

## AMES TRANSIT AGENCY BOARD OF TRUSTEES

AMES, IOWA

May 9, 2019

The Ames Transit Agency Board of Trustees met on May 9, 2019 at 4:15 p.m. in CyRide's Conference room. President Bibiloni called the meeting to order at 4:22 p.m. with Trustees Bibiloni, Cain, Jeffrey, and Schainker present. Absent: Trustees Nelson and Schrader.

Public in Attendance: John Grzywac with Central Iowa Transit (CIT).

**Approval of April 11, 2019 Minutes:** Trustee Cain made a motion to adopt the April 11, 2019, transit board minutes as presented and Trustee Schainker seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

**Public Comments:** John Grzywac thanked the Ames Transit Board of Trustees for their time and patience while he explored options that were not available and is withdrawing his request for CyRide to continue the CIT contract.

**Election of Officers and Ames Area MPO Representative:** Interim Director Neal stated that each year, the Transit Board of Trustees is required to elect new officers 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. Trustee Bibiloni-Rivera has indicated an interest in continuing as the representative. Nominations may also be taken from the floor for these positions.

Trustee Cain made a motion to accept these nominations as presented and Trustee Schainker seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

**Operation Contract with CIT:** Interim Director Neal stated that CyRide has entered into four one year contracts with CIT Signature Transportation (CIT) from 2015 through 2019 to provide a portion of CyRide's #21 Cardinal route service. The current contract with CIT expires on June 30, 2019. The contract has three, one-year extensions remaining. Board members were 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.

The Interim Transit Director Neal recommends approval of Alternative #1 to direct CyRide to operate all services on the #21 Cardinal Route beginning with the fall 2019 ISU semester.

Motion by Trustee Schainker to not contract with a private bus operator on the #21 Cardinal Route for the next school year and CyRide directly operate all services on this route. Trustee Cain seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

**HIRTA Feedback & Contract Renewal:** Interim Director Neal explained CyRide is in the second year of a three year contract with HIRTA, the provider of the ADA complementary service, Dial-A-Ride. Interim Director Neal is requesting action from the transit board on whether or not to continue the contract and whether to amend HIRTA's performance goals. Information from the annual customer satisfaction survey and HIRTA's actual achieved performance measures were shared to assist the Board in determining action.

Interim Director Neal shared the results of the customer satisfaction survey in a PowerPoint presentation showing that respondents indicated service has improved or remained the same and are satisfied with drivers and customer relations.

Interim Director Neal shared HIRTA's actual performance measures for the year and recommended changes to HIRTA's performance goals to better represent the last three years of performance history with HIRTA.

Interim Director Neal shared three goals the board could amend. First, cost per passenger. HIRTA's current goal is \$16. Due to decreases in ridership and rising operating costs over the past three years, this measure has trended above the goal. Staff recommends changing the goal to \$20. Raising the goal will reflect lower ridership and increased operating costs from new technology. Improved technology allows customers easier and more user friendly access to Dial-A-Ride services. The second area recommended for adjustment is efficiency. HIRTA's current goal is 3.0 passengers per revenue hour and staff is recommending lowering it to 2.4. This reduction is more in line with other urban transit systems. It would also account for increased time requirements associated with loading and unloading some mobility devices.

Trustee Cain asked how the \$20 goal was determined. Interim Director Neal stated this number was determined by comparing information from several Iowa rural and urban transit systems and through the most recent National Transit Database data (NTD) 2016-17.

The goal for on-time performance was the final area recommended for change. The current goal is 90%. Staff is recommending an on-time performance goal of 100% to reflect ADA regulations. On-time performance criteria would be amended to include a minimum standard of 95% for HIRTA. This minimum standard would account for weather and traffic delays outside of HIRTA's control. Interim Director Neal stated the recommended goal changes have been reviewed by HIRTA and are acceptable.

Interim Director Neal shared HIRTA's letter confirming a desire to continue the ADA contract and the pay structure increase for 2019-2020. A comparison was provided showing the 2018-2019 budget rate structure and HIRTA's proposed rate structure.

HIRTA is requesting a 6.5% increase for weekday trips and 0% increase for weeknight and weekend trips. She referenced the most recent NTD data for rate comparisons. She reminded the board of the cost associated with CyRide operating this service directly as opposed to contracting with HIRTA.

Interim Director Neal recommended approval of Alternative 1, to amend the performance goals as recommended and continue the contract with HIRTA to provide Dial-A-Ride service next fiscal year at a 6.5% increase. She reminded the board this increase is within the current Dial-A-Ride budget of \$187,500 (\$150,000 federal) for the 2019-2020 year.

Trustee Schainker clarified CyRide receives federal funding to support these services in excess of the \$187,000. Additional funding can be used to support capital equipment purchases to support these operations, such as the annunciators, signage, and shelters.

Trustee Schainker made a motion to approve 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 this year. Trustee Jeffrey seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

**#6 Brown Route Sunday Service:** Interim Director Neal said CyRide implemented CyRide 2.0 in phases with the first phase occurring last summer on a few routes. The second phase began in the fall of 2018. The last phase of modifications will begin on May 11, 2019.

