

AMES TRANSIT AGENCY BOARD OF TRUSTEES
CYRIDE CONFERENCE ROOM

May 9, 2019

1. CALL TO ORDER: 4:15 P.M.
2. Approval of April 11, 2019 Minutes
3. Public Comments
4. Election of Officers and Ames Area MPO Representative
5. Operational Contract with CIT
6. HIRTA Feedback & Contract Renewal
7. #6 Brown Route Sunday Service
8. 2018-2019 Federal Grant Application – Formula Funds
9. Interim Transit Director’s Report
10. Trustee Items:
 - Management Consultant Proposal
 - Director Recruitment Update
 - Residency Requirement
11. Set Spring/Summer Meeting Dates/Times:
 - June 13, 2019, 4:15 PM
 - July 11, 2019, 4:15 PM
12. Adjourn

AMES TRANSIT AGENCY BOARD OF TRUSTEES

AMES, IOWA

April 11, 2019

The Ames Transit Agency Board of Trustees met on April 11, 2019 at 4:15 p.m. in CyRide's Conference room. President Bibiloni called the meeting to order at 4:19 p.m. with Trustees Cain, Jeffrey, Nelson, Schainker, Bibiloni and Schrader present.

Public in Attendance: Sarah Lawrence, ISU Facilities Planning & Management, John Grzywac with Central Iowa Transit (CIT), and Peter Hallock, Ames Resident.

Approval of March 12 and 15, 2019 Minutes: Trustee Jeffrey made a motion to adopt the March 12 and March 15, 2019 transit board minutes as presented. Trustee Cain seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

Public Comments: Interim Director Neal recognized Jon Grzywac, with CIT, who addressed the transit board and said he distributed an email to the transit board members and said he would like to come to a compromise and requested the transit board give him a month's extension to provide him the opportunity to work through negotiation for a win/win solution. He said he spoke with Adam Schildge, the Director of Policies with the Federal Transit Administration Budget office, and he provided him with some encouraging news that would give him more time to create an arrangement that would benefit CIT, Central Iowa Transit, and CyRide.

State Grant & Public Transit Infrastructure Grant (PTIG) Grant Application: Interim Director Neal said CyRide submits a State of Iowa Public Transit Infrastructure Grant (PTIG) application each year to the Iowa IDOT, Iowa Department of Transportation, for capital and operating needs for the 2019-2020 budget year. She asked Shari Atwood, Transit Planner, who prepares the grant application, to provide a brief overview of the contract.

Ms. Atwood explained the grant is due May 1 and CyRide is asking for four different types of funding. CyRide is requesting State Operating Assistance in the amount of \$808,075. The State of Iowa collects 4% of new vehicle registrations as the source for operating assistance. About 5.48% of CyRide's total budget comes from State Operating Assistance. The second operating assistance request is for Federal Section 5310 Elderly and Disabled Funding in the amount of \$150,000. This funding is used for CyRide's Dial-A-Ride or ADA contract with HIRTA. \$117,676 of 5310 money will go towards the ongoing annunciator project for CyRide. The third type of funding is the Federal 5339 Discretionary Grant. This type of funding comes through formula dollars through the Iowa Department of Transportation. The State of Iowa uses a process called PTMS that assigns a rank to buses throughout the state. The highest ranked buses get replaced first. CyRide has eight buses that are highly ranked. The federal share to replace the buses is \$3.3 million. The last project is a Public Transit Infrastructure Grant project for replacing HVAC equipment in the bus wash and shop areas for \$521,098. In summary,

the total operating request is \$958,075 and the total capital is \$3,993,214 for a total State Grant application of \$4,951,289.

The only funding CyRide is guaranteed or assured of receiving is State Operating Assistance funding and \$267,676 in 5310 Elderly and Disabled funding. The HIRTA contract accounts for \$150,000 in 5310 funding and the other \$117,676 will be used for annunciators. The Iowa DOT will decide if the Discretionary Grant and PTIG projects are funded or not.

The State Operating Assistance and the 5310 Elderly and Disabled Funding (including the annunciators) are already built into the budget. The PTIG project is identified in the capital plan and identified at \$750,000 (\$600,000 federal and \$150,000 local match). CyRide completed an independent cost study for the PTIG HVAC project grant application, which came in at \$661,373 requiring a local match of \$130,275. This amount was substantially lower than what was built into the capital plan. There are five separate areas for the HVAC improvement project shown in the transit board packet. CyRide applied for the bus wash HVAC equipment last year, but was given less money to fund the entire bus wash project. Therefore, CyRide took bus wash area HVAC equipment out of this year's project and is reapplying for funding for that area so that it can be replaced with next year's project.

The last project is Section 5339 discretionary grant bus funding. It will not be known until next year if replacement buses are approved for funding. CyRide has quite a few buses at the top of the PTMS list, but cannot speculate whether CyRide will receive funding for them.

Trustee Cain asked a question if operating assistance was similar to last year and Interim Director Neal said last year State Operating Assistance was \$805,748 and CyRide's state grant application submitted was little over \$5 million. Shari Atwood explained the State operating assistance does fluctuate from year to year and Trustee Cain asked why. Ms. Atwood said it is based on how many new vehicles registrations there are in the State of Iowa. Ms. Atwood believed CyRide had \$800,000 in the budget as this figure is based on past vehicle registrations. CyRide staff does not know what that figure will be from year to year. Interim Director Neal said it was approximately \$3,000 higher than last year.

Interim Director Neal said we are recommending approval of the FY2020 State Grant application to the Iowa Department of Transportation subject to public hearing comments that address requested state funding.

Trustee Nelson made a motion to approve the FY2020 State Grant Application subject to public hearing comments that address requested state funding. Trustee Jeffrey seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

FY2019 Low and No Emission Grant Program Application – Electric Buses: Interim Director Neal told the transit board on March 18, 2019 the federal government released its 2019 round of Low and No Emission grant applications that are due May 14, 2019. During the

February 14, 2019 transit board meeting, staff was directed to draft a Low and No Emission grant application for two electric buses, facility modifications and supporting equipment. The Board directed staff to come back with a final budget and how CyRide would fund a \$400,000 local match if CyRide does not receive the Volkswagen Settlement Grant.

Interim Director Neal said detailed information regarding this directive is provided in the transit board packet. She turned the discussion over to Transit Planner, Shari Atwood, who worked with developing the Low No grant.

Ms. Atwood touched on the changes in the grant application between the February transit board meeting and today's meeting. The first change was to make the Federal grant application more competitive by utilizing the VW grant to increase the local share. The justification for this was because last year there were 588 submissions for the Low or No Emission Grant, out of which 130 projects were highly recommended to be funded. Of the 130 highly recommended projects, only 52 projects were actually funded. So, only about 40% of the projects that were highly recommended were funded. CyRide may have a good project and it may not be funded. Anything that we can do to strengthen our application by reducing the Federal share, the better off CyRide's submission will be.

In the final budget recommendation, the Volkswagen share was increased to make it more competitive. Consultant costs were increased by \$25,000 to complete the Request for Proposal (RFP) to select a bus manufacturer as staff agrees we should not name one, but do a competitive bid process. From that change, CyRide's share of \$87,920 is now \$95,620. Documentation shows that the transit board committed the \$100,000 but following our review, we did not see in the motion the \$100,000 local match committed in the February board meeting. Therefore, staff is asking for the full local match commitment in today's board meeting.

The third change was the transformer, which was listed as part of the CyRide local share in the grant budget. Since the City of Ames Electric Department will be funding this and considered an in kind local share, they will be mentioned as a project partner within the grant, which strengthens the grant.

Another change was in the bus specifications. The specifications were revised and the price is now \$805,000 instead of \$800,000 previously listed.

