

AMES TRANSIT AGENCY BOARD OF TRUSTEES
CYRIDE CONFERENCE ROOM

March 28, 2017

1. CALL TO ORDER: 8:00 A.M.
2. Approval of February 11 and 28, 2017 Minutes
3. Public Comments
4. Transit Advertising Contract
5. Bus Shelter Single Source Procurement
6. #9 Plum Route Service Reduction Proposal
7. Quarterly Operations Report
8. Transit Director's Report
9. System Redesign Preferred Scenario Selection
10. Set Spring/Summer Semester Meeting Times and Place:
 - April 25, 2017, 8:00 AM
 - May 24, 2017, 8:00 AM
 - June 28, 2017, 8:00 AM
 - August 24, 2017, 8:00 AM
11. Adjourn

The Ames Transit Agency Board of Trustees met on February 11, 2017 at 10:00 a.m. in CyRide's Conference room. President Haila called the meeting to order at 10:09 a.m. with Trustees Madden, Schainker, Staudt, Valentino, and Haila present. Absent: Trustee Gartin. Iowa State University's Senior Vice President, Katherine Gregory and Catherine Brown, Program Manager 1, were also present.

SYSTEM REDESIGN STUDY PRESENTATION/DISCUSSION: Director Kyras explained the topics of discussion for the meeting: System Redesign options explanation, additional service ideas, policy considerations and next steps. She also discussed the goals for the meeting, which were to determine if there were services board members did not desire to be considered, identify ideas not currently being considered and to gain a consensus of the options that should be presented to the public. She then turned the meeting over to Thomas Wittmann and Cristina Barone from the Nelson Nygaard consulting firm.

Mr. Wittman began by explaining the services included in the Transformative System Redesign option. He indicated that this option represented what services could look like if CyRide did not have existing service – “clean slate” approach, matching demand with routes and frequency needs. He indicated that this scenario would be described in eight subareas of the proposal. The first area described was the South Duff area, which includes three routes: Yellow, Blue, and Plum. The Yellow route would be extended to campus allowing for a “one-seat “ride, which would open up a new market for this low ridership route. The route would operate weekdays and weekends at a higher level of service.

The second change in the first subarea would extend the Blue route to the service road in front of Target, with a potential stop between Target and Walmart and 10 minute weekday and 15 minute weekend service. This would eliminate the need to cross S. Duff to get to these shopping destinations and reduce congestion at S. Duff and S. 5th , both safety concerns. He indicated that this extension would need approval from Target to operate a bus through their parking lot. Also, this route would no longer extend to north Ames to North Grand Mall.

Mr. Whittmann also indicated that there would be no route change on the Plum Route, but service would be improved to 20-minute frequencies.

The second subarea is SE Ames (Southdale) area. Mr. Wittmann indicated that the Yellow route would have a much higher level of service, but some residents would need to walk further, as the Southdale neighborhood loop and turnaround would be around the existing apartment complex at Jewel and not extend further into this neighborhood as it does today. Residents in the area will have weekend, more frequent and higher frequency service. Mr. Wittmann indicated that this proposal would also allow service options for the new high-density residential development along S. Duff. He also indicated that this proposal would provide one single route option for residents, as opposed to the peak hour Yellow route and midday Gray route service to this area, which will encourage ridership along with more frequent service. He

indicated this was the third lowest ridership route currently and that it should improve its ridership profile dramatically. Thomas Wittmann also pointed out the challenge with this proposal as residents that have service to their door currently will need to walk to Jewell to utilize the service.

President Haila questioned how many people ride the Yellow route that have a non-university destination. Christina Barone, Nelson/Nygaard consultant, indicated that approximately 10 individuals would need to walk farther to use this service.

Trustee Schainker provided background information on this area, indicating that there is currently significant amount of non-student housing in the Southdale area and that previous discussions with residents indicated that they felt isolated. He indicated that originally this area was developed to accommodate more affordable housing. He indicated a concern with the shortened route in the Southdale area.

Iowa State University's Senior Vice President, Kate Gregory asked if other modifications to the Southdale area could provide better coverage and still allow the route to travel to campus. Thomas Wittmann indicated that the current proposal would allow one bus to operate the service; however, if it were extended, it would need a second bus at an additional cost of approximately \$125,000 per year.

Trustee Schainker commented on the Blue route extension indicating that currently riders are crossing S. Duff and that it has not impacted ridership.

President Haila suggested flagging these two concerns and proceeding with the presentation.

The third subarea addresses three areas: Research Park, Veterinary Medicine and Applied Sciences complexes. Mr. Wittmann indicated that the current Orange route provides service to the Veterinary medicine complex approximately every 20 minutes, while the Research Park is served by the Brown Route and the Applied Science is within walking distance on the Green route. He indicated the proposal included a new Peach route to service these areas with 60-minute service frequency during the weekdays. He indicated that all three areas generated low ridership: Applied Sciences approximately 50 passengers a day, Veterinary Medicine approximately 70 per day and the North Loop of the Research Park approximately 20-25 trips per day. He indicated that service to these areas, based on ridership, would justify a 60-minute service frequency to the three areas. Further, he indicated that the desire was to have all articulated buses on the Orange route and that these large vehicles could not maneuver through the Veterinary Medicine parking lot. Therefore, the proposal would serve all three areas, connecting them to campus, using a small bus.

Trustee Madden shared previous discussions regarding the need for service to the Research Park and Applied Sciences services had included evening service as well and wondered if there was a way to accomplish this within fiscal constraints. He asked if the smaller bus would allow for this to be less expensive to operate. Mr. Wittmann indicated that the cost savings was minimal, as approximately 80% of the cost was in labor.

The fourth subarea is the Schilletter to Towers area. Mr. Wittmann began by indicated that the current Gold Route would be eliminated and replaced with a deviation of the current Brown route on Lynn Ave. In addition, a new Gold route would be added to serve the major destinations of Schilletter Village-campus-Towers Residence Halls. He also indicated that the Brown Route service level would be reduced from 20-30 minutes, as the new Gold route would provide service to a significant number of the Brown routes current ridership. He also indicated that the Brown route service hours would be extended from its current 6:30 pm to approximately 10:00 pm on weekdays.

The proposal includes a new Gold route connecting Schilletter Village-campus-Tower areas, which will operate every 10 minutes during the weekday, 7:00 am to 12:30 pm, and would be considered a Circulator “free” route. He indicated the challenge with this route would be between Storm and Knapp, a two-block area, which would have bus service where it does not operate today. He indicated that this was the only option to turn the bus around that could support a 40’ bus. Also, he indicated that the route would no longer serve the Schilletter Village laundry.

The fifth subarea is the West Ames area. Mr. Wittmann indicated that West Ames was one of the most interesting routes he had seen in a long time with its very high ridership. He explained the proposal kept the #1 Red route at increased service levels of every 15-minutes, with the buses “spread out” instead of bunched just before/after class times. This will offer more trips and make the service more transparent. 1A route would be renamed to Route 11, which will provide greater clarity on where the two routes will travel. The #11 route would turnaround on the south end of campus on Union Dr. near Friley, on the north side of the road. He indicated passengers would then need to either walk to their final destination or transfer to another bus, such as the Cardinal Route. He indicated the #11 route would reduce the number of buses on Osborn Dr.

A new #12 Lilac route would provide service on Steinbeck and Mortensen and operate as an express route to campus. This route would accommodate bus stops that can fill a bus in two or three stops and then quickly take passengers to campus. This route would operate only during morning and afternoon times to relieve the #1 and #11 routes.

The #7 Purple route would remain unchanged, but could be extended in the future to serve a new development south of Lincoln in west Ames.

The sixth subarea is Northeast Ames. In the proposal, the Green and Blue routes are consolidated in a modified Green route, with the Blue route eliminated, as a majority of this route’s ridership will be accommodated on the new Gold route. Ridership areas north of Schilletter Village on the current Blue route, on Northwestern and near the mall, would be accommodated on the Green route. Additionally, only two trips would be provided prior to the start of Ames High School and two trips after school would be routed past the school. This change would allow the green route to maintain a timely schedule, which is difficult currently. The end result would be that approximately 25 current passengers along 24th Street near Northcrest would need to walk more than ¼ of a mile to a bus stop. Trustee Schainker shared his concerns with this service change.

The seventh subarea is the Campus area. The Transformative proposal would reduce the number of buses operating through campus, specifically on Osborn Dr. However, there would be more of buses and pedestrians on Union Drive. This change would require a more significant bus stop at Union Drive. By “spreading out” service instead of scheduling buses every 20-minutes with extra buses for capacity, the number of buses at the Union Dr. stop at any one time should be manageable. In summary, the number of buses on campus is reduced; however, campus riders would need to walk a little farther to their final destination or transfer to another bus. This allows more resources to be used to bring passengers to/from campus as opposed to around campus.

Trustee Staudt shared that the timing of this change would coordinate well with the Union Drive construction project and allow for the possibility of bus stops to be enhanced to accommodate more individuals.

Cathy Brown, Iowa State University’s Project Manager 1, was asked her opinion on the number of buses/passengers on Union Drive versus Osborn Dr. She indicated a concern with the increased emphasis on Union Dr. and shared that Osborn Drive was longer, could accommodate this level of usage better and modifications have been made (sidewalks, parking) to allow for heavy bus/rider usage. She indicated that it might be able to be accommodated with the changes to Union Dr., but would need to better understand the volume of buses/pedestrians. Trustee Staudt shared his thoughts that a conscious effort would need to be made to make this work and be safe.

The eighth area is East Ames, which is served by the Pink and Gray routes. Neither of these routes has high ridership. The proposal would eliminate both routes and replace it with an “Innovative Service” zone. Mr. Wittmann indicated how this service could work. He stated that it could be operated in a small bus by CyRide, a taxi service or Uber where customers would be picked up at the City Hall bus stop once an hour and then transported to the door of their destination. To return, passengers would call a number/taxi/Uber and get a return trip to City Hall, connecting with other CyRide routes to complete their trip.

Mr. Wittmann then briefly recapped the discussion at the January board meeting regarding the elimination of bus service on Osborn Dr. and Morrill Rd. option, indicating that to consider this proposal would increase CyRide costs by approximately \$400,000, require reconfiguration of Pammel Dr., increase walking, possibly reduce CyRide’s state funding, etc. He asked whether this proposal should be further considered and provided to the public as a viable option. It was a general consensus that this option was not possible and should no longer be considered as a viable option.

Trustee Schainker shared his thoughts about the Transformative proposal indicating that he believes that the consultants had not fulfilled what was requested in the RFP to “increase non-student ridership” under this proposal. He asked the consultants to provide a brief summary of the proposal changes that they believe would increase this non-campus ride market. The consultants stated that it:

- Provides all day connections to the core of Ames, downtown Ames and the east areas of Ames, which is not possible today.
- Residents would have all day access to the South Duff corridor that is not offered today, which opens up employment opportunities.
- Residents in West Ames will have more clarity on where routes will operate
- Southdale area will have consistent, more frequent service on weekdays and Saturdays.
- Research Park will have two routes instead of one.
- Residents would have more direct access to Walmart /Target commercial areas.

Senior Vice President, Kate Gregory asked the consultant for their opinion on what future travel patterns might look like other than to/from campus and how that might differ than today. Mr. Wittmann indicated that typically changes to specific destinations, such as Mary Greely Hospital or the Mall would generate different patterns. He further indicated that improving service to the Walmart area on South Duff and connecting one neighborhood to another could be new patterns for Ames.

Trustee Schainker shared his thoughts that with the Super Walmart opening in north Ames might be a difference as well, that this could take away some traffic from the South Duff area. Mr. Wittmann indicated that current bus service levels to the mall area could also serve the new Walmart area.

Senior Vice President Kate Gregory asked the consultants for their insight on where they sensed the greatest desire for service that is not currently met and that the Ames community would ride if they had service. Mr. Wittmann indicated that he believes this would be the South Duff area, specifically mentioning the Walmart area, for multiple reasons: demographics are right to attract more riders and current services to this area are not competitive.

President Haila shared a concern that if students chose to walk more (around campus) that CyRide would receive less federal or state dollars, as these funding sources are calculated based on the number of rides provided. Director Kyras indicated that it would be difficult to estimate this impact without a clearer picture of how students would react to this change, but indicated that most likely it would not impact federal dollars, but could have a small impact on state funding. Further, Director Kyras shared that five years ago, CyRide had more students riding two blocks on campus, but that is not the case today as buses are extremely full and it takes longer to get across campus by bus. She also reminded board members that CyRide did not build capacity for on-campus trips, only to/from campus.

