

**Ames Area 2009
Passenger Transportation Development Plan**

Submittal Date: April 1, 2008

Submitted By:



Table of Contents

I.	Introduction.....	3
II.	Background.....	4
	A. Location	
	B. Demographics	
	C. Development of Transportation Coordination Process 2006 to Present	
	D. Passenger Transportation Development Plan Meetings & Key PTDP Participants	
III.	Existing Transportation Operations.....	11
	A. Airports	
	B. Taxi Service	
	C. Charter	
	D. Intercity Bus	
	E. RideSharing Services	
	F. School Transportation	
	G. Public Transit Providers	
	H. Existing Coordination Efforts	
IV.	Evaluation of Needs for Services & Equipment.....	25
	A. Review of Last Year’s Efforts	
	B. Public Input	
	C. Gap Analysis & Results	
	D. Transportation Needs	
	i. Service Needs/Issues	
	ii. Affordability Needs	
	iii. Fleet Needs	
	iv. Management/Insurance Needs	
	v. Education/Marketing Needs	
	E. Management Needs	
	F. Existing Fleet Needs	
	i. Capital Needs	
	ii. Fleet Utilization Schedule	
	iii. Fleet Replacement Schedule	
	G. Facility Needs	
	H. Goals & Objectives	
V.	Financial Resources.....	62
VI.	Passenger Investment Program & Consensus.....	75
	A. Program of Recommended Projects – 2008	
	B. Program of Recommended Projects – 2009	
	C. Additional Three-Year Sketch Plan	
	D. PTDP Justifications	
	E. Draft FY2009-FY2012 Transportation Improvement Program	
VII.	Next Steps.....	85

APPENDIX

A.	Passenger Transportation Development Plan Meetings & Summarizations.	86
B.	PTDP Contacts.....	109
C.	Transportation Collaboration Committee (United Way).....	114
D.	PTDP Human Service & Transportation Provider Surveys.....	115
E.	PTDP Need Ranking.....	165

I. Introduction

The Ames FY2009-2012 Passenger Transportation Development Plan (PTDP) is a required planning document mandated by Congress through the SAFE, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU) that reauthorized funding for transportation services. This mandate requires transportation projects to be part of a “locally-developed, coordinated public transit-human services transportation plan.” The Iowa Department of Transportation requires the Ames Area Metropolitan Planning Organization (AAMPO) to be responsible for the Ames urbanized area plan. The AAMPO will approve the final recommendations within the PTDP plan due based upon recommendations from the PTDP advisory committee made up of transportation providers and human service agency representatives serving the Ames area.

This year, three official PTDP advisory committee meetings were held in conjunction with the Ames Human Services Council meetings this fall and winter. This was done to be more inclusive of human service agencies as it was thought that more participation could be achieved within this larger human services group while providing a forum for free discussion. Several informal PTDP meetings were conducted with transit providers and possible local funding partners for potential projects. In addition, several other “Transportation Collaboration” meetings occurred throughout the year regarding transportation issues conducted by the United Way of Story County. CyRide also held several public meetings to obtain direction regarding the future transit services within Ames where needs were brought forth from the community in general. All relevant meetings discussing transportation coordination was included as part of the PTDP process in gathering needs for the community. Meetings have been documented in Appendix A with the meeting summaries following. PTDP committee participants are documented within the list in Appendix B. However, those that attended the meetings and part of the PTDP process are documented within the summaries. Those individuals were the key participants toward the plan and are listed beginning on page 9. The needs identified from all the meetings are located within Section IV of this plan.

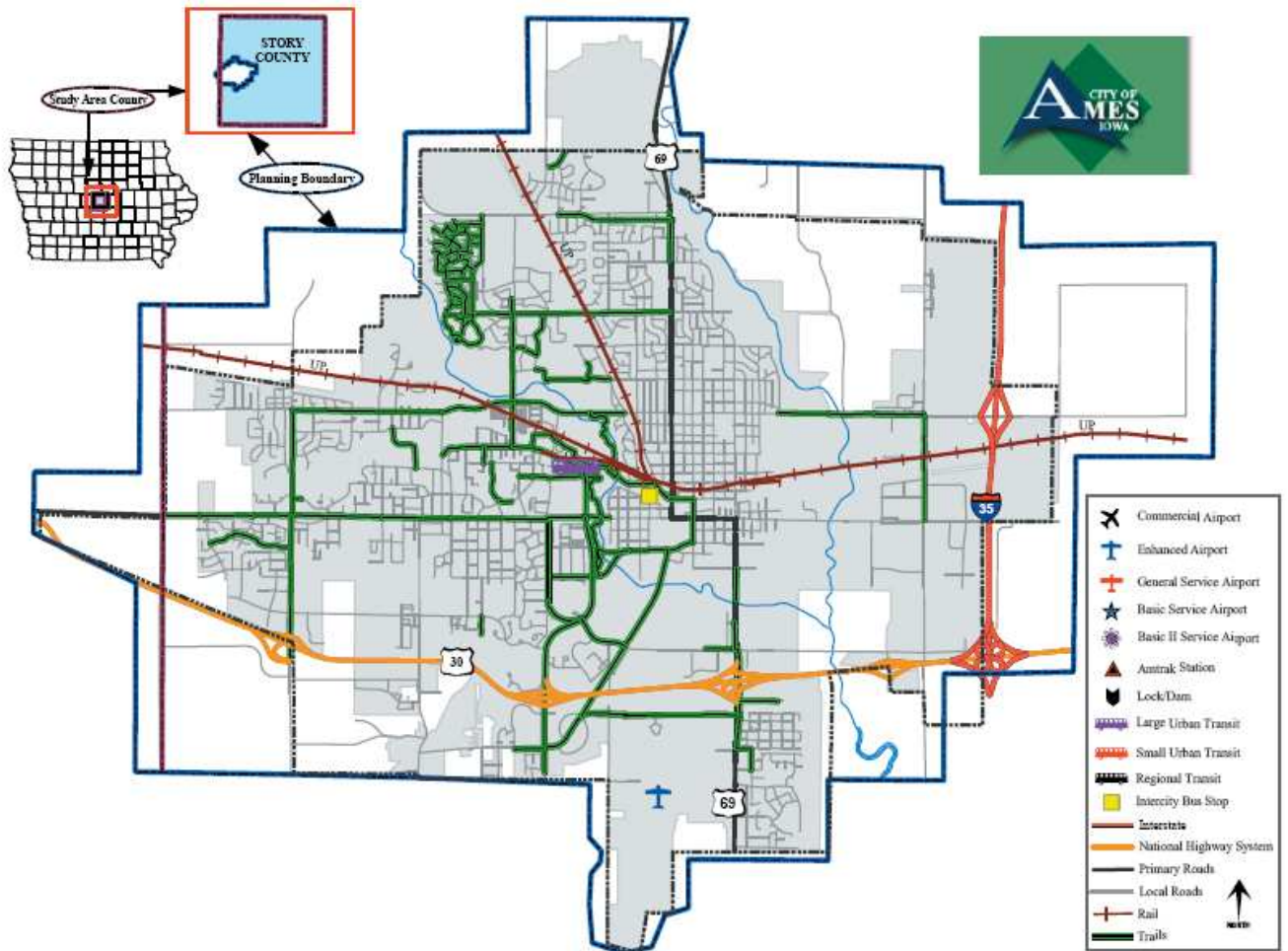
The PTDP plan’s elements consist of inventorying the available transportation services, identifying transportation needs of Ames’ residents, evaluating current services gaps and exploring options to better meet the needs of Ames residents. The four-year plan will be modified annually with its primary focus toward bettering services for the disabled, aging, and low-income populations. This focus allows those human service providers serving these groups improve the transportation network for their clients. It also allows a forum to bring duplication of transportation services to light and discuss more efficient operations of these services. A coordinated plan may enhance transportation access, minimize duplication of services funded with federal funding and encourage cost-effective transportation solutions.

Finally, participation and enhanced communication by multiple partners will result from this planning effort. Coordination will encompass not only the transit providers (private and public), but human service agencies as well to realize this PTDP. The success of the plan depends on community-wide involvement and participation in the planning process.

II. Background

A. Location

The City of Ames is located within Story County at the intersection of I-35 and Highway 30 as shown on the map below. The Ames Area Metropolitan Planning Organization is one of nine metropolitan planning areas in the State of Iowa; newly formed after the 2000 Census which listed Ames' population as 50,731. The Ames community is also home to Iowa State University that has traditionally served more than 25,000 students yearly since 2001 thereby which is half of the Ames population. However, those students drop to approximately 9,000 for the summer enrollment. (Source: <http://www.iastate.edu/~registrar/stats/>)



B. Demographics

The following demographic information is reported from the US Census Bureau's 2000 website in regards to information on the City of Ames' low-income, elderly and disabled populations. 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 2000 US Census since the count is based on where you live for the majority of the year. Again, students equate to half of the total City of Ames population.