Without any questions on the changes in the budget, she moved on to how CyRide could fund the local share. With the VW grant at \$360,000/17% and CyRide at \$95,620/4%, together the amount that CyRide has to commit is \$455,620. Staff has identified three areas that we can provide the local match amount pending the outcome of the VW grant. The first is within the Capital Plan. From staff's perspective, projects could be delayed or eliminated based on board priorities. This option would equal \$800,000 per year. This could potentially free up \$1.6 million to support the local match necessary for the battery electric project. This is a possibility, but one staff does not

recommend, due to limited dollars available to support current capital improvement projects at CyRide.

The other area that we could find funding is with the 5307 Apportionment. CyRide's allocation increased over CyRide's budgeted amount by \$406,365 in the current budget year. Additional dollars were received from the STIC amount rising from 1.5% to 2.0%. Staff also estimates an additional \$150,000 in STIC dollars would be available in the 2019-2020 year, for a total of \$556,365 as a possible funding source.

The final place funding could come from is the closing balance. The amount above the required 10% is currently \$647,880. The transit board has committed \$22,500 of this amount to the Director's recruitment. Director Kyras had included an additional \$100,000 at the February board meeting; however, this amount was not included in the motion and needs formal board approval. Therefore, this would leave \$625,380 as a possible local funding source for the electric bus project.

After the grant application is submitted, staff can come back to the board and finalize the entire local match, based on the outcome of the current VW Settlement grant. Additionally, there will be two more rounds of VW Settlement grants. We could apply for one round anticipated in January 2020. If we do not receive it, we could submit in January 2021. The request is for \$360,000 and cap on the grant is \$500,000.

The other area that CyRide could request is the DERA (Diesel Emission Reduction Act) funding administered by the State of Iowa. Des Moines DART received \$378,000 in the budget year for 2017-2018.

Interim Director Neal recommends Alternative #1, approve up to \$455,620 in local match, if needed, for a FY2019 Low or No Emission Grant for an electric bus project and direct staff to submit an application for \$1,660,180 in federal funding.

Motion by Trustee Jeffrey to approve up to \$455,620 in local match, if needed, for a FY2019 Low or No Emission Grant for an electric bus project and direct staff to submit an application for \$1,660,180 in federal funding. Trustee Schrader seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

Intermodal Facility Tenant Lease – Executive Express: Interim Director Neal said the Executive Express lease was fundamentally the same as the changes approved to the Jefferson Lines lease approved in the March board meeting. The new five year lease agreement includes: addition of the Producer Price Index increase, the addition of prohibiting travel on Arbor Street, contract reference date, contract start and expiration dates that reflects a five year lease agreement beginning June 30 of 2019 through June 30, 2024, removal of current Director's name as CyRide contact person and correcting CyRide's address.

Interim Transit Director recommended approval of Alternative #1 to enter into a five-year contract with Executive Express for space within the Ames Intermodal Facility.

Trustee Nelson made a motion to approve the Ames Intermodal Facility Commercial Tenant Lease with Executive Express. Trustee Schrader seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

Operational Contract with CIT Signature Transportation: Interim Director Neal said that during the March transit board meeting, the transit board tabled the motion and directed Transit Director Sheri Kyras and Asst. Director of Operations, Barbara Neal, to speak with Ames Conventions and Visitor Bureau, ACVB, CEO Julie Weeks, about partnering with CyRide and finding the budget deficit necessary to continue the CIT contract. Interim Director Neal said they spoke with CEO Ms. Julie Weeks, and the ACVB was not able to financially support CIT. There were no short or long term benefits for the ACVB or its events to make this financial commitment. Interim Director Barbara Neal recommended Alternative #1 to not contract with CIT for # 21 Cardinal route for next year and direct CyRide to operate the service.

Trustee Nelson asked if there was any reason they couldn't delay the decision on the #21 Cardinal route contract until next month's transit board meeting. Interim Director Neal stated no; however, a decision would need to be made at the next board meeting.

Trustee Nelson made a motion to delay action on the CIT contract for the #21 Cardinal Route for the next school year until the May 9, 2019 transit board meeting. Trustee Jeffrey seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

CyRide Bus Lifts Replacement Project Close-Out: Interim Director Neal stated CyRide used State of Iowa grant money with a project that started in June and completed in September to replace three in-ground lifts.

Rich Leners, Asst. Director of Fleet and Facilities, said this was good project and it originally called for the replacement of two lifts in the maintenance area. The low bid was submitted by Henkel Construction and was favorable, allowing CyRide to add the alternative to replace a third lift. The project had some delays due to the replacement of some defective parts, but not because of Henkel Construction. With three change orders, the net result was a contract deduction of \$1,047.35. The lifts are working and CyRide staff is satisfied and ready to close out the project.

Trustee Nelson made a motion to accept final completion and approve the release of retainage in the amount of \$23,635.14 to Henkel Construction Company for the CyRide Bus Lifts Replacement Project. Trustee Jeffrey seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

American Public Transit Association "Get on Board Day: Interim Director Neal introduced the American Public Transit Association's annual Get on Board Day to increase awareness of public transit. CyRide staff would like to promote increasing community ridership and

encourage residents to try CyRide 2.0 for free. This event would be marketed through press releases, public relations message, website and social media presence, and free rides on all routes on April 25. The cost estimate of eliminating fares would be approximately \$400 in lost farebox revenue.

Interim Transit Director recommended approval of Alternative #1 to promote Get on Board Day on April 25 with educational activities and the elimination of fares at a cost of approximately \$400.

Trustee Schainker made a motion to promote the national Get on Board Day on April 25 with educational activities and the elimination of fares for one day at cost of approximately \$400 in lost farebox revenue. Motion was seconded by Trustee Cain. (Ayes: Five. Nays: None.) Motioned carried.

Transit Director's Report:

- 1) Washington DC Trip Recap:** Interim Director Neal recapped Director Kyras' information from her trip. Small transit intensive cities that receive STIC money are requesting support from the new Transportation Reauthorization bill, to increasing STIC program funding from 2% to 3%. CyRide's funding was increased from 1.5% to 2% which increased our funding by \$300,000. If the new Transportation Reauthorization bill passes CyRide could receive close to \$3,000,000 in federal support. Another issue was the Employee Protection Act that calls for physical barriers to be placed between the bus driver and customers to avoid assaults. This is led by the ATU Union (Amalgamated Transit Union. APTA (American Public Transit Association) and CyRide are not in support of this issue.

The Federal Philosophy/Goal. Under current federal funding programs, Formula 5307 funding can be used for operating and/or any capital purpose and Discretionary 5309 funds can be used for all types of capital projects. The new philosophy and goal is to make the Formula 5307 funds for operating and smaller capital projects and the Discretionary 5339 for large "facility" projects only. This could be detrimental to CyRide.

Interim Director Neal will be working on priorities and talking points to send with the Ames Chamber to express CyRide's positions on these topics when they go to the Capitol, in May.

- 2) Ames Middle School Turnaround Reconstruction Bid:** Interim Director Neal asked Asst. Director Fleet and Facilities, Rich Leners, to expand on this. He said at the conference call board meeting in March that an issue had come up with CyRide being able to modify the Middle School turnaround because Ames Community School did not sign a Quit Claim Deed for the property. The City of Ames Legal department is working to resolve this issue so CyRide can move forward.
- 3) Ridership Update:** Interim director Neal reported that February ridership was comparable to the previous year, with ridership continuing to trend downward of 1.2%. The biggest decline is in west Ames area, with a decrease of approximately 10.3%. Four other routes were up approximately 4.7% combined compared to the previous February. Trustee

Schrader asked if we knew why ridership was down in West Ames. Trustee Cain said Iowa State University stopped renting from the developers and that could be correlated as to why the Orange route is up at the commuter lot.

Interim Director Neal said staff wants to examine ridership and see why it is trending down, particularly in the West Ames area to see if there are opportunities to slow the downward trend. Currently, CyRide does not have an answer, but would like to spend some time evaluating the decrease in the ridership from West Ames to determine if opportunities exist to change this trend. She asked if Trustee Cain and the university could assist in sharing information on ISU student occupancy in this area to better understand the decline. Trustee Cain stated they could possibly assist.

