

# Ames Area MPO 2020 - 2024 Final Passenger Transportation Plan March 2019



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# I – INTRODUCTION & PROCESS

## INTRODUCTION

Transportation is the foundation for all individuals to access employment, education, medical care, social activities, and recreational opportunities within the Ames community. For those individuals without a personal vehicle due to personal circumstance, accessing these critical needs is still vital. For some, taking public transit is just part of the university life while attending school. For others, limiting vehicles in the household is a “green” lifestyle choice for a better environment while others choose and prefer alternative transportation to the automobile. But regardless of preferred choice or hardship, mobility throughout the Ames community is essential to maintain connections and independent — lifestyles we all cherish.

The Ames Passenger Transportation Plan (PTP) is an effort of providing key community decision makers with the knowledge of how individuals are currently being transported throughout Ames, the additional transportation needs and service requests identified, and recommended strategies or projects to overcome these needs. The plan, developed by Ames transportation providers and human/health service agency representatives, focuses on improving transportation access and availability for the community with an emphasis towards low-income, elderly and disabled populations. The process also allows opportunity to coordinate together to bring knowledge of what, where and when transportation services are available; how to use them; and then how to provide the most efficient service with available identified resources.

Federal transit law requires that projects receiving Enhanced Mobility for Seniors and Individuals with Disabilities formula funding (Section 5310 program) be included in a locally developed, coordinated public transit-human services transportation plan. The Iowa Department of Transportation further requires each metropolitan planning organization or regional planning alliance to conduct this planning effort to receive this type of federal “transit” funding distributed by the State. They additionally encourage the coordination with other types of federal and state funding but it is not required. However, coordinating transportation services offers a way to communicate transportation services offered by all transportation providers while ensuring the efficient use of funding for existing or new services that benefit the entire community.

The Ames Area Metropolitan Planning Organization has been conducting this coordinated planning effort since 2008 in response to the Iowa Department of Transportation’s requirement to develop a passenger transportation plan that includes an honest effort to jointly involve human service agencies/organizations, private transportation providers, and transit systems in the PTP process and consider all passenger transportation needs and services. The PTP must be updated, at a minimum, every five years add this planning effort as one of several inputs into the long-range transportation plan. Finally, the AAMPO Policy Board must approve this document, as well as any amendments.

In addition, at least two transportation collaboration meetings are required each year and must be submitted to the Iowa Department of Transportation’s Office of System Planning within the PTP by February 1st. On years when the full PTP is not due, then minutes from these two transportation coordination meetings must be submitted by July 31<sup>st</sup> of each year.

The following items detail the required sections for the full Passenger Transportation Plan.

## PROCESS

Sixty-nine organizations throughout Ames collaborated through approximately **26 meetings/tasks** over the past year into the development of the Ames PTP. Formal involvement of the PTP occurs through the Story County Human Services Council (HSC) which meets monthly when Iowa State University is in session. The meetings and minutes from this group are located on the [Story County Human Service Council](http://storycountyhumanservices.org/meetings-2/) website (<http://storycountyhumanservices.org/meetings-2/>) and on the Ames Area Metropolitan Planning Organization (<https://www.cityofames.org/government/aampo/passenger-transportation-plan/transportation-collaboration>) website. These identified organizations identify transportation needs throughout the community, strategies on how to resolve these needs as well as provides consensus regarding the recommended projects included within the plan to forward to the AAMPO for formal approval. However, the major emphasis for HSC is networking with other human service agency representatives and updates on the ASSET process which provides funding for many human service agencies. The AAMPO representative, Shari Atwood, whom coordinates the PTP process for Ames is the current co-chair for this group on the HSC executive board. Ms. Atwood develops the agendas and helps guide the monthly meetings programs with the rest of the HSC board by encouraging monthly participation at meetings. Ms. Atwood discusses the PTP update with the HSC and updates the membership on specific transit issues, particularly CyRide, throughout the year.

In 2007, the [United Way of Story County \(UWSC\)](#) began the Transportation Collaboration (TC) providing a smaller forum for human service agencies and transportation providers to discuss transportation issues. The United Way of Story County identified transportation as one of its core areas to focus upon citing it in their past campaign efforts and continues to support transportation coordination. The TC currently meets quarterly through the year where only transportation issues are discussed. Transportation projects previously funded by UWSC include a car seat program, bus education, car maintenance/ insurance forums, emergency gas voucher program, medical transportation to University of Iowa Hospitals and Clinics, HIRTA's mobile data terminals and the [Story County Transportation "Anyone Can Ride" brochure](#) ([www.cyrider.com/sct](http://www.cyrider.com/sct)).

### Passenger Transportation Development Plan Meetings

The following **26** meetings/tasks, contained within the Appendices with subsequent notes/minutes; if taken, were held to discuss transportation issues and needs of the Ames community. However, all these meetings provided opportunities to gain knowledge from providers on new technology or inventory of vehicles. Any needs identified through meetings held below were discussed and are identified within the PTP plan. Public input, if received, was documented through the minutes of these meetings.

**Mobility Is...  
Knowledge of transportation  
services available and how  
to use them**

### Human Services Council – PTP Meetings

February 22, 2018

[Human Service Council Minutes 2-22-2018](#)

March 22, 2018

Human Service Council Minutes 3-22-2018 (HSC Secretary did not save minutes in HSC Google Drive or post online); [Agenda 3-22-2018](#) (Shari Atwood with CyRide provided Agency Spotlight on Dial-A-Ride ADA service)

April 26, 2018

[Human Service Council Minutes 4-26-2018](#)

May 24, 2018

[Human Service Council Minutes 5-24-2018](#)

No summer meetings

September 27, 2018

Human Service Council Minutes 9-27-2018

October 25, 2018 Human Service Council Minutes 10-24-2018  
 December 6, 2018 Human Service Council Minutes 12-6-2018  
 January 24, 2019 Human Service Council Minutes 1-24-2019; Agency Sharing 1-23-2014  
 2020-2024 Transportation Needs/Strategies/Projects

**Transportation Collaboration Meetings (TC)**

January 10, 2018 Transportation Collaboration Meeting Agenda/[Minutes](#)  
 April 11, 2018 Transportation Collaboration Meeting Agenda/Minutes  
 August 11, 2018 Transportation Collaboration Meeting [Agenda/Minutes](#)  
 October 10, 2018 Transportation Collaboration Meeting [Agenda/Minutes](#)  
 January 9, 2019 Transportation Collaboration Meeting [Agenda/Minutes](#)

**Educational Meetings/Presentations Regarding CyRide 2.0 Service Changes Implemented May 2018 (Summer 2018 Service Changes) & August 2018 (School Year 2018-2019 Changes)**

<https://www.cyrider.com/cyrider2.0>

November 16, 2017 [CyRide 2.0](#) Service Change Public Meeting (Summer & School Year 2018)  
 January 26, 2018 Engaging International Spouses Group  
 March 20, 2018 Cyclones Aktion Club  
 March 22, 2018 Story County Human Service Council  
 April 10, 2018 City of Ames New Employee Orientation Group  
 April 11, 2018 Transportation Collaboration Committee  
 Spring 2018 Towers Residence Hall Group  
 Spring 2018 Ames Chamber Business Group  
 Spring 2018 Central Iowa Epilepsy Support Group  
 November 13, 2018 CyRide 2.0 Service Change Public Meeting (Summer & School Year 2019)

**Other Meetings/Tasks**

March 30, 2018 HIRTA/CyRide Semiannual Meeting  
 May 1, 2018 HIRTA/CyRide Semiannual Meeting  
 May 5, 2018 [CyRide 2.0](#) Summer Service Began

Major changes include:

- #4 Gray route ends 5/5/2018; replace with EASE
- #5 Yellow (shorten route to operate with 40-foot bus; increase frequency to 30 minutes all day Weekdays & Saturday)
- #9 Plum - operates weekdays - 40 minute frequency
- #10 Pink (route ends 5/5/2018; replace with EASE)
- EASE - East Ames Service Extension (New service; see [EASE Brochure](#))

August 13, 2018

**[CyRide 2.0](#) School Year Service Began**

Major changes include:

- #1 Red Blue North and #23 Vet Med trips
- #2 Green
- #3 Blue
- #5 Yellow (implemented summer 2018)
- #6 Brown
- #7 Purple
- #9 Plum (no changes from school year 2017, but now will operate 40 minute service over I S U breaks)
- #11 Cherry (re-branded 1A Red)
- #12 Lilac (New route)
- #14 Peach (New route; replaces #3
- #21 Cardinal (timepoint change only)
- #23 Orange (more frequent service shown)
- #24 Silver (eliminated due to low ridership; access S-lots via #3 Blue or #14 Peach)
- #25 Gold (New route)
- EASE - East Ames Service Extension (implemented summer 2018)

September 12th, 2018

Central Iowa Mobility Symposium (Des Moines)

The AAMPO has compiled an extensive e-mail database listing of Ames' human/health service agencies and private-public transportation providers it utilizes in obtaining transportation needs and suggestions to improve transportation services for the community. A great number of these agencies attend/participate in either the Human Service Council or Transportation Collaboration contributing toward PTP collaboration efforts. This listing has also been utilized in the past few years for gaining letters of support for several successful national discretionary grants for CyRide transit projects within the Ames community. This email listing has also served to communicate about alternative transportation, to communicate CyRide 2.0 new/revised services or to relay local sales or donation of used equipment to non-profit agencies such as vehicles, bicycles, furniture and printers. Overall communication between human service providers and coordination for increased public transit services has vastly improved as a result of this process.

Key PTP participants are listed below:

- |   |   |
|---|---|
| 1. Ames Community Preschool Center (ACPC)                           | 39. ISU Story County Extension  |
| 2. Aging Resources of Central Iowa                                  | 40. ISU Memorial Union  |
| 3. Ames Area Metropolitan Planning Organization                     | 41. Jefferson Lines   |
| 4. Ames Community Schools   | 42. Kiwanis Club of Ames  |
| 5. Ames Police Department   | 43. Legal Aid Society   |
| 6. Ames Public Library  | 44. Life Connections  |
| 7. A Mid-Iowa Organizing Strategy (AMOS)                            | 45. Life Line Resources   |
| 8. Assault Care Center (ACCESS)                                     | 46. Lutheran Services in Iowa (LSI):<br>People Place/Crisis Childcare |
| 9. At Home Care Company   | 47. Madrid Home Communities   |
| 10. Bickford Assisted Living  | 48. Mainstream Living   |
| 11. Boost Together for Children                                     | 49. Mary Greeley Medical Center                                       |
| 12. Boys & Girls Club of Story County                               | 50. Mid-Iowa Community Action (MICA):<br>Health Services              |
| 13. Burlington Trailways  | 51. Mid-Iowa Community Action (MICA):<br>Family Development           |
| 14. Camp Fire USA   | 52. National Alliance on Mental Illness Central Iowa<br>(NAMI- CI)    |
| 15. Center for Child Care Resources                                 | 53. Nevada Chamber of Commerce  |
| 16. Center for Creative Justice                                     | 54. Optimae Life Services   |
| 17. Childserve  | 55. Parent Partner  |
| 18. Childcare Resource & Referral                                   | 56. Planned Parenthood  |
| 19. CIT   | 57. Raising Readers   |
| 20. City of Ames  | 58. Retired & Senior Volunteer Program (RSVP)                         |
| 21. Community & Family Resources (CFR)                              | 59. Riverside Manor   |
| 22. Community Partnerships for Protecting Children<br>(CPPC)        | 60. Story County  |
| 23. Creative Counseling   | 61. Story County Community Services                                   |
| 24. CyRide  | 62. Story County Medical Center                                       |
| 25. DMACC/ALP Adult Literacy Program                                | 63. The Arc of Story County   |
| 26. Emergency Resident Project (ERP)                                | 64. The Salvation Army  |
| 27. Epilepsy Foundation   | 65. University Community Childcare                                    |
| 28. Executive Express   | 66. United Way of Story County (UWSC)                                 |
| 29. Experience Works (EI)   | 67. Volunteer Center of Story County (VCSC)                           |
| 30. Eyerly Ball   | 68. Youth & Shelter Services (YSS)                                    |
| 31. Girl Scouts of Greater Iowa                                     | 69. YWCA (Engaging International                                      |
| 32. Good Neighbor Emergency Assistance (GNEA)                       |   |
| 33. Heartland Senior Services (HSS)                                 |   |
| 34. Heart of Iowa Regional Transit Agency (HIRTA)<br>Public Transit |   |
| 35. Homeward  |   |
| 36. Iowa Comprehensive Human Service &<br>Iowa Homeless Youth       |   |
| 37. Iowa Workforce Development                                      |   |
| 38. ISU Extension & Outreach  |   |



## Public Input

Public input into needs and projects essential come from the public calling into the public transit system about issues they may be having on the service and through feedback through public meetings, including board meetings. CyRide receives public comments from passengers via telephone or e-mail, anytime throughout the year regarding requests for services and passes those needs along through the Ames Area MPO's PTP effort. CyRide's policy is to address any customer comment within 24-hours of receiving the comment and to resolve the issue as soon as possible. The formal written comments are officially documented within an access database so that they are addressed in a timely manner. In addition, CyRide reviews its route system to determine if there are significant load capacity issues on certain routes. CyRide's policy is to review the trip before and trip after the trip in question and if there is not capacity on those trips either; add an additional bus for the trip.

Last year, CyRide underwent a system redesign of its entire route structure which was formally approved for implementation in November 2017. CyRide dubbed the service CyRide 2.0 which was implemented in the summer and fall of 2018. All of CyRide routes were modified except for two routes – the #21 Cardinal and #8 Aqua. The remaining routes changed alignment along corridors, had frequency changes or were eliminated and replaced with an on-demand service. The CyRide 2.0 services are not funded under Section 5310 funding, therefore no approvals of these modifications were warranted through the PTP process. However, members of the Transportation Collaboration and Human Services Council were invited to participate within focus groups during the system redesign study as well as were updated throughout the year-long study and prior to implementation. CyRide continues to assess its routes and capacity issues each semester as university enrollment changes which drives ridership within Ames.

## II – INVENTORY & AREA PROFILE

### EXISTING PASSENGER TRANSPORTATION SERVICE

#### A. Airports

The Ames Municipal Airport is owned and operated by the City of Ames and located within the Ames' corporate boundaries just south of US Highway 30 and west of US Highway 69 providing excellent access to the community and to the Interstate.

An airport board established by the city provides guidance in managing the airport. The FAA recognizes the airport as playing a role in the national airport system and includes the airport in the National Plan of Integrated Airport Systems (NPIAS) as a general aviation airport, which makes the airport eligible for federal funding. Iowa's Aviation System Plan identifies the Ames Municipal Airport as an Enhanced Service airport. Enhanced Service airports have runways 5,000 feet or greater in length with facilities and services that accommodate a full range of general aviation activity, including most business jets. The airport serves business aviation and is a regional transportation and economic center in the state. Specific airport information can be found on their website at <https://www.cityofames.org/government/departments-divisions-i-z/public-works/ames-municipal-airport/general-information>.

In 2017, the City of Ames leased the municipal airport to Central Iowa Air Service, the current Fixed Base Operator. The City of Ames owns and operates the airport. Its services include: 100LL and Jet A fuel, full service; charter flights; parking and hangars (for transient aircraft); aircraft maintenance; Passenger terminal and lounge ; flight school/flight training; Crew cars; hangar rental; pilot lounge/snooze room/shower; aircraft rentals;; restrooms; and flight planning room.

The nearest passenger air service is available in Des Moines, Iowa approximately 40 miles from Ames.

#### B. Taxi Service

Taxi service within the City of Ames is provided by Ames Taxi also referred to as Cyclone Cab and can be reached by calling (515)-232-1343 or (515)-233-3324. They operate between five and seven vehicles for their operations of which none are ADA accessible. However, they do offer the ability to fold up the wheelchair in the trunk of the taxicab. Their cabs are insured to transport 100 miles from Ames and actually have two vehicles that can travel anywhere within the United States. Ames Taxi is included within the e-mail database being sent out regarding any collaborative meetings for transportation; however they have yet to participate within collaboration meetings. Two on-street taxi parking locations were planned into the development of the Ames Intermodal Facility to facilitate easy pick up or drop off of passengers wanting intercity bus or airport shuttle services.

#### C. School Transportation

Durham, Inc, a nationally owned private charter company, currently provides the transportation for Ames School District for the following schools: Ames High School, Ames Middle School, Edwards Elementary, Fellows Elementary, Meeker Elementary, Mitchell



Elementary and Sawyer Elementary. According to Iowa State law, Elementary and Middle school students are entitled to free transportation if they live more than two miles from their designated school for attendance. High school students are entitled to free transportation if they live more than three miles. However, other factors may determine a student's eligibility for transportation. Eligibility for this free bus service is determined as students register for transportation and makes changes in eligibility only at the start of the school year or second semester. For more information go to <http://www.ames.k12.ia.us/district/departments/business-services/transportation/>

As mentioned above, the Ames School District also realizes that some consideration needs to occur for students that live within 2 miles (3 miles for high school) from school. This service is called "Discretionary Busing Service". Any students living within this distance may request discretionary busing and are approved on a first come, first serve basis. These students must live or have child care on/near an existing Durham Ames bus route, must be able to get to an established bus stop, have available seat for them and also pay a fee for this service. Busing is not guaranteed outside elementary school boundaries however all preschool/early kindergarten students are discretionary riders. Discretionary pricing rates are available to view at the following location: <http://www.ames.k12.ia.us/district/departments/business-services/transportation/>. All preschool/early kindergarten students are considered discretionary bus riders and must pay for their transportation regardless of the mileage to school. Finally, those students who qualify for Free and Reduced Meals and fill out the waiver can have the results applied for busing discounts. All route information including location and time of pickups are handled by Durham School Services.

According to Durham's local Transportation Coordinator, Durham transports approximately 3,000 kids to and from school each day in Ames. Durham has a total of 46 buses in their fleet for Ames school transportation of which five are ADA accessible. Durham also has two suburban vehicles that they utilize to transport students to out of boundary schools either for at-risk youth or for students that attend other districts for specialized educational needs. These vehicles may also be utilized to transport new students or students that move mid-year that cannot be accommodated until the bus routes/schedules are modified.

Note that both the Ames Middle School (#1 Red) and Ames High School (#2 Green) are both located on, or within walking distance, of CyRide's fixed route bus routes that operate 359 days a year through the Ames community. There are also numerous elementary schools along bus routes as well. Any student living along a public city bus route can investigate public transit options at [www.cyride.com](http://www.cyride.com) and can ride for 50 cents per ride. Several elementary schools purchase reduced fare CyRide bus tickets to distribute to students that need transportation periodically to eliminate not having a ride to school as one of the barriers in getting students to school for an education. For a few years, the United Way has funded public transit bus tickets for the youth that were distributed through the Alternative Learning Program (ALP) through the schools to help at risk youth get to and from school.

#### **D. Charter**

The Federal Transit Administration (FTA) maintains a charter registration website for private charter companies to register where they conduct business throughout the nation. This website provides a listing of private charter operators serving communities throughout the nation and is subject to change at any time. To access this website, go to: [https://ftawebprod.fta.dot.gov/CharterRegistration/\(S\(y5pc2yb3xlddc255jthj4kmq\)\)/Default.aspx](https://ftawebprod.fta.dot.gov/CharterRegistration/(S(y5pc2yb3xlddc255jthj4kmq))/Default.aspx). As of January 28, 2019, there are 36 charter companies registered to conduct charters in Ames as shown on the following page:

## FTA Registered Charter Companies Performing Work to/from Ames, Iowa

ORGANIZATION NAME	STATE	CITY	EMAIL	PHONE NUMBER
<a href="#">Capital Motor Lines</a>	AL	Montgomery	<a href="mailto:jmf@capitaltrailways.com">jmf@capitaltrailways.com</a>	334-832-4166
<a href="#">Capital Motor Lines</a>	AL	Montgomery	<a href="mailto:jmf@capitaltrailways.com">jmf@capitaltrailways.com</a>	334-832-4166
<a href="#">Mountain Home Charter Service, Inc.</a>	AR	Mountain home	<a href="mailto:mhcs@centurytel.net">mhcs@centurytel.net</a>	870-508-5331
<a href="#">Dorr Distribution Systems, Inc</a>	CA	Castroville	<a href="mailto:rich@discoverycharters.com">rich@discoverycharters.com</a>	831-633-2877
<a href="#">Nason Partners, LLC</a>	CT	Torrington	<a href="mailto:sales@kelleytransit.com">sales@kelleytransit.com</a>	860-489-9243
<a href="#">A BUCKHEAD BUS COMPANY</a>	GA	LAWRENCEVILL	<a href="mailto:INFO@BUCKHEADCOACH.COM">INFO@BUCKHEADCOACH.COM</a>	404-296-2923
<a href="#">Eagle Christian Tours</a>	GA	Rome	<a href="mailto:office@eaglechristiantours.com">office@eaglechristiantours.com</a>	706-314-8684
<a href="#">Joye Darwin</a>	GA	Emerson	<a href="mailto:leisuretimebus@bellsouth.net">leisuretimebus@bellsouth.net</a>	770-382-7726
<a href="#">Windstar Lines, Inc.</a>	IA	Carroll	<a href="mailto:info@gowindstar.com">info@gowindstar.com</a>	712-792-4221
<a href="#">Windstar Lines, Inc.</a>	IA	Carroll	<a href="mailto:pat@gowindstar.com">pat@gowindstar.com</a>	712-792-4221
<a href="#">Lawson Enterprises Inc., LLC</a>	IL	Coal Valley	<a href="mailto:info@actiitransportation.com">info@actiitransportation.com</a>	800-769-8891
<a href="#">Miller Transportation</a>	KY	Louisville	<a href="mailto:john@millertransportation.com">john@millertransportation.com</a>	502-368-5644
<a href="#">Tri-City Charter of Bossier, Inc.</a>	LA	Bossier City	<a href="mailto:sales@tricitycharter.com">sales@tricitycharter.com</a>	318-747-4754
<a href="#">Hospitality Enterprises, Inc.</a>	LA	New Orleans	<a href="mailto:zwebster@bigeasy.com">zwebster@bigeasy.com</a>	504-587-1620
<a href="#">Cavalier Coach Corp.</a>	MA	Dedham	<a href="mailto:cavaliercoach@mindspring.com">cavaliercoach@mindspring.com</a>	617-330-1234
<a href="#">Adventures By Dawn LLC</a>	MD	Accokeek	<a href="mailto:erica@abdtours.com">erica@abdtours.com</a>	301-868-1141
<a href="#">Adventures By Dawn LLC</a>	MD	Accokeek	<a href="mailto:erica@abdtours.com">erica@abdtours.com</a>	301-868-1141
<a href="#">Huskey bus @ Transportation Services Inc</a>	MO	Festus	<a href="mailto:kenth@huskeybus.com">kenth@huskeybus.com</a>	636-937-8481
<a href="#">karst stage</a>	MT	Bozeman	<a href="mailto:ccornwell@karststage.com">ccornwell@karststage.com</a>	406-556-3506
<a href="#">Paradise Transportation, Inc.</a>	NY	Roosevelt	<a href="mailto:glebron@rideparadise.net">glebron@rideparadise.net</a>	516-870-0558
<a href="#">D &amp; L Charter</a>	OH	Canton	<a href="mailto:aik@greatdaytours.com">aik@greatdaytours.com</a>	440-526-5350
<a href="#">Passenger Transportation Specialists Inc</a>	OK	Oklahoma City	<a href="mailto:sales@redcarpetcharters.com">sales@redcarpetcharters.com</a>	405-672-5100
<a href="#">Fullington Autobus Company</a>	PA	Clearfield	<a href="mailto:jason@fullingtontours.com">jason@fullingtontours.com</a>	814-765-2455
<a href="#">Atchison Transportation Services, Inc.</a>	SC	Spartanburg	<a href="mailto:spencer@atchisontransport.com">spencer@atchisontransport.com</a>	864-595-1234
<a href="#">Carolina Transit of The Low Country LLC</a>	SC	Hilton Head	<a href="mailto:carolinatransit@yahoo.com">carolinatransit@yahoo.com</a>	843-681-3970
<a href="#">GBJ Inc</a>	TX	Houston	<a href="mailto:reservations@afchouston.com">reservations@afchouston.com</a>	713-988-5466
<a href="#">Southwestern Coaches, Inc</a>	TX	Killeen	<a href="mailto:charters@arrowtrailways.com">charters@arrowtrailways.com</a>	254-526-0545
<a href="#">Kayote Outfitters</a>	TX	Harlingen	<a href="mailto:Sales@kayoteoutfitters.com">Sales@kayoteoutfitters.com</a>	956-975-4536
<a href="#">Venture Tours</a>	VA	Virginia Beach	<a href="mailto:darlene@venturebustours.com">darlene@venturebustours.com</a>	757-494-1480
<a href="#">A Goff Limousine and Bus Company LLC</a>	VA	Ruckersville	<a href="mailto:mail@agofflimo.com">mail@agofflimo.com</a>	434-979-5466
<a href="#">LW Transportation Charter Service LLC</a>	VA	Chantilly	<a href="mailto:beth@lw-transportation.com">beth@lw-transportation.com</a>	703-930-6269
<a href="#">Magic carpet Tours</a>	VA	Richmond	<a href="mailto:magiccarpettours@aol.com">magiccarpettours@aol.com</a>	804-232-0082
<a href="#">BRT Transportation, LLC</a>	VA	Lynchburg	<a href="mailto:info@brttransportation.com">info@brttransportation.com</a>	855-446-7868
<a href="#">FREEDOM TOURS NW INC.</a>	WA	WINLOCK	<a href="mailto:diane@freedomtoursnw.com">diane@freedomtoursnw.com</a>	360-785-3188
<a href="#">Badger Coaches, Inc.</a>	WI	Madison	<a href="mailto:info@badgerbus.com">info@badgerbus.com</a>	608-310-4861
<a href="#">Gold Star Coaches &amp; Charter Inc</a>	WI	Fond du Lac	<a href="mailto:Jared@goldstartours.com">Jared@goldstartours.com</a>	920-922-2995

FTA makes little effort to verify the accuracy of these previous private charter operators or the completeness of information provided on the website may change without notice. Of these 36 registered charter companies, two are only housed in Iowa and they are the same company. Additionally, there

are 18 out of the 36 listed willing to provide free or reduced rates within Ames. Federal regulations actually prohibit public transit providers from conducting charters with a few minor exceptions. One of those exceptions is providing charters to registered qualified human service agencies or agencies receiving certain federal funding already defined within FTA's charter regulations. However, there are not any registered qualified human service organizations listed within the Ames community.

Within Ames Story County Area DEX phone book, charter companies are identified under Buses – Charter and Rental with the following single charter company listed:

<u>Charter Company</u>	<u>Location</u>
Hawkeye Stages Inc	Iowa City, Iowa

CyRide typically refers any charter requests to CIT Signature Charters located in Ames, Iowa when requests come through for this type of service since they are locally based. CIT is not registered on [FTA's charter company webpage](#).

### **E. Shuttle Service to Airport**

Executive Express ([www.executiveexpress.biz](http://www.executiveexpress.biz)), a private airport shuttle company, began taking reservations for trips between Ames and the Des Moines International Airport in August 2009. Prior to this, CyRide provided a limited trip shuttle service to the airport before and after the university student breaks. Executive Express offered more frequent service to passengers. This service thereby reduced the need for transportation to the airport via CyRide that had been a previous community need. In addition, Executive Express provided a safer location for luggage to be contained for the ride to and from Des Moines.

Executive Express currently provides trips 14 times a day, seven days a week, leaving Ames between 3:45 AM and 10:45 PM. They operate out of the Ames Intermodal Facility (AIF) at 129 Hayward Ave and have an additional pick up in east Ames at the Quality Inn & Suites at 2601 E. 13th Street. The AIF opened in June 2012 providing office space for Executive Express to sell tickets as well as a comfortable inside waiting area for their passengers. The AIF also offers an inside garage area for Executive Express to park their two vehicles. Executive Express brings in additional vehicles before and after the holidays (winter break or spring break) when the university students go on long breaks. Fares fluctuate depending on the number of passengers booking a trip but begin at \$48 round trip for one person. If a person calls Executive Express, discounts are available for \$10 per person roundtrip. Additionally, kids under 7 always ride free and kids under 18 ride free with two paying adults if you call in your reservation. There are more [discounts](https://www.executiveexpress.biz/discounts) (<https://www.executiveexpress.biz/discounts>) for seniors, AAA members, active military, SAVE PACK and travel rewards logs.. Specific information on what times Executive Express leaves the Ames community for the Des Moines Airport can be found at <https://www.executiveexpress.biz/city/ames-iowa-state-university> or <https://www.executiveexpress.biz/city/ames-east-side>.

### **F. Public Transit Providers (Fixed Route & Demand Response)**

Public transit operations within the Ames metropolitan area consist of [Ames Transit Agency \(CyRide\)](#) ([www.cyride.com](http://www.cyride.com)) for fixed-route transportation throughout the Ames community, including ADA Paratransit and [Heart of Iowa Regional Transit Agency \(HIRTA\)](#) ([www.hirtapublictransit.com](http://www.hirtapublictransit.com)) that operates demand response public transit throughout Story County.

CyRide is a collaborative partnership between the City of Ames, Iowa State University and ISU's Government of the Student Body. CyRide operates 14 fixed routes, a Dial-A-Ride service for persons with a disability, and a late night service called Moonlight Express. The fixed routes and Dial-A-Ride operate every day of the year except Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day. Moonlight Express, our free late night bus service, operates from 10:30pm - 3:00 am on Friday and Saturday nights when Iowa State University is in full session (summers excluded). All fixed route trips shown in the timetables are wheelchair accessible and service animals are allowed (pets that are not service animals are prohibited).

HIRTA operates door-to-door demand-response transit service in the counties of Boone, Dallas, Jasper, Madison, Marion, Story and Warren. HIRTA provides the service directly for Story County however the days and hours of service they provide differ by the county. Anyone can ride this transit service, not just those with disabilities. HIRTA offers same day service within the Ames community. For more information visit <http://www.hirtapublictransit.com/>.

Below is a synopsis of the types of services provided via CyRide and HIRTA:

Type of Service	Fixed-Route Public Transit Service	ADA Complimentary Service (Dial-A-Ride)	Demand Response Public Transit Service for Story County
<b>Operator</b>	Ames Transit Agency (CyRide)	HIRTA (CyRide subcontractor)	HIRTA (direct operation)
<b>Service Area</b>	City of Ames	City of Ames	Story County
<b>Who is Eligible?</b>	General Public	General Public (as ADA eligible)	General Public, Seniors and Persons with Disabilities
<b>Days of Operation</b>	359 days/year	359 days/year	Weekdays
Monday-Friday	6am – 12am	6am – 12am	7am – 5:30pm (outside Ames)
Saturday	8am – 12am	8am – 12am	7:30am – 6pm (within Ames only)
Sunday	9am – 12am	9am – 12am	8:30am – 6pm (within Ames only)-
Holidays	Closed: New Years Day, July 4 <sup>th</sup> , Memorial Day, Thanksgiving, and Christmas.	Closed: New Years Day, July 4 <sup>th</sup> , Memorial Day, Thanksgiving, and Christmas.	Closed: New Years Day, July 4 <sup>th</sup> , Memorial Day, Thanksgiving, and Christmas.
<b>Fare Structure (one-way)</b>	FULL FARE = \$1.00 REDUCED FARE = \$0.50 (Elderly/disabled, K-12 students, Medicare cardholders & Medicaid cardholders) Free; ISU students (ISU student ID Required) More Info at: <a href="http://www.cyride.com/fares">www.cyride.com/fares</a>	\$2.00 \$6.00 (east of Skunk River)	\$2.00 (in Ames) \$4.00 (in Story County) \$1.00 suggested fare (low-income passengers; prior approval required) \$10.00/round trip (Ames-Iowa City) \$25.00/hour (outside Story County)
<b>Fleet</b>	Articulated Bus = 6 Heavy duty 40' bus = 77 Light duty bus = 8 (Buses 100% accessible) Trucks = 2 Administrative = 5	Light duty buses = 21 (1 leased from CyRide) Vans = 3 (1 leased from CyRide) 100% accessible	

Prior to May 2018, CyRide also contracted with the yellow school bus provider, [Durham, Inc](http://www.durhamschoolservices.com/) (<http://www.durhamschoolservices.com/>), to aid in providing fixed-route trippers during peak hours when heavy loads on certain fixed-routes occur. Durham would typically drop off students at school, and then assist CyRide by picking up one trip of university students heading towards campus as they

are returning to the garage. Durham operated up to 7 trippers for CyRide when ISU was in session. CyRide could alleviate pulling out additional buses for single heavy morning trip(s) into campus and utilize these Durham trippers instead. However, a few things changed to make this collaboration not so advantageous anymore. First of all, several morning trips became overloaded instead of just one signal trip that Durham provided added capacity for so CyRide had to pull out another bus anyhow. Prior to CyRide 2.0, Durham helped meet that additional capacity (buses/drivers) required for certain trips. With the implementation of CyRide 2.0, CyRide became more efficient in the number of vehicles required for peak pull out which in turn provided additional availability in-house when an extra bus was needed. Secondly, after additional training, CyRide's drug and alcohol program manager (DAPM) discovered that Durham's national policy was out of compliance with FTA regulations [49 CFR Part 655 \(https://transit-safety.fta.dot.gov/drugandalcohol/regulations/regulations/49cfr655/49cfr655.pdf\)](https://transit-safety.fta.dot.gov/drugandalcohol/regulations/regulations/49cfr655/49cfr655.pdf). Therefore, CyRide eliminated all tripper service provided by Durham due to these issues and concerns.

CyRide contracts with [Heart of Iowa Regional Transit Agency \(HIRTA\)](https://www.cyride.com/schedules/dial-a-ride-ada-paratransit) to provide [CyRide's complementary ADA service \(https://www.cyride.com/schedules/dial-a-ride-ada-paratransit\)](https://www.cyride.com/schedules/dial-a-ride-ada-paratransit), called Dial-A-Ride (DAR), within the Ames community. This service serves passengers that cannot otherwise ride CyRide's fixed-route buses due to a disability. All passengers must be approved by CyRide to ride this service. The DAR service allows qualified individuals per the Americans with Disabilities (ADA) guidelines ride this door-to-door service for twice the fare of the fixed-route system. CyRide reduced the fixed route fares to \$1.00 per ride in May 2018 with the implementation of CyRide 2.0. The DAR service remained unchanged as rates weren't raised to twice the fixed route fare in January 2012 when the fares increased to \$1.25. The DAR services mirrors the hours/days of the fixed-route system providing service to anywhere in the City of Ames when CyRide operates.

### **G. Iowa RideShare**

In October 2016, Iowans began to have a new online way to connect with other commuters who want to consolidate trips using a car pool or van pool statewide. [IowaRideshare.org](https://www.iorideshare.org) uses technology to connect people coming and going to the same location throughout the entire state of Iowa. Bicycle and walking buddies can also be matched using the secure website. The Iowa Department of Transportation (DOT) partnered with Des Moines Regional Transit Authority (DART), Metropolitan Area Planning Agencies (MAPA), East Central Iowa Council of Governments (ECICOG) and The University of Iowa to integrate their regional vanpool and carpool databases and consolidate into one system. Individuals may utilize this online commute matching system to travel with others on a one-time need basis or to commute to work on a daily basis.

### **H. RideSharing Services**

The City of Ames currently does not offer an organized vanpooling/carpooling program. However, the Des Moines Area Regional Transit Authority (DART) in Des Moines, Iowa offers a rideshare program, including carpooling and vanpooling, for the entire central Iowa region (all counties surrounding Polk County) which includes Story County and the City of Ames. Individuals are also referred to the Iowa RideShare free carpool database to search for existing carpools if vanpools are not available. Individuals can put in their relevant commuter data and the database will provide a way to contact other individuals doing the same trip in their single passenger vehicles. Neither DART nor the Iowa DOT keeps a database of these organized carpools once they are formed. For more information on DART's vanpool/carpool program go to: <https://www.ridedart.com/services/rideshare> .

As of January 31, 2019, DART was operating seven vans from Ames to the Des Moines metropolitan area for work purposes carrying a total of 53 commuters including drivers. Two of the vans, a total of 12 commuters, operate to West Des Moines and the rest, 41 commuters, travel to Des Moines. No DART vanpools currently operate from Des Moines to Ames for work purposes. Costs of the vanpool service differ depending on the number of passengers within each vanpool and the daily round trip van miles.

In addition, Iowa State University's transportation services department operates a non-formalized vanpool program exclusive to university faculty and staff for the purpose of commuting to and from work. There are currently six vanpools available (1 Roland, 1 Boone, 1 Ankeny, 2 Des Moines and 1 Story City) that travel between campus and the respective outlying areas. The members of each group split the cost based on the number of seats available in their respective van. In addition, the transportation services department owns approximately 600 fleet vehicles that are leased to university employees on a daily, seasonal, or yearly basis for university business. The vehicles in their fleet range from trailers, emergency equipment, pickups, maintenance equipment, and automobiles/vans. For more information, visit <http://www.transportation.iastate.edu/>.

### I. RSVP Volunteer Transportation Program

Central Iowa RSVP (Retired Senior Volunteer Program) provides transportation to the general public via volunteers for those needing transportation. The primary but not exclusive purpose is to provide Story County's older adults with safe and reliable transportation to and from medical appointments and other essential services in the County.



RSVP recruits, trains and schedules all volunteer drivers and coordinates trip requests. Priority is given to those residents needing rides to in-county medical appointments (doctor appointments, therapy and treatment sessions, picking up medication, etc.), but other trips are provided as needed, including trips to medical appointments in Des Moines and other out-of-county destinations. All clients fill out an application for transportation services in which they need to meet the following criteria: 1) Be a resident of Story County, 2) Be ambulatory 3) Be willing to sign a waiver of liability for RSVP to keep on file, 4) Be willing to comply with ridership policies. For more information, visit <https://www.rsvpvolunteer.org/transportation-program>.

Volunteer drivers, located throughout Story County, utilize their own vehicles and can be reimbursed for mileage from RSVP. RSVP welcomes referrals from any Story County agency whose clients may need to access this service. However, those who are eligible for transportation to medical appointments through Medicaid can only be provided with non-medical trips through RSVP. Approved clients can access transportation Monday through Friday 8:00am to 4:30pm. RSVP does not charge clients for their rides but does accept donations from riders and encourages them to support the program. These donations are utilized to offset mileage reimbursement costs for the drivers. In addition to donations, the program is also funded by UWSC, Story County and the Cities of Ames.

Below are some highlights of how the program has grown in the eight years since its onset of being operated through RSVP. To summarize, although usage has leveled off over the past 3 years, round trip ridership has increased by 240% since the program began in January 2010.

