

Ames Area MPO 2015 - 2019 Final Passenger Transportation Plan March 2014



Prepared By:



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Table of Contents

| | |
|--|----|
| I – INTRODUCTION & PROCESS..... | 2 |
| INTRODUCTION | 2 |
| PROCESS..... | 3 |
| Passenger Transportation Development Plan Meetings..... | 3 |
| II – INVENTORY & AREA PROFILE..... | 6 |
| EXISTING PASSENGER TRANSPORTATION SERVICE..... | 6 |
| A. Airports..... | 6 |
| B. Taxi Service | 6 |
| C. School Transportation | 7 |
| D. Charter | 7 |
| E. Airport Shuttle Service..... | 9 |
| F. RideSharing Services..... | 9 |
| G. Public Transit Providers (Fixed Route & Demand Response)..... | 10 |
| H. RSVP Volunteer Transportation Program..... | 11 |
| I. Intercity Bus | 12 |
| J. Client Transportation Providers | 14 |
| AREA PROFILE | 15 |
| A. Location..... | 15 |
| B. Demographics | 17 |
| C. Limited English Proficient (LEP) Population..... | 18 |
| III – COORDINATION ISSUES..... | 24 |
| GENERAL ASSESSMENT | 24 |
| STATUS OF PREVIOUSLY RECOMMENDED | 26 |
| PRIORITIES AND STRATEGIES | 26 |
| Status of Previously Recommended PTP Projects..... | 27 |
| RECENT DEVELOPMENTS..... | 29 |
| IV – PRIORITIES AND STRATEGIES..... | 33 |
| V – FUNDING..... | 39 |
| Federal Transit Assistance Programs | 39 |
| State Programs..... | 44 |
| Federal Flexible Funds Available to Transit | 46 |
| Iowa Clean Air Attainment Program (ICAAP) | 46 |
| Surface Transportation Program (STP)..... | 46 |
| Local Funding | 47 |
| VI – CONCLUSION | 48 |

APPENDIX

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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.

Congress mandates this coordination through the MAP-21 reauthorization transportation bill, which requires a coordinated planning effort in order to receive Enhanced Mobility for Seniors and Individuals with Disabilities formula funding (Section 5310 program). 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 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 effort since 2008. With the passage of MAP-21, the Iowa DOT now requires:

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

An updated PTP (at a minimum) every five years including this input as one of several inputs into the Transit Chapter of the Long Range Transportation plan

An approved PTP, and any future amendments, by the AAMPO Policy Board.

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 31st of each year.

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

PROCESS

Seventy-four 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/?page_id=45) website (http://storycountyhumanservices.org/?page_id=45) and on the Ames Area Metropolitan Planning Organization (<http://www.cityofames.org/index.aspx?page=811>) 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 Secretary for this group on the HSC executive board. Ms. Atwood helps guide the monthly meetings programs with the rest of the HSC board and encourages 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, [United Way of Story County \(UWSC\)](http://www.uwstory.org) 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](http://www.uwstory.org/Transportation.php) (<http://www.uwstory.org/Transportation.php>) as one of its core areas to focus upon citing it in their past [campaign efforts](http://www.uwstory.org/media/2013_Campaign_Brochure.pdf) (http://www.uwstory.org/media/2013_Campaign_Brochure.pdf) and continues to support transportation coordination. The TC meets periodically 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 and the [Story County Transportation “Anyone Can Ride” brochure](http://www.ridehirta.com/sct.pdf) (www.ridehirta.com/sct.pdf).

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 28, 2013 | Human Service Council Minutes 2-28-13 ; Agency Sharing 2-28-13 |
| March 28, 2013 | Human Service Council Minutes 3-28-2013 ; Agency Sharing 3-28-2013 ; Final AAMPO FY2014 PTP was shared with the group; |
| | How to Use Nextbus technology and how to use it |
| April 25, 2013 | Human Service Council Minutes 4-25-2013 ; Agency Sharing 4-25-2013 ; |
| May 23, 2013 | Human Service Council Minutes 5-23-2013 ; Agency Sharing 5-23-2013 ; |
| | No summer meetings |
| September 26, 2013 | Human Service Council Minutes 9-26-2013 ; Agency Sharing 9-26-2013 |

October 24, 2013
December 12, 2013
January 23, 2014

[Human Service Council Minutes 10-24-2013](#); [Agency Sharing 10-24-2013](#)
Holiday Networking Luncheon (no business meeting/minutes)
[Human Service Council Minutes 1-23-2014](#); [Agency Sharing 1-23-2014](#)
[2015-2019 Transportation Needs/Strategies/Projects](#)

Transportation Collaboration Meetings (TC)

March 20, 2013 Transportation Collaboration Agenda Packet/Minutes
April 17, 2013 Transportation Collaboration Agenda Packet/Minutes
June 19, 2013 Transportation Collaboration Agenda Packet/Minutes
Demonstrated How to Use Nextbus to TC group
August 21, 2013 Transportation Collaboration Agenda Packet/Minutes
September 18, 2013 Transportation Collaboration Agenda Packet/Minutes
October 16, 2013 Transportation Collaboration Agenda Packet/Minutes
November 20, 2013 Transportation Collaboration Agenda Packet/Minutes
January 16, 2014 Transportation Collaboration Agenda Packet/Minutes

Educational Meetings

Promoting “Anyone can Ride” Story County Transportation brochure (www.ridehirta.com/sct.pdf) & NEXT BUS (www.cyride.com/nextbus)

October 15, 2013 Cyclone Action Club
October 19, 2013 Story County Community Services (DHS) staff
November 13, 2013 NAMI Wellness Center
November 14, 2013 Central Iowa Epilepsy Support Group

Other Meetings/Tasks

February 1, 2013 NEXT BUS began (real-time information of when your next bus will arrive at a particular bus stop)

March 26, 2013 [Story County Quality of Life Alliances \(<http://www.storycountyqol.org/>\)](http://www.storycountyqol.org/): group of several collaborations in Story County to go over healthcare needs/strategies including access to healthcare via transit

May 27, 2013 Mobility Matters Workshop (Des Moines)

March 28, 2013 CyRide Articulated Buses began service

September 10, 2013 Participated in Transportation Provider Focus Group for Des Moines Area MPO’s gaps for elderly/disabled in Story County

September 27, 2013 Meeting with transit providers, United Way and school board director to discuss at-risk youth transportation in Ames.

November 14, 2013

November 22, 2013 Met with school Alternative Learning Program, AMOS and United Way representatives to discuss getting at-risk youth to school via public transit

November 19, 2013 [Story County Quality of Life Alliance \(<http://www.storycountyqol.org/>\)](http://www.storycountyqol.org/) All [partnership alliances \(<http://www.storycountyqol.org/partnership-model.html>\)](http://www.storycountyqol.org/partnership-model.html) throughout Story County attend. Presented TC efforts to date and shared Story County Transportation brochure
Transportation Collaboration members also educated other Story County agencies/organizations that take calls to book appointments encouraging them to ask the question to their clients... “Do you have transportation to your next appointment?” and asking them to share the brochure information.

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 or both 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 market the Ames to Iowa City transportation service 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) | 26. DMACC/ALP Adult Literacy Program | 52. Mid-Iowa Community Action (MICA) Health Services |
| 2. Aging Resources of Central Iowa | 27. Emergency Resident Project (ERP) | 53. Mid-Iowa Community Action (MICA) Family Development |
| 3. Ames Area MPO | 28. Epilepsy Foundation | 54. National Alliance on Mental Illness Central Iowa (NAMI-CI) |
| 4. Ames Community Schools | 29. Executive Express | 55. Nevada Chamber of Commerce |
| 5. Ames Police Department | 30. Experience Works (EI) | 56. Parent Partner |
| 6. Ames Public Library | 31. Eyerly Ball | 57. People Place/Crisis Childcare |
| 7. A Mid-Iowa Organizing Strategy (AMOS) | 32. Foster Grandparent Program | 58. Planned Parenthood |
| 8. Assault Care Center (ACCESS) | 33. Girl Scouts of Greater Iowa | 59. Raising Readers |
| 9. At Home Care Company | 34. Good Neighbor Emergency Assistance (GNEA) | 60. Retired & Senior Volunteer Program (RSVP) |
| 10. Bickford Assisted Living | 35. Heartland Senior Services (HSS) | 61. Richmond Mental Health Center |
| 11. Boost Together for Children | 36. Heart of Iowa Regional Transit Agency (HIRTA) Public Transit | 62. Riverside Manor |
| 12. Boys & Girls Club of Story County | 37. Homeward | 63. Story County |
| 13. Burlington Trailways | 38. Iowa Comprehensive Human Service & Iowa Homeless Youth | 64. Story County Community Life |
| 14. Camp Fire USA | 39. Iowa Workforce Development | 65. Story County Community Services |
| 15. Center for Child Care Resources | 40. ISU Extension & Outreach | 66. Story County Sheriff's Department |
| 16. Center for Creative Justice | 41. ISU Story County Extension | 67. Story County Medical Center |
| 17. Childserve | 42. ISU Memorial Union | 68. The Arc of Story County |
| 18. Childcare Resource & Referral | 43. Jefferson Lines | 69. The Salvation Army |
| 19. CIT | 44. Kiwanis Club of Ames | 70. University Community Childcare |
| 20. City of Ames (Administrative) | 45. Legal Aid Society | 71. United Way of Story County (UWSC) |
| 21. Community & Family Resources (CFR) | 46. Life Connections | 72. Volunteer Center of Story County (VCSC) |
| 22. Community Partnerships for Protecting Children (CPPC) | 47. Life Line Resources | 73. Youth & Shelter Services (YSS) |
| 23. Community That Works | 48. Lutheran Services in Iowa (LSI) | 74. YWCA (Engaging International Spouses; International Friendship Fair) |
| 24. Creative Counseling | 49. Madrid Home Communities | |
| 25. CyRide | 50. Mainstream Living | |
| | 51. Mary Greeley Medical Center | |

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 at 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 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 not leave passengers standing at bus stops due to capacity and therefore many suggestions for additional service are recommended from CyRide. Routes needing additional service this year were #6 Brown, #2 Green and #3 Blue Sunday service which have been identified as priorities/strategies within the PTP. With additional university students, it is critical to continually assess the routes to determine capacity/load issues with each semester as enrollment changes.

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.

Ames Municipal Airport has been designated as a general aviation airport by the National Plan of Integrated Airport Systems (NPIAS) and an enhanced service airport by the Iowa Aviation Systems Plan. This airport is an important means of accessing Ames and nearby communities providing links to the national transportation systems in Story County. The airport is utilized by single engine, twin engine, turboprop, and business jet aircraft along with helicopters. The airport offers one fixed-base operator (FBO) that offers fueling and two FBO's offering aircraft maintenance, flight instruction, aircraft sales and charter operations. The airport also offers aircraft parking and hangar storage. 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 232-1343. According to manager Mike Seronko via a December 27, 2007 Des Moines Register article entitled "Taxi responds to New Year's call", cab fare to just about anywhere in Ames is \$10-\$15 per trip. Typically calls are \$4 for the cab to come pick up a person plus \$2 per mile and 50¢ per minute for wait time if the person is running in/out of a business and heading to another destination. 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. The Transportation Collaboration has discussed that having Ames Taxi involved in conversations at future collaboration meetings may prove productive. 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 meetings. Ames Taxi was also included within the planning of the Ames Intermodal Facility by providing two on-street parking spots to pick up or drop off passengers in coordination with airport shuttle trips and intercity trips.

C. School Transportation



Durham, Inc, a nationally owned private charter company, 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. Eligibility for this free bus service is

determined at the beginning of each semester. For more information go to <http://www.ames.k12.ia.us/Transportation/Transportation.htm>.

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 the two-mile zone (three miles for high school) 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. If the bus seats are all full with eligible riders, no discretionary students would be allowed to ride. Discretionary pricing rates are available to view at the following location: <http://www.ames.k12.ia.us/Transportation/Dbrates.htm>. All route information including location and time of pickups are handled by Durham School Services. According to Durham’s local General Manager, Durham has a total of 35 buses in their fleet for Ames school transportation of which four are ADA accessible. Durham utilizes three of these vehicles daily to accommodate passengers with disabilities, leaving one for a back up vehicle.

Note that both the Ames Middle School ([#1 Red Route](#) map) and Ames High School ([#2 Green route](#) map) are both located on 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 and can ride for 60 cents per ride. Additionally, for the past two years the United Way has funded public transit bus tickets for the youth that are 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: [http://ftawebprod.fta.dot.gov/CharterRegistration/\(S\(y5pc2yb3xlddc255jthj4kmg\)\)/Default.aspx](http://ftawebprod.fta.dot.gov/CharterRegistration/(S(y5pc2yb3xlddc255jthj4kmg))/Default.aspx).

As of January 29, 2014, there are 39 charter companies registered to conduct charters in Ames as shown below:

| ORGANIZATION NAME | STATE | CITY | EMAIL |
|---|-------|---------------|--|
| Anchor Tours | AL | Tuscumbia | sales@anchortrailways.com |
| Gulf Coast Tours, Inc | AL | Mobile | ed@gulfcoasttoursandtravel.com |
| Industrial Bus Lines Inc | AZ | Mesa | ron@allaboardamerica.com |
| West Valley Trailways | CA | Campbell | Mail@westvalleytrailways.com |
| Heritage Valley Bus, Inc. | CA | Santa Paula | info@hvbus.com |
| SureRide Charter, Inc. | CA | National City | ltokarz@sundiegocharter.com |
| Kelly Tours, Inc | GA | Savannah | don@kellytours.com |
| coastal georgia trailways | GA | brunswick | http://www.tours@goldenislesfun.com |
| COAST TO COAST TOURS LLC. | GA | CONLEY | wjohnson@coasttocoasttours.com |
| Exceptional Persons, Inc | IA | Waterloo | chris.sparks@episervice.org |
| Windstar Lines, Inc. | IA | Carroll | info@gowindstar.com |
| Caldwell Transportation Company, Inc. | ID | Caldwell | mike@ctcbus.com |
| Great River Bus Line, Inc. | IL | Quincy | goodwin@adams.net |
| Peoria Charter Coach Company | IL | Peoria | erinh@peoriacharter.com |
| Wiersema Charter Service, Inc. | IL | Morrison | comments@wiersemacharter.com |
| Miller Transportation | KY | Louisville | john@millertransportation.com |
| Spotlight Coaches, Inc. | MI | Gladstone | vicki49837@hotmail.com |
| Spotlight Express, Inc. | MI | Gladstone | vicki49837@hotmail.com |
| GREAT LAKES MOTORCOACH, INC | MI | GRAND RAPIDS | questions@greatlakesmotorcoach.com |
| B & W Charters, Inc. | MI | Kalamazoo | quotes@bwcharters.com |
| Minnesota Coaches, Inc. | MN | Hastings | mkarlen@minnesotacoaches.com |
| Rochester Bus Service | MN | Rochester | mkarlen@minnesotacoaches.com |
| Minnesota Motor Bus, Inc. | MN | Fairmont | jimjensen@mnmotorbus.com |
| Lorenz Bus Service, Inc. | MN | Blaine | mikec@lorenzbus.com |
| Southeastern Tours Inc | NC | Greenville | setoursjj@aol.com |
| Carolina Charters of Vale Inc. | NC | Vale | stretch@gocarolinacharters.com |
| Harris travel charter bus service | NC | Burlington | Harristravel99@aol.com |
| L&G Leasing | NY | Amityville | glebron@rideparadise.com |
| LAKEFRONT LINES, INC. | OH | BROOK PARK | Tom.Goebel@coachamerica.com |
| First Student, Inc | OH | Cincinnati | angela.rieger@firstgroup.com |
| Rivers Transport Services | SC | Beaufort | richard@riverstransportservices.com |
| Carolina Travel & Tours, LLC | SC | Kingstree | marthascott@ftc-i.net |
| Sunshine Travel/Express | SC | Lancaster | sunshineinc@comporium.net |
| Frontier Bus Charters | SD | Trent | robert@frontierbus.com |
| Davis Business Ventures LLC | TX | Roanoke | info@xpressbus.org |
| San Miguel Bus Line | TX | DALLAS | INFO@TRANSPORTESSANMIGUEL.MX |
| Platinum Travel & Tour Company, LLC | VA | Montpelier | platinumtours@embarqmail.com |
| Newton Bus Service | VA | Gloucester | sabina@charteredbus.com |
| Starline Luxury Coaches | WA | Seattle | sales@discoverstarline.com |

FTA makes no 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 39 registered charter companies, two are only housed in Iowa and there are 25 out of the 39 listed willing to provide free or reduced rates. Federal regulations actually prohibit public transit providers from conducting charters with a few minor exceptions. One of those exceptions is providing charters to these registered qualified human service agencies or agencies receiving certain federal funding already defined within FTA's charter regulations.

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

| <u>Charter Company</u> | <u>Location</u> |
|------------------------------|--|
| CIT Signature Transportation | Ames, Iowa |
| Hawkeye Stages Inc | Iowa City, Iowa |
| Windstar Lines | Carroll/Des Moines/Cedar Rapids/Mason City |

E. Airport Shuttle Service

Executive Express, a private airport shuttle company, began taking reservations for trips between Ames and the Des Moines International Airport in August 2009. Previously, CyRide provided a limited trip shuttle service to the airport before and after the university student breaks. Executive Express offered a 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 safe location for luggage to be contained for the ride to and from Des Moines.

Executive Express 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 Holiday Inn Express & Suites at 2600 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. Kids under 7 always ride free and kids under 18 ride free with two paying adults. More information can be found at www.executiveexpress.biz or specific schedule information at <http://www.executiveexpress.biz/City/56/Ames-Iowa%20State%20University.aspx>.

F. 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 vanpooling/carpooling program for the entire central Iowa region (all counties surrounding Polk County) which includes Story County and the City of Ames. For more information on DART's vanpool/carpool program go to: <http://www.ridedart.com/vanpools.cfm>. As of December 31, 2013, DART was operating eleven vans (8 – 15 passenger; and 3 – 7 passenger) from Ames to the Des Moines metropolitan area for work purposes. One 15-passenger van and one 7-passenger van travel to West Des Moines; one 7-passenger van travels to Ankeny and the rest commute to downtown Des Moines. No DART vanpools currently operate from Des Moines to Ames for work purposes.

DART RideShare also houses a free carpool database at their organization in which individuals commuting from one area to another 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. DART RideShare does not keep a database of these organized carpools once they are formed. However the Des Moines Transit Management Association, created in 2002, does focus their marketing efforts on alternative transportation options as well as educating commuters on the cost savings, distance traveled and pollution saved by their alternative transportation efforts. For more information, go to <https://rideshare.ridedart.com/drivetime/>.

In addition, Iowa State University's transportation department operates a non-formalized vanpool program exclusive to university faculty for commuting to work purposes. They currently lease four vanpools (2 Roland, 1 Boone and 1 Story County) to travel to/from campus from respective outlying areas. The members of each vanpool split the cost according to how many existing members they have at the time. In addition, the transportation department does lease out between 20-77 of their approximate 250 total vehicles each day of various vehicles ranging from farm equipment, pickups, maintenance equipment, and automobiles/vans. The leases vary in length from daily to seasonally and are currently only available to ISU employees.

G. Public Transit Providers (Fixed Route & Demand Response)

Public transit operations within the Ames metropolitan area generally consist of [Ames Transit Agency \(CyRide\)](http://www.cyride.com) (www.cyride.com) and [Heart of Iowa Regional Transit Agency \(HIRTA\)](http://www.ridehirta.com) (www.ridehirta.com). Below is a synopsis of the types of services provided:

| Type of Service | Fixed-Route Public Transit Service | ADA Complimentary Service (Dial-A-Ride) | Demand Response Public Transit Service for Story County |
|---------------------------------|--|--|--|
| Operator | Ames Transit Agency (CyRide) | HIRTA (CyRide subcontractor) | HIRTA (direct operation) |
| Service Area | City of Ames | City of Ames | Story County |
| Who is Eligible? | General Public | General Public (as ADA eligible) | General Public, Seniors and Persons with Disabilities |
| Days of Operation | 359 days/year | 359 days/year | Weekdays |
| Monday-Friday | 6am – 12am | 6am – 12am | 7am – 5:30pm (outside Ames) 6am – 8pm (within 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 th , Memorial Day, Thanksgiving, and Christmas. | Closed: New Years Day, July 4 th , Memorial Day, Thanksgiving, and Christmas. | Closed: New Years Day, July 4 th , Memorial Day, Thanksgiving, and Christmas. |
| Fare Structure (one-way) | FULL FARE = \$1.25 REDUCED FARE = \$0.60 (Elderly/disabled, K-12 students and Medicare cardholders Medicaid cardholders) Free; ISU students (ISU student ID Required) More Info at: www.cyride.com/fares | \$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) |
| Fleet | Articulated Bus = 2 Heavy duty 40' bus = 73 Light duty bus = 8 (Buses 100% accessible) Trucks = 2 Administrative = 4 | Light duty bus = 16 Vans = 2 100% accessible | |

CyRide is a collaborative partnership between the City of Ames, Iowa State University and ISU's Government of the Student Body that provides fixed-route and complimentary ADA services to the general public within Ames.

CyRide contracts 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 typically drops off their students at school, and then assists CyRide by picking up one trip of university students heading to Iowa State university campus as they are returning to the garage. As of late January 2014, Durham currently operates 5 fixed-route trips but has operated in the past as many as 7 trippers for CyRide. Utilizing Durham, helps CyRide by not pulling out additional buses for one heavy morning trip into campus. CyRide only has 73 large buses (4 contingency) and currently pulls out 69-70 buses on a consistent basis to meet its peak ridership demands in the morning hours.

CyRide also contracts with [Heart of Iowa Regional Transit Agency](http://www.cyride.com/index.aspx?page=1257) (HIRTA) to provide [CyRide's complementary ADA service](http://www.cyride.com/index.aspx?page=1257) (<http://www.cyride.com/index.aspx?page=1257>), called Dial-A-Ride, 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 Dial-A-Ride (DAR) service allows qualified individuals per ADA guidelines ride this door-to-door service for twice the fare of the fixed-route system. Please note that fares for DAR are still \$2.00 per ride as CyRide did not choose to raise DAR fares when it increased its fixed-route base fare to \$1.25 in January 2012. The DAR services mirrors the hours/days of the fixed-route system providing service to anywhere in the City of Ames.

Finally, HIRTA also provides 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. This service is open to the general public. The days and hours of service per county differ however. For more information visit <http://www.ridehirta.com/>. The following table describes the transit services provided in Ames and Story County.

H. RSVP Volunteer Transportation Program

Central Iowa Retired Senior Volunteer Program (RSVP) provides transportation to the general public via volunteers for those needing essential transportation primarily for medical transportation within Story County through volunteers. RSVP recruits, trains and schedules all volunteer drivers as well as processed and prioritized requests for the service, making medical trips, affordable rates, and safety a priority. 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. 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 fill out a waiver of liability for RSVP to keep on file, 4) Be willing to comply with ridership policies.



Volunteer drivers, located throughout Story County, utilize their own vehicles with mileage reimbursement available to the volunteers. RSVP welcomes referrals from any Story County agency whose clients may need to access this service but accepts anyone living in Story County, irregardless of income, on this service as long as they're ambulatory. Approved clients can access transportation Monday through Friday 8:00am to 4:30pm. Most recently, RSVP started providing transportation for individuals wanting to get their GED at DMACC campus in Boone or Ankeny for those that do not have available transportation. Additional changes made this year include that RSVP can no longer charge clients to ride this service due to requirements from its funding source. Therefore, RSVP now suggests

a donation to ride the service between \$3 - \$12 per trip but this is not a requirement. These donations are solely utilized to reimburse the driver for their mileage costs. However, many drivers donate their mileage reimbursement as well as time for this essential program. Currently, the program is funded by UWSC, Story County and the City of Ames.

On the following page are some highlights of how the program has grown in the four years since its onset of being operated through RSVP. To summarize, round trip ridership has increased by 167.6 % since the program began in January 2010.

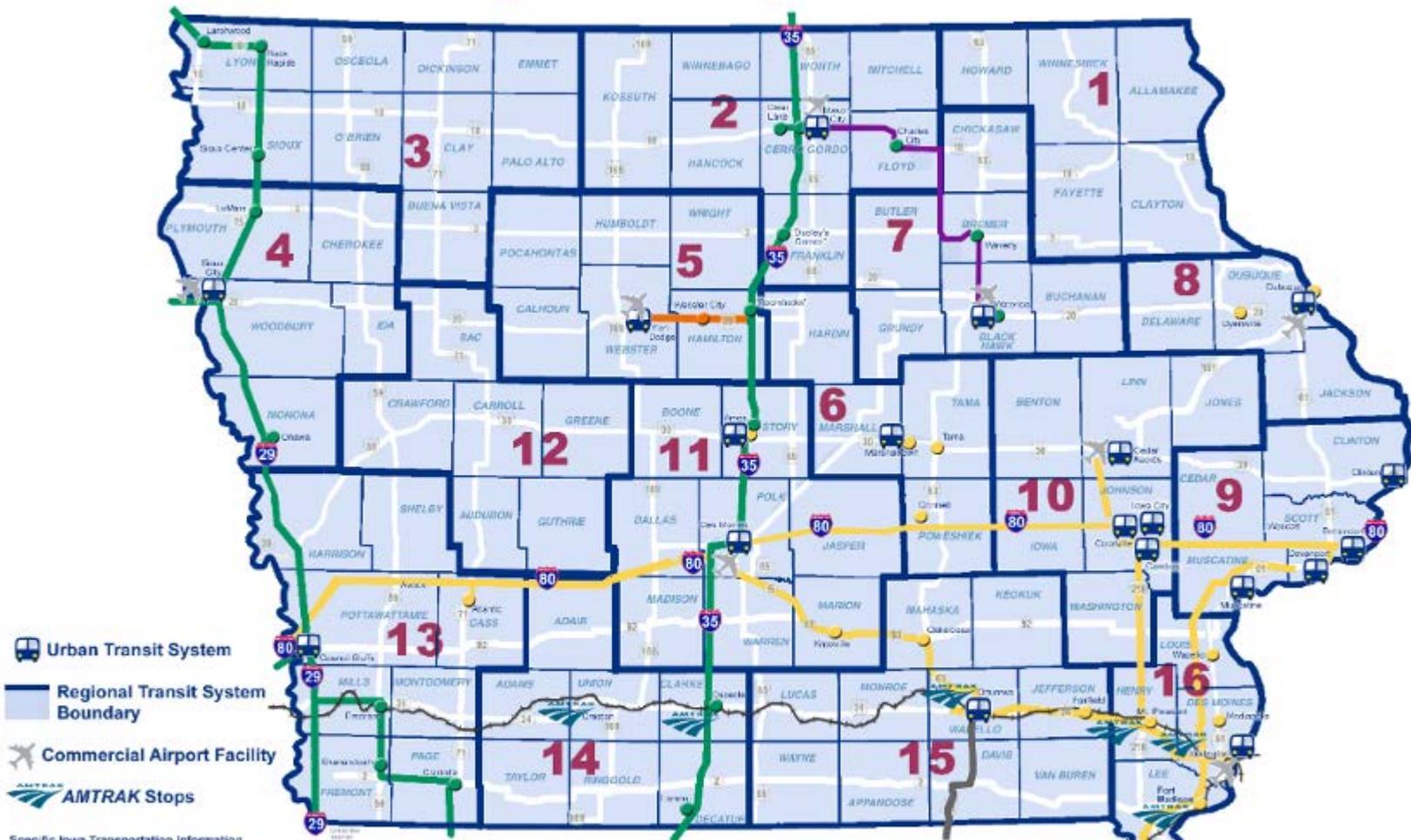
| | CY2010 | CY2011 | CY2012 | CY2013 |
|-------------------------------------|--------|--------|--------|--------|
| Round Trip Rides | 213 | 386 | 559 | 570 |
| Volunteer Drivers | 29 | 40 | 41 | 43 |
| # Clients Taking Trips | 38 | 70 | 89 | 82 |
| # Transportation Clients Registered | 40 | 104 | 140 | 113 |

I. 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. This is a new centralized location that 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. 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 have decreased since 2011 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 4pm-6pm but closed Saturday, Sunday and holidays. Public transit is located one block from the facility on CyRide’s [#6 Brown route](#) (<http://www.cyride.com/modules/showdocument.aspx?documentid=4366>). Jefferson can 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. During a week in October 2013, the carrier averaged 58 passengers leaving Ames.
- 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 have 36 buses of which 33 are lift equipped with two-wheelchair positions on each bus. As a result, three of their buses are not placed on scheduled intercity trips. Weekly ridership averaged 46 passengers in October 2013. The map on the following page illustrates the current Iowa intercity bus travel according to the Iowa DOT.

Iowa Passenger Transportation Services



- Urban Transit System
- Regional Transit System Boundary
- Commercial Airport Facility
- AMTRAK Stops

Specific Iowa Transportation Information
Call the "Iowa Rural Connection", 800-964-2832,
for information on intercity bus and rural transportation.

Intercity Bus Routes

- | | | | | |
|--|---|---|--|---|
| <p> Burlington Trailways 906 Broadway PO Box 531 West Burlington, IA 52655-0531 Phone: 319-753-2864 or 800-992-4818 burlingtontrailways.com</p> | <p> Dodger Area Rapid Transit (DART) 530 1st Ave S Fort Dodge, Iowa 50501-4602 Phone: 515-573-8145</p> | <p> Jefferson Lines 2100 E 26th ST Minneapolis, MN 55404-4101 Phone: 800-451-5333 jeffersonlines.com</p> | <p> Greyhound Lines P.O. Box 660362 Dallas, TX 75266-0362 Phone: 800-231-2222 greyhound.com</p> | <p> Region 2 Transit 515 6th Street Southwest Mason City, IA 50401 Phone: 641-423-0491</p> |
|--|---|---|--|---|



J. 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. Fifteen providers for direct client transportation previously provided information and the AAMPO contacted these organizations via phone to improve the information previously provided for the 2010 PTP. The fifteen transportation providers have the ability to transport their clientele around the Ames community, Story County and neighboring counties in some instances.

| | | Vehicles | | | | |
|----|--|----------|-----|------|---|---|
| | Direct Client Transportation Providers | Bus | Van | Cars |  | Hours |
| 1 | Green Hills Retirement Community | 1 | 2 | | 1 van | As Requested |
| 2 | Northcrest Community/ Heartwood House | 1 | ? | ? | ? | As Requested |
| 3 | The Waterford | | 1 | | yes | As Requested |
| 4 | Windsor Oaks | | 1 | | no | 9am- 3pm |
| 5 | American Red Cross | | 1 | | | Field trips only (take CyRide often) |
| 6 | Ames Community Pre-School Center | | 2 | | no | As Requested |
| 7 | Boys & Girls Club | | 2 | | no | As Requested |
| 8 | Youth & Shelter Services | | 6 | | | As Requested |
| 9 | ChildServe | | 2 | | | M-F: 2-8pm Sat: 9am-5pm |
| 10 | Lutheran Services in Iowa | | 2 | | no | M-F: 8am-5pm Sat: 9am-5pm |
| 11 | Mainstream Living Inc. | | 4 | 4 | 4 | |
| 12 | Richmond Center - merge w/CFR | | | 5 | no | As Requested |
| 13 | Story County Community Life | | | 22 | no | As Requested |

Nursing Home/Retirement Community/Senior Living Transportation Providers: Four nursing home/health transportation providers have vehicles specifically to transport clients living at their residential communities with two of these providers having small buses.

- Green Hills Retirement Community – Fleet of 1 bus and 2 vans of which 1 of the vans is accessible. These vehicles are typically utilized for clients upon request only. Trips are not scheduled. One full time driver and two part-time are available on an as needed basis.
- Northcrest Retirement community – Fleet of at least 1 small bus to transport their clients throughout Ames for grocery shopping, social, and medical needs.
- The Waterford – Fleet of one accessible van according to their website. Transportation is provided for their clients upon request.
- Windsor Oaks Senior Living – 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.

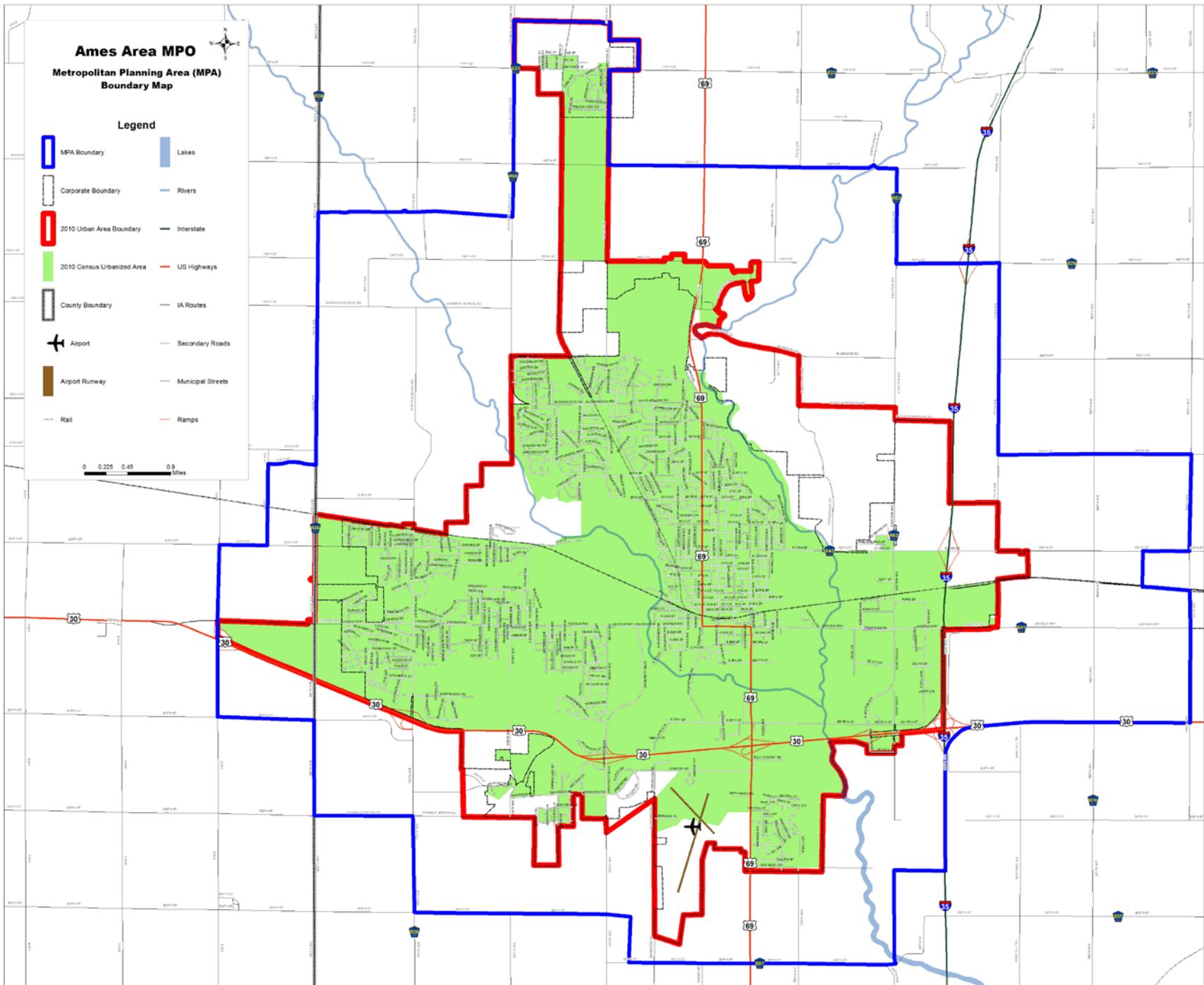
- American Red Cross: 1 van, 1 trailer according to City of Ames (COA) staff.
- Ames Community Pre-School: 2 vans (15 passenger), vehicles are only utilized for field trips for children under 5 years of age and only when CyRide is not an option.
- Boys & Girls Club: 2 sunshine (Variety Club) vans; utilized only to transport to/from schools to B&G Club and field trips. Durham drops off passengers via their transport in yellow school buses to the B&G Club after school
- Youth & Shelter Services: 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. MPO believes they may operate more than 6 vehicles.
- Childserve: Fleet of 2 accessible vans with phones; utilize vehicles to transport children with mental and/or physical disabilities. 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: Fleet of 2 vans that are not accessible. LSI transports for their Services for People with Disabilities (SFPD) and crisis child care programs. LSI's Crisis Child Care program offers short-term relief to people caring for individuals with disabilities.
- Mainstream Living Inc – 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 of one agency in Ames are also clients at ML.
- Richmond Center: 2 vans, 3 cars. These vehicles are utilized for meetings throughout Story County very regularly – according to past discussion at PTP meetings.
- Story County Community Life Program: Fleet of 22 cars/vans with the City of Ames Fleet services maintaining these vehicles. Surplus of SCCL's budget may indicate car replacement each year. Fleet Services performs the bidding specifications for them and may allocate vehicles from City of Ames police department's retired fleet. On average a vehicle in their fleet is 9 years of age, has 77,000 miles, and operates about 6,000 miles/year equivalent to 18 hours a week for each vehicle. They utilize their fleet to transport clients with mental disabilities primarily to medical appointments, grocery store and shopping. They have approximately 40 full time drivers and 40 part-time drivers.

AREA PROFILE

A. Location

The City of Ames is located within Story County at the intersection of I-35 and Highway 30 as shown on the following page. The area highlighted in green is the 2010 Census Ames Urbanized Area. The City of Ames corporate boundary is the dotted black line. The red line is the 2010 Urban Area boundary and the blue line the Metropolitan Planning Area boundary.

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 2010 Ames urbanized area population from the US Census is 60,438 with nearly 33,000 (54.6%) of that university students. (Source: <http://www.census.gov/geo/reference/ua/urban-rural-2010.html>) However, those students drop to approximately 11,000 for the summer enrollment (Source: <http://www.iastate.edu/~registrar/stats/>). Essentially 36% 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 public transit service due to the university students' demand for alternative transportation. The public transit operator, CyRide, estimates that approximately 91% of the public transit ridership in Ames is university student related and they in turn pay 60% 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 services however also benefit the overall community as they travel through Ames.



B. Demographics

The following demographic information is reported from the US Census Bureau's American Fact Finder 2008-2012 website in regards to information on the City of Ames' low-income, elderly and disabled populations. However, the total population from these tables mirrors the 2010 Census Ames Urbanized area which now includes the City of Gilbert. (Source: <http://www.census.gov/geo/reference/ua/urban-rural-2010.html>).

Population information was also ascertained from Iowa State University regarding 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 live for the majority of the year. Again, university students equate to half of the total City of Ames population and are anticipated to continue increasing to 35,000 students in the next few years. This increase impacts CyRide greatly as each student attending ISU rides on average 170 times per year. CyRide places "extra" buses, up to 7 more in certain cases, out on routes to handle this higher demand.

