needs service to campus. Use is increasing.

it would be great if you could work out some sort of transportation between here and Des Moines that didn't require a Trailways ticket.

It is time for light rail

I really appreciate the bus and enjoying taking the bus to work at ISU and back. There is no parking on campus so taking the bus is very helpful. I would like to take the bus more often during the winter and weekends - but there is very limited or no service in my area during the weekends.

It would help a lot of people if CyRide service extended west on Lincoln to Wilder Blvd. Wilder is currently being extended to connect directly to the apartments on Mortensen, and buses could make a loop down Wilder. Lincoln Way does not have sidewalks that connect to Wilder, and the road is unsafe for bicyclists too, so every day I see those sad-looking people walking in the ditch to get to and from their home. The city of Ames doesn't care enough about them to pave a sidewalk or a bike-lane, but maybe CyRide could give them an option.

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: ISU Faculty and Staff

I would like to see service on the brown route for Saturday until 8 p.m. and service on the brown route for Sunday between 8 a.m. and 6 p.m. Currently, there is no service on brown route on Sunday. I would also like to see the brown route run until 10 p.m. on weekdays.

I LOVE CyRide!! Friendly & helpful drivers, clean buses, and reliably on time! The other goal that I would have for CyRide (that wasn't on this survey) is to keep its price affordable for non-students--keeping the price where it's at as long as possible (by supplementing funding through other venues); I would even love to see the price go down!

Run a bus on North Dakota Ave.

Yes, I have three specific recommendations. Traveling west on Lincoln Way, there is a bus stop just past State Street. This is hazardous and has caused (actual and many near) accidents. Drivers will weave between lanes, rather than stop for the traffic light or the bus. I would recommend that you remove this bus stop since there is another bus stop nearby, further west. I would like to also recommend that CyRide route farther west on Lincoln Way to Wilder. Neighborhoods north and south of Lincoln Way on the west side of town are currently not being served by Cy Ride. Nor do they have alternatives for driving, such as sidewalks or bicycle lanes for residents to travel safely east. And finally, I would like to suggest that CyRide route closer to the Applied Science Complex, as students/faculty/staff travel to this extension of campus and need alternative forms of transportation.

In the past I was a daily cyride commuter when living on the red route however now that I am at the end of the Brown route (Wessex) I am forced to commute by car due to low frequency of busses and how early they stop running from Agronomy Hall where I work because I often work past 6.

I would like to see a bus route or two that services Reiman Gardens. Students are not able to easily visit the gardens during the day and I would also like the option of riding the bus to work every day.

I appreciate the three free circular routes. Thank for them!

We would use the public transit system if it had service in areas needed

I think it would be a terrible idea to move bus stops to the perimeter of campus. I sometimes ride the bus on wintery days and like that I can get closer to my work as the sidewalks are usually in poor condition. Also, in regards to students--what would be the purpose of the orange route? What about their safety at night? I think most pedestrians can learn to cross Osborn Dr. if they look both ways.

Love CyRide but drivers should always stop at crosswalks - pedestrians shouldn't have to guess if this driver will stop or not. Pedestrian congestion is just terrible during peak class changing times. Route does not need to come down Morrill Road. Riders should be dropped on perimeter streets and walk.

Keep the green route, please! Overall, I think Cyride is fantastic for a city the size of Ames. I think improved service to S 16th apartments/trailers would be good.

I really appreciate the ability to lower the steps getting on and off the bus (think this is called kneelers)? I think it is available on most of the buses. Great service and drivers!

CyRide is the best transit system I've ever dealt with, especially for a town of Ames's size. A lot of the changes I'd propose don't really fit with the choices on the survey. There are a bunch of places in Ames where we get two stops a block or so apart where it seems like service would be faster and simpler (without anyone having to be much farther from a stop) if one were eliminated. And for expanding the times of various routes, really I'd find it most useful if the green and brown route service had hours closer to the red and blue routes': the later Saturday start and early evening stops are sometimes inconvenient when I am trying to use them.

Please don't move the bus stops away from central campus. That would make the buses unusable because there is no way to get to the stops in time to make it to class or to get to the stops after class in time to catch the bus. I'm really worried you are going to move all bus traffic to the periphery of campus and I would probably stop taking the bus if you did that.

If transit cost less than driving and parking on campus as a staff member and ran more frequently, I would be more likely to use it which would alleviate some of the traffic around campus. Also offer pretax bus passes that can come out of ones check for faculty and staff on campus or even businesses in Ames similar to large cities and paid ridership may increase and congestion in town would decrease.

DESIGN YOUR TRANSIT SYSTEM | DETAILED COMMENTS

CyRide

Design Your Transit System Comments: ISU Faculty and Staff

Overall a great service and much better than other cities.
It's great, we are so lucky to have this service
Please add a stop at Reiman Gardens to make it easier for both students and Ames residents to get to the Gardens.
The outer fringes of Ames still lack bus access and work-friendly operating times. West Ames needs extended service closer to Lincoln Way, to accommodate the growing neighborhood there and to accommodate the low-income residents in two mobile home parks. The low-income residents really need better bus access. I no longer think we need to have multiple routes converging frequently on the North Grand Mall, which is a less-important shopping venue nowadays.
Yes, it would be very helpful for me and my colleagues if there would be a more convenient bus stop near (or preferably at) Reiman Gardens. It would be good for tourism, too.
Development of bus stops with turnoffs like the ones on Lincoln Way at the intersection of Beech would be nice if the land can be acquired so traffic on major streets is not backed up behind buses and I feel it would be safer for everyone involved.
I appreciate it so very much!
There should be a stop directly at Reiman Gardens, which will serve both the students and ISU faculty/staff as well as residents of Ames.
We need a bus stop in front of Reiman Gardens
It should be less expensive for faculty and staff to use transit than to park on campus. Faculty and staff at other institutions get free campus bus passes. This should be explored as an option to reduce campus congestion, alleviate parking issues, and increase ridership. I would prefer a free bus pass over paying to park.
I love that we have this great amenity! If I could ask, with the great renovation of the South part of the stadium and Reiman Gardens, could we add another stop to the Orange route, at Reiman Gardens? It is such a great place for students to learn and grow, not to mention it is free for them with their IDs! And they hardly even know that it is there.
CyRide is a great service. My only uncertainty relates to how much a ride would be and how I can pay for it (when I'm not taking a bus on campus).
CyRide is great, but I live in West Ames in the "states" and the only option is a fairly long walk to Ontario. I'd like to see a bus on North Dakota.
Provide discounts to ISU employees
1. It has come a long way in the past 35 years. Thanks. 2. I think there should be a bus that goes to the Duff Target/Walmart so all the carts don't end up on the street. There is a stop at the mall, why not at the other shopping center? 3. My route from south Ames gets me to campus just as fast as I can drive here in the morning, but going home at the end of the day takes twice as long. That's the main reason I don't want to ride it (getting home later).
Would like a stop at Reiman Gardens
Please add a bus stop AT Reiman Gardens to make this great community asset more accessible for all community members.
I'd like to add a stop at Reiman Gardens on the orange route.
We would really love the ability to be drpped off at Reiman Gardens.
I would use a bus more if it stopped by the Ringgenberg Park area on the south side of Ames.
I'd like to see a route extend to at least the west city limits (on Lincoln Way).
The public transit system in Ames is wonderful. It operates efficiently and dependably. The one suggestion I have is to offer offer free or reduced pricing on bus passes to staff. I am currently a

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full-time staff member and also a part-time grad student so I get to ride for free with my ID, but after that is no longer an option, I am far more inclined to drive than to take the bus when the bus pass costs more than a parking permit (\$230+/year for bus vs. \$170/year for parking pass) without the convenience of being able to come and go as I wish. Staff are frustrated by the lack of nearby parking options, and providing this incentive could help reduce that frustration as well as reduce congestion in parking lots that are constantly full, which force staff to park very far away from their buildings if they don't come early in the morning to get a good spot.

