

## APPENDICES

## Human Service Council Meeting Minutes

### March 26, 2009

The meeting started with introductions. There were 24 people in attendance.

Dave Andrews (ISU Extension Story County) and Adam Cotton (AmeriCorps/VISTA, Iowa Civil Rights Commission) presented information about *Community Conversations on Diversity*. [amescommunityconversations@gmail.com](mailto:amescommunityconversations@gmail.com) Discussed the various work groups that have been established, along with the challenges of reaching everyone in the community. The next "Action Team" training will be April 4<sup>th</sup>.

The Story County Human Service Council meeting was called to order at 12:16 p.m. The balance in the checking account was \$2,178.82.

It was reported that Roberta Milinsky's term is up on ASSET, Panel 1. Finding a replacement for Roberta will be brought up at the next meeting.

There was no old or new business to report.

Deb Niehof provided agency spotlight information about NAMI of Central Iowa (National Alliance of Mental Illness).

Human Service Council members reported on upcoming events and program updates.

The next meeting will include discussions on membership fees for the 2009-2010 year, along with nominations for the Human Service Council co-chairperson and treasurer. Elections will be held in May.

April's program will be given by Roberta Milinsky (YSS) and the agency spotlight will be given by Story County Community Service's Karla Webb and Erin Rewerts.

The next meeting is scheduled for April 23 at 11:30 – 1:00 at 130 South Sheldon Avenue in Ames (Collegiate United Methodist Church annex).

The final meeting of this school year will be held on May 28<sup>th</sup>.

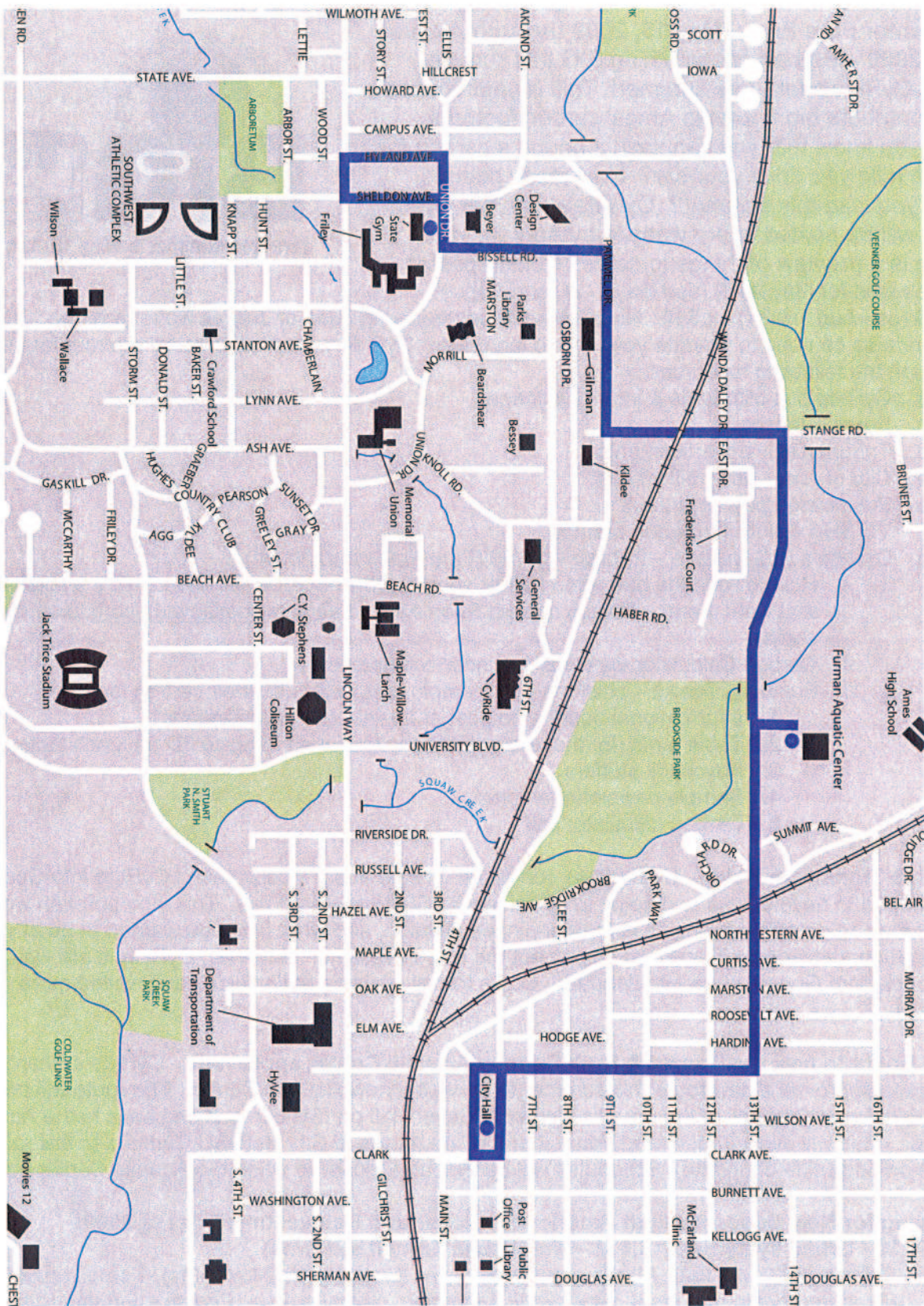
# Human Service Council

## CyRide Update



1. **Summer Fare Free: May 15, 2009 through August 15, 2009** – Be part of something BIG this summer with CyRide's fare free summer! This is your chance to contribute big in saving Ames' carbon footprint. Did you know that you can save a pound a carbon for each mile you drive your car? How many pounds can you lose this summer? CyRide's summer fare free will be posted to our website by April 27<sup>th</sup> but here is a preview of things to come! Monthly passes will be sold for May 2009 (use May 1-14) and August 2009 (use Aug. 16-31) for \$15. No passes will be needed in June or July as we're fare free. Just board and ride as no need to validate your ride to the driver. CyRide will be advertising summer fare free through the following resources:
  - a. CyRide bus billboards & interior signage
  - b. Press releases
  - c. Tribune/Daily advertisements
  - d. City of Ames utility bill inserts
  - e. Businesses payroll stuffers
  - f. VEISHA & July 4<sup>th</sup> parade promos
  - g. CyRide's BIG website – Publish 4/27/09 (Fare Free countdown!)
    - i. How to Ride the bus video (under construction! CyRide will have DVD's available for those that want them. Please contact Shari Atwood @ [satwood@cyride.com](mailto:satwood@cyride.com) to save your copy!)
    - ii. Carbon Calculator via website (under construction!)
    - iii. Business Toolkit – challenge your employees to reduce their carbon footprint!
      1. Informational posters (to post at businesses/organizations)
      2. Table tents (for those organizations that want to place 3D on lunch tables)
      3. Paycheck stuffers
      4. Sample newsletter articles
      5. Carbon calculator link
2. **Google Transit On Hold** – CyRide has contacted Google about incorporating CyRide into Google Transit and hoped to have this up and going to coincide with Summer Fare Free. This incorporation would allow individuals to go online and type in their origin, destination, and what time you wanted to be at your destination and Google Transit would spit out the times available. However, CyRide is still waiting for a call back from Google since late January. Some transit systems nationwide have waited more than 9 months.
3. **New Route to new the Donald & Ruth Furman Aquatic Center approved!** - CyRide's Board of Trustees approved a new route this summer to serve the new Aquatic Center. The route will travel between Ames City Hall to the Aquatic Center to Beyer Hall on ISU campus and back to the Aquatic Center. This will allow transferring from other CyRide routes at City Hall/ISU Campus to this route. (Map on back side of update) Schedules will be available closer to when the Aquatic Center opens.
4. **Funding for New Buses through American Recover and Reinvestment Act of 2009!**  
**(\$10.6 M – Urban systems; \$15.1 M – Non-Urban Transit systems)**
  - a. CyRide (\$3.2 M total): 7 large expansion buses (Delivery 18-24 months), 1 small replacement bus (Procurement in progress), rehabilitation of steam cleaning area (Construction this summer).
  - b. Heartland Senior Services via HIRTA (\$42,000): 1 replacement minivan
5. **Statewide Earmark Funding – April 28<sup>th</sup> (\$7 million additional to allocate - will replace buses.**





**Human Service Council (HSC) Meeting Minutes**  
**Thursday, May 28, 2009**

The meeting started with introductions.

Frankee Oleson presented information on transportation educational opportunities for clients and encouraged community participation at upcoming meetings.

Jennifer Garrett introduced guest speaker Mel Crippen from KASI Clear Channel Radio. He provided information about ways to effectively promote agency events.

Jennifer Garrett called the business meeting to order at 12:30.

The treasurer indicated \$1,678.82 as the account balance. Jay Lettow discussed a mini grant proposal but after conversations from the attendees, the idea was tabled. Lynn Scarlett volunteered to contact KASI radio to inquire about the possibility of doing a "radio remote" event to promote the human service council agencies.

The council voted to give \$500 for the Community Needs Assessment.

It was approved to increase the yearly registration fee from \$25 to \$30.

Shari Atwood was approved to be the next treasurer for the human service council. There was no one who volunteered to be the co-chairperson so attempts will be made during the summer to locate someone to fill this position.

There were no ASSET updates given.

No old business.

The meeting ran behind schedule and therefore the "agency spotlight" that had been scheduled with Beyond Welfare will be postponed until the September meeting.

Agency information was shared. There were 23 members present.

Next fall's meeting will be held September 24 at 130 South Sheldon Avenue (Collegiate United Methodist Church annex) at 11:30 – 1:00.

September's *agency spotlight* will be provided by Beyond Welfare. The *program* at this time has not been scheduled.

# Ames Area MPO/CyRide Update

Human Services Council

9/24/09 – 11:30am

1. **Passenger Transportation Development Plan Changes:** The PTDP is an annual coordinated effort between the transportation providers and human service agencies providing service for the Ames community. The efforts focus on transportation for the low-income, elderly and disabled populations. The IDOT requires that federal/state transit funding be part of the PTDP coordination process. The plan is the responsibility of the Ames Area Metropolitan Planning Organization with CyRide (Ames transit provider) providing the staff to facilitate this process. The purpose is to: 1) enhance transportation access, 2) minimize duplication of services, 3) facilitate the most appropriate cost-effective transportation possible with available resources

For the next year's PTP, we only need to provide an update including:

- Process: Coordination efforts discussion through HSC, TCC & others documentation including: New transportation needs; results of current projects; prioritize needs (send out e-mail ranking projects).
- Review previously recommended projects – funding, implementation, and impact.
- Recent developments – any changes that could impact previous list of identified needs.
- Recommended Projects changes – new projects needs amendment or simply revision if estimated funding changed.

2. **Intermodal Transportation Facility** – CyRide submitted a TIGER grant to the US DOT on September 10, 2009. This is for an Intermodal Facility to be built in campustown at the corner of Hayward/Chamberlain. This will provide a focal point for transportation within the Ames community housing eight different transportation modes while providing additional parking needed for campustown to support economic development and also to ISU for their growing needs. Several agencies provided letters of support as part of the proposal effort of which we had over 25! Thank you for your support!

Now we need your help in urging our legislators for their support of the Ames Intermodal Facility. This afternoon, I'll be forwarding a request for individuals/agencies to help in writing their Senators for their strong support of the project. There will be draft letters already constructed for Senators Harkin and Grassley as well as Congressman Latham in which you only would need to change your name, address at the bottom. If you feel supportive of the project, please send out a letter directly.

3. **TIGGER Hybrid Success** – CyRide submitted a TIGGER grant to the Federal Transit Administration in Washington earlier this year requesting hybrid upgrades to 12 buses at \$2.4 million. On Monday, September 21, FTA released that CyRide was awarded \$1.6 million for these upgrades. This will equate to 8-10 buses depending on the hybrid transmission implemented. CyRide already had 2 hybrids on order for the Dayton service. Therefore, by next September 2010 – we'll be seeing a total of 10-12 hybrids within CyRide's greener fleet! For more information go to:  
[http://www.fta.dot.gov/regional\\_offices\\_10555.html](http://www.fta.dot.gov/regional_offices_10555.html)



# Passenger Transportation Plan Update

Human Services Council

10/22/09 – 11:30 pm

PTP update needs to be approved by Human Service Council at their January 2010 meeting for draft submission to the IDOT on February 1, 2010. The IDOT submits comments by March 1 to be implemented into the plan. The AAMPO would then formally approve the PTP update within their March 2010 meetings for final submission to the IDOT by April 1, 2010. The update includes:

- **Process** - How does Ames coordinate transportation discussion?
- **Review previously recommended projects** – funding, implementation, and impact
- **Recent developments** –changes impacting previous list of identified needs
- **Recommended Projects changes** – new projects needs amendment or simply revision if estimated funding changed.

**Previously Recommended Projects Review –:** A list of the previously recommended projects from last year's coordinated plan is attached on the following pages. Projects in yellow were approved with transit grant funding (may be at a reduced funding level), grey highlighted projects are pending and those projects not highlighted were not submitted or denied funding. A justification narrative of each project follows this listing.

- See Summer Fare Free results given to CyRide Board 9/30/09

**Updated Needs & Strategies/Projects Request:** Following the recommended projects for last year is last year's needs list with possible strategies/project listing. Currently requesting additional needs and possible strategies/projects at this time for inclusion in a listing to be reviewed at Human Service Council on December 3<sup>rd</sup>. Any changes to recommended projects?

- See FY2011 Service Change Options – reviewed by CyRide Board 9/30/09

## PTP Background

The PTP is an annual coordinated effort between the transportation providers and human service agencies providing service for the Ames community conducted by the Ames Area Metropolitan Planning Organization (AAMPO). The efforts focus on transportation for the low-income, elderly and disabled populations. The IDOT requires that federal/state transit funding be part of the PTP coordination process. The purpose is to: 1) enhance transportation access, 2) minimize duplication of services, 3) facilitate the most appropriate cost-effective transportation possible with available resources.

This 2011 PTP update marks the fourth coordinated transportation planning effort by the AAMPO.

