

**AMES TRANSIT AGENCY BOARD OF TRUSTEES**  
**CYRIDE CONFERENCE ROOM**

May 24, 2017

1. CALL TO ORDER: 8:30 A.M.
2. Approval of April 13, 2017 and April 25, 2017 Minutes
3. Public Comments
4. Federal Triennial Review Results
5. Quarterly Operations Report (January – March 2017)
6. Transit Director's Report
7. System Redesign Plan - Service Refinement
8. Set Spring/Summer Semester Meeting Times and Place:
  - June 28, 2017, 10:00 AM
  - August 24, 2017, 8:00 AM
9. Adjourn

The Ames Transit Agency Board of Trustees met on April 13, 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 Gartin, Madden, Schainker, Haila and Valentino present. Absent: Trustee Staudt.

Iowa State University's Senior Vice President, Katherine Gregory was present and Cristina Barone, consultant with Nelson/Nygaard, was available via telephone.

**PUBLIC COMMENTS:** No public comments. Public In attendance: Debra Lee, Lauris Olsen, Story County Supervisor, and Grant Olsen, CyRide Driver.

**SYSTEM REDESIGN STUDY PREFERRED SCENARIO SELECTION:** Director Kyras summarized the board member's discussion from the March 28, 2017 board meeting regarding the Preferred Scenario recommendation, indicating that a consensus had been reached regarding the following routes benefitting the community:

- #1 Red Route
- #2 Green Route
- #3 Blue Route
- #4 Gray Route
- #7 Purple Route
- #9 Plum Route
- #10 Pink Route
- #11 Cherry Route
- #12 Lilac Route
- #21 Cardinal Route
- #23 Orange Route
- #25 Peach Route (as modified)

Director Kyras indicated that the transit board had requested a special meeting to discuss three routes, upon which board members had not reached consensus - #5 Yellow route, #6 Brown/current #22 Gold route and the new #26 Gold route. The transit board asked that additional information be presented at a special meeting for consideration, indicating specifically that the board desired options for each of these route recommendations, as well as the pro's and con's on each. Additionally, the board requested an analysis of the number of buses, by direction, which entered the Lincoln Way and Welch Ave. intersection under the Preferred Scenario.

**#5 YELLOW ROUTE**

Director Kyras then presented information regarding the #5 Yellow route. She presented the current route alignment and frequency of the buses on this route, noting that the Yellow route served only the peak time period, with the Gray route serving the midday time period only to Jewell. She also indicated current ridership per trip was a maximum of 6 riders. She then explained the "preferred scenario" recommendation with 30 mins. service all day on one route. She indicated that approximately 10

customers would need to walk further than ¼ mile. She then explained a new option, called the “combined” scenario, which utilized the preferred scenario alignment, except added the current loop through Southdale at a 40-min. frequency. She indicated that a large 40’ bus could not be operated through the Southdale neighborhood as a small bus currently provided this service. She indicated that due to the anticipated ridership loads on the remainder of the route, that CyRide would need to buy one to two 30-35’ buses as CyRide does not have this type of vehicle currently in its fleet. She then discussed the pros and cons of each option.

Trustee Schainker asked if a used bus could be purchased. Director Kyras indicated that would be possible if this size bus was available for purchase. She indicated that two, new buses would be approximately \$920,000. If used buses were available, the cost would be lower, but would be 100% local funding. She indicated all three scenarios were cost neutral for the operating costs, but the combined scenario would have a capital cost.

Trustee Gartin shared his thoughts that this was a difficult decision, as there were positives and negative to all the options. He indicated his concern with the current and combined options, with service on S. Duff at 40 minutes and the anticipated increase in ridership as a result of new development along the route.

Trustee Madden inquired about whether CyRide had received calls from the Southdale neighborhood regarding current buses operating on residential streets. He further commented that we do not operate on residential streets on other routes. Director Kyras indicated that CyRide had received no comments about buses operating throughout the Southdale area, but reminded board members that current service is operated with a small bus, as opposed to the combined scenario with a larger bus.

President Haila inquired about where customers from the new multi-family residential development on S. Duff would board the bus. Asst. Director Neal indicated that there was currently a stop at S. Duff and Crystal that could be convenient for this new complex. She indicated that once the development is partially completed, CyRide could determine if an additional stop was need or a current one relocated.

Trustee Gartin inquired about whether children ride the Yellow route. Director Kyras indicated that very few elementary school-aged students utilize CyRide buses as they typically use yellow school buses.

Director Kyras shared the consultant and staff’s technical recommendation indicating their preference for the Preferred Scenario route alignment and frequency.

Trustee Madden agreed that the Preferred Scenario provides the best overall service for customers along the route and shared a concern about continuing to operate a bus through the neighborhood on residential streets, citing concerns raised on Hayward

Ave. about operating buses in a neighborhood. He also indicated that it supported future development along S. Duff as well.

Trustees Gartin and Schainker acknowledge that the decision was a trade-off between the commercial and residential areas along this route. President Haila shared his concern that the trade-off was similar to recent board discussion on the Plum route, where growth was occurring and the lower 40-minute service level did not address the need.

Trustee Gartin asked for clarification on the impact of a 30 versus 40-minute service level on ridership. Mr. Wittmann, with Nelson Nygaard consultants, indicated that approximately a 25% increase in ridership was typical for this type of improved service level.

Trustee Gartin indicated a desire for more customer input, citing the need to have an organized Southdale neighborhood association to assist with the issue. Trustee Schainker indicated that this association existed, but had not provided input to-date. Director Kyras shared that a Yellow route survey had been distributed to current riders over the course of several days and the results found that overall, ten individuals or 42% preferred the combined route option and 14 or 58% preferred the Preferred route scenario. Non-students slightly preferred the Combined Scenario at 53.85% compared to students desiring the Preferred Scenario at 72.73%.

Trustee Madden made a motion to approve the consultant and staff recommendation to adopt the "Preferred" scenario routing for the #5 Yellow Route, which includes 30-min. service and a shortened route in the Southdale area in the System Redesign Plan. Trustee Gartin seconded the motion. (Ayes: Four. Nays: one, Trustee Schainker.) Motion carried.

### **#26 NEW GOLD ROUTE/#6 BROWN ROUTE**

Director Kyras indicated that CyRide staff met with ISU Facility's Planning and Management staff to discuss potential options on ISU property to turn the possible new Gold Route around. Four options were identified for analysis.

- #1 – Bus Turnaround (north of Wallace Hall)
- #2 – New Road to the East (north of Wallace Hall)
- #3 – New Road to the West (north of Wallace/Wilson Halls)
- #4 – Hansen Learning Center (around building)

The first three options are variations using land north of Wallace/Wilson Halls. Director Kyras then explained the routing for each as illustrated on the map provided to board members.

**Trustee Staudt arrived at 8:25am.**

Director Kyras explained that each of the options operated through the Lincoln Way and Welch intersection. She further provided the advantages and disadvantages of each option as summarized below.

- **Option #1** - Positive impacts on service: increased operational safety, no turning/pedestrian conflicts, and lessens the impact on current neighborhood. Negative impacts include: new sidewalk would need to be constructed, committing land to non-university use (university representatives indicated they believed that this is an appropriate use of the land), construction cost of turnaround estimated between \$140,000 and \$170,000.
- **Option #2** – Positive impacts on service: lessen the current neighborhood impact, allows for good bus stop location and least expensive. Negative impacts include: pedestrian safety with traffic conflicts, elimination of approximately four parking spaces at Wallace/Wilson and some parking on Welch Ave., difficult if not impossible turning movements for buses, and Welch Avenue on ISU property would have to be rebuilt/widened and is estimated to cost \$110,000 - \$140,000.
- **Option #3** – Positive impacts on service: good pedestrian bus stop at Wallace Hall, and good turning movements for buses. Negative impacts include: paving near loading dock is not built to withstand buses, S-curve would need to be widened, neighborhood impacts would increase at Hayward/Storm and the estimated cost to implement this option would be \$140,000 to \$170,000.
- **Option #4** – The only positive impact for this option is that the Hansen Learning Center paving is constructed to accommodate buses. Negative impacts include: driveways/intersections at Gateway Hills/Mortenson/Hayward are not designed to accommodate the buses, crossing an uncontrolled, busy intersection would be difficult and create safety issues, the route frequency would be negatively impacted, the Hayward/Storm intersection would have more buses, conflicts would occur with events at the Hansen Learning Center, this lot could become an unofficial park and ride location and the cost to improve Gateway Hills Park Dr. is estimated at \$370,000.

Director Kyras shared that CyRide, ISU Staff, and Department of Residence staff believes the bus turnaround is the best option.

Trustee Schainker asked for clarification as to the need for the new Gold route, inquiring about the possibility of increasing service levels on the heaviest portion of the Brown route and reducing service at the ends of this route. Director Kyras indicated Trustee Schainker's suggestion is how the Brown route is operated today with extra buses added

to the heaviest portion of the route,; however, it is less efficient this way. ISU Senior Vice President Kate Gregory indicated that the new Gold route concept matched the demand with the service level on routes and would save money/buses in the process. Trustee Schainker indicated that he believed that the two options were equal in cost.

Trustee Madden was supportive of the new Gold route indicating that the route provided significant benefits to the Wallace/Wilson residence halls and the increasing number of apartments on and near Welch Ave., especially in inclement weather. Further he indicated that the route would provide more service where it was needed and less service where ridership was lower. Director Kyras shared that currently bus trips have few customers from Wallace/Wilson to the Core on the Brown route and indicated that the new Gold route concept would eliminate operating near empty buses on portions of the Brown route.

President Haila shared his desire to optimize the service and questioned whether a new route or modifications to the Brown would best serve the community. Mr. Wittmann stated that buses are currently operating every 20 minutes and extra buses are needed for the demand. With the new Gold route buses, buses would operate every 10 minutes and even out the passenger loads and making the service more transparent to customers. Trustee Schainker questioned whether this demand occurred all day long. Director Kyras indicated that there were peaks near class times, but it was steady during the daytime hours.