Very thankful for this service, thank you CyRide!

Mon-Wed between 7:30-7:45 is a very busy time at the commuter lot for buses. Often times having to wait for multiple buses or wait in line for 10 minutes. I think it would be beneficial to have more buses waiting at the lot in the morning, especially with winter coming. Beardshear stop every day at 5 pm is also a very busy time. Many times I have to wait for 3 buses before I am able to get on a bus. It's not near any type of shelter so rain and snow make for a long mess. So multiple buses running right after each other would be great instead of having to wait 5-10 minutes between each bus that drives right by because it's full.

We need to provide more service to working people and the aged, blind and disabled by adding holiday limited service. It is obscene that we do not.

Overall, I think CyRide is a great system. Love the fact that drivers will help ensure we make transfer connections. Just wish the routes were more direct so that it would not take a 1/2 hour to go from one to the other. There have been cases where I have rode my bike instead of taking CyRide because it was faster to do so. A more efficient west-east route is what I would most like to see.

The University should increase the subsidy for employees that take the bus to work.

Is there a possibility of having an ISU faculty/staff "card swipe" system for ride fares? It could be either setting up an account online from which the fare is deducted or a "pay-as-you-ride" with the fare charged to payroll (U-bill) account.

On some of the high traffic roads in Ames, is it possible to look into building an "off shoot" or creating a "no parking zone" where buses can pull into for stops instead of blocking traffic? Ex: 6th Street by park, 9th Street, Northwestern,

We need a trolley-looking (wrapped) set of buses called the "dinkey line", with 3 and ONLY 3 stops. 1. at a nice water side bus station at Lake Laverne, 2. at the Iowa State Center with easy access to all of the venues, 3. near the middle of mainstreet. This service will link down- and campus-town and the events center. I could rely on this for a few scenarios. 1. To catch lunch on main street from ISU campus. 2. To have dinner on main street, then catch a show or basketball game. 3. To get sports/theatre traffic from the venues to downtown or campus town. The result would be that students and faculty will use downtown venues ... business owners/locals will make their way to events or campus town eats. This limited set of busses would look like a trolley or train via a simple 'wrap' and be a noticeable different option with expedited transit times, if possible, maybe a nicer interior that reminds us of a trolley/train. It may appeal to the blue-chip alums that know the dinkey story... It could command a more profitable fair for each ride, being seen as a higher end service.

It would be great if busses would stop @ Beardshear shortly AFTER 5 so I could catch a bus when I get off WORK. Also, when I am @ a bus stop when a bus is scheduled to stop, I should be able to GET ON THE BUS. CyRide needs to deploy more busses @ peak times!

While I don't use public transit in Ames, I have to deal with it during my commute. I have never understood why the free bus #23 stops at apartment buildings and dorms on both sides of Lincoln Way. These locations are served by other routes. These stops cause a lot of congestion at Beach and Lincoln Way. These stops really slow down what I thought was supposed to be more of an express bus for commuters to get in and out of central campus.

The route from the Southdale area (southeast of Lowe's) is not at all workable to go from there to campus, if it were, riding the bus would be an option for me.

I might take it more if there were routes closer to my home.

While CyRide strives for a good experience, there are a lot of things that need improvement. A number of buses are very old and smell. Routes are congested and buses get delayed. Buses are overcrowded at peak times (especially the 21 and 23 routes). RBT would be beneficial for the circulator routes. Converting buses to LNG or other hybrids would help the environment.

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I have always liked the CyRide system since I've moved to Ames. And I'm glad to see that CyRide is planning ahead. One specific issue that I have been frustrated with was the changing of the weekday 6 Brown's route to the Research Park. I understand the need to get passengers all the way out to the new Core facility, but there is still quite a number of students and staff along Airport Road in the "original research park" that now must walk all the way out to University Blvd to catch the bus since the change this August.

I would take it on weekdays but it doesn't come within a mile of my house and if I drive to a bus stop I might as well drive to campus. And as it is, it's not convenient if I need to leave campus and come back in the middle of the day.

I would use public transit more if it went further into the residential neighborhoods. In fact, I would prefer to use public transit over driving if I didn't have to walk so far to a bus stop.

CyRide is an excellent Ames-area benefit

We really really need service from ISU main campus to the Applied Sciences Complexes.

Providing the Scholl Road area with transit service during the weekdays would benefit not only the university, but the kingman area neighborhood as well.

I love Cyride -- it's the best public bus transit system I've seen in medium-sized towns around the US. Please keep up the great work.

As the student body has grown, Cyride service on campus has not grown with it, with the exception of larger buses. Especially given the lack of on-campus parking, it's disturbing that removing Cyride service from all but the perimeter of ISU is an option that is on the table. Also, more and more people (students, faculty and staff) are using commuter parking, but the commuter lots have actually shrunk with the addition of the new building on the west side and its reserved spots. We are all having to park farther and farther from the only stop available. Adding another stop or two at other parts of the commuter lots would help a lot (especially for those of us who suffer from arthritis in the winter).

Please please please add service to Reiman Gardens!!!!

This is a great service to the City of Ames. I would, however, add shelters and/or benches at the stops that have a large number of riders waiting, ie: Gilman Hall

As System Redesign is the topic, why not fundamentally change transportation in Ames and add a "metro-rail" or "light-rail"; comparable to European cities. You could have stops throughout the city (i.e.- Main Street, Hospital, Various stops on Campus, Campus-town, West Ames, and North Ames), imagine the peaked interest and generated revenue, not to mention connecting residential, commercial, and entertainment districts to reduce traffic congestion; it'd be a model for other cities.

I think Cy-Ride is a fantastic benefit to Ames. I think some routes could be redesigned to consider changing population and traffic patterns, but please consider that some people chose to live where they do because of proximity to bus stops--it would be very frustrating for significant changes in stop locations to occur.

Ames needs to work with DART to provide service to Des Moines, and needs to begin planning to add rail service in town. Most European cities the size of Ames have successful light rail projects which have also improved the local business climate, and attracted young professionals and tech jobs.

I love taking CyRide, it makes it so much easier to get around campus than trying to drive. Thank you for all you already do!

I would like earlier service and more frequent service, so - I could use the various exercise facilities in the community and still get to work without having to drive. - go to appointments/meetings in the community and return to campus without long mid-day delays. Additional shelters and benches would be nice, especially in the winter and when it rains. Thank you for the opportunity to comment.

I take public transit because it does come on campus and drops me off within a five minute walk to the office. When buses have been on the outskirts of campus because of road construction, I have to run to get to work on time and run to catch the bus to go home. With classes spread all over campus, I would think that students and instructors use the on campus buses to get to their classes. Do not remove the buses from on campus.

Please don't stop central campus bus stops altogether. My building is in the middle of campus and it would be a long walk if I could only take the bus to the perimeter of the campus

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The published summer schedule did not match actual bus service. I stood on a street corner for 45 minutes, watching buses go by, but none of them on the route I needed. I finally asked a driver where the bus I needed was, and she said that route wasn't running after noon. The schedule said otherwise. I had a long walk that day to get my car from a service station, after I'd already wasted nearly an hour waiting.