	Round Trip Rides	Volunteer Drivers	# Clients Taking Trips
<b>CY2010</b>	213	29	38
<b>CY2011</b>	386	40	70
<b>CY2012</b>	559	41	89
<b>CY2013</b>	570	43	82
<b>CY2014</b>	767	57	94
<b>CY2015</b>	940	55	84
<b>CY2016</b>	859	45	80
<b>CY2017</b>	880	42	97
<b>CY2018</b>	718	41	85



## J. Intercity Bus

Two intercity bus carriers, Jefferson Lines and Burlington Trailways, operate scheduled bus service from Ames out of the Ames Intermodal Facility (AIF) at 129 Hayward Ave., Suite 103 located in the center of Ames near campustown as shown to the right. This centralized location opened in June 2012, after numerous years of the intercity depot being located on the eastern outskirts of Ames where residents could not easily obtain this alternative transportation service. The Ames Intermodal Facility is located one block from five of CyRide's bus routes including:

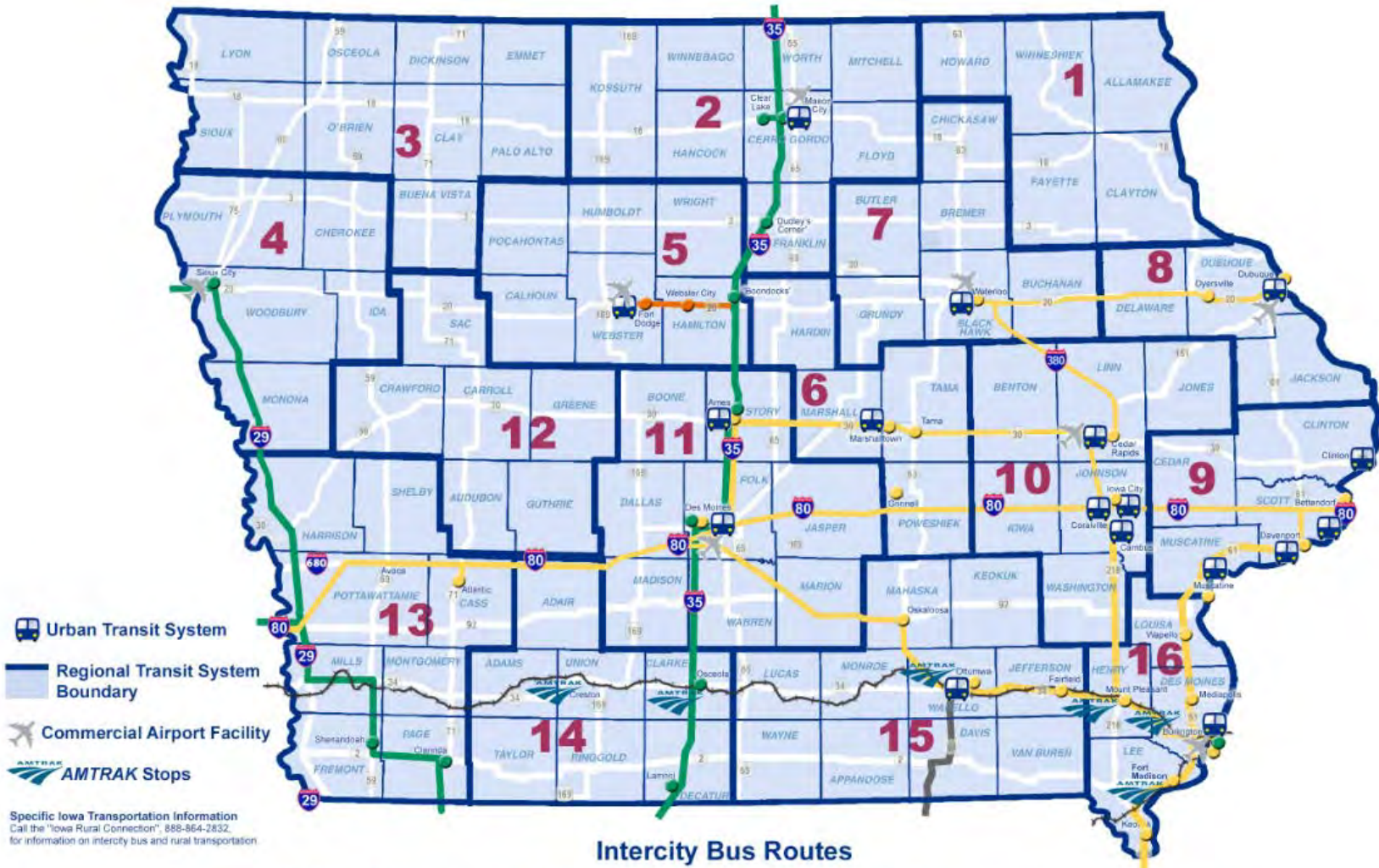


- #1 Red (<https://www.cyride.com/home/showdocument?id=9425>)
- #7 Purple (<https://www.cyride.com/home/showdocument?id=9445>)
- #11 Cherry (<https://www.cyride.com/home/showdocument?id=9427>)
- #12 Lilac (<https://www.cyride.com/home/showdocument?id=9429>)
- #25 Gold (<https://www.cyride.com/home/showdocument?id=9437>)

Previously, ridership averaged less than 10 passengers per day getting on and off the bus in Ames when both intercity carriers were in east Ames. The following explains the operations of both carriers:

- Jefferson Lines currently travels north-south throughout eleven states in the central United States. For service in Ames, Jefferson operates three trips heading north and two heading south. These northbound trips were reduced in the 2015 PTP submission due to the reduced availability for drivers, not demand. According to their website, Jefferson Lines is open for ticket sales at the AIF Monday – Friday from 9am – 1pm and 2pm-5pm but closed Saturday, Sunday and holidays. Jefferson can also be reached via its 1-800 phone number Monday –Friday from 7:30 am – 7:00pm and Saturdays, Sundays and holidays from 7:30am – 4:00pm. Jefferson can also accommodate customers with disabilities if provided 48 hours' notice prior to departure as described on their website at <https://www.jeffersonlines.com/customers-with-disabilities.asp>. If notice is not within 48 hours' notice, they will make every "reasonable effort to accommodate" as long as such accommodation will not delay the departure of the schedule an individual wishes to travel.
- Burlington Trailways is based in West Burlington, Iowa. It offers east-west service from Denver to Chicago and down to St. Louis. In Iowa, it operates along I-80 and provides several routes in Eastern Iowa linking the Burlington area, Des Moines, the Quad Cities, Dubuque, Cedar Rapids, and Waterloo-Cedar Falls. According to Bob Hoxie with Burlington Trailways, all over the road buses were required to be 100% ADA equipped by October 2012. Currently Burlington Trailways has 33 lift-equipped buses with two-wheelchair positions on each bus. The map on the following page illustrates the current Iowa intercity bus travel according to the Iowa DOT.

# Iowa Passenger Transportation Services



MM030  
4/21/15



## K. Client Transportation Providers

The following organizations below either indicated they provide service for their clients with agency owned vehicles and discussed their usage at meetings, attained information from their website or over the telephone in conversations with AAMPO staff. In addition, City of Ames staff identified organizations they knew were transportation providers since they help fund those agencies through the City of Ames Analysis of Social Service Evaluation Team (ASSET) process. Twelve providers for direct client transportation provided information and the AAMPO contacted these organizations via phone to improve the information previously provided for the 2015 PTP. The twelve transportation providers have the ability to transport their clientele around the Ames community, Story County and neighboring counties in some instances.

	Transportation Provider	Bus	Van	Car	Wheelchair Accessible	Hours
1	Green Hills Retirement Community	1	2	1	Yes, 1 Van	As requested; Typically 8AM – 12PM (\$5/ride; 2 day advance notice OR more expensive)
2	Northcrest Community	2		1	Yes, 1 bus	As requested (scheduled for medical appointments and community outings)
3	The Waterford	1			Yes, 1 Bus	As requested (Mondays 8 AM-1:30PM & Thursdays 8 AM-1:30PM 2 drivers
4	Windsor Oaks		1		No	9am- 3pm
5	Ames Community Pre-School Center		2		No	Field Trips Only
6	Boys & Girls Club	1	2		Yes, 1 bus	Mon. – Fri: 3PM - 4PM; 6PM
7	Youth & Shelter Services		6			As Requested
8	ChildServe		2		2	Mon-Fri: 5pm - 8pm Sat: 10am-2pm
9	Lutheran Services in Iowa		2		No	Mon-Fri: 8am - 5pm Sat: 9am-5pm
10	Mainstream Living		4	4	4	
11	Friendship Ark		13	1	Yes, 3 vans	24/7
12	Optimae LifeServices			10	No	As requested

Retirement Community/Nursing home/Senior Living Transportation Providers: Four retirement communities for senior living and/or nursing homes have vehicles specifically to transport clients living at their residential communities with three of these providers having small buses.

- Green Hills Retirement Community – Fleet of 1 bus, 2 vans (1 accessible) and 1 car. The bus is a 25-passenger vehicle and is typically scheduled for event transportation requiring a certain number of residents signed up the bus is deployed. The vans typically provide transportation for medical appointments within Ames. Transportation is also available upon request for \$5 per ride if scheduled two-days in advance of the trip. If immediate transportation is requested, the



cost for this transportation is more expensive to the resident. Green Hills has two drivers (f1 full-time and 1 part-time) with required commercial drivers' licenses (CDL) available to provide bus transportation. Additionally, groundskeepers (3) typically have either their CDL or chauffeur's license to provide

transportation to residents. All certified nursing assistants (5-7) also have their chauffeur's licenses as well so they can also transport ambulatory residents for requested trips. These vehicles are typically utilized for clients upon request only.

- [Northcrest Community](https://www.northcrestcommunity.org/) –  
(<https://www.northcrestcommunity.org/>)  
Fleet of 2 small buses (1 accessible) and one car to transport their clients throughout Ames for grocery/general shopping, medical appointments as well as scheduled community activities.
- [The Waterford](https://www.capitalsenior.com/thewaterfordatames/) –  
<https://www.capitalsenior.com/thewaterfordatames/>  
Fleet of one accessible bus that provides courtesy transportation according to their website. They offer scheduled courtesy transportation for their residents upon request.
- [Windsor Oaks](https://www.windsoroaksseniors.com/) (<https://www.windsoroaksseniors.com/>) – Fleet of 1 van that is non-accessible. This vehicle is typically utilized for clients per request. A part-time maintenance employee operates the vehicle while on duty between the hours of 9AM -3PM.



Human Service Agency Transportation: The following human service agencies provide transportation for their clients. Three agencies provide transportation for the youth in Ames for programs and or services they provide. However, the majority of these providers serve the mentally disabled community that may require more personal attention in their transport. In addition, these agencies below also serve the entire county and may travel to neighboring counties for their clients.

- [Ames Community Pre-School](http://www.acpc-childcare.org/) (<http://www.acpc-childcare.org/>): Ames Community Pre-School currently has 2 large vans (accommodates 10 passengers as cannot utilize back seat) and 1 minivan of which none are accessible. The vehicles are only utilized for emergencies and for field trips for children under 5 years of age and only when CyRide is not an option.
- [Boys & Girls Club of Story County](https://www.bgcstorycounty.org/) (<https://www.bgcstorycounty.org/>): Boys and Girls Club of Story County currently has 1 bus (wheelchair accessible) and 2 vans, utilized only to transport middle and high school students from school to the club. Transportation is only provided to these members with prior consent from parents or guardians. In Nevada, the Boys & Girls club contracts with HIRTA to transport members home. Boys & Girls Club indicates they currently have a concern to have three staff that they utilize as drivers although they wish for available staff with commercial driver's licenses (CDL) to drive the bus. They utilize local maintenance repair shops to maintain all their vehicles. They consider affordable transportation as becoming more problematic within the Ames community and that transportation services are not available in the areas that clients need them on the very west-side of Ames.
- [Youth & Shelter Services](https://www.yss.org/) (<https://www.yss.org/>): Through a PTP meeting, YSS staff revealed 5-6, 15-passenger vans have been converted to dissipate load so that vans can be insured due to rollover factor. Belinda
- [Childserve](https://www.childserve.org/childcare/childcare-ames/) (<https://www.childserve.org/childcare/childcare-ames/>) : ChildServe utilizes a fleet of 2 accessible vans to transport children with mental and/or physical disabilities for their Supported Community Living (SCL) and respite programs. The SCL program offers skill-building services to help children and young adults increase their independence and confidence while respite provides breaks for family caregivers. ChildServe supervisors coordinate this transportation. The vans are utilized to integrate the children and teens within the community they reside. The vans are only utilized if staff vehicles cannot accommodate the child due to the mobility equipment. One of the vans will need to be replaced in the next 3-5 years due to unreliability. ChildServe has approximately 6 individuals to drive their vehicles. They do acknowledge that many of their clients live outside of the Ames community. They provide weekday transportation between 2-8pm and Saturdays between 9am-5pm. This service is free to their clients.

- [Lutheran Services in Iowa \(https://lsiowa.org/\)](https://lsiowa.org/): Fleet of 2 minivans and 1 car that are not accessible. LSI transports for their Services for People with Disabilities (SFPD) program to work toward an independent lifestyle. Additionally transportation is provided for crisis child care programs which offers short-term relief to people caring for individuals with disabilities. LSI indicates that there are numerous times when all three vehicles are checked out at the same time and no vehicles are available for transportation purposes.
- [Mainstream Living Inc \(http://www.mainstreamliving.org/\)](http://www.mainstreamliving.org/) – Fleet of 4 vans and 4 cars; 4 are accessible. Mainstream is one of the main locations that many Story County agencies refer mentally disabled clients to receive life skills. Many clients within other agencies Ames are also clients at Mainstream Living. (Emailed Kurt Carlson).
- [Friendship Ark, Inc \(http://www.friendshipark.org/\)](http://www.friendshipark.org/): Fleet of 13 vans (3 accessible) with approximately 65 driving staff that transport clients throughout Ames, Story County and Polk County. Friendship Ark has a coordinator that creates a monthly transportation schedule for their day habilitation program. For each home, transportation is provided as needed by staff who is working. They anticipate having to expand their fleet with 2-3 vehicles over the next 5 years for continued growth in the residential as well as day-habilitation programs. Also, they have a need for more wheelchair accessible vehicles. In addition, the executive director coordinates rides for clients who are utilizing HIRTA to get to an outside day program.
- [Optimae LifeServices \(http://www.optimaelifeservices.com/\)](http://www.optimaelifeservices.com/) –Optimae acquired the Story County Community Life Program in Ames in 2015 starting with jail diversion services which then expanded to other services including: supported community living, residential sites, transitional homes, low-income support services behavioral health, home health, community integration, the In Zone (recovery center for individuals with disabilities) and intensive psychiatric rehabilitation. Prior to the purchase, SCCL was equipped with a fleet of 22 cars/vans that the City of Ames fleet services department maintained. Additionally, fleet services would often allocate vehicles from the City of Ames' police departments retired fleet to supplement SCCL. This coordination no longer occurs. Optimae Life is a privately funded entity and now obtain their cars through [Enterprise \(https://www.enterprise.com/en/car-rental/locations/us/ia/ames-6224.html\)](https://www.enterprise.com/en/car-rental/locations/us/ia/ames-6224.html). They have a fleet of 10 cars which are utilized for the following purposes: 1 jail diversion department; 5 on site (1 of those in the shop), 3 at residential care facility (RCF) homes (serve the elderly with sever and persistent mental illness) within Ames and 1 for community integration. The RCF homes offer individuals with mental illness and disabilities assistance with day-to-day living activities to help them succeed and, in some cases, transition out of the facility.

#### Other Transportation Coordination (without vehicles)

- CareMore Health is an agency that provide counseling, medical/dental, mental health services and other health services. They aid transportation efforts in Ames by providing bus education on how to ride the bus as well as coordinate Medicaid transportation services with the MCO's. They also subsidize their clients' trips by purchasing bus passes and/or tickets to utilize CyRide services.
- Central Iowa Community Services (CICS) provides services such as education/training, mental health services, transportation, disability assistance, financial assistance as well as service coordination. Their clients are the elderly, low-income, youth, individuals with medical needs, and individuals with disabilities. CICS provides subsidy gas vouchers, passes/tickets, volunteer driver program, how to ride the bus education and coordinates services with providers providing transportation. They indicate that accessing apartments outside of Ames is problematic. This may be due to unaffordable or unavailable low-income housing within Ames.



The Ames Area Metropolitan Planning Organization is one of nine metropolitan planning areas in the State of Iowa; newly formed after the 2000 Census when the community rose over 50,000 in population. The Ames community is also home to Iowa State University students that equate to over half of the Ames population.

Specifically, the Ames urbanized area population from the US Census is estimated at 65,005 with (<https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>) approximately 36,000 (55%) of that university students. However, this enrollment drops to approximately 12,000 students (<https://www.registrar.iastate.edu/enrollment/university>) for the summer enrollment. Essentially 37 percent of the total population leaves Ames during the summer which dramatically impacts the passenger transportation needs and level of service provided to the community. As a result, the Ames community enjoys a much higher level of transit service due to the university students' demand for alternative transportation. The public transit operator, CyRide, estimates that approximately 93 percent of the public transit ridership in Ames is university student related and they in turn support 60 percent of the public transit providers' budget. As a result, the transportation services are greatly influenced by where the university students' live within the Ames community with most routes operating through central campus. These high frequency transit services however also benefit the overall community as they travel through Ames.

## B. Demographics

The following demographic information is reported from the US Census' most current 2013-2017 American Community Survey 5-year estimates website in regards to information on the City of Ames' low-income, elderly and disabled populations. <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

Population information was also ascertained from Iowa State University regarding fall 2017 student enrollment, students with disabilities and students with low-income to obtain more detailed information on this subset. It should be noted that students were counted as part of the 2010 US Census since the count is based on where you reside for the majority of the year. University students equate to more than half of the City of Ames population reaching 35,993 students in 2017. Student population impacts public transit demand in Ames greatly as each student attending Iowa State University rides CyRide on average 170 times per year. CyRide places "extra" buses onto route corridors if needed to handle this higher demand.

### Elderly Population

The elderly population in Ames is 9.3% of the residents. As shown, ISU students hardly contribute to this 9.3.% as approximately 0.04% is over the age of 64 years. In fact, the Ames community is relatively a young community with the median age being 23.1.

Ames, Iowa: Population By Age 2013-2017 ACS 5-Year Estimates			ISU Students: Population By Age - 2017		
	Number	Percent		Number	Percent
Total Population*	65,005		Total ISU Population	35,993	*54.24%
Under 19 years of Age	17,071	26.2%	Under 19 Years of Age	11,612	32.26%
20-24 yrs.	19,164	29.5%	20-24 yrs.	19,126	53.14%
25-54 yrs.	18,185	28.0%	25-49 yrs.	5,079	14.11%
55-64 yrs.	4,498	6.9%	50-64 yrs.	163	0.45%
Over 64 yrs.	6,087	9.3%	Over 64 yrs.	13	0.04%
Median Age	23.1				

Sources: ISU Students: Population By Age 2017; Office of the Registrar:  
[https://www.ir.iastate.edu/sites/default/files/factbook/AY2019/Students/Enrollment\\_by\\_Age.pdf](https://www.ir.iastate.edu/sites/default/files/factbook/AY2019/Students/Enrollment_by_Age.pdf)  
 Ames, Iowa: Population By Age; 2013-2017 American Community Survey 5-year estimates –  
<https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

## Disabled Population

Approximately 6.01% of the Ames community is estimated to be disabled with 2.2% of those individuals under the age of 35. The largest population segment of disabled individuals is between the ages of 35-64 years old.

Ames, Iowa: Disabled Population	Number	Male	Female	Total	Percent
Total Population*	65,005				
		<b>1,815</b>	<b>2,069</b>	<b>3,884</b>	5.85%
Under 5 Years		-	-	-	0.00%
5-17 Years		95	80	<b>175</b>	4.48%
18-34 Years		594	655	<b>1,249</b>	32.16%
35-64 Years		348	617	<b>965</b>	24.85%
65-74 Years		284	244	<b>528</b>	13.59%
75 Years and Over		494	473	<b>967</b>	24.90%

Sources:

\* Ames, Iowa: Population By Age; 2013-2017 American Community Survey 5-year estimates –

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

Disabled Population breakdown by age -

[https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_12\\_5YR\\_B18101&prodType=table](https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_12_5YR_B18101&prodType=table)

## Poverty Status

Approximately 16,249 individuals are below the poverty level in Ames. The majority of those are between the ages of 18-64 years old as shown in the following 2013-2017 American Community Survey 5-Year Estimates table. The Office of Student Financial Aid at Iowa State University determined that \$396,092,553 in financial aid dollars was awarded to ISU students for 2017 through scholarships, grants loans or employment. Approximately 35,993 students attended Iowa State University in the fall 2017.

Ames, Iowa: Poverty Status in the Past 12 Months (American Community Survey 2013-2017 Estimates)	All income levels	Below Poverty Level	Percent below Poverty Level
All individuals for whom poverty status is determined	55,467	16,279	29.3%
Under 18 years	7,580	645	8.5%
18-64 Years	41,995	15,446	36.8%
65 years +	5,892	188	3.2%

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

## C. Limited English Proficient (LEP) Population

An analysis of the City of Ames' limited English proficient (LEP) population is provided below which was based on CyRide's Title VI Program which was approved by the Federal Transit Administration on January 4, 2017. This program expires on November 30, 2019.

LEP persons, as defined by [FTA C 4702.1B](#), are individuals that speak English "less than very well." After conducting the federally required four factor analysis, CyRide identified one specific language type over the 1,000 person Safe Harbor Threshold as defined by the Department of Justice, which was adopted by the Federal Transit Administration. The largest and only LEP population for languages spoken within the City of



Ames is Chinese, which is at 1,458 persons (2.5%) speaking English “less than very well”. There is a margin of error of +/-352 which still indicates this LEP group is over the threshold. To see the full four factor analysis, please refer to the attached appendix and view CyRide’s “Limited English Proficiency (LEP) Access Plan Improving Access to Services for Persons with Limited English Proficiency” document.

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

Language	Speak language at home	Margin of Error	Speak English “very well”	Margin of Error	Speak English less than “very well”	Margin of Error	Percentage speaking English less than very well
<b>Total Population &gt; 5 Years of Age</b>	58,791	+/-204	1,072	+/-254			
<b>Speak only English</b>	51,457	+/-661	98	+/-51			
<b>Spanish or Spanish Creole:</b>	1,267	+/-289	0	+/-22	195	+/-133	0.3%
<b>French (incl. Patois, Cajun):</b>	132	+/-61	36	+/-41	34	+/-33	0.1%
<b>French Creole:</b>	0	+/-22	177	+/-163	0	+/-22	0.0%
<b>Italian:</b>	36	+/-41	169	+/-78	0	+/-22	0.0%
<b>Portuguese or Portuguese Creole:</b>	184	+/-164	3	+/-5	7	+/-12	0.0%
<b>German:</b>	198	+/-86	10	+/-16	29	+/-34	0.0%
<b>Yiddish:</b>	3	+/-5	28	+/-45	0	+/-22	0.0%
<b>Other West Germanic languages:</b>	10	+/-16	14	+/-16	0	+/-22	0.0%
<b>Scandinavian languages:</b>	28	+/-45	164	+/-155	0	+/-22	0.0%
<b>Greek:</b>	14	+/-16	0	+/-22	0	+/-22	0.0%
<b>Russian:</b>	191	+/-158	77	+/-80	27	+/-33	0.0%
<b>Polish:</b>	0	+/-22	171	+/-235	0	+/-22	0.0%
<b>Serbo-Croatian:</b>	84	+/-83	0	+/-22	7	+/-11	0.0%
<b>Other Slavic languages:</b>	171	+/-235	20	+/-24	0	+/-22	0.0%
<b>Armenian:</b>	0	+/-22	0	+/-22	0	+/-22	0.0%
<b>Persian:</b>	41	+/-35	190	+/-162	21	+/-25	0.0%
<b>Gujarati:</b>	50	+/-74	0	+/-22	50	+/-74	0.1%
<b>Hindi:</b>	198	+/-158	297	+/-187	8	+/-13	0.0%
<b>Urdu:</b>	0	+/-22	12	+/-19	0	+/-22	0.0%
<b>Other Indic languages:</b>	321	+/-192	986	+/-329	24	+/-28	0.0%
<b>Other Indo-European languages:</b>	32	+/-38	31	+/-54	20	+/-31	0.0%
<b>Chinese:</b>	<b>2,444</b>	<b>+/-463</b>	<b>47</b>	<b>+/-56</b>	<b>1,458</b>	<b>+/-352</b>	<b>2.5%</b>
<b>Japanese:</b>	40	+/-56	0	+/-22	9	+/-15	0.0%
<b>Korean:</b>	315	+/-204	0	+/-22	268	+/-190	0.5%
<b>Mon-Khmer, Cambodian:</b>	0	+/-22	17	+/-18	0	+/-22	0.0%
<b>Hmong:</b>	0	+/-22	9	+/-15	0	+/-22	0.0%
<b>Thai:</b>	17	+/-18	32	+/-35	0	+/-22	0.0%
<b>Laotian:</b>	40	+/-47	398	+/-200	31	+/-34	0.1%
<b>Vietnamese:</b>	86	+/-63	102	+/-71	54	+/-51	0.1%
<b>Other Asian languages:</b>	475	+/-226	67	+/-57	77	+/-64	0.1%
<b>Tagalog:</b>	102	+/-71	0	+/-22	0	+/-22	0.0%
<b>Other Pacific Island languages:</b>	301	+/-189	0	+/-22	234	+/-179	0.4%
<b>Navajo:</b>	0	+/-22	24	+/-37	0	+/-22	0.0%
<b>Other Native North American languages:</b>	18	+/-27	237	+/-160	18	+/-27	0.0%
<b>Hungarian:</b>	24	+/-37	0	+/-22	0	+/-22	0.0%
<b>Arabic:</b>	389	+/-252	123	+/-77	152	+/-212	0.3%
<b>Hebrew:</b>	0	+/-22	0	+/-22	0	+/-22	0.0%
<b>African languages:</b>	123	+/-77	1,072	+/-254	0	+/-22	0.0%
<b>Other and unspecified languages:</b>	0	+/-22	98	+/-51	0	+/-22	0.0%

Source: 2010-2014 American Community Survey 5-year Estimates for the City of Ames:

[http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS\\_11\\_5YR\\_B16001&prodType=table](http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_5YR_B16001&prodType=table)

Again, the next LEP plan will be revised within CyRide's next Title VI program submittal to FTA in October 2019.

Below are programs and activities that CyRide currently utilizes to provide meaningful access to its passenger transportation programs within the Ames community as referenced under the current Title VI program approved by FTA in January 2017.

- **Google Translate** – CyRide allows translation of its website into preferred languages for the Ames community. Although not fully accurate within the Mandarin language, as shared by YSS's Chinese Global Outreach Director, the translation provides some ability for LEP individuals in a multitude of languages to translate posted schedules, alerts and news information. Ames residents rely more upon their smart phones or tablets to determine when a bus will arrive either on CyRide's website or IASTATE application or via real-time through NEXT BUS as opposed to printed material. In order to provide quick information to the LEP public for schedules, alerts and news, translation via Google Translate is our best resource.
- **Vital Translations** – In determining which documents were vital and which were not, we determined that those documents that provide protections under Title VI and those needing applications to access our services the most vital. Therefore, the following information is translated directly by an experienced interpreter for CyRide's only LEP speaking population over 1,000 (Mandarin Chinese):
  - [Title VI Notice to the Public](#)
  - [Title VI Policy & Procedures](#)
  - [Title VI Complaint Form](#)
  - [Dial-A-Ride Application](#)
  - [Reasonable Accommodation Form](#)
  - [Reasonable Accommodation Procedures](#)
  - Public Meeting Notices of 'major' planning or fare changes (Notices will be displayed behind driver, Asian grocery stores, CyRide website, Facebook & Twitter)
  - New Buses only (interior bus signage throughout the bus; added beginning in 2018)
- **Supervisor Assistance**– Bus operators are trained to slow down their rate of speech or use written communication when working with non-English speaking passengers. Often passengers are able to identify their destination on the route map. If drivers are unable to communicate with passengers, they should call the dispatcher for assistance. If a supervisor assists, they have 24/7 access to language interpreter services if needed.
- **Customer Service**
  - Picture Graphics - a picture book is available at CyRide's office filled with pictures or graphics of typical lost items are found on the bus. These photos are identified via photos and words in alternative languages (Chinese, Korean, Spanish, etc) to help determine what passengers may be trying to locate when coming to CyRide's offices for Lost & Found items.
  - I Speak Cards - [I Speak Cards](#) are utilized to help decipher which language the individual speaks to assist them further.
- **Language Interpreter Services** - Over the phone language interpreter services to assist in understanding our non-English speaking customers' needs. This language interpreter service supports over 240 languages and can be accessed during all days and times of the week, 365 days a year, whenever there language barriers and confusion by transit staff in understanding our customers' needs. Similarly, CyRide's customers can also request the Language Line Interpreter service whenever calling or visiting CyRide and language is a barrier/limitation to receiving CyRide's services. CyRide's supervisors also have access to this over the phone service when assisting non-English speaking customers in the field. This service would be utilized as well during public hearings. This meaningful access is communicated on CyRide's website at <http://www.cyride.com/language-assistance>

#### D. Layout of Study Area

Within the 2010 PTP, the AAMPO spent many hours creating maps detailing where major employers, banks, schools nursing homes/assisted living facilities, medical services, pharmacies, childcare, and grocery stores were located in relation to public transit. Therefore in the FY2020 PTP as in the FY2015 PTP, the AAMPO chose not to detail out these maps as many of the areas are served but may be served less at night, during university breaks, or on weekends. Those issues can be relayed verbally within the coordination section.

It was recently estimated that approximately 74-82% of the Ames residents live within a quarter mile of a transit route from their home. A quarter mile is traditionally what a person would walk (i.e. two to three blocks) when getting off a bus along a transit route. While this percentage fluctuates at night and on the weekend, those are the times when transit isn't as high in demand. The only exception of the table below is on Sunday service when the #5 Yellow does not operate and #6 Brown route ends its service at Towers. Therefore the south end of Ames is substantially underserved on Sundays. The table below summarizes the four transit coverage maps on pages 25-28. Please note that the source of population numbers below are obtained from the Environmental Systems Research Inc.

	<b>Population within ¼ mile of transit route</b>	<b>Ames Transit Coverage</b>
<b>Weekday Day</b>	54,445	82%
<b>Weekday Night</b>	48,882	74%
<b>Weekend</b>	49,427	74%*
<b>ISU Breaks</b>	51,684	77%
* Note: Sundays - #5 Yellow Route does not operate and #6 Brown only operates to Towers.		

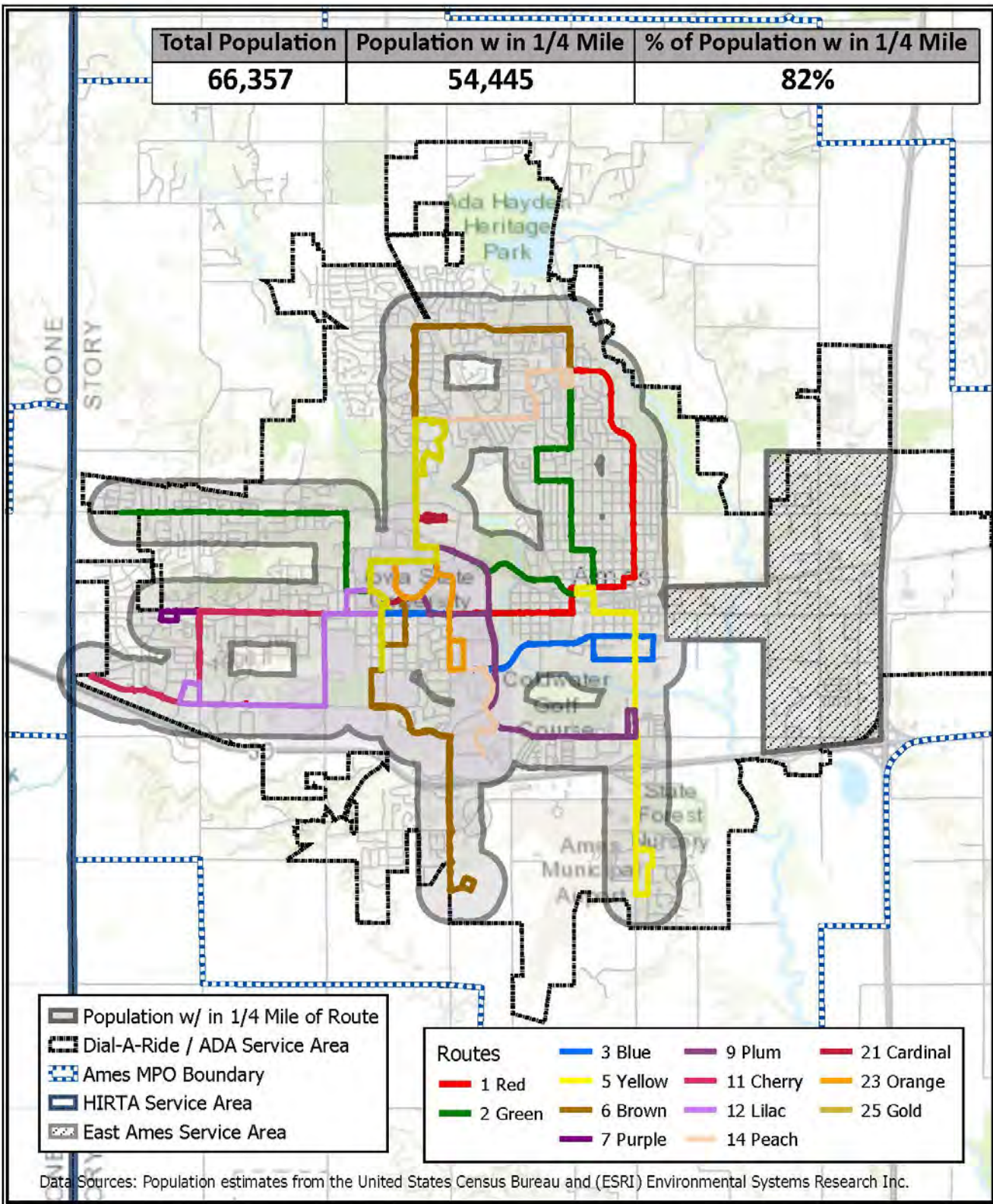
In addition, CyRide serves a great majority of the Ames employment district. See the Transit Coverage by Zoning Designation maps on pages 26-29 for these visual estimates.

The areas that CyRide does not cover as well include more affluent residential areas of the community, agricultural areas and government/airport zones. CyRide also tends to service areas of the community closer to campus than those areas on the fringes of the community. This is by design and CyRide's transit board has chosen to serve high residential development on current transit corridors over new developments.

The major employers in town are Iowa State University, Iowa Department of Transportation, Mary Greeley, USDA, and Danfoss, Inc., etc. The significant impact is that over 54% of the population is going to school for a higher education. One of the main issues is that while CyRide does serve many areas within Ames, the service may not be frequent enough to adequately serve an area to encourage them to take public transit or may not be a direct route to their overall destination.

# Ames Transit Coverage - Weekday Day

Total Population	Population w in 1/4 Mile	% of Population w in 1/4 Mile
66,357	54,445	82%



- Population w/ in 1/4 Mile of Route
- Dial-A-Ride / ADA Service Area
- Ames MPO Boundary
- HIRTA Service Area
- East Ames Service Area

- Routes**
- |          |          |             |
|----------|----------|-------------|
| 3 Blue   | 9 Plum   | 21 Cardinal |
| 1 Red    | 5 Yellow | 11 Cherry   |
| 2 Green  | 6 Brown  | 23 Orange   |
| 7 Purple | 12 Lilac | 25 Gold     |
|          | 14 Peach |             |

Data Sources: Population estimates from the United States Census Bureau and (ESRI) Environmental Systems Research Inc.



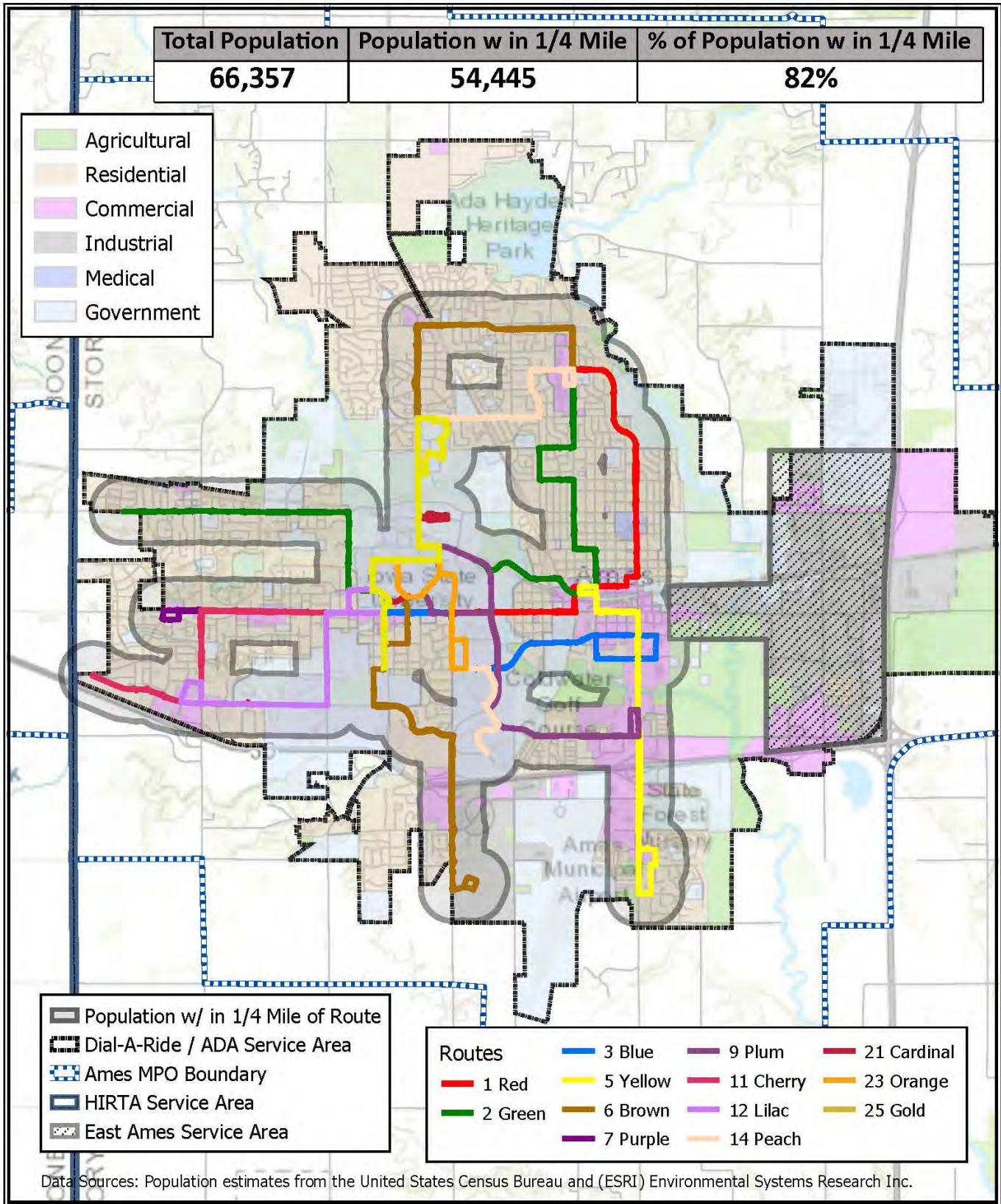
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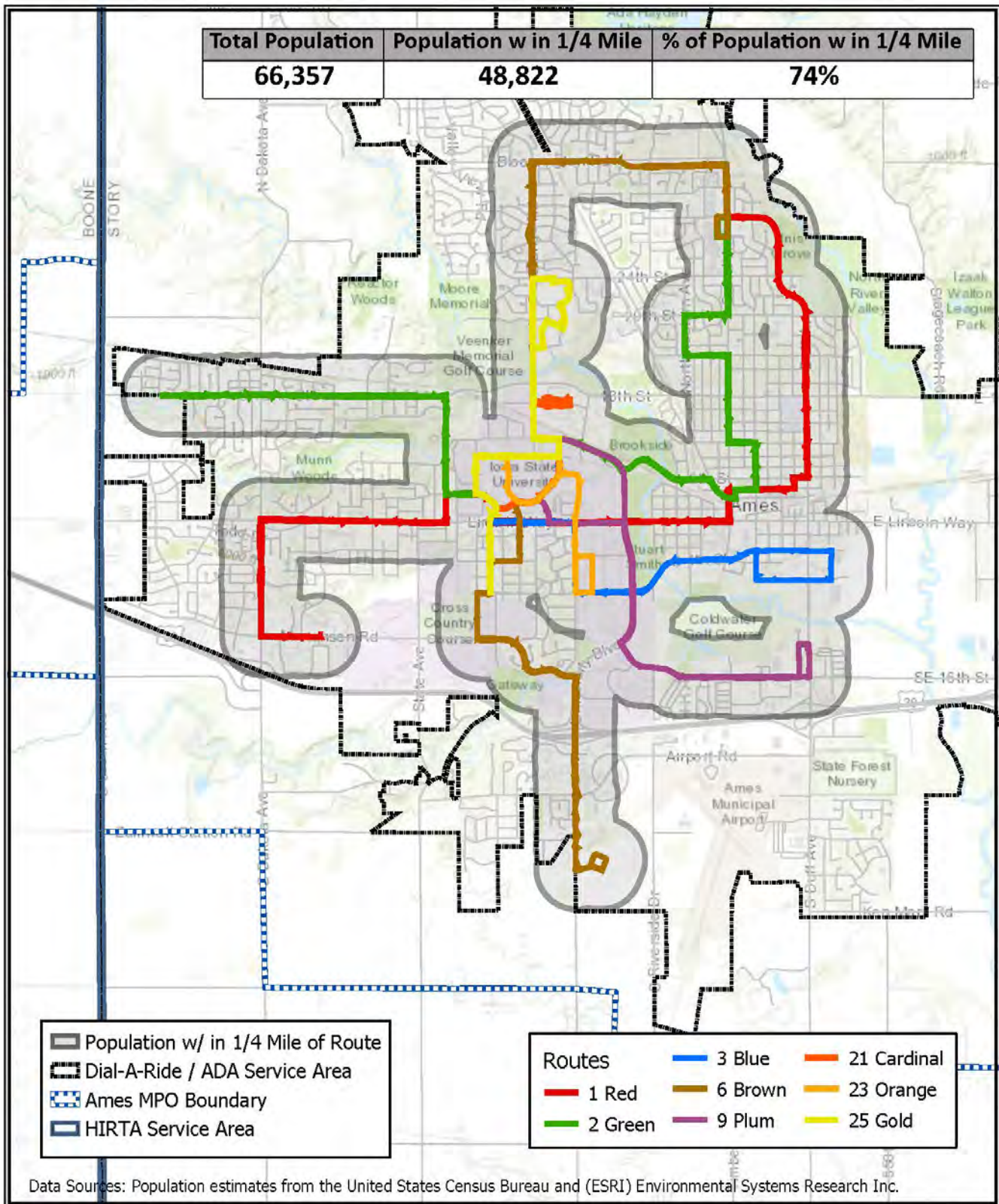


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# Transit Coverage by Zoning Designation - Weekday Day



