

AMES TRANSIT AGENCY BOARD OF TRUSTEES
CYRIDE CONFERENCE ROOM

February 28, 2017

1. CALL TO ORDER: 8:00 A.M.
2. Approval of January 19, 2017 Minutes
3. Public Comments
4. Automatic Passenger Counter (APC) - Single Source Procurement
5. Drug and Alcohol Policy Changes
6. CyRide 2015-2016 Closing Balance Discussion
7. System Redesign Fare and Orange Route/Commuter Lot Discussion
8. Transit Director's Report
9. Set Spring Semester Meeting Times and Place:
 - March 30, 2017, 8:00 AM
 - April 27, 2017, 8:00 AM
10. Adjourn

The Ames Transit Agency Board of Trustees met on January 19, 2017 at 8:00 a.m. in CyRide's Conference room. President Haila called the meeting to order at 8:04 a.m. with Trustees Gartin, Schainker, Staudt, and Haila present. Absent: Trustee Madden and Valentino. Iowa State University's Senior Vice President, Katherine Gregory was also present.

APPROVAL OF MINUTES: Trustee Gartin made a motion to approve the December 22, 2016 minutes as presented. Trustee Staudt seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

PUBLIC COMMENTS: Trustee Staudt shared a concern he had received from students that the NextBus information was not working correctly on campus signs. Additionally, President Haila mentioned he received comments from the Campustown Association regarding confusion on where customers are to park at the Intermodal Facility. Director Kyras will look into both issues.

RATE SETTING - FARES: Director Kyras stated that the Transit Board had taken action at their December 22, 2016 meeting to approve the 2017-2018 budget. However, she indicated that the board would also need to take action on next year's fare structure, passes and tickets, as well. CyRide staff is recommending that no changes be made to either of the fare categories as the approved budget did not reflect a reduction or increase in the fare structure.

Trustee Gartin asked whether staff had collected data on other transit system's fare structures. He acknowledged the "CyRide Ticket Fare History" charts included in the board's material and shared his concern with the downward revenue trend. He also indicated that he believed that CyRide should begin target marketing to reach more of the community.

Director Kyras shared history on CyRide's fare structure. She indicated that CyRide changed its fare structure in 2011 and, that prior to this decision, staff had completed a peer analysis on fares, which included transit systems in Iowa and similar systems around the nation. She indicated that at that time, CyRide was slightly below the average fare charged in these systems, which resulted in approval of a higher fare structure. Director Kyras indicated that she could distribute the previous transit board report on this analysis. Trustee Gartin shared his concern on approving a fare structure without peer information and indicated that the previous analysis would be helpful.

Director Kyras responded to the request for targeted marketing. She indicated that current and past CyRide budgets did not include a marketing line item, as CyRide's ridership growth, and the challenges it presented, did not require a marketing effort. She further indicated that if the board desired to change this policy, that staff would

need to develop a marketing budget and plan and most likely would need additional staff to implement the plan.

Trustee Schainker asked what the current price was for a fixed route semester pass, purchased by non-university students, and what high school students paid. Shari Atwood, CyRide's Transit Planner, said the price is \$80 a semester for K-12 students as they qualify for reduced prices, with the exception of the monthly pass.

Trustee Schainker asked how the fares compare to what the ISU students pay in fees per semester and Director Kyras said ISU student pays approximately \$74 per semester compared to K-12 semester passes at \$80. He also inquired about the price that ISU employees and staff paid and Director Kyras indicated that ISU pays for a portion of their employees pass; however, CyRide receives the full amount.

Director Kyras shared her thoughts regarding the reason for lower farebox revenue. First, she said that gas prices have declined significantly, which makes other transportation options more attractive. Second, she indicated that with CyRide's ridership growth, that buses are much fuller, which discourages community riders when they have to stand.

Trustee Gartin made a motion to approve the 2017-2018 rates, which reflect no change from the 2016-2017 rate structure. Trustee Schainker seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

RATE SETTING - PASSES: Director Kyras explained that the staff recommendation was for no change in the pass fare structure.

Trustee Gartin made a motion to approve the 2017-2018 rates reflecting no change from the 2016-2017 rate structure. Trustee Schainker seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

BUILDING SECURITY SYSTEM BID – PHASE 1: Director Kyras provided information regarding CyRide's current and proposed security system. She indicated that the proposed security system had been divided into several phases, with a Phase I bid for consideration by the board. This phase included only the office building, with future phases to complete security for the entire building (storage and maintenance). She then explained that the current security system was purchased in 2008 for the office area only and attempts to repair the current security system have been unsuccessful. As a result, staff included this project in the current Capital Improvement Plan and released a bid on December 16, 2016. She indicated that Electronic Engineering of Des Moines was the low base bid of \$118,000. While the two bids received were higher than budgeted (\$60,000), two deduct alternates could be accepted - #3 wire and install sensors in the bus storage area and #4, for the same in the shop area. When comparing the base and two deduct alternates, Electronic Engineering remained the low bid of \$58,300.

Trustee Gartin inquired if staff had spoken with Iowa State University about utilizing their system and whether this could reduce the cost and increase security monitoring through observations by their police force. ISU Senior Vice President, Kate Gregory shared that Iowa State has three types of security systems and that typically these are more expensive. She also shared that they are not monitored by Campus police. Director Kyras shared her experience regarding the university's security system, which was used at the Intermodal Facility, indicating that there was a monthly cost that was fairly expensive and would require an increase in the operating budget.

President Haila shared his concern in approaching the bid with deduct alternates, as opposed to add alternates. He indicated that this is not the typical approach to bidding as deduct alternates typically were not reduced by the full value. Rich Leners, Asst. Director Fleet and Facilities, indicated that this had been a difficult bid to develop to meet the City's Purchasing Department requirements, the direction CyRide's architectural/engineering firm recommended and with a finite budget and desire to have as much of CyRide's facility secured with this first phase. He indicated that this approach met the needs of all parties, but acknowledged it was not a traditional approach.

President Haila asked staff if they were comfortable that we were getting what we wanted for \$60,000. Rich Leners indicated that we were.

Trustee Gartin asked whether it was possible for the transit board to delay voting on this issue for a month and approached ISU to add CyRide to their system. Senior Vice President, Kate Gregory said Iowa State University does not do security in-house and would need to ask their private vendor for a quote. She questioned whether this could then be considered a competitive bid. It was the consensus of the board that it would not.