Trustee Schainker expressed his concern that with buses on the outer limits of campus, more passengers would opt to drive to get closer to campus.

Trustee Madden shared his thoughts on non-campus trips, indicating that the amount of time on the bus was an important factor, and that driving or even taking a bike would be faster than riding the bus.

President Haila shared his thoughts that CyRide has been a significant asset to the community, and that it is a “drawing card” for residents and businesses. He clarified that the

Transformative proposal adjusted service levels to match ridership demand, but wondered if low ridership meant they did not want service or that service prevented individuals from using the service. Trustee Madden agreed and indicated that public transit service is a catalyst for growth.

President Haila said he would consider riding transit, but can bike quicker than it would take to ride the bus; however, he understands that a competitive bus ride is more complicated to accommodate on an individual level. Senior Vice President Kate Gregory mentioned that the amount of bike traffic in Ames is incredible and that the door-to-door nature of this transportation makes it difficult for the bus to be competitive. Mr. Wittmann provided his thoughts about the need to look at all aspects of the trip, not just travel time. He indicated that consumers need to look at the full cost of their trip – parking, congestion, etc.

Senior Vice President Kate Gregory shared her thoughts that bus systems do not create substantial infrastructure investment; however, where development occurred had more of an impact on public transit services and how the city was to grow. She asked the consultant how he believed CyRide could positively impact development decisions to create a better community. Mr. Wittman indicated that CyRide had several transit corridors that would allow for substantial movement of people – citing the West Lincoln Way/S. Dakota corridor. He indicated that future development along these corridors would allow CyRide to more easily provide service and benefit the community at the same time.

President Haila asked the consultant for their opinion on a concept where buses were wrapped with a Dinkey theme and could provide express bus service from the downtown area to the university. He also suggested looking at the downtown needs as it grows with more residential housing and its connection to the Research Park via an express route. Mr. Wittmann indicated that CyRide has several routes that already provide an unbranded “Dinkey route” – Red and Green routes. He also indicated that Nelson Nygaard staff had looked at a route that started at City Hall, traveled S. Duff to Airport Road, then west to the Research Park. Trustee Madden mentioned that another model that could be considered would be if the City were willing to dedicate a traffic lane to express routes or vehicles that have a certain number of people in it, to encourage ridership and faster travel times.

Director Kyras asked board members if they were comfortable with the changes in the Transformative proposal and whether they should be presented to the public for comments. President Haila asked each transit board member to provide their views to this question.

Trustee Valentino said he was generally supportive, indicating that the Union Drive area with a change from 5,000 to over 9,000 pedestrians using this area per day was a safety concern to him. Further, he indicated that he believes the Blue route change near Target/Walmart was fantastic and liked the Peach route serving the Research Park and other outlying campus areas.

Trustee Staudt shared that with the additional traffic on Union Drive, that he believes being dropped on the north side of the roadway will minimize congestion and safety concerns. Further, he stated that he liked the West Ames changes, the Yellow Route additional service, elimination of the Gold route/changes to the Brown route, the new Gold route and wondered if

Fredericksen Court could be added to this route. He indicated that he had concerns with the elimination of service on the Blue route around the 24th Street area.

Trustee Valentino shared a concern regarding the potential increase in cost with more buses/pedestrians along Union Drive. He indicated that the roadway had a significant incline and curve, and that mounds of snow along the curb would create pedestrian issues. Senior Vice President Kate Gregory shared her concern about safety in this area. She indicated that it might be beneficial to have gates along the corridor to eliminate through traffic other than buses and traffic turning into parking lots along the roadway. Trustee Staudt said the university might be looking at a tradeoff in moving buses off Osborn and installing gates on Bissel, State Gym and Lake LaVerne to allow for increased bus/pedestrian traffic on Union Dr. Union drive. Trustee Staudt shared he would rather have a CyRide driver using Union Dr. than a regular driver that is not as familiar with the pedestrian/car/bus movements.

Trustee Schainker shared his thoughts that the proposal did a fantastic job on university transportation, but believes it falls short of his expectation for people who want to move throughout the community. He pointed to the Blue route change on 24th Street to explain his concerns.

Director Kyras shared that the Transformative proposal represented a baseline level of service that would require approximately a 3% financial increase per year due to inflationary costs. She indicated that to increase non-campus trips and provide more opportunities to choose public transit would be very expensive as it requires many starting locations to many destinations, as opposed to campus trips which require fewer, more densely-populated starting locations to one destination.

President Haila stated that he was hoping that the proposal would more efficiently handle the campus trips, which would allow more service for non-campus trips. Further, he indicated that he had not expected to see an alternative transit proposal on the east side of Ames. Trustee Schainker shared his concern that the overall goal was to improve service, but would have liked to have had the proposal provide substantial benefits for non-campus passengers, as opposed to the focus on campus passengers, which he indicated he believes are already served well.

Senior Vice President Kate Gregory shared her belief that the study was to look at the entire community, campus and non-campus rides, and that there are still challenges with getting students to campus as well. She indicated there needs to be a balance that addresses as many issues as possible within financial considerations. Trustee Schainker shared that he did not believe that the study had uncovered what the non-campus riders wanted and that he believed that the consultant should look at the Land Use Policy Plan to try to better understand these travel desires. Senior Vice President Gregory shared that she believes that the consultant gained valuable input from the public. Trustee Schainker shared that he did not believe the proposal addressed non-campus riders to be able to get to the commercial businesses and believed that the study's focus was not correct as it focused too heavily on getting riders to campus.

Trustee Madden shared his thoughts that he was supportive of the proposal changes and that the consultant had adequately addressed the study's goals. Further, he shared that he believed that the challenge moving forward was where to gain additional resources to make a bigger impact to the non-campus riders, as this market was spread-out throughout the community, as opposed to a centrally focused area. He indicated that the bulk of the financial resources were coming from the university and that the proposal was meeting their needs.

Senior Vice President Kate Gregory shared her thoughts that the System Redesign proposal improves the community in locations where CyRide currently serves; however, it does not address the city's needs as it develops into the future.

Board members took a 10 minute break.

Mr. Wittmann explained that the next discussion would be on the additional service priorities that could be added in the future if additional financial resources could be secured. He indicated that potential enhancements to the proposal could include: more frequent buses in high residential growth areas, more frequent service in the evenings, later weekday evening service and improved passenger and bus stop amenities high quality services to new areas, such as the Research Park or northern residential neighborhoods, expand peak-only service to all day services and improved weekend service. He then addressed the capital needs that could benefit CyRide services citing the purchase of more articulated buses; bus stop improvements, heated shelters; Automatic Passenger Counters to quicken boarding of the buses and the need for roadway infrastructure improvements on Bissell & Union Dr.

Trustee Schainker asked whether the service proposal included facility needs within the board-directed fiscal constraint of 5%. Director Kyras said that it did not, but that CyRide's closing balances above 10% could accumulate funding to provide the local match needed to address CyRide's facility needs, outside of the fiscal constraint the board set as a part of the System Redesign study.

Mr. Wittmann then discussed the eight operational policy considerations that were developed as part of the study's tasks as summarized below:

- **Eliminate Weekday Daytime Peak Time Transfers on Campus** – He indicated that time-transfers would only occur at the Mall and City Hall under this proposal as a way to more efficiently operate service through campus.

President Haila asked staff for their thoughts on campus transfers. Barb Neal indicated eliminating transfers on campus would make it easier operationally, but that she did not believe it would create a significant financial savings. Further, she indicated it could make riders transferring to an infrequent route wait a significant amount of time for the next bus. She also indicated that this could work on campus, but not at the other two locations.

- **Implement All-Door Boarding on Circulator Routes and Install APC's** – He indicated that all Circulator routes (Gold, Cardinal and Orange) should have APC equipment install to

decrease boarding time and increase route's efficiency. He indicated it worked on these routes as they were no fare payment upon boarding routes.

- **No Longer Guarantee Ride at Scheduled Time** – While CyRide would continue to spread-out trips and add some extra buses to certain trips, customers would need to take a trip before or after if the capacity was not adequate, as opposed to CyRide increasing service levels. He indicated non-peak trips had capacity and this would increase efficiency of all trips.

Mr. Wittmann and Director Kyras provided further explanation on how this would work. Trustees Madden and Senior Vice President Kate Gregory stated that choosing a different trip was standard practice in other communities. Director Kyras indicated that they were correct, but that customers would need to accept the change and change their mindset that they could walk out to a bus stop and be assured of getting to campus at a specific time. She indicated more planning by the customer would be required.

Mr. Madden asked how this concept would work for different student schedules, such as for finals week. Barb Neal explained that CyRide modifies service today to accommodate this and would under the proposal as well. She then explained her concern in this concept explaining that customers at the end of the route before campus could not plan their trip, as they would never know if the bus would have capacity. She indicated someone at the beginning of the route did not experience this issue.

- **Do Not Stop For “Runners”** – He indicated that this slows bus travel to wait for stragglers and frustrates riders on the bus.

Trustee Staudt shared his support for this policy citing his experiences and frustrations when the bus waits for customers not at the bus stop.

- **Route Deviations** – He suggested standardizing the methodology CyRide uses to determine if a deviation from a route would be beneficial. He indicated there are industry methods to calculate this benefit.
- **Park-and-Ride Management** – He recommended charging a nominal fee for parking at the Iowa State Center parking lot. He cited other universities, such as the Univ. of North Carolina as examples of how this could work. He indicated it could reduce the overcrowding and future increases on the Orange route.
- **User-Side Subsidy** – He recommended formalizing a policy regarding how CyRide will address service to low-density areas – agency service, taxi subsidy or Uber.
- **Facilitate Integration of Private Shuttles** – He suggested designating locations where these shuttles could stop that were not on a bus route or at a bus stop on campus. He recommended on Lincoln Way, south of Friley at the Moonlight Express bus pullout that is not used during the day.

Director Kyras then asked board members on their thoughts regarding whether they were comfortable in proceeding to the next step in the study, which would be public meetings on the proposal at the end of February/beginning of March. President Haila asked for board members thoughts.

Trustee Staudt asked what would be presented to the public - just the Transformative proposal or would it include the “no buses on Osborn” options? Director Kyras clarified that it would only be changes reflected in the Transformative option only, as previous discussion at this meeting has decided to not move forward with the other two options. Trustee Madden indicated that he was comfortable with presenting the Transformative option only.

Director Kyras explained the next steps and timeline – public input with comments presented at the March meeting, refinement of the option for the April meeting and final document in June. Trustee Madden indicated that it was important to make decisions before the students leave for the summer.

Trustee Schainker clarified that the Transformative option was not a board recommendation, but the consultant’s recommendation. Further, he asked if this was the only option. Senior Vice President Kate Gregory stated that it was, unless the “no buses on campus” options were presented to the public.

President Haila shared his concern in moving forward with the Transformative option only; indicating that he believed it would send the wrong message to the citizens of Ames, as he believes the impacts on non-campus riders was too radical. Trustee Schainker indicated his concern that he believed that the changes recommended did not represent the desire for service by potential riders, only current riders. Trustee Madden indicated that he believes the route did take potential riders service needs into consideration by improving frequency, for example, along the S. Duff corridor that could attract new and more riders that currently use the yellow route. There was a discussion on whether adequate public input was being received to make a decision.

Trustee Schainker stated that he could not support the Transformative option as it was presented at the meeting. Mr. Wittmann indicated that typically public input on proposed changes generates a substantial amount of comments as it impacts people’s lives. Further, he indicated that, in his experience, the proposal presented to the public was modified in some way before it was chosen as the “preferred” option. He indicated that Transformative proposal is not an all or nothing proposal, but that it most likely would be modified based on the public and board’s desires. The purpose of the public meetings is to gain what people like and do not like for modification of the option.

President Haila asked the consultants how this would be presented to the public. Mr. Wittmann first explained that he would suggest that two options be taken to the public – the Transformative and a second option that takes some of the community changes (excluding campus changes) from the “no buses on campus” option. He indicated that this would provide the community with more options to provide input on. He then explained that he would indicate that they were seeking feedback about which changes met their needs (I like this or that) and, with this input, would develop a final recommendation, which would most likely be a combination of the changes presented in the two options. President Haila indicated that he was comfortable with this approach. Trustee Schainker suggested explaining the options based on the study’s guiding principles.