Elderly Population

The elderly population in Ames is just under 18% of the residents. As shown, ISU students hardly contribute to this 18% as less than 0.3% are 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: Elderly Population - 2000 Census			ISU Students: Elderly Population - 2007		
	Number	Percent		Number	Percent
Total Population	50,731.0		Total Population	26,160	51.00%
Under 5 years of Age	2,237.0	4.41%	Under 18 Years of Age	164	0.63%
Over 18 Years of Age	43,320.0	85.39%	Over 18 Years of Age	20,756	79.34%
Over 60 Years of Age	5,089.0	10.03%	Over 25 Years of Age	4,801	18.35%
Over 65 Years of Age	3,893.0	7.67%	Over 50 Years of Age	196	0.75%
Median Age	23.6		Over 65 Years of Age	5	0.02%

Sources: ISU Students: Elderly Population 2007; Office of the Registrar

Ames, Iowa: Elderly Population; 2000 Census

http://factfinder.census.gov/servlet/SAFFacts?_event=&geo_id=16000US1901855&_geoContext=01000US%7C04000US19%7C16000US1901855&_street=&_county=ames&_cityTown=ames&_state=&_zip=&_lang=en&_sse=on&ActiveGeoDiv=&_useEV=&pctxt=fph&pgsl=160&_submenuId=factsheet_1&ds_name=null&_ci_nbr=null&qr_name=null®=null%3Anull&_keyw ord=&_industry

Disabled Population

Ames, Iowa: Disabled Population	Number	Years				Percent
		5-15	16-20	21-64	65+	
Total Population	50,731.0					
Population over 5 years	48,494.0					
Disability status (over 5 yrs.)	4,001.0					8.3%
<u>One Type of Disability</u>	2,418.0	216	357	1243	602	5.0%
Sensory disability		13	61	232	159	
Physical Disability		10	31	206	349	
Mental Disability		193	165	229	40	
Self-care Disability		0	0	22	9	
Go-outside Home disability		0	17	56	45	
Employment Disability		0	83	498	0	
<u>Two Types or more of Disability</u>	1,583.0	0	167	880	536	3.3%
Includes self-care disability		0	34	193	154	
Does not include self-care disability		0	133	687	382	

Source: http://factfinder.census.gov/servlet/DTTable?_bm=y&-geo_id=16000US1901855&-ds_name=DEC_2000_SF3_U&-redoLog=false&-mt_name=DEC_2000_SF3_U_PCT026

Of the 4,001 (8.3%) disabled Ames residents from the 2000 Census, 611 of those are enrolled at Iowa State University according to the Office of the Registrar.

Poverty Status

Approximately 8,507 individuals are below the poverty level in Ames as shown in the following 2000 Census table. In addition Ames' population below poverty according to the 2000 Census was graphically illustrated on page 20 and throughout the document with CyRide's routes overlain. The Office of Student Financial Aid at Iowa State University determined that approximately 4,122 students are receiving federal, state and low-income programs for their tuition reimbursement. Although all of these are not considered below poverty, 20,692 students (79% of ISU enrollment for 2007) will receive some sort of financial aid in 2007.

Ames, Iowa: Poverty Status in 1999 of Individuals: 2000	All income levels	Below Poverty Level	Percent below poverty level
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All individuals for whom poverty status is determined	41,776	8,507	20.4%
Unrelated individuals for whom poverty status is determined	16,260	6,652	40.9%

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

C. Development of Transportation Coordination 2006 to Present

In response to the new SAFETEA-LU bill, the Iowa Department of Transportation developed guidelines for MPO's to formulate their own Passenger Transportation Development Planning process (PTDP). These guidelines were updated in October 2007 for the 2009 process. Initially, the Office of Public Transit began by conducting regional Mobility Action Planning (MAP) conferences during the summer 2006 in cooperation with MPO's and transit systems. The goal was to assist MPO and RPA agencies to complete their PTDP process by February 2007. This goal was achieved and the Ames Area MPO submitted its first PTDP plan in April 2007. This 2009 plan will be the Ames Area MPO's second PTDP effort.

The Ames Area Passenger Transportation Development Plan discusses the transportation needs within the City of Ames city limits as required by federal and IDOT guidelines. The Central Iowa Regional Transportation Planning Agency (CIRTPA/Region 11) housed in Des Moines, Iowa is responsible for the rural PTDP efforts for the following eight counties: Boone County, Dallas County, Jasper County, Madison County, Marion County, Polk County, Story County and Warren County. Story County encompasses the Ames city limits and therefore transportation outside of the urbanized Ames city limits would be contained within the CIRPTA's PTDP document. The Des Moines Area MPO and CIRPTA have combined their planning efforts into one PTDP document for the 2009 process. There have been brief discussions between the AAMPO and Des Moines Area MPO/CIRPTA to develop one PTDP for the entire central region including Ames. Additional discussions between the two MPO's will occur before the third PTDP effort is underway of this possible coordination effort.

It should be noted that the United Way of Story County spearheaded a "Transportation Collaboration Committee" within the Ames community in the summer of 2007 to provide a forum to discuss transportation issues between human service providers and transit agencies. The Transportation Collaboration Committee met often throughout 2007 at the United Way of Story County offices regarding transportation needs/issues brought forth by human service agency representatives. CyRide staff, who coordinates the PTDP process for the Ames Area MPO, was part of this committee. Subcommittees often were formed to work on details of particular transportation issues to report back to the full committee.

All of the needs/issues identified from this effort are listed within this PTDP document. The Transportation Collaboration committee discussions will continue throughout 2008 on a quarterly schedule in addition to several subcommittee efforts throughout the year as needed. A full listing of Transportation Collaboration Committee participants as of December 2008 can be found in Appendix C with meeting summarizations following. All of these individuals are key participants within the PTDP process.

D. Passenger Transportation Development Plan Meetings

The following meetings, also identified within Appendix A, were held regarding transportation issues and needs of the Ames community. PTDP meetings were processed through the program section of the Human Services Council. This was done to be more inclusive of the human service agencies but also invited health care facility organizations, churches and other essential community organizations to these meetings. The full list of PTDP contacts is listed in Appendix B. In addition, collaboration is an ongoing effort through the United Way of Story County's Transportation Collaboration meetings occurring quarterly. Finally, CyRide held numerous public meetings this fall regarding future services for CyRide. All of the needs identified through all of these meetings were discussed and identified within the PTDP plan.

Human Services Council – PTDP Meetings

Tuesday, October 23, 2007	City of Ames meeting – “Making PTDP process better”
Thursday, October 25, 2007	Human Services Council – PTDP program discussion
Thursday, December 6, 2007	Human Services Council – PTDP program discussion
Thursday, January 10, 2008	PTDP Iowa City project discussion: Operational Issues – (HIRTA, Heartland, CyRide)
Friday, January 18, 2008	PTDP Iowa City project discussion: Local Funding – (Story County, City of Ames, Heartland Senior Services, CyRide)
Monday, January 21, 2008	PTDP Iowa City project discussion: Local Funding – (United Way of Story County) as couldn't attend 1/18/08 meeting
Thursday, January 24, 2008	Human Services Council – PTDP program discussion
Thursday, February 28, 2008	Human Services Council – PTDP discussion & investment plan changes
Monday, March 3, 2008	PTDP Iowa City project discussion: Local Funding – (Story County, City of Ames, Heartland Senior Services, CyRide, Mary Greeley Medical Center, MICA, DHS, Story County Medical Center, HIRTA) (no meeting summary attached)

Transportation Collaboration Meetings

Wednesday, August 15, 2007	Updating Needs/Ideas from May 2007 Transportation Summit Meeting
Wednesday, Sept. 26, 2007	Transportation Collaboration Meeting: (Gas Vouchers/Bus Passes, Education Programs, Car Seats, Volunteer Transportation Program)
Wednesday, October 24, 2007	Transportation Collaboration Meeting: Bus Education Subcommittee Meeting
Wednesday, October 31, 2007	Transportation Collaboration Meeting: (Bus Education, Car Maintenance/Insurance Education & Bus Passes/Gas Voucher discussion)
Monday, January 21, 2008	Transportation Collaboration Meeting: Bus Education Subcommittee
Wednesday, January 23, 2008	Transportation Collaboration Quarterly Meeting

CyRide Public Meetings

Friday, October 19, 2007	ISU Retirees meeting regarding future CyRide services & community needs
Wednesday, October 24, 2007	Ames Chamber of Commerce meeting regarding CyRide services
Tuesday, November 13, 2007	Public Input Meeting regarding future CyRide services (Ames City Hall)
Tuesday, November 14, 2007	Public Input Meeting regarding future CyRide services (ISU campus)
Tuesday, November 15, 2007	Public Input Meeting regarding future CyRide services (ISU campus)
Wednesday, December 5, 2007	Transit Advisory Committee regarding future CyRide services

Officially, Ames began their 2009 PTDP discussion process in mid-October 2007. CyRide staff met with the Ames MPO Director, City of Ames Planning & Housing staff and City of Ames Assistant City Manager on how to improve the process for 2009-2012. It was discussed that it may be justified to request involvement from the Ames Human Services Council that meets each month on human service issues instead of creating yet another group to discuss transportation needs. It was advised that this participation may garner increased involvement from the human service providers for survey and discussion participation.

Staff held their first meeting with the Human Service Council on October 25th discussing the overall PTDP process and ideas for better participation and involvement between transit providers and human service agencies/organizations. As a result of this meeting, the PTDP process was coordinated through the Human Service Council's monthly meeting as their monthly program discussion. Contact information was updated at this meeting as well as e-mail addresses. All transportation providers and agencies interested in being part of the PTDP process were invited to all meetings documented in Appendix B with the summaries of meetings following this section.

On November 6, 2007, transportation provider surveys were distributed to 66 human service agencies and transit/transportation providers in the Ames area via e-mail. Additional hand mailed surveys were distributed to 53 local churches. Those individuals were asked to participate in the development of the 2009 Ames Passenger Transportation Development Plan by attending subsequent PTDP meetings at the Human Service Council in addition to participating in the survey. Approximately 23 surveys were returned from the participants. A few churches responded indicating they didn't provide transportation and felt the current transportation was satisfactory for their needs. However, CyRide did have an individual approach the Board during the public input process indicating that more #2 Green was needed in the morning for individuals to utilize the bus for church services and to get to jobs. All of the surveys gathered for human service providers and transportation providers are listed alphabetically in Appendix D.