# Status of Previously Recommended PTP Projects

**Highlighted = Approved project; on-going or will be implemented**

Highlighted = Application process pending or new direction indicated to resolve need

Normal text = Project denied or not recommended

	Provider Name	Project Description	Need	Proposed Funding (List all anticipated sources)		Implementation
				Source	Amount (\$)	
Projects recommended as candidates for FTA or STA funding:						
1	CyRide	General Operations	Supports existing transit operations need for Ames community	5307	\$ 1,500,000	No cuts in service for FY2010. Maintained existing levels of service. Added 2 buses allowing additional time for red.
1	CyRide	General Operations		STA - F	\$ 523,616	
2	CyRide	Subcontracted ADA Dial-A-Ride Service	Service to ADA eligible clientele	5310	\$ 131,019	Continued.... Subcontracting Dial-A-Ride service with Heartland Senior Services
3	CyRide	Brown Route Frequency/Hours Expansion	Access to Jobs & Education	JARC	\$ 31,309	Continued.... Brown North expansion of hours on weeknights and frequency on summer weekdays for Somerset area.
4	CyRide	Yellow Route Mid-day Expansion	Access to Jobs & Education	JARC	\$ 7,628	Continued.... Gray #4A Mid-day service (services DMACC and Kate Mitchell areas)
5	CyRide	E. 13th/Dayton Service – Operating service	Access to Jobs & Education/Medical and main destination for disabled community.	JARC, New Freedom	\$ 164,850	Application not requested in May 2009 for approval July 1st. Buses scheduled for delivery July 2010 funded with ICAAP funding. Discussed as service option with CyRide board 9/30/2009.
5	CyRide	E. 13th/Dayton - Hybrid Buses	Access to Jobs & Education/Medical and main destination for disabled community.	ICAAP	\$ 263,760	Two hybrid buses to be delivered July 2010.
6	HIRTA	Ames to Iowa City Service	Medical transportation for specialized care outside of Ames	New Freedom STA	\$ 30,618	Continued.....Service began 1/20/09. Year 2 funding approved.
7	CyRide	Alternative Analysis Study - Orange Rt.	P	5339	\$ 160,000	Funding approved in grant;
8	CyRide	I35 Ames-Des Moines Corridor Planning	P	STA - C	\$ 80,000	Application denied, IDOT statewide funding study completing some analysis
9	AAMPO	Planning	Planning Requirements	5303	\$ 28,000	On-going support of PTP efforts, federal planning documents and long-range planning. AAMPO Long



						Range Plan due October 2010.
10	CyRide	One LD low-floor bus (Aquatic Center)	Accessible bus for new route	New Freedom	<del>\$ 98,770</del>	Increased federal request for all 83% of bus instead of partial request.
					\$ 318,720	Approved - Bus delivered January 2011.
11	CyRide	One 40' HD bus (cameras)	C	New Freedom	\$ 100,000	Bus for expanded frequency on routes; funding for new routes only therefore didn't apply
12	CyRide	Transit Amenities	C	5310	\$ 40,000	On-going funding for bus stop improvements.
13	CyRide	<del>Replace 13 - 40' HD Buses (cameras)</del>	<del>C</del>	<del>5309</del>	<del>\$ 4,143,360</del>	Decreased request; see below
	CyRide	Replace 8 - 40' HD Buses (cameras)		5309	\$ 2,549,760	Pending; however decreased request due to 5 of the 13 total buses being replaced the year prior.
14	CyRide	<del>Replace 5 - 158" LD Low-floor Buses</del>	<del>C</del>	<del>5309</del>	<del>\$ 460,000</del>	Decreased request; see below
	CyRide	Replace 2 - 158" LD Low-floor Buses	C	5309	\$ 152,720	Pending; however decreased request due to 3 of the 5 total buses being approved the year prior through stimulus & 5309.
15	CyRide	Facility Cameras/Proximity Card Access	C	5309	\$ 45,328	Pending
16	CyRide	West Wall EIFS Exterior Replacement	C	PTIG	\$ 160,000	Approved through PTIG - construction this fall.
17	CyRide	Shutoffs for fuel/oil/hydraulic lines	C	5309	\$ 28,800	Pending
18	CyRide	Electric Distribution Rehabilitation	C	5309	\$ 24,000	Pending
19	CyRide	Vehicle Security System Cameras Rep.	C	5309	\$ 172,800	Pending
20	CyRide	Fire Sprinkler System Upgrade	C	5309	\$ 200,000	Not requested; delayed
21	CyRide	Storage area air handling replacement	C	5309	\$ 200,000	Not requested; delayed
22	CyRide	Satellite Maintenance Facility & Expansion Hybrid Buses	C	5309	\$16,400,000	Approved \$1.6 M in TIGGER funding for approximately 10 hybrid upgrades; Requested earmark for facility in transportation reauthorization

23	CyRide	Garage Expansion Phase III	C	5309	\$ 934,720	Pending application to support facility expansion; SAFETEA-LU direct earmark
24	CyRide	AVL technology, web planner, passenger counters	C	5309	\$ 1,306,032	Not requested; however AVL within TIGER application for Intermodal Facility & awaiting trip planner through Google Transit since January 2009 once beta testing is available.
25	CyRide	Resurface ISC Commuter parking	C	5309	\$ 800,000	Not requested at this time; discussed with ISU parking
26	CyRide	ISU Intermodal Facility	C	5309	\$12,000,000	Completed study & submitted TIGER grant for 90% ARRA TIGER funding on 9/10/09 (approvals in February 2010) Federal funding increased from \$12 M to \$39 M however concept the same.
27	<b>CyRide</b>	<b>Ames Fare Free</b>	<b>O</b>	<b>?</b>	<b>\$ 4,008,764</b>	<b>Implemented summer fare free for @ \$75,000 minus marketing funding.</b>
28	CyRide	Vanpool Program	C, O	ICAAP, 5309	\$ 344,000	Not requested at this time; awaiting study

**Funding Source Codes:**

FTA Programs: **5307** = Urbanized Formula, **5309** = Capital Investment Grants, **5310** = Special Needs, **5311** = Non-Urbanized Formula, **JARC** = Job Access/Reverse Commute, **NF** = New Freedom, **5339** = Alternative Analysis Funding, **ICAAP** = Iowa's Clean Air Attainment Program/Congestion Mitigation Air Quality  
STA Programs: **STA – F** = State Transit Formula, **STA – S** = State Transit Special Projects, **PTIG** = Public Transit Infrastructure Grant  
HHS Programs: **HS** = Head Start, **OAA** = Older Americans Act, etc., **WTF** = Welfare to Work  
IaDHS Programs:

## B. PTP Justifications

The following justifications discuss the relevant funding for each of the identified projects within the Passenger Transportation Recommended Plan shown on the previous page.

1. General Operations – CyRide (5307): This funding supports the operations of CyRide's fixed-route operations that provides service throughout the Ames community. The Federal Transit Administration has requested that this formula funding allocation be allocated 100% to operations to make the grant process easier for the grantee as well as FTA. As a result, grants can be drawn and closed instead of remaining open for small capital projects identified in the transit organizations' capital improvement programs. This supports approximately 15% of CyRide's overall budget.

General Operations – CyRide (STA-F): This state funding further supports the operations of CyRide's fixed-route operations which provides service throughout the Ames community.

2. Subcontracted Ames ADA Complimentary Services – Dial-A-Ride Services (5310): This need was identified as a base need for the community as just being expected. More demand service is will be warranted from the community in future years. 5310 funds can be utilized by transit agencies to subcontract out their ADA service however; they cannot provide the service themselves and receive the funding.
3. Brown Route Service Frequency/Hours Expansion (JARC): Additional service would be added to the Brown route for the summer 2008 as well as fall/winter at night. The Stange area was an area that has dramatically increased as evidenced by high loads on CyRide's buses and requests for additional bus trips. This service provides customers' access to the North Grand Mall and also to ISU campus for employment and job training. This service originally began in 2008 and would be continued for 2010.
4. Yellow Route Mid-day Expansion (JARC): Additional service was requested for mid-day service to the Yellow Route to accommodate passengers that need rides between their home and ISU campus for employment and/or training purposes. This service originally began in 2008 and would be continued for 2010.
5. Service to Dayton Industrial Area, Dialysis, Agency Locations @ 13<sup>th</sup>/Dayton (JARC/NF/CMAQ/ICAAP): This project is identified as a gap for the Ames community within the gap analysis as well as identified as a top priority in the 2009 PTP committee ranking process. The area continues to be a priority for the FY2010 PTP committee. The area has several industrial plants as well as medical businesses along this corridor. In addition, this area has been planned for a new mall that is now having difficulty in coming to fruition due to the struggling economy. The City of Ames is requiring the developer to attain department store commitment prior to allowing construction which is the struggle. However, there is still a large need for service to this area. The area houses a second medical hub of clinics and facilities that need to be accessed. In addition, Mainstream Living is a main human service agency that many clients of other agencies frequent. This project is identified to be funded either through JARC funding in getting individuals to work or through New Freedom funding in providing better service to medical facilities than the demand response trips that need to be coordinated a day in advance. Mainstream Living (human service organization) representatives have discussed in previous CyRide public input meetings that by providing fixed-route services to this area, a cheaper service can be provided since Heartland Senior Service currently provides many trips for individuals to this area of town. Therefore instead of providing demand responsive service, the trip can be provided at a much lesser cost and also make customers obtain the service the day they need it instead of requesting the service a day in advance making individuals more independent. Two hybrid buses were approved through ICAAP funding for this service and will be purchased once the funding is available in October 2009. The service design will be finalized over the next year.
6. Ames to Iowa City Service (NF/STA Coordination): This project was the highest priority project developed from the 2009 PTP committee and continues into 2010. Actually, the service just began January 20, 2009. The project would transport disabled clientele from Ames to Iowa City. There is a need to transport HIV clientele to/from Iowa City for their essential medical trips. Need was quantified by the AAMPO staff over the past year indicating a need to transport 8 individuals each week. Federal funds identified with this project include New Freedom and STA Coordination funding for 2010. Local partners include United Way of Story County, Story County, City of Ames and the Story County Community Foundation.



7. Alternative Analysis Study – Orange Route (5339): This funding was directly earmarked to CyRide to participate in an Alternative Analysis Study of CyRide's Orange Route and possible conversion to a Bus Rapid Transit. CyRide staff had numerous public input meetings regarding this funding and whether to continue with the study process. Comments were requested from the entire community and compiled into a summary form for CyRide's Board of Trustees. The end result was that CyRide should continue in looking at solutions to resolve transportation issues on this corridor through the AA funding study to possibly incorporate a BRT in Ames. This study will commence after the satellite facility study is complete.
8. I-35 Ames-Des Moines Corridor Planning: This project has been identified as a need through public meetings in both the Ames, Ankeny and Des Moines communities. Commuter travel along the I-35 corridor is increasing each year as a result. A study committee has been formed in recognition of this and recommended a corridor study to validate any viable transit options such as rail, bus rapid transit, vanpool, etc.
9. Planning – AAMPO (5303): This funding supports the ability for CyRide staff to work on transit planning issues involving required state and/or federal planning that is mandated through the transportation bill SAFTEA-LU.
10. One LD low-floor bus (NF): The Ames Aquatic Center is scheduled to open in summer 2009. The aquatic pool was designed for the disabled community incorporating a zero depth entrance. In addition, a ramp was incorporated into the 50 meter pool so that anyone could walk race through the water or do laps without having to climb a ladder. Finally a portable chair lift is also part of the pool design for those that cannot walk into the pool but could enjoy water therapies and or recreation. CyRide will be operating transit service to the aquatic center from Ames City Hall (downtown Ames) and Beyer Hall (ISU campus) as approved through their budgeting process. CyRide is in need of an accessible bus that can accommodate wheelchairs and the elderly. A low-floor bus would accommodate this request from the public.
11. One 40' HD bus (camera): In FY2010, CyRide plans to add two buses to its service schedule to help keep the buses on-time for the public but allow the drivers their anticipated breaks at the end of their routes. Currently loads are so large that time normally spent at endpoints are being utilized to catch up to the schedule. Adding two buses will allow CyRide drivers to have a break, de-stress and drive safer instead of trying to meet the written schedule. This vehicle will accommodate a wheelchair up to 1,800 pounds to be over and beyond ADA guidelines.
12. Transit Amenities (5310): Special funding can provide transit systems funding to build passenger shelters for the community. Improving CyRide's image is of importance to CyRide staff and to their Board of Trustees as well as improving the shelters access to the disabled community. Shelters have been prioritized within a bus stop plan for the community and funded from 5310 funds in the next few years as long as funding is available. Other funding could be realized through New Freedom or through their local budget.
13. Replacement of thirteen 30' HD Buses (5309): This would allow CyRide to compete within the state PTMS process and possibly be applicable for state earmark funding. These vehicles are past their useful life and need to be replaced. Available funding is dependent on the State of Iowa's success in obtaining earmark funding through the state each year. Bus replacement is important to the overall image of CyRide.
14. Replacement of Light-duty LD buses (5309): Again, this would allow CyRide to compete within the state PTMS process and possibly be applicable for state earmark funding. These vehicles are past their useful life and need to be replaced. Available funding is dependent on the State of Iowa's success in obtaining earmark funding through the state each year.
15. Facility Camera/Proximity Card Access (5309): CyRide obtained a camera system for the new portion of the facility. This additional funding would secure the remaining portion of the building from unauthorized access. Since this is a security issue, 5309 funding could be utilized to purchase this equipment. However, CyRide would need to realize this project within its local budget if not approved through the state's discretionary process.
16. West Wall EIFS Exterior Replacement (PTIG): CyRide was originally built back in 1982 with a state of the art material called EIFS applied to the exterior of the building. EIFS is synthetic stucco looking material which

provides exterior insulation for buildings. EIFS is supposed to produce a weather-resistant barrier and provide crack resistance for the exterior of buildings. Issues have surfaced since then in EIFS cracking due to moisture accumulation due to improper sealing at joints and around window, doors and other penetrations. CyRide has received warnings from FM Global to replace the west-side EIFS wall with non-flammable material since the EIFS may ignite with close proximity to the cooling towers.

17. Shutoffs for fuel/oil/hydraulic lines (5309): FM Global has recommended that CyRide install shutoff valves to their fuel/oil/hydraulic lines to ensure that if a fire did break-out within the bus storage area, that additional fueling, oil or other flammable liquids would not further ignite the fire and cause significant more damage to the facility.
18. Electric Distribution Rehabilitation (5309): CyRide's current electric distribution needs to be rehabilitated for the building as certain circuits are overloaded creating a fire hazard. FM Global recommends CyRide review the circuits to redistribute accordingly and protect the building investment as well as equipment inside.
19. Vehicle Security System Cameras (5309): CyRide received 27 camera systems in 2004 which are in need of replacement. Those cameras operate from Safety Vision and are outdated. CyRide utilizes these security systems daily when events transpire, validation of complaints, or to aid the Ames police. CyRide requests funding for a total of 38 security systems to replace 27 and expand 11 to equip its entire fleet.
20. Fire Sprinkler System Upgrade (5309): Recommendations to improve the sprinkler system have been made from FM Global to CyRide. Indications are that the system currently would not produce enough water force to put out a fire in the event one occurred. Fire protection is a critical element for CyRide due to the investment of buses and vertical infrastructure on the site.
21. Storage area air handling replacement (5309): CyRide is currently replacing the air handling within its shop area. Recommendations from a consultant also determined that the air within the facility needs attention as well.
22. Satellite Maintenance Facility & Expansion Hybrid Buses: CyRide will request earmark funding for expansion of their facility either through a satellite maintenance facility or expanding their current location. This request documents the satellite facility and expansion hybrid buses from the transportation bill reauthorization for 2010. Currently no additional vehicles can be parked within the facility and CyRide is still growing with the public riding more and more each day. As a result of this and expected growth, the current site location will not fulfill CyRide's needs to house the fleet into 2030. Growth either on its current site or an off-site location is inevitable. CyRide has direction from the board to try to allocate funding from the next transportation bill for expansion however, the direction for growth, on-site or otherwise, has not yet been determined. For buses, the City of Ames has a "go-green" initiative and would like to test out this technology to see if hybrid's should be the type of technology to purchase in future years. Possible sources of funding include direct 5309 earmarks or other sustainable energy grants that may arise in the future.
23. Garage Rehab & Expansion Phase III (5309): This funding is a direct earmark allocated to CyRide for its facility needs in SAFETEA-LU's transportation bill. The funding comes to CyRide every year 2006-2009 for improving the maintenance storage facility however, may not be requested in grants until FFY2010 until the facility study concludes and direction is given from CyRide's board.
24. AVL technology, web planner, passenger counters (5309): CyRide participated in an urban needs study for AVL technology in 2006 headed by the IDOT. Rural systems acquired AVL technology through this method a few years prior. Within this plan, CyRide had needs to incorporate AVL into their system, a web planner and automatic passenger counters to speed up the boarding process.
25. Resurface ISC Commuter parking (5309): CyRide operates its #23 Orange Route out of the Iowa State Center parking lot which generates more than 10,000 rides each day. This parking lot needs to be resurfaced and acknowledges that transit commuters contribute a lot of the daily wear and tear of the lot.
26. ISU Intermodal Facility (5309): An Intermodal Facility is envisioned off-campus to provide another park/ride lot keeping automobile traffic from accessing ISU campus and thereby improving pedestrian safety. This facility

would incorporate transit into the design and would house the intercity carriers currently located near I-35 but not on a current CyRide bus route. Discussions of this facility are on-going.

27. Ames Transit System-Wide Fare Free & 5 Hybrid 40' HD Buses: This line item was brought up several times through the public input process that CyRide underwent in fall 2008 from recommendations from the community as well as by the Ames City Council through the budgetary process in February 2009. The council in particular questioned CyRide's staff as to what would it take to further the Mayor's Climate Protection Agreement by going fare free city-wide. Iowa State University students already ride CyRide for free. This proposal would just provide free rides to the remaining portion of the community estimated at 1 million additional riders each year. An additional 5 buses would need to be acquired to operate this service. This fare free concept was discussed with the PTP committee at the Human Services' Council meeting in March 2008 and was overwhelmingly received. Providing emergency gas vouchers and bus tickets was the committee's first goal of which would not be needed for bus tickets if CyRide went fare free. Emergency rides to low-income residents were another need for the community. CyRide's ADA Dial-A-Ride service operated by Heartland Senior Service would be free as well to qualified individuals as required by federal law if fare free were instituted. Discussions from the board have been to implement a demonstration fare free for the summer.
28. Vanpool Program – (CMAQ/ICAAP): Currently there is not a coordinated vanpool program for the City of Ames. However, this was identified as a need for the community within CyRide public meetings as well as through the PTP committee process. This program is eligible for funding through the ICAAP state program to reduce emissions from those commuting into the Ames area. This project would fund the operation, staff and purchase of 10 vans for commuting purposes. This project would not likely occur if federal funding was not found from ICAAP sources.



