

# AMES TRANSIT AGENCY BOARD OF TRUSTEES

## CYRIDE CONFERENCE ROOM

September 16, 2019

1. CALL TO ORDER: 4:15 P.M.
2. Approval of August 8, 2019 Minutes
3. Public Comments
4. Title VI Service Standards & Policies Overview
5. Title VI Program Update
6. Transit Asset Management (TAM) Plan & Performance Targets Update
7. Low or No Emission Grant Timeline and Budget
8. Year End Ridership Update – Informational
9. Transit Director’s Report
10. Fall Meeting Dates/Times:
  - **October 10, 4:15 PM Conflict** - (Alternate dates: Wednesday, October 23 3:30 – 5:00 PM or Friday, October 25 3:30 – 5:00 PM)
  - November 14, 4:15 PM
  - December 12, 4:15 PM
11. Adjourn

## AMES TRANSIT AGENCY BOARD OF TRUSTEES

AMES, IOWA

August 8, 2019

The Ames Transit Agency Board of Trustees met on August 8, 2019 at 4:15 p.m. in CyRide's Conference room. President Bibiloni called the meeting to order at 4:15 p.m. with Trustees, Jeffrey and Nelson were present, and President Bibiloni and Trustee Schrader were brought into the meeting telephonically. Absent: Trustees Cain and Schainker.

Public in Attendance: Sarah Lawrence, ISU Facilities Planning & Management.

**Approval of June 13, 2019 Minutes:** Trustee Nelson made a motion to adopt the June 13, 2019, transit board minutes as presented and Trustee Jeffrey seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

**Public Comments:** Interim Director Neal said she met with a mother of an Ames High School student who was concerned about the lack of bus service in the summer and the limited service to Ames High School during the school year. She explained the meeting with the mother provided good discussion and the mother would like the board to consider offering additional service to the Ames High School from 6:00am – 9:00am and 3:00pm – 6:00pm so students would have easy access to the bus before and after school activities.

Interim Director Neal stated that she and Rob Jennings, Transit Scheduler/Administrative Analyst, met with Jean Muhammad, Student and Family Advocate from Ames High School. Ms. Muhammad oversees the distribution of CyRide bus tickets to Ames High students who have limited monies available to purchase CyRide tickets and need transportation. Ms. Muhammad indicated this program has grown over the years and would like to work with CyRide to develop some type of program for Ames High students to receive bus passes to avoid issues with receiving tickets. After discussing the difference between tickets and passes, it was determined passes would give unlimited access and be preferred. Ms. Muhammad agreed to reach out to other Ames agencies to see if they could combine their resources to better assisting families in need.

Lauris Olson, Story County Supervisor, arrived at 4:19 p.m.

**Statewide Bus & Bus Facilities Grant:** Interim Director Neal stated in the June 13, 2019, transit board meeting the board approved including three minibuses in Iowa's Statewide Bus and Bus Facilities grant application. On June 14, CyRide received the Iowa DOT's statewide bus replacement list (PTMS). Upon review of this list, CyRide found it could replace six minibuses instead of the three approved. The grant application was due June 21, 2019, thus an email was sent to all board members requesting direction to move forward with the letter of support for three minibuses, approved on June 13, or change the request to six minibuses with a local match requirement of \$98,730. The Board gave

direction to move forward with six minibuses and the local match requirement. Interim Director Neal recommended formal approval of Alternative #1.

Trustee Nelson made a motion to formally approve Alternative #1, including six minibuses in the State of Iowa's Statewide Bus & Bus Facilities Grant Application, with up to \$98,730 in local match and a submission of a Letter of Support and Commitment to the Iowa DOT for these vehicles. Trustee Jeffrey seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

**Federal 5307 Grant Application – FFY2020 STBG Funding:** Interim Director Neal explained this application authorizes the Interim Director to execute and file the 5307 Surface Transportation Block Grant program. CyRide submitted a grant application to the Ames Area Metropolitan Planning Organization (AAMPO) to partially fund a 60-foot, heavy-duty articulated bus and the project requires formal authorization. If approved, the grant will provide the last piece of the funding needed to purchase a 60-foot bus at a cost of up to \$850,000.

Trustee Jeffrey made a motion to authorize the Interim Transit Director to execute and file a Section 5307 grant application in the amount of \$225,000 to the Federal Transit Administration. Trustee Nelson seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

**2019 ICAAP Grant Application:** Interim Director Neal requested approval of an ICAAP grant application. The State of Iowa funds the Iowa Clean Air Attainment Program (ICAAP) using federal Congestion Mitigation and Air Quality (CMAQ) funding. In the past, CyRide has used this funding for new or expanded service and for new bus purchases. Last year CyRide requested year one of funding for expanded services in west Ames, including frequency expansion for #1 Red, #7 Purple and #11 Cherry (Red 1A). Additional trips and a new bus for route #12 Lilac were also requested. The current grant application is due October 1. CyRide is requesting submitting year two of operating expenses for the services above. Staff is also recommending inclusion of expanded night and mid-day service on the #6 Brown, #11 Cherry and #12 Lilac be considered in the ICAPP grant submission. Interim Director Neal recommended approval of Alternative #1.

Trustee Jeffrey made a motion to approve submission of an operating ICAAP grant application for approximately \$429,682 in operating expenses on four of the new/expanded routes under CyRide's 2.0 system and additional night/midday services. Trustee Nelson seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

**Radio Replacement Project:** Interim Director Neal shared that final pricing was prepared for the CyRide radio replacement project, leaving a budget shortfall of \$21,146. Interim Director Neal requested \$25,000 of unspent FY19 capital be reallocated to the radio project, bringing the total project budget to \$345,640, or slightly more than the newly revised total budget of \$341,146.

Trustee Nelson made a motion to Approve Option #1 and reallocate up to \$25,000 in the FY2020 Capital Budget, thereby increasing the radio purchase budget to \$345,640. Trustee Jeffrey seconded the motion. (Ayes: Four. Nays: None.) Motion carried.

**Interim Transit Director's Report:**

1. Iowa Public Transit Association Meeting/Bus Roadeo Results: Dan Strodtman was recognized as CyRide's Driver of the Year with an outstanding performance record. Three drivers placed in the annual State Roadeo. Paul Klimesh and Brian Grootveld placed first and third, respectively, in the large bus division. Charles Long placed third in the small bus division.
2. FY2019 Low or No Emission Grant Award – CyRide was awarded the FY19 Low-No Emissions Grant in the amount of \$1,660,180. This will be brought to the September transit board as staff seeks direction on how to move forward and a desired timeline.
3. Title VI Equity Analysis – At the June transit board meeting staff was directed to complete the Title VI Equity Analysis on potential facility sites 13 and 17. Public comment period is August 23 through September 23 and the public open house meeting is September 5, 2019 from 4:00 to 6:00 p.m.
4. AVL/AVA Update – Installation is on schedule and the AVL component will be launched on August 19, the first day of CyRide's fall schedule. Reliability will improve within a few days of the launch time, as the system needs time to adjust to the fall schedule. Customers can track the buses live via the website or download a soon to be released app. The current passenger information system will stop functioning August 19. Information will be released to the public in advance of the system change to minimize the impact on passengers.
5. Construction Update – Green route turnaround is substantially complete. The contractor has completed final grading and grass seeding. There was one change order of \$1,425 to replace a section of sidewalk so that it was in compliance with ADA regulations. The bus wash project is nearing completion. To date, there has been one change order of \$4,791.

Interim Director Neal mentioned there will likely be a conflict with the October 10, 2019, transit board meeting and staff will look at another date for the October board meeting.

**Next Meeting Dates/Times:**

**Adjourn:** Trustee Jeffrey made a motion to adjourn the meeting at 4:38 P.M. and Trustee Nelson seconded the motion. The meeting adjourned at 4:38 P.M. (Ayes: Four. Nays: None.) Motion carried.

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Juan Bibiloni, President

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Joanne Van Dyke, Recording Secretary



**CITY OF AMES, Iowa**

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

**FROM:** Barbara Neal

**DATE:** September 16, 2019

**SUBJECT:** Title VI Service Standards & Policies Overview

**BACKGROUND:** Title VI federal regulations require transit systems to develop service standards and policies that fairly provide services and amenities to the entire community, regardless of race, color, or national origin, including individuals who are limited in their English proficiency. For CyRide, this means routes, frequencies of service, amenities, etc. must be better or equivalent in areas where there is a higher concentration of minority individuals as opposed to non-minority areas. To document this equity, CyRide is required to update its service policies and standards then approved by the Transit Board of Trustees. CyRide's last service policies and standards were reviewed and approved by the transit board in June 2013.

The Transit Board must also approve an overall Title VI Program, including the service standards and policies, for submission to FTA by October 1, 2019. The Title VI Program submission includes documentation of:

- **Service Standards and Policies (See attachment "L. Requirement to Set Service Standards and Policies" that will be incorporated into the full Title VI Program, if approved)**
- Title VI Notice to the Public (list locations publicized)
- Title VI Compliant Form & Procedures – update at least triennially and post on website
- List Transit-Related Title VI Investigations, Complaints and Lawsuits
- Public Participation Plan, including outreach methods to minority and LEP populations
- Language Assistance Plan of how CyRide Provides Assistance to Limited English Proficient Persons
- Table on Non-Elected Committees/Councils; Description of Process To Encourage Minority Participation
- Title VI Equity Analysis of Facility Construction
- Board Minutes/Resolution Illustrating Board Review/Approval of Title VI Program

**INFORMATION:** The following system-wide standards and policies must be developed to meet this federal requirement. CyRide recommends modifications to the standards and policies

highlighted in red. Other modifications might include clarifications within the text of this document relevant to current service.

### Standards

- Vehicle Load
- Vehicle Headway
- On-Time Performance
- Service Availability

### Policies

- Distribution of Transit Amenities
- Vehicle Assignment

**Standards** represent a quantifiable number threshold that the transit system will attempt to achieve. **Policies** are procedures or actions that CyRide will take to provide equity in the provision of its service.

Staff has reviewed CyRide’s initial standards and policies created in 2013 and they do not reflect current service after CyRide 2.0 service changes. As of result, staff recommends the following revisions to its Title VI Standards and Policies:

- 1) **Vehicle Headway** standard (Time interval between two vehicles traveling in the same direction on the same route)
- 2) **On-Time Performance standard** (Percent of trips always operated and percent of trips not late)
- 2) **Service Availability** standard (Percent of population within ¼ mile from CyRide route)
- 3) **Vehicle Assignment** (Routes that CyRide assigns smaller/larger bus to operate consistently due to criteria)

**1) VEHICLE HEADWAY:** At the June 2013 board meeting, the Transit Board reviewed staff’s initial development of service standards and policies. The Transit Board ultimately desired “more conservatively” headways that CyRide would be able to always achieve with a “minimum” standard. These standards have been in place since 2013, as they were not fully reviewed within the 2016 Title VI Program submission due to the system redesign planning process that took place in 2017. CyRide’s routes prior to and after the CyRide 2.0 changes have greatly exceeded these standards previously established by the transit board. (See CyRide Frequencies by Time/Day operated in 2019-2020.) After discussion with the Civil Rights Regional Officer at FTA, these standards are not meant to be an absolute that CyRide must adhere to each time it expands frequency or adds a new route but the standard applied whenever designing a new service route. The standards should emulate the minimum frequency of service that CyRide might establish on a new route/expansion of service to an area of the community regardless race, color or national origin. CyRide could always exceed these levels but it should be what we would typically implement for the service type. However, implementing this standard would not be an absolute. In general, CyRide serves areas with minorities at a greater frequency than other areas of the Ames’ community.

**Standard:** For periods in which service is operated, the standard **minimum** headways by type/time of service are as follows.

Service Type/Time	Weekday			Saturday	Sunday
	Base (6am–7pm)	Night (7pm-3am)	ISU Breaks		
Local	<del>40 minutes</del> <b>30 minutes</b>	<del>60 minutes</del> <b>40 minutes</b>	<b>40 minutes</b>	Same as Weekday <b>40 minutes</b>	<del>60 minutes</del> <b>40 minutes</b>
Circulator	<del>40 minutes</del> <b>15 minutes</b>	<del>60 minutes</del> <b>40 minutes</b>	<b>40 minutes</b>	---	---
Peak Period	<del>60 minutes</del> <b>30 minutes</b>	---	---	---	---
Night Only	---	<del>60 minutes</del> <b>40 minutes</b>	<b>40 minutes</b>	<del>60 minutes</del> <b>40 minutes</b>	---
<b>Curb-to-Curb</b>	<b>60 minutes</b>	---	---	---	---
<b>Flexible Service (Evening)</b>	—	—	—	—	<b>60 minutes</b>

For reference, on the next page, are the 2019-2020 frequencies for CyRide service:

Service Type/Time	Weekday			Saturday	Sunday
	Base	Night (7pm)	ISU Breaks		
<b>Local</b>	#1: 15-20 min #2: 20 min #3: 10-20 min #5: 30 min #6: 30 min #8: 30 min #9: 20 min #11: 7 min #12: 20 min #14: 30 min	#1: 40 min #2: 40 min #3: 40 min #5: -- #6: 30 min #8: 30 min #9: 40 min #11: 40 min #12: -- #14: --	#1: 20 min #2: 20 min #3: 15-20 min #5: 30 min #6: 30 min #8: 30 min #9: 40 min #11: 40 min #12: -- #14: 30 min	#1: 20-40 min #2: 40 min #3: 20-40 min #5: 30 min #6: 40 min #8: 30 min #9: -- #11: -- #12: -- #14: --	#1: 40 min #2: 40 min #3: 20-40 min #5: -- #6: 40 min #8: 30 min #9: -- #11: -- #12: -- #14: --
<b>Circulator</b>	#21 – 8 min #23 – 4-5 min #25 – 5-15 min	#21: 20 min #23: 20 min #25: 25-40 min	#21: -- #23: 12-20 min #25: 40 min	#21: -- #23: -- #25:--	#21: -- #23: -- #25: --
<b>Peak Period</b>	#7: 15-30-min	---	#7: 30-min	---	---
<b>Night Only</b>	---	Moonlight: Alpha: 20 min Bravo: 40 min Delta: 40 min Echo: 40 min		Moonlight: Alpha: 20 min Bravo: 40 min Delta: 40 min Echo: 40 min	---
<b>Curb-to-Curb</b>	<b>EASE: 60 min.</b>	---		---	---
<b>Flex Service (Eve. Only)</b>	n/a	n/a	n/a	n/a	n/a

The narrative discusses the rationale for the recommended changes highlighted in red on the previous page:

- **Service Day/Time:** Staff believes that an additional service day/time designation for ISU Breaks is warranted with the 2019 update due to the notable differences in service when the university is not in service.
- **Local:** Through the 2017-2018 system redesign process, the consultant revealed that the Ames' customer base will not ride services that operate 60-minute headways (i.e. #4 Gray, #10 Pink, initial #14 Peach – redesign in summer 2019 to operate 30-minute service) and that our passengers demand more service levels. The consultant recommended that we operate something more with a higher frequency and we would be better off not offering 60-minute headways at all for service. Additionally, CyRide does not currently offer 60-minute headways on any route in the system. Therefore, staff recommends that the 60-minute standards be updated throughout to either 30 or 40 minutes as noted.
- **Circulator:** Circulators do not exceed 40 minutes in frequency. Therefore, based on the same issues as discussed with the Local service type, the 60-minute frequencies should be

modified to 40 minutes. Additionally, CyRide does not operate less than a 15-minute frequency on the #21 Cardinal, #23 Orange or #25 Gold during Base (Weekday 6am – 7pm) times. 15 minutes is recommended for a minimum circulator route during Base times.

- **Peak Period:** Staff recommends updating this base service frequency to 30 minutes. (#7 Purple) for the Base and ISU Break Weekday service times. In general, the service frequency to ISU housing areas during ISU breaks should be evaluated upon implementation as potential ridership during these times to ISU housing properties will be minimal.
- **Night Only:** Moonlight Express routes do not exceed 40-minute service. Therefore, based on the same issues as discussed with the Base service, the 60-minute frequencies should be modified to 40 minutes.
- **Add Curb-to-Curb Service Type Standard:** Staff recommends adding a new Curb-to-Curb service type for the EASE route service that currently operates 60-minute service.
- **Eliminate Flexible Service Type:** Staff recommends eliminating the Flexible Service type as the #24 Silver route was eliminated as a route under CyRide 2.0 changes. CyRide does not have any other flex services in its service.