The following organizations below either indicated they provide service for their clients with agency owned vehicles or discussed their usage at Passenger Transportation Development Plan meetings. In addition, the 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. The transportation provider surveys were requested many times from the agencies and many offered to respond to the survey through the PTDP process. Unfortunately, only five agencies actually filled out the requested transportation provider form as requested by the MPO. (CyRide, Heartland Senior Services, Story County Life Program, Windsor Oaks Senior Living, and Green Hills Retirement Community) However based on the above efforts, approximately fourteen transportation providers were identified within the Ames community.

1. CyRide: Fleet of 73 buses/vans/trucks. See fleet utilization and replacement schedule for additional information.
2. Heartland Senior Services: Fleet of 15 buses/vans. See fleet utilization and replacement schedule for additional information.
3. 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.

4. 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. The maintenance director does the maintenance for the vehicle and the vehicle will be replaced as needed. Their residents were promised free transportation as part of their dues to live at Windsor Oaks.
5. Green Hills Retirement Community – Fleet of 1 bus and 2 vans of which 1 of the vans is accessible. This vehicles are typically utilized for clients per request. They have plans to replace one van in 2012 that currently has 106,000 miles. One full time driver and two part-time are available on an as needed basis.

The following transportation providers did not fill out the required MPO forms however are known and/or believed to operate transportation service within the Ames community. Several may have filled out a human service survey only or may have participated within the PTDP meetings and verbally discussed their fleet.

6. Ames Taxi Service – 5-7 vehicles utilized for their operations according to Des Moines Register article. Cost is \$10-\$15 for anywhere in Ames per one-way trip. Filled out a human service form for the Des Moines CIRPTA whom shared the information. Indicated interest in participating in the meetings however, did not attend the 2009 PTDP meetings.
7. CIT – Provide Ames school service as well as scheduled trips for CyRide as contracted. They also provide charter service for events throughout the region and beyond. Any data was compiled within the 2009 PTDP was from last years’ participation in the PTDP process. Did not fill out PTDP forms for 2009 and did not participate in the meetings.
8. Ames Community Pre-School: unknown # of vehicles; vehicles are only utilized for field trips for children under 5 years of age. Filled out human service transportation form but not transportation provider form.
9. Boys & Girls Club: 2 sunshine (Variety Club) vans; 1991 & 1998 – utilized only to transport to/from schools to B&G Club and field trips via discussion from PTDP meeting. For additional information see meeting summary from October 25, 2007. Participatory in the meetings however did not fill out survey information.
10. Richmond Center: 2 vans, 3 cars – utilize for meetings throughout Story County very regularly – according to discussion at PTDP meeting and through PTDP survey. Filled out PTDP human service survey but not transportation provider survey. Gave information of fleet verbally to staff at PTDP meeting.
11. American Red Cross: 1 van, 1 trailer according to City of Ames (COA) staff.
12. Lutheran Services in Iowa: unknown fleet but known to transport individuals according to COA staff.
13. Youth & Shelter Services: 1-2 vans according to City of Ames staff. However through a PTDP 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 operate more than 6 vehicles.
14. Childserve: unknown; utilize for children under the age of 5 year old.

Key PTDP Participants

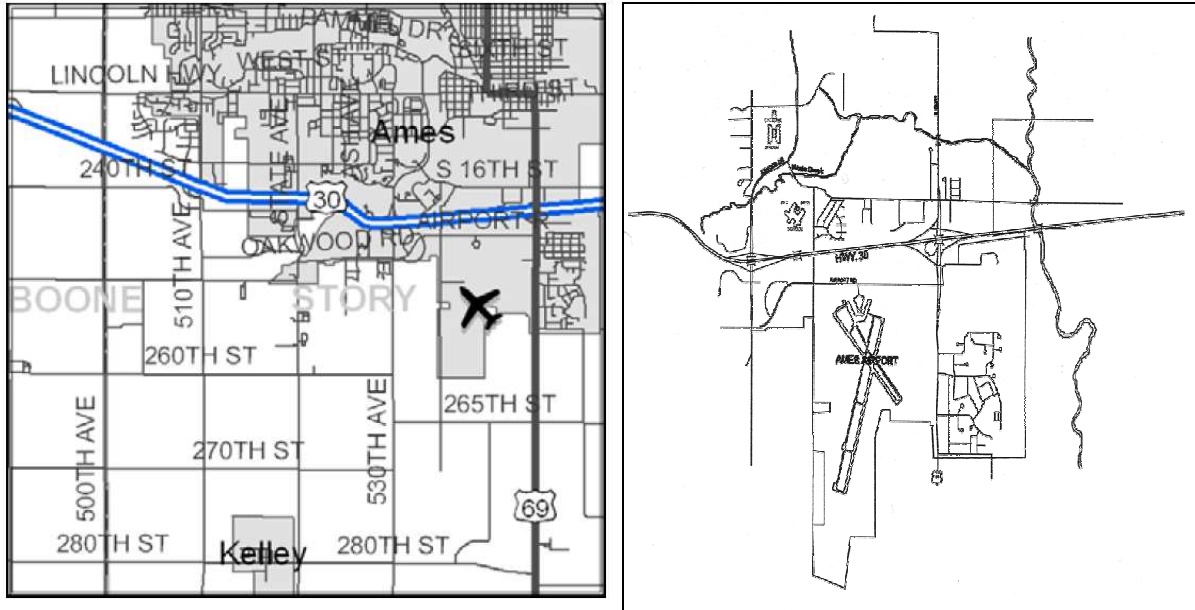
In addition to those that filled out transportation provider surveys, the following individuals representing 36 organizations were key participants through the PTDP process by either attending the United Way's Transportation Collaboration committee or the PTDP meetings coordinated through the Human Service's Council.

1	Ames Area Metropolitan Planning Organization (AAMPO)	John Joiner
2	Ames Area MPO/CyRide	Shari Atwood, Sheri Kyras, Barb Neal Sonja Hayes, Julia Martin, Cheyrl Inyang, Yonas Michael
3	Ames Community Schools	Jay Lettow
4	Arc of Story County	Shar Holthaus & Maryn Tourtelotte
5	Assault Care Center (ACCESS)	David Sahr
6	Beyond Welfare	Kaylee Siebrecht
7	Bickford Cottage	Geff Gescheidler
8	Boys & Girls Club of Story County	Mark Kubik
9	Center for Creative Justice	Kalen Petersen & Arti Sanghi
10	Central Iowa Retired and Senior Volunteer Program (RSVP)	Vanessa Baker-Latimer
11	City of Ames (Planning and Housing)	Jennifer Wilson
12	Crisis Child Care –LSI	Vic Moss
13	Emergency Resident Project (ERP)	Richard Sartori
14	Experience Works	Michelle Hansen
15	Foster Grandparent Program	Neha Deshpande
16	Gerontology Honor's Society	Wright, Tamaria
17	Good Neighbor Emergency Assistance	John Middents & Theresa Erlbacher
18	Heartland Senior Services	Teresa B.
19	IA Comprehensive Human Service & Iowa Homeless Youth	Jennifer Garrett
20	ISU Memorial Union	Barbara Schroeder
21	MICA Family Development	Julie Isaacson & Barb Schroeder
22	Mid-Iowa Community Action (MICA)	Janelle Durlin, Simone Rainey
23	Mid-Iowa Community Action (MICA) Health Services	Deb Niehof, Fran Berger
24	NAMI-CI	Arti Sanghi, Kalen Petersen
25	Retired & Senior Volunteer Program (RSVP)	Anne Armknecht
26	Richmond Mental Health Center	Jennifer Huckett
27	STATCOM@ISU	Rich Webb
28	Story County Community Housing	Karla Webb
29	Story County Community Services	Ann Lundvall
30	Story County Decat and Empowerment	Brenda Witherspoon
31	Unitarian Universalist Fellowship of Ames	Frankee Oleson & Lynn Scarlett
32	United Way of Story County	Jenn Plagman-Galvin, Rick Hugdahl, Dale Henricks
33	United Way of Story County Volunteer	Shelie Orngard, Amanda Martin & Ellen Wool
34	Volunteer Center of Story County	Bonnie Dickson
35	Windsor Oaks – Seniors	R. Milinsky
36	Youth & Shelter Services	

III. Existing Transportation Operations

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. The article indicates that they can operate between five and seven vehicle for their operations. Their cabs are insured to transport 100 miles from Ames and actually have two vehicles that can travel anywhere within the United States. Ames Taxi did not respond to Ames MPO's survey efforts however, the Des Moines CIRPTA did share their survey efforts which indicated they wanted to be part of the collaborative process. To the Ames MPO's knowledge they did not fill out a transportation provider survey as that information was not shared. The Ames MPO has included Ames Taxi within the PTDP group in outgoing e-mails regarding the PTDP meetings and process.

C. Charter

Within Ames/Boone/Nevada Yellow Phone Book, individuals requesting charter buses are identified under Buses – Charter and Rental. The following charter companies are listed.

<u>Charter Company</u>	<u>Location</u>
Midwest Coaches	Ames, Iowa
Central Iowa Transit (CIT Charters)	Ames, Iowa
Hawkeye Stages Inc	Iowa City, Iowa
Northland Travel	Huxley, Iowa
Windstar Lines	Carroll/Des Moines/Cedar Rapids/Mason City

In addition, the Federal Transit Administration has just released a charter registration website at <http://www.fta.dot.gov> resulting from new charter regulations. This website will provide the public and public transportation agencies a listing of all available registered private charter willing to provide services for any location throughout the United States. It is anticipated that the providers listed above and possibly more will be registered to provide charter service for the Ames area effective April 30, 2008.