Trustee Staudt moved to award a contract to Electronic Engineering of Des Moines, Iowa for the bid amount of \$58,300. Award of contract would be subject to approval by the Ames City Council. Trustee Gartin seconded the motion. (Ayes: Four. Nays: None.) Motion carried unanimously.

AUTOMATIC PASSENGER COUNTER (APC) – SINGLE SOURCE PROCUREMENT: Director Kyras explained that the purpose of this agenda item was to provide board members with a history of CyRide's APC project and to provide information on a bid to procure APC equipment/software. She then briefly described how the equipment worked and the benefits of the technology – especially for loading passengers at all doors on CyRide's Orange Route. She also explained the federal ridership reporting requirements, which would be easier for CyRide to comply with using this type of technology. She detailed the budget and timing of the purchase - to utilize unallocated grant funds.

Director Kyras described the APC demonstration project and testing results. She indicated that the project began approximately two years ago in researching firms which offered APC technology. Staff then spoke with NextBus, who utilized InfoDev

equipment. She indicated that the test results of this technology could not accurately count passengers on the articulated buses due to their larger door size. She indicated that CyRide then equipped several vehicles with the DILEX equipment and that this technology originally did not accurately count passengers on 40' buses; however, after recalibration of the equipment, it was performing within statistically acceptable variances. She then explained that with these results and the availability of unallocated grant funds, that staff believes it would be beneficial to equip all articulated buses with the DILEX system as a single source procurement.

President Haila asked whether only the Orange would operate buses with APC's. Director Kyras indicated that currently only the Orange route operates articulated buses, but this could be modified in the future. Barb Neal, Asst. Dir. – Operations, indicated that 40' buses, with APC equipment installed, operated on all routes in CyRide's system to collect the federal ridership reporting information.

Trustee Schainker asked for clarification on the cost of the APC equipment/software – current and proposed in the bid. Director Kyras explained that the \$59,035 cost would include the software cost for CyRide's four current DILEX system and software and equipment costs for the four new systems to be placed on the articulated buses. There was confusion regarding the annual software license fee and Rich Leners, CyRide's Asst. Dir – Fleet & Facilities explained that this included reporting software for current and new APC's, which CyRide currently did not have.

President Haila questioned the costs as to whether they reflected a one or five year period. Rich Leners indicated it was a one year license fee for the each of the eight APC units. President Haila was concerned about the reoccurring annual costs of this technology.

Trustee Gartin shared his concern regarding driver safety and questioned whether boarding through all door increased this safety concern as the driver could not screen customer's board at all three doors. Trustee Staudt shared his thought that boarding through all doors did not increase this risk citing that this happens now on Moonlight Express service where passengers board the bus through the back doors when they open to let people off the bus.

Trustee Gartin indicated that he would like more time to consider this purchase, citing the need for additional costing clarification and understanding of the benefits. Director Kyras indicated the main benefit was to decreasing boarding/alighting time and to "speed up" the route. ISU Senior Vice President Kate Gregory indicated that this would provide a significant benefit on campus. Asst. Director Fleet and Facility, Rich Leners, added that the software included in the purchase would provide information that CyRide Dispatchers could use regarding capacity issues and allow for real-time information. It would also provide stop-level data, which is currently not available to CyRide planning staff.

President Haila shared his belief that it was a worthwhile project and indicated the benefits seem commensurate with the technology cost.

Director Kyras indicated that CyRide's current ridership counting process was time-consuming, with drivers using a tally counter and CyRide's manual recording procedures.

Trustee Gartin indicated an interest in other peer systems comments regarding this technology. Director Kyras indicated that this was commonly-used technology in the industry due to its benefits for decreasing boarding times, accumulation of stop-level data and that some system's had indicated increased ridership due to more accurate counting. She also indicated that the federal government must certify the use of this equipment for federal reporting purposes. Trustee Gartin asked if a decision needed to be made at the meeting or if it could be delayed as he desired more information. Director Kyras indicated that it did not require a decision at the meeting; however, staff needed to respond to the bid in a timely manner.

Senior Vice President, Kate Gregory, was supportive of the technology citing examples of the delay caused by boarding in only the front door. She also indicated that she believed there were two pieces of information being requested: the cost of this system (current and new units) and the pros and cons of the technology.

Trustee Staudt was also supportive of the technology and shared his thoughts that the board needed to be able to determine the cost and value of having or not having the technology.

Trustee Schainker said the 40' buses equipped with APC's could be used for peak hours to gain valuable information and would be beneficial in west Ames.

President Haila shared his thought that maybe the transit board was delving into the daily workings of CyRide as opposed to setting policy. Trustee Gartin disagreed and indicated that he would like more information before voting on the bid.

There was further discussion by board members regarding the cost of the existing demonstration project versus the cost to move forward with eight APC units. Asst. Director Fleet and Facilities, Rich Leners, detailed the difference in how different APC vendors charge for their product – NextBus charged higher upfront costs whereas DILAX is less upfront and more for ongoing expenses.

Senior Vice President, Kate Gregory, asked what the annual fee would be for the eight DILAX units. Rich Leners estimated the cost to be \$20,000.

Director Kyras suggested tabling action at the current board meeting and that staff would prepare additional information around the questions being asked and provide this detail at the March Transit Board meeting.

Trustee Gartin clarified his information request indicating it would be helpful to include: up front versus ongoing costs, quantifiable benefits and peer opinions of the technology.

Trustee Gartin made a motion to defer action until the next month and have staff provide additional information on costs and benefits. Trustee Schainker seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

WEBSITE SUBSCRIPTION SERVICE UPGRADE – SINGLE SOURCE PROCUREMENT: Director Kyras provided board members with an overview of CyRide’s website design-hosting. She indicated that CyRide’s current vendor had designed and hosted the website since 2009, and had not upgraded when the City of Ames updated their website with this same vendor in 2014. She indicated that the vendor contacted CyRide last fall to state that they would no longer be able to host-support the current version of CyRide’s website after June 30, 2017. Shari Atwood, CyRide’s Transit Planner has worked with the City of Ames Information Technology Department and has determined that that best way to move forward would be to award a single source contract to CyRide’s current vendor – Vision Internet. This is the same vendor as the City and would be less expensive than starting over with a new vendor. She referred board members to the list of benefits contained in the information packet regarding the award of a single source procurement.

