

AMES TRANSIT AGENCY BOARD OF TRUSTEES
CYRIDE CONFERENCE ROOM

April 25, 2017

1. CALL TO ORDER: 8:00 A.M.
2. Recognition of Outgoing Transit Board Members
3. Approval of March 28, 2017 Minutes
4. Public Comments
5. CyRide Paving Project Bids/Award
6. State Grant & Public Infrastructure Grant (PTIG) Grant Application
7. Surface Transportation Program Funding Request
8. Annual Dial-A-Ride Survey Results, Contract Renewal and Performance Measures
9. Cardinal Route Survey/Contract
10. Transit Director's Report
11. Set Spring/Summer Semester Meeting Times and Place:
 - May 24, 2017, 8:30 AM
 - June 28, 2017, 8:00 AM
 - August 24, 2017, 8:00 AM
12. Adjourn

The Ames Transit Agency Board of Trustees met on March 28, 2017 at 8:00 a.m. in CyRide's Conference room. President Haila called the meeting to order at 8:03 a.m. with Trustees Madden, Staudt, Haila and Valentino present. Absent: Trustees Gartin and Schainker. Iowa State University's Senior Vice President, Katherine Gregory, was also present.

APPROVAL OF MINUTES: Trustee Staudt made a motion to approve the February 11 and February 28, 2017 minutes as presented. Trustee Madden seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

Trustees Gartin and Schainker arrived at 8:05 am.

PUBLIC COMMENTS: Director Kyras shared the petition that had been received regarding ISU's Applied Science Complex (ASC) service request. President Haila acknowledged the public in attendance who wished to speak and asked each person to limit their remarks to three minutes when presenting their information.

PUBLIC IN ATTENDANCE: Debra Lee, System Redesign Steering Committee member, Jonathan Sturm, Hayward resident; Anne Grevstadt-Nordbrock, Hayward resident, and Lauris Olsen, Story County Board of Supervisors.

Ms. Grevstadt-Nordbrock shared with board members that she had moved to Ames two years ago from East Lansing, MI, which serves Michigan State University, where they were able to be within walking distance of the campus and the downtown area. She indicated that she and her husband had purchased an affordable home in Ames at 521 Hayward Avenue based on its walking distance from campus. She indicated that the proposed Gold route operating on Hayward Ave. would create unneeded bus traffic in a residential area and will lead to greater intensification of student-only housing in the area, which she believes is counter to the goals of the City. She also shared that students could walk from this area of Ames to campus and that CyRide's effort should be concentrated on areas that this was not possible. She also shared her thoughts about appropriate streets in the area that CyRide could operate on. She urged the transit board to consider not support the Gold route and instead increase service on the 6A bus route.

Mr. Jonathan Sturm echoed the same concerns Ms. Grevstadt-Nordbrock addressed and asked that the transit board reconsider placing the Gold route on their quiet, residential street.

Other individuals in attendance declined to provide comments.

TRANSIT ADVERTISING CONTRACT: Director Kyras provided history of the current advertising contract, indicating that the Transit Board in 2016 extended the contract for one year.

She indicated that this extension will expire on June 30, 2017 and that staff has developed a bid for services to begin on July 1, 2017. She indicated that two bids were received - Houck Transit Advertising, who currently manages CyRide's advertising and, Adspose, who provides advertising services for the Des Moines DART system. Both firms presented favorable proposals; however, Houck Transit Advertising's proposal would generate the highest revenue for CyRide, based on their percentage share and guaranteed revenue.

Trustee Madden made a motion to approve a contract with Houck Transit Advertising of St., Paul, Minnesota for exclusive rights to sell advertising on CyRide buses. Trustee Staudt seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

BUS SHELTER SINGLE SOURCE PROCUREMENT: Director Kyras shared that CyRide is in the process of moving away from its older style bus shelters and has been purchasing and installing new custom-designed shelters, which were designed through a collaboration between ISU and CyRide staff. She indicated that CyRide currently has 41 bus shelters of which six are of the new design. The shelters are custom made by Columbia Equipment Company, therefore, a single source bid is required for their purchase. Cost of these shelters is approximately \$21,457 per shelter. Under this procurement, CyRide would place an order for five shelters and a replacement wall for a shelter damaged by a car accident, for a total cost of \$112,013. CyRide has sufficient Federal Transit Administration funding for the purchase and is allowed to make a sole source bid if the product cannot be purchased from multiple manufacturers. Also, the City of Ames Purchasing Department has approved a single source bid and the purchase is contained in the City's Capital Improvements Plan.

Trustee Gartin said the shelters are a great addition and asked staff to look into placing cameras in all the shelters to make passengers feel safer while waiting at the bus stop.

Trustee Madden asked if there was still an issue in managing grocery carts by the Walmart and asked if there was a possibility of using these funds to develop a cart stall at the bus stop on South Duff. Barbara Neal, Asst. Director of Operations, said Walmart installed a perimeter cart system, so this problem has been resolved.

Trustee Madden made a motion to approve a single source procurement to Columbia Equipment Company, Inc. of Freeport, NY in the amount of \$112,013 for the purchase of bus shelters. Trustee Staudt seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

#9 PLUM ROUTE SERVICE REDUCTION PROPOSAL: Director Kyras provided information regarding CyRide's process to notify customers on the #9 Plum Route of possible service reductions during the next year. She shared the comments that had been received regarding this service reduction, indicating that thirteen comments had been provided. Of the comments received, four supported and nine were against the change and she shared their concerns:

- 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

Director Kyras then provided new information regarding the impact of this change on grants, System Redesign recommendations for this route and new developments to be constructed in the area. Regarding grants, she indicated that the Department of Transportation had communicated its concerns with current ICAAP grants, indicating that a total of \$479,233 dollars would be lost if the service was reduced next year. Further, she indicated that the System Redesign Plan indicated that a 20-minute schedule was justified based on current ridership, was recommended in the final plan and could result in a one year reduction of service only. Finally, The Quarter's development would be located along this route with an additional 500 student beds creating more demand for this route and if adequate service was not available, would drive to the Orange Route creating overcrowding issues on this route.

Director Kyras then explained possible ways to fund the second bus on the #9 Plum Route, if the board desired. First, the Student Government Trust fund is higher than desired and the \$94,000 to fund this second bus could be secured from the Trust Fund. Second, the \$94,000 could be taken from this year's closing balance, as it is anticipated to increase due to saving created by significantly lower fuel prices.

Iowa State University's Senior Vice President Gregory shared her concern with the challenge of providing service to all new developments. She indicated that CyRide grants, and its current local government funding structure, will not be able to continue to pay for all services needed. She also indicated a concern with balancing operational needs with adequate bus storage facilities and the cost to address this need. Trustee Madden agreed with the concerns that ISU Senior Vice President Gregory had regarding the ability to fund services in the future, but indicated that this was a one-year issue as the System Redesign restored the service under a fiscally-constrained model.

Trustee Schainker questioned whether there would be an actual loss of over \$400,000. Director Kyras indicated CyRide would lose this amount in its current or future operating budget and capital dollars to support CyRide's operation.

Director Kyras also shared that the #9 Plum route is a current route and not a new route extended to meet development of new apartments and indicated that the board's service philosophy adopted in 2015 supported this type of service modification. She also indicated that current service levels meet this demand and that the issue before the board was a reduction of service for potentially one year.

Trustee Schainker shared his discomfort in determining the service level on this route, prior to a final decision on the System Redesign services, specifically citing how it addresses the #9 Plum Route.

Trustee Valentino said he would support maintaining the existing 20-minute service level on the #9 Plum route and suggested funding the 2017-2018 operating budget deficit this creates with \$94,000 in funds from the Student Government Trust Fund.

President Haila recommended tabling the vote on this issue until after the next agenda item on the System Redesign Study. He also shared his concern in accepting private funding and then having to replace these funds in the future when the developer no longer supported the service.

Trustee Gartin shared his thoughts indicating that they mirrored Ms. Gregory's in needing to have a longer-term focus and plan to guide CyRide.

ISU Senior Vice President Gregory shared her thoughts regarding "keeping up" with city growth. She indicated that previously CyRide had the capacity to grow, so it was able to add service as the city grew; however, as the city has grown so quickly, she believes CyRide no longer has the ability to operate service to every new location. She indicated that CyRide will need to begin to make hard choices regarding its service.

Trustee Gartin made a motion to table this decision. Motion seconded by Trustee Staudt. (Ayes: Six. Nays: None.) Motion carried unanimously.

QUARTERLY OPERATIONS REPORT: Director Kyras briefly highlighted areas of change or concern in the quarterly report.

- Fixed Route ridership was lower, -4.5%, for the quarter
- Dial-A-Ride's ridership, passengers per hour and expense/passenger declined, 31.1% ridership reduction
- Moonlight Express ridership was lower this quarter, -14.9% and -19.7% for the year
- Passengers Per Comment –Statistic is positive year-to-date
- Farebox Revenue increased for the quarter; will wait to see if it is a one quarter event

TRANSIT DIRECTOR'S REPORT: Director Kyras briefly highlighted the topic areas in this report:

- **Operating Contracts** - CyRide staff will present two operating contracts next month, HIRTA and Central Iowa Transportation (CIT), which expires or require an annual approval at the end of June 2017.
- **ACA Document Delay** – CyRide shared that they were continuing to work on this document, but would most likely have it completed for presentation to the board in April or May 2017. President Haila confirmed that CyRide remains in compliance until this is accomplished.
- **Driver Staffing Update** – Director Kyras shared current staffing levels and compared it to the previous year at this time, indicating that CyRide is in relatively good shape. Trustee Madden asked if the preferential student scheduling benefit was positively impacting CyRide's staffing issues. Asst.

Director of Operations, Barb Neal, indicated that it was and that approximately 30 students were using this ISU benefit.

- **CyRide mechanic retirement** – Jon Buss, a valuable employee of 27 years and responsible for body repair on CyRide’s buses, will retire March 31, 2017.

Trustee Gartin left the meeting at 8:48 am.