## **V. Possible Strategies**

Based upon the comprehensive needs assessment within the last section, the PTP committee and AAMPO staff identified possible strategies that provided solutions to these needs. These strategies were then utilized to formulate recommended projects for the FY2010 PTP. The final list below was emailed out to PTP participants requesting further changes to needs and or the strategies to overcome these needs. The strategies are tied to the needs shown within the table and were then developed into recommended projects.

<b>Needs</b>	<b>Possible Strategies/Project</b>
<b>Education/Marketing:</b> 1. Need to reduce intimidation and misconceptions to riding public transit. 2. Awareness of available programs regarding transportation. 3. Need for insurance/maintenance awareness for automobile owners	1. Large Group Training of how to ride public transit 2. Train the Trainer Sessions for one-on-one training. Hire full time one-on-one trainer? 3. How to Ride CyRide digital formatted DVD video 4. Communication tools for non-English speaking individuals riding CyRide ie. picture board? 5. Improved signage on CyRide buses for visually impaired riders – black letters on white background 6. Promote RSVP volunteer transportation program – volunteers & for additional volunteers/Re-work program via HSS 7. Market Randall moving vehicle availability and sponsorship. 8. Maintenance/insurance class for vehicle owners 9. Car Seat installation education program and/or resources 10. Market “Beyond Welfare” car donation program need for pass through sponsorship due to IRS regulations of 5 non-profit car donations per year. 11. Improve How to Ride written materials describing what a transfer is; when a transfer is applicable as opposed to utilizing 2 fares; and actual logistics of transferring. 12. Implement Google Transit so anyone could Google how to get from point A to point B via bus in Ames.
<b>Affordability Needs:</b> 1. Need for affordable passenger transportation services or programs to make services more affordable. 2. Need for transportation assistance programs. 3. Need for “free” transportation to seniors as increased demand occurs at health/residential facility homes – seniors vacating their automobiles & become less independent. 4. Need for affordable <u>emergency</u> transportation for low-income K-12 (at-risk) students and seniors.	1. Continue Transportation Assistance for bus pass/tickets or gas vouchers a. City of Ames Planning & Housing: CDBG program b. UWSC “emergency” program through MICA c. Story County (assistance to those leaving the state of Iowa) 2. Implement common data-base of all Ames transportation assistance bus pass/ticket & gas voucher programs to avoid duplication 3. Continue Car Seat Donation Program 4. United Way’s TCC investigate/discuss possible improvements a. Affordability of Heartland Senior Service’s transportation. b. No resources available for non-Medicaid individuals. 5. Identify opportunities for human service organizations to share vehicles and/or drivers (operating 15-18 hours/week on average).
<b>Maintenance/Insurance Needs:</b> 1. Need for more cost efficient methods to maintain and replace human service provider vehicles. 2. Need for low-cost maintenance for Wheels to Work program.	1. Coordination of replacement/maintenance of human service provider vehicles. 2. Coordinate group of mechanics to repair Beyond Welfare donated vehicles. 3. Investigate “sharing” of vehicles for providers & implications to insurance coverage.

Needs	Possible Strategies/Project
<p><b>Bus Storage/Maintenance Facility:</b></p> <ol style="list-style-type: none"> <li>1. CyRide Bus Storage Facility Satellite Expansion: CyRide has outgrown its site storing 70 vehicles on a site originally meant for 25. Anticipating growth to 95 vehicles, expansion buses, articulated buses, 100% bike racks on current fleet, hybrid buses would be beyond capacity of current garage to store as well as provide adequate maintenance. A satellite facility is needed to accommodate growth in the future.</li> <li>2. CyRide Facility Renovation: Renovate current CyRide Bus storage facility with higher ceiling height: New buses with 2010 emission standards are taller and will not fit through CyRide's garage doors &amp; throughout much of the facility.</li> <li>3. CyRide Maintenance Shop – Additional bays needed to maintain larger fleet. Every 10 buses = 1 maintenance bay</li> <li>4. Heartland Senior Services (HIRTA) needs storage for vehicles. Currently, parking is outside in the elements &amp; difficult to start buses in the winter.</li> </ol>	<ol style="list-style-type: none"> <li>1. CyRide Facility Study – study of current site location and additional off-site locations to add additional capacity for bus storage, maintenance and operational needs over next 20 years. Design off-site CyRide facility with appropriate functions needed including Heartland Transportation Services administration and storage functions.</li> <li>2. Modernize current CyRide storage facility including rehab old wash-bay, upgrade ventilation system, replace shop/barn air conditioning system, replace shop/barn exhaust removal system, make facility energy efficient in all mechanisms possible, relocate parts office, replace shop hoists, secure building/buses, replace/repair exterior walls, shutoff system for fuel/oil/hydraulic lines, electric distribution rehabilitation, fire sprinkler upgrade, security systems added to facility, install back-up power supply and increase ceiling height of garage doors and interior building by raising internal components.</li> <li>3. Actively pursue federal earmark funding opportunities in light of new transportation reauthorization bill.</li> <li>4. Resurface Iowa State Center Parking lot where commuters park to obtain #23 Orange to travel to ISU campus.</li> <li>5. ISU Intermodal Facility – Continue to study and discuss possibility of constructing a Intermodal facility housing Intercity carriers near proximity of campus with tie to transit operations.</li> </ol>
<p><b>Transportation Amenities</b></p> <ol style="list-style-type: none"> <li>1. Need to improve accessibility and lighting of bus stops/shelters.</li> <li>2. Need for bike racks on buses to promote sustainability of community.</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.)</li> <li>2. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations</li> <li>3. Bike Racks on as many CyRide vehicles that can be currently stored.</li> </ol>
<p><b>Fleet Needs</b></p> <ol style="list-style-type: none"> <li>1. Reduce transit providers average fleet age</li> <li>2. Attain 100% accessible fleet for transit providers</li> <li>3. Increase/maintain spare ratio to 20% for transit providers.</li> <li>4. Increase fleet size for increases in service needs (frequency and geographic coverage)</li> <li>5. Improve vehicle security systems (cameras).</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify and apply for federal/state grants as necessary to meet transportation providers' fleet needs. (Approximately 70% of CyRide's fleet is past its useful life; 30% cannot load wheelchairs); Heartland Senior Services (HSS's vehicles were past their useful life however 6 vehicles are currently being replaced through the PTMS process). In addition, CyRide purchased a minibus for HSS to operate Dial-A-Ride service. Heartland also received a small bus for the Ames-Iowa City service project.</li> <li>2. Need additional accessible buses added to certain routes to safety operate system &amp; meet schedule.</li> <li>3. Add cameras to all CyRide buses to reduce liability and improve ability to assist City of Ames Police.</li> <li>4. Need for good used buses or new expansion buses to meet increased demand on CyRide. (Grown 1 million passenger &amp; pull out 18 additional buses since 2006)</li> </ol>

Needs	Possible Strategies/Project
<p><b><u>Urban</u></b></p> <ol style="list-style-type: none"> <li>1. Maintain existing transit services and geographic coverage.</li> <li>2. Need to geographic service coverage of transit in Ames to serve gap areas.</li> <li>3. Need to increase frequencies of service on high-capacity corridors.</li> <li>4. Need for additional hours of transportation to specific high-density areas of Ames.</li> <li>5. Need to serve third shift workers transportation (12am - 6am?)</li> </ol>	<p><b><u>Urban Strategies/Projects</u></b></p> <ol style="list-style-type: none"> <li>1. Continue existing transit services OR more efficient alternative service. <ul style="list-style-type: none"> <li>▪ Continuation of Brown Route Frequency/Hours Expansion</li> <li>▪ Continuation of Yellow Route Mid-day Expansion</li> <li>▪ Continuation of Contracted Paratransit Service</li> </ul> </li> <li>2. Study third shift transportation needs for Ames. (Transportation needed after 6pm and before 6am)</li> <li>3. Transit service to East Ames to E. 13<sup>th</sup>/Dayton to serve medical hub, industrial/commercial areas and human service agencies serving mentally disabled community.</li> <li>4. Transit service to new Aquatic Center on E. 13<sup>th</sup> to open summer 2009.</li> <li>5. Transit service in evening to DMACC Hunziker Center</li> <li>6. Fare-free city-wide: 4 options (Large Scale, Weekends only, Weekends/nights only, Summer only)</li> <li>7. Additional Services In Light of Ridership Increases – two buses to keep schedule on-time &amp; safe.</li> <li>8. Transit service earlier on Sunday morning (red/blue routes; green implemented fall 2009)</li> <li>9. On-demand service needed for senior transportation after 2pm and for low-income students missing school buses from middle/high schools.</li> <li>10. Boys &amp; Girls Club transportation from schools high costs for service, gasoline &amp; vehicle insurance.</li> <li>12. Blue South frequency improvements <ul style="list-style-type: none"> <li>○ Friday 7:15 – 9:45pm (Frequency = 20 min)</li> <li>○ Saturday 5:15 – 9:45pm (F = 20 min)</li> <li>○ Sunday noon – 12pm (F = 30 min.)</li> </ul> </li> <li>13. Yellow Route – Sunday service 10:45 – 6pm (F = 40 min.)</li> </ol> <p>Urban Strategies/Projects..... Cont.</p> <ol style="list-style-type: none"> <li>14. Brown South – School Days Weeknight service 6-9pm (F = 40 min.)</li> <li>15. Billy Sunday Road/Airport – Request from apartment complex. 7:30 am – 5:30pm (F = 40 min.)</li> <li>16. Airport Shuttle Enhancement – Requests before ISU starts (fall) and ends (May). Three trips/day for three days before &amp; after school starts.</li> <li>17. Alternative Analysis Study of Orange Route</li> <li>18. Improve route efficiencies by adding AVL technology.</li> </ol>



<p><b><u>Regional</u></b></p> <ol style="list-style-type: none"> <li>1. Need for additional/improved transportation outside the Ames community for medical transportation and other essential services.</li> <li>2. Need for commuter transportation to/from outlying areas in Story County into Ames as well as I-35 corridor between Ames &amp; Des Moines.</li> </ol>	<p><b><u>Regional Strategies/Projects</u></b></p> <ol style="list-style-type: none"> <li>1. Transit service between Ames &amp; Iowa City for medical purposes. Coordinate with interested regional partners for continuation of service and expand ability of Ames/Story County residents to receive medical care into Des Moines.</li> <li>2. Study I-35 corridor between Ames and Des Moines to account for daily commute patterns and possible transit need/solutions from bus rapid transit, regular bus service, to vanpool/carpool options.</li> <li>3. Study transportation commuter needs into Ames from Story County communities. Possibly coordinate program with ISU transportation that offers employee incentives to carpool/vanpool city-wide.</li> <li>4. Adult Day Service transportation for Story County residents</li> <li>5. Additional hours for agency special events</li> <li>6. Easier demand response regarding scheduling of pickups/drop offs</li> <li>7. Transportation service to/from Nevada 3 x's a day</li> <li>8. Rural meal-site transportation (meals/activities)</li> <li>9. Out of service hours transportation for agency special events</li> </ol>
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## **FY11 Service Change Options**

**BACKGROUND:** Each fall as part of the budget process, staff looks at service requests that have been made by the public, areas that have evidenced significant development over the year, and areas where ridership increases have occurred to determine where additional service might be needed to meet community needs beginning the following fall.

**INFORMATION:** This year, staff has identified eight CyRide service modifications that could provide better service to our customers based on community priorities and service requests. Included in the discussion of these changes is a description of the service, identification of the need and preliminary annual cost estimates. Additionally each service request has been categorized by type of request – Customer requested, CyRide requested and other service changes. A map of CyRide’s current routes is attached.

### **Customer Requested**

#### **1. #6 Brown Route Weekday Evenings - Campus to Mall**

Service Need – CyRide has received several requests to extend service later in the evening on the Brown Route from campus to the mall. As the Somerset area has grown, students living in this area taking evening classes and studying later in the evening have requested service to accommodate their schedules. Approximately 35 riders would be served each day on the proposed service.

Service Description – The #6 Brown route from campus to North Grand Mall would operate 2 additional hours from 9:00 pm until 11:00 pm each weekday evening.

Annual Cost Estimate Less Revenue - \$12,000

#### **2. #6 Brown Route Saturday – Campus to Research Park**

Service Need – CyRide received a request from a business in the Research Park to provide service on Saturday morning as they conduct experiments on Saturday morning using college students. CyRide does not currently operate this portion of the Brown route on Saturday’s; therefore, students do not have transportation to the Research Park. It is estimated that approximately 25 riders would be served each day on the proposed service.

Service Description – The #6 Brown route from campus to the Research Park would operate every 40 minutes between 8:30 am and 6:00 pm. Staff believes the best option to address this request is to operate service for the entire day at the lower bus frequency (40 mins.) as opposed to a higher frequency (20 mins.) for only a portion of the day.

Annual Cost Estimate Less Revenue - \$15,400

**3. Evening Service to DMACC Hunziker Center**

Service Need – The DMACC Hunziker Center is located in the southeast portion of the City of Ames near the confluence of Hwy. 30 and I-35. CyRide currently has a route (#4 Gray) that operates to this area in the morning and afternoon only, providing access to the Center and numerous hotels in the area. ISU has developed a relationship with DMACC for students from the university to take courses from this center. Classes begin at 3:00 pm with the last classes ending around 9:00 pm. Currently, students can access the facility via CyRide to get to class, but have no option after class ends. Initial discussions with DMACC in January 2009 regarding the possibility of sharing costs for this service resulted in no final response from the institution. It is estimated that approximately 10 riders would be served each day on the proposed service.

Service Description – Add two trips to the #4 Gray Route schedule Monday through Thursday, during the school year, leaving DMACC at 6:05 and 9:05 pm to accommodate class schedules during the evening. These trips would be added to the end of existing services to minimize expenses.

Annual Cost Estimate Less Revenue - \$12,948

**4. #6A Brown Route – Saturday and Sunday Afternoons**

Service Need – CyRide has received several requests over the past year to extend service later on the weekends to allow travel between the Wallace Residence Hall and dining facilities on campus. With both Wallace and Wilson ISU Residence Halls being open this year, additional students need to travel between these facilities into campus on Saturday and Sunday afternoons. This service would “fill in the gaps” on afternoon, weekend service on this route. It is estimated that approximately 40 riders would be served each day on the proposed service.

Service Description – Add service on the #6A Brown Route between 2:00 and 6:00 pm each Saturday and Sunday operating every 20 minutes.

Annual Cost Estimate Less Revenue - \$8,400

## **CyRide Requested**

**5. #1 Red Route Weekday Service Frequency**

Service Need – CyRide currently schedules 7 buses on the #1 Red route operating buses every 10 minutes. In addition to the scheduled trips, it also operates an

additional 4 extra buses to meet ridership demand on this route with as many as 5 buses operating 1 scheduled trip. Staff believes that if a 5 minute schedule was operated and reflected on the schedule, it would provide a better level of service, more evenly divide passenger loads, and reduce the operations division workload. The number of buses operated on this route has continued to increase each year for the past 5 years; therefore, reflecting this higher level of service on the passenger schedule will allow for a more efficient service and reduce the number of extra buses needed on the route. Approximately 1,300 riders would be served each day on the proposed service.

Service Description – Add approximately 20 trips on the #1 red route schedule to operate service every 5 minute, thereby reducing 2 extra, unscheduled buses operated each day.