# Ames Transit Coverage - Weekday Nights (After 7 pm)



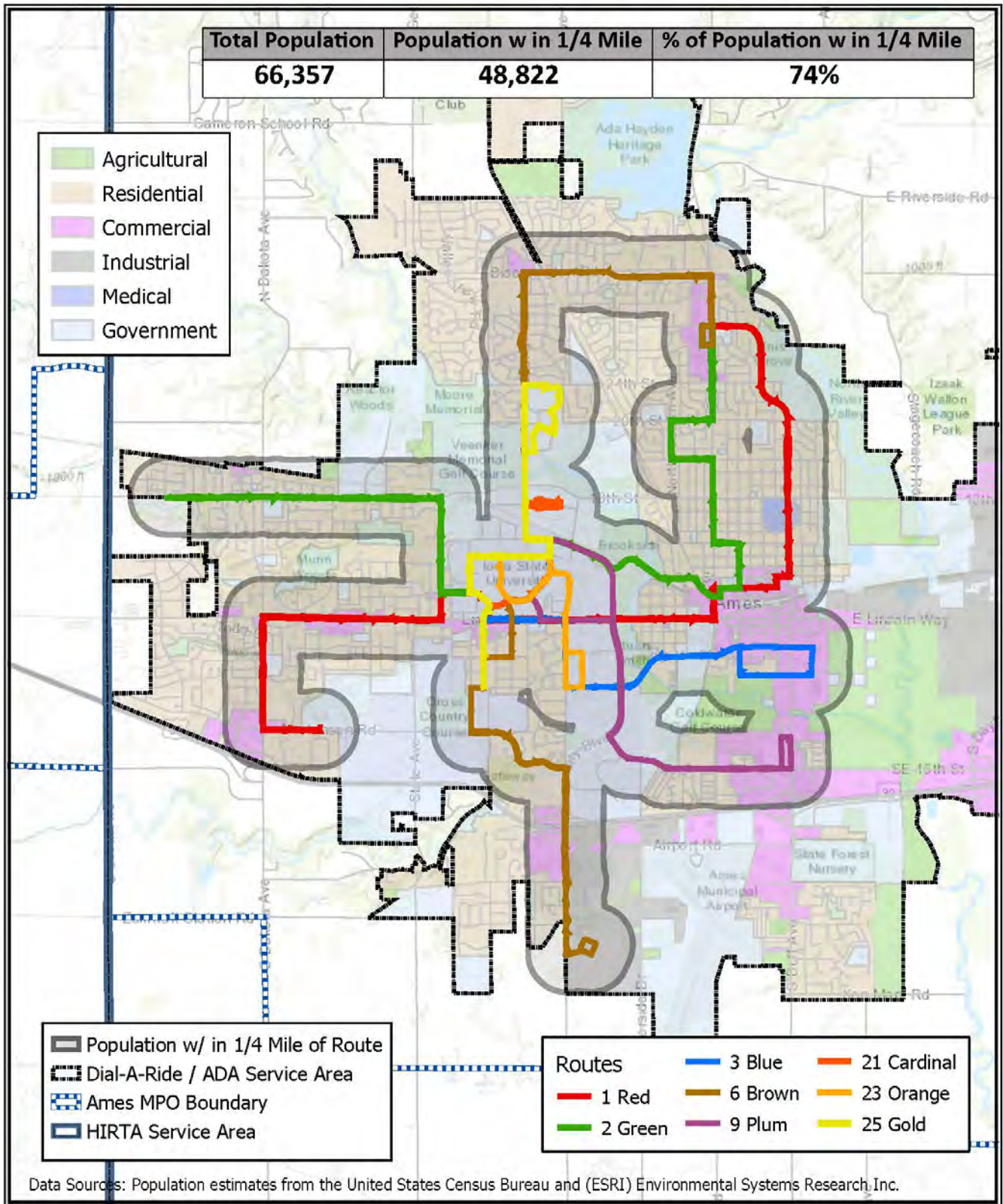
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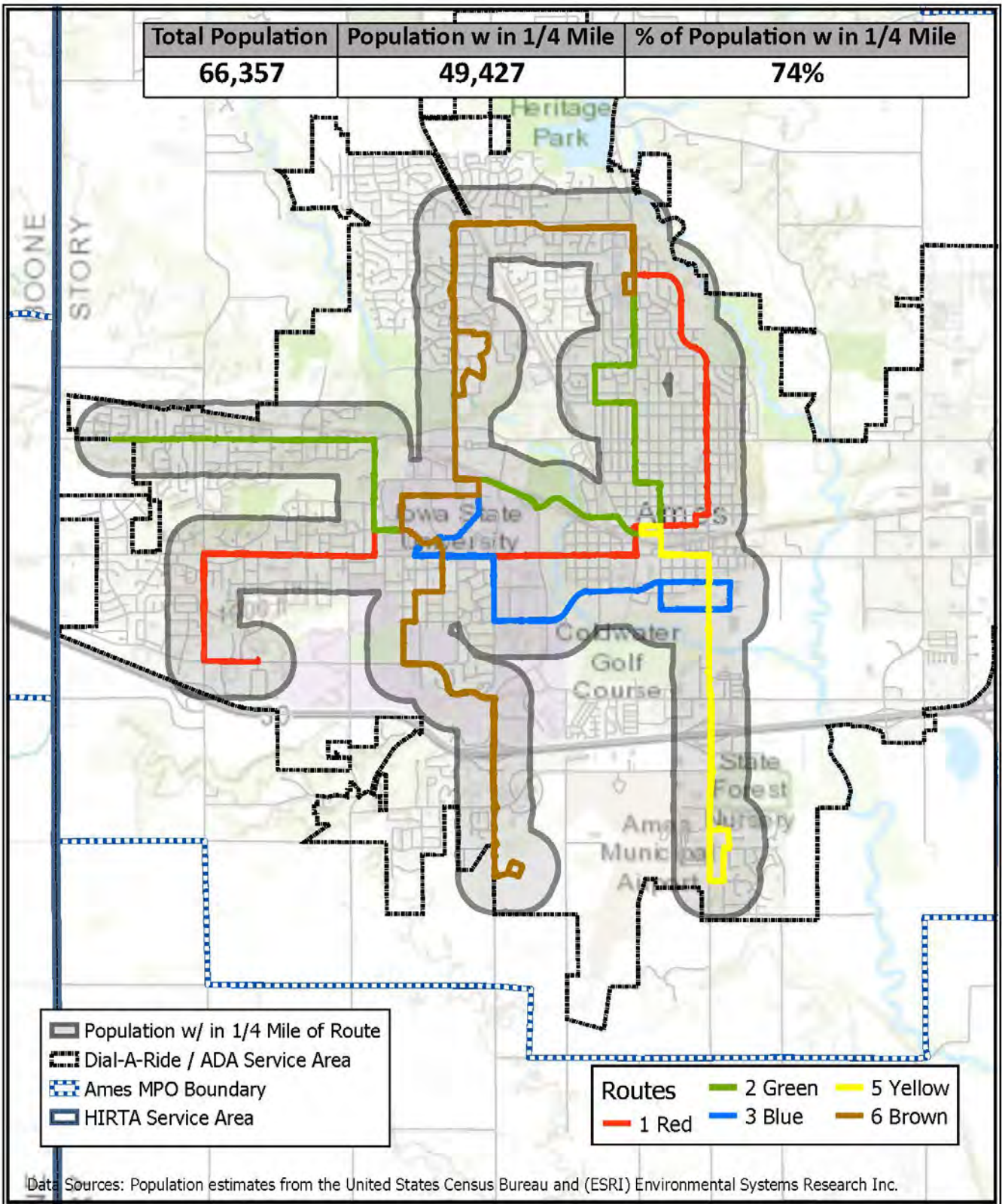
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# Transit Coverage by Zoning Designation - Weekday Nights (After 7 pm)



# Ames Transit Coverage - Weekends

Total Population	Population w in 1/4 Mile	% of Population w in 1/4 Mile
66,357	49,427	74%



Data Sources: Population estimates from the United States Census Bureau and (ESRI) Environmental Systems Research Inc.



NOT TO SCALE

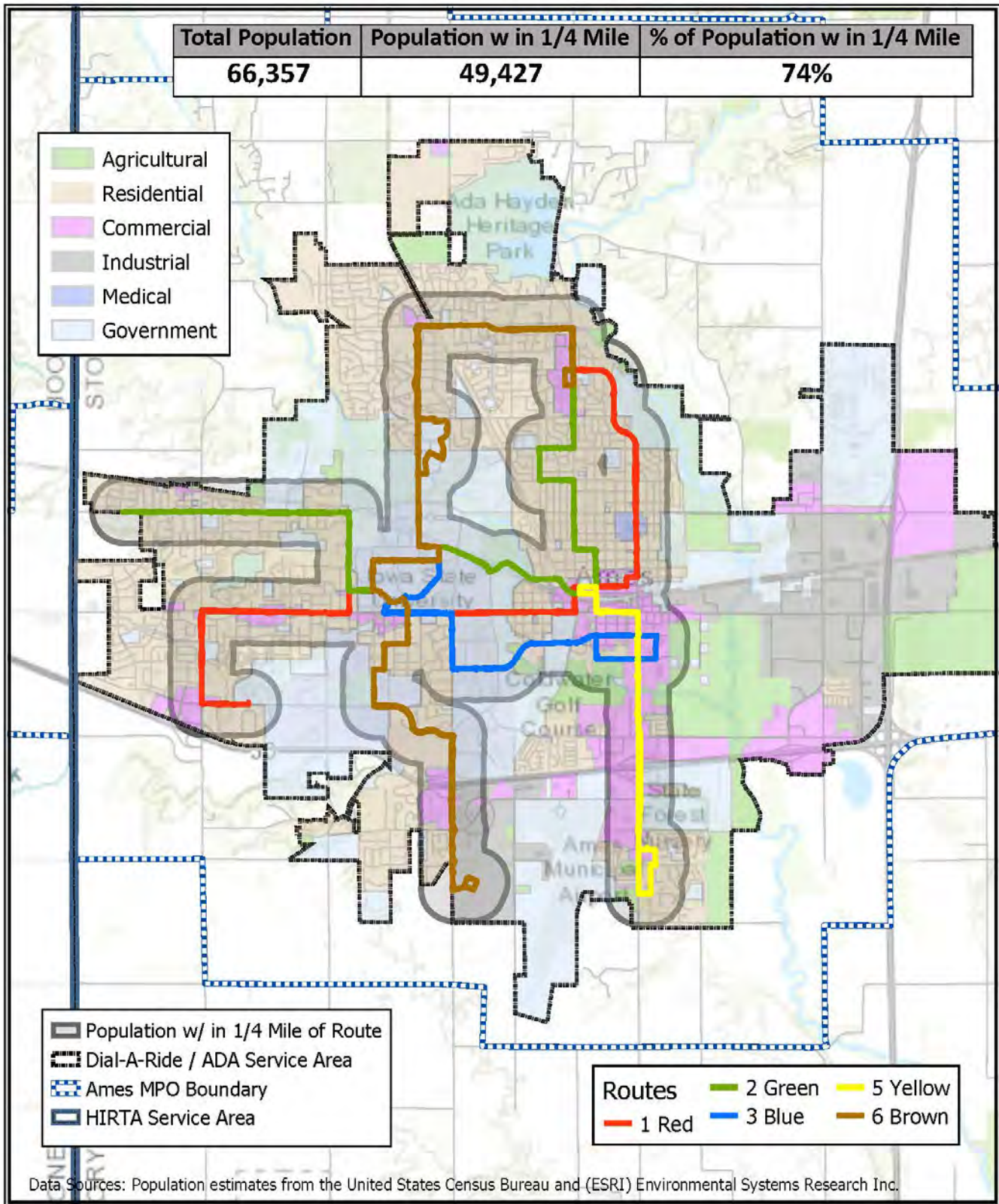
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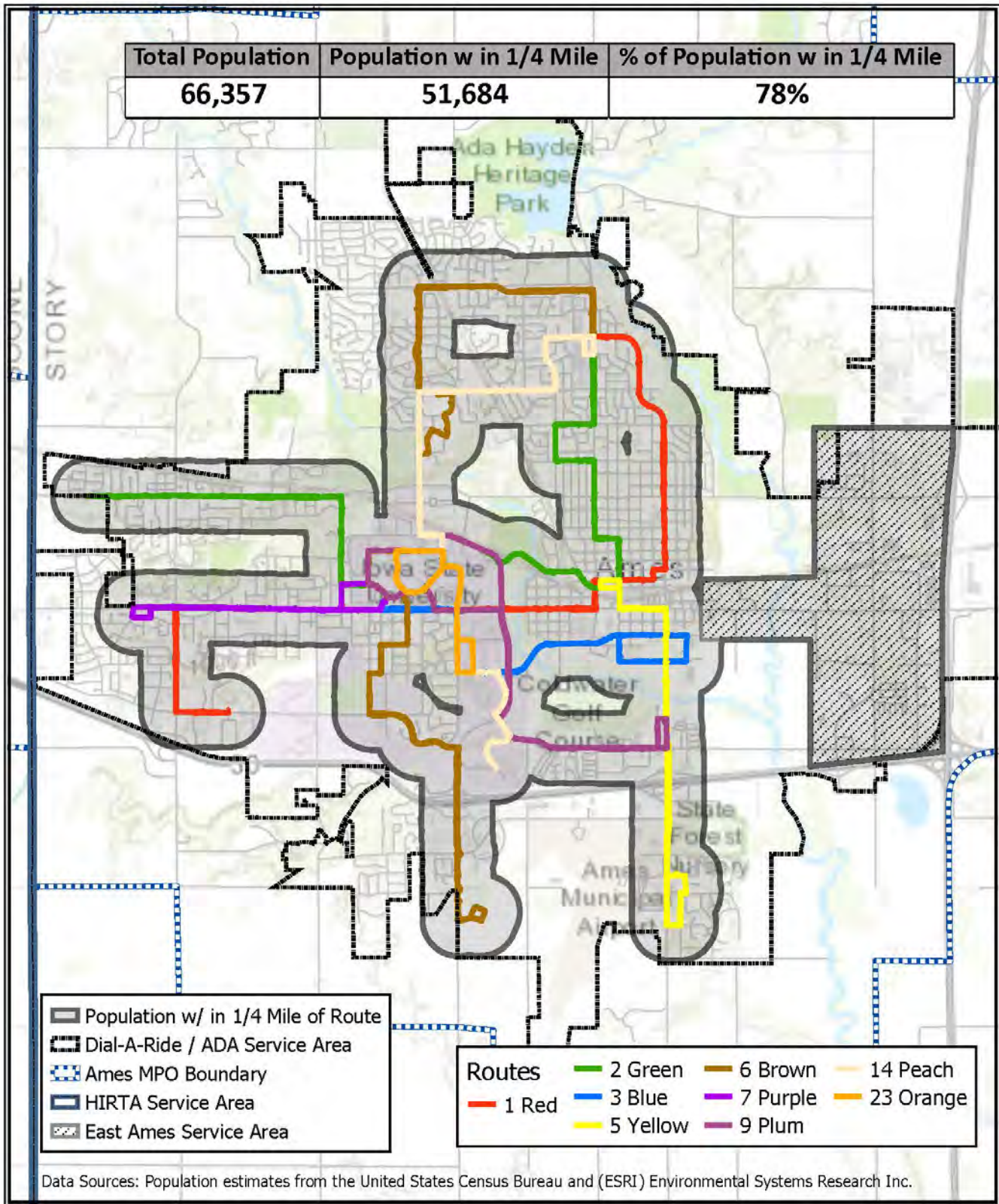
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# Transit Coverage by Zoning Designation - Weekends



# Ames Transit Coverage - ISU Break Weekdays



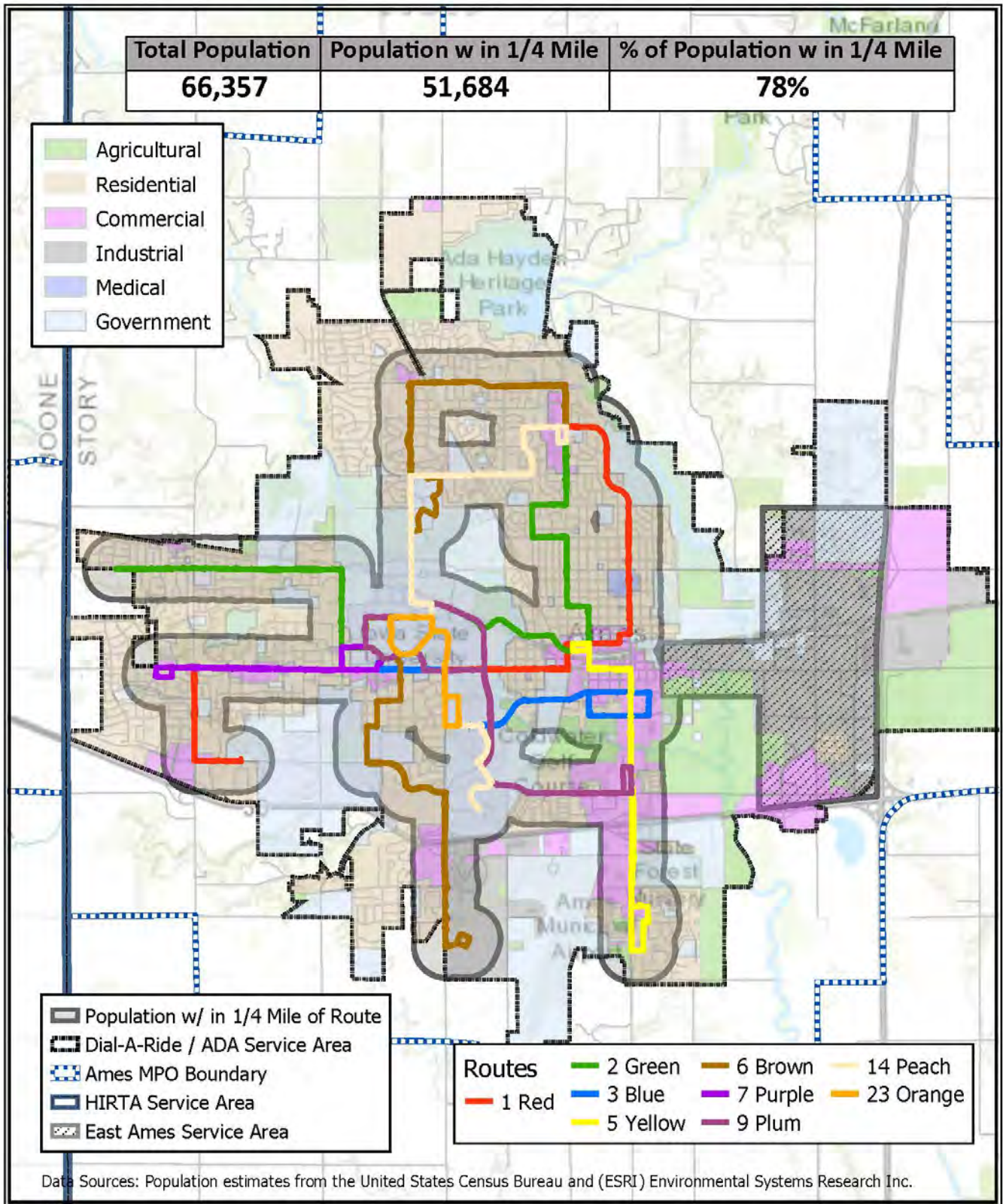
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Date: 1/21/2019



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# Transit Coverage by Zoning Designation - ISU Break Weekday



### III – COORDINATION ISSUES

#### GENERAL ASSESSMENT

CyRide coordinates with the Heart of Iowa Regional Transit Agency (HIRTA) in providing transportation throughout the Ames community. CyRide has an excellent working relationship with this provider who also provides public transit for the entire Story County. These efforts are described below:

- Heart of Iowa Regional Transit Agency (HIRTA) provides public transportation directly for Story County as well as coordinates with CyRide to provide their ADA complimentary service for the City of Ames. In this manner, one transportation provider offers all demand response service within one county with multiple contracts thereby maximizing efficiencies. HIRTA is responsible for all transportation for counties surrounding Polk County and provides direct service to all its counties with the exception of Madison and Dallas County. HIRTA contracts transit services within these two counties under the following agencies: Madison County Elderly Services, Inc & HomeCare Services of Dallas County.
- CyRide coordinates transportation service for the entire Ames community including Iowa State University under a 28E Agreement between the City of Ames, Iowa State University, and Iowa State University's student government. As a result, many discussions transpire monthly and more often between these organizations in an effort to provide quality transit to the community. Over the past four years, CyRide has increased their articulated bus fleet to six vehicles, implemented newly designed ADA bus shelters throughout the community, replaced its roof for its original facility, and completely redesigned its transit system dubbed CyRide 2.0. CyRide has also initiated several new routes/services including the #9 Plum, #11 Cherry, #12 Lilac, #14 Peach, and East Ames Service Extension (EASE) while also increasing frequency on other routes (#2 Green#6 Brown, #3 Blue Sunday, #9 Plum). The other major factor has been the increase in the number of buses operated within the fleet for its peak hour requirement (75 buses) to accommodate ridership demand (i.e. 6.8 million passengers). As a result of this increase in the fleet, CyRide has parked 17-19 buses outside the facility since the last garage expansion was completed in 2014. According to the lease with Iowa State on its property, CyRide must park all its vehicles inside but this is not physically possible to operate the service required to meet passenger demand.

In addition, CyRide also now coordinates with Executive Express, Jefferson Lines and Burlington Trailways in their annual lease agreements to utilize the Ames Intermodal Facility. While CyRide does not operate through the Intermodal facility itself, CyRide/City of Ames does 'own' the facility and the impact to have these three services centralized within the community is essential. The one location for regional transportation provides a one stop shop within the community to connect with regional transportation outside of Ames.

Transportation Collaboration: In August 2007, the United Way of Story County began a Transportation Collaboration to discuss transportation needs/issues of human service agencies in Ames and this committee is still meeting in 2019. This committee meets at least quarterly throughout the year with some years meeting more often depending on priorities. Discussions for improving transportation over the last year within the community and education have impacted the following areas:

- Demand Response Service Action Plan Progress Reports
- HIRTA Strategic Plan
- HIRTA online schedule & pay application promotion
- Medicaid issues in Story County
- Story County Transportation Brochure revisions
- Bus passes/gas voucher emergency program
- RSVP driver volunteer program
- CyRide 2.0 Implementation

## CyRide's General Assessment –

**Service Demand:** In general, fixed route public transit within the Ames community is being requested at a high level. Residents are demanding additional service routes, additional frequency on existing routes, and later evening service along corridors. The impact of CyRide's services are described in the table below in the amount of unlinked (one-way rides) ridership on CyRide. CyRide achieved its highest ridership ever in FY2016 with 6,785,479 rides after eight years of consistent increases. In fact, CyRide increased ridership by 46 percent through FY2016. In the past four years, CyRide has stabilized its ridership, dropping by 2.1% since FY2015. At the same time, student enrollment at Iowa State has also dropped by 2.8 percent (1,009 students) over the same time period. Due to less students enrolled at Iowa State in the fall of 2018, CyRide anticipates ridership to be remain fairly stable at 6.6 million passengers for FY2019. While Iowa State is not limiting the number of students enrolling, there are 1,009 less students attending over this four-year span including 10 percent less international students (444) enrolled. With each additional student attending the university, CyRide can anticipate 170 rides per student for the year.

	<b>CyRide Fixed Route (ALL Services; including Dial-A-Ride)</b>			
Annual Numbers	<b>FY2015</b>	<b>FY2016</b>	<b>FY2017</b>	<b>FY2018</b>
# Riders (unlinked)	6,711,665	6,785,479	6,658,027	6,572,065
# Elderly Rides	81,477	82,376	80,834	79,766
# Disabled Rides	59,435	60,179	56,948	56,012
# Revenue Hours	120,953	125,133	125,239	126,040
# Revenue Miles	1,239,463	1,295,696	1,295,299	1,327,382
# Days Provided	359	359	359	359
Operating Costs	\$9,413,299	\$9,800,528	\$10,444,195	\$10,826,415
FTA (5307 & STA)	\$1,970,542	\$1,951,176	\$1,974,304	\$2,085,368
State	\$696,250	\$751,915	\$771,643	\$781,008

The highest demand is primarily along high residential housing or apartments within the Ames community into campus. Over the past few years, new high residential housing has been concentrated along S. 16<sup>th</sup>, Frederickson Court, Mortensen Road and State St. Additionally, development of student housing has occurred within campustown or along Lincoln Way within walking distance of campus.

**Staff:** CyRide has maintained same management since 2006. CyRide did hire a Transit Planner in 2006 to help with the additional planning requirements due to the City of Ames becoming a metropolitan planning organization after exceeding 50,000 in population. In addition, positions within CyRide's maintenance division have not changed since 2006 when CyRide operated 49 buses. CyRide now has an overall fleet of 98 vehicles (buses, administrative vehicles, trucks). With the additional work, a larger and more varied fleet (hybrid and articulated buses) as well as the technology that is now required to maintain these vehicles, the job of maintaining CyRide's fleet has become more challenging. The transit industry uses a "rules of thumb" methodology to determine appropriate maintenance staffing levels within a transit agency. These are illustrated below along with CyRide's metric for each.

<b>Rule of Thumb</b>	<b>Industry Standard</b>	<b>CyRide Actual</b>
Miles of Service	1 mechanic/120,000 miles	1 mechanic/253,504 miles
Buses Per Mechanic	1 mechanic/7.62 buses	1 mechanic/15.9 buses
Buses Per Lane Worker	1 lane worker/17.92 buses	1 lane worker/41.5 buses

CyRide has been trying to hire an additional diesel mechanic for the past year but has been unsuccessful in two recruitments. This may be difficult to attain qualified applicants in the future.

Over the past four years, CyRide has increased its operational staff with three additional staff - one Trainer,

one Operations Manager and one Informational Technology Coordinator. The trainer position is to help train additional drivers to obtain their commercial driver's license and safely operate a transit bus safely within our service area. The additional Operations Manager is to help manage drivers after they are hired. Both of these areas have not increase while CyRide increased its ridership by 46% and required bus pull out from 45 buses to 75 buses. Finally, CyRide hired a half-time Information Technology Coordinator to help coordinate all the technology projects ongoing and new including the automated vehicle annunciators technology.

**Fleet:** CyRide's revenue fleet has an average age of 10.4 years compared to a national average of 7.8. Prior to MAP-21, CyRide had been extremely successful in attaining national discretionary grants to support the purchase of replacement/expansion buses. With the passing of the MAP-21 transportation bill, CyRide become ineligible to apply for discretionary grants due to the limited population in Ames despite outperforming many large transit systems. The FAST Act transportation bill reversed this decision and CyRide is once again eligible to apply for this discretionary funding. CyRide is expecting another delivery of one bus in FY2020 and four buses in FY2021 funded through the state's PTMS process.

CyRide currently has adequate spare buses that are utilized whenever a bus breaks down in its system. Having a aging fleet means that buses break down more often than newer fleets. In the past, CyRide has had only 3 spare buses but has worked over the past four years to purchase used buses to increase the fleet to a reasonable level to serve residents. Vehicles range between 1 year and 25 years of age. The useful life of a transit bus is typically 12 years.

CyRide leases two vehicles to its ADA subcontractor to operate its Dial-A-Ride service – one bus and one van. The new van was purchased and leased to HIRTA in 2014 in reaction to an action plan to help keep demand response routes within Ames on-time in the community. The bus, replaced in 2017, is currently two years old and will reach its useful life at 4 years. Systematic replacement of these vehicles within this fleet is needed every 4-8 years. CyRide currently has both these vehicles on a replacement schedule for every 5 years within its capital plan. In addition, another vehicle (bus/van) may be warranted if capacity issues arise on the Dial-A-Ride service, however ridership has decreased over the past four years. CyRide monitors Dial-A-Ride ridership to ensure enough vehicles are available to transport DAR passengers.

**Facility:** The original facility was built in 1983 on its current site built for only 25 buses. Since that time, there have been numerous expansions via piecemeal as federal funding is available. In 2015, CyRide completed its fifth expansion to its facility allowing inside storage for an additional 11 buses.. At this time, CyRide can store up to 80 buses inside its maintenance facility with 17-19 buses still parking outside. The vehicles parked outside are difficult to manage operationally during the cold weather months as they have difficulty starting in the morning. Also, the ability to maintain buses after 5:00 p.m. becomes burdensome as the maintenance facility is literally surrounded by parked buses that have completed their transit service for the day. Circulation of the buses in and out of maintenance becomes impossible with maintenance in the center of the facility. Generally maintenance functions near the perimeter of a building to provide maintenance at all times of the day or evening. Furthermore, CyRide's lease with the university indicates that parking of vehicles overnight must be inside the maintenance garage. Over the past year, CyRide has had discussions with the transit board and they've come to the understanding that additional bus storage expansion on the current site is not an opportunity without also giving up parking for employees. Therefore, CyRide is currently having discussions with the transit board once again to find a second site location for future expansion. CyRide is planning for space for a fleet of 125 buses.

### **HIRTA General Assessment –**

HIRTA's service assessment would be conducted within CIRPTA's PTP for the region since HIRTA's service coverage is all of the counties surrounding Polk County.

## STATUS OF PREVIOUSLY RECOMMENDED PRIORITIES AND STRATEGIES

The Human Service Council (HSC) members have had several opportunities to review the status of previously recommended projects, listed below, over several meetings over the years but most recently at their . An overview of the PTP requirement was shared for those new to HSC. A summary spreadsheet of previously recommended projects from the 2015 PTP, as amended, was shared with the group and the status of whether they were on- going, pending or not started which can be viewed on the following pages. At that time, yellow highlighted projects were approved, on-going or would be implemented. Bold projects were partially funded for a portion of the full project. Pending projects were highlighted in grey. Projects in white were not approved for grant funding and therefore not implemented, not requested or delayed. Justification to the community for each project follows the table thereafter. Comments were requested from the group and received. The update was also shared via e-mail out to human/health service agencies representatives not able to attend the meeting.

To summarize, Ames was successful within the past year receiving grant funding to implement several transportation services and purchase buses. Major highlights include:

- **System Redesign Study** completed July 2016-April 2017: Transportation Collaboration member part of focus group discussions
- **CyRide 2.0 System Redesign Implemented in phases:** May 2018 & August 2018: Discussion with the Transportation Collaboration and Story County Human Services Council on changed routes, alignments, frequency; lower fares; and new policies in light of growing by 46% over the past decade
- **Installed/purchased shelters** for following locations:
  1. S. 4<sup>th</sup> & Hazel #6491 - #3 Blue (completed)
  2. S. 5<sup>th</sup> & Walnut #6540 - #3 Blue (completed)
  3. Lincoln Way & Beedle #3540 - #1 Red, #11 Cherry, #7 Purple (completed)
  4. University Blvd & Research Park #8960 - #6 Brown (completed)
  5. Sweeney Hall #2540 (purchased to install upon completion of ISU phase #3 Union Drive improvement project) – ISU Campus
  6. Howe Hall #2541 (purchased to install upon completion of ISU phase #3 Union Drive improvement project)– ISU Campus
  7. Upper Friley #2050 (purchased to install upon completion of ISU phase #3 Union Drive improvement project)– ISU Campus
  8. Storm & Welch (purchased to install) - #6 Brown
- **Four CyRide 60-foot articulated buses** were delivered in 2016 (5339 Grant)
- **Six CyRide large buses were delivered in 2015** (final State of Good Repair discretionary grant funded via SAFETEA- LU transportation bill. All future State of Good Repair grants under MAP-21 transportation bill were designated for rail improvements.)
- **CyRide Subcontracted ADA Dial-A-Ride Services Continued.** CyRide and HIRTA now meeting semi-annually.
- **Replaced leased Dial-A-Ride Bus in 2017** as previous bus past its useful life.
- **Purchased new Dial-A-Ride MV1 van in 2014** to help meet on-demand schedule within Ames; project out of demand response action plan
- **CyRide Facility Expansion Significantly Completed in 2015;** however still parking buses outside still due to increasing fleet size with used buses)
- **Information Technology Coordinator was hired** in July 2018 to begin work on CyRide's automatic vehicle annunciator project over the next few years. The annunciators are being tested with currently automatic vehicle locator system (Nextbus) and ensure this system works properly prior to deploying this technology throughout the system.

- HIRTA Customer Service Portal** – HIRTA implemented a customer service portal called Amble in 2018 where customers can now book their own trips online, change their account status (address, phone number, etc.), check on their trip status, and pay for trips. Riders can manage their account from a smartphone or computer. HIRTA implemented this for their passengers throughout their entire service area including Ames and CyRide’s Dial-A-Ride (DAR) customers for a total cost of approximately \$180,000. This technology was requested by Iowa State University’s Alliance for Disabilities Awareness group who met with CyRide on several occasions in 2017 to improve their rider experience. Both CyRide and the United Way of Story County contributed funding toward the purchase of this project. HIRTA released this new technology within Ames first as a trial to customers before deploying throughout all of its counties due to funders being in Story County. HIRTA is the first rural property to have this type of technology throughout the nation.

The advertisement for HIRTA's Amble APP features a red and yellow background. Text includes: "Avoid being on hold", "Review and manage your trips day or night", "Can be done from your smartphone or a computer", "24/7 access", "Manage trips", "Pay Online", "Easy & Safe", "Now available in the counties of Boone, Jasper, Marion, Story and Warren", "Book a Trip", "PAY for your rides with our new SECURE ONLINE ACCOUNT", "We are here to help! Contact us for more information or to sign-up", and contact information: "1-877-686-0029 | erides@ridehirta.com", "www.ridehirta.com | #ridehirta". A small disclaimer at the bottom right states: "This project was made possible thanks to grant by United Way of Story County, CyRide, Boone County endorsement fund, Marshall Community Foundation, Carroll Community Foundation, Jasper County Community Foundation, and DEAT of Boone, Oskage and Story Counties."

## RECENT DEVELOPMENTS

- CyRide 2.0 Implementation** – In 2018, CyRide began implementing its new transit system, fare reduction and new service policies dubbed [CyRide 2.0](https://www.cyride.com/cyride2.0) - The Next Generation of Navigating Ames. <https://www.cyride.com/cyride2.0>. CyRide’s transit board voted to implement CyRide 2.0 after a year-long [system redesign study](https://www.cyride.com/about-us/planning-documents/current-planning-projects/system-redesign-study) (2016-2017) and intensive public input in April 2017. (<https://www.cyride.com/about-us/planning-documents/current-planning-projects/system-redesign-study>) This study was CyRide’s first full analysis of its route structure and schedules since it began service over 40 years ago. CyRide operated virtually the same route structure at 4 million passengers as it did with nearly 7 million. The \$187,000 study, financed by the Ames Area MPO and CyRide, was to help determine if the transit system was providing optimal transit service to the Ames community. Over that next year, CyRide modified all of its routes but two (#21 Cardinal & #8 Aqua).



In addition to route and schedule changes, CyRide 2.0 also lowered fares back down to \$1 per ride (2012 levels), initiated new service policies and renumbered all of the bus stops within the transit system. CyRide 2.0 was implemented within two phases with a few service routes modified in May 2018 along with lower fares and new service policies. The remaining service changes were implemented in August 2018. Visit <https://www.cyride.com/home/showdocument?id=9461>, for a quick summary of changes by service change date. For more information, visit <https://www.cyride.com/cyride2.0>.

- Fixing America’s Surface Transportation (FAST) Act** – (<https://www.fhwa.dot.gov/fastact/legislation.cfm>) Every few years, a new transportation bill is signed into law to provide long-term transportation funding throughout the United States, including funding for public transit systems. The FAST Act was signed into law by President Obama on December 4, 2015. The FAST Act authorized \$305 billion over fiscal years 2016 through 2020 for highway, highway and motor vehicle safety, public transportation, motor carrier



safety, hazardous materials safety, rail, and research, technology, and statistics programs. This new law provides transit agencies with its “authorized” level of federal operating and capital funding for this period. Congress then “appropriates” funds annually each year. This bill revised two critical areas for public transit in Ames including:

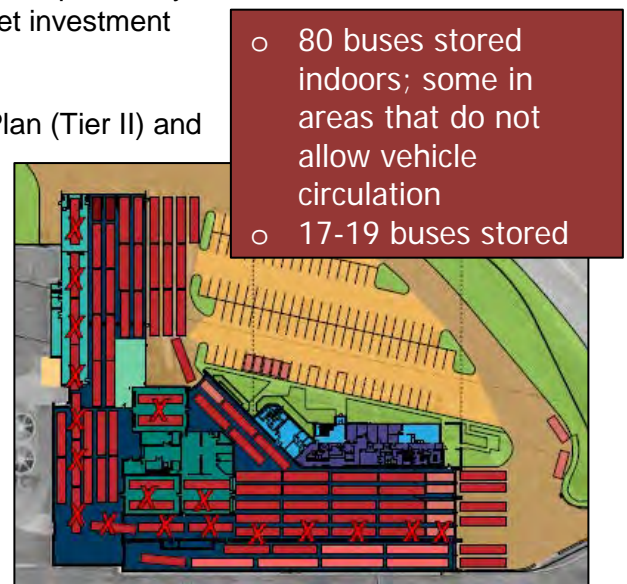
- **Small Transit Intensive Cities Apportionment (STIC) Funding (Section 5307)** Increased to 2 Percent – Under the STIC formula, FTA currently apportions 1.5 percent of the funds made available for Section 5307 to UZAs that are under 200,000 in population and have public transportation service that operates at a level equal to or above the industry average for UZAs with a population of at least 200,000, but not more than 999,999. STIC funds are apportioned based on six performance categories: Passenger miles traveled per vehicle revenue mile, passenger miles traveled per vehicle revenue hour, vehicle revenue miles per capita, vehicle revenue hours per capita, passenger miles traveled per capita, and passengers per capita. In FY 2019, the STIC set aside will increase from 1.5 percent to 2 percent. Therefore, CyRide will receive an additional \$200,000-\$250,000 more in Section 5307 funding for its annual apportionment to supplement its transit operation. Based on this knowledge, CyRide’s transit board voted to increase service on certain routes for service beginning in May 2019.
- **Bus & Bus Facilities Discretionary Funding (Section 5339) Eligible to Direct Recipients** – Under the SAFETEA-LU transportation bill (transportation bill prior to MAP-21), CyRide competed for nationally competitive grants for Section 5339 funding and obtained on average \$2 million annually for buses and facility projects. The MAP-21 transportation bill only allowed designated recipients (State DOT’s and transit agencies serving populations with 200,000+ in population) to apply for these opportunities. The newest FAST Act transportation bill changed this designation and CyRide, a direct recipient, may once again apply whenever a Section 5339 Notice of Funding Availability (NOFA) is released.

3) **Asset Management (TAM) Plan**– Every transit agency must develop a transit asset management (TAM) plan if it owns, operates, or manages capital assets used to provide public transportation and receives federal financial assistance under 49 U.S.C. Chapter 53. Each transit provider must designate an Accountable Executive to ensure appropriate resources for implementing the agency's TAM plan and the Transit Agency Safety Plan. Specifically, the TAM plan provides the following:

- Inventory of assets
- Condition assessment of inventoried assets with capital responsibility
- Descriptions of analytic process to assist in capital asset investment prioritization
- Prioritized list of investments

CyRide developed its first Transit Asset Management (TAM) Plan (Tier II) and shared this plan with the Ames Area MPO as required by October 1, 2018.

4) **Facility Location Study** – CyRide has expanded its original facility built for 25 buses five times since 2002. The last expansion was completed in 2014 which planned to house all the vehicles in CyRide’s fleet but fell short of that goal. The transit agency currently owns and operates a revenue fleet of 98 vehicles housed on this same 4.5 acre lot. With this last expansion completed in 2014, CyRide expanded its fleet again to accommodate ridership growth and still has 17-19 buses stored outside. Only 80 buses are stored inside the garage without any room for vehicle circulation. Future expansion of the garage at CyRide’s current location to meet CyRide’s long-term needs of a fleet with 125 vehicles is not feasible. Therefore, CyRide is currently conducting a facility study to determine where and how CyRide can expand to meet it current fleet/operations of 98 vehicles, as well as a site/plan on how to accommodate a future fleet/operations of 125 buses anticipated over the next 20-year period.



- 5) **Battery Electric Bus Study** – CyRide is currently doing a study to provide the feasibility of obtaining zero emission buses within its fleet. This study will also provide a deployment plan and determine any actions and costs that would need to be taken to maximize BEB usage in CyRide’s daily service and facility. This study includes any changes CyRide would need to make to its maintenance facility to accommodate BEB. This study will conclude in February 2019 and provide CyRide with information to make critical decisions to possibly move forward with BEB in the future.
  
- 6) **Automatic Vehicle Annunciators** – CyRide has recently began to implement automatic vehicle annunciators technology to its buses that will communicate next stops verbally and visually to the public as the bus approaches a bus stop. (i.e. “Your next stop is ‘Lincoln Way & Beach’”) This was a request that came directly from meetings with Iowa State University’s Alliance for Disability Awareness group that requested that drivers immediately begin calling out “all bus stops” within the community. They indicated that this announcement of stop would provide them with a frame of reference to where they were within the Ames community at any given time. Funding for this technology has been identified and CyRide is currently testing out its current system, Nextbus, to determine whether AVA can simply be added under its current infrastructure. If unable to function, CyRide may be searching for not only annunciator technology but also for automated vehicle location technology to ensure the systems work well together in obtaining predicted arrival information. CyRide’s will undergo a process to announce stops according to ADA guidelines when implementing this digital technology over the next year.
  
- 7) **CyRide Bus Shelters** – CyRide has now implemented 8-10 shelters with its new ADA design throughout the Ames community since its first shelter implementation in 2012. The new design incorporates solar lighting for those locations that cannot connect directly to electric. Many shelters on ISU campus have been connected directly to electric at the cost of the university (i.e. Student Services bus stop shown below). This bus stop will be updated considerably by Iowa State University as they reconstruct Union Drive beginning in March 2019. Once completed, additional space for transit riders to stand will be provided.



In January 2019, the Iowa DOT provided a full list of non-ADA bus stops along DOT corridors that they would like upgraded within our bus stop plan. Unfortunately, this list was communicated after the FY2020 capital plan was approved by the transit board and annunciators are the priority through FY2021. CyRide will look at this listing over the next year and see how they can incorporate some of these stops along with priority stops already identified to be updated throughout Ames within future capital plans beginning with FY2022. CyRide has designated \$50,000 in bus shelter improvements within the FY2020 Capital Plan from FY2022 through FY2024.