CyRide is an absolutely invaluable service to Ames, and it has made my life as both a student (2008-2011) and a faculty member (2012 to present) so much easier. I look forward to hopefully seeing changes in earlier weekday routes and more frequent stops for certain routes!

I commute from Des Moines: the service on the orange route is wonderful, but streamlining it, somehow reserving parking at the ISU Center for those of us who are true commuters, would be great. And having an express route that skips the dorms would be great too.

I recently moved to Ames and really like the public transit system. I take it to and from work at ISU every week day as well as take my son around town on the weekends. Thanks for all the work your team does for us!!

Due to the growth of residences and churches on/near Bloomington Road, I would like to see the #6 Brown Route add Sunday service from 7 a.m. to 10 p.m. I also would like to see more frequent service on east 13th Street to the medical establishments located there such as Wolfe Eye Clinic, Iowa Heart Center, Mary Greeley Dialysis, etc.

First of all I think you guys do a great job! During the weekday I just take to the bus to work (ISU) and back. During the weekend I take the buses to the Mall or other places. Except on Sunday because there are no buses in my area on Sunday. I would also love a bus to the movie theatre but I know how expensive that could be. And a comment about the idea of buses not going through campus -- BAD idea!! Tell President Leath if he wants the buses to go around campus to pay his employees more. Tell President Leath that the majority of his employees can not afford a parking space. And if he wants to destroy the major route that his employees take to get to work - tell President Leath to pay his employees more.

Get rid of the 23 Orange route. Reimagine the "Dingy", and create an automated railed shuttle like at airports that follows the current Orange route. It would be elevated and free up traffic as well as create a unique campus and be greener than current 23 orange bus emissions.

Run more buses from the commuter lot to campus to prevent over crowding. When the bus is packed full with people standing it makes it hard to get off. It is annoying to watch the crowded buses by-pass stops on campus at the 5pm hour.

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If expanding weekday evening service isn't an option, considering staggering schedules of key routes. For example, I can use Blue, Green, or Red to get to the Downtown/Lincoln Center area. At night, all of these buses serve campus within a 10 minute time span. If I miss this slot, it is 40 minutes until the next block of buses comes. Peak only buses like the 10 Pink are not very useful to students. Our schedules are more flexible and sporadic than working professionals. If CyRide is catering to students on these routes, 6x per day is not going to accommodate our needs and we will not use the service.

Later night busses to Somerset and Northridge would be helpful. I live off campus in Northridge and participate in theatre rehearsals which run until 10pm-12am, so I often have difficulty finding transportation home when busses don't run that late. Additional bus stops in the Northridge area would be very helpful! Maybe one near the intersection of Bayberry Rd. and George Washington Carver Avenue. Thank you!

Buses to the Northridge area would be really helpful, especially in the winter (near Bayberry and G.W. Carver). Also, I have struggled the past few years because I ride the bus to school, but often cannot return until past 10 or 10:30 that night because of night classes, rehearsals, performances, etc. Later running times to the Somerset area would be incredibly beneficial.

It is definitely better to take the bus then to walk everywhere, especially now that it is getting colder. Buses to the Northridge area (like Carver and Bayberry/Northridge Village) would be nice, as well as later buses that go to Somerset for those who have work or rehearsals or late night activities.

I really appreciate that we have a service that is willing to benefit the community willingly. It is extremely helpful to have reliable transportation so focus on my studies rather than how to get there. I personally would appreciate it if CyRide was able to keep lost-and-found items like keys for a longer amount of time.

Great service, just wish I can have pink run in the evening.

Please bring back the ISU Research Park bust stop

Brown route south run it atleast 1 hour later and weekends even if it is every hour or so between busses. Disabled should ride for free. Other than that I'm satisfied with the service

SATURDAY GAME DAY! Parking is atrocious. Add 4x as many as you think after the game is over. It will help traffic by eliminating the number of cars on the road as well.

I commonly take the Brown South to get to the ISU Research Park. The change in routes has made it increasingly difficult to get there as I can have problems walking, especially on days where the weather is colder. If possible please reopen or create a closer stop to the old Research Park bus stop locations.

I would like a stop by Molecular Biology.

I live very close to campus so I never need to use the bus. However, I have used it a few times this semester and found that it takes a very long time to travel a short distance due to the large number of stops on its way.

More bus shelters are needed. Sometimes, especially on the Red route, one bus is packed full and then 5 more buses come in the next 15 minutes that are mostly empty. The bus drivers don't tell boarding passengers that there's another bus on its way until it's packed. Some bus drivers are very rude and call people back to inspect their student IDs and hold up the line. Buses should run later in a college town. People have to stay on campus or work late and then they're stranded at night, which is especially bad in the winter.

I am a student working the ISU Research Park which has no buses running on weekends and during later part of weekdays. Also the bus stop is quite far away. Please accommodate services to make the adjustments.

The buses need to go into ISU reasearch park like on Airport road. As a student who gets empolyed out there its very hard to walk from the Holiday Inn stop to airport road in Iowa weather conditions.

Could we have a bus stop closer to Boehringer Ingelheim? I am an intern there and the walk from the current bus stop to Boehringer Ingelheim is very long.

Adding a stop out to BIVI would be nice. We have a few students here who don't have cars and usually commute by bicycle, but can no longer do this during the winter time.

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I really like the reliability in service, but I would like to see better bus stop accommodations and less crowded buses at peak times.
Make ames more accessable for all residents of Ames. I would take the bus a lot more if routes were more frequent and areas of Ames were more accessible.
Working in the ISU Research Park three times a week this semester, and the four times a week next semester, I really don't want to be walking 10 minutes from the bus stop to my work in the snow and rain. It will make my work more miserable and just make for a bad day overall.
Add more stops towards the ISU research park. The closest stops to it is over by the wessex apartment complex and in front of holiday inn. Adding more stops that go inside the research park would be great if you can.
Please add the South Loop drive bus stop on Brown route. Its very difficult for students working in research park to commute, especially since the temperature is falling down.
I am a student working in InTrans, ISU Research Park. The following services (also selected in the survey) if provided will be helpful to students like us working in InTrans. Brown 6 route towards ISU Research park ends at 6:30 p in weekdays and do not run on weekends. So, if at least some buses are made to run during this period (the frequency might be decreased), then it will be very helpful. Also, another our major need is to restart the bus service to North Loop drive. Otherwise, it becomes very difficult to walk from SSN to InTrans during winter days.
Cyride's service network is currently very helpful for getting me to where I need to go! However, I think the routes could be optimized to take a more efficient route through Ames.
For the most part, Cyride is an amazing way to get to and from class. Not only is it fast, but also very easily accessible from different places. However, the one main complaint that I have is Cyride's inability to leave from a stop at its allotted time. For example (Or rather, in my case) , whenever I want to take the 3 Blue South bus from the stop next to the Administrative Services Building, I look at the time schedule and it says that the blue is supposed to be there in 5 minutes. I walk outside and i see the bus speeding away. This hasn't happened only once, but consistently for the past 2 months. Even though they're scheduled to be there in 5 minutes, the bus always get there like 5 minutes early then leaves. One time, I had even ran to the bus right as it was about to leave since it had came early and the driver gave me an annoyed look while i was next to the door and i almost had to knock on the door for him to let me in. 5 MINUTES EARLY. I understand that it may be a busy street, but I feel like if Cyride is going to consistently have its bus's arrive and leave 5 minutes early, you need to update your schedules to accommodate for people who are trying to catch the bus but are forced to wait like 15-20 minutes for the next bus, or have to run to their class because they cant wait for the next bus to come. Other than this issue, I have had no problems whatsoever with Cyride and keep up the great work!
CyRide has got to be one of the best public bus systems in the country. The only qualms i have with it are the amount of stops that are so close to each other, i.e. on Union Drive, there are 2 stops on the same road probably within 500-1000 feet and i dont think that's necessary
If the 5 Yellow could operate more frequently, that would be helpful.
I am living in Schilleter Village and working as RA in BIVI (research park). I am wondering if you can provide convenient bus for people like me commuting between campus and research park, between BIVI and Schilleter Vlg. Thanks a lot.
More stops at the research park
Provide the bus upto research park (INTRANS), Its difficult to travel during Winter.
The public transit system is second-to-none in this community. There are many challenges concerning multiple funding sources and distinct subsets of customers inherent to a college-town transit system. Despite this, the administration and, of course, all staff at CyRide do an exceptional job of making our transit service the best in the state.
Provide routes to the research park and have frequent buses in the evening for the brown (6) route. Preferably during the weekends too.
Recently, several bus stops in Research Park has been abandoned, Please reopen these
Increase the brown route frequency. Please.