SYSTEM REDESIGN PREFERRED SCENARIO SELECTION: Director Kyras provided background information from the previous System Redesign discussion on February 11, 2017, indicating that two options were presented to the public for input. She indicated that the scenario to be discussed at the current meeting represented the Consultant’s “preferred” scenario after receiving public input regarding the two previous options. She referenced the public comments that had been emailed to board members prior to the meeting. Thomas Wittmann and Cristina Barone, Nelson/Nygaard consultants, were in attendance via webinar and presented the “preferred” scenario.

Mr. Wittmann shared the public outreach process utilized and results of this process. He indicated that in addition to the comments received at public and pop-up meetings, the online survey had generated over 600 responses, with 30% of the respondents being non-riders and 18% with no affiliation to the ISU community. He noted a couple of significant findings from this input:

- **Option #1** – Customers liked the #1A Red route operating through campus, and its improve bus frequency.
- **Option #2** - A significantly larger number of individuals indicated a preference for Option #2, indicating that Option #1 “did not go far enough.”
- **Option #2** – Customer’s liked the proposed Peach route serving ASC and the Research Park.

Mr. Wittmann indicated that the “preferred” scenario reflected public feedback, the Ames market that supports transit, and considerations for existing operating conditions/challenges. He also indicated that the scenario was cost-constrained. He indicated that the “preferred” scenario included a combination of both Option #1 and #2 changes, as well as a few new ideas to address concerns raised with these two options. Any service change is anticipated for implementation in the fall of 2018.

Mr. Wittmann also shared how the “preferred” scenario aligned with the System Redesign Study’s guiding principles established by the Transit Board in August 2016:

- **Financial** - Recommended modifications stay within the maximum 5% increase
- **Rider Demographic** - Changes increase access to South Duff area, East Ames and other targeted areas meeting the desire to increase non-student ridership
- **Service Frequencies** – Most changes conform to the 20-40-min. guidelines, but demand in some areas required 30-60 min. levels due to anticipated ridership demand.

- **Geographic Coverage** – Overall there was no system wide change; however, there were minor coverage reductions in certain areas and improved coverage in others.
- **Travel Time** – No significant change is anticipated under the “preferred” scenario compared to existing service.
- **Safety** – Increases in safety are included in the “preferred” scenario in the campus area, as well as in the community (i.e. not having to cross S. Duff to access businesses and turn from Steinbeck onto S. Dakota).

Additionally, Mr. Wittmann indicated that operational goals were achieved in the “preferred” scenario to address capacity, load balancing and on-time issues. He indicated that the “preferred” scenario resulted in only two routes not being changed.

Mr. Wittmann then shared route/schedule changes included in the “preferred” scenario as a result of the following common feedback:

- More frequent scheduled service needed on Red, Blue, Orange, and new Gold routes
- Yellow route provided more coverage to south part of Southdale area (to Garden Rd.)
- Innovative Transit Services would be implemented to east Ames
- New Peach route would operate from Vet Med to North Grand Mall via 24th Street to replace proposed elimination of Blue Route north of campus
- Brown route service frequency was increased to 20-minutes between 8 a.m. – 10 a.m. from proposed 30-minute level to address demand

Mr. Wittman indicated that not all desired improvements were able to be included in the fiscally-constrained “preferred” scenario, with some of the high priority improvements for future implementation identified as follows:

- Applied Sciences and Research Park North Loop
- Yellow route extension to ISU campus
- Weekend service on Gold route
- Later evening service on Brown and Gold routes

Mr. Wittmann then described the routes/schedules contained in the “preferred” scenario in detail by area of Ames.

South Duff Commercial Area/Southdale Area:

- **Yellow route** – Recommendation is to operate service Monday- Saturday at a 30-minute service level from City Hall to a slightly larger loop in the Southdale neighborhood.
- **Blue route** – Extend this route to Target/Walmart; shorten route to campus only (eliminating north half of this route from campus) and improve the morning service frequency to every 10 minutes during peak hours

Transit members discussed the Yellow route and asked about the improved frequency to the Yellow route. Trustee Schainker asked for clarification for operating the route to Garden instead of Ken-Maril Rd. Mr. Wittmann indicated that the geography at Ken-Maril would make this turn unsafe for a bus to use.

Schilletter to Towers Area:

- **Gold route** - New all-day, 10-minute service between the Towers and Schilletter Village. Takes the highest ridership areas south of campus on the Brown route and north to Schilletter Village and provides high-frequency service to these areas.
- **Existing Blue/Brown routes** - Eliminates Blue route (north of campus) and reduces service level on Brown route.

Mr. Wittmann explained that the Gold Route accomplishes several goals: Reduces extras on the Blue and Brown routes and equalizes loads on buses with a potential to eliminate three vehicles during the peak hour serving these areas. He indicated that the challenge with this route is how to turn the bus around at the Towers indicating that the Hayward Ave. neighborhood was opposed to operating the Gold route on Hayward Ave. He indicated that all possible route configurations to address this issue were analyzed and that each solution created challenges for the residential area; however, he indicated that the Gold route created greater efficiencies and lower costs to serve the same demand.

Trustee Schainker shared that he could not support the new Gold route due to the impact that it had on the neighborhood and on the Welch/Lincoln Way intersection. Mr. Wittmann indicated that 19 buses would travel through this intersection and that this represents one less bus than currently operates through the intersection today. Trustee Schainker shared that he could not support the route as it is currently configured. Trustee Staudt shared his thoughts about the Welch/Lincoln Way intersection. He indicated that while the traffic study indicated concerns, he indicated that buses would always have to operate on Welch between the Towers and campus, as there were no other roadways to connect these two high demand areas. He also indicated his belief that removing buses from the intersection would not solve the issues found in the study. ISU Senior Vice President Gregory stated her belief that moving 50 people on a bus through this intersection was preferable to 50 people walking through the intersection. Trustee Valentino suggested alternative routing for the Gold route, operating on Stanton and utilizing a turnaround at the Towers. Mr. Wittmann indicated that service from West Ames would increase the number of buses approximately 10 buses an hour, but would be traveling from the west to the north through the intersection, which has a protected turn lane.

ISU Senior Vice President Gregory shared her thoughts that the concerns raised in the Lincoln Way study were not vehicle or signal concerns and, therefore, did not believe that reducing buses would resolve the issue. Mr. Madden agreed and indicated that he believes more education about safety at this intersection would be beneficial. ISU Senior Vice President Gregory also raised the issue that approving the Gold Route as proposed would make it very difficult to close down a portion of Welch Avenue to allow only pedestrians on this roadway in the future.

Trustee Madden asked that if a turnaround constructed at Storm/Welch could be a possible resolution to the turnaround issue. Mr. Wittmann indicated that it was a possibility, but that further analysis would be needed to make sure there was sufficient space to place a turnaround and then capital dollars would be needed to complete its construction.

Trustee Schainker asked if it was possible to use the Intermodal Facility as a turnaround. Director Kyras indicated that the bus would need to travel Hayward Ave. to get to the facility so would not resolve the neighborhood issues.

Trustee Madden offered other suggestions to turn the bus around using the Hansen Learning Center as a turnaround, or constructing a roadway north of Towers, by the existing load dock, to connect with Hayward Ave.

Trustees directed staff to explore other turnarounds options for the Gold route, so that bus service does not affect the neighborhood.

West Ames Area:

- **Red route** – No change in the route, showing more trips in the schedule
- **#1A route (rebranded as Cherry route)** – Start route on Mortenson, west of S. Dakota, eliminate Steinbeck and Dickenson stops and dropping passengers on Union Dr. near Friley, show more trips in the schedule
- **Lilac** – New express route from Steinbeck/Dickenson, along Mortenson Rd. to campus, dropping passengers on Union Dr. near Friley

Mr. Wittmann indicated positive feedback from the public on this set of changes. He indicated these changes would balance the capacity on buses providing service to West Ames and provide more options, with more bus trips showing on the schedule. Also, these changes are a way to increase the frequency to West Ames by shortening service on campus by not operating to Osborn Dr.

Campus Area:

He indicated that passengers have been trained to be at the bus stop every 20-minutes and that all buses travel through campus, but that this proposal would change both of these perceptions. There would no longer be “platoons” of buses operating just before or after class times, which would reduce bus congestion on Osborn Dr. He indicated that all service from West Ames to ISU would serve south campus only, which significantly reduces the number of buses on campus during peak demands.

Research Park, Vet Med and Applied Sciences:

- **Peach route** – New route connecting Vet Met to North Grand Mall via 24th St. to replace eliminated Blue route north of campus
- **Brown route** – Morning peak 20-minute service, remainder of day 30-minute frequency until 9 pm, reroute to Lynn Knapp from Welch Ave., weekend service to the Research Park

Northeast Ames Area:

- **Green route** – Modify north half of route to serve Ames High School before and after school only
- **Peach Route** – Would serve 24th Street area at 60-minute service level

East Ames Area:

- **Innovative Transit Service Zone** – Replaces Pink and Gray routes in East Ames. It would be a flexible Dial-a-Ride area providing door-to-door service within the zone, connecting to City Hall to travel throughout the city.

President Haila asked for further clarification on how this zone service would work. Mr. Wittmann indicated that passengers would have a location to call and, mostly likely, a small bus would meet buses from other routes at City Hall and the zone bus would then take passengers where they needed to go within the zone. To return, passengers would call a number, and a bus would pick that person up to meet hourly at City Hall to access other CyRide routes. He indicated that this service could change over time into a provider, like Uber or a taxi, providing this service instead of CyRide; however, CyRide would most likely need to start the service before arrangements could be made to have a third-party provide trips. Director Kyras shared her perspective on why this new zone service was chosen over operating a fixed route on the east side of Ames. She indicated that the fixed route could not provide service to both the DMACC areas and the E. 13th & Dayton areas and current passengers at E. 13th and Dayton would be left without an option to use public transportation under the fixed route option. The zone concept allows service to both areas.