Next Meeting Dates/Times:

- May 9, 2019 – 4:15 pm
- June 13, 2019 – 4:15 pm
- July 11, 2019 – 4:15 pm

Adjourn: Trustee Schrader made a motion to adjourn the meeting. Trustee Jeffrey seconded the motion. The meeting was adjourned at 5:02 P.M. (Ayes: Five. Nays: None.) Motion carried.

Juan Bibiloni, President

Joanne Van Dyke, Recording Secretary

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Barbara Neal
DATE: May 9, 2019
SUBJECT: Election of Officers and Ames Area MPO Representative

INFORMATION: In May or June of each year, the Transit Board of Trustees elects new officers as required by the Ames Municipal Code, Chapter 26A for the positions of President and Vice-President. The current President is Juan Bibiloni-Rivera and the Vice President is Liz Jeffrey. Trustee Bibiloni-Rivera has indicated an interest in continuing as President; Trustee Jeffrey has indicated an interest in continuing as Vice-President.

In addition, the Transit Board elects a representative to the Ames Area Metropolitan Planning Organization (AAMPO). Juan Bibiloni-Rivera is the current representative on the board. Trustee Bibiloni-Rivera has indicated an interest in continuing as the representative.

Nominations may be taken from the floor for these positions, as well.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

FROM: Barbara Neal

DATE: May 9, 2019

SUBJECT: Operational Contract with CIT

BACKGROUND: CyRide has entered into four one year contracts with CIT Signature Transportation (CIT) from 2015 through 2019. CIT provides service to a portion of CyRide's #21 Cardinal route with a fleet of transit-style buses. CyRide experienced rapid growth during this period and CIT helped make sure service needs within Ames were met. The current contract with CIT expires on June 30, 2019. The contract has three, one-year extensions. Board members are asked to consider if there is a desire to extend the contract for one year with CIT or have CyRide start providing the service again.

At the March 12, 2019 board meeting, members were informed that it will cost CyRide \$100,000 less to operate the service than it costs to contract with CIT. The transit board tabled the motion and directed Transit Director Sheri Kyras and Asst. Director of Operations, Barbara Neal, to speak with Ames Conventions and Visitor Bureau, ACVB, CEO Julie Weeks, about partnering with CyRide and funding the \$100,000 2019-2020 budget deficit necessary to extend the CIT contract. The information discussed at the March 12, 2019, meeting is attached for reference.

At the April 11, 2019 meeting, staff shared they had met with the ACVB President and CEO, Julie Weeks, to discuss funding possibilities. Ms. Weeks shared they would not be able to financially support CyRide in offsetting the \$100,000 deficit. At this meeting, the transit board members elected to table this item to give CIT more time to find a win/win solution for both parties. The information discussed at the April 11, 2019, meeting is attached for reference.

INFORMATION: Since the April 11th board meeting, CyRide staff has been in communications with the FTA's regional office regarding our existing contract with CIT. The FTA Regional Administrator and legal team has reviewed our contract with CIT and the procurement efforts leading to the CIT contract. They concur the contract was 100% locally funded and decisions regarding the contract lie with the Transit Board. The Regional Administrator also clarified there is no additional federal funding available to CyRide to continue this contract. A statement by a Regional Office staff member to CIT about this possibility was made in error. The congressional delegation from Iowa and the FTA in Washington have been notified of the error by the FTA Regional Office.

The Interim Transit Director met with CIT Owner, John Grzywacz, and explained the matter to him. After the meeting, Mr. Grzywacz sent an email regarding the misinformation he received. This email stated, "I regretfully conseed (concede) to your decision to end the contract between CyRide and CIT."

ALTERNATIVES:

1. Do not contract with a private bus operator on the #21 Cardinal Route for the next school year and directly operate all services on this route.
2. Approve a one-year contract extension under the current CyRide-CIT contract and dedicate \$100,000 of the 2019-2020 closing balance to fulfill the contract.

RECOMMENDATION:

The Interim Transit Director recommends approval of Alternative #1 to directly operate all services on the #21 Cardinal Route beginning with the Fall 2019 ISU semester. The operational and equipment issues that originally necessitated contracting the service no longer exist. The additional cost and administrative workload do not justify extension of the current contract. CIT Signature Transportation provided excellent service during the contract period and ending the contract does not reflect poorly on them.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Barbara Neal
DATE: April 11, 2019
SUBJECT: Operational Contract with CIT Signature Transportation

BACKGROUND: CyRide has entered into four contracts with CIT Signature Transportation (CIT), spanning 2015 through 2019, to provide a portion of CyRide’s #21 Cardinal route with their fleet of transit-style buses and employees. The purpose of this contract was to assist CyRide, during its rapid expansion period, by providing buses and drivers through the operation of a portion of CyRide’s service to ensure that all service needs within Ames were met. Additionally, CyRide had outgrown its indoor bus storage and was beginning to park buses outdoors. A contractual relationship with a private operator was believed to minimize this infrastructure challenge.

CyRide currently has a two-year contract with CIT that will expire on June 30, 2019; however, the contract has three one-year extensions. Therefore, board members will need to determine if there is a desire to enter into a new contract, extend the contract for one year with CIT or provide this service with CyRide’s resources.

At the March 12, 2019, meeting, board members requested that staff meet with Ames Convention & Visitor’s Bureau (ACVB) representatives to seek a solution to the \$100,000 budget deficit that would be created for 2019-2020 by a new or extended contract. The information discussed at the March 12, 2019, meeting is attached for reference.

INFORMATION: The former Transit Director and Interim Transit Director met with the ACVB President and CEO, Julie Weeks, to discuss funding possibilities. As a result of the meeting, Ms. Weeks shared with CyRide staff that the ACVB would not be able to financially support CyRide in offsetting its \$100,000 deficit so that CyRide could continue contracting with CIT Signature Transportation for the #21 Cardinal route in the future. Further, she indicated that there was “no short or long term benefit for the ACVB or its events.” She stated that if privately-operated, transit-style buses were not available within the community, that the ACVB would identify different transportation options to meet the event’s needs.

ALTERNATIVES:

1. Do not contract with a private bus operator on the #21 Cardinal Route for the next school year and directly operate all services on this route.

2. Approve a one-year contract extension under the current CyRide-CIT contract.
3. Direct staff to prepare a new Request for Proposal to receive bids on service contracting on the #21 Cardinal Route, for a board-determined contract period.

RECOMMENDATION:

The Interim Transit Director recommends approval of Alternative #1 to directly operate all services on the #21 Cardinal route beginning with the Fall 2019 ISU semester. In reviewing the reasons for entering into a contractual relationship, the driver shortage, lack of buses and storage spaces issues no longer exist. The additional cost and administrative workload do not seem to justify extending or entering into a new contract. This recommendation does not reflect a performance issue as CyRide staff is pleased with the work of CIT Signature Transportation and their staff has been extremely responsive when notified of required changes or operational issues.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Barbara Neal
DATE: March 12, 2019
SUBJECT: Operational Contract with CIT Signature Transportation

BACKGROUND: CyRide has entered into four contracts with CIT Signature Transportation (CIT), spanning 2015 through 2019, to provide a portion of CyRide’s #21 Cardinal route with their fleet of transit-style buses and employees. The purpose of this contract was to assist CyRide, during its rapid expansion period, by providing buses and drivers through the operation of a portion of CyRide’s service to ensure that all service needs within Ames were met. Additionally, CyRide had outgrown its indoor bus storage and was beginning to park buses outdoors. A contractual relationship with a private operator was believed to minimize this infrastructure challenge.

CyRide currently has a two-year contract with CIT that will expire on June 30, 2019. Therefore, board members will need to determine if there is a desire to enter into a new contract with CIT or provide this service with CyRide’s resources.

INFORMATION: The following report will provide updated information regarding CyRide’s purpose for entering into a contract with CIT (fleet, facility and drivers), as well as the results of a customer satisfaction survey of #21 Cardinal Route riders, contractor versus CyRide cost comparison and explanation of the administrative workload created by an operating contract.