- 8) **Story County Transportation Brochure** –Since 2015, the United Way’s Transportation Collaboration (TC) has modified the Story County transportation brochure that provides information on all the available open to the public transportation providers within Story County approximately eight times. The brochure, with the most current and relevant information, can be downloaded at [www.cyride.com/sct](http://www.cyride.com/sct). This continues to be a

useful brochure to market transportation to the Ames community.

- 9) **Articulated Bus Fleet Increased**— CyRide’s articulated fleet is now a total of six buses to serve passengers specifically on its #23 Orange route, which is the busiest route in the State of Iowa carrying nearly 1.8 million passengers. This route frequently could pull up to a given stop on the route and fill the bus. In 2016, CyRide welcomed four additional 60-foot articulated buses into its fleet that were purchased under a SAFETEA-LU grant called Ladders of Opportunity bringing its total articulated bus fleet to six. Previously, CyRide operated all 40-foot buses on this route and demand grew each and every year to the point that buses were leaving every 2-3 minutes from the park and ride lot towards campus. This not only demanded more buses, but more drivers and funding to pay the operating expense of this service.



With the six articulated buses, CyRide can operate these buses without having to have an “extra” bus tag along to accommodate the demand by passengers thereby creating efficiencies. Now, the service now leaves the park and ride every four minutes as opposed to every 2 minutes. The result is less congestion on the Osborn corridor through the center of campus. CyRide’s ultimate goal is to attain a total of 10 articulated buses so that 8 buses can operate on this busy route at any given time and have spare buses available in case one breaks down.

Additionally, CyRide attained approval on October 30, 2018 by the Iowa DOT to operate the articulate buses on this busy three-mile route as operationally needed instead of operating these buses to gain the required 10,000 miles to meet the Iowa DOT’s PTMS mileage policy. Therefore, adding additional buses to meet growing demands for this route will not be an issue in the future and buses will continue to move up in the ranking with other buses throughout the state for replacement consideration under the Iowa DOT policies.

Any public input received was incorporated into the priorities and strategies within the next sections as a viable strategy. CyRide received substantial public input through its system redesign process and subsequent implementation of CyRide 2.0 in 2018. Recent developments since the last Passenger Transportation Plan have occurred and are noteworthy to report as they may impact/change the transportation needs for the community and ability to fund future transportation projects.

## IV – PRIORITIES AND STRATEGIES

The following are passenger transportation priorities and strategies for the next five years, as recommended by the Story County Human Service Council at their January 24, 2019 meeting. These are projects that could secure grant funding over the next five year period. Please note, that any Enhanced Mobility for Seniors and individuals with Disabilities projects (Section 5310 funding) must be specifically included in the PTP. All other strategies/projects funded by other means are encouraged to include in the PTP but are not technically required. However, this process ensures a cooperative effort between human service agencies and transportation providers to focus on transportation services to achieve the best possible transportation services for the community focusing on the elderly and disabled populations.

The PTP committee, made up of transportation providers and human/health service agencies, provided consensus to forward the following priorities and strategies forward and recommends this plan to the Ames Area Metropolitan Planning Organization for formal approval. The AAMPO must review and approve the projects and overall PTP plan as amended for submittal to the Iowa Department of Transportation.

1. **Dial-A-Ride Service (Section 5310):** This need was identified as a base need for the community for those individuals that cannot ride the fixed-route system but can rather ride CyRide’s Dial-A-Ride door-to-door service operated under subcontract currently to Heart of Iowa Regional Transit Agency (HIRTA). CyRide is mandated by the federal government as part of the American’s With Disabilities Act (ADA), to provide this complementary fixed-route service for person’s with a disability. This demand response service operates the same hours and days as the CyRide’s fixed-route transit system. More demand will be warranted from the community in future years. Enhanced Mobility of Seniors and Individuals with Disabilities funding (Section 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. Therefore, it is more economical for CyRide to subcontract and coordinate with another provider. Additionally, the funding provided is more than the demand for operating this service. CyRide’s full Section 5310 allocation each year is approximately \$332,500 total; \$266,000 federal. **Approximate DAR annual budget = \$187,500 total; \$150,000 federal)**

	<b>Dial-A-Ride (HIRTA)</b>			
	Provides door-to-door ADA service within the Ames city limits.			
<b>Annual Numbers</b>	<b>FY2015</b>	<b>FY2016</b>	<b>FY2017</b>	<b>FY2018</b>
# Revenue Hours	4,024	3,922	4,209	3,445
# Revenue Miles	39,862	39,876	41,323	34,934
# Days Provided/Yr.	359	359	359	359
<b># Riders (unlinked)</b>	<b>11,566</b>	<b>11,923</b>	<b>9,277</b>	<b>8,903</b>
# Elderly Rides				
# Disabled Rides	11,566	11,923	9,277	8,903
<b>Operating Costs</b>	<b>\$192,387</b>	<b>\$152,908</b>	<b>\$167,515</b>	<b>\$163,504</b>

**Customer Service Portal (Section 5310):** In October 2017, HIRTA announced their plan within Transportation Collaboration meetings and semiannual meetings with CyRide to implement a customer service portal where customers will be able to book their own trips online, change their account status (address, phone number, etc.), check on their trip status, pay for trips online, etc. This sort of technology was specifically requested by Iowa State University’s Alliance for Disabilities Awareness group who met with CyRide on several occasions in early 2017 to improve their rider experience on the Dial-A-Ride service. HIRTA implemented these features under the last PTP, as amended, for passengers throughout their service area including the Ames community. It was agreed by CyRide and HIRTA that 5310 funding could also be utilized to support this project for a one-time capital cost of approximately 9% (\$15,711) for Dial-A-Ride passengers. While this capital project was just implemented, there could be future opportunities for upgrades/expansion of this technology within the next five year period, yet to be developed, that may improve this portal. If such a project were developed, the capital cost could be added as a miscellaneous expense into CyRide’s contract with HIRTA to operate its Dial-A-Ride service. Therefore, this customer

service portal project will remain as a recommended project to possibly upgrade/expand the portal if requested by HIRTA if it benefits Dial-A-Ride passengers and if 5310 funding remains within the annual budget to accommodate the purchase

2. **Shelters/Transit Amenities/Bus Stop Improvements (Section 5310):** Improving the accessibility of CyRide's bus stops as well as CyRide's image is of importance to CyRide and their Board of Trustees. Shelters have be prioritized within a bus stop plan for the community to be funded from this identified funding in the next few years as long as funding is available to improve accessibility along corridors including DOT highways. These improvements also include lighting, either solar or electric, within the bus stop improvement to ensure passengers can read the published schedule within each shelter. The older style shelters, for the majority, do not contain lighting.

In addition, real-time schedule information has been a request within the Ames community for many years. This technology was implemented in February 2013 with LED digital signage at certain major transfer points on Iowa State University campus. Additional LED signage for real-time bus information should be incorporated into CyRide's system making it easier for seniors and the disabled know when their Next bus will be arriving especially as annunciator technology is implemented. CyRide intends to place these signs at major transfer locations. CyRide's full Section 5310 allocation each year is approximately \$332,500 total; \$266,000 federal. **Maximum annual funding = (\$145,000 total; \$116,000 federal)**

3. **Small Light-Duty Bus Replacement/Expansion (Section 5310):** CyRide's complementary Americans with Disabilities Act (ADA) service called Dial-A-Ride, is a door-to-door service serving individuals with a disability within the City of Ames. Passengers eligible for Paratransit service as defined by the (ADA) can ride this service. This service requires the use of small light-duty accessible vehicles to operate door-to-door within the City of Ames. The useful life of these vehicles is four years as recommended by the Federal Transit Administration. CyRide currently leases one light-duty bus to its ADA contractor to help operate this service. The remaining vehicles are provided by the contractor directly as they also operate the regional public transit service for Story County. CyRide needs to systematically replace this vehicle leased to its contractor at a minimum of four years (FTA's defined useful life) and maximum of every eight years (CyRide's defined useful life benchmark) which is identified within CyRide's Transit Asset Management (TAM) Plan. CyRide's current plan is to replace this vehicle every 5 years while there is sufficient federal funding.

Additionally, this funding may be utilized to purchase expansion vehicles as needed for its ADA service as ridership for Dial-A-Ride increases. Specifically, CyRide cannot deny a ride to Dial-A-Ride passengers due to vehicle capacity issues. CyRide must ensure a ride to its passengers within a two hour window (one hour before/after requested pickup/drop off) of the passengers' request. As of FY2018, Dial-A-Ride ridership has steadily declined by 23%. However, this may change as more and more disabled individuals turn to Dial-A-Ride for that "guaranteed ride" if HIRTA's service is at capacity. Section 5310 funds can be utilized by transit agencies to purchase replacement and/or expansion buses to operate its ADA service. Expansion vehicles may be necessary within this next five-year period if passenger demand increases over the FY2015 levels and CyRide would need to immediately respond and provide additional vehicles if deemed necessary.

CyRide estimates up to two light-duty buses being purchased for either replacement/expansion between FY2020 – FY2024 with the cost identified below. **Approximate funding per bus = (\$100,000 total; \$80,000 federal) OR Approximate maximum funding = (\$200,000 total; \$160,000)**

4. **Van Replacement/Expansion (Section 5310):** In January 2015, a [Demand Response Service Action Plan](https://www.cityofames.org/home/showdocument?id=26012) (<https://www.cityofames.org/home/showdocument?id=26012>) and Communication Plan were finalized under the guidance of a task force to develop process improvements for the door-to-door public transit service to the general public within Story County/Ames. While, the plan identified 23 specific actions to improve demand response county-wide public transit service, many of these improvements can also benefit CyRide's ADA Paratransit service, called Dial-A-Ride, provided to eligible disabled individuals as both transit services are operated by the same transit provider.

Specifically under Action Item #23 in Appendix H, the [Demand Response Service Action Plan](#) identified dedicating one “unscheduled” vehicle each day to address unforeseen operational issues to ensure smooth operation of service. The need was to keep demand response public transit service on time alleviating concerns from passengers. Again, this service improvement need was seen as something to improve the timeliness of not only HIRTA’s service but CyRide’s Dial-A-Ride service as well. Therefore a possible funding source for the purchase of the vehicle is 5310 (elderly and disabled funding) impacting the demand response services within the Ames community. The vehicle would be operated to keep the service within the City of Ames on-schedule as much as possible and/or assist where needed. Although the action plan identified a bus to operate this service improvement, discussions between HIRTA and CyRide have identified the unscheduled vehicle as an accessible van. CyRide needs to systematically replace this vehicle leased to its contractor at a minimum of four years (FTA’s defined useful life) and maximum of every eight years (CyRide’s defined useful life benchmark) which is identified within CyRide’s Transit Asset Management (TAM) Plan. CyRide’s current plan is to replace this vehicle every 5 years while there is sufficient federal funding..

CyRide estimates up to two accessible vans being purchased between FY2020 – FY2024 for either replacement/expansion within this PTP with the estimated costs identified below. CyRide and/or HIRTA would be required to fund the 20% local portion of the vehicle. **Approximate funding per van = (\$60,000 total; \$48,000 federal) OR Approximate maximum funding = (\$120,000 total; \$96,000)**

- 5. Automated Vehicle Annunciator (AVA) Technology (Section 5310):** To comply with the Americans with Disabilities Act (ADA), CyRide’s drivers manually announce major transfer locations along transit routes as well as any bus stops the public request to be announced. In 2017, CyRide began working with Iowa State University’s Alliance for Disability Awareness group which has communicated their desire for drivers to announce all bus stops throughout the Ames’ community without customers needing to verbally make a request to the driver. Such a system would be over and beyond what is required for ADA. Automated vehicle annunciators (AVA) synced with LED signage will help keep all passengers, disability or not, better informed of where the bus is located along the route. This AVA will also make riding the bus more convenient for and provide independence to hearing or visually disabled passengers. Automated announcements will make the announcements more uniformly stated across the transit system by having the stops announced in a similar method and at a consistent volume to be heard over loud noise inside and outside the buses. An AVA system will also allow CyRide’s drivers to focus on operating the vehicle safety instead of talking into the intercom system every few blocks. CyRide has existing 5310 funding available which can be programmed over the next several years for this project to benefit the elderly and disabled Ames’ community. As a result, CyRide’s transit board made a commitment within their capital plan to purchase an AVA system over a two period beginning in FY2019. CyRide would fund the local portion of this project. **Approximate funding for entire AVA project= (\$1,000,000 total; \$800,000 federal); (\$10,000/bus; \$8,000 federal); Approximate annual funding maximum = (\$500,000 total; \$400,000 federal)**

The remaining projects/strategies below and on the following pages are not required to be coordinated through the PTP but have been expressed as needs within previous meetings over the years or throughout the past year:

Previous or ongoing needs were shared with the Human Service Council as well as the UWSC’s Transportation Collaboration meetings during the fall 2018. These groups were requested to provide additional needs and possible strategies to incorporate into the PTP by the end of 2018. [Those strategies that have been implemented or partially implemented in the past are identified in blue.](#) The overall needs and strategies were accumulated from the public through public meetings, complaints/comments, transportation collaboration meetings, human service council meetings and/or through direct communications with transportation providers and human service agency representatives. Note that these possible strategies have not all been recommended to be funded with Section 5310 funding but if federal/state/local funding became available for the specific project specifically for the elderly or disabled population, it could be recommended into the Section 5310 program rather easily as it’s already defined as a need.

Needs	Possible Strategies/Project
<p><b>Education/Marketing:</b></p> <ol style="list-style-type: none"> <li>1. Need to reduce intimidation and misconceptions to riding public transit.</li> <li>2. Awareness of available programs regarding transportation.</li> <li>3. Need for insurance/ Maintenance awareness for automobile owners</li> </ol>	<p>Previous/Ongoing Strategies</p> <ol style="list-style-type: none"> <li>1. Large Group Training of how to ride public transit</li> <li>2. Train the Trainer Sessions for one-on-one training.</li> <li>3. How to Ride CyRide digital formatted DVD video</li> <li>4. Communication tools for non-English speaking individuals riding CyRide ie. picture board?</li> <li>5. Promote RSVP volunteer transportation program</li> <li>6. Maintenance/insurance class for vehicle owners</li> <li>7. Car Seat installation education program and/or resources</li> <li>8. Market “Beyond Welfare” car donation program need for pass through sponsorship by other non-profit agencies due to state regulations limiting more than 6 non-profit car donations per non-profit per year.</li> <li>9. Implement Google Transit and/or Trip Planner so anyone could Google how to get from point A to point B via bus in Ames.</li> <li>10. Real-time scheduling software – NEXT bus technology was implemented in 2012 and LED signage to campus bus stops.</li> <li>11. Develop a “Transportation brochure” for Story County so individuals can quickly determine which service provider could provide a ride to their destination and for how much.</li> <li>12. Developed At a Glance document for Story County agency representatives to quickly assist their clients.</li> <li>13. Marketed public transportation options to medical human service providers to get them to ask the question, “Do you have Transportation to your next appointment?” Communicated brochure and At a Glance documents.</li> </ol> <p>Strategies Yet to Implement</p> <ol style="list-style-type: none"> <li>14. Improve CyRide’s How to Transfer written materials describing what a transfer is; when a transfer is applicable as opposed to utilizing two fares; and actual logistics of transferring.</li> <li>15. Develop new Dial-A-Ride brochure identifying ADA policies and with notable differences between DAR and county-wide public transportation. Additionally update DAR policies as needed.</li> <li>16. Market MyState App to utilize CyRide to obtain transit trip information.</li> </ol>

Needs	Possible Strategies/Project
<p><b>Affordability Needs:</b></p> <ol style="list-style-type: none"> <li>1. Need for affordable passenger transportation services or programs to make services more affordable.</li> <li>2. Need for transportation assistance programs.</li> <li>3. Increased demand for elderly “free” transportation at health/residential facility homes –as seniors vacate their automobiles &amp; become less independent.</li> </ol>	<p>Previous/Ongoing Strategies</p> <ol style="list-style-type: none"> <li>1. Continue Transportation Assistance for bus pass/tickets or gas vouchers               <ol style="list-style-type: none"> <li>a. City of Ames Planning &amp; Housing: CDBG program</li> <li>b. UWSC “emergency” program through Good Neighbor Emergency Assistance</li> <li>c. Story County (assistance to those leaving the state of Iowa)</li> </ol> </li> <li>2. Continue Car Seat Donation Program</li> </ol> <p>Strategies Yet to Implement</p> <ol style="list-style-type: none"> <li>3. Implement common data-base of all Ames transportation assistance bus pass/ticket &amp; gas voucher programs to avoid duplication or send to one agency.</li> <li>4. United Way’s TC investigate/discuss possible improvements?               <ol style="list-style-type: none"> <li>a. Affordability of HIRTA transportation.</li> <li>b. No resources available for non-Medicaid individuals issue.</li> </ol> </li> <li>5. Identify opportunities for human service organizations to share vehicles and/or drivers (operating 15-18 hours/week on average).</li> </ol>
<p><b>Maintenance/Insurance Needs:</b></p> <ol style="list-style-type: none"> <li>1. Need for more cost efficient methods to maintain and replace human service provider vehicles.</li> </ol>	<p>Previous/Ongoing Strategies</p> <ol style="list-style-type: none"> <li>1. Coordinate group of mechanics to repair human service agency donated vehicles. Partnership now with Ames Ford who accepts donated vehicles and provides safety inspection.</li> </ol> <p>Strategies Yet to Implement</p> <ol style="list-style-type: none"> <li>2. Coordination of replacement/maintenance of human service provider vehicles.</li> <li>3. Investigate “sharing” of vehicles for providers &amp; implications to insurance coverage.</li> </ol>



Needs	Possible Strategies/Project
<p><b>Bus Storage/Maintenance Facility &amp; Connection :</b></p> <ol style="list-style-type: none"> <li>1. CyRide Bus Storage Expansion: CyRide currently houses 100 vehicles and inside storage is not available for all vehicles. CyRide cannot fit this fleet inside at current location and is in need of new location and maintenance facility to maintain/store vehicles into the future.</li> <li>2. CyRide Maintenance Shop: Need to expand maintenance shop area to maintain buses, house extra bays (1 bay per 10 buses – only 4 bays currently, need approximately 10). Additionally, need the ability to service at any time of the day or night. Maintenance bays need to move to perimeter of building.</li> <li>3. Facility Rehabilitation/Improvements to maintain State of Good Repair</li> <li>4. Surface Parking Lot and CyRide Turnaround Rehabilitation to maintain State of Good Repair</li> </ol>	<p>Previous/Ongoing Strategies</p> <ol style="list-style-type: none"> <li>1. <b>Additional Bus Facility Storage</b> – identify second site location and build additional capacity for bus storage, maintenance and operational needs over next 20-years either on-site at current location or through off-site location for up to 125 vehicles. Design off-site CyRide facility with appropriate functions. Coordinate efforts with HIRTA for this location.</li> <li>2. Modernize current CyRide storage facility including upgrade ventilation system, replace shop/barn air conditioning system, replace shop/barn exhaust removal system, maintenance pit drainage restoration, 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, fuel pump improvements, concrete rehabilitation/improvements (systematic replacement), re-roof facility, replace boilers, rehabilitate wash bay/fuel area (add reverse osmosis system, dryer/blower system, brushes to clean front of buses - currently, just sides/rear and chassis/wheel wash.), paint booth incorporating OSHA standards that accommodates articulated bus fleet, flood barrier enhancements, flood pumps replacements, increase ceiling height of garage doors and interior building by raising internal components to allow hybrid buses to pass through entire facility.</li> <li>3. Actively pursue state/federal funding opportunities and/or nationally competitive grants.</li> <li>4. ISU Intermodal Facility – Continue to study, discuss and construct an Intermodal facility housing Intercity carriers near proximity of campus to connect all transportation modes within one location. The facility opened in August 2012.</li> </ol> <p>Strategies Yet to Implement</p> <ol style="list-style-type: none"> <li>5. Resurface Iowa State Center Parking lot where commuters park to allow additional parkers to travel via #23 Orange into ISU campus.</li> <li>6. Rehabilitate CyRide turnarounds on #1 Red (Ames Middle School) and #2 Green (Ontario/California) bus routes that are crumbling and are in need of repair.</li> <li>7. Identify second site for CyRide Maintenance/Storage facility and pursue funding for land purchase, design and construction.</li> </ol>

Needs	Possible Strategies/Project
<p><b>Fleet Needs</b></p> <ol style="list-style-type: none"> <li>1. Reduce transit providers average fleet age to national average</li> <li>2. Maintain 100% accessible fleet for transit providers</li> <li>3. Maintain spare ratio at 18-20% for fixed-route transit providers.</li> <li>4. Increase fleet size for increases in service needs (frequency and geographic coverage)</li> <li>5. Improve vehicle security systems</li> <li>6. Improve vehicle technology to provide improved communications (radios) and ridership documentation</li> <li>7. Replace administration vehicles prior to their useful life benchmark for their asset class.</li> </ol>	<p>Previous/Ongoing Strategies</p> <ol style="list-style-type: none"> <li>1. Federal/State Grants – Identify and apply for federal/state grants as necessary to meet transportation providers’ fleet needs for replacement.</li> <li>2. Bus Replacement – Strive to replace buses that are past their useful life benchmark over the next 5 year period. Currently, X% (39 large and 6 small) of CyRide’s bus fleet is past their useful life benchmark. CyRide purchased a minibus to operate Dial-A-Ride services in 2017 and a 2014 MV1 with Section 5310 funding which is currently leased to HIRTA. These vehicles will need systematically replaced every 5 years.</li> <li>3. Bus Expansion (New and/or Used) – Purchase accessible vehicles to expand new transit services (fixed route and Dial-A-Ride services) or add additional trips to safely operate/meet growing demand for transit service.</li> <li>4. Surveillance Systems – Add/replace cameras to all CyRide buses to reduce liability and improve ability to assist local police.</li> <li>5. Administrative Vehicles – Systematically replace administrative vehicles that help transit agencies function over the next 5-year period. CyRide administrative vehicles transport drivers to/from their bus route will be replaced at the rate of one vehicle per year. Maintenance trucks are replaced every 10 years.</li> </ol> <p>Strategies Yet to Implement</p> <ol style="list-style-type: none"> <li>6. Automated Passenger counters are needed on CyRide buses to perform required NTD counts of passengers and counts at each bus stop throughout the system.</li> <li>7. Explore and possibly conduct pilot project of battery electric alternative fueled buses.</li> <li>8. Attain additional articulated buses for high capacity routes.</li> <li>9. Replace CyRide radios to upgrade/purchase technology in coordination with other city departments.</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> <li>3. Automatic Vehicle Annunciators</li> </ol>	<p>Previous/Ongoing Strategies</p> <ol style="list-style-type: none"> <li>1. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations. Improve bus stops/shelters accessibility for all passengers.</li> <li>2. Bike Racks on 100% of CyRide vehicles.</li> </ol> <p>Strategies Yet to Implement</p> <ol style="list-style-type: none"> <li>3. Automated Vehicle Annunciators to communicate what the next bus stop is on the route for ADA passengers as well as passengers that are not familiar with the Ames community at bus stops via LED signage.</li> <li>4. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.)</li> </ol>

Needs	Possible Strategies/Project
<p><b>Urban</b></p> <ol style="list-style-type: none"> <li>1. Maintain existing transit services and geographic coverage.</li> <li>2. Need for added geographic service coverage of transit in Ames to serve gap areas.</li> <li>3. Need for increased frequencies of service on high-capacity corridors.</li> <li>4. Need for additional hours of transportation to specific areas of Ames. Specific need for third shift transportation (12am - 6am)</li> <li>5. Need for affordable <u>emergency</u> transportation for low-income K-12 (at-risk) students and seniors.</li> <li>6. Maintain existing transit services and geographic coverage.</li> <li>7. Need to geographic service coverage of transit in Ames to serve gap areas.</li> <li>8. Need for increased frequencies of service on high-capacity corridors.</li> <li>9. Need for additional hours of transportation to specific areas of Ames.</li> <li>10. Specific need for third shift transportation (12am - 7am)</li> <li>11. Need for affordable <u>emergency</u> transportation for low-income K-12 (at-risk) students and seniors.</li> </ol>	<p><b>Urban Strategies/Projects</b></p> <p>Previous/Ongoing Strategies</p> <ul style="list-style-type: none"> <li>• RSVP Volunteer Transportation program managed by RSVP. Research possibility of providing background checks on drivers.</li> <li>• Continuation of mandated Paratransit ADA Service via contracting opportunity with HIRTA.</li> <li>• New Transit Route Services: <ul style="list-style-type: none"> <li>○ #2 Green &amp; #6 Brown – added frequency</li> <li>○ #3 Blue Alignment Expansion to Target/Wal-Mart</li> <li>○ #3 Blue Sunday (between Friley &amp; Duff)</li> <li>○ #6 Brown – Evening Service to Wessex Apts/Research Park</li> <li>○ #7 Purple –provide mid-day service (partially accommodated)</li> <li>○ #9 Plum – service along S. 16<sup>th</sup> corridor</li> <li>○ #12 Lilac – direct service from W. Ames to ISU campus</li> <li>○ EASE (used to be #10 Pink) – extend route to Barilla on E. Lincoln Way</li> <li>○ EASE (used to be #10 Pink)– provide mid-day service</li> <li>○ #14 Peach - Modify route to operate on Wheeler</li> <li>○ Reduced CyRide fares to \$1.00 per ride to make service more accessible to low-income &amp; elderly populations (equivalent fares for passes prior to fare increase in January 2012.)</li> </ul> </li> </ul> <p>Strategies Yet to Implement</p> <p><b>Recommended to Transit Board for FY2020 Budget Approval</b></p> <ul style="list-style-type: none"> <li>• Summer 2019 Changes <ul style="list-style-type: none"> <li>○ #9 Plum – Deviate inbound trips only to campus through Veterinary Medicine complex</li> <li>○ #14 Peach – Shorten route to provide service between North Grand Mall &amp; campus in minibus at 30 minute service level.</li> <li>○ #25 Gold – Add 40-minute service during summer between SUV and campus only.</li> </ul> </li> <li>• Fall 2019 Changes <ul style="list-style-type: none"> <li>○ #6 Brown – Extend service hours from 8:30 p.m. to 10:30 p.m. weekdays at 40-minute service level.</li> <li>○ #11 Cherry – Add Evening Weekday Service from 6:30 – 8:30 p.m. with 40-minute frequency.</li> <li>○ #12 Lilac – Add midday service from 10 a.m. – 2 p.m. with service every 40 minutes.</li> <li>○ #25 Gold – Add Evening Weekday Service between 10:00 p.m. – 12:30 a.m. at 40-minute service frequency</li> <li>○ #25 Gold – Add 40-minute service frequency during ISU breaks</li> <li>○ #25 Gold – Reduce frequency from every 10 minutes (6 buses/hour) to every 12 minutes ( 5 buses/hour)</li> <li>○ Add Morning trip(s) on 3-5 routes for 7 a.m., 7:30 a.m. work start.</li> </ul> </li> </ul>

Needs	Possible Strategies/Project
<p><u>Urban continued....</u></p>	<p><b>Future CyRide (Fixed Route) Strategies/Projects:</b></p> <ul style="list-style-type: none"> <li>• <b>Increased Frequencies</b> (#6 Brown, #9 Plum, #12 Lilac, #14 Peach, EASE)</li> <li>• <b>Earlier Service</b> (#1 Red, #2 Green, #6 Brown, #11 Cherry, #12 Lilac, EASE)</li> <li>• <b>Later Evening Service</b> (#5 Yellow, #7 Purple, #9 Plum, #11 Cherry, #12 Lilac, #14 Peach, #21 Cardinal (Friday evening))</li> <li>• <b>Break Day Service</b> (#11 Cherry, #12 Lilac)</li> <li>• <b>Weekend Service</b> (#9 Plum, #11 Cherry, #12 Lilac, #25 Gold, EASE)</li> <li>• <b>Summer Service</b> (#11 Cherry, #12 Lilac, #25 Gold)</li> <li>• <b>Summer Evening Service</b> Extend All Routes past 10pm (Friday – Sunday).</li> <li>• <b>Timing of Schedules</b> <ul style="list-style-type: none"> <li>○ Improve timing of transfers between Red/Green at City Hall</li> <li>○ Ensure scheduling so that passengers arrive on ISU campus for work start times by 7:00am, 7:30am, 8:00am and work leave times of 4:00pm, 4:30pm and 5:00pm (All routes)</li> </ul> </li> <li>• <b>Pedestrian Signal Crossings</b> <ul style="list-style-type: none"> <li>○ S. Dakota/Steinbeck - #1 Red, #11 Cherry, #12 Lilac</li> <li>○ Stange/Blankenburg - #6 Brown, #14 Peach</li> </ul> </li> <li>• <b>Route Alignment/Change &amp; New Service</b> <ul style="list-style-type: none"> <li>○ Shorten route through campus or add additional bus all day (route is consistently behind schedule); major detour in 2019-2020 so need adjustment in 2020-2021 (#3 Blue)</li> <li>○ Service to Northridge/GW Carver area</li> </ul> </li> <li>• <b>Policy Change Requests</b> <ul style="list-style-type: none"> <li>○ Guarantee campus transfers (CyRide 2.0 policy change)</li> <li>○ Service Billy Sunday Road/Airport 7:30 am – 5:30pm (F = 40 min.) (Per City policy, CyRide cannot serve non-arterial roads without city approval)</li> </ul> </li> <li>• <b>Affordability Strategies</b> <ul style="list-style-type: none"> <li>○ <b>Fare-free city-wide:</b> 5 options (Large Scale, Weekends only, Weekends/nights only, <b>Summer only (trial funded by Ames City Council in Summer 2009)</b>, K-12, middle/highschool students only, “at-risk” K-12 students only)</li> </ul> </li> </ul> <p><b>Demand/On-Call Service Strategies/Projects:</b></p> <ul style="list-style-type: none"> <li>• Senior transportation after 2 p.m. to/from health facilities</li> <li>• Low-income students missing yellow school buses from school.</li> <li>• Boys &amp; Girls Club transportation from schools alternative - high costs for special service, gasoline &amp; vehicle insurance.</li> <li>• AVL technologies - Improve route efficiencies by adding AVL technology, kiosks to the public, trip planner <b>and automated scheduling software.</b></li> </ul>

Needs	Possible Strategies/Project
<p><b>Regional</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>Regional Strategies/Projects</b></p> <p>Previous/Ongoing Strategies</p> <ol style="list-style-type: none"> <li>1. Transit service between Ames &amp; Iowa City for medical purposes. Coordinate with other interested partners for service continuation to also serve other central Iowa residents to Iowa City and expand ability of Ames 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 solutions from bus rapid transit, regular bus service, to vanpool/carpool options.</li> <li>3. Easier demand response re-scheduling of pickups/drop offs (HIRTA NOW Implemented)</li> <li>4. HIRTA Pay app implemented making it easier to pay for trips for customers.</li> </ol> <p>Strategies Yet to Implement</p> <ol style="list-style-type: none"> <li>5. 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. (Carpool/Vanpool database exists with Iowa RideShare and DART.)</li> <li>6. Adult Day Service transportation for Story County residents</li> <li>7. Additional hours of service for senior agency special events</li> <li>8. Transportation service to/from Nevada 3 x's a day</li> <li>9. Rural meal-site transportation (meals/activities)</li> <li>10. Out of service hours transportation for agency special events</li> </ol>

## V – FUNDING

Financial support for the planning and delivery of public transit services comes from many sources. The one federal funding program that rely upon inclusion in this document for grant approval from the federal government is Special Needs Formula Program (Section 5310). However, the Iowa Department of Transportation (Iowa DOT) is encouraging the coordination of all other state and federal funding. Therefore, the primary federal and state programs supporting transit and transit planning as documented by the Iowa DOT with inclusions from Ames Area MPO are as follows:

*Mobility Is....  
Ability to pay for  
the service!*

### Federal Transit Assistance Programs

- Metropolitan Transportation Planning Program (Section 5305d)
- Statewide and Nonmetropolitan Transportation Planning Program (Section 5305e)
- Urbanized Area Formula Grant Program (Section 5307)
- Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)
- Formula Grants for Rural Areas Program (Section 5311)
- Rural Transit Assistance Program (RTAP) (Section 5311(b)(3))
- Intercity Bus Assistance Program (Section 5311(f))
- Bus and Bus Facilities Programs (Section 5339)
- State of Good Repair Grants (Section 5337)

### Federal Flexible Funds Available to Transit

- Surface Transportation Block Grant (STBG)
- Congestion Mitigation/Air Quality (CMAQ) Program / Iowa's Clean Air Attainment Program (ICAAP)
- Diesel Emission Reduction Act (DERA) Grant Program
- Community Development Block Grant (CDBG) Career Link Program – Employment Transportation

### State Programs

- STA Formula Program
- STA Special Projects
- STA Fellowship Program
- Public Transit Infrastructure Grant (PTIG) Program
- Capital Match Loan Program (Amoco Loans)
- Volkswagon Settlement Grants (new from 2019-2021)

### Local Funding

- Passenger Revenues
- Contract Revenue
- Municipal Transit Levy
  - Local Taxes
  - Regional Transit Levy
  - General Fund Levy
  - Trust and Agency Levy
- Student Fees
- Advertising Revenue
- Analysis of Social Services Evaluation Team (ASSET)
- United Way of Story County
- Story County Community Foundation
- 

Each one of these programs is described in detail on the following pages.

## Federal Transit Assistance Programs

Federal transit funding are authorized through the Fixing America's Surface Transportation (FAST) Act, which went into effect December 4, 2015, authorizing programs, through September 30, 2020. Most federal transit program are funded from the Mass Transit Account of the Highway Trust Fund, based on transit's share of the federal motor vehicle fuel taxes. The funds are administered at the federal level by the Federal Transit Administration. The transit funds are found in 49 United States Code Chapter 53 under the following sections for each of the programs.

### **Metropolitan Planning Program (Section 5305d)**

These funds support planning activities in metropolitan areas on an 80 percent federal, 20 percent non-federal basis. In Iowa, these funds are administered by the Iowa DOT's Office of Systems Planning and are distributed annually to each of the state's nine metropolitan planning organizations (MPOs) through the following formula. One third is distributed equally among all MPOs; one-third is distributed based on each MPO's share of the total statewide urbanized area population from the most recent decennial census; and one-third is distributed based on each MPO's share of the total statewide urbanized area population from the prior decennial census. The 5305d funds are administered jointly with Metropolitan Planning "PL" funds available through the Federal Highway Administration as part of a Consolidated Planning Grant. The 5305d and PL funds can support any MPO costs related to intermodal transportation planning activities for the urbanized area.

A portion of these dollars is allocated for transportation planning each year, approximately \$30-35,000, within the Ames Transportation Planning Work Program to support transit planning conducted throughout the year by CyRide staff. Periodically, CyRide requests additional planning funds to cover larger system-wide transit studies or certain transit corridors. (i.e. FY2017 System Redesign Study - \$100,000).

### **Statewide and Nonmetropolitan Planning Program (Section 5305e)**

These funds are intended to support transit planning in addition to what is conducted by the individual metropolitan planning organization (MPO). By law, the state is the direct recipient of the funding. Iowa uses these funds, along with 5311 funds set aside specifically for planning, to support a system of regional planning affiliations (RPAs). The RPAs are responsible for local intermodal transportation planning in areas of the state not included in a MPO. Iowa DOT's Office of Systems Planning serves as the direct recipient of these funds. The combined 5305e and 5311 planning funds are distributed annually to each of the state's 18 RPAs through the following formula. One-half is distributed equally among all RPAs; one-quarter is distributed based on each RPA's share of the total statewide non-urbanized population from the most recent decennial census; and one-quarter is distributed based on the ratio of the number of counties in each RPA out of 99 total counties. The Office of Systems Planning also distributes Statewide Planning and Research (SPR) funds from the Federal Highway Administration to the RPAs, for the same purpose and via the same formula. The 5305e and/or 5311 planning funds and SPR funds are administered jointly with any Surface Transportation Program (STBG) funds programmed for planning support by the RPAs. These funds jointly support regional intermodal planning on an 80% federal, 20% non-federal basis.

Since Ames is a designated Metropolitan Planning Organization (MPO), this funding is not available to the City of Ames for planning purposes.

### **Urbanized Area Formula Grant Program (Section 5307)**

These funds support urban transit systems serving communities with more than 50,000 in population for transit related capital improvements (including preventive maintenance activities) or planning activities on an 80% federal, 20% non-federal basis. Purchase of vehicles equipped for access by persons with disabilities can be funded at 85% federal, 15% nonfederal basis. Purchase and installation of special equipment or features required by the Americans with Disabilities Act or the Clean Air Act Amendments, and certain bicycle accommodation projects are eligible for 90% federal assistance. Transit systems may also use up to

10 percent of their total 5307 funds to pay for some of their Americans with Disabilities Act paratransit costs on an 80% federal, 20% non-federal basis.

- Urbanized Areas (200,000 – 1,000,000): For urbanized areas of this size, funding is apportioned directly to each designated recipient to apply for and receive Federal funds. (i.e. Bettendorf, Council Bluffs, Des Moines, and Davenport ) The formula is based on a combination of bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, and fixed guideway route miles as well as population and population density. In urbanized areas with populations greater than 200,000, at least 1 percent of these funds must be set aside for transit enhancement activities. Urbanized areas of 200,000 or more may not utilize this funding for operating assistance unless they are eligible under FTA's special rule of operating less than 100 buses in peak hour service..
- Urbanized Areas (50-000 – 200,000 in population): For urbanized areas of this size, the funds are apportioned to the governor of each state for distribution. This 'Governor's Apportionment' includes a base allocation calculated strictly on population and population density of the state's communities in that size range, plus a "growing states" allocation, based on projected population growth. Additionally, "small transit intensive cities" (STIC) funding provides additional funds to any of these urbanized areas if they exceed the average performance of larger urbanized areas (200,000-1,000,000 in population) in one or more of six specified performance measures. The state is responsible for deciding how 5307 Governor's Apportionment funds are distributed. Ames, University of Iowa's Cambus, Cedar Rapids, Coralville, Dubuque, Iowa City, Sioux City, and Waterloo all receive funding from the Iowa Governor's Apportionment. (Sioux City also receives funding from the Nebraska and South Dakota Governor's Apportionments.) In addition to capital and planning uses, funding for these smaller urbanized areas can also be used to support their operating budget. Funds for operating support must be matched by non- federal funds (other than passenger revenues) on a dollar-for-dollar basis.

The 2019 Apportionments have not yet been released and over the past decade the apportionments are delayed later and later each year. A decade ago, you could anticipate apportionments to be approved between by December of the given federal fiscal year. Now apportionments are approved near the end of the fiscal year.

As of 2007, CyRide began utilizing all 5307 funding to support their operating budget and allocates zero dollars to support capital purchases. This makes the grant process administratively easier and local dollars are utilized to support any capital needs. In FFY2018, CyRide received approximately \$2,085,368 (\$1,075,373 in 5307/\$1,010,013 in STIC) in 5307 funding which is approximately 4.2% more than FFY2017. For 2019, CyRide anticipates another \$200,000 being added to its apportionment as the overall STIC funding will increase from 1.5% to 2.0%.

### **Enhanced Mobility of Seniors & Individuals with Disabilities (Section 5310)**

This is a federal program for support of transit services to service the elderly and person with disabilities. The programs may also serve beyond transitional public transit services and ADA complementary paratransit service. These funds are allocated to Iowa on the basis of the number of older adults and individuals with disabilities and allocated by area: Large Urbanized Area (60%), Small Urbanized Area (20%), and Rural (20%). By law, the state is the direct recipient of the funding for areas with populations less than 200,000. Urbanized areas with populations exceeding 200,000 receive a direct allocation. Public agencies responsible for coordinating human service transportation are eligible, as are private not-for-profit agencies. Because Iowa requires the designated public transit systems to coordinate all publicly- funded passenger transportation services, Iowa distributes these funds to the public transit agencies. At least 55% of program funds must be used on capital or 'traditional' 5310 projects (buses, vans, wheelchair lifts, ramps, etc.) and 45% is for non-traditional projects once eligible under the New Freedom program (projects that go 'beyond the ADA', travel training, etc. Mobility management is eligible under either the traditional or non-traditional funding. The cost of contracted operations, equipment and passenger or vehicle shelters are funded on an 80% federal, and 20% non-federal basis. Purchase of vehicles equipped for access by persons with



disabilities can be funded at 85% federal participation. Facilities other than passenger or vehicle shelters are not eligible. Operating assistance is funded at 50% federal share. Match can come from other Federal (non-US DOT) funds.

Section 5310 funds administered by the OPT are distributed based on a formula of factors in ridership and revenue miles. To simplify administration, the 5310 funds going to rural systems are only distributed to transit systems that purchase contracted transportation services. All projects using 5310 funding must derive from the

Passenger Transportation Plan (PTP) prepared by the respective metropolitan or regional planning agency through their joint public transit/human service transportation planning process. All services supported with 5310 funding must be operated open to the general public. Complementary ADA Paratransit meets this requirement, so long as it operates the same days/hours as an urban transit system.

For CyRide, 5310 funding has traditionally been utilized to contract out their Paratransit services (Dial-A-Ride or DAR) operated by Heart of Iowa Regional Transit Agency (HIRTA). This DAR service is the ADA complementary service for the City of Ames for those individuals that cannot otherwise ride the fixed route system due to their disability. Individuals must apply directly to CyRide to be eligible for this service. Any funding remaining from 5310 after subsidizing Dial-A-Ride operations is utilized to purchase buses/vans that are leased to HIRTA for Dial-A-Ride services, passenger shelters along the fixed routes or purchase NEXT BUS signage. CyRide also has a project to implement automatic vehicle annunciators that will announce the next bus stop to passengers as the bus approaches. CyRide is estimated to receive approximately \$284,086 in 5310 funding for FY2019.