Elderly Population

The elderly population in Ames is nearly 15% of the residents. As shown, ISU students hardly contribute to this 15% as approximately 0.7% is over the age of 50 years. In fact, the Ames community is relatively a young community with the median age being 23.6.

| Ames, Iowa: Population By Age 2008-2012 ACS 5-Year Estimates | | | ISU Students: Population By Age - 2013 | | |
|---|--------|---------|--|--------|---------|
| | Number | Percent | | Number | Percent |
| Total Population* | 60,438 | | Total Population | 32,955 | 54.53% |
| Under 19 years of Age | 15,043 | 24.89% | Under 19 Years of Age | 5,138 | 15.59% |
| 19-24 yrs. | 18,385 | 30.42% | 19-24 yrs. | 22,499 | 68.27% |
| 25-55 yrs. | 18,143 | 30.02% | 25-49 yrs. | 5,089 | 15.44% |
| 55-65 yrs. | 4,176 | 6.91% | 50-65 yrs. | 220 | 0.67% |
| Over 65 yrs. | 4,684 | 7.75% | Over 65 yrs. | 9 | 0.03% |
| Median Age | 23.6 | | | | |

Sources: ISU Students: Population By Age 2013; Office of the Registrar (<http://www.ir.iastate.edu/FB14/students14.html>)

Ames, Iowa: Population By Age; 2008-2012 American Community Survey 5-year estimates - (http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_12_5YR_DP05)

*Total Population (<http://www.census.gov/geo/reference/ua/urban-rural-2010.html>)

Disabled Population

Approximately 5.6% of the Ames community is estimated to be disabled. The largest population segment of disabled individuals is between the ages of 35-64 years old.

| Ames, Iowa: Disabled Population | Number | Years | | | Percent |
|---------------------------------|----------|--------------|--------------|--------------|---------|
| | | Male | Female | Total | |
| Total Population* | 60,438.0 | | | | |
| | | 1,732 | 1,654 | 3,386 | 5.60% |
| Under 5 Years | | - | 17 | 17 | 0.50% |
| 5-17 Years | | 56 | 95 | 151 | 4.46% |
| 18-34 Years | | 385 | 299 | 684 | 20.20% |
| 35-64 Years | | 749 | 524 | 1,273 | 37.60% |
| 65-74 Years | | 219 | 249 | 468 | 13.82% |
| 75 Years and Over | | 323 | 470 | 793 | 23.42% |

Source: *Total Population (<http://www.census.gov/geo/reference/ua/urban-rural-2010.html>)

Disabled Population breakdown by age -

http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_12_5YR_B18101&prodType=table

Poverty Status

Approximately 14,500 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 2008-2012 American Community Survey 2008-2012 Estimates table. The Office of Student Financial Aid at Iowa State University determined that \$396,092,553 in financial aid dollars is awarded to ISU students for 2013 through scholarships, grants loans or employment. Approximately 33,241 students attended Iowa State University in the fall 2013.

| Ames, Iowa: Poverty Status in the Past 12 Months (American Community Survey 2008-2012 Estimates) | All income levels | Below Poverty Level | Percent below poverty level |
|--|-------------------|---------------------|-----------------------------|
| All individuals for whom poverty status is determined | 51,405 | 14,500 | 28.2% |
| Under 18 years | 7,846 | 1,105 | 14.1% |
| 18-64 Years | 39,082 | 13,171 | 33.7% |
| 65 years + | 4,477 | 224 | 5.0% |

Source: http://factfinder.census.gov/servlet/QTTTable?_bm=y&-qr_name=DEC_2000_SF3_U_QTP34&-geo_id=16000US1901855&-ds_name=DEC_2000_SF3_U&-redoLog=false

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 2013-2016 Title VI Program which was approved by the Federal Transit Administration on November 29, 2013. This program expires on November 30, 2016.

LEP persons, as defined by [FTA C 4702.1B](#), are individuals that speak English "less than very well." The City of Ames, according to the American Community Survey table shown on page 19, has approximately 1,905 LEP individuals speaking English less than "very well" that prefer to speak other various languages within their home.

While the City of Ames has 1,905 LEP persons living within the community, there is not a defined LEP population above the Department of Justice's Safe Harbor threshold within Ames. The Department of Justice defines the Safe Harbor threshold as 1,000 persons OR 5% of the total population for a particular language, whichever is less, requiring vital document translation. If the LEP population is under this threshold for particular languages, then translation of vital documents is not required within that language. As shown in the table on the next page, none of the languages spoken in Ames are over 1,000 persons or meet 5% of the total population for speaking English less than very well. The highest LEP population is Chinese with 895 people or 1.6% of the Ames' population speaking English less than very well, which is under this Safe Harbor threshold as defined by the Department of Justice that was also adopted by the Department of Transportation. The next highest languages speaking English less than very well in Ames are Korean (240 or 0.4%) and Spanish (172 or 0.3%).

Furthermore, more analysis was conducted to locate LEP groups within the Ames community. Nearly all of the groups identified were also affiliated with the university and only one non-university LEP group could be identified. This group is Engaging International Spouses (EIS) which is a group of spouses of university students that focuses on providing community resources and weekly Conversations in English at the public library to this group. Other LEP university groups include: [Intensive English and Orientation Program \(IEOP\)](#), International Students & Scholars (ISS), Chinese Evangelical Free Church of Ames, Korean United Methodist Church, Korean Christian Reformed Church of Ames, Ames Asia Market, Asia Foods Store, etc.

With virtually no LEP groups associated with no ties to the university, it was concluded that the majority of LEP individuals are residing in Ames to attend school or are family members of those attending the university. According to CyRide's LEP plan (www.cyrider.com/lep), ISU students are required to pass the Test of English as a Foreign Language (TOEFL) exam before attending Iowa State University. All classes are taught in

English and therefore students must have English aptitude to do well within their courses. If they do not pass the TOEFL, they may enroll in English courses for a semester through the [Intensive English and Orientation Program \(IEOP\)](#). They have a total of three semesters to pass the TOEFL. After the third time failing, their VISA is revoked and they must return to their home country. Therefore, they are required to have English skills in order to study at the university before enrollment is approved. CyRide staff estimate the majority of LEP individuals reside within high-residential areas which coincidentally lie along CyRide's major core fixed-routes including: University Village/Schilletter (Edenburn Dr./Blankenburg), South Meadows Apartments (S. 5th Street), Bloomington Rd. and University West Apartments (Mortensen Rd).

Within a previous survey of CyRide's employees, over 90% of drivers indicated that LEP persons rode CyRide everyday or a few times a week. However, it is more likely that many Asian minorities speak their comfortable native language on the bus to their friends rather than English. Staff felt the survey was misleading in that drivers related all Asian minorities as being limited English speaking just because they speak their native tongue on the bus, which is not necessarily valid. The quantitative number CyRide was trying to determine how many times drivers are having "issues" or "concerns" communicating with individuals on a daily basis to the point that they need to put a call into dispatch for help. This figure is actually pretty low as administrative staff logs the frequency of times that it is called into the field to help a driver with a conversation between them and a passenger. This survey indicated that drivers have direct communications with LEP persons 22% everyday, 38% a few times a week, and 29% a few times a month.

Current methods CyRide provides to ensure meaningful access to public transit services in Ames include:

- 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 access to language interpreter services if needed.
- Google Translate – provides online translation of website into preferred language. Although not fully accurate the Mandarin language as shared by Chinese Global Outreach Director (YSS), the translation provides some ability for LEP individuals in a multitude of languages to translate posted news (detours, alerts and news) information. A highly educated community, 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.
- 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>

Table 1: City of Ames Limited English Proficiency (LEP) Individuals

| Language | Speak language at home | Speak English "very well" | Speak English less than "very well" | Percentage speaking English less than very well |
|---|------------------------|---------------------------|-------------------------------------|---|
| Total Ames' Population 5 years and over | 55,534 | | | |
| Speak English only | 49,505 | | | |
| Spanish | 1,083 | 911 | 172 | 0.3% |
| French | 314 | 241 | 73 | 0.1% |
| French Creole | 0 | 0 | 0 | 0.0% |
| Italian | 17 | 17 | 0 | 0.0% |
| Portuguese/Portuguese Creole | 40 | 29 | 11 | 0.0% |
| German | 234 | 187 | 47 | 0.1% |
| Yiddish | 0 | 0 | 0 | 0.0% |
| Other West Germanic languages | 14 | 14 | 0 | 0.0% |
| Scandinavian languages | 90 | 78 | 12 | 0.0% |
| Greek | 5 | 5 | 0 | 0.0% |
| Russian | 226 | 170 | 56 | 0.1% |
| Polish | 44 | 15 | 29 | 0.1% |
| Serbo-Croatian | 23 | 23 | 0 | 0.0% |
| Other Slavic languages: | 11 | 11 | 0 | 0.0% |
| Armenian | 0 | 0 | 0 | 0.0% |
| Persian | 11 | 0 | 11 | 0.0% |
| Gujarati | 19 | 0 | 19 | 0.0% |
| Hindi | 149 | 133 | 16 | 0.0% |
| Urdu | 21 | 21 | 0 | 0.0% |
| Other Indic languages: | 226 | 165 | 61 | 0.1% |
| Other Indo-European Languages | 52 | 31 | 21 | 0.0% |
| Chinese | 1,972 | 1,077 | 895 | 1.6% |
| Japanese | 65 | 60 | 5 | 0.0% |
| Korean | 426 | 186 | 240 | 0.4% |
| Mon-Khmer, Cambodian | 0 | 0 | 0 | 0.0% |
| Hmong | 0 | 0 | 0 | 0.0% |
| Thai | 20 | 7 | 13 | 0.0% |
| Laotian | 23 | 23 | 0 | 0.0% |
| Vietnamese | 57 | 14 | 43 | 0.1% |
| Other Asian languages | 453 | 373 | 80 | 0.1% |
| Tagalog | 64 | 27 | 37 | 0.1% |
| Other Pacific Island languages | 150 | 106 | 44 | 0.1% |
| Navajo | 0 | 0 | 0 | 0.0% |
| Other Native North American languages | 6 | 0 | 6 | 0.0% |
| Hungarian | 0 | 0 | 0 | 0.0% |
| Arabic | 86 | 80 | 6 | 0.0% |
| Hebrew | 0 | 0 | 0 | 0.0% |
| African languages | 128 | 120 | 8 | 0.0% |
| Other and unspecified languages | 0 | 0 | 0 | 0.0% |
| TOTAL | | | 1905 | |

Source: 2007-2011 American Community Survey 5-year Estimates for the City of Ames:

http://factfinder2.census.gov/faces/tableservices/jsi/pages/productview.xhtml?pid=ACS_11_5YR_B16001&prodType=table

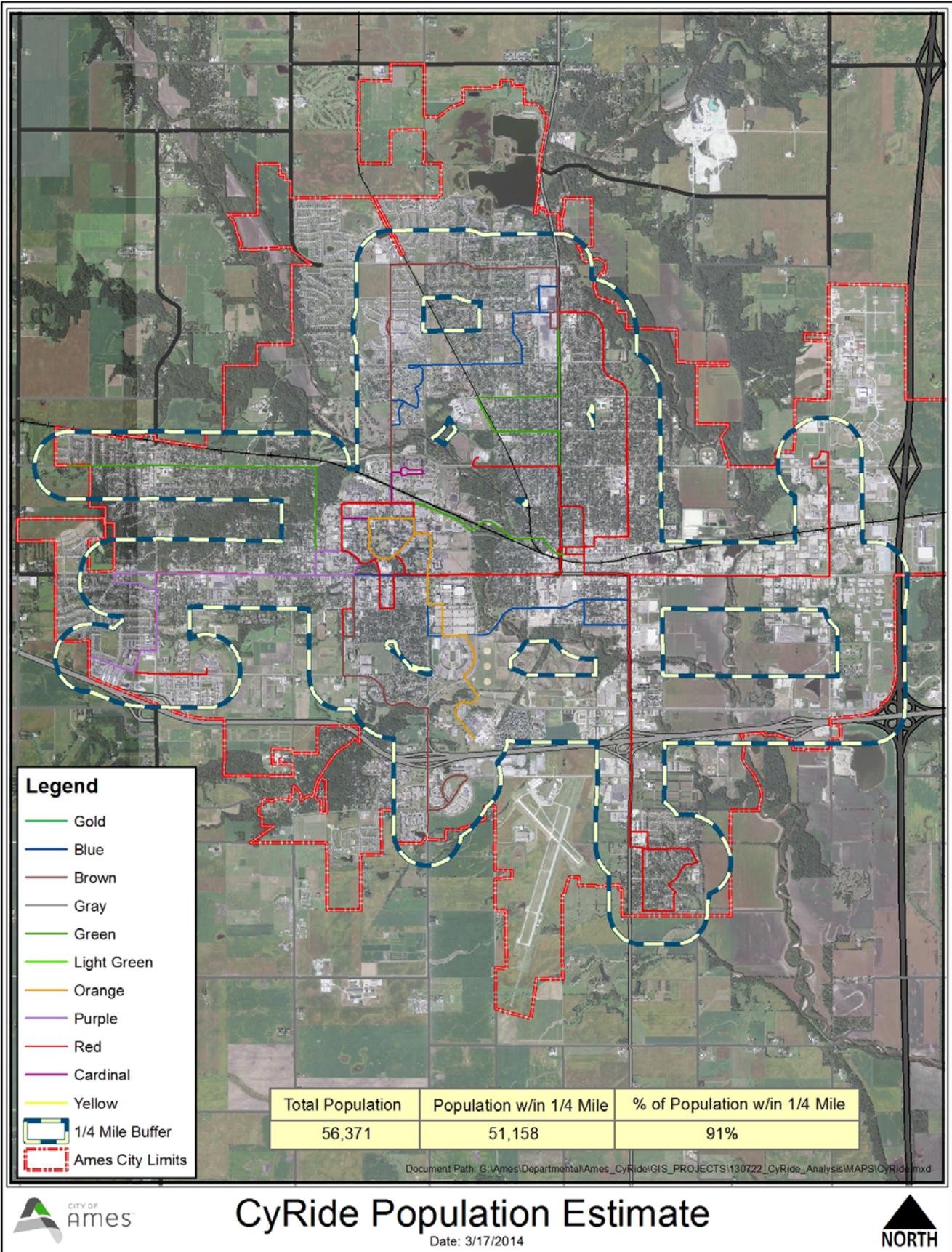
With no identified LEP population within Ames over the Safe Harbor Threshold, public transit agencies are not required to translate vital documents into another language. This information can be verbally provided if requested. However with the current Chinese LEP at 895, it is assumed that at some point in the near future this threshold of 1,000 persons will be exceeded. As a result, CyRide’s transportation planner will be working with any Chinese LEP groups to determine specifically what documents would most meaningful to this population in their own language to ensuring access to CyRide’s services and programs. According to the current CyRide LEP plan, the following critical services are vital documents:

| Critical Service | Explanation | Importance |
|--|--|---|
| Schedule/Timetable | Map, Routes, Timetables (Available via print or website) | Extremely Important |
| Detour Information | Changes to routing or bus stop closures (Available via website, closed stops & temporary bus stops) | Extremely Important |
| What’s New Information | Changes to CyRide’s policy, new service route, events, public meetings, etc | Very Important |
| Fares Information | How much to ride CyRide | Very Important Students ride free with ISU ID; |
| Pass Sales Outlet Information | Where to obtain passes/tickets. | Very Important |
| ADA Brochure (online & printed) | Complimentary ADA Service | Very Important |
| ADA Application Form (online & printed) | How to apply for complimentary ADA Service | Very Important |
| Title VI Complaint Process & Online Form | Ability to file Civil Rights complaints with CyRide, FTA or City. | Very Important |
| Public Meetings | Verbal Interpretation | Very Important |

Layout of Study Area

Within the 2010 PTP, the AAMPO spent 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. The AAMPO chose not to detail out these maps this year as many of the areas are served but may be served less at night, during the mid-day or on weekends. Those issues can be relayed verbally within the coordination section.

It was recently estimated that CyRide services approximately 91% of the Ames residential areas within ¼ mile from their home. In addition, CyRide serves a great majority of the Ames employment district (See maps on the following two pages for these estimates or visit www.cyride.com/coverage). The areas that CyRide does not cover includes more affluent residential areas of the community and government/airport zones. 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 55% 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 the Ames, the service may not be frequent enough to adequately serve an area to encourage them to take public transit. For instance, the S. 16th corridor only has hourly transit service which is quickly becoming a high-residential area with construction of several apartment complexes marketed for student housing and one low-income residential housing complex. In addition, the corridor has several human/health agencies taking up residence along the corridor including: Mid Iowa Community Action, WIC, Richmond Center, BioPlasma Center, Community & Family Resources, Eyerly Ball and the new Ames Primary Health Center which will serve low-income.



III – COORDINATION ISSUES

GENERAL ASSESSMENT

CyRide coordinates with Durham, Inc and Heart of Iowa Regional Transit Agency (HIRTA) in providing transportation throughout the Ames community. CyRide has an excellent working relationship with each of these organizations. CyRide currently has contracts with Durham and HIRTA to provide public transportation services for the Ames community. 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 coordination. HIRTA is responsible for all transportation for counties surrounding Polk County and provides direct service to two other counties other than Story which are Jasper and Marion Counties.
- Durham, currently provides “extra tripper service” for CyRide’s high capacity corridor services under contract with CyRide. These “extra tripper” buses vary from semester to semester but the number of buses provided has been up to 7 buses throughout the contract. Durham also provides the Ames Community School District transportation for students in the Ames area. The trips are economical as Durham provides rides into Iowa State University campus after they have dropped off their K-12 students at area schools. Therefore, the tripper service provided is on their deadhead miles back to their garage.
- CyRide coordinates transportation service for the entire Ames community including the University under a 28E Agreement between the City of Ames, Iowa State University, and Iowa State University Government of the Student Body. As a result, many discussions transpire monthly and more often between these organizations in an effort to provide quality transit to the community. In the past year, CyRide implemented NextBus, added additional storage bay to their facility to park 11 buses inside, floodproofed their facility, raised the internal height of their old storage area allowing hybrids to travel throughout the facility without hitting the roof,. While all of these facility modifications were needed, CyRide has added additional buses to its fleet to accommodate ridership demand and will be parking buses outside the facility as soon as six more new buses and 5 used buses (yet to be found) are delivered.

In addition, CyRide also now coordinates with Executive Express, Jefferson Lines and Burlington Trailways in their annual lease agreements to use the Ames Intermodal Facility. While CyRide does not operate through the 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 for 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 intact. This committee meets at least quarterly but has met monthly over the past year in 2013. Discussions for improving transportation over the last year within the community and education have impacted the following areas:

- Education – Anyone Can Ride Brochure; promotion of “Do you have Transportation?” question to medical/health providers; promote HIRTA that anyone can ride; promote CyRide’s Nextbus
- HIRTA service promotion (Boone campus to DMACC campus transportation)
- Medical service transportation to Iowa City/Des Moines
- Bus passes/gas voucher emergency program
- RSVP driver volunteer program
- At-risk youth transportation
- AMOS proposal: K-12 fare free on CyRide

CyRide's General Assessment –

Service Demand: In general, the demand for public transit within the Ames community is at an all time high. 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 has increased ridership by 41.2% since FY2006 and served the most passengers ever in FY2013 with 5.89 million rides. Due to additional students at Iowa State in 2013-2014, CyRide anticipates ridership to be another record breaker at 6.6-6.8 million rides for FY2014. Iowa State is also expecting enrollment to increase again next year up to 35,000 students. With each additional student attending the university, CyRide can anticipate 170 rides per student for the year.

| | CyRide Fixed Route (ALL Services; including Dial-A-Ride) | | | |
|---------------------|---|---------------|---------------|---------------|
| Annual Numbers | FY2010 | FY2011 | FY2012 | FY2013 |
| # Riders (unlinked) | 5,337,115 | 5,447,289 | 5,759,883 | 5,892,786 |
| # Elderly Rides | 65,148 | 65,412 | 69,825 | 71,628 |
| # Disabled Rides | 48,511 | 38,923 | 41,549 | 42,459 |
| # Revenue Hours | 110,167 | 113,182 | 113,025 | 113,909 |
| # Revenue Miles | 1,152,680 | 1,185,088 | 1,184,183 | 1,189,906 |
| # Days Provided | 362 | 362 | 359 | 359 |
| Operating Costs | \$7,144,448 | \$7,563,828 | \$7,877,589 | \$8,288,226 |
| FTA (5307 & STA) | \$1,574,500 | \$1,688,593 | \$1,732,711 | \$1,703,047 |
| State | \$448,180 | \$497,650 | \$613,684 | \$606,634 |

The highest demand is primarily along high residential housing or apartments within the Ames community into campus. The past few years have centered around where developers are going to build housing and how best to serve that area of the community with transit. Within the next year or two, housing has or will be built near S. 16th, Frederickson Court, Mortensen Road, and State St.

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. However, positions within CyRide's maintenance division have not changed since 2006 when CyRide operated 49 buses. CyRide now has an overall fleet of 91 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.

| Rule of Thumb | Industry Standard | CyRide Actual |
|-----------------------|---------------------------|--------------------------|
| 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 |

In January 2014, CyRide's board approved two additional lane workers, two additional mechanics and a summer trainer to help support this level of buses to be maintained and drivers to be trained in order to sustain this ridership level.

Fleet: CyRide's fleet is overall pretty young due to the influx of bus purchases since in the past six years. CyRide has been extremely successful in attaining national discretionary grants to support the purchase of bus replacement/expansion. CyRide is expecting another delivery of new buses in 2015 which will be the last of new buses for the foreseeable future.

However, CyRide is currently operating a 3 bus spare ratio to serve its passengers and is anticipating another ridership record for FY2015 after FY2014 reaches 6.6 – 6.8 million. CyRide plans to keep any bus that is purchased to replace old buses within the fleet until the enrollment at Iowa State levels off. To help anticipate additional ridership for next fall, the transit board approved for CyRide to solicit 5 used buses from hopefully warm weather transit agencies that are disposing vehicles throughout the nation.

Facility: CyRide just completed an expansion to its facility allowing inside storage for an additional 11 buses. The original facility was built in 1983 on its current site. Since that time, there have been numerous expansions via piecemeal as federal funding is available. Remaining work on the current expansion includes finalizing the flood wall/berm, electric work within the storage facility and landscaping which will occur during the spring. Once construction is finalized, CyRide will still have four to six buses parked outside and are trying to procure an additional 5 used buses due to ridership demand that will increase that even more. Therefore, over the next year, CyRide will be undergoing discussions with the board to determine if additional resources should be invested on the current property or if a second location should be selected for future expansion.

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 had opportunity to review the status of previously recommended projects, listed above, at their October 27, 2013 meeting of which was also dispersed via e-mail. An overview of the PTP requirement was shared for those new to HSC. A summary spreadsheet of previously recommended projects from the 2014 PTP 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 extremely successful within the past year receiving grant funding to implement several transportation services and purchase buses. Major highlights include:

- CyRide NEXT BUS real-time prediction software began January 31, 2013
- Two CyRide articulated buses were delivered on February 28, 2013 (Clean Fuels Grant)
- Six CyRide large buses were ordered in December 2014 (Last State of Good Repair under SAFETEA-LU. Future State of Good Repair grants under MAP-21 are designated for rail improvements.)
- CyRide Subcontracted ADA Dial-A-Ride Services Continuation
- CyRide Facility Expansion Significantly Completed January 2014: 1) Expansion bus storage for 11 more buses, 2) flood barrier enhancements (flood gate/wall/berm) two feet above the 500-year floodplain, 3) Increase ceiling height to allow hybrids to operate throughout entire facility and lastly 4) Rehabilitation of wash/fuel bay. Remainder to complete includes flood wall/berm, inside finish work and landscaping.

Status of Previously Recommended PTP Projects

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

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

Normal text = Project denied or not recommended to request grant funding due to budgetary concerns

| | Provider Name | Project Description | Need | Proposed Total Funding (List all anticipated federal/state sources) | | Implementation |
|--|---------------|--|--|---|--------------|--|
| | | | | Source | Amount (\$) | |
| Projects recommended as candidates for FTA or STA funding: | | | | | | |
| 1 | CyRide | General Operations | Supports existing transit operations need for Ames community | 5307 | \$ 7,875,000 | Increase fares in January 2012. Eliminated service on Memorial Day, July 4 th , Labor Day as well as last trip of #22 Gold Route. GSB approved up to \$X of additional extra trips (22 thus far) for ISU student ridership. |
| 1 | CyRide | General Operations | | STA - F | \$ 590,000 | |
| 2 | CyRide | Subcontracted ADA Dial-A-Ride Service | Service to ADA eligible clientele | 5310 | \$ 237,500 | Continued.... Changed providers from HSS to HIRTA as of July 1, 2012. Working through issues. |
| 3 | CyRide | I35 Ames-Des Moines Corridor Planning | P | STA - C | \$ 0 | Project currently ongoing with consultant hired by Des Moines MPO. |
| 4 | AAMPO | Planning | Planning Requirements | 5303 | \$ 45,000 | On-going support of PTP efforts, federal planning documents and long-range planning. |
| 5 | CyRide | Transit Amenities | C | 5310 | \$ 50,000 | On-going funding for bus stop improvements including accessible shelters and Nextbus technology |
| 6 | CyRide | Expand 60' Articulated Diesel Buses (4 vehicles, cameras) | C | 5307, 5309, Clean Fuels | \$ 2,800,000 | Need for articulated buses for overcrowding; Received 2 articulated buses in 2/2013. Still need two more. |
| 7 | CyRide | Expand 40' HD Large Diesel Hybrid Buses (5 vehicles, cameras) | C | 5307, 5309, | \$ 1,763,840 | Did not request |
| 8 | CyRide | Replace 40' HD Large Diesel Buses (24 vehicles, cameras) | C | 5309, SGR | \$14,384,289 | Grant Approved for 6 large 40' buses at \$2,031,840; pending delivery in 2015 |
| 9 | CyRide | Replace 176" LD Small Buses (7 vehicles, diesel, urban, cameras) | C | 5339, SGR | \$ 576,000 | Request in FY2014 as buses rank in PTMS. |
| 10 | CyRide | Vehicle Security System Cameras Rep. | C | 5339 CyRide | \$ 150,000 | Board approved to systematically replace 5 each year |
| 11 | CyRide | Nextbus signage/technology | C | GSB | \$ 1,700,000 | 1. GSB funded Nextbus system 100% for capital and 3 years operating. 2. Nextbus Completely installed |

| | | | | | | |
|----|--------|---|------|-------------------|--------------|--|
| 12 | CyRide | Maintenance Facility Exp./ Rehab: expand storage for buses; rehab fuel/wash lane; flood protection barriers & ceiling extension | C | 5309, PTIG, SGR | \$2,000,000 | Funded via PTIG (2 grants) and 5309. Design approved by transit board. Construction Bid for spring 2013; begin construction 4/2013. Project significantly complete 12/2014 with 100% completion anticipated in spring 2014. |
| 13 | CyRide | Ames Intermodal Facility – Phase II | C | TIGER | \$12,500,000 | Phase I completed. Facility opened 8/13/2012. Phase II – additional parking, CyRide shuttle denied under request #4 for TIGER funding, no other requests at this time. |
| 14 | CyRide | Facility Cameras/Proximity Card Access | C | 5339 | \$ 56,660 | Not requested; delayed |
| 15 | CyRide | Electric Distribution Rehabilitation | C | 5339 | \$ 30,000 | Not requested; delayed |
| 16 | CyRide | Fire Sprinkler System Upgrade | C | 5339 | \$ 250,000 | Will be completed with Maintenance Facility project in 2013/2014. |
| 17 | CyRide | Storage area air handling replacement | C | 5339 | \$ 250,000 | Will be completed with Maintenance Facility project in 2013/2014. |
| 18 | CyRide | Maintenance Pit Drainage Restoration | C | 5339 PTIG | \$250,000 | Maintenance pits are beginning to crumble inside the facility and risking a bus falling through. CyRide needs to develop independent cost estimate. |
| 19 | CyRide | Re-roof Maintenance Facility | C | 5309, PTIG | \$ 500,000 | Not requested; delayed |
| 20 | CyRide | Ames Fare Free/Low-Income Fare Program | O | ? | \$ 5,010,955 | Implemented 2009 summer fare free for @ \$75,000 minus marketing funding. Various proposals for K-12 fare free discussed among community in 2012. UWSC approved \$2,500 in tickets for ALP students in 2013 and 2014. |
| 21 | CyRide | Vanpool Program | C, O | ICAAP, 5309 | \$ 430,000 | Not requested at this time; awaiting study |
| 22 | CyRide | Resurface ISC Commuter parking | C | 5309, SGR | \$ 1,000,000 | Not requested at this time; discussed with ISU parking |
| 23 | RSVP | Central Iowa RSVP Volunteer Driver Program | C, O | UWSC, SCCL, ASSET | \$ 5,000 | Began 1/2010 as demonstration project; on-going program. |

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

RECENT DEVELOPMENTS

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.

- 1) MAP-21 Transportation Bill Impact – The most significant development that impacts transit in Story County is the new Transportation Bill entitled *Moving Ahead for Progress in the 21st Century Act* (MAP-21). Federal funding for transportation programs is authorized on a multi-year basis in Congressional bills, then signed into law by the president. The previous transportation law, called SAFETEA-LU, was a five-year authorization bill that expired on September 30, 2009. Since that time, Congress has approved twelve Continuing Resolutions to extend this legislation. On July 6, 2012, the President signed into law a new transportation law called MAP-21, which is an 18-month law that expires on October 1, 2014. 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.

The transportation funding distributed under MAP-21 was primarily to transit agencies with rail transportation, with the remainder primarily going to agencies serving large populations. All discretionary funding for small urban transit agencies that have a population between 50,000-200,000 will now be distributed by the Iowa DOT. Specifically, instead of CyRide receiving the \$2 million on average annually, they will now receive \$0, unless their buses rank well within the Iowa DOT’s Public Transit Management System (PTMS) process. This PTMS process distributes funding to the oldest and highest mileage vehicles throughout the State of Iowa. Rural transit agencies will receive discretionary funding allocated directly to the Iowa DOT of approximately \$1.25 million. Previously, Iowa tried to attain \$7-\$13 million in discretionary funding for bus replacement for both urban and rural transit systems. The State was traditionally successful in attaining \$5 million through past years.

Two years ago, nationally competitive grants seemed to be the future in how transit agencies could acquire capital funding as opposed to a direct earmark from their senator or congressman. With MAP-21, national competitive discretionary grants are no longer available and much of the funding is now formulaized. However, even if competitive grants became available in the future, CyRide would not qualify to apply as it is no longer designated a designated recipient. CyRide is classified now as direct recipient and can only apply through the Iowa DOT.

Specifically, two discretionary programs that could fund bus replacement that were eliminated were TIGGER and Clean Fuels. CyRide previously received funding for hybrid upgrades through the TIGGER program and for articulated buses under the Clean Fuels program. State of Good Repair funding that funded several years of buses for CyRide as well as the Iowa DOT to distribute to transit agencies is now only available to transit agencies with rail modes of transportation. Rail does not exist currently for Iowa. The only discretionary program that remains intact is TIGER which funded the Ames Intermodal Facility.

Iowa transit agencies did communicate this problem for capital funding to the Iowa DOT Commission requesting they allocate Iowa’s Clean Air and Attainment Program (ICAAP) funding for bus replacement. The Iowa Commission agreed to fund \$3 million of ICAAP funding for bus replacement to be dispersed through the Iowa DOT’s PTMS process for the next year. This PTMS process funds buses throughout the state that are the oldest vehicles with the highest mileage.

As stated earlier, discretionary programs were either eliminated or have been turned into formula programs under MAP-21. While Job Access Reverse Commute (JARC) and New Freedom (NF) funding was eliminated, the projects can be rolled into a transit agencies’ general operations funded through their annual formula appropriation. JARC and New Freedom funding generally provided funding for routes serving the low-income, elderly or disabled individuals. Specifically, CyRide received

Job Access and Reverse Commute (JARC) funding to operate the #6 Brown (Summer & Weeknight), #4A Gray (Yellow mid-day) and #10 Pink routes. HIRTA received these funds for the Ames-Iowa City Service to Iowa City Hospitals service as well as a Mobility Coordinator position. These JARC funds helped subsidize 50% of the total route costs which is funded through March 2014. CyRide's board has approved to continue these routes along with other existing route services for FY2014 and FY2015. The Small Transit Intensive Cities funding increased from 1% of federal transit funds to 1.5% of the funds, providing CyRide with another \$500,000 within their operating budget. Assuming continued funding levels, CyRide anticipates these routes would continue in the future. CyRide typically reviews their operating budget in the fall of each year, which includes the continuation, and expansion of any and all CyRide routes. The AAMPO will continue to discuss and document any changes of CyRide's routes through the PTP process.

CyRide has virtually no prospects of future funding availability for facility construction with the exception of state Public Transit Infrastructure Grant (PTIG) monies which are limited to approximately \$800,000 - \$880,000 federal per year. If any future opportunities arose in the future, CyRide most likely will not be able to apply due to its "direct" status as only designated recipients may apply for Section 5339 type funds unless Congress designates otherwise. Lastly, under MAP-21 there are two new planning program requirements for transit agencies to prepare Asset Management and Safety Plans.

- 2) Central Iowa RSVP's Volunteer Driver Transportation Program – January 2014 marks the start of the fourth year for RSVP to manage its Volunteer Driver Transportation program to Story County residents. Changes this year include that RSVP can no longer charge clients to ride this service. However, reimbursing the driver for their mileage costs is still a priority to keep this program solvent. Otherwise volunteer drivers may not wish to participate, especially with high gas prices.. Therefore, RSVP now "suggests donations" from clients between \$3 and \$12 per trip. For more information, view the Story County Transportation brochure at www.ridehirta.com/sct.pdf
- 3) Story County's Resource Guide – Last year, an online resource guide was developed by a team of individuals to replace Mid-Iowa Community Action's (MICA's) paper version. This guide lists out locations for Story County residents to find information about the following categories: Food/Shelter, Disability, Health, Older Adults, Parent/Family, Youth, Education, Community, Substance Abuse, Domestic Violence, Veteran Assistance, Financial Assistance, and Give Back. Unfortunately, transportation was not a resource that was listed out separately on the home page.

As a result, the United Way's Transportation Collaboration (TC) tried to contact the online resource guide team to add Transportation as a main category for navigation as well as add the new Story County Transportation Brochure as a resource to the guide. The TC discovered that all of the original members of the online resource guide development were no longer with their organizations and had left Story County. Therefore, there was no way to update the guide with this information. The guide was built on the premise that agencies would develop and update their portions of the guide as needed. This updating has not materialized, for various reasons, and the guide is now outdated and not as resourceful as the previous paper version.

In December 2012, an original member of the online resource guide development team returned to Story County. The Story County Human Service Council is now the organization that oversees the guide providing some continuous oversight of the document. Additionally, the online guide proved to be more expensive to maintain than originally anticipated and was dropped this past year. Attempts have been made to move forward once again with an updated paper copy of the guide.

- 4) Story County Transportation Brochure – The United Way's Transportation Collaboration (TC) developed a brochure that markets all of the open to the public transportation available throughout the county. The brochure resulted after 658 surveys were taken from low-income clients in late 2011. The survey determined that clients that relied on public transportation did not express difficulty in getting to their essential appointments. Of the 20% (132) that indicated major difficulties in transportation, they

were not necessarily aware of other transportation options. A half-sheet summary of available alternative transportation was provided to clients for this anticipated reason when the surveys were distributed. Another huge issue for transportation difficulties was the cost of fuel or mechanical problems for their vehicles.

It was determined by the TC that a brochure was needed to fully market available transportation resources to not only low-income agency clients but to the general public as well. With the new Ames Intermodal Facility being the new connection point for regional travel, this brochure could also market these intercity services as well as the airport shuttle provider. The brochure can be downloaded at www.ridehirta.com/sct.pdf.

This year, the TC members marketed the brochure to several medical/health organizations in Story County and get call takers to ask the question, “Do you have transportation to your next appointment” as they schedule their next appointment. The brochure can be a resource for those that do not have transportation or for those that need options in case their ride falls through. The brochure will also be on display at the Ames Intermodal Facility, Memorial Union and the ISU Visitor’s Center. Several organizations plan on putting the URL link on their website to market all of the transportation options available in Story County.

- 5) CyRide Shelters – In November 2012, CyRide installed the first of its newly designed shelter at Mortensen/Dickenson and received good reviews by our passengers. In addition to the new design image, the shelter incorporates solar lighting and will provide additional accessibility to patrons. The second shelter of this type was installed at Parks Library on Osborn this fall. CyRide has approximately \$200,000 in federal funding appropriated for this project and plans to continue the installation of these newer style shelters in 2014-2016.



- 6) Articulated Buses – CyRide acquired articulated buses at the end of February 2013 to serve passengers specifically on its #23 Orange route, which is the busiest route in the State of Iowa carrying 1.5 million passengers last year. Buses leave the Park & Ride at Iowa State Center every 2-3 minutes. As soon as one bus leaves the lot, another bus pulls up to board passengers. However, in many cases these buses are packed and CyRide will provide “extra” buses to follow a bus along the route to ensure passengers can board throughout the route. It is common to pull up to the library on campus and have a bus fill at that one stop. With the articulated buses, there is less need for an “extra” bus to follow and passengers are not left behind.

Buses 660 and 661 are new NOVA ‘bendy buses’ that are longer than normal buses, 62 feet compared to 40 feet. The capacity of the buses are double of a normal bus, 120 passengers can fit sitting and standing, compared to 60 passengers on a regular bus. The articulated buses went into service at the end of March 2013 however difficulties have occurred in attaining the required 10,000 miles required through the Public Transit Management System (PTMS) process. The articulated buses were specifically purchased to help the #23 Orange Route. However, the route is less than 3 miles round trip which even if these vehicles operate every day of service and every trip on this route, they will not achieve the required mileage the Iowa DOT requires. This is even truer if these buses are out for preventive maintenance let alone a more significant repair. It is anticipated that unless CyRide removes these buses from helping out the busiest route in the State to a route with ample capacity but

with long round trip mileage, these buses will not meet this 10,000 mile policy for buses that have not exceeded their useful life. The PTMS Committee believes that unless buses operate 10,000 in a given year, they are not needed within the fleet. CyRide rotates its 40-foot buses throughout the system on different routes to attain mileage on its other buses but the articulated buses were specifically purchased to help the #23 Orange Route. It is anticipated that although this is a rational reason, it will not be valid enough for the committee at the end of the year mileage explanation. It's second busiest route, the #1A Red route, is not much longer in mileage. If low mileage is not an approved rationale by the PTMS committee, the buses will not acquire their PTMS points for the year or any year they don't acquire the needed mileage. If the articulated buses receive no points year after year, they will never rank for replacement under the state's PTMS process. Therefore, CyRide anticipates moving the buses around the community on routes where they are not necessarily needed to fulfill a mileage requirement.

- 7) Osborn Corridor – Significant coordination is occurring regarding the Osborn Corridor on campus. This corridor is one where many CyRide buses as well as pedestrians, long boarders and permissible vehicle traffic travel through university campus. With the additional influx of students, the corridor is becoming difficult to travel for both student and CyRide operator. CyRide is currently performing a study of its #23 Orange Route, the busiest route in the state at 1.6 million passengers, trying to determine alternative ways to safely operate the route and managing the existing riders it carries each day. CyRide has a bus leaving the Park & Ride to travel into campus every 2-3 minutes for the entire day when the university is in full session. Meanwhile, the university is also performing its own study with a consultant discussing different alternatives and policies to ensure safety within the corridor while maintaining the Iowa State Experience.

Any public input received was incorporated into the priorities and strategies within the next sections as a viable strategy.

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 23, 2014 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 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 for submittal to the Iowa Department of Transportation by May 1, 2014.

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)**

| | 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 = (\$50,000 total; \$40,000 federal)**

The remaining projects/strategies 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 needs were shared with the Human Service Council at their October 24, 2013 meeting and were requested to provide additional needs and possible strategies within the next few months. This information was also shared at the UWSC’s Transportation Collaboration Committee. **The additional or refined needs and strategies/projects are identified in red below and were shared with the group in subsequent meetings and/or via e-mail.** Those strategies that have been implemented or partially implemented are identified in blue.