Trustee Gartin shared his concern regarding the new Gold route's impact on the intersection of Welch and Lincoln Way. Director Kyras indicated that the consultant had analyzed bus movements through this intersection and determined that five bus movements would occur. She indicated that under the Preferred Scenario that one bus direction from Lincoln Way, operating eastbound, to north on Welch Rd. increased under this scenario and that this movement had a protected turn-lane and a traffic signal to control movements. Further, the analysis found that the remaining four movements operated with the same or a lower number of buses through the intersection.

ISU Senior Vice President Kate Gregory shared Iowa State's plans for the Union Dr. roadway near Friley, indicating that the roadway would be rebuilt, narrowed and more crosswalks constructed to allow for better traffic and pedestrian movement through this area.

Mr. Wittmann indicated that between the reduction of buses on the Brown route and increase on the new Gold route, that there will be an overall reduction of three buses per hour through the intersection.

Trustee Schainker mentioned two Lincoln Way safety studies recently completed and the findings on one study that the Lincoln Way and Welch intersection was a safety concern. Further, he indicated a desire to reduce or eliminate the number of buses operating through this intersection. ISU Senior Vice President Kate Gregory stated that

the study indicated that the pedestrian movements were creating the concern, not the vehicular movements.

Trustee Schainker asked for CyRide staff's recommendation. Director Kyras stated that their preference was Alternative #1 for the turnaround, as it resolved the neighborhood concerns and provided a quality service to its customers.

A question was raised about whether the turnaround would be used for only buses or other vehicles as well. Director Kyras indicated that her preference would be for buses only, as a reliable schedule could not be maintained if other vehicles were parked in the turnaround.

Trustee Madden made a motion to approve the Gold Route Option #1 to construct a bus turnaround on university property north of the Wallace Residence Hall in the System Redesign Plan. Trustee Gartin seconded the motion. (Ayes: Five. Nays: One; Trustee Schainker.) Motion carried.

Transit board members and CyRide staff discussed how Option #1 will impact Schilleter Village. Director Kyras indicated that a request to modify the Gold route in this complex was made by Iowa State's Facilities Planning & Management staff to minimize impacts on their roadways. The new Gold route routing through this complex will be revised to operate as it does today on the Blue route.

#### **#6 BROWN/#22 GOLD ROUTES**

Director Kyras indicated that with the new Gold route decision, the Preferred Scenario moves a portion of the Brown route to Lynn Ave. and eliminates the current #22 Gold route.

President Haila asked to confirm that the Brown route could operate on Knapp St. between Lynn and Welch Ave. Director Kyras confirmed that CyRide's operational staff had reviewed this and, while it was tight, they believe that it is possible with the removal of several parking spaces. She indicated that Damion Pregitzer, Traffic Engineer with the City of Ames, had indicated that this parking impact was possible to achieve.

Trustee Gartin shared that he did not believe there were significant negative impacts by implementing this change. Trustee Gartin made a motion to approve the #6 Brown Route realignment to Lynn Avenue and Knapp St. and eliminate the current #22 Gold route in the System Redesign Plan. Trustee Madden seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

## REMAINDER OF PREFERRED SCENARIO RECOMMENDATIONS

Director Kyras requested confirmation on the remaining route/frequency recommendations in the Preferred Scenario, indicating that these modifications had been previously discussed by the transit board and a consensus for approval made. She briefly discussed the following changes.

- **#1 Red Route** – Schedule modifications to reflect more trips in schedule, drop riders on the southwest portion of campus
- **#2 Green Route** – No change
- **#3 Blue Route** – Eliminate north portion of route, extend south portion to Target/Walmart
- **#4 Gray Route** – Eliminate the route
- **#7 Purple Route** – Eliminate a portion of route, increase its frequency
- **#9 Plum Route** – Reflects the current 20 min. service level
- **#10 Pink Route** – Eliminate the route, replace it with Innovative Transit Service zone
- **#11 Cherry Route** – Modify #1A Red, rebranding the route as the #11 Cherry route, reflect more trips in the published schedule and drop riders on the southwest portion of campus
- **#12 Lilac Route** – New express route to campus dropping riders at the southwest portion of campus
- **#21 Cardinal Route** – No change
- **#23 Orange Route** – Schedule modifications to reflect more trips in schedule, eliminate service to Vet Med on this route and serve these riders on the new #25 route
- **#25 Peach Route** – New route serving Vet Med and current Blue Route service north of campus
- **Innovative Transit Service** – New service connecting City Hall and a zone on the east portion of the city (see Revised Preferred System Redesign Scenario for the location of the zone). Service would be provided hourly in a small bus allowing riders to transfer from other routes to this new zone service at City Hall. Riders would be dropped at the door of their desired location within the zone. Riders would call to have the bus pick them up and return them to City Hall or to other locations within the zone.

Trustee Schainker shared his thought that he believes that the Innovative Transit Service will need to be branded, as well as a marketing and educational program developed to make this service successful.

Trustee Gartin expressed his belief that staff should communicate with groups that had expressed an opinion on the Preferred Scenario recommendation to inform them of the final plan. Specific groups mentioned were Applied Science Complex, Hayward Ave.



residents and DMACC. Director Kyras indicated that once the transit board approved a final plan, staff would reach out to individuals who had signed petitions or raised concerns regarding specific modifications. President Haila asked that the benefits of the service changes were also communicated to these groups, such as hourly service all-day.

A general discussion was held regarding the appropriate time to begin educating the public about the changes. Trustee Madden indicated that there were opportunities in the fall when Iowa State began its semester. Director Kyras indicated that staff believes it would be preferable to begin the education in the spring, so that there is no confusion that the changes being discussed are for the next year, not the current year.

Director Kyras then explained a revision to the Peach Route to operate the service through the S Lots near the stadium instead of University Blvd. and through the Commuter lot. These changes would allow for Vet. Med. customers to park at the Commuter lot and travel to this complex and for customers parking at the S Lots to access transit services.

Trustee Schainker made a motion to approve the consultant and staff's recommended changes contained in the "Preferred" System Redesign Scenario on Routes #1, #2, #3, #4, #7, #9, #10, #11, #12, #21, #23, and #25 in the System Redesign Plan. Trustee Staudt seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

**#9 PLUM ROUTE SERVICE REDUCTION PROPOSAL:** Director Kyras recapped previous information provided to board member regarding the #9 Plum route service change proposal, citing grant and development issues, if the change were implemented. She then briefly recapped the two options to fund this service at current service levels, if desired, as opposed to a reduction to 40-minute service. She indicated that the first alternative funded current service levels with additional Student Government funds held in CyRide's Trust Fund and the second alternative funded the additional \$94,000 cost with the closing balance savings.

A question was raised about whether budgets could be modified at this time to address this issue. Director Kyras indicated that the City's budget had been adopted, without the additional funding, and that the student fees had already been set for next year.

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

**MOVE TO ADJOURN:** Trustee Gartin made a motion to adjourn the meeting at 9:07 a.m. and Trustee Staudt seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

**SPRING SEMESTER MEETING DATES AND TIMES:**

- April 25, 2017, 8:00 AM
- May 24, 2017, 8:30 AM
- June 28, 2017, 8:00 AM
- August 24, 2017 8:00 AM

---

John Haila, President

---

Joanne Van Dyke, Recording Secretary

## AMES TRANSIT AGENCY BOARD OF TRUSTEES

AMES, IOWA

April 25, 2017

The Ames Transit Agency Board of Trustees met on April 25, 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 Gartin, Madden, Schainker, Staudt, Haila and Valentino present. Iowa State University Senior Vice President Kate Gregory was also present.

**ANTICIPATED CLOSED SESSION REGARDING LABOR NEGOTIATIONS:** Trustee Gartin asked Judy Parks, City of Ames Attorney, if CyRide had legal justification for going into closed session and Ms. Parks indicated that it did.

Trustee Gartin moved approval for a closed session pursuant to Section 20.17, Subsection 3, *Code of Iowa*, to discuss matters relating to labor negotiations. Trustee Staudt seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

Moved by Trustee Gartin, seconded by Trustee Staudt, to return to Regular Session. Vote on Motion: 6-0. Motion was declared to be unanimous.

The Regular Session meeting reconvened at 8:27 a.m.

**Recognition of Outgoing Board Members & MPO Representation:** President Haila acknowledged Trustees Staudt and Gartin whose terms expire May 15, 2017. President Haila thanked each of them for serving on the transit board, for their valuable insight, feedback, and experience and for the unique strengths each brought to the board.

Trustee Gartin shared that he will continue to support transit services and welcomed Chris Nelson who is the Mayor's next appointee, representing the City Council.

**Approval of March 28, 2017 Minutes:** President Haila addressed three corrections to the minutes, First, regarding the ACA Document Delay, page 4, President Haila requested a change to state, "President Haila asked if CyRide remains in compliance until this is accomplished and Director Kyras confirmed.

Second, a correction to the Gold route on page 8, to read "no neighborhood streets would be impacted by the Gold route." Board members discussed this correction and agreed that the intent at the March meeting was to "lessen" the impact, but not to ensure that there was no impact.

Third, on page 11, third paragraph from the bottom, President Haila states that the minutes should read "President Haila asked for confirmation 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."

Trustee Gartin moved to adopt the amended March 28, 2017 transit board minutes. Trustee Valentino seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

**Public Comments:** No public comments.

**CYRIDE PAVING PROJECT BIDS/AWARD:** Director Kyras briefly described the paving project, indicating that it would address concrete on the east side of the facility, that it was bid last year and that bids came in over budget and that this maintenance project was, therefore, deferred to this year. She indicated that CyRide received four bids for the replacement of approximately 5,000 square feet of concrete, with JAS Construction LLC, of Altoona, IA submitting the lowest base bid at \$58,491. With the favorable low bid (budget was \$99,565), CyRide would have sufficient funding to add the bid alternate of a new LED light and pole for \$4,400. Therefore, the total project cost would be \$62,891.