## 2) **ON-TIME PERFORMANCE:** Currently, there are two standards for on-time performance.

- The first is the percentage of trips that should always be operated (not missed). Currently 95% of the scheduled trips should always be operated. For instance, less than 9,871 trips in FY2019 out of a total 197,418 trips can be missed and still meet the standard. **We are suggesting no changes to this standard.**
- The second standard under this category is for the percentage of trips that should arrive on time as indicated in the schedule. For CyRide, this standard is established at 75% of scheduled trips system wide should be on time. **We are suggesting no changes to this standard.**
  - On-Time Definition Modification: Staff is suggesting changes to the on-time definition. Transit agencies are able to define on-time at the local level. In the last Title VI program, on-time was defined as a bus being no more than 0 minutes early and up to 3 minutes late to a time point in the schedule. CyRide staff suggests retaining the 0 minutes early but **increasing the previous up to 3 minutes late to up to 5 minutes late.** Typical operating procedures are that drivers will radio into Dispatch when three or more minutes late at a time point and then again at six minutes. At six minutes, Dispatch will then either provide assistance to get the buses back on time by deploying a mobile supervisor or direct another driver to assist. With CyRide serving over 100 passengers per capita, staff believes this definition should be more in line with what larger transit systems define as “on-time” that carry passengers per capita similar to CyRide. The average minutes for late on-time performance for these top agencies 5.2 minutes. (See attached “Top 20 Largest Transit Agency’s On-Time Definitions” for this data.)

## 3) **SERVICE AVAILABILITY:** Previously, the standard stated that CyRide will have 85% of the population within ¼ mile walking distance between home and a CyRide bus stop or

attraction. CyRide recently had the City’s GIS department conduct a new assessment of CyRide’s services for the Passenger Transportation Plan and currently CyRide reaches 82% of the population. The previous designation was 91%. (See attachment maps for additional detail.) CyRide staff recommends reducing the standard to 80% as a result of this new information. GIS staff indicated that the Ames City limits have been extended (see population growth/annexation from 2013-2019) which may account for more of the population not being serviced by CyRide. Based on viewing other Title VI programs throughout respective transit agencies, the 80% is relatively still high. This service availability drops at night and on weekends.

**4) VEHICLE ASSIGNMENT:** No change in policy will be implemented. However, there are changes within the examples of why smaller/larger buses are assigned certain routes. Many of these modifications are due to the implementation of CyRide 2.0 service changes.

- Yellow Route – now operated with 40’ HD bus for safety in operating/stopping on Duff Avenue.
- Pink Route – route eliminated; will be removed as example of smaller bus.
- EASE – Added as an example of lower demand and use of this smaller bus.
- Gold – Route #22 Gold was eliminated as well as CyRide sold its 35’ HD bus

Finally as of May 2018, CyRide’s route no longer interline at North Grand Mall allowing the rotation of buses within the system. Therefore, passengers might see the same vehicle on a route as opposed to it operating a different route at the mall. This sentence will be removed from the program.

**Policy:** CyRide randomly assigns buses to a route; however, the following routes/times of day dictate smaller vehicles, using only a portion of the fleet due to lower ridership demand or route geometrics.

Route/Time of Day	Size of Bus	Reason
Yellow	Minibus	Lower Demand
Pink	Minibus	Lower Demand
EASE	Minibus	Lower Demand
Green/Evening & Sat.	Minibus	Lower Demand
Brown Sat.	Minibus	Lower Demand
Gold	35’ Bus	Route Geometrics
Orange	Articulated	Higher Demand

When smaller or larger buses are assigned, the specific bus from within this portion of the fleet will be randomly selected. ~~Additionally, buses are regularly interlined, changing routes at North Grand Mall, allowing for further rotation in the system as well as transfer capability for CyRide customers.~~

CyRide does not recommend modifications to any other changes. However, please note that the LED (NextBus) Real-Time Predictive Digital Signage has been removed on several shelters

locations on campus. These LED units did not function with the changeover to the new vendor. Staff will evaluate whether to replace these units in the upcoming capital planning process but recommended keeping the policy for these units intact until these decisions have been further evaluated.

CyRide's Transit Planner will updating the full Title VI Program document and incorporate these final modifications to Service Standards and Policies as approved to submit to the FTA by October 1, 2019.

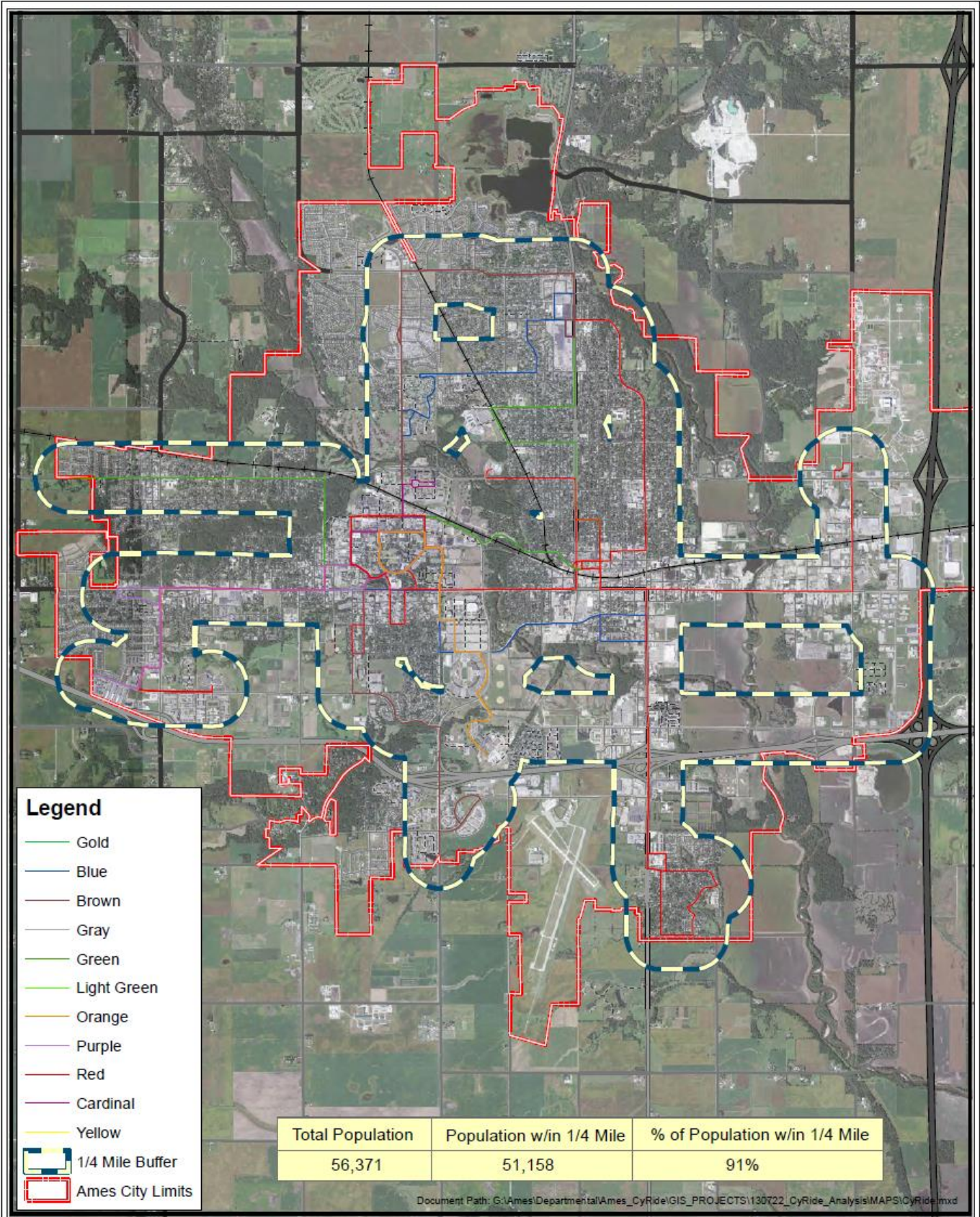
**ALTERNATIVES:**

1. Approve the CyRide service standards and policies as recommended by staff for inclusion into the larger Title VI Program document.
2. Request CyRide staff to revise the standards or policies, with direction from the Transit Board of Trustees for inclusion of modifications into the larger Title VI Program document.

**RECOMMENDATION:**

The Interim Transit Director recommends approval of alternatives #1 or #2 to establish service standards and policies to include in the Title VI Program document for submission to FTA by October 1, 2019.