Annual Cost Estimate Less Revenue - \$51,800

#### **6. #1 Red Route/#2 Blue Route Weekday**

Service Need – Over this last year, the #1 Red and #2 Blue routes increased more than 260,729 riders, for a 14% ridership increase. With this additional ridership comes the challenge of keeping the routes on time and not leaving customers at the bus stop. With this large number of riders, it takes longer to board and alight customers at each stop, slowing the route down. With scheduled times at stops throughout the system, CyRide is experiencing more complaints from drivers and customers regarding buses being late or drivers feeling pressure to drive faster to keep their bus on schedule creating safety concerns. Last year CyRide increased service on these two routes from 2:00 – 6:00 pm each weekday and are finding that these additional buses resolve a majority of the issues during this time period. This year however, CyRide is experiencing these same service issues from noon until 2:00 pm. Adding buses to service on these routes for this two-hour period will allow drivers to meet the schedule and not leave customers standing at the bus stop. Approximately 800 riders would be served each day on the proposed service.

Service Description – Two more buses would be operated from noon until 2:00 pm each weekday to help keep buses on time and safe. These buses will alternate between the two routes allowing a 15 minute schedule to be operated.

Annual Cost Estimate Less Revenue - \$34,000

### **Other Service Changes**

#### **7. E. 13<sup>th</sup>/Dayton Route**



Service Need – CyRide received funding for two hybrid buses under the Iowa Clean Air Attainment Program (ICAAP) for the E.13<sup>th</sup>/Dayton Rd. service. These buses will be delivered in July 2010, and the grant expectation is that CyRide would begin operating service in FY11 to this area of Ames. Additionally, CyRide annually receives numerous customer requests and requests from agencies assisting low-income, disabled individuals to extended service east on Lincoln Way to Dayton and then north to E. 13<sup>th</sup> Street. Additionally, the National Animal Disease Center had requested service north of E. 13<sup>th</sup> Street. This route would fill a significant gap in serving individuals accessing medical facilities located in the vicinity of E. 13<sup>th</sup> and Dayton and major employers along Dayton and E. Lincoln Way. It is estimated that approximately 100 riders would be served each day on the proposed service.

Service Description (Option A) – Under this option, the new route would operate on a route extending from the City Hall bus stop, south on Clark to Lincoln Way, west on Lincoln Way to Dayton, and north on Dayton to E. 13<sup>th</sup> Street. The new route would operate the following days/hours:

Day of The Week	Service Hours	Service Frequency
Monday through Friday	8:30 am - 12:30 pm	Every 40 minutes
	12:30 – 7:00 pm	Every 20 minutes
	7:00 – 9:15 pm	Every 40 minutes
Saturday	8:15 am – 9:15 pm	Every 40 minutes
Sunday	10:15 am – 9:30 pm	Every 40 minutes

Annual Cost Estimate Less Revenue –

Day of The Week	Annual Expense
Monday through Friday	\$214,430
Saturday	\$48,098
Sunday	\$25,560
<b>TOTAL</b>	<b>\$288,088</b>

Service Description (Option B) – Under Option B the new route would operate the same route as Option A, only it would be operated every 40 minutes with 1 bus, 5 days a week.

Annual Cost Estimate Less Revenue –

Day of The Week	Annual Expense
Monday through Friday (12hrs.)	\$156,000
<b>TOTAL</b>	<b>\$156,000</b>

## 8. #6A Brown Route (Towers Shuttle) – Existing Service

Service Need – Currently ISU’s Residence Hall Department is funding weekday and weekend service from the Wallace/Wilson Dorms into campus. The main focus of this service is to connect students with food service not offered at the dorms. While there is a need for this service since the university reopened these dorms as evidenced by its ridership, the question has been raised about whether this should be funded by CyRide’s budget as it has been funded in the past. Approximately 75 riders would be served each day on the proposed service.

Service Description – Provide service as follows:

- Weekday Evenings - approximately every 20 minutes from 6:00 – 9:00 pm
- Saturday and Sundays – approximately every 20 minutes from 11:00 am – 2:00 pm and 6 – 8 pm.

Annual Cost Estimate Less Revenue – \$31,600

At the board meeting, staff will be seeking board input on these service options, if there are other options that should be considered, if the board believes that any particular option is more important to the community, should be included or should not be included in budget options presented to the Board in December.

## Summer Fare Free

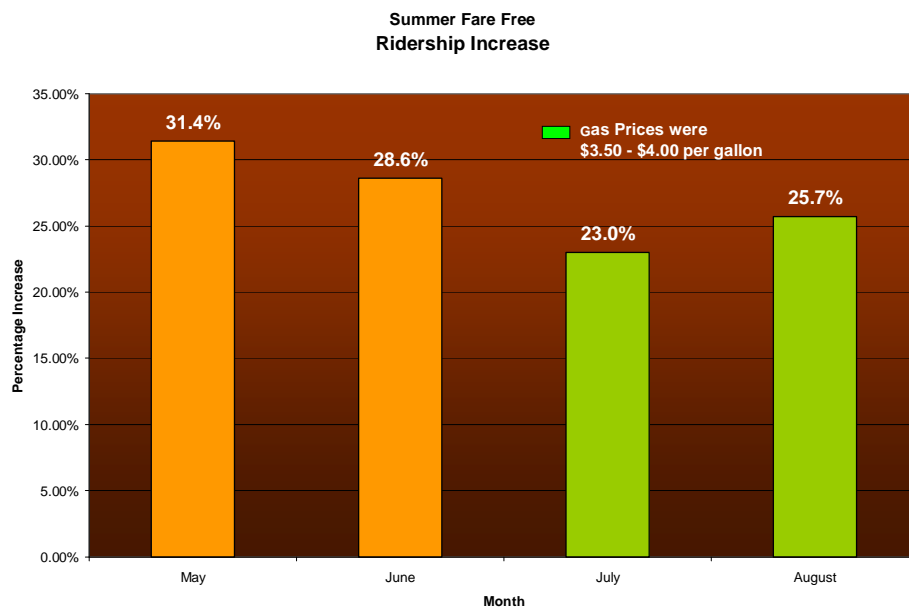
**BACKGROUND:** In 2001, Iowa State students voted to implement free fares. Since this time, ridership has increased dramatically in response to the student's ability to board any CyRide bus without paying a fare. Funding to replace student fares is collected through their university fee structure. In March 2009, the Ames City Council approved funding to operate CyRide services from May 15 to August 15, 2009 without requiring passenger fares for any rider. The purpose of this summer program was to determine the interest, need and impact of free fares within the entire community.

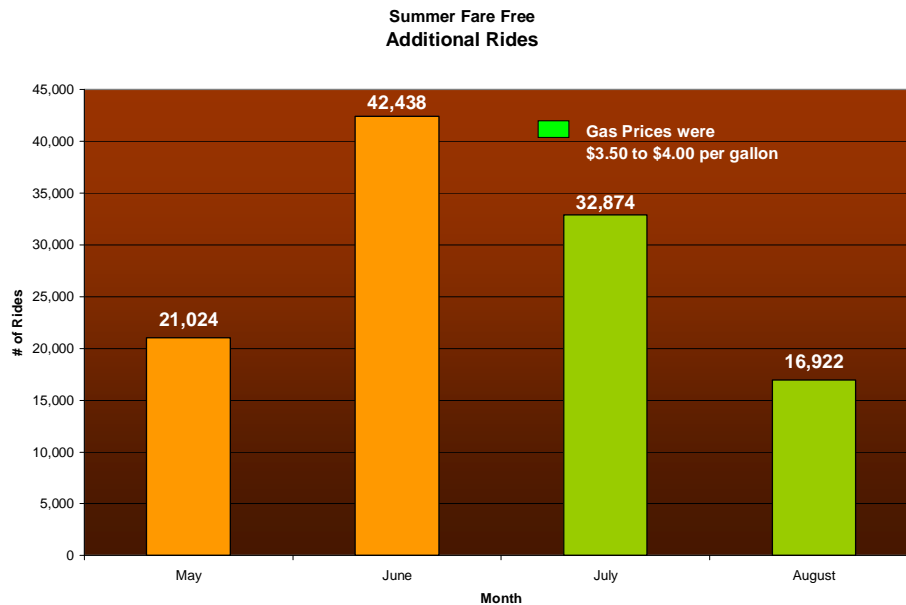
**INFORMATION:** With the completion of the Summer Fare Free program on August 15, 2009, staff has been collecting information in three areas to determine the impact this program has had on the community. These three areas include the following with the results found in each of these areas discussed below.

- Ridership and Cost Statistics
- Rider Surveys
- Customer Comments

### Ridership and Cost Statistics

Overall, CyRide provided 113,258 additional rides during the summer fare promotion averaging a 26.7% increase over the same time period one year ago (May 15 – August 15). The months of May and June experienced higher ridership increases as gas prices were lower during these months. In July and August 2008, gas prices rose to \$3.50 to \$4.00 per gallon which resulted in CyRide experiencing substantial growth; therefore, the magnitude of additional rides and percentage increase is smaller in these months as more riders chose CyRide. The two charts below illustrate these increases and the effect that higher gas prices last year had on this year's summer program.





With this ridership increase, existing service carried more riders per bus, but did not result in additional buses being needed to carry the riders. However, some trips that were scheduled to operate with a minibus had to be replaced with a large, 40' bus. This modification was easily accommodated in the summer due to the fewer number of large buses used in daily service.

CyRide also tracked the expenses incurred to implement this program. The following table indicates that while the program was budgeted at \$93,600, CyRide spent \$91,632. The reason for this cost savings is due to a reduction in Dial-A-Ride expenses. Based on other transit systems experience with citywide fare free programs, CyRide had budget for a substantial increase in the number of Dial-A-Ride rides to be taken this summer, which would have required an additional bus to be placed in service for 8 hours per day. While this ridership increased 233 trips more than last year, it was never high enough to warrant an additional bus.

The actual program expenses were as follows:

Expense	Actual Cost
Fixed-Route Revenue Loss	\$71,664
Dial-A-Ride Revenue Loss	\$2,119
Dial-A-Ride Operating Cost	\$809
Marketing	\$17,040
<b>TOTAL</b>	<b>\$91,632</b>

### **Rider Surveys**

To begin determining public opinion about the Summer Fare Free program, CyRide surveyed its riders in two surveys completed late July/early August. The first survey was



a short, six question survey distributed to every rider over a 2-day period to generally gauge rider opinion. The summary results of this survey are listed below:

- **New Riders** – 20.1% of all respondents indicated they were new riders due to the Summer Fare Free program.
- **Existing Rider Patterns** – 34.2% of existing riders indicated they rode more this summer due to the Summer Fare Free program.
- **Continued Support of Fare Free Program** – 61.7% of all respondents indicated that if the Fare Free program was continued as a permanent program, they would support increases in their property taxes to pay for this program.

A sampling of rider comments provided about the program on both the short and long survey is attached, “Summer Fare Free Survey Comments”. Overall, rider responses were very positive about the program and believe that it added value to Ames. The less positive comments related to cost and fairness issues with all residents paying for the program.

The Center for Transportation Research and Education (CTRE) completed an analysis of the longer, statistically valid survey. A representative from CTRE will be present at the meeting to provide the results of this survey.

A third survey targeting CyRide drivers was completed to determine their thoughts on the program and its continuation. This survey found that:

- 64% believe it was beneficial
- 60% believe there were additional challenges on the bus due to the program
- 41.7% believe it should continue
- 29.2% all the time, 20.8% summer only, 12.5% nights/weekends only

In light of experiences at other transit systems, drivers were asked specifically about the additional challenges they encountered on the bus this summer. CyRide drivers indicated that there were increases in the number of riders taking short trips (1-2 blocks); more than the normal amount of rowdy kids, sometimes riding without a destination; and more riders not at the bus stop on time which made them late on route. If a fare free program is continued in some form in the future, these issues will need to be addressed.

### **Customer Comments**

There were relatively few customer comments received outside of the surveys. The following briefly lists these comments.

- Thank you for summer free fares. I have made it a point of riding more due to the free rides. Before the free program I rode 1 -2 times *per year*. This summer I have ridden 1 – 2 times *per week*. It works great. I would like to have it year round and would be in favor of increasing my taxes to pay for it. I would really use this during the winter months. - Northridge Resident

- Resident called to let CyRide know that the summer program was a great idea. She had tried it for the first time that day and had a “wonderful experience riding the bus”. She said she was all over town and that every driver was so helpful and she was impressed with CyRide’s professionalism. – Ames Resident
- “... The free ridership made it all possible for us to support your service and the Ames Public Library’s summer reading program.” - Fellows Summer Program Director

Additionally, CyRide has been contacted by a number of children’s program that have indicated that the free program allowed their programs and students to access many more places in Ames this summer.

### **Possible Next Steps**

One of the common questions staff has been asked by the community is if a fare free program will be implemented as an ongoing project. Therefore, staff has developed four possible funding scenarios to provide the community, Transit Board and City Council with information on different types of programs and their cost to begin this discussion. These four scenarios are: Summer Fare Free program continuation, evening and weekend program, K-12 fare free and a year-round fare free program. Each is briefly discussed providing the advantages, disadvantages and three-year cost estimates.

#### **Option 1 - Summer Fare Free**

A summer fare free program could be adopted as an annual program from May 15 to August 15<sup>th</sup> of each year.

##### **Advantages -**

- It uses existing buses and staffing resources to provide service, which makes this option significantly less expensive.
- It “fills up” the buses at a time when ridership is at its lowest.
- It supports “green” initiatives in Ames.

##### **Disadvantages –**

- It builds ridership during the summer, but then decreases during the school year leaving some riders less happy with the level of service offered.
- Educating the public regarding the fare change at its implementation and when it ends is more difficult.

##### **Cost Estimate -**

Summer 2010	\$77,250
Summer 2011 (3% inc.)	\$82,000
Summer 2012 (3% inc.)	\$85,000

#### **Option 2 - Weekend/Evening Fare Free**

A program could be implemented in August 2010 as a year-round program that would allow free fares after 6:00 pm each weekday evening and all day on Saturday and Sunday, which targets the traditional non-work trip.

**Advantages –**

- It uses existing buses and staffing resources to provide service which makes this option significantly less expensive.
- It “fills up” the buses at a time when ridership is at its lowest.
- It supports “green” initiatives in Ames.

**Disadvantages –**

- Educating the public regarding the appropriate fare at certain times of the day is more difficult.
- It would require more buses/drivers and possibly another dispatcher to be put in service due to overcrowding issues; thereby, increasing the cost of service

**Cost Estimate -**

Summer 2010	\$65,200
Summer 2011 (3% inc.)	\$67,000
Summer 2012 (3% inc.)	\$69,000

**Option 3 – K-12 Fare Free**

With a significant increase in the number of school-aged children using CyRide this summer, a program could be implemented that will allow all riders under 18 years of age to ride at no cost.

**Advantages –**

- It builds ridership at a younger age, which will encourage ridership when the rider gets older.
- It “fills up” the buses as most riders will be riding in the opposite direction of peak hour customers.
- Serves a segment of the Ames population that is more dependent on the bus.
- It supports “green” initiatives in Ames.

**Disadvantages –**

- It would target the population where CyRide experienced most of its challenges, with riders under 18 years old.
- It would require additional training costs to address behavior issues and an additional dispatcher
- It has more chances for abuse of the system.

**Cost Estimate -**

Summer 2010	\$8,000 - \$12,000
Summer 2011 (3% inc.)	\$8,250 - \$12,500
Summer 2012 (3% inc.)	\$8,500 - \$13,000

#### **Option 4 – Year-Round Fare Free**

This option would address the comments received that riders enjoyed service over the summer and would support fare free service every day, all day in Ames.

##### **Advantages –**

- It would significantly increase ridership, adding up to 1 million additional rides in the community.
- It supports “green” initiatives in Ames to the highest degree.
- It is the simplest fare free option for the public to understand.

##### **Disadvantages –**

- It is the most expensive fare free option.
- Additional buses would need to be purchased, drivers hired and operational staff added to manage the additional rides, bus trips.
- General public support would be the most difficult to achieve.

##### **Cost Estimate -**

Summer 2010	\$1,100,000 (\$710,000 op./\$400,000 cap.)
Summer 2011 (3% inc.)	\$735,000
Summer 2012 (3% inc.)	\$760,000

This analysis was developed to begin discussions with the Transit Board on the 2009 Summer Fare Free program and on the potential for future fare free programs.