Senior Vice President Kate Gregory requested clarification on what the second option would look like. Mr. Wittmann indicated the following minor changes would be included in the second option:

- Current Gold route would be eliminated, Brown route rerouted to cover a portion of this route
- Gray route would extend to campus and would operate on a different fixed-route alignment to the DMACC area only

A general discussion about the changes in the two proposed options ensued. Senior Vice President Kate Gregory requested a map with the Transformative changes illustrated and a map of the new proposal, with an explanation of both. Mr. Wittmann indicated that he could have this developed by the following Monday. Mr. Madden requested this information before he was comfortable in saying that the options should be presented to the public.

President Haila indicated that he believed that how the buses travel through campus was an ISU decision, so would be interested in board members, representing ISU, thoughts on this when the board was making final decisions on the study recommendations.

Director Kyras asked if board members were comfortable with a two-week notice regarding the public meetings so that the study could stay on schedule. There was a consensus to have the public meetings at the end of February/beginning of March to stay on schedule. She indicated that feedback from these meeting would be presented to the board at the March transit board meeting.

Trustee Madden urged staff to use a wide variety of media sources to get information to the public about these meetings. A discussion of these sources and timing ensued. Board members urged staff and the consultant to post information regarding the two proposals online before the meetings so people could study the changes and be prepared to comment at the meetings. Mr. Wittmann indicated that an online survey with the information and an opportunity to comment on each change would be developed and that this typically generated a great deal of response. There was discussion of board members writing a Letter to the Editor to assist in generating comments from the public.

MOVE TO ADJOURN: Trustee Staudt made a motion to adjourn the meeting at 1:45 p.m. and Trustee Valentino seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

SPRING SEMESTER MEETING DATES AND TIMES:

- February 28, 2017, 8:00 AM
- March 28, 2017, 8:00 AM
- April 25, 2017, 8:00 AM

John Haila, President

Joanne Van Dyke, Recording Secretary

The Ames Transit Agency Board of Trustees met on February 28, 2017 at 8:00 a.m. in CyRide's Conference room. President Haila called the meeting to order at 8:05 a.m. with Trustees Gartin, Madden, Schainker, Staudt, Haila, and Valentino present. Iowa State University's Senior Vice President, Katherine Gregory, was also present.

APPROVAL OF MINUTES: Trustee Gartin made a motion to approve the January 19, 2017 minutes as presented. Trustee Madden seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

PUBLIC COMMENTS: No public comments.

AUTOMATIC PASSENGER COUNTER (APC) – Single Source Procurement: Director Kyras explained that a decision on the single source procurement of APC equipment was deferred from the January meeting so that staff could provide additional equipment and budget information.

Director Kyras explained that the first of three pieces information requested by the transit board was a cost clarification for one-time versus annual costs. She explained that to maintain the existing four demonstration units there would be a one-time cost of \$18,313 as opposed to expanding the project to eight vehicles at a cost of \$40,722, with the difference being the cost of the equipment/installation. The additional annual cost would be \$3,633 for the four existing units and \$7,326 for the expanded eight units. She indicated that there were federal dollars available for a portion of these costs, so the local cost would be \$18,414 for the four existing units and \$24,421 for the expanded eight units, for a difference of \$6,108.

She reminded board members that the recently completed demonstration project with four units allowed CyRide to originally test the equipment and that the expanded project could allow passengers to enter and exit the articulated buses through all doors, reducing boarding time. Director Kyras also reminded the board that a single source procurement was required as there was only one viable manufacturer that was able to accurately count passengers on CyRide's buses. She stated that the total federal and local cost for the purchase of four additional units, annual license fees and installation would be \$59,035.

Board members asked additional questions about the license fees associated with the APC equipment. Rich Leners, CyRide's Assistant Director of Fleet & Facilities, clarified that there was a one-time cost for reporting software of \$18,313 regardless of the number of units CyRide operated and then there were annual licensing fees on a per bus basis.

Trustee Gartin shared his thoughts that in twenty years there will be more options so was wondering if the DILAX equipment being recommended would limit possibilities for this technology or its ability to integrate with other bus technology, such as the vehicle location equipment in the future. Mr. Leners indicated that the DILAX system could integrate with other bus technology and that purchase of the DILAX equipment would not lock CyRide into their technology in the future.

Director Kyras indicated that the second piece of information the board requested concerned a Peer System Analysis regarding experiences by other transit systems using this equipment. She indicated that she was able to communicate with the University Of Michigan who is using the APC equipment to board passengers at all doors. She shared that they indicated it was benefiting their system, but that it had taken awhile to get the system operating accurately. She also indicated that she had found industry articles about other transit system's experiences with APC equipment and that it was favorable.

Trustee Schainker asked if CyRide had tested the equipment on the free Orange route circulator and wondered how it could work on other routes. Director Kyras indicated that the goal was to use it on all articulated buses on the Orange route, but that the System Redesign consultant had indicated that it could be of benefit to all three of CyRide's circulator routes.

Director Kyras indicated that the third piece of requested information was regarding the benefits and challenges of the equipment. She referred board members to a list of these characteristics included in the board's material.

Trustee Gartin made a motion to 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. Trustee Valentino seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

DRUG AND ALCOHOL POLICY CHANGES: Director Kyras shared with board members that staff had submitted information to the federal reviewer in December 2016 and as a result, the reviewer had indicated that several more changes need to be reflected in CyRide's Drug & Alcohol policy. She briefly summarized each change:

- Several additional items and a clarification was added to the refusal section of the policy.
- Added word "amended" to clarify the specific federal language cited.
- Title change to clarify that a positive test is defined as exceeding 0.0.
- Added the name of the contact person.
- Added a new effective date to reflect the revisions.

Trustee Gartin asked if the policy was reviewed with an attorney at Iowa State University and City of Ames. Director Kyras indicated that it had not as it is a standard Federal Transit Administration document that reflected CyRide practices; however, she indicated that the Iowa DOT had reviewed the document and indicated it complied with

federal law. Trustee Gartin indicated that he would be more comfortable with a legal opinion.

Trustee Staudt made a motion to 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. Trustee Gartin seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

CYRIDE 2015-2016 CLOSING BALANCE DISCUSSION: Director Kyras referenced the discussion from the March 2016 transit board meeting when board members approved a policy of maintaining a closing balance goal between 7.5% and 10% of expenses, to provide the transit board members with options to raise and lower expenses for balances outside this goal and to present information to the transit board if the balance exceeds 10%. In 2015-2016 the balance exceeded the maximum closing balance goal by 5.2%, with a balance of \$1,494,648. A balance of \$979,166 would be required to meet the maximum 10% goal, leaving \$515,166 to be considered for reallocation.

Director Kyras indicated that five (three capital, one operating and one "do nothing") options for the \$515,166 uncommitted funds were developed for board consideration as follows:

- **Facility** – This option prioritizes the facility as CyRide's top unmet need and would allocate the 2015-2016 uncommitted funds for this purpose. These funds would combine with a previously-allocated facility fund of \$200,000 and anticipated closing balance exceeding the 10% goal in the current year, for a total of approximately \$1.2 million that could be used as local match to a potential grant. This would allow a total project, at 80% federal share, of \$6 million dollars.
- **Bus** – This option could provide the required local match when CyRide become eligible for federal or state bus replacement grants. It could also upgrade standard buses to articulated buses to further CyRide's goal of all articulated buses on the Orange Route.
- **Uncommitted Capital** – This option would earmark these funds for either a facility or bus project to fund future opportunities that could benefit CyRide. A commitment of the funds would be made when an opportunity arose in either area.
- **Additional Services** - This option would allow the board members to fund additional service improvements that would not be part of the final "preferred" option.
- **Do Nothing** - This option would not take action on committing these funds at this time and would allow the closing balance to rise to address unforeseen budget challenges or to be committed in the future.

Trustee Gartin shared his unease about the budget process, indicating that he was concerned with the larger closing balances and was more comfortable with tighter budgets. He indicated that budgeting higher than necessary was not as transparent to

the public. Trustee Schainker and Senior Vice President Kate Gregory indicated that the reason for the larger closing balance was due to fuel prices. Further, they indicated that its overnight volatility and that it comprised a large amount of the budget were the reasons for a larger balance and that this could not be predicted more than a year in advance when the budget is prepared. Ms. Gregory indicated that she believed that next year's budgeted fuel expense was conservative. Director Kyras indicated that she believed that this was a two-year phenomenon due to significantly lower fuel prices and that she anticipated that this larger balance would not continue in future budgets.

Trustee Schainker shared with the board that using the one-time money to add new service would increase future budgets, but was supportive of committing these funds for capital purposes. Trustee Madden shared that he believes option 3 would be the best option as it gives the board flexibility to address needs/opportunities as they arise.

Trustee Schainker asked how CyRide would address a capital reserve in the budget. Director Kyras indicated that a capital fund would be created that would be used for only the board-approved capital purpose.

ISU Senior Vice President Kate Gregory shared her concern in indicating CyRide could not financially continue to increase services, but had a large capital reserve. She indicated that it needed to be clear that this was a "one-time windfall."

Trustee Schainker indicated he would be supportive of committing the funds for facility needs. Director Kyras shared that the facility was staff's top capital priority as CyRide's buses would stay at the top of the State's bus replacement list for funding when it was ready. This would allow for a larger bus purchase at one time, standardizing the fleet.

Trustee Staudt made a motion to reallocate \$515,482 of the 2015-2016 operating budget closing balance to the capital budget for facility expansion/second building purposes. Trustee Valentino seconded the motion. (Ayes: Six. Nays: None.) Motion carried unanimously.

TRANSIT DIRECTOR'S REPORT:

President Haila moved to the Transit Director's Report to allow for the consultant's presentation to be the last item on the agenda and asked the Director to comment on the Plum route service reduction item.

Director Kyras shared the public input process that staff had completed for this service change. She indicated that this process had resulted in eleven on-line comments and no one attending the public meeting. She indicated that the positive comments for the service reduction comprised almost half of the input received. She indicated that she would bring final public comments, as well as other considerations for the board to the March 30th meeting for the board's final consideration.

President Haila asked for clarification as to whether the proposed service change would impact the LaVerne apartment complex that houses low income and disabled residents. Director Kyras indicated that it would.

President Haila said when developers are building an apartment complex their expectation is for CyRide to provide service. Trustee Gartin shared his thoughts that the City of Ames could help address this issue through an updated land use policy, which sent developers a message about where CyRide could provide service.

Trustee Madden shared his thoughts regarding S. 16th Street, indicating that it is an arterial street and will become a busier corridor. Trustee Gartin agreed and indicated that it would become busier when the Grand Avenue extension was completed.

President Haila stated his opinion that he does not want to send the wrong message by reducing service from 20 to 40 minutes in a corridor that is experiencing more density, but indicated that it would be a difficult decision to make next month.

The transit board asked Director Kyras if she had had any further contact with Copper Beech and she said that she had not visited with them since early December.

Director Kyras briefly updated board members on the impact of the state's new collective bargaining law on CyRide's employees and the exemption that was being sought by the Iowa DOT to exempt transit employees throughout the State of Iowa, so that CyRide's over \$2 million per year in federal funds would not be lost.

Trustee Gartin asked if Iowa's congressional delegation was aware of this or had if conversations had taken place to let them know our funding was in jeopardy. She indicated that they were aware and that this was the reason for the amendment that could possibly allow transit employees to be exempt if formal communication is received that federal transit funding is in jeopardy.

SYSTEM REDESIGN FARE AND ORANGE ROUTE/COMMUTER LOT DISCUSSION: Director Kyras explained that the transit board had approved two smaller studies to assist with the development of a final service option on the System Redesign Study. These studies were to look at the student and city-wide fare free concepts, as well as whether the commuter lot to determine the benefits/challenges created by each. Director Kyras turned the meeting over to the Nelson/Nygaard consultants.

The consultants began with the Orange route/commuter lot study. Mr. Wittmann of the Nelson Nygaard firm indicated that data was used from the 2013 Orange Route Study, which indicated that approximately 80% of the commuter lot users lived in Ames. He used respondent's residences from this survey and assigned them to the nearest CyRide bus stop, which resulted in the impacts that not having this free lot/bus ride would have on CyRide's other routes. He indicated that the biggest impacts were along Mortenson Road, S. 16th, west Lincoln Way, S. 4th St. and on Grand. He indicated that he further refined this information to determine the impact on morning peak hour routes.

Board members asked clarifying questions to better understand the methodology used for this analysis.