D. Intercity Bus

Two intercity bus carriers, Jefferson Lines and Burlington Trailways, operate scheduled bus service from Ames out of Central Iowa Transit’s bus depot located at 2701 Ford Street on the east side of town. The depot at CIT is open 7am to 5pm Monday through Friday and 9am to 1pm on Saturday. There is not currently any transit connection between the intercity carrier location to the central part of Ames. Most individuals would need to call a taxi if they needed transportation from the depot to areas within Ames to ISU campus or downtown Ames.

Jefferson lines currently travel north-south throughout eleven states in the central United States as shown on the map to the right. For service in Ames, Jefferson operates three trips heading north (12:40am, 6:10am and 10:50 am) and three heading south (1:00am, 1:00pm and 7:10pm). Therefore, only two trips leave when the CIT bus depot is open to the public. These trips average 10 passengers per day getting on and off the bus in Ames, Iowa.

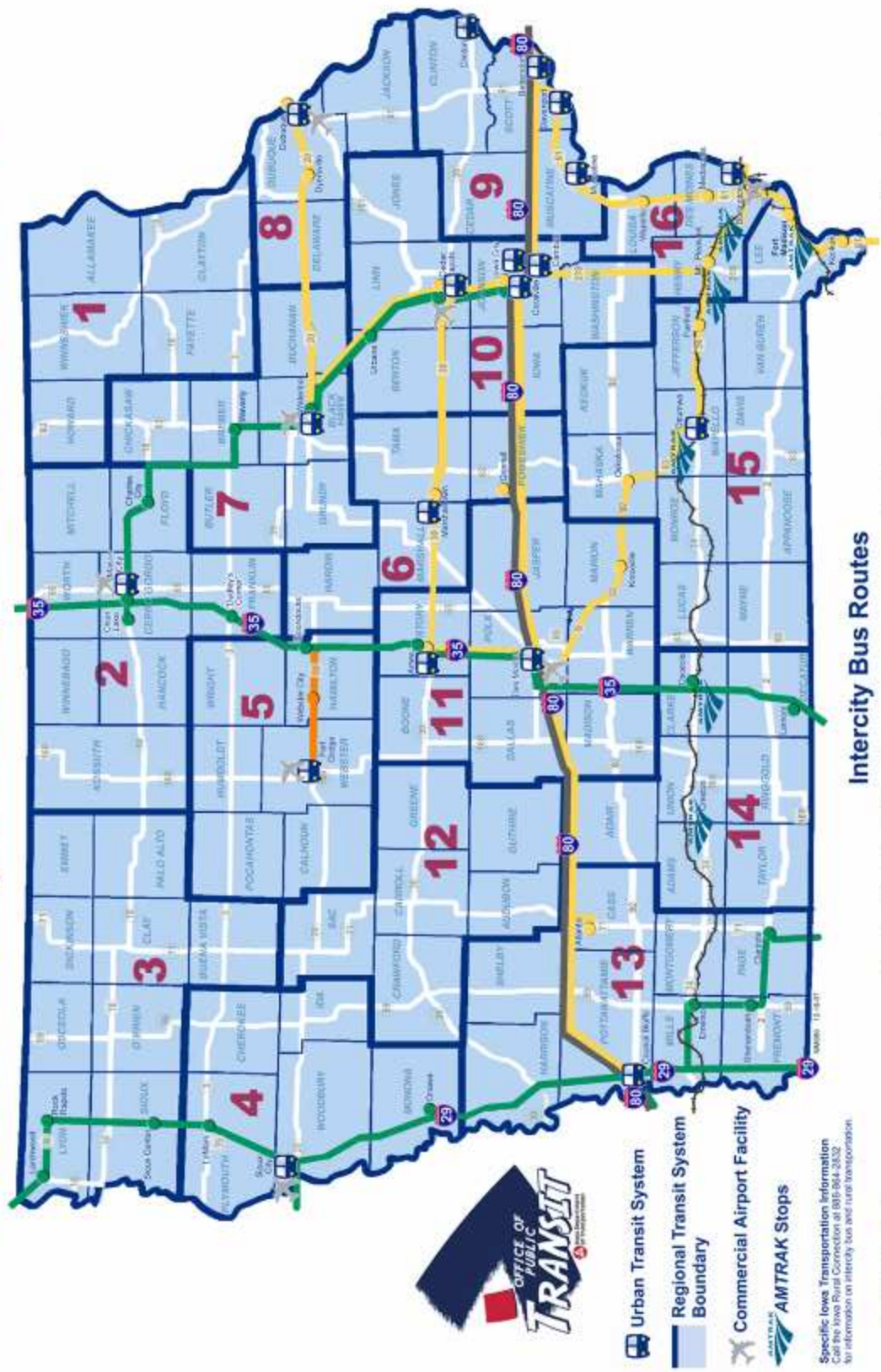


Burlington Trailways is based in West Burlington, Iowa. It offers east-west service from Denver to Chicago and down to St. Louis. In Iowa, it operates along I-80 and provides several routes in Eastern Iowa linking the Burlington area, Des Moines, the Quad Cities, Dubuque, Cedar Rapids, and Waterloo-Cedar Falls.

The map on the following page illustrates all of the current intercity bus travel within the state of Iowa according to the IDOT’s Office of Public Transit webpage.

<http://www.iatransit.com/services/carriers.asp>

Iowa Passenger Transportation Services



- Urban Transit System**
- Regional Transit System Boundary**
- Commercial Airport Facility**
- AMTRAK Stops**
- Burlington Trailways**
906 Broadway
P.O. Box 531
West Burlington, IA 52655-0531
Phone: 319-753-2964 or 800-992-4618
burlingtontrailways.com
- Dodger Area Rapid Transit (DART)**
530 First Ave. S.
Fort Dodge, IA 50501-4602
Phone: 515-573-8145
- Greyhound Lines**
P.O. Box 660362
Dallas, TX 75266-0362
Phone: 800-231-2222
greyhound.com
- Jefferson Lines**
2100 E. 26th St.
Minneapolis, MN 55404-4101
Phone: 888-864-2832
jeffersonlines.com

Specific Iowa Transportation Information
Call the Iowa Rural Connection at 815-944-2332
for information on intercity bus and rural transportation.

Intercity Bus Routes

E. 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 which includes the City of Ames. As of November 21, 2007, Central Iowa RideShare was operating twelve vans (10 – 15 passenger; 1 – 12 passenger; and 1 – 7 passenger) from Ames to the Des Moines metropolitan area for work purposes. Three of the 15-passenger vans travel to West Des Moines and the rest commute to downtown Des Moines. No Central Iowa RideShare vanpools operate from Des Moines to Ames for work purposes.

Central Iowa 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. However, Central Iowa RideShare does not keep a database of these organized carpools once they are formed.

In addition, Iowa State University's transportation department operates a non-formalized vanpool program exclusive to ISU 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 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 only available to ISU employees.

F. School Transportation



Central Iowa Transit Inc., a 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. This eligibility for this free bus service is determined at

the beginning of each semester.

As documented on CIT's website, any high school student living outside of the "eligible" grey shaded area of the following map (<http://www.citbus.com/school/AHSroutes.html#eligibility>) is allowed to ride the CIT school bus to and from school. High School route/stop information can be viewed at: <http://www.citbus.com/school/AHSroutes.html#AHS%20Bus%20routes>. Students living within the non-eligible area as shown on this website can investigate transportation options via [CyRide](#).

The Ames School District also realizes there needs to be consideration for students that live more than ½ mile from school that may not have access to CyRide. This service is called "Discretionary Busing Service". These students must be on/near an existing CIT bus route AND near an established bus stop as identified on the above CIT webpages, have available seat for them and also pay a fee for this service. If the bus is fully seated 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>. This consideration is on a first come first serve basis.

G. Public Transit Providers

Transit operations within the Ames metropolitan area generally consist of the following providers:

	Ames Transit Agency - CyRide	Heartland Senior Services	Central Iowa Transit, Inc and CIT Charters, Inc.
Type of Service	Fixed-Route	Public transit for Story and Jasper Counties as contractor for Heart of Iowa Regional Transit Association, ADA service for City of Ames (Dial-A-Ride - DAR) as contractor for CyRide	School transportation to Ames Community School District, "EXTRA" service to CyRide for high volume bus stops to ISU; Wilkinson apartment complexes transportation, private motorcoach service for hire, Des Moines School District "Activity" transportation and ISU event transportation.
Who is Eligible?	General Public	Seniors, Persons with Disabilities and general public	Ames Community School District, CyRide, Jefferson Lines and Burlington Trailways, as the operator of the Ames Bus Depot
Hours/Days of Operation			
Monday through Friday	6am – 12 am	6am – 12 am (City of Ames; 6pm end time for rest of county)	All times
Saturday	8:00 am to 12:00 am	8:00 am to 12:00 am (City of Ames only)	All times
Sunday	9:00 am to 12:00 am	9:00 am to 12:00 am (City of Ames only)	All times
Holidays	Partial services most holidays, closed Thanksgiving, Christmas and New Year's Day	Partial services most holidays, closed Thanksgiving, Christmas and New Year's Day	All times
Number of Employees			
Volunteers	0	6	0
	Full time Part-time	Full time Part-time	Full time Part-time
Administrative	6 -	3 2	4 1
Drivers	29 74	- 25	- 35
Maintenance	10 6	- -	4 -