## Sample Summer Fare Free Comments

### Pro –

I've been riding CyRide since the 1970s. I ride it to and from work every day, year round...and I do have the option to drive to work, but choose not to. If \$1.68 is all that it would cost per household, that is a good investment! Sometimes, I walk or ride my bike to work for exercise and I appreciate the opportunity to use CyRide to come home if I wish. The bike racks are a nice addition.

I really enjoyed the Fare Free Summer and am now taking the bus to work everyday and to general appointments around town. Also, I had family visiting this summer who do not drive and they were able to get around during the day while I was at work. It helped a ton!

I loved the Free Fare program. To ride with my two daughters (a 7-year-old and a 2-year-old) would cost me \$4 round trip, which just doesn't make economic sense when I'm heading to downtown Ames or ISU from north Ames. But because of free fares this summer, we've ridden the bus quite a bit to head to the library, to concerts downtown, and to campus. My daughters ADORE the bus rides, and so do I: they're clean, always on time, and the drivers are courteous. It would be great if we could continue riding year round. An extra \$10 a year seems more than worth it in my opinion, especially to increase ridership, keep cars off the road, foster a sense of community and protect the environment. Thanks for the great work and for considering free fares year round!

I'm all in favor of increasing fare-free options through property taxes. If that's not possible, I think CyRide should consider family fares or family passes. While we'd often like to ride the bus as a family of four, that would cost \$6 round-trip for a trip of maybe a mile or two each way (say, to the mall), and it's hard to justify \$6 vs. driving our car three miles, even if we recognize the environmental and traffic-congestion benefits. The cost analysis might work well for single riders, but it loses steam with family groups.

Free fares have been a very good thing for the adolescent kids in my household. It has literally allowed us to stay as a one-car family this summer instead of purchasing and driving another car.

I ride the bus as a student so I use my card instead of paying a fare but I think free transportation is a great idea that can help the environment, if enough people take advantage of the opportunity.

I think that the free fare event this summer has been super! I am an ISU student, and even though I do not have to pay a fare each time I ride the bus, I still believe that this is an excellent program: encourages public transportation, gives children a means to travel by in the summer, more Cyriders = less pollution. It is my hope that free fare continues!

I'm a student, so I already ride for free, but the fare free summer has been great for my wife and kids -- they ride the bus much more frequently when it's free. We would gladly pay a slightly increased level of property taxes to keep CyRide free for everyone.

Having a fare free ride is great asset to international student spouses who usually don't have ID cards, don't have vehicles, and are usually poorer.

- The fare free summer didn't make much difference for me personally since I already ride free with my ISU ID, but I think it is a great idea and fully support using public funds for it.

**Con -**

Most people who use the buses are not Ames property holders --undue burden on them.

While the summer free fare was great, especially due to the economy, I don't feel Ames' residents should be charged extra on taxes for other people to ride the bus. I think each person should be responsible for their own ride.

At this point in time, ISU students are paying a large portion of the costs through their fees. If everyone else could ride for free because of an increase in property taxes, Ames residents would be getting a better deal than students. This doesn't seem fair.



**CyRide Update**  
**Transportation Collaboration Committee**  
**6/10/09 – 4:00pm**

**1. Summer Fare Free: May 15, 2009 through August**

**15, 2009** – Be part of something BIG this summer with CyRide's fare free summer! This is your chance to contribute big in saving Ames' carbon footprint. Did you know that you can save a pound a carbon for each mile you drive your car? How many pounds can you lose this summer? Monthly passes will be sold for May 2009 (use May 1-14) and August 2009 (use Aug. 16-31) for \$15. No passes will be needed in June or July as we're fare free. Just board and ride as no need to validate your ride to the driver. CyRide will be advertising summer fare free through the following resources:

- a. CyRide bus billboards & interior signage
- b. Press releases
- c. Tribune/Daily advertisements
- d. City of Ames utility bill inserts
- e. Businesses payroll stuffers
- f. VEISHA & July 4<sup>th</sup> parade promos
- g. CyRide's BIG website – Click BIG!
  - i. How to Ride the bus video (under construction!)
  - ii. Carbon Calculator via website (under construction!)
  - iii. Business Toolkit – challenge your employees to reduce their carbon footprint!
    1. Informational posters (to post at businesses/organizations)
    2. Table tents (for those organizations that want to place 3D on lunch tables)
    3. Paycheck stuffers
    4. Sample newsletter articles
    5. Carbon calculator link



2. **Google Transit On Hold** – CyRide has contacted Google about incorporating CyRide into Google Transit and hoped to have this up and going to coincide with Summer Fare Free. This incorporation would allow individuals to go online and type in their origin, destination, and what time you wanted to be at your destination and Google Transit would emit out the times available. However, CyRide is still waiting for a call back from Google since late January. Some transit systems nationwide have waited more than 9 months.
3. **New Route to new the Donald & Ruth Furman Aquatic Center approved!** - CyRide's Board of Trustees approved a new route this summer to serve the new Aquatic Center. The route will travel between Ames City Hall to the Aquatic Center to Beyer Hall on ISU campus and back to the Aquatic Center. This will allow transferring from other CyRide routes at City Hall/ISU Campus to this route. (Map on attached page) Specific schedules will be available closer to when the Aquatic Center opens.
4. **CyRide Buses Ordered!**
- a. 7 large expansion buses (Delivery @ August 2010; funded with stimulus)
  - b. 2 large hybrid buses (Delivery @ August 2010; funded with ICAAP)
  - c. 1 small replacement bus (Procurement in progress w/ Mason City)
  - d. 5 large replacement buses + 2 small replacement buses funded through state earmark funding approved on 4/29/09. Delivery @ September 2010)

## 5. Summer Route Changes

- **Fare Free** – CyRide will be fare free for everyone from May 15 to August 15. May and August monthly passes will be sold for \$15 in case a passenger needs a pass for half the month.
- **Aquatic Center** – The Furman Aquatic Center is scheduled to open sometime in July. When it opens, we will run the #8 Aqua route. It will operate between City Hall-Aquatics Center-Beyer Hall from 12:30pm to 8:00pm seven days per week until August 19<sup>th</sup>.
- **Bike Racks** – Bike racks will be implemented/guaranteed on majority of all routes with the exception of Orange & those operating minibuses (i.e Green on weekends).
- **Rotation between routes** – Red, Blue, Green, and Brown route will rotate on weekdays like they do on weekends. Red and Blue will alternate and Green and Brown will alternate.
- **1A** – Two extra 1A trips eastbound have been added between 8:30am and 9:30am so that 1A will keep a 10-minute interval until 9:30am.
- **Yellow** – Weekday afternoon Yellow will run every 40 minutes.
- **Brown** – Weeknight and Saturday Brown times have been moved back 3 minutes to give extra time at the Mall.
- **Sunday** – Sunday times have been adjusted so the routes run at the same as the Saturday times (Sunday still starts later and ends earlier than Saturday).

## 6. Fall Changes

- **Rotation between routes** – Red, Blue, Green, and Brown route will rotate on weekdays like they do on weekends. Red and Blue will alternate and Green and Brown will alternate.
- **Weekday Red/Blue** – Weekday Red and Blue will have a 15-minute headway from 2:00pm to 6:00pm to give an extra 5 minutes every trip. Green and Brown will stay at 20 minute headways, so transfers between Red/Blue and Green/Brown will only meet up once per hour (the busy times on campus). At other times, there will be a 5-10 minute wait between buses. This should give Red and Blue enough time to make their trips safely.
- **Weekday Yellow** – Weekday afternoon Yellow will run every 40 minutes.
- **Saturday Yellow** – Saturday Yellow will run every 40 minutes all day.
- **Brown** – Weeknight and Saturday Brown times have been moved back 3 minutes to give extra time at the Mall.
- **Sunday** – Sunday times have been adjusted so the routes run at the same as the Saturday times (Sunday still starts later and ends earlier than Saturday).
- **Holiday Break Schedule** – Break schedule between the days of Christmas and New Years will operate a “weekday” break schedule. Therefore, all weekday shifts except ISU Only shifts will be scheduled to work. This is to accommodate those passengers that still work over the holidays.

## 7. Twitter & Facebook

CyRide is now publishing route problems using text messaging through Twitter. Now you can be informed when you're away from your computer through your cell phone! Sign up for Twitter, enable text messages to your phone and become a CyRide fan through Facebook! Go to [www.cyride.com](http://www.cyride.com) & click What's New for more information!



## **Transportation Collaboration**

### **NOTES**

**Wednesday, June 10, 2009  
4-5 p.m.**

**UWSC Conference Room, 315 Clark Ave. Ames**

In attendance: Shari Atwood (Cy-Ride and PTDP), Christina Blakley (Volunteer Center of Story County), Janelle Durlin (MICA), Michael Fritz (Good Neighbor Emergency Assistance), Jay Lettow (The Arc of Story County), Frankee Oleson (United Way of Story County), Shellie Orngard (Volunteer Center of Story County), Kalen Petersen (Central Iowa RSVP), David Sahr (Beyond Welfare), Arti Sanghi (Central Iowa RSVP), Carol Simms-Davis (MICA), Karla Webb (Story County)

#### **Welcome and Introductions – Frankee Oleson**

Members of the Collaboration introduced themselves.

#### **Updates on Existing Projects**

Shari Atwood of Cy-Ride gave an update on the Passenger Transportation Development Plan (PTDP) and distributed copies of the final PTP sent to the IDOT in April 2009 for fiscal years 2010-2013. Transportation needs for human service agencies were assessed and all transportation providers will work together on needed strategies and funds.

Shari also gave a Cy-Ride update. She distributed copies of a new CD on how to ride the bus and read a bus schedule. Details to be added later include how to transfer and how to pay. This information is also on the website. She reported on the new #8 Aqua route that will be added when the aquatic center opens and on the fourteen new large buses Cy-Ride will receive in 2010. She distributed information and statistics on the summer fare free program which has increased ridership almost 29%. CyRide has also surpassed their highest annual ridership attained in FY2004 and hopes to hit 5 million riders by the end of June.

#### **Car Maintenance and Insurance Education**

David Sahr reported that there was one educational session last year that went well, but had small attendance. The next session will take place on Thursday, June 11 at 2 p.m. at the UWSC office. Participants will come from Beyond Welfare, Lutheran Services in Iowa and The Richmond Center. Presenters will be Denis Crotty from Midwest Insurance Corporation and Mike Rolling from Mike's Auto and Frame.

**Bus Education**

Jay Lettow reported that the bus education program had been on hold for awhile, but that The Arc of Story County is coordinating one-on-one efforts with individuals with intellectual disabilities.

Frankee Oleson reported that youth and senior groups have expressed interest in the program. She will contact Shari about future plans.

**Bus Passes and Gas Vouchers**

Frankee reported that the first pilot program with bus passes and gas vouchers didn't necessarily reach individuals and families who were originally targeted. The UWSC Board has approved \$2,000 in funds for four agencies to test in the second pilot program. Beyond Welfare, Emergency Residence Project, Good Neighbor Emergency Assistance and MICA will each receive \$500 and use that amount to assist individuals and families who, with gas assistance, will be able to make long-range improvements in their lives. Frankee, David, Vic, Michael and Carol will meet on Monday, June 15 to discuss how to report and evaluate results.

**Iowa City Transportation**

Shari Atwood distributed statistics on the Iowa City program to date. The bus has been purchased and the program is underway. It is going well but needs more local promotion. Only 46% of the eligible trips (every Tuesday/Wednesday) are requested for travel to Iowa City transporting 4.0 riders per trip. The second year of the service has federal, state and local funding support requested and/or approved and will most likely not need a second year of SCCF funding. A group will meet in Monday, June 22 at 2:30 p.m. at the UWSC office to discuss beginning local support for the third year.

**Vehicle Repairs**

David Sahr reported that Beyond Welfare is utilizing a \$5,000 grant from UWSC to repair vehicles donated in the Wheels to Work program. The maximum amount to be used per vehicle is \$500.

**Volunteer Transportation Program**

Kalen Petersen reported that the volunteer transportation program has been coordinated by Heartland Senior Services (HSS), but there have been some issues with riders and volunteers due to funding limitations at HSS. Central Iowa RSVP is looking at the possibility of coordinating the program, perhaps as a one-year pilot program. Kalen is currently working on a proposal. UWSC would consider helping fund start-up costs.

**Other Transportation Needs**

Frankee distributed the list of local transportation needs identified two years ago by the Collaboration. This discussion will be added to a later agenda.

Shari Atwood reported that Cy-Ride will no longer provide airport service from Ames to Des Moines before and after ISU breaks. Instead a private transportation company, Executive Express will start providing service, 6-8 trips everyday, beginning in August.

Cost will be \$26/ride and trips may be booked online. CyRide will post a link to Executive Express on its “Outside Ames” link once service begins.

She also noted that ISU’s Transportation Department and CyRide have met briefly on a new carpooling and vanpooling software called GreenRide. This software could aid Ames residents in coordinating their daily trip between Ames and outside communities to carpool and potentially vanpool by joining an online database. Currently, ISU has four vanpools operating into Ames but restricts their vanpools to only ISU faculty/staff. CyRide is investigating whether a vanpool program could be operated for all those that work/study in Ames commuting from outside communities.

### **Next Steps**

#### **Collaboration Membership**

Frankee distributed a list of Collaboration members. She will e-mail it to the group for input.

#### **Meeting Schedule**

The group agreed that quarterly meetings at 4-5 p.m. are a good idea. Frankee will develop a proposed schedule for the rest of 2009 and e-mail it to the group.

**United Way of Story County Vision: To improve the quality of life in our community for individuals and families.**

**United Way of Story County Mission: United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support and evaluate effective human services for our diverse community.**

# **Passenger Transportation Plan Update**

**United Way's Transportation Collaboration Committee**

**10/14/09 – 4:00 pm**

**PTP Changes:** The PTP is an annual coordinated effort between the transportation providers and human service agencies providing service for the Ames community. The efforts focus on transportation for the low-income, elderly and disabled populations. The IDOT requires that federal/state transit funding be part of the PTP coordination process. The plan is the responsibility of the Ames Area Metropolitan Planning Organization with CyRide (Ames transit provider) providing the staff to facilitate this process. The purpose is to: 1) enhance transportation access, 2) minimize duplication of services, 3) facilitate the most appropriate cost-effective transportation possible with available resources

For the next year's PTP, we only need to provide an update including:

- Process: Coordination efforts discussion through HSC, TCC & others documentation including: new transportation needs; results of current projects; & prioritization of needs.
- Review previously recommended projects – funding, implementation, and impact.
- Recent developments – any changes that could impact previous list of identified needs.
- Recommended Projects changes – new projects needs amendment or simply revision if estimated funding changed.

**Previously Recommended Projects Review –:** A list of the previously recommended projects from last year's coordinated plan is attached on the following pages. Projects in yellow were approved with transit grant funding (may be at a reduced funding level), grey highlighted projects are pending and those projects not highlighted were not submitted or denied funding. A justification narrative of each project follows this listing.

- See Summer Fare Free results given to CyRide Board 9/30/09

**Updated Needs & Strategies/Projects Request:** Following the recommended projects for last year is last year's needs list with possible strategies/project listing. Staff is requesting additional needs and possible strategies/projects at this time for inclusion in a listing to be reviewed at Human Service Council on December 3<sup>rd</sup>. Any changes to recommended projects?