Fleet

Through CyRide’s expansion period from 2007 – 2016, CyRide’s fleet size increased by 39 buses. CyRide was not able to purchase a sufficient number of new buses through grants, so turned to procurement of used buses in good condition. This was a challenge to keep pace with the fleet growth and, as a result, put a strain on the Agency.

Since 2016, CyRide’s ridership has been declining from its record ridership levels, in conjunction with lower ISU enrollment. As a result, CyRide’s fleet has declined from its highest point of 102 vehicles to 89 buses. As a result, it has been able to keep the buses in the best condition to meet its ridership demand. **With its fleet of 89 buses, CyRide has the capability to increase its peak bus demand by two buses to operate service currently provided by CIT.**

Facility

As with the fleet during the expansion period, CyRide’s facility was not able to keep pace with its growth. CyRide completed a bus storage expansion project in 2013 to house fourteen buses which resulted in the addition being full from its opening date and buses still parked outside. Today, eighteen buses are currently parked outside at CyRide’s main facility at 601 University Blvd. with an additional 10 buses at its second, temporary, gravel lot in east Ames. **As the fleet size (89 buses) is not anticipated to increase whether CyRide operates the service or not, the impact on the facility will not change whether CIT or CyRide operates the service currently under contract with the private bus operator.**

Drivers

Since 2007, the average number of drivers employed by CyRide has grown by 50, from 92 to 142. This created a challenge for CyRide at a time when finding qualified drivers in an environment of low unemployment was difficult - creating a severe driver shortage. The chart below shows a snapshot of the number of “open” or unassigned driver hours over the past three years, for the first day of ISU’s Fall semester and also for a mid-February time period.

Number of Open Driving Hours

Time Period	2016-2017	2017-2018	2018-2019
First Day of Fall Semester	469.9	697.1	273.3
Mid-February	508.7	433.8	147.4

An improvement in the number of open hours began during the 2017-2018 year (highlighted in blue) and has been at a level CyRide considers to be a “full driver staffing level” ever since. A combination of a lower driver requirement to operate the CyRide 2.0 service; a concerted effort by its training staff to recruit more employees during the school year, as opposed to waiting until summer, and board policies to increase driver wages/benefits, have allowed CyRide to make significant strides in employing more drivers. **As a result, CyRide is in a position to once again be able to consider adding six additional driving shifts to operate the service under contract with CIT, without impacting its overall service level.**

Customer Satisfaction Survey

CyRide distributed a customer survey to Cardinal Route riders on CyRide and CIT buses the week of January 14, 2019. Approximately 1,000 surveys were distributed with 69 returned for a 6.9% return rate. This is a smaller return rate than in past years. The information below provides a brief summary of the survey results.

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 bus services were operating on this route. The table on the next page provides an overall numerical rating with a “5” being the highest rating.

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

Each service received at least a 4.0 rating on all characteristics with one exception regarding smooth driving by CIT. However, the overall results of this survey were positive for each provider, with passengers 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	37%
Very Good	37%
Good	22%
Below Average	2%
Poor	2%
Very Poor	0%

Over 96% of the survey respondents rated the service as “Good” or better, which is lower than last year’s survey at 98%. Also, 94% of respondents indicated that they would recommend service to a friend, as opposed to 99% last year. With no changes to the service under CyRide 2.0, this is the first year that any customer has rated the service at “poor.” In summary, customer’s satisfaction responses have decline slightly from last year’s record, positive response. Staff believes this is attributed to earlier distribution of the survey in January, when the weather was challenging, versus April, when weather is not a significant factor.

Contractor Versus CyRide Cost Comparison

CIT’s current contract cost to provide two pieces of work per day (8.2 and 11.1 hours) is \$1,706, which is equivalent to \$88.39 per bus per hour. CyRide’s fully allocated cost has been calculated at \$86.00 per hour, with its direct cost of operation approximately \$56.37 per bus per hour. The 2019-2020 budget reflects a \$56.37 per hour cost for this portion of

its service. **If a new contract was developed with CIT and assuming no increase in a contract rate for next year, CyRide would incur a budget deficit.**

Administrative Workload

To administer an operating contract according to the Federal Transit Administration (FTA) regulations, a transit system must not only competitively bid the work and complete contracts in FTA's format, it must also closely monitor the contractor. Specifically, it requires the contractor to "stand in the shoes of the transit system," which means that CyRide must ensure employment practices; training; field observation; Drug & Alcohol testing/policies, etc. are meeting CyRide and FTA standards. **Contracting requires a significant amount of staff time to administer/monitor and mistakes can happen that CyRide is held responsible for in federal reviews.**

The Transit Board of Trustees must decide whether entering into a new contract would benefit CyRide, and if so, the contracting period desired (2, 3 or 5-year contract) or whether CyRide should return to providing this service to its customers.

ALTERNATIVES:

1. Do not contract with a private bus operator on the #21 Cardinal Route for the next school year and directly operate all services on this route.
2. Direct staff to prepare a new Request for Proposal to receive bids on service contracting on the #21 Cardinal Route, for a board-determined contract period.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to directly operate all services on the #21 Cardinal route beginning with the Fall 2019 ISU semester. In reviewing the reasons for entering into a contractual relationship, the driver shortage, lack of buses and storage spaces issues no longer exist and the additional cost and administrative workload do not seem to justify entering into a new contract. This recommendation does not reflect a performance issue as CyRide staff is pleased with the work of CIT Signature Transportation and their staff has been extremely responsive when notified of required changes or operational issues.

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Barbara Neal
DATE: May 9, 2019
SUBJECT: HIRTA Feedback & Contract Renewal

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 CyRide's ADA 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 June 2018 Transit Board of Trustees meeting, board members approved a new three-year contract with HIRTA for Dial-A-Ride service. The 2019-2020 fiscal year will represent the second 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.

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 receives approximately \$260,000 in "Elderly and Disabled federal funding" each year to support services that benefit seniors and individuals with disabilities which includes Dial-A-Ride services. Other projects that have utilized this funding in past years have included: van/bus purchases for Dial-A-Ride service, Bus Shelters, Annunciators, NextBus LED Signage and Technology (Amble app & NextBus LED signage). However, if CyRide operated the Dial-A-Ride service directly, they may only utilize the \$260,000 toward capital equipment and would need to subsidize the Dial-A-Ride operations with 100% local funding. If the service continues to be contracted to another transit provider, CyRide can utilize this federal funding for the operation of service as well as purchase any necessary capital equipment to support its operation.

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 and whether the Transit Board desires to amend the established DAR performance goals. 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 4, 2019. Of the 124 survey's distributed, 24 were returned for a 19.4% return rate. In comparison, CyRide received 22 surveys in the previous year's survey, with only a 16.7% return rate. The results from the past three years are attached and briefly summarized below. Also, attached are the specific comments provided in the 2019 surveys by customers regarding service.

The following are the general highlights from this year's survey and variations from last year:

- **Overall Satisfaction** - Overall satisfaction with the Dial-A-Ride service ("Satisfied" and "Very Satisfied") has increased over last year, with 90.5% satisfied or very satisfied in 2019, compared to 77.3% in 2018. There was an increase in very satisfied responses, which were 61.9% in 2019, compared to 40.9% in 2018.
- **Service Improvement** - Customers indicated a belief that service improvements were similar to last year. In 2019, 78.95% of respondents believed the service was "about the same," compared to 70.0% in 2018. No respondents in 2019 indicated that the service was "not improved", compared to two respondents (10.0%) with that answer in 2018.
- **Reservations** – There were four questions regarding different aspects of reserving/scheduling of a trip. Call-taker professionalism was similar to last year, with all but one respondent answering that they "always" or "usually" were greeted professionally, down from two from 2018. The percentage of riders who received a busy signal "always" or "usually" was 15.0%, down from 27.27% in 2018.
- **Scheduling** – Overall satisfaction with scheduling was similar to last year, with 45.0% indicating that their trip was always scheduled within one hour, compared to 42.86% last year.
- **Driver Actions** – There was an increase in driver satisfaction, with 80.0% satisfied this year compared to 59.09% last year. The percentage of correct fare responses also increased slightly.
- **Safety** – All but one respondent indicated their wheelchair was "always" secured, compared to all but two respondents in 2018.
- **General Comments – Suggestions** – There were 10 comments or suggestions provided in 2019, compared to 15 in 2018.