Please note that no additional core needs were defined but only possible strategies/projects were added to meet those core needs. The needs were accumulated from the public through public meetings and/or through communications with transportation providers and human service agency representatives. Note that these possible strategies have not all been recommended but if federal/state/local funding became available for the specific project – it could be recommended into the program rather easily as it’s already defined as a need.

| Needs | Possible Strategies/Project |
|--|---|
| <p>Education/Marketing:</p> <ol style="list-style-type: none"> 1. Need to reduce intimidation and misconceptions to riding public transit. 2. Awareness of available programs regarding transportation. 3. Need for insurance/maintenance awareness for automobile owners | <ol style="list-style-type: none"> 1. Large Group Training of how to ride public transit 2. Train the Trainer Sessions for one-on-one training. 3. How to Ride CyRide digital formatted DVD video 4. Communication tools for non-English speaking individuals riding CyRide ie. picture board? 5. Promote RSVP volunteer transportation program – volunteers & for additional volunteers 6. Maintenance/insurance class for vehicle owners 7. Car Seat installation education program and/or resources 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. 9. Improve CyRide’s How to Ride written materials describing what a transfer is; when a transfer is applicable as opposed to utilizing two fares; and actual logistics of transferring. 10. Implement Google Transit and/or Trip Planner so anyone could Google how to get from point A to point B via bus in Ames. 11. Develop a “Need Transportation” brochure so individuals can quickly determine which service provider could provide a ride to their destination and for how much. |
| <p>Affordability Needs:</p> <ol style="list-style-type: none"> 1. Need for affordable passenger transportation services or programs to make services more affordable. 2. Need for transportation assistance programs. 3. Increased demand for elderly “free” transportation at health/residential facility homes –as seniors vacate their automobiles & become less independent. | <ol style="list-style-type: none"> 1. Continue Transportation Assistance for bus pass/tickets or gas vouchers <ol style="list-style-type: none"> a. City of Ames Planning & Housing: CDBG program b. UWSC “emergency” program through Good Neighbor Emergency Assistance c. Story County (assistance to those leaving the state of Iowa) 2. Implement common data-base of all Ames transportation assistance bus pass/ticket & gas voucher programs to avoid duplication. Send to one agency to avoid duplication. 3. Continue Car Seat Donation Program 4. United Way’s TC investigate/discuss possible improvements? <ol style="list-style-type: none"> a. Affordability of Heart of Iowa Regional Transit Agency transportation. b. No resources available for non-Medicaid individuals issue. 5. Identify opportunities for human service organizations to share vehicles and/or drivers (operating 15-18 hours/week on average). |

| Needs | Possible Strategies/Project |
|--|--|
| <p>Maintenance/Insurance Needs:</p> <ol style="list-style-type: none"> 1. Need for more cost efficient methods to maintain and replace human service provider vehicles. 2. Need for low-cost maintenance for Wheels to Work program. | <ol style="list-style-type: none"> 1. Coordination of replacement/maintenance of human service provider vehicles. 2. Coordinate group of mechanics to repair Beyond Welfare donated vehicles. 3. Investigate “sharing” of vehicles for providers & implications to insurance coverage. |
| <p>Bus Storage/Maintenance Facility & Connection :</p> <ol style="list-style-type: none"> 1. CyRide Bus Storage Facility: CyRide is currently housing 70 vehicles and storage is at capacity. Anticipating growth to 95 vehicles, expansion buses, articulated buses, 100% bike racks on current fleet, hybrid buses would be beyond capacity of current garage to store as well as provide adequate maintenance. 2. CyRide Facility Renovation: Emission requirements of newer buses require CyRide to raise ceiling heights of garage doors as well as internal components throughout the garage due to increased bus height 3. CyRide Maintenance Shop: Need to expand maintenance work area to maintain new buses as well as house extra bays (1 bay per 10 buses) | <ol style="list-style-type: none"> 1. Additional Bus Facility Storage – identify 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. Design off-site CyRide facility with appropriate functions. 2. Modernize current CyRide storage facility including rehab old wash-bay, upgrade ventilation system, replace shop/barn air conditioning system, replace shop/barn exhaust removal system, 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, re-roof facility, replace boilers, rehabilitate wash bay/fuel area, flood barrier enhancements and increase ceiling height of garage doors and interior building by raising internal components to allow hybrid buses to pass through entire facility. 3. Actively pursue federal funding opportunities and/or nationally competitive grants. 4. Resurface Iowa State Center Parking lot where commuters park to obtain #23 Orange to travel to ISU campus. 5. 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 however, continued efforts should continue towards future funding to meet original vision of facility incorporating 350 additional parking spaces and a CyRide shuttle to/from the facility. |
| <p>Fleet Needs</p> <ol style="list-style-type: none"> 1. Reduce transit providers average fleet age to national average 2. Attain 100% accessible fleet for transit providers 3. Increase/maintain spare ratio to 18-20% for transit providers. 4. Increase fleet size for increases in service needs (frequency and geographic coverage) 5. Improve vehicle security systems | <ol style="list-style-type: none"> 1. Identify and apply for federal/state grants as necessary to meet transportation providers’ fleet needs for replacement. 2. CyRide Bus Replacement – 25 large and 6 small CyRide buses are still past their useful life and need to be replaced throughout the next 5-year period 3. Heart of Iowa Regional Transit Agency (Replace/expand as needed). CyRide purchased a second minibus to operate Dial-A-Ride service in 2008 which is currently leased to HIRTA. 4. New and/or Used Bus Purchases - Accessible vehicles to expand new services or add additional trips to safely operate/meet growing demand for transit service. 5. Surveillance Systems – Add/replace cameras to all CyRide buses to reduce liability and improve ability to assist City of Ames Police. 6. Automated Passenger counters are needed on CyRide buses to perform required NTD counts of passengers. |

| Needs | Possible Strategies/Project |
|---|---|
| <p>Transportation Amenities</p> <ol style="list-style-type: none"> 1. Need to improve accessibility and lighting of bus stops/shelters. 2. Need for bike racks on buses to promote sustainability of community. | <ol style="list-style-type: none"> 1. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.) 2. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations. 3. Bike Racks on 100% of CyRide vehicles. |
| <p>Urban</p> <ol style="list-style-type: none"> 1. Maintain existing transit services and geographic coverage. 2. Need to geographic service coverage of transit in Ames to serve gap areas. 3. Need for increased frequencies of service on high-capacity corridors. 4. Need for additional hours of transportation to specific areas of Ames. 5. Specific need for third shift transportation (12am - 6am?) 6. Need for affordable <u>emergency</u> transportation for low-income K-12 (at-risk) students and seniors. | <p>Urban Strategies/Projects</p> <ol style="list-style-type: none"> 1. RSVP Volunteer Transportation program managed by RSVP. Research possibility of providing background checks on drivers. 2. Continuation of mandated Paratransit ADA Service via contracting opportunity with HIRTA. 3. Continue previously funded JARC/New Freedom transit services. <ul style="list-style-type: none"> ▪ Continuation of Brown Route Frequency/Hours Expansion ▪ Continuation of Yellow Route Mid-day Expansion ▪ Continuation of Pink Route Service to E. 13th/Dayton 2. Study third shift transportation needs for Ames. (Transportation needed after 6pm and before 6am) 3. Alternative Analysis Study of Orange Route 4. New Transit Route Services: <ul style="list-style-type: none"> • Blue Route Alignment Expansion to Target/Wal-Mart • Additional frequency on #3 Blue Sunday - Monday through Saturday, the Blue Route operates at 20-minute intervals and on Sunday at 40-minute intervals. Due to increased traffic on this route and at the S. 3rd and Duff bus stop (near Wal-Mart) particularly on the weekend, improving the route's service frequency to 20-minutes on Sunday as is operated the remainder of the week will reduce overcrowding and on-time performance issues currently being experienced on the route. One bus could be added on Sunday's and service scheduled every 20 minutes from 11 am to 5 pm from the Friley bus stop to the S. pm on Fri. Sat., and Sun. in summer. • Additional frequency on #2 Green & #6 Brown – Ridership on the Brown Route has increased by more than 45% in the past three years due to increased availability of apartments north of Somerset and full utilization of the Wallace/Wilson Residence Halls. As a result, this route is currently experiencing on-time performance issues where trips are consistently late and buses are exceeding capacity. Two additional buses would be placed on the Brown Route each weekday from 11:30 am to 6:00 pm. The Green Route is also experiencing overcrowding issues from 11:30 am to 6:00 pm each weekday. An additional bus would be added to relieve this overcrowding and to keep buses on time. One additional bus would be placed on the Green Route each weekday from 11:30 am to 6:00 pm. An added benefit of these changes is that the Brown and Green Routes will now be able to meet the other buses (Red, Blue Routes) to make transfers allowing customers to switch between buses to travel to other areas of campus or the city. Currently these buses arrive several minutes after the other route buses have left, causing customers to wait almost 20 more minutes until their next bus arrives. |

| Needs | Possible Strategies/Project |
|---|--|
| <p><u>Urban continued....</u></p> <ol style="list-style-type: none"> 7. Maintain existing transit services and geographic coverage. 8. Need to geographic service coverage of transit in Ames to serve gap areas. 9. Need for increased frequencies of service on high-capacity corridors. 10. Need for additional hours of transportation to specific areas of Ames. 11. Specific need for third shift transportation (12am - 6am?) 12. Need for affordable <u>emergency</u> transportation for low-income K-12 (at-risk) students and seniors. | <ul style="list-style-type: none"> • Additional frequency on #4 Gray along S. 16th corridor - Prior to the fall 2014 semester, a new development targeted at students is scheduled to open along S. 16th St. called Copper Beach. This complex is to house 720 additional students, doubling the number of student living in this area (The Grove + Copper Beach). This route is currently served by the Gray route, which has 60-minute service from 7:00 am to 5:30 pm with no service in the evening or on weekends. The new Primary Health care location, serving low-income clients, will be located along this corridor in the next few months. Eyerly Ball, mental health provider, plans to relocate into the same facility as Primary Health. In addition, a low-income facility, Laverne Apartments, lies along the corridor as well. The Bioplasma Center specifically contacted CyRide for additional frequency along the corridor for their donors.. In addition, Iowa State students living along the corridor have issues planning their trip into campus based on this lower level of service, particularly for students with night classes when no service operates. The recommendation is to add one bus between 7:00 am and 9:00 pm between campus and a portion of the Gray Route to S. Duff Ave. This would provide 40-minute service during the weekday and 60-minute service during the weekday evening on this portion of the Gray Route. • New State Street route to Mortensen Ave. (#1 Red area) - Service along the Red Route has increased by 54% in the last six years. Demand on some trips on this route from west Ames to campus have increased to the level that as many as seven buses are needed to provide capacity for all students needing to get to campus for class. In light of this heavy demand and anticipated new development in the State Street area, staff recommends dividing the current Red Route into two routes allowing the west Ames area, with heavy multi-family developments, to access service more efficiently. • Billy Sunday Road/Airport – Request from apartment complex. 7:30 am – 5:30pm (F = 40 min.) • Brown Route – Evening Service to Wessex Apt. (several requests from the community) • Gray Route – Saturday service to DMACC • Cardinal Route – Friday evening service desired • Pink Route – Please extend this route to Barilla on E. Lincoln Way • Pink Route – Please provide mid-day service along this route • Purple Route – Please provide mid-day service along this route • All Routes – Extend Past 10 pm on Fri. Sat., and Sun. during the summer-time. • All Routes – Please operate regular routes later in the evening to replace Moonlight Express, the safe ride home service. • Service to Northridge/GW Carver area <ol style="list-style-type: none"> 5. Fare-free city-wide: 5 options (Large Scale, Weekends only, Weekends/nights only, Summer only, K-12, middle/high-school students only, “at-risk” K-12 students only) 6. Additional Frequencies/Trips on existing services. |

| | <p>7. Demand/On-Call Service for:</p> <ul style="list-style-type: none"> • Senior transportation after 2pm to/from health facilities • Low-income students missing school buses from middle/high schools. • 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. Scheduling software was installed in FY2012. NEXTbus technology and signage to provide real-time information. |
|--|---|
| Needs Possible Strategies/Project | |
| Regional | Regional Strategies/Projects |
| <ol style="list-style-type: none"> 1. Need for additional/improved transportation outside the Ames community for medical transportation and other essential services. 2. Need for commuter transportation to/from outlying areas in Story County into Ames as well as I-35 corridor between Ames & Des Moines. | <ol style="list-style-type: none"> 1. Transit service between Ames & Iowa City for medical purposes. Possibly 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. 2. Study I-35 corridor between Ames and Des Moines to account for daily commute patterns and possible transit need/solutions from bus rapid transit, regular bus service, to vanpool/carpool options. 3. Study transportation commuter needs into Ames from Story County communities. Possibly coordinate program with ISU transportation that offers employee incentives to carpool/vanpool city-wide. 4. Adult Day Service transportation for Story County residents 5. Additional hours for senior agency special events 6. Easier demand response re-scheduling of pickups/drop offs 7. Transportation service to/from Nevada 3 x's a day 8. Rural meal-site transportation (meals/activities) 9. Out of service hours transportation for agency special events |

V – FUNDING

Financial support for the planning and delivery of public transit services comes from many sources. The one federal funding programs 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 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 IDOT staff with inclusions from Ames MPO staff are as follows:

Mobility Is....

Ability to pay for the service!

Federal Transit Assistance Programs

- Metropolitan Transportation Planning Program (Section 5303)
- Statewide and Nonmetropolitan Transportation Planning Program (Section 5304)
- Urbanized Area Formula Grant Program (Section 5307)
- Bus and Bus Facilities Formula Grants Program (Section 5339)
- State of Good Repair Grants (Section 5337)
- Formula Grants for the 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))

State Programs

- STA Formula Program
- STA Fellowship Program
- STA Special Projects
- Public Transit Infrastructure Grant Program
- Capital Match Loan Program (Amoco Loans)
- Iowa Power Fund (new program in 2008)

Federal Flexible Funds Available to Transit

- Congestion Mitigation/Air Quality (CMAQ) Program known as the Iowa Clean Air Attainment Program (ICAAP)
- Surface Transportation Program (STP)

Local Funding

- Passenger Revenues
- Contract Revenue
- Local Taxes
- Student Fees
- Advertising Revenue

Each one of these programs is described in detail below.

Federal Transit Assistance Programs

Metropolitan Planning Program (Section 5303)

This is a federal program to support planning activities in metropolitan areas on an 80 percent federal, 20 percent non-federal basis. By law, the state is the direct recipient of the funding. In Iowa, these funds are administered by the Iowa DOT's Office of Systems Planning and are distributed to each of the state's

Metropolitan Planning Organizations (MPOs). Annual allocations of 5303 funds are based on a formula that distributes 1/3 of the funds based on the 1990 urban area population, 1/3 based on the 2000 urban area population and the last 1/3 is equally distributed. The 5303 funds are administered jointly with Metropolitan Planning "PL" funds available through the Federal Highway Administration as part of a Consolidated Planning Grant. The 5303 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, approximately \$30-35,000, within the Ames Transportation Planning Work Program to support transit planning conducted throughout the year by Ames employees.

Statewide Planning Program (Section 5304)

These funds are intended to support transit planning in addition to what is conducted by the individual MPOs. 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 Metropolitan Planning Organization. Iowa DOT's Office of Systems Planning serves as the direct recipient of these funds. The combined 5304 and 5311 planning funds are allocated among the state's 18 RPAs based on half of the funds being evenly distributed among the RPAs, 25% distributed on the basis of population and 25% on the basis of the number of counties within the region.

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

Urbanized Area Formula Grants (Section 5307)

This is a federal program for support of urban transit systems serving communities with more than 50,000 in population. In all urbanized areas, 5307 funds can be used for capital improvements, including preventive maintenance activities, or planning activities on an 80% federal, 20% non-federal 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. With the passage of the new transportation bill MAP-21, FTA has allowed ADA revenue vehicles to be purchased at 85% federal, 15% non-federal. Transit systems may also use up to 10 percent of their total 5307 funds to pay for ADA Paratransit costs on an 80% federal, 20% non-federal basis.

Each area over 200,000 in population receives its own 5307 allocation directly from FTA. The allocations are based partially on population and population density, and partially on performance factors, including passenger miles of service provided.

Each state receives a single allocation of 5307 funds for use in the smaller urbanized areas (with population from 50,000-200,000). 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. There is also now a "small transit intensive cities" tier that provides additional funding if any of the small urbanized areas in the state exceed the average performance of the larger communities across the nation on 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 any operating deficit. Funds for operating support must be matched by non-federal funds (other than passenger revenues) on a dollar-for-dollar basis.

The Iowa DOT determines the allocation of the 5307 Governor's Apportionment funds after the federal appropriation process is completed. However, the full 2014 Apportionments have not yet been released. In fact, within the past decade the apportionments are delayed later and later each year. A decade ago, you could anticipate apportionments to be approved between October – December of the given federal fiscal year. Now apportionments are approved near the end of the year.

As of 2007, CyRide began utilizing all 5307 funding to support operations and allocates none of this funding to support capital purchases. This makes the grant process easier and they utilize local funding to support their capital needs. CyRide received approximately \$1,901,771 (\$999,468 in 5307/\$902,303 in STIC) for FFY2013 funding which is approximately \$500,000 more in assistance they normally receive for their operating budget.

Bus and Bus Facilities (Section 5339)

This is a new formula program created under MAP-21. Section 5339 funding can finance capital projects to replace, rehabilitate and purchase buses or related equipment and to construct bus-related facilities. This federal program provides discretionary 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).

For transit agencies serving less than 200,000 in population, this new program is a drastic change from the previous program. Previously, transit agencies received bus or bus facilities funding under discretionary allocations which were awarded either through a Congressional earmark or most recently by receiving a grant from a national Notice of Funding Availability (NOFA) to specific transit systems or State DOT's. Furthermore, all transit agencies over 50,000 in population as well as States had an opportunity to apply for these grant funding opportunities called NOFA's. Small transit agencies could apply and receive this funding directly if so awarded. Now, only "designated recipients" are allowed to receive this formulized funding which is dispersed based on population. In Iowa, designated recipients are large transit systems serving populations over 200,000 or the Iowa Department of Transportation.

Therefore, the Iowa DOT receives all of the Section 5339 funding for transit agencies serving between 50,000 and 200,000 in population which includes CyRide. Since this overall funding amount is so low, the Iowa DOT pools the funding for large urban systems and allocates it out for only bus replacement based on how buses rank statewide through the Public Transit Management System (PTMS) process.

Within the last transit appropriations bill called SAFETEA-LU, CyRide was extremely successful in attaining replacement buses and expansion buses for its fleet as it was still able to apply directly for these grant opportunities. The impact is that CyRide, who had received an average of \$2,000,000 in capital funding on an annual basis through the NOFA process, will now receive \$0 in capital funding. As such, its fleet is comparatively young within the State of Iowa and estimates that it will be 5-6 years before it will attain any funding for bus replacements through this process.

Additionally, if a new discretionary funding source became available, it is unlikely that transit agencies under 200,000 in population could apply directly for the funding with a "direct recipient" designation. With no immediate prospects of attaining federal funding for new buses in the future, CyRide will be focusing its efforts to purchase used buses from around the nation to support its growing demand for its services. CyRide and HIRTA both compete in the statewide ranking process for replacement of their vehicles.

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.

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

This is a federal program for support of transit services to enhance mobility for seniors 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 persons who are elderly or have disabilities within the state compared to other states. By law, the state is the direct recipient of the funding. Public agencies responsible for coordinating human service transportation are eligible, as are private not-for-profit agencies. Because Iowa requires the direct public transit systems to coordinate all publicly-funded passenger transportation services, Iowa distributes these funds to the public transit agencies. The funds may be used for the cost of contracted operations, equipment and passenger or vehicle shelters 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.

The Iowa DOT's Office of Public Transit (OPT) is the recipient of the 5310 funds from FTA. Seventy percent of the annual funding is distributed to Iowa's large urban transit systems to support services to qualifying persons living in urbanized areas. These funds are distributed based on the same formula used for the rural systems, but with each transit system developing its own eligible project. The remaining 30% of the funds are administered and distributed in conjunction with Non-urbanized Area Formula Program 5311 funds. 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 in the past after subsidizing Dial-A-Ride operations is utilized to purchase buses for Dial-A-Ride services, passenger shelters along the fixed routes or purchase NEXT BUS signage.

CyRide is estimated to receive \$239,034 in 5310 funding for FY2014.

Formula Grants for Rural Areas (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).

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

comparing the "net public deficit" (unrestricted tax support) for all urban systems to that for all regional 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. In Iowa, the DOT's OPT 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. A parallel program funded with state transit assistance (STA) funds pays for costs incurred by large urban systems and their planners.

CyRide is not eligible for this funding since the City of Ames is over 50,000 in population. Heart of Iowa Regional Transit Agency (HIRTA) may be eligible for this training funding.

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. Iowa's Intercity Bus Assistance Program is intended to support intercity bus service in rural and small urban areas. Private-for-profit companies, private non-profit corporations, or public entities may apply for this funding. Eligible bus service must make convenient connections to the existing national intercity bus network. 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 OPT by the first business day of October for projects to begin in January. Project selections are finalized by December.

State Programs

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

State Transit Assistance (STA)

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.

STA Formula Program

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 \$470,000 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 IDOT to adjust their budgets accordingly.

STA Statewide 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.

STA Special Projects

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, but a second year of funding can be applied for separately. 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). HIRTA applied for \$13,042 in federal special project funding last year to partially fund the Ames to Iowa City transit service which began January 20, 2009. CyRide has not yet applied for any of this funding.

A major component of the state-wide Special Projects is a program of transit training fellowships that parallels the 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 about \$15,000 each year for the following uses: FTA/IDOT seminars, transit related conferences, NTI Trainings, State Rodeo (funded at 100%), and trips to other University transit communities. This program generally reimburses 50% of registration, travel, hotel expenses.

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.

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 received \$880,000 in FY2007 to aid in the construction of the administrative portion of their two-story facility that was completed in mid April 2008. An additional \$160,000 in funding was approved by the IDOT in FY2008 to rehabilitate the cracked walls/floors/ceiling of the old wash bay that is now our steam cleaning area. Finally, CyRide has received an additional \$1.4 million (\$800,000 in FY2011 and \$600,000 in FY2012) to construct/rehabilitate the garage for the following efforts: 1) Relocation of the ductwork/mechanicals to heighten the ceiling to accommodate hybrid buses throughout the entire facility; 2) Storage Area Air Handling/Roof Replacement 3) Upgrade Sprinkler System and to 4) Expand Bus Storage to accommodate eleven more buses. The funding was matched with federal discretionary funding. The construction/rehabilitation projects are nearing completion and will be finalized in the early summer 2014.

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. Loan recipients may be required to report project energy savings annually to OPT until the loan is repaid.

A project is eligible if it is a transit capital project that is approved for federal funding. The project should be targeted at energy savings.

Federal Flexible Funds Available to Transit

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 area 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 STP funds can be used on the same 80% federal, 20% non-federal basis.

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 FHWA to FTA for administration through the statewide grant under either the 5307 or 5311 programs depending on whether the projects are in urbanized or non-urbanized areas.

CyRide received ICAAP funding for their Public Education program of \$50,800 federal that they applied for in October 2007. In addition CyRide received ICAAP funding for two hybrid buses of \$915,200 federal that they applied for in October 2008. These buses were received in August 2010 along with 10 others funded through the 2009 Recovery Act. This funding could be utilized in the future for service expansion for either buses or service within Ames.

Finally, due to the lower apportionments in 5339 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.

Surface Transportation Program (STP)

This is another of FHWA's core programs. 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 RPAs and some MPOs fund a portion of their intermodal transportation planning activities from STP funds. Most transit systems have also been successful in receiving STP funding from their local MPO or RPA. When programmed for transit or planning projects, these funds are transferred from FHWA to FTA for administration, either through a direct 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. OPT administers the statewide grant for individual small urban and regional transit systems. The Office of Systems Planning administers the planning grant.

Formally, no STP dollars have been allocated to CyRide for transit purposes. However since CyRide is an agency of the City of Ames, STP dollars have been directly utilized by the transit system for planning projects such as the Ames Transit Feasibility Study (\$100,000; 40% STP) and CyRide Facilities Master Plan Update

(\$40,000; 25% STP). To date, transit capital projects, such as buses, have not been funded through STP funding. Reimbursements for these CyRide projects are requested directly from the City of Ames.

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.

Local Taxes

Municipal Transit Levy

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 17% of its revenue stream. For Ames, this levy is approximately 65.791 cents per \$1,000 assessed valuation.

Regional Transit Levy

In 2005, the Iowa legislature authorized Iowa’s two largest counties to form special taxing districts, under the control of the county, 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. As of July 2007, only Polk County has chosen to form a district, and has, so far, limited its geographic coverage to just their county. 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. This mandatory student fee goes towards the GSB which is 40% of CyRide’s revenue source.

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.

Human Service Agencies

Within the first PTP meeting in October 2007, agencies noted that funding is not generally provided for transportation projects. Rather the funding is tied to the individual clients for each agency. However, there are several community partners such as the City of Ames, Story County, United Way of Story County, Story County Empowerment that can provide matching dollars for projects if it pertains to each particular agency's goals and funding is available. These partners often participate within the Transportation Collaboration or through Analysis of Social Services Evaluation Team (ASSET).

Story County Quality of Life Alliance (<http://www.storycountyqol.org/>), an alliance of [partner coalitions and organizations](http://www.storycountyqol.org/partner-coalitions-and-organizations.html) (<http://www.storycountyqol.org/partner-coalitions-and-organizations.html>) in Story County, meet quarterly throughout the year. Other such collaborations are the hunger collaboration and early childhood collaboration. This alliance was established to help promote health and quality of life across Story County. The Transportation Collaboration is part of this alliance and we help residents to the places they need to promote good health and improve their quality of life. The groups plans are to share needs throughout the county as well as grant funding strategies or other resources. The alliance also allows networking across community groups that you may not otherwise meet.

VI – CONCLUSION

The 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 dependant, low-income, elderly and disabled populations

Appendix



**Human Service Council (HSC) Meeting Minutes
Thursday, February 28, 2013**

WELCOME: The Story County Human Service Council meeting started on Thursday, February 28, 2013 with introductions from the following 27 people: Sipele Tuionuu (Ames Community Schools), Ny Saadiq (Ames Police Department), Marion Kresse (Boost Together for Children), Mark Kubik (Center for Creative Justice), Arti Sanghi (Central Iowa RSVP), Leslie Stonehocker (Childcare Resource & Referral), Kathy Kriegler (Community & Family Resources), Craig Sosby (Community & Family Resources), Kaitlyn Hofeldt (CPPC/Decategorization), Shari Atwood (CyRide/Ames Area Metropolitan Planning Organization), Rick Raghair (Girl Scouts of Greater Iowa), Jeremy Johnson-Miller (HIRTA Public Transit), Susan Peterson (Heartland Senior Services), Patsy Besse (Homeward), Krystyra Abbott (Life-Line Resources), Helen Benker (Mid-Iowa Community Action, Inc), Nicole Dudley (Mid-Iowa Community Action, Inc.), Deb Niehof (National Association of Mental Illness of Central Iowa), Jenna Carlson (Planned Parenthood), Nikki Lullman (Story County Community Services), Deb Schildroth (Story County Community Services), Amy Peters (Story County Sheriff's Department), Cari McPartland (The Salvation Army), Jean Kresse (United Way of Story County), Carolyn Steckelberg (Youth & Shelter Services), Jill Hill (Youth & Shelter Services), Ashley Linduski (Youth & Shelter Services)

PROGRAM on ASSET: Jean Kresse and Deb Schildroth attended the HSC meeting to discuss the ASSET Program. The ASSET (Analysis of Social Services Evaluation Team) process has existed in Story County since 1985. It brings together 5 major funders of human service 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. For more information, go to <http://www.storycountyasset.org/>.

Jean congratulated everyone for a great job on their ASSET budget this year. She indicated that the process seemed to go a lot smoother this year for everyone. Please let the ASSET team know of any difficulties you had this year so they can improve the process for next year.

ASSET Past Training on Audits – In June 2012, ASSET had an audit training in which 39 attended. The training is for agency executive members, financial team and board members. The most important factor is to **get your audit submitted on time** to Aaron Thompson at UWSC. Audits are due 6-months after the end of an agency's fiscal year. For most agencies, the end of the fiscal year is June 30th. Therefore, audits are due by December 30th. If you can't get your audit submitted by the deadline, let the ASSET team know and let them know early. Knowing that an agency will be late with their audit is better than being informed the week it's due. Let ASSET also know of any issues with your audit. ASSET is looking for the following within submitted audits:

- Follow cash or accrual accounting principals
- Significant notes within audit?

- If you audit is unqualified? Why?
- Any Actions needed by the agency?
- Agency Board is overseeing all programs

ASSET Changes – Budgets for ASSET are typically due by September of each year. In the past, the ASSET priorities were completed by November/December. The ASSET Team has decided to now determine those priorities by summer of each year so agencies have that information as they complete their budgets. Jean expressed that there may be modifications to the priorities this summer as well.

ASSET Training – The ASSET Team wants to develop another training for ASSET in August. Jean asked the following questions of the group. Are there any requests for the upcoming year? How about training on Outcomes? Are there weeks in the summer that would be better than others? NAMI indicated that the last week of June is NAMI convention. Would you like training for your board members?

ASSET Forms – There is an ASSET form that agencies fill out initially but then needs to be updated if necessary each year. The ABF50 form is for the Outcomes information and what the training would go over this summer..

ASSET website – Go to <http://www.storycountyasset.org/>. This site as the agenda/minutes, funding recommendations, TEAM members, calendar and training.

ASSET Questions?

1. A suggestion was made to provide personal one-on-one training with any newbie agencies regarding the budget forms. Jean mentioned that perhaps this could occur after the summer training on outcomes.
2. What makes a non-profit qualified for ASSET funding? (An HSC member asked this in one of the first meetings of the year when we were replacing ASSET representatives.) The agency must first apply to be an asset service provider by August 1st. Thereafter, they can apply for funding for their program(s). To apply, go to the following URL address:
http://www.storycountyasset.org/documents/filelibrary/forms/Application_AgencyParticipation_F4D74DED58E6B.pdf

BUSINESS MEETING: Arti Sanghi called the business meeting to order at 11:32 am.

Approval of January 24, 2013 Minutes: No changes were made to the minutes which are attached; Marion Kresse 1st, Sipele Tuionuu 2nd, Motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$2,366.90 in the account.

ASSET PANEL: None beyond what Jean and Deb already reported.

OLD BUSINESS:

PTP Update: Shari Atwood relayed that the Passenger Transportation Plan (PTP) had been submitted to the Iowa DOT on February 1 for comments. They provided only one comment and wanted to know what would happen to the Job Access and Reverse Commute projects (#10 Pink Route, #4A Gray Route and #6 Brown Weeknights and #6 Brown Summer) after MAP-21 transportation bill no longer funded them. The JARC funding is being eliminated under the new transportation bill however transit agencies can continue to finance them through their own general funding. JARC funding is estimated to run out for CyRide in March 2014. HIRTA's New Freedom funding for the Ames-Iowa City service will end in September 2013. Again, thereafter transit agencies can fund these services through their own general funding apportionments. CyRide has approved to fund these services through FY2014 (end of June 2014). Future funding of services would be discussed beginning October 2013 and every October thereafter. Shari commented that she had not yet contacted HIRTA for whether they will continue to fund this service after September 2013 but plans to for their next transportation advisory committee meeting.

CyRide will make changes noting whether JARC service routes will continue for FY2014 and then take to the AAMPO for approval in March. The full PTP is due back to the IDOT by May 1, 2013.

NEW BUSINESS:

Story County Human Service Council Co-Chair Nominations: Both co-chair positions are open for next year. Bill Dodd (formally with Big Brothers and Big Sisters of Story County) left when the organization dissolved in Story County and Lynn Scarlett took over for Bill this year so her term is up at the end of May. Therefore, we need two co-chairs for next year. If anyone is interested in the position, please give Arti Sanghi an e-mail or phone call. Shari Atwood commented that Susan, Patsy and Arti were slated to work on the nominations due to the overwhelming voluntary participation this year.

Next meeting 3/28/12: Arti communicated that the next SCHSC meeting will be March 28, 2013. HIRTA will be the program. The Agency Spotlights will be provided by The Salvation Army and CyRide (Nextbus).

AGENCY SPOTLIGHTS:

Youth & Shelter Services (YSS): Jill Hill provided information they have on YSS. Jill commented that her specialty lies in Treatment Services. They provide treatment for adolescents and young adults so they can also serve ISU students. YSS is housed at 125 S. 3rd across from Panera Bread. YSS has been providing substance abuse services over 35 years. They provide extended outreach and have service agreements with many local schools for counseling and outpatient sessions. The hours for outpatient sessions are from 4-6pm Monday, Tuesday and Thursday. YSS picks up the kids after school and brings them to outpatient services so they make it to their outpatient session.

The newest component to YSS is the Families in Focus providing family therapy. There are 2-3 therapists that provide this for Story County. They hope to expand out to Boone/Marshall in the near future.

YSS desires to be that one stop shop where adolescents can get treatment for mental health issues, substance abuse and psychiatric care. Lastly, YSS also has a residential treatment program which lasts about 2-3 months. [See Brochures for YSS Helps Youth Succeed and YSS Family Counseling Centers.](#)

Story County Decat & CPPC: Kaitlyn Hoefeldt announced that Story County Decat is hosting a Family Fest on Saturday, April 6th at the Ames High School Gym. The event will showcase resources for Story County that protect children. If your agency, organization or business offers resources for families, please sign up to host a booth at the event! You can sign up until the week prior to the event. [See the attached Family Fest flyer.](#)

AGENCY SHARE TIME:

“CyRide” – CyRide’s first articulated bus arrived in Ames on Thursday, February 28th and the second one should arrive next week. CyRide will be working to get the buses into operation by March 25th right after spring break. UPDATE: Both arrived 2/28/13! See article at the following URL address: <http://www.cyride.com/index.aspx?page=3070&recordid=930&returnURL=%2findex.aspx>

Additionally, CyRide’s Nextbus is up and going. This service provides real-time information of when the next bus will arrive at your stop. You can text, call or browse to find this information on when your next bus will arrive at your stop. This is especially critical in the bad weather. If CyRide is late, the bus will provide the predicted time of arrival based on where the bus is located at that moment. So on the next snowstorm, text for your next bus or just go to www.cyride.com/nextbus! Feel free to try it out!

“The Salvation Army” – Cari McPartland announced that the Salvation Army is hosting a “Project Iowa” training session at The Salvation Army that will provide information and training to individuals about how to get a job and get back into the workforce. This training is provided the 2nd Tuesday of each month. This does not guarantee a job but does guarantee an interview. [\(See attached Project Iowa flyer with dates.\)](#)

The Salvation Army has 4 Iowa Workforce kiosks in their office. They have found an individual that will do skill training for resume writing and cover letters on Tuesday afternoons. [See brochure](#) or call Cari at 233-3567 for more information.

The Salvation Army also offers the food pantry every 3 months and the Representative Payee Program. [\(See attached Representative Payee Services flyer.\)](#)

“MICA” – The Energy Assistance Program brochure and Family Development Program were distributed out to the group. (See attachments) In addition, MICA shared their 9th Annual Love Responsibility Silent Auction that will occur on April 4th at the Unitarian Universalist Fellowship in Ames. For more about this event, go to http://www.micaonline.org/love_responsibly. MICA also has their food pantry which is once a month.

“Homeward” – Patsy Beese announced that they are currently searching for medical volunteers to assist with triage, screening, health assessments, administer vaccines/antibiotics, etc for pandemic or mass fatality situations. RSVP has been helping them to track down volunteers as well. If you know of individuals qualified for this, please have them fill out the Volunteer Registration Form (<http://www.mgmc.org/pdf/Disaster%20Volunteer%20Registration%20Form%20202.pdf>) and e-mail to zook@mgmc.com or return to Homeward.

“HIRTA” – Jeremy announced that HIRTA is traveling between DMACC in Ames and DMACC in Boone twice a day and that the service is going well. They’re looking for more riders so please promote the service. Jeremy also announced the Mobility Matters 5 conference is scheduled for May 17th from 9-3pm. There are currently 40 people registered to attend. To register for Mobility Matters 5 go to: <https://tikly.co/-/1347>.

“United Way of Story County” – Jean shared the Story County Transportation brochures with the group and brought printed brochures for those that wanted them. This brochure was developed by the Transportation Collaboration and markets all of the transportation options available throughout Story County. The brochure is available online at www.ridehirta.com/sct.pdf. If you would like hard copy brochures, please give UWSC a call. Secondly, schedulers are encouraged to ask the question “Do you have a ride to your next appointment?” when scheduling the appointment for their clients. If they need transportation, please provide them with a brochure! We hope that this will help curtail missed appointments for the future.

Jean also announced United Way of Story County’s 60th birthday is approaching and they’ll be having a grand celebration! They want to hear from agencies that have history with UWSC back to the early years. For instance Boys & Girls club has been with UWSC for 50 years. Campfire Girls and also The Salvation Army were early agencies. If you have any “history” with UWSC, get in touch with Jean.

“NAMI” – Deb Niehoff with National Alliance for Mental Illness of Central Iowa announced that on March 19th Jerry Spencer will be the guest speaker at Collegiate Presbyterian Church. Jerry will discuss crisis intervention, police responses, etc.

“Girl Scouts” – It’s Cookie Time! There are 400 girls in Story County participating so buy your cookies today! There are three camps in the State of Iowa for Girl Scouts and they are gearing up for that now. The girls participate in a service work of 6-8 weeks. They use Journey book curriculum.

“CFR” – CFR and former Richmond Center are working as one agency. They are fully staffed and have a full menu of Substance Abuse and Mental Health treatment and gambling treatments. Clients can get in immediately.

“Ames Community School” – Sipele Tuionuu is the Homelss Liaison for the ACSD. She handed out **two flyers** to encourage parents and students to contact her regarding education. Children ages K-12 have rights when receiving education in Story County regardless of their living situation. In addition, there is federal program for individuals that want to attend college when applying for financial aid. Please post the flyers. Ames Community Schools is currently going through their audit process.

Sipele is also looking to get the Story County Resource Guide up and running to get it out to the public. Go to www.storycountyresourceguide.org to view the guide. Sipele is also looking for a taskforce to help with this project. Contact Sipele at sipele.Tuionuu@ames.k12.ia.us

“Life Line Resources” – Provides services to children 4-18 for the following: Behavioral Health/Intervention Services, Therapy & Counseling, and Substance Abuse Treatment Services.

“Planned Parenthood” – Planned Parenthood provides family planning program for men and women to age 55. **Please see attached flyer.**

“Boost Together for Children” – Marion Kresse announced that in March RFP for service for birth to age 5. Story County Champions for Children – group getting together to fight child abuse.

“Federally Qualified Health Center” – Primary Care Inc. is applicant. They are looking for donations for start up costs; this project for health care center is moving forward.

E-mail your announcements, brochures, flyers to Shari Atwood at satwood@cyride.com by end of day Friday following the SCHSC meeting and they will be e-mailed out with the draft minutes of each meeting the following Monday. (Otherwise, I’ll scan in a copy of what I’m provided at the meeting)



Human Service Council (HSC) Meeting Minutes Thursday, March 28, 2013

WELCOME: The Story County Human Service Council meeting started on Thursday, March 28, 2013 with introductions from the following 26 people: Marie Martinez (ACCESS), Annie Randolph (ACCESS), Sipele Quezada (Ames Community Schools), Arti Sanghi (Central Iowa RSVP), Kathy Kriegler (Community & Family Resources), Shari Atwood (CyRide/Ames Area Metropolitan Planning Organization), Bethanie Langloss (Eyerly Ball), Nicole Seid (Eyerly Ball), Jeremy Johnson-Miller (HIRTA Public Transit), Carolyn Dixon (Heartland Senior Services), Patsy Besse (Homeward), Julie Saxton (Life-Line Resources), Amy Robak (LSI Crisis Child Care), Richard Sharpe (Mainstream Living), Meg Briesdorn (MIFTC), Deb Niehof (National Association of Mental Illness of Central Iowa), Lynn Scarlett (Nevada Chamber of Commerce) Jenna Carlson (Planned Parenthood), Nikki Lullman (Story County Community Services), Katy Johnson (Story County Extension & Outreach), Ronda Page (Story County Healthy Futures & Stork's Next YSS), Cari McPartland (The Salvation Army), Jill Hill (Youth & Shelter Services), Carolyn Steckelberg (YSS), Victoria Akinde (YSS), and Hope Metheny (YSS)

PROGRAM on HIRTA: Jeremy Johnson Miller provided an excellent program on HIRTA Public Transit's services and How to Ride HIRTA! **See attached sheet that explains HIRTA services & HIRTA brochures** discussed at the meeting.

1. **Does the suggested fee require the 60+ person to sign an application form.** Answer: Yes, to receive the \$1 or \$2 suggested fee in the brochure either the person or a person on their behalf would need to fill out an application form. Contact Jeremy for this form or you can download off the HIRTA website at <http://www.hirtapublictransit.com/NAPIS%20FY2013.pdf>.
2. **Do you have posters that you can distribute for agencies to publicize?** Answer Yes, call Jeremy
3. **Are Des Moines buses only going to the VA/Broadlawns or can they go elsewhere in Des Moines on those specific days.** Answer: They can transport anywhere in DSM upon demand.
4. **For the Nevada routes, are those less flexible? A client wanted to ride but the bus only went at certain times. When do the buses leave Nevada?** Answer: Jeremy explained that HIRTA took over in July with direct transportation in Story County for Heartland Senior Services. They are developing efficiencies in trying to get more people on the bus going to a location at the same time. HIRTA is not neglecting communities but just trying to operate the service as efficiently as possible. Shari Atwood commented that HIRTA operates as a transit system not as a taxi service so they are trying to transport a higher demand of people. What the individuals may want is a taxi and public transit is not that. Transit tries to serve the majority of the passengers the best way possible.
5. **Are there reduced fees for children when parents ride HIRTA with large families? Can 5 years and younger ride free? What is the minimum age requirement?** Answer: No, the \$2.00 low fee is the price. The fare is inexpensive for all. The age to ride HIRTA alone is really up to the parent.
6. **The DMACC service is a great service between Ames and Boone campuses.** Comment: Jeremy is requesting volunteers to be on a committee to help expand the ridership on this service if anyone is interested.

BUSINESS MEETING: Lynn Scarlett called the business meeting to order at 12:01p.m.

Approval of February 28, 2013 Minutes: No changes were made to the minutes which are attached; Patsy Beese 1st, Cari McPartland 2nd, Motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$2,396.90 in the account. Arti also reported that we have 44 paid members on the Human Service Council.

