



Transportation Collaboration Wednesday, October 10, 2018

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

Review August 8 Meeting Notes

Updates from HIRTA

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

CyRide

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

Updates from Transportation Collaboration Members

- HIRTA/Lauris Olson
 - HIRTA's insurance carrier declined to renew coverage on HIRTA's fleet. In general, the industry has been pulling back on insuring public transit vehicles. Part of the

reason for declining to continue coverage was the fact that in 2 counties, HIRTA contracts out the transportation work. 2017 was a year with several claims, especially claims from contracted drivers. Only 1 insurance provider was willing to insure HIRTA's fleet but the premiums tripled. HIRTA's Board decided to keep that insurance for now while they implement some policies that will hopefully open up other options.

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

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