The price of \$38,496 for the first year is contained in CyRide’s operating budget and hosting in future years would be included in future year budgets.

Trustee Gartin shared his concern regarding cyber security and asked if staff had considered this. There was a discussion that CyRide’s site is informational and does not contain secure data, and that it is hosted by Vision Internet and that they had security protocols in place.

Trustee Gartin made a motion to approve the single source procurement of website subscription services upgrade and associated annual hosting/support/maintenance with Vision Internet of El Segundo, CA in the amount of \$72,976. Trustee Schainker seconded the motion. (Ayes: Four. Nays: None.) Motion carried unanimously.

TRANSIT DIRECTOR’S REPORT:

- 1) **Budget** - Director Kyras shared additional budget information, which is typically provided to board members at the January meeting, that further details elements of the budget that specific board members had indicated an interest in, in past years.
- 2) **ACA** – Director Kyras provided an update on progress towards documenting actions to be taken to stay within compliance with the ACA. She indicated a draft document had been provided to the City by the attorney and provided a timeline on progressing toward completion of this document.
- 3) **Closing Balance** – Director Kyras indicated that the 2015-2016 audit is finalized and that information will be presented at the February 28, 2017 transit board meeting for consideration of reallocating a portion of the balance above the board-directed 10%.

Trustee Schainker asked why staff had not provided this information earlier and Director Kyras indicated that the City's Finance Department wanted to allow the City Council to approve the audit (occurred in December 2016) before they released the final numbers.

A short break was taken for CyRide staff to set up for the "System Redesign Presentation via Skype" agenda item.

SYSTEM REDESIGN PRESENTATION VIA SKYPE:

Director Kyras began the discussion by asking board members, due to the limited time available, to ask clarifying questions, but to hold lengthy discussions regarding the information to future meetings. She indicated that, tentatively, Nelson Nygaard was scheduled to visit Ames at the end of the month and that further details and discussion of the initial proposal could be held at that time, or a special meeting if board members desired this additional opportunity. Mr. Whittmann with Nelson Nygaard then shared that the information to be presented represented initial thoughts only, and any and all of the changes could be modified or removed from consideration all together.

Mr. Whittmann began with a discussion of the ISU Scenarios to remove buses from central campus, which he indicated had been defined by ISU representatives as no buses on Osborn Dr. and Morrill Rd. He showed the route alignment of existing routes, which more heavily utilized Pammel Dr., Bissell Rd and Union Dr. near Friley. Two options for this scenario were presented – one that was fiscally constrained and the other which was not and would increase operating costs approximately \$400,000 per year.

Trustee member Staudt and ISU Senior Vice President Kate Gregory shared their initial thoughts that they were concerned with the impact to students and the alternate roadways impacted. Trustee Staudt also asked why this option was being considered. Director Kyras indicated that it was included in the study's Request For Proposal as an option to be looked at, at the request of the Osborn Dr. study group and had been a question for years about the benefit of removing buses from the central campus area. She indicated including it in the study would provide the university data regarding the impacts of reconfiguring the routes to avoid the central campus area.

Due to time limitations, Mr. Whittmann then provided a high-level overview of the third service scenario proposed called the "transformative" option. There was then a general discussion by board members that there was not sufficient time to fully understand the options presented and that it was difficult to understand the changes and their impact when board members were not provided a comparison from existing to proposed services. As a result, board members decided to schedule a special meeting in early to mid-February to discuss only the system redesign proposals. There was also a brief conversation about the possibility of extending the study's timeline so that more time was given to consider the changes.

MOVE TO ADJOURN: Trustee Staudt made a motion to adjourn the meeting at 10:18 a.m. and Trustee Schainker seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

SPRING SEMESTER MEETING DATES AND TIMES:

- Special Meeting – To Be Determined
- February 28, 2017, 8:00 AM
- March 23, 2017, 8:00 AM
- April 27, 2017, 8:00 AM

John Haila, President

Joanne Van Dyke, Recording Secretary

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: February 28, 2017

SUBJECT: Automatic Passenger Counter (APC) – Single Source Procurement

BACKGROUND: At the January 19, 2017 Transit Board of Trustees Meeting, board members deferred taking action on the purchase of Automatic Passenger Counter (APC) equipment as a single source procurement until the February 28, 2017 meeting and requested that staff prepare additional information for board consideration on three topics:

- Clarification of the total one-time and annual costs of equipment and supporting software
- Opinions of the equipment’s value from peer transit systems
- Benefits of APCs versus manual counting of riders

INFORMATION: The following details information gathered for the above information requests:

Cost Clarification

The chart and explanation below details the one-time costs for the DILAX APC units based on CyRide’s existing demonstration project and expansion of this project:

- **Existing** - Cost for the existing four DILAX units included in the demonstration project (two articulated and two 40’ buses).
- **Expand** – Cost to upgrade the four existing units and expand by four units on the four new articulated buses received fall 2016. CyRide would receive the reporting software for daily operations and planning uses, as well as be able to implement a demonstration project to allow passengers on articulated buses to enter/exit at all doors.

Expense Category for One-Time Costs	Existing (4 units)	Expand (8 units)
DavisWeb Mobile Data Software Base License	\$18,313	\$18,313
4 Sets of Automatic Passenger Counter Hardware		\$14,076
Installation		\$8,333
Total	\$18,313	\$40,722

Additionally, the DavisWeb Mobil Data Software’s annual cost for the eight units would be \$7,326 (expanded) versus \$3,663 for four units (existing).

The local revenues needed to support this project are as follows:

One-time Costs	Existing (4 Units)	Expanded (8 units)
DavisWeb Mobile Data Software Base License	\$18,313	\$18,313
4 Sets of Automatic Passenger Counter Hardware & Installation		\$6,108
Total	\$18,313	\$24,421

The remainder of the projects one-time costs would be secured from the federal grant awarded to CyRide for the four, new articulated buses.

Annual Costs	Existing (4 units)	Expanded (8 units)
DavisWeb Mobile Data Software License Fee	\$3,663	\$7,326*

*For comparison purposes, the InfoDev system would annually cost \$9,432 for eight units.

In summary, the incremental local cost increase, to approve the one-time, single source purchase/installation of four existing and four additional APC units and base software (expanded), is \$6,108 versus the incremental annual additional cost of the licensing fee for the four units (existing) of \$3,663, for a total of \$9,771 on local cost.