ASSET PANEL: Nothing to report.

OLD BUSINESS:

PTP Update: Shari Atwood relayed that the Passenger Transportation Plan (PTP) had been taken to the Ames Area Metropolitan Planning Organization technical committee for comments and it was subsequently recommended to the AAMPO Policy Committee for formal approval. The AAMPO Policy Committee approved the 2013 PTP Update on Tuesday, March 26, 2013.

NEW BUSINESS:

ASSET Panel 1 Representative Nomination & Vote: Lynn indicated that there was a position open for ASSET Panel 1. Shari Atwood added that she sent out an e-mail requesting nominations for the volunteer position. No one volunteers. Shari added that Eyerly Ball's Director had mentioned that they're hiring on a new care coordinator in April and that individual would likely be interested in the position. Shari Atwood made a motion to table this until the April 2013 meeting. The motion was seconded by Arti Sanghi. Motion carried.

Story County Human Service Council Co-Chair Nominations: Lynn announced that her position ends in May and that the previous co-chair (Bill Dodd's position) had never been replaced after Big Brothers' and Big Sisters organization closed in Ames. Therefore both co-chair positions are open for next year. Arti announced two individuals for the co-chair nomination. Arti nominated Sipele (Tuionue) Quezada, homeless liaison for the Ames Community Schools and Julie Saxton with the Lifeline Resources. Julie was not in attendance at the time of the nominations. Shari asked whether Sipele accepted the nomination and she indicated she did accept. Cari McPartland moved that Sipele (Tuionue) Quezada for co-chair of the Story County Human Service Council. Nikki Lullman seconded. Shari Atwood confirmed whether Sipele wanted to be the 1-year term co-chair taking Bill Dodd's place or the two-year term co-chair taking Lynn Scarlett's position. Sipele wanted the 1-year term co-chair position. The motion passed.

Story County Human Service Council Treasurer Nomination & Vote: Lynn announced that Arti Sanghi's two-year term for the SCHSC Treasurer term was up. Shari indicated that Arti was agreeable to another term and therefore nominated Arti for another two-year term as Treasurer for the Story County Human Service Council. Arti moved for her to continue as Treasure for SCHSC. Lynn seconded the motion. Motion carried.

Other Business:

Story County Resource Guide: Lynn brought up that the Resource Guide was a topic of conversation at the recent Story County Quality of Life Alliance as an important resource for human service agencies throughout the county. At this meeting they mentioned that the resource was only as good as its accuracy. Sipele T. mentioned that the administration for the site relied upon 3 people which all left Story County. She indicated that she has since returned to Story County and wants to see the site be successful. Sipele announced that she is putting together a Taskforce to work on updating the Resource Guide and will be passing around a sign-up sheet. She stated that she's had some difficulties contacting Scott Walker who originally helped launch the online version of the guide. She indicated that she had several promotional items in her office but doesn't see worth in advertising the site when so many updates need to occur first. A member mentioned that the print is small when you go to print off information from the guide and whether the print type can be made bigger. It is 8pt on her machine it seems. Sipele passed around the Taskforce signup and she'll look to get a meeting(s) going in the next few weeks.

SCHSC Account Balance: Lynn mentioned that we had quite a huge balance in our account of nearly \$2400. She indicated that in September 2013, we will collect dues again and with 44 members collect another \$1,320. She stated that typically we like to have \$1,000 in the account in case things arise throughout the year. In previous years the SCHSC had offered mini-grant applications to the members and she asked the membership if we wanted to do something like that again? Shari stated that the grants occurred before her involvement with the council but mentioned that the grants were dropped as they didn't impact the entire membership but just select members each year. No one objected to reinstating the mini-grant back. Lynn indicated that we could check with United Way as they had a nice mini-grant application that we could perhaps copy and assign a committee toward in obtaining grants.

AGENCY SPOTLIGHTS:

NEXT BUS (CyRide): Shari Atwood presented information on how to obtain real-time bus information on CyRide's website, via texting or via a telephone. Shari said that the new technology was purchased 100% by the Government of the Student Body for the first three years. The technology provides arrival predictions on where the buses are in the Ames area. This is important especially during inclement weather as the information is provided based on when the bus will arrive, not just when it's scheduled to arrive. Shari shared the new look of the bus stops as well as the look of the digital signage at four locations on ISU campus. As a result, the customer can obtain near precise results of when the bus will pull up to their stop even if CyRide is behind schedule. For CyRide, management can see exactly where their buses are behind schedule and document where additional service is needed for the future. Shari shared that one of the neat things about the technology is for agency call takers. They can put their computers on www.cyride.com/nextbus and the page automatically refreshes once they designate the route, direction and stop they want to view. So an agency can isolate their given bus stops near their building and set the website to these bus stops so that when a client needs bus information, it's right at their fingertips for a given moment. (See attached presentation material passed out to group.)

Representative Payee Program (The Salvation Army): Cari McPartland discussed their Representative Payee program that they have at The Salvation Army. (See Representative Payee Brochure) Simply put, a payee helps a person manage their bills. Typically clients have a payee when the only source of income is Social Security and the person is on a fixed-income. Social Security typically will mandate that a person have a payee but there are also those that want help and are not currently required to have a payee. In those cases where individuals want a payee, call Cari and she'll help you through the

process. She indicates that a designation of a payee for an individual is ultimately a rights restriction and there is a process to go through. Social Security ultimately has to approve that taking away their right to manage their own finances. The Salvation Army charges \$39/month to manage the finances however, based on their income they may lower that amount so the program is affordable to certain clients. Cari indicated that all accounts are run through The Salvation Army's Vision Bank. They will prepare their monthly bills, prepare a individualized monthly budget and go over with them how their money is spent. They keep all the receipts to show the client where the money is going if the client is interested. Cari said that approximately 90% of clients just prefer to have The Salvation Army pay the bills and do not want to be involved in the bill paying. But some want to learn how to budget and strive to pay their own bills again. If you know of someone that wants a payee, it's better to get the process going early in the month as it takes time to transition to this payee process. Typically, the Salvation Army distributes checks and provides allowances for the week to clients on Monday afternoon or Tuesday morning. The clients do need to manage the allowance they get once a week and they ask them to keep the receipts they spend their money on but not all clients do this. Cari explained that if a new bill came about or a change in expenses (cell phone died, so need a new phone), that the client needed to make an appointment and come in to rework the budget. They encourage clients to make appointments and not just drop by to discuss their budget. Cari indicated that she seems to be getting clients that had payee at other agencies so they now ask the question if they had a payee elsewhere. Cari indicates that these seem to be more difficult clients to deal with but The Salvation Army does not deny them the service and they welcome the challenge. Cari relayed that they do refer clients to MICA's Woman w/ Initiative program and budgeting process if they need that guidance.

Cari indicates they also have Rent Utility assistance and can help out with deposits or alleviate disconnection. She explained that they only provide this assistance once a year per individual. Some individuals know about the once a year so they'll come back the next April they want the free rental assistance. At that point The Salvation Army counsels them and gets them into a budgeting program. Cari also explained that the City of Ames currently has a trial assistance program in the month of April where they will pay the 1st month rent or deposit on Thursday between 2-4pm. (See attached City of Ames' updated flyer from Vanessa Baker-Latimer regarding this CDBG program which extends this program through the end of April.)

Next meeting 4/25/13: Lynn communicated that the next SCHSC meeting will be April 25, 2013. RSVP's Disaster Preparedness will be the program. The Agency Spotlights will be provided by Boost Together for Children and Story County TJC program.

AGENCY SHARE TIME:

"Nevada Chamber of Commerce" – June 4th will be the Nevada Farmer's Market! More details will be announced soon.

"Youth & Shelter Services" – YSS is having a Risky Business Conference. Register at <http://www.yss.ames.ia.us/>

"Story County Community Services" – Nikki Lullman explained that low-income individuals can come to SCCS for various assistance.

"Eyerly Ball" - Cathy Digas will begin work on April 15th. She will be the provide care coordination for Eyerly Ball and coordinate with all health providers. Referrals are now welcome!

“HIRTA” – Anyone Can Ride Story County Transportation brochures are available. If anyone needs more or wants more information, please call Jeremy.

“Ames Community Schools” – Sipele announced that she obtain several names of individuals wanting to be on the Resource Guide taskforce. She will send out an e-mail to get a meeting soon!

Julie Saxton arrived at the Human Service Council meeting. Cari McPartland moved that Julie Saxton be the new co-chair for Story County Human Service Council. Deb seconded the motion. Motion carried.

“NAMI” – Deb Niehof explained that there will be an arts event showcase on April 16th at 7:00 pm at the Trinity Church. This is open to the public.

“Story County Community Partnerships” – Family Fest will be Saturday, April 6th at the Ames High School between 12:30pm and 4:30pm. This event showcases resources and activities available to the families of Story County. Agencies still wanting to host a booth can still get signed up. Call Kaitlyn Hofeldt at 956-2591 or e-mail her at khofeld@dhs.state.ia.us. (See Family Fest flyer)

“Heartland Senior Services” – Carolyn Dixon announced that you can connect with many services that HSS offers. Call 233-2906 for more information.

“CyRide” – CyRide announced that the articulated bus that bends in the middle is now in service and is the talk of Twitter! For anyone wanting to ride, the bus is only on the #23 Orange Route so go to the Ann Campbell Park & Ride at Iowa State Center to ride the articulated bus!

E-mail your announcements, brochures, flyers to Shari Atwood at satwood@cyride.com by end of day Friday following the SCHSC meeting and they will be e-mailed out with the draft minutes of each meeting the following Monday. (Otherwise, I’ll scan in a copy of what I’m provided at the meeting)

Story County Human Service's Council
CyRide Spotlight: NEXT BUS
3/28/2013

Background:

NEXT BUS technology was funded 100% via the Government of the Student Body is based upon Global Positioning Satellite and cellular technology where buses communicate directly with a server and databases. Information uploaded includes the bus' current location and its rate of progression through its route. Based on historical averages, day of the week and time of day, the databases make an algorithmic calculation that provides arrival predictions to a customer through their telephone, smartphone or computer.

Bus Stop Changes: CyRide has added a second bus stop sign to all of its 425+ bus stops located directly below the current "Cy" CyRide bus stop sign. The signs will provide customers with the necessary information to immediately access the NEXT BUS system. Each stop has its own unique identification number, a local telephone number, a text message number and a QR code.



In addition, large LED digital signage will be installed on Iowa State University campus at major transfer locations providing bus arrival information for passengers waiting at these bus stop locations. These four locations are:

- Student Services
- Friley Hall
- Kildee Hall
- Bessey Hall



Benefits: The benefits of this technology are two-fold:

- **For the Customer:** CyRide's passengers can benefit from this technology by knowing where the bus is located and when it is expected to arrive at a bus stop. This can help passengers effectively plan their transportation in a way that is convenient for them, especially in inclement weather. Also, advanced features of the technology allow a customer to [set alerts](http://www.cyride.com/nextbusalerts) (<http://www.cyride.com/nextbusalerts>), so that they can be notified when the bus is near the bus stop.
- **For CyRide:** CyRide staff can manage the transit system as efficiently as possible. CyRide's dispatchers now have the capability to scan a live map that automatically alerts them to any system abnormalities such as late buses or buses deviating from their route. Historical reports can also be developed to aid in route planning or to answer a customer's question about a bus trip.

Your Information When You Want It!

CyRide provides bus prediction service via a system called NEXT BUS where a telephone, mobile device or web-enabled computer can be used to view exactly where a bus is located and its predicted time of arrival. The information below provides specific instructions on how to access this information in these formats.

NEXT BUS VIA WEBSITE (PC, Tablet or Smartphone)

Step 1: Visit www.cyride.com and click on the [NEXT BUS](#) button



OR visit www.cyride.com/nextbus.

Step 2: Select your desired route.

Step 3: Select your direction of travel (if applicable)

Step 4: Select your bus stop.

Select your route/direction/stop to obtain GPS-based arrival times:

Route:

Direction:

Stop:

Destination:

(optional)

Tracked vehicles for route 1 Red East in:

16 minutes
36 minutes
51 minutes

 ? min

Stop number: 1208
Phone: 515-509-2609
SMS: 41411 "cyride 1208"

For other routes serving same stop:

15 min (2 Green East Mall via Ames High School)
55 min (2 Green East Mall via Ames High School)
75 min (2 Green East Mall via Ames High School)

Valid as of 11:25 AM Tuesday, March 19

Update page address so that it can be bookmarked

- Shows next 2-3 buses that will arrive at that stop
- Lists other routes serving that same stop
- Page refreshes every 20 seconds showing valid as of time/date under gold box (call taker could have the page up all day for a certain stop!)
- Allows user to bookmark page in their browser.
- Shows the stop number #1208 in case user wants to text/call for information later. If a frequent stop you board, memorize or utilize the CyRide wallet card.

NEXT BUS VIA TEXTING

Step 1: Text "CyRide + the Bus Stop #" to 41411

Ex. SCCS Bus stops = **CyRide 1063** is bus stop @ S 3rd/Kellogg

OR **CyRide 1004** is bus stop @ Walnut/S.3rd – shelter on Walnut

- There must be a space between "CyRide" and the "Bus Stop #" when texting.
- Message and data rates may apply (based upon your plan with your cell carrier). At no point will CyRide or NEXT BUS charge you for their service.
- Bus Stop numbers can be obtained by visiting www.cyride.com/busstops or by looking for the stop number on the bus stop signs. To keep track of the bus stop you frequent the most, print off [CyRide's Wallet Card](http://www.cyride.com/walletcards) at www.cyride.com/walletcards (The new bus stop signs will be installed beginning Jan. 30, 2013 by route).
- For first time users, NEXT BUS will prompt you with a welcome message.

Step 2: Follow the prompted menu options. For instance, a reply message may ask which route if more than one route services the stop you are requesting.

NEXT BUS VIA CALLING

Step 1: Call 515-509-2609

Step 2: When prompted, enter your bus stop number. Ex. Collegiate United Methodist Church = **CyRide 1207** is bus stop @ Hyland/Lincoln Way (East)

OR **CyRide 1179** is bus stop @ Hyland/Lincoln Way (West)

Bus Stop numbers can be obtained from:

- CyRide's [list of stop identification numbers](http://www.cyride.com/busstops) (www.cyride.com/busstops)
- CyRide bus stop signs (each sign has a different number)
- To keep track of the bus stops you frequent the most, www.cyride.com/walletcards

NEXT BUS VIA QR CODE

For those that have a **QR Application** on their smart phone, you can utilize the application and scan in the QR (quick response) code on any CyRide bus stop. An example is QR Droid but there are MANY QR applications available on Google Play or i. Once you scan, the QR Droid will quickly provide a link of the next buses coming to that bus stop.

NEXT BUS VIA MAPS

If you are unsure of your stop number, or you would like to view a map displaying the next arrival times as well as a visual of the current location of buses servicing the Route you have selected, use the following:

- [Google Map](http://www.nextbus.com/googleMap/?a=cyride) (<http://www.nextbus.com/googleMap/?a=cyride>) or
- [Live Map](http://www.nextbus.com/predictor/publicMap.shtml?a=cyride) (<http://www.nextbus.com/predictor/publicMap.shtml?a=cyride>) (requires JAVA not available on most smart phones)
- VIA GPS - If your device has GPS capability, you can use a special link that will find your location automatically to identify the nearest stop: http://www.nextbus.com/webkit/#_home

You can also find these map links at www.cyride.com/nextbus. You will need to choose the routes you want to view by either clicking "routes" in the center of the Live Map version or by clicking the paper with lines on the upper right hand corner (tan header bar) of the Google Map page. Once you get the routes you want displayed, simply mouse-over or touch the bus stop of your choice to obtain the time

CyRide NEXTbus Wallet Cards

Clip out cards and fold in half. Use to keep track of your frequently used stop numbers. Find your stop number online at www.cyride.com or posted at your bus stop.



fold in half
v

| Frequently used CyRide Bus Stops | |
|----------------------------------|-------------|
| ROUTE/LOCATION | STOP NUMBER |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

VOICE
Call 515-509-2609 and say or enter your stop number.

QR SCAN
Scan the QR code posted at your bus stop with a scan enabled smartphone.

SMS TEXT
Text CyRide and your bus stop number to 41411.

ONLINE
Visit CyRide.com and click on the NEXTbus link.



*Find your stop number online at www.cyride.com or posted at your bus stop.

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fold in half
v

| Frequently used CyRide Bus Stops | |
|----------------------------------|-------------|
| ROUTE/LOCATION | STOP NUMBER |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

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*Find your stop number online at www.cyride.com or posted at your bus stop.

^
fold in half



**Human Service Council (HSC) Meeting Minutes
Thursday, April 25, 2013**

WELCOME: The SCHSC meeting started on Thursday, May 25, 2013. The following 25 people introduced themselves. Sipele Quezada (Ames Community Schools), Samantha Goodman (Bickford Assisted Living), Geff Gescheidler (Boys & Girls Club of Story County), Mark Kubik (CCJ), Arti Sanghi (Central Iowa RSVP), Sarah Newswander (Childcare Resource and Referral), Craig Sosby (Community and Family Resources), Kathy Dinges (Eyerly Ball), Susan Peterson (Heartland Senior Services), Patsy Besse (Homeward), Julie Saxton (Life-Line Resources), Stacey Maifield (Lutheran Services in Iowa), Laura Bender (Lutheran Services in Iowa), Richard Sharpe (Mainstream Living), Lynn Scarlett (Nevada Chamber of Commerce), Katy Johnson (Story County Extension & Outreach), Nikkie Lullman (Story County Community Services), Amy Peters (Story County Sheriff's Department), Jill Hill (YSS), Carolyn Steckelberg (YSS), Ashley Linduski (YSS), Kaylie Engelen (YSS), Thuner Whipple (Life-Line Resources), Kris Eastman (Mainstream Living), and Sonja Hayes (Ames Community School)

PROGRAM: The program from RSVP on Emergency Assistance will be rescheduled for next year.

BUSINESS MEETING: Lynn Scarlett called the business meeting to order at 11:50am.

Approval of March 28, 2013 Minutes: There were no changes. Sipele Quezada 1st, Marion Kresse seconded, motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$2,396.90 in the account.

ASSET PANEL: Meeting was rescheduled as there were not enough members.

OLD BUSINESS:

ASSET Panel 1 Representative Nomination & Vote: Susan Peterson nominated Kathy Dinges (Eyerly Ball) for Asset Panel 1 Representative. Amy Peters 2nd. Motion approved

NEW BUSINESS:

SCHSC Mini-Grant Discussion: SCHSC members agreed for allocation of four mini grants of \$350 each to agencies who are selected by the committee. The grant application was circulated and it was decided that the deadline to apply would be May 10th. A committee will be formed to go through the applications and the decision will be announced on May 23rd.

Story County Resource Guide Discussion: It was proposed that SCHSC will act as an umbrella for the website hosting for Story County Resource Guide. This means that SCHSC will be responsible to pay yearly dues for the site and also oversee ISU students who will be maintaining this site. The motion for approval will be brought up in the May meeting. The total cost to host the website will be discussed in the May meeting.

OTHER BUSINESS:

Ice Cream Social: Members agreed to have a Ice Cream social on May 23rd at the next SCHSC meeting. Nikki 1st, Patsy Beese 2nd, motion carried.

AGENCY SPOTLIGHTS:

BOOST TOGETHER FOR CHILDREN PROGRAM : Marion Kresse spoke about **Boost Together For Children Program**. The mission of this program is to help individuals and their communities to improve the well-being of children, ages birth to 5, and their families. Goal is to work in collaboration with citizens to improve the lives of children and families in Boone and Story Counties. (See attached brochures.)

THE TRANSITION FROM JAIL TO COMMUNITY (TJC): Amy Peters spoke about The Transition from Jail to Community (TJC). The TJC goal is to improve public safety and enhance reintegration outcomes like reduced reoffending, reduce substance abuse, reduced homelessness etc. Focusing on reentry from jail presents an opportunity to have a significant impact. This program help individuals reconnect with the services available in the community. (See attached brochures.)

Next meeting 5/23/13: Lynn communicated that the next SCHSC meeting will be May 23, 2013. Please RSVP and let us know if you will be attending the May 23rd meeting.

AGENCY SHARE TIME:

- **Homeward:** Free immunization clinic offered on 2nd and 4th Tuesday of the month from 4:30-6:30. Donations are welcome.
- **Boys & Girls Club of Story County:** Summer program will be starting on June 10th.

E-mail your announcements, brochures, flyers to Shari Atwood at satwood@cyride.com by end of day Friday following the SCHSC meeting and they will be e-mailed out with the draft minutes of each meeting the following Monday. (Otherwise, I'll scan in a copy of what I'm provided at the meeting)



Human Service Council (HSC) Meeting Minutes Thursday, May 23, 2013

WELCOME: The SCHSC meeting started on Thursday, May 23, 2013. The following 35 people introduced themselves. Mandy Conrad (ACCESS), Sonja Hayes (Ames Community School), Sipele Quezada (Ames Community Schools), Mark Kubik (CCJ), Arti Sanghi (Central Iowa RSVP), Sarah Newswander (Childcare Resource and Referral), Craig Sosby (Community and Family Resources), Kathy Dinges (Eyerly Ball), Kaitlyn Hofeldt (Story County Decatorization/ CPPC/PP), Shari Atwood (CyRide/Ames Area MPO), Susan Peterson (Heartland Senior Services), Ronda Page (Healthy Futures/Stork's Nest of Story County), Jeremy Johnson Miller (HIRTA), Patsy Besse (Homeward), Katy Johnson (Iowa State Extension), Theodore Fuhs (Life Connections), Chrissa Anestad (Life Connections), Laura Dhyne (Life Connections), Stacey Maifield (Lutheran Services in Iowa), Laura Bender (Lutheran Services in Iowa), Richard Sharpe (Mainstream Living), Kris Eastman (Mainstream Living), Melissa MacDonald (MICA), Helen Benker (MICA), Deb Niehof (NAMI), Lynn Scarlett (Nevada Chamber of Commerce), Heather Clark (Parent Partner), Nikkie Lullman (Story County Community Services), Tricia Crain (The Arc of Story County), Cari McPartland (The Salvation Army), Jane Larkin (YSS), Jill Hill (YSS), Ashley Linduski (YSS), Kaylie Engelen (YSS), and Shellie Orngard (Volunteer Center of Story County). Everyone attended enjoyed ice cream sundaes provided by SCHSC.

PROGRAM: Helen Benker provided an excellent program on MICA Family Development services. **See attached sheet that explains MICA's services** discussed at the meeting.

BUSINESS MEETING: Lynn Scarlett called the business meeting to order at 11:45 am.

Approval of April 25, 2013 Minutes: There were no changes from the council membership. Patsy Beese 1st, Cari McPartland seconded, motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$2,396.90 in the account.

ASSET PANEL: No report was made.

OLD BUSINESS:

Story County Resource Guide Discussion & VOTE: Lynn communicated that this is a continuation from last month's meeting where Sipele brought to the group the idea that the online Resource Guide should be owned/managed by the Story County Human Service Council. Sipele continued indicating that under the proposal provided that the SCHSC would be the umbrella agency for the storycountyresourceguide.org. Then she proceeded to read through the proposal as written and each of the duties as assigned. **SEE ATTACHMENT** Sipele indicated that the council would need to provide an overall commitment of \$500 towards the Resource Guide. She went on to explain the

breakdown of the \$500. The web hosting would be \$25/month (\$300/year) or \$275 if the council provided an annual one-time payment. In addition, there would be additional costs of about \$20-\$30 for domain fees. The remainder of the \$500 would be ongoing costs such as changes to the group categories and other site design.

Questions that were asked are as follows:

- 1) What happens after the first year? Where is the commitment from ISU or another host agency after year one? - We hope for a continued relationship with ISU. The ongoing responsibility would be a minimum of \$300. Shari relayed that we have 44 members this year and had 35 last year. At 44 members, we'd bring in a total annual revenue of \$1,320. We traditionally spend less than \$500/year on the networking lunch, ice cream and website.
- 2) Can agencies do updates now on the Resource Guide? Yes, their site administer can if they're still with the agency.
- 3) Will a subcommittee be formed then? Yes, we plan to meet over the summer and then start meeting with the students this fall with a re-launch in January 2014. Subcommittee members should plan for monthly meetings until the launch. Initial Subcommittee members volunteering at the meeting are: Susan, Kaitlyn, Jeremy, and Cari.

Lynn asked if there was a motion to approve the Story County Human Service Council taking over the Story County Resource Guide & commitment of \$500 over the next year. Helen Benker made the motion above; Deb Niehof 2nd. Motion approved.

NEW BUSINESS:

SCHSC Mini-Grants: Lynn shared that the SCHSC received 6 grant requests from members of the Human Service Council. A committee made up of Lynn Scarlett, Shari Atwood, and Sipele Quezada reviewed the applications is making a recommendation to the human service council to fund four mini grants of \$350 each to following agencies:

- **NAMI of Central Iowa** – Wii for their Mental Health Wellness Center participants
- **Story County Alliance for Energy Efficiency** (VCSC, RSVP & MICA) – Weatherization for approximately 8 homes.
- **Youth and Shelter Services (YSS)** – Diapers for low-income families of which general state/federal governmental assistance does not cover
- **Heartland Senior Services** – camera with upgraded photo storage & video capabilities. Current camera is obsolete that upgraded storage card is no longer in production. It only allows storage for 21 photos.

Each of these mini-grant purchases will impact residents of Story County directly or increase the awareness & visibility of an agency throughout the county. Lynn communicated that the two agencies not funded were Eyerly Ball (transportation cab rides) and Volunteer Center of Story County (funding to train Story County agency volunteers).

Lynn requested a motion to approve the recommendation and payment of \$350 each to the above organizations. Cari McPartland made the motion and Helen Benker 2nd. Motion carried.

ASSET Panel Representatives Value to the Human Service Council Discussion: Lynn indicated that Shari Atwood e-mailed her on the value of having four ASSET Panel Representatives report to the Human Service Council. (Actually another HSC member asked this to Shari Atwood.) It was

discussed that in today's world of e-mail and websites, that ASSET issues were probably communicated out better and it was asked to the council if the ASSET Panel Representatives were still serving their purpose. Much discussion followed. Shari Atwood relayed that it seemed as if not much communication between the HSC and the Panel Representatives seemed to occur during the meetings over the past several years. She asked if there was value with having 4 representative as it seems as if much communication is about the entire ASSET process as opposed to be specifically related to only one Panel. Patsy Beese and Shellie Orngard both cited examples of why having ASSET panel representatives were important to continue and that a representative under each Panel is necessary. They both relayed that each type of PANEL represents really different services within the county. Someone from Health Services probably couldn't answer a question that ASSET leadership had for Children Services for instance. They also stated that while not much communication has been done in the past few years that ASSET leadership has asked panel representatives to bring questions back to the SCHSC for comments to get a majority opinion. Lynn stated that it seems as if the process is working and should continue.

(The PANELS are: Panel 1 – Health Services; Panel 2 – Basic Need Services; Panel 3 – Children's Services; Panel 4 – Prevention/Support Services.)

OTHER BUSINESS:

No other business was discussed.

AGENCY SPOTLIGHTS:

COMMUNITY AND FAMILY RESOURCES : Craig Sosby presented services that CFR provides to residents of Ames/Boone for Mental Health and Substance Abuse. He relayed that they also have residential services in Ft. Dodge. He communicated that they provide services to many outpatient groups and also provide continuing care. CFR does have a sliding fee depending on income, take insurance as well as Title 19. CFR also provides new groups such as Anger Management Group and PTSC Group. He stated that he has an access to recovery service flyer for those that want this information.

ADOLESCENT PREGNANCY PREVENTION (YOUTH & SHELTER SERVICES): Ashlie Linduski relayed that she provides ongoing talks with kids about their sexual health. They've been doing this in Boone County for quite some time and recently expanded this to Story County. The program is called Teaming Together 4 Teens. (See attached Teaming Together 4 Teens brochure.) She indicated that her goal now is to reach out to the schools throughout Story County and provide curriculum to the school systems if needed. She said that some schools already have their own curriculum but some do not. She passed around "The Facts: Adolescent Sexual Health in Story County" to the group which provides statistical information for Story County which some may not be aware of. (See The Facts: Adolescent Sexual Health in Story County pamphlet). Ashlie expressed that parents need to discuss sex, love and relationships with their kids as they grow up

so that as they get to be a teen that they feel more comfortable coming to their parents with more difficult questions about their sexual health.

Keylie Englenen relayed that her position discusses sexual health issues with the broader community and is more comprehensive materials. She passed out a postcard – POWER Though Choices My Life, MY CHOICES. She mainly works with mainly with foster/adopted kids and substance abuse facilities but is interested in the broader community for anyone interested.

Ashlie also relayed that they are now on Twitter and Facebook which allows teens to contact them directly to ask questions. They communicated that it may be difficult for a teen to ask their questions during class and the social media allows the real questions to be asked at any time. Ashlie and Keylie communicated that their job is to educate and provide a way for teens to receive factual information about their sexual health.

ORCHARD PLACE: Sarah Newswander discussed the Childcare Resource & Referral program. Sarah communicated that all services are FREE through DHS. Sarah provides resources throughout Region 4, approximately 19 counties. CCR&R empowers parents by providing the information they need to make informed decisions about what child care to utilize. She stressed that CCR&R makes referrals to available childcare, not recommendations. It is the parents' decision to chose their child care. CCR&R also provides assistance to the Child Care Provider. A member asked if CCR&R does anything to help communities put together a childcare in their community? Yes, CCR&R will walk the provider through the steps of what they need to do to get a childcare up and going. (See attached Iowa Child Care Resource & Referral brochure)

Next meeting 9/26/13: Lynn communicated that the next SCHSC meeting will be September 26, 2013.

AGENCY SHARE TIME:

- **Nevada Chamber:** Nevada's Farmers Market is June 4, 2013 from 5-7pm by Nevada City Hall. http://www.nevada-iowa.org/index.cfm/29172/48013/midtown_market
- **The Salvation Army:** June 4th from 1-4pm – Sign up for SNAP – Supplemental Nutrition Assistance Program! Also, on the 2nd Tuesday The Salvation Army supports Project Iowa for those looking for work in the manufacturing field and CNA.
- **Homeward:** Patsy Beese shared that they are currently waiting to be awarded a grant to allow child immunizations for those on Medicaid or without insurance. She is optimistic they will receive the grant.
- **NAMI of Central Iowa:** Deb Niehof relayed that at their June 18th meeting they will have a doctor discussing Bipolar disorder. Their annual garage sale will be August 9-10 so if anyone has items to donate, please let her know. NAMI is also having a new class called Basics. It's a 6-week Educational Program for Parents/Caregivers of Children and Adolescents with Mental Illness. This also includes behavioral issues, emotional issues, ADHD, Aspergers, depression, ODD, bipolar disorder, etc. (See separate attached flyer.)
- **CPPC:** Kaitlyn is accepting backpacks for all and hope to have them all by July 1st!

- **YSS:** Jay Walker communicated that they have summer camps coming up for teen volunteers. See "Be the Change" flyer. The "Be The Change!" camp is for students entering 7th-9th grades in the fall. The camps focus on job skills and volunteering in the community. The camp in Ames is July 15-19th. Transportation, lunch and snacks are provided!
- **Healthy Futures** – Ronda Page said thanks for the diapers funded through the HSC mini-grant. Many do not know that diapers are not subsidized through any governmental program. She's seen kids in kitchen towels because parents cannot afford disposable diapers. This award will go a long way for kids.
- **Volunteer Center of Story County** – Shellie Orngard said that their upcoming training is June 5th/6th. This will allow agencies to build up their volunteer base while also keeping their costs low. She also relayed that they have free tutoring for K-3. They are looking for volunteers to help kids read better.
- **Life Connections** – Theodore Fuhs(t.fuhs@lifeconnections4u.net), Laura Dhyne(l.dhyne@lifeconnections4y.net) and Chrissa Auestad(c.auestad@lifeconnections4u.net) introduced themselves as new to the Human Service Council. They provide in-home behavioral counseling and therapy in Marshalltown and are now expanding their service to Story County.
- **HIRTA** – No announcements but brought brochures for anyone that wants them.
- **CyRide** – Shari Atwood communicated that she brought new summer schedules and they're available at the door. Also, for those curious, CyRide is going through construction at their facility now. CyRide is expanding the inside storage facility to hold 11 buses, building a floodwall, increasing the indoor height of the older portion of the facility so that our hybrid buses can drive through the entire facility without hitting the top and redoing the parking lots building a circulation lane around the property. Visitors are advised to enter through the east gates at 6th/University throughout the entire summer.
- **Ames Schools** – Sipele announced that she's the Homeless Liaison for the Ames community School District. She is putting together welcome packets for those that she will serve this fall. Sipele is looking for brochures from agencies that would specifically help her clients for this welcome packet. Let her know if you're willing to provide her with brochures!

E-mail your announcements, brochures, flyers to Shari Atwood at satwood@cyride.com by end of day Friday following the SCHSC meeting and they will be e-mailed out with the draft minutes of each meeting the following Monday. (Otherwise, I'll scan in a copy of what I'm provided at the meeting)



Human Service Council (HSC) Meeting Minutes Thursday, September 26, 2013

WELCOME: The SCHSC meeting started on Thursday, September 26, 2013. The following 36 people introduced themselves. Sipele Quezada (Ames Community Schools), Mark Kubik (Center for Creative Justice), Arti Sanghi (Central Iowa RSVP), Cris Broshar (Childcare Resource and Referral), Bernadette Seebert (Community That Works), Kathy Hanson (Community That Works), Kristen Buttermore (Creative Counseling), Cheri Degroot (Creative Counseling), Kaitlyn Hofeldt (Story County Decatorization/ CPPC/PP), Shari Atwood (CyRide/Ames Area MPO), Sally Frotscher (Girl Scouts of Greater Iowa), Jeremy Johnson-Miller (HIRTA Public Transit), Susan Peterson (Heartland Senior Services), Patsy Besse (Homeward), Alison Boelman (Iowa State Extension), Stacey Maifield (Lutheran Services in Iowa), Amber Schaefer (Mainstream Living), Kris Eastman (Mainstream Living), Rebekah Clark-Rshyna (MICA), Helen Benker (MICA), Meliisa MacDonald (MICA), Meg Greisdorn (Mid-Iowa Family Therapy), Deb Niehof (National Alliance on Mental Illness of Central Iowa), Jenna Carlson (Planned Parenthood), Diana Schmidt (Raising Readers), Nikkie Lullman (Story County Community Services), Amy Peters (Story County Sheriff's Department), Cari McPartland (The Salvation Army), Jean Kresse (United Way of Story County), April Notte (Youth & Shelter Services), Laura Bell (Youth & Shelter Services), Krystyra Thompson (Life-Line Resources), Carolyn Steckelberg (Youth & Shelter Services), Ronda Page (Youth & Shelter Services), Nassrene Hashemi-Toroghi (Youth & Shelter Services), Roberta Milinsky (Youth & Shelter Services).

PROGRAM: Barb Wollan with ISU Extension provided a program on the new Healthcare Marketplace. (Please call Barb with questions or attend a future FREE Healthcare Workshop!)

Barb discussed that she has been trying to understand the Affordable Care Act (ACA) for months and is not yet an expert and does not anticipate in this short meeting to make experts on the new Healthcare Marketplace going into effect October 1st. She stated that while the ACA was highly political and may not be a complete fix for healthcare as far as cost, the experts believe that having health insurance for everyone is smart and will save money. Today she is here to discuss the obligations and opportunities that exist with the new Healthcare Marketplace that will go into effect October 1st.

Obligation – There is an individual mandate that everyone is required to have health insurance by January 31st, 2014. For those that do not have health insurance there will be a \$95 – 1% income tax penalty the first year which will increase for each year you do not have health insurance. When the full penalty is in force, it will be a 2.5% increase. Those exempted from this penalty are those with a low income that do not file a tax return, those that would pay more than 8% of their income for health insurance, religious exemptions, undocumented immigrants, incarcerated people, and native Americans tribe members.

Opportunities- This is the area that Barb focused on the most. On January 1st, no one will be denied health coverage due to pre-existing conditions nor can companies charge astronomical fees for having any pre-existing condition. The only factors that will raise health care coverage costs are age, geography (where you live in the US), and tobacco usage. Barb stated the best way to compare policies of the Healthcare

Marketplace is online. You can compare over the phone, snail mail and in person but those methods will be challenging. Comparisons should be easier as all health insurance companies need to meet basic certain things to be eligible for the Health Marketplace. In addition, health insurance companies will be utilizing the same medical definitions for the consumer to compare plans.

- Who does the Healthcare Marketplace help? Unemployed, Self-employed, Part-time workers and uninsured.
- Who does the Healthcare Marketplace not impact? Employer based plans, Medicare, Tricare, and Medicaid

Barb stated that the plans are divided into four broad categories: Bronze, Silver, Gold and Platinum. The Bronze plan pays 60% of the costs with you paying 40%. Silver pays 70% with you paying 30%; Gold is at 80/20% and Platinum is at 90/10%. Furthermore, Bronze has the lowest premium with Platinum at the highest premium. But Bronze also has the higher copays/deductibles with Platinum having the lower copays/deductibles. It all depends on a persons' risk tolerance and when they want to pay the higher costs, within the premium or when you receive the medical care.

Barb stated there is also a "Catastrophic Plan" which has a high deductible of \$5,000-\$6,000. This plan is for under 30 years (or it could be 30 and under; she hasn't yet got this identified) where an individual would be covered in case a horrific medical emergency occurred. This plan has the lowest of premium costs though. Prevention medicine (mamagram, annual physical, colonoscopy, etc) are still FREE (no copy) as with any other plan under the Healthcare Marketplace. However, you'd pay out of pocket for most medical needs.

Cost Reduction Information—

If you are 400% of poverty level you may qualify for some of the following cost reductions or reduced premiums and lower copay/deductibles. For a family of 4, this is \$94,000/year. Barb explained that some may qualify for tax credits in getting this reduce premiums. She also explained that some people can't afford to pay any premiums throughout the year and wait for that annual refund at tax season. For this reason, some low-income folks can get this premium tax reduction monthly instead of at the end of the year in their tax refund. The tax refund would go directly to the provider to help pay the premium cost. Barb also cautioned people to not increase these tax credits too much else you would end up paying it back at the end of the year if you estimated too high of a tax credit for yourself.

Barb also explained that families 250% of poverty level can also get assistance with out-of-pocket costs of deductibles/copays. This would be \$58,000 for a family of four. However, individuals would need to choose a Silver plan (70/30) or higher for these reduced costs.

Lastly Barb explained the Expansion of Medicaid in Iowa called Iowa Health & Wellness Plan (IHOP). For individuals/families 100% of poverty there will be no-copays or premiums. If individuals used the ER and didn't need the ER, there would be a copay for this service. However individuals/families will need to do prevention medicine or else the next year they will pay the premiums (Barb wasn't sure if this last part was approved by the government yet.) This will insure all Iowans age 19-64 with incomes under 138% of the Federal Poverty Level. This will replace IowaCare which expires on 12/31/13. Barb indicated that they are still trying to figure out if they can get existing IowaCare recipients into the Marketplace programs without having to do anything and they will determine that by 10/31/13. For those individuals/families 101%-133% poverty, Medicaid will help bring down the cost of the premiums that consumers choose within the Healthcare Marketplace.

Finally, Barb is promoting **FREE WORKSHOPS within Story County** to the general public for anyone wanting to know more. For a listing of these FREE WORKSHOPS go to <http://www.extension.iastate.edu/story/news/smart-choice-health-insurance> or **see the flyer within the agency sharing information**. This workshop will discuss the healthcare changes as well as how to navigate the Healthcare Marketplace to compare/choose a plan. No pre-registration is required. For Questions: call 515-382-6551.

Planned Parenthood has been hiring to provide “navigators” which will help facilitate the public through the new Healthcare Marketplace.

Shari Atwood asked whether the expanded Medicaid program would have new or different cards to identify this population. CyRide provides discounted rides to Medicaid recipients which was a change implemented with the Jan 2012 fare increase. CyRide needs a way to identify these individuals utilizing the expanded program.

BUSINESS MEETING: Sipele Quezada called the business meeting to order at 12:16pm

Approval of May 23, 2013 Minutes: There were no changes from the council membership. Shari Atwood 1st, Cari McPartland seconded, motion carried.

No Additions/Deletions to the Agenda were made

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$1,249.67 in the account. Arti relayed there were nine paid memberships. Dues of \$30/organization are due to Arti and checks should be made payable to United Way of Story County but place “Story County Human Service Council membership dues in the memo line.” Arti explained that SCHSC has closed their account with US Bank and now passes their finances through UWSC to avoid the IRS requesting a tax identification number which the Council did not have since they opened the account in 1982. For a Membership Registration form, go to <http://storycountyhumanservices.org/wp-content/uploads/2013/08/Membership-Registration.2013.pdf>

ASSET PANEL: Mark Kubik stated that funding requests were due on 9/27 at noon.