#### **Formula Grants for Rural Areas Program (Section 5311)**

This federal program supports transit activities in rural areas and communities with less than 50,000 population. These funds are allocated to Iowa based on the number of persons living outside urbanized areas compared to other states. By law, the state is the direct recipient of the funding. Iowa DOT serves as the direct recipient of the funds, through both the Office of Public Transit (OPT) and the Office of Systems Planning. The OPT administers the bulk of the 5311 funding that is provided to small urban and regional transit systems, as well as the 15% of the annual apportionment, that in conformance with federal law, is utilized to support

intercity bus services. The Office of Systems Planning administers that portion of the 5311 funds that are combined with the 5304 funding to support rural transit and intermodal planning activities.

The portion of the 5311 funds used for support of public transit services in Iowa is administered in conjunction with the rural portion of the 5310 funding. The 5311 funds may be used to support operating deficits (potentially on a 50% federal, 50% non-federal match), capital purchases (on an 80% federal, 20% non-federal match or 85% federal, 15% non-federal for vehicles meeting ADA and Clean Air standards), or planning activities (on an 80% federal, 20% non-federal match). State policy does not allow local transit administration costs for public transit systems to be treated any differently than operating expenses.

The Iowa DOT formula allocating 5310 and 5311 funds uses the past year's performance statistics. The amount of formula funds to be distributed to small urban systems versus regional systems is determined by first splitting the allocations with 75% going to the regional systems and 25% going to the small urban systems. The individual allocations to small urban systems are then determined on the basis of 50 percent of the percentage of total small urban ridership accomplished by that system and 50 percent of the percentage of total small urban revenue miles provided by the individual system. Individual allocations for regional systems are based on 40 percent of the system's percentage contribution to total regional transit ridership and 60 percent on the system's percentage contribution to total regional revenue miles.

The formula apportionment funds received by each system must be used to support services open to the public. This would include eligible transit capital or operating expenses as defined by the federal

government. The decision of how the formula funds are programmed is a part of the local transportation planning and programming process conducted through the regional planning affiliation. Office of Public Transit (OPT) provides a projection of the formula funding that will be available to each system for the coming state fiscal year in early December, in order to facilitate integration of the 5311 programming process with the annual preparation of the Passenger Transportation Plan (PTP) and the regional Transportation Improvement Program (TIP).

The OPT decides which agencies will receive 5310 funds versus 5311 funds, based on how the transit systems will use the monies. At present, most transit systems choose to use their formula funds for support of transit service costs. The 5310 funds are targeted to systems that purchase services from sub-providers, and 5311 funds are targeted first to systems that provide their services directly. To the extent that any system proposes to use its 5310/5311 allocation for purchase of rolling stock to operate within an urbanized area, 5310 funds will be used (and the project will be included in that urbanized area's Transportation Improvement Program (TIP).) If facility improvements are programmed with the formula funds, 5311 funding will be used.

Non-urbanized Formula Funding is only available for rural transit services and not available as viable funding source for transportation within the City of Ames since Ames is 100% urban. Therefore this funding is not referenced within the urban Ames PTP plan.

### **Rural Transit Assistance Program (Section 5311(b)(3) - RTAP)**

This federal program provides a source of funding to assist in the design and implementation of training and technical assistance programs and other support services tailored to meet the specific needs of transit operators in non-urbanized areas (less than 50,000 in population). By law, the state is the direct recipient of the funding and the Iowa DOT's Office of Public Transit serves as the recipient of these funds.

Iowa's RTAP funds are mainly used to provide local transit agencies training fellowships. The fellowships pay 80 percent of the cost for Iowa's small urban and regional transit systems and their planners to attend Iowa DOT sponsored seminars, as well as transit-related courses or conferences sponsored by other groups. Transit systems may also be reimbursed for training held in-house. Additional RTAP projects funded by OPT include: statewide training seminars, statewide annual driver roadeo, transit training library, transit marketing video.

CyRide is not eligible for RTAP funding since the City of Ames is over 50,000 in population. Heart of Iowa Regional Transit Agency (HIRTA) would be eligible for this training funding. A parallel program funded with state transit assistance (STA) funds pays for costs incurred by large urban systems and their planners, currently at 70 percent reimbursement which CyRide is eligible.

### **Section 5311(f) Intercity Bus Assistance Program**

A minimum of 15 percent of each year's non-urbanized formula funds allocated to Iowa under the 5311 program is required to be set aside to support intercity bus transportation. Private-for-profit companies, private non-profit corporations, or public entities may apply for this funding. Connections to Amtrak or passenger air service terminals are desirable. Service strictly for commuter purposes is not eligible. Projects may include operating assistance, capital assistance, planning, or administrative costs such as marketing and insurance.

The Iowa Intercity Bus Assistance Program includes funding in four categories of projects:

- Category 1 is support for continuation of existing services. Funding is available for providers of existing intercity bus service that apply and agree to reporting requirements. Category 1 projects pay \$0.10/revenue mile of scheduled route service that is justified based on preventive maintenance costs.
- Category 2 is support for new and expanded intercity bus service or feeders connecting to existing intercity bus services. It is not intended to support duplication of existing services. Projects pay up to \$0.50/mile based on preventive maintenance, insurance and administrative costs, and operating

support for a maximum of two years. After two years, the service may receive support under Category 1.

- Category 3 is support for marketing of existing and new services. Preference is for cooperative projects with involvement by communities served. Projects may pay up to 80% of project administration/marketing costs.
- Category 4 supports facility improvements or equipment purchases necessary for the support of existing or new intercity bus services. Projects pay up to 80% of approved project amounts (83% for purchase of accessible vehicles or 90% on accessibility retrofits of existing vehicles) based on actual costs.

The Intercity Bus Assistance Program is included as a statewide total in the Statewide Transportation Improvement Program (STIP). Annual intercity bus assistance applications must be received by Iowa DOT's Office of Public Transit by the first business day of October for projects to begin in January. Project selections are finalized by December.

### **Bus and Bus Facilities Programs (Section 5339)**

These funds can finance capital projects to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities. Funding is dispersed annually via formula apportionments and also by discretionary awards.

- **Formula Apportionments:** In Iowa, approximately \$1,250,000 is received annually via formula to be spent in small urban (less than 50,000 population) and regional transit systems and receives individual allocations for each large urban transit system serving populations between 50,000 and 200,000. The large urban funds are pooled together since individual allocations by transit agency would not allow for bus purchases on an annual basis. All funds are spent on vehicle replacements rather than on expansion vehicles or bus-related facilities and are distributed utilizing the vehicle rankings of the [Public Transit Management System](#) (PTMS).

Transit systems serving populations of more than 200,000 in population receive direct allocations from the Federal Transit Administration and are not included in the statewide distribution through PTMS. These transit systems can decide how to utilize these formula funds for their agency.

This federal program provides funding of transit capital improvements on an 80% federal, 20% non-federal matching basis (85% federal, 15% non-federal for vehicles equipped to meet ADA and Clean Air standards). Facility grants are not available through this process since the formula funding is minimal and the Iowa DOT emphasizes replacing vehicles as the priority above any facility project.

- **Discretionary Awards:** The Department of Transportation (DOT) typically releases a 'notice of funding opportunity' for national infrastructure investments projects that make a positive impact throughout the country and opens this opportunity to all transportation modes (highway, public transportation, passenger/freight rail, port, intermodal). . All transit agencies over 50,000 in population as well as States have an opportunity to apply for these grant funding opportunities. This competitive discretionary program is now known as the "Better Utilizing Investments to Leverage Development" or "BUILD Transportation 'Discretionary Grants'" program and funding is awarded for projects that will have a significant local or regional impact. (This program was previously known as TIGER under the Recovery Act.)

CyRide was extremely successful in attaining replacement buses and expansion buses for its fleet within the transportation appropriations bill, prior to the FAST Act, MAP-21, under SAFETEA-LU. CyRide averaged approximately \$2,000,000 in capital funding on an annual basis through the Notice of Funding Availability (NOFA) process. However; once the MAP-21 reauthorization bill was approved, CyRide was no longer eligible to apply for NOFA opportunities as only designated

recipients serving populations over 200,000 were eligible. The FAST Act reauthorization bill revised this and transit systems serving populations over 50,000 are now eligible to apply for this discretionary funding. This change opens up the opportunity for CyRide to submit future applications for bus (for replacement or expansion) and bus facility NOFA's if these opportunities continue in the future. CyRide has not applied directly for these opportunities under the FAST Act but the State of Iowa DOT has applied on CyRide's behalf along with other Iowa urbanized transit systems. The Iowa DOT has not been successful in receiving discretionary funding for urbanized systems, like CyRide, but has received discretionary funding for Iowa's rural transit systems, like HIRTA.

### **State of Good Repair Grants (Section 5337)**

This is a new formula-based program dedicated to repairing and upgrading the nation's rail transit systems along with high-intensity motor bus systems the use of high-occupancy vehicle lanes, including bus rapid transit (BRT). At the present time, CyRide or HIRTA is not eligible for this type of funding as they do not provide rail or BRT transit service at this time.

## **Federal Flexible Funds Available to Transit**

### **Surface Transportation Block Grant Program (STBG)**

These funds come to the state based on a number of factors including vehicle miles of travel, highway lane miles and the number and size of bridges. The funds can be used for roadway, transit capital projects, pedestrian/bikeway projects, or intermodal planning projects on an 80% federal, 20% local basis. In Iowa, a portion of these funds is programmed by local governments acting through metropolitan or regional planning agencies.

Nearly all of Iowa Regional Planning Alliances (RPAs) and some Metropolitan Planning Organizations (MPOs) fund a portion of their intermodal transportation planning activities from STBG funds. Most transit systems have also been successful in receiving STBG funding from their local MPO or RPA. When programmed for transit or transit planning projects, these funds are transferred from the Federal Highway Administration (FHWA) to the Federal Transit Administration (FTA) for administration, either through a direct Section 5307 grant for large urban transit systems, through a statewide 5311 grant for small urban or regional systems, or through the statewide consolidated planning grant for planning projects. The Iowa DOT's Office of Public Transit administers the statewide grant for individual small urban and regional transit systems. The Office of Systems Planning administers the planning grant.

CyRide has utilized past allocated STBG dollars for planning purposes for the Ames Transit Feasibility Study (\$100,000; 40% STBG) and CyRide Facilities Master Plan Update (\$40,000; 25% STBG). Reimbursements for these CyRide projects are requested directly from the City of Ames. In 2020, CyRide will begin to receive STBG dollars for bus purchases for approximately \$225,000 federal each year with the hopes to upgrade a 40-foot bus to an articulated bus. Thus far, CyRide has received approximately three years of STBG funding.

### **Iowa Clean Air Attainment Program (ICAAP)**

This program is one of the five core funding programs of the Federal Highway Administration (FHWA) that can be flexed between highway, transit or bicycle/pedestrian uses. Nationally, the Congestion Mitigation/Air Quality (CMAQ) program is intended to fund transportation projects to assist metropolitan areas in violation of Clean Air Act standards. In those states with areas in violation, much or all of the CMAQ monies must be spent in the affected areas for projects conforming to a state air quality implementation plan. Because Iowa does not have any areas in violation of transportation-related federal clean air standards, the state receives a minimum allocation of CMAQ funding that can be used anywhere in the state for any purpose for which STBG funds can be used on the same 80% federal, 20% non-federal basis. The Iowa program is referred to as Iowa's Clean Air Attainment Program (ICAAP).

In Iowa, funds are programmed for highway or transit projects through a statewide application process

based on the project's anticipated air quality or congestion relief benefits. Applications are due the first business day of October for projects to begin the following federal fiscal year. Project selections are determined in February. When ICAAP funds are programmed for transit projects, funding is transferred from Federal Highway Administration (FHWA) to the Federal Transit Administration (FTA) for administration through the statewide grant under either the Section 5307 or 5311 programs depending on whether the projects are in urbanized or non-urbanized areas. This funding could be utilized in the future for service expansion (new routes or increased service frequency) for either buses or service within Ames.

Over the past five years, CyRide has been awarded over \$2.8 million from ICAAP funding for expansion of transit services and additional buses to operate these service expansions including:

ICAAP Projects	Approved	Federal Cost
Green/Brown Weekday Service Frequency Expansion	Jan. 2015, 2016 & 2017	\$399,396
Blue Sunday Frequency Expansion	Jan. 2015, 2016 & 2017	\$23,283
Two HD 40-foot buses (Green /Brown service)	Jan. 2015	\$702,400
Plum Route New Route	Jan. 2016, 2017 & 2018	\$664,988
One HD 40-foot bus (Plum route service)	Jan. 2016	\$364,000
West Ames Routes: New Route – Lilac; Frequency Expansions - Red, Purple, Cherry	Jan. 2019*	\$330,014
One HD 40-foot bus (Lilac new route service)	Jan. 2019*	\$394,640
<b>TOTAL ICAAP</b>		<b>\$2,878,721</b>

Finally, due to the lower apportionments in 5339 Bus & Bus Facilities discretionary funding for small urban and rural transit agencies, the Iowa DOT was successful in securing \$3 million of ICAAP funding to be utilized towards the replacement of buses. This funding will be dispersed through the PTMS process with the oldest and highest mileage buses throughout the state being replaced first.

### Diesel Emission Reduction Act (DERA) Grant Program

The Iowa DOT administers the Environmental Protection Agency's (EPA) DERA grant program for the state of Iowa. DERA comes out of the Energy Policy Act of 2005. Annually, the counties eligible to apply for funding are those determined by the EPA where all or part of the population is exposed to more than 2.0 µg/m<sup>3</sup> of diesel particulate matter emissions in the 2011 National Scale Air Toxics Assessment. Public transit agencies operating medium-and heavy-duty diesel vehicles in the targeted counties are eligible to apply. In 2017, the amount of funding available was \$233,504. Visit [https://iowadot.gov/dera/pdfs/DERA\\_Grant\\_Program\\_Info\\_Guide.pdf](https://iowadot.gov/dera/pdfs/DERA_Grant_Program_Info_Guide.pdf) for current application deadlines and further information

### Community Development Block Grant (CDBG) Career Link Program –Employment Transportation

This program is administered by the Iowa Economic Development Authority (IEDA). The Career Link program can be used to address other employment barriers by providing funding for employment related transportation services. Eligible activities include transportation services for individuals to job activities and adult students to educational training/instructional opportunities. The majority of beneficiaries (individuals utilizing transportation) must reside in non-entitlement communities [i.e. communities under 50,000 in population].

- Eligible applicants are non-entitlement cities (under 50,000) or counties. Funds will flow through the local government to a non-profit transportation entity [i.e. public transit agency] providing the transportation services.
- The majority of beneficiaries (individuals utilizing transportation) must reside in non-entitlement communities.

- Eligible activities will include transportation services for individuals to job activities and adult students to educational training/instructional opportunities.
- Participating businesses may not include retail or service businesses. A service business is a business providing services to a local consumer market which does not have a significant proportion of its sales coming from outside the state.
- The maximum grant award for employment related transportation projects will be \$150,000.
- IEDA will require a 1 for 1 cash match for projects. Matching funds can be a combination of funds from participating businesses, local, state, and federal funds.
- Funds will be used for operational expenses only (not buses/equipment)
- For each project, the majority of beneficiaries (51%) must be low to moderate income individuals, as defined by the federal Department of Housing and Urban Development (HUD).
- Grant recipients must document compliance by collecting income surveys from project beneficiaries

CyRide is not eligible for this funding since Ames is a community of more than 50,000 in population.

## **State Programs**

The State of Iowa currently offers seven programs providing financial assistance to public transit systems.

### **STA Formula Program**

All public transit systems are eligible for funding under the STA program, which began in 1976. Since 1984, STA funding has been derived from a dedicated portion (currently 1/20th) of the first four cents of the state “use tax” imposed on the sale of motor vehicles and accessory equipment. STA funds are provided to support public transit services and may be used for either operating or capital projects.

The majority of the state transit assistance funds received in a fiscal year are distributed to individual transit systems on the basis of a formula using performance statistics from the most recent available year. Each month, the dollars received in the fund during the prior month are allocated to the transit agencies. These funds can be used by the public transit system for operating, capital or planning expenses related to the provision of open-to-the-public passenger transportation.

The STA formula funds are first split between urban and regional systems on the basis of total revenue miles of service provided by each group. The funds are then split among individual systems in each category, 50 percent on the basis of locally determined income (LDI), 25 percent on the basis of rides per dollar of expense, and 25 percent on the basis of revenue miles per dollar of expenditure. OPT calculates LDI by subtracting FTA and STA formula funds from the system's operating expenses.

CyRide typically utilizes this funding for partial support of its operations of approximately \$830,000 each year. HIRTA would receive STA formula funds for regional transit services within Story County. This funding is anticipated to decrease dramatically since vehicle sales have dropped over the past year. Transit systems were warned from Iowa DOT to adjust their budgets accordingly.

### **STA Special Projects**

Each year up to \$300,000 of the total STA funds are set aside to fund “special projects.” These can include grants to individual systems to support transit services which are developed in conjunction with human service agencies, or statewide projects to improve public transit in Iowa through such means as technical training for transit system or planning agency personnel, statewide marketing campaigns, etc.

Special Projects are considered an “immediate opportunity” program by the Iowa DOT, meaning that these funds can be applied for at any time of the year as an opportunity arises, provided that funding is still

available. Projects are intended to assist with start-up of new services that have been identified as needs by health, employment or human service agencies participating in the Passenger Transportation Development Planning process. Most projects are small in scope and typically will fall within the \$5,000-\$25,000 range. Projects shall be for no more than one year for up to 50% of the project costs, but a second year of funding can be applied for separately for up to 30%. Priority is given to projects which include a contribution from human service agencies. In past years, HIRTA was awarded funding for the Ames – Iowa City transit service and also funding to print the Story County Transportation brochure ([www.ridehirta.com/sct.pdf](http://www.ridehirta.com/sct.pdf)). CyRide has only received this funding once in 2010 for partial funding of the new #10 Pink route of \$15,006. The statewide project funds can also be used on statewide transit marketing and projects exploring new transit technologies. The administrative rules provide flexibility for use of the funding. If not needed for special projects, the money set aside for that purpose may be moved back into the STA formula program for distribution to all systems.

### **STA Fellowship Program**

A major component of the state-wide Special Projects is a program of transit training fellowships that parallels the federal RTAP fellowship program described previously. The STA fellowship program focuses on training costs for Iowa's large urban transit systems and metropolitan planning organizations that are not eligible under RTAP. CyRide utilizes this fellowship program for its administrative, maintenance and operational staff of approximately \$15,000 each year for the following uses: FTA and Iowa DOT seminars, transit related conferences, NTI Trainings, State Rodeo (funded at 100%), and trips to other University transit communities. This program generally reimburses 70% of registration, travel, hotel expenses.

### **Public Transit Infrastructure Grants**

In 2006, the Iowa Legislature established a new program to fund some of the vertical infrastructure needs of Iowa's transit systems. Applications are accepted as part of the annual Consolidated Transit Funding Program. Projects can involve new construction, reconstruction or remodeling, but must include a vertical component to qualify. They are evaluated based on the anticipated benefits to transit, as well as the ability to have projects completed quickly. The infrastructure program participation in the cost of transit-related elements of a facility project is limited to 80% and cannot, in combination with federal funding, exceed that number. Also no single system can receive more than 40% of the available infrastructure funding in a given year.

CyRide has been successful in receiving several awards for this infrastructure program to rehabilitate its maintenance facility over the past years. CyRide received \$320,000 to rehabilitate its roof on the oldest section of the maintenance facility in 2016 that was completed in the fall 2017. Next, CyRide received \$405,009 in 2017 to construct three in-ground hoists in the maintenance garage that were completed in summer 2018. CyRide has recently received an additional \$517,042 in 2018 to replace its bus washer and purchase a new heating, ventilation and air conditioning system in the wash bay lane that will be implemented in summer 2019.

### **Capital Match Revolving Loan Fund (AMOCO Loan)**

The capital match revolving loan fund was created by the Iowa Legislature in the early 1980's with funds from Iowa's share of the federal government's petroleum overcharge settlement against the American Oil Company (Amoco.) The loan program is subject to an intergovernmental agreement between the Iowa DOT and the Iowa Department of Natural Resources (DNR). All public transit systems are eligible for loans under this program. The intent of the program is to increase the inherent energy conservation benefits of public transit by expediting the implementation of transit capital projects.

The program allows "no interest" loans to transit systems, which the transit system uses towards the required local match on a federally-funded capital project, paying it back over a negotiated time period as local funds become available. The loan can be used to temporarily fund the entire local match on capital equipment projects or 50% of the required non-federal match on facility projects. Funding is available on a first come first serve basis. A project, targeted at energy savings, is eligible if it is a transit capital project that is

approved for federal funding

### **Volkswagon Settlement Grants (new from 2019-2021)**

In 2016, the Environmental Protection Agency (EPA) filed a complaint alleging Volkswagen (VW) violated the federal Clean Air Act with the sale of motor vehicles between 2009 and 2016 equipped with "defeat devices" designed to perform differently during normal vehicle operation than during emissions tests; exceeding the EPA compliant levels of nitrogen oxides (NOx) during normal use. VW agreed to settle some of the allegations. With the creation of an Environmental Mitigation Trust (Trust) to fund a specific set of mitigation actions that will reduce NOx emissions. Over the next several years, Iowa will receive approximately \$21 million in Trust funds for NOx mitigation projects. Iowa DOT has been designated the lead state agency to administer the funds. These funds will be distributed within the following categories according to Iowa DOT's Beneficiary Mitigation Plan over the next few years.

<b>Mitigation Category</b>	<b>Funding Target</b>
Category 1 -Class 4-8 School Bus, Shuttle Bus, or Transit Bus	\$9,450,000
Category 2-Freight Trucks and Port Drayage Trucks	\$3,150,000
Category 3 – Non-Road Transport and Equipment	\$9,100,000
Category 4 – Zero Emission Vehicle (ZEV) Supply Equipment	\$3,150,000
Category 5 – Diesel Emission Reduction Act (DERA) Grant Program	\$3,150,000
<b>TOTAL</b>	<b>\$21,000,000</b>

In January 2019, the Iowa DOT requested its first round of grant applications to award \$4.9 million of VW funding under the first three categories listed above. Awards will be released in April 2019. CyRide submitted a VW application under this first round for \$170,640 (12%) to provide partial local match within a federal grant to replace three alternative fueled biodiesel buses for a total project cost of \$1,437,600. If awarded, this will provide CyRide with additional local match funding for future grant opportunities. For more information on this grant program, visit <https://iowadot.gov/vwsettlement/default.aspx>.

## **Local Funding**

The bulk of transit funding in Iowa comes from local sources, especially on the operating side. How systems generate their local financial support varies, but some of the more common sources are as follows:

### **Passenger Revenues**

Fees paid by the passengers are one of the most common sources of local support. This can include monies collected on-board the transit vehicle (usually called "farebox receipts"), as well as prepaid fares from sale of passes or tickets, or fares billed to the passenger after the fact. FTA requires that all passenger revenues be subtracted from the total cost of operating transit service to identify a net operating cost, before eligibility for federal financial support of operations can be calculated.

### **Contract Revenue**

Human service agencies, local communities, as well as private businesses are often willing to pay a part or all of the cost for certain types of rides provided as part of the open to the public transit operation. Such subsidies are classified as contract revenues and can count toward the required local match on federal projects.



## **Municipal Transit Levy**

### **Local Taxes**

Iowa law authorizes municipalities to levy up to 95 cents per \$1,000 assessed valuation to support the cost of a public transit system. Most of Iowa's larger communities levy for support of their urban transit systems. A number of smaller communities use this authority to generate funding used to support services contracted from their designated regional transit system. CyRide has its own transit levy for the community of which Ames is approximately 15% of its revenue stream. For Ames, this levy is approximately 62.811 cents per \$1,000 assessed valuation.

### **Regional Transit Levy**

In 2005, the Iowa legislature authorized counties exceeding 175,000 in population are able to form regional transit districts for support of area-wide public transit services. Once formed, adjacent counties can become part of the district, or municipalities in non-participating adjacent counties can join. The district can levy up to the 95 cents per \$1,000 assessed valuation; but, unlike the provisions in the municipal levy, the regional transit districts can set differing levy rates across their territory. While both Linn and Polk counties have the population to form a regional transit district, as of March 2011 only Polk County has chosen to form a district, including several municipalities from adjacent non-participating counties. This is not an option available to Story County.

### **General Fund Levy**

The cost of supporting transit services is an eligible use of general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties who don't have the option of a transit levy, as well as for cities which chose not to use the transit levy.

### **Trust and Agency Levy**

The Trust and Agency Levy can be used by cities and counties to support employee benefit plans. As such, it can be used to help support the cost of a city operated transit system.

## **Other Local**

### **Student Fees**

Mandatory student fees established by a college or university are similar to a tax levy in that all members of the particular community contribute. Iowa State's Student Government is CyRide's largest fee levy equating for approximately 40% of their annual operating budget.

### **Advertising Revenues**

Sale of on-board advertising or advertising space in brochures, etc., can provide some additional revenues to the transit program. Currently, CyRide contracts out their advertising program to place ads on our buses and therefore splits the revenues received with the advertising agency.

### **Analysis of Social Services Evaluation Team (ASSET)**

The Analysis of Social Services Evaluation Team (ASSET) process has existed in Story County since 1985. It brings together five major funders of human services programs in a collaborative, volunteer-led effort to coordinate local planning, assess needs, evaluate the capabilities of agencies to provide programs, and recommend funding for programs. ASSET ([www.storycountyasset.org/](http://www.storycountyasset.org/)) is supported by five funders including the City of Ames, Iowa State University Student Government, Story County, Central Iowa Community Services, and United Way of Story County. Each Funder has priorities that guide the process in making recommendations for funding decisions and agencies must apply for funding through this process. Approximately \$4.6 million in funding was recommended for distribution to ASSET agencies' programs in

2018-2019. HIRTA requests approximately \$187,000 of this funding for demand response transportation within Ames, Story County and to Iowa City.

### **United Way of Story County**

The United Way of Story County (UWSC) offers several grant opportunities to support unanticipated, emerging or other distinct under-funded needs on an annual basis. These grant opportunities are in addition to funding ASSET programs through the process listed above.

- Annual Grant Process - The UWSC typically offers agencies to submit letters of intent requesting funding, over \$7,500, for their programs in February of each year. They then are invited to submit a full proposal in April if the letter of intent is of interest to UWSC and meets their priorities. The project must typically have a significant impact on the community and people UWSC serves in the areas of Education, Income and Health. Those agencies seeking grant funding must also be a non-profit organization. In the past, the UWSC has funded security cameras of \$24,580 for HIRTA for two vans and five buses to help ensure the safety of passengers, employees and property. This data will likely allow lower-insurance rates for HIRTA. UWSC also partially funded an unscheduled van in the amount of \$9,653 to help keep HIRTA's services more on time. In 2018, HIRTA received approximately \$36,000 for enhanced scheduling features to offer online scheduling to Story County clients as well as a pay application for passengers to pay for their trips online instead of at the time of boarding.
- Mini-Grant Process - In addition to the annual grant process, the UWSC also offers mini-grants anytime throughout the year for up to \$250 per agency for projects that benefit citizens of Story County. The UWSC's CEO may grant these mini-grants at their discretion without any formal board approval for up to \$1,500 total throughout the year.
- Golf For Kids Grant Process – This final grant opportunity is called Golf Fore Kids which ties funding from a golf event fundraiser to support programs that improve the quality of life for children and families in Story County. Grant proposals are generally accepted by the first part of August each year with the maximum award of \$3,000 per program. Awards are made by the UWSC Board of Directors in October of each year. This opportunity only funds programs for kids and will not fund capital expenditures. Agencies do not have to be a partner agency of the UWSC to request funding. Approximately \$23,000 was dispersed in 2017 to agencies to improve the quality of life for Story County kids. Past funding for transportation programs have included the Ames Public Library that offers bus fare for childcare programs to visit the library.

### **Story County Community Foundation**

The Story County Community Foundation (SCCF) is a nonprofit public charity created by generous local citizens. It builds permanent charitable funds called endowments. Each endowment distributes a portion of its earning annually in perpetuity--forever--to support a charitable purpose. Donations may be made to funds which address community needs and reflect a donor's interests and personal philanthropic goals. The SCCF acts as a broad umbrella, sheltering many separate funds.

Major Grants (up to \$25,000), Community Grants (up to \$6,000) and Capacity Building Grants (up to \$2,500) are available to non-profit organizations with a 501(c)(3) status, charitable projects of a governmental agency or to a 501 (c)(3) fiscal sponsor. More information can be found at [www.storycountyfoundation.org](http://www.storycountyfoundation.org).

HIRTA has previously received a grant from the SCCF to initiate the Ames to Iowa City operating service providing access to medical care in Iowa City.

## **VI – CONCLUSION**

The Passenger Transportation Plan (PTP) coordination effort is an ongoing process throughout the year to define funding and further refine recommended projects. Efforts will continue to coordinate transportation services, identify needs and expand funding availability identified within the recommended projects. This effort includes identifying and encouraging additional federal/state/local funding resources yet to be approved or identified through future transit reauthorization bills. Involvement through Human Services Council, United Way's Transportation Collaboration Committee and Story County's Quality of Life Alliance groups has provided additional opportunities for increased communication between transportation providers and human/health service agencies to ensure better mobility options to the community and region. Coordination offers a great way to obtain positive results from limited resources while sharing available transportation options by many transportation providers to agencies that communicate those resources to the transit dependent, low-income, elderly and disabled populations.

# Appendix



## Story County Human Services Council Meeting MINUTES

Thursday, February 22, 2018 at 11:30 a.m. – 12:30 p.m.

St. Andrew's Lutheran Church, Fellowship Hall

209 Colorado Ave, Ames, IA 50014

[www.storycountyhumanservices.org](http://www.storycountyhumanservices.org)

**Present:** Shari Atwood, Co-Chair, CyRide/AAMPO, Cari McPartland, Salvation Army; Megan Thompson, MICA; Allyssa Vasmussen, LSI; Reann Orr LSI; Miguel Biott PHC Inc.; Melinda Wadsley, Okerberg and Associates; Nicki Sprecher Story County Community Services; Diane Bjorklund Friendship Ark; Valerie Bohlen Mary Greely Home Care/Hospice; Krystina Engle Eyerly Ball; Rachelle Flory Child Serve; Lori Williams Central Iowa RSVP; Teal Wilson Central Iowa RSVP; Liza Turner, Catholic Charities; Melissa Murray Legal Aide; Andrea Sunaa CSA; Steph Hoskins, Caremore Clinic

**TREASURY REPORT:** is the same, no additional changes to the treasury report, it is the same as last month

**RESOURCE GUIDE:** update being made to resource guide to be placed online; Anne created a Voluntary position to make calls and keep it updated

### OLD BUSINESS

**ASSET** minutes and bylaws discussion:

Asset panel representative was not present, unable to vote on by-laws because they are old

Minutes from Asset were made available to members of the group

Article 5 section 2 changes were made/amended to 1 person (from 3) article section 1c still needs amended, linterest in seeing changes in red or "strike throughs" for edited information

### NEW BUSINESS:

**Passenger Transportation Plan,** Ames area MPO approves every 5 years, any Federal money has to be coordinated to find best place for funding, has been set aside for 1. dial-a-ride (HIRTA), customer service portal, bus stops improvements for ADA compliance, small light duty buses and van replacement/expansion. Request for 5th project: automated announcements for next stops to aid ADA passengers in knowing when to get off. 1 million dollar project, implemented over 5-6 years. Motion made by Shannon and seconded by Carrie to vote on approving 5th project. Question about LED lighting, digital signage is being experimented with LED signage is not included in the 5th project proposal. Motion passed unanimously

**Mini-Grants:** deadline is March 30th. handouts were made available to members of the group.

**AGENCY SHARE MICA:** Megan from first 5 program for kids 0-5 to partner with pediatric clinics for screenings one stop referral source support specialist to connect families with services. mental health concerns and developmental concerns for children, financial stress, stress between parents, are all things that are commonly addressed. Referrals typically made by doctors, but families can self-refer. WIC program income guides were passed out. EBT cards instead of checks. Online availability for uploading. Farmers market checks available for fresh fruits and vegetables, Child health dental dental hygienist to do dental screenings and apply varnishes available to kids of any age. Maternal Health program, supplemental education for pregnant women, and postpartum women, help connect them to resources in the community. Baby basics class at Mary Greely. 3rd Saturday of the month. flyers were handed out. lots of things for new parents to help them get prepared. free class. \$5 donation suggested but not required. Located on SE 16th south of Hickory Park. Question about food donations, refrigerator was empty but there are some canned goods still available.

Always a need for good donations. bread peanuts butter and noodles milk and meat are all things in high demand. food pantry collaboration met, canned meals and boxed meals like “hamburger helper” toilet paper is also a high need. and other hygiene items. Diapers are needed. Salvation Army offers drapers and pull ups

**AGENCY SHARE Eyerly Ball:** Christina in place of Stephanie and Jenna who couldn't make it. Starting a crisis team for Story County. Proposal was awarded by CSCS hope to be up and running late march 50ish on call staff and 6 at any one time 10 counties. Recruiting for personnel. CICS and Eyerly Ball can have anyone call in for a concerned other Call into a call center (foundation 2) 1-800 number for over the phone counseling, in March face to face will be an option. Behavioral Health Assessments and Suicide Assessments within 24 hours of the call will send out case management personnel to follow up. Not meant to be long term. but short term up to 30 days to get people plugged into services. according to chapter 24 Iowa code, high school degree with mental health experience EMTs police officers bachelors in human services therapists and nurses for a multi-disciplinary team. CICS stands for: Central Iowa Community Services. Eyerly Ball serves both kids and adults. 8 hour shifts 7-3 for example. \$19-\$32 per hour depending on education and experience. Eyerly Ball now affiliated with Unity Point to get flyers for Marketing...no charge to the client, Medicaid will be billed if possible. call center is used for triage and screening. Safety is an important issue. will also be training on deescalation.

Also, it was mentioned, there are opportunities to learn “Mental Health First Aid” on a Saturday offered by Central Iowa Community Services

**Other Introductions:**

Karie Williams, new Clinical Director for Community Mental Health Resources

Melinda Wadsley, new mental health agency in town: Okerberg and Associates, providing mental health services to individuals and families, children, adolescents, and adults. Family counseling, couples counseling, parenting classes and a school based mental health program in Gilbert, Ames, Nevada, and Jewell

Kathy Duly, Rural Outreach Liaison with Iowa Department of Public Health

**Other Announcements:**

Legal Aid, family law, divorces, social security appeals, residents of Story county, at or below poverty guideline

Children’s WellBeing Collaborative Meeting: Community Mental Health Collaborative at Gateway Hotel multi county region try to explore how to improve services for children’s mental health a week from Friday March 2nd

Emergency Residence Project - “Reggie’s Sleepout” at Jack Trice Stadium 24th of March, volunteers needed, get a free t-shirt...

**Next SCHSC meeting: Thursday, March 22, 2018**

**THANKS FOR ATTENDING!**

<b>SCHSC OFFICERS</b>	<b>ASSET PANEL</b>
Co-Chairs: Kyle Briese, <a href="mailto:BrieseK@MGMC.com">BrieseK@MGMC.com</a> Shari Atwood, <a href="mailto:satwood@cyride.com">satwood@cyride.com</a> Secretary: Anne Owens, <a href="mailto:anne.owens@vcstory.org">anne.owens@vcstory.org</a> Treasurer: Kaitlyn Binnebose, <a href="mailto:Kaitlin@bgcstorycounty.org">Kaitlin@bgcstorycounty.org</a>	<b>Health Panel:</b> Open <b>Income Panel:</b> Open <b>Education Panel:</b> Erika Peterson (Boys and Girls Club) Exp. 4/2019 <b>More Info @ ASSET Liaison Assignments @ <a href="http://www.storycountyasset.org">www.storycountyasset.org</a></b>

## IV – PRIORITIES AND STRATEGIES

The following are passenger transportation priorities and strategies for the next five years, as recommended by the Story County Human Service Council. Please note, that any Enhanced Mobility for Seniors and individuals with Disabilities projects (Section 5310 funding) must be specifically included in the PTP. All other strategies/projects funded by other means are encouraged to include in the PTP but are not required. This process ensures a cooperative effort between human service agencies and transportation providers to focus on transportation services to achieve the best possible transportation service for the community focusing on the elderly and disabled populations.

The PTP committee, made up of transportation providers and human/health service agencies, provided consensus to forward the following priorities and strategies forward and recommends this plan to the Ames Area Metropolitan Planning Organization for formal approval. The AAMPO must review and approve the projects and overall PTP plan as amended for submittal to the Iowa Department of Transportation.

1. **Dial-A-Ride Service (Section 5310):** This need was identified as a base need for the community for those individuals that cannot ride the fixed-route system but can rather ride CyRide's Dial-A-Ride door-to-door service operated under subcontract currently to Heart of Iowa Regional Transit Agency (HIRTA). CyRide is mandated by the federal government as part of the American's With Disabilities Act (ADA), to provide this complementary fixed-route service for person's with a disability. This demand response service operates the same hours and days as the CyRide's fixed-route transit system. More demand will be warranted from the community in future years. Enhanced Mobility for Seniors and individuals with Disabilities funding (Section 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. Therefore, it is more economical to subcontract and coordinate with another provider. **Approximate annual funding = (\$237,500 total; \$190,000 federal)**

**Customer Service Portal (Section 5310):** In October 2017, HIRTA announced their plan to implement a customer service portal where customers will be able to book their own trips online, change their account status (address, phone number, etc.), check on their trip status, pay for trips online, etc. HIRTA is implementing this for their passengers throughout their service area including Story County and the Ames area. The Section 5310 funding supports projects that improve mobility for seniors and individuals with riding in Ames and the portal will be an outstanding technological improvement, benefiting ADA Paratransit (Dial-A-Ride) customers. This sort of technology has been specifically requested by an ISU's Alliance for Disabilities Awareness group which has met with CyRide over the past year to improve their rider experience on CyRide's Dial-A-Ride service. The one-time total capital cost of the customer service portal is \$179,560. HIRTA and CyRide have agreed that the Ames' 5310 funding should support approximately \$15,711 (\$12,569 federal) of the portal relative to the percentage of Dial-A-Ride passengers to HIRTA's overall customers throughout the region. HIRTA will accommodate the remainder of this purchase with other identified funding through their own budget. This capital cost portion for Dial-A-Ride will be amended as a miscellaneous expense into CyRide's contract with HIRTA to operate its Dial-

A-Ride service. Existing 5310 funding is currently available within the existing annual Dial-A-Ride Service budget above, due to unspent funding within previous years, to support this one-time project that will be drawn over a six-month period under the service agreement contract therefore no additional funding is 5310 is needed other than to identify it specifically within this plan. (Approximate one-time funding = \$179,560 total; \$12,569 federal)

	Dial-A-Ride (HIRTA)			
	Provides door-to-door ADA service within the Ames city limits.			
Annual Numbers	FY2010	FY2011	FY2012	FY2013
# Revenue Hours	2,551	2,503	2,665	3,204
# Revenue Miles	30,498	31,122	34,108	35,445
# Days Provided/Yr.	362	362	359	359
# Riders (unlinked)	9,745	= 9,101	10,853	9,468
# Elderly Rides				
# Disabled Rides	9,745	9,101	10,853	9,468
Operating Costs	\$136,856	\$142,717	\$162,094	\$144,023

- 2. Transit Amenities/Bus Stop Improvements (Section 5310):** Improving the accessibility of CyRide’s bus stops as well as CyRide’s image is of importance to CyRide and their Board of Trustees. Shelters have be prioritized within a bus stop plan for the community to be funded from this identified funding in the next few years as long as funding is available to improve accessibility. These improvements also include lighting within the bus stop improvement as only a few bus stops currently have lighting within the shelter. Many passengers result to lighting up the schedule display within the shelter in the evening hours with their cell phone or a street light. Future shelters would incorporate lighting.

In addition, real-time schedule information has been a request within the Ames community for many years. This technology was implemented in February 2013 with LED digital signage at certain major transfer points on Iowa State University campus. Additional LED signage for real-time bus information can be incorporated into CyRide’s system making it easier for seniors and the disabled know when their Next bus will be arriving. CyRide intends to place these signs at major transfer locations. **Approximate annual funding = (\$200,000 total; \$160,000 federal)**

- 3. Small Light-Duty Bus Replacement/Expansion (Section 5310):** CyRide’s complementary Americans with Disabilities Act (ADA) service called Dial-A-Ride, is a door-to-door service serving individuals with a disability within the City of Ames. Passengers eligible for Paratransit service as defined by the (ADA) can ride this service. This service requires small light-duty accessible vehicles to operate door-to-door within the City of Ames. The useful life of these vehicles is four years as recommended by the Federal Transit Administration. CyRide currently leases one light-duty bus to its ADA contractor to help operate this service. The remaining vehicles are provided by the contractor directly as they also operate the regional public transit service for Story County. CyRide needs to systematically replace this vehicle leased to its contractor at a minimum of four years and maximum of every eight



years.