Mr. Wittmann then explained the affect that moving rides from the Orange route to other routes in CyRide's System would have. He indicated that there would be up to 1,375 fewer rides on the Orange route if all individuals chose to ride services near their residence instead, which would reduce the number of bus trips on the Orange route by 19 trips per day, while only adding 14 more trips on other CyRide routes. However, he indicated that that cost of these 14 trips was more than the 19 trips on the shorter Orange route, estimating the additional cost to be approximately \$43,500 for morning trips and could be as much as twice that for services all day.

Trustee Schainker shared his thoughts that the Iowa State Center and Orange route is a very efficient way to provide service to campus; however, he indicated that he believes that having these additional rides on the other routes would strengthen the service within the whole community and allow these routes to perform better.

Trustee Madden said there was another consideration as well, which would be difficult to quantify regarding whether this change would require more parking structures to be built by Iowa State if students chose to not ride the bus near their homes.

Trustee Staudt shared his perspective that it is human nature for student's to drive to the Iowa State Center to board the Orange route buses.

ISU Vice President Kate Gregory said that as long as parking is free at the commuter lot, individuals will continue to drive to this location. Further, she shared her thoughts that the cost of car ownership is not factored into their decision to drive instead of taking the bus near their home. Further, she indicated that this is a concept that Iowa State is beginning discussions on and that it would require consideration by all parties impacted by the possible change.

Trustee Madden asked if parking at the Iowa State Center was increasing with the enrollment going up. Director Kyras indicated she could not address the parking impact, but that ridership on the Orange route had stabilized and had not been increasing as it had in the past.

Trustee Gartin shared his perspective on walking to the nearest bus stop versus driving to the commuter lot. He indicated that in areas of Ames that do not have sidewalks he could see how driving might be more attractive, but he struggled more with driving when sidewalk access was available. Further, he indicated that implementing a parking fee at the lot could have significant impacts and suggested moving slowly with the concept.

Cristina Barone with Nelson Nygaard then presented the results of the Fare Analysis. She explained that the study consisted of two parts – determine the impacts of the students fare free program and examining the impact of city-wide or other fare

structures within Ames. She began with the student fare free analysis and demographic data on ridership and fare revenue. This analysis found that 93.8% of the rides and that 94.1% of the revenue are generated by students. She indicated that the methodology used was based on student rides and fee dollars compared to non-student rides and farebox revenue. She further compared the student fare per boarding and found that students were paying \$0.70 versus \$0.67 for non-students. She stated that the two types of customers were paying relatively the same cost per ride.

Trustee Schainker requested further clarification of the calculations. Ms. Barone explained that for students the fare calculation used the total dollars generated by student fees divided by the number of student rides. For the non-student fares it was the farebox revenue divided by the non-student rides.

Trustee Madden shared his thoughts that he had anticipated that non-students would have been paying more per ride. Director Kyras indicated that the calculations were per ride not per person, and indicating that students tended to ride more often.

President Haila asked for clarification regarding the impact that ridership has on federal and state funding. Director Kyras indicated that federal Small Transit Intensive Cities (STIC) funding uses ridership to determine a transit system's funding eligibility for six performance criteria, where funding is received for each criteria met. She also indicated that state funding calculates funding based on ridership.

Ms. Barone indicated that the analysis included an examination of the ridership increase since the student fare free program was implemented and found that ridership had increased 45%. She indicated that State Operating Assistance had increased significantly due to this ridership increase; which had allowed the three funding partners percentage of revenue to remain relatively unchanged. Likewise student fee revenue has increased at an equal pace to ridership increases.

Ms. Barone indicated that farebox revenue had been declining and is currently approximately \$270,000 per year, which is close to 2007 revenue levels and represents approximately 3.5% of total revenue. She indicated this is a low farebox recovery percentage. She also indicated that non-student ridership had been declining since 2007 and was approximately 6.5% lower than 2007. She stated that this fact indicated that the city is paying more per trip to provide service to non-students. Trustee Schainker stated his concern with this trend.

President Haila asked if there were outside factors that contributed to the non-student ridership decline. Director Kyras indicated that lower fuel prices had made riding the bus less attractive, as other forms of transportation became more affordable.

Ms. Barone then discussed the study's examination of the cost to collect the approximately \$270,000 in farebox revenue per year. She began by explaining the simple dropboxes currently used for sorting and reconciliation of cash and tickets was a time consuming process requiring highly paid CyRide staff to complete this task with a

loss of productivity calculated at approximately \$15,000 per year. She also stated that to update its fare payment system with electronic fareboxes would cost CyRide more than \$1 million dollars to purchase, plus ongoing maintenance costs.

Ms. Barone then discussed experiences at other transit systems with fare free programs – Missoula, Montana, Chapel Hill, North Carolina. The benefits cited from these systems included: significant ridership increases, easier administration, accounting and operational systems, elimination of fare media distribution and reconciliation of pass sales outlets, increased community recognition and pride. She then discussed the drawbacks of free systems: perception that the system is not “paying its way”, customers riding for no purpose, more resources needed to off-set costs, ridership/cost of demand response will increase. She also discussed the numerous other benefits that are not quantifiable, such as 5,000 daily vehicles removed from roads, savings in fuel, carbon dioxide and parking lot expenses and the cost of road repairs.

Ms. Wittmann shared the history of the fare free program in Missoula, Montana, indicating it was implemented as a result of the Mayor asking how to increase the number of non-student riders in the community. Non-student ridership has increased 40% since the beginning of its citywide fare free program, but he indicated that there are pressures to return to a fare structure and there is a financial impact on demand response service as they must be free as well and are significantly more costly trips for the transit agency.

Director Kyras indicated CyRide’s demand response program is currently approximately \$120,000 to \$125,000 per year and this would increase due to the lost revenue, but also more trips that would be taken.

Ms. Barone then discussed three different fare variations on CyRide’s current fare structure to determine if other structures could increase non-student ridership and could be financial feasible.

- **Scenario #1: 25% Rollback** – Reduce all fare categories by 25% returning to 2011 fare levels
- **Scenario #2: Systemwide Fare Free** – No fares paid on any buses
- **Scenario #3: Tiered ISU Fare Zones** – Charging a higher student free for CyRide depending on whether a student resides in ISU housing or off-campus

Ms. Barone indicated that in:

- Scenario #1 cash fares would be \$1 and that this option would generate a 0.3% increase in total ridership, a 6% increase in community ridership and reduce fare revenue by 1%. This option would reduce total revenue by \$1.1 million due to the student fee reduction.
- Scenario #2 total ridership would increase by 2.3%, community ridership by 38% and would reduce revenue by 5.8%.
- Scenario #3 would decrease total ridership by 1.5%, community ridership would be stable, but revenues would increase 5.7%.

Senior Vice President Kate Gregory left the meeting at 9:45am.

Trustee Schainker questioned whether Scenario #2 – Systemwide fare free would actually increase ridership. Director Kyras indicated the CyRide’s summer fare free program generated a 26% ridership, which was mainly due to more community rides. Further, she indicated that systemwide fare free was one of the best tools to try to accomplish the System Redesign goal of increasing community, non-student ridership.

Trustee Madden asked whether, under Scenario #2, that the 30% increase in non-campus riders could be accommodated on CyRide’s existing route structure. Mr. Wittmann indicated that some routes, at certain times of the day, would need extra buses. He then explained the savings and costs contained on the PowerPoint slide, indicating that the average cost for CyRide to implement a systemwide fare free program would be approximately \$440,000, with the biggest impact on the Red route.

Trustee Schainker shared his concern with scenario #2, stating that this option only increased total ridership by 3%, and since students comprised 94% of the rides currently, he was struggling to understand why the City would need to increase its share by \$450,000. He indicated that he believes that the local partners together needed to fund this increase. He also cautioned that if systemwide fare free was implemented, that he believes this would set policy that could never be reversed.

Trustee Gartin shared his thoughts that a systemwide fare free program was not common within the industry and wondered what criteria made this a benefit to a city. He asked if Des Moines DART was fare free. Director Kyras said that they were not, but it was more common in strong university communities.

Mr. Wittmann indicated that it was more typical to see a systemwide fare free program when a transit system was collecting only 2-3% of its revenue from the farebox and CyRide was currently collecting 3%. He indicated this is the point where the transit system is spending as much on collecting the money and counting the fares, as it is gaining in revenue. He then summarized the costs - \$275,000 for lost fares, \$150,000 for extra service and a reduction for administrative costs. He indicated there are additional expenses not calculated as part of this methodology, such as armored car expenses, cost to complete federal revenue reporting forms and upgrading of fareboxes.

Mr. Wittmann shared his thoughts that to meet the board-directed System Redesign Guiding Principal to increase non-student rides – a systemwide fare free program would be his recommendation as it will increase non-student rides on CyRide by approximately 38%.

Transit board members discussed the issues that would need to be addressed to consider a tiered student free concept, such as the fairness when ISU housing is located in west Ames as well as on campus. Possible fee differentials were also discussed.

Trustee Staudt shared his thoughts regarding a tiered system. He indicated that the fee could be based on the address of the student if they live on campus, as the university knows where every on-campus student lives. The University could bill one way for on-campus students and one way for off-campus students.

Trustee Gartin shared his thoughts that off-campus students living across the street from campus could have to pay as much as off-campus student in west Ames and was concerned in how this could fairly be implemented.

Trustee Schainker shared his thoughts that with a systemwide fare free program there is no mechanism to control the individual behavior.

President Haila said another drawback for a fare free system was that individuals would be riding to get out of the weather. Director Kyras indicated that new policies to address these types of issues would need to be developed if a systemwide fare free program was adopted.

Trustee Schainker shared his thoughts that he appreciates offering a systemwide fare free concept for consideration to meet one of the board's goals, but was uncertain how to proceed in further discussing this as the funding was complicated.

Trustee Madden shared his thoughts that to try to cost-effectively increase non-student ridership through route changes alone was difficult, citing the 40-minutes travel time it takes to go from north Ames to the south part of Ames.

President Haila asked the consultant what was the main factor in a person's decision to use transit – fares, time on a route, or need to transfer. Mr. Wittmann indicated that there are a couple of factors. First, market research show 25% of the population will never use transit no matter what changes are made. Second, a combination of factors can play into this decision – parking rates, congestion, walking distance, # of transfers needed to arrive at destination, frequency of service, convenience. He indicated there is no one single factor and it varies by person. He also clarified that the industry standard on transfers is that if a transfer is required, choice riders will decline by 50% and that new markets open when more frequent service is operated –15-30 minutes. Mr. Wittmann clarified that in his opinion if bus service was every 45-minutes, that it might as well be offered every 60-minutes as it will not gain more riders.

Trustee Schainker questions whether the cost to ride was a factor. Mr. Wittmann indicated the fares were one of those factors.

President Haila shared that in his research on what millennials are looking, he had found that quality of life and quality of place were important factors and that public transit is a piece of both of these.

Mr. Wittmann asked if a systemwide fare free program should be considered as part of the System Redesign Study solutions to gain more non-student riders. Trustee Gartin

shared his thoughts that he was not comfortable in making a decision on a free system in isolation as it impacted so many other areas. The consensus was that the board was not comfortable with the concept at this point and believes it was too soon to publically be discussing this option.

MOVE TO ADJOURN: Trustee Gartin made a motion to adjourn the meeting at 10:35 a.m. and Trustee Staudt seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

SPRING SEMESTER MEETING DATES AND TIMES:

- March 28, 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: March 28, 2017

SUBJECT: Public Comments

INFORMATION: A petition addressed to the CyRide Board of Trustees is attached, which provides input from individuals interested in service to Iowa State University's Applied Sciences Complex. This petition supports the System Redesign Study's new Peach route contained in Option 2 (Transformative). This petition has been shared with the consulting firm in development of their final recommendation.

Petition
CyRide Board of Trustees
March 8, 2017

I strongly support the addition of the *peach* route outlined in Scenario 2 of the CyRide Redesign proposal. The *peach* route includes the Scholl Road loop to Applied Sciences Complex, <http://www.cyrider.com>.