RESOURCE GUIDE: Sipele Quezada explained that the Resource Guide Committee met over the summer and discovered that there were several hundred dollars (\$633) worth of back hosting fees due to keep the www.storycountyresourceguide.org website viable before even starting to update the site with necessary changes. This cost was over what the Council had authorized the committee to spend. Therefore, to keep the site going it would be double the cost which was outside the Council’s financial resources. Therefore, it was decided to let the online Resource Guide expire and go in another direction. The committee is currently working on an updated hard copy of the guide that will be added to our www.storycountyhumanservices.org website in pdf’s so that all organizations can download the information. The committee was requesting changes to the categories within the Resource Guide and requested input. The categories have been attached to the minutes. If your organization doesn’t see a place for your organization to “fit” please let Sipele know. Sipele indicated that the survey would be going out to organizations in the next month or so.

OLD BUSINESS:

WEBSITE & CALENDAR: Shari Atwood passed out directions on how to post your SCHSC member events to http://storycountyhumanservices.org/?page_id=14. This is to promote your organization's events to the public. The calendar was also initially felt to be important to see whether your organizations' event is on another day where another SCHSC member is having an event. The gmail account and password is shared among members therefore shouldn't be shared online. If you are a SCHSC paid member and need a copy of these directions, please e-mail Shari Atwood at satwood@cyride.com. The SCHSC officers will be promoting the use of this calendar at each meeting throughout the year for members to utilize.

NEW BUSINESS:

Resource Guide Survey Input Discussion: This was already discussed under the reporting information.

RSVP Transportation Program Cost Update Discussion: Arti relayed that RSVP can no longer charge a fee for the Volunteer Transportation Program to clients. Therefore this cost information on the Story County Transportation Brochure needs to be revised to state there will be a "Suggested Donation" of \$3-12 per ride. For those agencies that have brochures, please bring them to Arti Sanghi at RSVP or drop them off at United Way. Arti will have volunteers place a sticker over the area to correct this information and contact you to pick them up when they've been modified. She can also deliver them back to Story County Human Service Council in October. Please put on the brochures which Agency they belong and a contact name/phone number where you may be reached.

Programs & Agency Spotlights Needed: Please inform SCHSC officers know whether you are interested in doing a agency spotlight or have ideas for a program for 2013/2014 year. Since we have several new members this year, we will be offering agency spotlights to our newest agencies first.

Bylaw Changes Needed Discussion: The Story County Human Service Council Bylaws are in need of altering to add the Resource Guide as a committee and also as duties to the officers to coordinate this committee. With this small change, those changes can be suggested by the current officers and brought back to the SCHSC's October meeting with approval at the following meeting.

End of Meeting 12:48pm

AGENCY SPOTLIGHTS:

LIFELINE RESOURCES: Sipele Quezada announced that Tanner Whipple with Lifeline is not available to present today.

COMMUNITY THAT WORKS: Kathy Hanson and Bernadette Seebeet presented for Community That Works. Kathy explained that Community That Works has changed their name from Beyond

Welfare. Kathy and Bernadette explained that this group shares their skills, talents and abilities to create a community where there is fairness and opportunity. They believe that everyone's life needs enough money, friends and meaning. They stated that the labels typically defining others are left at the door and everyone has strengths to share with others. They encourage anyone to attend their weekly gatherings on Tuesdays at the First United Methodist Church. There is a meal at 5:30pm and a meeting after at 6:30pm. [See the attached brochure under Agency Sharing.](#)

AGENCY SHARE TIME: Sipele indicated that we were over time but would stay for those agencies that wished to have Agency Share Time.

- **RSVP:** Arti Sanghi announced RSVP's Winter Weatherization project where they select household to winterize. RSVP will begin taking applications on November 2nd. [See the attached brochure under Agency Sharing.](#)
- **United Way of Story County:** Jean Kresse announced that the Foster Grandparent Program will be reactivated under the Visiting Nurse Services program. Jean also announced that Primary Health Care Inc., was awarded over \$500,000 to implement Primary Health Clinic in Story County. The Clinic will serve venerable populations. Jean indicated that the program needs to be up and going in less than 4 months with at least one service being offered. Finally, Jean shared 211 Website training which will occur on Wednesday, October 30th from 1-3pm at DMAAC. Bring your wi-fi device with you! This is a website and calling center that individuals can call to find out where Story County Resources are located.
- **The Salvation Army:** The Salvation Army will begin accepting applications for Christmas assistance including Angel Tree gifts for children and food for the family starting the first week of November for Christmas, Angel Tree and Toys for kids. Please see the attached flyer. Families will need a picture ID for all adults and other members of the household, proof of address and proof of income. If families are coming in who are divorced and/or separated, the parent with physical custody is welcome to sign up. We will ask for proof of this. [See the attached brochure under Agency Sharing.](#)
- **MICA:** Mica advertised their Low-Income Home Energy Assistance Program (LIHEAP) which helps families pay their winter heating costs. Have individuals call for help with their winter heating costs or for Weatherization services. [See the attached brochure under Agency Sharing.](#)
- **DHS:** Let DHS know if you have need for car seats. The Second Annual Family Fest Event will be Saturday, April 26, 2014 from 1-4pm at the Ames High School Gymnasium. Please save the day!:
- **YSS:** Stop Tobacco is now available free for kids. Go to 1-800 Quit Now
- **YSS:** [YSS shared their Family Development and self-Sufficiency brochure.](#)
- **Planned Parenthood:** Planned Parenthood has their fall 2013 booksale at the 4-H Building at the Iowa State Fairgrounds on October 10-14. [Please see the brochure for admission costs and book sale hours.](#)
- **NAMI of Central Iowa:** Deb Niehof promoted "Mental Illness Film Screening and Panel" on October 15, 2013 at 7pm at 0001 Carver Hall . The film is entitled "Of Two Minds." The film will be followed by a questions & answer panel with a mental health professions, an individuals living with bipolar disorder and a family member. [See the attached brochure under Agency Sharing.](#)
- **CyRide** – Shari Atwood communicated that she brought new fall schedules and they're available at the door.



Human Service Council (HSC) Meeting Minutes Thursday, October 24, 2013

WELCOME: The SCHSC meeting started on Thursday, October 24, 2013. The following 18 people introduced themselves. Marion Kresse (Boost Together for Children), Arti Sanghi (Central Iowa RSVP), Cris Broshar (Childcare Resource and Referral), Kaitlyn Hofeldt (Story County Decatorization/ CPPC/PP), Shari Atwood (CyRide/Ames Area MPO), Sally Frotscher (Girl Scouts of Greater Iowa), Raechelle Talbott (Girl Scouts of Greater Iowa), Julie Saxton (Life-Line), Laura Bender (Lutheran Services in Iowa), Lisa Heddens (Lutheran Services in Iowa/People Place), Deb Niehof (National Alliance on Mental Illness of Central Iowa), Nikki Lullman (Story County Community Services), Tricia Crain (The Arc of Story County), Cari McPartland (The Salvation Army), Hannah Dankbar (Volunteer Center of Story County), Shellie Orngard (Volunteer Center of Story County), Laura Bell (Youth & Shelter Services), Jill Hill (Youth & Shelter Services).

PROGRAM: Betty Bocella with Central Iowa Retired Senior Volunteer Program provided a program on Disaster Preparedness and offered many giveaways to attendees for preparing their business as well as home for disasters.

Betty discussed that when the floods occurred in Ames in 1993, the community soon realized that there needed to be some sort of system in place to manage volunteers to help during and after the disaster that occurred. In 2006, RSVP became the coordinator for disasters for Ames. She now also provides that assistance to Story City as well as Nevada.

Betty stated that her job is two-fold:

- 1) Operation of the reception center in disaster situations – RSVP provides the volunteer call center (approximately 75 volunteers in shifts take calls/register people) and processes volunteers once they are needed for city-wide disasters. They also ensure volunteers sign a liability release form before going out to help within the community. Typically the Ames' City Hall Auditorium is the location where the call center will be housed however, volunteers are resilient and sometimes have to move to alternative locations (outside, when dance recitals are taking place on-stage!) Volunteers wait in the Ames Auditorium until the EEOC (Mayor, Public Works, Ames Police, etc) notifies RSVP that volunteers are needed and for what purpose (sand bagging, debris cleanup, etc.). RSVP makes sure that the volunteers are prepared to help and have on the proper attire (no flip flops) and have the proper equipment (sunscreen, hard hat, etc.). Spontaneous volunteers are also welcome and they typically watch a sandbagging video and read information on safety protocol and debris cleanup safety. Betty also stated that she has presenters/videos to keep the volunteers informed and engaged during their time at the City Auditorium of things to expect out in the field. CyRide then deploys the volunteers to locations throughout the city where they are needed and returns them to City Hall 3-4 hours later after their shift is over. Volunteers then sign back

out with RSVP so they know at all times whom is out within the community volunteering/helping out.

- 2) Non-emergency phone bank – Betty keeps volunteers on-hand throughout the year for situations that may occur at a moment's notice. For instance, this would be like fraternities that have 20 guys available for sandbagging, etc. Betty states that drills are conducted about 3 times/year where they go set up the call center in City Hall.

In the last flood of 2010, RSVP.....

- Processed 400 volunteers
- Staffed water distribution sites (just had to call in the volunteers from the bank)
- Became \$38,000 in in-kind soft match money for FEMA assistance

RSVP also does the volunteer management for Public Health Emergencies. In the event of a public health emergency, Points of Dispensing (PODs) will be opened in certain areas of the county for the purpose of vaccinating/medicating thousands of people. RSVP will manage those volunteers providing assistance.

The EEOC has weighed the City of Ames on potential future incidents that have the highest historical occurrence with potential for loss of life. Those occurrences are in order of most potential for concern:

- 1) Highway Traffic Accidents (Interstate traffic)
- 2) Hazardous Waste Accidents (trains and Interstate traffic)
- 3) Tornado
- 4) Agriculture Disease outbreak
- 5) Energy disruption
- 6) Farm Animal Accident on Interstate

To prepare yourself/family for disasters, do the following:

- Water/Food (3 days worth) – do not rely on police to immediately assist. Have a supply ready & routinely switch out this supply so you are prepared.
- Weather radio
- FEMA resources
- Pets (have a plan for where to take them; most emergency shelters will not take pets)
- Sheltering in place – when no time to evacuate, be prepared to shelter where you are for several days.

Brochures shared:

- **Preparing Makes Sense for People with Disabilities and Special Needs – Homeland Security**
- **Preparing Your Pets for Emergencies Makes Sense – Homeland Security**
- **Learn, Plan Buy, Have a 3-day Supply For Your Pets & Livestock**
- **All Hazards NOAA Weather Radio**
- **Sheltering In Place**
- **When Sirens Sound**
- **Disaster Preparedness Tips**
- **Family Emergency Plan**
- **RSVP Volunteer Management for Disasters (VMFD)**
- **Family Preparedness (magnetic) Wheel Chart (not included in minutes)**

BUSINESS MEETING: Julie Saxton called the business meeting to order at 12:08pm

Approval of September 26, 2013 Minutes: There were no changes from the council membership on the September minutes. Marion Kresse 1st, Nikki Lullman 2nd, motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$1,459.67 in the account with only 16 memberships. Dues of \$30/organization are due to Arti and checks should be made payable to United Way of Story County but place "Story County Human Service Council membership dues in the memo line." For a Membership Registration form, go to <http://storycountyhumanservices.org/wp-content/uploads/2013/08/Membership-Registration.2013.pdf>

ASSET PANEL: No ASSET representatives were in attendance for an ASSET update.

RESOURCE GUIDE: Julie Saxton explained that the Resource Guide committee had not met again regarding the paper guide but would try to move forward in the next month.

OLD BUSINESS:

WEBSITE & CALENDAR: Shari Atwood relayed that there were instructions on how to post your SCHSC member events to the calendar (http://storycountyhumanservices.org/?page_id=14) were on the back side of the agenda. This calendar is to promote your organization's events to the public. The calendar was also initially felt to be important to see whether your organizations' event is on another day where another SCHSC member is having an event. The g-mail account and password is shared among members therefore shouldn't be shared online. If you are a SCHSC paid member and need a copy of these directions, please e-mail Shari Atwood at satwood@cyride.com. The SCHSC officers will be promoting the use of this calendar at each meeting throughout the year for members to utilize.

NEW BUSINESS:

Proposed Bylaw Changes: Shari Atwood relayed new bylaw changes due to the addition of the Resource Guide responsibility from the membership. According to the current bylaws, any changes must be reviewed at a previous meeting before being approved/adopted at the next meeting. **The changes are attached to the minute notes for consideration and will come to a vote at the January 23, 2014 meeting.**

Passenger Transportation Plan – Project Status & Requests for projects: Shari Atwood relayed that now is the time to provide any new requests for projects or transportation needs within the Ames community. She also relayed that the funding associated with the PTP was not funded within the new MAP-21 Transportation authorization bill. Therefore, there was only one type of federal funding to coordinate with human service agencies and that was funding for the elderly/disabled. So if there are projects that are needed for this specific group, please let Shari Atwood know at satwood@cyride.com. Shari also relayed that this month was the time

when she relayed any service concerns that the CyRide Board of Trustees was considering but this information was not ready at this time but it would be provided out to the SCHSC via e-mail once it is available.

Networking Luncheon – December 12, 2013: Julie Saxton relayed that the holiday luncheon will occur on Thursday, December 12th. No formal business meeting, program or agency spotlights will occur in November and the December meeting will occur early due to the holidays. Arti relayed that typically the expenses are between \$350-\$400 for the lunch. Discussion occurred on what restaurant to cater the meal from. Last year, the meal was catered from Hickory Park and we questioned whether there was a need to search other restaurants such as the Café' or Panera Bread. The consensus was to have a hot meal from Hickory Park once again.

End of Meeting 12:32pm

AGENCY SPOTLIGHTS:

THE ARC OF STORY COUNTY: Tricia Crain, director for The Arc of Story County presented about The Arc of Story County and the services they offer. She stated The Arc of Story County originally started in 1953 to help individuals with special needs receive better services within Story County. The Arc helps provide active lifestyle for people with intellectual and developmental disabilities. Tricia stated that they offer activities nearly every night of the week in Ames. The Arc helps advocate with the Adopt a Legislature Program which allows families to form a relationship with each of the legislators and keep them updated on the effects of funding, services and legislation. Tricia also stated that The Arc oversees the Special Olympics and they typically register 180 athletes in the months of August/September. Finally, Pilot Parents, see brochure, is a support network for parents allowing more experienced parents mentor new parents' of diagnosed children. Tricia also communicated one of the difficulties they're experiencing now is transitioning a child from services to adult services.

Brochures shared:

The Arc Story County – Achieve with us

Pilot Parents – Information and Support Network for Parents of Children with Special Needs

The Arc Story County September 2013 Newsletter

LSI's PEOPLE PLACE: Lisa Heddens, with LSI, discussed People Place and Early Childhood services. LSI provides support to families and parents of young children. LSI provides a Parent/Teacher program for families in Boone/Story counties from pregnancy up to age 5. LSI provides education for families that are "at risk" or 200% or below poverty. They provide support through the following mechanisms:

- Personal Home Visits; share with the parent what's normal development for a typical child at certain ages; provide assessments of the child for their progression; monitor child's milestones;

ensure child is moving on to attend school or pre-school.; arrange weekly to monthly visits to the home; try to involve Dad's too (visits on weeknights or Saturdays)

- Provide community support information (transportation/healthcare options)
- Provide mechanism to meet, support, share information with other parents

Lisa also announced that Story County Community Foundation just provided a grant for Raising Readers/LSI partnership where LSI is also distributing books within the weekly/monthly visits to the home!

Brochures shared:

LSI's People Place – Your family resource center

Early Childhood Service – Parents as Teachers

AGENCY SHARE TIME:

- **YSS:** A representative with YSS announced that you can drop off your outdated unused medicine at Nevada City Hall on October 2, 2013 between 9am-noon. Please see attached flyer.
- **CPPC:** Kaitlyn Hofeldt with Community Partnerships for Protecting Children (CPPC) announced an invitation to a Lunch & Learn on November 7th from 11:30am – 1:00pm at the Story County Human Service Building. Mike McInroy will be speaking on Differential Responses.
- **LSI:** Laura Bender with LSI announced Blue Sky Day's on Saturday, November 2nd at 8am. This will have a color element to the run. The run begins at 10am.
- **Volunteer Center of Story County:** Shellie Orngard with VCSC announced that they'll be doing winter weatherization on November 7th in coordination with MICA putting plastic on windows.
- **The Salvation Army:** Cari with The Salvation Army announced there are sign up's for Christmas Assistance (toy's/food) with the Salvation Army the first week of November. **Please see the Christmas Assistance flyer for additional details on dates/times under agency sharing.** Families must bring their picture ID and proof of address and proof of incomes to be eligible for assistance. Cari also indicated they will have one additional sign up day on December 23rd for those families not having toys for their children. They are also still hiring for bell ringers at www.ringbells.org. Lastly The Salvation Army is having a fundraiser at Buffalo Wild Wings on November 18th and December 2nd with 10% of the proceeds going back to The Salvation Army if the ticket is presented. **Copies of the ticket are attached in the agency sharing.**
- **CyRide –** Shari Atwood communicated that updated Story County Transportation brochures are available at the door for those that need them or they can be found at www.ridehirta.com/sct.pdf.

Story County Human Services Council
Bylaws
Updated ~~10/25/12~~1/23/2014

Article I: Name

The name of this organization shall be the Story County Human Services Council

Article II: Mission

The Story County Human Services Council works to establish an environment which energizes members and provides an opportunity for collaborative efforts and advocacy for human needs.

Article III: Membership

Section 1: The membership shall be open to all organizations and individuals within Story County who support the mission of the Human Services Council.

Section 2: The membership rate will be established at the annual meeting held in May.

Section 3: Renewing annual dues must be paid on or before the December meeting. New members are accepted upon receipt of dues and are added to the website.

Section 4: Each member agency, organization or individual is assured one vote by virtue of having paid membership dues.

Article IV: Officers

Section 1: The officers of the Council shall be two (2) co-chairs, secretary, and treasurer. The co-chairs are elected to serve staggered terms as are the secretary and treasurer. Officers are elected at each annual meeting to serve a two-year term.

Section 2: The charge of the Story County Human Services Council shall be:

The Co-chairs (1) presides over all meetings of the membership and of the Executive Committee, (2) represents the organization, (3) arranges meeting locations and dates, (4) maintains the website including domain renewal, and (5) appoints and gives direction to committees.

The Secretary (1) notifies the membership of meetings, (2) e-mails proposed resolutions to members, (3) records and distributes minutes of council meetings, (4) maintains accepted committee reports, (5) maintain the website including domain renewal, and (6) handles correspondence.

The Treasurer (1) handles the council's finances, (2) keeps an accurate record of income and expenditures, (3) prepares financial reports, (4) collects membership dues, (5) maintain the website including domain renewal, and (6) maintains current membership list of paid members to be included on the website.

Article V: Committees

Section 1: There shall be ~~two~~four standing committees of the Human Services Council:

- a. Executive Committee shall be composed of the officers.
- b. The Nominating Committee shall be composed of three (3) members consisting of: One (1) ASSET panel representative, the outgoing co-chair, and the outgoing secretary or treasurer. This committee shall be convened at the December meeting to prepare the slate of officers which shall be presented at the annual meeting in May and voted on by the membership.
- c. Asset Panel Representative Vacancies: Nominations for the replacement of ASSET Panel Representatives will be presented by the outgoing Panel Representative to be voted on by the membership. ASSET Panel Representatives serve 3-year terms from May 1 to April 30. In the event an outgoing Panel Representative is unable to obtain nominations, the Nominating Committee will assume that responsibility.

d. Resource Guide Committee: The Human Service Council will oversee the Story County Resource Guide in its development, accuracy, accessibility and effective communication of resources throughout Story County through the Resource Guide Subcommittee. The Resource Guide subcommittee includes at least 6-8 members from the Story County Human Service Council but may include more members upon interest. This subcommittee will direct the updating and accuracy of the guide and inform the Council of progress at monthly council meetings. Additionally, the Resource Guide will be promoted by this Subcommittee group as well as through Council agendas, minutes, reports, written/email communication and general word of mouth.

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Section 2: The Story County Human Services Council will serve as the coordinating group to select and elect Panel Representatives for the four (4) people who will serve on the ASSET Professional Advisory Committee. One person shall represent each of the four ASSET Panels and will serve a three (3) year term. Any Story County Human Services Council member may suggest a representative to serve on an ASSET Panel. If needed, replacement representatives will be elected during other times of the year. The Story County Human Services Council expects to have regular updates from Advisory Committee members at the monthly meetings.

Section 3: The Story County Human Services Council will serve as the coordinating group to select and maintain 6-8 Resource Guide members. One person, as agreed upon by the Resource Guide Committee, shall represent the group at all Human Service Council meetings as the Resource Guide Chair providing regular updates about the Resource Guide and will serve a two (2) year term. The Resource Guide Committee must meet quarterly at a minimum throughout the year to coordinate periodic Resource Guide updating. Any Story County Human Services Council member may suggest representatives to serve on the Resource Guide Committee. The Story County Human Services Council expects to have regular updates from Resource Guide members at the monthly meetings.

Section 34: The Co-chairs shall appoint other committees as are necessary to carry out the work of the Council.

Article VI: Meetings

Section 1: The Story County Human Services Council shall hold at least eight (8) regular meetings at a date, time and place to be determined by the Executive Committee.

Section 2: Special meetings may be called by the co-chairs or 25% of the membership. Written notice of special meetings shall be e-mailed to the membership seven (7) days prior to the meeting.

Section 3: The Story County Human Services Council will schedule a meeting in March that will serve as the yearly meeting for all ASSET agencies. At this meeting agencies will exchange information as needed and will elect the new panel representatives to serve on ASSET.

Section 4: The Annual Meeting shall be held at the regular meeting in May at which time reports shall be given by the Co-chairs and the Treasurer. Officers shall be elected for the ensuing year.

Section 5: The fiscal year shall be from July 1 to June 30.

Article VII: Procedures

Section 1: No official business shall be transacted in the absence of quorum. A quorum consists of members present at a regular meeting.

Section 2: Any member may bring an issue of concern to the Council.

Section 3: Exploration of issues of particular interest shall be conducted by single focus task forces.

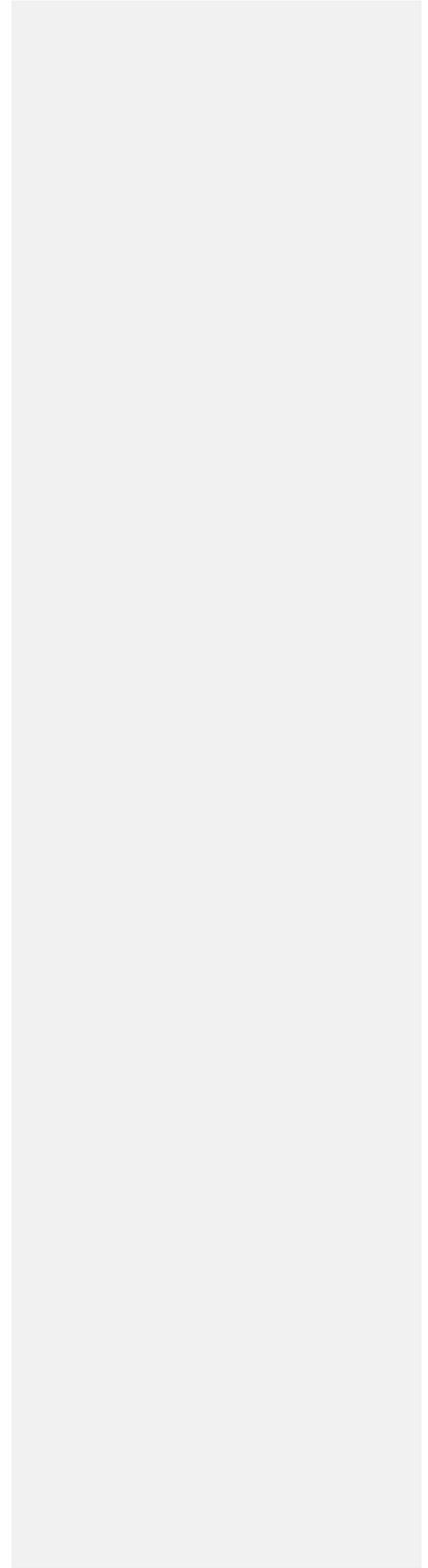
- a. Any Council member who raises an issue may seek the help of any interested person.
- b. A task force may report to the Council and should do so in writing.
- c. If a task force chooses to submit a resolution for action by the Council, the resolution shall be submitted in writing at the Council meeting prior to the expected vote.
- d. The Secretary shall e-mail the proposed resolution to the membership three weeks prior to the action agenda.
- e. Resolutions require a two-thirds (2/3) affirmation vote of those present.

Article VIII: Amendments

The By-laws may be changed at any regular meeting by a majority of membership present, providing that the proposed changes shall have been read at the regular meeting most previous to the one at which the vote is to be taken.

(Story County Human Service Council Co-Chair)

| ~~October-January 23, 2014~~^{25, 2012}
(Date)





Human Service Council (HSC) Meeting Minutes Thursday, January 23, 2014

WELCOME: The SCHSC meeting started on Thursday, January 23, 104. The following 21 people introduced themselves. Siplele Quezada (Ames Community School District), Marion Kresse (Boost Together for Children), Arti Sanghi (Central Iowa RSVP), Kaitlyn Hofeldt (Story County Decatorization/ CPPC), Shari Atwood (CyRide/Ames Area MPO), Sarah Constable (HIRTA), Katy Johnson (ISU Extension & Outreach), Laura Dhyne (Life Connections), Laura Bender (Lutheran Services in Iowa), Elise Murchinson (People Place), Melissa Burnett-Larkins (MICA), Rebekah Clark-Byner (MICA), Melissa MacDonald (MICA), Amy Robak (MICA – 1st Five), Nikki Lullman (Story County Community Services), Cari McPartland (The Salvation Army), Hannah Dankbar (Volunteer Center of Story County), Laura Bell (Youth & Shelter Services), Jill Hill (Youth & Shelter Services), Geri Derner (YSS), Hope Metheny (YSS).

PROGRAM: Sipele Quezada with Ames Community School District provided a program on her role as the Homeless Liaison for the Ames Schools. Her position is grant funded. Sipele shared that many think of homeless as the old man living underneath a bridge. This is not always the case as children are also homeless. Typically we think of Ames as an affluent community but we do have homeless kids living in Ames.

Sipele stated that she is the District Homeless Liaison and works with all K-12 students that are defined as homeless under the McKinney-Vento Act. This requires that all school districts have a homeless liaison. The primary focus of the McKinney-Vento Act is to provide school stability, school access, support for academic success, and child/youth centered-best interest decision making. McKinney-Vento allows immediate enrollment even if there are not records present, to remain enrolled at a school of origin if it will be in their best interest, to receive transportation to the school, support student for academic success and provide free school lunches.

Sipele explained exactly what she does in her position as Homeless Liaison for the Ames Schools. She identifies unaccompanied children/youth (including those not attending school), helps students enroll in school, helps with their success at school, helps connect them to community resources and raises awareness for them within the community. Sipele indicated that the Ames School District will indentify/serve approximately 200 homeless students this year.

Homeless is defined as individuals to lack a fixed, regular and adequate nighttime residence. Examples of homelessness include:

- Shared housing (known as doubled up) due to loss of home or economic hardship
- Motels/Hotels, trailer parks (mobile), or camp grounds
- Emergency/transitional shelters (i.e. ELP, Access, Lighthouse)

- Public or private place not designated for sleeping accommodations (cars, parks, public spaces, abandoned buildings, etc.)
- Awaiting Foster care placement

Sipele also commented that once a student is defined as “homeless” they will receive the benefits of the McKinney-Vento act that entire school year even though they may attain permanent/adequate nighttime shelter during the year. Therefore, they’ll still receive free lunches and transportation to school.

Sipele noted that with each move, youth fall behind academically an estimated 4-6 months per move. Some students have moved 4-5 times in one year this year.

Signs that students are homeless include:

- Consistent lack of preparation for school (no books, supplies, homework completed, papers signed)
- Extreme behavior withdraw, aggression, anger, shyness
- Chronic hunger & fatigue
- Erratic attendance and tardiness
- Grooming and personal hygiene/tattered clothing
- Resistant to parting with personal possessions

Sipele shared many of the barriers to homeless youth include:

- Housing
- Transportation
- Clothing
- Food (with the reduction to SNAP, food banks are not enough to supply families for a month)
- Hygiene items (deodorant, body wash, razors)
- Household items (toilet paper, laundry detergent)
- Phone service (no phone means no contact)

Sipele shared the following stories below:

- Sipele told a story of a 7-year-old boy that she picked up for school that took everything with him to school in his backpack (clothes, toys, food, etc.) Apparently, his mother was previously evicted from her home and had 20 minutes to pack up items and therefore she had to leave his items before. So taking his items with him is his way to ensure this won’t happen in the future.
- Sipele told a story of a young woman that couldn’t afford a bra and was bullied during PE class. She was wearing 3-4 shirts as a result yet still teased. As a result she acted out. After two months, they discovered that the lack of bra was the reason.
- Sipele shared yet another story of girls that attended school but only came to High School 3 days a week. They were consistently absent the other two days. Come to find out that the girls didn’t have “different” clothes to wear the other two days and couldn’t wear the same clothes in the same week to High School. Therefore, they just didn’t attend.

Sipele is working with the youth homeless to build relationships and connect them to resources and support systems. She is working to provide sustainable solutions to these youth and families.

Partnership Programs created include:

- Teen CONNECTION – unaccompanied youth cell phone program. Part of the problem is being able to reach youth that are homeless and have them reach out.
- Support the Girls – provides bras for female students
- Keep It Clean – provide youth hygiene drives
- Student Exchange – similar to a foreign exchange program, this would provide housing/help for unaccompanied youth until they graduate school.

Sipele stated that she is wanting to partner with any/all agencies to ensure that homeless youth and families are served in Ames. If you know of homeless youth in Ames, please contact Sipele.

Sipele Quezada; Ames District Homeless Liaison

Cell: 515-520-4042; High School Office: 515-817-0600; Middle School Office: 515-268-2400

Sipele.Quezada@ames.k12.ia.us

A member shared that The Loft often donates clothing and this may be a resource for Sipele in the future.

Powerpoint shared:

- **Homeless Youth in Ames?**

BUSINESS MEETING: Sipele Quezada called the business meeting to order at 12:05pm

Approval of October 26, 2013 Minutes: There were no changes from the council membership on the October minutes. Marion Kresse 1st, Cari McPartland 2nd, motion carried.

REPORTS:

TREASURER: Treasurer, Arti Sanghi, reported a balance of \$1,233.76 in the account with only 26 membership agencies. Shari Atwood asked whether this balance included payment for the December holiday luncheon. Arti indicated it did. For a Membership Registration form, go to <http://storycountyhumanservices.org/wp-content/uploads/2013/08/Membership-Registration.2013.pdf>

ASSET PANEL: No ASSET representatives were in attendance for an ASSET update.

RESOURCE GUIDE: Sipele explained that she was working with Arti towards attaining a volunteer to update the resource guide and determine the best course of action for continuing the guide including obtaining information. She indicated that an e-mail was distributed out to the RG Committee on these efforts. Once that was completed, then the guide will be updated. Cari McPartland asked whether the guide will then be brought back to the committee for further discussion. Sipele thought this would be a good idea.

OLD BUSINESS:

WEBSITE & CALENDAR: Shari Atwood relayed that there were instructions on how to post your SCHSC member events to the calendar (http://storycountyhumanservices.org/?page_id=14) were on the back side of the agenda. This calendar is to promote your organization's events to the public. The calendar was also initially felt to be important to see whether your organizations' event is on another day where another SCHSC member is having an event. The g-mail account and password is shared among members therefore shouldn't be shared online. If you are a SCHSC paid member and need a copy of these directions, please e-mail Shari Atwood at satwood@cyride.com. The SCHSC officers will be promoting the use of this calendar at each meeting throughout the year for members to utilize.

STORY COUNTY TRANSPORTATION BROCHURE: Shari Atwood relayed that there were changes to the transportation brochure for RSVP and passed around copies of the brochure to those that may need additional copies. The brochure may be viewed online at www.ridehirta.com/sct.pdf.

NEW BUSINESS:

Thank you Letters for grants: This item was tabled until the February 2014 meeting.

Bylaw Changes: Shari Atwood relayed new bylaw changes were attached in the October 2013 meeting minutes. The revisions included adding a Resource Guide committee and duties to the Human Service Council for acquiring these committee members. Shari Atwood asked whether there should be additional changes since the Resource Guide is now just a paper copy and not going to be provided online. Arti indicated that the guide would be provide as a link on the www.storycountyhumanservices.org website. Discussion continued and members chose to keep the bylaws as suggested from October. Cari McPartland made a motion to approve the bylaw changes as suggested in the October 2013 meeting. Nikki Lullman seconded the motion. The motion carried.

Passenger Transportation Plan –: Shari Atwood relayed that she brought the request for any new projects, strategies to the Human Service Council back in October along with an e-mail of the status of previously funded projects. She stated that since the passage of the MAP-21 transportation bill, Job Access and Reverse Commute funding as well as New Freedom funding has been eliminated. JARC is what provided 50% funding for the #10 Pink Route, #4A Gray Route to Kate Mitchell, #6B Brown weeknights and #6B Brown summer services. CyRide has chosen to adopt those services into its general operating budget.

Therefore, the one remaining type of federal funding to coordinate with human service agencies is Enhanced Mobility for Seniors and Individuals with Disabilities funding or Section 5310. Shari explained that previous projects for this funding type included 1) Dial-A-Ride Service and 2) Transit Amenities/Bus Stop Improvements. These are the projects that CyRide would choose to continue being funded with 5310 funding as noted on the attached sheet.

However, we did include past projects that were recommended previously and these priorities/strategies remain basically the same. Shari noted that these specific projects listings were not required to be listed regarding the PTP as only 5310 funding needed to be coordinated. A listing of these projects is attached. Shari relayed that the General Operations category would include additional routes or additional frequencies to routes throughout Ames such as additional service on the #4 Gray route, or additional service to State Street/Mortensen area.

Shari Atwood requested that there be a recommendation by the Human Service Council to recommend these projects (5310 funded) and the priorities to the Ames Area MPO for approval. She stated that the IDOT would review the plan in February, providing comments back by the March 1, 2014. Mid-March the Ames Area MPO would review the plan and recommend it be forwarded to the AAMPO Policy Committee for their approval. Shari stated that the final plan is due to the Iowa DOT and Federal Transit Administration by May 1, 2014.

Marion made a motion to recommend the PTP projects to the AAMPO. Sarah Constable, with HIRTA, seconded the motion. The motion was passed.

AGENCY SPOTLIGHTS:

LIFE CONNECTIONS: Laura Dhyne, BHIS Provider and Supervisor with Life Connections, presented about their services they offer. Life Connections provides Skill Building Services and Therapy Services for families and children meeting in the home. Staff will work with families to improve child's skills and learn more appropriate ways to manage their behavior. Laura stated that they provide services in Marshalltown and Jefferson and now Ames. Laura realizes that they are new to Ames but intends to help provide services to those that need it for the Ames community. She stated that as they build a caseload for Ames, they'll have an office here as well. Laura stated that they're similar in nature to YSS. Arti Sanghi asked whether they were a non-profit agency or for-profit. Laura stated they are Title 19 funded but are "for-profit" as they didn't want to jump through all the hoops to attain grant funding. They also accept insurance for their services. Marion asked whether there will be stricter on Title 19 authorization due to the changes in Adult Mental Health regional services? Laura stated that she wasn't aware of any changes. Amy Robak with 1st Five Coalition asked whether they have a referral form to share out to agencies?

Laura also mentioned that those in her office do motivational speaking as well. Agencies just need to tell them if they have a desired need and they can see if they can fulfill it. A member asked whether Life Connections could also manage medications for mental health patients. Laura indicated that they would outsource this need. YSS indicated that they could be once source for them.

Brochures shared:

Life Connections – Connecting Families to Life

Laura Dhyne – BHIS Provider and Supervisor Informational card

Chrissa Auestad – HR Director Informational card

ISU Extension and Outreach - FREE Nutritional Classes: Katy Johnson, with ISU Extension and Outreach, offers a FREE 8-week nutritional program for those families having a child under 10 years in their family. The program includes:

- FREE weekly meal
- Nutritional cooking lessons
- 100+ recipes (those in class + a cookbook)

Katy shared that families must have at least one child 10 years or younger or be pregnant. Katy shared that she is very flexible as to when the classes are provided – 9am – 8pm and on weekends. This program is for Story County only but 27 other counties in Iowa offer this program as well. The program benefits the low-income 185% of poverty.

Katy stated that the program helps in the following ways:

- Saves families money (shop and waste less food)
- Saves families time (at store and kitchen)
- Helps picky eaters (try new foods)
- Easy, low-cost meals learned
- New meal ideas
- Strengthen family relationships

Katy also explained that she can attend your events to recruit new clients. The majority of her clients come from word of mouth after others receive the benefits. She stated that she can do little mini-lessons in these recruiting events so potential clients could obtain an idea of the information they would receive in the 8-week program.

A member asked whether children can attend the classes. Katy said that including children is encouraged. Others asked whether entire agencies could be involved in this information. Katy shared that if the ½ of the agency is 185% of poverty, then she can work with all clients in the agency

Brochures shared:

FREE Nutrition Classes

FREE Cooking + Learning

End of Meeting 1:00 pm

AGENCY SHARE TIME:

- **Community Partnerships for Protecting Children (CPPC)/ Decategorization:** Kaitlyn Hofeldt with Community Partnerships for Protecting Children (CPPC)/Decat shared the date for the 2nd Annual Family Fest which is Saturday, April 26, 2014 in the Ames High School Gymnasium. This event promotes family interactions between families. Kaitlyn passed sign up flyers for agencies, organization or business to register to have a booth at Family Fest 2014 as well as donation basket registration. Kaitlyn also passed out flyers to promote the event to the Ames community. (See Agency Sharing for flyer)
- **MICA:** Melissa McDonald announced MICA is helping low-income (150% poverty level) families pay their winter heating costs through Low-Income Home Energy Assistance Program (LIHEAP). If families don't qualify for LIHEAP, they may qualify for weatherization services. (See Agency Sharing for flyer)
- **MICA:** Rebecca announced that she's doing outreach for those living with HIV.
- **The Salvation Army:** Cari McPartland announced that Project Iowa is going to be at The Salvation Army for six-days in February from 9-noon to help those attain job opportunities. Project Iowa provides skill set training to get individuals back to work. (See Agency Sharing for flyer)
- **YSS:** Geri Durner with YSS stated that she's working with those in Story/Boone counties with high-risk kids. She explained her services keeps the spokes of a tire in line to keep everything moving in the right directions. She's being proactive and providing outreach to kids that may need her services.
- **YSS:** One stop shopping
- **1st Five Coalition:** Amy Robak announced that they have a meeting 1/29/14 at the UWSC from 12:00 – 1:30pm. This coalition strives to provide early support to children in their first five years of life. (See Agency Sharing for flyer)
- **YSS:** Laura Bell announced that they have an opening in their Transitional Living program (male 17-21) More info: http://www.yss.ames.ia.us/en/programs/transitional_living_services/
- **Boost Together for Children:** Marion Kresse announce that they have short-term transportation assistance available to get children to childcare. Contact Marion at mkresse@boonecounty.iowa.gov for more information. Marion also shared the Anne Lundvall, the former director Story County Decategorization and most recently YSS employee, passed away yesterday. Marion stated that it hasn't been announced in the paper it's so recent.
- **CyRide:** Shari Atwood announced the following:
 - CyRide's ridership has increased by 12.9% for the first six-months of this fiscal year. Shari stated they had 5.89 million rides for FY2013. This fiscal year, they are on target to attain between 6.5 – 6.8 million rides.
 - Wednesday morning, CyRide's board approved services for the following due to capacity/schedule issues.
 - Sunday Blue – 1 additional bus 11am – 5pm between Friley and S. Duff
 - Weekday Brown – 2 additional buses 11:30am – 6pm (will meet up at transfers)
 - Weekday Green – 1 additional bus 11:30am – 6pm

- Staffing – 2 additional mechanics, 2 additional laneworkers, 1 summer trainer (Since 2006, CyRide has grown by 2 million rides (i.e. additional buses and drivers) with the same staff to repair/fuel those buses and that existed in 2006).

