



## **Transportation Collaboration Minutes Wednesday, April 19, 2017**

**Attending:** Kathy Johnson, Central Iowa Community Services; Shari Atwood, CyRide and Ames Area MPO; Teal Wilson, Central Iowa RSVP; Shala Harsh, Heartland Senior Services; Sarah Constable, HIRTA; Amber Vaughn, Mainstream Living; Lauris Olson and Deb Schildroth, Story County; Shannon Bardole, United Way of Story County

### **Review January 11 Meeting Notes**

### **Update from HIRTA of Demand Response Service Action Plan Progress Report**

- Action 5 updates: Ordered new buses that will be on the road in 6 months. The new Dial-A-Ride bus is in service. Leasing is not an option. HIRTA received Central Iowa Regional Transportation Planning Authority funding to receive 1 new vehicle annually to begin in 2018 (possibility of 1 larger or 2 smaller vehicles). This funding is for HIRTA as a whole, not Story County specifically
- Action 13 update: Updating radio software now. Should have a better update at next meeting.
- Looking into more cooperation with Boone County

### **HIRTA Strategic Plan**

- Being presented to HIRTA Board on May 25. Update at July meeting.

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

- RSVP: Updated policies to the volunteer transportation program to include Des Moines trips. Teal provided a handout at the meeting. Received \$3,000 in county funding for Des Moines trips. Teal will review the brochure and let Shari know if any changes need to be made. Updated guidelines include:
  - Requests for out-of-county trips will be accepted for medical-related appointments with priority given to specialists that are not available in-county. One exception is for bank trips to Jewel.
  - Out-of-county trips will be considered for appointments scheduled between 9:30am and 2pm on Tuesday, Wednesday, and Thursday.
  - In-county trips require 48 business hour notice. Out-of-county trips require 72 hours since it may take longer to secure a volunteer.
- Transportation brochure: Update as needed. It is always kept updated online at [cyride.com/sct](http://cyride.com/sct). Fitz's Taxi needs to be removed. We will review the brochure in July and discuss if a new round of brochures needs to be printed.
- CyRide: Shari provided a handout regarding the System Redesign. The board approved a revised preferred scenario, which can be found online at [www.cyride.com/system-redesign](http://www.cyride.com/system-redesign). Although changes are fiscally constrained, they will go up for budget approval in December or January. The earliest any of the changes will be implemented is August 2018. Recommended changes include the following:
  - Yellow route goes to Southdale area – all day 30 minute service. Shortened route. All-day service to South Duff for shopping/work. Accommodate new apartments near Crystal next fall.
  - Blue route extended to Target and Wal-Mart. Still need to discuss with Target to get approval to drive through parking lot.
  - Plum route: continue 20 minute service
  - Orange: operating articulated buses, so can't turn around in Vet Med
  - Peach: new route between Vet Med and North Grand Mall, 60-minute service, replaces blue north

- Brown: Deviation allows elimination of Gold in the area south of campus, 20 minutes during peak, 30 minutes in off-peak, running all day. Gold doesn't run on weekend, so Brown-south will pick up an extra loop on the weekend at SUV.
- Gold: new from Towers to SUV, 10 minute frequency all day long, new turnaround area will need to be constructed at Towers, pedestrian walk-ways will be need to be reconfigured, less traffic at Hayward/Welch intersection
- Split up Red route into Red and Cherry
- Lilac: new express route during peak hours
- Purple: Adding more frequent trips and lengthening the hours in the day the route runs
- Green: mostly remain the same, only have Ames High loop during peak school pick-up/drop-off
- Innovative transit zone: pick up at City Hall, come on hourly basis, take passenger to wherever they want on the East side of town, call for return trip, all day service during the week. Replaces the pink and gray routes.
- Have a more consistent stream of services, rather than a lot of buses at once. All run counter-clockwise through campus. Fewer buses on campus.
- Consultant will recommend improvements including weekend trips on new routes, as funding becomes available

CyRide's summer service begins Saturday, May 6.