The expanded project would allow CyRide to be able to move forward in equipping the Orange Route articulated buses so that customers could enter/exit buses at all doors on the articulated buses, which would reduce the amount of time it takes at each bus stop as well as give operations and planning staff additional information in order to better manage CyRide services. It is staff’s desire to reduce boarding time on the articulated buses. Additionally, the System Redesign consultant has recommended equipping more than the articulated buses (all Circulator routes – Orange, Cardinal and Gold) to create greater efficiencies. These APC units would also allow CyRide to meet its federal reporting requirements in the future using this equipment, as opposed to manual counts taken by drivers.

As a reminder from the January board meeting discussion, the reason for the single source purchase request is that there are only three manufacturers, with only one firm meeting CyRide’s needs. One manufacturer, Iris, requires additional software, which increases the cost of this equipment significantly more than the other two manufacturers. The second manufacturer’s equipment, InfoDev, was not able to accurately count passengers on CyRide buses, leaving only the DILAX system being a viable alternative for CyRide.

The specific equipment to be purchased using federal and local dollars, if approved by the board, is as follows.

Itemized Costs	Dollars
4 Sets of Automatic Passenger Counter Hardware	\$ 14,076
Installation of new units	\$ 8,333
8 Annual Software Licenses (4 new articulated + 4 existing units)	\$ 36,626
Total	\$ 59,035

Peer System Analysis

Rich Leners, CyRide’s Assistant Director of Fleet & Facilities attended a Wisconsin transit meeting and asked about their experiences and benefits with this equipment. The common comment received is that they significantly improved the availability of route planning information at a stop-level and that their Operations staff were pleased with the equipment, but that it takes several years to fully implement the technology so that it is accurate. This has also been the experience to-date at CyRide as it has taken two years to be at a point where staff believes that it can provide statistically valid ridership data.



This customer boards a University of Michigan bus equipped with APC's via the back door. Since no fares are charged, this is a common technique to decrease boarding times at bus stops.

Other comments that have been made by industry leaders regarding APC equipment are as follows:

- Tonya Saxon, transit system Planning Analyst with MARTA said, “MARTA has made huge strides in improving system efficiency and effectiveness by using APC equipment/data, resulting in benefits to both the Authority and our passengers. We are able to effectively target which bus routes most need improvement when we change service, and we are able to better monitor and identify which routes need an increase in service levels.”

Other transit systems have been contacted, but they have not responded to-date.

During this analysis, staff also found industry articles that indicated that medium to larger urban transit systems and university transit systems tended to use this equipment more often. Urban systems indicated benefiting from the detailed information gained from APC equipment to plan routes/services; whereas, university communities indicated the ability to board buses at all doors was the benefit, as cited in the picture and caption above.

Benefits of APC's Versus Manual Counting of Riders

CyRide currently counts the number of passengers entering the bus at the front door only when the bus driver tallies the riders using a manual tally counter attached to the bus in the drivers compartment. At the end of each trip, the driver will manually record the total number of riders in his/her tally counter onto a sheet. This is done after every trip and the sheet is then turned into the Dispatcher's office on a daily basis by CyRide's Lane Workers, who collect the sheets on the bus each night when they fuel and clean buses. Periodically sheets are unintentionally misplaced through this process. The information on the sheets is then manually entered by a driver. Each day CyRide's Scheduler/Administrative Analyst then reviews the information to make sure sheets from every bus/shift has been recorded, that every count is reasonable and that a data entry error was not made. This process is time-consuming and can lead to errors due to the number individuals handling the information and human error. Beyond this, it also requires the driver to take his focus away from their customers as they board the bus, as well as in keeping track of what is in the vicinity of the bus to safely operate the vehicle.

The benefits of APC equipment is that they:

- Take the work out of CyRide drivers, Lane Workers, and Dispatchers hands; thereby, reducing the possibility of errors, lost data and improving the efficiency of gathering this required data.
- Reports can be generated from this data that will improve route/amenity planning at the bus stop level.
- Allow the possibility of boarding customers at all doors; thereby reducing the amount of time at a bus stop and overall travel time for CyRide customers. This may also improve the efficiency of the Orange Route to a point where one less bus may be needed to operate the same level of service on this route. This is the main reason CyRide became interested in testing this technology with the number of buses on campus.

A future benefit of the APC technology could occur if CyRide can link the data from the NextBus real time travel information with the passenger counts of the APC to provide "load counts" or the actual number of people on the bus at any given time This would allow Dispatchers to manage the system and for passengers to "choose" to take a different trip if the trip they planned on taking had a full standing load.

The pros and cons of each method are summarized below:

Manual	APC
Pros:	Pros:
Less Costly	Reducing human error, lost paperwork
Cons:	Reduces Work of Scheduler/Admin. Analyst
Time Consuming Data Reporting	Does Not Require Drivers to Enter Data
Takes Drivers Attention Away from Traffic and Customers	Reduces the Number of People Handling the Data (Drivers, Lane Workers, Dispatchers)
Human Error Can Occur in Data Entry and Missing Paperwork	Drivers Focus Remains on Driving/Safety/Customer Service
	Reduces Dwell Time at Bus Stops With All Door Boarding
	Can Link APC Data with NextBus Real Time Vehicle Tracking Data to Load Counts for Dispatchers and Customers
	Reduces the Amount of Paperwork by Approximately 10%
	Cons:
	Requires One-Time and Ongoing Financial Resources to Maintain

ALTERNATIVES:

1. Approve the single source procurement of automatic passenger counters, installation and associated annual software licenses with DILAX Systems, Inc. of Saint-Lambert, QC Canada in the amount of \$59,035.

2. Reject Alternative #1 and direct staff to modify the procurement to reflect Transit Board priorities.

RECOMMENDATION:

The Transit Director recommends adopting Alternative #1, thereby approving the single source procurement of automatic passenger counting equipment, installation, and associated annual software licenses to DILAX Systems, Inc. in the amount of \$59,035. This alternative will allow CyRide to move forward with passenger counting equipment and web based analysis software that can be used to enhance CyRide’s customer experience and improve its efficiency on its Orange Route through an all-door boarding/alighting demonstration project.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: February 28, 2017

SUBJECT: Drug and Alcohol Policy Changes

BACKGROUND: CyRide’s Transit Board of Trustees approved revisions to CyRide’s Drug and Alcohol policy on August 24, 2016 to reflect recent changes in federal policy regarding testing of safety-sensitive employees. In December 2016, CyRide staff included this policy in the materials requested by the federal government’s Triennial Review firm. Since that time, its reviewer has notified CyRide that the policy must again be changed to comply with the federal regulations.