Shari also relayed that the proposed #4 Gray Route frequency enhancement was not adopted under this year's budget. The above improvements (bulleted) which CyRide considered essential to provide services for the existing growth increased the GSB's budget by nearly 12%. Adding the Gray would have increased their budget by 14.9%. Shari added that this route travels down the S. 16th corridor and past the future Primary Health/Eyerly Ball clinic. The BioLife Plasma center is also located off of the S. 16th corridor and requested additional frequency of service. A member asked when the next opportunity to add this service was. Shari responded that the board would start to consider new services to begin mid-August 2015 next October 2014.

Homeless Youth in Ames?

Presented by
SIPES BOARD
District Homeless Liaison
Ames Community Schools

FACTS

THIS COUNTY HOMELESS AMOUNTS TO
THEY ARE NOT TO BE LEFT OUT

Who are you?

District Homeless Liaison
McKinney-Vento Rights
You have the right to know
the status of your child's education
and to be involved in decisions
regarding your child's education
and to be involved in decisions
regarding your child's education

McKinney-Vento Rights

YOU HAVE THE RIGHT TO KNOW
THE STATUS OF YOUR CHILD'S
EDUCATION AND TO BE INVOLVED
IN DECISIONS REGARDING YOUR
CHILD'S EDUCATION

FACTS

FACTS

When more youth fall victim to unintended gun deaths, it is often because of a lack of gun safety training.

FACTS

Identifying Homelessness

Homelessness is a complex issue that affects millions of people in the United States. It is often caused by a combination of factors, including lack of affordable housing, job loss, and family violence.

FACTS

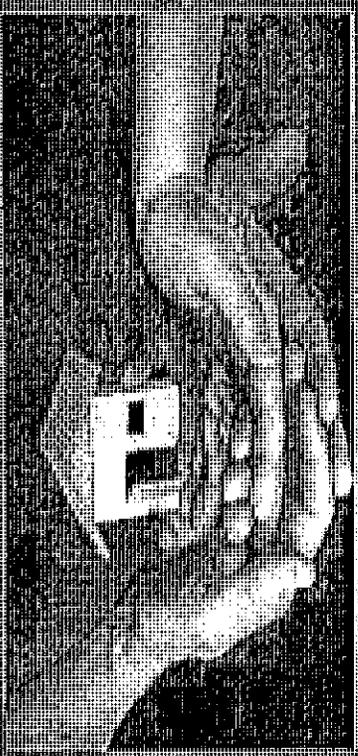
What were they thinking?



It is important to educate children about the dangers of lawn mowers and to ensure that they are never allowed to operate one without proper supervision.

FACTS

Barriers for Families



What Am I Doing About It?

Build relationships
Create a high-caliber, positive
support system
Plan and implement
Advocate for your own and others' needs
Help others understand the benefits
Personalize care
Create new ways of thinking, acting,
and doing things

Partnership Programs

Local Area Agency on
Aging (AAA) in
your community
Statewide
Local Area Agency on
Aging (AAA)
Statewide
Local Area Agency on
Aging (AAA)

Partnering for Change

What does your
organization do
that you want
to change?
What does your
partner do
that you want
to change?

HOW TO CONTACT ME

Supers Outreach
Ages Just Right Business Project
Call 816-261-1022
Office: 515-817-0500 (TARLE)
515-817-1400 (LAMS)
SupersOutreach@missouri.gov

Our Mission Statement

Our mission at Life Connections is to connect to families and form trusting relationships that enhance individual strengths and increase positive community involvement.

Our staff is dedicated to making sure that the whole family is included and actively participates in services. We strive to make all of our services family friendly, family focused, and family centered. Our collaborations with other providers and agencies in Iowa allow us to make sure that all services are the best and most appropriate to ensure positive outcomes for everyone.

All of our services are 100% voluntary, so individuals and families can feel confident that they are in control of their services. We believe that families know their needs and are able to join with us to increase success in their lives.

If you are ready to make your family its best, we're there to help. Call us today at (319) 364-1953 to get started.

Visit any of our offices:

Marshalltown
307 West Main Street
Marshalltown, IA 50158
(641) 352-7000

Cedar Rapids
2515 18th Street, SW
Cedar Rapids, IA 52404
(319) 364-1953

Davenport
3515 Spring Street
Davenport, IA 52803
(563) 359-6750

Jefferson
115 West Lincolnway
Jefferson, IA 50129
(515) 327-5195

Mason City
202 1st Street SE, Suite 108
Mason City, IA 50401
(641) 903-7759

Humboldt
19 South 6th Street
Humboldt, IA 50548
(319) 338-7629

Life Connections Headquarters

PO Box 937
Marshalltown, IA 50158
contactus@lifeconnections4u.net
lifeconnections4u.net



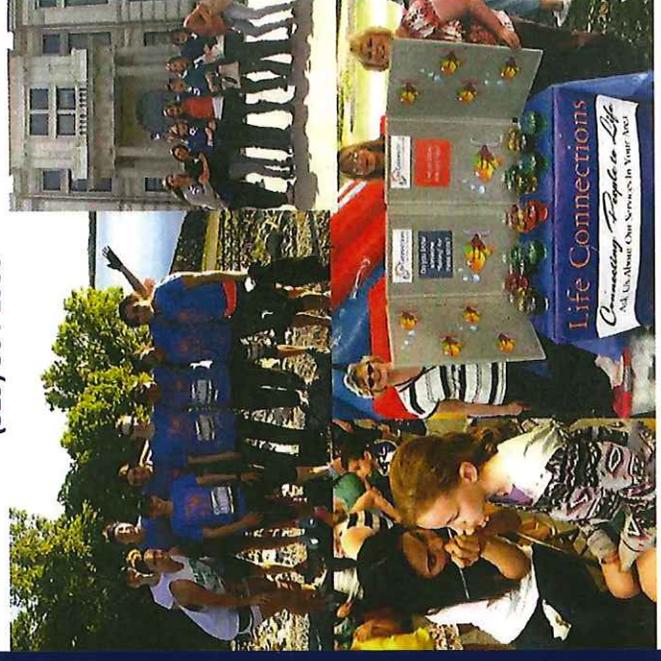
**THIS IS NOT MY JOB.
THIS IS MY
CRUSADE.**
MOON CHAPLIN-EICH, CEO
LIFE CONNECTIONS



Skill Building and Therapy Services

Lifeconnections4u.net

(319) 364-1953



At Life Connections our goal is to connect to families and form trusting relationships. Our services are designed to assist your family in achieving your goals. Through our family focused services we want to help you and your family build healthy relationships.

Skill Building Services

When you enroll in our skill building program you will be able to enjoy the benefits of the BHIS program. These benefits include a trained and professional specialist who will meet with you or your child in your home. This staff member will work with you and your family to improve your child's skills and learn appropriate ways to manage and improve their behavior, such as:

- **Anger Management**
- **Communication Skills**
- **Conflict Resolution**
- **Coping Skills**
- **Problem Solving**
- **Relationship Building**
- **Self-Esteem Enhancement**
- **Social Skills**

If you or someone you know is struggling in any of these areas, our staff is ready to help you and/or your family.

Our skill building services are also offered in a group setting where we discuss common issues facing children and adolescents. If you believe your child may benefit from a skill building group call us today.

Therapy Services

Our therapy services are available to you and your family as well. Our therapists are licensed professionals who will be able to assist you in various areas. All of our therapeutic services are offered in a safe and comfortable office environment. We offer several therapy options to assist you and/or your family.

- **Individual Therapy**
- **Family Therapy**
- **Group Therapy**
- **Marriage and Couples Therapy**

Our therapists will assist you and your family in learning ways to manage behavior, regain self control, and/or alleviate symptoms of a mental health diagnosis.

Get Started Today!

In order to begin our skill building or therapy services, you can start by calling to schedule an appointment for a behavioral health assessment. This mental health evaluation is completed by one of our on-staff licensed therapists, and will help determine what services will be beneficial to you and/or your family. Our therapists will explain and discuss the results of the assessment as well as recommend appropriate services.

We strive to make all of our services family friendly, family focuses and family centered which helps your family connect to life.

Our Services Include

- **LPHA Assessments**
- **Skill Building and Therapy Groups**
- **Skill Building Programs for Children and Adolescents**
- **Therapy Services for Individuals and Families**

Payment Options

If you qualify for Title XIX you are eligible for this service at no cost to you. Private insurance and private pay are accepted for certain services. Please call for more information on payment options.

Contact Us

For more information or to schedule an assessment or visit, please call, fax, email or visit us online.

Phone: (319) 364-1953

Fax: (866) 496-4073

Email: contactus@lifeconnections4u.net

Website: lifeconnections4u.net

Find us on 



Every day I get to create hope from hopelessness, inspiration from degradation and empowerment from inertia. These are the chief exports of Life Connections.

Julie Johnson, Vice President Of Life Connections



Introduces:



Chrissa Auestad, BS
HR Director

- BS in Child, Adult and Family Services from Iowa State University
- Worked with Life Connections as BHIS Provider since August 2012.
- Completed Internship with MICA's Head Start Program in Story County
- Worked at MICA as a Substitute with Head Start Program
- Worked previously as an Assistant Teacher at a childcare center

About Chrissa:

Enjoys being outside, spending time with her family, friends and dog, and supporting the ISU Cyclones!

Favorite Quote:

"It's never too late to be what you might have been"- George Eliot

Cell: 515-450-9457

Fax: 1-866-496-4073

Email: c.auestad@lifeconnections4u.net

PO Box 937, Marshalltown, IA 50158



Announces:



Laura Dhyne
BHIS Provider and Supervisor

- Graduated from Buena Vista University with a BA
- Double majored in Psychology and Human Services
- Currently attending Walden University for her Master's in Mental Health Counseling

About Laura:

Mother of four to boys ages 3-14, Laura loves to cook, garden, and play video games with the boys. Laura is always seeking new knowledge and is known for the phrase, "let's Google it!"

Favorite Quote:

"The elevator to success is out of order. You'll have to use the stairs... one step at a time." - Joe Girard, *I'll Cry Tomorrow*, Scarlet O'Hare

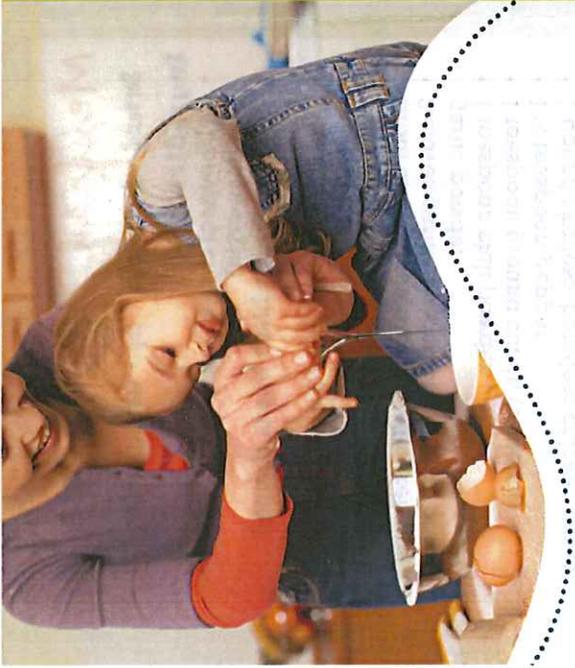
Laura Dhyne

641-351-9285

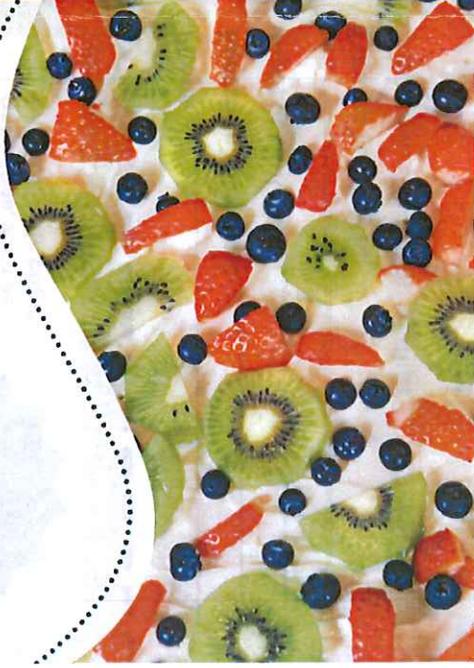
l.dhyne@lifeconnections4u.net

Life Connections Headquarters

PO Box 937, Marshalltown, IA 50158



Extension to Families strives to promote healthy people, healthy economies, and healthy environments. We provide research-based information and education to help families make decisions that improve and transform their lives.



Contact your local ISU Extension office to learn more about EFNEP and FNP, our FREE nutrition programs.

Katy Johnson

302.382.5342

or

kaj@iastate.edu

www.extension.iastate.edu/families/nutrition-education

IOWA STATE UNIVERSITY Extension and Outreach

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Issued in furtherance of Cooperative Extension work, Acts of May 8 and June 30, 1914, in cooperation with the U.S. Department of Agriculture. Cathann A. Kress, director, Cooperative Extension Service, Iowa State University of Science and Technology, Ames, Iowa.

MEXICANCHICKENSOUPI

Recipe Inside



FREE

Cooking + Learning!

**BUY EAT LIVE
HEALTHY**

EFNEP | EXPANDED FOOD & NUTRITION EDUCATION PROGRAM
FNP | FAMILY NUTRITION PROGRAM
LIVE | LOVING YOUR FAMILY - IOWA

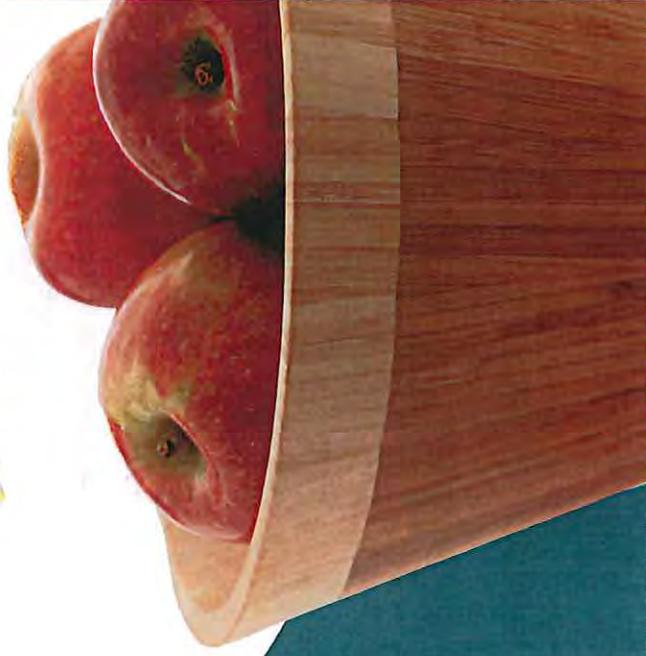
I cooked great recipes during class and learned how to save money on food!

WE CAN HELP YOU:

- Save money - shop and waste less food
- Save time - at the store and in the kitchen
- Help picky eaters - try new foods
- Learn how to make easy and low-cost meals
- Try new meal ideas
- Strengthen family relationships

The 8 lessons are **free** and can be done in your home. Recipes and cooking are included.

Sign-up Today!



Mexican Chicken Soup

Serves: 8 • Serving size: 1 cup • Cost per serving: \$.82

Ingredients

- 2 (15-ounce) cans diced tomatoes (Mexican-style)
- 1 (15-ounce) can black beans, drained and rinsed
- 2 cups frozen corn or 1 15-ounce can corn, drained and rinsed
- 1 (14.5-ounce) can sodium-reduced chicken broth or 2 cups Homemade Chicken Broth
- 2 cloves garlic, minced or 1/2 teaspoon garlic powder
- 1 teaspoon chili powder
- 1 teaspoon ground cumin (optional)
- 1/4 teaspoon pepper
- 1 pound skinless, boneless chicken breast

Instructions

- Add tomatoes, beans, corn, broth, garlic, chili powder, cumin (if desired), and pepper in large saucepan.
- Remove and discard any visible fat from chicken. Cut chicken into large chunks and add to the saucepan. Heat to boiling, reduce heat and simmer, covered, for 20 minutes, or until chicken is tender.
- Remove the chicken and place on a plate; use forks to shred the chicken. Return the shredded chicken to soup.
- Serve with choice of garnishes, such as baked tortilla chips.

Menu Ideas:
 Mexican Chicken Soup, Baked Tortilla Chips, Orange Slices, Nonfat Milk

Name _____
 Address _____
 City _____
 Email _____

Phone _____
 Best time to contact _____
 Ages of Children _____
 I prefer lessons in:
 Spanish English Other _____

BUY EAT LIVE HEALTHY

EFNEP | EXPANDED FOOD & NUTRITION EDUCATION PROGRAM
FNP | FAMILY NUTRITION PROGRAM
LYF | LOVING YOUR FAMILY - IOWA

The 8 lessons are free and can be done in your home. Recipes and cooking are included.

Fill out the form below and mail to:

Name _____

Address _____

City _____ Email _____

Phone _____ Best time to contact _____

Ages of Children _____

I prefer lessons in: Spanish English Other _____

IOWA STATE UNIVERSITY
Extension and Outreach

PARENTS, PLEASE COME JOIN US FOR

FREE

Nutrition Classes

**BUY EAT LIVE
HEALTHY**

EFNEP | EXPANDED FOOD & NUTRITION EDUCATION PROGRAM
FNP | FAMILY NUTRITION PROGRAM
LYF | LOVING YOUR FAMILY - IOWA

WE CAN HELP YOU:

- **Save money** - shop and waste less food
- **Save time** - at the store and in the kitchen
- **Help picky eaters** - try new foods
- Learn how to **make easy and low-cost meals**
- Try new **meal ideas**
- **Strengthen family relationships**

A total of 8 lessons are provided to assist you and your family with the above topics. Each class is about 1 hour.

Families must have at least one child 10 years old or younger or be pregnant.

Our Program Assistants can **work with you in your home or we can set up group visits with family, neighbors or friends.** Please let us know if you are interested. We look forward to hearing from you!

SIGN UP NOW!

To register and for more information on our program please contact:

Katy Johnson

Text/Call/Email:
302.382.5342
kaj@iastate.edu



This material was funded by USDA's Supplemental Nutrition Assistance Program—SNAP-Ed, Expanded Food and Nutrition Education Program, and Iowa State University Extension and Outreach. The Supplemental Nutrition Assistance Program, known in Iowa as Food Assistance, provides nutrition assistance to people with low income. It can help you buy nutritious foods for a better diet. To find out more, contact your local Department of Human Services or go to www.dhs.state.ia.us.

... and justice for all
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06/12

IOWA STATE UNIVERSITY
Extension and Outreach



United Way of Story County

Transportation Collaboration
Wednesday, March 20, 2013, 3:30-4:30 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA

- I. Welcome and Introductions
- II. Review February 20, 2013 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Education for “Do you need a ride?”
 - A. Talking Piece for *Do you need a ride campaign* (pages 4-5)
 - B. Volunteers to schedule and speak
- V. Revisit - Agency Documentation of Transportation Survey – When (2 weeks?)
 - A. Sign Up to Contact and Work with Agency
 - 1. ERP
 - 2. Good Neighbor
 - 3. MICA
 - 4. TSA
 - 5. UWSC (not a lot of request)
 - 6. Story County Community Services
 - 7. RSVP
 - 8. Consideration – Good Samaritan Program at St. Patrick’s (Nevada); St. Thomas; Bethesda
 - 9. Others?
 - B. Information to capture
 - 1. Where they are at when they make the request?
 - 2. Where do they want to go?
 - 3. Barriers they face
 - 4. Referral made or solution found, if any
- VI. Updates
 - A. HIRTA
 - B. Volunteer Transportation
 - C. Cy-Ride
 - D. Others?

VII. Next Meeting: Wednesday – April 17

Meeting Dates: May 15, June 19, July 17, August 21, September 18, October 16, November 20, December 18
(may want to consider cancelling the December meeting)

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

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

Transportation Collaboration
February 20, 2013
Minutes

Present: Cari McPartland – Salvation Army, Arti Sanghi and Kalen Petersen – RSVP, Jean Kresse and Sara Wilson – United Way of Story County, Shari Atwood – CyRide, Jeremy Johnson-Miller – HIRTA, Janet Grey – AMOS, Kathy Johnson – Story County Community Services, Julie Isaacson – Mid Iowa Community Action (MICA).

Review January 16, 2013 Notes: Accepted.

Agenda – Janet asked if she could give an update on AMOS.

Transportation Brochure

Jean stated that 5,000 transportation brochures and thanks to RSVP and their volunteers the correction was made to all of them.

Distribution

Arti had updated the list of agencies/locations Jeremy had taken the new HIRTA brochure to include a column to check if a presentation was needed. The list was circulated and committee members signed up to drop off brochures.

Presentation Plan

Jean asked how we want to implement the *Do you need a ride?* Campaign. Arti suggested we have a “train the trainer” session/outline so that we are all sharing the same information. Since the transportation brochure is thorough it was decided that a brief summary from each provider on each service to be drafted and sent to Jean. She will put them together so that each have the same talking piece we refer to.

Jeremy shared that TMS does not have vehicles themselves but serve as the coordinator/payee of transportation for those who qualify. There are many reasons a person would not qualify including if they have a car registered to someone in the household. Once the person is approved TMS searches out the least costly transportation option, of which HIRTA would be one. It isn't expected that we train individuals to understand or know all of the reasons why someone would not qualify since no one but TMS can qualify an individual, what is important is knowing that first question, “Do you have Medicaid?”

Kalen stated that the RSVP Voluntary Transportation program provides rides to medical appointments, pharmacy and other essential appointments. Kalen asked if there was a way to ask the individual when they apply for the program if they have a case worker so that she or Arti could contact them and have a better understanding of what the driver may encounter. It was felt that a release by the individual would then need to be signed giving RSVP permission to speak to the case worker. It was suggested that Kalen check with providers because they may have specific releases they would accept.

Someone stated that if you know that person does have a case worker but hasn't signed a release that RSVP could still call the case worker and tell them the problems encountered. The case worker can listen, but couldn't share information.

Jean suggested Kalen look into the Mental Health First Aid training for her drivers. The 12-hour session helps individuals have a better idea of what to look for if someone may be suffering from a mental illness and information on how to help.

Janet Grey stated that many seniors needing transportation can't always give 24-hour notice for services and that is often the barrier. She also stated that there is a need for school-age children to have transportation after the tutoring program at Meeker Elementary back home. Janet stated that many churches may have a Pastor's discretionary fund.

Updates:

Mobility Matters Conference - Jeremy reported that the conference is set for May 17 and on-line registration is now available. The conference is at the DHS office in West Des Moines (Euclid and MLK). Jean asked who planned to attend. Arti, Kalen and Shari all stated they would.

HIRTA – Jeremy relayed that HIRTA is providing transportation to and from DMACC to Boone DMACC. Jeremy stated that HIRTA is in need of additional drivers. He has emailed a poster to agencies to post to help recruit. Jeremy state that Brandon the operations coordinator has resigned and that Christy is serving as interim supervisor.

Next meeting - Wednesday, March 20, 2012 at 3:30 – 4:30pm.

Transportation – “Do you need a ride?” campaign

TMS – If they are Iowa Medicaid Members refer them directly to the phone number. It is difficult to get coverage but we can't help.

RSVP Volunteer Transportation

Clients must meet the following criteria and the transportation need is ONLY for essential services such as doctor's appointments, pharmacy and groceries.

Prior to scheduling rides the passenger must complete an application and waiver of liability for RSVP to keep on file. The passenger must also:

- Be a resident of Story County
- Be ambulatory, able to get to and from the car with little or no assistance
- Be willing to comply with policies regarding criteria for ridership, which will be provided
- Be willing to pay for the service upon the volunteers' arrival at the residence

Fees for service are

In-town or out of town trips:

| | |
|-----------------------|----------|
| Up to 10 miles RT | \$3 |
| 11-20 miles RT | \$5 |
| 21-30 miles RT | \$8 |
| 30+ miles (in-county) | \$12 |
| Out of county: | .39/mile |

There is a small benevolent fund available for those who can't afford to pay. This is not

HIRTA – Anybody can call for a ride.

Brochure covers most everything.

HIRTA uses Aging Resource funding to subsidize the cost of riders 60 years and older, which allows riders to use HIRTA for a 'suggested donation' of \$1 each way. As indicated, \$1 is suggested (not required), so keep that language in mind. A basic form (NAPIS) is required of persons 60 years and older, they can fill it out over the phone or it can be mailed to their residence. It can also be downloaded from our website, under printable forms. Individuals living in a nursing home do not qualify for this funding.

CyRide – CyRide is the city bus system for Ames, Iowa. It is a partnership between City of Ames, Iowa State University and the ISU students.

- Services Offered :
 - 12 fixed routes, 3 of those being free circulators (\$1.25/ride)
 - Dial-A-Ride service for persons with a disability (\$2.00/ride)
 - FREE Late night service called Moonlight Express on Fri./Sat. when ISU in session (Free)

- When CyRide travels? www.cyride.com/schedules (provides scheduled time bus will arrive) or call 292-1100 for a route map/schedule. www.cyride.com/nextbus (provides real-time information of when bus comes to the stop)
- Where CyRide travels? www.cyride.com/maps or call 292-1100 for a route map
- Operates 359 days/year to 85% of the Ames community. Does not operate New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
- Reduced fares for seniors; Medicare/Medicaid cardholders; K-12; and passengers with disabilities. Kids 5 years and younger are free.
- Go to www.cyride.com/fares or call 292-1100 for more fare information.
- VIDEOS – visit www.cyride.com/howtoride
 - How to Ride
 - How to Read a Schedule
 - How to Rack n' Roll (bike and ride the bus)
 - CyRide rules & FAQ
- CyRide News/Detours
www.cyride.com/enotification (Emails)
www.facebook.com/cyride
www.twitter.com/cyride
- Moonlight Express is free for everyone. It operates on Friday/Saturday nights from 10:30pm – 3 am. Phones shut down at 2:30am. There are 4 shuttle buses operating throughout Ames and then E which is the door to door service. It doesn't run when students would typically go home for breaks. For more go to: <http://www.cyride.com/index.aspx?page=1312>
- Campus Circulators - #21 Cardinal, #22 Gold and #23 Orange are free to everyone.

Dial-A-Ride – Door to door service within the City of Ames for persons with a disability that operates during all of the times that CyRide is running its fixed route service. (i.e. DAR operates on the weekends whereas HIRTA does not operate.) Contracts CyRide contracts with HIRTA (county transit provider) to operate this service for them.

- **Approval Process** - Passengers must be pre-approved. Passengers eligible for this service are defined by the Americans with Disabilities Act. If the disability presents a person from traveling to a bus stop, boarding the bus or inability to understand how to ride the bus, they may qualify to ride DAR service. Call CyRide at 292-1100 for a [DAR application](#) or download below.
- **How to Ride** - While the application is processed, typically @ 21 days, a person can ride Dial-A-Ride by calling HIRTA at 1-877-686-0029. The passenger will be notified if they have been approved or denied to ride DAR. In general, DAR requires that a reservation for the trip be made by 4:30pm the day before service is required. For more information on how to ride DAR, download the [DAR brochure](#).
- DAR clients need to be qualified by calling CyRide; however, the service is contracted to HIRTA. Once qualified, clients can ride for \$2.

DAR Brochure: www.cyride.com/dar-brochure

DAR Application: www.cyride.com/dar-application



Transportation Collaboration
Wednesday, April 17, 2013, 3:30-4:30 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA

- I. Welcome and Introductions
- II. Review March 20, 2013 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Website Opportunity – Story County Quality of Life Alliance (<http://www.storycountyqol.org/>)
 - A. What to include
 - B. How to market
- V. Education for “Do you need a ride?”
 - A. Talking Piece for *Do you need a ride* campaign (pages 4-6)
 - B. Scheduled?
- VI. Updates
 - A. HIRTA
 - B. Volunteer Transportation
 - C. Cy-Ride
 - D. Others?
- VII. Next Meeting: Wednesday, May 15

Meeting Dates: June 19, July 17, August 21, September 18, October 16, November 20, December 18
(may want to consider cancelling the December meeting)

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

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

Transportation Collaboration
March 20, 2013
Minutes

Present: Cari McPartland – Salvation Army, Arti Sanghi– RSVP, Jean Kresse – United Way of Story County, Shari Atwood – CyRide, Jeremy Johnson-Miller – HIRTA, Janet Grey – AMOS, Kathy Johnson – Story County Community Services

Review February 20, 2013 Notes: Two additions/changes were made – Janet Grey stated that in reference to the Pastor’s discretionary fund it should be noted that the funds are dwindling. Jeremy Johnson-Miller stated that the Mobility Matters Conference is in Des Moines, not West Des Moines.

Agenda – Jean added to discuss meeting schedule.

Transportation Brochure – Education for “Do you need a ride?” campaign

Jean reviewed the cheat sheet that would be used while training agencies or business. Jean stated that she drafted this before meeting with Jane Jackson and asked for input from Jeremy, Arti and Shari. The sheet was reviewed and changes made. Jean will update the document and email to members of the Transportation Collaboration.

Jeremy is presenting on HIRTA at the April Human Services Council and will ask members if they would like to be trained. He will have a sign-up list for those who request the training. TC members will then be asked to volunteer for agencies that have expressed interest in training.

Jeremy stated that next month he will be presenting on HIRTA at the Seniors in Story and will share the brochure and information about the training. He will pass along those businesses that request the training. TC members will also be asked to volunteer to carry out the training for these groups.

Agency Survey:

Jean stated that if we want to take on surveying agencies we need to determine how to do so and what information we need to capture. Cari asked what we will do with the information. The information to learn is what transportation needs are not being met. Members present felt that we should wait until the “Do you want a ride?” campaign has been in place and then to see what needs are still not being met. Shari stated that in 2014 she will need to conduct agency surveys to gather this type of information for the Transportation Plan and the TC could have input to what questions should be included.

Updates:

Mobility Matters Conference - Jeremy reported that he has borrowed the theme “Do you need a ride” campaign for the conference which is set for May 17 and was able to purchase some items with the slogan. Items that are not distributed at the conference could be used by the TC although the items he purchased also have TAG (Transportation Advisory Group) on them because they are the sponsors of the conference. Jean stated that the TC could change its name to TAG if necessary. It was agreed that TC is better for Story County.

Volunteer Transportation Program (RSVP) – Arti stated she had presented to the Golden K club in Nevada on the Volunteer Transportation Program in an effort to recruit drivers. She also shared the transportation brochure and information on the “Do you need a ride?” campaign. She stated that if those in attendance did not have use for the brochure to leave it behind and that several members did.

CyRide – Shari stated that they now have the two articulated buses and drivers are currently being trained. Passengers will begin riding the new bus on March 25. They will be on bus #23 Orange Route. Shari asked if members of the TC would like more information on how to access the *Next Bus* service. All agreed it would be good information to know.

AMOS – Janet stated that AMOS would be meeting on April 6 and would discuss transportation needs around summer tutoring programs.

Future Meetings – Jean asked if member of the TC would be open to meeting every other month. It was suggested that we continue to meet monthly until we have fully launched the “Do you need a ride? campaign.

Next meeting - Wednesday, April 17, 2012 at 3:30 – 4:30pm.

Transportation – “Do you need a ride?” Campaign
Additional Information for Trainer to Share When Reviewing the Brochure

TMS – If the passenger is an Iowa Medicaid Member refer them directly to the phone number. TMS officials will gather all client information, and are the only ones who can deny or approve a client.

RSVP Volunteer Transportation
(Retired Senior Volunteer Transportation)

Clients must meet the following criteria and the transportation need is **ONLY** for essential services such as doctor’s appointments, pharmacy and groceries.

Prior to scheduling rides the passenger must complete an application and waiver of liability for RSVP to keep on file. The passenger must also:

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| 30+ miles (in-county) | \$12.00 |
| Out of county: | .39/mile |

Please do not share this directly with the consumer, but there is a small benevolent fund available for those who can’t afford to pay. Please call RSVP on behalf of the consumer and share information with them that would help facilitate the process.

HIRTA – Story County transit provider, anyone is eligible to ride HIRTA, and can be used for anything from medical, shopping, school or social activities.

Brochure covers most everything. Please visit www.rideHIRTA.com or call 1-877-686-0029 for more details.

Hours of Operation:

Weekdays (Story County) : 7am – 5:30pm
Weekdays (Ames Only) : 6am – 8pm
Saturday (Ames Only) : 7:30am – 6pm
Sunday (Ames Only) : 8:30am – 6pm

General Fare:

City of Ames: \$2 each way

Outside Ames, within Story County: \$4 each way

Persons over Age 60:

City of Ames: \$1 suggested each way

Outside Ames, within Story County: \$2 suggested each way

HIRTA offers reduced fare to riders 60 years and older, who live independently on their own, this funding allows riders to use HIRTA for a suggested donation of \$1 each way in Ames and \$2 each way outside the City of Ames. Individuals in an assisted living facility or nursing home do not qualify for this reduced fare. Please call HIRTA at 1-877-686-0029 to qualify.

Rides to Des Moines are on Tuesdays and Thursdays and operate around the clients' on first appointment/last appointment. In addition to rides to Broadlawns, HIRTA can also take passengers to the Veterans Affairs Hospital in Des Moines.

If the passenger's needs are complicated HIRTA dispatch worker can help them with their travel needs. The dispatch worker will utilize the Mobility Coordinator to work on finding transportation for those cases that may seem impossible.

HIRTA Does not operate New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

CyRide – CyRide is the city bus system for Ames, Iowa. It is a partnership between City of Ames, Iowa State University and the ISU students. For questions have the passenger contact 292-1100 or visit the website – www.cyride.com

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- CyRide Schedules and Route Maps are available at:
 - www.cyride.com/schedules
 - www.cyride.com/maps (CyRide does not operate New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
- Reduced fares for seniors; Medicare/Medicaid cardholders; K-12 students; and passengers with disabilities. Kids 5 years and younger are free. Passengers can go to CyRide office to complete forms to obtain reduced fare cards, but are not required.
- Moonlight Express is free for everyone. It operates on Friday/Saturday nights from 10:30pm – 3 am. Phones shut down at 2:30am. There are 4 (Buses A, B, C & D) shuttle buses operating throughout Ames. Bus E offers door to door service off the fixed route. Moonlight Express only operates while ISU is in session. For more information to:

- CyRide News/Detours Notifications – passengers can select specific routes for automatic notifications.
www.cyride.com/enotification (Email notification on specific routes)
www.facebook.com/cyride (Like)
www.twitter.com/cyride (Follow)

Dial-A-Ride (DAR) – Door-to-door service within the City of Ames for persons with a disability that operates during CyRide’s hours of operation, which includes weekends. All passengers who are disabled should be encouraged to call CyRide for qualification. DAR is a required service, which CyRide contracts with HIRTA (county transit provider) to operate.

- **Approval Process** - Passengers must be pre-approved. Passengers eligible for this service are defined by the Americans with Disabilities Act. **Emphasize the following:** if a person’s disability prevents them access to a fixed-route bus stop, boarding the bus, or inability to understand how to utilize CyRide, they may qualify for DAR service. Call CyRide at 292-1100 for a [DAR application](#) or it can be downloaded from CyRide’s website.
- **How to Ride** - While the application is being processed, which could take up to 21 days; a person can access DAR by calling HIRTA at 1-877-686-0029. The passenger will be notified if they have been approved or denied to ride DAR. In general, DAR requires that a reservation for the trip be made by 4:30 pm the day before service is required; for Saturday or Sunday rides, reservations are to be made by 4:30 p.m. on Friday. For more information on how to ride DAR, you may download the DAR brochure on the CyRide website, or by calling 292-1100.
- Once qualified, clients can ride for \$2.

DAR Brochure: www.cyride.com/dar-brochure
DAR Application: www.cyride.com/dar-application



Transportation Collaboration
Wednesday, June 19, 2013, 3:30-4:30 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA

- I. Welcome and Introductions
- II. Review April 17, 2013 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Cy-Ride – Next Bus Demonstration
- V. Discussion on Bus Passes – Disadvantaged Youth
- VI. Website Update – Story County Quality of Life Alliance (<http://www.storycountyqol.org/>)
 - A. What to include – minutes (private or public?)
 - B. Volunteer to update
 - C. Way to request information
- VII. Education for “Do you need a ride?”
 - A. Feedback from those conducted
 - B. Scheduled – (pages 4-6)
- VIII. Updates
 - A. HIRTA
 - B. Volunteer Transportation
 - C. Others?
- IX. Next Meeting: Wednesday, July 17

Meeting Dates: August 21, September 18, October 16, November 20, December 18 (may want to consider cancelling the December meeting)

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

United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support, and evaluate effective human services, especially in the areas of education, income, and health, for our diverse community.

Transportation Collaboration
April 17, 2013
Minutes

Present: Cari McPartland – Salvation Army, Arti Sanghi– RSVP, Jean Kresse – United Way of Story County, Jeremy Johnson-Miller – HIRTA, Janet Grey – AMOS, Marion Kresse - BooST

Review March 20, 2013 Notes: Jan stated under the AMOS report she had stated she would be meeting with church librarians. Jean noted the correction.

Agenda: One addition was made – Update on Story County Resource Guide. Jan asked about not getting the email message about the meeting. Jean stated that United Way has been having email troubles and did not realize that the group email was not the current group.

Website Opportunity – Jean reported that if the Transportation Collaboration wanted to have a Web-based presence we could do so through the Story County Quality of Life Alliance. Jean will work with Greg Welk to see how to set this up and how much we can add to the page.

Update on “Do you need a ride?” campaign

Cari reported that on Service Point at The Salvation Army she had added a question on the data entry information asking the client, “How did you get here today?” She stated this information would be easy to track.

The question was asked, during the time we conduct the training with an agency could we ask them to somehow track if asking the questions helps with no-shows?

Jeremy reported he spoke to the Seniors in Story Group and distributed the transportation brochures. They were interested in getting the information and Jeremy stated he felt that the aging communities were covered.

Jan reported that she had taken the brochure to church libraries and asked them to contact her if they needed more brochures.

Cari stated that would talk with Eyerly Ball about piloting whether or not the do you need a ride campaign impacts the no-show rate.

Jean will email out the spreadsheet so everyone could see the names of the trainers who volunteered. The training document was included in the agenda packet and Jean will email this out as well.

Story County Resource Guide: Cari reported that a committee met to discuss how to get the on-line resource guide updated and keep it updated. They are looking for a partner to take the lead on keeping it active. The guide currently does not have transportation listed as a resource. They will have the committee members equipped with the ability to make changes as the administrator instead of just one or two people. The Web site is still hosted by Global Reach.

The committee's goal is to take it back to the Human Services Council to see if they could appoint a standing committee to keep it up and running.

Updates:

Mobility Matters Conference - Jeremy reported the conference is May 17 and that he and others could report on the outcome at the next meeting.

Volunteer Transportation Program (RSVP) – Arti stated she was conducted recognition events for the drivers in the different communities. She reported some users of the service are misusing the intent. The biggest misuse is when they call and ask Arti if the driver can take them to Wal-Mart or other “non-essential” trip and she says no, they are asking the driver to do so. She is working on solutions which include going back to the user and letting them know this was not acceptable.

CyRide – Shari will demonstrate how Next Bus works at a future meeting.

BooST – Marion stated he is exploring transportation options in Boone County for transportation to help preschool and kindergarten children get to programs. He is looking to survey agencies. Jean suggested he contact Shari Atwood to see what survey she uses for agencies to help put together the Passenger Transportation Plan.

Future Meetings – Jean asked if members of the TC were alright with cancelling the May meeting – all present agreed.