Additionally, this funding may be utilized to purchase expansion vehicles as needed for its ADA service as ridership for Dial-A-Ride increases. Specifically, CyRide cannot deny Dial-A-Ride passengers a ride due to vehicle capacity issues. CyRide must ensure a ride to its passengers within a two hour window (one hour before/after requested pickup/drop off) of the passengers' request. As of FY2013, Dial-A-Ride ridership has remained fairly stable. However, this may change as more and more disabled individuals turn to DialA-Ride for that "guaranteed ride" within the two-hour window. Section 5310 funds can be utilized by transit agencies to purchase replacement and/or expansion buses to operate its ADA service. Expansion vehicles may be necessary within this next five-year period as demand increases and CyRide would need to respond and provide additional vehicles if required.

CyRide estimates up to two light-duty buses being purchased for either replacement/expansion within the PTP between FY2015 – FY2019 with the cost identified below. Approximate funding per bus = (\$90,000 total; \$76,500 federal) **OR Approximate maximum funding = (\$180,000 total; \$153,000)**

- 4. Van Replacement/Expansion (Section 5310):** In January 2015, a Demand Response Service Action Plan (<http://www.cityofames.org/modules/showdocument.aspx?documentid=20699>) and Communication Plan were finalized under the guidance of a task force to develop process improvements for the door-to-door public transit service to the general public within Story County/Ames. While, the plan identifies 23 specific actions to improve demand response county-wide public transit service, many of these improvements can also benefit CyRide's Dial-A-Ride service provided to ADA-eligible disabled individuals as both transit services are operated by the same transit provider.

Specifically under Action Item #23 in Appendix H, the Demand Response Service Action Plan identified dedicating one "unscheduled" vehicle each day to address unforeseen operational issues to ensure smooth operation of service. The need was to keep demand response public transit service on time alleviating concerns from passengers. Again, this service improvement need was seen as something to improve not only HIRTA's service but CyRide's Dial-A-Ride service as well. Therefore a possible funding source for the purchase of the vehicle is 5310 (elderly and disabled funding) impacting the demand response services within the Ames community. The vehicle would be operated to keep the service within the City of Ames on schedule as much as possible and/or assist where needed. Although the action plan identifies a bus to operate this service improvement, recent discussions have identified the unscheduled vehicle as an accessible van. The useful life of this vehicle is four years as recommended by the Federal Transit Administration and therefore, would need replaced within the life of this PTP.

CyRide estimates up to two accessible vans being purchased between FY2015 – FY2019 for either replacement/expansion within this PTP with the estimated costs identified below. CyRide and/or HIRTA would be required to fund the 25% local portion of the vehicle. **Approximate funding per van = (\$57,500 total; \$42,925 federal) OR Approximate maximum funding = (\$115,000 total; \$85,850)**

5. **Automated Vehicle Annunciators - AVA (Section 5310):** To comply with the Americans with Disabilities Act (ADA), CyRide's drivers manually announce major transfer locations along transit routes as well as any bus stops the public request to be announced. In 2017, CyRide began working with Iowa State University's Alliance for Disability Awareness group which has communicated their desire for drivers to announce all bus stops throughout the Ames' community without customers needing to verbally make a request to the driver. Such a system would be over and beyond what is required for ADA.

Automated vehicle annunciators (AVA) synced with LED signage will help keep all passengers, disability or not, better informed of where the bus is located along the route. This AVA will also make riding the bus more convenient for and provide independence to hearing or visually disabled passengers. Automated announcements will make the announcements more uniformly stated across the transit system by having the stops announced in a similar method and at a consistent volume to be heard over loud noise inside and outside the buses. An AVA system will also allow CyRide's drivers to focus on operating the vehicle safety instead of talking into the intercom system every few blocks.

CyRide has existing 5310 funding available which can be programmed over the next several years for this project to benefit the elderly and disabled Ames' community. As a result, CyRide's transit board made a commitment within their capital plan to purchase an AVA system over a four to five year period beginning in FY2019. CyRide would fund the local portion of this project.

**Approximate funding for entire AVA project= (\$1,000,000 total; \$800,000 federal)**

**Approximate annual funding maximum = (\$300,000 total; \$240,000 federal)**



## Story County Human Services Council Meeting AGENDA

March 22, 2018

11:30 a.m. – 1:00 p.m.

St. Andrew's Lutheran Church (Behind Colorado Junction in Fellowship Hall)

209 Colorado Ave.; Ames, IA 50014

[www.storycountyhumanservices.org](http://www.storycountyhumanservices.org)

### AGENDA

1. Welcome
2. Business meeting
  - a. Call to order
  - b. Introductions
  - c. Minutes
  - d. Reports
    - i. Treasurer
    - ii. Resource Guide cmte
    - iii. Asset panel rep – temporarily suspended
  - e. Old Business
    - i. Asset Discussion
      1. Red-lined by-laws
      2. Revised panel rep role
    - ii. Mini grants
      1. Reminder of application date
      2. Review of 2017 Winners
  - f. New Business
    - i. SCHSC roles open for 2018-19
  - g. Agency Share
    1. Shari Atwood
    2. Other Agencies & News
3. Adjourn

Next SCHSC meeting: **Thursday – April 26, 2017**

**THANKS FOR ATTENDING!**

#### SCHSC OFFICERS

Co-Chairs:

Kyle Briese, [BrieseK@mgmc.com](mailto:BrieseK@mgmc.com)

Shari Atwood, [satwood@cyride.com](mailto:satwood@cyride.com)

Secretary: AnneOwens, [director@vcstory.org](mailto:director@vcstory.org)

Treasurer: Kaitlin Binnebose,

[kaitlin@bgcstorycounty.org](mailto:kaitlin@bgcstorycounty.org)

#### ASSET PANEL

**Panel #1 – Health:**

**Panel #2 – Income:**

**Panel #3 – Education:** Erika Peterson (Boys and Girls Club); Exp. 4/2019

More Info @ ASSET Liaison Assignments @ [www.storycountyasset.org](http://www.storycountyasset.org)



## Story County Human Services Council Meeting **MINUTES**

April 26, 2018

11:30 a.m. – 12:30 p.m.

St. Andrew's Lutheran Church (Behind Colorado Junction in Fellowship Hall)

209 Colorado Ave.; Ames, IA 50014

[www.storycountyhumanservices.org](http://www.storycountyhumanservices.org)

1. Welcome
2. Business meeting
  - a. Call to order – Meeting was called to order at 11:30
  - b. Introductions -- Attending members introduced themselves. No attendance record was collected at this meeting.
  - c. Minutes – The March Minutes were reviewed, no changes were noted and the minutes were approved.
  - d. Reports
    - i. Treasurer – No changes to the account have been made.
    - ii. Resource Guide cmtc – nothing to report.
    - iii. Asset panel rep – temporarily suspended
  - e. Old Business
    - i. Asset Discussion
      1. Red-lined by-laws – By-laws were reviewed
      2. Revised panel rep role – Conversation was reviewed about the changes from 3 to 1 ASSET Panel Representative Role.
    - ii. Mini grants
      1. Reminder of application date – Attendees were reminded of the due date for applications.
      2. Review of 2017 Winners – Past Grant Recipients shared about the funded projects.
  - f. New Business
    - i. SCHSC roles open for 2018-19 – A Co-Chair is needed for 2018-19.
  - g. Agency Share
    1. Shari Atwood
    2. Other Agencies & News
3. Adjourn

Next SCHSC meeting: **Thursday – May 24, 2018**

**THANKS FOR ATTENDING!**

SCHSC OFFICERS	ASSET PANEL
<p>Co-Chairs: Kyle Briese, <a href="mailto:BrieseK@mgmc.com">BrieseK@mgmc.com</a> Shari Atwood, <a href="mailto:satwood@cyride.com">satwood@cyride.com</a> Secretary: Anne Owens, <a href="mailto:director@vcstory.org">director@vcstory.org</a> Treasurer: Kaitlin Binnebose, <a href="mailto:kaitlin@bgcstorycounty.org">kaitlin@bgcstorycounty.org</a></p>	<p>Panel #1 – Health: Panel #2 – Income: Panel #3 – Education: Erika Peterson (Boys and Girls Club); Exp. 4/2019</p> <p>More Info @ ASSET Liaison Assignments @ <a href="http://www.storycountyasset.org">www.storycountyasset.org</a></p>

## Story County ASSET Report

No ASSET Meetings have been held since February 15, 2018 – Minutes were not available.

Admin Team Minutes are not available since November 2017.





## Story County Human Services Council Meeting **MINUTES**

May 24, 2018

11:30 a.m. – 12:30 p.m.

St. Andrew's Lutheran Church (Behind Colorado Junction in Fellowship Hall)

209 Colorado Ave.; Ames, IA 50014

[www.storycountyhumanservices.org](http://www.storycountyhumanservices.org)

### 1. Welcome

Attendance: Nikki Sprecher, CICS; Jane Larkin, YSS; Melissa Murray, Legal Aid Society; Valerie Bohlen, Mary Greely Home Services; Cari McPartlan, The Salvation Army-Story County; Kaitlin Binnebose, Boys & Girls Clubs of Story County; Lori Williams, Central Iowa RSVP; Joni Hauck, Mainstream Living; Stephanie Schmidt, Eyerly Ball; Craig V.P., Small Talk; Neil R., Small Talk; Troy \_\_\_\_\_, Emergency Residence Project; Marion Kresse, BOOST; Cassie Clyde, Head Start; Steph Hoskins, Care More; Eman M., ACCESS; Diane Bjorklund, Friendship Ark, Inc.; Anne Owens, Volunteer Center of Story County.

### 2. Business meeting

a. Call to order – Meeting was called to order at 11:40 a.m.

b. Introductions -- Attending members introduced themselves. Members played a round of Agency Bingo to learn more about each other and the agencies represented.

c. Minutes – The April Minutes were reviewed, no changes were noted and the minutes were approved.

#### d. Reports

i. Treasurer – No changes to the account have been made.

Marion K. moved to set the 2018-19 membership rate at \$30, Diane B. 2<sup>nd</sup>.  
Motion carried.

Diane B. moved to donate \$100 to St. Andrew's for hosting the meetings.  
Melissa M. 2<sup>nd</sup>. Motion carried.

ii. Resource Guide cmte – 2-1-1 has updated their system and it was briefly discussed again about using this system as a means of coordinating the Resource Guide information.

iii. Asset panel rep – temporarily suspended

#### e. Old Business

i. Asset panel Change to By-laws – proposed change was amended and moved to approve changing from 3 to 1 representative by Marion K., Kyle B. 2<sup>nd</sup>, Motion carried. The Executive Committee was charged with nominating a replacement for the current representative.

#### ii. Mini grants

1. 2018 Recipients were announced

**Friendship Ark** (tablets for each of their homes and individualized SCL program so they can plan/prepare healthier meal options)

**YSS** (emergency diapers/sanitary wipes for kids 0-5 age group in YSS Story County Stork's Next Program and Healthy Futures Program. Most families are on the SNAP program but cannot purchase diapers/wipes via SNAP.)

f. New Business

i. SCHSC Officers for 2018-19 –

Co-Chair – Shari Atwood (year 2 of term)

Co-Chair – Melissa Murray (year 1 of term)

Treasurer – Kaitlin Binnebose (year 2 of term)

Secretary – Anne Owns (year 2 of term)

ASSET Panel Representative - Erika Peterson – until replacement is nominated

g. Agency Share

1. Small Talk presented information about the program and participants

2. Other Agencies & News

3. Adjourn

Next SCHSC meeting: **Thursday – SEPTEMBER 27, 2018** THANKS FOR ATTENDING!

<b>SCHSC OFFICERS</b>	<b>ASSET PANEL</b>
Co-Chairs: Kyle Briese, <a href="mailto:BrieseK@mgmc.com">BrieseK@mgmc.com</a> Shari Atwood, <a href="mailto:satwood@cyride.com">satwood@cyride.com</a> Secretary: Anne Owens, <a href="mailto:director@vcstory.org">director@vcstory.org</a> Treasurer: Kaitlin Binnebose, <a href="mailto:kaitlin@bgcstorycounty.org">kaitlin@bgcstorycounty.org</a>	<b>Panel #1 – Health:</b> <b>Panel #2 – Income:</b> <b>Panel #3 – Education:</b> Erika Peterson (Boys and Girls Club); Exp. 4/2019  More Info @ ASSET Liaison Assignments @ <a href="http://www.storycountyasset.org">www.storycountyasset.org</a>





## Story County Human Services Council Meeting AGENDA

September 27, 2018

11:30 a.m. – 12:30 p.m.

St. Andrew's Lutheran Church (Behind Colorado Junction in Fellowship Hall)

209 Colorado Ave.; Ames, IA 50014

[www.storycountyhumanservices.org](http://www.storycountyhumanservices.org)

1. Call to order 11:38
2. Welcome & Introductions

Welcome back to another year. Review of mission.

3. Meeting Format Discussion
  - a. Agency Spotlight Signup & Program Ideas?

Sign-ups were distributed for members to sign up for presenting about their agencies and if they are interested in making a presentation about issues/programs for the community good.

4. SCHSC Website
  - a. Members
  - b. Meeting Information
  - c. Important Links (Resource Guide, HSC Membership Form, Transportation Info, etc)

Reviewed materials/information/Links available for the group

If anyone from the group would like to assist as a webmaster, please visit with Anne or Shari about helping to keep information up to date.

5. Business Meeting
  - a. Programs
    - i. Rick Exner: "Community Photo ID Card" (10 minutes);  
(County Coordinating Committee)

AMOS is a community collaboration that is working to implement a Community-based ID card for residents (photo ID program for people, aged 16 or older, who are unable to obtain or have a driver's license or State ID Card. The group is working with law enforcement in Story County and Marshalltown to develop this process and the card. The hope is the card will provide people with a means to identify themselves with law enforcement, receive urgent services with schools, health centers, city/county departments or participate in the cultural and business life in the community.

There will be a cost to obtain the card, comparable to the cost obtaining a license or state ID. Will renew every few years to maintain contact with the cardholders and support card validity.

The process is still in the planning, training, and preparing stage for this to happen. Current efforts are focusing on beginning to prepare to raise awareness about this service. The hope is to have the cards available in 2019.



Contact [email and name here] for more information or to assist with this process.

- ii. Anne Owens: “Making the Most of Volunteers” (15-20 minutes)  
(Volunteer Center of Story County)

A presentation on the volunteer management process, benefits of engaging volunteers in your organization and the Volunteer Center of Story County was provided.

- b. Minutes Approval — no changes suggested
- c. Reports
  - i. Treasurer — Membership Dues (\$30) are needed before the end of October. \$773.16 not including dues received as of 9/27/2018
  - ii. Resource Guide & Corrections      hard copy will be available for edits at the next meeting.
  - iii. ASSET — Erika P. Was not present. The position is open if someone else would like to serve the three year term representing the council with the group.
  - iv.
- d. Agency Spotlights (2 each meeting – 10 min. each)
  - i. Carin Forbes (Executive Director, Legal Aid Society of Story County) — rescheduled
- e. Agency Sharing (send flyers/resources to Anne for email inclusion/distribution)

ISU Ext. Story County Events (Facebook) — caregivers — adding a new position (Mary Wilkins is now a Youth Outreach program coordinator — educational outreach for youth Pre-School-12<sup>th</sup> Grade.

Cy-Ride has changed whole service as of August. Send comments to Cy-Ride for suggested improvements.

VCSC – Donation drive on October 26 for Make a Difference Day

Salvation Army is meeting as a church at the club every Sunday!

BGC is opening a 5-days a week program for middle school youth in Nevada. Bus drop-off is available, with transportation home at no additional cost. A meal and a snack will be provided. Oct. 12 is Over the Edge (fundraiser) in Campustown for the club.

PHC has a farm to clinic program providing fresh produce. Piloting to continue that through the fall/winter this year.

6. Adjourn

**Next SCHSC meeting: Thursday – October 25, 2018**

**THANKS FOR ATTENDING!**



**SCHSC OFFICERS (Term Ends)**

**Co-Chairs:**

Shari Atwood, CyRide/Ames Area MPO, [satwood@cyride.com](mailto:satwood@cyride.com) (5/2019)

Melissa Murray (Legal Aid Society of Story County); [mmurray@legalaidstory.org](mailto:mmurray@legalaidstory.org) (5/2020)

**Secretary:** Anne Owens, Volunteer Center of Story County; [director@vcstory.org](mailto:director@vcstory.org) (5/2020)

**Treasurer:** Kaitlin Binnebose, Boys and Girls Club; [kaitlin@bgcstorycounty.org](mailto:kaitlin@bgcstorycounty.org) (5/2019)

**ASSET REPRESENTATIVE:** Erika Peterson, Boys and Girls Club; (4/2019)

MORE INFO @ASSET INFORMATION: [www.storycountyasset.org](http://www.storycountyasset.org)

**RESOURCE GUIDE TEAM:** Marion Kresse (Boost Together for Children), Anne Owens (VCSC),



## Human Service Council (HSC) Meeting Minutes Thursday, January 24, 2019

1. **CALL TO ORDER:** 11:32 AM
  
2. **WELCOME & INTRODUCTIONS:** The following 22 people introduced themselves. Nikki Sprecher (Central Iowa Community Services), Amy Robak (Youth & Shelter Services), Alyssa Bartan (Lutheran Services in Iowa), Brenna Chopard (Lutheran Services in Iowa), Megan Thompson (Mid-Iowa Community Action), Ashley Schierbrock (Mid-Iowa Community Action), Anna Klatt (CSA), Joni Houck (Mainstream Living), Eman Mahgoub (ACCESS), Shari Atwood (CyRide/Ames Area Metropolitan Planning Organization), Melissa Murray (Legal Aid), Cari McPartland (Salvation Army), Kaitlin Binnebose (Boys & Girls Club), Diane Bjorklund (Friendship Ark), Samantha Chizek (Friendship Ark), Cary Williams (Community and Family Resources), Rachel Hanson (ChildServe), Troy Janson (ERP), Miguel Biott (Primary Health), Cassie Clyde (Drake Head Start), Marion Kresse (Boost Together For Children), Valerie Bohlen (Mary Greeley), George Belitsos (Central Iowa Human Trafficking)
  
3. **BUSINESS MEETING**
  - a. **PROGRAM: Iowa Network Against Human Trafficking and Slavery (15-20 minutes);**  
(George Belitsos; [gbelitsos55@gmail.com](mailto:gbelitsos55@gmail.com))
    - History of YSS/how Dr. George became interested in helping prevent human trafficking.
    - Some history of SCHSC
    - Human Trafficking and how you can get involved in the fight against it.
      - Join legislative advocacy committee
      - Best practice committee, Wings of Refuge now in Ames
      - Passed out information (Brochure, Resource Directory, Legislation priorities)
      - Training volunteers for hotels and motels (commitment is to give at least 3 trainings)
      - April 13<sup>th</sup> 6:00 PM at City Hall is a public hearing on ordinance in Ames and asked for attendance.
      - Hang up "Looking for a Way Out" Stickers (numbers to call)
    - Brochures Shared:
      - Iowa Network Against Human Trafficking and Slavery (see attached)
      - In Plain Sight flyer (see attached)
      - [Legislation Endorsed & Encouraged for Passage by the 2019 Iowa Legislature](https://docs.google.com/document/d/1f5smVLI0aNTofF2acqY8aUTAG74qBmzkS7nZPsSQSfpg/edit)  
(<https://docs.google.com/document/d/1f5smVLI0aNTofF2acqY8aUTAG74qBmzkS7nZPsSQSfpg/edit>)
      - [INAHTS Anti-Trafficking Resource Directory](#)
  - b. **MINUTES APPROVAL:** - The minutes were not available. Therefore, unable to approve the December 27, 2018 minutes.

c. **REPORTS:**

- i. **TREASURER** – Will update as soon as total is received; please send in membership form if you have not done so yet. <http://storycountyhumanservices.org/wp-content/uploads/2018/08/SCHSC-2018-19-Registration.pdf>
  - ii. **Resource Guide** – Child well-being conference tomorrow 1/25/19 at Gateway, one topic will be 211 and how to make 211 match up with Resource Guide. Miguel is joining the Resource Guide Committee. If anyone is else is interested let Marion Kresse or Miguel know.
  - iii. **ASSET** – Nothing was shared.
- d. **ASSET REPRESENTATIVE NOMINATION:** Shari Atwood shared that there is a panel representative position open to provide communications between the ASSET team and the Human Service Council. This position will typically represent a 3-year term and provide any communications between ASSET and this group. No one volunteered for the panel representative position. It was noted that this was the third time the position has been available this year and that this position will remain open until someone steps up to volunteer.
- e. **Passenger Transportation Plan** – Shari Atwood shared the projects to be included in the Ames Area MPO Passenger Transportation Plan. (see attached) Eventually these projects would obtain grant funding to benefit the elderly & individuals with disabilities. These projects need to be recommended by the Human Service Council to the AAMPO for formal approval. The five Section 5310 projects were moved ahead for approval. Marian Kresse moved, Melissa seconded; motion passed.  
Shari also shared that if you haven't completed the PTP survey, please complete asap - <https://www.surveymonkey.com/r/AmesPTP2019>

f. **Agency Spotlights (10 min. each)**

- i. **Valerie Bohlen (Mary Greeley HHC & Hospice), 515-233-7588; [Bohlen@mgmc.com](mailto:Bohlen@mgmc.com)**
  - Home Health Services – Discussed services offered under the Home Health Services program including therapies, home health aid, skilled nursing care, health maintenance, meals on wheels and lifeline 24-hour emergency response system
  - Hospice – Provided information on how Hospice provides care for your loved ones. Hospice can provide this care in the home or in the Israel Family Hospice House in Ames. Hospice is typically covered by Medicare. Valerie shared that it is important to know what your loved one wants when the time comes to make a decision with medical care. She also shared that bereavement services are available to hospice families after the death of a love one for 13 months.
  - Brochures shared (4): Home Health Services, Hospice Brochure, Hospice Flyer, Ask the Question...
  -
- ii. **Alyssa Barton (LSI Early Childhood) 515-233-1677; [Alyssa.Barton@lsi.org](mailto:Alyssa.Barton@lsi.org)**
  - Parent Café (networking, going through something and need help) series beginning in February. This is a safe space to collaborate and dialogue on all things parenting. Any Story County parent may attend that has kids 0-18 years of age. (see attached brochure). Free child care and free meal. If you're interested in being a host of a table conversation, there is a one hour training.
  - If you'd like Alyssa to pick up information on your agency to provide to parents, let her know.
  - Brochures shared (4): Parent Café' Series, LSI People Place, Early Childhood Services & Parents as Teachers

g. **Agency Sharing**

- i. **YSS**
  - Looking for families to enroll in their Stork's Nest program. Created referral form.
  - Looking for volunteers for nurse during Stork's Nest program, 30 min – 1 hour 1<sup>st</sup> and 3<sup>rd</sup> Thursday, 5 PM- 6:00 PM. More information and application on website.
  - Brochures Shared (3); see attached

Meeting adjured.

# **Vote to Recommend FY2020-FY2024 Passenger Transportation Plan (PTP) Project, Strategies and Priorities to Ames Area Metropolitan Planning Organization (AAMPO) for Approval**

In the fall 2018 Human Service Council and the United Way's Transportation Collaboration Committee meetings, I presented a status update of where the previous PTP recommended projects transportation projects were in terms of obtaining federal/state funding and also in being implemented. At that time I requested any additional transportation needs, strategies and projects from transportation providers and human service agencies to be implemented into the plan update for 2020. Specifically, Enhanced Mobility for Seniors and individuals with Disabilities projects (Section 5310 funding) should be coordinated through this process and supports the following services/projects to benefit the senior/disabled community:

- Dial-A-Ride service
- Dial-A-Ride buses for expansion/replacement
- Dial-A-Ride vans for expansion/replacement
- Shelters/Transit Amenities/Bus Stop Improvements
- Automated Vehicle Annunciators

Therefore, the attached recommended projects for FY2020-FY2024 are the same as within the past approved/amended PTP's with updated funding levels for these years. (see attached)

The Iowa DOT has indicated that "other transportation projects" funded through other sources need not be specifically identified through this coordinated plan and the process should focus on identifying priorities and strategies that could meet identified needs. However, future projects have been identified without costs to contribute toward future long-range transportation planning efforts. Therefore, the priorities/strategies outside of the 5310 projects are more general in nature identified with a bulleted list. Please note that page 10 has projects identified through multiple passenger surveys and the system redesign study that were recommended to the CyRide Transit Board in January 2019 to include in their FY2020 budget.

**The IDOT requires that there be a recommendation by the Story County Human Service Council to forward any projects, strategies, priorities to the Ames Area MPO for approval. Therefore, I request at this time that the Story County Human Services Council recommend the following projects, priorities and strategies to the AAMPO for approval.** Any human service agency can continue to review and make comments to the 2020-2024 PTP through March 1<sup>st</sup> when the IDOT comments will be returned to the AAMPO for incorporation. If recommended by the Human Service Council, the following schedule will be completed:

- **February 1, 2019** 2020-2024 PTP Update e-mailed electronically to the IDOT for comments
- **March 1, 2019** Receive IDOT comments to incorporate
- **March 7, 2019 AAMPO Tech Meeting:** 2020-2024 PTP Recommendation to AAMPO Policy Committee  
**(may be following week)**
- **March 26 2019 AAMPO Policy Meeting:** 2020-2024 PTP Approval (before Ames City Council)
- **May 1, 2019** Final 2020-2024 Passenger Transportation Plan Due to IDOT and Federal Transit Administration

If the PTP is not recommended on to the Ames Area Metropolitan Planning Organization (AAMPO) for approval, the Section 5310 projects cannot be implemented into the next required AAMPO planning document – the Transportation Improvement Program (TIP). Transit projects are required within this TIP document in order to be eligible to receive grant funding from the IDOT or Federal Transit Administration.

## IV – PRIORITIES AND STRATEGIES

1. **Dial-A-Ride Service (Section 5310):** This need was identified as a base need for the community for those individuals that cannot ride the fixed-route system but can rather ride CyRide’s Dial-A-Ride door-to-door service operated under subcontract currently to Heart of Iowa Regional Transit Agency (HIRTA). CyRide is mandated by the federal government as part of the American’s With Disabilities Act (ADA), to provide this complementary fixed-route service for person’s with a disability. This demand response service operates the same hours and days as the CyRide’s fixed-route transit system. More demand will be warranted from the community in future years. Enhanced Mobility of Seniors and Individuals with Disabilities funding (Section 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. Therefore, it is more economical for CyRide to subcontract and coordinate with another provider. Additionally, the funding provided is more than the demand for operating this service. CyRide’s full Section 5310 allocation each year is approximately \$332,500 total; \$266,000 federal. **Approximate DAR annual budget = \$187,500 total; \$150,000 federal)**

Dial-A-Ride (HIRTA)				
	Provides door-to-door ADA service within the Ames city limits.			
Annual Numbers	FY2015	FY2016	FY2017	FY2018
# Revenue Hours	4,024	3,922	4,209	3,445
# Revenue Miles	39,862	39,876	41,323	34,934
# Days Provided/Yr.	359	359	359	359
<b># Riders (unlinked)</b>	<b>11,566</b>	<b>11,923</b>	<b>9,277</b>	<b>8,903</b>
# Elderly Rides				
# Disabled Rides	11,566	<b>11,923</b>	9,277	8,903
<b>Operating Costs</b>	<b>\$192,387</b>	<b>\$152,908</b>	<b>\$167,515</b>	<b>\$163,504</b>

**Customer Service Portal (Section 5310):** In October 2017, HIRTA announced their plan within Transportation Collaboration meetings and semiannual meetings with CyRide to implement a customer service portal where customers will be able to book their own trips online, change their account status (address, phone number, etc.), check on their trip status, pay for trips online, etc. This sort of technology was specifically requested by Iowa State University’s Alliance for Disabilities Awareness group who met with CyRide on several occasions in early 2017 to improve their rider experience on the Dial-A-Ride service. HIRTA implemented these features under the last PTP, as amended, for passengers throughout their service area including the Ames community. It was agreed by CyRide and HIRTA that 5310 funding could also be utilized to support this project for a one-time capital cost of approximately 9% (\$15,711) for Dial-A-Ride passengers. While this capital project was just implemented, there could be future opportunities for upgrades/expansion of this technology within the next five year period, yet to be developed, that may improve this portal. If such a project were developed, the capital cost could be added as a miscellaneous expense into CyRide’s contract with HIRTA to operate its Dial-A-Ride service. Therefore, this customer service portal project will remain as a recommended project to possibly upgrade/expand the portal if requested by HIRTA if it benefits Dial-A-Ride passengers and if 5310 funding remains within the annual budget to accommodate the purchase

2. **Shelters/Transit Amenities/Bus Stop Improvements (Section 5310):** Improving the accessibility of CyRide’s bus stops as well as CyRide’s image is of importance to CyRide and their Board of Trustees. Shelters have be prioritized within a bus stop plan for the community to be funded from this identified funding in the next few years as long as funding is available to improve accessibility along corridors including DOT highways. These improvements also include lighting, either solar or electric, within the bus stop improvement to ensure passengers can read the published schedule within each shelter. The older style shelters, for the majority, do not contain lighting.

In addition, real-time schedule information has been a request within the Ames community for many years. This technology was implemented in February 2013 with LED digital signage at certain major transfer points on Iowa State University campus. Additional LED signage for real-time bus information should be incorporated into CyRide's system making it easier for seniors and the disabled know when their Next bus will be arriving especially as annunciator technology is implemented. CyRide intends to place these signs at major transfer locations. CyRide's full Section 5310 allocation each year is approximately \$332,500 total; \$266,000 federal. **Maximum annual funding = (\$145,000 total; \$116,000 federal)**

3. **Small Light-Duty Bus Replacement/Expansion (Section 5310):** CyRide's complementary Americans with Disabilities Act (ADA) service called Dial-A-Ride, is a door-to-door service serving individuals with a disability within the City of Ames. Passengers eligible for Paratransit service as defined by the (ADA) can ride this service. This service requires the use of small light-duty accessible vehicles to operate door-to-door within the City of Ames. The useful life of these vehicles is four years as recommended by the Federal Transit Administration. CyRide currently leases one light-duty bus to its ADA contractor to help operate this service. The remaining vehicles are provided by the contractor directly as they also operate the regional public transit service for Story County. CyRide needs to systematically replace this vehicle leased to its contractor at a minimum of four years (FTA's defined useful life) and maximum of every eight years (CyRide's defined useful life benchmark) which is identified within CyRide's Transit Asset Management (TAM) Plan. CyRide's current plan is to replace this vehicle every 5 years while there is sufficient federal funding.

Additionally, this funding may be utilized to purchase expansion vehicles as needed for its ADA service as ridership for Dial-A-Ride increases. Specifically, CyRide cannot deny a ride to Dial-A-Ride passengers due to vehicle capacity issues. CyRide must ensure a ride to its passengers within a two hour window (one hour before/after requested pickup/drop off) of the passengers' request. As of FY2018, Dial-A-Ride ridership has steadily declined by 23%. However, this may change as more and more disabled individuals turn to Dial-A-Ride for that "guaranteed ride" if HIRTA's service is at capacity. Section 5310 funds can be utilized by transit agencies to purchase replacement and/or expansion buses to operate its ADA service. Expansion vehicles may be necessary within this next five-year period if passenger demand increases over the FY2015 levels and CyRide would need to immediately respond and provide additional vehicles if deemed necessary.

CyRide estimates up to two light-duty buses being purchased for either replacement/expansion between FY2020 – FY2024 with the cost identified below. **Approximate funding per bus = (\$100,000 total; \$80,000 federal) OR Approximate maximum funding = (\$200,000 total; \$160,000)**

4. **Van Replacement/Expansion (Section 5310):** In January 2015, a [Demand Response Service Action Plan](https://www.cityofames.org/home/showdocument?id=26012) (<https://www.cityofames.org/home/showdocument?id=26012>) and Communication Plan were finalized under the guidance of a task force to develop process improvements for the door-to-door public transit service to the general public within Story County/Ames. While, the plan identified 23 specific actions to improve demand response county-wide public transit service, many of these improvements can also benefit CyRide's ADA Paratransit service, called Dial-A-Ride, provided to eligible disabled individuals as both transit services are operated by the same transit provider.

Specifically under Action Item #23 in Appendix H, the [Demand Response Service Action Plan](#) identified dedicating one "unscheduled" vehicle each day to address unforeseen operational issues to ensure smooth operation of service. The need was to keep demand response public transit service on time alleviating concerns from passengers. Again, this service improvement need was seen as something to improve the timeliness of not only HIRTA's service but CyRide's Dial-A-Ride service as well. Therefore a possible funding source for the purchase of the vehicle is 5310 (elderly and disabled funding) impacting the demand response services within the Ames community. The vehicle would be operated to



keep the service within the City of Ames on-schedule as much as possible and/or assist where needed. Although the action plan identified a bus to operate this service improvement, discussions between HIRTA and CyRide have identified the unscheduled vehicle as an accessible van. CyRide needs to systematically replace this vehicle leased to its contractor at a minimum of four years (FTA's defined useful life) and maximum of every eight years (CyRide's defined useful life benchmark) which is identified within CyRide's Transit Asset Management (TAM) Plan. CyRide's current plan is to replace this vehicle every 5 years while there is sufficient federal funding..

CyRide estimates up to two accessible vans being purchased between FY2020 – FY2024 for either replacement/expansion within this PTP with the estimated costs identified below. CyRide and/or HIRTA would be required to fund the 20% local portion of the vehicle. **Approximate funding per van = (\$60,000 total; \$48,000 federal) OR Approximate maximum funding = (\$120,000 total; \$96,000)**

5. **Automated Vehicle Annunciator (AVA) Technology (Section 5310):** To comply with the Americans with Disabilities Act (ADA), CyRide's drivers manually announce major transfer locations along transit routes as well as any bus stops the public request to be announced. In 2017, CyRide began working with Iowa State University's Alliance for Disability Awareness group which has communicated their desire for drivers to announce all bus stops throughout the Ames' community without customers needing to verbally make a request to the driver. Such a system would be over and beyond what is required for ADA. Automated vehicle annunciators (AVA) synced with LED signage will help keep all passengers, disability or not, better informed of where the bus is located along the route. This AVA will also make riding the bus more convenient for and provide independence to hearing or visually disabled passengers. Automated announcements will make the announcements more uniformly stated across the transit system by having the stops announced in a similar method and at a consistent volume to be heard over loud noise inside and outside the buses. An AVA system will also allow CyRide's drivers to focus on operating the vehicle safety instead of talking into the intercom system every few blocks. CyRide has existing 5310 funding available which can be programmed over the next several years for this project to benefit the elderly and disabled Ames' community. As a result, CyRide's transit board made a commitment within their capital plan to purchase an AVA system over a two period beginning in FY2019. CyRide would fund the local portion of this project. **Approximate funding for entire AVA project= (\$1,000,000 total; \$800,000 federal); (\$10,000/bus; \$8,000 federal); Approximate annual funding maximum = (\$500,000 total; \$400,000 federal)**

The remaining projects/strategies below and on the following pages are not required to be coordinated through the PTP but have been expressed as needs within previous meetings over the years or throughout the past year:

Previous or ongoing needs were shared with the Human Service Council as well as the UWSC's Transportation Collaboration meetings during the fall 2018. These groups were requested to provide additional needs and possible strategies to incorporate into the PTP by the end of 2018. [Those strategies that have been implemented or partially implemented in the past are identified in blue.](#) The overall needs and strategies were accumulated from the public through public meetings, complaints/comments, transportation collaboration meetings, human service council meetings and/or through direct communications with transportation providers and human service agency representatives. Note that these possible strategies have not all been recommended to be funded with Section 5310 funding but if federal/state/local funding became available for the specific project specifically for the elderly or disabled population, it could be recommended into the Section 5310 program rather easily as it's already defined as a need.