Printed Name

Signature

Keegan Kuirant

Keegan Kuirant

Prathamesh Bilgunde

Bilgunde

Kyle Williams

Kyle Williams

David Eisenmann

David Eisenmann

Lucas Kuester

Lucas Kuester

Hossein Taheri

Hossein Taheri

Karen Koppenhaver

Karen Koppenhaver

Nancy Johnson

Nancy Johnson

Max Noack

Max Noack

Cheryl Sansgaard

Cheryl Sansgaard

LEONARD BOND

Leonard Bond

DAVE UTRATA

Dave Utrata

Karen R Hunt

Karen R Hunt

MARILYN GARDES

Marilyn Gardes

Robyn Davis

Robyn Davis

John Nagel

John R. Nagel

Andrew Meyer

Andrew Meyer

Stephen Holland

Stephen Holland


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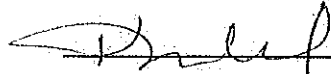
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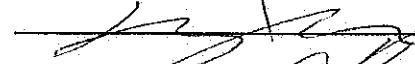
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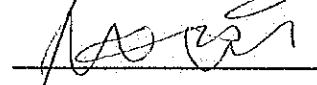
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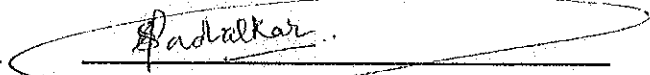
Mami Thw



Ruth Shimar



SONAL PADALKAR



Behrang Bagheri



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Printed Name

LIANG ZHANG

Yunfei Zhao

Mami Nira

Rana Biswas

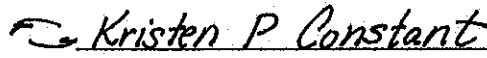
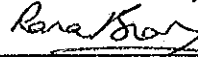
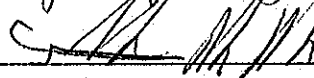
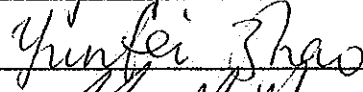
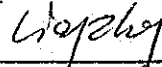
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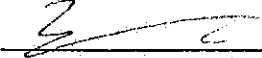
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CyRide Board of Trustees
March 8, 2017

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Signature


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Chevonne McJannet



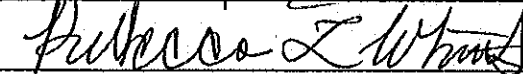
Richard Hoobler



BENJAMIN HARSCH



Rebecca Whitesell




Chris Griffiths




Sawyer Knott



Joseph Papp



Jaime Juárez



CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: March 28, 2017

SUBJECT: Transit Advertising Contract

BACKGROUND: CyRide currently has a contract with Houck Transit Advertising to sell advertising space on the inside and outside of its buses. This agreement is a three-year contract, which expired on June 30, 2016; however the contract allowed for two, one-year extensions. Last year the Transit Board approved a one-year extension and indicated an interest in rebidding the contract at the expiration of that year, which would be June 30, 2017.

INFORMATION: CyRide’s existing contract provides the transit system with:

- 52% of the gross revenues generated from sales
- A minimum guarantee of \$104,000 Yr. 1, \$105,000 Yr. 2 and \$106,000 Yr. 3-5

Revenues generated from this contract have provided CyRide with \$121,000 to \$161,000 annually. The existing contract has benefited CyRide by providing valuable revenue with minimal effort by CyRide. Houck Advertising is responsible for all aspects of the advertising process including placing and removing advertising on the buses, utilizing CyRide’s Transit Advertising policy approved by the Transit Board in March 2013.

With the expiration of the advertising contract, CyRide distributed a Request for Proposal for Transit Advertising Services on February 15, 2017, and received proposals on March 15, 2017 from two firms – Houck Transit Advertising and Adspposure. Adspposure provides transit advertising services for the Des Moines DART system.

The results of these bids are as follows:

Firm	Percent of Gross Rev.	Yr. 1 Guarantee	Yr. 2 Guarantee	Year 3-5 Guarantee	Total 3 Year Revenue Guarantee
Houck Transit Advertising	60.0%	\$250,000	\$265,000	\$280,000	\$795,000
Adspposure	55.5%	\$165,000	\$172,500	\$180,000	\$517,500

Based on these results, Houck Transit Advertising would generate more revenue for CyRide over the course of the three to five year contract. CyRide's 2017-2018 budget for advertising sales is \$150,000. A contract with Houck Transit Advertising would guarantee CyRide \$250,000 in advertising revenue this next year, allowing for a \$100,000 surplus in this budget line item.

ALTERNATIVES:

1. Approve a contract award to Houck Transit Advertising of St. Paul, Minnesota for exclusive rights to sell advertising on CyRide buses.
2. Extend the existing contract for one additional year and re-bid the contract next year.
3. Evaluate in-house transit advertising services.

RECOMMENDATION:

The Transit Director recommends Alternative #1 to award a contract to Houck Transit Advertising for exclusive rights to sell advertising on CyRide Buses. This contract will maximize advertising sales revenue for CyRide, with a firm that is familiar with CyRide's buses and advertising policies, and has provided a quality service to CyRide.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: March 28, 2017
SUBJECT: Bus Shelter Single Source Procurement

BACKGROUND: CyRide has forty-one bus shelters comprised of two styles – older style constructed in the 1980’s and a new style CyRide began using in 2012. This new style is a custom-designed shelter that was developed through a collaborative effort by CyRide and ISU. A committee comprised of ISU’s Architect, Program Manager with Facilities Planning & Management and University Relations staff, along with CyRide operations, maintenance and administrative employees developed the new design. CyRide currently has six of the new style shelters, which are manufacturer in three sizes, depending upon rider demand at a specific bus stop location.



1980's shelter

INFORMATION: CyRide’s 2017-2018 and 2028-2019 shelter program cites locations for five new shelters that would be funded at an 80% local match from the federal 5310 program. As these shelters are custom made by Columbia Equipment Company, a single source bid is required for their purchase. The estimated cost of these shelters is \$21,457 per shelter. In addition, an additional shelter wall will be ordered to replace one damaged by a car accident on Lincoln Way near HyVee at a cost of \$4,728. The total amount for five shelters and a replacement wall is \$112,013.



2012 shelter

The information listed below identifies the sites where the new shelters would be located:

- Large, new shelter at S. 4th & Hazel (Stop #1008)
- Large, new shelter to replace an older shelter at Walnut Ave & S. 5th (Stop #1003)
- Large, new shelter at University Blvd./Airport Rd. (Stop #1404)
- Large, new shelter to replace an older, smaller shelter at Storm and Welch (Stop #1297)
- Large, new shelter to replace an older shelter at Lincoln Way/Beedle (Stop #1202)

The 1980's shelters, that are in good condition, will not be discarded, but relocated, as the need is identified, to new bus stops that do not currently have shelters so that CyRide's bus shelter program can be expanded. Better bus stop amenities were one of the highest customer requests in the System Redesign survey.

The City of Ames Purchasing Department has reviewed the single source bid request and has approved this type of purchase for the custom shelters. Likewise, the Federal Transit Administration allows sole source procurements for products that can only be purchased from one source.

The 2016 Capital Improvements Plan includes this project as it identifies \$50,000 per year for bus shelter improvements, and as this is a two-year procurement, it would be correctly identified in this document. Additionally, CyRide has over a \$600,000 balance in the federal 5310 program funding Dial-A-Ride and shelters. Based on conversations with the Iowa DOT, they would like this balance to be substantially reduced in the near future. Purchase of these shelters will assist in accommodating this request more expeditiously.

ALTERNATIVES:

1. Approve a single source procurement to Columbia Equipment Company, Inc. of Freeport, NY in the amount of \$112,013 for the purchase of five bus shelters.
2. Do not approve the single source bid and direct staff to purchase stock bus shelters.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 for a single source procurement to Columbia Equipment Company. Purchase of these shelters will: improve the comfort in using CyRide services, maintain a consistent CyRide image and reduce the federal 5310 fund balance as requested.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: March 28, 2017
SUBJECT: #9 Plum Route Service Reduction Proposal

BACKGROUND: At the December 22, 2016 Transit Board of Trustees meeting, board members included the reduction of one bus from current service levels in the 2017-2018 operating budget. Further, board members shared their intent to reduce this bus on the #9 Plum route currently providing a 20-minute service level to a 40-minute service frequency (see attached current and proposed bus schedule). Staff was directed to notify current riders and gather information as required by the Federal Transit Administration for final consideration of this service change at the March Transit Board meeting.

INFORMATION: Since the December Transit Board meeting, staff has worked to "get the word out" about the potential change on the #9 Plum route through the following methods:

- Information posted at the #9 Plum Route bus shelters
- Website information regarding the change, combined with an opportunity to make comments online
- E-notifications to current riders signed up for CyRide notices
- Social media outreach - Twitter, Facebook
- Press release with articles being included in the Tribune and Iowa State Daily
- Public meeting

These efforts garnered thirteen comments through the website (see attached summary), with no one attending the public meeting. Of the comments received, four supported and nine were against the change. Concerns raised included:

- Overcrowding, with less frequent service
- Need to get to campus more frequently
- Access for low-income individuals at the Laverne Apts.
- Students driving to Orange route and overloading this route
- Questioned effectiveness of a private shuttle

Grant Impacts of Service Reduction

Beyond the rider impact, there are also two grant funding impacts in reducing service on the Plum route. First, CyRide submitted an Iowa Clean Air Attainment Program (ICAAP) grant to the Iowa DOT for the #9 Plum route on December 1, 2016, just prior to notification by the Grove/Copper Beech that they would be operating a private shuttle and not financially supporting CyRide's service. This grant application was for operating funds to support the #9 Plum route at current levels of service - two buses offering 20-minute service. The DOT has notified staff that it will fully fund this application (\$230,466) if the 20-minute level service is operated and will reduce the award in half if it operates with a 40-minute level service, for a loss of approximately \$115,233. As this route was funded 100% with Student Government funds, the students will lose this amount in savings generated through this grant.

The second grant funding impact affects CyRide's capital. Last year, the Iowa DOT funded the purchase of a new bus to support the two buses operated on the Plum route. The Iowa DOT will not give CyRide permission to purchase this bus if service is reduced to a 40-minute service level, as the purpose of this bus was to provide a second bus to provide the 20-minute level service. This will result in a loss of \$364,000 in federal capital funds, as one less bus will be able to be purchased this year.

In total, CyRide will lose \$479,233 in capital and operating grant funds if this service is reduced to a 40-minute service.

Other Considerations

There are three additional considerations in deciding the Plum route's service level next year. First, the System Redesign Study evaluated ridership and need for service on the #9 Plum route and determined that a 20-minute service level is justified based on current demand along the entire corridor and, therefore, has recommended that this level of service be operated in the future. The 20-minute service level is included in Option 1, Option 2 and the "Preferred" option of the study's recommended service changes. As a result, if the board chooses to reduce service levels for the 2017-2018 budget year, there is a potential that 20-minute service could be restored one-year later (in the 2018-2019 budget) based on changes implemented as part of this study.

Second, the reduction of service next year will create confusion and frustration by individuals trying to use the Plum route service and many would most likely drive to the commuter lot and use the #23 Orange route instead, creating capacity issues on this route while still potentially providing service to the same number of individuals.

Third, the "Quarters" development, adjacent to Copper Beech, is scheduled to be completed in the near future, which will increase the number of student beds by more than 500 along the S. 16th Street corridor served by the Plum route, further increasing demand for bus service in this area.

Potential Cost/Funding Options to Maintain Current Service Levels

If the Transit Board chooses to not reduce service, there would be a \$94,000 deficit to the 2017-2018 operating budget, based on the price of fuel at next year's budgeted \$2.50 per gallon. (This cost is lower than the last contract as the price per gallon in the previous contract was \$3.50 per gallon). There are two ways that this deficit could be addressed as follows:

- **Student Government Trust Fund** - Students could choose to fund this deficit with their current Trust Fund balance, which is over \$600,000. This balance included \$83,579 in savings from last year's ICAAP funding for the Plum route operating costs that could be used to support the 2017-2018 operating budget. Use of these funds for the Plum route would reduce the Student Government Trust Fund balance to slightly below the desired \$500,000 level; however, additional ICAAP savings for the Plum route received this year will increase this balance above \$500,000 for the beginning of the next year.
- **Closing Balance** - CyRide's closing balance at the end of the current fiscal year is anticipated to be approximately \$500,000, which should be significantly higher than the board maximum of 10%. A portion of this closing balance could be used to fund the second bus on the #9 Plum Route in next year's budget.

ALTERNATIVES:

1. Maintain existing 20-minute service levels on the #9 Plum route and fund the 2017-2018 operating budget deficit this creates with \$94,000 in funds from the Student Government Trust Fund.
2. Maintain existing 20-minute service levels on the #9 Plum route and fund the 2017-2018 operating budget deficit this creates with \$94,000 in funds from the 2016-2017 closing balance.
3. Reduce service levels on the #9 Plum route to 40-minutes in the 2017-2018 budget.