Next meeting - Wednesday, June 19, 2013 at 3:30 – 4:30 pm.

| AGENCY | ADDRESS | CONTACT | EDUCATE STAFF | RSVP & COMMITTEE | HUMAN COUNCIL MTG. |
|--|------------------------------------|------------------------|----------------------------------|----------------------|--------------------|
| 3M | 900 Dayton Avenue | 232-1184 | | | |
| Abbingtion on Grand | 3440 Grand Avenue | Jill George | X | | |
| American Red Cross – Lincoln Way Chapter | | Tony Burke | X | | |
| AmericInn | 2507 SE 16th Street | 233-1005 | | | |
| Ames Area MPO | | John Joiner, 239-5165 | | | |
| Ames Community Preschool Center (ACPC) | 611 Clark Avenue | | X | | |
| Ames Community Schools | | Sipele Tuionuu | | | X150 |
| Ames Foot Clinic | 2222 Philidelphia | | X | | |
| Ames Head Start | 415 Stanton Avenue | 233-4606 | X | | |
| Ames High School | 1921 Ames High Drive | 817-0600 | | | |
| Ames Public Library | 515 Douglas Avenue | | | X 100 Sheryl Kennedy | |
| Assault Care Center (ACCESS) | PO Box 1429 | | X | | X |
| Barilla | 3311 E. Lincoln Way | 956-4400 | | | |
| Bickford Manor | 2418 Kent Avenue | 233-6000 | | X 50 Sandi Phillips | |
| Boy Scouts of America, Mid-Iowa Council | 1659 E. Euclid | | | | X |
| Boys & Girls Club of Story County | 210 South 5th Street, P.O. Box 241 | | | | X |
| Calvary Food Pantry | Ames | Mickie | | X 25 | |
| Camp Fire USA Heart of the Hawkeye Council | 5615 Hickman Rd. | | | | |
| Center for Creative Justice (CCJ) | 210 Lynn Avenue | | | X 50 | X |
| ChildServe | 1915 Philadelphia | | X | | |
| Churches (need to develop a list) | | | | | |
| Collins-Maxwell High School | 400 Metcalf St, Maxwell | Jessica Allen | | | |
| Comfort Inn | 1605 S. Dayton | 232-0689 | | | |
| Community and Family Resources (CFR) | 1619 S. High Avenue | Sally Carnes | social worker should be educated | | X25 |
| Cornerstone Church | 56829 US Hwy 30 | 232-5488 | | | |
| Country Inn | 2605 SE 16th Street | 233-3935 | | | |
| Cy-Ride | | | | | |
| DaVita Dialysis | 2322 E. 13th Street | Mike Wagner | X | X 25 Jeremy | |
| DHS - CPPC - DCAT | 126 S. Kellogg Avenue | Kaitlyn | X | X 50 Kathy | |
| Emergency Residence Project (ERP) | 225 S. Kellogg | | X | X 25 Kathy | |
| Eyerly Ball | 2521 University Blvd #121 | | X | X 50 Cari | |
| Executive Express | | | | | |
| Fareway | 619 Burnett | 232-3543 | | | |
| First Christian Church | 611 Clark Avenue | Vicki Whitman | | | X |
| Girl Scouts of Greater Iowa | 10715 Hickman Rd. | | | | |
| Good Neighbor Emergency Assistance, Inc. | 3206 South Duff Avenue | | | X 50 Dean Sanders | |
| Green Hills Retirement Community | 2200 Hamilton Drive | | | | |
| Hampton Inn | 1400 S. Dayton | 239-9999 | | | |
| Heartland Senior Services | 205 S. Walnut | Liz Beck / Ellen Moore | | | X |

| AGENCY | ADDRESS | CONTACT | EDUCATE STAFF | RSVP & COMMITTEE | HUMAN COUNCIL MTG. |
|--|---------------------------------|--------------------------|------------------|---------------------|-----------------------|
| Home Instead Senior Care | 4611 Mortensen Rd #113 | 233-3539 | | X 50 Dean Sanders | |
| HOMEWARD and HOMEWARD Hospice | 1114 Duff Avenue | | | X 25 Julie | |
| Hunziker Center - DMACC | 1420 S. Bell Avenue | | | X 20 Sara Wilson | |
| Huxley Food Pantry | Huxley | Bev | | x 50 | |
| Hy-Vee West | 3708 Lincoln Way | 296-2393 | | No place to post! | |
| Iowa Heart Center | 1816 Philidelphia | | X | | |
| ISU Alumini Association | | | | X Sheryl Kennedy | |
| ISU Memorial Union Desk | | | | X 50 | |
| ISU Student Center | Union Drive | 294-5801 | | | |
| ISU Visitor's Center | University Blvd | | | | |
| Keystone Apartments | | Cindy Bowers | | X 50 Sandi Phillips | |
| Legal Aid Society of Story County | 937 Sixth Street, Nevada | | | X 25 Phyllis Terry | |
| Lifeline Resources | | | | | X50 |
| Loaves and Fishes | Story City | Edith | | X 50 | |
| Lutheran Services in Iowa | 1323 Northwestern Avenue | | | | |
| Mainstream Living Inc | 2012 E. 13th St. | | | | X |
| Mary Greeley Medical Center | 1111 Duff Avenue | Social Workers | X | | |
| McFarland Clinic - Main | 1215 Duff Avenue | 239-4400 | X | | |
| McFarland Clinic - Pediatrics | | Anne Kohler | X | | |
| McFarland Clinic - West | 3600 Lincoln Way | | X | X 50 Cari | |
| Meadow Wood of Ames | 4350 Maricopa Dr. | 268-9999 | | | |
| MICA - Family Development | 230 SE 16th Street | Helen Benker | X | X 75 Julie | |
| MICA - Health Services | 226 SE 16th Street | Gloria Symons | X | X 75 Julie | |
| Mid Iowa Foster Grandparent Program | 130 S Sheldon #306 | | | | |
| NAMI of Central Iowa | 416 Douglas Ave, #33 | Deb Niehof | | | X25 |
| Nevada High School | 1035 15th Street, Nevada | 382-2783 | | | |
| North Grand Mall | 2801 Grand Avenue | Sara Houlihan, 232-3679 | | | |
| Northcrest Retirement Community | 1801 20th Street | 232-6760 | | X 50 Sandi Phillips | |
| Prairie View Apts | 2330 Prairie View W | 233-6711 | | | |
| Raising Readers in Story County | 515 Douglas Avenue, PO Box 2374 | | | X 20 Julie | |
| Regency Retirement Residence | 418 W. 4th, Nevada | 382-6169 | | X 25 Arti | |
| Rolling Green Village | 100 6th Street, Nevada | | | X 25 Arti | |
| RSVP | 503 Elm Avenue, Story City | | | X 500 Arti | |
| RSVP | 113 Colorado Avenue | Arti Sanghi | | X500 Arti | |
| Sauer Danfoss | 2800 E. 13th Street | 239-6000 | | | |
| Slater/Sheldahl Food Pantry | Slater | Judy | | X 50 | |
| StoneHaven Apartments | | Cindy Bowers | | X 50 Sheryl Kennedy | |
| Story Co. Medical Center | 640 S. 19th Street, Nevada | 382-2111 | X | X 25 Julie | |
| Story Co. Medical Center - Senior Care | 630 S. 6th Street, Nevada | 382-7001 | X | X 25 Julie | |
| Story County Community Life Program | 104 S. Hazel Avenue | | X | X 50 Kathy | |
| Story County Community Services | 126 S. Kellogg Avenue | Deb Schildroth, 663-2942 | | | X |

| AGENCY | ADDRESS | CONTACT | EDUCATE STAFF | RSVP & COMMITTEE | HUMAN COUNCIL MTG. |
|--------------------------------------|--------------------------------|----------------------------|------------------|------------------|-----------------------|
| Story Time Child Care Center | 84 Main St., Box 214 | | | | |
| Super 8 | 1418 S. Dayton | 232-6510 | | | |
| The Arc of Story County | 130 South Sheldon #302 | | | | X |
| The Rose | 1315 Coconino Road | Steve King | X | X 25 Jeremy | |
| The Salvation Army | 703 E. Lincoln Way | Cari McPartland | | 50 Cari | X |
| The Waterford | 1325 Coconino Road | Renee Klaus | X | | |
| University Community Childcare (UCC) | 100 University Village | | | | X |
| Volunteer Center of Story County | 130 S. Sheldon Ave., Suite 201 | | | | X |
| Windsor Oaks Retirement Community | 1130 Adams Street | Marti Elston | X | X 25 Jeremy | |
| Windsor Pointe | 3709 Tripp Street | 268-9100 | | | |
| Youth & Shelter Services, Inc. (YSS) | 420 Kellogg | | | | X |
| YSS - After Care / PAL Program | 125 S. 3rd Street | Amanda Bornich | | | |
| YSS - After School Program | 420 Kellogg | Laura Teske, 233-3141x4450 | | | |
| YSS - Family Life Center | 125 S. 3rd Street | Jason Hagland/Kara Preston | | | |
| YWCA Ames - ISU | ISU 210 Lab of Mechanics | | | | |

**Transportation Collaboration
CyRide's NEXT BUS
6/19/2013**

Background:

NEXT BUS technology was funded 100% via the Government of the Student Body is based upon Global Positioning Satellite and cellular technology where buses communicate directly with a server and databases. Information uploaded includes the bus' current location and its rate of progression through its route. Based on historical averages, day of the week and time of day, the databases make an algorithmic calculation that provides arrival predictions to a customer through their telephone, smartphone or computer.

Bus Stop Changes: CyRide has added a second bus stop sign to all of its 425+ bus stops located directly below the current "Cy" CyRide bus stop sign. The signs will provide customers with the necessary information to immediately access the NEXT BUS system. Each stop has its own unique identification number, a local telephone number, a text message number and a QR code.



In addition, large LED digital signage will be installed on Iowa State University campus at major transfer locations providing bus arrival information for passengers waiting at these bus stop locations. These four locations are:

- Student Services #1176
- Upper Friley Hall #1210
- Kildee Hall #1088
- Bessey Hall #1126



Benefits: The benefits of this technology are two-fold:

- **For the Customer:** CyRide's passengers can benefit from this technology by knowing where the bus is located and when it is expected to arrive at a bus stop. This can help passengers effectively plan their transportation in a way that is convenient for them, especially in inclement weather. Also, advanced features of the technology allow a customer to [set alerts](http://www.cyride.com/nextbusalerts) (<http://www.cyride.com/nextbusalerts>), so that they can be notified when the bus is near the bus stop.
- **For CyRide:** CyRide staff can manage the transit system as efficiently as possible. CyRide's dispatchers now have the capability to scan a live map that automatically alerts them to any system abnormalities such as late buses or buses deviating from their route. Historical reports can also be developed to aid in route planning or to answer a customer's question about a bus trip.

Your Information When You Want It!

CyRide provides bus prediction service via a system called NEXT BUS where a telephone, mobile device or web-enabled computer can be used to view exactly where a bus is located and its predicted time of arrival. The information below provides specific instructions on how to access this information in these formats.

NEXT BUS VIA WEBSITE (PC, Tablet or Smartphone)

Step 1: Visit www.cyride.com and click on the [NEXT BUS](#) button



OR visit www.cyride.com/nextbus.

Step 2: Select your desired route.

Step 3: Select your direction of travel (if applicable)

Step 4: Select your bus stop.

Select your route/direction/stop to obtain GPS-based arrival times:

Route:

Direction:

Stop:

Destination:

(optional)

Tracked vehicles for route 1 Red East in:

16 minutes
36 minutes
51 minutes

 ? min

Stop number: 1208
Phone: 515-509-2609
SMS: 41411 "cyride 1208"

For other routes serving same stop:

15 min (2 Green East Mall via Ames High School)
55 min (2 Green East Mall via Ames High School)
75 min (2 Green East Mall via Ames High School)

Valid as of 11:25 AM Tuesday, March 19

Update page address so that it can be bookmarked 

- Shows next 2-3 buses that will arrive at that stop
- Lists other routes serving that same stop
- Page refreshes every 20 seconds showing valid as of time/date under gold box (call taker could have the page up all day for a certain stop!)
- Allows user to bookmark page in their browser.
- Shows the stop number #1208 in case user wants to text/call for information later. If a frequent stop you board, memorize or utilize the CyRide wallet card.

NEXT BUS VIA TEXTING

Step 1: Text "CyRide + the Bus Stop #" to 41411

Ex. SCCS Bus stops = **CyRide 1063** is bus stop @ S 3rd/Kellogg

OR **CyRide 1004** is bus stop @ Walnut/S.3rd – shelter on Walnut

- There must be a space between "CyRide" and the "Bus Stop #" when texting.
- Message and data rates may apply (based upon your plan with your cell carrier). At no point will CyRide or NEXT BUS charge you for their service.
- Bus Stop numbers can be obtained by visiting www.cyride.com/busstops or by looking for the stop number on the bus stop signs. To keep track of the bus stop you frequent the most, print off [CyRide's Wallet Card](http://www.cyride.com/walletcards) at www.cyride.com/walletcards (The new bus stop signs will be installed beginning Jan. 30, 2013 by route).
- For first time users, NEXT BUS will prompt you with a welcome message.

Step 2: Follow the prompted menu options. For instance, a reply message may ask which route if more than one route services the stop you are requesting.

NEXT BUS VIA CALLING

Step 1: Call 515-509-2609

Step 2: When prompted, enter your bus stop number. Ex. Collegiate United Methodist Church = **CyRide 1207** is bus stop @ Hyland/Lincoln Way (East)

OR **CyRide 1179** is bus stop @ Hyland/Lincoln Way (West)

Bus Stop numbers can be obtained from:

- CyRide's [list of stop identification numbers](http://www.cyride.com/busstops) (www.cyride.com/busstops)
- CyRide bus stop signs (each sign has a different number)
- To keep track of the bus stops you frequent the most, www.cyride.com/walletcards

NEXT BUS VIA QR CODE

For those that have a **QR Application** on their smart phone, you can utilize the application and scan in the QR (quick response) code on any CyRide bus stop. An example is QR Droid but there are MANY QR applications available on Google Play or i. Once you scan, the QR Droid will quickly provide a link of the next buses coming to that bus stop.

NEXT BUS VIA MAPS

If you are unsure of your stop number, or you would like to view a map displaying the next arrival times as well as a visual of the current location of buses servicing the Route you have selected, use the following: (Go to Maps/NEXT BUS maps to get to these links at www.cyride.com)

- [Google Map](http://www.nextbus.com/googleMap/?a=cyride) (<http://www.nextbus.com/googleMap/?a=cyride>) or
- [Live Map](http://www.nextbus.com/predictor/publicMap.shtml?a=cyride) (<http://www.nextbus.com/predictor/publicMap.shtml?a=cyride>) (requires JAVA not available on most smart phones)
- VIA GPS - If your device has GPS capability, you can use a special link that will find your location automatically to identify the nearest stop: http://www.nextbus.com/webkit/#_home

You can also find these map links at www.cyride.com/nextbus. You will need to choose the routes you want to view by either clicking "routes" in the center of the Live Map version or by clicking the paper with lines on the upper right hand corner (tan header bar) of the Google Map page. Once you get the routes you want displayed, simply mouse-over or touch the bus stop of your choice to obtain the time



Transportation Collaboration

(Works to identify the transportation challenges individuals and families face daily and to develop the partnerships to help address the needs)

**Wednesday, August 21, 2013, 3:30-4:30 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA**

- I. Welcome and Introductions
- II. Review June 19, 2013 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Legislation Set-Aside for Small Start-up Programs – Kay Fisk, Neighborhood Transportation System
- V. Cy-Ride – Next Bus Demonstration
- VI. Discussion on Bus Passes – Disadvantaged Youth
- VII. Website Update – Story County Quality of Life Alliance (<http://www.storycountyqol.org/>)
 - A. What to include – minutes (private or public?)
 - B. Volunteer to update
 - C. Way to request information
- VIII. Education for “Do you need a ride?”
 - A. Feedback from those conducted
 - B. Agencies and Schedule (pages 4-6)
- IX. Updates
 - A. HIRTA
 - B. Volunteer Transportation
 - C. Others?
- X. Next Meeting: Wednesday, September 18

Meeting Dates: October 16, November 20, December 18 (consider cancelling the December meeting)

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

United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support, and evaluate effective human services, especially in the areas of education, income, and health, for our diverse community.

Transportation Collaboration
June 19, 2013
Minutes

Present: Jean Kresse – United Way of Story County, Jeremy Johnson-Miller – HIRTA, Shari K, Marion Kresse – BooST, Shari Atwood – CyRide

Review April 17, 2013 Notes: Reviewed.

Agenda: It was decided to wait until more collaboration members were present to have Shari demonstrate the Next Bus technology.

Mobility Matters Conference - Jeremy reported the conference went well. Arti presented on the RSVP volunteer transportation program. Jean asked if there were other programs similar to the program that would help RSVP overcome the barrier that the Story County program may be facing – that is they cannot charge a fee for a service being conducted by an RSVP volunteer. Jeremy suggested the Newton RSVP program be contacted.

There are “wait” times for riders who are provided a ride for a medical appointment for the return trip. The rider can’t say for certain when the appointment will be over and will they be ready for a ride. HIRTA is not an “on-demand” service so can’t always be back to pick up a rider immediately when the call to pick-up comes in.

Youth Transportation – Jean shared that the Ames Schools submitted a grant application requesting \$6,500 for single use CyRide tickets and for some HIRTA tickets for school age youth wanted to attend afterschool activities. The HIRTA tickets were for parents to attend school conference. Jean stated that the UWSC Allocations Committee denied the request and instructed staff to work through the Transportation Collaboration to determine a long-term solution. One of the Allocations members suggested the TC work with the City of Ames on providing free fare and had cited ISU students demand for services as an example. Are the fees generated for ridership the real issue?

Shari Atwood stated that the biggest concern is capacity. When free fare was offered a number of years ago there was a significant increase in the number of riders. If they provided free fare for all the number of buses and routes would need to be increased to provide the rides for the increases. Additional buses and routes are expensive. The other concern was in the number of teenagers that would ride the bus. During that summer of free fares, the number of teenagers did increase and so did need to monitor the youth. Many hopped the bus at one stop just to get off at the next.

Shari stated that single tickets for students (K-12) are reduced from \$1.25 to .60. Shari explained that the Federal Government requires reduced fare for specific populations – senior, disabled, and Medicare. Although youth are not mandated for reduced fare, most public transit systems do provide rides at a reduction for this population.

It was suggested that Jean visit with the Ames School district staff – Dr. Taylor and Yonas Michael to determine need and to see how much investment the district is willing to put into transportation outside the regular bus routes.

Transportation Study – Jeremy reported that the Des Moines Area Metropolitan Planning Organization has received funding to conduct an 8-county transportation survey – which includes Story County. Jean and Shari shared that the Transportation Collaboration did a survey of potential consumers (churches, agencies, and food pantries). Jean will share the survey questions and lists of contacts with Jeremy to use. It was suggested that Head Start programs and parents be involved. First step is to have consumers provide input into the survey questions. A consultant will be hired to access data. Jeremy asked to help share that input is needed for the survey to community partners. The timeframe is to have things concluded in 6-months – which may be in time to be included in the Passenger Transportation Plan which Shari is working on.

Next meeting - Wednesday, August 21, 2013 at 3:30 – 4:30 pm.

| AGENCY | ADDRESS | CONTACT | EDUCATE STAFF | RSVP & COMMITTEE | HUMAN COUNCIL MTG. |
|--|------------------------------------|------------------------|--|----------------------|-----------------------|
| 3M | 900 Dayton Avenue | 232-1184 | | | |
| Abbingtion on Grand | 3440 Grand Avenue | Jill George | X | | |
| American Red Cross – Lincoln Way Chapter | | Tony Burke | X | | |
| AmericInn | 2507 SE 16th Street | 233-1005 | | | |
| Ames Area MPO | | John Joiner, 239-5165 | | | |
| Ames Community Preschool Center (ACPC) | 611 Clark Avenue | | X | | |
| Ames Community Schools | | Sipele Tuionuu | | | X150 |
| Ames Foot Clinic | 2222 Philidelphia | | X | | |
| Ames Head Start | 415 Stanton Avenue | 233-4606 | X | | |
| Ames High School | 1921 Ames High Drive | 817-0600 | | | |
| Ames Public Library | 515 Douglas Avenue | | | X 100 Sheryl Kennedy | |
| Assault Care Center (ACCESS) | PO Box 1429 | | X | | X |
| Barilla | 3311 E. Lincoln Way | 956-4400 | | | |
| Bickford Manor | 2418 Kent Avenue | 233-6000 | | X 50 Sandi Phillips | |
| Boy Scouts of America, Mid-Iowa Council | 1659 E. Euclid | | | | X |
| Boys & Girls Club of Story County | 210 South 5th Street, P.O. Box 241 | | | | X |
| Calvary Food Pantry | Ames | Mickie | | X 25 | |
| Camp Fire USA Heart of the Hawkeye Council | 5615 Hickman Rd. | | | | |
| Center for Creative Justice (CCJ) | 210 Lynn Avenue | | | X 50 | X |
| ChildServe | 1915 Philadelphia | | X | | |
| Churches (need to develop a list) | | | | | |
| Collins-Maxwell High School | 400 Metcalf St, Maxwell | Jessica Allen | | | |
| Comfort Inn | 1605 S. Dayton | 232-0689 | | | |
| Community and Family Resources (CFR) | 1619 S. High Avenue | Sally Carnes | social worker should be educated | | X25 |
| Cornerstone Church | 56829 US Hwy 30 | 232-5488 | | | |
| Country Inn | 2605 SE 16th Street | 233-3935 | | | |
| Cy-Ride | | | | | |
| DaVita Dialysis | 2322 E. 13th Street | Mike Wagner | X | X 25 Jeremy | |
| DHS - CPPC - DCAT | 126 S. Kellogg Avenue | Kaitlyn | X | X 50 Kathy | |
| Emergency Residence Project (ERP) | 225 S. Kellogg | | X | X 25 Kathy | |
| Eyerly Ball | 2521 University Blvd #121 | | X | X 50 Cari | |
| Executive Express | | | | | |
| Fareway | 619 Burnett | 232-3543 | | | |
| First Christian Church | 611 Clark Avenue | Vicki Whitman | | | X |
| Girl Scouts of Greater Iowa | 10715 Hickman Rd. | | | | |
| Good Neighbor Emergency Assistance, Inc. | 3206 South Duff Avenue | | | X 50 Dean Sanders | |
| Green Hills Retirement Community | 2200 Hamilton Drive | | | | |
| Hampton Inn | 1400 S. Dayton | 239-9999 | | | |
| Heartland Senior Services | 205 S. Walnut | Liz Beck / Ellen Moore | | | X |

| AGENCY | ADDRESS | CONTACT | EDUCATE STAFF | RSVP & COMMITTEE | HUMAN COUNCIL MTG. |
|--|---------------------------------|--------------------------|------------------|---------------------|-----------------------|
| Home Instead Senior Care | 4611 Mortensen Rd #113 | 233-3539 | | X 50 Dean Sanders | |
| HOMEWARD and HOMEWARD Hospice | 1114 Duff Avenue | | | X 25 Julie | |
| Hunziker Center - DMACC | 1420 S. Bell Avenue | | | X 20 Sara Wilson | |
| Huxley Food Pantry | Huxley | Bev | | x 50 | |
| Hy-Vee West | 3708 Lincoln Way | 296-2393 | | No place to post! | |
| Iowa Heart Center | 1816 Philidelphia | | X | | |
| ISU Alumini Association | | | | X Sheryl Kennedy | |
| ISU Memorial Union Desk | | | | X 50 | |
| ISU Student Center | Union Drive | 294-5801 | | | |
| ISU Visitor's Center | University Blvd | | | | |
| Keystone Apartments | | Cindy Bowers | | X 50 Sandi Phillips | |
| Legal Aid Society of Story County | 937 Sixth Street, Nevada | | | X 25 Phyllis Terry | |
| Lifeline Resources | | | | | X50 |
| Loaves and Fishes | Story City | Edith | | X 50 | |
| Lutheran Services in Iowa | 1323 Northwestern Avenue | | | | |
| Mainstream Living Inc | 2012 E. 13th St. | | | | X |
| Mary Greeley Medical Center | 1111 Duff Avenue | Social Workers | X | | |
| McFarland Clinic - Main | 1215 Duff Avenue | 239-4400 | X | | |
| McFarland Clinic - Pediatrics | | Anne Kohler | X | | |
| McFarland Clinic - West | 3600 Lincoln Way | | X | X 50 Cari | |
| Meadow Wood of Ames | 4350 Maricopa Dr. | 268-9999 | | | |
| MICA - Family Development | 230 SE 16th Street | Helen Benker | X | X 75 Julie | |
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| Mid Iowa Foster Grandparent Program | 130 S Sheldon #306 | | | | |
| NAMI of Central Iowa | 416 Douglas Ave, #33 | Deb Niehof | | | X25 |
| Nevada High School | 1035 15th Street, Nevada | 382-2783 | | | |
| North Grand Mall | 2801 Grand Avenue | Sara Houlihan, 232-3679 | | | |
| Northcrest Retirement Community | 1801 20th Street | 232-6760 | | X 50 Sandi Phillips | |
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| Story Time Child Care Center | 84 Main St., Box 214 | | | | |
| Super 8 | 1418 S. Dayton | 232-6510 | | | |
| The Arc of Story County | 130 South Sheldon #302 | | | | X |
| The Rose | 1315 Coconino Road | Steve King | X | X 25 Jeremy | |
| The Salvation Army | 703 E. Lincoln Way | Cari McPartland | | 50 Cari | X |
| The Waterford | 1325 Coconino Road | Renee Klaus | X | | |
| University Community Childcare (UCC) | 100 University Village | | | | X |
| Volunteer Center of Story County | 130 S. Sheldon Ave., Suite 201 | | | | X |
| Windsor Oaks Retirement Community | 1130 Adams Street | Marti Elston | X | X 25 Jeremy | |
| Windsor Pointe | 3709 Tripp Street | 268-9100 | | | |
| Youth & Shelter Services, Inc. (YSS) | 420 Kellogg | | | | X |
| YSS - After Care / PAL Program | 125 S. 3rd Street | Amanda Bornich | | | |
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| YWCA Ames - ISU | ISU 210 Lab of Mechanics | | | | |

S:\All\Collaboration, Community Agencies & Committees & Service Clubs\Transportation\Brochure



Transportation Collaboration

(Works to identify the transportation challenges individuals and families face daily and to develop the partnerships to help address the needs)

Wednesday, September 18, 2013, 3:30-4:30 p.m.

United Way of Story County, 315 Clark Avenue

AGENDA

- I. Welcome and Introductions
- II. Review August 21, 2013 Notes (page 2)
- III. Agenda for Additions/Deletions – All
- IV. Cy-Ride – Next Bus Demonstration
- V. Education for “Do you need a ride?”
 - A. Feedback from those conducted
 - B. Agencies and Schedule (pages 3-5)
- VI. Website Update – Story County Quality of Life Alliance (<http://www.storycountyqol.org/>)
 - A. What to include – minutes (private or public?)
 - B. Volunteer to update
 - C. Way to request information
- VII. Updates
 - A. HIRTA
 - B. Volunteer Transportation
 - C. 2-1-1 Training – October 30 (1 p.m. to 3 p.m.)
 - D. Others?
- VIII. Next Meeting: Wednesday, October 16

Meeting Dates: November 20, December 18 (consider cancelling the December meeting)

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

United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support, and evaluate effective human services, especially in the areas of education, income, and health, for our diverse community.

Transportation Collaboration
August 21, 2013
Minutes

Present: Jean Kresse – United Way of Story County, Jeremy Johnson-Miller – HIRTA, Kathy Johnson – Story County Community Services, Kay Fisk – Neighborhood Transportation System, Cari McPartland – Salvation Army, Arti Sanghi– RSVP, Diane Birt

Review June 19, 2013 Notes: Reviewed.

Agenda: It was announced that there is a candidate’s forum for city council on October 14 – housing being an important topic.

Youth Transportation – Jean stated she had met with the Superintendent of the Ames Community Schools to discuss transportation needs to Ames students. Dr. Taylor suggested that once school starts that we pull together individuals to discuss the issue and possible solutions. Suggested players included Yonas Michael, Sipele Quezada, Dr. Taylor from the district, along with Cy-Ride, HIRTA, and human service agency representatives. Jean will coordinate that meeting. Diane expressed interest in being part of that discussion.

Legislation Set-Aside for Small Start-Up Programs – Kay Fisk shared some history on how the Neighborhood Transportation System in Cedar Rapids lost money for services. The program connects individuals to employment with transportation. Liz Mathis from Cedar Rapids is writing the bill that will bring additional funds through the Iowa Rides-to-Work Initiative. The proposed funding level is \$1 million state-wide and requires a 50/50 match (fares cannot be used as match). This would be a competitive grant process – don’t have to be a transit agency. Kay wanted the Transportation Collaboration to be aware of the effort.

Volunteer Transportation Program – Arti shared that the RSVP Volunteer Transportation program could no longer (as of August 5) charge for services because the service was provided by an RSVP volunteer and it goes against the mandated rules. They can post a “suggested donation” but cannot charge a fee. They will try this way of conducting business for 6-months and then will need to assess if they can continue to operate the program. This change in how they conduct business makes it almost impossible to make trips to Des Moines. They will still reimburse volunteers for travel, although many won’t accept the reimbursement. The target population for rides will be individuals 60 years and older. They received a \$5,000 grant from the Beverly Foundation for the program to purchase scheduling software

Other – There was some discussion on patients who leave the hospital who need a ride and perhaps we could work with Brian Dieter at MGMC and the new director at Story County Medical Center to see if there could be a partnership developed to assist patients.

Next meeting - Focus will be on the Education Program – *Do you need a ride?* and on the Cy-Rides’ Next Bus program. Meeting is set for Wednesday, September 18, 2013 at 3:30 – 4:30 pm.

| AGENCY | ADDRESS | CONTACT | EDUCATE STAFF | RSVP & COMMITTEE | HUMAN COUNCIL MTG. |
|--|------------------------------------|------------------------|----------------------------------|----------------------|--------------------|
| 3M | 900 Dayton Avenue | 232-1184 | | | |
| Abbington on Grand | 3440 Grand Avenue | Jill George | X | | |
| American Red Cross – Lincoln Way Chapter | | Tony Burke | X | | |
| AmericInn | 2507 SE 16th Street | 233-1005 | | | |
| Ames Area MPO | | John Joiner, 239-5165 | | | |
| Ames Community Preschool Center (ACPC) | 611 Clark Avenue | | X | | |
| Ames Community Schools | | Sipele Tuionuu | | | X150 |
| Ames Foot Clinic | 2222 Philidelphia | | X | | |
| Ames Head Start | 415 Stanton Avenue | 233-4606 | X | | |
| Ames High School | 1921 Ames High Drive | 817-0600 | | | |
| Ames Public Library | 515 Douglas Avenue | | | X 100 Sheryl Kennedy | |
| Assault Care Center (ACCESS) | PO Box 1429 | | X | | X |
| Barilla | 3311 E. Lincoln Way | 956-4400 | | | |
| Bickford Manor | 2418 Kent Avenue | 233-6000 | | X 50 Sandi Phillips | |
| Boy Scouts of America, Mid-Iowa Council | 1659 E. Euclid | | | | X |
| Boys & Girls Club of Story County | 210 South 5th Street, P.O. Box 241 | | | | X |
| Calvary Food Pantry | Ames | Mickie | | X 25 | |
| Camp Fire USA Heart of the Hawkeye Council | 5615 Hickman Rd. | | | | |
| Center for Creative Justice (CCJ) | 210 Lynn Avenue | | | X 50 | X |
| ChildServe | 1915 Philadelphia | | X | | |
| Churches (need to develop a list) | | | | | |
| Collins-Maxwell High School | 400 Metcalf St, Maxwell | Jessica Allen | | | |
| Comfort Inn | 1605 S. Dayton | 232-0689 | | | |
| Community and Family Resources (CFR) | 1619 S. High Avenue | Sally Carnes | social worker should be educated | | X25 |
| Cornerstone Church | 56829 US Hwy 30 | 232-5488 | | | |
| Country Inn | 2605 SE 16th Street | 233-3935 | | | |
| Cy-Ride | | | | | |
| DaVita Dialysis | 2322 E. 13th Street | Mike Wagner | X | X 25 Jeremy | |
| DHS - CPPC - DCAT | 126 S. Kellogg Avenue | Kaitlyn | X | X 50 Kathy | |
| Emergency Residence Project (ERP) | 225 S. Kellogg | | X | X 25 Kathy | |
| Eyerly Ball | 2521 University Blvd #121 | | X | X 50 Cari | |
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| Fareway | 619 Burnett | 232-3543 | | | |
| First Christian Church | 611 Clark Avenue | Vicki Whitman | | | X |
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Transportation Collaboration

(Works to identify the transportation challenges individuals and families face daily and to develop the partnerships to help address the needs)

Wednesday, October 16, 2013, 3:30-4:30 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA

- I. Welcome and Introductions
- II. Review September 18, 2013 Notes (page 2)
- III. Agenda for Additions/Deletions – All
- IV. Education for “Do you need a ride?”
 - A. Agencies and Schedule (pages 3-5)
 - B. Do you need a ride? Campaign Document (pages 6-8)
- V. Website Update – Story County Quality of Life Alliance (<http://www.storycountyqol.org/>)
 - A. Brochure
 - B. Way to sign up for meeting information
 - C. Way to request information
- VI. Updates
 - A. HIRTA
 - B. Transportation Survey
 - C. Youth Transportation – Update and Next Steps
 - D. Volunteer Transportation
 - E. 2-1-1 Training – October 30 (1 p.m. to 3 p.m.)
 - F. Others?
- VII. Next Meeting: Wednesday, November 20

Meeting Dates: December 18 (consider cancelling the December meeting); Determine 2014 schedule

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

United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support, and evaluate effective human services, especially in the areas of education, income, and health, for our diverse community.

Transportation Collaboration
September 18, 2013
Minutes

Present: Jean Kresse – United Way of Story County, Jeremy Johnson-Miller – HIRTA, Kathy Johnson – Story County Community Services, Janet Grey – AMOS, Arti Sanghi – RSVP, Marion Kresse – BooST, Shari Atwood – CyRide, Rick Hugdahl

Review August 21, 2013 Notes: Shari asked about the funding change for the Volunteer Transportation program. Arti stated that RSVP can no longer charge but can ask for a suggested contribution. The transportation brochures need to be changed to reflect that. Arti agreed to take the brochures and have volunteers cover the current information with a label reflecting the correct information.

Shari agreed to send an email to members of the Story County Human Services Council asking them to bring brochures to the September meeting so changes could be made. If Arti has brochures corrected she will bring some to the meeting.

Agenda: Jean asked Jeremy to give an update on the Transportation Survey.

Youth Transportation – Jean stated that a meeting with Dr. Taylor Yonas Michael, and Sipele Quezada was scheduled for September 27 and others could attend. The meeting is at 9 a.m. and will be held at the Ames Community School’s district office.

Cy-Rides’ Next Bus – Shari Atwood stated that with Next Bus, passengers could determine in real time when the bus would be at a particular stop. This can be done by using a smart phone to scan a QR code, send/receive a text message, call, or check on the Web site. Each bus stop now has a second sign that includes bus stop number and information to connect with Cy-Ride. The information obtained through Next Bus gives the stop times for the next three buses.

Transportation Survey – Jeremy stated that surveys could be completed on-line or on a hard copy and returned by the deadline on September 27. Arti will have paper surveys go out with passengers this week and next. She will collect completed surveys and drop them off at UWSC. Providers of transportation are asked to complete the appropriate survey as well. Consultants have been hired to provide the analysis of the data.

Jeremy stated that 2-1-1 was used to identify providers. Counties included on the survey are Boone, Dallas, Jasper, Marion, Madison, Story, Polk, and Warren.

Next meeting - Focus will be on the Education Program – *Do you need a ride?* October 20, 2013 at 3:30 – 4:30 pm.

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| Boy Scouts of America, Mid-Iowa Council | 1659 E. Euclid | | No | | | X |
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| Calvary Food Pantry | Ames | Mickie | No | | X 25 | |
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| Volunteer Center of Story County | 130 S. Sheldon Ave., Suite 201 | | No | | | X |
| Windsor Oaks Retirement Community | 1130 Adams Street | Marti Elston | X | Jeremy/Done | X 25 Jeremy | |

| AGENCY | ADDRESS | CONTACT | EDUCATE STAFF | Committee | | HUMAN COUNCIL MTG. |
|--------------------------------------|--------------------------|----------------------------|------------------|--------------------|------------------|-----------------------|
| | | | | Member Assigned | RSVP & COMMITTEE | |
| Windsor Pointe | 3709 Tripp Street | 268-9100 | No | | | |
| Youth & Shelter Services, Inc. (YSS) | 420 Kellogg | | X | | | X |
| YSS - After Care / PAL Program | 125 S. 3rd Street | Amanda Bornich | No | | | |
| YSS - After School Program | 420 Kellogg | Laura Teske, 233-3141x4450 | No | | | |
| YSS - Family Life Center | 125 S. 3rd Street | Jason Hagland/Kara Preston | No | | | |
| YWCA Ames - ISU | ISU 210 Lab of Mechanics | | No | | | |

S:\All\Collaboration, Community Agencies & Committees & Service Clubs\Transportation\Brochure

Transportation – “Do you need a ride?” Campaign
Additional Information for Trainer to Share When Reviewing the Brochure

TMS – If the passenger is an Iowa Medicaid Member refer them directly to the phone number. TMS officials will gather all client information, and are the only ones who can deny or approve a client.

RSVP Volunteer Transportation
(Retired Senior Volunteer Transportation)

Clients must meet the following criteria and the transportation need is **ONLY** for essential services such as doctor’s appointments, pharmacy and groceries.

Prior to scheduling rides the passenger must complete an application and waiver of liability for RSVP to keep on file. The passenger must also:

- Be a resident of Story County
- Be ambulatory, able to get to and from the car with little or no assistance
- Be willing to comply with policies regarding criteria for ridership, which will be provided
- Be willing to pay for the service upon the volunteers’ arrival at the residence

Suggest donation for service:

In-county trip ranges from \$3-\$12

Out of county please consider \$.39/mile

HIRTA – Story County transit provider, anyone is eligible to ride HIRTA, and can be used for anything from medical, shopping, school or social activities.

Brochure covers most everything. Please visit www.rideHIRTA.com or call 1-877-686-0029 for more details.

Hours of Operation:

Weekdays (Story County) : 7am – 5:30pm

Weekdays (Ames Only) : 6am – 8pm

Saturday (Ames Only) : 7:30am – 6pm

Sunday (Ames Only) : 8:30am – 6pm

General Fare:

City of Ames: \$2 each way

Outside Ames, within Story County: \$4 each way

Persons over Age 60:

City of Ames: \$1 suggested each way

Outside Ames, within Story County: \$2 suggested each way

HIRTA offers reduced fare to riders 60 years and older, who live independently on their own, this funding allows riders to use HIRTA for a suggested donation of \$1 each way in Ames and \$2 each way outside the City of Ames. Individuals in an assisted living facility or nursing home do not qualify for this reduced fare. Please call HIRTA at 1-877-686-0029 to qualify.

Rides to Des Moines are on Tuesdays and Thursdays and operate around the clients' on first appointment/last appointment. In addition to rides to Broadlawns, HIRTA can also take passengers to the Veterans Affairs Hospital in Des Moines.

If the passenger's needs are complicated HIRTA dispatch worker can help them with their travel needs. The dispatch worker will utilize the Mobility Coordinator to work on finding transportation for those cases that may seem impossible.

HIRTA Does not operate New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

CyRide – CyRide is the city bus system for Ames, Iowa. It is a partnership between City of Ames, Iowa State University and the ISU students. For questions have the passenger contact 292-1100 or visit the website – www.cyride.com

- Services Offered :
 - 12 fixed routes, 3 of those being free campus circulators (\$1.25/ride)
Campus Circulators - #21 Cardinal, #22 Gold and #23 Orange are free to everyone
 - Dial-A-Ride service for persons with a disability (\$2.00/ride)
 - Late night service called Moonlight Express on Fri./Sat. when ISU in session (Free)
- CyRide Schedules and Route Maps are available at:
 - www.cyride.com/schedules
 - www.cyride.com/maps (CyRide does not operate New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
- Reduced fares for seniors; Medicare/Medicaid cardholders; K-12 students; and passengers with disabilities. Kids 5 years and younger are free. Passengers can go to CyRide office to complete forms to obtain reduced fare cards, but are not required.
- Moonlight Express is free for everyone. It operates on Friday/Saturday nights from 10:30pm – 3 am. Phones shut down at 2:30am. There are 4 (Buses A, B, C & D) shuttle buses operating throughout Ames. Bus E offers door to door service off the fixed route. Moonlight Express only operates while ISU is in session. For more information to:
- CyRide News/Detours Notifications – passengers can select specific routes for automatic notifications.
 - www.cyride.com/enotification (Email notification on specific routes)
 - www.facebook.com/cyride (Like)
 - www.twitter.com/cyride (Follow)

Dial-A-Ride (DAR) – Door-to-door service within the City of Ames for persons with a disability that operates during CyRide's hours of operation, which includes weekends. All passengers who are

disabled should be encouraged to call CyRide for qualification. DAR is a required service, which CyRide contracts with HIRTA (county transit provider) to operate.