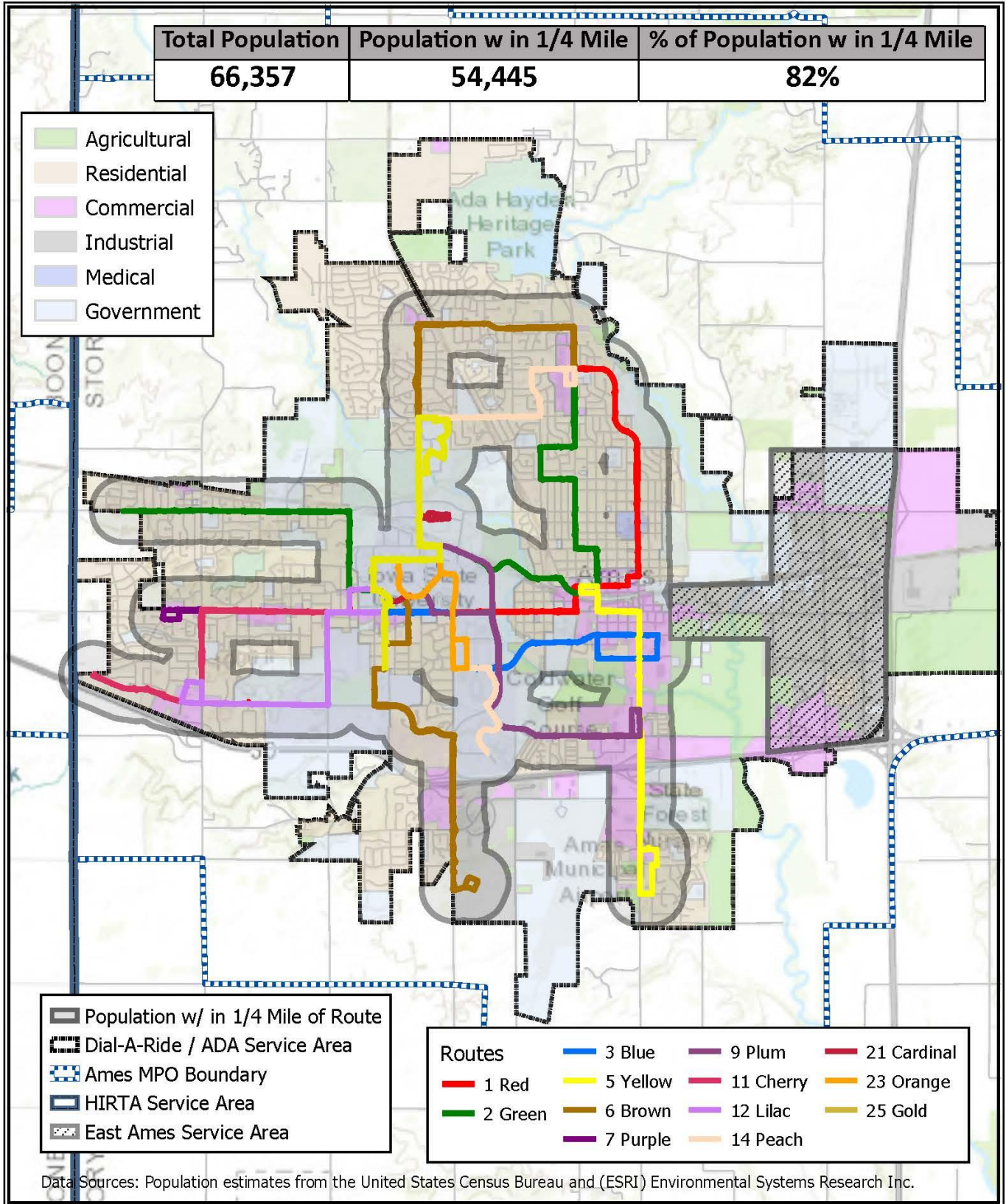
# CyRide Population Estimate

Date: 7/15/2013



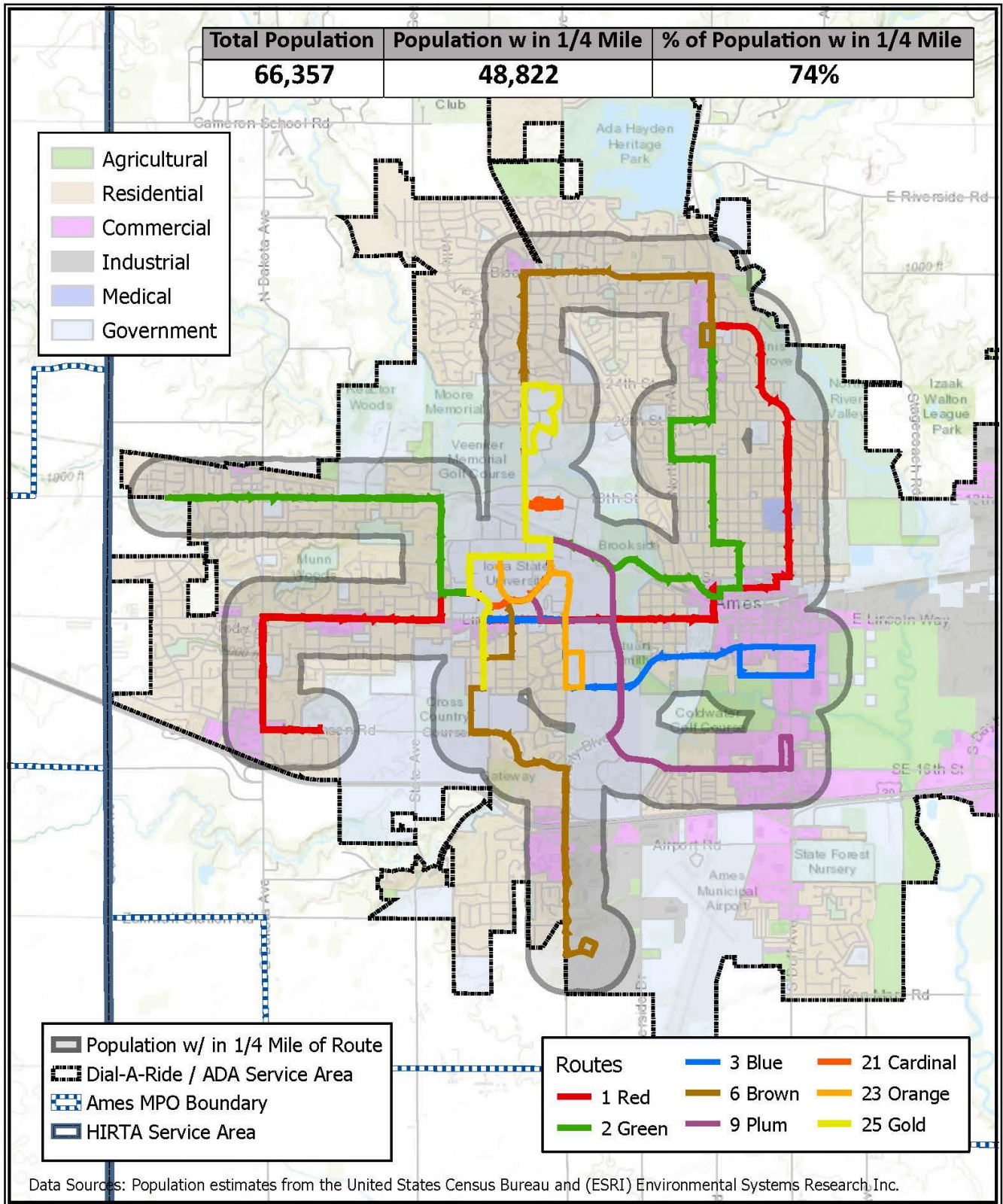


# Transit Coverage by Zoning Designation - Weekday Day





# Transit Coverage by Zoning Designation - Weekday Nights (After 7 pm)



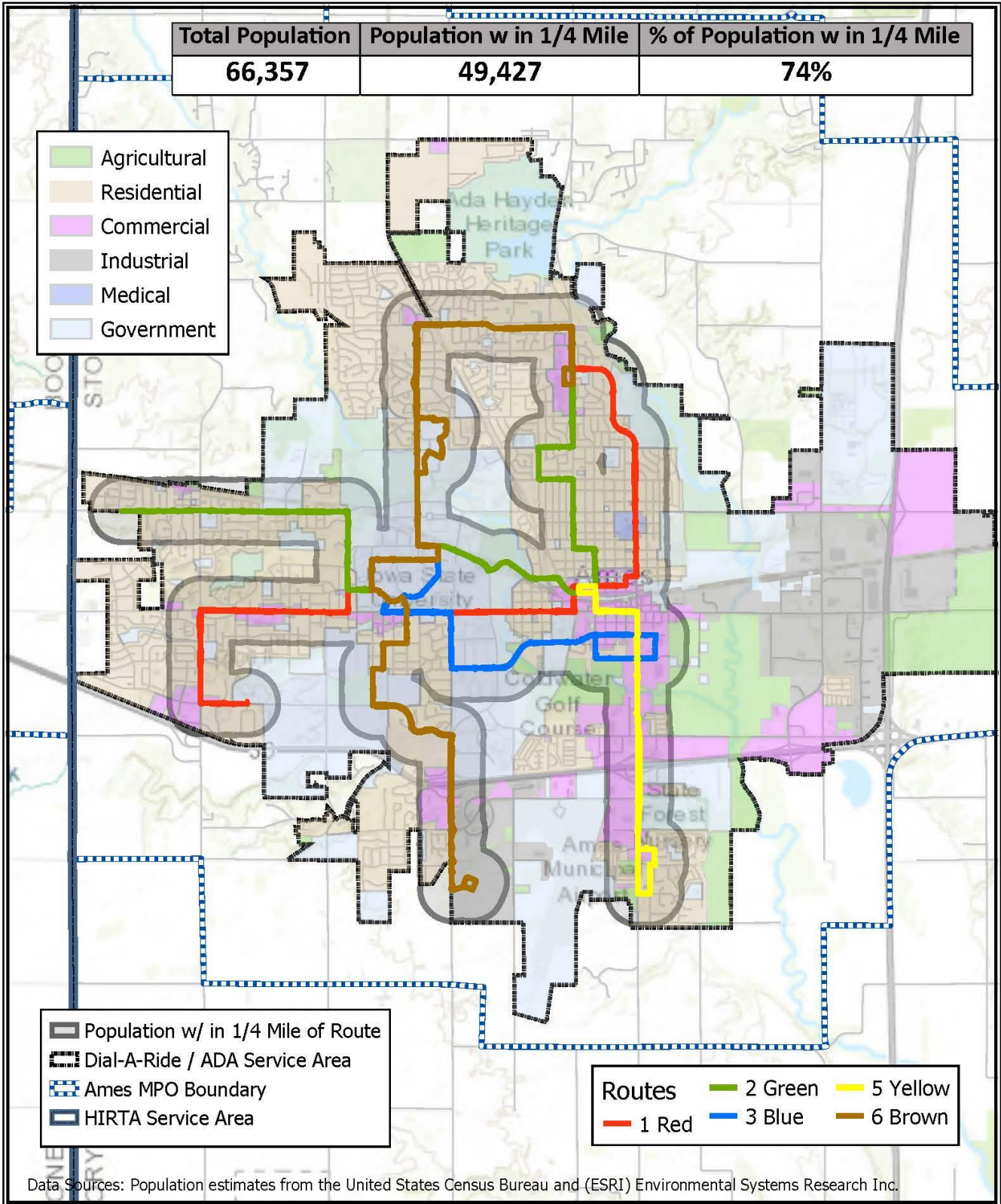
Date: 1/22/2019

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# Transit Coverage by Zoning Designation - Weekends



Date: 1/21/2019



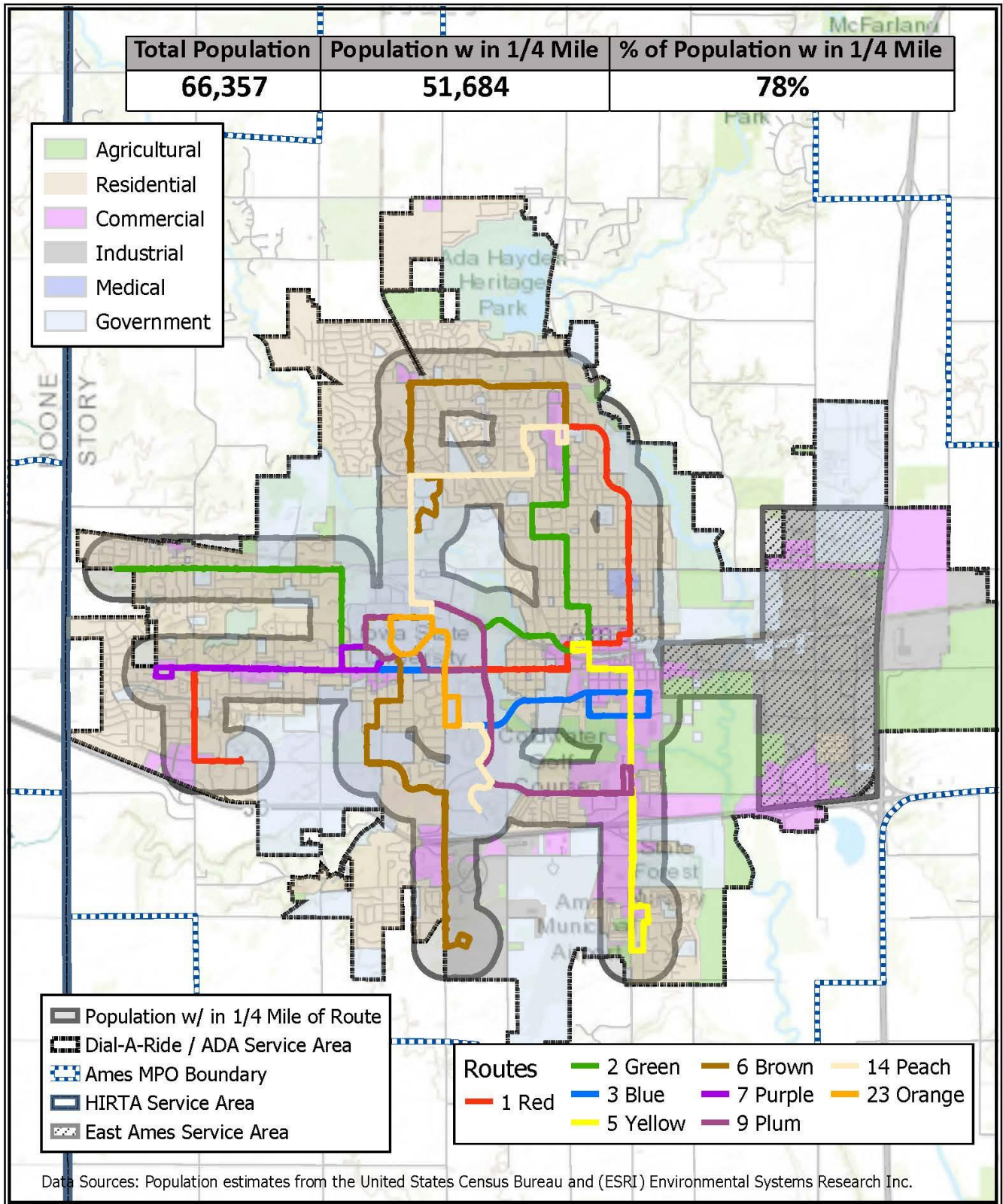
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# Transit Coverage by Zoning Designation - ISU Break Weekday

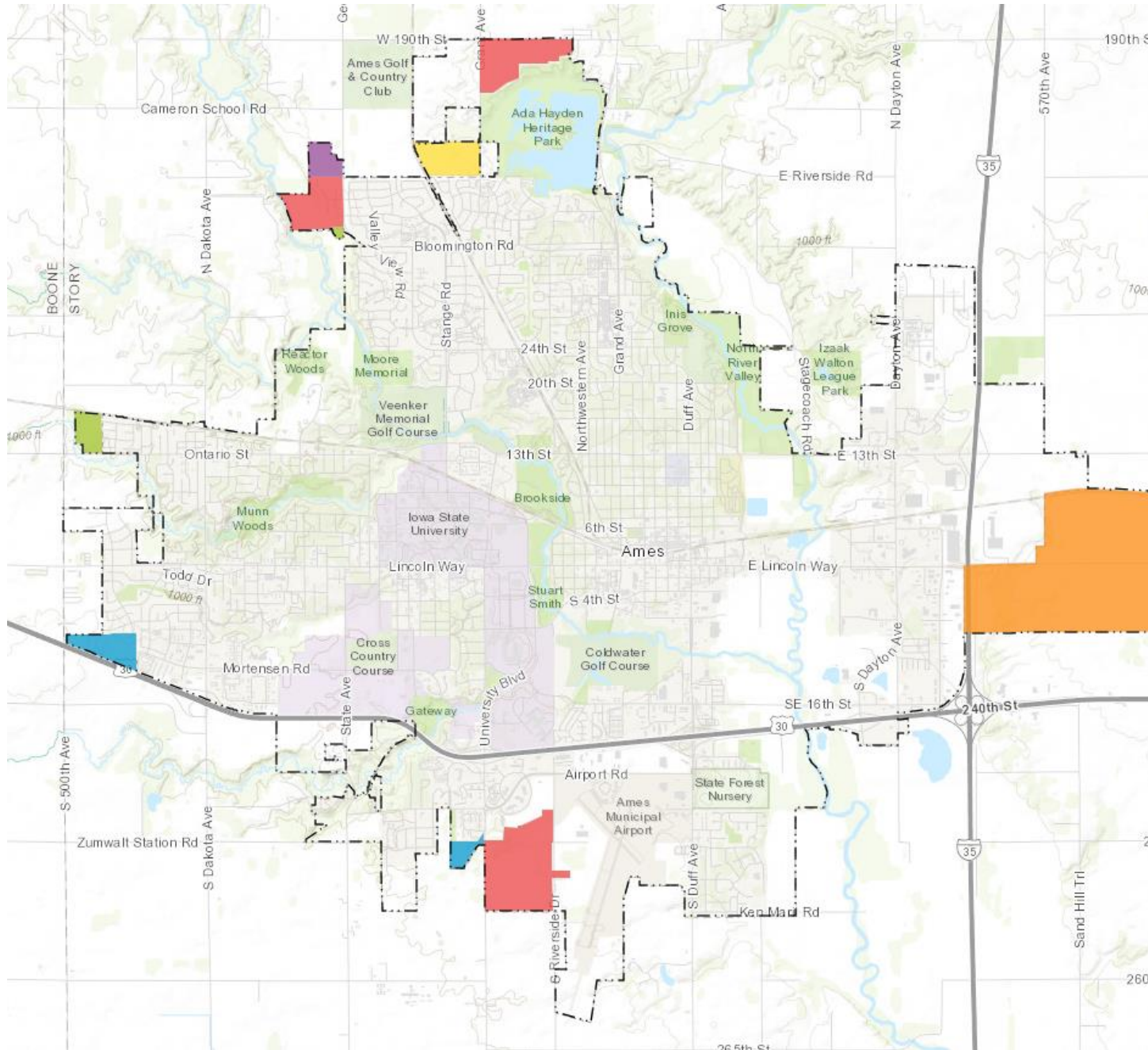


NOT TO SCALE

Date: 1/21/2019



## City of Ames Population Growth/Annexations 2013 to 2019



## **L.) REQUIREMENT TO SET SYSTEM-WIDE STANDARDS AND POLICIES**

According to FTA C 4702.1B, all transit agencies are required to set system-wide standards and policies regardless of the size of population they serve or the number of buses operated within peak-hour service. On the following pages are the System-Wide Standards and Policies that CyRide has developed and reviewed to ensure compliance with the new circular. CyRide is currently going through a System Redesign study of its route structure and these requirements may need to be revisited after the conclusion of this study in the fall of 2017.

### **System-Wide Service Standards**

To prevent discriminatory service design or operation, the FTA circular requires transit agencies to adopt system wide service standards and system wide service policies (policies are discussed later in this section). System wide service standards are required for the following criteria: vehicle load, vehicle headway, on-time performance and service availability. Each of these standards is detailed below.

#### **Vehicle Load**

To ensure CyRide customers can gain access to public transit services while balancing customer comfort, loading standards must be established and schedules devised that reflect customer volumes. This standard is measured as the ratio of customers on board to the seated bus capacity expressed as a percent. Values of 100 percent or less indicate all riders are provided a seated ride while values above 100 percent indicate standees. The following loading standard indicates the degree of crowding (i.e., standees) that is acceptable based on bus type and manufacturer's recommendation for safe, maximum loading capacity. These standards reflect standees in the center portion of the bus only, not in the stairwells. For ridership consistently above these standards below, CyRide will place a second bus on the trip.

**Standard:** Acceptable load factors should never consistently exceed the following:

<b>Bus Type</b>	<b>Vehicle Load Standard</b>		
	<b>Seated Capacity</b>	<b>Total Customers</b>	<b>Percentage</b>
<b>Standard 40' Bus</b>	34-47	65	138-191%
<b>Articulated 60' Bus</b>	62	112	180%
<b>Minibus 186" Wheelbase</b>	18	32	175%
<b>Minibus 158" Wheelbase</b>	12	21	175%

Due to the short distance and heavy demand CyRide experiences on a daily basis, it operates a portion of its 40' standard bus fleet with perimeter seating (utilizing fewer seats per bus) to more efficiently operate service. Therefore, the vehicle load percentage on these buses is substantially higher; however, the total number of customers per 40' bus remains the same.



To the maximum extent possible, heavier demand single trips using smaller capacity vehicles (34 passenger standard buses) will be replaced with larger buses on the trip (42-47 passenger buses) to reduce the vehicle load percentage.

**Vehicle Headway**

Vehicle headway (the time interval between two vehicles traveling in the same direction on the same route) standards at CyRide relate to frequency of service. This standard is one of the commonly applied measures of transit adequacy, particularly from the customer's point of view. Consequently, it can be one service characteristic that is the course of customer dissatisfaction. In general, frequencies or "headways" (i.e., the time from one bus to the next at the same location) are established to provide enough vehicles operating past bus stops on a route to accommodate the customer volume and to stay within the recommended loading standards, which were discussed previously. If customer loads are light enough that more time is needed between vehicles to meet loading standards, then headways should be set on clock-face headways operating at 10, 20, 40 or 60-minute intervals.

**Standard:** For periods in which service is operated, the standard **minimum** headways by type/time of service are as follows.