	Ames Transit Agency - CyRide	Heartland Senior Services	Central Iowa Transit, Inc and CIT Charters, Inc.
Union Structure	Yes, International Union of Operating Engineers – Local 234	None	None
Receive Public Money?	Yes	Yes	None directly; however contract with Ames Schools and CyRide receiving local funding from these public organizations.
Fare Structure	\$1.00 adult; 50¢ elderly/disabled, K-12 students and medicare cardholders; free ISU students	County trips - \$5.00 each way (Jasper and Story Counties)	n/a
Vehicle Fleet			
Buses	59	13	43
Trucks	3	0	1
Vans	2	2	2
Sedans			1
Vehicles with lifts/ramps:	45 (65.2%)	15 (100%)	4 (11.4%)
Vehicles with radios/phones:	69	15	35
Shared Facilities	None	Congregate Meal Site, Activity Center and Adult Day Care	None
Coordination Interests	Networking with transportation/human service providers to look at coordination, contracting to purchase transportation service, cooperatively purchasing vehicles	Networking with transportation/human service providers to look at coordination, centralized fuel purchasing, pooling training resources, cooperatively purchasing vehicles.	Networking with transportation/human service providers to look at coordination, contracting to provide transportation service.
Special Needs, New Freedom or JARC funding utilized	Special needs funding utilized to subcontract with Heartland to provide ADA complimentary service.	None	None specified
Public Comments	See public comment section on page 14.	ASSET surveys issued spring 2006 provided 300 responses. Majority of comments were positive about the service. The biggest issue was wait time to get to talk to someone in the transportation office during peak hours of the day.	None specified

Detailed CyRide Service

The frequency of CyRide’s existing services are identified and broken down into four service periods identified as follows: Weekday, Weekday Night, Saturday, and Sunday/Saturday Night. The peak frequency table below illustrates service frequency during these time periods.

	PEAK FREQUENCY (Minutes)			
	Weekday	Wkdy. Night	Saturday	Sunday
Red #1	10	40	20	40
Green #2	20	40	40	40
Blue#3	20	30	20	40
Yellow #5	30	-	30	-
Brown #6	20	-	40	-
Purple #7	40	-	-	-
Cardinal#21	7	20	-	-
Gold - #22	20	-	-	-
Orange - #23	3	20	-	-

Conditions of Service Area

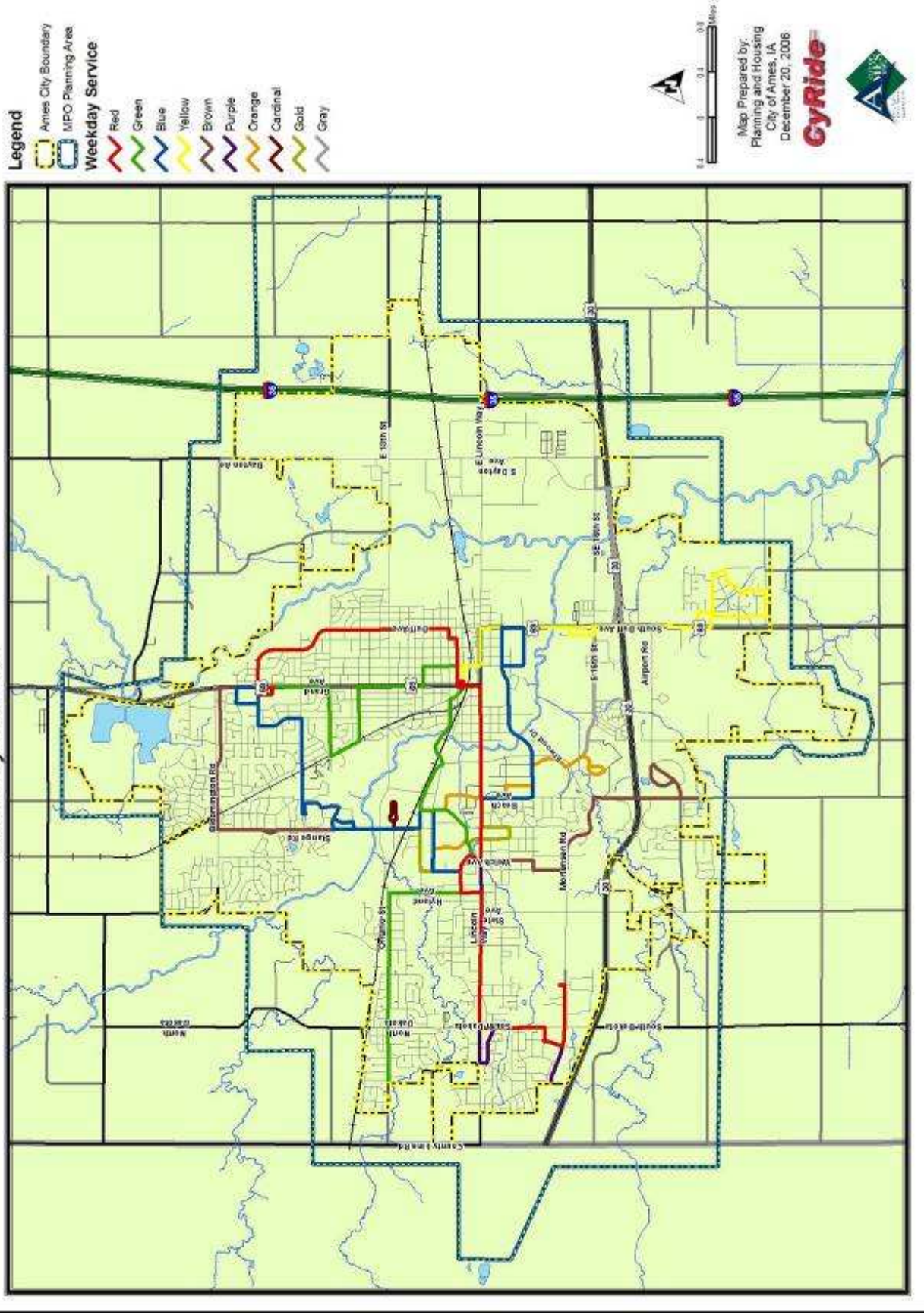
As discussed earlier, the Ames community is perhaps most defined by Iowa State University’s (ISU) central campus in the center of the community serving approximately 26,000 students each fall/spring semester. A radial type service has been developed as a majority of transit services pass through the ISU campus. The City of Ames is approximately 4 miles wide with CyRide routes covering approximately 75% of the developed areas throughout the community during the weekday. Including weekend and evening service, CyRide provides service within ¼ mile of a fixed route to approximately 56% of Ames. This ¼ mile classification equates to about 4 blocks and represents the walking distance most individuals would be willing to travel to use public transportation.

Service fluctuates each semester due to housing occupancy and class times for Iowa State University students. This fluctuation often cannot be anticipated. CyRide staff will quickly identify these high ridership areas on the first few days of class and determine where more buses are needed to fill this demand. Then throughout the semester, CyRide staff monitors inbound trips and will place additional buses into service to avoid overcrowding. If these high loads become regular occurrences throughout the semester, this may warrant a permanent increase in the service requiring the CyRide board to approve additional service frequencies.

Due to students overwhelming participation in the system, service frequencies are less frequent in the summer months and breaks to adjust to this lower demand of approximately 9,000 students.

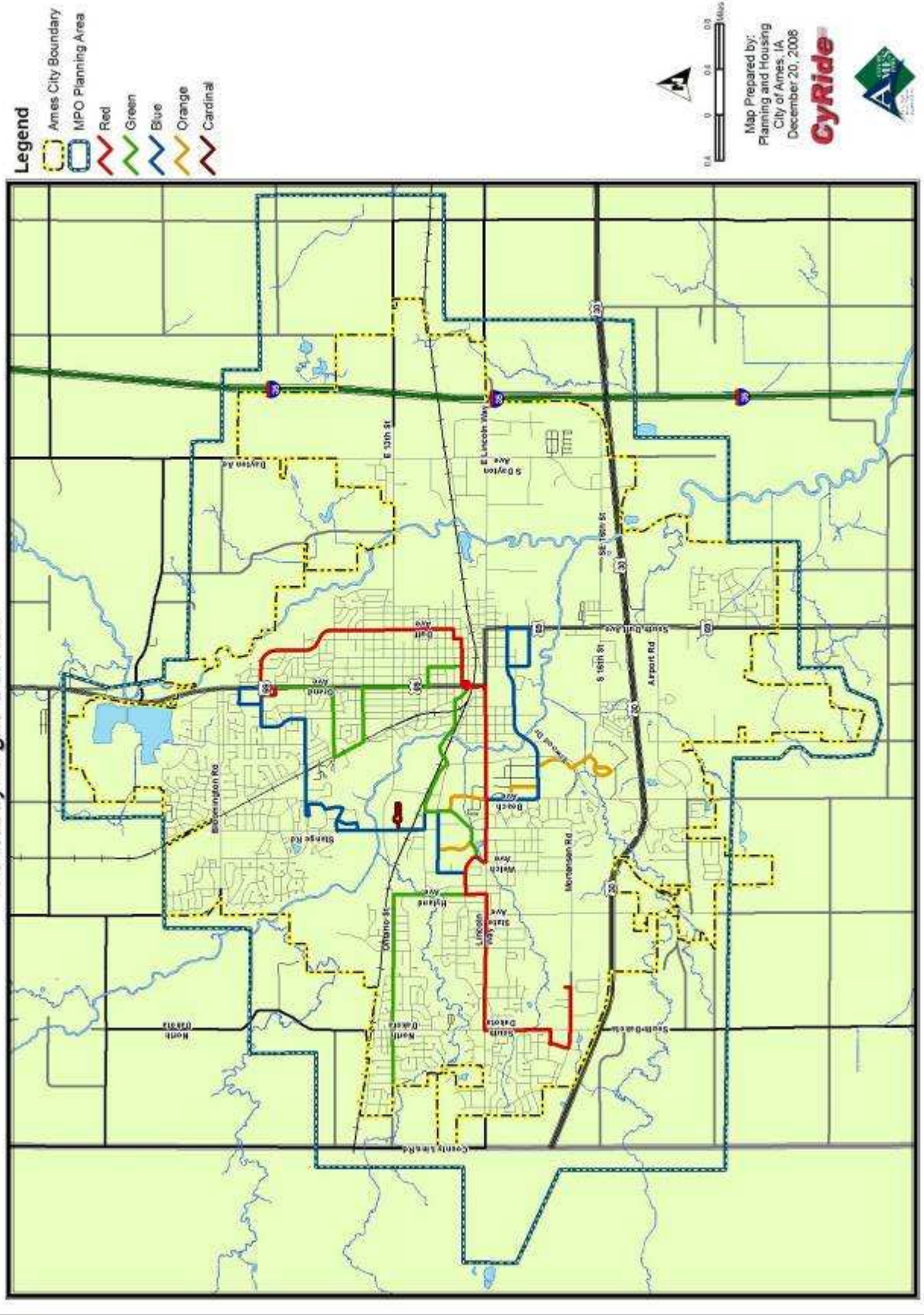
The following service map identifies services operated by CyRide during the Weekday time period (6am – 7pm). Routes operated at this time include: Red, Green, Blue, Grey, Yellow, Brown, Purple, Cardinal, Gold, and Orange.