Needs	Possible Strategies/Project
<p><b>Education/Marketing:</b></p> <ol style="list-style-type: none"> <li>1. Need to reduce intimidation and misconceptions to riding public transit.</li> <li>2. Awareness of available programs regarding transportation.</li> <li>3. Need for insurance/ Maintenance awareness for automobile owners</li> </ol>	<p><b>Previous/Ongoing Strategies</b></p> <ol style="list-style-type: none"> <li>1. Large Group Training of how to ride public transit</li> <li>2. Train the Trainer Sessions for one-on-one training.</li> <li>3. How to Ride CyRide digital formatted DVD video</li> <li>4. Communication tools for non-English speaking individuals riding CyRide ie. picture board?</li> <li>5. Promote RSVP volunteer transportation program</li> <li>6. Maintenance/insurance class for vehicle owners</li> <li>7. Car Seat installation education program and/or resources</li> <li>8. <del>Market "Beyond Welfare" car donation program need for pass through sponsorship by other non-profit agencies due to state regulations limiting more than 6 non-profit car donations per non-profit per year. (removed per comment at 1/24/2019 meeting)</del></li> <li>9. Implement Google Transit and/or Trip Planner so anyone could Google how to get from point A to point B via bus in Ames.</li> <li>10. Real-time scheduling software – NEXT bus technology was implemented in 2012 and LED signage to campus bus stops.</li> <li>11. Develop a "Transportation brochure" for Story County so individuals can quickly determine which service provider could provide a ride to their destination and for how much.</li> <li>12. Developed At a Glance document for Story County agency representatives to quickly assist their clients.</li> <li>13. Marketed public transportation options to medical human service providers to get them to ask the question, "Do you have Transportation to your next appointment?" Communicated brochure and At a Glance documents.</li> </ol> <p><b>Strategies Yet to Implement</b></p>

Needs	Possible Strategies/Project
<p><b>Affordability Needs:</b></p> <ol style="list-style-type: none"> <li>1. Need for affordable passenger transportation services or programs to make services more affordable.</li> <li>2. Need for transportation assistance programs.</li> <li>3. Increased demand for elderly “free” transportation at health/residential facility homes –as seniors vacate their automobiles &amp; become less independent.</li> </ol>	<p><b>Previous/Ongoing Strategies</b></p> <ol style="list-style-type: none"> <li>1. Continue Transportation Assistance for bus pass/tickets or gas vouchers               <ol style="list-style-type: none"> <li>a. City of Ames Planning &amp; Housing: CDBG program</li> <li>b. UWSC “emergency” program through Good Neighbor Emergency Assistance</li> <li>c. Story County (assistance to those leaving the state of Iowa)</li> </ol> </li> <li>2. Continue Car Seat Donation Program</li> </ol> <p><b>Strategies Yet to Implement</b></p> <ol style="list-style-type: none"> <li>3. Implement common data-base of all Ames transportation assistance bus pass/ticket &amp; gas voucher programs to avoid duplication or send to one agency.</li> <li>4. United Way’s TC investigate/discuss possible improvements?</li> </ol>
<p><b>Maintenance/Insurance Needs:</b></p> <ol style="list-style-type: none"> <li>1. Need for more cost efficient methods to maintain and replace human service provider vehicles.</li> </ol>	<p><b>Previous/Ongoing Strategies</b></p> <ol style="list-style-type: none"> <li>1. Coordinate group of mechanics to repair human service agency donated vehicles. Partnership now with Ames Ford who accepts donated vehicles and provides safety inspection.</li> </ol> <p><b>Strategies Yet to Implement</b></p> <ol style="list-style-type: none"> <li>2. Coordination of replacement/maintenance of human service provider vehicles.</li> <li>3. Investigate “sharing” of vehicles for providers &amp; implications to insurance coverage.</li> </ol>

Needs	Possible Strategies/Project
<p><b>Bus Storage/Maintenance Facility &amp; Connection :</b></p> <ol style="list-style-type: none"> <li>1. CyRide Bus Storage Expansion: CyRide currently houses 100 vehicles and inside storage is not available for all vehicles. CyRide cannot fit this fleet inside at current location and is in need of new location and maintenance facility to maintain/store vehicles into the future.</li> <li>2. CyRide Maintenance Shop: Need to expand maintenance shop area to maintain buses, house extra bays (1 bay per 10 buses – only 4 bays currently, need approximately 10). Additionally, need the ability to service at any time of the day or night. Maintenance bays need to move to perimeter of building.</li> <li>3. Facility Rehabilitation/Improvements to maintain State of Good Repair</li> <li>4. Surface Parking Lot and CyRide Turnaround Rehabilitation to maintain State of Good Repair</li> </ol>	<p><b>Previous/Ongoing Strategies</b></p> <ol style="list-style-type: none"> <li>1. Additional Bus Facility Storage – identify second site location and build additional capacity for bus storage, maintenance and operational needs over next 20-years either on-site at current location or through off-site location for up to 125 vehicles. Design off-site CyRide facility with appropriate functions. Coordinate efforts with HIRTA for this location.</li> <li>2. Modernize current CyRide storage facility including upgrade ventilation system, replace shop/barn air conditioning system, replace shop/barn exhaust removal system, maintenance pit drainage restoration, 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, fuel pump improvements, concrete rehabilitation/improvements (systematic replacement), re-roof facility, replace boilers, rehabilitate wash bay/fuel area (add reverse osmosis system, dryer/blower system, brushes to clean front of buses - currently, just sides/rear and chassis/wheel wash.), paint booth incorporating OSHA standards that accommodates articulated bus fleet, flood barrier enhancements, flood pumps replacements, increase ceiling height of garage doors and interior building by raising internal components to allow hybrid buses to pass through entire facility.</li> <li>3. Actively pursue state/federal funding opportunities and/or nationally competitive grants.</li> <li>4. ISU Intermodal Facility – Continue to study, discuss and construct an Intermodal facility housing Intercity carriers near proximity of campus to connect all transportation modes within one location. The facility opened in August 2012.</li> </ol> <p><b>Strategies Yet to Implement</b></p> <ol style="list-style-type: none"> <li>5. Resurface Iowa State Center Parking lot where commuters park to allow additional parkers to travel via #23 Orange into ISU campus.</li> <li>6. Rehabilitate CyRide turnarounds on #1 Red (Ames Middle School) and #2 Green (Ontario/California) bus routes that are crumbling and are in need of repair.</li> <li>7. Identify second site for CyRide Maintenance/Storage facility and pursue funding for land purchase, design and construction.</li> </ol>

Needs	Possible Strategies/Project
<p><b>Fleet Needs</b></p> <ol style="list-style-type: none"> <li>1. Reduce transit providers average fleet age to national average</li> <li>2. Maintain 100% accessible fleet for transit providers</li> <li>3. Maintain spare ratio at 18-20% for fixed-route transit providers.</li> <li>4. Increase fleet size for increases in service needs (frequency and geographic coverage)</li> <li>5. Improve vehicle security systems</li> <li>6. Improve vehicle technology to provide improved communications (radios) and ridership documentation</li> <li>7. Replace administration vehicles prior to their useful life benchmark for their asset class.</li> </ol>	<p><b>Previous/Ongoing Strategies</b></p> <ol style="list-style-type: none"> <li>1. Federal/State Grants – Identify and apply for federal/state grants as necessary to meet transportation providers’ fleet needs for replacement.</li> <li>2. Bus Replacement – Strive to replace buses that are past their useful life benchmark over the next 5 year period. Currently, X% (39 large and 6 small) of CyRide’s bus fleet is past their useful life benchmark. CyRide purchased a minibus to operate Dial-A-Ride services in 2017 and a 2014 MV1 with Section 5310 funding which is currently leased to HIRTA. These vehicles will need systematically replaced every 5 years.</li> <li>3. Bus Expansion (New and/or Used) – Purchase accessible vehicles to expand new transit services (fixed route and Dial-A-Ride services) or add additional trips to safely operate/meet growing demand for transit service.</li> <li>4. Surveillance Systems – Add/replace cameras to all CyRide buses to reduce liability and improve ability to assist local police.</li> <li>5. Administrative Vehicles – Systematically replace administrative vehicles that help transit agencies function over the next 5-year period. CyRide administrative vehicles transport drivers to/from their bus route will be replaced at the rate of one vehicle per year. Maintenance trucks are replaced every 10 years.</li> </ol> <p><b>Strategies Yet to Implement</b></p> <ol style="list-style-type: none"> <li>6. Automated Passenger counters are needed on CyRide buses to perform required NTD counts of passengers and counts at each bus stop throughout the system.</li> <li>7. Explore and possibly conduct pilot project of battery electric alternative fueled buses.</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> <li>3. Automatic Vehicle Annunciators</li> </ol>	<p><b>Previous/Ongoing Strategies</b></p> <ol style="list-style-type: none"> <li>1. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations. Improve bus stops/shelters accessibility for all passengers.</li> <li>2. Bike Racks on 100% of CyRide vehicles.</li> </ol> <p><b>Strategies Yet to Implement</b></p> <ol style="list-style-type: none"> <li>3. Automated Vehicle Annunciators to communicate what the next bus stop is on the route for ADA passengers as well as passengers that are not familiar with the Ames community at bus stops via LED signage.</li> <li>4. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.)</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 for added geographic service coverage of transit in Ames to serve gap areas.</li> <li>3. Need for increased frequencies of service on high-capacity corridors.</li> <li>4. Need for additional hours of transportation to specific areas of Ames. Specific need for third shift transportation (12am - 6am)</li> <li>5. Need for affordable <u>emergency</u> transportation for low-income K-12 (at- risk) students and seniors.</li> <li>6. Maintain existing transit services and geographic coverage.</li> <li>7. Need to geographic service coverage of transit in Ames to serve gap areas.</li> <li>8. Need for increased frequencies of service on high-capacity corridors.</li> <li>9. Need for additional hours of transportation to specific areas of Ames.</li> <li>10. Specific need for third shift transportation (12am - 7am)</li> <li>11. Need for affordable <u>emergency</u> transportation for low-income K-12 (at- risk) students and seniors.</li> </ol>	<p><b><u>Urban Strategies/Projects</u></b></p> <p><b>Previous/Ongoing Strategies</b></p> <ul style="list-style-type: none"> <li>• RSVP Volunteer Transportation program managed by RSVP. Research possibility of providing background checks on drivers.</li> <li>• Continuation of mandated Paratransit ADA Service via contracting opportunity with HIRTA.</li> <li>• New Transit Route Services: <ul style="list-style-type: none"> <li>○ #2 Green &amp; #6 Brown – added frequency</li> <li>○ #3 Blue Alignment Expansion to Target/Wal-Mart</li> <li>○ #3 Blue Sunday (between Friley &amp; Duff)</li> <li>○ #6 Brown – Evening Service to Wessex Apts/Research Park</li> <li>○ #7 Purple –provide mid-day service (partially accommodated)</li> <li>○ #9 Plum – service along S. 16<sup>th</sup> corridor</li> <li>○ #12 Lilac – direct service from W. Ames to ISU campus</li> <li>○ EASE (used to be #10 Pink) – extend route to Barilla on E. Lincoln Way</li> <li>○ EASE (used to be #10 Pink)– provide mid-day service</li> <li>○ #14 Peach - Modify route to operate on Wheeler</li> <li>○ Reduced CyRide fares to \$1.00 per ride to make service more accessible to low-income &amp; elderly populations (equivalent fares for passes prior to fare increase in January 2012.)</li> </ul> </li> </ul> <p><b>Strategies Yet to Implement</b></p> <p><b>Recommended to Transit Board for FY2020 Budget Approval</b></p> <ul style="list-style-type: none"> <li>• Summer 2019 Changes <ul style="list-style-type: none"> <li>○ #9 Plum – Deviate inbound trips only to campus through Veterinary Medicine complex</li> <li>○ #14 Peach – Shorten route to provide service between North Grand Mall &amp; campus in minibus at 30 minute service level.</li> <li>○ #25 Gold – Add 40-minute service during summer between SUV and campus only.</li> </ul> </li> <li>• Fall 2019 Changes <ul style="list-style-type: none"> <li>○ #6 Brown – Extend service hours from 8:30 p.m. to 10:30 p.m. weekdays at 40-minute service level.</li> <li>○ #11 Cherry – Add Evening Weekday Service from 6:30 – 8:30 p.m. with 40-minute frequency.</li> <li>○ #12 Lilac – Add midday service from 10 a.m. – 2 p.m. with service every 40 minutes.</li> <li>○ #25 Gold – Add Evening Weekday Service between 10:00 p.m. – 12:30 a.m. at 40-minute service frequency</li> <li>○ #25 Gold – Add 40-minute service frequency during ISU breaks</li> <li>○ #25 Gold – Reduce frequency from every 10 minutes (6 buses/hour) to every 12 minutes ( 5 buses/hour)</li> <li>○ Add Morning trip(s) on 3-5 routes for 7 a.m., 7:30 a.m. work</li> </ul> </li> </ul>

Needs	Possible Strategies/Project
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Urban continued....

**Future CyRide (Fixed Route) Strategies/Projects:**

- **Increased Frequencies** (#6 Brown, #9 Plum, #12 Lilac, #14 Peach, EASE)
- **Earlier Service** (#1 Red, #2 Green, #6 Brown, #11 Cherry, #12 Lilac, EASE)
- **Later Evening Service** (#5 Yellow, #7 Purple, #9 Plum, #11 Cherry, #12 Lilac, #14 Peach, #21 Cardinal (Friday evening))
- **Break Day Service** (#11 Cherry, #12 Lilac)
- **Weekend Service** (#9 Plum, #11 Cherry, #12 Lilac, #25 Gold, EASE)
- **Summer Service** (#11 Cherry, #12 Lilac, #25 Gold)
- **Summer Evening Service** Extend All Routes past 10pm (Friday – Sunday).
- **Timing of Schedules**
  - Improve timing of transfers between Red/Green at City Hall
  - Ensure scheduling so that passengers arrive on ISU campus for work start times by 7:00am, 7:30am, 8:00am and work leave times of 4:00pm, 4:30pm and 5:00pm (All routes)
- **Pedestrian Signal Crossings**
  - S. Dakota/Steinbeck - #1 Red, #11 Cherry, #12 Lilac
  - Stange/Blankenburg - #6 Brown, #14 Peach
- **Route Alignment/Change & New Service**
  - Shorten route through campus or add additional bus all day (route is consistently behind schedule); major detour in 2019-2020 so need adjustment in 2020-2021 (#3 Blue)
  - Service to Northridge/GW Carver area
- **Policy Change Requests**
  - Guarantee campus transfers (CyRide 2.0 policy change)
  - Service Billy Sunday Road/Airport 7:30 am – 5:30pm (F = 40 min.) (Per City policy, CyRide cannot serve non-arterial roads without city approval)
- **Affordability Strategies**
  - **Fare-free city-wide:** 5 options (Large Scale, Weekends only, Weekends/nights only, **Summer only** (trial funded by Ames City Council in Summer 2009), K-12, middle/highschool students only, “at-risk” K-12 students only)

**Demand/On-Call Service Strategies/Projects:**

- Senior transportation after 2 p.m. to/from health facilities
- Low-income students missing yellow school buses from school.
- Boys & Girls Club transportation from schools alternative - high costs for special service, gasoline & vehicle insurance.
- AVL technologies - Improve route efficiencies by adding AVL technology, kiosks to the public, trip planner **and automated scheduling software.**

<b>Needs</b>	<b>Possible Strategies/Project</b>
<p><b>Regional</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>Regional Strategies/Projects</b></p> <p><b>Previous/Ongoing Strategies</b></p> <ol style="list-style-type: none"> <li>1. Transit service between Ames &amp; Iowa City for medical purposes.  Coordinate with other interested partners for service continuation to also serve other central Iowa residents to Iowa City and expand ability of Ames 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 solutions from bus rapid transit, regular bus service, to vanpool/carpool options.</li> <li>3. Easier demand response re-scheduling of pickups/drop offs (HIRTA NOW Implemented)</li> <li>4. HIRTA Pay app implemented making it easier to pay for trips for customers.</li> </ol> <p><b>Strategies Yet to Implement</b></p> <ol style="list-style-type: none"> <li>5. 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. (Carpool/Vanpool database exists with Iowa RideShare and DART.)</li> <li>6. Adult Day Service transportation for Story County residents</li> <li>7. Additional hours of service for senior agency special events</li> <li>8. Transportation service to/from Nevada 3 x's a day</li> <li>9. Rural meal-site transportation (meals/activities)</li> <li>10. Out of service hours transportation for agency special events</li> </ol>





## IOWA SOURCES OF INFORMATION

Crime Victim Assistance Division within the Iowa Attorney General's Office

Director: Bruce Harck  
Human Trafficking Coordinator: Jennifer L. Green  
603-331-3334

### Iowa Network Against Human Trafficking & Slavery

Dr. Susan Jellison  
Executive Board of Directors  
603-331-3334

The website is [www.iowanet.org](http://www.iowanet.org) is the go-to place for news, information, resources, training, and volunteer opportunities. Please contact us if you are interested in any of our programs or if you have any questions.

### Office to Combat Human Trafficking within the Iowa Department of Public Safety

Director: Scott  
603-331-3334

# SIGNS OF TRAFFICKING

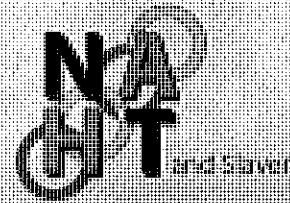
## Signs of Teen Sex Trafficking

- Unexplained absence from school
- Runs away from home
- Fearful, anxious, depressed, tense
- Inability to speak for themselves
- Deprived of food, water, sleep, medical care (malnourished)
- Minimal contact with family
- "Boyfriend" or "Uncle" or "Daddy" controls teens life, speaks for teen
- Tattoos of someone's name
- Sexually transmitted diseases
- Multiple cell phones

## Signs of Labor Trafficking

- Escorted to and from a work-site
- Living at or near the work-site
- Kept under surveillance
- Housed with others who have similar jobs
- Extreme reluctance or fearful of talking with others
- Indicators of physical abuse
- Payment does not go to worker
- The worker does not possess their own identification documents

# Iowa Network Against HUMAN TRAFFICKING AND SLAVERY



Coordinating Iowa's solution to end sex and labor trafficking through coalition building, advocacy, raising awareness, prevention, education, advocating for various services, justice system reform, and effective public policy.

## HUMAN TRAFFICKING

is the recruitment, harboring, transporting, obtaining, or maintaining of a person by means of force, fraud, or coercion for purposes of servitude, debt bondage, slavery or participation in the sex trade.

For additional information, visit [www.humantraffickinghotline.org](http://www.humantraffickinghotline.org). If you are experiencing or suspect you are being exploited or victim of sex trafficking,



## National & Statewide Crisis Lines

National Human Trafficking Hotline  
888-373-8888 or text "HELP" to BeFree (233733)  
[help@humantraffickinghotline.org](http://help@humantraffickinghotline.org)  
[www.humantraffickinghotline.org](http://www.humantraffickinghotline.org)

Statewide Iowa Crisis Line  
800-739-8888 or text "IowaHelp" to 80021  
[www.iowahelpline.org](http://www.iowahelpline.org)

IOWA Child Abuse and Neglect Line  
for reports of suspected child sex trafficking: 800-362-2176

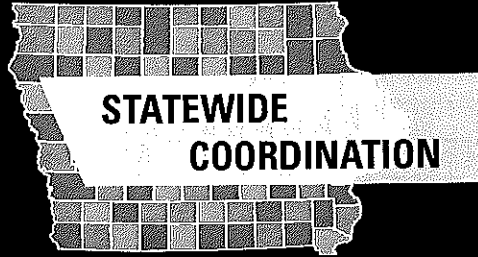
## Who We Are

The Iowa Network Against Human Trafficking & Slavery (NAHT) was Iowa's first and remains the only statewide volunteer organization devoted exclusively to ending trafficking in all its forms.

When we began more than ten years ago, most Iowans thought that sex and labor trafficking took place only in third world countries, and, if domestic trafficking occurred in the USA, it was rare and only took place in large metropolitan cities.

The undeniable truth is that both sex and labor trafficking are in Iowa just as they are in all other states in our country. It is in Iowa's small towns and our cities. Because Iowa has three major U.S. interstate highways running through it, north to south and east to west, victims are transported to and from our state to every corner of the nation.

The Iowa NAHT is a non-profit organization that is overseen by a board of Directors (18 members) from across Iowa. There are no employees and the Iowa NAHT does not provide direct services to victims or survivors. The NAHT does not receive state funding and operates on private donations.



## Our Mission:

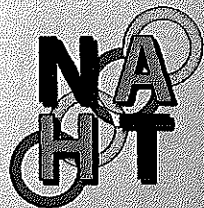
**Coordinating Iowa's solution to end human trafficking and slavery through coalition building, raising awareness, promoting education, and advocacy.**

**To end human trafficking in Iowa in all of its forms through:**

- Providing a platform for collaboration between state and local agencies working on anti-trafficking efforts.
- Advocating for effective investigation, rescue, prosecution of trafficking.
- Leading and coordination of Iowa's human trafficking public policy, and legislative efforts.
- Collaborating between regional groups, nonprofits, law enforcement, faith communities, and community service providers.
- Raising awareness and promoting education and training.
- Advocating for expansion of survivor services and best practice.

## Become Part of the Solution:

1. If you see something that doesn't look right take action and call *The National Human Trafficking Hotline* 888-3737-888 and the Iowa Victim Service Call Center 800-770-1650
2. You can volunteer to place "Rescue Stickers" in local public restrooms (with owner/manager consent). To volunteer, contact Alexis Costello at [acostello7786@mtmercy.edu](mailto:acostello7786@mtmercy.edu). The Network will send you the stickers, consent forms, and instructions.
3. Public awareness plays a key role, given the hidden nature of trafficking. Educating yourself about the signs of trafficking can help to identify victims and may assist in the investigation of cases.
4. Go to *The Iowa Network Against Human Trafficking & Slavery* website [www.iowanah.org](http://www.iowanah.org) and select the contact tab, then complete the Sign-Up form. Receive blog posts and stay informed. Volunteer your time by serving on the *NAHT Legislative Advocacy Committee* or *Best Practice and Research Committee*. Volunteers are also needed to train hotel/motel employees on signs of sex trafficking and how to report.
5. To find dates and locations of anti-trafficking trainings and events, please go to *The Iowa Network Against Human Trafficking & Slavery* website [www.iowanah.org](http://www.iowanah.org) and select calendar. Get Informed.
6. Get your child involved in *Teens Against Human Trafficking* [www.letsgetangry.org](http://www.letsgetangry.org), or start your own local school-based club.
7. Provide financial support for human trafficking public awareness and prevention programs. Go to [www.iowanah.org](http://www.iowanah.org) and select "Donate".
8. Select hotels and motels that display a code of conduct for the protection of children from sexual exploitation in travel and tourism. For more information, go to [www.thecode.org](http://www.thecode.org) or [www.ecpatusa.org](http://www.ecpatusa.org) to reach End Child Prostitution and Trafficking.
9. Ask your local city council to adopt a massage therapy local ordinance to root out sex trafficking.
10. Volunteer with a local agency serving survivors of trafficking. Go to [www.iowanah.org](http://www.iowanah.org) and click on "Resources" to find a non-profit provider in your area. Join a local anti-trafficking coalition.
11. Ask your Iowa representative or senator to support legislation that will provide tougher penalties for convictions of human trafficking, funding for survivor services and prevention and education programs.
12. For more national and international information on trafficking, go to [www.sharedhope.org](http://www.sharedhope.org) or *End Child Prostitution and Trafficking* at [www.ecpatusa.org](http://www.ecpatusa.org).
13. Support federal and state laws to combat human trafficking.
14. Work to end advertising and media that glorifies pimps and exploits children. Contact the company responsible for this type of advertising when you see it and share your concerns.
15. Share your growing awareness through arranging speakers in your school, service club, or faith community.
16. Work to eliminate Backpage and similar websites that promote sexual exploitation.



Iowa Network Against  
**HUMAN TRAFFICKING  
AND SLAVERY**

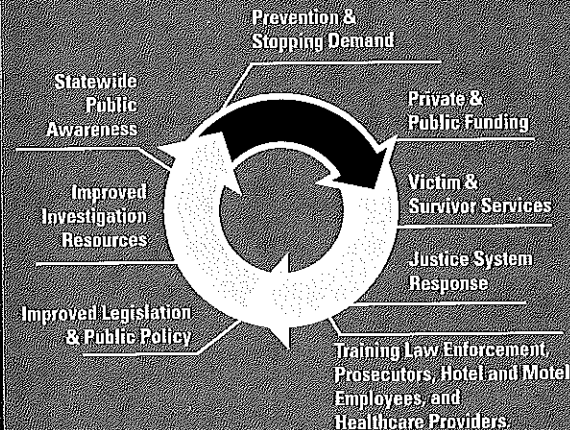


[facebook.com/IowaNAHT](https://www.facebook.com/IowaNAHT)



[www.iowanah.org](http://www.iowanah.org)

## Iowa Human Trafficking Strategy



## Statewide Sex and Labor Trafficking Solution

Iowa needs to implement a coordinated strategy:

1. Public awareness efforts, to identify the signs of trafficking and identify how to report suspected incidents.
2. Development of a statewide strategic plan in which all sectors have a role and involvement.
3. Training, especially for law enforcement, the judicial system, hotel and motel employees and healthcare providers.
4. Expansion and coordination of recovery and long term community resources to recognize and provide support to trafficking survivors, especially child victims of trafficking.
5. Development of sustainable state, federal and private funding sources, which can promote investigation, rescue, prosecution and community support.
6. Legislation and improved public policy.

PLYMOUTH CHURCH HUMAN TRAFFICKING TASK FORCE IN ASSOCIATION  
WITH THE IA NAHT PRESENTS:

# IN PLAIN SIGHT: LABOR TRAFFICKING SPEAKER SEREIS

January 29, 2019 6pm-9pm  
Plymouth Church, Waveland Hall  
4126 Ingersoll Ave., Des Moines, IA

Featuring:

**JULISSA PONCE**

*Bilingual Survivor Advocate for  
Braking Traffik and the Iowa  
Workforce Development Migrant  
Outreach Team*

&

**SHUNU SHRESTHA**

*Senior Advisor on Human  
Trafficking Prevention for the City  
of Minneapolis.*

Free and open to the public

More information at [www.inplainsightlabortrafficking.eventbrite.com](http://www.inplainsightlabortrafficking.eventbrite.com)



When you're recovering, there's no place like home.

**That's why there's no place like Mary Greeley Home Health Services.**

Mary Greeley Home Health Services makes the delivery of out-of-hospital health services convenient and economical. Our services are provided within a 50-mile radius of Ames. We are committed to assisting all who need our services. Our fees are based both on the extent of services provided and each client's ability to pay.



Home Health is reviewed and approved by the Joint Commission and the Iowa Department of Public Health.

Mary Greeley Home Health Services  
1114 Duff Avenue  
Ames, IA 50010  
515-239-6730  
800-529-4610

[www.mgmc.org/homehealth](http://www.mgmc.org/homehealth)



**Mary Greeley**  
MEDICAL CENTER  
Doing what's right.

1111 DUFF AVENUE, AMES, IOWA 50010  
515-239-2011 • WWW.MGMC.ORG

All facilities and grounds of Mary Greeley Medical Center are tobacco free.



**Mary Greeley**  
MEDICAL CENTER  
Doing what's right.

## Home Health Services

### Skilled Nursing

Under a physician's order, registered nurses provide nursing services, evaluate your needs and supervise other caregivers. A registered nurse is on call 24 hours a day.

### Home Health Aides

If you are ill, aides provide personal care to promote physical and emotional health.

### Other Skilled Services

- Physical Therapy
- Speech Therapy
- Occupational Therapy
- Medical Social Services

### Homemakers

If you need assistance with personal care, housekeeping or shopping, a homemaker can help.

### Health Maintenance

Hourly nursing services, such as medication management, lab work or catheter care.

### Lifeline

Reduce the worry about living alone with this 24-hour emergency response system.

### Meals On Wheels

Enjoy a balanced, nutritious lunch, even for special diets, every day of the year. This service is provided in Story County by Mary Greeley Medical Center and Heartland Senior Services. For more information, contact Heartland Senior Services, 515-233-2906.

### Community Services

Story County Public Health is managed through Mary Greeley Home Health Services. As the public health nursing agency for Story County, our programs include immunization services, communicable disease control, maternal and child services, senior health clinics and educational programs.

We work with you and your family to identify individual health risks and raise awareness of disease prevention opportunities. And this is just the beginning.

We are able to provide your care from assessment through rehabilitation. Our preliminary evaluation determines the level of care you require, and re-evaluations are done as needed.



### More About Mary Greeley Home Health Services

A number of individuals as well as public and private organizations, such as the United Way of Story County, the Story County Board of Supervisors, the Iowa Department of Public Health, the City of Ames, Mary Greeley Medical Center and donors to the Mary Greeley Medical Center Foundation, support the work of Home Health.

Certain services may be reimbursed by Medicare, Medicaid, commercial insurance, the Veterans Administration, state legislated funds, or city or county funds. We can help you determine if reimbursement is possible for you.

## Hospice

Mary Greeley  
Medical Center  
Hospice provides  
care and support for  
terminally ill patients  
and their families  
with a focus on  
maintaining dignity  
and quality of life.

Our skilled and compassionate staff provides care at home, as well as education for caregivers. We also help patients and family find alternatives to living at home, such as our Israel Family Hospice House.



### Support Mary Greeley Hospice

Your donations support future care for our patients and their loved ones. Many people choose to make a memorial gift, which is a wonderful opportunity to honor a loved one while providing support to Mary Greeley Hospice. To make a gift or for more information, contact the Mary Greeley Foundation at 515-239-2147 or visit [www.mgmc.org/foundation](http://www.mgmc.org/foundation). Donations can also be mailed to Mary Greeley Foundation, 1111 Duff Avenue, Ames, IA 50010.

Mary Greeley Hospice  
400 S. Dakota Ave.  
Ames, IA 50014  
877-469-0079  
515-956-6000



**Mary Greeley**

MEDICAL CENTER

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1111 DUFF AVENUE, AMES, IOWA 50010  
515-239-2011 • [WWW.MGMC.ORG](http://WWW.MGMC.ORG)

All facilities and grounds of Mary Greeley  
Medical Center are tobacco free.



**Mary Greeley**

MEDICAL CENTER

Doing what's right.



## Who can use Hospice services?

Hospice services are available to any terminally ill person within a 50-mile radius of Ames, regardless of age, diagnosis or ability to pay. Hospice is an option when curative treatments are no longer effective and the focus is on comfort care (symptom control/pain management), or when the patient's physician states Hospice care is appropriate.

Nursing home residents can have Hospice care through collaboration of Hospice and the long-term care facility.

## What services does Hospice provide?

We provide Hospice care in the home, in our Israel Family Hospice House in Ames, or wherever one chooses to live. We use a team approach to address the patient's medical, social, spiritual, psychological and emotional needs. A typical Hospice team includes a physician who is certified in Hospice and Palliative Care Medicine, a Registered Nurse, Social Worker, Chaplains and Certified Home Care Aides. Other professionals are consulted based on the patient's needs.

A Hospice plan of care covers home visits by nurses, social workers, health aides. It also covers medications for symptom control, medical equipment and oxygen.

Hospice trained volunteers can assist patients with transportation and companionship, and help families with shopping and some homemaking tasks.

Bereavement services are available to all Hospice families for at least a year after the death of their loved one. Bereavement support programs are offered to anyone in the community who has suffered a loss.

## Is there a cost for Hospice?

Medicare provides full coverage for Hospice patients for home care, inpatient care and respite care. Most major insurance companies have a Hospice Benefit. There is a daily charge at IFHH for Hospice residential care. A patient's contribution is based on ability to pay. Thanks to support from the Foundation and other sources, financial assistance is available for patients who lack the resources to pay for Hospice care.

## Israel Family Hospice House

Israel Family Hospice House provides a quiet, caring place for patients and their loved ones. Our private rooms are spacious and comfortable. The house also has family rooms, sunrooms, an interfaith chapel and a beautiful Garden of Remembrance with a gazebo, fountains and flowers.

## Israel Family Hospice House serves patients:

- Who have symptom management needs that are difficult to manage in their homes
- Whose caregivers work or have other commitments that preclude them from fully supporting the patient's needs.
- Who live alone and require assistance with their care
- Who desire an environment that offers professional support through the end of life
- Who are without a primary caregiver at home

## Levels of care at Israel Family Hospice House

- Residential Care: Provides a home away from home for those who are unable to remain in their own homes.
- Inpatient Care: Sometimes referred to as acute or skilled care. This level is for patients who have symptoms that cannot be managed in the home setting.
- Respite Care: For Hospice patients currently receiving care in their homes when the primary caregivers need relief or rest.



# Mary Greeley Home Health Services & Hospice Care

*Providing comprehensive, coordinated and compassionate home health and hospice services to patients within a 50-mile radius of Ames.*



*Every member of our experienced staff is specially trained in the delivery of your in-home health care. Our services include:*

- **Skilled nursing care.** Under a physician's order, registered nurses provide skilled nursing care. We have a registered nurse on call 24 hours a day.
- **Skilled services.** We provide physical therapy, speech therapy, occupational therapy and medical social services.
- **Health maintenance.** Our registered nurses will assist you with medication management, catheter care and blood draws in your home.
- **Home health aides.** Our aides are trained to provide personal care, assisting in the patient's comfort and well-being.
- **Homemaker services.** We can help you with housekeeping, shopping or other personal needs.
- **Hospice care.** Providing end-of-life care, as well as bereavement care, massage therapy and music therapy at home and at Israel Family Hospice House.



**Mary Greeley**  
MEDICAL CENTER  
Home Health Services

Visit [www.mgmc.org/homehealth](http://www.mgmc.org/homehealth)  
Home Health: 515.239.6730 or 800.529.4610  
Hospice: 515.956.6000 or 877.469.0079



## ASK THE QUESTION...

### What is Hospice?

Hospice care provides end of life care to patients when the goal of treatments shifts from cure to comfort, often in the last six months of life. It focuses on treating the physical, emotional and spiritual needs of the patient and can take place either in the patient's home or in a home-like setting (nursing home, assisted living). Another essential part of hospice is helping family members and caregivers during this time of their loved one's last days/months here on earth.

Dame Cicely Saunders (founder of the first modern hospice, in London in 1968) summed up the hospice philosophy best when she told her patients: "You matter to the last moment of your life, and we will do all we can, not only to help you die peacefully, but to live until you die."

### When should a person or a patient's family consider hospice care?

There is a point in a person's lifecycle of a life-limiting illness where it becomes apparent that continued treatments are not likely to offer a cure for the patient. If a patient has a chronic illness with repeated hospitalizations and is experiencing a decline in health status, a person needs to ask, "Would you be surprised if I/this patient died in the next six to 12 months?" If the answer is no, it may be time to begin the transition away from curative treatment and emphasize palliative care. Palliative care is defined by the World Health Organization as "the active total care of patients whose disease is not responsive to curative treatment."

### Do you need a doctor's referral?

A person does not need a doctor's referral to find out or discuss hospice care; but, a physician needs to write an order for hospice care and agree to sign a patient's notice of election for the hospice benefit.

### What are the benefits of hospice care for patients and for loved ones?

- Medical care that has an emphasis on pain management and symptom relief for the patient.
- Professional staff who oversees the patient care include physicians, nurses, social workers, personal care aides, chaplains, bereavement counselors, and therapies (physical, massage, pet). This team of professionals also includes volunteers, pharmacists, registered dietitians, and other behind the scene staff to make the hospice program flow smoothly.
- The Medicare Hospice Benefit, along with most insurances, covers prescribed medications related to the terminal illness, medical equipment and supplies, and visits by the professional staff listed above. The Medicare Hospice Benefit also covers short-term in-patient and respite care.

### Do any hospice services continue after the patient dies? Does hospice help survivors in any way?

- After the death of a loved one, the hospice benefit provides 13 months of bereavement services to the patient's caregiver, supporting them by phone calls, mailings regarding grief/mourning, support groups, and possible visits. Each year Mary Greeley Hospice has a memorial service for the families who have lost loved ones in the past year.

### What does Mary Greeley Hospice services consist of?

- Mary Greeley Hospice services consist of all of the benefits listed before, as they are required by all hospice agencies.
- Mary Greeley Hospice has available to their hospice patients the Israel Family Hospice House. This is an in-patient facility that is used for short-term respite care and general in-patient care. General in-patient care is available for patients whose symptoms cannot be handled in the patient's home and who need more intensive care by nursing and medical staff. Respite care is used when the carver of the patient needs "time off" from

caregiving due to an illness, needed rest, to attend a special event in which the patient is unable to attend, usually out of town/state.

- Mary Greeley Hospice provides bereavement support for anyone in the community who has experienced the death of a family member, a friend, or a loved one, even if that person was not in hospice.
- Mary Greeley Hospice has the best volunteer pool ever! Each volunteer goes through a 16 hour training prior to assisting in the areas they want to serve.

#### **What is the difference between home hospice and the hospice house?**

Home hospice is where the patient remains in their own home with a caregiver to assist with the caregiving tasks. The hospice staff make scheduled visits according to the patient's plan of care to assess, educate, and provide support and equipment for the patient and/or caregiver to make this end-of-life care easier for all involved. There is a nurse that is available 24/7 for any issues or questions that may come up for the patient/caregiver.

Hospice house (Israel Family Hospice House) is basically used for respite level of care for the patient so that the caregiver can have necessary "time off". It is also used for the general in-patient level of care for those patients who are in need of additional management of symptoms that cannot be managed at home. If the patient does not have a caregiver in the home and would like to have his/her home in the hospice house without it being respite or general in-patient care, they can pay privately for room and board and yet receive the other hospice benefits.

#### **Are all hospice patients treated the same?**

All hospice agencies have the same Medicare regulations that need to be followed for every patient, so I would say yes, they would be treated the same.

#### **Is hospice covered by insurance?**

Most hospice patients are Medicare participants with ready access to a hospice benefit that minimizes out-of-pocket expenses in the last months of life. The Medicare Hospice Benefit also eliminates the burden of paperwork, as families are not required to submit claims or pay bills. Virtually all other medical plans include some level of hospice coverage. For patients without hospice insurance, financial accommodations are made based on ability to pay.

#### **Why do hospice referrals seem to be so late?**

Many of our hospice patients and families ask us, "Why didn't we know about hospice sooner?" Statistics show that almost half of our patients that are admitted to hospice care die within two weeks of that initial hospice visit. Some die within hours. Discussions about end-of-life care are difficult and some of the barriers that have been identified are these:

- Discomfort with death and grief
- Sense of failure about inability to "cure"
- Hesitation about prognosis (how long a person has to live)
- Perception that hospice is only a "last resort"
- Concerns that patients will feel abandoned
- Uncertainty about hospice clinical services
- Financial concerns
- Doubts that hospice offers hope to patients and families

If a patient decided they want to revoke the hospice benefit that is permissible. There are some patients that "graduate" out of hospice care because they no longer meet the criteria that would keep them as a hospice patient.

**Mary Greeley Hospice/Israel Family Hospice House**

**515-956-6000**

Join us at LSI's  
**PARENTS' CAFE SERIES**

**"BREWING STRONG FAMILIES"**



*It takes a village to raise a child.  
Find your village at LSI's new Parent's Café,  
a safe space to collaborate and dialogue  
on all things parenting.*

**Parent Cafés are a safe space to collaborate and dialogue on all things parenting. This years roundtable discussions include:**

**SHAPING SUCCESSFUL KIDS | 6-8 p.m. | February 26<sup>th</sup>**

**CONNECTING AND HEALTHY RELATIONSHIPS | 6-8 p.m. | March 26<sup>th</sup>**

**BEING A STRONG PARENT | 6-8 p.m. | April 23<sup>rd</sup>**

**TANTRUMS AND TEARS | 6-8 p.m. | May 21<sup>st</sup>**

**RESOURCES TO GROW | 6-8 p.m. | June 25<sup>th</sup>**

**Bethesda Lutheran Church  
Common Room**  
1517 Northwestern Ave.  
Ames, Iowa

To RSVP, contact  
Alyssa Barton  
at 515.460.0368 or  
Alyssa.Barton@LSIowa.org



***A light meal and free child care will be provided!***

These events are free of charge to Story County families with children ages 0 to 18. Families who attend four out of five Parent's Cafe sessions will receive a \$10 gift card!

*Parents Cafe exists in collaboration with ACCESS, and is funded through Story County United Way and DECAT.*



## Support and Education

We provide a range of parenting classes and support groups, such as:

- Child development
- Parenting strategies
- Health and nutrition
- Positive behavior support
- Special needs
- Early literacy
- Communication
- Sibling rivalry
- Stress and grief

Call us for a full list of upcoming programs!

## More from LSI

LSI wraps complete care around the families we serve. We connect families with therapy and counseling, behavioral healthcare, services for people with disabilities, residential treatment for youth, and in-home family support services. Visit [www.LSIowa.org](http://www.LSIowa.org) to learn more.

*Programs are supported by and receive funding in whole or in part from United Way of Story County, United Way of Boone County, Story County Decategorization/Iowa DHS, ASSET, PCA Iowa's ICAPP and CBCAP, and local individuals, businesses, and foundations.*



## About LSI

LSI is one of Iowa's largest human services agencies and impacts tens of thousands of Iowans annually through child abuse prevention, services for families and youth in crisis, services for people with disabilities, and refugee services. We proudly serve people of all ages, abilities, religions, sexes, gender identities, national origins, ethnicities, races, and sexual orientations.

### Key Contacts

#### Crisis Child Care

515.460.2423

#### Community Resource Line

515.233.1677

#### LSI's People Place

Monday – Friday

9 a.m. – 5 p.m.

219 6th Street Ames, IA

515.233.1677



# LSI'S PEOPLE PLACE

*Your family resource center*



*"My husband and I really appreciate People Place. It's helped us to grow a lot as a family."*

*– Fan, a Story County mom*



[www.LSIowa.org](http://www.LSIowa.org)  
[www.facebook.com/LSI.iowa](https://www.facebook.com/LSI.iowa)

[www.LSIowa.org](http://www.LSIowa.org)

## People Place

Open to families in Story and Boone Counties, LSI's People Place offers support and resources for parents of young children.

Our philosophy is simple: We believe all families should be empowered with the resources they need to thrive.

Thanks to generous community support, our programs are free for families! Child care is provided during many of our on-site programs allowing kids to play and learn through structured, developmentally appropriate activities.

## Our Programs

### Parenting Education Classes

Our Nurturing Parent Group meets every other week during the spring and fall. The group covers topics like:

- Nutrition
- Play
- Social skills
- Stress management
- Child development

*A light meal  
and child care  
are provided.*

Our ABC (After Baby Comes) group is designed for parents of children ages 0 to 5. It meets during daytime hours throughout the week.

This group provides presentations on age-appropriate topics and gives parents a chance to meet and discuss their child's development.



### Parents as Teachers

Our Parents as Teachers program empowers families through in-home visits. The program is free for families who have children between ages 0 and 5. A parent educator visits you in your home to provide parenting information and links to resources, work with you to track your child's health and development, and help you plan goals for your family's future.

### Crisis Child Care

Crisis Child Care serves families who are experiencing a crisis and have no support system or available child care options. We provide up to 72 hours of free child care with a licensed provider, giving families an opportunity to resolve their emergency. Crisis Child Care is available for children ages 0 to 12. This program could help a parent who has

a medical emergency, critical stress, a housing issue, or other situation. **Call the 24-7 Crisis Child Care hotline at 515.460.2423.**

### Connecting with the Community

**Community Resource Line:** If you have a question about parenting or how to find a local service, call our community resource line at 515.233.1677 during regular business hours.

**Community Collaboration:** If your organization is interested in having our trained staff collaborate with you to bring programming to other sites in Story County, please contact us to discuss partnership.



I've never had  
anyone to support  
me like this.

- Linda

## Crisis Child Care

### Contact us

To access services, call the  
**24-hour crisis line at  
515.460.2423.**

If you are eligible, our staff will gather  
your family and medical information, care  
instructions and release forms.

## About LSI

LSI is a statewide leader in human services, providing child abuse prevention, mental health services, family crisis and support services, support for people with disabilities and refugee services. Results driven and people focused, we've partnered with Iowa children, families and adults to achieve life-changing results for more than 150 years. We empower people regardless of religion, age, gender, ethnicity, nationality or sexual orientation. Learn more at [www.LSIowa.org](http://www.LSIowa.org).

### Story and Boone Counties

24-hour crisis line

**515.460.2423**

[www.LSIowa.org/peopleplace](http://www.LSIowa.org/peopleplace)



[www.LSIowa.org](http://www.LSIowa.org)

[www.facebook.com/LSI.iowa](https://www.facebook.com/LSI.iowa)

## Early Childhood Services



### Crisis Child Care

Serving Story and Boone Counties



[www.LSIowa.org](http://www.LSIowa.org)

## Crisis Child Care

When a family has an emergency, having access to child care is critical.

LSI provides up to 72 hours of crisis child care in Story and Boone Counties for families who are facing a crisis, such as medical emergency, homelessness or critical stress. This program is for families who have no other available child care options or support system.

LSI helps transport your child to a licensed child care provider so you can address the crisis situation. Your information is confidential, and LSI staff can also refer you to other supports and community resources.



### You can use crisis child care . . .

- During serious illness, hospitalization, an accident or family death
- During the loss of housing or inadequate housing
- For short-term mental health or substance abuse treatment
- To relieve critical stress associated with parenting responsibilities

### Our providers

LSI's crisis child care is provided by registered day care providers or licensed child care centers. These providers are trained in CPR, first aid and caring for children during a crisis situation.

### Eligibility

Residents of Story and Boone Counties who have no other available child care options or support are eligible. Child care is available for children ages 0 to 12.

### Become a provider

We are looking for registered day care homes to provide emergency short-term care to children whose families are experiencing an emergency or crisis. To learn about the requirements and reimbursement rates, contact us at LSI's People Place at 515.233.1677 or call the 24-hour crisis line at 515.460.2423.

*\*All situations are unique and assessments are made on a case-by-case basis. Crisis child care is not a substitute for day care needs.*

## Parents as Teachers

This program is free for Boone and Story County families from pregnancy to age 5.

Call LSI at **515.233.1677** to learn more.

Parents as Teachers is for all parents — single, married, unmarried, moms or dads. LSI has both male and female staff, who are also parents, and can be matched with you according to who will fit your family best.

"My LSI worker is amazing. I've called when I didn't know what to do or was overwhelmed. She cares, and she makes the situation better."

- Amanda

*Programs are supported by and receive funding in whole or in part by United Way of Story County, BooSt for children/ Early childhood Iowa, PCA Iowa, ASSET, ICAPP, local individuals, businesses, and foundations.*



## About LSI

LSI is one of Iowa's largest human services agencies and impacts tens of thousands of Iowans annually through child abuse prevention, services for families and youth in crisis, services for people with disabilities, and refugee services. We proudly serve people of all ages, abilities, religions, sexes, gender identities, national origins, ethnicities, races, and sexual orientations.