Transit Board members held a general discussion regarding the service changes presented in the “preferred” scenario. Trustee Schainker shared his concerns in four areas:

- A belief that CyRide would not be serving the East Ames area well.
- A belief that the same route coverage in the Southdale area must be maintained in the final scenario. He acknowledged that the Yellow route provided better service along the S. Duff corridor, especially with the Blue route extended to Target/Walmart, but he believes that the current Blue route provides adequate coverage for this area without the extension.
- The timing of this study, prior to the completion of a new Land Use Policy Plan, could make this plan in conflict with decisions made in this plan, citing new developments and the need to balance city/university service needs.
- Gold route alignment through neighborhoods and Welch/Lincoln Way intersection.

Trustee Madden acknowledged Trustee Schainker’s concern regarding the Land Use Policy Plan; however, indicated that it could be 3-4 years before that plan was completed and a transit review could happen after this plan was completed, as it was beneficial to review routes every five years.

The discussion returned to the Gold route and difficulties in turning the bus around. Suggestions for other streets in the area were offered. Director Kyras recommended

searching for a solution that did not require the bus to circulate through any of the streets in the Campustown residential area, as other residents would be concerned if the route operated on their street. ISU Vice President Gregory asked if the Hansen Learning Center parking lot had been explored and Director Kyras said that it had not as it was difficult to operate a bus across Mortenson without a stop light to control traffic. She indicated that delays as a result of this could cause the need for an additional bus at a cost of \$150,000 to \$200,000 to maintain the frequency and a reliable schedule.

Trustee Schainker asked why a Gold route was needed as the current Brown route was serving this need. Director Kyras indicated that the Gold and Brown route changes moved resources to parts of each route to match the demand from riders. She indicated that the Brown route demand south of the Towers did not justify current service levels and many nearly empty buses were currently operated to the Core building. She said that the “preferred” scenario moved buses around on these two routes to match service levels with the demand along these routes. Mr. Wittmann shared that from a ridership perception, CyRide is spending a lot of dollars with no return.

Trustee Staudt asked for further clarification on the Peach route, suggesting that it could operate through Schilletter Village. Mr. Wittmann indicated that the Peach route was not designed for University Village housing, as it would operate with a small vehicle at a 60-minute service level.

A question was raised about getting more coverage in Southdale on the Yellow route. Mr. Wittmann indicated that the roundtrip time required on the extended service into Southdale would take 40 minutes; therefore, to do this it would require two buses instead of the one bus allocated to the route under the “preferred” scenario, thereby increase resources and cost.

President Haila clarified that the current Yellow route operates every 30 minutes in the morning and every 40 minutes in the afternoon and averages five minutes late on these trips. He then indicated that the “preferred” route scenario would shorten the route enough to make it a 30-minute trip. Mr. Wittmann shared that on weekdays it is currently schedules a roundtrip at 32 to 33 minutes, which is why it would need to be scheduled every 40 minutes if the route is not shorten. He indicated that providing two buses to maintain this larger loop in Southdale would serve very few passengers.

Trustee Staudt asked how many rides the Yellow route provides and over what time period. Mr. Wittmann did not have the number available at that meeting, but indicated that approximately 10 people over the course of the day would need to walk more than ¼ mile. Trustee Staudt asked if the lower ridership on this route was because of the current service level. Mr. Wittmann said there are two factors contributing to lower ridership: 40-60-minutes service levels and single family housing areas tend to generate lower ridership. Further, he indicated that there are a limited number of riders that will be attracted to public transportation from a residential area. Mr. Wittmann shared industry standards on route frequency and ridership that indicated the Yellow route could be 25% higher operating a 30-minute schedule than on a 40-minute schedule. Also, Director Kyras shared

that CyRide currently provides service on the Yellow route with a small bus. The turns in the Southdale area do not allow for a 40 ft. bus to maneuver through this area, so CyRide would need to purchase one or two 30-35 ft. buses to operate this service, if it was decided to operate through the neighborhood.

President Haila asked why the Yellow route was placed in this area years ago. Director Kyras indicated that it was initially a lower income area that could benefit from CyRide services. Director Kyras indicated that staff had surveyed current riders on whether a shorter, higher-frequency route was preferable over the route travelling through the Southdale area with less frequent service. The surveys indicated that 41% chose the route operating through Southdale, less frequent service and 59% chose the shorter/more frequent route; however, non ISU-affiliated riders had a slight preference for the route through the Southdale area. President Haila shared that it is a difficult chose with no clear direction.

Trustee Schainker questioned why some CyRide routes operate in a neighborhood and others do not, citing inconsistency in CyRide routes throughout the community. Director Kyras indicated that it was not a “one-size fits all” approach that could be taken and that the number of riders in an area and safety played a role in how/where services were located.

The discussion then transitioned to the Innovative Services zone service, with concerns were raised about how this new type of service could be successful. Director Kyras then shared the results of a survey staff coordinated with DMACC on regarding student preferences for the zone service versus the Gray route. She indicated that 75% of students were in favor of the Gray route and 25% for the zone service. However, she indicated that if the Gray route were chosen, current customers at E. 13th and Dayton would no longer have any type of service. A discussion of the number of customers (approx. 5 per day) and the need for service to the E. 13th & Dayton area ensued.

President Haila confirmed that the System Redesign plan would begin to be implemented in the fall of 2018 and asked if the zone service was not successful, if it could be modified in May of 2019. Director Kyras indicated that new routes take time to get established and changing services is not typically done easily, as individual rely on these services for moving around the community.

Trustee Staudt ask for clarification on whether there was a difference in cost to operate the zone versus the fixed route. Director Kyras indicated that there was no financial difference.

President Haila asked if CyRide had talked with the hotels in the S. 16th area. Director Kyras said that she had not, but typically riders in this industry tend to be in lower paying jobs and the flexibility of the zone service would benefit these individuals. Shari Atwood, CyRide’s Transit Planner, indicated that she had spoken with Human Service agencies and they had indicated no preference over the two types of service, but that they appreciated 60-minute, all-day service included in both options.

President Haila shared his concern that he thought that the Transit Board should delay taking action on the System Redesign Plan until all board members could be present and his concern about taking action before the impact on Union Dr. is fully known. A discussion was held on timing of the study and the impact that a delay would make on completing the study while students were still in Ames. Trustee Schainker shared his concerns indicating that he did not want to delay action until fall. There was a consensus to not take action at this meeting and to schedule a special meeting to further discuss the scenario; however, President Haila asked for the board's comments or consensus on the "preferred" scenario route changes discussed at the meeting.

- **# 1 Red Route** - Transit board members were supportive.
- **# 2 Green Route** - Transit board members were supportive.
- **# 3 Blue Route** - Transit board members were supportive.
- **# 4 Gray route** - Transit board members were supportive of eliminating Gray and Pink routes and implementing the Innovative Service Zone. Discussion on this service focused on the zone service as a way to serve a low ridership area with minimal resources. Trustee Schainker asked how this type of service is promoted and Mr. Wittmann indicated that most transit systems call it an "On Call" service and then educate people on how to use this. This zone will be serve a different clientele than CyRide's current Dial-A-Ride service and typically employers are willing to make information available to their employees.
- **# 5 Yellow** – Delay; additional discussion at next meeting.
- **#6 Brown** – Delay; additional discussion at next meeting.
- **#7 Purple** - Transit board members were supportive.
- **#9 Plum** – Transit board members were supportive.
- **# 10 Pink** – Transit board members were supportive of eliminating this route.
- **# 11 Cherry** – Transit board members were supportive.
- **# 12 Lilac** – Transit board members were supportive.
- **#21 Cardinal** – Transit board members were supportive.
- **#23 Orange** – Transit board members were supportive.
- **#25 Peach** – Transit board members were supportive.
- **#26 Gold** - Delay, need additional information at next meeting.

ISU Senior Vice President Gregory left at 10:45 am.

Direction was provided to staff regarding the additional information needed on the three routes. On the Gold route, board members desired more options to avoid turning the bus around in the neighborhood. It was suggested that CyRide, city and ISU staff seek out new options for this challenge. Also, additional information on the number of buses through the Welch and Lincoln Way intersection was requested. On the Brown route, no additional information in needed, but board members indicated that they were unable to take action on this route change until the Gold route was determined. On the Yellow route, staff was urged to look at more creative options to serve the S. Duff and Southdale areas.

Trustee Valentino left the meeting at 10:48 am.

Board members agreed to delay action on the #9 Plum route service until after approving a System Redesign Plan at a meeting tentatively scheduled for April 13, 2017 at 8 am.

MOVE TO ADJOURN: Trustee Schainker made a motion to adjourn the meeting at 11:03 a.m. and Trustee Staudt seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

SPRING SEMESTER MEETING DATES AND TIMES:

- April 25, 2017, 8:00 AM
- May 24, 2017, 8:00 AM
- June 28, 2017, 8:00 AM
- August 24, 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: April 25, 2017

SUBJECT: Recognition of Outgoing Board Members & MPO Representation

BACKGROUND: Under the City of Ames Municipal Code creating the Ames Transit Agency, four of the six seats on the Transit Board of Trustees will expire on May 15, 2016. However, the terms of two of these seats have been extended as follows:

- Mayor's Appointee (currently served by John Haila) will be extended to May 15, 2019
- Student Government Appointee – (currently served by Steven Valentino) will be extended to May 15, 2018

INFORMATION: Outgoing board members will be recognized for their contribution to CyRide's operation in the community. These members are Cole Staudt and Tim Gartin.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: April 25, 2017
SUBJECT: CyRide Paving Projects Bids/Award

BACKGROUND: CyRide has completed concrete driveway and parking lot improvement projects for the past several years to replace sections original to the building. The concrete pavement at the east entrance of the CyRide facility has deteriorated over time and is currently in need of replacement. CyRide bid the project last year, but the bids came in over budget. Since the project was bid late in the construction season, bids were rejected and improvements were deferred until this year.