Service Type/Time	Weekday			Saturday	Sunday
	Base (6am-7pm)	Night (7pm-3am)	ISU Breaks		
Local	40-minutes <b>30 minutes</b>	60-minutes <b>40 minutes</b>	60-minutes <b>40 minutes</b>	Same as Weekday <b>40 minutes</b>	60-minutes <b>40 minutes</b>
Circulator	40-minutes <b>15 minutes</b>	60-minutes <b>40 minutes</b>	60-minutes <b>40 minutes</b>	---	---
Peak Period	60-minutes <b>30 minutes</b>	---	---	---	---
Night Only	---	60-minutes <b>40 minutes</b>	---	60-minutes <b>40 minutes</b>	---
<b>Curb-to-Curb</b>	<b>60 minutes</b>	---	---	---	---
<b>Flexible Service (Eve. Service Only)</b>	---	---	---	---	60-minutes

The definition of the above service types/times is as follows:

**Local.** Route that operates primarily on arterial (major) streets, typically with a minimum of twelve stops and an average speed of 15 miles per hour or less. These routes typically serve major origins or destinations and provide the basic

level of service throughout the City of Ames. (CyRide routes - Red, Green, Blue, ~~Gray~~, Yellow, Brown, Aqua, Plum, Cherry, Lilac, Peach)

**Circulator.** Routes that are confined to a specific area of town connecting major activity centers and allow customers to transfer to other routes going further into the community. (CyRide routes – Cardinal, Orange and Gold)

**Peak Period Service.** Routes that operate limited trips, only during peak demand times, typically in the morning and afternoon periods of the day. (CyRide route – ~~Gray, Pink and~~ Purple)

**Night Only.** Routes operated beyond traditional transit hours. In Ames, this service operates between 10:00 pm and 3:00 am on Friday and Saturday nights during the school year. (CyRide route – Moonlight Express)

~~**Flexible Service.** A route that deviates from a generally defined route to provide direct transportation to customers that live within the vicinity of the route. In Ames, this service operates between 6:00 and 10:00 pm on Sunday evenings. (CyRide route – Silver)~~

~~**Curb to Curb.** Service that operates demand response service within a certain boundary to provide service that does not adhere to a strict route. The routing could be different with each trip of service depending upon demand of where passengers want to travel within the boundary.~~

**Weekday Base.** Routes operated generally from 6 am to 7 pm, Monday-Friday. (Approximately 160 days/year)

**Weekday Night.** Local and circulator routes that are operated generally from 6 pm until 11 pm or 12:30 am during the weekday. Night only routes operate from 10 pm until 2:30 am Friday and Saturday nights during the school year. (Approximately 160-261 days/year)

**ISU Breaks.** Routes that operate when the university does not hold classes where a significant amount of Ames' residents depart town. (Approximately 101 days/year)

**Saturday.** All routes that operate during Saturday base and night periods of the day, excluding night only service. (52 days/year)

**Sunday.** All routes that operate during Sunday base and night periods of the day. (52 days/year)



As with all standards, this headway matrix should be considered a guide, not an absolute measure.

### ***On-time Performance***

Published timetables must provide the transit customer with a reasonable guarantee that the scheduled service will operate, and will, additionally, operate on time. The dependability of CyRide is important to people who typically plan trips around the availability of bus service. Moreover, customers associate a time penalty with unreliable bus service that reduces the attractiveness of public transportation. There are several ways to measure CyRide's dependability. The first is whether service operates at all. Measures of actual versus scheduled service (missed trips) are expressed as the percentage of scheduled trips that are actually made. CyRide should have sufficient spare buses and bus drivers to assure that the standard is met.

**Standard:** For CyRide, the missed trip standard is established at 95 percent. For instance, less than ~~11,540 trips in FY2015 out of a total 230,809 trips~~ 9,871 trips in FY2019 out of a total 197,418 trips can be missed and still meet the standard.

On-time performance is also examined in terms of schedule adherence, which means the difference between scheduled time and the time the bus actually passes a particular location. The schedule adherence standard consists of two parts: 1) the definition of on time, and 2) the proportion of buses that operate within the on-time range. For purposes of establishing CyRide on-time performance, "on-time" is established at zero minutes early to ~~3~~ 5 minutes late. This allows the bus reasonable latitude for encountering general delays due to traffic, weather or other on-route delays, without unduly inconveniencing customers. For most persons, a wait of up to ~~three~~ five additional minutes would not be regarded as excessive. Scheduled buses should never be early, for this would cause customers to miss the bus entirely and subject many riders to an even longer wait for the next scheduled bus. However, CyRide operates a significant number of "extra buses" to address overcrowding issues. "Extra Buses" can operate ahead of or behind the scheduled buses to pick up customers arriving prior to the departure time of the scheduled buses or to provide the additional capacity needed to carry the number of people waiting for the scheduled bus. These buses are not considered when calculating the system wide on-time performance of the buses as they are purposely early or late to assist the scheduled bus.

**Standard:** The standard for CyRide's schedule adherence is established at 75% of scheduled trips system wide. Therefore, 15 out of every 20 scheduled bus trips should be considered "on-time" according to the standard.

## ***Service Availability***

A transit system inevitably receives many requests for service from citizens who are not within walking distance of a route, or who desire buses operating in their neighborhoods connecting with different destinations. Since transit resources are limited, it is unlikely that everyone will be accommodated to a satisfactory degree. Therefore, it is necessary to determine how to allocate the available resources to provide the best possible service. In developing measures for CyRide service, this standard has been divided into three separate components that reflect travel concentrations, trip purpose and the need for bus service. The three components are: Production End representing the trip end that produces travel, Attraction End that attracts travel and Bus Stop Spacing. A description of each of these is presented below.

***Production End.*** Determination of which residential neighborhoods should be candidates for service is a function of reasonable walking distance. Numerous studies have indicated that the maximum distance an average person can reside from a bus route and still be considered to “have service” is approximately one-quarter mile, which is roughly equivalent to a five-minute walk.

**Standard:** The standard will be ~~80%~~ 85% of the population within ¼ mile walking distance between home and a CyRide bus stop or attraction.

This route coverage guide is just that-- a guide. It is not an exact measurement. In some areas, the street pattern is not uniform or major generators are further apart than the guide indicates. CyRide’s service may not and should not conform to the guide in all areas due to other factors such as population density and operational hours compared to destination.

***Attraction End.*** Major traffic generators in the Ames community create a transit opportunity.

**Standard:** CyRide will apply the following standards when considering service modifications.

- ***Hospitals/Nursing Homes.*** These usually do not attract a large number of trips. These facilities do, however, often serve those who depend on transit. Therefore, institutions of 100 or more beds may be considered candidates for CyRide service.
- ***Colleges/Schools.*** Students in a university community often comprise a major segment of the transportation dependent population. For this reason, colleges and post-secondary schools have been included in the availability standard. Those institutions with an enrollment of at least 1,000 students warrant consideration for service.

- **Shopping Centers.** Shopping trips constitute a major reason for transit travel. Shopping centers with more than 100,000 square feet of leased retail space are large enough to warrant consideration for CyRide service. Mixed-use retail, housing and office complexes can also be included within this category.
- **Social Service/Government Centers.** Public Agencies, government centers and community facilities attract significant traffic volume. While the nature and size of these facilities varies greatly, it can be generally stated that those serving at least 200 clients daily warrant consideration for public transit service.

### ***System-wide Service Policies***

The FTA circular requires system wide service policies for distribution of transit amenities, vehicle assignment and for transit security. Policies differ from standards in that policies are not necessarily based on a quantitative threshold and are actions or procedures as opposed to standards that are rules or principles.

#### ***Distribution of Amenities***

The new Title VI circular requires that CyRide maintain service standards for the distribution of various transit amenities, including bus shelters, benches, route map/timetable, and trash receptacles owned by CyRide. There are several amenities that are placed at bus stop by private entities. These are not governed by these standards. The CyRide standard for each of these amenities is described below.

**Bus Shelters.** A major concern of transit riders, especially regarding inclement weather, is the amount of time spent on the street exposed to the elements. The abundance of cold and windy conditions is of particular concern in Iowa. The placement of shelters and the development of a priority location program are based upon the following:

- Number of boarding and/or transferring customers at a specific stop,
- Amount of shelter from the elements or lighting at or near the stop, and
- ADA considerations
- Safety concerns
- Customer comments received

**Policy:** Shelters may be provided at stops which serve 150 or more boardings daily and/or transferring customers or which serve concentrations of elderly or disabled residents. Shelters should be at least 6' by 10' and be enclosed on all sides except for entrances. Service information including route numbers and colors, maps and schedules that serve the stop should be displayed.

**Benches.** Benches represent a medium level of amenity to provide greater comfort for CyRide customers.

**Policy:** Benches should be installed inside all standard shelters. Benches may also be installed independently at bus stops that do not have shelters. For these benches, they should be placed facing the street, a minimum of 6 to 8 feet from the bus stop sign and anchored in place.

**NEXT-BUS-Real-Time Predictive Digital Signage.** CyRide provides real-time vehicle tracking technology to assist customers in conveniently using its service. One of the techniques used to convey this information is through digital signs at the bus stop.

**Policy:** Major transfer locations throughout its system may be equipped with LED digital signs.

**Route Map/Timetable.** CyRide’s printed route map/schedule provides information for the general public at the bus stop where they will be boarding the bus.

**Policy:** CyRide’s route map/timetables are provided in all shelters. They are also provided at major transfer points throughout the system.

**Trash Receptacles.** Trash receptacles are located only at bus stops with a larger number of boardings, typically in conjunction with a bus shelter.

**Policy:** CyRide may provide trash barrels at shelters.

These standards are guidelines only in placement of amenities throughout CyRide’s system. Not all bus stop locations are able to physically accommodate the amenities.

### **Vehicle Assignment**

Vehicle assignment refers to the process by which vehicles are placed into service on routes throughout the system. The following policy has been established.

**Policy:** CyRide randomly assigns buses to a route; however, the following routes/times of day dictate smaller or larger vehicles, using only a portion of the fleet due to lower/higher ridership demand or route geometrics.

<b>Route/Time of Day</b>	<b>Size of Bus</b>	<b>Reason</b>
<del>Yellow/All day</del>	Minibus	Lower Demand
<del>Pink/All day EASE</del>	Minibus	Lower Demand
Green/Evening & Saturday	Minibus	Lower Demand
Brown/Saturday	Minibus	Lower Demand
<del>Gold</del>	<del>35' Bus</del>	<del>Route Geometrics</del>
Orange/All day	Articulated	Higher Demand

When smaller or larger buses are assigned, the specific bus from within this portion of the fleet will be randomly selected. ~~Additionally, buses are regularly interlined, changing routes~~

~~at North Grand Mall, allowing for further rotation in the system as well as transfer capability for CyRide customers.~~

### Top 20 Largest Transit Agency's On-Time Definitions

<b>Agency</b>	<b>Early (minutes)</b>	<b>Late (Minutes)</b>
<u>MTANewYorkCityTransit (MTAmeasuresCustomer JourneyTimePerformance,ratherthan on-time</u>	1	5
<u>LosAngelesMetro</u>	1	5
<u>ChicagoTransit Authority</u>	1	5
<u>SoutheasternPennsylvaniaTransportationAuthority(Philadelphia)</u>	0	6
<u>NewJersey Transit</u>	0	6
<u>MTABusCompany (NewYorkCity)</u>	1	5
<u>Washington MetropolitanAreaTransit Authority</u>	2	7
<u>SanFrancisco Muni</u>	1	4
<u>MassachusettsBayTransportationAuthority(forbuses that come every15minutesormore frequent)</u>	0	3
<u>KingCountyMetro(Seattle)</u>	1	5
<u>MarylandTransit Administration(Baltimore)</u>	2	7
<u>DenverRTD</u>	1	5
<u>TheBus(Honolulu)</u>	2	5
<u>Houston METRO</u>	0	5
<u>TriMet(Portland)</u>	1	5
<u>Minneapolis MetroTransit</u>	1	5
<u>Miami-DadeTransit</u>	0	5
<u>MetropolitanAtlantaRapidTransit Authority</u>	0	5
<u>Port AuthorityofAlleghenyCounty(Pittsburgh)</u>	1	6
<u>RTC(LasVegas)</u>	0	5
<b>AVERAGE</b>	<b>0.8</b>	<b>5.2</b>

Source: <https://transitcenter.org/bus-time-even-mean/>

**CITY OF AMES, Iowa**

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

**FROM:** Barbara Neal

**DATE:** September 16, 2019

**SUBJECT:** Title VI Program Update

**BACKGROUND:** Every three years, CyRide is required to update its Title VI program per the 2012 regulations regarding non-discrimination in the delivery of its services and programs. CyRide's Program, which was utilized by the FTA as a best-practice within the industry, expires on November 30, 2019. **As part of the Title VI regulations, the governing body of CyRide is required to review and formally approve its Title VI Program update, as well as sign an updated policy statement every three years. This document will need to be submitted to FTA by October 1, 2019 for their review and concurrence.**

The Title VI regulations released in 2012 require transit systems serving communities the size of Ames to develop a program that addresses the following areas:

- Requirement to Provide Title VI Assurances
- Title VI Notice to the Public (locations publicized & translations to required LEP populations)
- Title VI Complaint Form & Title VI Policy & Procedures – (posted on website & translated to documented LEP group languages)
- Title VI Investigations, Complaints and Lawsuits Log
- Public Participation Plan, including outreach methods to minority and LEP populations
- Meaningful Access to Services and Programs to Limited English Proficient (LEP) Persons
- Table of Appointed Transit Committees/Councils Compared to City Minority Population
- Title VI Equity analysis of Facility Construction
- Requirement to Provide Additional Information to FTA Upon Request
- Service Standards and Policies (previous board item approval)

**INFORMATION:**

CyRide's Transit Planner has reviewed the existing Title VI document and made modifications as necessary to update the program. In 2016, CyRide's population for individuals speaking Mandarin Chinese that "speak English less than very well" exceeded the 1,000 safe harbor threshold. Federal regulations require transit systems in communities that have Limited English

Populations (LEP), totaling over 1,000 persons or 5% of total population, whichever is less, speaking English “less than very well,” to provide written translation of all vital documents into the language that this LEP group speaks. Providing translations of these vital documents allows CyRide to meet its compliance obligation. Translation of non-vital documents can be provided verbally, as opposed to a written form. The number of LEP individuals has increased since 2016 based on the latest U.S. Census data from the 2011-2015 American Community Survey, which indicates that of the 2,974 individuals speaking Chinese at home in Ames, 1,793 (2.9%) speak English less than very well which is still over the 1,000 person threshold. See attached “City of Ames Limited English Proficiency (LEP) Individuals” table also contained in the LEP Access Plan ([Appendix I of the Title VI Program](#)) for additional information.

### **Title VI Plan Update**

The following briefly summarizes the draft document CyRide staff has prepared section-by-section with staff recommended changes, which can be found at the following web link: [www.cyrider.com/TitleVIProgram2019](http://www.cyrider.com/TitleVIProgram2019). Copies of the written document will also be available at the Transit Board meeting.

### **Requirement to Provide Title VI Assurances**

This section states that CyRide will carry out its transit program and services in compliance with the Department of Transportation’s Title VI regulations. Documentation of this compliance is accomplished through an annual certification form signed by the (Interim) Transit Director and the City of Ames Attorney.

### **Title VI Notice to the Public**

This section details the exact text that CyRide will use to communicate with its customers how to file a Title VI complaint (as prescribed by FTA regulations), how this will be disseminated and that it will be communicated in English and Mandarin Chinese as Ames has reached the federal threshold to put its vital written documents and communication in this language. The public notice is included on CyRide’s website and buses so that passengers can call and ask to speak to CyRide’s Assistant Director – Operations. This notice is also housed in all CyRide public meeting rooms and in all CyRide brochures in both languages.

### **Title VI Complaint Procedures & Complaint Form**

This section describes the actual complaint procedures and customer comment forms. Updates to these complaint procedures since the last review are the various website link updates throughout as well as the local discrimination complaint process through the Ames Human Relations Commissions (AHRC) modification as highlighted in the attached document. The AHRC now refers all discriminations complaints to the Iowa Civil Rights Commission; therefore, there is not any local process through the City of Ames. The detailed procedures are in Appendix C to the document and the Customer Comment form in Appendix D. These forms will be updated as appropriate and available in English and Chinese on the website.



### **Title VI Investigations, Complaints or Lawsuits Recording**

This section indicates that CyRide, as required by FTA, keeps a log of Title VI complaints and describes the information to be included in this log. CyRide received no formal Title VI complaints since the last program submission in 2016.

### **Promote Inclusive Public Participation**

CyRide's public participation document is located in Appendix F to the document. This section describes CyRide's efforts and methods to reach out to the general public, including minorities, low-income and limited English speakers, as well as to human services agencies in providing service within the community.