- Wheels for Work
  - Preparing to give away the 19<sup>th</sup> car in a little over two years
  - The committee updated policies to reflect that a recipient may only apply for and receive 1 vehicle, and an applicant is eligible to receive a vehicle even if they've had fines for no insurance in the last 2 years as long as the fines are paid.
- Passenger Transportation Summit: held on May 18 at FFA Enrichment Center on the Ankeny DMACC campus

**2017 Meeting Dates** (2<sup>nd</sup> Wednesday of the month from 1:00-2:30 pm): July 12, October 11



## RSVP Volunteer Driver Transportation Program Rider Information

*Provisions in **BOLD underline** indicate criteria specific to out-of-county trips.*

### General Client Eligibility and Trip Request Provisions

1. Riders must be a resident of Story County.
2. Riders must fill out and sign a client application/waiver of liability for RSVP to keep on file.
3. Riders must be mentally alert (unless accompanied) and ambulatory (able to get to and from a vehicle with little or no assistance). RSVP CAN accommodate clients with collapsible walkers, canes, and/or portable oxygen tanks. RSVP CANNOT accommodate large seated walkers or wheelchairs.
4. Riders must be willing to have an in-home assessment conducted by a trained RSVP Volunteer Outreach Specialist to determine eligibility for the RSVP Transportation Program.
5. **For out-of-county trips, requests will be accepted for medical and medical-related appointments only with priority given to medical specialist appointments that are only available out-of-county.** Exceptions may be made at the discretion of RSVP staff.
6. Clients may request transportation TO an appointment for a procedure requiring sedation but RSVP will NOT provide transportation FROM any medical procedure that requires sedation.
7. Our primary focus is providing rides to Story County's older adult population. If exceptions are made, riders with children must provide appropriate car/booster seats and install them. All children under age 18 must be accompanied by parent or guardian.
8. Rides must be for 2 or fewer passengers. (Exceptions may be made at the discretion of RSVP staff.)
9. Riders must not ask drivers to make additional stops that were not part of the original trip request. All scheduled stops must be approved/scheduled through the RSVP office. An exception can be made for stops to pick up a prescription after an appointment.
10. Riders should not request future trips from a driver but must go through the RSVP office.
11. Other: We cannot accept requests for medical transportation from residents who are Iowa Medicaid members approved for non-emergency medical transportation under a Managed Care Organization. All such requests will be referred to their respective MCO.

## Days and Times of Service

- For in-county trips, rides can be scheduled for appointments that are Monday – Friday between 8am and 4pm. **For out-of-county trips, requests will be accepted for medical appointments scheduled between 9:30am and 2pm on Tuesdays, Wednesdays and Thursdays only.** Exceptions may be made at the discretion of RSVP staff.
- RSVP Office hours are 8am – 4pm at the Ames Office and 9am – 5pm at the Story City Office. Offices are closed all federal holidays. Riders must request transportation services within at least 48 business hours for an in-county trip **and 72 business hours for an out-of-county trip.** However, you are encouraged to request service with as much advance notice as possible. RSVP will make every attempt to fill all needed requests for service. Late notice requests can be made but are not likely to be filled. The more notice we are given, the better the chances are that we will be able to find a driver.

## Conditions of Service

- RSVP staff will monitor and assess road and weather conditions at all times. If at any time, the safety of the volunteer or the rider is compromised by these or other conditions, we will cancel the scheduled trip.
- The pick-up and drop-off settings must be such that there is no immediate danger.
- Volunteers will provide transportation only.
- A primary caregiver or significant other will accept full responsibility for the care of the client should he or she need to be accompanied.
- If RSVP receives information through online criminal record checks, or from a caregiver or a qualified professional (regarding a transportation client's physical and/or mental condition) that could compromise the safety or well-being of a volunteer driver, services may be denied. (Please note that RSVP reserves the right to conduct online criminal record checks as well as a National Sex Offender Registry check on all registered clients). All drivers are screened through an online criminal history check and Department of Motor Vehicle check.
- Physical and/or verbal abuse of volunteers will not be tolerated and will call for immediate termination of service.
- Central Iowa RSVP will not deny service on the grounds of age, sex, color, sexual orientation, race, religion, social or economic status, and physical (must be ambulatory) or mental disability.

**Cost:** Because of federal regulations, we are not able to charge a fee for this service. This service is funded by Story County, City of Ames, United Way of Story County and sustained by donations to the program. All drivers provide their own vehicles and are required to carry full-coverage auto insurance. Donations to RSVP are accepted.