INFORMATION: CyRide staff has been working with an architectural and engineering consultant to refine last year's plans and specifications and prepare these documents for bid again this year. Current plans call for the demolition and replacement of approximately 5,000 square feet of existing pavement and curb, and the installation of a storm sewer drain. Installation of a pole mounted light to improve lighting in the area has been included as an alternate (see attached map for location of pavement section to be replaced). An alternate was also included for a new LED light to illuminate an area where bus drivers have indicated they are unable to adequately see when entering CyRide property at the east entrance, creating a safety issue.

The attached four bids for the project were received from area companies and are summarized below. JAS Construction LLC, of Altoona, IA submitted the low base bid of \$58,491.

Company	Base Bid
JAS Construction, LLC	\$58,491
Day Construction Services, LLC	\$69,400
Manatt's Inc.	\$76,140
Woodruff Construction, LLC	\$103,000

The project budget is \$99,565. Local funding will be used for the project as listed in the 2016-2017 Capital Improvements Plan. \$75,000 was budgeted for the project last fiscal year and \$75,000 during the current fiscal year. The combined \$150,000 budget was reduced to \$99,565

for the project due to unforeseen capital constraints on the budget. Actual available funding is reflected in the table below.

Funds Available	Dollars
FY16 Funds	\$ 50,435
FY17 Funds	\$ 49,130
Total Available	\$ 99,565

With the favorable bid amount, CyRide will be able to accept the new LED light and pole alternate, which was bid by the lowest bidder JAS Construction at \$4,400. The total contract amount for the low bid and alternate is \$62,891.

ALTERNATIVES:

1. Approve award of CyRide’s 2017 paving construction project to JAS Construction, LLC for \$62,891.
2. Direct staff to refine project plans and specifications with the Architect, based on Transit Board member direction and rebid the work.
3. Do not approve award of the CyRide paving project.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to award the paving construction project to JAS Construction, LLC. This was the lowest bid, is below the established budget for the project and allows CyRide to improve a safety concern on its property.

NOTES:

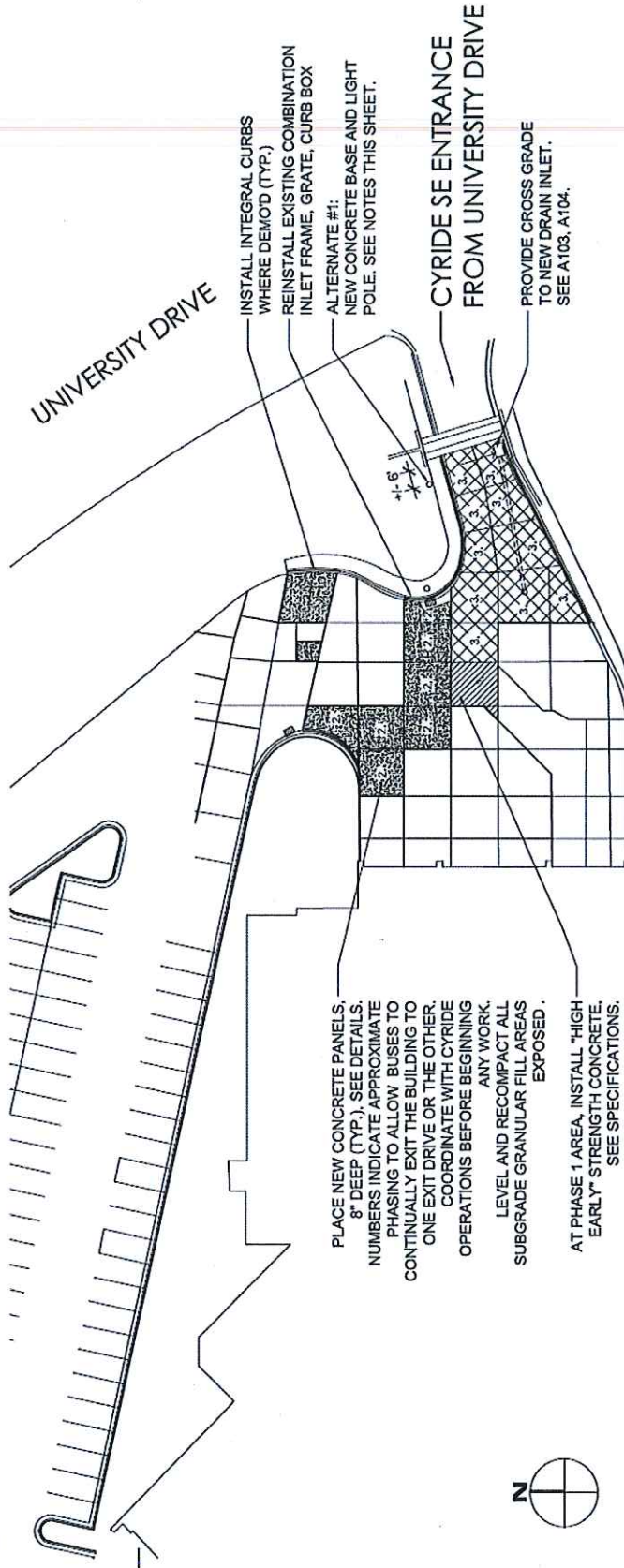
- CONTROL JOINTS TO BE CUT TO COORDINATE W/ EXISTING CONC. CONTROL JOINTS
- ALL WORK TO BE PHASED WITH OWNER FOR COORDINATION & APPROVAL TO MAINTAIN BUS CIRCULATION
- IN GENERAL, MATCH EXISTING FINISH GRADES. AT DRAIN PROVIDE SLOPE TO DRAIN.
- REGRADE AND RESOD EXISTING GRASSED AREAS DISTURBED BY NEW WORK. REMULCH AREAS DISTURBED IN EXISTING PLANTING BEDS.
- ALTERNATE #1: PROVIDE NEW LED LIGHT PILE AND CONCRETE BASE. SEE DETAILS A103.

AREA OF REPLACEMENT



NEW INLET AND DRAIN STRUCTURE. SEE CIVIL

2 EXISTING SITE PHOTO
1" = 40'



1 NEW CONSTRUCTION PLAN
1" = 40'

CITY OF AMES, IOWA	5% Bid Bond	Bidder Status Form	Provide all labor, equipment, materials, and other components necessary to complete the CyRide Paving Renovations 2017 in accordance with City of Ames specifications.	Proposed Start Date:	Proposed Completion Date:	Alternate Item: Provide new LED light, pole and base to match existing, with associated electrical connections.
Mike Adair, Procurement Specialist II Ph: 515-239-5125 * Fax: 515-239-5325						
BID NO. 2017-123						
CyRide Paving Renovations 2017						
BIDDERS						
JAS Construction LLC	Yes	Yes	\$58,491.00	5/15/2017	5/25/2017	\$4,400.00
Day Construction Services LLC	Yes	Yes	\$69,400.00	6/1/2017	7/1/2017	\$9,400.00
Manatt's Inc.	Yes	Yes	\$76,140.00	4/17/2017	8/1/2017	\$4,620.00
Woodruff Construction, LLC	Yes	Yes	\$103,000.00	5/1/2017	5/31/2017	\$4,800.00

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: April 25, 2017
SUBJECT: State Grant & Public Infrastructure Grant (PTIG) Grant Application

INFORMATION: Annually, CyRide submits a grant application(s) to the Iowa Department of Transportation (Iowa DOT) to support operating and capital needs for the transit system. The following briefly summarizes the application to be submitted by May 1, 2017 for funding during the 2017-2018 budget year.

<u>Operating</u>	<u>State/Federal Share</u>
State Operating Assistance (Estimate based on 5.52631243% of available funding)	\$824,406
Federal Section 5310 Elderly and Disabled Funding Assistance for ADA Service Contract with HIRTA (Partial funding, as carryover funding from previous years will be used to provide a full year of funding anticipated to be approximately \$260,000)	\$103,249
TOTAL Operating	\$927,655

<u>Capital</u>	<u>Federal Share</u>
Federal 5339 Discretionary Grant Request For 8 - 40' Heavy-duty Replacement Buses w/cameras (\$3,883,600 total)	\$3,258,560
Federal Section 5310 Elderly and Disabled Funding For Associated Transit Improvements – Bus Stops	\$160,000
Public Transit Infrastructure Grant For Three (3) Hydraulic In-Ground Bus Lifts	\$405,009
TOTAL Capital	\$3,823,569

TOTAL STATE GRANT APPLICATION \$4,751,224

State operating assistance and Elderly and Disabled 5310 formula dollars are the only funding that CyRide is assured of receiving. All other funding sources for state bus replacements and

Public Transit Infrastructure grants are competitively selected at the state level and CyRide will be informed of the selection decisions during the 2017-2018 year.

The local match requirement for these projects are as follows:

- **State Operating Assistance** - No local match is required for State Operating Assistance
- **Section 5310** - The Section 5310 capital and operating projects are currently included in CyRide's 2017-2018 operating and capital budgets. The 20% local match is \$65,812.
- **PTIG** - The PTIG hydraulic lifts/hoists project is currently included in CyRide's 2017-2018 capital budget and City of Ames Capital Improvement Plan, although at a lower cost. CyRide recently completed an independent cost estimate and the estimate is higher, which will be adjusted in the 2017-2018 capital budget. The total cost of this project is \$506,261 with a 20% local match of \$101,252. The three hoists original to the building will be removed and replaced with three hydraulic lifts in the bus maintenance area. The project includes:
 - Removal of three (3) existing lift hydraulic equipment, including remote tank and pump, and piping
 - Removal of existing lift assemblies
 - Removal of existing floor slab and approximately top 2/3 of existing concrete pit
 - Installation of new concrete foundation and pit walls
 - Installation of new piping including pit drains, hydraulic lines, and electrical controls
 - Installation of new lifts in new pits
 - Installation of new concrete floors, floor drains and new pit control station boxes
 - Installation of associated new electrical services.
- **Section 5339** - Section 5339 funding is not currently in CyRide's 2017-2018 capital budget, as funding received by the State of Iowa for bus replacements is competitively selected. CyRide will not be informed if its buses are selected until later into the 2017-2018 budget year. Buses can be federally funded at 80% (ICAAP) or 85% (5339) depending on the type of funds available at the time. CyRide cannot speculate at this time whether funding will be available to replace buses since the new statewide bus replacement list has yet to be developed. However, requesting replacement of CyRide's oldest and most utilized buses is anticipated to provide one or two buses for replacement through this process.