### **Meaningful Access to LEP Persons**

CyRide's FTA-required, Limited English Proficiency Access Plan (LEP) is located in Appendix H to the document. This section summarizes the full document listing its two main components – Four Factor Analysis and the Access Plan. The basis of these documents is that CyRide will work to assist LEP individuals "at the point of contact" on the bus, telephone or in person. This document is required to be updated as part of each Title VI program submission.

### **Minority Representation on Planning and Advisory Bodies**

CyRide does not utilize appointed advisory councils, planning board or committees to advise the Transit Board so this requirement to mirror minority representation within the City of Ames does not apply to CyRide's current structure.

### **Providing Assistance to Subrecipients**

CyRide does not have subrecipients; therefore, this section does not apply to CyRide.

### **Monitoring Subrecipients**

CyRide does not have subrecipients; therefore, this section does not apply to CyRide.

### **Determination of Site or Location of Facilities**

CyRide will include its final [Title VI Equity Analysis](https://www.cyride.com/home/showdocument?id=9824) (draft analysis at <https://www.cyride.com/home/showdocument?id=9824>) within its Title VI Program appendix that illustrates the outreach conducted for possible site locations for a new facility west of Ames. The Title VI Equity Analysis will be completed after the public meeting on September 5, 2019 requesting public comments on the two possible locations and finalized by September 23, 2019. The analysis provides information on the criteria utilized to locate potential sites throughout Ames and that the sites selected were not based on race, color or national origin.

### **Requirement to Provide Additional Information Upon Request**

This section states that CyRide will comply with federal regulations requiring the agency to allow FTA investigations of discrimination complaints or to resolve concerns in this area.

### **Requirement to Set System-Wide Standards and Policies**

Within the previous agenda item, staff worked with the transit board to update its service polices and standards after the implementation of CyRide 2.0, which modified much of CyRide's services. The standards and policies developed for the Title VI Plan are vehicle load, vehicle headway, on-time performance, service availability, distribution of transit amenities and vehicle assignment. Staff will include these standards and policies as approved by the transit board into the final document.

### **Impact of Meeting FTA Threshold:**

To provide an effective LEP plan, CyRide must translate all "vital documents" into the language of frequently encountered LEP groups eligible to be served and/or likely to be affected by CyRide's programs and services. In 2016, Mandarin Chinese met that defined threshold of more than 1,000 individuals speaking English "less than very well" within the Ames community for the first time. This population has increased to 1,793 according to the latest U.S. Census information. Therefore, Mandarin Chinese is still defined as a Limited English Proficient (LEP) group for CyRide.

To ensure accuracy of vital documents into Mandarin Chinese, they have been translated by a qualified interpretation and translation service business as opposed to just Google Translate on the website. CyRide is defining any document as vital that requires the public to fill out information to receive access to CyRide's services or programs, impacts their safety or as [FTA C 4702.1B](#) specifically indicates. Currently, CyRide staff has identified that the following materials meet the FTA's definition of this requirement, which has minimally impacted the budget (less than \$2,000):

- Website Translation via Google translate
- Picture graphics of lost & found items
- "I speak" cards to obtain language utilized
- Language Interpreter Telephone Services 24/7/365 via CST or Big Word
- Title VI Notice to the Public
- Title VI Policy & Procedures
- Title VI Complaint Form
- Dial-A-Ride Application
- Reasonable Accommodation form
- Public meeting Notices (System Redesign, Equity Analysis, Major service changes, etc.)
- Bus Signage on new Bus Procurements (how to board, open back doors, safety signage)

Possible additional considerations for translation in the upcoming year could be:

- Interior bus ad rack signage related to safety/security
- Work with Iowa State's ISSO Office toward partnering in the future towards language assistance

**ALTERNATIVES:**

1. Approve CyRide's Title VI Plan and policy for submission to the Federal Transit Administration by October 1, 2019.
2. Direct staff to revise the Title VI Plan or policy based on board-directed modifications with submission of the document by October 1, 2019.

**RECOMMENDATION:**

The Interim Transit Director recommends Alternative #1 to approve the Title VI Plan and policy documents. These documents reflect conversations with the board regarding policies and standards in 2019, as well as current practices in CyRide's daily delivery of service within the Ames community.

**City of Ames Limited English Proficiency (LEP) Individuals**

Language	Speak language at home	Margin of Error	Speak English "very well"	Margin of Error	Speak English less than "very well"	Margin of Error	Percentage speaking English less than "very well"
<b>Total Population &gt; 5 Years of</b>	60,296	+/-245					
<b>Speak only English</b>	52,801	+/-555		1			
<b>Spanish or Spanish Creole:</b>	1,098	+/-280	899	+/-223	199	+/-129	0.3%
<b>French (incl. Patois, Cajun):</b>	136	+/-59	99	+/-47	37	+/-33	0.1%
<b>French Creole:</b>	5	+/-8	0	+/-22	5	+/-8	0.0%
<b>Italian:</b>	70	+/-54	70	+/-54	0	+/-22	0.0%
<b>Portuguese or Portuguese</b>	152	+/-118	146	+/-117	6	+/-10	0.0%
<b>German:</b>	191	+/-87	171	+/-86	20	+/-22	0.0%
<b>Yiddish:</b>	4	+/-7	4	+/-7	0	+/-22	0.0%
<b>Other West Germanic</b>	10	+/-16	10	+/-16	0	+/-22	0.0%
<b>Scandinavian languages:</b>	22	+/-26	9	+/-14	13	+/-22	0.0%
<b>Greek:</b>	18	+/-18	18	+/-18	0	+/-22	0.0%
<b>Russian:</b>	46	+/-44	15	+/-18	31	+/-33	0.1%
<b>Polish:</b>	0	+/-22	0	+/-22	0	+/-22	0.0%
<b>Serbo-Croatian:</b>	72	+/-66	6	+/-79	6	+/-11	0.0%
<b>Other Slavic languages:</b>	143	+/-211	143	+/-211	0	+/-22	0.0%
<b>Armenian:</b>	35	+/-51	35	+/-51	0	+/-22	0.0%
<b>Persian:</b>	48	+/-33	28	+/-25	20	+/-23	0.0%
<b>Gujarati:</b>	30	+/-50	0	+/-22	30	+/-50	0.1%
<b>Hindi:</b>	188	+/-139	179	+/-136	9	+/-16	0.0%
<b>Urdu:</b>	47	+/-73	17	+/-25	30	+/-49	0.1%
<b>Other Indic languages:</b>	286	+/-206	257	+/-201	29	+/-34	0.0%
<b>Other Indo-European</b>	8	+/-13	8	+/-13	0	+/-22	0.0%
<b>Chinese:</b>	<b>2,974</b>	<b>+/-532</b>	<b>1181</b>	<b>+/-340</b>	<b>1,793</b>	<b>+/-436</b>	<b>2.9%</b>
<b>Japanese:</b>	57	+/-66	38	+/-60	19	+/-24	0.0%
<b>Korean:</b>	355	+/-233	48	+/-71	307	+/-207	0.5%
<b>Mon-Khmer, Cambodian:</b>	0	+/-22	0	+/-22	0	+/-22	0.0%
<b>Hmong:</b>	0	+/-22	0	+/-22	0	+/-22	0.0%
<b>Thai:</b>	11	+/-18	11	+/-18	0	+/-22	0.0%
<b>Laotian:</b>	41	+/-55	9	+/-16	32	+/-41	0.1%
<b>Vietnamese:</b>	93	+/-55	39	+/-37	54	+/-42	0.1%
<b>Other Asian languages:</b>	407	+/-236	320	+/-205	87	+/-70	0.1%
<b>Tagalog:</b>	97	+/-84	97	+/-84	0	+/-22	0.0%
<b>Other Pacific Island</b>	259	+/-163	48	+/-53	211	+/-157	0.3%
<b>Navajo:</b>	0	+/-22	0	+/-22	0	+/-22	0.0%
<b>Other Native North</b>	21	+/-31	0	+/-22	21	+/-31	0.0%
<b>Hungarian:</b>	19	+/-29	19	+/-29	0	+/-22	0.0%
<b>Arabic:</b>	430	+/-279	244	+/-168	186	+/-233	0.3%
<b>Hebrew:</b>	0	+/-22	0	+/-22	0	+/-22	0.0%
<b>African languages:</b>	122	+/-90	122	+/-90	0	+/-22	0.0%
<b>Other and unspecified</b>	0	+/-22	0	+/-22	0	+/-22	0.0%

Source: 2011-2015 American Community Survey 5-year Estimates for the City of Ames:

<https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk>

## TITLE VI "STATEMENT OF POLICY"

Ames Transit Agency (CyRide) is the city bus system for Ames, Iowa. The Agency was created under a 28-E agreement between the City of Ames, Iowa State University and ISU's Government of the Student Body. CyRide provides regular and circulator bus service as well as ADA Dial-A-Ride services for the Ames community.

CyRide is governed by its Board of Trustees of which Board Members can be contacted through CyRide's website at [www.cyrider.com](http://www.cyrider.com). The CyRide Board determines the level and nature of services to be provided by purchase of service agreements with private contract carriers (Durham, Heart of Iowa Regional Transit Agency, etc.) and by direct service operation by CyRide staff.

CyRide is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities - the delivery of equitable and accessible transportation services. CyRide recognizes its responsibility to the Ames community in which it operates and to the society it serves. It is CyRide's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

Toward this end, it is CyRide's objective to:

- A. Operate its transportation service and programs without regard to race, color, and national origin;
- B. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- C. Promote the full and fair participation of all affected populations in transportation decision making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out CyRide's commitment to this program rests with the Director of Transit. CyRide's Assistant Director of Operations is responsible for the day-to-day operations of this Program and the investigation of Title VI complaints. However, all managers, supervisors and employees share in the responsibility for making CyRide's Title VI Program a success.

To obtain additional information concerning CyRide's Title VI obligations or if you have questions regarding the complaint procedure, please call (515) 292-1100 and ask to speak with CyRide's Assistant Director of Operations.

### Complaint Procedures

**If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under CyRide's transit service delivery or related benefits, you may file a written complaint or concern with the**

**CyRide’s Assistant Director for Operations within 180 days of the incident. Any such complaint must be submitted in writing by filling out CyRide’s Title VI Complaint Form at [www.cyride.com/TitleVIcomplaint](http://www.cyride.com/TitleVIcomplaint) and mail to CyRide; Assistant Director for Operations, 601 N. University Blvd., Ames, IA 50010.**

The Assistant Director of Operations will review and investigate every **written complaint** promptly.

At a minimum, the Assistant Director will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Assistant Director of Operations will complete a final report for the Director of Transit. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will receive a letter with the findings from the investigation with any remedial corrective steps CyRide is implementing. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Director of Transit, 601 N. University Boulevard, Ames, IA 50010. Complaints may also be filed with the following three organizations no later than 180 days after the date of the alleged discrimination **unless otherwise stated below.**

**Ames Human Relations Commission**

c/o City Manager’s Office  
City of Ames  
515 Clark Avenue  
Ames, IA 50010  
515-239-5101

<https://www.cityofames.org/AHRC>  
(AHRC refers all discrimination complaints to the Iowa Civil Rights Commission.)

**Iowa Civil Rights Commission**

400 East 14<sup>th</sup> Street  
Des Moines, IA 50319-1004  
515-281-4121  
800-457-4416

How To File with ICRC: (Allows 300 days from alleged violation.)  
<https://icrc.iowa.gov/file-complaint>

**Federal Transit Administration’s Office of Civil Rights**

Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

The Assistant Director of Operations shall maintain a log of Title VI complaints received from this process which log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by the City of Ames/Ames Transit Agency(CyRide) in response to the complaint. Should CyRide receive a Title VI complaint in the form of a formal charge or lawsuit, the complaint will be forwarded directly to the City of Ames' Attorney.

Signed: \_\_\_\_\_  
Ames Transit Agency, Board of Trustees President

Date: \_\_\_\_\_  
September 16, 2019

**CITY OF AMES, Iowa**

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

**FROM:** Barbara Neal

**DATE:** September 16, 2019

**SUBJECT:** Transit Asset Management (TAM) Plan & Performance Targets Update

**BACKGROUND:** In 2015, the U.S. DOT found that 40 percent of buses and 23 percent of rail transit assets were listed in marginal or poor condition with a backlog of \$90 billion in deferred maintenance and replacement. The backlog continues to grow which impacts safety and affects the ability of transit systems to serve their customers. As a result of this backlog and significant accidents occurring (mainly in rail transit) across the nation due to failing equipment or vehicles, the U.S. DOT decided to introduce additional safety oversight with “Transit Asset Management” being the first requirement mandated for transit agencies. FTA will also require a Safety Plan by July 2020 for all transit agencies as well.

**INFORMATION:**

**TAM Requirement Information**

According to the regulations, every transit agency, regardless of size, throughout the nation must:

1. **Create, maintain and update** a compliant transit asset management (TAM) plan if it owns, operates, or manages capital assets used to provide public transportation and receives federal financial assistance under 49 U.S.C. Chapter 53.
2. **Communicate** this plan is required to be communicated to our Ames Area MPO and State DOT staff.
3. **Self-certify** compliance within our annual certifications and assurances submissions during the grant making process that we’re complying with TAM federal regulations.
4. **Submit annual data** report within the National Transit Database (NTD) including performance targets, performance status (condition assessments and inventories),
5. **Submit annual narrative report** to NTD
6. **Participate** in oversight during the triennial review process.

Previous work accomplished to date by CyRide for the TAM process has included:

- Affirm designation of Accountable Executive – Transit Director
- Set local useful life benchmarks (ULB)
- Submitted initial FY2018 performance targets based on ULB’s set by the agency. (January 2017)
- Developed first TAM Plan (October 2018)
- Updated/submitted FY2019 performance targets in NTD. (October 2018)



- Communicated TAM Plan with Ames Area MPO for inclusion into planning documents such as the Long Range Transportation Plan and Transportation Improvement Program. (Although not required by FTA, the AAMPO has updated its initial FY2018 performance targets to meet CyRide’s October 2018 TAM Plan submission with FY2019 performance targets.)
- Self-Certified its annual Certifications and Assurance submissions (April 2018 & June 2019)

Upcoming this fall, CyRide will be required to submit annual data on its performance status of FY2019 TAM targets including a narrative report of this status within the National Transit Database (NTD). This submission will be an annual requirement moving forward. Additionally, CyRide will be required to submit new performance targets for FFY2020 for relevant asset categories. Finally, CyRide’s next triennial review that will transpire in 2020 will require a review of CyRide’s TAM process, plan and performance targets.

### Useful Life Benchmark Information

As a reminder to the transit board, the useful life benchmarks (ULB) for each asset class were originally recommended by CyRide’s Accountable Executive and affirmed by the transit board in previous TAM discussions. The useful life benchmark definition means the “expected lifecycle or acceptable period of use in service of a capital asset for a particular transit provider’s operating environment.”

CyRide generally follows the [recommended FTA ULB](#) age of assets with the exception of the 40’-60’ buses and minibus (cutaway) categories. To review these differences, the FTA default ULB’s and CyRide’s locally determined ULB ages are below for each asset class category.

Asset Class /Category	FTA ULB(Yrs.)/ TERM(Rating)	CyRide ULB (Yrs.)/ TERM(Rating)
40’ - 60’ Buses	14	15
Minibuses (Cutaways)	10	8
Minivan	8	8
Shop Trucks	10	10
CyRide Maintenance Facility	3.0 on TERM Scale	3.0 on TERM Scale
Ames Intermodal Facility	3.0 on TERM Scale	3.0 on TERM Scale

The following provides justification regarding the ULB differences highlighted above:

- 40-60’ Buses: Since CyRide does operate its large buses significantly past this FTA recommended ULB age (20+ vs. 14 years), CyRide staff/transit board previously determined that it would be good policy to go beyond the FTA recommended ULB but not too far to impede potential competition in national grant applications.
- Minibuses (Cutaways): Funding for CyRide’s minibus fleet generally is derived through the Iowa DOT’s competitive process called Performance Management Transit Management (PTMS). The Iowa DOT has designated its minibuses within the Statewide group TAM Plan’s ULB for minibuses at 8 years. Currently, CyRide’s six (6) nine years old minibuses are red tagged most days and have significant maintenance issues. Therefore, to compete with other Iowa transit agencies for replacement, CyRide lowered its ULB to 8 for this reason.