- See FY2011 Service Change Options – reviewed by CyRide Board 9/30/09



# Status of Previously Recommended PTP Projects

**Highlighted = Approved project; on-going or will be implemented**

Highlighted = Application process pending or new direction indicated to resolve need

Normal text = Project denied or not recommended

	Provider Name	Project Description	Need	Proposed Funding (List all anticipated sources)		Implementation
				Source	Amount (\$)	
Projects recommended as candidates for FTA or STA funding:						
1	CyRide	General Operations	Supports existing transit operations need for Ames community	5307	\$ 1,500,000	No cuts in service for FY2010. Maintained existing levels of service. Added 2 buses allowing additional time for red.
1	CyRide	General Operations		STA - F	\$ 523,616	
2	CyRide	Subcontracted ADA Dial-A-Ride Service	Service to ADA eligible clientele	5310	\$ 131,019	Continued.... Subcontracting Dial-A-Ride service with Heartland Senior Services
3	CyRide	Brown Route Frequency/Hours Expansion	Access to Jobs & Education	JARC	\$ 31,309	Continued.... Brown North expansion of hours on weeknights and frequency on summer weekdays for Somerset area.
4	CyRide	Yellow Route Mid-day Expansion	Access to Jobs & Education	JARC	\$ 7,628	Continued.... Gray #4A Mid-day service (services DMACC and Kate Mitchell areas)
5	CyRide	E. 13th/Dayton Service – Operating service	Access to Jobs & Education/Medical and main destination for disabled community.	JARC, New Freedom	\$ 164,850	Application not requested in May 2009 for approval July 1st. Buses scheduled for delivery July 2010 funded with ICAAP funding. Discussed as service option with CyRide board 9/30/2009.
5	CyRide	E. 13th/Dayton - Hybrid Buses	Access to Jobs & Education/Medical and main destination for disabled community.	ICAAP	\$ 263,760	Two hybrid buses to be delivered July 2010.
6	HIRTA	Ames to Iowa City Service	Medical transportation for specialized care outside of Ames	New Freedom STA	\$ 30,618	Continued.....Service began 1/20/09. Year 2 funding approved.
7	CyRide	Alternative Analysis Study - Orange Rt.	P	5339	\$ 160,000	Funding approved in grant;
8	CyRide	I35 Ames-Des Moines Corridor Planning	P	STA - C	\$ 80,000	Application denied, IDOT statewide funding study completing some analysis
9	AAMPO	Planning	Planning Requirements	5303	\$ 28,000	On-going support of PTP efforts, federal planning documents and long-range planning. AAMPO Long

						Range Plan due October 2010.
10	CyRide	One LD low-floor bus (Aquatic Center)	Accessible bus for new route	New Freedom	<del>\$ 98,770</del>	Increased federal request for all 83% of bus instead of partial request.
					\$ 318,720	Approved - Bus delivered January 2011.
11	CyRide	One 40' HD bus (cameras)	C	New Freedom	\$ 100,000	Bus for expanded frequency on routes; funding for new routes only therefore didn't apply
12	CyRide	Transit Amenities	C	5310	\$ 40,000	On-going funding for bus stop improvements.
13	CyRide	<del>Replace 13 - 40' HD Buses (cameras)</del>	C	5309	<del>\$ 4,143,360</del>	Decreased request; see below
	CyRide	Replace 8 - 40' HD Buses (cameras)		5309	\$ 2,549,760	Pending; however decreased request due to 5 of the 13 total buses being replaced the year prior.
14	CyRide	<del>Replace 5 - 158" LD Low-floor Buses</del>	C	5309	<del>\$ 460,000</del>	Decreased request; see below
	CyRide	Replace 2 - 158" LD Low-floor Buses	C	5309	\$ 152,720	Pending; however decreased request due to 3 of the 5 total buses being approved the year prior through stimulus & 5309.
15	CyRide	Facility Cameras/Proximity Card Access	C	5309	\$ 45,328	Pending
16	CyRide	West Wall EIFS Exterior Replacement	C	PTIG	\$ 160,000	Approved through PTIG - construction this fall.
17	CyRide	Shutoffs for fuel/oil/hydraulic lines	C	5309	\$ 28,800	Pending
18	CyRide	Electric Distribution Rehabilitation	C	5309	\$ 24,000	Pending
19	CyRide	Vehicle Security System Cameras Rep.	C	5309	\$ 172,800	Pending
20	CyRide	Fire Sprinkler System Upgrade	C	5309	\$ 200,000	Not requested; delayed
21	CyRide	Storage area air handling replacement	C	5309	\$ 200,000	Not requested; delayed
22	CyRide	Satellite Maintenance Facility & Expansion Hybrid Buses	C	5309	\$16,400,000	Approved \$1.6 M in TIGGER funding for approximately 10 hybrid upgrades; Requested earmark for facility in transportation reauthorization

23	CyRide	Garage Expansion Phase III	C	5309	\$ 934,720	Pending application to support facility expansion; SAFETEA-LU direct earmark
24	CyRide	AVL technology, web planner, passenger counters	C	5309	\$ 1,306,032	Not requested; however AVL within TIGER application for Intermodal Facility & awaiting trip planner through Google Transit since January 2009 once beta testing is available.
25	CyRide	Resurface ISC Commuter parking	C	5309	\$ 800,000	Not requested at this time; discussed with ISU parking
26	CyRide	ISU Intermodal Facility	C	5309	\$12,000,000	Completed study & submitted TIGER grant for 90% ARRA TIGER funding on 9/10/09 (approvals in February 2010) Federal funding increased from \$12 M to \$39 M however concept the same.
27	CyRide	Ames Fare Free	O	?	\$ 4,008,764	Implemented summer fare free for @ \$75,000 minus marketing funding.
28	CyRide	Vanpool Program	C, O	ICAAP, 5309	\$ 344,000	Not requested at this time; awaiting study

**Funding Source Codes:**

FTA Programs: **5307** = Urbanized Formula, **5309** = Capital Investment Grants, **5310** = Special Needs, **5311** = Non-Urbanized Formula, **JARC** = Job Access/Reverse Commute, **NF** = New Freedom, **5339** = Alternative Analysis Funding, **ICAAP** = Iowa's Clean Air Attainment Program/Congestion Mitigation Air Quality  
STA Programs: **STA – F** = State Transit Formula, **STA – S** = State Transit Special Projects, **PTIG** = Public Transit Infrastructure Grant  
HHS Programs: **HS** = Head Start, **OAA** = Older Americans Act, etc., **WTF** = Welfare to Work  
IaDHS Programs:

## B. PTP Justifications

The following justifications discuss the relevant funding for each of the identified projects within the Passenger Transportation Recommended Plan shown on the previous page.

1. General Operations – CyRide (5307): This funding supports the operations of CyRide's fixed-route operations that provides service throughout the Ames community. The Federal Transit Administration has requested that this formula funding allocation be allocated 100% to operations to make the grant process easier for the grantee as well as FTA. As a result, grants can be drawn and closed instead of remaining open for small capital projects identified in the transit organizations' capital improvement programs. This supports approximately 15% of CyRide's overall budget.  
  
General Operations – CyRide (STA-F): This state funding further supports the operations of CyRide's fixed-route operations which provides service throughout the Ames community.
2. Subcontracted Ames ADA Complimentary Services – Dial-A-Ride Services (5310): This need was identified as a base need for the community as just being expected. More demand service is will be warranted from the community in future years. 5310 funds can be utilized by transit agencies to subcontract out their ADA service however; they cannot provide the service themselves and receive the funding.
3. Brown Route Service Frequency/Hours Expansion (JARC): Additional service would be added to the Brown route for the summer 2008 as well as fall/winter at night. The Stange area was an area that has dramatically increased as evidenced by high loads on CyRide's buses and requests for additional bus trips. This service provides customers' access to the North Grand Mall and also to ISU campus for employment and job training. This service originally began in 2008 and would be continued for 2010.
4. Yellow Route Mid-day Expansion (JARC): Additional service was requested for mid-day service to the Yellow Route to accommodate passengers that need rides between their home and ISU campus for employment and/or training purposes. This service originally began in 2008 and would be continued for 2010.
5. Service to Dayton Industrial Area, Dialysis, Agency Locations @ 13<sup>th</sup>/Dayton (JARC/NF/CMAQ/ICAAP): This project is identified as a gap for the Ames community within the gap analysis as well as identified as a top priority in the 2009 PTP committee ranking process. The area continues to be a priority for the FY2010 PTP committee. The area has several industrial plants as well as medical businesses along this corridor. In addition, this area has been planned for a new mall that is now having difficulty in coming to fruition due to the struggling economy. The City of Ames is requiring the developer to attain department store commitment prior to allowing construction which is the struggle. However, there is still a large need for service to this area. The area houses a second medical hub of clinics and facilities that need to be accessed. In addition, Mainstream Living is a main human service agency that many clients of other agencies frequent. This project is identified to be funded either through JARC funding in getting individuals to work or through New Freedom funding in providing better service to medical facilities than the demand response trips that need to be coordinated a day in advance. Mainstream Living (human service organization) representatives have discussed in previous CyRide public input meetings that by providing fixed-route services to this area, a cheaper service can be provided since Heartland Senior Service currently provides many trips for individuals to this area of town. Therefore instead of providing demand responsive service, the trip can be provided at a much lesser cost and also make customers obtain the service the day they need it instead of requesting the service a day in advance making individuals more independent. Two hybrid buses were approved through ICAAP funding for this service and will be purchased once the funding is available in October 2009. The service design will be finalized over the next year.
6. Ames to Iowa City Service (NF/STA Coordination): This project was the highest priority project developed from the 2009 PTP committee and continues into 2010. Actually, the service just began January 20, 2009. The project would transport disabled clientele from Ames to Iowa City. There is a need to transport HIV clientele to/from Iowa City for their essential medical trips. Need was quantified by the AAMPO staff over the past year indicating a need to transport 8 individuals each week. Federal funds identified with this project include New Freedom and STA Coordination funding for 2010. Local partners include United Way of Story County, Story County, City of Ames and the Story County Community Foundation.

7. Alternative Analysis Study – Orange Route (5339): This funding was directly earmarked to CyRide to participate in an Alternative Analysis Study of CyRide's Orange Route and possible conversion to a Bus Rapid Transit. CyRide staff had numerous public input meetings regarding this funding and whether to continue with the study process. Comments were requested from the entire community and compiled into a summary form for CyRide's Board of Trustees. The end result was that CyRide should continue in looking at solutions to resolve transportation issues on this corridor through the AA funding study to possibly incorporate a BRT in Ames. This study will commence after the satellite facility study is complete.
8. I-35 Ames-Des Moines Corridor Planning: This project has been identified as a need through public meetings in both the Ames, Ankeny and Des Moines communities. Commuter travel along the I-35 corridor is increasing each year as a result. A study committee has been formed in recognition of this and recommended a corridor study to validate any viable transit options such as rail, bus rapid transit, vanpool, etc.
9. Planning – AAMPO (5303): This funding supports the ability for CyRide staff to work on transit planning issues involving required state and/or federal planning that is mandated through the transportation bill SAFTEA-LU.
10. One LD low-floor bus (NF): The Ames Aquatic Center is scheduled to open in summer 2009. The aquatic pool was designed for the disabled community incorporating a zero depth entrance. In addition, a ramp was incorporated into the 50 meter pool so that anyone could walk race through the water or do laps without having to climb a ladder. Finally a portable chair lift is also part of the pool design for those that cannot walk into the pool but could enjoy water therapies and or recreation. CyRide will be operating transit service to the aquatic center from Ames City Hall (downtown Ames) and Beyer Hall (ISU campus) as approved through their budgeting process. CyRide is in need of an accessible bus that can accommodate wheelchairs and the elderly. A low-floor bus would accommodate this request from the public.
11. One 40' HD bus (camera): In FY2010, CyRide plans to add two buses to its service schedule to help keep the buses on-time for the public but allow the drivers their anticipated breaks at the end of their routes. Currently loads are so large that time normally spent at endpoints are being utilized to catch up to the schedule. Adding two buses will allow CyRide drivers to have a break, de-stress and drive safer instead of trying to meet the written schedule. This vehicle will accommodate a wheelchair up to 1,800 pounds to be over and beyond ADA guidelines.
12. Transit Amenities (5310): Special funding can provide transit systems funding to build passenger shelters for the community. Improving CyRide's image is of importance to CyRide staff and to their Board of Trustees as well as improving the shelters access to the disabled community. Shelters have been prioritized within a bus stop plan for the community and funded from 5310 funds in the next few years as long as funding is available. Other funding could be realized through New Freedom or through their local budget.
13. Replacement of thirteen 30' HD Buses (5309): This would allow CyRide to compete within the state PTMS process and possibly be applicable for state earmark funding. These vehicles are past their useful life and need to be replaced. Available funding is dependent on the State of Iowa's success in obtaining earmark funding through the state each year. Bus replacement is important to the overall image of CyRide.
14. Replacement of Light-duty LD buses (5309): Again, this would allow CyRide to compete within the state PTMS process and possibly be applicable for state earmark funding. These vehicles are past their useful life and need to be replaced. Available funding is dependent on the State of Iowa's success in obtaining earmark funding through the state each year.
15. Facility Camera/Proximity Card Access (5309): CyRide obtained a camera system for the new portion of the facility. This additional funding would secure the remaining portion of the building from unauthorized access. Since this is a security issue, 5309 funding could be utilized to purchase this equipment. However, CyRide would need to realize this project within its local budget if not approved through the state's discretionary process.
16. West Wall EIFS Exterior Replacement (PTIG): CyRide was originally built back in 1982 with a state of the art material called EIFS applied to the exterior of the building. EIFS is synthetic stucco looking material which

provides exterior insulation for buildings. EIFS is supposed to produce a weather-resistant barrier and provide crack resistance for the exterior of buildings. Issues have surfaced since then in EIFS cracking due to moisture accumulation due to improper sealing at joints and around window, doors and other penetrations. CyRide has received warnings from FM Global to replace the west-side EIFS wall with non-flammable material since the EIFS may ignite with close proximity to the cooling towers.

17. Shutoffs for fuel/oil/hydraulic lines (5309): FM Global has recommended that CyRide install shutoff valves to their fuel/oil/hydraulic lines to ensure that if a fire did break-out within the bus storage area, that additional fueling, oil or other flammable liquids would not further ignite the fire and cause significant more damage to the facility.
18. Electric Distribution Rehabilitation (5309): CyRide's current electric distribution needs to be rehabilitated for the building as certain circuits are overloaded creating a fire hazard. FM Global recommends CyRide review the circuits to redistribute accordingly and protect the building investment as well as equipment inside.
19. Vehicle Security System Cameras (5309): CyRide received 27 camera systems in 2004 which are in need of replacement. Those cameras operate from Safety Vision and are outdated. CyRide utilizes these security systems daily when events transpire, validation of complaints, or to aid the Ames police. CyRide requests funding for a total of 38 security systems to replace 27 and expand 11 to equip its entire fleet.
20. Fire Sprinkler System Upgrade (5309): Recommendations to improve the sprinkler system have been made from FM Global to CyRide. Indications are that the system currently would not produce enough water force to put out a fire in the event one occurred. Fire protection is a critical element for CyRide due to the investment of buses and vertical infrastructure on the site.
21. Storage area air handling replacement (5309): CyRide is currently replacing the air handling within its shop area. Recommendations from a consultant also determined that the air within the facility needs attention as well.
22. Satellite Maintenance Facility & Expansion Hybrid Buses: CyRide will request earmark funding for expansion of their facility either through a satellite maintenance facility or expanding their current location. This request documents the satellite facility and expansion hybrid buses from the transportation bill reauthorization for 2010. Currently no additional vehicles can be parked within the facility and CyRide is still growing with the public riding more and more each day. As a result of this and expected growth, the current site location will not fulfill CyRide's needs to house the fleet into 2030. Growth either on its current site or an off-site location is inevitable. CyRide has direction from the board to try to allocate funding from the next transportation bill for expansion however, the direction for growth, on-site or otherwise, has not yet been determined. For buses, the City of Ames has a "go-green" initiative and would like to test out this technology to see if hybrid's should be the type of technology to purchase in future years. Possible sources of funding include direct 5309 earmarks or other sustainable energy grants that may arise in the future.
23. Garage Rehab & Expansion Phase III (5309): This funding is a direct earmark allocated to CyRide for its facility needs in SAFETEA-LU's transportation bill. The funding comes to CyRide every year 2006-2009 for improving the maintenance storage facility however, may not be requested in grants until FFY2010 until the facility study concludes and direction is given from CyRide's board.
24. AVL technology, web planner, passenger counters (5309): CyRide participated in an urban needs study for AVL technology in 2006 headed by the IDOT. Rural systems acquired AVL technology through this method a few years prior. Within this plan, CyRide had needs to incorporate AVL into their system, a web planner and automatic passenger counters to speed up the boarding process.
25. Resurface ISC Commuter parking (5309): CyRide operates its #23 Orange Route out of the Iowa State Center parking lot which generates more than 10,000 rides each day. This parking lot needs to be resurfaced and acknowledges that transit commuters contribute a lot of the daily wear and tear of the lot.
26. ISU Intermodal Facility (5309): An Intermodal Facility is envisioned off-campus to provide another park/ride lot keeping automobile traffic from accessing ISU campus and thereby improving pedestrian safety. This facility

would incorporate transit into the design and would house the intercity carriers currently located near I-35 but not on a current CyRide bus route. Discussions of this facility are on-going.