A public hearing will be held to discuss this application with the community on May 12, 2017 at 9:00 a.m. Written or oral comments from the public, if any, will be submitted to the Iowa DOT after this meeting in regards to this application.

ALTERNATIVES:

1. Approve the FY2018 State Grant Application subject to public hearing comments that address requested state funding.
2. Modify the FY2018 State Grant Application, based upon board priorities.
3. Reject the grant application and do not submit a state funding request for the 2017-2018 budget year.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to submit an operating and capital application to the Iowa DOT, as this application supports the enhancement of transit services in the Ames community and contains projects previously approved in the operating and capital budgets and City of Ames Capital Improvements Plan.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Sheri Kyras
DATE: April 25, 2017
SUBJECT: Surface Transportation Program Funding Request

BACKGROUND: The Ames Area Metropolitan Planning Organization (AAMPO) receives approximately \$1.4 million each year for transportation capital projects within the greater Ames community through the Surface Transportation Program (STP). Eligible capital projects include street improvements, traffic signalization, **transit capital**, bike paths, and other transportation enhancement projects. Currently, STP funds are programmed through 2019-2020; however, the AAMPO is soliciting grant applications for STP funding for the 2020-2021 budget year. Projects selected for this funding, and approved in the AAMPO's Transportation Improvement Program, could receive up to 80% federal funding.

The Ames Area MPO approved a CyRide request for \$225,000 last year for the 2019-2020 STP program for new bus capital. Other MPO's within Iowa and the nation provide STP funding for transit projects as well.

INFORMATION: The AAMPO will begin the selection process to allocate its 2020-2021 STP allocation to transportation projects. The specific 2020-2021 request CyRide could make would be to request \$225,000 (approximately 15% of the STP total allocation) for a second year of funding for the purchase of buses. This funding would allow CyRide to fund one additional new bus every two years or upgrade a 40' bus to an articulated bus (estimated at a cost of \$200,000 to \$225,000 more).

CyRide has identified the need for new bus purchases in the last several years of its Five-Year Capital Improvements Plan (CIP); however, sources of funding have yet to be identified in the latter years of this document. Therefore, STP funds would provide a funding source for new buses in the CIP in 2020-2021, representing a second year of commitment to bus capital under this federal program. CyRide would also include this project in the Transportation Improvement Program in May 2017. The AAMPO will consider requests for this funding at their May 18, 2017 Technical Committee meeting and subsequent Policy Committee meeting.

CyRide staff is seeking direction on submitting a request to include CyRide's bus project for consideration in the AAMPO's 2020-2021 STP project selection process.

ALTERNATIVES:

1. Approve a grant request of \$225,000 in bus capital funds from the Ames Area Metropolitan Planning Organization in STP federal funds for the 2020-2021 year.
2. Approve a grant request for a board-directed dollar amount from the Ames Area Metropolitan Planning Organization in STP federal funds for the 2020-2021 year.
3. Do not make a grant request for bus capital funds from the Ames Area Metropolitan Planning Organization in STP federal funds for the 2020-2021 year.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to approve a request for \$225,000 in federal STP federal funds from the AAMPO. Transit funds are an eligible item in the federal funding program and sources for new bus funding for CyRide are few. This will allow the transit system to help manage its average fleet age, which has been increasing over the past four years as CyRide has received only a few new buses.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: April 25, 2017

SUBJECT: Annual Dial-A-Ride Survey Results, Contract Renewal and Performance Measures

BACKGROUND: CyRide is required by the federal government to provide ADA Complementary Bus service (door-to-door service for the disabled) in the Ames community. Since 2003, CyRide has contracted for this service, called "Dial-A-Ride," with Story County's transit provider to operate Ames service in conjunction with their Story County service.

CyRide has conducted an annual Dial-A-Ride survey every year since 2011 to gain input on customer's overall impressions, as well as specific suggestions to improve service. Input from this survey is used to provide feedback to HIRTA regarding performance issues, as well as for the Transit Board of Trustees to consider renewal of its contract for ADA-required complementary transit services.

At the May 2015 Transit Board of Trustees meeting, board members approved a new three-year contract with HIRTA for Dial-A-Ride service. The 2017-2018 fiscal year will represent the third and last year of this three-year agreement. Each year, board members are asked to consider action on continuing Dial-A-Ride service under this contract for the next fiscal year. This survey will provide input for this decision.

If the board does not desire to continue contracting with HIRTA for the next fiscal year and to directly operate service, CyRide staff will need to hire additional drivers and dispatchers, purchase new vehicles and a software program to dispatch trips. The additional cost is estimated at over \$1 million dollars the first year and approximately \$600,000 each year thereafter. CyRide will receive approximately \$260,000 during the 2017-2018 budget year in federal support to operate this service if contracted to another transit provider and to purchase capital needed to support its operation.

Additionally, at the February 2015 board meeting, members requested staff negotiate with HIRTA staff prior to the 2016-2017 budget year regarding a contract addendum to include performance goals for next fiscal years' service. CyRide staff has worked with HIRTA staff to develop these measures.

INFORMATION: The purpose of this board item is to determine if CyRide will continue to contract with HIRTA to operate DAR service on behalf of CyRide. Information obtained from the annual survey will be provided to assist board members in determining actions to be taken regarding DAR service for the next contract year, as well as information regarding the established goals and actual performance measures achieved.

Survey Results

All eligible Dial-A-Ride customers were mailed a customer satisfaction survey on February 16, 2017. Of the 132 survey's distributed, 22 were returned for a 16.7% return rate, which is statistically significant. In comparison, CyRide received 38 surveys in the previous year's survey, with only a 10% return rate. The results from the 2017 survey (6th year of operation for HIRTA), as well as a comparison to the 2016 and 2015 surveys (4th and 5th years of operation) is attached and briefly summarized below. Also attached are the specific comments provided in the 2017 surveys by customers regarding service.

The following general highlights and variations from last year can be made:

- **Overall Satisfaction** - Overall satisfaction with the Dial-A-Ride service ("Satisfied" and "Very Satisfied") has increased slightly over last year, with 66.6% satisfied in 2017 compared to 65.3% in 2016; however, there was a significant reduction in the number of responses indicating they were "Very Satisfied," a reduction of 13.4%.
- **Service Improvement** - Customers indicated that there has not been as much improvement this year as in the previous year, with only 33% indicating that the service had improved this past year, compared with 48% indicating an improvement the previous year. Also, there was a slight increase in the number of respondents indicating that there had not been an improvement - +3.81%.
- **Reservations** – There were four questions regarding different aspects of reserving/scheduling of a trip, with mixed results. The responses indicated a belief that call-takers professionalism declined over the previous year from 76.92% to 54.44%; however, greater satisfaction was found in how often customers received a busy signal, were put on hold and a call returned on the weekend.
- **Scheduling** – Greater satisfaction was found in the responses this year compared to last year in negotiating a pick-up time, with 52.4% indicating that their trip was scheduled within one hour compared to 38.46% last year.
- **Bus Condition** – Greater satisfaction was found in the responses this year compared to last year on the cleanliness and condition of the buses, with 63.64% satisfied this year compared to 58.69% last year.
- **Driver Actions** – There was a slight decline in driver satisfaction with 72.73% satisfied this year compared to 84.62% and also a decline in drivers charging the correct fare. In discussions with HIRTA regarding these findings, they indicated that a major campaign this past year was to work with the drivers to collect the correct fare, which created more dissatisfaction from passengers, as fare were collected differently.

- **Safety** – Greater satisfaction was found in the responses this year compared to last year in safety-related actions, such as ensuring that wheelchairs are tied down appropriately. 100% of all responses indicated this occurred last year compared to 90% the previous year.

In summary, issues found in last year’s survey regarding telephone concerns have seen a significant improvement this past year, as well as safety and bus conditions. As discussed with HIRTA, a focus for this next year will be on customer relations.

One caution to point out is that the small total number of surveys returned (22) allows one negative comment to hold more weight in the 2017 survey than it did in the 2016 survey. CyRide and HIRTA staff are currently discussing if an alternative method of gathering customer input next year could address this issue by increasing the number of individuals responding.

Dial-A-Ride Performance Goals

The Transit Board directed staff to negotiate with HIRTA to mutually develop goals for CyRide’s Dial-A -Ride service. The measures below represent the board approved goals for the last fiscal year, ending on June 30, 2016. The table below details the results of the DAR service for the 2015-2016 year (FY2016) where 11,923 trips were provided over the year, as well as the previous year 2014-2015 (FY2015) for comparison purposes.

Type of Measure	Performance Measure	Goal	FY2016	FY2015
Financial	Cost/Passenger	\$16.00	\$12.82	\$16.38
Quality	Passengers/Comment (12,000/12)	1,000	5,961	NA
Quality	Passenger Rides Before/After Pickup Window	10%	14.7%	NA
Efficiency	Passengers/Revenue Hour	3.0	3.0	2.9
Safety	Passenger Injuries	0	0	1
Quality/Efficiency	On-Time Performance*	90.0%	94.5%	94.0%

In summary, HIRTA has met or exceeded all performance goals for last year, except for “Passenger Rides Before/After Pickup Window.” Discussions with HIRTA have resulted in examining whether the van that CyRide provided capital funds, and Story County/City of Ames provided operational funds for, could be better utilized to improve this performance measure, which would in turn improve service to Dial-A-Ride customers.

Contract Renewal

CyRide staff began discussions with HIRTA regarding renewal of the DAR contract for the 2017-2018 budget year. In these preliminary discussions, HIRTA indicated an interest in continuing to provide DAR service on behalf of CyRide. The attached email confirms this desire and their proposed rate structure for the 2017-2018 year. A comparison of current year rates versus proposed rates is described in the table below.