In summary, customer relations have seen a significant improvement; it is believed the improvement comes from additional staff training and the advances in technology HIRTA has implemented.

Dial-A-Ride Performance Goals

The Transit Board directed staff to develop with HIRTA goals for CyRide’s Dial-A-Ride service. The measures below represent the Board’s approved goals for the last fiscal year (2018) as well as fiscal year 2017 for comparison purposes. Fiscal year 2018 HIRTA provided 8,903 trips for CyRide.

HIRTA Performance Measures

Type of Measure	Performance Measure	Goal	FY2018	FY2017
Financial	Cost/Passenger**	\$16.00	\$18.82	\$17.62
Quality	Passengers/Comment (12,000/12)	1,000	4,451	1,620
Quality	Passenger Rides Before/After Pickup Window	400	463	355
Efficiency	Passengers/Revenue Hour**	3.0	2.1	2.7
Safety	Passenger Injuries	0	0	0
Quality/Efficiency	On-Time Performance*	90.0%	94.8	95.6%

*Defined as 10 minutes before or after the scheduled pick-up time.

**Based on end of year quarterly reports.

In summary, ridership for DAR services on HIRTA has declined. This decline has negatively affected the financial and efficiency areas. Staff has discussed this downward trend with HIRTA. This is an area of concern and staff will be having additional conversations with HIRTA to investigate opportunities to reach out within the community to ensure any disabled individuals who could be utilizing the program are aware and can take advantage of the DAR program.

Staff also recommends the board review HIRTA’s performance measures and consider amending them to better represent the last three years performance. A comparison of previous year’s goals versus staff recommended goals is described in the table on the next page.

HIRTA Recommended Performance Measures

Type of Measure	Performance Measure	Recommended Goal	Current Goal	FY2018	FY2017	FY2016
Financial	Cost/Passenger	\$20.00	\$16.00	\$18.82	\$17.62	\$16.89
Quality	Passengers/Comment (12,000/12)	1,000	1,000	4,451	1,620	5,961
Quality	Passenger Rides Before/After Pickup Window	400	400	463	355	444
Efficiency	Passengers/Revenue Hour	2.4	3.0	2.1	2.7	3.0
Safety	Passenger Injuries	0	0	0	0	0
Quality/Efficiency	Minimum On-Time Performance	95.0%	90.0%	94.8	95.6%	94.5%

Staff believes the board should increase the financial measure to \$20.00 and reducing the efficiency goal to 2.4. Additionally, staff believes the board should increase the Quality/Efficiency to 95% minimum on-time performance. The goal would be 100% on time performance for HIRTA, but set a minimum standard to account for weather and traffic delays that can occur outside of HIRTA's control. The above goals have been reviewed by HIRTA and are acceptable to their agency.

Contract Renewal

CyRide staff began discussions with HIRTA regarding renewal of the DAR contract for the 2019-2020 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 2019-2020 year. A comparison of current year rates versus proposed rates is described in the table below.

HIRTA Contract Rate for DAR Service

Rate Category	2019-2020 Budget Rate*	2018-2019 Budget Rate	% Change
Weekday Trips	\$16.00 per trip	\$15.02 per trip	6.5%
Weeknight Trips	\$49.83 per hour	\$49.83 per hour	0%
Weekend Trips	\$49.83 per hour	\$49.83 per hour	0%

* 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.

Staff believes a 6.5% increase is fair and reasonable and the cost per trip is within industry standards; however, the increase is higher than last year (2 to 3.5% versus 6.5%). The reason for this increase was due to adding in operating costs for the improved technology they have added for booking trips via their mobile app (Amble) as well as new phone system technology. Additionally, their weeknight and weekend rates remained the same and are still lower than CyRide’s cost to provide the service. A review of the most recent National Transit Database (NTD) data regarding cost per trip rates for several Iowa urban and regional systems is shown below for comparison.

Agency/Region***	2017	2016	Change
University of Iowa	\$ 44.99	\$ 40.11	12.2%
Des Moines Regional Transit Authority	\$ 33.99	\$ 30.74	10.6%
City of Dubuque	\$ 22.45	\$ 19.24	16.7%
Johnson County SEATS	\$ 21.52	\$ 19.71	9.2%
Iowa Northland Regional Council of Governments	\$ 18.24	\$ 15.54	17.4%
Siouxland Regional Transit System	\$ 17.89	\$ 15.92	12.4%
Region 6 Planning Commission /PeopleRides	\$ 16.93	\$ 15.21	11.3%
Delaware, Dubuque & Jackson County Regional Transit	\$ 14.55	\$ 12.09	20.3%
MIDAS Council of Governments	\$ 7.04	\$ 6.46	9.0%

***Operating expenses per unlinked passenger trip.

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 and whether to amend the established DAR performance goals.

ALTERNATIVES:

1. Approve continuing the contract with Heart of Iowa Regional Transit Agency (HIRTA) for the 2019-2020 budget year at a 6.5% rate increase on weekday trips, with no increase on weeknight and weekend rates, and to amend the performance goals to staff’s recommendation next year.
2. Approve continuing the contract with Heart of Iowa Regional Transit Agency (HIRTA) for the 2019-2020 budget year at a 6.5% rate increase on weekday trips, with no increase on weeknight and weekend rates, and **do not** amend the performance goals for this next year.
3. Do not continue the contract with HIRTA for Dial-A-Ride service and begin directly operating service on July 1, 2019.

RECOMMENDATION:

The Interim Transit Director recommends approval of Alternative #1 to continue a contract with HIRTA to provide Dial-A-Ride service next fiscal year and amend the performance goals to staff's recommendation. 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, and at times duplicative services. Additionally, the number of customer comments received by CyRide regarding the Dial-A-Ride program has decreased in the last twelve months.

Dial-A-Ride Survey Comparison 2017, 2018, 2019

Question/Response	2019	2018	2017
1. How many times over the last 12 months have you ridden Dial-A-Ride services?			
1. I have not ridden	16.7%	12.0%	3.1%
2. Less than 4 times a year	20.8%	24.0%	4.6%
3. Once a month	12.5%	8.0%	13.6%
4. Twice a month	0.0%	4.0%	0.0%
5. Once a week	8.3%	12.0%	31.8%
6. Several times a week	41.7%	40.0%	40.9%
2. Overall, over the past twelve months, how satisfied are you with the service you have been provided by DAR service?			
1. Very dissatisfied	0.0%	5.0%	15.0%
2. Dissatisfied	0.0%	0.0%	10.0%
3. Somewhat Satisfied	9.5%	18.0%	10.0%
4. Satisfied	28.6%	36.0%	40.0%
5. Very Satisfied	61.9%	41.0%	25.0%
3. Has Dial-A-Ride service improved this year?			
1. Improved	21.0%	20.0%	30.0%
2. About the same	79.0%	70.0%	45.0%
3. Not improved	0.0%	10.0%	25.0%
4. Please respond to the following questions by circling the number that best describes your experience in the last 12 months with DAR service. (Respondents indicating "always")			
1. Reserve trips, professionally/politely greeted?	75.0%	54.5%	57.1%
2. When scheduling trips, received a busy signal?	5.0%	18.1%	4.8%
3. When scheduling trips, put on hold for more than 3 mins.?	16.0%	14.3%	4.8%
4. When calling on the weekend to reserve a trip, call returned by 8 pm on Sunday?	12.5%	18.1%	52.4%
5. Ride scheduled within 1 hour of time requested	45.0%	42.8%	61.9%
6. Bus/Van clean and in good working condition	68.4%	45.0%	76.2%
7. Bus driver polite and helpful	80.0%	59.1%	26.3%
8. Wheelchair is tied down and anchored securely to the floor	85.7%	81.8%	66.7%
9. Bus driver charged the correct fare	84.2%	76.2%	47.6%
10. ADA card processed promptly	75.0%	84.6%	35.0%
5. Has a request for a trip been turned down by the DAR staff within the past 12			
1. Yes	15.8%	30.0%	35.0%
2. No	84.2%	70.0%	65.0%