Trustee Gartin was concerned with the wide bid price variance and asked if there had been further discussion with the firms to ensure that all firms were bidding under the same assumptions. Trustee Madden shared his experience with concrete bids, indicating that there can be a large discrepancy between pricing and supported Trustee Gartin's direction to gain more clarity on this issue. Rich Leners, Asst. Director of Fleet and Facilities shared with the board that the bids were examined by CyRide's Architect and the City of Ames Purchasing Department and both indicated a comfortable level with the low bid. He further shared that JAS Construction had recently received work at Iowa State, and that the timing of their project would coincide with CyRide's allowing for efficiencies, which attributed to their lower bid price.

President Haila requested greater clarity on the area to be replaced. Director Kyras referred board members to the drawing on page 3 of the board's meeting material. Rich Leners provided detailed information regarding which sections would be replaced and the phasing of the project.

Trustee Gartin made a motion to approve Alternative #1 to award CyRide's 2017 paving construction project to JAS Construction, LLC for \$62,891. Motion was seconded by Trustee Staudt. (Ayes: Six. Nays: None.) Motion carried.

**STATE GRANT & PUBLIC INFRASTRUCTURE GRANT (PTIG) GRANT APPLICATION:** Director Kyras presented the annual state grant application, which is submitted to the Iowa Department of Transportation (Iowa DOT) to fund CyRide's operating and capital needs. She briefly highlighted changes from the previous year's application, indicating that the formula operating request was estimated to be approximately \$40,000 higher than was reflected in the 2017-2018 budget.

Shari Atwood, CyRide's Transit Planner, indicated that the new Public Transit Infrastructure Grant project this year was for replacement of the maintenance hoists. She also indicated that the eight buses contained in the grant will only be funded if unforeseen funding is secured, such as federal stimulus dollars in past years.

Trustee Madden notice that CyRide was applying for approximately 5.5% of the state formula dollars and asked how this was determined. Director Kyras indicated that it was based on a state formula and was CyRide's share of the large urban system funding, indicating that Des Moines' share was approximately 8% and the three Iowa City systems averaged around 10% combined.

Trustee Valentino made a motion to approve the FY2018 State Grant. Trustee Staudt seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

**Surface Transportation Program Funding Request:** Director Kyras provided board members with a brief summary of the federal Surface Transportation Program and Ames Area MPO's share of this funding totaling \$1.4 million dollars annually. She also stated that the MPO had awarded \$225,000 last year to CyRide for the 2019-2020 year for the purchase of buses. She indicated that the MPO was currently requesting projects for the 2020-2021 year and indicated that CyRide could again request \$225,000 for the purchase of buses in this year.

Trustee Madden stated that this funding allows CyRide to purchase new buses and funds CyRide's bus replacement needs in the later years of CyRide's Capital Improvement Plan (CIP).

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

**Annual Dial-A-Ride Results, Contract Renewal and Performance Measures:** Director Kyras explained that CyRide's contract with HIRTA for Dial-A-Ride (DAR) service expires on June 30, 2018 and that CyRide has one more year on this contract; however, annually that board considers whether to continue with the contract for the next year. She then explained the purpose of the contractual relationship – funding for the DAR service could not available to CyRide if it directly operated this service, lower number of drivers needed.

The Director then summarized the results of the survey distributed to each DAR customer. She indicated that a lower return rate was achieved this year with 22 surveys completed for a 16.7% return rate. Results shared with the transit board included:

- Overall increased satisfaction with the service, from 65.3% in 2016 to 66% for 2017. However, the very satisfied category was lower this past year, declining by 13.4%.
- Customers are generally more satisfied with reservations and with how the call-taking system was working.
- The survey this year generated more comments on professionalism on how the HIRTA employees were responding and driver conflicts. This was

attributed to new office staff and an emphasis for the drivers to collect the appropriate fare.

- Greater satisfaction with the condition of the buses and safety issues.

The Director then explained that the transit board had approved six performance measures for this contract and all but one had been met or exceeded in 2015-2016. The measure not achieved was the "Passenger Rides Before/After Pickup Window." She explained that discussions with HIRTA regarding how to improve this measure centered on better utilization of the supervisor's van that CyRide had purchased for HIRTA to help keep its service on time. The Director shared that overall CyRide staff believes that HIRTA is providing a quality and efficiency service to DAR customers.

Director Kyras indicated that HIRTA was interested in completing the last year of the contract and that the cost increase for the 2017-2018 year would be 2%. This increase is within industry standards and a lower rate than CyRide could operate the service.

Trustee Gartin suggested that CyRide staff reach out to human service agencies next year and also get their opinion on how the DAR service is operating for their clients. Director Kyras indicated that DAR service, as mandated by the federal government, was based on individuals and not agencies and to separate the DAR service from HIRTA service would be difficult for the agencies to provide input on. Trustee Gartin reiterated that listening to stakeholders was important and created good data points to determine service quality.

Trustee Gartin encouraged Director Kyras to develop a report for the City Council regarding the DAR survey and performance measure results, so that they can be apprised of the information as well.

Trustee Madden expressed his concern with the lower response rate and inquired about whether there was a different approach that could generate more input, such as having someone ride the bus and help customers fill out the survey. Director Kyras indicated that this was a topic of discussion at the CyRide-HIRTA meeting recently and this is one approach that was being discussed. Trustee Gartin suggested speaking with Susan Gwiasda, Public Relations Officer for the City of Ames, regarding survey method to collect meaningful data.

Trustee Schainker made a motion to approve continuing a contract with Heart of Iowa Regional Transit Agency (HIRTA) for the 2017-2018 budget year at a 2% increase. Motion seconded by Trustee Gartin. (Ayes: Six. Nays: None.) Motion carried.

**Cardinal Route Survey/Contract:** Director Kyras provided background on its contracting arrangement on CyRide's Cardinal Route, indicating that CIT Transportation had provided this service for the last two years and that this allowed for two fewer CyRide buses and drivers. She indicated that the CIT contract will expire on June 30, 2017.

Additionally, Durham provides four to six trips in the morning on this route to address overcrowding issues.

CyRide staff distributed a survey to determine customer satisfaction with the two contractors, as well as CyRide's service on the route. Also, staff observations, comments received by customers during the year and a comparison to CyRide costs to provide the service were completed to determine if contracting relationships should continue. She shared the following survey results:

- All services operating the Cardinal route rated at least a 4 on a scale of 5 being most satisfied.
- The overall rating for CIT is higher than last year.
- 98% of respondents indicated they would recommend the service to a friend and rated service good to excellent.

Staff observations were mainly positive; however, there were a few incidents that had generated a discussion with CIT to correct – wheelchair lift operations, safety issues and listening to CyRide's radio for communications. She indicated that the issues were corrected.

She also briefly discussed the customer comments received year-to-date with smooth braking being the most common and pedestrian awareness another.

Director Kyras then shared the cost of CIT's service for the current year, \$1,650 dollars a day, which is equivalent to \$78.57 per hour, compared to CyRide's cost at \$85 per hour.

Director Kyras indicated overall satisfaction with the contract service with CIT and indicated that staff recommended a two-year contract, which would allow for the System Redesign project to be implemented prior to reconsideration of this service.

Trustee Schinker asked if it was possible to secure the services under a single source procurement, as opposed to a Request For Proposal, as only one bid from the same company had been received in the past. Director Kyras indicated that she could look into this possibility.

Trustee Madden asked if CyRide would need to continue contracting its services after the System Redesign implementation was completed. Director Kyras indicated that after implementing the service changes, CyRide could revisit this service arrangement and determine if it was advantageous at that time. She indicated that contracting service is more challenging, but that it reduces CyRide's driver requirement and fleet size.

ISU Senior Vice President Kate Gregory suggested contracting with a private provider for a two or three year period until CyRide's fleet is adequate to meet demand and the facility needs are addressed.

Director Kyras indicated that longer-term contract pricing is more challenging to predict fuel prices and accurately reflect this in a contract. She also shared with board members that CyRide's current contractor, if chosen, had indicated that with a longer-term contract they would be willing to purchase newer, refurbished vehicles to operate the Cardinal Route service.

Trustee Schainker made a motion to direct staff to prepare a new Request For Proposal to received bids on service contracting on the Cardinal Route for the two years, 2017-2018 and 2018-2019 school year, with three one-year options and a non-appropriation clause, for consideration at the June Transit Board meeting. Trustee Gartin seconded the motion. (Ayes: Six. Nays: None.) Motion carried.

#### **Transit Director's Report:**

- **2016-2017 Ridership Update** - Ridership numbers are anticipated to be lower for the first time since 2005, as the school year will be approximately 1% lower and there will be no Odyssey of the Mind event this summer, which added more than 80,000 rides to CyRide's annual numbers. She indicated that she believes that CyRide is entering a stable ridership period, after experiencing a significant growth period for the last ten years. She indicated that CyRide's staff and board members will need to modify its service philosophy to ensure that CyRide remains efficient and effective. Resources will need to be moved around, as opposed to adding resources as has happened during CyRide's growth period. ISU Senior Vice President Kate Gregory provided information regarding enrollment, indicating that ISU residence housing demand was lighter this year and, as a result, would be terminating its leases in West Ames for apartments.

Trustee Staudt left at 9:18am.

Trustee Gartin shared his thoughts that with ridership stabilizing, there is an incentive to reach out to the community to increase ridership from this untapped non-student potential.

Director Kyras explained the ridership graphs contained in the Director's Report. One highlight noted was that CyRide's Red route has continued to gain riders and is close to Orange route ridership levels.

ISU Senior Vice President Kate Gregory asked if Ames is comparable to non-university transit systems in its rides per capita. Director Kyras indicated that CyRide was unique in this area as its system carries approximately the same number of rides per capita as much larger cities, such as Boston and Washington DC. Ms. Gregory indicated that she believes that the key to increased community ridership is to get the community to view this service differently - fun to ride.



Director Kyras shared that CyRide does not market its services to the community as it has not needed to during this growth period and additional growth would have been more challenging. She indicated that this could be accomplished by reaching out to the employment sector and creating marketing materials, but that this would most likely require additional staff to accomplish.