HIRTA Contract Rate for DAR Service

Rate Category	2016-2017 Budget Rate*	2017-2018 Budget Rate	% Change
Weekday Trips	\$14.03 per trip	\$14.31 per trip	2%
Weeknight Trips	\$46.53 per hour	\$47.46 per hour	2%
Weekend Trips	\$46.53 per hour	\$47.46 per hour	2%

* Per trip rates are used Monday through Friday during the day when Dial-A-Ride and HIRTA passengers are combined on one bus. The per hour rate is used when only Dial-A-Ride service is operated on evenings and weekends.

The above increases are within industry standards for transit operating contracts, the increase is also lower than last year (2 to 3.5%) and the cost per hour and trip is lower than CyRide's cost to provide the service.

Action for consideration at the board meeting will require a decision on whether to continue under the existing CyRide/HIRTA contract on the last year of this contract.

ALTERNATIVES:

1. Approve continuing the contract with Heart of Iowa Regional Transit Agency (HIRTA) for the 2017-2018 budget year at a 2% increase in rates.
2. Do not continue the contract with HIRTA for Dial-A-Ride service and begin directly operating service on July 1, 2017.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to continue a contract with HIRTA to provide Dial-A-Ride service next fiscal year. The operation of DAR service by HIRTA provides the most economical delivery of service within the community by combining DAR and HIRTA programs together as opposed to separate, at times duplicative services. Additionally, the number of customer comments received by CyRide has decreased in the last twelve months.

2017 DAR Survey Results

Question/Response	2017	2016	2015
1. How many times over the last 12 months have you ridden DAR Services?			
1. I have not ridden	8.70%	33.30%	14.70%
2. Less than 4 times a year	4.35%	5.60%	11.80%
3. Once a month	13.04%	8.30%	20.60%
4. Twice a month	0.00%	13.90%	8.80%
5. Once a week	30.43%	8.30%	8.80%
6. Several times a week	43.48%	30.60%	35.30%
2. Overall, over the past twelve months, how satisfied are you with the service you have been provided by DAR service?			
1. Very dissatisfied	14.28%	11.60%	3.20%
2. Dissatisfied	9.52%	7.70%	3.20%
3. Somewhat Satisfied	9.52%	15.40%	19.40%
4. Satisfied	38.10%	23.00%	35.50%
5. Very Satisfied	28.57%	42.30%	38.70%
3. Has Dial-A-Ride service improved this year?			
1. Improved	33.33%	48.00%	43.30%
2. About the same	42.86%	32.00%	50.00%
3. Not improved	23.81%	20.00%	6.70%
4. Please respond to the following questions by circling the number that best describes your experience this past year with Dial-A-Ride service. (Always response)			
1. Reserve trips, professionally/politely greeted?	54.44%	76.92%	68.75%
2. When scheduling trips, received a busy signal?	5.00%	13.04%	10.71%
3. When scheduling trips, put on hold for more than 3 mins.?	5.30%	20.00%	10.00%
4. When calling on the weekend to reserve a trip, call returned by 8 pm on Sunday?	10.00%	54.50%	6.25%
5. Ride scheduled within 1 hour of time requested	52.40%	38.46%	41.37%
6. Bus/Van clean and in good working condition	63.64%	58.69%	51.50%
7. Bus driver polite and helpful	72.73%	84.62%	67.74%
8. Wheelchair is tied down and anchored securely to the floor	100.00%	90.00%	77.70%
9. Bus driver charged the correct fare	66.70%	79.20%	77.41%
10. ADA card processed promptly	91.00%	75.00%	75.00%

Dial-A-Ride Customer Satisfaction Survey 2017

Q11 10) Please provide us with any comments/suggestions you have for improving Dial-A-Ride service (Be as specific as possible.)

Answered: 15 Skipped: 8

#	Responses	Date
1	None.	3/7/2017 1:35 PM
2	Calls have been answered better - faster this year. Twice in 2016, I was disconnected due to long wait time and had to start the queue over again. Thanks for improving.	3/7/2017 1:31 PM
3	One morning my daughter dropped me off at the Medical Arts building. HIRTA bus was dropping off a severely handicapped lady. He only walked her halfway to the door. She could not get the rest of the way or open the door herself - so I helped her. This should have been the bus drivers responsibility.	3/7/2017 1:29 PM
4	Perfectly satisfied. Appreciate reminder call.	3/7/2017 1:26 PM
5	Its too bad they do not go out of town at night or weekends anymore. I think they were getting quite a few of those. Now they probably lost a lot of ridership because of that. I don't know why they can't even if they break down they can always call a wrecker. They finally did something this week that they said couldn't be done and it was done today - Tuesday - for all my rides for Wednesday they got them all on my cellphone.	3/7/2017 1:23 PM
6	All well.	3/7/2017 1:19 PM
7	I don't know why I pay when I go to the foot doctor. The phone needs corrected. Please call the number several times one week and you will see it should be changed. Say they will not give some of us older ladies schedule trip plans and we must call every week for a trip at the same time.	3/7/2017 1:18 PM
8	Your weekend staff never calls back. They say on the recording will call back within an hour, but they don't call back at all. And we can't schedule any rides for the week with them on the weekends so I don't understand question #4.	3/7/2017 12:35 PM
9	Many times the drivers do not know how to get to my destinations. Drivers are late. Lack of communication. Takes over 20 minutes to schedule rides due to lack of knowledge by staff.	3/7/2017 12:31 PM
10	When I ride HIRTA it throws my back out causing me to be be-ridden. Have to go to Chiropractor. Other buses do not do this. I like CyRide buses better - would be help for me if they took rides back. (At least in city limits.) Hard to get to CyRide bus stop.	3/7/2017 12:29 PM
11	It seems to be getting harder to schedule rides. I email schedule exclusively. It usually takes 2-3 days to get a response back from a weekly work schedule set up.	3/7/2017 12:25 PM
12	I signed up with Dial-A- Ride, but your services were turned over to HIRTA. Thankful for service through HIRTA. It saves me money to get to work. Driver to and from work are excellent. ...Des Moines office, crazy way of doing things. Left waiting on hold a long time.	3/7/2017 12:22 PM
13	I am often told how busy your buses are and rarely is there every anyone else riding when I get on the bus.	3/7/2017 10:32 AM
14	Get more buses in Ames. Do much better with reservation time request. Would ride more, can't get timely reservation in Ames. Too hard to get a reservation.	3/7/2017 10:29 AM
15	Service has been horrible. One day not tool long ago me and another guy were waiting, his bus was supposed to be at 1:00, mine at 2:00. We never got picked up until 3:15. They guy that picked us up said he came from Story City - Never heard what happaned to our rides or why we had to wait so long. Need more phone people - can never get through.	3/7/2017 10:27 AM



Heart of Iowa Regional Transit Agency

HIRTA Public Transit

Boone • Dallas • Jasper • Madison • Marion • Story • Warren Counties

3/28/2017

Dear Sheri Kyras:

The Heart of Iowa Regional Transit Agency (HIRTA Public Transit) would like to indicate our interest in continuing the contract with CyRide for HIRTA to provide Complimentary ADA Paratransit services in the City of Ames.

We feel this is a successful partnership and look forward to continuing work with CyRide.

HIRTA is requesting compensation as follows:

- \$14.31 for day time hours (6:30am-6:00pm)
- \$47.46 for evening/weekend hours (after 6:00pm and weekends)
- Fuel surcharge to remain the same at a base rate for fuel being \$2.30 and monthly percentage based on fuel price range schedule.

Thank you.

Sincerely,

Julia Castillo
Executive Director

toll free: 1-877-686-0029 fax: 515-777-2745
2824 104th Street Urbandale, IA 50322

www.ridehirta.com



CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Sheri Kyras

DATE: April 25, 2017

SUBJECT: Cardinal Route Survey/Contract

BACKGROUND: At the April 29, 2016 Transit Board meeting, members approved a contract with Central Iowa Transit (CIT) to operate a portion of CyRide’s Cardinal Route for the 2016-2017 school year. This represented the second year of a contract with CIT for the provision of service on the Cardinal route. As a result of this contract, CyRide was able to reduce the number of drivers needed for CyRide’s operations by an equivalent of two operators and the number of buses by two as well.

The Cardinal route is currently operated by three different bus operators as detailed below:

Provider 1 – CyRide: Some morning and afternoon trips, all evening and “extra buses” with transit-style buses.

Provider 2 – CIT: Scheduled morning and afternoon/early evening service with two transit-style buses.

Provider 3 – Durham: 4-6 buses for one trip in the morning as “extra buses” to address overcrowding. School buses are used on the Cardinal Route service by the bus operator after completing its morning K-12 service.

INFORMATION: The end of the school year and CIT’s current contract is approaching; therefore, staff has analyzed customer satisfaction and efficiency of the route with the combination of the three different provider’s services to-date to determine if the coordinated project should be considered for implementation in the future. This analysis consists of:

- Customer satisfaction survey results
- Staff service observations
- Customer comments received throughout the year
- Comparison on contractor versus CyRide costs

Customer Satisfaction Survey

CyRide distributed a customer survey to Cardinal Route riders on CyRide, CIT and Durham school buses the week of April 11, 2016. Approximately 1,300 surveys were distributed with 177 returned for a 13.6% return rate and, therefore, is statistically significant. The information below provides a brief summary of the survey results.

Service Characteristics

CyRide asked customers to rate, from “1” to “5” with a **“5” rating being very satisfied and a “1” rating being least satisfied**, how each of the three bus services operating on this route were providing service. The table below provides an overall numerical rating with a “5” being the highest rating.