Dial-A-Ride Survey Comparison 2017, 2018, 2019

Question/Response	2019	2018	2017
6. If your trip was turned down, what was the reason you were given by the person you talked with on the phone?			
Schedule too short of notice on very busy day		1	
No vehicle available		2	
Full Bus		1	
I don't use this service as much as I did before		1	
Due to holiday, Fri. or Mon. trips are just for doctors visits only		1	
Had to have 2 days notice		1	
Same day trip, ono time on buses		1	
No transportation available. Routes/buses full.		1	
7. While requesting a ride or riding Dial-A-Ride service, have you ever felt you were personally being discriminated against because of your race, color, national origin (ancestry), or your lack of ability to speak English?			
1. Yes	0.0%	5.0%	5.0%
2. No	100.0%	95.0%	95.0%
8. If yes to the #7 question, please explain the situation below.			
Two drivers need help with English and one needs help with what his job is with us older people.			
I never get any care for being always on time, having correct change or calling if I wan't able to go.			
Due to my disability I speak softly and the driver doesn't take the time to listen to what I'm saying.			

Dial-A-Ride Survey Comparison 2017, 2018, 2019

Question/Response	2019	2018	2017
9. Please check the reason you ride Dial-A-Ride service.			
1. Medical appointment	81.5%	79.0%	85.7%
2. Work/school	18.1%	23.8%	38.1%
3. Shopping (grocery or other)	50.0%	47.6%	38.1%
4. Personal appointments (such as to the beauty shop)	27.3%	42.9%	57.1%
5. Social trips (such as to visit a friend)	27.3%	38.1%	42.9%
6. Other	13.6%	42.9%	38.1%
Workshops, meetings, presentations	2	1	
Nursing Home visits		1	
Church	2	1	
No auto		1	
Occassional locations such as library, post office, bank, etc.)		1	
Hilton Collisium, ISU events		1	
Bank		1	
Work daily		1	
Taking child to caregiver		1	
10. Please inidicate your race.			
1. White	90.0%	85.0%	95.2%
2. African American	5.0%	10.0%	0.0%
3. Asian	0.0%	0.0%	0.0%
4. Native American or Pactific Islander	5.0%	0.0%	0.0%
5. American Indian or Alaskan Native	5.0%	5.0%	0.0%
6. Hispanic	5.0%	5.0%	4.8%
7. Other	0.0%	0.0%	0.0%
11. Please provide us with any comments/suggestions you have for improving Dial-A-Ride service.			
Compliments			
See attached responses			

Dial-A-Ride Survey Comments 2019

Q10 Please provide us with any comments/suggestions you have for improving Dial-A-Ride service (Be as specific as possible.)

Answered: 10 Skipped: 15

RESPONSES

- 1 I just hope that dial-a-ride stays in existence. This is a life-giving service for me.
- 2 It is no fun being 16th in the queue or even #8 for that matter.
- 3 The RM pay is kind of confusing because when I paid for it on Monday to add to it the drive said that made it \$64 but online it said only \$48.
- 4 I used almost every day in March and April last spring and a few times during the summer and fall. I have no complaints and nothing but praises. HIRTA is a wonderful service, including all the employees.
- 5 All is good.
- 6 I think it is an excellent service.
- 7 I have ridden this for 20 years and need it. I am 88 now and don't use it now.
- 8 Reduce the same day back to \$2.50 per trip and \$5.00 round trip. It is becoming costly to ride, since CyRide dropped the Blue route by Keystone Apartments.
- 9 Time pickups changed caused by late appointments. Late pickups from scheduling are frustrating, especially for appointments. Time originally schedules is often changed and occasionally I have not been notified. Sometimes long waits on the phone. "You are the 6th, 7th, and 8th caller in the queue," frustrating.
- 10 I think they should provide the EASE service on Saturday and Sunday for those of us that work on the weekends and don't have other ways to get to work.



Heart of Iowa Regional Transit Agency HIRTA Public Transit

Boone, Dallas, Jasper, Madison, Marion, Story, and Warren Counties

4/26/2019

Dear Barb Neal:

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 in Fiscal Year 2020.

HIRTA is requesting compensation as follows:

- \$16.00 for day time hours (6:30am-6:00pm) Increase of \$0.98 per trip
- \$49.83 for evening/weekend hours (after 6:00pm and weekends) No increase
- 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

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees

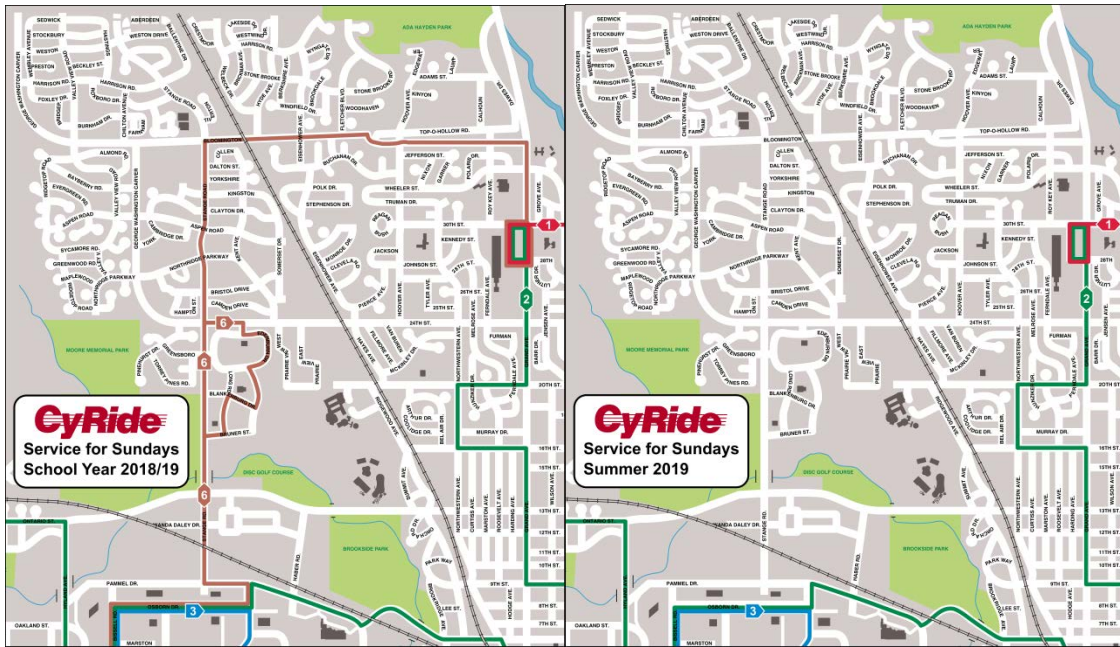
FROM: Barbara Neal

DATE: May 9, 2019

SUBJECT: #6 Brown Route Sunday Service

BACKGROUND: CyRide began implementing its CyRide 2.0 service changes in several phases. The first phase occurred last summer with a few route changes. The second phase was implemented in the fall of 2018 and included the most significant changes. The last service modifications will occur this summer, beginning on May 11, 2019. This last phase will incorporate the route changes implemented for the school year into the summer service. The routes operated in the summer of 2019 will be different than the routes operated in the summer of 2018. They will be a reduced version of the school year services to match the summer's lower ridership levels.

IMPLEMENTATION: As CyRide staff began developing the new summer schedules, it was discovered that a significant service gap will occur in north Ames as compared to the summer of 2018 and 2018-2019 school year. Specifically, during the school year, the #6 Brown Route operates on Sundays from the North Grand Mall through Schilletter Village to the Wallace/Wilson Residence Halls. This route operates approximately every 40 minutes from 8:30am – 8:30pm; however, there is no #6 Brown route service on Sunday's during the summer. Additionally, this area was served by the #3 Blue route during the summer of 2018. This gap is reflected in the maps on the next page.