Trustee Gartin asked board members and staff if a 1% decline in ridership created a positive situation for CyRide. ISU Senior Vice President Kate Gregory shared that she believes a 1% change is not significant. Director Kyras indicated that a slowing of the growth was positive from CyRide's staff perspective as it provided an opportunity to modify its infrastructure to match new demands.

Trustee Gartin said that he believes there is a balance or level that allows CyRide to be efficient. Director Kyras indicated that with stable growth it is more difficult to maintain existing efficiency, as it takes the same resources/costs to operate a bus trip for 50 riders as it does for 70.

Trustee Madden shared that when enrollment declines, less revenue for CyRide is generated through student fees, so this will make the financial side of CyRide more difficult.

President Haila asked if a ridership decline would affect CyRide's state formula funding share, which is currently approximately 5.5%. Director Kyras indicated that it is one of the factors that is used to calculate CyRide's share of state funding, but she did not believe it would have a large impact. She also indicated that it would have no impact on the federal formula funding and most likely would have no impact on its Small Transit Intensive Cities (STIC) funding. She shared the largest challenge would be with the local funding – student fees revenues.

Trustee Valentino shared that students are becoming more sensitive to the student fee rates. Director Kyras indicated that students should see benefits when the System Redesign is implemented. He then shared a concern raised by the Greek community with the System Redesign Plan, which will eliminate service on Ash Ave.

- **System Redesign Next Steps** –Director Kyras shared the plans for information that would be provided at the April board meeting regarding the System Redesign Plan. A concern was raised about congestion on Union Dr. Director Kyras shared that the consultant team has been given a standard that no more than three buses, in either direction, can be operating on Union Drive near Friley at one time.

President Haila asked if there was an alternate plan if it was not possible to modify the Blue route near Target/Walmart. Director Kyras indicated that CyRide would continue using its current routing if this change was not possible.

Trustee Madden asked about whether there had been further discussions with the new management at North Grand Mall. Director Kyras indicated that a meeting was held and that the mall had requested that CyRide examine moving its stop to the back side of the mall, instead of the front. She indicated that this would add time, that is not available in the schedules of the four bus routes operating to this location, which would require additional buses be added to each route to maintain existing/proposed service levels. She indicated that staff would be examining this request and providing cost information to the mall, as well as to the board at future meetings.

Director Kyras indicated that recent discussions with the consultant were to phase in the changes, beginning as early as May 2018 with community route changes, with the remainder of the changes to occur in the Fall 2018. She also indicated that discussions about how to fund the bus turnaround at the Wallace/Wilson complex would most likely need to occur over the summer, so that plans could be developed in the fall, bid in the spring, for construction in summer 2018.

President Haila asked if additional public outreach would need to occur. Director Kyras indicated that it would, as required by the federal government when a route changes more than 10%. She anticipates this outreach in the fall 2017 so services can be included in the budget in November/December 2017. President Haila indicated his desire that these public meetings should be positively presented, indicating exciting changes for the community with more consistency in the schedules and greater efficiencies.

Director Kyras said the May 24, 2017 transit board meeting would focus on the System Redesign's refinement - making sure that the changes can be implemented after preliminary schedules are developed.

Transit board members discussed different opportunities for conveying the plan's service changes and timing on when to educate the public. Trustee Schainker indicated that the Innovative Transit Service would need to be branded and presented as a positive change.

**Set Meeting Times and Place:**

- May 24, 2017, 8:30 AM
- June 28, 2017, 8:00 AM
- August 24, 2017, 8:00 AM

**Adjourn:** The meeting was adjourned at 9:38 a.m.

---

John Haila, President

---

Joanne Van Dyke, Recording Secretary

**CITY OF AMES, Iowa**

**MEMO TO:** Ames Transit Board of Trustees  
**FROM:** Sheri Kyras  
**DATE:** May 24, 2017  
**SUBJECT:** Federal Triennial Review Results

**BACKGROUND:** The Federal Transit Administration conducts a federal review of all grantees every three years in a process called a “Triennial Review.” Every aspect of a transit system’s operations from procurement and maintenance to its fare structure and employment practices are reviewed for compliance with federal regulations, with differing emphasis areas each review period. This year, CyRide’s review began with a compilation of documents in each of the review areas in December 2016, continued over the next four months with information submitted in response to questions and culminated with a site visit on May 1-2, 2017. This was CyRide’s fifth review since becoming an urban area with a population of 50,000 or more.

**INFORMATION:** After two intensive days of discussions with the federal reviewer, CyRide received two findings that required corrective action as follows in the chart below.

<b>Review Area</b>	<b>Finding</b>	<b>Corrective Action</b>	<b>Response Date</b>
<b>Planning</b>	No current MPO Agreement	Submit to the FTA regional office with a schedule for providing a fully executed agreement that specifies the cooperative procedures for carrying out transportation planning and programming and addresses at least the City’s (CyRide’s) responsibilities, the development and sharing of information for financial plans, and the development of the annual listing of obligated projects.	October 3, 2017
<b>Drug Free Workplace/Drug and Alcohol Program</b>	Drug and Alcohol contractors (CIT Durham, HIRTA), subrecipients and/or lessees not properly monitored for D & A program	Submit to the FTA regional office a drug and alcohol oversight plan	October 3, 2017

In discussions with the individual that reviewed CyRide's program, he indicated that CyRide has an excellent program and that less than four findings was an outstanding outcome. A draft report will be provided to CyRide on June 1, 2017, where CyRide will have seven days to respond to the report, with the final report distributed on July 6, 2017.

The following provides greater detail regarding the findings and CyRide's actions to correct these issues.

### **Planning**

Staff to the AAMPO are all City of Ames employees comprised of Public Works and CyRide employees. In three previous Triennial Reviews and AAMPO Planning Certification Reviews, the topic of an agreement to delineate planning responsibilities was discussed and in each review, the fact that all employees were within one agency was sufficient to determine an internal agreement was not necessary. However, the federal interpretation has changed regarding internal agreements and CyRide and Public Work's staff will begin researching other planning agreements and develop a document that meets the requirements, but reflects the Ames area planning responsibilities.

### **Drug and Alcohol**

The Drug and Alcohol program was the responsibility of a former employee who retired last September. She had worked for CyRide for 40 years and had a thorough knowledge and formal training on requirements within this area. Since that time, staff has been familiarizing themselves with the numerous requirements within this federal review area with the intent of attending a Drug and Alcohol conference when it was available and staff could attend. In the discussions with the reviewer, he specifically found that CyRide's contractors (CIT and Durham) included Federal Highway Administration (FHWA) Drug and Alcohol language, as they provide work regulated by these laws as well, but that there was no reference to the Federal Transit Administration (FTA) regulations in their Drug and Alcohol policy. As a result, the reviewer directed CyRide staff to have each contractor modify their policies to reflect a "Joint Drug and Alcohol Policy" that reflects both agency's requirements.

When the reviewer wrote the finding, he broadened the corrective action to provide an oversight plan, most likely to reflect the benefit of formal training. He also shared best practices from other larger transit systems that he believed would provide good oversight, which would be time-consuming and most likely not possible for current staff to accomplish along with their other responsibilities.

As a result of the finding, CyRide staff will work with the two contractors (CIT and Durham) to request a modification of their Drug and Alcohol policies to reflect both FTA and FHWA requirements and will develop a written document that delineates CyRide's current program, which is achievable with current staffing levels, and staff believes meets the intent of the regulations. This will be submitted to FTA for review.

**CITY OF AMES, Iowa**

**MEMO TO:** Ames Transit Board of Trustees

**FROM:** Sheri Kyras

**DATE:** May 24, 2017

**SUBJECT:** Quarterly Operations Report (January – March 2017)

**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 are the detailed system performance **and a summary report** for the Transit Board's review for the January – March 2017 quarter. Below is a discussion regarding the negative (in red boxes) or important trends occurring during the quarter/year.

- **Fixed Route Ridership, Passengers Per Hour and Expense/Passenger** – Ridership was higher for the quarter, +1.6% due mainly to additional class days for this quarter compared to last year at this time. It is anticipated that CyRide will have 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. Additionally, school year ridership is anticipated to be lower. With lower ridership, the Passengers Per Hour and Expense Per Passenger are negatively impacted. This will present a challenge for CyRide to maintain efficiency while ridership stabilizes to slightly declines in the future.
- **Dial-A-Ride Ridership, Passengers Per Hour and Expense/Passenger**– This has been a year-long negative trend with ridership -27.8% for the quarter and -24.0% for the fiscal year. Year-to-date Dial-A-Ride (DAR) ridership will have provided 2,174 fewer rides for disabled customers in Ames. This lower ridership also then impacted the Passengers Per Hour and Expenses Per Passenger statistics. CyRide staff has discussed this trend with HIRTA staff and found that some DAR passengers were provided service, but under a different funding program, so the rides were not paid or accounted for under CyRide's program.
- **Moonlight Express Ridership** – Total rides for the quarter are +7.9%, but lower year-to-date at -11.5% lower. A portion of the reduction was due to the Iowa State-Iowa football game being held 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 for the first two quarters of the fiscal year was lower, citing more students choosing entertainment in their residences instead, which reduces the number of rides taken on CyRide.

- **Average Drivers Per Month/# of Interior Buses Cleaned** - Both of these measures were lower for the quarter, -3.5% and -24.5% respectively; however are positive for the year. This positive year-to-date situation will allowed CyRide to begin next year in a more solid position.
- **Farebox Revenue** – Fixed Route farebox revenue had been trending downward for the past several years; however, the last two quarters show a reversal of this situation, with an 11.6% increase in farebox revenue for the quarter. Year-to-date farebox revenue is also higher at a 2.1% increase.