27. Ames Transit System-Wide Fare Free & 5 Hybrid 40' HD Buses: This line item was brought up several times through the public input process that CyRide underwent in fall 2008 from recommendations from the community as well as by the Ames City Council through the budgetary process in February 2009. The council in particular questioned CyRide's staff as to what would it take to further the Mayor's Climate Protection Agreement by going fare free city-wide. Iowa State University students already ride CyRide for free. This proposal would just provide free rides to the remaining portion of the community estimated at 1 million additional riders each year. An additional 5 buses would need to be acquired to operate this service. This fare free concept was discussed with the PTP committee at the Human Services' Council meeting in March 2008 and was overwhelmingly received. Providing emergency gas vouchers and bus tickets was the committee's first goal of which would not be needed for bus tickets if CyRide went fare free. Emergency rides to low-income residents were another need for the community. CyRide's ADA Dial-A-Ride service operated by Heartland Senior Service would be free as well to qualified individuals as required by federal law if fare free were instituted. Discussions from the board have been to implement a demonstration fare free for the summer.
28. Vanpool Program – (CMAQ/ICAAP): Currently there is not a coordinated vanpool program for the City of Ames. However, this was identified as a need for the community within CyRide public meetings as well as through the PTP committee process. This program is eligible for funding through the ICAAP state program to reduce emissions from those commuting into the Ames area. This project would fund the operation, staff and purchase of 10 vans for commuting purposes. This project would not likely occur if federal funding was not found from ICAAP sources.



## **V. Possible Strategies**

Based upon the comprehensive needs assessment within the last section, the PTP committee and AAMPO staff identified possible strategies that provided solutions to these needs. These strategies were then utilized to formulate recommended projects for the FY2010 PTP. The final list below was emailed out to PTP participants requesting further changes to needs and or the strategies to overcome these needs. The strategies are tied to the needs shown within the table and were then developed into recommended projects.

<b>Needs</b>	<b>Possible Strategies/Project</b>
<b>Education/Marketing:</b> 1. Need to reduce intimidation and misconceptions to riding public transit. 2. Awareness of available programs regarding transportation. 3. Need for insurance/maintenance awareness for automobile owners	1. Large Group Training of how to ride public transit 2. Train the Trainer Sessions for one-on-one training. Hire full time one-on-one trainer? 3. How to Ride CyRide digital formatted DVD video 4. Communication tools for non-English speaking individuals riding CyRide ie. picture board? 5. Improved signage on CyRide buses for visually impaired riders – black letters on white background 6. Promote RSVP volunteer transportation program – volunteers & for additional volunteers/Re-work program via HSS 7. Market Randall moving vehicle availability and sponsorship. 8. Maintenance/insurance class for vehicle owners 9. Car Seat installation education program and/or resources 10. Market “Beyond Welfare” car donation program need for pass through sponsorship due to IRS regulations of 5 non-profit car donations per year. 11. Improve How to Ride written materials describing what a transfer is; when a transfer is applicable as opposed to utilizing 2 fares; and actual logistics of transferring. 12. Implement Google Transit so anyone could Google how to get from point A to point B via bus in Ames.
<b>Affordability Needs:</b> 1. Need for affordable passenger transportation services or programs to make services more affordable. 2. Need for transportation assistance programs. 3. Need for “free” transportation to seniors as increased demand occurs at health/residential facility homes – seniors vacating their automobiles & become less independent. 4. Need for affordable <u>emergency</u> transportation for low-income K-12 (at-risk) students and seniors.	1. Continue Transportation Assistance for bus pass/tickets or gas vouchers a. City of Ames Planning & Housing: CDBG program b. UWSC “emergency” program through MICA c. Story County (assistance to those leaving the state of Iowa) 2. Implement common data-base of all Ames transportation assistance bus pass/ticket & gas voucher programs to avoid duplication 3. Continue Car Seat Donation Program 4. United Way’s TCC investigate/discuss possible improvements a. Affordability of Heartland Senior Service’s transportation. b. No resources available for non-Medicaid individuals. 5. Identify opportunities for human service organizations to share vehicles and/or drivers (operating 15-18 hours/week on average).
<b>Maintenance/Insurance Needs:</b> 1. Need for more cost efficient methods to maintain and replace human service provider vehicles. 2. Need for low-cost maintenance for Wheels to Work program.	1. Coordination of replacement/maintenance of human service provider vehicles. 2. Coordinate group of mechanics to repair Beyond Welfare donated vehicles. 3. Investigate “sharing” of vehicles for providers & implications to insurance coverage.

Needs	Possible Strategies/Project
<p><b>Bus Storage/Maintenance Facility:</b></p> <ol style="list-style-type: none"> <li>1. CyRide Bus Storage Facility Satellite Expansion: CyRide has outgrown its site storing 70 vehicles on a site originally meant for 25. Anticipating growth to 95 vehicles, expansion buses, articulated buses, 100% bike racks on current fleet, hybrid buses would be beyond capacity of current garage to store as well as provide adequate maintenance. A satellite facility is needed to accommodate growth in the future.</li> <li>2. CyRide Facility Renovation: Renovate current CyRide Bus storage facility with higher ceiling height: New buses with 2010 emission standards are taller and will not fit through CyRide's garage doors &amp; throughout much of the facility.</li> <li>3. CyRide Maintenance Shop – Additional bays needed to maintain larger fleet. Every 10 buses = 1 maintenance bay</li> <li>4. Heartland Senior Services (HIRTA) needs storage for vehicles. Currently, parking is outside in the elements &amp; difficult to start buses in the winter.</li> </ol>	<ol style="list-style-type: none"> <li>1. CyRide Facility Study – study of current site location and additional off-site locations to add additional capacity for bus storage, maintenance and operational needs over next 20 years. Design off-site CyRide facility with appropriate functions needed including Heartland Transportation Services administration and storage functions.</li> <li>2. Modernize current CyRide storage facility including rehab old wash-bay, upgrade ventilation system, replace shop/barn air conditioning system, replace shop/barn exhaust removal system, make facility energy efficient in all mechanisms possible, relocate parts office, replace shop hoists, secure building/buses, replace/repair exterior walls, shutoff system for fuel/oil/hydraulic lines, electric distribution rehabilitation, fire sprinkler upgrade, security systems added to facility, install back-up power supply and increase ceiling height of garage doors and interior building by raising internal components.</li> <li>3. Actively pursue federal earmark funding opportunities in light of new transportation reauthorization bill.</li> <li>4. Resurface Iowa State Center Parking lot where commuters park to obtain #23 Orange to travel to ISU campus.</li> <li>5. ISU Intermodal Facility – Continue to study and discuss possibility of constructing a Intermodal facility housing Intercity carriers near proximity of campus with tie to transit operations.</li> </ol>
<p><b>Transportation Amenities</b></p> <ol style="list-style-type: none"> <li>1. Need to improve accessibility and lighting of bus stops/shelters.</li> <li>2. Need for bike racks on buses to promote sustainability of community.</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.)</li> <li>2. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations</li> <li>3. Bike Racks on as many CyRide vehicles that can be currently stored.</li> </ol>
<p><b>Fleet Needs</b></p> <ol style="list-style-type: none"> <li>1. Reduce transit providers average fleet age</li> <li>2. Attain 100% accessible fleet for transit providers</li> <li>3. Increase/maintain spare ratio to 20% for transit providers.</li> <li>4. Increase fleet size for increases in service needs (frequency and geographic coverage)</li> <li>5. Improve vehicle security systems (cameras).</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify and apply for federal/state grants as necessary to meet transportation providers' fleet needs. (Approximately 70% of CyRide's fleet is past its useful life; 30% cannot load wheelchairs); Heartland Senior Services (HSS's vehicles were past their useful life however 6 vehicles are currently being replaced through the PTMS process). In addition, CyRide purchased a minibus for HSS to operate Dial-A-Ride service. Heartland also received a small bus for the Ames-Iowa City service project.</li> <li>2. Need additional accessible buses added to certain routes to safety operate system &amp; meet schedule.</li> <li>3. Add cameras to all CyRide buses to reduce liability and improve ability to assist City of Ames Police.</li> <li>4. Need for good used buses or new expansion buses to meet increased demand on CyRide. (Grown 1 million passenger &amp; pull out 18 additional buses since 2006)</li> </ol>

Needs	Possible Strategies/Project
<p><b><u>Urban</u></b></p> <ol style="list-style-type: none"> <li>1. Maintain existing transit services and geographic coverage.</li> <li>2. Need to geographic service coverage of transit in Ames to serve gap areas.</li> <li>3. Need to increase frequencies of service on high-capacity corridors.</li> <li>4. Need for additional hours of transportation to specific high-density areas of Ames.</li> <li>5. Need to serve third shift workers transportation (12am - 6am?)</li> </ol>	<p><b><u>Urban Strategies/Projects</u></b></p> <ol style="list-style-type: none"> <li>1. Continue existing transit services OR more efficient alternative service. <ul style="list-style-type: none"> <li>▪ Continuation of Brown Route Frequency/Hours Expansion</li> <li>▪ Continuation of Yellow Route Mid-day Expansion</li> <li>▪ Continuation of Contracted Paratransit Service</li> </ul> </li> <li>2. Study third shift transportation needs for Ames. (Transportation needed after 6pm and before 6am)</li> <li>3. Transit service to East Ames to E. 13<sup>th</sup>/Dayton to serve medical hub, industrial/commercial areas and human service agencies serving mentally disabled community.</li> <li>4. Transit service to new Aquatic Center on E. 13<sup>th</sup> to open summer 2009.</li> <li>5. Transit service in evening to DMACC Hunziker Center</li> <li>6. Fare-free city-wide: 4 options (Large Scale, Weekends only, Weekends/nights only, Summer only)</li> <li>7. Additional Services In Light of Ridership Increases – two buses to keep schedule on-time &amp; safe.</li> <li>8. Transit service earlier on Sunday morning (red/blue routes; green implemented fall 2009)</li> <li>9. On-demand service needed for senior transportation after 2pm and for low-income students missing school buses from middle/high schools.</li> <li>10. Boys &amp; Girls Club transportation from schools high costs for service, gasoline &amp; vehicle insurance.</li> <li>12. Blue South frequency improvements <ul style="list-style-type: none"> <li>○ Friday 7:15 – 9:45pm (Frequency = 20 min)</li> <li>○ Saturday 5:15 – 9:45pm (F = 20 min)</li> <li>○ Sunday noon – 12pm (F = 30 min.)</li> </ul> </li> <li>13. Yellow Route – Sunday service 10:45 – 6pm (F = 40 min.)</li> </ol> <p>Urban Strategies/Projects..... Cont.</p> <ol style="list-style-type: none"> <li>14. Brown South – School Days Weeknight service 6-9pm (F = 40 min.)</li> <li>15. Billy Sunday Road/Airport – Request from apartment complex. 7:30 am – 5:30pm (F = 40 min.)</li> <li>16. Airport Shuttle Enhancement – Requests before ISU starts (fall) and ends (May). Three trips/day for three days before &amp; after school starts.</li> <li>17. Alternative Analysis Study of Orange Route</li> <li>18. Improve route efficiencies by adding AVL technology.</li> </ol>

<p><b><u>Regional</u></b></p> <ol style="list-style-type: none"> <li>1. Need for additional/improved transportation outside the Ames community for medical transportation and other essential services.</li> <li>2. Need for commuter transportation to/from outlying areas in Story County into Ames as well as I-35 corridor between Ames &amp; Des Moines.</li> </ol>	<p><b><u>Regional Strategies/Projects</u></b></p> <ol style="list-style-type: none"> <li>1. Transit service between Ames &amp; Iowa City for medical purposes. Coordinate with interested regional partners for continuation of service and expand ability of Ames/Story County residents to receive medical care into Des Moines.</li> <li>2. Study I-35 corridor between Ames and Des Moines to account for daily commute patterns and possible transit need/solutions from bus rapid transit, regular bus service, to vanpool/carpool options.</li> <li>3. Study transportation commuter needs into Ames from Story County communities. Possibly coordinate program with ISU transportation that offers employee incentives to carpool/vanpool city-wide.</li> <li>4. Adult Day Service transportation for Story County residents</li> <li>5. Additional hours for agency special events</li> <li>6. Easier demand response regarding scheduling of pickups/drop offs</li> <li>7. Transportation service to/from Nevada 3 x's a day</li> <li>8. Rural meal-site transportation (meals/activities)</li> <li>9. Out of service hours transportation for agency special events</li> </ol>
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**AMES-IOWA CITY  
TRANSPORTATION SERVICE  
AGENDA**

**Monday, June 22, 2009**

**2:30 pm**

**UWSC Conference Room, 315 Clark Ave; Ames**

- A. Introductions
  
- B. Ames-Iowa City Update
  
- C. Comments and/or Improvements Needed Regarding Current Service
  
- D. Marketing Need/Ideas/Efforts
  
- E. Service for Year 3 Discussion
  - a. Local Funding Year 3
  - b. Possible Expansion/Coordination of Service
    - i. Link Associates – Des Moines
    - ii. DART – Fort Dodge
    - iii. People Rides – Marshalltown
    - iv. Region 3 – Spencer
    - v. Others?
  
- F. Next Steps

**Shari,**

**I will not be able to be there at the meeting, but would like you to pass on that we think this is a very valuable service. It has helped a number of our clients who frequently go to Iowa City to utilize their physicians and clinics. I see the need continuing as opportunities for low income persons to access dentists and physicians becomes even more difficult due to the economic climate. Thanks for the service! We appreciate all you do and hope that funding for this will be continued!**

**Gayla Harken, Director  
Story Co. Community Life Program**

Shari,

I will not be able to attend the meeting. However, I want to pass along that this service is valuable for consumers of mental health services that attend our NAMI meetings and use our services. We have individuals who do not own vehicles, who have vision problems, and who take medications that have drowsiness as a side-effect. In all these cases, transportation to Iowa City is a much-needed service.

Thank you for all you are doing to keep this going.

Deb Niehof, Director  
NAMI of Central Iowa

**CyRide Update  
People First Meeting  
4/28/09 – 4:30pm**

**1. Summer Fare Free: May 15, 2009 through August 15, 2009**

– Be part of something BIG this summer with CyRide's fare free summer! This is your chance to contribute big in saving Ames' carbon footprint. Did you know that you can save a pound a carbon for each mile you drive your car? How many pounds can you lose this summer? Monthly passes will be sold for May 2009 (use May 1-14) and August 2009 (use Aug. 16-31) for \$15. No passes will be needed in June or July as we're fare free. Just board and ride as no need to validate your ride to the driver. CyRide will be advertising summer fare free through the following resources:

- a. CyRide bus billboards & interior signage
- b. Press releases
- c. Tribune/Daily advertisements
- d. City of Ames utility bill inserts
- e. Businesses payroll stuffers
- f. VEISHA & July 4<sup>th</sup> parade promos
- g. CyRide's BIG website – Publish 4/27/09 (Fare Free countdown!)
  - i. How to Ride the bus video (under construction!)
  - ii. Carbon Calculator via website (under construction!)
  - iii. Business Toolkit – challenge your employees to reduce their carbon footprint!
    1. Informational posters (to post at businesses/organizations)
    2. Table tents (for those organizations that want to place 3D on lunch tables)
    3. Paycheck stuffers
    4. Sample newsletter articles
    5. Carbon calculator link



2. **Google Transit On Hold** – CyRide has contacted Google about incorporating CyRide into Google Transit and hoped to have this up and going to coincide with Summer Fare Free. This incorporation would allow individuals to go online and type in their origin, destination, and what time you wanted to be at your destination and Google Transit would emit out the times available. However, CyRide is still waiting for a call back from Google since late January. Some transit systems nationwide have waited more than 9 months.
3. **New Route to new the Donald & Ruth Furman Aquatic Center approved!** - CyRide's Board of Trustees approved a new route this summer to serve the new Aquatic Center. The route will travel between Ames City Hall to the Aquatic Center to Beyer Hall on ISU campus and back to the Aquatic Center. This will allow transferring from other CyRide routes at City Hall/ISU Campus to this route. (Map on attached page) Specific schedules will be available closer to when the Aquatic Center opens.
4. **CyRide Buses Ordered!**
- a. 7 large expansion buses (Delivery @ August 2010; funded with stimulus)
  - b. 2 large hybrid buses (Delivery @ August 2010; funded with ICAAP)
  - c. 1 small replacement bus (Procurement in progress)
  - d. Potentially 5 large replacement buses + 2 small replacement buses funded through state earmark funding to be approved on 4/29/09.