This gap will be a challenge for customers residing in Schilleter Village and areas north of this complex, making travel for passengers reliant on public transit difficult, if not impossible.

The number of rides impacted is estimated to be between 225 and 300 per Sunday. This estimate is based upon the two routes operated in this area of Ames last summer, 2018, factored down to reflect lower ridership levels generated on Sundays. Last year's Saturday data is as follows:

Month	Saturday #3 Blue Route Ridership	Saturday #6B Brown Route Ridership
May, Daily Average	525	76
June, Daily Average	502	77
July, Daily Average	473	73
August, Daily Average	617	74

As a result of this impact, CyRide staff has developed a possible solution to address this gap.

Possible Solution

To address this issue, two buses could be added for summer service on Sundays, with trips scheduled every 40 minutes from North Grand Mall to the Wallace/Wilson Residence Halls to serve customers' needs. (See attached timetable)

The estimated cost of this solution would be \$16,231 for the summer; however, the summer time period is divided between two budgets. The following details the cost impact per budget period and possible revenue source to address this gap:

- **2018-2019** - \$8,116; additional Small Transit Intensive Cities funding
- **2019-2020** - \$8,116; 2018-2019 Operating Closing Balance Above 10%

ALTERNATIVES:

1. Approve modifying the #6 Sunday Brown Route to operate a 40-minute schedule between North Grand Mall and Wallace/Wilson Residence Halls effective May 11, 2019.
2. Continue operating the 2019 summer service with no modifications to schedules, providing no Sunday #6 Brown Route service.

RECOMMENDATIONS:

The Interim Transit Director recommends approval of Alternative #1 to operate #6 Sunday Brown Route service on a 40-minute schedule between North Grand Mall and the Wallace/Wilson Residence Halls, effective May 11, 2019. Staff believes gaps identified in its current CyRide 2.0 Summer service would have a significant impact on the affected community and the solution proposed could be implemented with minor impact to the two budgets through existing transit system revenues.

#6 Brown North - Sunday					
Towers Turnaround	Lynn & Knapp	Student Services	Bessey Hall	Aspen & Stange	North Grand
9:17 AM	9:19 AM	9:22 AM	9:27 AM	9:33 AM	9:40 AM
9:57 AM	9:59 AM	10:02 AM	10:07 AM	10:13 AM	10:20 AM
10:37 AM	10:39 AM	10:42 AM	10:47 AM	10:53 AM	11:00 AM
11:17 AM	11:19 AM	11:22 AM	11:27 AM	11:33 AM	11:40 AM
11:57 AM	11:59 AM	12:02 PM	12:07 PM	12:13 PM	12:20 PM
12:37 PM	12:39 PM	12:42 PM	12:47 PM	12:53 PM	1:00 PM
1:17 PM	1:19 PM	1:22 PM	1:27 PM	1:33 PM	1:40 PM
1:57 PM	1:59 PM	2:02 PM	2:07 PM	2:13 PM	2:20 PM
2:37 PM	2:39 PM	2:42 PM	2:47 PM	2:53 PM	3:00 PM
3:17 PM	3:19 PM	3:22 PM	3:27 PM	3:33 PM	3:40 PM
3:57 PM	3:59 PM	4:02 PM	4:07 PM	4:13 PM	4:20 PM
4:37 PM	4:39 PM	4:42 PM	4:47 PM	4:53 PM	5:00 PM
5:17 PM	5:19 PM	5:22 PM	5:27 PM	5:33 PM	5:40 PM
5:57 PM	5:59 PM	6:02 PM	6:07 PM	6:13 PM	6:20 PM
6:37 PM	6:39 PM	6:42 PM	6:47 PM	6:53 PM	+

#6 Brown South - Sunday							
North Grand	Aspen & Stange	#40 Schilletter	#100 UV	Kildee Hall	Friley Hall	Lynn & Knapp	Towers
8:31 AM	8:38 AM	8:40 AM	8:45 AM	8:50 AM	8:55 AM	8:57 AM	8:59 AM
9:11 AM	9:18 AM	9:20 AM	9:25 AM	9:30 AM	9:35 AM	9:37 AM	9:39 AM
9:51 AM	9:58 AM	10:00 AM	10:05 AM	10:10 AM	10:15 AM	10:17 AM	10:19 AM
10:31 AM	10:38 AM	10:40 AM	10:45 AM	10:50 AM	10:55 AM	10:57 AM	10:59 AM
11:11 AM	11:18 AM	11:20 AM	11:25 AM	11:30 AM	11:35 AM	11:37 AM	11:39 AM
11:51 AM	11:58 AM	12:00 PM	12:05 PM	12:10 PM	12:15 PM	12:17 PM	12:19 PM
12:31 PM	12:38 PM	12:40 PM	12:45 PM	12:50 PM	12:55 PM	12:57 PM	12:59 PM
1:11 PM	1:18 PM	1:20 PM	1:25 PM	1:30 PM	1:35 PM	1:37 PM	1:39 PM
1:51 PM	1:58 PM	2:00 PM	2:05 PM	2:10 PM	2:15 PM	2:17 PM	2:19 PM
2:31 PM	2:38 PM	2:40 PM	2:45 PM	2:50 PM	2:55 PM	2:57 PM	2:59 PM
3:11 PM	3:18 PM	3:20 PM	3:25 PM	3:30 PM	3:35 PM	3:37 PM	3:39 PM
3:51 PM	3:58 PM	4:00 PM	4:05 PM	4:10 PM	4:15 PM	4:17 PM	4:19 PM
4:31 PM	4:38 PM	4:40 PM	4:45 PM	4:50 PM	4:55 PM	4:57 PM	4:59 PM
5:11 PM	5:18 PM	5:20 PM	5:25 PM	5:30 PM	5:35 PM	5:37 PM	5:39 PM
5:51 PM	5:58 PM	6:00 PM	6:05 PM	6:10 PM	6:15 PM	6:17 PM	6:19 PM
6:31 PM	6:38 PM	6:40 PM	6:45 PM	6:50 PM	6:55 PM	6:57 PM	+

CITY OF AMES, Iowa

MEMO TO: Ames Transit Board of Trustees
FROM: Barbara Neal
DATE: May 9, 2019
SUBJECT: 2018-2019 Federal Grant Application – Formula Funds

INFORMATION: Each year, CyRide submits a federal grant application (Section 5307) to receive formula funding that has been allocated to CyRide. This funding was recently appropriated, in March 2019, for funding of CyRide operations during the 2018-2019 budget year, ending June 30, 2019.

The Transit Board of Trustees is required to approve a grant application requesting federal formula funding after Congress appropriates these funds.

GRANT APPORTIONMENTS:

For the 2018-2019 budget that began on July 1, 2018, CyRide included \$2,000,000 in the budget for federal funding support. Therefore, the total formula dollars are higher than what was previously budgeted by \$406,365 which can be applied as savings for the end of the 2018-2019 budget year or to capital projects in 2019-2020.

Additionally, for next year's budget, beginning on July 1, 2019, CyRide conservatively included \$2,250,000 in federal dollars within the 2019-2020 budget. Therefore, it is estimated that CyRide will receive approximately \$150,000 more for the 2019-2020 budget year when apportionments are released, typically between March – June 2020. Therefore, in total over the two year period, there is an additional approximately \$556,365 in federal funding, which is currently unallocated and could be used towards specific projects over the two budget years.