Passenger Transportation Development Plan Weekday Service

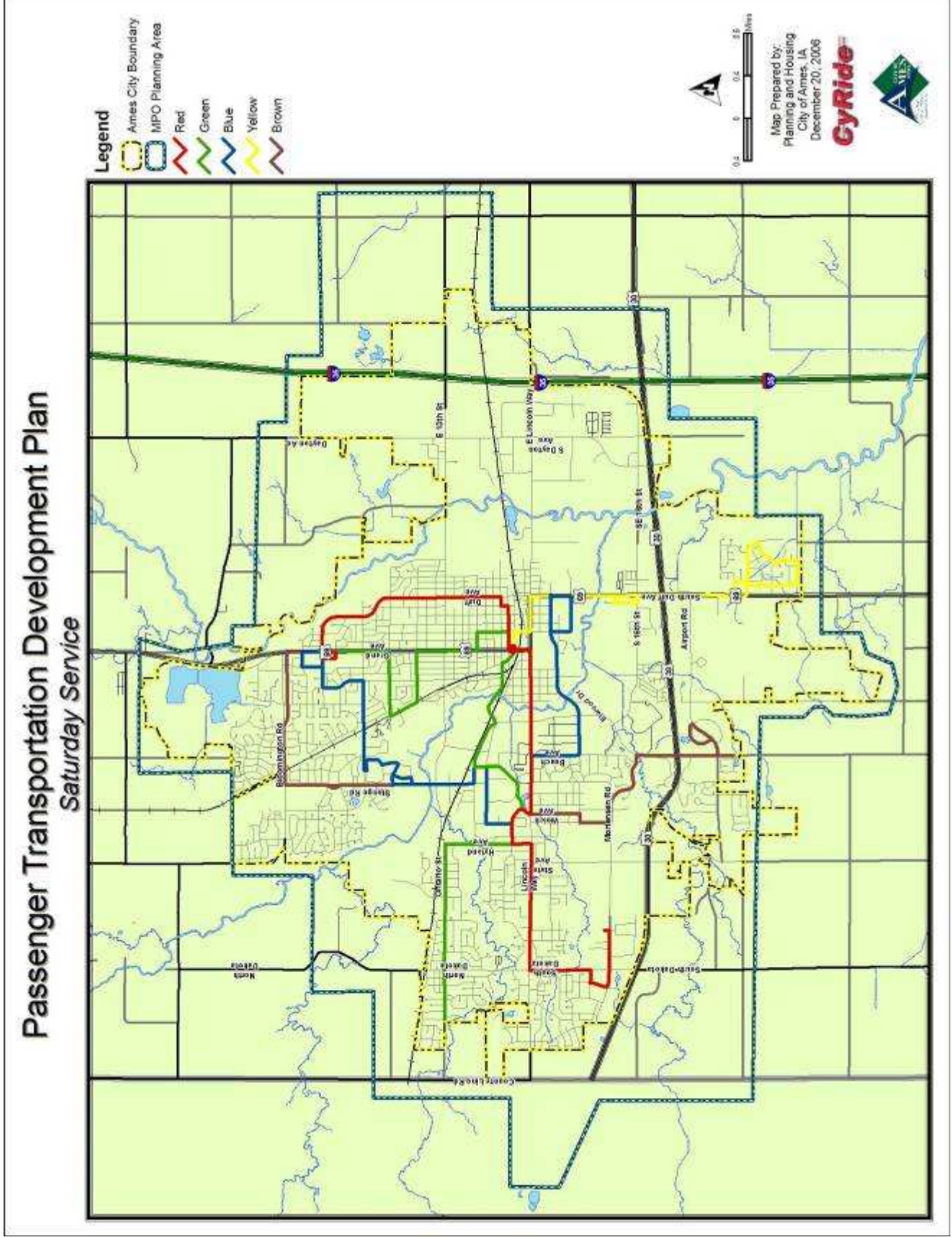


The following service map identifies services operated by CyRide during the time period Weekday Night (7:00pm – 12:30am). Routes operated at this time include: Red, Green, Blue, Cardinal and Orange.

Passenger Transportation Development Plan Weekday Night Service

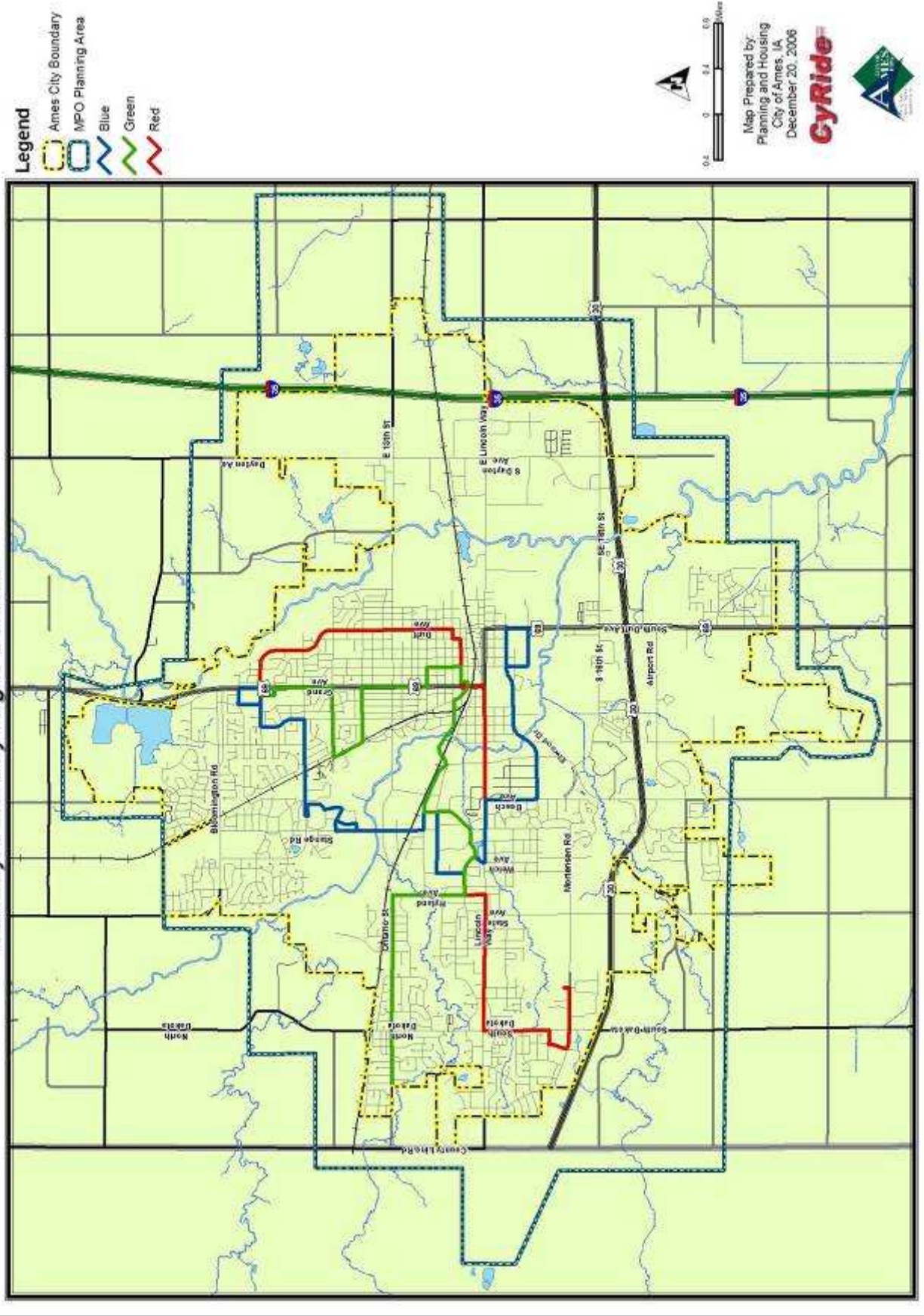


The following service map identifies services operated by CyRide during the time period: Saturdays. Routes operated at this time include: Red, Green, Blue, Yellow and Brown. (Note that the brown route only operates the north half of the route between campus and North Grand Mall. Brown 6A runs on the south side to Towers only).