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<p>Make sure drivers actually pick up passengers. More than once I have been late due to drivers leaving me at the curb and driving right by, even if the bus is not full or the next bus is not close. Also, please make sure drivers stop at stops when a rider indicates a stop request. Don't appreciate my stop being skipped even after requesting stop. The cyride info on the ia state app is not accurate, doesn't include nearly all the busses.</p>
<p>Great system for students, ok system for general population. We rarely take it when we travel for fun from West Ames to downtown because of the round-a-bout routes it takes to get anywhere (cutting through campus)</p>
<p>The public transit in Ames is very convenient, especially since my student ID functions as a bus pass. The bus route covers the town well in both a geographic and a time schedule sense. I can't wait to see how you guys make it even better!</p>
<p>Ames has a great bus system compared to many other cities :)</p>
<p>buses should not yield to pedestrians, treat cross sections as stop signs</p>
<p>It would be nice to have a bus that goes to the hospital in Ames, especially on the weekend and at nights.</p>
<p>You need earlier buses on Sunday mornings for 3B</p>
<p>I would like to see some way to take cards as payments. Even though students don't pay upfront it would allow the students to be marked and give a better look at how the fees for students are being used.</p>
<p>I really like the Cyride system but would like trash cans at all the stop. I get on the 6 bus just beyond Towers by the church... there's no trash can. I also read that Cyride is considering taking out bus lines on Osborn. I would not use Cyride if this happens... that's where all my classes are located and it will really suck walking to class in the blowing snow from so far away.</p>
<p>Originally, I had not had a vehicle in Ames. Cyride was the only way I could get to the hotel that I worked at (Gateway Hotel). However because it runs on limited hours, I would have to walk the two miles back home after my shift because the bus no longer ran. I also understand, in spite of this, that I am one person and there might not be a demand for certain routes because only a few people use these stops.</p>
<p>overall it is pretty good</p>
<p>N/A</p>
<p>No</p>
<p>Stop placement and frequency is a top priority, because it's currently out of control. Make those damn lazy students walk an extra block or two. If you improve schedule accuracy and stop shelters while simultaneously removing extraneous stops, your system will improve drastically. Also, don't stop the Orange circulator at M-W-L, only the Gray and Orange to Vet-Med.</p>
<p>I've noticed that at some stops several buses will come at one specific time (i.e. if you miss that time you probably have to wait at least 10 more minutes). I think it would be more convenient if those several buses were spaced out so that the buses would come more frequently.</p>
<p>Sometimes the buses will sit across the street instead of going to the stop. It is a little frustrating to sit outside in the cold in the winter time just looking at the bus</p>
<p>Please more frequent time for Brown 6.</p>
<p>Great job. Love the lost and found. I lose stuff almost once a week and always get it back!</p>
<p>irresponsible that routes primarily focus on ISU. should provide more routes to cover more of Ames, without 40 minute waits--not everyone has access to a car or can drive, such as older or handicapped citizens. their taxes contribute to cy-ride too.</p>

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I would always like to see more sustainable methods such as the biobus used in the system.

A subway system would be so future

Ames' bus system is great and the drivers are awesome!

It is set up very well and I haven't seen another public transit system executed quite as nicely and efficiently as Cyride.

CyRide is awesome. I love the fact that you can get just about anywhere in Ames reliably and conveniently. As buses are updated, I hope to see more fuel saving technology implemented.

The bus drivers are friendly.

Often the drivers brake too hard, especially when there are many passengers standing. I'd be much happier if the ride took a few minutes longer, rather than hanging on for dear life.

Buses should space their timing better so there are fewer back ups.

Have a Thursday night drunk bus for West Ames

Provide difference in 23 orange campus vs vet med on iowa state app

All I really want you to know is you need to make sure your bus drivers aren't slamming on the brakes or flying out of stops, especially when there are standing passengers.

Create a bus route that would run from Jack trice or Hilton area on the weekend directly to the dorms after an event is completed.

Freddy needs buses running more often, and it would be preferable to have a route that goes to Town Engineering

Buses running from West Ames used to run often, now they run in groups of three or so with 3x the time between them. Standing late for class and staring at the three buses just standing and waiting is a slightly confusing and aggravating.

Be more dependable.

More buses are needed in West Ames.

No

I am a 5th year. Buses are great. Biggest wants after all these years is 1. Earlier times and 2. more comfortable stops, because most stops don't have wind protection I run from a building with warmth, but buses only stop if someone is there, and they don't always see you.

The city needs more cross walk lights to signal cars that pedestrians are crossing the road. Crossing the road to CyRide stops can be scary unless it is close to campus. Please think about the apartments having students cross busy roads to get on the bus.

Need later services on Wednesdays and Thursdays nights. Because these are days where many students frequent the bars, it would be a good idea to provide Moonlight Services on these days so students have a safe and reliable way to get home.

What do ethnicity and income have to do with this survey?

Cyride is the best!!

The buses are very loud. I live in Freddy court and I can barely have my window open without the buses parked outside waking me up.