Please note that FTA has not specified that discretionary grants will be awarded based on a transit agencies' percentage past its ULB. However, FTA has communicated that any ULB age that is significantly different from the FTA default ULB value, transit agencies would need to submit justification for the value when submitting its ULB in the NTD. Therefore, significant differences in the ULB's are not recommended. (i.e. ULB of 20 years even though CyRide typically retains its 40' vehicles until they are this age.) If FTA accepts CyRide's NTD report, then it will accept our customized ULB. Future conversations may warrant returning to the FTA recommended levels if discretionary grants are dispersed according to a transit agency's ULB or if it hinders CyRide's ability to compete with other Iowa transit agencies within the PTMS process. For instance, the Iowa DOT's ULB for 40' buses is 14 years, the FTA default for this exact reasoning.

### **Status of FY2019 Performance Targets**

A target is a goal associated with performance that is used to track the progress of capital assets towards achieving a state of good repair. CyRide must set/update performance measures for assets on an annual basis. It is important to note that the TAM Final Rule does not lay out penalties for missing a target, nor are rewards issued for attainment.

As a reminder, performance measures/targets were required in FY2019 for the following CyRide assets:

- Rolling Stock – Revenue vehicles (All CyRide vehicles – minibuses, 40' HD Buses and 60' articulated buses and minivans)
- Equipment – Non-revenue support-service and maintenance vehicles over \$50,000 in acquisition value with an expected life of at least one year (Maintenance trucks and any maintenance Equipment meeting this value)
- Facilities – Maintenance and administrative facilities, passenger stations and parking facilities. (Facility at 601 N. University Blvd, Intermodal Facility); not required to calculate this condition annually.

Additionally, a narrative report will be required in the next NTD submission due on October 31, 2019. The ramifications of failure to comply with the new rules and the timely completion of documents could result in a loss of CyRide's federal funds. Below is a draft of this NTD narrative.

### **FY2019 Performance Targets Status**

Overall, reduced its fleet by CyRide sold 11 buses that CyRide previously purchased "used" to dramatically increase its fleet due to significant ridership growth issues over the past decade. CyRide purchased a total of 3 new buses over the past year - 2 used DSM buses (1141 & 1140) which were just made ready for service this year as well as a new bus for the new Plum Route (funded with ICAAP funding). The net difference in fleet size was eight (8) less vehicles in the large vehicle fleet. (92-84). CyRide's fleet reduction was due to gaining efficiencies by redesigning its transit service in May 2018 allowing its peak pull-out requirement to be lowered. CyRide had planned to sell an additional three more buses in FY2019, but needed to wait until a possible Volkswagen funding award that was awarded in August 2019. This Volkswagen funding allows three CyRide buses to be funded at 97% in 2020 providing a local

savings in CyRide’s capital budget that will now allow other critical assets to be replaced in future years.

Asset Class /Category	ULB (Yrs)	2018			2019			FY2019 Performance Target
		# Vehicles Exceeding ULB	Total # Vehicles in Fleet	% of Assets Exceeding CyRide’s ULB/TERM FY2018	# Vehicles Exceeding ULB	Total # Vehicles in Fleet	% of Assets Exceeding CyRide’s ULB/TERM 8/23/19	
40' - 60' Buses	15	39	92	42%	30	84	36%	35%
Minibuses (Cutaways)	8	6	9	67%	6	9	67%	67%
Minivan	8	0	1	0%	0	1	0%	0%
Shop Trucks	10	0	2	0%	1	2	50%	0%

**Large Buses:** As the data indicates above, CyRide just missed its 35% FY2019 target within the 40-60’ Buses category by 1%. Thirty (30) buses in CyRide’s total fleet of 84 large buses exceed the ULB of 15 years. However, if CyRide would have sold those the three buses that it received VW funding for local match of this overall project, it would have well exceeded its 35% target (27 buses past ULB/81 revenue fleet). Selling the buses prior to the project award would have negated the VW award so as a result, these vehicles will be sold in 2020.

**Minibuses:** While there were no changes within the Minibus category (67% past its ULB), these vehicles are getting less reliable for service. CyRide submitted six of the eight vehicles within a national grant application for Bus and Bus Facilities funding with the Iowa DOT. If this grant is not awarded, CyRide has 100% local funding to paint the outside of these vehicles in 2020 to improve their overall image to customers and then start replacing these minibuses one by one beginning in 2021. Again, this will all be accomplished with local funding from the transit system if federal funding is not ascertained.

**Minivan:** For the minivan category, CyRide has designated that this vehicle be replaced every five years which will be FY2021 of CyRide’s capital plan. This meets FTA’s useful life designation of the asset replacement (4 years) and CyRide has enough 5310 funding available to meet this five-year schedule. CyRide does not anticipate this asset category to increase over 0% unless the Elderly & Disabled (5310) funding is greatly reduced.

**Shop Trucks:** CyRide also did not meet its intended target of 0% for Shop Truck Equipment category. CyRide staff was extremely busy with other critical facility/service projects such as the bus wash replacement and AVL/AVA replacement taking a majority of staff time. The Shop Truck replacement project has been rolled over into 2020 and will be completed in the upcoming year.

**Facilities:** CyRide is not required to collect condition data on its facilities annually. CyRide will be required to gather and report condition data on facilities again in October 2022 for its CyRide facility and Intermodal Facility. CyRide believes targets were made based on the following improvements over the past year:

CyRide Facility Maintenance/Improvements

- In-Ground Hoist Replacement (Shop)
- Bus Wash Replacement (Lane 13)

Ames Intermodal Facility Maintenance/Improvements

- Sump Pump added for AIF Elevator with metasys alarm; alerts ISU Police of hydraulic break prompting them to turn off pumps to avoid oil spill getting into river system.

## **ACTION ITEMS:**

### **Designating CyRide's Accountable Executive**

Each transit provider must designate an Accountable Executive (49 CFR 625.5) to ensure appropriate resources for implementing the agency's TAM plan and the Transit Agency Safety Plan. Accountable Executive means a single, identifiable person who has ultimate responsibility for:

- Carrying out the agency safety plan of a public transportation agency (PTASP)
- Carrying out the agency's Transit Asset Management (TAM) Plan
- Control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP and TAM Plan.

Previously, this individual was the Transit Director as this position's overall responsibility is to prepare the agency's capital plan. The Transit Board should officially designate an interim Accountable Executive until a new Transit Director is hired to continue the TAM requirements. Staff believes the best individual in the interim be Barb Neal, Interim Transit Director as this individual is currently responsible for the capital planning process and is recommended as action within the transit board alternatives. If approved, this Accountable Executive designation will be updated within the 2020 TAM Plan update for CyRide's official TAM file. This should be officially determined prior to the TAM submission in NTD. The following recommendations were developed by staff as a whole as the Accountable Executive has not been officially designated at this time.

### **Setting Future Performance Targets**

While the Transit Board is not officially required to approve CyRide's performance measures/targets, member concurrence with the staff's/Authorized Executive's recommendations will allow the transit board to be knowledgeable as localities discuss funding (i.e. STBG funding, etc.) for future needs through the metropolitan transportation planning processes. As a reminder, the TAM plan and performance targets are required to be shared with the Ames Area MPO for inclusion into the Long Range Transportation Plan and Transportation Improvement Plan. Additionally, the Iowa DOT's Public Transit Bureau who recommends funding via PTMS has also requested this document as it is updated. Furthermore, if the TAM plan requirements are not completed, it might impact CyRide's future funding status. Therefore, the Transit Board should be aware of this document and implications.

CyRide developed its first ever Transit Asset Management plan as required by October 1, 2018 which included its updating its out-year performance targets 2020-2023. However, staff recommends revising its 2020 performance target in light of the reduced revenue fleet from selling off 11 vehicles past CyRide’s defined ULB this past year. The future performance measures/targets were made relevant to future projections for additional replacement vehicles under the approved 2020 Capital Plan and any authorized grants authorized since then by the transit board. (i.e. Battery Electric Bus grant, 5339 PTMS grant award). Therefore, any replacement vehicle projects will be included in the upcoming 2021 Capital Plan that is formally developed by January 2020.

CyRide staff recommends the following performance targets for 2020 to be submitted in NTD by October 31, 2019. CyRide does not anticipate receiving any buses within the next year but does intend to sell three buses that were recently awarded funding with Volkswagen funding. These bus replacements will be on order shortly after formal approval by the transit board in September/October. Those replacements will not arrive until FY2022 but for simplicity through the TAM plan, staff estimated performance targets based on buses arriving a year after the year they are placed within the capital plan. CyRide does intend to replace the shop truck in the next year therefore noting a performance target of 0% for 2020.

Category	Class	CyRide ULB	% Fleet Currently Exceeding ULB	2020 Performance Target
<b>Rolling Stock</b>	40'-60' Buses	15	36%	33% of fleet exceeds ULB of 15 yrs.
	Cutaways	10	67%	67% of fleet exceeds ULB of 8 yrs.
	Minivan	8	0%	0% of fleet exceeds ULB of 8 yrs.
<b>Equipment</b>	Shop Trucks	10	50%	0% of fleet exceeds ULB of 10 yrs.
<b>Facilities</b>	Admin./Maintenance Facility	3.0 TERM Scale	0%	0% of facilities rated under 3.0 on TERM scale
	Ames Intermodal Facility	3.0 TERM Scale	0%	0% of facilities rated under 3.0 on TERM scale

The “out-year” performance targets (2021-2024; listed on the next page) will be submitted to the Ames Area MPO formally through the updated formal TAM Plan. It is important to note that in projecting performance targets out in future years, the percentage of fleet past the ULB does not look significantly better. As buses are delivered, portions of the fleet in equal amounts pass the ULB defined age. While the percentage doesn’t seem to lessen throughout the next five year period, this percentage is not growing significantly either. CyRide staff plans to bring these performance targets back to the transit board for formal approval of 2021 performance targets in September 2020.

Category	Class	% Fleet Currently Exceeding ULB					
		2020	2021	2022	2023	2024	
Rolling Stock	40'-60' Buses	67%	33%	33%	33%	31%	33%
	Cutaways	0%	67%	89%	89%	0%	0%
	Minivan	50%	0%	0%	0%	0%	0%
Equipment	Shop Trucks	0%	0%	0%	0%	0%	0%
Facilities	Admin./Maintenance Facility	0%	0%	0%	0%	0%	0%
	Ames Intermodal Facility	0%	0%	0%	0%	0%	0%

**ALTERNATIVES:**

1. Approve CyRide staff's recommendation for the establishment of FY2020 TAM performance targets to submit to FTA and the approval of Barb Neal, Interim Transit Director, as the Accountable Executive.
2. Approve modified FY2020 TAM performance targets to submit to FTA and the approval of Barb Neal, Interim Transit Director, as the Accountable Executive.

**RECOMMENDATION:**

The Interim Transit Director recommends approval of Alternative #1 to approve FY2020 TAM performance targets for each FTA required asset class/category and the approval of Barb Neal, Interim Transit Director, as the Accountable Executive. Approval of this alternative will allow CyRide to meet its federal obligations, while helping to guide future capital need assessments. These targets may be modified after further analysis is completed.

**CITY OF AMES, Iowa**

**MEMO TO:** Ames Transit Board of Trustees  
**FROM:** Barbara Neal  
**DATE:** September 16, 2019  
**SUBJECT:** Low or No Emission Grant Timeline and Budget

**BACKGROUND:** Upon completion of the Electric Bus Feasibility Study titled, *Zero Emission Roadmap*, CyRide's Transit Board of Directors approved applying for a federal Low and No Emission Grant funding and committing \$455,620 to the local match requirement for the project using CyRide funds from its uncommitted operating closing balance.

The original budget and activities submitted in the federal grant are included below, which were intended to address all needs in deploying an initial electric bus project in Ames.

Item	Fed. % Request	Total Cost	Low-No Grant	Local Funding
<b>BUS CAPITAL (85% Maximum Allowed)</b>				
Two, 40' Electric Buses (\$805,000 ea.)	77%	\$1,610,000	\$1,240,000	\$370,000
Spare Parts and Tools	80%	\$50,000	\$40,000	\$10,000
<b>Subtotal</b>	<b>77%</b>	<b>\$1,660,000</b>	<b>\$1,280,000</b>	<b>\$380,000</b>
<b>FACILITY</b>				
Engineering Design/Construction	85%	\$48,000	\$40,800	\$7,200
Depot Charging Station and Dispensers	85%	\$100,000	\$85,000	\$15,000
Facility Construction (Wiring from Transformers to Charging/Dispensing Stations)	85%	\$152,200	\$129,370	\$22,830
Transformer (Ames Electric)	0%	\$22,000	\$0	\$22,000
<b>Subtotal</b>	<b>79%</b>	<b>\$322,200</b>	<b>\$255,170</b>	<b>67,030</b>
<b>PROJECT MANAGEMENT</b>				
Training	85%	\$10,600	\$9,010	\$1,590
Consultant - Deployment Consultation/Reporting	80%	\$145,000	\$116,000	\$29,000
<b>Subtotal</b>	<b>80-85%</b>	<b>\$155,600</b>	<b>\$125,010</b>	<b>\$30,590</b>
<b>Total Cost</b>		<b>\$2,137,800</b>	<b>\$1,660,180</b>	<b>\$477,620</b>
<b>Percent</b>			<b>78%</b>	<b>22%</b>

In July 2019, CyRide received notification that its project was awarded federal funding in the amount of \$1,660,180, full federal dollar request.

To reduce the full local share commitment to this project (\$477,620), staff had previously discussed with board members the possibility of submitting an upcoming state grant to support this project. The second round of the Volkswagen Settlement funding, anticipated in January 2020, could greatly reduce the local share.

**INFORMATION:** With approval of the federal Low and No Emission grant, CyRide staff began discussing next steps in deploying its electric bus project, focusing on two main areas: budget and preliminary schedule. Each is briefly described below.

### **Budget**

There are two areas of the original budget that need to be revisited. The changes are as follows:

- **Charger/Dispenser Costs** - In notifying its grant project management partner of the federal grant award, the Center for Transportation & the Environment (CTE), CyRide staff learned that recently charger and dispenser costs have been increasing and, as a result, are underestimated in the original budget. The consultant's recommendation is to increase this amount by \$40,000 from \$100,000 to \$140,000 for the purchase and installation of this equipment.
- **Volkswagen Settlement Grant (VW) 2020 Round** - Two activities within the grant could be funded with VW funds - electric buses and depot charging stations/dispensers. Other project activities are not eligible for this program, which has a \$500,000 maximum award per transit system. Staff has developed a revised budget that could request \$390,000 for these two project activities.

These two changes are reflected in the proposed budget on the next page, with the changes highlighted in yellow.



Item	Total Cost	Federal Share	VW Grant	COA Electric	CyRide Share
<b>BUS CAPITAL</b>					
Two, 40' Electric Buses (\$805,000 ea.)	\$1,610,000	\$1,240,000	\$370,000	\$0	\$0
Spare Parts and Tools	\$50,000	\$40,000	\$0	\$0	\$10,000
<b>Subtotal</b>	<b>\$1,660,000</b>	<b>\$1,280,000</b>	<b>\$370,000</b>	<b>\$0</b>	<b>\$10,000</b>
<b>FACILITY</b>					
Engineering Design/Construction	\$48,000	\$40,800	\$0	\$0	\$7,200
Depot Charging Station and Dispensers (originally \$100,000)	\$140,000	\$85,000	\$20,000	\$0	\$35,000
Facility Construction (Wiring from Transformers to Charging/Dispensing Stations)	\$152,200	\$129,370	\$0	\$0	\$22,830
Transformer*	\$22,000*	\$0	\$0	\$22,000*	\$0
<b>Subtotal</b>	<b>\$362,200</b>	<b>\$255,170</b>	<b>\$20,000</b>	<b>\$22,000</b>	<b>\$65,030</b>
<b>PROJECT MANAGEMENT</b>					
Training	\$10,600	\$9,010	\$0	\$0	\$1,590
Consultant - Deployment Consultation/Reporting <sup>1</sup>	\$145,000	\$116,000	\$0	\$0	\$29,000
<b>Subtotal</b>	<b>\$155,600</b>	<b>\$125,010</b>	<b>\$0</b>	<b>\$0</b>	<b>\$30,590</b>
<b>Total Cost</b>	<b>\$2,177,800</b>	<b>\$1,660,180</b>	<b>\$390,000</b>	<b>\$22,000</b>	<b>\$105,620</b>
<b>Percent</b>		<b>76%</b>	<b>18%</b>	<b>1%</b>	<b>5%</b>

\* In-kind – transformer at no cost to CyRide

**<sup>1</sup> Consultant Cost:**

- \$25,000 – Manufacturer RFP Development/Analysis
- \$110,000 – Option 3
- \$10,000 – Spec Review

**Without a VW grant award, the local commitment will be \$495,620** (\$455,620 + \$40,000 increase in the cost of charging stations). If a VW grant is awarded in the amount of the application request, CyRide's local share would be reduced by \$390,000 (\$495,620-\$105,620) and the project's local funding percentage reduced from 23% to 5%. If CyRide receives a 2020 Volkswagen Settlement grant, the cost to incorporate zero emission technology and two new buses into its fleet would total \$105,620 in local funds.