Interim Director Neal provided Power Point slides showing the summer 2018 Blue Route schedule that provided 40-minute service from 8:30 a.m. until 10:00 p.m. Fall 2018 school year Brown route service went through Schilletter at a 40-minute frequency between 8:30 a.m. and 8:30 p.m., to replace Blue route service. Comparing summer 2019 service to summer and fall of 2018 illustrates a service gap in north Ames. The gap identified in its current CyRide 2.0 Summer service would have a significant impact on the affected community. The number estimated to be affected on Sunday was between 225 and 300 riders. The best solution to correct the service gap is a shortened Sunday service from North Grand Mall to Wallace/Wilson (Towers) from 8:30 a.m. to 7:00 p.m. at a 40-minute frequency costing approximately \$16,231. The service change covers two budget years. Half of the cost to fund the service will come from the 2018-2019 additional Small Transit Intensive Cities funding, \$8,116. The other half or \$8,116, will come from 2019-2020 Operating Closing Balance above 10%.

The Interim Transit Director recommends approval of Alternative #1, to operate #6 Sunday Brown Route service from North Grand Mall to Wallace/Wilson residence halls effective May 11, 2019.

Trustee Nelson joined the transit board meeting at 4:35 p.m. via conference call.

Trustee Schainker made a motion 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. Trustee Jeffrey seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

**2018-2019 Federal Grant Application – Formula Funds:** Interim Director Neal explained each year CyRide submits a federal grant application for Section 5307 to receive formula funding. Submitting the annual application requires approval from the transit board.

For the current budget year ending June 30, 2019, staff estimated receiving \$2 million and CyRide received \$2.4 million in 5307 formula funds. The funding surplus of \$406,365 is uncommitted. The additional funds can be held in reserve or applied to capital projects in 2019-2020.

For the budget year beginning July 1, 2019, staff believes it will receive \$150,000 more in Section 5307 funds than were budgeted. Formula funds for the FY2019-2020 budget year will be released sometime in March 2020 or later. Over the two budget years, there could be \$556,365 in unallocated surplus federal funding.

She briefly described the Small Transit Intensive Cities (STIC) portion of the funding that is based upon six performance criteria, of which CyRide is typically eligible for five of the criteria, although it could lose one of those five criteria if ridership declines. If ridership does decline to yet to be determined level, CyRide could be receiving less STIC funding in 2020-2021 allocations, as it will depend on if CyRide outperforms other urban systems. She added CyRide has never received the passenger miles per revenue hour.

The Interim Transit Director Neal recommends approval of Alternative #1 to authorize her to execute and file a Section 5307 grant application in the amount of \$2,406,365 to the Federal Administration.

Trustee Jeffrey made a motion to 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. Trustee Cain seconded the motion. (Ayes: Five. Nays: None.) Motion carried.

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

- 1) AVL/Annunciator Update:** Interim Director Neal said staff has been working on a procurement project announced in the March transit board meeting with regard to the automatic vehicle locator (AVL) and automatic voice announcement system (AVA). The RFP was issued April 17, 2019, and responses were due, May 8. Four companies have responded. CyRide will use Iowa DOT 5310 funding for this project and will be brought back at the June 13, 2019, transit board meeting.

- 2) **Emergency Preparedness:** Interim Director Neal shared that with severe weather season here staff has met to discuss emergency preparedness. Maintenance staff has reviewed flood equipment and supplies. Operation staff has updated plans for emergency responses.
- 3) **Ames Chamber of Commerce Transit Priorities:** Interim Director Neal said representatives of the Ames Chamber will meet with the Iowa congressional delegation in Washington, DC. She provided priorities to be included in the materials distributed to the Iowa delegation as well as talking points.
- 4) **Dial-A-Ride Update:** Interim Director Neal shared that CyRide and HIRTA staff met with a Dial-A-Ride passenger to address difficulties the individual is experiencing loading her mobility device.
- 5) **New Radio System Funding:** Interim Director Neal told the transit board City of Ames representatives are finalizing the procurement of a new radio system. She anticipates bringing this item and budget options to the June board meeting.

#### **Trustee Items:**

**Management Consultant Proposal:** Trustee Schainker said he has concerns that additional support is needed for Interim Director Neal and the rest of the staff, as CyRide is down three management positions. Trustee Schainker proposed management services for the Ames Transit Agency utilizing SRF Consulting Group, Inc. SRF has hired Sheri Kyras. He explained she has the expert knowledge of the Ames Transit System and is able to carry out the scope of services proposed. Trustee Schainker said they would be working with the City of Ames Purchasing Department to make sure the wording was correct in the agreement. SRF is willing to negotiate the price. The proposed hourly rate had been reduced from \$210 to \$185 per hour. He then asked Interim Director Neal how many hours would be needed to complete the grant application for the Low No and BUILD grant as SRF would be used on an as-needed basis. Interim Director Neal suggested approximately six weeks at 15 hours per week, plus two, 40-hour weeks would be adequate. Trustee Schainker said the earliest this could be presented to the City Council would be May 28, 2019.