## Operation’s Report Summary (January – March 2017)

Performance Category	Change From Same Quarter Last Year	Change Year-To-Date From Last Year
<b>General</b>		
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	+	-

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

<b>Maintenance</b>		
Major Mechanical Repairs	-	-
# of Roadcalls	-	-
# of Interior Buses Cleaned	-	+

**Key:**

Positive Trend	Neutral Trend	Negative Trend
----------------	---------------	----------------

# CYRIDE QUARTERLY OPERATIONS REPORT

January 1st, 2017 to March 31st, 2017 (3rd Quarter)

	<u>FY 2017</u> <u>3rd Qtr</u>	<u>FY 2016</u> <u>3rd Qtr</u>	<u>%</u> <u>CHANGE</u>	<u>FY 2017</u> <u>YTD</u>	<u>FY 2016</u> <u>YTD</u>	<u>%</u> <u>CHANGE</u>
<b>MAINTENANCE</b>						
Interior Clean	74	98	-24.5%	324	305	6.2%
Shop Road Calls	15	16	-6.3%	46	50	-8.0%
Miles per Shop Road Call	32,117	27,863	15.3%	28,099	25,461	10.4%
NTD Minor Mech.	55	50	10.0%	183	143	28.0%
NTD Major Mech.	13	14	-7.1%	36	41	-12.2%
Total NTD Mechanical Prob.	68	64	6.3%	219	184	19.0%
Miles per Major Mech.	37,059	31,844	16.4%	35,904	31,051	15.6%
<b>Gasoline Vehicles</b>						
Gas Miles Driven	34,982	33,795	3.5%	110,206	111,690	-1.3%
Total Gallons Gas	4,359	4,666	-6.6%	14,644	15,327	-4.5%
Total Gas Cost	8,256	7,125	15.9%	\$26,790	\$29,816	-10.1%
Avg. Gas Cost/Gallon	\$1.89	\$1.53	24.0%	\$1.83	\$1.95	-6.0%
Gas Cost per Mile	\$0.24	\$0.21	11.9%	\$0.24	\$0.27	-8.9%
Average Gas MPG	8.0	7.2	10.8%	7.5	7.3	3.3%
<b>Diesel Vehicles</b>						
Diesel Miles Driven	446,779	412,016	8.4%	1,182,353	1,161,384	1.8%
Total Gallons Diesel	97,539	112,528	-13.3%	277,289	292,564	-5.2%
Total Diesel Cost	161,976	129,770	24.8%	\$442,923	\$436,566	1.5%
Avg. Diesel Cost/Gallon	\$1.66	\$1.15	44.0%	\$1.60	\$1.49	7.0%
Diesel Cost per Mile	\$0.36	\$0.31	15.1%	\$0.37	\$0.38	-0.3%
Average Diesel MPG	4.6	3.7	25.1%	4.3	4.0	7.4%
<b>All Vehicles</b>						
Total Miles Driven	481,761	445,811	8.1%	1,292,559	1,273,074	1.5%
Total Gallons Fuel	101,898	117,194	-13.1%	291,933	307,891	-5.2%
Total Fuel Cost	\$170,232	\$136,895	24.4%	\$469,713	\$466,382	0.7%
Avg. Cost/Gallon	\$1.67	\$1.17	43.0%	\$1.61	\$1.51	6.2%
Total Cost per Mile	\$0.35	\$0.31	15.1%	\$0.36	\$0.37	-0.8%
Avg. MPG all Vehicles	4.7	3.8	24.3%	4.4	4.1	7.1%
Small Bus/Sup. Mileage	32,972	34,637	-4.8%	104,496	111,512	-6.3%
Large Bus Mileage	448,789	411,174	9.1%	1,188,063	1,161,562	2.3%
% Rev. Mi./Total Miles	78.4%	82.5%	-5.0%	81.5%	81.3%	0.2%
Percentage Small Bus	6.8%	7.8%	-11.9%	8.1%	8.8%	-7.7%
Maintenance Expense	\$513,309	\$475,036	8.1%	\$1,526,652	\$1,442,877	5.8%



# CYRIDE QUARTERLY OPERATIONS REPORT

January 1st, 2017 to March 31st, 2017 (3rd Quarter)

	FY 2017 3rd Qtr	FY 2016 3rd Qtr	% CHANGE	FY 2017 YTD	FY 2016 YTD	% CHANGE
<b>OPERATIONS</b>						
Total Passengers	2,195,549	2,160,389	1.6%	5,571,004	5,596,856	-0.5%
Average Drivers per Month	145.3	150.6	-3.5%	153.0	148.7	2.8%
Driving Hours	50,855	50,867	0.0%	143,082	145,369	-1.6%
Drivers Late	31	31	0.0%	88	70	25.7%
Drivers No Show	5	9	-44.4%	14	21	-33.3%
Late/No Show per Driver	0.25	0.27	-6.7%	0.67	0.61	9.0%
Total Comments	37	67	-44.8%	132	190	-30.5%
Driver Fault	11	12	-8.3%	33	32	3.1%
Undetermined	1	9	-88.9%	6	23	-73.9%
Passenger Fault	0	0	#DIV/0!	1	2	-50.0%
No Fault	9	16	-43.8%	34	40	-15.0%
System Complaints	10	14	-28.6%	30	39	-23.1%
Service Requests	2	6	-66.7%	9	6	50.0%
Compliments	3	10	-70.0%	18	18	0.0%
Passengers/Comment	<u>59,339</u>	<u>32,245</u>	<u>84.0%</u>	<u>42,205</u>	<u>29,457</u>	<u>43.3%</u>
Pass./Complaint (D & U)	182,962	102,876	77.8%	142,846	101,761	40.4%
Driving Hours/Comment	1,374	759	81.0%	1,084	765	41.7%
Driving Hrs/Comment (D&U)	4,238	2,422	75.0%	3,669	2,643	38.8%
Accident Reports	34	32	6.3%	72	92	-21.7%
Preventable Accidents	20	21	-4.8%	46	59	-22.0%
Percent Preventable	58.8%	65.6%	-10.4%	63.9%	64.1%	-0.4%
Miles/Prev. Accident	24,088	21,229	13.5%	28,099	21,578	30.2%
Hours/Prev. Accident	2,543	2,422	5.0%	3,110	2,464	26.2%
Unreported Accidents	0	0	#DIV/0!	1	5	-80.0%
Damage to Buses/Equip.						
Caused by CyRide	\$14,629	\$4,232	245.7%	\$30,244	\$21,200	42.7%
Caused by Others	\$7,892	\$9,362	-15.7%	\$31,361	\$22,747	37.9%
Caused by Unreported	\$0	\$0	#DIV/0!	\$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	\$1,767,513	\$1,626,836	8.6%	\$4,708,571	\$4,373,666	7.7%

<b>SYSTEM TOTAL</b>						
Passengers	2,195,549	2,160,389	1.6%	5,571,004	5,596,856	-0.5%
Revenue Miles	377,618	367,846	2.7%	1,053,431	1,035,337	1.7%
Revenue Hours	36,973	35,743	3.4%	101,804	100,186	1.6%
Revenue Miles per Hour	10.2	10.3	-0.8%	10.3	10.3	0.1%
Pass./Rev. Mile	5.8	5.9	-1.0%	5.3	5.4	-2.2%
Pass./Rev. Hour	59.4	60.4	-1.8%	54.7	55.9	-2.0%
Operations Expense	\$1,767,513	\$1,626,836	8.6%	\$4,708,571	\$4,373,666	7.7%
Maintenance Expense	<u>\$513,309</u>	<u>\$475,036</u>	<u>8.1%</u>	<u>\$1,526,652</u>	<u>\$1,442,877</u>	<u>5.8%</u>
Total Expenses	<u>\$2,280,822</u>	<u>\$2,101,872</u>	<u>8.5%</u>	<u>\$6,235,223</u>	<u>\$5,816,543</u>	<u>7.2%</u>
Farebox Revenue	\$62,403	\$57,578	8.4%	\$202,032	\$200,885	0.6%
Rev./Exp. Ratio	2.7%	2.7%	-0.1%	3.2%	3.5%	-6.2%
Oper. Exp./Passenger	\$1.04	\$0.97	6.8%	\$1.12	\$1.04	7.7%
Oper. Exp./Rev. Mile	\$6.04	\$5.71	5.7%	\$5.92	\$5.62	5.4%
Oper. Exp./Rev. Hour	\$61.69	\$58.81	4.9%	\$61.25	\$58.06	5.5%

# CYRIDE QUARTERLY OPERATIONS REPORT

January 1st, 2017 to March 31st, 2017 (3rd Quarter)

	FY 2017 3rd Qtr	FY 2016 3rd Qtr	% CHANGE	FY 2017 YTD	FY 2016 YTD	% CHANGE
<b>FIXED ROUTE</b>						
Fixed Route Passengers	2,172,735	2,137,726	1.6%	5,508,114	5,524,944	-0.3%
Shuttle Passengers	1,090	1,408	-22.6%	3,023	3,003	0.7%
Total Passengers	<u>2,173,825</u>	<u>2,139,134</u>	<u>1.6%</u>	<u>5,511,137</u>	<u>5,527,947</u>	<u>-0.3%</u>
Transfers	9,874	10,109	-2.3%	31,779	32,451	-2.1%
Revenue Miles	359,120	350,577	2.4%	1,007,570	986,304	2.2%
Revenue Hours	35,161	34,232	2.7%	97,917	95,898	2.1%
Revenue Miles per Hour	10.2	10.2	-0.3%	10.3	10.3	0.1%
Pass./Rev. Mile	6.1	6.1	-0.8%	5.5	5.6	-2.4%
Pass./Rev. Hour	61.8	62.5	-1.1%	56.3	57.6	-2.4%
Operations Expense	\$1,701,100	\$1,564,133	8.8%	\$4,571,206	\$4,229,014	8.1%
Maintenance Expense	<u>\$499,302</u>	<u>\$465,417</u>	<u>7.3%</u>	<u>\$1,492,112</u>	<u>\$1,413,592</u>	<u>5.6%</u>
Total Expenses	<u>\$2,200,402</u>	<u>\$2,029,550</u>	<u>8.4%</u>	<u>\$6,063,318</u>	<u>\$5,642,606</u>	<u>7.5%</u>
Farebox Revenue	\$62,403	\$55,941	11.6%	\$200,774	\$196,653	2.1%
Rev./Exp. Ratio	2.8%	2.8%	2.9%	3.3%	3.5%	-5.0%
Exp./Passenger	\$1.01	\$0.95	6.7%	\$1.10	\$1.02	7.8%
Exp./Rev. Mile	\$6.13	\$5.79	5.8%	\$6.02	\$5.72	5.2%
Exp./Rev. Hour	\$62.58	\$59.29	5.6%	\$61.92	\$58.84	5.2%