Question	CyRide	CIT	Durham
Overall Satisfaction	4.6	4.3	4.1
Driver Friendliness	4.6	4.4	4.5
Smooth Driving	4.2	4.0	4.2
Safe Ride	4.7	4.5	4.6
Driver Helpfulness (Answers Questions)	4.8	4.6	4.3
Bus Being On-Time	4.2	4.1	4.2
Cleanliness of Bus Exterior	4.6	4.4	4.5
Cleanliness of Bus Interior	4.6	4.4	4.5
Space Available on the Bus (Seated/Standing)	4.1	4.2	3.9
Availability of Wheelchair Lift	4.8	4.5	NA

Each service received at least a 4.0 rating on all characteristics with one exception regarding the space available on the Durham buses. However, the overall results of this survey were positive for each provider and represented increased satisfaction on each of the three services over last year, with students slightly more comfortable with CyRide service.

Overall Cardinal Route Service Rating/Recommend Service to A Friend

Respondents rated the Cardinal Route service, in total, as follows:

Excellent	42%
Very Good	41%
Good	15%
Below Average	2%
Poor	0%
Very Poor	0%

Over 98% of the survey respondents rated the service as “Good” or better, which is higher than last year’s survey at 95%. Also, 99% of respondents indicated that they would recommend service to a friend as opposed to 98% last year.

Positive/Negative Comments

CyRide received fewer comments this year, 80 compared to 129 last year (attached), regarding the service's quality, with a majority of the comments positively supporting how the service was operated this year. Negative comments are still be analyzed and will aid CyRide staff in any future possible contracting endeavors and service planning.

Staff Observations

CyRide staff monitored CIT buses throughout the school year with the following issues addressed:

- Listening to and use of the radio to coordinate with CyRide to ensure smooth operation between all buses (on-going)
- Wheelchair lift training and operations (two incidents)
- Safety issues regarding cellphone and ear bud usage and pedestrian awareness (three incidents)

Each of these issues was addressed with CIT and most concerns were addressed adequately and promptly. Additionally, the type and quantity of these complaints are consistent with comments regarding CyRide-provided service, with the exception of the phone, ear bud usage.

Customer Comments Throughout the Year

CyRide received four comments from customers regarding CIT’s operation of service under contract with CyRide. The most prevalent comments were driver skills in pedestrian awareness and smooth braking. CyRide expressed its concerns to CIT in these areas and, as a result, their trainer worked with their employees to address these issues.

Contractor Versus CyRide Cost Comparison

CIT’s current contract cost to provide two, 10.5-hour pieces of work per day is \$1,650, which is equivalent to \$78.57 per hour. This rate is lower than the previous year’s hourly cost at \$85.00 per hour, as operational efficiencies were able to be achieved when the pieces of work were increased from five to 10.5 hours per day. CyRide’s fully allocated cost has been calculated at \$86.00 per hour, with its direct cost of operation approximately \$60 per hour.

Overall, CyRide was pleased with CIT’s contracted service on the Cardinal Route this past year. While contracting with a private operator can create challenges when not directly controlling service in this type of service model, overall CIT has “stepped in CyRide’s shoes” in

delivering a quality service on this route. CyRide has also benefited from this contract by being able to reduce the total number of bus drivers and buses. As a result, a two-year Request for Proposal could be considered for the current year and to stabilize service on this route during the System Redesign implementation phase in 2018-2019.

ALTERNATIVES:

1. Direct staff to prepare a new Request For Proposal to received bids on service contracting on the Cardinal Route for the 2017-2018 and 2018-2019 school year for consideration at the June Transit Board meeting.
2. Do not contract with a private provider on the Cardinal Route for scheduled service during the 2017-2018 school year and directly-operate all services, except “extra buses” contracted with the Ames School District’s provider.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to seek bids for contracted bus service for the next two years to augment CyRide’s operations. This alternative will allow CyRide to meet its service needs during the next school year, as well as the following year when significant route/schedule changes will take place as a result of the System Redesign Service Plan. It would be difficult to successfully implement the System Redesign Plan and the additional service currently being provided by a contractor. With a satisfactory customer satisfaction rating on its contracted service during the 2016-2017 school year, this option provides a solid solution to operating a quality transit service in the Ames community during CyRide's transition from its current services to the new planned service under the System Redesign Plan.

#21 Cardinal Route Customer Satisfaction Survey - 2017

Q6 6. Please provide us with any positive or negative experiences you have had with the #21 Cardinal route service.

Answered: 80 Skipped: 97

#	Responses	Date
1	awkwardly quiet a lot	3/24/2017 2:04 PM
2	running to class bc no bus	3/24/2017 2:01 PM
3	generally good one time almost got sick b/c driver slammed on the brakes at every stop, there was no light braking, it was all or nothing	3/24/2017 1:56 PM
4	Fantastic handful of drivers. I have even become friends with a couple of drivers.	3/24/2017 1:51 PM
5	Overall very good service	3/24/2017 1:48 PM
6	Good drivers	3/24/2017 1:44 PM
7	I find the cardinal 21 buses very useful & efficient, however, I dislike the school buses as my knees are constantly pushed into the back of the seat in front of me. I also once left a calculator on one & it was never turned into lost & found.	3/24/2017 1:40 PM
8	Buses not being on time/Buses leaving students when they are walking up to it!	3/24/2017 1:36 PM
9	I have been late to class before a bus got to its stop 5 minutes early and left 3 minutes early, so I missed it and had to walk from Freddy.	3/24/2017 1:34 PM
10	some CIT buses have broken stop request sign	3/24/2017 1:32 PM
11	usually a nice, smooth ride. Sometimes the bus is late.	3/24/2017 1:29 PM
12	always be punctual. very good.	3/24/2017 1:27 PM
13	only thing I don't like is sometimes the bus can be very jerky and I get motion sickness a lot.	3/24/2017 1:26 PM
14	The bus doesn't come at the time listed on the schedule which causes me to be late to class.	3/24/2017 1:24 PM
15	Drivers are very helpful whenever you have a question for him/her.	3/24/2017 1:21 PM
16	It was great. Good job driving safely!!	3/24/2017 1:16 PM
17	Helpful drivers	3/24/2017 1:15 PM
18	The service is good. Very friendly and on time	3/24/2017 1:13 PM
19	Cyride does a very fine job.	3/24/2017 1:12 PM
20	The route takes me where I want to go. It is very nice	3/24/2017 1:11 PM
21	Great for getting from freddy to campus	3/24/2017 1:08 PM
22	This is honestly my most useful bus route-sometimes there are so many people that the bus falls behind schedule (that's my only complaint)	3/24/2017 1:08 PM
23	Friendly drivers always	3/24/2017 1:02 PM
24	Driver missing stops after cord pulled	3/24/2017 12:59 PM
25	Comes in handy when the weather is cold or rainy	3/24/2017 12:55 PM
26	Never on time later in the day. I see 3-5+ "not in service" buses drive past later in the day and no 21 bus until 10 min after the bus was supposed to be there. I'm assuming one of the not in service buses was a 21 bus	3/24/2017 12:52 PM
27	The CIT wheelchair service broke down at a stop and was a huge inconvenience to everyone.	3/24/2017 12:47 PM
28	I've been thrown to the ground because of how abruptly the bus took off.	3/24/2017 12:45 PM
29	The staff is always very friendly but the buses are usually very full and I wish they would spend more time at a stop because usually I'm within feet of the bus and it leaves.	3/24/2017 12:42 PM

#21 Cardinal Route Customer Satisfaction Survey - 2017

30	#21 cardinal bus schedule is often changing and that made my estimate time for the bus longer than I expected.	3/24/2017 12:38 PM
31	One time I was late to class because the driver would slow down or even stop to wave at passing bus drivers.	3/24/2017 12:36 PM
32	the drivers aren't always the smoothest. Sometimes they pack the bus to the point of people being on stairs-not safe!	3/24/2017 12:31 PM
33	request stop light is out on a certain bus. yellow request stop touch bars aren't good	3/24/2017 12:28 PM
34	The driver simply brake feel very uncomfortable in bus.	3/24/2017 12:26 PM
35	It's nice to take the bus rather than walking to class in the cold.	3/24/2017 12:24 PM
36	In general, I can usually count on a bus arriving in 10 min or less, which is great. I don't always have to plan ahead.	3/24/2017 12:22 PM
37	I like how often they come.	3/24/2017 12:15 PM
38	One time a bus driver slammed on the brake and made me hit my head on the pole.	3/24/2017 12:10 PM
39	the wheelchair lift doesn't work alot.	3/24/2017 12:06 PM
40	Take it every morning in the winter	3/24/2017 11:54 AM
41	maybe a little bias, but the older drivers are always a little nicer. Also, I prefer the cyride vs. CIT drivers	3/24/2017 11:52 AM
42	when somebody doesn't know how to work the rear door , a minority of drivers offer help rather than just driving away	3/24/2017 11:47 AM
43	Some buses atop running at Freddie, make us better aware of that.	3/24/2017 11:34 AM
44	sometimes drivers take a sharp turn and go over the curb	3/24/2017 11:32 AM
45	almost always on time	3/24/2017 11:28 AM
46	Nice Drivers	3/24/2017 11:26 AM
47	friendly drivers	3/24/2017 10:24 AM
48	Friendly Drivers	3/24/2017 10:23 AM
49	Pos-Gets me to point A to Point B Neg-There are times the bus does not arrive on time	3/24/2017 10:06 AM
50	The driver always smiles and greets people; it is a convenient route fro m classes and schedule.	3/1/2017 9:57 AM
51	All good.	3/1/2017 9:33 AM
52	I like that CyRide has a wide variety of destinations.	3/1/2017 9:25 AM
53	Would like it to run more often.	3/1/2017 9:21 AM
54	It's really nice; the bus stop location is very convenient.	3/1/2017 9:20 AM
55	Nothing overtly bad or super ggod to report. it's convenient and I use it every day.	3/1/2017 9:15 AM
56	Negative on school bus in the morning. Yellow stripes ____ . Same lighted next stop don't work.	3/1/2017 9:09 AM
57	I was right at the bus stop and the driver drove away.	2/27/2017 2:09 PM
58	Shows up frequently.	2/27/2017 1:56 PM
59	I've had some bus drivers wait when they saw me run for the bus and some look at me but still leave.	2/27/2017 1:44 PM
60	It's great as I use it everyday to go to and from Freddy.	2/27/2017 1:38 PM
61	It pick up at MU frequently which is helpful, good for campus circulator when coming to campus after lunch.	2/27/2017 1:33 PM
62	It shows up on time and take me where I need to go.	2/27/2017 1:29 PM
63	I lost my keys and they were returned with the driver the next day.	2/27/2017 1:27 PM
64	9:30 three buses leave at the same time, leaving a large gap from 9:25 to 9:55 am. Legs don't fit on school buses.	2/27/2017 1:25 PM
65	I was waiting one cold night in the entrance at Coover because it was too cold. When I saw the bus lights I ran out to the stop at the sidewalk. The driver yelled at me saying I had to wait out in the cold. The bus never waited on me. He was mean.	2/27/2017 1:21 PM
66	I really like the fact that yo do not have to show your ID. The people driving are always nice. I do wish that the Cardin #21 bus ran on weekends though.	2/27/2017 1:12 PM
67	When a bus left 10 minutes earlier for entire week (it was October).	2/27/2017 1:09 PM
68	Negative experience: I have experienced three 40-minute times waiting for a bus at night.	2/27/2017 1:07 PM