RECOMMENDATION:

The Transit Director recommends approval of either Alternative #1 or #2 depending on the Transit Board's desire on how to fund current service levels in the 2017-2018 budget. It is staff's belief that the ridership and financial considerations that have recently become clearer are significant enough to warrant reconsideration of the board's original action taken on December 22, 2016. Additionally, there is a strong possibility that this would only be a one year service reduction, which confuses customers and leads to rider dissatisfaction.

Possible #9 Plum Route Service Reduction

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

Answered: 13 Skipped: 0

#	Responses	Date
1	This makes me very upset, because I use this bus everyday and do not know how I will get to classes without it. I chose to live over here because I knew there would be a bus system that I could take. Now there will be a bus basically every hour, which is unacceptable. I really hope you reconsider making this change, because I rely on this bus to get to my classes. Please reconsider.	2/26/2017 9:16 PM
2	The Plum Route is perfect the way it is. If the Plum frequency changes, the bus will be full to capacity every time it comes around, especially during peak hours. If the bus is full, how am I suppose to get to class? I have no faith in copper beech or the grove to provide a suitable shuttle service. The plum not only helps copper beech and the grove, but the many other apartment buildings surrounding us. Together, we pay a considerable amount of tuition, and deserve the right for reliable transportation. Please do not cut services. #SaveThePlum	2/22/2017 10:45 PM
3	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
4	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
5	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
6	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
7	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
8	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
9	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
10	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
11	This change will drastically fuck 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
12	Cut it if there will be no funding.	2/7/2017 11:23 AM

Possible #9 Plum Route Service Reduction

13	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
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**9 ISU 9 Golden Aspen
Weekday Plum Route / East and Westbound**

Buckeye	Grove	Kildee Hall	MU	Copper Beach	Buckeye
7:08	7:12	7:20	7:27	7:34	7:37
7:28	7:32	7:40	7:47	7:54	7:57
7:48	7:52	8:00	8:07	8:14	8:17
8:08	8:12	8:20	8:27	8:34	8:37
8:28	8:32	8:40	8:47	8:54	8:57
8:48	8:52	9:00	9:07	9:14	9:17
9:08	9:12	9:20	9:27	9:34	9:37
9:28	9:32	9:40	9:47	9:54	9:57
9:48	9:52	10:00	10:07	10:14	10:17
10:08	10:12	10:20	10:27	10:34	10:37
10:28	10:32	10:40	10:47	10:54	10:57
10:48	10:52	11:00	11:07	11:14	11:17
11:08	11:12	11:20	11:27	11:34	11:37
11:28	11:32	11:40	11:47	11:54	11:57
11:48	11:52	12:00	12:07	12:14	12:17
12:08	12:12	12:20	12:27	12:34	12:37
12:33	12:37	12:45	12:52	12:59	1:02
12:53	12:57	1:05	1:12	1:19	1:22
1:13	1:17	1:25	1:32	1:39	1:42
1:33	1:37	1:45	1:52	1:59	2:02
1:53	1:57	2:05	2:12	2:19	2:22
2:13	2:17	2:25	2:32	2:39	2:42
2:33	2:37	2:45	2:52	2:59	3:02
2:53	2:57	3:05	3:12	3:19	3:22
3:13	3:17	3:25	3:32	3:39	3:42
3:33	3:37	3:45	3:52	3:59	4:02
3:53	3:57	4:05	4:12	4:19	4:22
4:13	4:17	4:25	4:32	4:39	4:42
4:33	4:37	4:45	4:52	4:59	5:02
4:53	4:57	5:05	5:12	5:19	5:22
5:13	5:17	5:25	5:32	5:39	5:42
5:33	5:37	5:45	5:52	5:59	6:02
5:53	5:57	6:05	6:12	6:19	6:22
6:33	6:37	6:45	6:52	6:59	7:02
7:13	7:17	7:25	7:32	7:39	7:42
7:53	7:57	8:05	8:12	8:19	8:22
8:33	8:37	8:45	8:52	8:59	9:02
9:13	9:17	9:25	9:32	9:39	9:42
9:53	9:57	10:05	10:12	10:19	10:22

**9 ISU 9 Golden Aspen
Weekday Plum Route / East and Westbound**

Buckeye	Grove	Kildee Hall	MU	Copper Beech	Buckeye
7:28	7:32	7:40	7:49	7:58	8:01
8:08	8:12	8:20	8:29	8:38	8:41
8:48	8:52	9:00	9:09	9:18	9:21
9:28	9:32	9:40	9:49	9:58	10:01
10:08	10:12	10:20	10:29	10:38	10:41
10:48	10:52	11:00	11:09	11:18	11:21
11:28	11:32	11:40	11:49	11:58	12:01
12:08	12:12	12:20	12:29	12:38	12:41
12:53	12:57	1:05	1:14	1:23	1:26
1:33	1:37	1:45	1:54	2:03	2:06
2:13	2:17	2:25	2:34	2:43	2:46
2:53	2:57	3:05	3:14	3:23	3:26
3:33	3:37	3:45	3:54	4:03	4:06
4:13	4:17	4:25	4:34	4:43	4:46
4:53	4:57	5:05	5:14	5:23	5:26
5:33	5:37	5:45	5:54	6:03	6:06
6:33	6:37	6:45	6:54	7:03	7:06
6:53	6:57	7:05	7:14	7:23	7:26
7:33	7:37	7:45	7:54	8:03	8:06
8:13	8:17	8:25	8:34	8:43	8:46
8:53	8:57	9:05	9:14	9:23	9:26
9:33	9:37	9:45	9:54	10:03	10:06

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: March 28, 2017

SUBJECT: Quarterly Operations Report

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

INFORMATION: Attached is the detailed system performance **and a summary report** for the Transit Board's review for the October – December 2016 quarter. Below is a discussion regarding the negative trends (in red boxes) occurring during the quarter.

- **Fixed Route Ridership** – Ridership was lower for the quarter, -4.5%. Through November, ridership had been stable; however, there were two fewer class days (equivalent to 80,000 fewer rides) in December, which significantly impacted the quarterly ridership statistics. It is anticipated that CyRide will have the same or slightly lower ridership at the end of the fiscal year as last year's ridership included the Odyssey of the Mind event, which generates 80,000 -90,000 rides. This is an every two-year event, so will not be included in this year's statistics.
- **Dial-A-Ride Ridership, Passenger Per Hour and Expense/Passenger**– This is a three quarter negative trend with a -31.1% ridership reduction, serving 889 fewer Dial-A-Ride trips over the three-month period. This lower ridership also then impacted the passengers per hour and expenses/passenger statistics. Staff is monitoring this trend and will be discussing this situation at a meeting with HIRTA scheduled for early April.
- **Moonlight Express Ridership** – Total rides for the quarter are -14.9% and is -19.7% lower for the school year. A portion of the reduction was due to the Iowa State-Iowa football game being in Iowa City this year; however, ridership on this service is anticipated to be lower for the year. In discussion with others, the number of individuals enjoying entertainment in Campustown establishments is also lower this year, citing more students choosing entertainment in their residences instead, which reduces the number of rides taken using CyRide.

- **Passengers Per Comment** – There was one additional comment compared to the same quarter a year ago; however, with lower ridership this created a one-quarter negative trend in the Passengers Per Comment statistic. The year-to-date trend for this statistics is positive, with a 27.2% increase in the number of rides provided per comment received.
- **Farebox Revenue** – Farebox revenue has been trending downward; however, the October to December quarter showed a one-quarter reversal of this situation, with a 2.9% increase in farebox revenue. Year-to-date farebox revenue is -1.7%.

Last year, CyRide struggled with more accidents and customer comments. To-date these trends have not continued into the new fiscal year. However, the stable ridership trend from last year has continued this year, with additional development in the Campustown area and mild weather contributing to this performance.

Operation's Report Summary (October – December 2016)

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

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

Maintenance		
Major Mechanical Repairs	-	-
# of Road calls	No Change	-
# of Interior Buses Cleaned	+	+

Key:

Positive Trend	Neutral Trend	Negative Trend
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CYRIDE QUARTERLY OPERATIONS REPORT

October 1st, 2016 to December 31st, 2016 (2nd Quarter)

	FY 2017 2nd Qtr	FY 2016 2nd Qtr	% CHANGE	FY 2017 YTD	FY 2016 YTD	% CHANGE
MAINTENANCE						
Interior Clean	171	148	15.5%	250	207	20.8%
Shop Road Calls	14	14	0.0%	31	34	-8.8%
Miles per Shop Road Call	29,913	31,285	-4.4%	26,155	24,331	7.5%
NTD Minor Mech.	74	45	64.4%	128	93	37.6%
NTD Major Mech.	10	14	-28.6%	23	27	-14.8%
Total NTD Mechanical Prob.	84	59	42.4%	151	120	25.8%
Miles per Major Mech.	41,878	31,285	33.9%	35,252	30,639	15.1%
Gasoline Vehicles						
Gas Miles Driven	33,409	35,946	-7.1%	75,224	77,895	-3.4%
Total Gallons Gas	4,504	3,997	12.7%	10,285	10,660	-3.5%
Total Gas Cost	8,203	7,762	5.7%	\$18,534	22,691	-18.3%
Avg. Gas Cost/Gallon	\$1.82	\$1.94	-6.2%	\$1.80	\$2.13	-15.3%
Gas Cost per Mile	\$0.25	\$0.22	13.7%	\$0.25	\$0.29	-15.4%
Average Gas MPG	7.4	9.0	-17.5%	7.3	7.3	0.1%
Diesel Vehicles						
Diesel Miles Driven	385,368	402,043	-4.1%	735,574	749,368	-1.8%
Total Gallons Diesel	104,733	97,513	7.4%	179,750	180,036	-0.2%
Total Diesel Cost	167,808	150,239	11.7%	280,947	306,796	-8.4%
Avg. Diesel Cost/Gallon	\$1.60	\$1.54	4.0%	\$1.56	\$1.70	-8.3%
Diesel Cost per Mile	\$0.44	\$0.37	16.5%	\$0.38	\$0.41	-6.7%
Average Diesel MPG	3.7	4.1	-10.8%	4.1	4.2	-1.7%
All Vehicles						
Total Miles Driven	418,777	437,989	-4.4%	810,798	827,263	-2.0%
Total Gallons Fuel	109,237	101,510	7.6%	190,035	190,696	-0.3%
Total Fuel Cost	\$176,011	\$158,001	11.4%	\$299,481	\$329,486	-9.1%
Avg. Cost/Gallon	\$1.61	\$1.56	3.5%	\$1.58	\$1.73	-8.8%
Total Cost per Mile	\$0.42	\$0.36	16.5%	\$0.37	\$0.40	-7.3%
Avg. MPG all Vehicles	3.8	4.3	-11.1%	4.3	4.3	-1.6%
Small Bus/Sup. Mileage	32,531	33,651	-3.3%	71,524	76,875	-7.0%
Large Bus Mileage	386,246	404,338	-4.5%	739,274	750,388	-1.5%
% Rev. Mi./Total Miles	85.0%	80.1%	6.1%	83.5%	80.7%	3.4%
Percentage Small Bus	7.8%	7.7%	1.1%	8.8%	9.3%	-5.1%
Maintenance Expense	\$425,109	\$486,572	-12.6%	\$1,013,343	\$967,841	4.7%

CYRIDE QUARTERLY OPERATIONS REPORT

October 1st, 2016 to December 31st, 2016 (2nd Quarter)