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<p>It would be nice if 23 would have an express route between the commuter parking lot and 1 or 2 points on campus.</p>
<p>There are a few buses that the handicap accessibility is terrible and there are several drivers that have no idea how to work the lifts. However, there are a lot of drivers that are super friendly and do a wonderful job when using the lifts and ramps.</p>
<p>Interval between buses is too long</p>
<p>I am a student at Ames High School; however, I take classes at ISU as well. It would be great to have an express route to ISU from the high school, if possible.</p>
<p>The carpeted seats are really uncomfortable on bare skin.</p>
<p>There is no bus at all in my area (south 16 street) during the weekend, and I don't have a car right now, so I can't go anywhere without help from friends</p>
<p>please make the brown route better by: 1-providing service on weekends 2-including the research park</p>
<p>It's awesome!!!</p>
<p>More routes, especially to different places in town is the most important thing. It would be really cool if there were buses to boon and des moines once in a while.</p>
<p>It is a good service. Drivers are kind and patient.</p>
<p>It is very useful, but it is also very hard.</p>
<p>I used it every day when I lived in west Ames and the biggest issue I had was working at campus later than the buses ran.</p>
<p>Overall I am very pleased with CyRide's service in Ames. There are probably changes that could be made to improve it but I believe that the changes should be cost neutral, meaning that the university, city or riders should not have to pay more because services will be changed. Thus cuts should be made in some areas to make improvements in others.</p>
<p>Make ISU research park more accessible through bus. Keep up the good work.</p>
<p>I used to frequently use the Brown route to get to the research park, however, recently the route has been reconfigured and no longer serves my needs as well as it used to.</p>
<p>Line 6 to research park</p>
<p>There should be a route that goes down Mortensen towards West Ames, especially during evenings.</p>
<p>Overall good, it would just be nice to see more buses coming through so I wouldn't have to structure my schedule around buses as much</p>
<p>I think some new bus routes to nearby cities should be introduced. Cities I would suggest are Nevada and Boone. That can solve housing problems during some school years to a certain extent as well.</p>
<p>Thank you for providing it and working to improve it</p>
<p>I really enjoy CyRide, I just wish it sometimes would come more frequently for some bus routes.</p>
<p>I think the Orange circulator is the stupidest route ever. I can walk across that route faster than the bus. That route covers such a small area it isn't worth it. People can walk that far.</p>
<p>Orange 23 needs to be improved with more buses through the morning and through the afternoon. I feel like at 12-3:30 it's still is packed but there isn't enough buses at that time.</p>
<p>I really appreciate having it so I don't have to drive as much. Also the 4A Gray schedule is so weird. Lots of students live where the Yellow line runs on South Duff, and that 4A Gray would be</p>

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more convenient if it ran all day not just during the noon hours.
I stopped using the bus system when my office moved from campus to Vet Med. This is because one of my trips would take 50 min one way and 30 min the other. Driving takes less than 10 minutes.
I live on the 1 red route, and it has been ridiculously crowded since some of the apartments on Mortenson became university housing. There should be a separate route for serving university housing that passes by the dorms and the university apartments and does directly to campus so that there is less crowding on the other bus routes.
More buses on the weekend, 9 Plum route needs to run on Saturday and Sunday.
It's super convenient as a student, but seems like there are too many buses going the same route at the same times, which seems inefficient.
Please make the 9 plum or 4 grey routes run on weekends, I spend hundreds in transportation every year because of this and I know many who have the same issue.
I think CyRide is amazing but it would be nice if there were more stops throughout all the housing just south of campus or one that circled the perimeter (i.e. Martin to MWL to pammel/osborn)
The bus system as it is is very nice, but I think more buses would be helpful (and newer buses for lower emissions).
I think all buses should be handicap accessible. When on crutches some buses only had the steps which made it difficult to get on and off the bus.
Buses have to run on time. If they are too late, or too early, the system doesn't work.
N/A
NA
I love CyRide! Very convenient!
I used to ride the bus, but it took a long time to reach my destination and restricted the times I could go to campus/leave campus
More benches/amenities at bus stops.
a more accurate system of where the bus is at on its route
Create more exclusive bus roads on campus to reduce congestion and promote public transit
As campus overcrowding and need for space continues to be problematic, more research labs, graduate students, and other faculty are being moved to off campus locations. Public transport services between these locations and campus is infrequent. Can we increase service frequency to these locations and anticipate the need for new stops based on growth of off-main campus academic activities? The location that particularly comes to mind is Applied Sciences. I have many friends who have graduate student offices here, class/research here. The shuttle b/tw here and campus does not run frequently enough to be convenient for students to come to campus for other classes, etc. There are likely other locations that are problematic as well.
The transit system is incredible in Ames. However, it would be of great help if all routes could run on the weekends if possible. For example, people that live at the grove but have no cars can not go to campus on the weekends because there are no buses.
I find CyRide very convenient as an ISU student, and appreciate its services.
I have to park my car at the towers parking lot. This means when the buses aren't running or they are 30 minutes apart I have to walk back to my dorm. As you woman walking through the bar side of town at night I am extremely worried and honestly creeped out. I feel like if Iowa State is trying to protect against rapings and other misconduct they should not put and unarmed 18 year old female in this position. I wish this would change because it is not only inconvenient for me as a student that parks their car there, but also to the students that live in the towers.

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Busses are pretty reliable. I love the NextBus service because I spend less time waiting when it's cold outside. Bus shelters are something which I would appreciate. Being on Blue south, the stop I use doesn't have them. I'm not looking forward to the winter.
I would like to see the plum route operate on weekends. Me and two friends wanted to look into living at Copper Beach or the Grove but one of my friends does not have a car so we couldn't live there because she needs a bus to be available to her on the weekends.
I think there should be more stops near places of business, such as shopping and restaurants. I sometimes wish for a stop near restaurants on Lincoln Way or Duff.
I would love to see an alternate orange route that takes a left by forker and then follows the cardinal route until it gets to the library, at which time it would continue following the original orange route.
I love CyRide. You provide an exceptional service, except for the one occasion I saw a bus driver leave when I am confident they saw a girl running toward the bus waving her hands. The girl was probably 10 seconds away from reaching the bus, it looked like the driver made eye contact but closed the door and started going anyway. That frustrated me. But besides that, I'm appreciative of CyRide and feel like we have it pretty good compared to a lot of other towns/cities. I depend on it to get to work/school every day in the winter since I don't own a car.
No
Make the transit great again.
I think just a few small improvements could go a long way. No huge overhauls; the Cyride system is already pretty great.
I personally ride the red route on a daily basis. There are a couple things that I notice that are kind of... not beneficial... 1. On peak times, they sometimes send up to 5 busses at times resulting in at least 2 of them to have less than 5 or so riders on them. To me cyride is trying to push the 'green' but I don't honk that is very environmentally friendly. 2. Something that would be awesome to be implemented on the red route, because there are a lot of people on the route would be the larger busses that are used for the orange route, not only would it save on busses going through the red route, but also save money, in fuel, etc.
I love it but finding public transportation during the evening or weekends (especially during summer) is hard. I have to rely on my bicycle on the warmer months.
nope
I appreciate the work that's being done. keep up the good work!
the bus system in Ames is very good. Buses are clean and on-time.
THE BUSES ARE NEVER ON TIME ALWAYS LEAVE TOO SOON CONSTANTLY MISS THE BUS BY MINUTES
I wish buses would come more frequently midday during the week.
The bus stops should have heating at least the main bus stops. Green route through Ames high school should be replaced with an additional shuttle within Grand avenue to 20 th street. It would make green bus route faster and may be cheaper. Riders within the 20 th street can request a shuttle and the shuttle can operate only at a request , taht would make it cheaper
very good cyride....thanks
The red line needs serious help, I don't have as much experience with the others but everyone I know hates the current state of it with overcrowding and often unpredictable schedules
We need a proper shelter at the Jack Trice stadium bus stop from where people go to Vet med through number 23 bus. During winter there is no shelter there and it is extremely cold and painful to wait there, specially if you are vet med student who wants to take the number 3 blue south to home.
I would appreciate if the buses came at the time the schedule says they will come. I have lost count of how many times I am standing waiting for a bus that never shows, so I just stand there for