**Updated 4-17-2017**

Route	Summary of changes	Frequency (minutes between buses)		Span	
		Existing (Peak)	Preferred Scenario (Peak)	Existing	Preferred Scenario
1 Red	Operates from Ames Middle School to ISU via Mortensen and S. Dakota (no left turn at Steinbeck/S. Dakota). Operate more frequently during peak times.	15 - 20	15	6:21 AM - 12:32 AM 7:11 AM – 10:26 PM (Saturday) 8:31 AM – 11:40 PM (Sunday)	6:30 AM - 12:30 AM 7:00 AM – 10:30 PM (Saturday) 8:30 AM – 11:30 PM (Sunday)
2 Green	Eliminate Ames High School deviation except for school start/end times.	20	20	6:22 AM - 11:28 PM 7:50 AM – 10:32 PM (Saturday) 8:33 AM – 11:38 PM (Sunday)	6:30 AM - 11:30 PM 8:00 AM – 10:30 PM (Saturday) 8:30 AM – 11:30 PM (Sunday)
3 Blue	Truncate to operate between S. Duff and ISU campus. Extend route to serve Target and Walmart more directly. Operate more frequently during peak times.	15 - 20	10 - 15	6:22 AM - 12:34 AM 7:19 AM – 10:27 PM (Saturday) 8:30 AM – 11:39 PM (Sunday)	6:30 AM - 12:30 AM 7:30 AM – 10:30 PM (Saturday) 8:30 AM – 11:30 PM (Sunday)
4 Gray	Eliminate route (new all-day "Innovative Transit Service" zone in eastern Ames).	60 - 120	-	7:22 AM - 11:06 AM (4) 10:51 AM - 2:37 PM (4A) 2:05 PM - 9:19 PM (4)	-
5 Yellow	Provide all-day service from Southdale to Downtown via South Duff.	30-40	30	6:46 AM - 10:59 AM 3:17 PM - 6:52 PM 8:57 AM – 6:39 PM (Saturday)	6:30 AM - 7:00 PM 9:00 AM – 7:00 PM (Saturday)
6 Brown	In conjunction with high frequency service on new Gold Route, adjust Brown Route frequency to reflect demand. Operate through campus via Union-Lynn-Knapp-Welch-Storm. Operate later along entire route. Deviate weekend service to Schilleter and University Village in the southbound direction.	15 - 20	20-30	6:25 AM - 6:43 PM 5:40 PM - 10:15 PM (6A) 6:34 PM - 9:00 PM (6B) 8:34 AM – 8:15 PM (Saturday) 11:00 AM – 8:15 PM (Sunday)	6:30 AM - 9:00 PM 8:00 AM – 9:00 PM (Saturday) 8:30 AM – 8:30 PM (Sunday)
7 Purple	Improve span and add more trips. Begin route at Todd/S. Dakota; operate on campus via Welch-Union-Hayward in counterclockwise manner.	40 - 60	15 - 30	6:54 AM - 8:58 AM 3:02 PM - 5:25 PM	7:00 AM - 10:00 AM 2:30 PM - 5:30 PM
9 Plum	No changes are recommended.	20	20	7:08 AM - 10:22 PM	7:00 AM - 10:30 PM
10 Pink	Eliminate route (new all-day "Innovative Transit Service" zone in eastern Ames).	50 - 60	-	7:29 AM - 9:46 AM 2:55 PM - 5:31 PM	-
11 Cherry	Rebrand #1A Red as #11 Cherry. Operate to ISU via Mortensen, S. Dakota, and Lincoln Way and on campus via Welch-Union-Hayward in counterclockwise manner.	8 - 20	7 - 15	7:20 AM - 6:59 PM	7:30 AM - 6:30 PM

Route	Summary of changes	Frequency (minutes between buses)		Span	
		Existing (Peak)	Preferred Scenario (Peak)	Existing	Preferred Scenario
12 Lilac	New express service from Dickenson to ISU via Mortensen and State; operate on campus via Welch-Union-Hayward in counterclockwise manner.	-	20	-	7:00 AM - 10:00 AM 2:30 PM - 5:30 PM
21 Cardinal	No changes are recommended.	8	8	7:10 AM - 10:22 PM	7:00 AM - 10:30 PM
23 Orange	Show more trips on schedule. No longer serves Vet Med.	10 - 20	4	6:30 AM - 10:20 PM	6:30 AM - 10:30 PM
25 Peach	New route between Vet Med and North Grand Mall via Stange and 24 <sup>th</sup> Street.	-	60	-	7:00 AM - 7:00 PM
26 Gold	New high-frequency route serving Schilleter Village, University Village, ISU, and Towers.	-	10	-	7:00 AM - 10:30 PM
Innovative Transit Service	Service between City Hall and pink zone area in East Ames on an hourly basis. Passengers will call CyRide for a return trip from East Ames back to City Hall.	-	60	-	7:00 AM - 7:00 PM