<b>DIAL-A-RIDE</b>						
Passengers	2,435	3,373	-27.8%	6,872	9,046	-24.0%
Revenue Miles	9,249	10,991	-15.8%	25,340	29,917	-15.3%
Revenue Hours	906	1,056	-14.2%	2,498	2,905	-14.0%
Revenue Miles per Hour	10.2	10.4	-1.9%	10.1	10.3	-1.5%
Pass./Rev. Mile	0.26	0.31	-14.2%	0.27	0.30	-10.3%
Pass./Rev. Hour	2.7	3.2	-15.9%	2.8	3.1	-11.7%
Operations Expense	\$49,689	\$46,719	6.4%	\$96,496	\$98,666	-2.2%
Maintenance Expense	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Total Expenses	<u>\$49,689</u>	<u>\$46,719</u>	<u>6.4%</u>	<u>\$96,496</u>	<u>\$98,666</u>	<u>-2.2%</u>
Farebox Revenue	\$0	\$1,638	-100.0%	\$1,258	\$4,233	-70.3%
Rev./Exp. Ratio	0.0%	3.5%	-100.0%	1.3%	4.3%	-69.6%
Exp./Passenger	\$20.41	\$13.85	47.3%	\$14.04	\$10.91	28.7%
Exp./Rev. Mile	\$5.37	\$4.25	26.4%	\$3.81	\$3.30	15.5%
Exp./Rev. Hour	\$54.84	\$44.24	24.0%	\$38.63	\$33.96	13.7%

<b>MOONLIGHT EXPRESS</b>						
Passengers	19,289	17,882	7.9%	52,995	59,863	-11.5%
Revenue Miles	9,249	6,278	47.3%	20,521	19,116	7.4%
Revenue Hours	906	455	99.1%	1,389	1,383	0.5%
Revenue Miles per Hour	10.2	13.8	-26.0%	14.8	13.8	6.9%
Pass./Rev. Mile	2.1	2.8	-26.8%	2.6	3.1	-17.5%
Pass./Rev. Hour	21.3	39.3	-45.8%	38.2	43.3	-11.9%
Operations Expense	\$16,724	\$15,984	4.6%	\$40,869	\$45,986	-11.1%
Maintenance Expense	<u>\$14,007</u>	<u>\$9,619</u>	<u>45.6%</u>	<u>\$34,540</u>	<u>\$29,285</u>	<u>17.9%</u>
Total Expenses	<u>\$30,731</u>	<u>\$25,603</u>	<u>20.0%</u>	<u>\$75,409</u>	<u>\$75,271</u>	<u>0.2%</u>
Exp./Passenger	\$1.59	\$1.43	11.3%	\$1.42	\$1.26	13.2%
Exp./Rev. Mile	\$3.32	\$4.08	-18.5%	\$3.67	\$3.94	-6.7%
Exp./Rev. Hour	\$33.92	\$56.27	-39.7%	\$54.29	\$54.44	-0.3%

# CYRIDE QUARTERLY OPERATIONS REPORT

January 1st, 2017 to March 31st, 2017 (3rd Quarter)

	FY 2017 3rd Qtr	FY 2016 3rd Qtr	% CHANGE	FY 2017 YTD	FY 2016 YTD	% CHANGE
<b>OPERATIONS REVENUE</b>						
Farebox	\$62,403	\$57,578	8.4%	\$202,032	\$200,885	0.6%
Transit Contracts	\$314,971	\$419,836	-25.0%	\$316,622	\$532,836	-40.6%
I.S.U.	\$761,477	\$723,150	5.3%	\$761,477	\$723,150	5.3%
Student Body Government	\$2,188,029	\$2,019,385	8.4%	\$4,632,394	\$4,198,695	10.3%
City of Ames	\$94,461	\$73,000	29.4%	\$1,010,975	\$940,383	7.5%
IDOT - STA	\$179,236	\$173,418	3.4%	\$582,629	\$579,694	0.5%
Section 5307	\$0	\$0	#DIV/0!	\$1,974,304	\$1,951,176	1.2%
Other Grants	\$26,844	\$35,808	-25.0%	\$79,715	\$72,038	10.7%
Other	\$35,617	\$67,567	-47.3%	\$170,127	\$160,986	5.7%
Total Operating Revenue	<u>\$3,663,038</u>	<u>\$3,569,742</u>	<u>2.6%</u>	<u>\$9,730,275</u>	<u>\$9,359,843</u>	<u>4.0%</u>
<b>TOTAL EXPENSES</b>						
Administration	\$278,464	\$299,518	-7.0%	\$849,262	\$867,481	-2.1%
Safety & Training	\$87,380	\$64,886	34.7%	\$261,698	\$194,850	34.3%
Promotion	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Bldg. & Grounds	\$174,042	\$181,501	-4.1%	\$321,770	\$335,834	-4.2%
Fixed Route	\$2,200,402	\$2,029,550	8.4%	\$6,063,318	\$5,642,606	7.5%
Dial-A-Ride	\$49,689	\$46,719	6.4%	\$96,496	\$98,666	-2.2%
Moonlight Express	\$30,731	\$25,603	20.0%	\$75,409	\$75,271	0.2%
Operating Total	<u>\$2,820,708</u>	<u>\$2,647,777</u>	<u>6.5%</u>	<u>\$7,667,953</u>	<u>\$7,214,708</u>	<u>6.3%</u>
Farebox Revenue	\$62,403	\$57,578	8.4%	\$202,032	\$200,885	0.6%
Farebox Rev./Exp. Ratio	2.2%	2.2%	1.7%	2.6%	2.8%	-5.4%
Admin. Expense/Pass.	\$0.25	\$0.25	-2.7%	\$0.26	\$0.25	2.9%
Admin. Exp./Rev. Mile	\$1.43	\$1.48	-3.7%	\$1.36	\$1.35	0.7%
Admin. Exp./Rev. Hour	\$14.60	\$15.27	-4.4%	\$14.07	\$13.96	0.8%
Total Expense/Passenger	\$1.28	\$1.23	4.8%	\$1.38	\$1.29	6.8%
Total Expense/Rev. Mile	\$7.47	\$7.20	3.8%	\$7.28	\$6.97	4.5%
Total Expense/Rev. Hour	\$76.29	\$74.08	3.0%	\$75.32	\$72.01	4.6%

# Transit Director's Report

May 2017

## 1. Transit Board of Trustees Elections

Typically, the Transit Board of Trustees hold elections for President, Vice-President and the Ames Area Metropolitan Planning Organization representative for the next year when the new terms for new board member begin at the May board meeting. However, with board members absent at the May meeting, other members leaving and joining the board at the end of June, and the current President and Vice President remaining on the board, it was the belief that elections could be postponed until the June 2017 meeting, when all were present and able to be considered for leadership roles.

## 2. Summer Projects

As the school year level of service begins to wind down, staff has developed a summer projects plan to be accomplished either prior to the ramping up of service in the fall or before cold weather returns. The following lists these projects.

**Maintenance** – Summer projects in the maintenance division encompass activities in five areas as follows:

- **Staffing** – Currently CyRide has staff vacancies in three maintenance positions that need to be filled by fall 2017
- **Facility** – Several projects will be completed this summer: replacement of five pits in the bus storage area, east entrance paving, landscaping in the front of CyRide's building, completion for the administrative building security system project, flood equipment maintenance
- **Cleaning projects** – Cleaning of buses, shelters, facility walls, etc.
- **Fleet** – Exterior bus camera installations, A/C refrigerant conversion, auction of retired vehicles, deferred maintenance projects, such as body repair and installation of Automatic Passenger Counters
- **Procurement** – Shop truck, flood pumps, electric hoists and pre-production of three new buses to be delivered February 2018.

**Maintenance and Operations** – Both divisions will work together on CyRide bus stop improvements. Nine bus stop locations are scheduled for modification this year:

- **Lincoln Way & Union Drive** – Add a new bench
- **S. 5<sup>th</sup> & Walnut** – Add new shelter (concrete pad already installed by developer)
- **Gillman Hall** – New colored concrete pad per ISU request (requires coordination with ISU)
- **Bessey Hall** – Install new shelter once construction is completed (requires coordination with ISU)
- **Lincoln Way & Beedle** – Add new bus shelter and concrete pad
- **Buchanan Hall** – New concrete pad per ISU request and moving of stop for better access (requires coordination with ISU)

- **Storm & Welch** – Add new shelter and extend concrete pad
- **University & Airport Rd.** – Add a new bus shelter (concrete pad already installed by Research Park)

**Operations** – The main focus this summer will be in hiring and training 20-25 new drivers so that they are ready to help provide service for the start of school next year. Three other recruitments will occur in the Operations areas this summer: Operations Assistant, Transit Trainer and two part-time Receptionists.

Other Operation’s project during the summer will include:

- **Human Resources Software** – Analysis of various systems for tracking of driver information (included in Capital Improvements Plan)
- **New Internal Policies** - Implementation/communication of new internal policies and standard operating procedures
- **Technology** - Ongoing analysis of several technology projects – digital radio conversion, adding outside cameras to newer buses, digital dispatch log book and an electronic pre-trip documentation system for drivers
- **Triennial Review** - Documentation requirements in Drug and Alcohol Program
- **Accidents** - Continue analysis of FY2017 accidents for process improvements

**Administration** – Four main projects will be undertaken this summer:

- **Fall Preparations** - Preparing contracts/coordination for private operator’s to begin fall services
- **Department of Labor** - Working toward resolution of Department of Labor concerns
- **Facility** - Preparing information regarding the facility to begin discussions with the transit board in the fall 2017
- **System Redesign Implementation** - Developing an internal implementation team, plan/schedule of activities to successfully make System Redesign changes in 2018

### 3. Student Fee Modification for 2018-2019

Each year CyRide staff meets with the ISU Special Tuition and Student Fee Committee (Fee Committee) to discuss CyRide’s student fee request to support CyRide services for the school year 12-14 months in advance. Currently the student fee is \$73.10 per semester per full-time student, a \$2.25 increase for the 2017-2018 school year was approved to \$75.35 for the 2017-2018 school year and CyRide will be requesting consideration by the Fee Committee this summer of a \$4.25 increase for the 2018-2019 school year, based on the following factors/assumptions included in the attached chart:

- Desire by the committee to maintain a \$500,000 balance for years when enrollment decreases and sufficient funding is not generated to meet the student’s share of CyRide’s costs.
- Enrollment predictions released Fall 2016 for the 2018-2019 school enrollment of 36,961.
- 5% anticipated increase needed in local dollars in the 2018-2019 budget.