The difference between the total apportionment of 2017-2018 (last year) and 2018-2019 (current year) apportionments is shown below:

	<u>FFY2018</u>	<u>FFY2019</u>	<u>% Change</u>
<i>Formula 5307 Funding/Growing States</i>	\$1,075,373	\$1,096,810	+ 2.0%
<i>Small Transit Intensive Cities (STIC) funding</i>	\$1,010,013	\$1,309,555	+ 29.7%
TOTAL Urbanized Apportionment	\$2,085,386	\$2,406,365	+ 15.4%

Formula 5307 funding is based solely on population and population density of an Urbanized Area (UZA) the size of Ames. However, Small Transit Intensive Cities (STIC) funds are allocated to UZA's between 50,000 and 200,000 in population that operate at a level of transit service equal to or above the industry average for cities with populations 200,000 – 999,999. Small Urban Transit systems, like CyRide, are rated within the following six categories.

1. Passenger miles traveled per vehicle revenue mile (Not achieved, 2008-2010)
2. **Passenger miles traveled per vehicle revenue hour (Never achieved)**
3. Vehicle revenue miles per capita
4. Vehicle revenue hours per capita
5. Passenger miles traveled per capita
6. Passengers per capita

CyRide has historically achieved five of the six STIC categories and this year is no exception obtaining \$1,309,555 in federal formula STIC funding as shown. For reference, of the six STIC categories, CyRide has never achieved category #2 (highlighted in red) - Passenger miles traveled per vehicle revenue hour. In addition, CyRide has fallen short of criteria #1 - the passenger miles traveled per vehicle revenue mile category between FY2007-2008 - FY2009-2010, but attained this category back beginning in 2010-2011. It is important to note that STIC funding is based on ridership, miles and hours from statistics submitted two-years prior within the federal government's required National Transit Database. As a result, CyRide may receive less STIC funding for CyRide in the 2020-2021's apportionment, due to lower ridership expectations in 2018-2019.

This year, the STIC allocation increased from 1.5% to 2.0%. This translates to a 29.7% increase in STIC funding for 2018-2019. For 2018-2019, transit agencies in small intensive cities throughout the nation exceeded the performance criteria 355 times, but there was also additional funding of \$59,908 per criteria for 2018-2019. Overall, CyRide added \$299,540 more than its 2017-2018 allocation, by meeting five of the six STIC criteria for 2018-2019.

	FFY2015	FFY2016	FFY2017	FFY2018	FFY2019
# of Performance Criteria Exceeded	341	346	350	338	355
STIC Funding per Criteria	\$188,684	\$189,432	\$191,038	\$202,003	\$261,911
# of STIC categories (6 available)	5	5	5	5	5
TOTAL CyRide STIC Funding	\$943,420	\$947,159	\$955,190	\$1,010,013	\$1,309,555

CyRide's grant application would request the total Urbanized 5307 Apportionment totaling \$2,406,365 to support CyRide's transit operations for the 2018-2019 budget year.

ALTERNATIVES:

1. Authorize the Interim Transit Director to execute and file a Section 5307 grant application in the amount of \$2,406,365 to the Federal Transit Administration.
2. Do not approve submitting a federal application.

RECOMENDATION:

The Interim Transit Director recommends approval of Alternative #1 to submit an application for federal operating assistance. Approval of this application will allow CyRide to continue operating its transit services within the Ames community and meet additional demands for service within the community.

Interim Transit Director's Report

May 2019

1. AVL/Annunciator Update

As reported in the March 12, 2019 transit board meeting, staff has been working on two related technology procurements that use GPS to provide different types of information to passengers. Jointly, these projects are called automatic vehicle locator (AVL) and automatic voice annunciation (AVA), or AVL/AVA systems. The AVL portion of the system provides real-time bus arrival information to passengers. The AVA system uses the speaker system on a bus to announce transfer points. The AVA system is necessary for CyRide to be in compliance with ADA regulations.

The contract for NextBus, CyRide's current passenger information system provider, is set to expire this year. As such, CyRide staff began preparing an RFP for replacing the system approximately 18 months ago. Additionally, NextBus announced earlier this year that it would no longer support the majority of hardware in the buses that make the system work.

As staff began researching AVL and AVA systems, it became apparent that it would be in CyRide's best interest to procure an AVA system at the same time as the AVL system. As part of this research, staff worked with current provider NextBus, to install an AVA system on a trial basis in four buses.

After a few unanticipated delays, City of Ames RFP No. 2019-119 was issued on April 17, 2019. Responses were due May 8th. The project was fast-tracked with a short, three-week response time due to a firm July 1, grant obligation deadline. The total project budget is \$950,000 and is largely funded by Iowa DOT 5310 grant allocations. Staff will begin evaluating the proposals immediately and will bring a recommendation to award to the June transit board meeting.

2. Emergency Preparedness

With severe weather season here, staff began reviewing and updating emergency plans. The maintenance staff met in April to discuss flood equipment and supplies. A staff member from operations has been assigned to update CyRide's Flood Emergency Response Plan to ensure operations continue in the event of a flood. Contingency plans for other emergencies will also be revisited as time allows. As the result of an employee suggestion, new and more visible storm shelter signs will be installed, along with updated building evacuation route maps.

3. Ames Chamber of Commerce Transit Priorities

The Ames Chamber of Commerce will be visiting Iowa's congressional delegation in May to discuss community priorities. As part of this initiative, chamber staff requested that CyRide submit priorities for transit in Ames. The following is a summary of the information provided to the Chamber for inclusion in the materials to be given out in Washington.

CyRide is requesting support for two discretionary grant applications. The first is for the Low or No Emission Program (for electric buses) and second is for the BUILD (new facility) grant. As a side note, CyRide also requested Letters of Support from both local and national elected officials that can be included in the grant applications submitted to the FTA.

Congressional support was also requested for increasing Federal Transit Administration Small Transit Intensive Communities funding. An increase from 2% of total transit funding to 3% is being requested in the next transportation reauthorization bill. This increase would add nearly \$1 million dollars in operating and/or capital dollars to CyRide. This request aligns with a national initiative from university transit systems to increase this funding.

The Congressional delegation was asked to NOT support the Employee Protection Act for transit driver barriers in the next transportation bill. If passed, the law would require all transit systems to retrofit each bus to include a physical barrier between the driver and customers. The barrier would serve as a protection for the bus driver against physical assaults from customers. Physical assaults in Ames are extremely rare and there is no provision in the bill to provide funding to pay for the barriers.

4. Dial-a-Ride Update

Ames Dial-a-Ride passenger, Jan, recently brought concerns about the loading of her mobility device to the attention of CyRide and HIRTA staff. Because of the length of her device, she can only be loaded on two HIRTA buses and two CyRide buses. HIRTA is preparing to take delivery on new buses and she is concerned that she will no longer be able to use Dial-a-ride.

On April 10, 2019 staff from both agencies, as well as a Disability Rights Iowa representative, Emmanuel, met with her to address her concerns. During the meeting staff loaded her on different models of CyRide and HIRTA buses. During this exercise, it was discovered that her mobility device is actually too long for all CyRide and HIRTA lifts. Certain buses in both fleets allow her to load because the lifts are older, with greater tolerances in the moving parts. Staff will continue to work with her to either identify ways to make her current device shorter or find another device that will work with the new HIRTA buses on order.

5. Radio System Funding Shortfall

CyRide staff met with city representatives, who are leading the new radio switch to a countywide P25 system. This system would require CyRide to replace its current radio system to be compatible with the City of Ames and Story County during emergencies. The project was budgeted at \$150,000 under the assumption that a lease option would be available, which is currently how CyRide operates.

During a meeting with City staff it was discovered a radio lease option was not available. CyRide's Capital Improvement Plan (CIP), approved by the Transit Board was approved with the assumption a radio lease option would be available. As a result, CyRide will need to purchase a new radio system consisting of 109 radios at an estimated cost of \$370,000. The CIP has \$150,000 budgeted for this purchase, leaving CyRide approximately \$220,000 short in the 2019-2020 capital budget. Over the past several months, CyRide staff has reviewed the purchases scheduled for procurement in 2019-2020, as well as waited to learn the outcome of its Volkswagen (VW) Settlement grant, which could provide approximately \$170,000 in savings to the capital budget. Staff is working on bringing options to address this shortfall and will include information at the June Board meeting.

June

<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 Transit Board Meeting 4:15pm	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

2019