INFORMATION: There are five changes that need to be made and are reflected in the attached proposed policy, indicated in red, as follows:

- **Refusal to Test** (p.4) – Three additional actions that constitute a refusal to submit to a drug or alcohol test that must be added to the policy:
 - Admission of an altered specimen
 - Failure to follow the observer’s instructions regarding clothing and prosthetics
 - Wearing of a prosthetic or other device that interferes with the collection process

Additionally, one clarification was added regarding the reasonable amount of time to appear for a test.

- **Regulation Specified** (p. 6) – Clarification as to the specific federal regulation requiring a random test – amended version.
- **Title Change** (p. 8) – To further clarify that the threshold for local authority of a positive test *exceeds* 0.0 by adding the word “ABOVE” in the title.

- **Contact Persons and Address Change** (p.10) – To include the name of the employee with the responsibility of *Drug and Alcohol Program Manager (DAPM)* and to correctly list CyRide’s new address.
- **Board Adoption and Effective Date** (p. 10) – Establishing February 28, 2017 as the date of the revisions.

If approved by the Transit Board of Trustees, the new policy will be submitted to the Triennial Review firm prior to the site visit in May 2017.

ALTERNATIVES:

1. Approve the five revisions to CyRide’s Drug and Alcohol Testing Policy regarding refusal to test, regulation specified, title change and contact person/address and adoption/effective date.
2. Do not approve the revisions to CyRide’s Drug and Alcohol Testing Policy.

RECOMMENDATION:

The Transit Director recommends approval of the Drug and Alcohol Testing Policy changes. These modifications to the existing policy will allow CyRide to be in compliance with federal regulations and to be eligible to continue receiving federal funding.

Drug and Alcohol Testing

STATEMENT OF POLICY

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

APPLICABILITY

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

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

Under local authority, this policy also applies to all Ames Transit Agency employees who hold a Commercial Drivers License.

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

All covered employees are required to submit to a post-accident drug and alcohol test required under Section 644.44, a random drug and alcohol test required under Section 655.45, a reasonable suspicion drug and alcohol test required under Section 655.43, or a follow-up drug and alcohol test required under Section 655.47. The Ames Transit Agency will not allow an employee who refuses to submit to such a test to perform or continue to perform safety-sensitive functions. The presence of any prohibited substances in an employee's system is forbidden anytime while on duty.

EFFECTS OF ALCOHOL MISUSE

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

Signs and Symptoms of Use

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

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

Health Effects

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

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

Social Issues

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

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

The Annual Toll

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

Workplace Issues

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

PROHIBITIONS

- The illegal use, possession, sale, purchase or transfer of any substance regulated or prohibited by the DOT regulations or under Chapters 124, 124A and 124B of the Code of Iowa, or being under the influence of any such substance by any Ames Transit Agency employee while in the work place, vehicle, or while performing job duties, is prohibited.
- All Ames Transit Agency employees are prohibited from consuming or possessing alcohol on the job, including break and meal periods, and shall not report to work while under the influence of alcohol. Employees covered under this policy are prohibited from reporting to work within four hours after having consumed alcohol.
- All Ames Transit Agency employees are prohibited from using prescription drugs except under a doctor's prescription. Employees covered under this policy shall inform their doctor that their duties include operation of vehicles. Employees covered under this policy shall notify their supervisor of any medications prescribed that have a physician or pharmacist warning with respect to operation of machinery or vehicles.

DEFINITIONS

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

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

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

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

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

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

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

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

- Refusal to provide a specimen (urine or breath)
- Insufficient volume without a valid medical explanation
- Tampering, adulterating, or substituting specimen
- Failure to appear **for a test** within a reasonable time, **as determined by CyRide**
- Leaving the scene of an accident without just cause prior to submitting to a test
- Leaving the collection facility prior to test completion
- Failure to permit an observed or monitored collection when required
- Failure to undergo a medical examination when required
- Failure to cooperate with any part of the collection process
- Failure to sign Step 2 of the alcohol test form (alcohol test only)
- Failure or decline to take a second test the employer or collector has directed to be taken.
- **Admit to the collector or MRO that the specimen is adulterated or substituted.**
- **Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly-observed test.**
- **Possess or wear prosthetic or other device to interfere with the collection process**

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

TESTING OF PROSPECTIVE EMPLOYEES

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

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

Prospective employees who refuse to take the required drug test (once the test is underway, failure to remain at the site and provide a specimen), or who fail to cooperate in any aspect of the testing procedure, or who test positive for any of the six designated drugs, shall be ineligible for any Ames Transit Agency employment.

SECURING INFORMATION FROM PREVIOUS EMPLOYERS

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

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

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

If the Ames Transit Agency learns that within the previous two years an alcohol or controlled substances test resulted in the driver being prohibited from driving, the candidate will be ineligible for any Ames Transit Agency employment.

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

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

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

The Ames Transit Agency has contracted with the Unity Point Clinic/Occupational Medicine for administration of the DOT drug and alcohol testing program, including random selection of employees to be tested, record keeping and reporting, urine sample analysis at a DHHS approved laboratory for drugs, and medical review officer services. McFarland Clinic, P.C., shall serve as the collection site for urine sampling, with Mary Greeley Medical Center serving as the collection site outside of normal business hours. Other appropriately certified laboratories may be used as alternate collection sites as necessary. McFarland Clinic shall also perform breath alcohol testing during normal business hours. Mary Greeley Medical Center shall perform breath alcohol testing outside of normal working hours or as otherwise necessary.

RANDOM TESTING PROCEDURES (DOT ALCOHOL AND DRUG TESTING PROTOCOL)

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

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

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

otherwise be appropriate.

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

Alcohol Testing

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

If a breath alcohol test indicates a concentration of 0.02 or greater, a second verification test will be conducted (EBT only). The DOT Regulations do not provide for further challenge of breath alcohol testing results. If the test results indicate an alcohol concentration above 0.0 the employee will be subject to discharge.

Drug Testing

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

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

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

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

positive result on the original test, and the employee will pay for the test.