- **Approval Process** - Passengers must be pre-approved. Passengers eligible for this service are defined by the Americans with Disabilities Act. **Emphasize the following:** if a person's disability prevents them access to a fixed-route bus stop, boarding the bus, or inability to understand how to utilize CyRide, they may qualify for DAR service. Call CyRide at 292-1100 for a [DAR application](#) or it can be downloaded from CyRide's website.
- **How to Ride** - While the application is being processed, which could take up to 21 days; a person can access DAR by calling HIRTA at 1-877-686-0029. The passenger will be notified if they have been approved or denied to ride DAR. In general, DAR requires that a reservation for the trip be made by 4:30 pm the day before service is required; for Saturday or Sunday rides, reservations are to be made by 4:30 p.m. on Friday. For more information on how to ride DAR, you may download the DAR brochure on the CyRide website, or by calling 292-1100.
- Once qualified, clients can ride for \$2.

DAR Brochure: www.cyride.com/dar-brochure

DAR Application: www.cyride.com/dar-application



Transportation Collaboration

(Works to identify the transportation challenges individuals and families face daily and to develop the partnerships to help address the needs)

PLEASE NOTE NEW MEETING TIME!

Wednesday, January 15, 2014, 3:00-4:00 p.m.
United Way of Story County, 315 Clark Avenue
AGENDA

- I. Welcome and Introductions
- II. Review November 20, 2013 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Story County Quality of Life Alliance Needs/Assets
 - A. Purpose of SQLA
 - B. Reviewing the Gaps
 - C. Transportation Collaboration Efforts – Focus for 2014
- V. Transportation Brochure
 - A. Schedule & process for new brochure
- VI. Transportation Survey Update – Brooke
- VII. Updates on the Education for “Do you need a ride?” (Review List)
 - A. Additional things to cover – drivers needed
 - B. Wait time for HIRTA Buses during a “will call” could be up to an hour
- VIII. Updates
 - A. HIRTA
 - B. Youth Transportation – Update and Next Steps
 - C. Volunteer Transportation Program
 - D. Others?
- IX. Next Meeting: March 19

Determine 2014 schedule: May 21, July 16, September 17, November 19, No December meeting

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

United Way of Story County is a strategic leader in building countywide partnerships to identify needs and to develop, support, and evaluate effective human services, especially in the areas of education, income, and health, for our diverse community.

Transportation Collaboration
November 20, 2013
Minutes

Present: Jean Kresse – United Way of Story County, Jeremy Johnson-Miller – HIRTA, Janet Grey – AMOS, Shari Atwood – CyRide, Rick Hugdahl

Review October 16, 2013 Notes: No changes.

Agenda: No changes.

Do you need a ride? The brochure has been updated to reflect the changes in fees for the Volunteer Transportation program. Jean asked how many brochures were left – RSVP has between 300 and 400; UWSC has about 50; CyRide has about 50. It appears that work should begin on getting new brochures printed. The last printing was covered with Special Project grant funds and UWSC funds. Shari stated that Executive Express could be asked for funding. Shari volunteered to contact the Executive Director – Bonnie. Jeremy will look into the Special Project Funds but stated they do not typically fund the same project twice. He will also look to see how much the printing of the currently brochure cost.

Jeremy asked Shari to work with Julia Castillo on how to put the brochure on-line so it gets updated whenever changes are made.

It was suggested to check with Arti on veteran transportation before printing a new brochure.

Passenger Transportation Plan: Shari reported that section 5310 focuses on elderly and disabled funding – improving the transportation experience for these riders. In general CyRide is looking at an additional 1,000+ ISU students in the fall 2014. From June-July 2014 number of rides totaled 6.3 million and it is estimated that 2014/15 the rides will total 6.6 million. This is approximately 170 rides/student – which translates into additional hours of services and additional buses.

Included in the Plan:

Gray Route – change from 60-minute services to 40-minute service. However the proposal does not include going beyond S. Duff. There would also be increased hours during the day operating from 7 a.m. until 9 p.m. between campuses. This change would require a 12% increase from students, which has only been about 7% increase in the past.

New State Street Route – The Red Route has increased by 54% in the last six years. As many as 7 buses are needed to meet the need. This increase plus the anticipated new development on State Street will place an even heavier demand. The proposed new State Street Route would help meet the demand.

Shari shared that the increase in the number of rides also adds to increase maintenance workers. Industry standards is 1 mechanic/120,000 miles – CyRides currently operates 1 mechanic/253,504 miles. Add the cost of training between 45-55 new drivers each year would add additional costs of \$176,385 to the budget.

Transportation Survey – Jeremy stated the final report will be 30-pages – consultants are reviewing and updated the report to be submitted to the Community Transportation Association and it should be ready by mid-December. The report will include survey and focus groups results plus information from transportation providers.

Youth Transportation – Jean stated that a meeting was set up for November 22 for her, Shari Atwood and Diane Birt) to meet with district counselors and Yonas Michael on November 22.

Other: Janet Grey asked if a volunteer could ride on HIRTA. Jeremy said that yes, anyone can ride HIRTA but that there is also a provision that allows “personal care attendants” to ride HIRTA at no cost when the trip is primarily for health care appointments. The person doesn’t necessarily need help getting on the bus, but need help understanding directions by the doctor.

HIRTA and CyRide are looking for drivers!

Next meeting – January 15, 2014 @ 3 p.m. @ United Way of Story County office. The 2014 schedule will have the Transportation Collaboration meetings every other month.

Cyclone Aktion Club

October 15, 2013

NEXT BUS

NEXT BUS BACKGROUND: CyRide began providing bus prediction service via a system called NEXT BUS on January 31, 2013 where a telephone, mobile device or web-enabled computer can be used to view exactly where a bus is located and its predicted time of arrival. NEXT BUS technology was funded 100% via the Iowa State University's Government of the Student Body. Information uploaded includes the bus' current location and its rate of progression through its route. Based on historical averages, day of the week and time of day, the databases make an algorithmic calculation that provides arrival predictions to a customer through their telephone, smartphone or computer.

BUS STOP CHANGES:

All Bus Stops - CyRide added 425+ NEXT BUS signs located directly below the current "Cy" CyRide bus stop sign.

Each stop has its own unique identification BUS STOP number, a local telephone number, a text message number and an unique QR code.



Transfer Areas - In addition, large LED digital signage will be installed on Iowa State University campus at major transfer locations providing bus arrival information for passengers waiting at these bus stop locations. These four locations are:

- **Student Services (#1176)**
- **Upper Friley Hall (#1210)**
- **Kildee Hall (#1088)**
- **Bessey Hall (#1126)**



BENEFITS: The benefits of this technology are two-fold:

- **For the Customer:** CyRide's passengers know where the bus is located and when it will arrive at a specific bus stop. This can help passengers effectively plan their transportation in a way that is convenient for them, especially in inclement weather.
- **For CyRide:** CyRide staff can manage the transit system as efficiently as possible. CyRide's dispatchers view live maps of our buses alerting them to late buses or buses that have deviated from their route. Historical reports can also be developed to aid in route planning or to answer a customer's question about a bus trip.

HOW TO FIND YOUR NEXT BUS!

The information below provides specific instructions on how to access this information in these formats.

WEBSITE (PC, Tablet or Smartphone)



Step 1: Visit www.cyride.com and click on the [NEXT BUS](#) button
OR visit www.cyride.com/nextbus.

Step 2: Select your desired route.

Step 3: Select your direction of travel (if applicable)

Step 4: Select your bus stop.

Select your route/direction/stop to obtain GPS-based arrival times:

Route:

Direction:

Stop:

Destination:

(optional)

Tracked vehicles for route 1 Red East in:

16 minutes
36 minutes
51 minutes

 7 min

Stop number: 1208
Phone: 515-509-2609
SMS: 41411 "cyride 1208"

For other routes serving same stop:

15 min (2 Green East Mall via Ames High School)
55 min (2 Green East Mall via Ames High School)
75 min (2 Green East Mall via Ames High School)

Valid as of 11:25 AM Tuesday, March 19

Update page address so that it can be bookmarked

- Shows next 2-3 buses that will arrive at that stop
- Lists other routes serving that same stop
- Page refreshes every 20 seconds showing valid as of time/date under gold box (individual could have the page up all day for a certain stop!)
- Allows user to bookmark page in their browser.
- Shows the stop number #1208 in case user wants to text/call for information later. If a frequent stop you board, memorize or utilize the CyRide wallet card.

TEXTING

Step 1: Text “**CyRide + the Bus Stop #**” to **41411**

Ex. North Grand Mall Bus stop = **CyRide 1150** is bus stop @ North Grand Mall

- There must be a space between “CyRide” and the “Bus Stop #” when texting.
- Message and data rates may apply (based upon your plan with your cell carrier). At no point will CyRide or NEXT BUS charge you for their service.
- For first time users, NEXT BUS will prompt you with a welcome message.

Step 2: Follow the prompted menu options. For instance, a reply message may ask which route if more than one route services the stop you are requesting.

CALLING

Step 1: **Call 515-509-2609**

Step 2: When prompted, enter your bus stop number. Ex. Collegiate United Methodist Church = **CyRide 1207** is bus stop @ Hyland/Lincoln Way (East)

OR **CyRide 1179** is bus stop @ Hyland/Lincoln Way (West)

Bus Stop numbers (each bus stop has a different number) can be obtained from:

- Bus Stop numbers - www.cyride.com/busstops or by looking for the stop number on the bus stop signs.
- Wallet Cards - To keep track of the bus stop you frequent the most, print off [CyRide's Wallet Card](#) at www.cyride.com/walletcards

QR CODE

For those that have a **QR Application** on their smart phone, you can utilize the application and scan in the QR (quick response) code on any CyRide bus stop. An example is QR Droid but there are MANY QR applications available depending on your smartphone. Once you scan, the QR Droid will quickly provide a link of the next buses coming to that bus stop.

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- [Live Map](http://www.nextbus.com/predictor/publicMap.shtml?a=cyride) (<http://www.nextbus.com/predictor/publicMap.shtml?a=cyride>) (requires JAVA not available on most smart phones)

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CYRIDE STORAGE FACILITY (Completion: December 2013)

1. **New Bus Storage** – 11 additional buses parking inside



2. **Flood Protection (Wall/Berm/Automatic Gates)**



3. **Old Storage Facility (1983) Interior Height Raised** – allows all buses, including taller hybrids, to travel anywhere throughout the garage
4. **Rehabilitated Fuel Lane**
5. **Articulated Maintenance Bay** – allows shop to hoist up articulated buses for repairs
6. **New Bus Circulation Lane & Additional Employee Parking**

ARTICULATED BUSES 660 & 661

FUN ARTICULATED FACTS

Bus Manufacturer: Nova (stainless steel body)

Length: 60-foot long

Capacity: 120 people **Seats:** 45

Design: Updated Swoosh (similar to hybrids)

Routes: #23 Orange and Saturday #1B Red

Total Cost: \$687,413/each
(Received Nationally Discretionary Grant
90% federally funded; 10% locally funded)

Officially Began Service: March 27, 2013



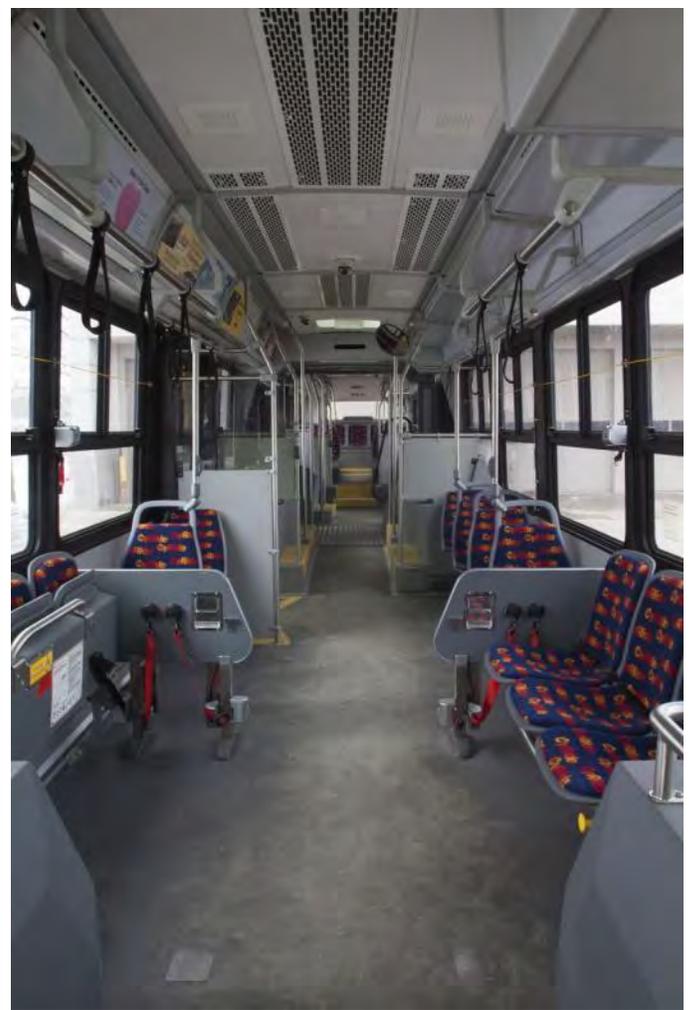
View – Outside View of Articulated Bus Turntable (the “bendy” part)



Two New Articulated Buses Delivered: January 28, 2013



View – Looking to Front of Articulated Bus from the back of the bus



View – Looking to Back of Articulated Bus from the front of the bus



View – Interior View of Articulated Bus Turntable (the “bendy” part)

SCAN

BUS STOP 1129

FOR THE NEXT BUS



CALL

515-509-2609
and Say or
Enter 1129



TEXT

CYRIDE 1129
to
41411

SCAN

OR



CyRide NEXTbus Wallet Cards

Clip out cards and fold in half. Use to keep track of your frequently used stop numbers. Find your stop number online at www.cyride.com or posted at your bus stop.



fold in half
v

| Frequently used CyRide Bus Stops | |
|----------------------------------|-------------|
| ROUTE/LOCATION | STOP NUMBER |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

VOICE
Call 515-509-2609 and say or enter your stop number.

QR SCAN
Scan the QR code posted at your bus stop with a scan enabled smartphone.

SMS TEXT
Text CyRide and your bus stop number to 41411.

ONLINE
Visit CyRide.com and click on the NEXTbus link.

 *Find your stop number online at www.cyride.com or posted at your bus stop.

^
fold in half
v

| Frequently used CyRide Bus Stops | |
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fold in half

Story County Community Services

October 29, 2013

NEXT BUS

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BUS STOP CHANGES:

All Bus Stops - CyRide added 425+ NEXT BUS signs located directly below the current "Cy" CyRide bus stop sign.

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Transfer Areas - In addition, large LED digital signage will be installed on Iowa State University campus at major transfer locations providing bus arrival information for passengers waiting at these bus stop locations. These four locations are:

- **Student Services (#1176)**
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BENEFITS: The benefits of this technology are two-fold:

- **For the Customer:** CyRide's passengers know where the bus is located and when it will arrive at a specific bus stop. This can help passengers effectively plan their transportation in a way that is convenient for them, especially in inclement weather.
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OR visit www.cyride.com/nextbus.

Step 2: Select your desired route.

Step 3: Select your direction of travel (if applicable)

Step 4: Select your bus stop. (below are stops near SCCS)

- Blue South – S. 3rd St./Kellogg (southeast corner) – Stop# 1063
- Blue North – Walnut Ave/S. 3rd St. (on Walnut – shelter stop) – Stop# 1004
- Yellow (To Downtown) – Lincoln Way/Kellogg (northwest corner) Stop# 1367
- Yellow (To Kate Mitchell) – Lincoln Way/Kellogg (southeast corner) – Stop# 1339
- Pink (To City Hall) – Lincoln Way/Kellogg (northwest corner) – Stop# 1367
- Pink (To Philadelphia) – Lincoln Way/Kellogg (southeast corner) – Stop #1339

Select your route/direction/stop to obtain GPS-based arrival times:

Route: 3 Blue South ▾

Direction: South 5th/South Duff ▾

Stop: S. 3th St. at S. Kellogg ▾

Destination: S. Duff Ave. at S. 3th St. ▾
(optional)

Tracked vehicles for route 3 Blue South in:

Arriving

31 minutes

58 minutes



Stop number: 1063
Phone: 515-509-2609
SMS: 41411 "cyride 1063"

Valid as of 10:57 AM Tuesday, October 29

Update page address so that it can be bookmarked 

- a. Shows next 2-3 buses that will arrive at that stop
- b. Lists other routes serving that same stop
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Ex. SCCS = CyRide 1063 is the bus stop @ SCCS (on S. 3rd; bus heading to Riverbirch)

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OR
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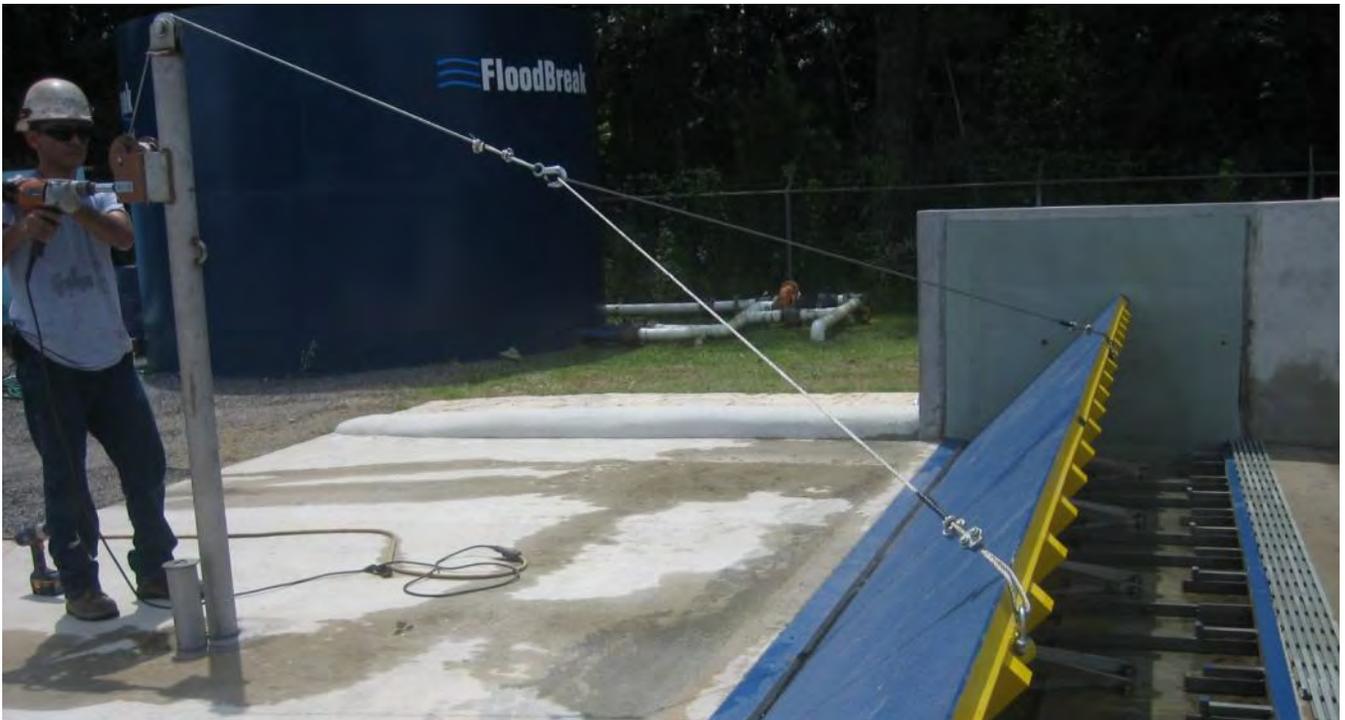


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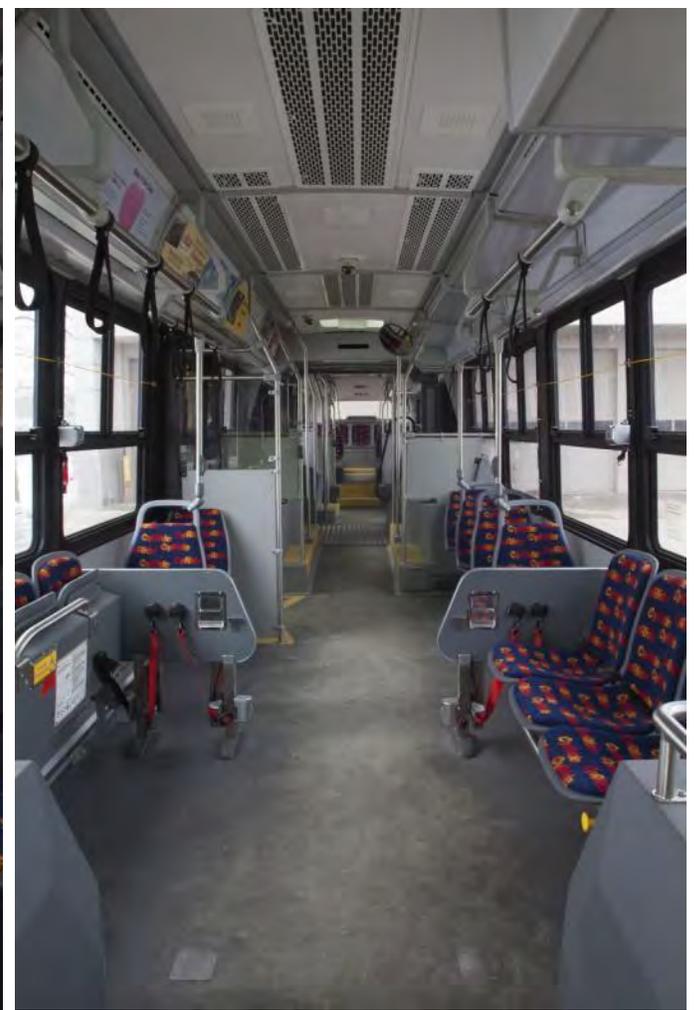
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View – Interior View of Articulated Bus Turntable (the “bendy” part)

NAMI Wellness Center

November 13, 2013

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- **Bessey Hall (#1126)**



BENEFITS: The benefits of this technology are two-fold:

- **For the Customer:** CyRide's passengers know where the bus is located and when it will arrive at a specific bus stop. This can help passengers effectively plan their transportation in a way that is convenient for them, especially in inclement weather.
- **For CyRide:** CyRide staff can manage the transit system as efficiently as possible. CyRide's dispatchers view live maps of our buses alerting them to late buses or buses that have deviated from their route. Historical reports can also be developed to aid in route planning or to answer a customer's question about a bus trip.

HOW TO FIND YOUR NEXT BUS!

The information below provides specific instructions on how to access this information in these formats.

WEBSITE (PC, Tablet or Smartphone)



Step 1: Visit www.cyride.com and click on the [NEXT BUS](#) button
OR visit www.cyride.com/nextbus.

Step 2: Select your desired route.

Step 3: Select your direction of travel (if applicable)

Step 4: Select your bus stop. (below are stops near NAMI Wellness Center)

- **Red West (Ames Middle School via Lincoln Way)** – 6th/Kellogg (temporary) – Stop# 1457
- **Red East (Mall via Hospital)** – 6th/Kellogg (temporary) – Stop# 1458

Select your route/direction/stop to obtain GPS-based arrival times:

Route: 1 Red West ▾

Direction: Ames Middle School via Lincoln Way ▾

Stop: 6th St. at Kellogg Ave. (TEMPORARY) ▾

Tracked vehicles for route 1 Red West in:

7 minutes

21 minutes

36 minutes



Stop number: 1457
Phone: 515-509-2609
SMS: 41411 "cyride 1457"

Valid as of 3:08 PM Tuesday, November 12

Update page address so that it can be bookmarked ?

- Shows next 2-3 buses that will arrive at that stop
- Lists other routes serving that same stop
- Page refreshes every 20 seconds showing valid as of time/date under gold box (individual could have the page up all day for a certain stop!)
- Allows user to bookmark page in their browser.
- Shows the stop number #1457 in case user wants to text/call for information later. If a frequent stop you board, memorize or utilize the CyRide wallet card.

TEXTING

Step 1: Text “**CyRide + the Bus Stop #**” to **41411**

Ex. 6th/Kellogg = **CyRide 1457** is bus stop nearest to NAMI Wellness Center headed westbound

There must be a space between “CyRide” and the “Bus Stop #” when texting.

- Message and data rates may apply (based upon your plan with your cell carrier). At no point will CyRide or NEXT BUS charge you for their service.
- For first time users, NEXT BUS will prompt you with a welcome message.

Step 2: Follow the prompted menu options. For instance, a reply message may ask which route if more than one route services the stop you are requesting.

CALLING

Step 1: **Call 515-509-2609**

Step 2: When prompted, enter your bus stop number. Ex. NAMI Wellness Center = **CyRide 1047** is bus stop @ 6th/Kellogg (westbound – towards campus)

OR **CyRide 1048** is bus stop @ 6th/Kellogg (eastbound – towards the Mall)

Bus Stop numbers (each bus stop has a different number) can be obtained from:

- Bus Stop numbers - www.cyride.com/busstops or by looking for the stop number on the bus stop signs.
- Wallet Cards - To keep track of the bus stop you frequent the most, print off [CyRide's Wallet Card](#) at www.cyride.com/walletcards

QR CODE

For those that have a **QR Application** on their smart phone, you can utilize the application and scan in the QR (quick response) code on any CyRide bus stop. An example is QR Droid but there are MANY QR applications available depending on your smartphone. Once you scan, the QR Droid will quickly provide a link of the next buses coming to that bus stop.

MAPS

If you are unsure of your stop number, or you would like to view a map displaying the next arrival times as well as a visual of the current location of buses servicing the Route you have selected, use the following: (Go to Maps/NEXT BUS maps to get to these links at www.cyride.com)

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- [Live Map](http://www.nextbus.com/predictor/publicMap.shtml?a=cyride) (<http://www.nextbus.com/predictor/publicMap.shtml?a=cyride>) (requires JAVA not available on most smart phones)

You can also find these map links at www.cyride.com/nextbus. You will need to choose the routes you want to view by either clicking "routes" in the center of the Live Map version or by clicking the paper with lines on the upper right hand corner (tan header bar) of the Google Map page. Once you get the routes you want displayed, simply mouse-over or touch the bus stop of your choice to obtain the time.

SCAN

BUS STOP 1129

FOR THE NEXT BUS



CALL

515-509-2609
and Say or
Enter 1129



TEXT

CYRIDE 1129
to
41411

SCAN

OR

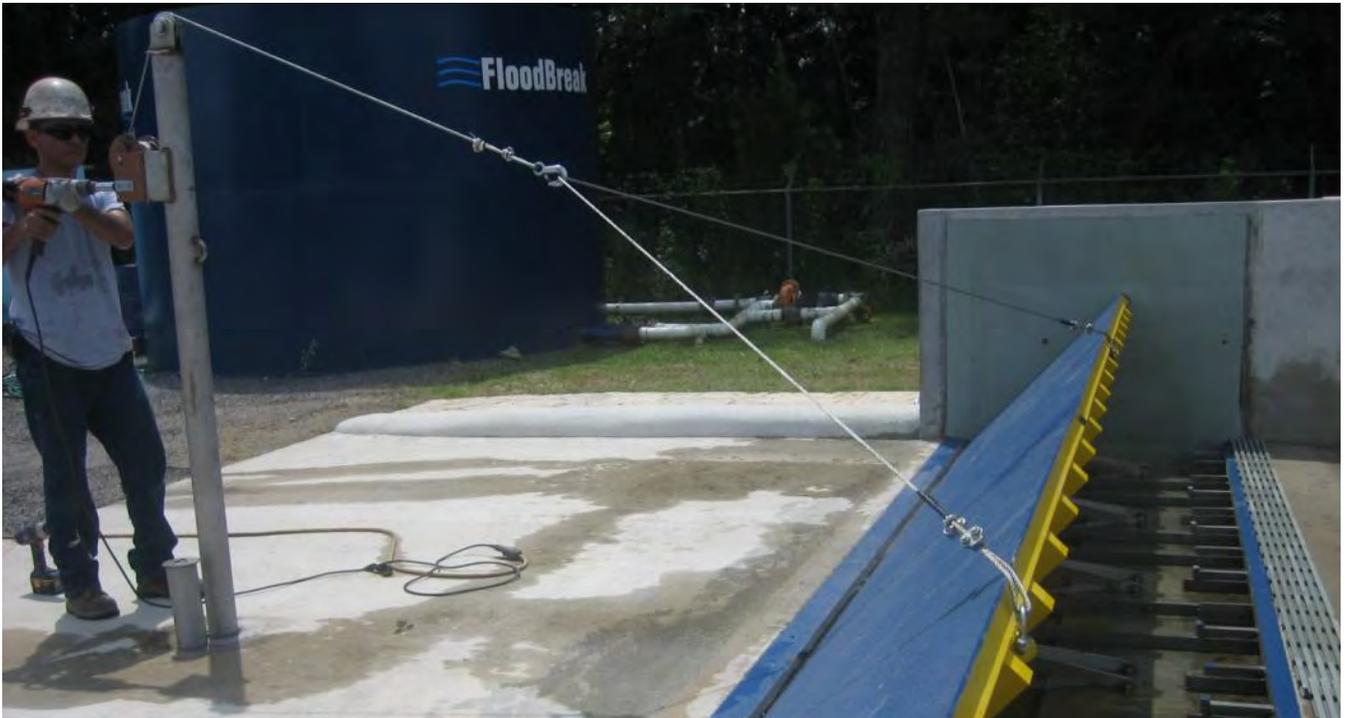


CYRIDE STORAGE FACILITY (Completion: December 2013)

1. **New Bus Storage** – 11 additional buses parking inside



2. **Flood Protection (Wall/Berm/Automatic Gates)**



3. **Old Storage Facility (1983) Interior Height Raised** – allows all buses, including taller hybrids, to travel anywhere throughout the garage
4. **Rehabilitated Fuel Lane** - general repairs & additional insulation to keep CyRide employees warm
5. **Articulated Maintenance Bay** – allows shop to hoist up articulated buses for repairs
6. **New Bus Circulation Lane & Additional Employee Parking**

ARTICULATED BUSES 660 & 661

FUN ARTICULATED FACTS

Bus Manufacturer: Nova (stainless steel body)

Length: 60-foot long

Capacity: 120 people **Seats:** 45

Design: Updated Swoosh (similar to hybrids)

Routes: #23 Orange and Saturday #1B Red

Total Cost: \$687,413/each
(Received Nationally Discretionary Grant
90% federally funded; 10% locally funded)

Officially Began Service: March 27, 2013



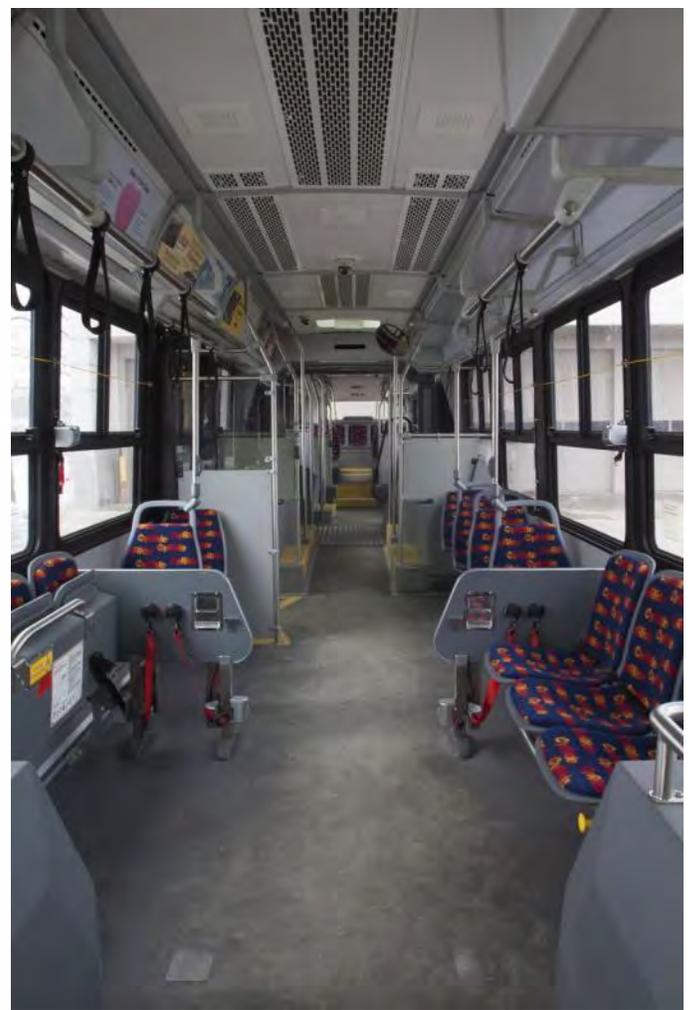
View – Outside View of Articulated Bus Turntable (the “bendy” part)



Two New Articulated Buses Delivered: January 28, 2013



View – Looking to Front of Articulated Bus from the back of the bus



View – Looking to Back of Articulated Bus from the front of the bus



View – Interior View of Articulated Bus Turntable (the “bendy” part)

CyRide NEXTbus Wallet Cards

Clip out cards and fold in half. Use to keep track of your frequently used stop numbers. Find your stop number online at www.cyride.com or posted at your bus stop.



fold in half
v

| Frequently used CyRide Bus Stops | |
|----------------------------------|-------------|
| ROUTE/LOCATION | STOP NUMBER |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

VOICE
Call 515-509-2609 and say or enter your stop number.

QR SCAN
Scan the QR code posted at your bus stop with a scan enabled smartphone.

SMS TEXT
Text CyRide and your bus stop number to 41411.

ONLINE
Visit CyRide.com and click on the NEXTbus link.

 *Find your stop number online at www.cyride.com or posted at your bus stop.

^
fold in half
v

| Frequently used CyRide Bus Stops | |
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fold in half

Epilepsy Support Group

November 14, 2013

NEXT BUS

NEXT BUS BACKGROUND: CyRide began providing bus prediction service via a system called NEXT BUS on February 1, 2013 where a telephone, mobile device or web-enabled computer can be used to view exactly where a bus is located and its predicted time of arrival. NEXT BUS technology was funded 100% via the Iowa State University's Government of the Student Body. Information uploaded includes the bus' current location and its rate of progression through its route. Based on historical averages, day of the week and time of day, the databases make an algorithmic calculation that provides arrival predictions to a customer through their telephone, smartphone or computer.

BUS STOP CHANGES:

All Bus Stops - CyRide added 425+ NEXT BUS signs located directly below the current "Cy" CyRide bus stop sign.

Each stop has its own unique identification BUS STOP number, a local telephone number, a text message number and an unique QR code.



Transfer Areas - In addition, large LED digital signage will be installed on Iowa State University campus at major transfer locations providing bus arrival information for passengers waiting at these bus stop locations. These four locations are:

- **Student Services (#1176)**
- **Upper Friley Hall (#1210)**
- **Kildee Hall (#1088)**
- **Bessey Hall (#1126)**



BENEFITS: The benefits of this technology are two-fold:

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Step 4: Select your bus stop.

- Blue North – Riverbirch Apartments (S. 5th) – Stop# 1001

Select your route/direction/stop to obtain GPS-based arrival times:

Route: 3 Blue North ▾

Direction: Mall via Schilletter ▾

Stop: River Birch Apartments ▾

Destination: South Meadow Apartments ▾
(optional)

Tracked vehicles for route 3 Blue North in:

11 minutes

26 minutes

26 minutes



Stop number: 1001
Phone: 515-509-2609
SMS: 41411 "cyride 1001"

Valid as of 5:23 PM Thursday, November 14

Update page address so that it can be bookmarked ?

- a. Shows next 2-3 buses that will arrive at that stop
- b. Lists other routes serving that same stop
- c. Page refreshes every 20 seconds showing valid as of time/date under gold box (individual could have the page up all day for a certain stop!)
- d. Allows user to bookmark page in their browser.
- e. Shows the stop number #1001 in case user wants to text/call for information later. If a frequent stop you board, memorize or utilize the CyRide wallet card.

TEXTING

Step 1: Text “**CyRide + the Bus Stop #**” to **41411**

Ex. Riverbirch stop = **CyRide 1001** is bus stop @ Riverbirch Apartments on 5th

- There must be a space between “CyRide” and the “Bus Stop #” when texting.
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- For first time users, NEXT BUS will prompt you with a welcome message.

Step 2: Follow the prompted menu options. For instance, a reply message may ask which route if more than one route services the stop you are requesting.

CALLING

Step 1: **Call 515-509-2609**

Step 2: When prompted, enter your bus stop number.

Ex. = **CyRide 1150** is bus stop @ North Grand Mall

CyRide 1166 is bus stop @ Ames City Hall Bus (westbound).

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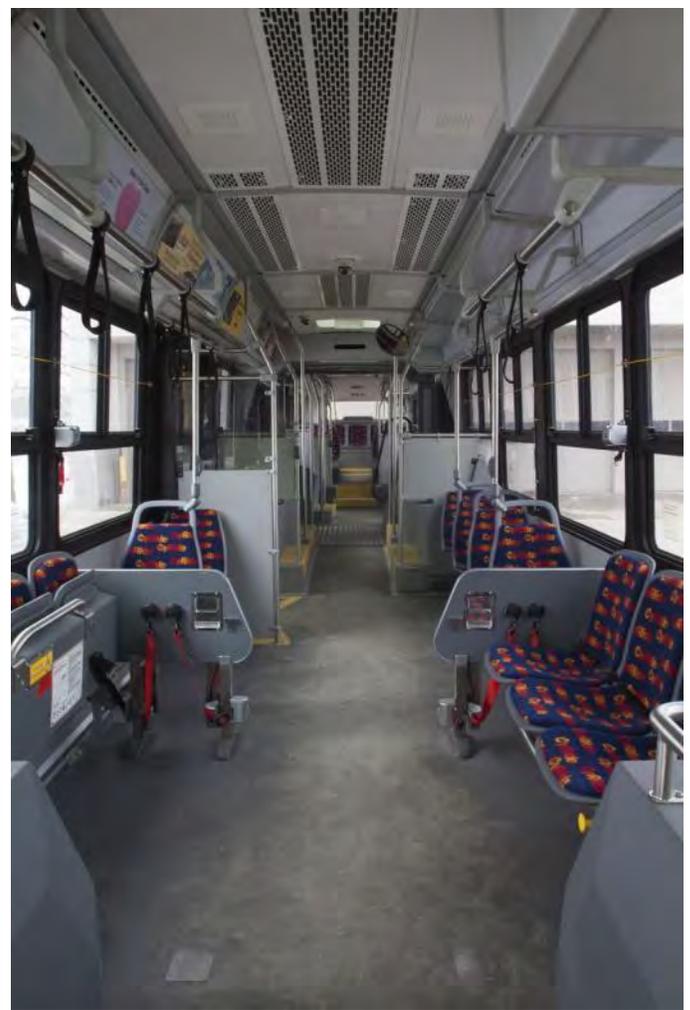
View – Outside View of Articulated Bus Turntable (the “bendy” part)



Two New Articulated Buses Delivered: January 28, 2013



View – Looking to Front of Articulated Bus from the back of the bus



View – Looking to Back of Articulated Bus from the front of the bus



View – Interior View of Articulated Bus Turntable (the “bendy” part)

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fold in half
v

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|----------------------------------|-------------|
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| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

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fold in half



The Story County Human Services Council is a group of representatives from human service agencies, businesses, and organizations throughout Story County that provides opportunities to collaborate and advocate for human needs. Any organization providing services in Story County are welcome to attend our monthly meetings. We meet from September – May of each year typically on the 4th Thursday of the month. Our next meeting however is December 4th which is a networking luncheon for members. Membership per organization is \$30. To learn more go to our website at www.storycouthumanservices.org

Traditionally, each meeting consists of the following:

- Program of interest to our members
- Agency spotlights allowing our members to learn more about each other
- Business meeting
- Transportation collaboration/planning
- Sharing time of your organization's events/information to other HSC members

But most importantly, this meeting allows colleagues working within the Story County area to meet face-to-face and share experiences and interests. Whether you've worked and advocated for individuals in Story County for years or perhaps only a short time, please consider attending Story County Human Services Council and meet others that are doing the same!

SCHSC Officers

Sipele Quezada (Ames Community Schools), Co-Chair; sipele.quezada@ames.k12.ia.us

Julie Saxton (Life-line Resources), Co-Chair; jsaxton@life-lineresources.com

Shari Atwood (CyRide/Ames Area MPO), Secretary; satwood@cyride.com

Arti Sanghi (Central Iowa RSVP), Treasurer coordinator@cirsvp.org