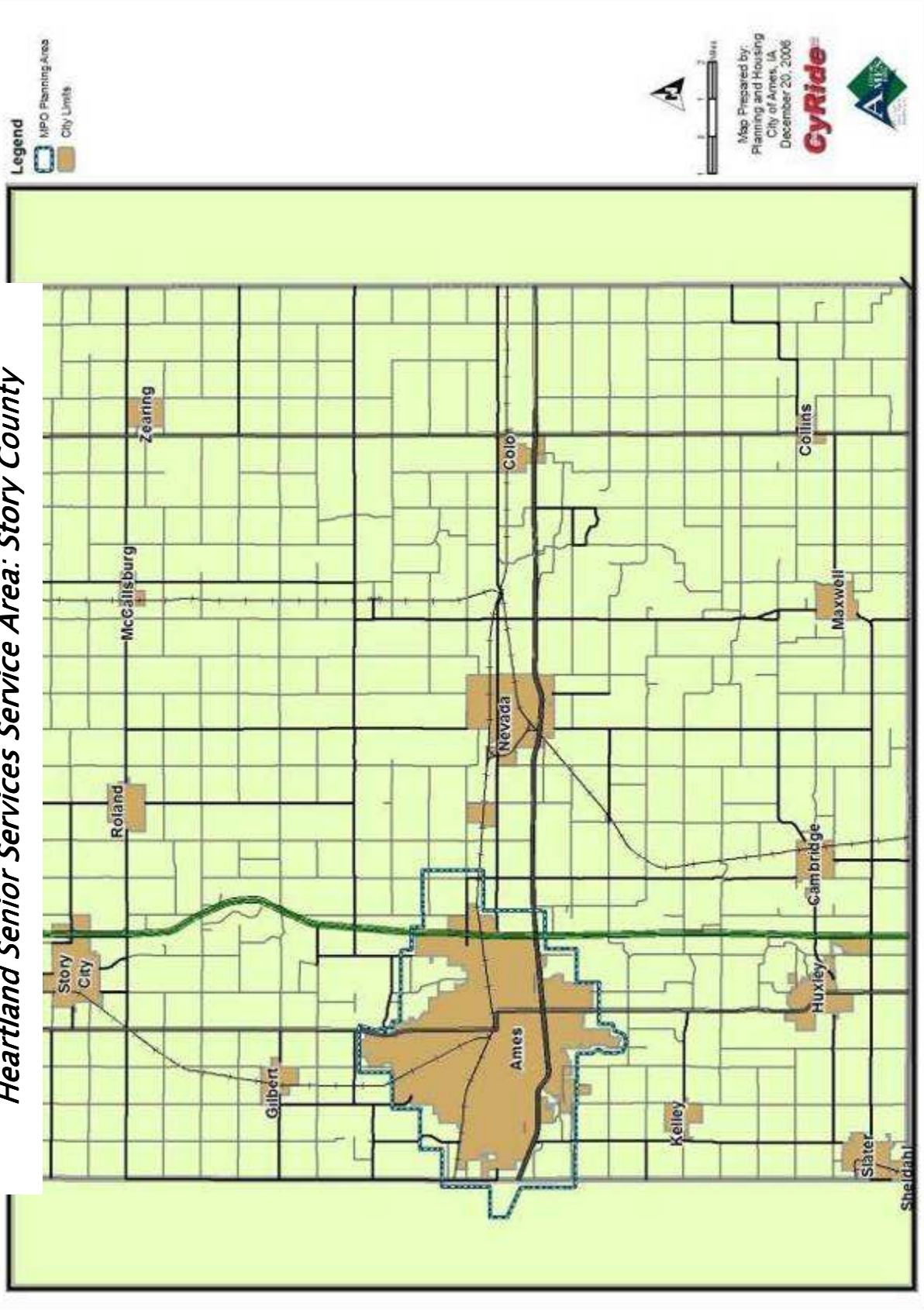
The following service map identifies services operated by CyRide during the time period: Sundays and Saturday nights. Routes operated at this time include: Red, Green, and Blue. Brown 6A does operate a few trips on the south side to Towers only to allow students access to food court at the Union Drive Community Center – not shown.)

Passenger Transportation Development Plan Sunday/Saturday Night Service



The following map illustrates the entire Story County area and City of Ames. Heartland Senior Services is responsible for public transit within Story County as well as contracted Dial-A-Ride (DAR) service (ADA Complimentary Service) for CyRide within the City of Ames. The DAR service area is ¼ mile either side of a CyRide fixed route. However, this ¾ mile boundary has also been expanded over and beyond ADA to include the entire City of Ames for DAR service.

Passenger Transportation Development Plan Heartland Senior Services Service Area: Story County



H. Existing Coordination Efforts

CyRide coordinates with Central Iowa Transit, Heartland Senior Services and Midwest Coaches in providing transportation to the Ames community. CyRide has an excellent working relationship with each of these organizations. CyRide currently has contracts with CIT and Heartland Senior Service to provide public transportation services for the Ames community and works with Midwest coaches during large event movements as they request. These efforts are described below:

- Heartland Senior Services provides public transportation for Story County under contract through Heart of Iowa Regional Transit Authority (HIRTA) as well as coordinating with CyRide to provide their ADA complimentary service for the City of Ames. In this manner, one transportation provider offers all service within one county with multiple contracts thereby maximizing coordination. In addition, Heartland Senior Services also operates service for Jasper County as well which is shown on page 22.
- CIT, a private transportation provider, has a proven track record of working with public transportation providers. CIT currently contracts with CyRide to provide “extra service” for high capacity corridor services and for Wilkinson apartments. CIT provides the Ames Community School District transportation for students in the Ames area as well as activity transportation for the Des Moines School District. CIT also provides event transportation for Iowa State University. Finally, CIT leases vehicles to the YMCA of Greater Des Moines for their use. In addition, CyRide has a contract with CIT to provide the scheduled Airport transportation service that CyRide offers taking individuals to the Des Moines International Airport during ISU breaks. Luggage is now stowed underneath a coach bus instead of riding with the passengers allowing greater capacity within the vehicle and increased safety not having the luggage mixed among passengers. CyRide believes this to be beneficial for everyone involved, but especially adds to passengers’ comfort.
- In addition, 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.

There is a coordinated effort between the Retires and Senior Volunteer Program (RSVP), United Way Aging Resources of Central Iowa and Heartland Senior Services to provide volunteers/funding for a volunteer driver program with Heartland Senior Services. The volunteer drivers utilize their own personal vehicle and the individual is subsequently charged \$1.50 for their transportation as opposed to \$5.00. Transportation is typically provided within Story County only for this service.

The City of Ames offers a Transportation Assistance Program for one-time grant funding to cover transportation expenses up to \$100 for either fuel or CyRide bus passes/tickets for a household. Individual households must have incomes at or below 50% of the Story County median income limits to qualify according to the grant restrictions. However, this does not address the emergency need that the human service agencies’ staff feels is a high priority need.

In August 2007, the United Way of Story County began a Transportation Coordination Committee to discuss transportation needs/issues of human service agencies in Ames. A listing of this committee is identified within Appendix B. This committee is scheduled to meet quarterly through 2008 to continue ongoing efforts.

Finally, the Passenger Transportation Development Plan coordination efforts have added another layer of coordination with the Ames’ human service agencies and the City of Ames. This year’s efforts were conducted through the Human Services Council as their “program” in an effort to obtain more participation and discussion from human service agencies. The PTDP collaborative efforts are expected to grow over the next few years as this planning effort continues.

IV. Evaluation of Needs for Services & Equipment

A. Review of Last Year's Efforts

In FY2007, CyRide coordinated Paratransit Dial-A-Ride (DAR) service with Heartland Senior Services. This partnership has proven to be very successful. Heartland started operating Dial-A-Ride, CyRide's DAR service, in October 2003 and completed the 100% transition in April 2004. A recent modification occurred in 2005 when Heartland transferred DAR customers to their Medicare supplement funding to achieve 100% payment of trips that qualified for this funding. CyRide is now funding the remaining customers through 5310 and local funding. (\$88,810: 5310 Special Funds)

In addition, a light-duty 158" bus for Heartland Senior Services is currently being purchased to expand their fleet to help provide service within the City of Ames for ADA service. CyRide contracts with Heartland but this is the first time that CyRide has provided the organization with a bus for the service. The contract was just approved by CyRide's Board of Trustees and Ames City Council and should be delivered by early spring 2008. (\$57,270: 5310 Special Funds)

CyRide received federal funding for its general operations of its fixed route service. This subsidizes a portion of the operational budget that the City of Ames, Iowa State University and Government of the Student Body approve each year as part of their 28E Agreement. (\$1,365,236 General Operations: 5307 Urbanized Formula Funding)

CyRide received several forms of federal/state funding to help expand their administrative offices to over 10,000 square feet. This construction is underway and should be completed in mid-April 2008. (\$196,223 5307 Urbanized Formula Funding; \$880,000 State Infrastructure Grant)