**Preliminary Schedule**

If the board desires to apply for the state's second-round of VW grants anticipated in January 2020, the following **preliminary schedule of major activities could be accomplished with full deployment of the buses by the summer of 2022**. Transit Board actions are highlighted in "red" on the next page.

Activity	Completion Date
<b>Board approval of VW budget and submission of grant</b>	<b>Sep. 2019</b>
Submit VW Grant Application (Tentative)	Jan. 2020
VW Grant Announcements Anticipated (Tentative)	Jul. 2020
Staff/CTE Research on Bus Manufacturers and RFP Preparation	Jul.-Sept. 2020
Release Bus Manufacturer RFP's	Oct. 2020
Architect and Engineering RFP Preparation	Oct. 2020 – Jan. 2021
Bus Manufacturer Recommendation Complete	Dec. 2020
Release Architect and Engineering RFP	Jan. 2021
<b>Board Approval of Bus Manufacturer Bids/Bus Order</b>	<b>Jan. 2021</b>
Order Buses	Jan. 2021
Arch/Eng. Recommendation Completed	Apr. 2021
<b>Board approval of Arch/Eng. Bids</b>	<b>April 2021</b>
Plans & Specifications for Facility Construction	Apr. – Sept. 2021
Release Construction Bid	Oct. 2021
Contractor Recommendation Completed	Dec. 2021
<b>Board Approval of Construction Bids</b>	<b>Dec. 2021</b>
Construction (assuming 6 mo. construction)	Jan. 2022 – Jun. 2022
Electric Buses Delivered (assuming 18 mo. delivery)	June 2022
Mechanic/Driver training	June - July 2022
Deployment of Buses	July 2022

If the Transit Board desires to apply for the next round of VW grant funding, it will need to approve a revised budget and direct staff to prepare and submit an application when funding notices are received.

**ALTERNATIVES:**

1. Approve the revised electric bus budget to reflect current equipment costs and state funding for inclusion in a VW Settlement grant and direct staff to prepare and submit an application in the next round of these grant opportunities.
2. Approve a board-directed electric bus budget and direct staff to prepare and submit an application in the next round of the VW grant opportunities.
3. Do not revise the budget or submit a VW grant application in the next round of the VW grant opportunities.

**RECOMMENDATION:**

The Interim Transit Director recommends Alternative #1 to approve the staff-recommended revised budget and to include this budget in the next round of the VW grant opportunities. The budget and grant application could maximize non-local funding for the electric bus project; reducing CyRide's current local match funding requirements by \$390,000.

**CITY OF AMES, Iowa**

**MEMO TO:** Ames Transit Board of Trustees  
**FROM:** Barbara Neal  
**DATE:** September 16, 2019  
**SUBJECT:** Year End Ridership Update - Informational

CyRide ended fiscal year 2019 (July 1, 2018 - June 30, 2019) with a ridership decrease of 6.9% or 451,042 fewer rides. The following factors may have contributed to lower ridership:

- **ISU Enrollment** – ISU's decreased enrollment is estimated to have contributed to slightly less than half of CyRide's ridership decline or **217,956 fewer rides** (36,321-34,992 enrollment; 164 rides/student enrolled in 2017-2018).
- **ISU Academic Calendar** – ISU's academic year varied from 2017-2018 to 2018-2019, with a later spring semester start (Jan. 14, 2019 versus Jan 8, 2018). January is one of CyRide's highest ridership months; this is estimated to have contributed approximately **50,000 fewer rides** to the decline.
- **ISU Class Cancellations** – ISU cancelled classes for two and a half days in January 2019. As a result, approximately **83,000 fewer rides** were provided.

Implementation of the CyRide 2.0 route structure this past year causes route comparison to be more difficult. Examination of services by area of town and type of service provides staff and board members with information about how the new service structure performed and evidence of where significant ridership decreases occurred. The attached chart details these analyses.

The following provides a brief explanation and observation from these analyses.

- The openings of large, walkable, student-oriented apartment complexes last year are believed to have had a significant impact on ridership. As a result, it is believed that the number of students residing in West Ames declined and caused much of CyRide's ridership decline (almost 15%) in the West Ames service area.
- The new #25 Gold route operating from the Towers to Schilleter Village has become one of CyRide's highest ridership routes.
- The new EASE zone service has become popular with ridership increasing among east side residents, customers accessing businesses and those attending school in this portion of Ames, as evidenced by a 224.5% increase.
- The #5 Yellow route increased significantly under the new route structure (54.0%).

- Moonlight Express ridership has been impacted by fewer students at ISU, Apartment complexes offering more on-site amenities, and competition from Uber/Lyft services.

In this second year of CyRide 2.0 services staff will be monitoring ridership trends and provide service adjustment recommendations later this fall in conjunction with the budget process. Additionally, staff will be monitoring "extra" buses (used for managing overcrowding) at two and four weeks after school starts when ridership patterns stabilize and will reduce revenue hours wherever possible.

## Area of Town/Type of Service Analysis

Route	2017-2018 Ridership	2018-2019 Ridership	% Change
<b>West Ames</b>			
#1 Red	1,581,409	947,104	-40.1%
#7 Purple	34,860	55,222	+58.4%
#11 Cherry	0	352,033	+100%
#12 Lilac	0	72,982	+100%
<b>Subtotal</b>	<b>1,616,269</b>	<b>1,427,341</b>	<b>-14.7%</b>
<b>North-South Ames</b>			
#3 Blue <sup>1</sup>	1,187,975	626,520	-47.3%
#6 Brown	719,244	465,194	-35.3%
#25 Gold <sup>2</sup>	51,879	758,608	+1,362.3%
#14 Peach	0	24,585	+100.0%
#5 Yellow	16,191	24,928	+54.0%
<b>Subtotal<sup>1</sup></b>	<b>1,975,289</b>	<b>1,899,835</b>	<b>-3.0%</b>
<b>East-West Ames</b>			
#2 Green	366,630	328,458	-10.4%
#9 Plum	148,448	173,918	+17.2%
<b>Subtotal</b>	<b>515,078</b>	<b>502,376</b>	<b>-2.5%</b>
<b>Circulator-Feeder Route</b>			
#23 Orange	1,777,714	1,791,362	+0.08%
#21 Cardinal	443,028	441,473	-0.04%
#11 Pink/EASE	3,683	8,268	+224.9%
#8 Aqua	2,388	1,639	-31.4%
<b>Subtotal</b>	<b>2,226,813</b>	<b>2,242,742</b>	<b>+0.01%</b>
<b>Special Services</b>			
Dial-A-Ride	8,903	8,380	-5.9%
Moonlight Express	45,846	36,174	-21.1%
Shuttles <sup>3</sup>	76,172	4,175	-94.5%
<b>Subtotal</b>	<b>130,921</b>	<b>48,729</b>	<b>-62.8%</b>

<sup>1</sup> The 2017-2018 Blue route operated approximately 1/2 of the previous route.

<sup>2</sup> The new #25 Gold route replaced significant service on the #3 Blue and #6 Brown routes; therefore, it has experienced significantly higher ridership.

<sup>3</sup> In 2017-2018 CyRide operated service for the Odyssey of the Mind event. As this is an every other year event, the 2018-2019 year did not include this shuttle service. This service would have experienced a 11% decline.

# CYRIDE QUARTERLY OPERATIONS REPORT

April 1st, 2019 to June 30th, 2019 (4th Quarter)

	FY 2019 4th Qtr	FY 2018 4th Qtr	% CHANGE	FY 2019 YTD	FY 2018 YTD	% CHANGE
<b>MAINTENANCE</b>						
Interior Clean	101	100	1.0%	570	448	27.2%
Shop Road Calls	10	8	25.0%	40	60	-33.3%
Miles per Shop Road Call	35,831	47,038	-23.8%	37,907	27,496	37.9%
NTD Minor Mech.	48	45	6.7%	267	223	19.7%
NTD Major Mech.	2	3	-33.3%	32	30	6.7%
Total NTD Mechanical Prob.	50	48	4.2%	299	253	18.2%
Miles per Major Mech.	179,157	125,436	42.8%	47,383	54,992	-13.8%
<b>Gasoline Vehicles</b>						
Gas Miles Driven	34,432	41,033	-16.1%	148,874	144,307	3.2%
Total Gallons Gas	5,395	7,257	-25.7%	19,296	20,121	-4.1%
Total Gas Cost	\$10,918	\$16,597	-34.2%	\$41,920	\$42,533	-1.4%
Avg. Gas Cost/Gallon	\$2.02	\$2.29	-11.5%	\$2.17	\$2.11	2.8%
Gas Cost per Mile	\$0.32	\$0.40	-21.6%	\$0.28	\$0.29	-4.5%
Average Gas MPG	6.4	5.7	12.9%	7.7	7.2	7.6%
<b>Diesel Vehicles</b>						
Diesel Miles Driven	323,881	335,274	-3.4%	1,367,397	1,505,455	-9.2%
Total Gallons Diesel	84,551	90,007	-6.1%	337,386	382,615	-11.8%
Total Diesel Cost	\$172,900	\$196,777	-12.1%	\$723,189	\$ 762,498	-5.2%
Avg. Diesel Cost/Gallon	\$2.04	\$2.19	-6.5%	\$2.14	\$1.99	7.6%
Diesel Cost per Mile	\$0.53	\$0.59	-9.0%	\$0.53	\$0.51	4.4%
Average Diesel MPG	3.8	3.7	2.8%	4.1	3.9	3.0%
<b>All Vehicles</b>						
Total Miles Driven	358,313	376,307	-4.8%	1,516,271	1,649,762	-8.1%
Total Gallons Fuel	89,946	97,264	-7.5%	356,682	402,736	-11.4%
Total Fuel Cost	\$183,819	\$213,375	-13.9%	\$765,109	\$805,030	-5.0%
Avg. Cost/Gallon	\$2.04	\$2.19	-6.8%	\$2.15	\$2.00	7.3%
Total Cost per Mile	\$0.51	\$0.57	-9.5%	\$0.50	\$0.49	3.4%
Avg. MPG all Vehicles	4.0	3.9	3.0%	4.3	4.1	3.8%
Small Bus/Sup. Mileage	26,377	36,653	-28.0%	124,029	134,383	-7.7%
Large Bus Mileage	331,936	339,654	-2.3%	1,392,242	1,515,379	-8.1%
% Rev. Mi./Total Miles	87.4%	82.8%	5.6%	87.3%	83.0%	5.3%
Percentage Small Bus	7.4%	9.7%	-24.4%	8.2%	8.1%	0.4%
Maintenance Expense	\$615,239	\$623,810	-1.4%	\$2,323,115	\$2,187,620	6.2%

# CYRIDE QUARTERLY OPERATIONS REPORT

April 1st, 2019 to June 30th, 2019 (4th Quarter)

	FY 2019 4th Qtr	FY 2018 4th Qtr	% CHANGE	FY 2019 YTD	FY 2018 YTD	% CHANGE
<b>OPERATIONS</b>						
Total Passengers	1,049,469	1,106,768	-5.2%	6,121,023	6,572,065	-6.9%
Average Drivers per Month	132.6	150.0	-11.6%	138.8	145.6	-4.7%
Driving Hours	36,525	37,659	-3.0%	162,771	176,451	-7.8%
Drivers Late	2	13	-84.6%	46	46	0.0%
Drivers No Show	1	2	-50.0%	8	5	60.0%
Late/No Show per Driver	0.02	0.10	-77.4%	0.39	0.35	11.1%
Total Comments	35	22	59.1%	231	166	39.2%
Driver Fault	10	8	25.0%	45	50	-10.0%
Undetermined	2	1	100.0%	4	6	-33.3%
No Fault	4	4	0.0%	24	35	-31.4%
System Complaints	12	8	50.0%	98	54	81.5%
Service Requests	3	1	200.0%	38	4	850.0%
Compliments	4	0	#DIV/0!	22	17	29.4%
Passengers/Comment	<u>29,985</u>	<u>50,308</u>	<u>-40.4%</u>	<u>26,498</u>	<u>39,591</u>	<u>-33.1%</u>
Pass./Complaint (D & U)	87,456	122,974	-28.9%	124,919	117,358	6.4%
Driving Hours/Comment	1,044	1,712	-39.0%	705	1,063	-33.7%
Driving Hrs/Comment (D&U)	3,044	4,184	-27.3%	3,322	3,151	5.4%
Accident Reports	12	28	-57.1%	80	110	-27.3%
Preventable Accidents	10	16	-37.5%	54	69	-21.7%
Percent Preventable	83.3%	57.1%	45.8%	67.5%	62.7%	7.6%
Miles/Prev. Accident	35,831	23,519	52.3%	28,079	23,910	17.4%
Hours/Prev. Accident	3,652	2,354	55.2%	3,014	2,557	17.9%
Unreported Accidents	0	1	-100.0%	5	5	0.0%
Damage to Buses/Equip.						
Caused by CyRide	\$6,678	\$3,563	87.4%	\$39,308	\$17,138	129.4%
Caused by Others	\$553	\$53,781	-99.0%	\$8,902	\$60,909	-85.4%
Caused by Unreported	\$0	\$202	-100.0%	\$2,495	\$2,246	11.1%
Claims by Others (#)	\$0	\$2	-100.0%	\$17	\$8	112.5%
Claims by Others (\$)	\$0	\$222	-100.0%	\$19,820	\$5,523	258.9%
Personal Injury Claims	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Operations Expense	\$1,544,794	\$1,493,848	3.4%	\$6,450,731	\$6,451,591	0.0%

<b>SYSTEM TOTAL</b>						
Passengers	1,049,469	1,106,768	-5.2%	6,121,023	6,572,065	-6.9%
Revenue Miles	313,297	311,435	0.6%	1,324,351	1,368,704	-3.2%
Revenue Hours	30,566	29,638	3.1%	130,833	131,745	-0.7%
Revenue Miles per Hour	10.2	10.5	-2.5%	10.1	10.4	-2.6%
Pass./Rev. Mile	3.3	3.6	-5.7%	4.6	4.8	-3.7%
Pass./Rev. Hour	34.3	37.3	-8.1%	46.8	49.9	-6.2%
Operations Expense	\$1,544,794	\$1,493,848	3.4%	\$6,450,731	\$6,451,591	0.0%
Maintenance Expense	<u>\$615,239</u>	<u>\$623,810</u>	<u>-1.4%</u>	<u>\$2,323,115</u>	<u>\$2,187,620</u>	<u>6.2%</u>
Total Expenses	<u>\$2,160,033</u>	<u>\$2,117,658</u>	<u>2.0%</u>	<u>\$8,773,846</u>	<u>\$8,639,211</u>	<u>1.6%</u>
Farebox Revenue	\$56,390	\$53,215	6.0%	\$241,069	\$263,859	-8.6%
Rev./Exp. Ratio	2.6%	2.5%	3.9%	2.7%	3.1%	-10.0%
Oper. Exp./Passenger	\$2.06	\$1.91	7.6%	\$1.43	\$1.31	9.0%
Oper. Exp./Rev. Mile	\$6.89	\$6.80	1.4%	\$6.63	\$6.31	5.0%
Oper. Exp./Rev. Hour	\$70.67	\$71.45	-1.1%	\$67.06	\$65.58	2.3%