**CITY OF AMES, Iowa**

**MEMO TO:** Ames Transit Board of Trustees  
**FROM:** Sheri Kyras  
**DATE:** May 24, 2017  
**SUBJECT:** System Redesign Plan – Service Refinement

**BACKGROUND:** The Transit Board of Trustees approved the System Redesign Plan’s “Revised Preferred Scenario” at their April 13, 2017 meeting. The next step in the process is to develop preliminary schedules and complete additional analysis to ensure that the final scenario is able to be implemented and no unanticipated issues could be identified that would require modification/reconsideration of the approved plan. Additionally, for the consultant to identify worthy projects that could not be included in the fiscally-constrained plan, but that could be considered in the future if additional funding is identified.

**INFORMATION:** With the approval of a final conceptual plan, the consultants with Nelson Nygaard will provide a presentation at the meeting regarding the final pieces of the analysis needed to ensure that the adopted System Redesign plan can be implemented within current fiscal constraints. The following topics will be included in this presentation and briefly discussed in this report:

- Union Drive Analysis (Campus Impact)
- Implementation Phasing Plan
- Future Service Recommendations

**Union Drive Analysis (Campus Impact)**

With fewer buses circulating around/through campus, the number of buses on the Union Drive corridor near Friley/Student Services will increase slightly in the eastbound direction and more significantly in the westbound direction. Through the System Redesign planning process, questions were raised regarding whether the new Union Drive roadway configuration could support the route changes approved in the final System Redesign Plan. Therefore an analysis, which included the following information, was completed and will be presented with further detail at the meeting.

- ISU’s new proposed Union Drive roadway configuration (as a reference point, as it will be completed by August 2018, just prior to implementation of CyRide’s service plan’s changes and will impact this roadway)

- The number of buses that can be supported in the physical space available at/near the Union Drive bus stops –maximum of three scheduled/extra buses at one time was designed into the schedule
- The volume of buses during the busiest portion of the day (Weekday from 8-9 am)

Preliminary bus schedules for each route were developed to provide information needed for the above analyses.

### **Implementation Phasing Plan**

Service changes within similar geographic areas or that impacted other routes were identified and grouped together for implementation. Four possible service improvement implementation dates were then identified as follows: May 2018, August 2018, May 2019 and/or August 2019. Based on these criteria, the shortest possible implementation schedule was developed that would allow for successful implementation of this System Redesign Plan. This phasing plan will be presented at the meeting.

### **Future Service Recommendations**

The final System Redesign Plan is fiscally-constrained; however, additional services were identified/desired by the public that would further enhance CyRide services in the future, if financial resources could be secured. A list of these service changes and a chart with the preliminary cost estimates is attached. A graphic of the changes that contain route modifications will be presented at the meeting.

### **Next Steps**

CyRide staff will develop an implementation plan/schedule of activities to be completed prior to operating the new route structure in the System Redesign Plan. Areas of discussion in this plan would include:

- **Bus Stop Modifications/Signage Changes**
- **Towers Turnaround** – Plan, construct and fund turnaround at the Towers
- **Printed Route Map/Schedule Modifications** – Multiple maps/schedules needed?
- **Title VI Planning Assessment** – Federally required to ensure that there is no negative impact of the changes to low-income/minority individuals
- **Public Meetings** - Scheduled for 2018-2019 service changes – Fall 2017
- **Budget** - Incorporation of changes into the 2018-2019 budget
- **Marketing** - Education/Information Plan and development of material to inform customers of changes
- **Schedules/Driver Work** - Final development of route schedules, breaking this into pieces of work for the drivers
- **Community Conversations** – Target, Mall

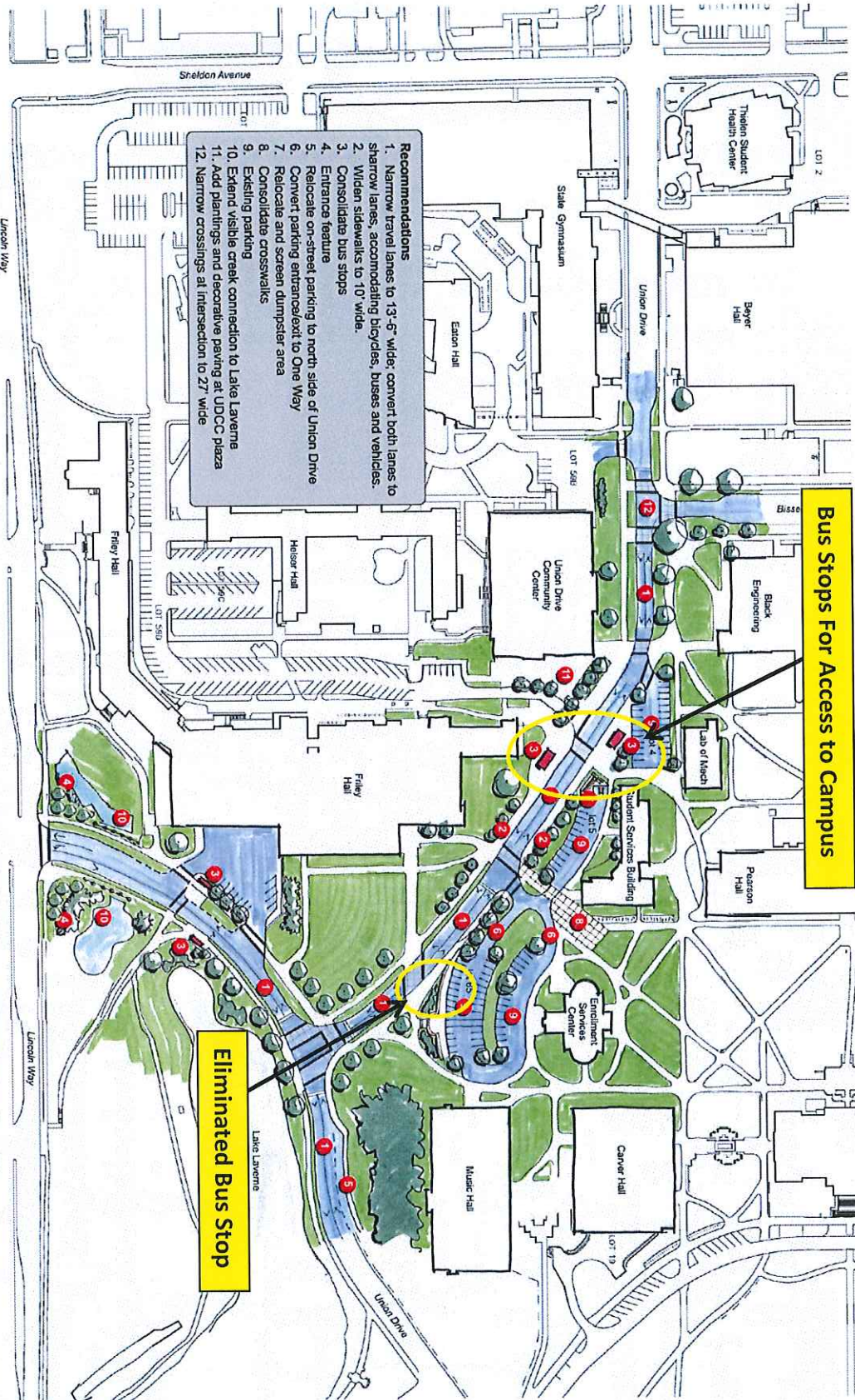


No additional action needs to be taken at the meeting if board members are comfortable with the information presented in this report; however, the information provided will provide answers to implementation questions that were raised throughout the process and provide more detail on what will need to be accomplished over the next 15 months.