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<p>an hour, or buses come 10-20 minutes late. It seems that when this happens, two buses then come back to back. That doesn't solve the problem that a bus went missing and never came at a scheduled time. Additionally, I would like the CyRide App to be updated. One in every 6 or more buses is actually accounted for in the morning and it does not help with transit planning so you just have to walk to the bus stop and hope for the best.</p>
<p>there is a lot of areas that are nor reachable by bus</p>
<p>Improve customer service</p>
<p>I moved this year to live in west Ames, where CyRide service is excellent. Last year, however, I lived by the hospital in on Duff off the red line, where buses ran less frequently. At that time, I probably would have taken the bus more had I been able to have better freedom/control of when I could leave and arrive at home.</p>
<p>I work and attend classes on the Vet College campus (I am a graduate student). I would like to see the shuttle service between the two campuses and the commuter lot strengthened. This could be by increasing the number of Orange 23 buses that go there or increasing the time that buses travel between the two campuses (currently I believe the Orange 23 route stops at 6 pm for the Vet College).</p>
<p>Having lived most of my life in Iowa City, but also compared to other places I've lived, CyRide rocks.</p>
<p>Removing the buses from campus is a bad idea. I ride the bus to get to where I need to go ON campus. I do not want to have to walk clear into the heart of campus. Right now the stops are very convenient. Campus is so large that having busses only go around the edge is counter productive to passengers.</p>
<p>good job guys</p>
<p>Busses on the brown route need to come far more often. Wallace and Wilson halls are farther away from campus than any other dorm and we get the least amount of busses. If I miss a bus by 1 minute in the morning which has happened many times, I have to either wait 30 minutes for the next one or walk 25 minutes to my class and I think that is ridiculous.</p>
<p>I wish the purple route ran 6 days a week</p>
<p>People need to know to stop and let buses and other vehicles through intersections and passed cross walks.</p>
<p>Its very important to me.</p>
<p>Cyride is a great way to get around Ames. When going anywhere around campus, Cyride is usually the fastest and most efficient way to go.</p>
<p>It is good.</p>
<p>The green line at peak ISU times becomes a safety hazard with the drivers sometimes saying "I guess we can fit one more on" and requesting riders to "take your backpacks off, we need to squeeze together." I think the drivers are at their wits ends, not wanting to report and get into trouble due to over-capacity and also not wanting to turn students away. With student fees I am paying, I shouldn't have to feel like I'm riding in a 3rd world country. Get a clue Cyride and execs: stop padding your wallets...you'll lose it when the lawsuits start coming in.</p>
<p>I live in Frederiksen court. Due to the congestion on campus with crosswalks(mainly the MU and Osborne Drive), it takes 20 minutes by bus to go anywhere that I would want to(by bus). There is no time based incentive for me to ride the bus, which is why i always walk to class. I'll still walk to class when the weather gets bad. It takes me just as long to get to class walking as it does by bus, and I'm not okay with that.</p>
<p>No</p>
<p>Make 22 gold run more often since it's a good bus for people who live in greek land</p>
<p>The buses on the red route get very packed in the morning and evening which makes the ride much less enjoyable when you are packed into an overcrowded bus.</p>

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It is already amazing! I think you are doing a fantastic job as is. I do feel like showing an ID can be a bit redundant.
Please send either red or green route out to west field apartments; 90% of occupants are students (about 60 apartments) and park at hyvee daily to catch red east. This would help many tremendously.
none
The buses run around on campus a lot but they never seem to be off of campus out where I live. People can walk from Kildee to Gilman, people can't walk from the towers to Gilman.
Put less busses on 1 Red route as they end up in line when others need other buses such as 2 Green or other less frequent busses.
The system is already great, thanks for striving to improve even more.
Generally the bus system is pretty good, but if we study late on campus, it will be a long wait to get on a bus. This is the biggest problem for me.
Not necessary to run the heat when it's above 50 degrees out. Buses get really hot once passengers cram on and the heat is on!
Ames is too cold. I really wish the bus stop has a room can stop wind and benches that are not metal freezing.
no more middle school stop. How about a few stops in the apartment loop.
Fire Michael Halvcheck
some form of heating in bus stops for winter would be the greatest gift to the people.
CyRide is a great resource! I typically use the Orange route from the commuter lot to campus and then several on-campus bus routes throughout the day for travel from east to west campus. It would be great to have even more/more frequent options for travel from Bessey/Kildee to Howe Hall/Sweeney Hall. The Orange bus is often overcrowded. I would consider purchasing a pass/paying more for the bus system if additional changes were made that needed financing; it would have to be less than the cost of the parking passes.
I work at the Applied Science Complex (ASC) under Iowa State University. I do not own a car and depend completely on CyRide for all of my commutes around Ames. There is no direct CyRide connection to ASC. It is in the Green Route but the nearest bus stop is a 10 minute walk away. Walking that distance in the winter is extremely difficult for a person. There is an ISU shuttle service that runs between Howe Hall and ASC. The frequency of this service is once every hour. Also the last shuttle of the day is at 6 pm and no shuttle on weekends. So normally, I have to limit my working hours to weekdays 8 am-6 pm. It would be appreciated if there is a direct CyRide bus that stop at the ASC. Suggestion: You could extend the Green route to include a bus stop at ASC. Although it would increase the length of the route and total time, this inclusion will be a blessing to all those students who has to come to the ASC everyday and wants to work late . Instead of waiting for the shuttle, we can just take the Green bus !
For me is really important to have the service during the weekends earlier in the morning and later in the night. Finally, I did not find any bus going to the north to university village in the midnight express, that day I had to walk at 1 am from memorial union to SUV.
The "Remember to smile" and "call mom and dad" and "cyride" are not helpful at all. I just want to know what route the bus is going and if it is picking up any more people. I have also seen like 3 buses with the same route stop within 20 seconds at the same stop and then no busses show up for 7 minutes. There are plenty buses they are just not spread out well in the evening. The bus stop by the udc has broken wi-fi too.
Better service to the Applied Sciences Center would be good.
It is always crowded by LeBaron at noon time on weekdays. I usually have to wait for a semi-empty orange 23 for over 15-20 min before one comes.
Please make a route that includes ASC labs.