Trustee Schainker asked the transit board to approve this concept and the cost; up to a not-to-exceed amount for the contract. Trustee Cain asked about the status of the recruitment and whether management consulting services would be needed just for the two months of June and July. Trustee Schainker asked Interim Director Neal if additional help would be needed if the recruitment took longer. Trustee Cain asked her if she would request the same amount of time, 15 hours a week, if the recruitment lasted longer than July. Interim Director Neal stated her suggested hours would be adequate.

Trustee Schainker recommended contracting for management consulting services on an on-call basis of a \$185 per hour up to a maximum of \$40,000 due to the extended length of the Transit Director recruitment. Trustee Schainker reminded the board the agreement would be subject to City of Ames Purchasing and City Council approval.

Trustee Schainker motioned to contract with Strategic Resources (SRF) at \$185 dollar per hour, up to a maximum of \$40,000, subject to approval by City of Ames Purchasing. Trustee Jeffrey seconded. (Ayes: Five. Nays: None.) Motion carried.

**Director Recruitment Update:** Trustee Schainker asked Bethany Jorgensen, City of Ames Human Resources Director, to provide an update on the Transit Director recruitment.

Bethany Jorgensen said she and Bob Kindred chose Strategic Government Resources (SGR) as the recruitment firm. Two recruiters with SGR met with the subcommittee, Trustees Cain and Jeffrey and chief stakeholders, at the beginning of April and they put together a handful of documents that she passed around to the transit board. She shared a sample ad, describing the position and stated that there will be a brochure that will accompany the ad.

SGR has provided a timeline of 15 weeks for this recruitment, some of which has already been completed. Director Jorgensen stated that she is hopeful that the ad can be placed no later than May 15 and that the final candidate can be selected by August 28.

Trustee Schainker asked Director Jorgensen to further explain the recruitment process. She said the recruiters will go through all the applications after 30 days. They will look for minimum qualifications and begin calling people. Candidates will be sorted into tiers based on their qualifications. The recruiters will come and provide a presentation. Information will be presented to the subcommittee with recommendations for semi-finalists and finalists.

Director Jorgensen went on to explain, on-site interviews typically take two days per candidate for director level positions. It is really an intense process but an important one. It allows candidates to see all there is to see at the City of Ames, the operation, and the opportunity to meet with the transit board.

President Bibiloni asked Director Jorgensen if the full transit board would not interact with the candidate until the end. She said [yes] unless you decided to do something different. Trustee Schainker said he thought the full board should be included when the candidate is brought in.

Trustee Cain inquired if Director Jorgensen thought the firm was a little slow. She thought this process was in motion following the last board meeting. Ms. Jorgensen said SRF had the information ready but that was after the April transit board meeting. Trustee Cain asked if there were any other steps the full transit board would have to act upon. President Bibiloni said the residency requirement has to be addressed.

**Residency Requirement:** Director Jorgensen said the City of Ames policy states Department Heads report to the City Manager and are required to live within the City limits. But, that is not the case for all Directors. The Library Director did live in another town and the transit board can set their own policy. Director Jorgensen said that an argument could be made that the department head is making decisions that affect the residents of the town, so

maybe the Director should live with the consequences of this requirement. She stated that allowing a certain period of time for a person to move, as well as relocation expense reimbursement should be something the transit board considers if moving a new director into the City limits.

Trustee Cain said Iowa State and the students also contribute substantially to CyRide and Iowa State does not have a requirement to live within the city limits, but we would not want the individual to live an hour away. President Bibiloni did not see any negatives with not living within the City limits. Trustee Jeffrey asked if there would be a relocation reimbursement or not. Trustee Schainker said he could not vote to spend City money without a residency requirement. Trustee Cain said if CyRide pays for the relocation he could not vote for it.

Trustee Cain made a motion for there not to be a City of Ames residency requirement for this position. Trustee Jeffrey seconded. (Ayes: Three. Nays: Trustee Nelson and Trustee Schainker.) Motion carried.

Trustee Schainker said the City's policy is to pay up to 10% of the starting salary for relocation to the City of Ames limits. Trustee Cain said up to 10% of the starting salary and, traditionally, you expect to pay for relocation.

Ms. Atwood, Transit Planner, said CyRide requires all operational staff to live within the City of Ames blue collar residency limits and maybe that would be a compromise. Interim Director Neal concurred with Ms. Atwood's statement.

Trustee Cain made a motion to adopt the relocation fee for moving expenses that will be capped up to the 10% of the starting salary to move within the City of Ames Blue Collar residency requirement. Trustee Jeffrey seconded. (Ayes: Four. Nays: Trustee Schainker.) Motion carried.

**Next Meeting Dates/Times:**

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

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

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Juan Bibiloni, President

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Joanne Van Dyke, Recording Secretary