#21 Cardinal Route Customer Satisfaction Survey - 2017

69	Wish it ran on weekends.	2/27/2017 1:05 PM
70	Bery good.	2/27/2017 1:04 PM
71	Too crowded and not enough room	2/23/2017 9:15 AM
72	The driver is not aware when there are people near the bus - they don't wait to even look in mirrors to see if someone is coming. I was right next to the bus and it just left - didn't even look.	2/16/2017 4:50 PM
73	There have been a couple of times when a stop was requested and the bus driver continued past the bus stop.	2/15/2017 12:49 PM
74	I've had friendly drivers. I look forward to everyday! the bus is on time and will wait for people before leaving the stop.	2/15/2017 12:47 PM
75	Overalls this is the bus that I use the most throughout the year.	2/15/2017 12:43 PM
76	You guys take me everywhere I need to go. Best route on campus.	2/15/2017 12:41 PM
77	Always helpful, bus drivers are normally very friendly.	2/15/2017 12:39 PM
78	Very friendly, usually a safe and quick trip.	2/15/2017 12:37 PM
79	I like it.	2/15/2017 12:35 PM
80	CIT is terrible. Their drivers are not friendly and their driving is terrible.	2/13/2017 12:13 PM

Transit Director's Report

April 2017

1. 2016-2017 Ridership Update

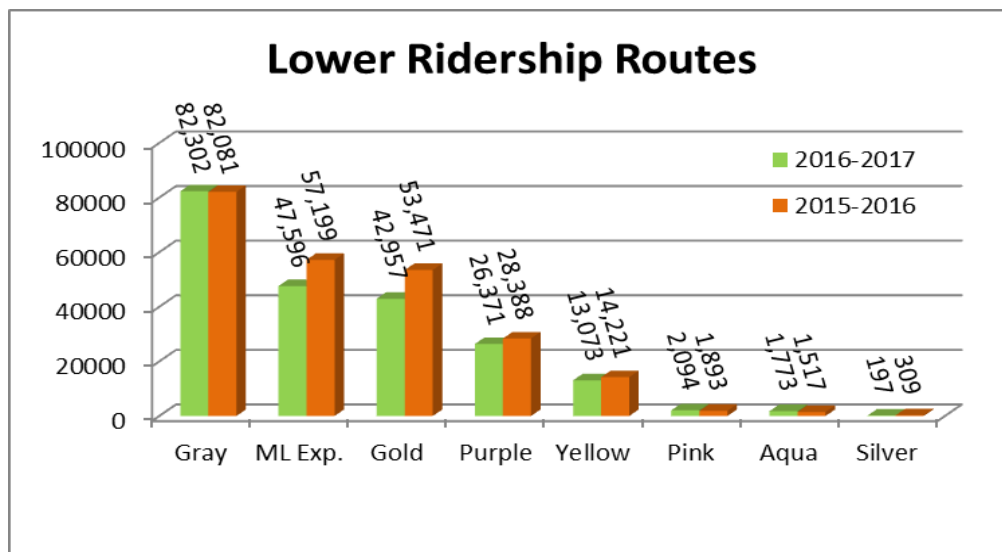
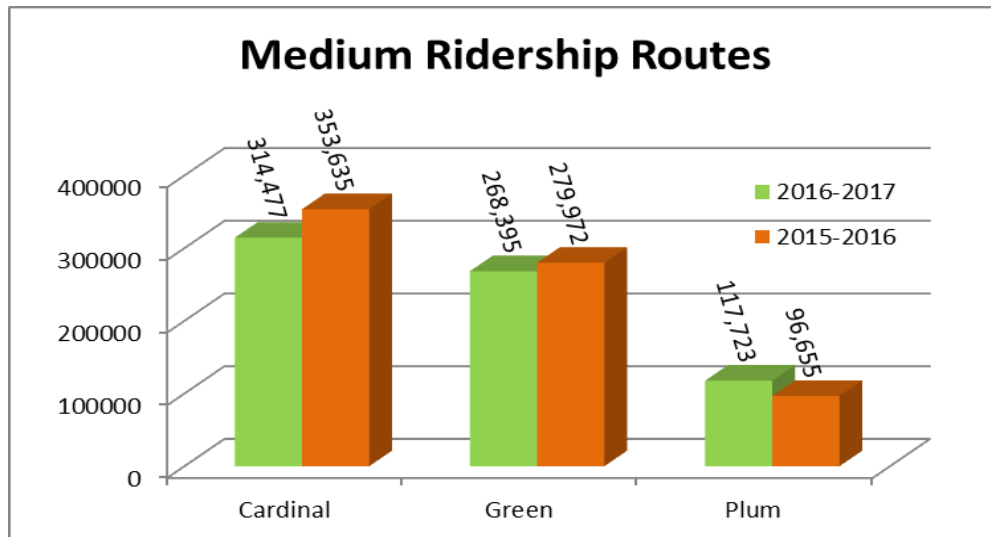
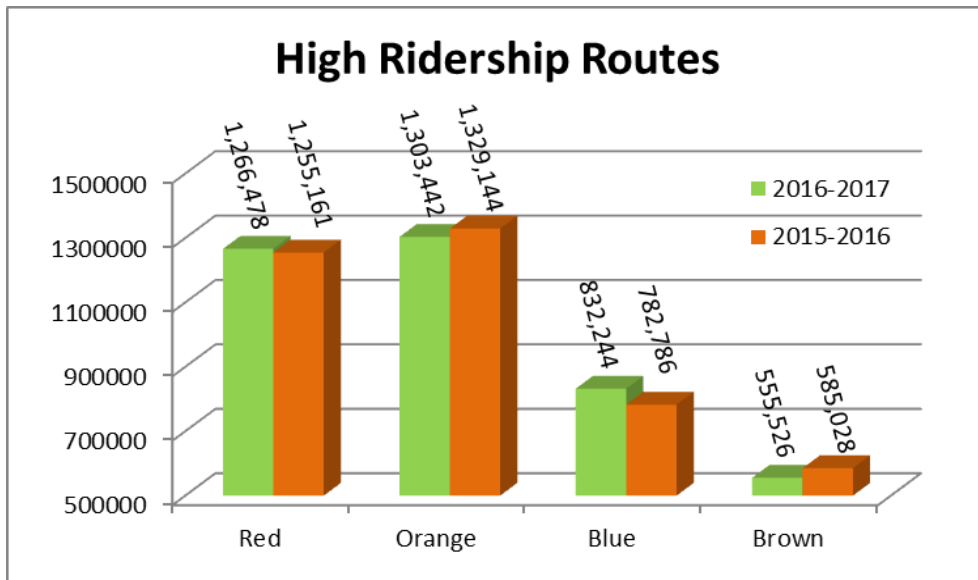
CyRide ridership will most likely be lower this year for the first time since 2005-2006. The school-year decline will be approximately 1% lower; however, without the Odyssey of the Mind event, ridership will be significantly lower for the summer. With Iowa State University enrollment predicted to be steady to possibly lower in the future and with new apartments being built in the Campustown area, this lower ridership trend is anticipated to continue in the near future, signaling the need for a different service philosophy than has been used during CyRide's growth period. CyRide staff and board members will need to monitor ridership levels to assess the need for services as ridership and needs change throughout the community.

The graphs on the next page detail ridership on each of CyRide's routes year-to-date (July 2016 – February 2017) compared to this same time period one year ago. Three graphs have been used to better illustrate high, medium and lower ridership routes.

2. System Redesign Next Steps

With approval of the final System Redesign Plan, staff is working with the consultant to provide additional refinement to this plan for the May 24, 2017 Transit Board meeting. Items currently being discussed for presentation include:

- Development of preliminary schedules for each route in the plan. This will allow CyRide to determine if there are any issues in its implementation. Contained in this task is to specifically review the flow of buses through the Union Drive corridor near Friley Hall ensuring that no more than three buses operate in either direction at one time so the corridor is not overloaded. This buses criteria was defined by Iowa State's Facilities, Planning & Management and CyRide staff as an acceptable number of vehicles to allow for pedestrian and other traffic movements through this area.
- Development of an implementation schedule, packaging route changes together that need to happen at the same time and determining when these changes can successfully be completed. Staff and the consultants are looking at schedule change times of May and August 2018 and possibility 2019.
- Scheduling the design/construction of a bus turnaround at the Towers with Iowa State's Facilities, Planning & Management staff to determine when a funding decision by the Transit Board will need to be made to complete this construction, prior to implementing the new Gold route. It is possible that this funding decision may need to be made this summer, so that this infrastructure can be designed in the fall and bid in Spring/Summer 2018.



May

<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 Transit Board Meeting 8:30am	25	26	27
28	29	30	31	Summer Board Meetings	June 28– 8:00am & August 24 – 8:00am	

2017