### LSI's People Place

Monday – Friday  
9 a.m. – 5 p.m.  
219 6th Street Ames, IA

**515.233.1677**

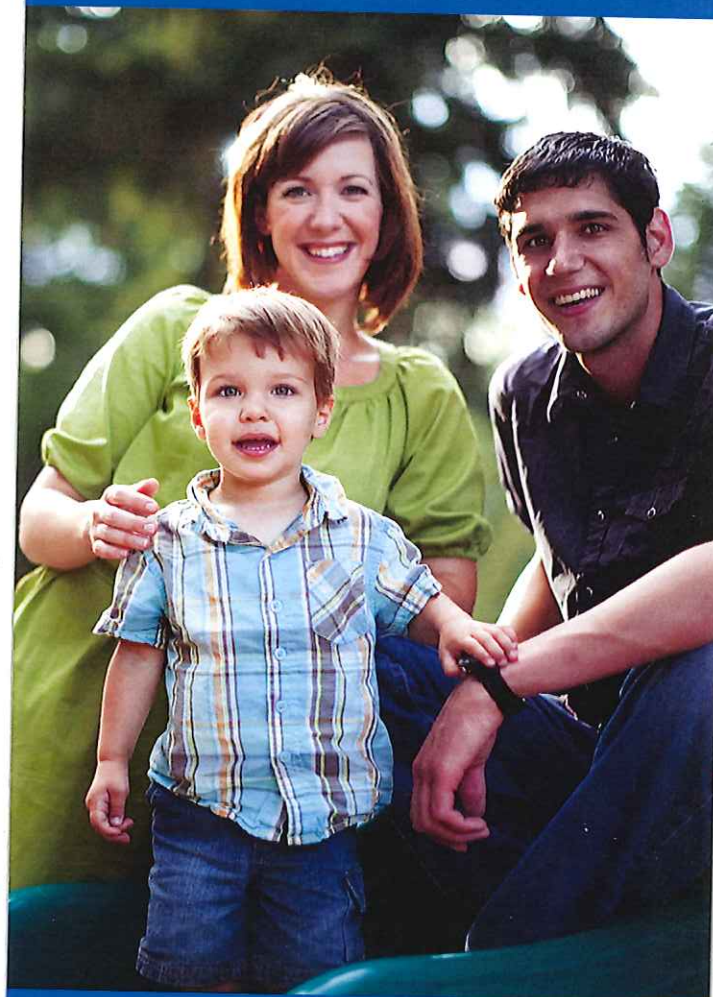


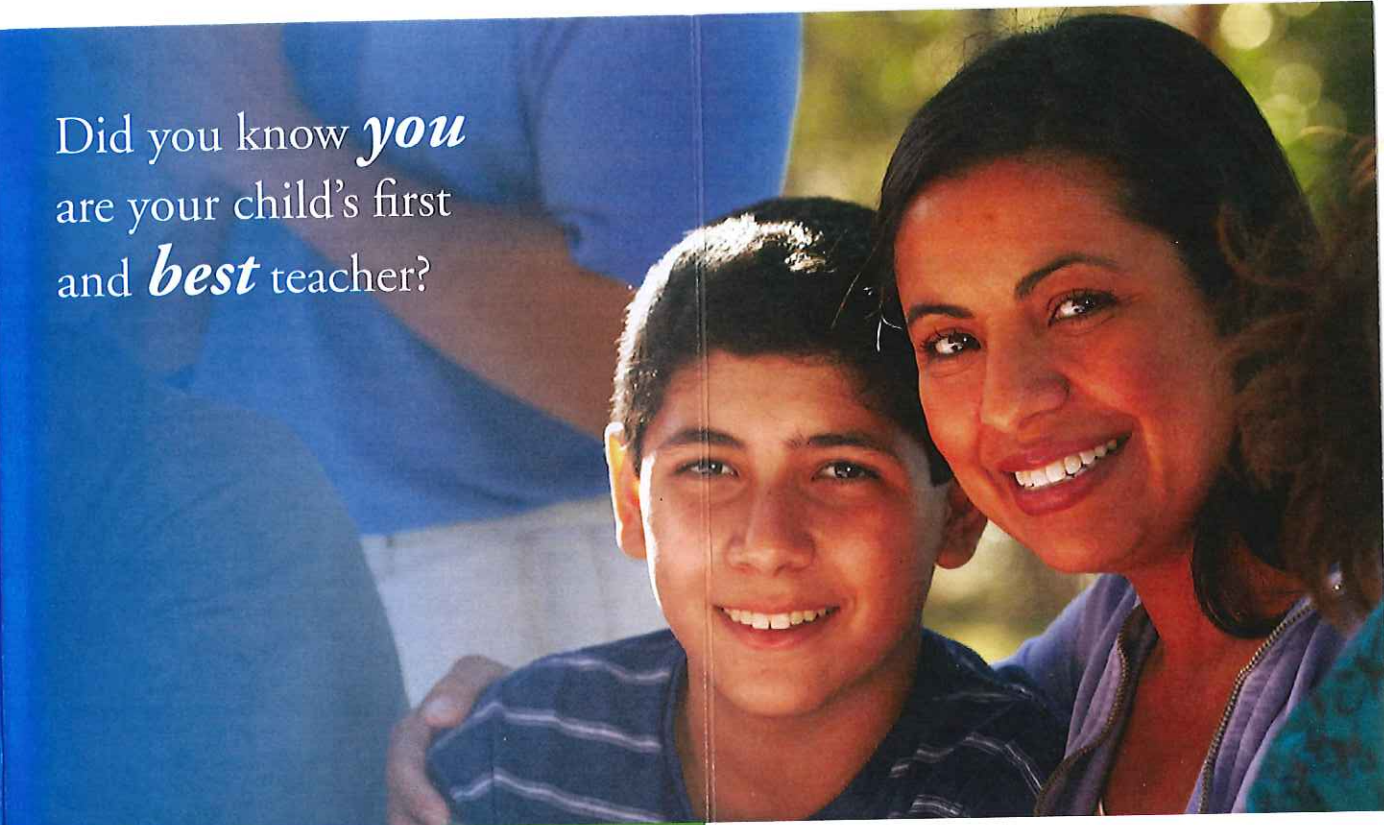
[LSIowa.org](http://LSIowa.org)

[Facebook.com/LSI.iowa](https://www.facebook.com/LSI.iowa)

# PARENTS AS TEACHERS

*Early Childhood Services*





Did you know *you*  
are your child's first  
and *best* teacher?

## Being a parent is *hard work.*

During early childhood, children learn at a fast pace. You can help shape your child's future through the experiences you provide every day.

LSI's Parents as Teachers program is here to help with free and voluntary parent education and support for families in Boone and Story County, from pregnancy up to age 5.

Your certified Parent Educator can help you learn what to expect in the growth and development of your young child, so you can give your child a great start!

### Join Parents as Teachers, and receive:

**Personal Home Visits** — your parent educator will share age-appropriate child development information, parenting tips and information to address your parenting concerns.

**Parent groups** — opportunities to meet, support, and share information with other parents.

**Screenings** — monitor your child's developmental milestones and strengthen your family through the Ages and Stages questionnaire

**Resources** — your family's link to community services, enrichment activities, and more.

### Parents as Teachers works!

National outcomes show that children who participate in Parents as Teachers are more likely to be prepared for kindergarten and score higher on achievement tests, language ability, social development, and cognitive abilities in early grades. Parent participants are more confident in their parenting knowledge and more involved in a child's schooling.



## **Transportation Collaboration Wednesday, January 10, 2018**

**Attending:** Teal Wilson and Kalen Petersen, Central Iowa RSVP; Shala Harsh, Heartland Senior Services; Brooke Ramsey, HIRTA; Kris Eastman, Mainstream Living; Miguel Biott, Primary Health Care; Deb Schildroth, Story County; Lauris Olson, Story County Board of Supervisors; Kathy Johnson, Story County Community Services; Shannon Bardole-Foley, United Way of Story County

### **Review October 11 Meeting Notes**

#### **Updates from HIRTA**

- Demand Response Service Action Plan Progress Report
  - #5 Ordered 1 new bus. Receiving first time funding from CIRPTA – thought the funding would provide 1 bus, but will be 3 vans instead. Don't yet know which communities they vans will be in.
  - #7 Grant applications have been submitted to multiple sources for the customer portal and RM Pay. NAMI will be the fiscal agent for those grants that require a 501(c)(3). CyRide has committed funds. Hoping for the system to be live before next fiscal year.
  - #23 Trips to Iowa City have increased from once/month to once/week, but it wasn't used more than once in December. Not much ridership to Des Moines. Increased frequency Ames to Boone. Recently increased frequency between Ames and Nevada (\$4/one-way). One driver is dedicated to doing this service. It runs approximately every hour. The fare for Nevada in-town trips is \$2. Working with Legal Aid on rides from Ames to Nevada for their clients. May pilot a voucher system at some point, but currently waiving the fare.
- Community conversations: The Nevada meeting was very well attended. Themes heard from attendees include transit services in town, adjusted in-town fare, and more frequency between Ames and Nevada.
- MCO Changes: A few big changes that impact transportation
  - AmeriHealth Caritas left the system effective 12/1/17. Trying to make sure no clients are missing rides.
  - Supported Community Living is a service under a waiver paid by Medicaid in which staff goes into a client's home for an approved number of hours/week. Reimbursement rates have gone down, but now include transportation for clients.

#### **Updates**

- Updates needed for Story County Resource Guide
  - Remove Access2Care, provide our MCO chart. AmeriHealth Caritas will need to be removed from the Transportation brochure.
  - Add Iowa Ride Share
  - RSVP is listed twice – Kalen will let Shannon know what description to include
  - Fitz's Taxi is closed
  - HIRTA no longer has a trip on Thursday to Broadlawns
  - DMV should be listed instead as Story County Treasurer's Office (motor vehicles). Deb will check to see if the county provides disabilities placards.
- Updates needed for At-A-Glance
  - Joy Ride: serve all areas, open to anyone, door to door, accessible, senior/disability discounts, 24 hour notice, 7 days/week
  - DAV: all are correct
  - Road to Recovery: availability is M-F only

- Updated Story County communication plan for agencies: all changes proposed are accepted

#### **Updates from Transportation Collaboration Members**

- HIRTA: Decat has funding to help families in need with transportation to mental health therapy or substance abuse evaluation. A copy of the appointment card must be submitted. Qualifying families will have children under the age of 18 in their home. Funds will be available through June 30. More information is available from Jenny Felt at [jfelt@dhs.state.ia.us](mailto:jfelt@dhs.state.ia.us).
- If someone needs a ride home after anesthesia, RSVP cannot provide that ride, but HIRTA can. Does this fit with hospital policy?
- Story County: Drew Kamp & Brenda Dryer from the Ames Chamber are meeting with Story County businesses to try to find solutions for bringing people who live out of the county into their job. Having discussions with DART for RideShare, which could be operating within 60-90 days.
- Wheels for Work: The 25<sup>th</sup> car is scheduled to be given away later this week. The committee has developed a new component to the application that will look more closely at the applicant's budget to determine if they are able to afford a vehicle. Follow-up evaluations are conducted at 6- and 12-months after the vehicle is given to the family.
- The grant obtained by Progress Industries ended in December. They were reviewing rural transportation for employment. Moving forward, they would like to poll employers and may ask for our assistance in developing questions and a list of employers to survey.
- RSVP
  - Will have new transportation coordinator next month. Teal will be leaving to care for her new baby.
  - Had 17 new riders in Nevada in last year, but not a proportionate number of new volunteer drivers. Des Moines trips began last spring and provide approximately 7 trips per month. Serving their first homeless client for trips to VA. Working with HIRTA to help get riders from the county to Ames for HIRTA shuttle on Monday, Wednesday, and Friday. Working to get an MOU confirmed to bypass the RSVP application process.

**2018 Meeting Dates** (2<sup>nd</sup> Wednesday of the month from 1:00-2:30 pm): April 11, July 11, October 10



## Transportation Collaboration Wednesday, April 11, 2018

**Attending:** Kalen Petersen and Lori Williams, Central Iowa RSVP; Shala Harsh, Heartland Senior Services; Brooke Ramsey, HIRTA; Miguel Bioft, Primary Health Care; Deb Schildroth, Story County; Lauris Olson, Story County Board of Supervisors; and Shari Atwood, CyRide/AAMPO

### Review January 10, 2018 Meeting Minutes

#### Updates from HIRTA

- Demand Response Service Action Plan Progress Report
  - #5 Ordered 1 new bus and anticipated delivery is in August 2018. The CIRPTA grant will cover 3 vans, though, HIRTA doesn't know which vehicles those will be replacing.
  - #13 The Customer Portal and Route Match (RM) Pay are being tested with 5 customers in Story County. This is the first step in the implementation plan of these programs. There are security systems built into the portal and RM systems. HIRTA will help develop a "profile" for each customer. Once fully implemented customers will be able to schedule and pay for rides 24/7. Funds from United Way of Story, CyRide, and Boone County Endowment are making these programs possible. There will be a facility portal available at a later date.
  - #15 Easter Seals Project Action provided customer service training last spring to all transit systems statewide. HIRTA Call Center and Supervisory staff participated.
  - #18 No shows continue to be an issue. As of last winter the rate was 8.1%. What are steps that can address this?
  - #23 Rides within and around Nevada have been expanded and HIRTA is receiving positive feedback.
- Rides to the University of Iowa Hospitals and Clinics continue. HIRTA is partnering with Central Iowa RSVP to help with transportation from Nevada to Ames for the Iowa City rides. A longer-term solution needs to be developed.
- \$3.6 million dollars is slated to be distributed from the Iowa DOT for bus replacements. 85% is federal funding and 15% is local funding. Oldest buses with the most miles will be considered first. These funds are for both urban and rural areas.
- HIRTA is seeking 501c (3) non-profit status which will create more funding options.
- The Beyond the Bus Symposium was held on April 25<sup>th</sup> in Newton. The focus was on individuals with disabilities that are not easily noticed. Next year's symposium will be held at Reiman Gardens in Ames.

#### CyRide 2.0

- Shari Atwood discussed the following changes to CyRide services
  - CyRide 2.0 will be implemented in two phases coinciding with the ISU academic calendar (May and August)
  - Fares are being reduced to just \$1.00
  - Introduction to EASE (East Ames Service Extension)
  - Changes in various routes to produce a constant flow of transportation all day
  - Changes in the bus/route transfer process
- CyRide is exploring enunciators in buses so that stops are verbally announced.

### **Updates from Transportation Collaboration Members**

- Lauris Olson suggested sharing the EASE information with manufacturing facilities located on the east side of Ames.
- Members are to contact Shari Atwood by May 4, 2018 regarding any changes to the transportation brochure.

**2018 Meeting Dates July 11<sup>th</sup> and October 10<sup>th</sup>**

**2019 Meeting Dates** (2<sup>nd</sup> Wednesday of the month from 1:00-2:30pm): January 9<sup>th</sup>, April 10<sup>th</sup>, July 10<sup>th</sup>, and October 9<sup>th</sup>



# Demand Response Service Action Plan for Story County

## Progress Report

April 11, 2018

**Goal: Improve transportation efficiency and effectiveness of demand response public transit service through enhanced communication and relationships across partners as well as improved transportation infrastructure.**

Action	Category	Solutions	Action
<b>Community Partnerships</b>			
1	I	Explore more effective short term and long term solutions for the use of resources with partners (i.e. ISU, taxi's, assisted living facility and agency/organization vehicles)	<p>Schedule a meeting with human service agencies/organizations and transportation providers to discuss current gaps and capacity in transportation services</p> <p>Complete a trial period for group's recommendations</p> <p>Train-the-Trainer Travel training program is available, so reach out to Sarah at <a href="mailto:mobility@rideharta.com">mobility@rideharta.com</a> or 515-777-4796 to schedule. This is designed to teach agency staff how to empower their consumers to ride both HIRTA and CyRide. / <b>DONE</b></p> <p>HIRTA will continue to have a representative attend the Human Service, Transportation Collaboration and Senior Collaboration meetings. Ongoing / <b>DONE</b></p>
2	A	Mutually agree that transportation is a partnership and everyone will work collaboratively together to resolve issues	Ongoing / <b>DONE</b>
3	A	All partners hold each other to the same expectations for a mutually beneficial relationship	Quarterly meetings have been established, and minutes can be found at <a href="http://www.cityofames.org/government/aampo/plans-programs/passenger-transportation-plan/transportation-collaboration">http://www.cityofames.org/government/aampo/plans-programs/passenger-transportation-plan/transportation-collaboration</a> . Ongoing/ <b>DONE</b>
4	A	Involve all partners upfront in program development	This was presented at the ETC meeting 4/13/16. <b>DONE</b>

Infrastructure Improvements

			<p>Communicate HIRTA's plan to update buses to partners</p> <p>Develop grass root support for an adequately-funded bus replacement program</p> <p>Determine if newer, used buses are available for purchase to reduce their fleet age</p> <p>If feasible, develop a used bus purchasing program for vehicles outside of Iowa to systematically improve fleet conditions</p>	<p>We have purchased 2 new buses, with Federal funding and those are placed in Story County now. Story County Board of Supervisors approved funding the 20% match required. HIRTA will be purchasing 2 new buses in 2017. Buses are in service. <b>Ordered 1 bus, anticipate delivery to be August 2018.</b></p> <p>CyRide purchased new bus to replace the one we currently have for use through our Paratransit contract with them. New bus is in service. HIRTA is retaining bus that was replaced to use for additional services. <b>DONE</b></p> <p>We are looking at leasing options and will be developing a 5 year vehicle replace plan within the next 12 months. The State of Iowa submitted a Federal grant for bus replacements throughout the state. If the entire grant is received, HIRTA has the potential of receiving 32 replacement vehicles. HIRTA received 4 vehicles from this grant. None of them are for Story County. Staff will be working on vehicle replacement plan in FY2018.</p> <p>Goal for HIRTA for FY17. Look at purchasing used vehicles from other states and alternative funding. HIRTA is still researching other funding methods. HIRTA will receive funding through CIRTPA for capital improvements in FY18. <b>CIRPTA grant will cover 3 vans, we do not know the which vehicles are being replaced yet.</b></p>
5	I	Improve physical condition of buses		

Action Category		Solutions		Action	
6	I	Incorporate enhanced technology in buses/vans for safety and passenger satisfaction	Research need for and cost of equipping all Story County buses with communication and safety technology	HIRTA now has tablets in all Story County vehicles. We have received some grant funding to get buses equipped with Security Cameras, and are continuing to apply for additional grant funding to get all HIRTA buses equipped. Notification module is up and running which calls people the day before to remind them of their scheduled trip. <b>DONE</b>	
7	I	Employ and retain staff/drivers	Identify creative approaches to fully staff (employ and retain) its driver positions	We are stable with drivers as of now, but continue to advertise, so we can hire more people for expansion services. HIRTA is currently staffed to maintain services. If you have additional needs please share them with Brooke or Sarah. <b>DONE</b>	
8	I	Explore the possibility of having a wheelchair on every bus	Complete an analysis of if/how wheelchairs can be purchased and secured on each vehicle	This possibility was explored and is not feasible. <b>DONE</b> (as of 10/12/16)	
<b>Internal Modifications for HIRTA</b>					
9	A or I	Implement a process improvement program and make changes as appropriate	Identify the systems to be reviewed  Report to HIRTA board at completion of changes, with copies to funding agencies	DRS final report was presented and accepted by the HIRTA Board. <b>DONE</b>  HIRTA's Strategic Plan is complete and approved by the HIRTA Board as of 5/25/2017. Copy of the plan available on website <a href="http://www.ridehirta.com">www.ridehirta.com</a>	
10	A	Set and monitor performance standards	Develop a report and standards for system performance, such as average length of telephone calls, average hold time, email response time and establish a formal, written complaint system	Formal written complaint process has been established and will be presented at the ETC meeting <u>1/13/16</u> . <b>DONE</b> Current stats: Avg. Call length: 3.82 m Avg. Hold: 3.13 m Longest Hold: 40.25 m As of 3/1/18 HIRTA has 6 schedulers and are adding a special number just for wil-calls from hospitals and clinics.	

Action Category		Solutions		Action	
11	A	Provide a person to address passenger's failed trip needs	Better utilize the Mobility Coordinator	Sarah attends various Human Service and transit meetings. She has established a Travel Training program and is responsible for all 7 HIRTA counties, so she is out and about traveling in the various counties approximately 90% of the time. Amber Falls is the person people should contact regarding failed trip needs. <b>DONE</b>	
12	I	Dedicate a telephone line for the agencies/organizations to contact that would have direct access to a staff person for immediate concerns	Modify the telephone system to accommodate additional line and develop internal structure to answer in a timely manner	Internal structure is for Human Service agencies to contact Amber Falls, and individuals to contact one of our customer service reps through our 1-877-686-0029 line. <b>DONE</b>	
13	I	Improved efficiencies in telephone and email system for passengers	Examine current systems for improvement opportunities	We now have 6 full-time schedulers plus 1 supervisor. HIRTA is researching additional options for scheduling. Will discuss in more detail at the next meeting. Grant writing for Customer Portal and RM Pay. CyRide will assist with \$15,711 of cost to help with their share of DAR riders. <b>Customer portal and RM Pay are being tested with 5 customers in Story County. This is the first step in our implementation plan.</b>	
14	I	Increase use of personal care attendants/ride-a-longs with passengers	Identify a support system of personal care attendants/ride-a-longs that can ride with passengers who are unable to be responsible for their safety & comfort during their transit trip; identify cost for program i.e. explore who could be volunteers	No update	

Action Category	Solutions	Action	
15	A Provide training on passenger context/needs for HIRTA staff and drivers	Review current HIRTA staff training and develop systems to "fill in the gaps" so that HIRTA staff provide polite and passenger-focused transportation	We continue to provide training to our staff and are always looking for new training opportunities. We are implementing some new internal training and currently feel we have a solid team of Customer Service reps.  Food for Thought: Since Customer Service is a key element in coordination, service and understanding, maybe there is a way to have training for participants from this group, and/or their trainers/staff, so all agencies participate in Customer Service training. <b>DONE</b> (as of 10/12/16) <b>EasterSeals Project Action is providing Customer Service training to our Call Center staff 3/27 and Supervisor staff 3/28. This will include ADA regulations.</b>
16	A Set and monitor passenger standards	Develop a system to classify appropriate response to passenger behaviors	In 2015 HIRTA had a train-the-trainer program on de-escalation specific to persons with disabilities. We will continue to provide these types of opportunities to our drivers. HIRTA is researching options on Autism behavior training. We welcome ideas and resources for trainings.
17	A Establish method(s) to provide drivers/staff with additional information regarding passenger needs so that their trip is enjoyable and safety is enhanced	Review current software program to determine if additional information could be accommodated within role/context of HIRTA/personal care attendant	Our current sophisticated RouteMatch scheduling software can add a lot of various types of information. We currently include information that will allow us to appropriately book the trip, as well as inform the driver of any special needs. <b>DONE</b>

18	I	Localized reservation system	Determine whether reservations for Story County could move from Urbandale to Ames	<p>The process is 1st we call, if no improvement, we send a warning letter. If still no improvement, we will send a suspension letter and temporarily suspend passenger from service. No-shows in Story County 7/15=8.91% 9/16=5.5% 6/28/= 6.5% 10/31/= 8.6%. No show rate 2/28/18 8.1%. No-shows continues to be an issue. It is not only costly, it hinders our ability to serve others.</p>
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Action Category		Solutions		Action	
Partner Role Clarity					
19	I	Develop a Passenger and Caregiver User's Guide for use to establish expectations, educate passengers and passenger families on transportation services	Develop a written document that identifies policies, expectations, rider tips, contact information, etc.	>Welcome packets are now being sent to all new riders, which include a copy of a Welcome Letter, Rider Guide, brochure, and magnet. This practice will continue. <b>DONE</b> (as of 10/12/16)	
20	A	Share information on federal law interpretation related to transportation/passenger relationship (i.e. funding requiring community inclusion of passengers)	Annually, the Transportation Collaboration Committee will hold a meeting on transportation program changes with agencies/organizations	Ongoing – No Update	
21	A	Discuss and solve issues at the grass roots level with the people directly involved in the issues	Mutually agree to respect the chain of command in respective agencies/organizations and resolve issues at the lowest level	Ongoing – No Update	
22	A	Discuss and solve issues at the management level with managers that are directly involved in the actions	Annually meet to resolve issues	Ongoing – No Update	
<b>Service Improvement</b>					
23	I	Dedicate one bus each day (unscheduled) to address unforeseen operational issues to ensure smooth operation of service	Hire adequate driving staff and secure a vehicle to implement service	Started 2/15/16. It is current not used as much as we anticipated, however, we have used it when a driver became ill in the middle of his shift, and for some hospital releases, as well as, to go out and examine problem pickup/drop-off areas. <b>DONE</b> HIRTA is at full staff for services provided and are adding additional staff and services. Des Moines Medical trips M/W/F, HIRTA NOW (on-demand service). <b>Continuous Shuttle between Ames and Boone and Ames and Nevada. Legal Aid has vouchers to give out for free transit rides to get to Legal Aid appointments.</b>	

A - Can be accommodated within current charge/budget

I - Improvements that are above current charge/budget



## **Transportation Collaboration Wednesday, August 8, 2018**

**Attending:** Kalen Petersen, Central Iowa RSVP; Shala Harsh, Heartland Senior Services; Roger Kluesner, McFarland Clinic; Amber Schaefer, Mainstream Living; Kathy Johnson, Story Co Community Services; Julia Castillo and Brooke Ramsey, HIRTA (by telephone); Tony Filippini, City of Ames and AAMPO; Rosemary Bruce-White, City of Ames and AAMPO; Lori Allen, Good Neighbor; Sara Zejnic, United Way of Story County; Deb Schildroth, Story County; and Shari Atwood, CyRide/AAMPO

### **Review April 11, 2018 Meeting Minutes**

#### **Updates from HIRTA**

- Demand Response Service Action Plan Progress Report
  - #13 The Customer Portal and Route Match (RM) Pay app was rolled out about a week ago. Marketing efforts are underway via HIRTA's website and radio spots. A step-by-step procedure on how to access and utilize the app will be placed on HIRTA's website. Shari Atwood stated that she wants to push this through the CyRide website to reach students and additional riders.
- Brooke explained that HIRTA has made budget cuts for FY 2019. A reduction in ridership has been realized as a result of Medicaid Managed Care and this has affected revenue. The Mobility Coordinator position has been cut, so questions and/or concerns can be directed to Brooke.

#### **Updates from CyRide**

- Shari Atwood discussed the following CyRide 2.0 changes
  - More frequent rides available (every 3-5 mins) in West Ames to accommodate demand, though riders are encouraged to take earlier rides
  - Transfers on ISU campus (on Union Drive) will not be available due to street design changes
  - Fares have been reduced to just \$1.00
  - "Runner" policy – buses will no longer wait for passengers running to catch the bus. The emphasis has been placed on the riders already on the bus and getting them to their destinations on time.
- Please direct questions and comments about CyRide 2.0 to [cyride@cyride.com](mailto:cyride@cyride.com) or call 515-292-100 so that they can be shared with the Transit Board in October. Figures and comments do make a difference.

#### **Updates from Transportation Collaboration Members**

- Lori Allen introduced herself as the new Executive Director of Good Neighbor.
- Amber Schaefer shared information about Ambassador Transportation available in Story County. They are a non-emergency medical transportation service.
- Kathy Johnson commented on the MCO caveat to transportation services. When a client lives in a 24 hour supervised setting, transportation is considered as part of the daily reimbursement rate. Therefore, separate payment for transportation is not allowed and it's up to the residential provider to either provide the transportation themselves or use another transportation agency and pay that agency. The reimbursement rate received by the residential provider doesn't include adequate funds to pay another agency to provide the transportation.



- Kalen Peterson reported on RSVP's transportation program. They have 45 volunteer drivers and 125 clients using the service. In-county medical appointments are a high priority but they will transport to Des Moines for specialty medical appointments.

**Next Meeting:** October 10, 2018 at 1:00pm at United Way of Story County

**2019 Meeting Dates** (2<sup>nd</sup> Wednesday of the month from 1:00-2:30pm): January 9<sup>th</sup>, April 10<sup>th</sup>, July 10<sup>th</sup>, and October 9<sup>th</sup>



## Transportation Collaboration Wednesday, October 10, 2018

**Attending:** Deb Schildroth, Story County; Lauris Olson, Story County Board of Supervisors; Lori Williams and Kalen Petersen, Central Iowa RSVP; Shari Atwood, CyRide/AAMPO; Sara Zejnic United Way of Story County; Brooke Ramsey, HIRTA (joined by phone)

### Review August 8 Meeting Notes

#### Updates from HIRTA

- Demand Response Service Action Plan Progress Report
  - #5 A new bus went out to Story County last week. HIRTA was awarded part of a \$7 million federal grant to replace a dozen rural buses – 5 of which will be Story County buses. The grant requires a match to purchase the buses. HIRTA plans let the Board of Supervisors know how much money will be needed by January so the Board has time to make funding decisions. Lauris asked if the cost & match was known – Brooke agreed to ask Julia for more information. Shari added that for several years the rural systems have been awarded the federal grant rather than urban systems. Brooke shared that Iowa is 2<sup>nd</sup> in the nation for the oldest buses and as of several years ago, HIRTA was the oldest fleet in Iowa.
  - #10 The Amble App & online payments have launched across Story County. Since the launch, they have seen an increase in use & they currently have 142 users (Brooke will ask Amber to check how many are in Story County). In August, they averaged 16 rides/day and by September it was up to 25 rides/day. Brooke also shared that Route Match has marketing resources for their partners and HIRTA plans to work with Route Match to get more marketing information. HIRTA is also trying to work out some kinks with the online payments as well as integrating online payments and scheduling. HIRTA is the 3<sup>rd</sup> transit system to use online payments through Route Match so there have been some issues to work through.
  - #18 No-shows continue to be a problem. In August no shows were at 5.25%. HIRTA has seen a pattern of fluctuation between 5 & 8%. It seems to be a common struggle in transit.

#### CyRide

- Shari provided a Summary of the Fall Service customer comments and suggestions; 67 people submitted 113 comments/suggestions. Shari reminded the group that if they hear of comments or suggestions to recommend that the individual call or email in because CyRide is currently putting together their service suggestions for the Board.
- The Passenger Transportation Plan is compiled every 5 years in effort to provide better service in the most economical way possible. The last plan was compiled in 2014 and though updates have been made, a new plan will need to be submitted to the Iowa DOT by February 1, 2019. The Plan requires transit systems to take inventory of their resources and of the community's needs. Shari will send out the plan to HIRTA and the greater group for feedback and suggestions.

#### Updates from Transportation Collaboration Members

- HIRTA/Lauris Olson
  - HIRTA's insurance carrier declined to renew coverage on HIRTA's fleet. In general, the industry has been pulling back on insuring public transit vehicles. Part of the reason for declining to continue coverage was the fact that in 2 counties, HIRTA contracts out the transportation work. 2017 was a year with several claims, especially claims from contracted drivers. Only 1 insurance provider was willing to insure HIRTA's fleet but the premiums tripled. HIRTA's Board decided to keep that insurance for now while they implement some policies that will hopefully open up other options.

- RSVP –
  - Kalen has applied for a grant from an organization which provides grants to volunteer driver programs to help provide rides to eye appointments.
  - RSVP has hired a contract employee to assist Lori with transportation in Story County so that Lori can focus her efforts on helping with disaster recovery in Marshalltown. The grant that is paying for the additional staff person is a 1 time grant.
- CyRide
  - CyRide is also completing a Transit Asset Management Plan which helps to inventory and conduct a condition analysis of their resources (buses, vehicles, & facilities). The plan dictates useful life and replacement plans for the coming years.

**2019 Meeting Dates** (2<sup>nd</sup> Wednesday of the month from 1:00-2:30 pm): January 9<sup>th</sup>, April 10<sup>th</sup>, July 10<sup>th</sup>, October 9<sup>th</sup>



## **Transportation Collaboration Wednesday, January 9th, 2019**

**Attending:** Lori Williams (Central Iowa RSVP), Deb Schildroth (Story County), Shari Atwood (CyRide/AAMPO), Brooke Ramsey (HIRTA), Julia Castillo (HIRTA)

### **Review October 10 Meeting Notes**

#### **Updates from CyRide**

The Board will meet on January 10<sup>th</sup> – CyRide staff are recommending five changes & one reduction. Changes include later evening trips and earlier morning trips (see attached). The Ames Area MPO sent out a survey as part of their Passenger Transportation Plan. The goal was to send the survey to all human service agencies. The Collaboration provided feedback on the survey that was going to be sent out.

#### **Updates from HIRTA**

Transportation Advisory Group - HIRTA is in the process of restructuring their Transportation Advisory Group (TAG) for Story County. Currently, HIRTA hosts independent TAGs in Jasper, Warren, Boone, & Marion Counties. In the past, HIRTA has used the Transportation Collaboration as their TAG in Story County in the past, but now they are trying to have more uniformity in the TAGs across their service area. They will need to offer representation to all cities with populations higher than 1,000 there also should be representatives from government, social services, and chamber/economic development. Questions were raised if the Transportation Collaboration should meet for longer to include Story County's TAG or if the meetings should remain separate but informed of one another's work. It was determined that since HIRTA serves more of the rural areas of Story County, not all of the people coming to HIRTA's TAG would need or want to participate in the Transportation Collaboration. It was recommended that HIRTA could host their Story County TAG before the Transportation Collaboration meets. The TAG would be HIRTA specific, while the Transportation Collaboration would remain more general to Story County transportation issues. With the TAG being held immediately prior to the Transportation Collaboration, updates can be passed more easily from the TAG to the Transportation Collaboration.

Demand Response Service Action Plan Progress Report / Strategic Plan - Brooke reviewed the remaining open items on the Demand Response Action Plan and compared them to the related goals and objectives in HIRTA's strategic plan (see attached). The highlighted items are not part of HIRTA's strategic plan. Given the inclusion of the remaining items in HIRTA's strategic plan, it was recommended that the Demand Response Action Plan be closed. HIRTA will draft a letter explaining the changes to the Demand Response Action Plan and send it out.

#### **Updates from Transportation Collaboration Members**

RSVP – No updates

Story County – The new Board of Supervisors was sworn in in January.

Ames Area MPO – The MPO has completed a transit zoning map that shows public transit coverage throughout the city.

#### **Group Discussion: What transportation barriers are most prevalent in the community?**

This discussion will be tabled until next meeting.

**2019 Meeting Dates** - 2<sup>nd</sup> Wednesday of the month from 1:00-2:30 pm: April 10<sup>th</sup>, July 10<sup>th</sup>, October 9th

# CyRide 101

## CyRide [www.cyride.com](http://www.cyride.com)

- Agency of the City of Ames (city employees)
- Governed by City, ISU and ISU GSB
- Travels throughout Ames and ISU campus
- Operates 359 days/year, except;
  - Memorial Day – Last Monday in May
  - Independence Day – July 4th
  - Labor Day – 1<sup>st</sup> Monday in September
  - Thanksgiving – 4<sup>th</sup> Thursday in November
  - Christmas – December 25<sup>th</sup>
  - New Year's Day – January 1<sup>st</sup>
- Service animals allowed on bus
- 100% Wheelchair Accessible
- Bike Racks on All Buses

## Routes (13)

- **Fixed-Routes**  
(10) <http://www.cyride.com/howtoride>
- **Circulators (3) - FREE**
- **Moonlight Express - FREE** safe ride home anywhere within Ames (Friday/Saturday evenings 10:30pm–3am when ISU in full session)
- **Dial-A-Ride** - door-to-door service serving individuals with a disability within the City of Ames during all hours CyRide's fixed-routes are operating. ([www.cyride.com/dial-a-ride](http://www.cyride.com/dial-a-ride)) Must meet eligibility requirements by applying ([www.cyride.com/dar-application](http://www.cyride.com/dar-application))

## Maps/Schedules Changes

- School Year Schedule (August – May)
- Summer Schedule (May – August)

## Next Bus [www.cyride.com/nextbus](http://www.cyride.com/nextbus)

- Real-time information of when your Nextbus will arrive at your bus stop
  - Text "CyRide + the Bus Stop #" to 41411
  - Call 515-509-2609
  - Scan QR code at bus stop
  - More information at ([www.cyride.com/nextbususerguide](http://www.cyride.com/nextbususerguide))

## Fares [www.cyride.com/fares](http://www.cyride.com/fares)



- ISU students that pay tuition **FREE** by showing their student ID (GSB pays CyRide)
- Cash Fare: \$1.25 full fare; \$.60 reduced fare
- Media: Ticket books or Passes (See Schedule)
- Reduced Fare Eligibility– K-12; Medicare/Medicaid cardholders, persons over 65 years of age, persons with a disability
- Kids 5 years of younger ride **FREE** accompanied by an adult; ALL Riders on #21 Cardinal, #22Gold, #23 Orange, Moonlight Express & #25 Gold – new route begins Aug - 2018!

## Language

### Assistance [www.cyride.com/language-assistance](http://www.cyride.com/language-assistance)

- Language Line
  - CyRide callers/visitors
  - Supervisor called to assist on buses
  - Supports 240 languages; 24/7
- Google Translate
- Lost & Found - Picture graphics for atypical lost items

## Be Social OR E-mail Notification

- [Facebook.com/cyride](https://www.facebook.com/cyride)
- [Twitter.com/cyride](https://twitter.com/cyride)
- [www.cyride.com/enotification](http://www.cyride.com/enotification)  
(You set up your own preferences!)
  - Service Events
  - Meetings
  - Alerts By Specific Route OR All Routes
  - What's New

## Questions?

- Phone: 515-292-1100
- Email: [cyride@cyride.com](mailto:cyride@cyride.com)
- Website: [www.cyride.com](http://www.cyride.com)
- Ask Your Driver!



**ALL ROUTES CHANGE** - except #8 Aqua; Existing routes either altered; renamed; extended later into evening; or have more frequency.

**MORE BUS TIMES SHOWN ON SCHEDULE/NEXTBUS:** Provides more options for passengers to choose their trip, hopefully earlier (i.e. don't wait until last trip)

**SUMMER 2018 (May 5, 2018 – August 12, 2018)**

**#5 Yellow** (operates 30-minute service all day long weekdays & Saturday)

**#9 Plum** (operates 40-minute service summers/ISU breaks)

**EASE – East Ames Service Extension** (Door to door service; picks up at Ames City Hall and takes passengers to anywhere within EASE zone. Call or subscribe for ride in the afternoon for return trip to City Hall. Replaces #4 Gray; #10 Pink)

**SCHOOL YEAR 2018 (August 13, 2018 – May 3, 2019)**

**#1 Red** (no longer serves Dickenson; route travels AMS – East Mortensen – Stange)

**#2 Green** (route shortened to travel Northwestern between 20<sup>th</sup>/16<sup>th</sup>; deviate only 2 trips inbound/outbound by Ames High School)

**#3 Blue** (Southern portion of route travels to Target/Walmart; Blue north to Mall replaced with #14 Peach)

**#5 Yellow** (same as summer)

**#6 Brown**

- ✓ Travels to North Grand Mall – ISU Research Park (rerouted through Campustown to Lynn)
- ✓ 6:30am – 9:00 pm Weekdays (20-30 min. freq.); 8am – 9pm Saturday; 8:30am – 8:30pm Sunday
- ✓ Better Access to ISU Research Park!
- ✓ Traveling to Mall - Board the bus on Stange
- ✓ Weekends only – Deviates southbound through Schilletter/UV (inbound to campus)

**#7 Purple** (Rerouted; begins at Alcott/Todd to ISU Campus; more frequent service)

**#9 Plum** (Same service as school year 2017-2018)

**#11 Cherry** (Rebranded the 1A Red; rerouted to West Mortensen current purple endpoint)

**#12 Lilac** (New route; Travels Dickenson – Steinbeck – Stange – Mortensen – State – ISU Campus)

**#14 Peach** (New route; hourly service; Vet Med – North Grand Mall)

- ✓ Travels North Grand Mall – Stange Rd. – ISU campus – ISC Hub - Vet Med (board on Stange)
- ✓ Weekday 60 minute service 7:00am – 7:00 pm

**#21 Cardinal** (Sweeney Hall timepoint changed to Student Services; no other changes)

**#23 Orange** (More trips shown in printed schedule)

**#25 Gold** (New route)

- ✓ Travels #40 Schilletter – ISU Campus – Towers
- ✓ Weekday Service only; when ISU classes in session & Finals Days
- ✓ 10 minute service 7am – 6:30pm; 30 minutes till 10:30pm
- ✓ New Turn Around Constructed at Towers this Summer

**EASE – East Ames Service Extension** (Same service that began Summer 2018)

**FARE REDUCTION ANTICIPATED TO BE APPROVED AT 2/15/2018 CYRIDE BOARD MEETING**

## **ELIMINATED ROUTES**

**#4 Gray** (Replaced with EASE)

**#10 Pink** (Replaced with EASE)

**#22 Gold** (Replaced with #6 Brown deviation to Lynn)

**#24 Silver** (eliminated due to low ridership from S-lots; take #3 Blue)

# **HIRTA-CyRide Biannual Meeting**

## **AGENDA March 2018**

1. HIRTA Service Updates
2. Usage of MV-1 (How often, for what purposes, any data that you might have)
3. HIRTA Contacts
4. Online Customer Portal Demo?
5. Report Timeliness
6. MIS Report
7. Drug & Alcohol Policy
8. DAR Survey/Other Outreach – March 2018
9. New Contract – Expires June 30, 2018
10. DAR Service Policies
11. Performance Measures
12. Other Issues/Concerns
13. Next Meeting – October 2018



# **HIRTA-CyRide Biannual Meeting**

## **AGENDA October 2018**

1. Insurance
2. Drug & Alcohol Policy/Discussion
3. Total Vehicle Miles Per Quarter (Year-End Reconciliation)
4. PTP Update - Regional Issues
5. DAR Policies Timetable
6. Scooters
7. Other Issues/Concerns
8. Next Meeting – October 2018