	FY 2017 2nd Qtr	FY 2016 2nd Qtr	% CHANGE	FY 2017 YTD	FY 2016 YTD	% CHANGE
OPERATIONS						
Total Passengers	1,931,736	2,026,312	-4.7%	3,375,455	3,436,467	-1.8%
Average Drivers per Month	155.3	149.0	4.2%	156.8	147.8	6.1%
Driving Hours	48,495.9	48,138	0.7%	92,227	94,502	-2.4%
Drivers Late	28	26	7.7%	57	39	46.2%
Drivers No Show	6	8	-25.0%	9	12	-25.0%
Late/No Show per Driver	0.22	0.23	-4.1%	0.42	0.35	22.0%
Total Comments	48	47	2.1%	95	123	-22.8%
Driver Fault	12	8	50.0%	22	20	10.0%
Undetermined	2	11	-81.8%	5	14	-64.3%
Passenger Fault	0	1	-100.0%	1	2	-50.0%
No Fault	14	10	40.0%	25	24	4.2%
System Complaints	12	12	0.0%	20	25	-20.0%
Service Requests	0	0	#DIV/0!	7	0	#DIV/0!
Compliments	8	5	60.0%	15	8	87.5%
Passengers/Comment	<u>40.245</u>	<u>43.113</u>	<u>-6.7%</u>	<u>35.531</u>	<u>27.939</u>	<u>27.2%</u>
Pass./Complaint (D & U)	137,981	106,648	29.4%	125,017	101,073	23.7%
Driving Hours/Comment	1,010	1,024	-1.4%	971	768	26.4%
Driving Hrs/Comment (D&U)	3,464	2,534	36.7%	3,416	2,779	22.9%
Accident Reports	20	37	-45.9%	38	60	-36.7%
Preventable Accidents	15	24	-37.5%	26	38	-31.6%
Percent Preventable	75.0%	64.9%	15.6%	68.4%	63.3%	8.0%
Miles/Prev. Accident	27,918	18,250	53.0%	31,185	21,770	43.2%
Hours/Prev. Accident	3,233	2,006	61.2%	3,547	2,487	42.6%
Unreported Accidents	1	2	-50.0%	1	5	-80.0%
Damage to Buses/Equip.						
Caused by CyRide	\$5,224	\$9,431	-44.6%	\$15,615	\$16,968	-8.0%
Caused by Others	\$4,321	\$3,813	13.3%	\$23,469	\$13,385	75.3%
Caused by Unreported	\$505	\$1,311	-61.5%	\$505	\$2,142	-76.4%
Claims by Others (#)	\$0	\$0	#DIV/0!	0	0	#DIV/0!
Claims by Others (\$)	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Personal Injury Claims	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Operations Expense	\$1,236,177	\$1,553,671	-20.4%	\$2,740,823	\$2,746,830	-0.2%
SYSTEM TOTAL						
Passengers	1,931,736	2,026,312	-4.7%	3,375,455	3,436,467	-1.8%
Revenue Miles	355,969	351,047	1.4%	676,740	667,491	1.4%
Revenue Hours	34,447	34,048	1.2%	65,198	64,443	1.2%
Revenue Miles per Hour	10.3	10.3	0.2%	10.4	10.4	0.2%
Pass./Rev. Mile	5.4	5.8	-6.0%	5.0	5.1	-3.1%
Pass./Rev. Hour	56.1	59.5	-5.8%	51.8	53.3	-2.9%
Operations Expense	\$1,236,177	\$1,553,671	-20.4%	\$2,740,823	\$2,746,830	-0.2%
Maintenance Expense	<u>\$425,109</u>	<u>\$486,572</u>	<u>-12.6%</u>	<u>\$1,013,343</u>	<u>\$967,841</u>	<u>4.7%</u>
Total Expenses	<u>\$1,661,286</u>	<u>\$2,040,243</u>	<u>-18.6%</u>	<u>\$3,754,166</u>	<u>\$3,714,671</u>	<u>1.1%</u>
Farebox Revenue	\$60,983	\$60,343	1.1%	\$139,629	\$143,307	-2.6%
Rev./Exp. Ratio	3.7%	3.0%	24.1%	3.7%	3.9%	-3.6%
Oper. Exp./Passenger	\$0.86	\$1.01	-14.6%	\$1.11	\$1.08	2.9%
Oper. Exp./Rev. Mile	\$4.67	\$5.81	-19.7%	\$5.55	\$5.57	-0.3%
Oper. Exp./Rev. Hour	\$48.23	\$59.92	-19.5%	\$57.58	\$57.64	-0.1%

CYRIDE QUARTERLY OPERATIONS REPORT

October 1st, 2016 to December 31st, 2016 (2nd Quarter)

	FY 2017 2nd Qtr	FY 2016 2nd Qtr	% CHANGE	FY 2017 YTD	FY 2016 YTD	% CHANGE
FIXED ROUTE						
Fixed Route Passengers	1,910,602	2,000,947	-4.5%	3,335,379	3,387,218	-1.5%
Shuttle Passengers	0	0	#DIV/0!	1,933	1,595	21.2%
Total Passengers	<u>1,910,602</u>	<u>2,000,947</u>	<u>-4.5%</u>	<u>3,337,312</u>	<u>3,388,813</u>	<u>-1.5%</u>
Transfers	9,651	9,534	1.2%	21,905	22,342	-2.0%
Revenue Miles	306,674	334,461	-8.3%	648,450	635,727	2.0%
Revenue Hours	29,481	32,632	-9.7%	62,756	61,666	1.8%
Revenue Miles per Hour	10.4	10.2	1.5%	10.3	10.3	0.2%
Pass./Rev. Mile	6.2	6.0	4.1%	5.1	5.3	-3.5%
Pass./Rev. Hour	64.8	61.3	5.7%	53.2	55.0	-3.2%
Operations Expense	\$1,177,604	\$1,487,869	-20.9%	\$2,669,871	\$2,664,881	0.2%
Maintenance Expense	\$413,121	\$475,279	-13.1%	\$992,810	\$948,175	4.7%
Total Expenses	<u>\$1,590,725</u>	<u>\$1,963,148</u>	<u>-19.0%</u>	<u>\$3,662,681</u>	<u>\$3,613,056</u>	<u>1.4%</u>
Farebox Revenue	\$60,631	\$58,948	2.9%	\$138,371	\$140,712	-1.7%
Rev./Exp. Ratio	3.8%	3.0%	26.9%	3.8%	3.9%	-3.0%
Exp./Passenger	\$0.83	\$0.98	-15.1%	\$1.10	\$1.07	2.9%
Exp./Rev. Mile	\$5.19	\$5.87	-11.6%	\$5.65	\$5.68	-0.6%
Exp./Rev. Hour	\$53.96	\$60.16	-10.3%	\$58.36	\$58.59	-0.4%

DIAL-A-RIDE						
Passengers	1,971	2,860	-31.1%	4,437	5,673	-21.8%
Revenue Miles	7,071	9,215	-23.3%	16,091	18,926	-15.0%
Revenue Hours	690	885	-22.0%	1,592	1,849	-13.9%
Revenue Miles per Hour	10.2	10.4	-1.6%	10.1	10.2	-1.3%
Pass./Rev. Mile	0.28	0.31	-10.2%	0.28	0.30	-8.0%
Pass./Rev. Hour	2.9	3.2	-11.6%	2.8	3.1	-9.2%
Operations Expense	\$44,884	\$47,020	-4.5%	\$46,807	\$51,947	-9.9%
Maintenance Expense	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Total Expenses	<u>\$44,884</u>	<u>\$47,020</u>	<u>-4.5%</u>	<u>\$46,807</u>	<u>\$51,947</u>	<u>-9.9%</u>
Farebox Revenue	\$352	\$1,396	-74.8%	\$1,258	\$2,595	-51.5%
Rev./Exp. Ratio	0.8%	3.0%	-73.6%	2.7%	5.0%	-46.2%
Exp./Passenger	\$22.77	\$16.44	38.5%	\$10.55	\$9.16	15.2%
Exp./Rev. Mile	\$6.35	\$5.10	24.4%	\$2.91	\$2.74	6.0%
Exp./Rev. Hour	\$65.05	\$53.13	22.4%	\$29.40	\$28.09	4.6%

MOONLIGHT EXPRESS						
Passengers	19,163	22,505	-14.9%	33,706	41,981	-19.7%
Revenue Miles	7,122	7,371	-3.4%	12,200	12,837	-5.0%
Revenue Hours	482	531	-9.3%	850	928	-8.4%
Revenue Miles per Hour	14.8	13.9	6.5%	14.4	13.8	3.7%
Pass./Rev. Mile	2.7	3.1	-11.9%	2.8	3.3	-15.5%
Pass./Rev. Hour	39.7	42.4	-6.2%	39.7	45.3	-12.4%
Operations Expense	\$13,689	\$18,782	-27.1%	\$24,145	\$30,002	-19.5%
Maintenance Expense	<u>\$11,988</u>	<u>\$11,293</u>	6.2%	<u>\$20,533</u>	<u>\$19,666</u>	4.4%
Total Expenses	<u>\$25,677</u>	<u>\$30,075</u>	<u>-14.6%</u>	<u>\$44,678</u>	<u>\$49,668</u>	<u>-10.0%</u>
Exp./Passenger	\$1.34	\$1.34	0.3%	\$1.33	\$1.18	12.0%
Exp./Rev. Mile	\$3.61	\$4.08	-11.6%	\$3.66	\$3.87	-5.3%
Exp./Rev. Hour	\$53.26	\$56.61	-5.9%	\$52.56	\$53.54	-1.8%

CYRIDE QUARTERLY OPERATIONS REPORT

October 1st, 2016 to December 31st, 2016 (2nd Quarter)

	FY 2017 2nd Qtr	FY 2016 2nd Qtr	% CHANGE	FY 2017 YTD	FY 2016 YTD	% CHANGE
OPERATIONS REVENUE						
Farebox	\$60,983	\$60,343	1.1%	\$139,629	\$143,307	-2.6%
Transit Contracts	\$1,651	\$0	#DIV/0!	\$1,651	\$113,000	-98.5%
I.S.U.	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Student Body Government	\$244,365	\$2,179,310	-88.8%	\$244,365	\$2,179,310	-88.8%
City of Ames	\$796,856	\$851,239	-6.4%	\$916,514	\$867,383	5.7%
IDOT - STA	\$206,618	\$209,910	-1.6%	\$403,393	\$406,276	-0.7%
Section 5307	\$1,974,304	\$0	#DIV/0!	\$1,974,304	\$1,951,176	1.2%
Other Grants	\$52,871	\$36,230	45.9%	\$52,871	\$36,230	45.9%
Other	\$96,592	\$61,206	57.8%	\$134,510	\$93,419	44.0%
Total Operating Revenue	<u>\$3,434,240</u>	<u>\$3,398,238</u>	<u>1.1%</u>	<u>\$3,867,237</u>	<u>\$5,790,101</u>	<u>-33.2%</u>
TOTAL EXPENSES						
Administration	\$269,058	\$294,317	-8.6%	\$570,798	\$567,963	0.5%
Safety & Training	\$83,982	\$64,010	31.2%	\$174,318	\$129,964	34.1%
Promotion	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Bldg. & Grounds	\$69,697	\$79,596	-12.4%	\$147,728	\$154,333	-4.3%
Fixed Route	\$1,590,725	\$1,963,148	-19.0%	\$3,662,681	\$3,613,056	1.4%
Dial-A-Ride	\$44,884	\$47,020	-4.5%	\$46,807	\$51,947	-9.9%
Moonlight Express	<u>\$25,677</u>	<u>\$30,075</u>	<u>-14.6%</u>	<u>\$44,678</u>	<u>\$49,668</u>	<u>-10.0%</u>
Operating Total	<u>\$2,084,023</u>	<u>\$2,478,166</u>	<u>-15.9%</u>	<u>\$4,647,010</u>	<u>\$4,566,931</u>	<u>1.8%</u>
Farebox Revenue	\$60,983	\$60,343	1.1%	\$139,629	\$143,307	-2.6%
Farebox Rev./Exp. Ratio	2.9%	2.4%	20.2%	3.0%	3.1%	-4.2%
Admin. Expense/Pass.	\$0.22	\$0.22	1.3%	\$0.26	\$0.25	6.7%
Admin. Exp./Rev. Mile	\$1.19	\$1.25	-4.8%	\$1.32	\$1.28	3.3%
Admin. Exp./Rev. Hour	\$12.27	\$12.86	-4.6%	\$13.69	\$13.23	3.5%
Total Expense/Passenger	\$1.08	\$1.22	-11.8%	\$1.38	\$1.33	3.6%
Total Expense/Rev. Mile	\$5.85	\$7.06	-17.1%	\$6.87	\$6.84	0.4%
Total Expense/Rev. Hour	\$60.50	\$72.78	-16.9%	\$71.28	\$70.87	0.6%

Transit Director's Report

March 2017

1. Operating Contracts

CyRide staff is preparing two operating contracts for consideration at the April board meeting, which will either expire or require annual renewals at the end of June 2017: HIRTA and Central Iowa Transportation (CIT). Staff distributed surveys to its users of each of these services in February and the survey results, as well as a policy-level discussion regarding these contracts, will be presented at the April board meeting. Action at this meeting will allow for a smooth transition into another contract with the respective companies or alternative services being able to be implemented for the next school year, beginning in August 2017.