# CYRIDE QUARTERLY OPERATIONS REPORT

April 1st, 2019 to June 30th, 2019 (4th Quarter)

	FY 2019 4th Qtr	FY 2018 4th Qtr	% CHANGE	FY 2019 YTD	FY 2018 YTD	% CHANGE
<b>FIXED ROUTE</b>						
Fixed Route Passengers	1,042,727	1,099,811	-5.2%	6,072,294	6,516,271	-6.8%
Shuttle Passengers	0	0	#DIV/0!	4,175	3,115	34.0%
Total Passengers	<u>1,042,727</u>	<u>1,099,811</u>	<u>-5.2%</u>	<u>6,076,469</u>	<u>6,519,386</u>	<u>-6.8%</u>
Transfers	8,415	9,336	-9.9%	32,774	38,974	-15.9%
Revenue Miles	300,623	298,225	0.8%	1,265,514	1,303,723	-2.9%
Revenue Hours	29,512	28,421	3.8%	125,916	126,040	-0.1%
Revenue Miles per Hour	10.2	10.5	-2.9%	10.1	10.3	-2.8%
Pass./Rev. Mile	3.5	3.7	-5.9%	4.8	5.0	-4.0%
Pass./Rev. Hour	35.3	38.7	-8.7%	48.3	51.7	-6.7%
Operations Expense	\$1,496,063	\$1,445,174	3.5%	\$6,243,988	\$6,238,660	0.1%
Maintenance Expense	\$610,398	\$618,623	-1.3%	\$2,285,104	\$2,147,801	6.4%
Total Expenses	<u>\$2,106,461</u>	<u>\$2,063,797</u>	<u>2.1%</u>	<u>\$8,529,092</u>	<u>\$8,386,461</u>	<u>1.7%</u>
Farebox Revenue	\$52,789	\$49,553	6.5%	\$226,479	\$249,140	-9.1%
Rev./Exp. Ratio	2.5%	2.4%	4.4%	2.7%	3.0%	-10.6%
Exp./Passenger	\$2.02	\$1.88	7.7%	\$1.40	\$1.29	9.1%
Exp./Rev. Mile	\$7.01	\$6.92	1.3%	\$6.74	\$6.43	4.8%
Exp./Rev. Hour	\$71.38	\$72.61	-1.7%	\$67.74	\$66.54	1.8%
<b>DIAL-A-RIDE</b>						
Passengers	2,287	2,205	3.7%	8,380	8,903	-5.9%
Revenue Miles	9,798	10,128	-3.3%	36,254	41,323	-12.3%
Revenue Hours	858	1,019	-15.8%	3,296	4,209	-21.7%
Revenue Miles per Hour	11.4	9.9	14.9%	11.0	9.8	12.0%
Pass./Rev. Mile	0.23	0.22	7.2%	0.23	0.22	7.3%
Pass./Rev. Hour	2.7	2.2	23.2%	2.5	2.1	20.2%
Operations Expense	\$42,068	\$42,338	-0.6%	\$158,992	\$167,515	-5.1%
Maintenance Expense	\$0	\$0	#DIV/0!	\$0	\$0	#DIV/0!
Total Expenses	<u>\$42,068</u>	<u>\$42,338</u>	<u>-0.6%</u>	<u>\$158,992</u>	<u>\$167,515</u>	<u>-5.1%</u>
Farebox Revenue	\$3,601	\$3,662	-1.7%	\$14,590	\$14,719	-0.9%
Rev./Exp. Ratio	8.6%	8.6%	-1.0%	9.2%	8.8%	4.4%
Exp./Passenger	\$18.39	\$19.20	-4.2%	\$18.97	\$18.82	0.8%
Exp./Rev. Mile	\$4.29	\$4.18	2.7%	\$4.39	\$4.05	8.2%
Exp./Rev. Hour	\$49.03	\$41.55	18.0%	\$48.24	\$39.80	21.2%
<b>MOONLIGHT EXPRESS</b>						
Passengers	4,455	4,752	-6.3%	36,174	43,776	-17.4%
Revenue Miles	2,876	3,082	-6.7%	22,583	23,658	-4.5%
Revenue Hours	196	198	-0.9%	1,621	1,497	8.3%
Revenue Miles per Hour	14.7	15.6	-5.8%	13.9	15.8	-11.9%
Pass./Rev. Mile	1.5	1.5	0.5%	1.6	1.9	-13.4%
Pass./Rev. Hour	22.7	24.0	-5.4%	22.3	29.3	-23.7%
Operations Expense	\$6,663	\$6,336	5.2%	\$47,751	\$45,416	5.1%
Maintenance Expense	\$4,841	\$5,187	-6.7%	\$38,011	\$39,819	-4.5%
Total Expenses	<u>\$11,504</u>	<u>\$11,523</u>	<u>-0.2%</u>	<u>\$85,762</u>	<u>\$85,235</u>	<u>0.6%</u>
Exp./Passenger	\$2.58	\$2.42	6.5%	\$2.37	\$1.95	21.8%
Exp./Rev. Mile	\$4.00	\$3.74	7.0%	\$3.80	\$3.60	5.4%
Exp./Rev. Hour	\$58.69	\$58.26	0.8%	\$52.90	\$56.96	-7.1%

# CYRIDE QUARTERLY OPERATIONS REPORT

April 1st, 2019 to June 30th, 2019 (4th Quarter)

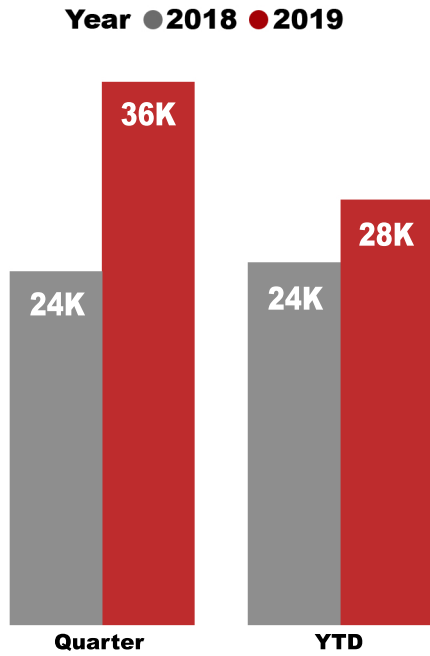
	FY 2019 4th Qtr	FY 2018 4th Qtr	% CHANGE	FY 2019 YTD	FY 2018 YTD	% CHANGE
<b>OPERATIONS REVENUE</b>						
Farebox	\$56,390	\$53,215	6.0%	\$241,069	\$263,859	-8.6%
Transit Contracts	\$4,518	\$80,871	-94.4%	\$286,423	\$384,798	-25.6%
I.S.U.	\$0	\$0	#DIV/0!	\$836,332	\$798,789	4.7%
Student Body Government	\$354,482	\$303,366	16.8%	\$5,191,895	\$5,006,688	3.7%
City of Ames	\$785,682	\$727,440	8.0%	\$1,897,576	\$1,821,696	4.2%
IDOT - STA	\$175,744	\$185,879	-5.5%	\$795,495	\$781,008	1.9%
Section 5307	\$2,406,365	\$0	#DIV/0!	\$2,406,365	\$0	#DIV/0!
Other Grants	\$222,398	\$132,854	67.4%	\$323,501	\$428,783	-24.6%
Other	\$88,904	\$102,647	-13.4%	\$360,620	\$361,326	-0.2%
<b>Total Operating Revenue</b>	<b><u>\$4,094,483</u></b>	<b><u>\$1,586,272</u></b>	<b><u>158.1%</u></b>	<b><u>\$12,339,276</u></b>	<b><u>\$9,846,947</u></b>	<b><u>25.3%</u></b>
<b>TOTAL EXPENSES</b>						
Administration	\$305,201	\$275,307	10.9%	\$1,188,078	\$1,137,274	4.5%
Safety & Training	\$88,050	\$85,415	3.1%	\$363,080	\$360,105	0.8%
Promotion	\$755	\$2,169	-65.2%	\$755	\$5,215	-85.5%
Bldg. & Grounds	\$92,075	\$81,629	12.8%	\$380,145	\$403,735	-5.8%
Fixed Route	\$2,106,461	\$2,063,797	2.1%	\$8,529,092	\$8,386,461	1.7%
Dial-A-Ride	\$42,068	\$42,338	-0.6%	\$158,992	\$167,515	-5.1%
Moonlight Express	<u>\$11,504</u>	<u>\$11,523</u>	<u>-0.2%</u>	<u>\$85,762</u>	<u>\$85,235</u>	<u>0.6%</u>
<b>Operating Total</b>	<b><u>\$2,646,114</u></b>	<b><u>\$2,562,178</u></b>	<b><u>3.3%</u></b>	<b><u>\$10,705,904</u></b>	<b><u>\$10,545,540</u></b>	<b><u>1.5%</u></b>
Farebox Revenue	\$56,390	\$53,215	6.0%	\$241,069	\$263,859	-8.6%
Farebox Rev./Exp. Ratio	2.1%	2.1%	2.6%	2.3%	2.5%	-10.0%
Admin. Expense/Pass.	\$0.46	\$0.40	15.3%	\$0.32	\$0.29	8.8%
Admin. Exp./Rev. Mile	\$1.55	\$1.43	8.7%	\$1.46	\$1.39	4.7%
Admin. Exp./Rev. Hour	\$15.90	\$15.00	6.0%	\$14.77	\$14.47	2.1%
Total Expense/Passenger	\$2.52	\$2.32	8.9%	\$1.75	\$1.60	9.0%
Total Expense/Rev. Mile	\$8.45	\$8.23	2.7%	\$8.08	\$7.70	4.9%
Total Expense/Rev. Hour	\$86.57	\$86.45	0.1%	\$81.83	\$80.05	2.2%



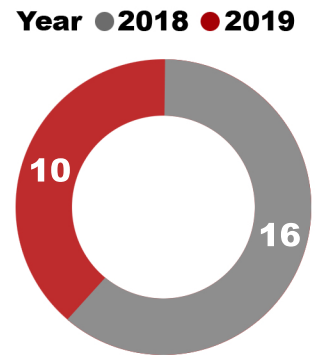
# CyRide Quarterly Operations Report

April 1st, 2019 to June 30th, 2019 (4th Quarter)  
System Overview - Safety/Fleet

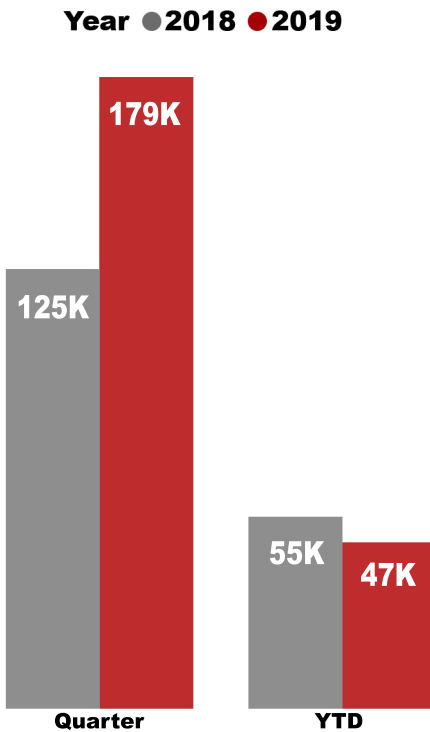
## Miles between Preventable Accidents



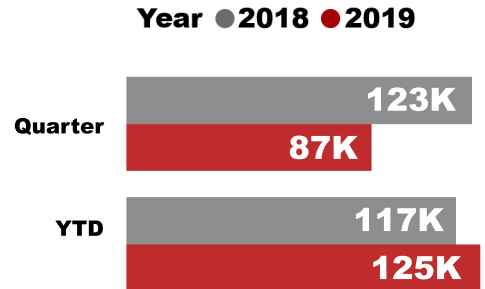
## Preventable Accidents 4th Quarter



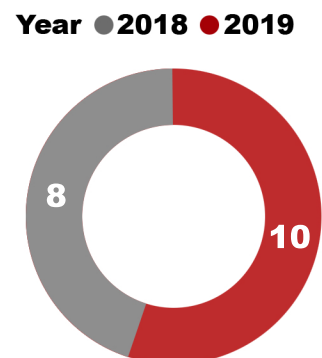
## Miles between Major Mechanical Issues



## Passengers per Comment



## Road Calls 4th Quarter



# CyRide Quarterly Operations Report

April 1st, 2019 to June 30th, 2019 (4th Quarter)  
System Overview - Efficiency

## Total Ridership

Year ● 2018 ● 2019



## Revenue Hours

Year ● 2018 ● 2019



## Revenue Miles

Year ● 2018 ● 2019



## Passengers per Revenue Hour

Year ● 2018 ● 2019



## Passengers per Revenue Mile

Year ● 2018 ● 2019



## **Interim Transit Director's Report September 2019**

### **1. Fourth Quarter Operations Report**

Each quarter, a detailed report regarding the overall performance of CyRide is generated. This includes fixed route, dial-a-ride and moonlight express. This report is used to track performance over time and determine trends. Staff has taken some key performance measures and presented them graphically. Attached are the detailed system quarterly operations report and a summary of some key performance measures for the fourth quarter of the fiscal year, April 2019 – June 2019.

### **2. Title VI Equity Analysis Update**

CyRide staff has been working with SRF's consultant to complete the Title VI Equity Analysis document and public meeting. A draft of the document is completed, pending documentation of the public meeting comments and any revisions that need to be made as a result of this input. Public notification of the meeting was provided in the following manner:

- Public Notice in the Tribune
- Flyers posted on CyRide buses
- Flyers translated in Mandarin-Chinese, distributed to local Asian grocery stores and restaurants
- Notice placed on social media platforms - CyRide's Website, Twitter, Facebook and website e-notification system
- Direct mail to all property owners within 500 feet of the two properties and to minority areas of Ames

The public meeting was Thursday, September 5, from 4:00 - 6:30pm in CyRide's conference room. After the meeting and the end of the public comment period on September 23, 2019, CyRide staff will review all comments, prepare a final Title VI Equity Analysis document, and present the results to the Transit Board at the October board meeting.

### **3. 2020-2021 ISU Student Fees and Trust Fund Balance**

CyRide staff is beginning the budget process with an analysis to identify the 2020-2021 student fee rate needed to operate service next year. Currently students contribute \$85.10 per semester to CyRide's budget. Staff has had a preliminary Trust Fund balance discussion with Pam Cain. Staff will meet with the two student board members after the September Board Meeting to discuss fee options. On September 24, 2019, staff will meet with the Student Government Finance Committee to propose a new rate for the 2020-2021 year. This committee is comprised of ISU students and administration representatives charged to consider proposed student activity changes and make recommendations to the president concerning special student fee changes. Assumptions that are being used in these discussions are as follows:

- Baseline Inflation Rate - CyRide's annual baseline inflation rate is typically 3.0% to 3.5% per year.
- Trust Fund Balance - Previous committees desired to maintain a \$500,000 balance in the Trust Fund to smooth out student fee rates at times when enrollment decreased.
- Iowa Clean Air Attainment (ICAAP) Funding - Credit for ICAAP funding received in 2018-2019 and 2019-2020, which will provide additional funding under the grant awards received category.

CyRide will include an update regarding the discussions with these groups in next month's Director's Report.

# October

<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 Conflict w/date Interim Out of Town	11	12
13	14	15	16	17	18	19
20	21	22	23 Possible board mtg. 3:30 – 5:00pm	24	25 Possible board mtg. 3:30 – 5:00pm	26
27	28	29	30	31		

2019

# November

<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>
				Transit Board Mtg. 4:15pm		
<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>	<b>29</b>	<b>30</b>

**2019**

# December

<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> Transit Board Mtg. 4:15pm	<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>
<b>29</b>	<b>30</b>	<b>31</b>				

**2019**