CONSEQUENCES OF ALCOHOL TEST INDICATING **ABOVE 0.0 CONCENTRATION OR GREATER OR POSITIVE DRUG TEST**

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

Discipline

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

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

REASONABLE SUSPICION TESTING

When a supervisor has reasonable suspicion to believe that an employee is using a prohibited drug, or is using alcohol in a prohibited manner, the supervisor will require the employee to take a drug or alcohol test (whichever is appropriate). ***Only a supervisor who has been trained in the making of such observations may order a test.*** The decision to test must be based on specific contemporaneous describable observations concerning the appearance, behavior, speech or body odors of the employee. It is recommended, but not required, that a second trained supervisor also observe the employee.

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

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

Documentation Requirements

The supervisor(s) observing the behavior will make a written record of the observations leading

to the drug or alcohol test within 24 hours of the observations. The report will be signed by the supervisor(s) and forwarded to the department head and the DAPM. The DAPM will comply with DOT documentation and reporting requirements.

Alcohol Specific Requirement

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

Drug Specific Requirement

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

POST ACCIDENT TESTING

- As soon as practicable following an accident involving a vehicle, each surviving employee whose performance could have contributed to the accident shall be tested for alcohol and drugs as required under 49 CRF Part 655 and:
 1. the accident involved the loss of human life, regardless of fault, or
 2. an injury is incurred requiring medical attention away from the scene of the accident unless the employee can be completely discounted as a contributing factor, or
 3. any of the involved vehicles has disabling damage unless the employee can be completely discounted as a contributing factor.
- If drug and breathalyzer tests are not administered within two hours following the accident, the supervisor of the driver shall prepare a report stating the reasons why the test was not promptly administered. The report will be signed by the supervisor and forwarded to the department head and the DAPM.
- If the breathalyzer test is not administered within eight hours following the accident, the supervisor shall cease attempts to arrange for a breathalyzer test and shall prepare a report stating why the test could not be done within eight hours. The report will be signed by the supervisor and forwarded to the department head and the DAPM.
- If a drug test is not administered within 32 hours of the accident, the supervisor shall cease attempts to arrange for the test and shall prepare a report stating why the test could not be done within 32 hours. The report will be signed by the supervisor and forwarded to the

department head and the DAPM.

- Following a vehicle accident that requires alcohol/drug testing, the driver shall make himself/herself readily accessible for testing. Being unavailable for testing will be treated the same as a positive test and will subject the driver to discharge. All testing is stayed while the employee is assisting with the resolution of the accident or receives medical attention following the accident. Drivers shall not consume any alcohol for eight hours following an accident or until they have received post-accident testing.
- If the Ames Transit Agency is unable to conduct drug and alcohol tests within the applicable time frames stated above, the agency may obtain drug or alcohol tests from federal, state or local officials having independent authority for the tests shall be considered to meet the requirements of this section, provided such tests conform to applicable federal, state or local requirements, and that the results of the tests are obtained by the Agency.
- If an employee fails to produce a sufficient amount of breath to properly administer a breath alcohol test, then the employee shall be referred to a MRO. The doctor will review the employee's pulmonary health and provide the Ames Transit Agency a written report concerning the employee's ability to produce an adequate amount of breath for testing.
- The testing procedures and consequences of positive drug or alcohol tests or refusal to test are the same as those for random testing.

EMPLOYEE ASSISTANCE PROGRAM

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

In Iowa 1-800-EAP-IOWA or 800-327-4692
Nationwide 1-800-EAP-3020 or 800-327-3020

DRUG AND ALCOHOL TESTING PROGRAM CONTACT PERSONS:

Sheri Kyras
Director of Transit
601 N. University Blvd.
Ames, IA 50010
515-292-1105

Barb Neal
Assistant Director/Operations, DAPM
601 N. University Blvd.
Ames, IA 50010
515-292-1105

This policy was adopted by the Ames Transit Agency Board of Trustees on **February 28, 2017** and is effective as of this date.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: February 28, 2017
SUBJECT: CyRide 2015-2016 Closing Balance Discussion

BACKGROUND: At the March 29, 2016 Transit Board of Trustees meeting, board members approved establishing an operating closing balance goal between 7.5% and 10% of expenses, to provide board members with options to raise revenue/lower expenses when fund levels are below the minimum and to present information to board members if the balance exceeds 10%. The final audited 2015-2016 operating budget was \$9,791,654 with a closing balance of \$1,494,648. This represents a 15.2% balance, exceeding the maximum 10% established by the board (\$979,166). This would allow consideration of \$515,166 to be reallocated for other purposes.

INFORMATION: With the 2015-2016 closing balance exceeding the board's maximum goal for an unallocated reserve, board members may choose to allocate the funds in excess of this goal for another purpose to further CyRide's operating or capital programs. Staff developed several options for consideration:

1. Adding \$515,166 to the capital closing balance for a facility expansion/second building local match.
2. Adding \$515,166 to the capital closing balance for local match for future opportunities to purchase new buses or upgrade a new bus purchase to an articulated bus.
3. Adding \$515,166 to the capital closing balance for future allocation by the transit board for priorities it desires to further the capital needs of the transit system.
4. Adding \$515,166 to the operating budget for additional services included in the System Redesign Study recommendations.
5. Do nothing and allow the operating closing balance to increase.

Below briefly describes in more detail how these funds could be used to improve CyRide services under each of these options.

Facility Expansion/Second Building

CyRide currently has 18 buses parked overnight on its existing property and between eight and twelve buses at its temporary, second site on Edison St. in east Ames. Potential funds to match a federal grant to address this need could include: funds currently earmarked for the facility bus storage needs, funds in excess of the 10% closing balance in 2015-2016 and potentially in 2016-2017. These dollars are listed below:

Capital Budget Reserve for Building (current)	\$200,000
2015-2016 Closing Balance Above 10% (actual)	\$515,482
2016 -2017 Closing Balance Above 20% (anticipated)	<u>\$500,000</u>
TOTAL	\$1,215,482

Assuming a facility grant could be approved and that it would be at an 80%/20% federal to local match ratio, these local dollars would allow a total design/construction budget of approximately \$6,000,000 with which CyRide could build additional bus storage. This option builds a significantly large local match that would be difficult or CyRide to accumulate in any other manner.