2. ACA Document Delay

Due to the Human Resources and CyRide's availability of time, completion of the ACA operating policy document, delineating how initial ,and changes, in CyRide driver employment would be addressed to comply with the Affordable Care Act, will be completed in April and presented to the Transit Board in April or May.

3. Driver Staffing Update

Currently CyRide has approximately 500 open driving hours due to the lag time between losing employees and the transit system's ability to hire/train new bus drivers. In comparison, last year at this time CyRide had more than 800 open driving hours to fill over the summer. The Training Department is currently developing a Summer Training Plan to identify:

- How many individuals need to apply per month
- How many new employees need to be hired per month
- How many new trainees need to begin/complete training per month, prior to August 2017

CyRide's goal will be to reduce the open driving hours to between 250-350 hours by August 15th, which represents typical employment levels to begin the school year.

4. CyRide Mechanic Retirement

One of CyRide's tenured mechanics, Jon Buss, will be retiring on March 31, 2017 after 27 years of service to CyRide. Jon has been an integral member of the Maintenance Division team, responsible for bus body repair and one of the "go to" employees when problematic repairs are required. Jon will be very much missed. Recruitment for this position will begin

as soon as possible, but typically finding qualified mechanics is a lengthy process. In the meantime, CyRide will need to outsource body work as CyRide will be losing its in-house expertise in this area.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: March 28, 2017
SUBJECT: System Redesign Preferred Scenario Selection

BACKGROUND: At the February 11, 2017 Transit Board meeting, board members were presented with details regarding a potential System Redesign service scenario called the “Transformative” option or Option 2. At that meeting a second scenario was recommended for consideration that would provide more moderate changes to existing CyRide services, which was called Option 1. Information regarding this new option was provided to transit board members in an email on February 17, 2017. Both of these options were presented at stakeholder and public meetings at the end of February/beginning of March, along with an online survey to gather opinions, which was available from February 22 – March 15, 2017.

INFORMATION: The Nelson Nygaard consulting firm will present, via a web conference, the public input results received regarding Options 1 and 2 and then share their recommended service scenario, based on public comments received through the public outreach process conducted in February and March. A map of the services contained in the recommended scenario and service frequency table for each route is attached. A presentation of services contained in this recommendation will be presented by the consultant at the March 25, 2017 meeting.

The original project schedule calls for the transit board to select a “preferred” option at the March 25, 2017 board meeting, with additional details regarding this option to be provided to the board at the April 2017 board meeting, which would include more details regarding schedules, implementation schedule and other more detailed information needed for implementation. The purpose of this aggressive schedule is to gain input prior the end of the spring semester so that all Ames residents could weigh in on the potential changes.

Selection of an option at this time does not commit the Transit Board to a final decision on any of the changes, but does signal its agreement and intent to proceed forward with the overall plan. Specific improvements would be brought to the Transit Board for approval in a future budget (fall of each year for implementation in the next fiscal budget) and would allow for additional public input, if the board directed staff to initiate this process.

ALTERNATIVES:

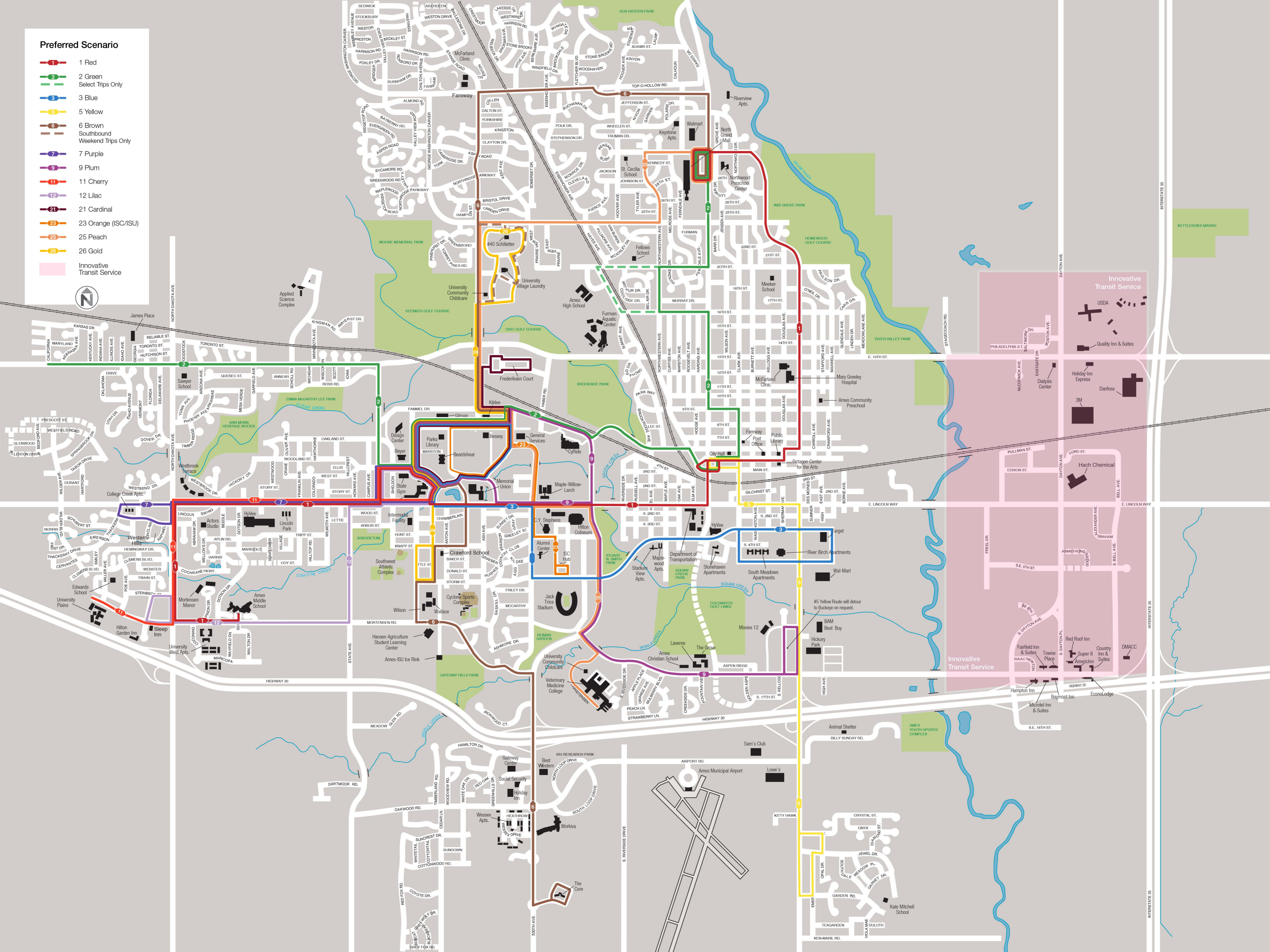
1. Approve the consulting firm's recommended option for future implementation.
2. Approve the consulting firm's Option 1 (Moderate Changes) for future implementation.
3. Approve the consulting firm's Option 2 (Transformative) for future implementation.
4. Approve a Transit Board-directed option for future implementation.
5. Defer action on selection of a "preferred" option until the April 2017 Transit Board of Trustees meeting.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to approve the consulting firm's recommended option as presented to the Transit Board. This option incorporates as much of the public's desired services as is financially possible; balances campus and non-campus rider changes and improves the efficiency and effectiveness of CyRide services, which was the overall goal of the study.

Preferred Scenario

- 1 Red
- 2 Green
- 3 Blue
- 5 Yellow
- 6 Brown
- 7 Purple
- 9 Plum
- 11 Cherry
- 12 Lilac
- 21 Cardinal
- 23 Orange (ISC/ISU)
- 25 Peach
- 26 Gold
- Innovative Transit Service



INTERSTATE 95

INTERSTATE 95

INTERSTATE 95

Route	Summary of changes	Frequency (minutes between buses)		Span	
		Existing (Peak)	Preferred Scenario (Peak)	Existing	Preferred Scenario
1 Red	Operates from Ames Middle School to ISU via Mortensen and S. Dakota (no left turn at Steinbeck/S. Dakota). Operate more frequently during peak times.	15 - 20	15	6:21 AM - 12:32 AM 7:11 AM – 10:26 PM (Saturday) 8:31 AM – 11:40 PM (Sunday)	6:30 AM - 12:30 AM 7:00 AM – 10:30 PM (Saturday) 8:30 AM – 11:30 PM (Sunday)
2 Green	Eliminate Ames High School deviation except for school start/end times.	20	20	6:22 AM - 11:28 PM 7:50 AM – 10:32 PM (Saturday) 8:33 AM – 11:38 PM (Sunday)	6:30 AM - 11:30 PM 8:00 AM – 10:30 PM (Saturday) 8:30 AM – 11:30 PM (Sunday)
3 Blue	Truncate to operate between S. Duff and ISU campus. Extend route to serve Target and Walmart more directly. Operate more frequently during peak times.	15 - 20	10 - 15	6:22 AM - 12:34 AM 7:19 AM – 10:27 PM (Saturday) 8:30 AM – 11:39 PM (Sunday)	6:30 AM - 12:30 AM 7:30 AM – 10:30 PM (Saturday) 8:30 AM – 11:30 PM (Sunday)
4 Gray	Consolidate with new all-day "Innovative Transit Service" zone in East Ames.	60 - 120	-	7:22 AM - 11:06 AM (4) 10:51 AM - 2:37 PM (4A) 2:05 PM - 9:19 PM (4)	-
5 Yellow	Provide all-day service from Southdale to Downtown via South Duff.	15-20	30	6:46 AM - 10:59 AM 3:17 PM - 6:52 PM 8:57 AM – 6:39 PM (Saturday)	6:30 AM - 7:00 PM 9:00 AM – 7:00 PM (Saturday)
6 Brown	In conjunction with high frequency service on new Gold Route, adjust Brown Route frequency to reflect demand. Operate through campus via Union-Lynn-Knapp-Welch-Storm. Operate later along entire route. Deviate weekend service to Schilletter and University Village in the southbound direction.	15 - 20	20-30	6:25 AM - 6:43 PM 5:40 PM - 10:15 PM (6A) 6:34 PM - 9:00 PM (6B) 8:34 AM – 8:15 PM (Saturday) 11:00 AM – 8:15 PM (Sunday)	6:30 AM - 9:00 PM 8:00 AM – 9:00 PM (Saturday) 8:30 AM – 8:30 PM (Sunday)
7 Purple	Improve span and add more trips. Begin route at Todd/S. Dakota; operate on campus via Welch-Union-Hayward in counterclockwise manner.	40 - 60	15 - 30	6:54 AM - 8:58 AM 3:02 PM - 5:25 PM	7:00 AM - 10:00 AM 2:30 PM - 5:30 PM
9 Plum	No changes are recommended.	20	20	7:08 AM - 10:22 PM	7:00 AM - 10:30 PM
10 Pink	New all-day "Innovative Transit Service" zone service in eastern Ames.	50 - 60	-	7:29 AM - 9:46 AM 2:55 PM - 5:31 PM	7:00 AM - 7:00 PM
11 Cherry	Rebrand #1A Red as #11 Cherry. Operate to ISU via Mortensen, S. Dakota, and Lincoln Way and on campus via Welch-Union-Hayward in counterclockwise manner.	8 - 20	7 - 15	7:20 AM - 6:59 PM	7:30 AM - 6:30 PM
12 Lilac	New express service from Dickenson to ISU via Mortensen and	-	20	-	7:00 AM - 10:00 AM

[NAME OF DOCUMENT] | VOLUME

[Client Name]

	State; operate on campus via Welch-Union-Hayward in counterclockwise manner.				2:30 PM - 5:30 PM
21 Cardinal	No changes are recommended.	8	8	7:10 AM - 10:22 PM	7:00 AM - 10:30 PM
23 Orange	Show more trips on schedule. No longer serves Vet Med.	10 - 20	4	6:30 AM - 10:20 PM	6:30 AM - 10:30 PM
25 Peach	New route between Vet Med and North Grand Mall via Stange and 24 th Street.	20	60	6:57 AM - 10:00 PM	7:00 AM - 7:00 PM
26 Gold	New high-frequency route serving Schilletter Village, University Village, ISU, and Towers.	20	10	7:06 AM - 5:51 PM	7:00 AM - 10:30 PM

April

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25 8:00AM Transit Board Meeting	26	27	28	29
30	Future Board Meeting Schedule	May 24 June 28 August 24 Call to Order at 8:00am				

2017