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<p>Spread out the arrival time between the blue and brown at Frederiksen Court. The blue and brown arrive only one minute apart, both buses go to identical stops on campus till Friley. If a person misses the brown then there is a good chance they will also miss the blue bus since comes right after it. Even if the times were separated by five minutes it would increase reliability of catching a bus at Frederiksen along with other stops on the routes.</p>
<p>I like the fresh air, so I almost always walk</p>
<p>CyRide online apps are unreliable for estimating arrival times. Also transfer points need improvement; recently was on a red bus that arrived right behind a green bus at city hall but the green bus left before we could transfer.</p>
<p>Busdriver's Lives Matter</p>
<p>There needs to be more blue buses running.</p>
<p>It would be nice to have a bus that went into the stadium more often or have it be specified on the app that it's the vet med bus, because we pay to park there and there is hardly ever a bus that goes out there</p>
<p>I would love to have better both way Cyride service on Pammel Drive.</p>
<p>The buses with multiple tiers in the back and the red forward facing two wide seats are not very good space-wise.</p>
<p>Busses should start at earlier times in the morning on weekdays. At the furthest stops from campus, the earliest bus that comes is not even enough to get to an 8am class, depending on the route. Extra early routes at 5-6am would greatly benefit many students and teachers/TAs that need to get to class even earlier than 8am. Also, some people like to go to the gym early in the morning and that is impossible to do before your classes if you have to take the bus.</p>
<p>I would just like to emphasize the need for more buses at the times that you generally see more students trying to ride the bus.</p>
<p>It's already quite reliable and I don't believe that it needs any improvement. I think one of the greatest needs of CyRide is reliable staff. I constantly see hiring signs. Perhaps if there was a commuter bus between Des Moines and Ames, you could attract more candidates possibly with more vested interest in a reliable job.</p>
<p>There should be more 747s transferring people</p>
<p>I think that the routes during finals week should accommodate the finals schedule. Living on the blue route and having a 7:30 a.m. final meant I had to catch the bus about an hour early; I know people on other routes had similar issues. I think that changing the bus's schedule to one that better caters to the finals schedule for those weeks only would have a very positive impact for students.</p>
<p>I think it's really congested at times and unreliable at others</p>
<p>LED arrival times at more bus stops would be great. I have lived in Willow, The Grove, In Greekland, and on welch/campustown. I think when busses do not run on time is a problem and decrease efficiency, but in a different way. When a bus says it should be at a stop at 7:40am (brown north) then it shouldnt be leaving the bus stop headed for campus at 7:35am, especially off campus busses. I almost missed a test because I got to the bus stop at 7:39, but the bus didn't come until 8. This scenario could be on any bus stop.</p>
<p>It's pretty good as is. There is always improvements, but overall pretty good.</p>
<p>Quit closing the doors and leaving when I am right there. Also stop overcrowding the busses.</p>
<p>Buses get way to crowded, especially in the morning heading into campus.</p>
<p>I think CyRide has honestly made great strides since my freshman year. I would say make the changes only if we have the funding to do so because I feel it runs smoothly now and might not</p>

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<p>*need* the changes. But obviously if there is a ton of demand and we have the means to do so, then I think making the changes is a great idea! Thanks for asking for feedback!</p>
<p>Overall, I would like to congratulate CyRide on the quality of service they provide. Their drivers are very pleasant and helpful.</p>
<p>CyRide is a great system and I do not think that there need to be a large amount spent on it. Just add some more direct routes, update buses, and increase reliability.</p>
<p>There was an option for making buses stop at the edge of campus. An idea I have is to make more of campus bus only (like Osborn) during the peak school hours. This would cut down on traffic, making the bus system faster and more reliable. It would also make campus safer for pedestrians and bikers because there would be fewer cars on campus.</p>
<p>The number of busses operating on Central campus can sometimes make crossing the street difficult and otherwise make the streets congested.</p>
<p>Most bus drivers are friendly which is nice.</p>
<p>I commute, so this may be a little biased towards my experience, but direct routes for the orange route to central campus would be great. Especially in the morning/afternoon during the peak periods.</p>
<p>Nope</p>
<p>Currently the Cy Ride is fine for getting from most parts of town to campus or downtown, but not from a given point A to point B - somebody living in Ontario is going to have a hard time getting to a grocery store on the bus. The lack of late buses makes it hard to safely enjoy the weekends.</p>
<p>Please do not move the bus stops to the perimeter of campus. The majority of rides I take are across the massive Iowa State campus, and these rides ensure that I can make it to my classes on time. If the bus stops were moved, they would no longer provide the benefits that I, and many other students, need.</p>
<p>We love CyRide. My husband works at ISU and when I was a stay-at-home mom, we were able to only have 1 car for nearly 8 years because he could take the bus to and from work. It was great. Now I work full time at Iowa DOT and am a part-time grad student so I use the bus to get to campus for classes and some for going to work too. I would use it more often but I have to be at work at 6:15 am and nothing is running that early. Taking kids to school and picking them up makes it difficult also but I would love for both my husband and I to be able to use CyRide for our commute every day once our kids get a little older. Good luck with the survey!</p>
<p>I would ride more often if the brown south ran later on weekdays (until 9 pm) and ran to Wessex on weekends.</p>
<p>Reliability of Cyride is excellent compared to other bus systems I have used. It is great for getting to and from campus on weekdays when ISU is in session. It is less than optimal for other purposes. I would most like to see service near the intermodal facility when the Trailways/Jefferson lines buses get in. The text message alert system is sometimes a problem as it frequently does not seem to include all buses.</p>
<p>I didn't see an option for reducing cost. Why wasn't that on there?</p>
<p>It's an awesome service that is available to students. I would like to see the bus system run later at night for students to safely get home from either studying late on campus or going to the bars. I believe the buses should run until at least midnight or 1am on weekdays. It would help to keep students from walking home alone late at night.</p>
<p>I would ride 5+ days/week if 3 blue north stopped at the "S. 4th St. at S. Hazel Ave." stop at 7:30 AM EVERY MORNING instead of only a couple times a week.</p>
<p>Only downfall is I have a long walk to the nearest stop</p>
<p>I really think its a great way to get from apartments to campus and I would really hate it if it dropped me off at the perimeter of campus. I would not feel safe leaving campus later at night and having to walk to the perimeter of campus just to wait for the bus and then get home.</p>
<p>I find the Cyride system very convenient and a great service to those that go to Campus.</p>

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I honestly think that one of the best solutions ISU could have for improving CyRide is if there was auxiliary branch added on to the public transit that implemented the CyBike program that has been in development and is going before StuGov soon. I'd spend all the budget's \$20 just to get that bike sharing service on campus!!!

please train your drivers to be polite and non-discriminatory

I'm really happy that it exists, it makes not having a car possible.

I really like CyRide - it is on time, it is safe, and, in general, it works for my schedule. I recently moved to an area that is not serviced by cyride (off of Lincoln way in far west Ames), and I am sorry I can't use it anymore. I used to live on the Red route by the Middle School I really liked that the buses came often, but it did take a while to get to and from campus because the route is pretty long and so many people ride it, each stop takes a long time for loading/unloading. I also used to live out of town and parked at the commuter lot. I also really enjoyed the fact that the buses serviced that lot frequently, but it suffered the same problem as the red route. It took quite a while to get to and from the lot because we made a lot of stops and it took a long time for people to get on and off at stops because the buses were so crowded. Thanks! And good luck coming up with new plans!

Of the public transit systems I've used CyRide is the best of them. One suggestion I would make that may increase the efficiency of service is to reduce some of the stops that can be redundant. For instance, there are two stops within a couple of hundred feet at most on the north side of Union Drive. One is at the Enrollment Services building and the other is at the Student Services building. I think eliminated one of these stops would be a big time saver in the long run.

Most of the time, the busses are timed so that I cannot reach them in time after a class.

I don't own a car so the only way I can get around is either by bus or by nagging my friends. Plus the only time I can run errands or the like is on weekends because of how busy my schedule is. that's why I'd really really appreciate more service on weekends.

3 Blue North route runs 2-3 buses in a row with 30 mins waiting time till next bus and that is on the weekday mornings 8-11 am when most of students take a ride to campus. Could you please consider make it more frequent instead of running 3 buses in a row. Thank you!

Develop a route from west Ames to the commuter lot via mortenson (perhaps only in morning if on tight budget).

I don't think Cyride is currently covering all campus locations, such as ASC Complex. Maybe, Cyride can extend its Free Circulator services to stop at ASC Complex, at least for the weekdays in working hours (8am-5pm)

It is reliably one minute late.

I pay for a parking spot at 40 Schilleter Vlg which is also used by Cyride and the Ames public school system as a bus stop. This severely limits access to my vehicle. Drivers won't even move 3 feet to allow me access. I wish the bus stop was not blocking my and my neighbors vehicles. Also, riders wait inside my building blocking the doors, leaving their trash in my hallway, making noise etc. A comfortable place to wait, with a trash can and not directly in front of a residential building would be nice.