New/Articulated Buses

Due to the state's rural bus grant application being approved last year, an unanticipated number of vehicles statewide have been funded, with a result that CyRide's buses have moved farther up the state bus replacement list quicker than anticipated. As a result, within the next several years, CyRide could be eligible for multiple new bus funding and currently only one bus per year is contained in CyRide's Capital Improvement Plan. Therefore, this additional funding could be held in reserve for local funding needed when CyRide's eligibility for new buses exceeds what is currently planned in the Capital Improvement Plan.

Also, when CyRide becomes eligible for new buses, these buses could be upgraded to articulated buses, moving CyRide closer to being able to meeting its goal of all articulated buses on its Orange Route. CyRide needs four additional buses to meet this goal. The additional local cost to upgrade from a 40' to an articulated bus would be approximately \$200,000 per bus in local match.

Uncommitted In Capital Plan

This option would allow board members to commit these funds to CyRide's capital needs and leave the specific purpose uncommitted until an opportunity for either of the previous two options might be possible (facility grant received or new/articulated buses funds become available). The board could then prioritize its capital needs at that time.

System Redesign Improvements

This option would allow board members to fund one or more services included on the list of additional service improvement options (not included in one of the two proposals developed by the consultant) to further enhance the services CyRide provides in the community. Specific service improvements to be funded could be identified at the close of the study to be implemented in the fall of 2018 or later.

Increase Operating Budget Closing Balance

This option would **not** reallocate the 2015-2016 closing balance and allow it to increase above the 10% approved as the upper percentage for the balance.

ALTERNATIVES:

1. Reallocate \$515,482 of the 2015-2016 operating budget closing balance to the capital budget for facility expansion/second building purposes.
2. Reallocate \$515,482 of the 2015-2016 operating budget closing balance to the capital budget for new/articulated bus purchases.
3. Reallocate \$515,482 of the 2015-2016 operating budget closing balance to the capital budget for either facility expansion/second building or new/articulated bus purchases.
4. Utilize \$515,482 of the 2015-2016 operating budget closing balance to increase services recommended in the System Redesign Study.
5. Do not take action on the 2015-2016 operating budget closing balance.
6. Allocate \$515,482 of the 2015-2016 operating budget to other board-directed priorities.

RECOMMENDATION:

The Transit Director recommends approval of either:

- Alternative #1 to reallocate the 2015-2016 operating budget closing balance above 10% to a facility expansion/second building project. This would ensure that CyRide could proceed with a substantial bus storage project.
- Alternative #3 to reallocate these funds to the Capital Budget for future priorities as directed by the Transit Board. This would allow the board to prioritize its capital needs when opportunities arise.

Alternative #1 would prioritize the facility above all other capital needs and ensure that sufficient funding is available if a federal grant can be secured. With CyRide's severe bus storage shortage, this is currently staff's #1 capital priority. Alternative #3 would allow board members to decide when an opportunity arose (either a federal facility grant or new bus eligibility) as to what the capital priority was at that time.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: February 28, 2017

SUBJECT: System Redesign Fare and Orange Route/Commuter Lot Discussion

BACKGROUND: As part of the System Redesign Study, CyRide's Transit Board of Trustees voted, at their September 29, 2016 meeting, to add two additional analyses to the scope of the consultant's work on the System Redesign Study – Fare Free and Orange Route/Commuter Lot Analyses. Further, board direction required these two new analyses to be completed in conjunction with the larger System Redesign work.

The project proposal for the two studies is attached.

INFORMATION: Thomas Whittman and Cristina Barone of Nelson Nygaard have completed their analysis of these two additional topics. A PowerPoint presentation regarding the Fare Analysis and Orange Route/Commuter Lot will be presented to provide board members, including information regarding the analysis and possible next steps.



September 14, 2016

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

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

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

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

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

TASK 1.2 EVALUATION OF EXISTING FARE STRUCTURE AND POLICIES

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

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

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

TASK 1.3 ADMINISTRATIVE, OPERATING, AND CAPITAL COST CONSIDERATIONS

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

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

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

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

TASK 1.4 RIDERSHIP AND REVENUE SCENARIO ANALYSIS

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

TASK 1.5 FARE FREE COST-BENEFIT ANALYSIS

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

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

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

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

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

TASK 1.6 FARE ANALYSIS RECOMMENDATIONS AND DOCUMENTATION

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

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

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

PROPOSED BUDGET

		Nelson\Nygaard Labor Costs							
		Thomas Wittmann	Cristina Barone	Associate 2					
		Principal 4	Senior Associate 1	Associate 2			Total Direct Expenses	Total Costs	
Base Rate		69.42	47.93	31.40					
Overhead	175.00%	121.49	83.88	54.96					
Profit	10%	19.09	13.18	8.64					
Total Billing Rate		\$210.00	\$145.00	\$95.00	NN Labor Hours	Cost			
Task	Description								
1	Fare Policy Analysis								
1.1	Fare Analysis Kickoff, Goal Setting, and Project Management	8	24		32	\$5,160		\$5,160	
1.2	Evaluation of Existing Fare Structure and Policies	2	4	16	22	\$2,520		\$2,520	
1.3	Administrative, Operating, and Capital Cost Considerations	2	16	16	34	\$4,260		\$4,260	
1.4	Ridership and Revenue Analysis	2	16	12	30	\$3,880		\$3,880	
1.5	Fare Free Cost-Benefit Analysis	2	24	8	34	\$4,660		\$4,660	
1.6	Fare Analysis Recommendations and Documentation	8	24	16	48	\$6,680		\$6,680	
Task Total		24	108	68	200	\$27,160	\$2,686	\$29,846	
TOTAL HOURS		24	108	68	200				
TOTAL LABOR COST		\$5,040	\$15,660	\$6,460		\$27,160	\$2,686	\$29,846	
TOTAL COSTS									\$29,846



September 20, 2016

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

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

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

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

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

DELIVERABLES: Draft and Final Orange Route Analysis

PROPOSED BUDGET

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

Transit Director's Report

February 2017

1. Concrete Replacement Bid

CyRide's A & E firm is in the process of developing plans and specifications for CyRide's concrete replacement project contained in the current year of the Capital Improvement Plan (CIP). The budget for this project is \$99,565. The plans and specifications will be presented to the City Council for approval on March 7, 2017, with bids due on May 23, 2017. Once bids are received, CyRide will request board approval, prior to action being taken by the Ames City Council.