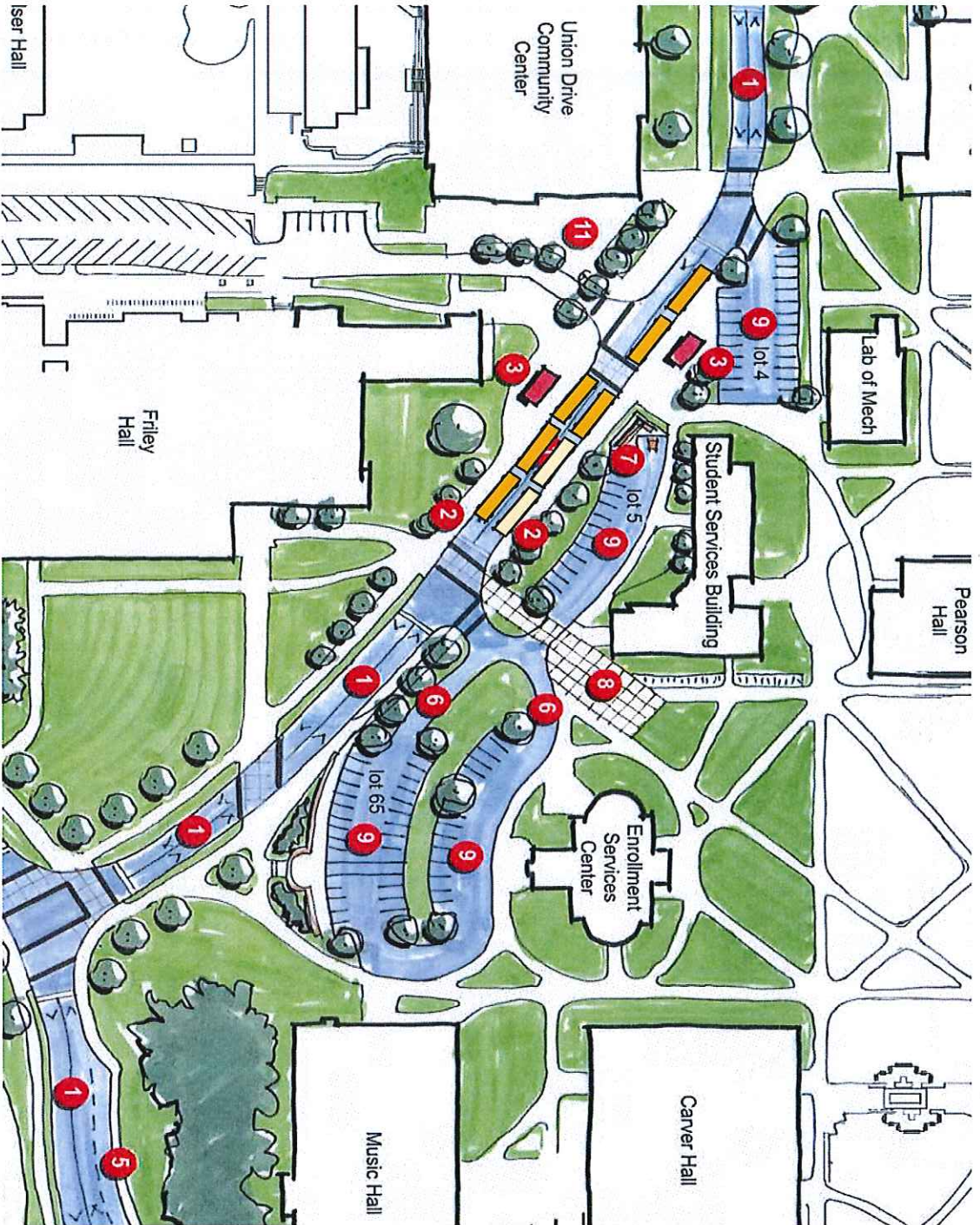
# Welch Road + Union Drive / Concept 1

Iowa State University - Ames, Iowa

STOCKSHNER  
HARE & HARE  
ARCHITECTS  
OLSSON  
ARCHITECTS  
1" = 50'  
N

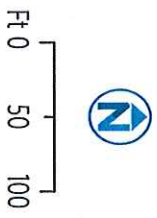


# Bus Placement Along Union Drive

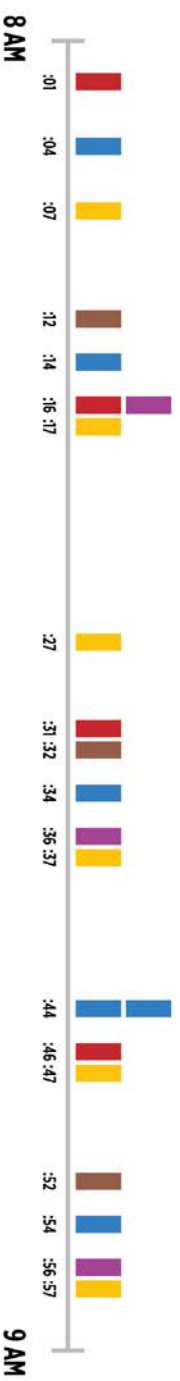


**BUSES ON UNION DRIVE**

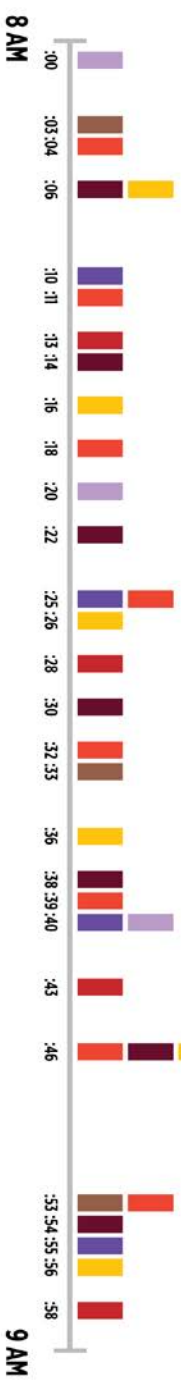
 CyRide Bus



## EASTBOUND BUSES ON UNION



## WESTBOUND BUSES ON UNION



# CYRIDE LONG-TERM RECOMMENDATIONS - SUMMARY

## Highest Priority Long-Term Service Recommendations

- Due to new development along Lincoln, improve Purple from 15 to 10 minute service in morning and to 15 minutes in afternoon
- Due to new development along Mortenson, improve Lilac from 20 to 15 minute service in morning and to 15 minutes in afternoon
- New service to Applied Sciences (one new vehicle, 60 minutes, 7 a.m. – 7 p.m.)
- New service to Research Park North Loop (60 minutes, 7 a.m. – 7 p.m.)
- Yellow Route extension to ISU campus
- Later weekday evening service on Brown (extend to 10:30 p.m.)
- Later weekday evening and added weekend service on Gold (weekdays extend to 12:30 a.m., Saturday 8 a.m. – 9 p.m., Sunday 8:30 a.m. – 8:30 p.m.)

## All Long-Term Service Recommendations

### 1 Red

- Provide more frequent weekday evening service (20 minutes)
- Expand weekend hours of service and frequency (20 minutes, service until 12:30 a.m. on Saturday)

### 2 Green

- Provide later weekday evening service (12:30 a.m.)
- Provide more frequent weekday evening service (20 minutes)
- Expand weekend hours of service and frequency (20 minutes, service until 12:30 a.m. on Saturday)

### 3 Blue

- Provide more frequent weekday evening service (20 minutes)
- Expand weekend hours of service and frequency (20 minutes, service until 12:30 a.m. on Saturday)

### 5 Yellow

- Extend alignment from downtown Ames to ISU
- Improve frequency to respond to additional residential growth on South Duff (20 minutes, one additional vehicle)
- Provide later weekday evening service (11 p.m.)
- Expand weekend hours of service and frequency (Saturday 8 a.m. – 11 p.m., Sunday 8:30 a.m. – 11:00 p.m.)

## **6 Brown**

- Provide later weekday evening service (11 p.m.)
- Provide more frequent weekday service (20 minutes all day)
- Expand weekend hours of service and frequency (20 minutes, service until 11 p.m.)

## **7 Purple**

- Due to new development along Lincoln, improve frequency from 15 to 10 minute service in morning and to 15 minutes in afternoon
- Operate all day on weekdays (7 a.m. – 6:30 p.m.)

## **9 Plum**

- Provide more frequent weekday evening service (20 minutes)
- Add weekend service (20 minutes, Saturday 8 a.m. – 10:30 p.m., Sunday 8:30 a.m. – 10:30 p.m.)

## **12 Lilac**

- Due to new development along Mortenson, improve frequency from 20 to 15 minute service in morning and to 15 minutes in afternoon
- Operate all day on weekdays (7 a.m. – 6:30 p.m.)

## **25 Peach**

- Increase weekday frequency (30 minutes, one additional vehicle)
- Add weekend service (60 minutes, Saturday and Sunday 7 a.m. – 7 p.m.)

## **26 Gold**

- Expand weekday hours of service (until 12:30 a.m.)
- Provide more frequent weekday evening service (20 minutes)
- Add weekend service (20 minutes, Saturday 8 a.m. – 12:30 a.m., Sunday 8:30 a.m. – 11:30 p.m.)

## **Additional Recommendations**

### **Expand Service to New Areas**

- Applied Sciences (60 minutes, 7 a.m. – 7 p.m.)
- Research Park North Loop (60 minutes, 7 a.m. – 7 p.m.)
- New Innovative Transit Service Zone for Somerset/North Ames

### **Innovative Transit Service Zone**

- Potential for re-introducing fixed-route service based on demand at a future date

### **Fare Analysis**

- Fare rollback pilot program to increase community ridership

## CYRIDE LONG-TERM RECOMMENDATIONS – COST ESTIMATES

Route	High Priority Recs New Rev Hrs	High Priority Recs Cost	High Priority Recs New Vehicles Required	All Long-Term Recs New Rev Hrs	All Long-Term Recs Cost	All Long-Term Recs New Vehicles Required
1 Red	0	\$ -		4,276	\$ 348,824	
2 Green	0	\$ -		9,198	\$ 750,347	
3 Blue	0	\$ -		1,874	\$ 152,876	
5 Yellow	3,695	\$ 301,428	1	12,149	\$ 991,081	2
6 Brown	1,143	\$ 93,243		11,988	\$ 977,947	
7 Purple	1,778	\$ 145,044	1	3,048	\$ 248,647	1
9 Plum	0	\$ -		4,151	\$ 338,594	
11 Cherry	0	\$ -		0	\$ -	
12 Lilac	1,778	\$ 145,044	1	4,445	\$ 362,611	1
21 Cardinal	0	\$ -		0	\$ -	
23 Orange	0	\$ -		0	\$ -	
25 Peach	0	\$ -		4,380	\$ 357,308	1
26 Gold	3,784	\$ 308,688		7,896	\$ 644,133	
Innovative Transit Service	0	\$ -		0	\$ -	
North Ames (Somerset) Innovative Service	0	\$ -		3,090	\$ 252,101	1
New Service: Applied Sciences	3,048	\$ 248,647	1	3,048	\$ 248,647	1
New Service: North Loop	3,048	\$ 248,647	1	3,048	\$ 248,647	1
<b>Total</b>	<b>18,274</b>	<b>\$ 1,490,741</b>	<b>5</b>	<b>72,591</b>	<b>\$ 5,921,763</b>	<b>8</b>

# June

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
				<b>1</b>	<b>2</b>	<b>3</b>
<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>
<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>23</b>	<b>24</b>
<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b> Transit Board meeting 10:00am/Reception following for Mr. Madden	<b>29</b>	<b>30</b>	No July Meeting  August transit Board meeting August 24 at 8:00am
					<b>2017</b>	