Make it so you only have to show your student ID off campus.

I am both a student and full time staff.

N/a

Add a bendy bus to the 1A Red routes all days of the week. This would improve congestion and bus availability problems

It's been very convenient

I feel obligated to use my personal vehicle because the bus does not stop at ASC II on the ISU campus, where my office is. If there were a stop close enough, I would ride the bus every day.

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Please provide Cyride service between ASC and campus either by modifying the green route or by running a special service (particularly in the hours when the IPRT shuttle is not running) between these two locations.

Where I live on Wilmoth in West Ames the bus never arrives at a convenient time to justify taking it rather than walking or driving. In the mornings when I leave (~7:30) I land just about between the bus before and the bus after so I usually just drive and use the meters around campus. On nice days I'll walk which is fine but in the winter that's going to be impossible.

Please provide direct service to the applied science complex (ASC) from the main part of campus.

Lots of full buses on 1 Red route everyday. Buses are dangerously full.

The my state app isn't accurate. This is the biggest issue with the system

You guys rock!

Drivers are rude and often times rush the riders. Often times in the morning, I wait for 10-15 minutes, and then 3 buses come at once. Simply scheduling yourselves better would make your service usable.

Only two routes operate from near my apartment, and they are both not full service, so I end up having to drive to somewhere I can get better coverage and take the bus from there.

It is a good system. I like it. It is efficient. More direct routes with fewer stops could be beneficial, also, during peak hours increasing the frequency of the rides would be good.

Living at Copper Beech, I have been stranded on the weekends. I have had to walk to Main Street and to campus to meet friends or attend required events. Especially in winter, this is not a comfortable scenario.

Connection to DART (Des Moines) would be my highest priority.

Line 6 only have a few buses in the morning and tough to get it in summer set area. They are stoped really early and only a few on Saturday too. There is no bus on Sunday. It is in credibly inconvenient. Also, there should be more stops in summer set area in order to help us across the freezing winter.

Currently the towers route does not run saturday or sunday morning or night, at least it doesnt seem like it does, so it makes it hard for someone who parks in the towers lot to get to work in the morning from union drive

Service is good, could come out to Copper Beech (Plum or Gray routes) earlier in the day so that students who have earlier schedules can get there before class.

It would be nice to have more frequent busses in the morning for 8 am classes

I like taking the bus. I personally live next to Wallace and Wilson residence halls. I would like to see a change in how often our buses come here and how many come. Right now, there are plenty of buses, but because they come only during peak times, the buses contest campus and I am late to classes. I would like to see the same amount of buses, but have them distributed over a period of time. It would be more convenient for us if we have class at 10 to have the 9:12 time and the 9:42 time, but also add in a 9:28 time. It would decongest campus area and make riders happier without having to decrease buses. I also don't like the fact that since there are so many buses, some of the buses skip stops and then I have to wait longer for a bus and also wait for others at other stops. It is inconvenient and also makes others late for class.

I love Cyride, I think they need to address the issue of busses getting congested on central campus but the 21 cardinal route is great please don't change it!!

Right now I have to get on a bus at 7:03 to get to my 8:00 am class, because the next bus on the Blue route North is not until close to 8:00 (I live on S. 5th St. by the River Birch apartments). So more weekday morning buses would make my life a lot better.

Bus service seems to all but stop on the weekends, makes it very hard to get around when located off campus

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Currently the towers route does not run Saturday or Sunday morning or night, at least it doesn't seem like it does, so it makes it hard for someone who parks in the towers lot to get to work in the morning from Union Drive.

Adding an additional small loop onto Scholl Road to the Applied Science Complex would be a very small change to current bus routes that already go along 13th Street, but would have a major impact on students. There is currently a shuttle which only runs from campus to ASC at limited times and frequencies. ISU students and faculty would greatly benefit from this addition.

Please include the Scholl Road loop to ASC in CyRide's routes. I do research at Applied Science Complex (ASC). We have to walk 15 minutes to get to the nearest green bus stop. This is difficult in winter.

I think it is very convenient.

I want to stress the necessity of weekday routes becoming available on weekends. A lot of the people I know do not have their own vehicle which makes travel to campus on weekends very difficult when you live off campus.

Add more direct routes.

Routes don't run frequently enough on the weekends. I feel trapped at my apartment during Saturday and Sunday. I also feel a lot of routes service campus but very few routes service the rest of Ames and when they do, it is at very spread-out times.

It's pretty good.

The most important thing to me is making the bus stops more comfortable. In Ames, winters, it regularly drops to miserably cold temps (esp. considering wind chill). We need heated stops desperately, and better information (LED panels or improving bus tracking on the MyState app) on expected bus timings.

There is no bus at all in my area during the weekends or Spring break or Thanksgiving break, so I can't come to school.

I am generally satisfied with the public transportation system here in Ames. I do wish there were more frequent buses at night. I do not feel safe/comfortable waiting up to 30 minutes for the next bus to arrive when I get out of class.

Would love to see a bike share program throughout Ames.

It would be nice if more routes could go by Memorial Union.

more bus stops needed move routes away from major busy streets to stop more on side streets so passengers don't have to stand by high speed traffic DO NOT MOVE BUS STOPS FURTHER FROM CAMPUS add more inside campus please more frequent busses make sure at least every 20 minutes no more skipping busses in midmorning/lunch time please WIFI ON THE BUS make the busses not smell of alcohol ever less crowding sometimes no minibusses please most of the expenditure suggestions seemed foolish and not very helpful to riders add shelter to town hall hub stop

In general, I have been very pleased with Cy-Ride!

Please have the buses run on holidays.

I would like a bus stop west of South Dakota on Lincoln Way.

Please add BRT to the 23 Orange.

I have seen several times that when there are two or more buses at the same time during peak times, usually the first one is full but the other some times even have empty seats. I think if drivers communicate with each other, they can distribute passengers among buses in a more efficient way.

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I've used every single CyRide route over the course of my years living in Ames and I try to assist as many friends, community members, and kind strangers out when they need help. It's been a privilege seeing how CyRide has grown the way it has. I seriously only hope it continues to be one the nation's best transit systems in the country for its simplicity, friendliness, environmental impact, and top-notch performance. It has never failed me! Thank you for all you have done!

I would like to talk about the temporary bus stop for bessey hall. That stop is just couple of feet away from the library stop (it does not make any sense) and too far from bessey . I am fine with it being at mackay hall but I would strongly urge cyride to move that stop more towards/near bessey hall. Please. It is extremely inconvenient and does not make sense to me.

Former employee here & no longer an Ames resident. Still commuting to school for a while, though. I know CyRide does a great job at managing the routes and whatnot, but orange still isn't as efficient as it could be. I know you're working on it, though. I'd like to see CyRide work with Public Works on coming up with ways to fix some of the traffic grid problems Ames has (we all know there are a lot). This would help both the CyRide system and other drivers not only with driving time but also with safety.

Reconfigure seating on Minneapolis-sourced Gillig high floors to allow two abreast standing in aisles. Current configuration is a nightmare for backpack toting riders trying to get out of their seats with a fully occupied aisle.

February

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
			1	2	3	4
5	6	7	8	9	10	11 Special Board Meeting 10:00am
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28 Transit Board Meeting 8:00am				
			Future board meetings: March 30, 8:00am &			2017