2. Bissell Rd/Union Drive (Near Friley) Roadway Planning

The university is currently in the planning stages to redesign two major campus roadway projects for which CyRide operates on – Bissel Road and Union Drive near Friley Hall. Staff has provided information to university staff and their consultants regarding CyRide's current and potential use of these roadways in the future (based on System Redesign Proposals) and provided input regarding CyRide's needs to provide service within these areas.

3. Collective Bargaining

The State's new collective bargaining law will violate the Federal Transit Administration (FTA's) requirement for bargaining with labor unions and would result in Iowa transit systems no longer being eligible for operating and capital funding. CyRide receives approximately \$2.2 million dollars per year in federal operating funds and has received up to \$9 million dollars in one year in federal capital dollars.

As a result, CyRide, and other Iowa transit systems, worked with the Iowa Public Transit Association to include an exemption in the amendment passed along with the bill, which would not include specific employee groups in organizations receiving federal funding, if this would jeopardize these dollars. The Iowa DOT has requested union contract information from all transit systems and will be submitting this information to the Department of Labor in order to receive an official response that funds would be jeopardized. Assuming this letter is received, the Iowa DOT would then work with the Iowa Public Employment Relations Board (PERB) to allow for current bargaining topics to remain as negotiable items for transit employees.

CyRide employees are covered under the City of Ames' International Union of Operating Engineers (IUOE) contract, which will expire on June 30, 2019. This contract also covers other city employees. CyRide staff will be working with the Iowa DOT as the process continues to allow for current collective bargaining topics to be included in negotiations and to gain a better understanding of any additional changes that might occur either with FTA or at the City level as a result of this new state law.

4. Plum Route Service Reduction Comments

CyRide held a public meeting at the Memorial Union on Monday, February 20th to gain comments on the elimination of one bus on the #9 Plum Route beginning next fall, as approved by the Transit Board in December 2016. No one attended the meeting. However, eleven individuals have commented to-date on CyRide's website with the comments received provided on the following page.

Information regarding this change was posted at the Plum Route's bus shelter, CyRide's website, Tweeted, placed on Facebook and a press release was distributed as well. This item will be placed on the March 30, 2017 board meeting agenda for final consideration and action by transit board members.

Public Comments Received Via Website on #9 Plum Route Proposed Service Change

Q1 1. Provide your comments in regard to the possible #9 Plum Route Service Reduction below:

Answered: 11 Skipped: 0

#	Responses	Date
1	Reducing the bus frequency from 20 minutes to every 40 minutes sounds like a very good option. I have no concerns with this.	2/17/2017 4:59 PM
2	The Laverne Apartments will not have a shuttle. There are people with disabilities that need more regular service than every 40 minutes. There must be a solution for the people that live here. This is a low income issue that should be resolved.	2/17/2017 12:10 PM
3	If the developers/owners of these new apartment complexes aren't willing to pay for the services their tenants receive, CyRide service should be cut back. I'd hope CyRide publicizes the reasons for these service reductions so the tenants there understand this was their landlord's decision, not CyRide's.	2/15/2017 7:20 PM
4	Thank you for the opportunity to provide comments. I reside at 174 Creekside Dr. I use the Plum route to travel to the transfer hub in the ISU center parking lot. I will miss the 20 minute service however i do think you could make more reductions in service since these apts will provide their own shuttle service for those residents. I would be happy with once every 60 or 90 minutes service and fewer stops along S 16th. I am retired and have hip problems but am still willing to walk further to a bus stop. I seriously doubt that the apt residents will be as well served by some shuttle since they can still market the apts as on Cy Ride. Please do what is necessary to maintain adequate service in other areas of the city as these apt residents will have other options. For example, i would prefer you put money into extending the service from campus to the ISU Center lot later into the evening. I am not comfortable walking alone from meetings on campus that are 5:30 pm to 9pm to that lot to pick up my car.	2/15/2017 6:01 PM
5	there are some points in the day where extra buses are needed because so many people are trying to get to campus. It will also become much more difficult for me to go to class everyday if the buses came less frequently. I choose the Grove partly because it was on a bus route and a way to get to campus. There is no where to park on campus for free and cyrus's is my only option if I don't want to spend money. I feel like if the service decreases, money will be taken away from me	2/15/2017 7:31 AM
6	Many students rely on this route as their only way to get to campus. Often times, at peak hours, the quantity of students fills two whole busses. The 20 minute frequency has been very convenient so students can make it to class on time. If anything, it would be great if more busses could be added on this route so that there are busses available on the weekends. I am a resident at the Grove and have been for over 2 years. Before the Plum route, many people complained about the lack of busses and eventually decided not to renew their lease at the Grove. Thank you.	2/13/2017 1:58 PM
7	Where would the shuttle drop students? Would it be at the commuter lot? That's where the South Duff Apartments shuttle drops passengers... which just leads to increase in orange route riders. If this is what happens, then CyRide is losing funding, but still has to provide rides to those students on an already very overcrowded route.	2/10/2017 11:31 AM
8	Copper Beech/The Grove will likely do a terrible job with their own service or fail to provide it, at which point students will be stuck out there with no way to get to campus.	2/10/2017 11:12 AM
9	This change will drastically over over everyone that lives in the grove and copper beach. The buses already don't come frequently enough for me to not be either extremely early for class or very late. This change, if it does happen, will make everyone who lives in the grove/copper beach harder. The bus schedule should stay as it is!	2/9/2017 7:51 AM
10	Cut it if there will be no funding.	2/7/2017 11:23 AM
11	Having the bus come every 20 minutes helps me save time going to campus. Going to the commuter lot takes twice as long. Having the bus come every 40 minutes would have overcrowding and have the bus be less convenient.	2/6/2017 11:16 AM

March

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
	Spring ←				→ Break	
19	20	21	22	23	24	25
26	27	28	29	30	31	
				TRANSIT BOARD MTG. 8:00AM		
March 1 Pop Up Meetings: 11:30am to 1:30pm Sukup Atrium in the Bio-renewables Complex (Open House Format)	March 1 Public Mtg: ISU Memorial Union Room 3512 – 3:00 – 5:00pm (Formal presentation)	March 1 Pop Up Meeting: North Grand Mall in front of Younkers 6:00 – 7:30 pm (Open House format)	March 2 Public Meeting: Ames City Hall, Council Chambers 6:00 – 8:00pm (Formal presentation)			
					2017	