## 5. Summer Route Changes

- **Fare Free** – CyRide will be fare free for everyone from May 15 to August 15. May and August monthly passes will be sold for \$15 in case a passenger needs a pass for half the month.
- **Aquatic Center** – The Furman Aquatic Center is scheduled to open sometime in July. When it opens, we will run the #8 Aqua route. It will operate between City Hall-Aquatics Center-Beyer Hall from 12:30pm to 8:00pm seven days per week until August 19<sup>th</sup>.
- **Bike Racks** – Bike racks will be implemented/guaranteed on all routes with the exception of Orange.
- **Rotation between routes** – Red, Blue, Green, and Brown route will rotate on weekdays like they do on weekends. Red and Blue will alternate and Green and Brown will alternate.
- **1A** – Two extra 1A trips eastbound have been added between 8:30am and 9:30am so that 1A will keep a 10-minute interval until 9:30am.
- **Yellow** – Weekday afternoon Yellow will run every 40 minutes.
- **Brown** – Weeknight and Saturday Brown times have been moved back 3 minutes to give extra time at the Mall.
- **Sunday** – Sunday times have been adjusted so the routes run at the same as the Saturday times (Sunday still starts later and ends earlier than Saturday).

## 6. Fall Changes

- **Rotation between routes** – Red, Blue, Green, and Brown route will rotate on weekdays like they do on weekends. Red and Blue will alternate and Green and Brown will alternate.
- **Weekday Red/Blue** – Weekday Red and Blue will have a 15-minute headway from 2:00pm to 6:00pm to give an extra 5 minutes every trip. Green and Brown will stay at 20 minute headways, so transfers between Red/Blue and Green/Brown will only meet up once per hour (the busy times on campus). At other times, there will be a 5-10 minute wait between buses. This should give Red and Blue enough time to make their trips safely.
- **Weekday Yellow** – Weekday afternoon Yellow will run every 40 minutes.
- **Saturday Yellow** – Saturday Yellow will run every 40 minutes all day.
- **Brown** – Weeknight and Saturday Brown times have been moved back 3 minutes to give extra time at the Mall.
- **Sunday** – Sunday times have been adjusted so the routes run at the same as the Saturday times (Sunday still starts later and ends earlier than Saturday).
- **Holiday Break Schedule** – Break schedule between the days of Christmas and New Years will operate a “weekday” break schedule. Therefore, all weekday shifts except ISU Only shifts will be scheduled to work. This is to accommodate those passengers that still work over the holidays.

**Dear Health/Human Service Agencies & Transportation Providers:**

**Beginning 9/1/09, the Ames to Iowa City Medical Transportation Service offered through Heartland Transportation Services will leave from Ames City Hall at 7:00 am instead of 7:30 am. This change is being made to accomodate potential passengers needing to access the Dental Clinic for 9:00 am appointments.**

**The new brochure is attached for you to view. Heartland Transportation Services will bring brochures to the Human Service Council meeting on September 24th but if you need some before that time, please give them a call at 233-2906.**

### **Public Transportation to Iowa City**

Beginning 9/1/2009,

**Each Tuesday & Wednesday**

a bus will promptly leave the south side of

**Ames City Hall at 7:00 am**

arriving in Iowa City for appointments scheduled at the

**Dental Clinic by 9:00 am**

**University of Iowa Hospitals & Clinics by 9:30 am**

\$10 round trip per person (open to the general public)

Call Heartland Transportation Services at

233-2906 to reserve your seat today!

# Ames to Iowa City Medical Transportation Project Update

## January – September 2009

**Service Began:** January 20, 2009

**Revised Service:** September 1, 2009 to leave Ames City Hall at 7:00 am

### Ridership Summary

	Jan-May 2009 # Rides	Apr.-June 2009 # Rides	July-Sept. 2009 # Rides	TOTAL Project	
<b>Total Unlinked Rides</b>	<b>50</b>	<b>42</b>	<b>40</b>	<b>132</b>	
Ambulatory	48	40	34	122	92.4%
Wheelchair	2	2	2	6	4.5%
Walker - lift needed	0	0	2	2	1.5%
Blind	0	0	2	2	1.5%
<b>Total Round Trips to Iowa City</b>	<b>11</b>	<b>14</b>	<b>16</b>	<b>41</b>	
# of Tuesdays	5	6	6	17	41.5%
# of Wednesdays	6	8	10	24	58.5%
<b>Total Potential Round Trips to Iowa City</b>	<b>21</b>	<b>25</b>	<b>27</b>	<b>73</b>	
% Trips Taken	52%	56%	59%	56%	
<b>Average unlinked rides/trip</b>	<b>4.5</b>	<b>3.0</b>	<b>2.5</b>	<b>3.2</b>	
<b>Total Revenue Miles</b>	<b>3,486</b>	<b>3,867</b>	<b>?</b>	<b>3,486</b>	
<b>Total Revenue Hours</b>	<b>132</b>	<b>154</b>	<b>?</b>	<b>132</b>	

### Year 2 Federal Funding Request:

Application submitted 4/29/09 via HIRTA. Funding was awarded!

New Freedom Request = \$19,136 (Fund expire 9/30/2010)

STA Coord. Approved = \$11,482 (Funds expire 6/30/2010)

UWSC = Carryover from \$5,000 budget + \$4,000 for Yr. 2 (flexible timeline)

Heartland Senior Services will not request 2<sup>nd</sup> year SCCF funding due to limited usage and available local funding through existing commitments.

### Year 3 Continuation:

June 22, 2009: Met with initial local funding partners (UWSC, Story County, COA) & MICA at the United Way of Story County. We provided an update of the project and discussed whether the service should be moved to begin at 7am to accommodate dental patients going to Iowa City. This was implemented 9/1/09. A press release, Channel 12 advertisement and bulk mailing was distributed. In addition, ½ sheets were developed for the food banks to distribute to their clientele. Information was shared about the time change at the Human Service Council in September. Discussions occurred on whether year three (7/1/2010 – 6/30/2011) should be requested through ASSET. The discussion was to continue forward.

In addition, discussion occurred whether additional coordination should transpire with other counties and transit agencies to obtain additional ridership. This was not advised at this time due to the time change and potential for filling the vehicle with dental clients.

**Capital Costs: (same as 3/30/09 report; capital completed)**

	Spent 3/09 Quarter	Spent Life of Project thru quarter end	Capital Budget	Remaining Funding
New Freedom	\$53,591	\$53,591	\$62,250	\$8,659
State Transit Assistance Coord	\$0	\$0	\$0	\$0
Local Match (COA \$5,000 & SCCF \$5,977)	<u>\$10,977</u>	<u>\$10,977</u>	<u>\$12,750</u>	<u>\$1,773</u>
<b>TOTAL</b>	<b>\$64,568</b>	<b>\$64,568</b>	<b>\$75,000</b>	<b>\$10,432</b>

Note: Contract complete; remaining NF funding will be returned to IDOT

Bus was purchased under budget and therefore only \$10,977 of local funds was spent.

Remaining local funding (SCCF) was diverted to operating costs for project expenditures.

(See Operating Costs on following page)

**Operating Costs: (same as 3/30/09 report; Heartland hasn't updated)**

	Operating Budget	Spent 3/09 Quarter	Spent 6/09 Quarter	Spent 9/09 Quarter	Spent Life of Project thru quarter end	Remaining Funding
New Freedom (Exp. 9/30/09)	\$28,595	\$2,378			\$2,378	\$26,217
State Transit Assistance Coord. (Exp. 10/30/09)	\$11,945	\$1,375			\$1,375	\$10,570
Passenger Fares		\$260			\$260	
Local Match (Spent: SCCF \$23; Story County \$980)	<u>\$10,023</u>	<u>\$1,003</u>			<u>\$1,003</u>	<u>\$9,020</u>
<b>TOTAL</b>	<b>\$50,563</b>	<b>\$5,016</b>			<b>\$5,016</b>	<b>\$45,807</b>

Local Match Remaining: Story County funding contract ends June 30, 2009

\$4,020 remaining from Story County budget

\$5,000 remaining from UWSC budget (will begin to utilize beginning July 1, 2009)

# PUBLIC MEETING INVITATION

## “Statewide Passenger Transportation Study”

Tuesday, April 28, 2009

5:30pm - 7:00 pm

Quality Inn & Starlite

Conference Center

2601 E. 13th St. Ames, IA

Live in Ames and need a **FREE** Ride to/from the meeting?

Call Heartland Senior Services at 515-233-2906

(coffee/cookies will be provided)

This study seeks to gain your input on a “vision for transit” in Iowa, but more specifically how it can work for you in Ames and Central Iowa in the future:

- 1. What transportation needs are not being met through current transit services?  
i.e. What services should CyRide or HIRTA implement in the future? AND What barriers exist in obtaining these services?**

Examples: New buses, longer service hours, more frequent service, new route, a seat for every passenger, reduced fare programs for low-income passengers, etc. Barrier examples: Cost for public to ride service, knowledge of services, availability, length of ride, etc.

- 2. Are there connections to other communities you would like to have?**

Examples: Vanpool service from Boone, train from Des Moines to Ames, bus services to the Des Moines Airport, Iowa City Hospitals, or Osceola train station, etc.

This is an Iowa Department of Transportation Study.

More Questions? Call URS at 402-952-2522 or [iRIDE21@urscorp.com](mailto:iRIDE21@urscorp.com)

More Information? Fill out a Needs Survey?

[WWW.iRIDE21.com](http://WWW.iRIDE21.com)







# ***Central Iowa RSVP Volunteer Driver Transportation Program***

## **Program Purpose**

*To provide Story County residents with safe, reliable, and affordable transportation to and from essential services.*



## **BECOME A VOLUNTEER DRIVER**

**You can make a difference in the lives of Story County residents by becoming part of a pool of volunteers who provide occasional rides to those in need of transportation. Priority will be given to those needing rides to in-county medical appointments (doctor appointments, therapy and treatment sessions, picking up medication, etc.).**

### **To volunteer you must meet the following criteria:**

1. Willing to be part of a pool of volunteers who are called on an as-needed basis
2. Willing to provide your personal vehicle
3. Have a valid driver's license and good driving record
4. Able to provide proof of insurance coverage
5. Willing to attend a volunteer driver training program provided by RSVP staff
6. Ability to work independently and comply with all agency volunteer policies and procedures
7. Willing to collect pre-determined fees from the client when picking them up
8. Must enjoy being with people and have desire to help with transportation of individuals with needs for special transportation
9. Not required, but prefer you carry a functioning cell phone

## **BECOME A TRANSPORTATION SERVICES CONSUMER**

If you are in need of ongoing or occasional transportation services, this program may meet your needs. Priority for accessing this service will go to those needing rides to in-county medical appointments, but other rides may be approved and will be considered on a case by case basis. Fees for the service are as follows:

**In-town trips:** Round Trip - \$3

### **Out-of-town trips:**

Up to 10 miles RT:	\$3
11-20 miles RT:	\$5
21-30 miles RT:	\$8
30+ miles (in-County):	\$10
Out of County:	.35/mile

### **To become an RSVP transportation consumer, you must meet the following criteria:**

1. Be a resident of Story County
2. Be ambulatory, able to get to and from the car with little or no assistance
3. Be willing to fill out a client application and waiver of liability for RSVP to keep on file
4. Be willing to comply with policies regarding criteria for ridership, which will be provided
5. Be willing to pay for the service upon the volunteers' arrival at your home

For information about becoming a volunteer driver or a transportation client, contact RSVP:

Kalen Petersen, Director: 515-733-4917

or [kpetersenrsvp@iowatelecom.net](mailto:kpetersenrsvp@iowatelecom.net)

Arti Sanghi, Volunteer Coordinator: 515-292-8890

or [rsvp@isunet.net](mailto:rsvp@isunet.net)

**This project is partially funded by a Special Grant from United Way of Story County and the Story County Community Foundation.**



# UIHC Concierge Services

Phone:

6-1900 (from hospital)  
(319) 356-1900 (outside hospital)

The Concierge Services program provides patients and visitors with information and amenities to enhance their experience while receiving health care at UI Hospitals and Clinics. Concierge Services is located in the Main Entrance Lobby. Concierge is available between 8 a.m. to 5 p.m. weekdays.

They provide help with the following services:

- Overnight lodging
- Transportation
- Dining information
- Shopping
- Local attractions
- Emergency needs
- Photo copying, fax services
- Notary
- Patient escort and/or wheelchair
- Personal Assisted Transportation vehicle

The development of this transit service was financed and coordinated through the following organizations:



**Heartland Transportation Services**  
205 S. Walnut Avenue  
Ames, IA 50010  
515-233-2906

[www.HeartlandSeniorServices.com](http://www.HeartlandSeniorServices.com)

**(515)233-2906**

## Heartland Transportation Services

Anyone can ride  
this public transit  
service to the  
University of Iowa  
Hospitals & Clinics...  
...and then back to  
Ames



Operated By:  
Heartland Senior  
Services

**(515) 233-2906**

Revised: Sept. 1, 2009

## Public Transportation Service between Ames, Iowa

AND

University of Iowa  
Hospitals and Clinics  
(UIHC) in Iowa City.

Every

**Tuesday & Wednesday,**

a bus will promptly leave the  
south side of

**Ames City Hall at 7:00 am**  
arriving at UIHC for 9:30 am  
appointments. Dental patients  
will arrive by 9:00 am  
(Reservations are required!)

\$10.00 Fare round trip  
per person

(One attendant may ride free.)

This service is open to  
the general public and  
wheelchair accessible

## Rules in traveling between Cyclone Country and UIHC in Iowa City...

- Trips must be scheduled  
24 hours in advance.  
Call Heartland at 233-2906!  
At this time, please discuss any  
special needs to access this service.
- Free parking available in "MM"  
lots west of Ames City Hall.  
First come... first serve.
- To ensure you meet the bus  
transportation schedule...  
**"Schedule your appointment  
at UIHC between  
9:30 a.m. and 2:00 p.m."**
- Bus leaves Ames City Hall  
at **7:00 a.m.** Be prompt as the  
driver will not wait for  
stragglers. Other passengers  
depend on arriving in Iowa City on  
time for their appointment.
- Bus leaves University of Iowa  
Hospitals and Clinics  
no later than **3:00 p.m.**  
Boarding will occur between 2:45-  
3:00 p.m. Again, please be prompt!

## Call Heartland Transportation Services today to reserve your seat on the bus for the day of your appointment.



Remember that if you  
cancel or reschedule  
your appointment  
in Iowa City, call  
Heartland Transportation  
services to reschedule your  
transportation  
reservation.

**Heartland Transportation  
Services**  
**205 S. Walnut Avenue**  
**Ames, IA 50010**  
**515-233-2906**

# ***Attention:***

**\$10 transportation  
to the University of Iowa's  
Hospital & Clinic (UIHC)**



## **D**etails:

**Bus:** HIRTA bus operated by Heartland Senior Services  
**Departure:** 7:00 a.m. promptly, each Tues. and Weds.,  
from Ames City Hall (south side)  
**Arrival:** 10:00 a.m. at UIHC in Iowa City  
**Return:** 3:00 p.m. promptly, boarding at 2:45 p.m.  
**Cost:** \$10 round trip per person (one attendant free)  
**Reservations:** required 24 hours in advance  
**Riders:** general public (w/c accessible)

**For reservations & further information:**

**(515) 233-2906**  
HeartlandSeniorServices.com

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