CyRide was also granted New Freedom funding for FY2007 from the IDOT that it would apply to FY2008's budget however the project is currently in the process of being re-justified to the Federal Transit Administration (FTA) to fulfill "over and beyond". Originally, this request partially funded a 40' HD bus to accelerate CyRide's accessible bus purchases and achieve full accessibility for the fleet more quickly. However, staff is currently working on providing "over and beyond" ADA justification for FTA that would illustrate additional service hours or new routes added to CyRide's service particularly affecting the disabled community. (\$94,143 Partial Funding for 40' Heavy Duty Bus: New Freedom)

Job Access Reverse Commute (JARC) funding was ascertained in FY2007 for the expansion of service frequency for the Brown and Yellow routes to achieve better transportation between growing parts of Ames and Iowa State University campus for work and training purposes. These projects are described in detail below. (\$21,000 Brown Route; \$2,200 Yellow Route: JARC)

- Midday South Duff – The Southeast area of Ames, in the general vicinity of Kate Mitchell School, has been requesting service during the midday. Current service in this area includes service on the Yellow Route during the peak hours and one-midday trip. By modifying the #4 Grey route to operate every 60 minutes during the midday, alternating between the current route and this Southeast area to Crystal Street, previous service levels would be restored to this area. JARC grant funding was requested last year for this service and approved. This need would continue for 2009.
- Brown Route – Summer Weekday Extra – In the summer of 2006, weekday trips during peak times were overcrowded causing numerous requests for additional service on the Brown route from campus to the mall. Existing service operates at 40 minute frequencies on this half of the route. CyRide recommends improving the service frequency to 20 minutes during busy times to relieve this demand. JARC funding could possibly fund this service as it provides work trips to/from the mall and Iowa State University. JARC grant funding was requested last year for this service and approved. This need would continue for 2009.

- Brown Route – Weekday Nights – The Somerset area along Stange Road has grown dramatically along with the demand for bus service to/from this area. Longer operating hours during the weekdays between campus and the mall would better service this area. Anticipated frequencies would be 40 minutes until 9:00 pm. JARC grant funding was requested last year for this service and approved. This need would continue for 2009.

In summary, approximately \$2,704,882 in federal funding was achieved through Job Access Reverse Commute, New Freedom, Urbanized Formula, State Infrastructure Grant and Special Funding through this planning effort.

B. Public Input

CyRide can receive public comments from passengers via telephone or e-mail at anytime throughout the year. 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. However, no formal record of the comment is documented. Therefore, Cyride’s Assistant Director for Operations and Operations Supervisor are currently working on a formal comment form to ensure complaints are officially documented that they are addressed in a timely manner. Comments from the public within the past year were generally related to the following issues:

- Early/late bus at time point
- Not stopping directly at bus stop sign
- Smoking complaint
- Aggressive driver
- Bus not showing
- Transfer difficulties
- Request for early morning Sunday hours on Green Route via public comment at CyRide Board meeting
- Additional service to student parking to dorms on Sundays for safe ride home.

CyRide Public Meetings & Comments

CyRide held several public meetings this past year regarding the Transit Feasibility Study document completed in January 2007. Public meetings, documented in Appendix A, were held in several different forums throughout the community to see whether CyRide was headed in the right direction from consultant’s recommendations received from this study. During these meetings several public comments were given regarding CyRide’s service and needs for the future. Those needs were documented within Appendix A’s “CyRide’s Public Comments” and then relevant needs were incorporated into the needs section for the PTDP and brought before the PTDP committee via PowerPoint on December 6, 2007. These needs are also listed beginning on page 50.

Transportation Collaboration Meetings

The United Way spearheaded several transportation collaboration meetings between human service agencies and transportation providers this year. This is an ongoing effort and meetings will now be held quarterly. These meetings were documented within Appendix A with summarizations following if applicable. Those needs were then incorporated into the needs section of the PTDP and brought before the PTDP committee via PowerPoint on December 6, 2007. These needs are also listed beginning on page 50.

PTDP Surveys

The Ames MPO received public input from 22 agencies or organizations in regards to providing transportation needs for the Ames community. These surveys were dispersed in November 2007 to be incorporated into the Passenger Transportation Development Plan. The human services agency survey requested each agency’s needs and desires for transportation within Ames and Story County. Since most

county agencies are housed within Ames and fund county-wide programs, it is important to look at the regional needs as well from the PTDP participants. The individual surveys are located within Appendix D however, the full listing of transportation needs from these organizations through these surveys, PTDP meeting discussions, Transportation Collaboration meetings and public CyRide meetings are listed within Section D: Transportation Needs beginning on page 47.

The next section discussed the Gap Analysis performed through the 2008 PTDP process but is still relevant for the 2009 PTDP document.

C. Gap Analysis & Results

The following Gap Analysis was conducted last year for the 2008 PTDP plan. However, it is still relevant for the 2009 document as it matched up with several organizations' requests for service and just solidifies the work completed in the previous year. The maps graphically illustrate the areas of Ames where CyRide does not provide transportation. This analysis is subdivided into periods of the day or days of the week to recognize varying transit service levels during less frequency usage. The subdivisions used in this analysis are as follows:

- Weekday Service (6:00 am to 6:00 pm)
- Weekday Night Service (6:00 pm to 12:30 am)
- Saturday Daytime Service (6:00 am to 6:00 pm)
- Saturday Evening and Sunday Service (Sat. 6:00 am to 10:00 pm and all day Sunday)

Service routes during different levels of service were compared to areas where residents work, live and travel within Ames. Any commercial, industrial or residential area outside ¼ mile of a transit route was considered not to be served by transit and therefore a service gap.

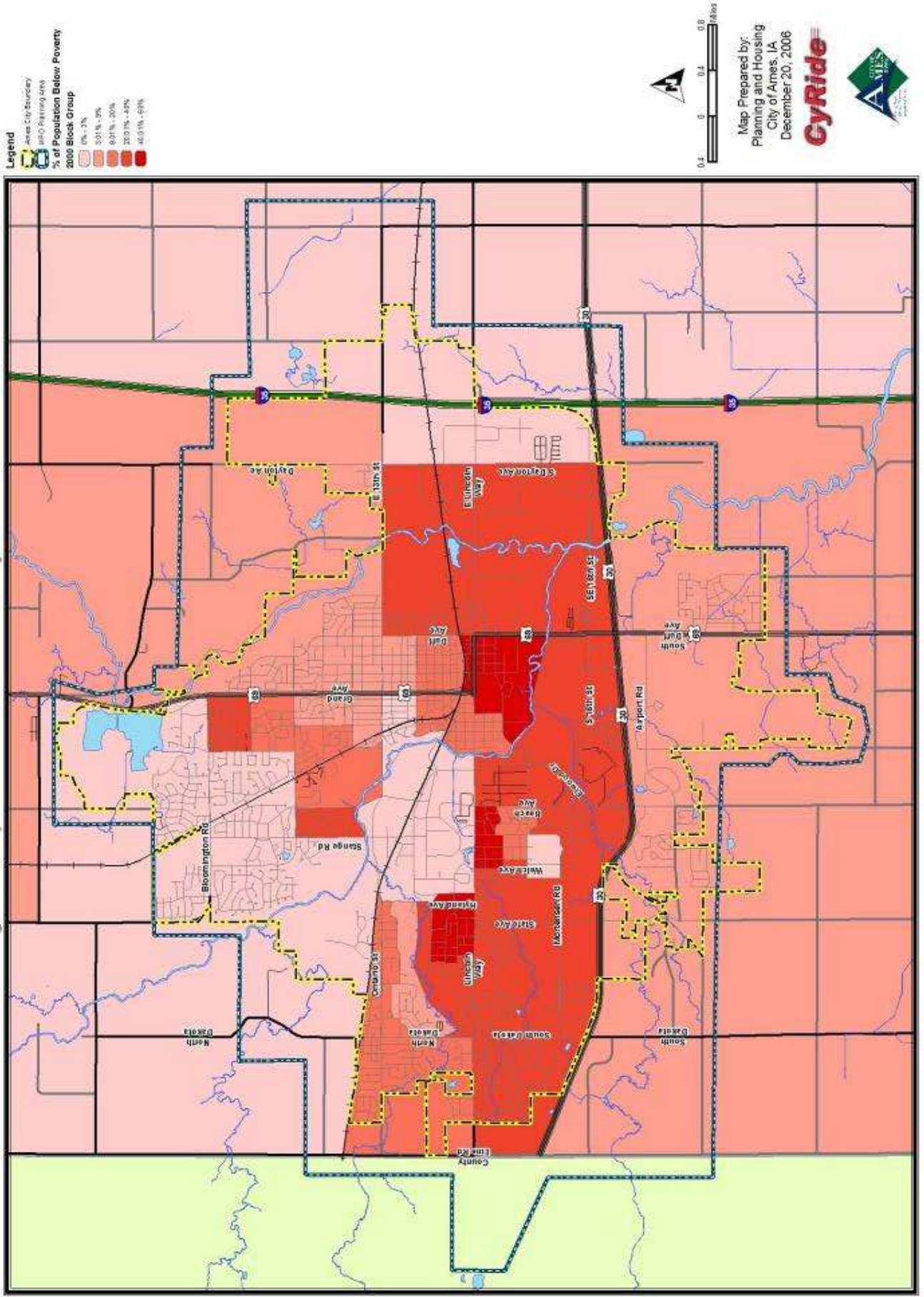
For this study, land use and demographic data were used to determine where individuals needed to travel to and from throughout the city. Specifically, it was determined that commercial and industrially-zoned areas illustrated locations where residents work. Residential rental units not only communicate where high density living occurs but also where transit dependent individuals may reside. It was determined that transit providers should be providing transportation to the majority of these commercial, industrial and residential areas. In addition, low-income residential areas were identified according to the 2000 Census for Ames giving special attention to the low-income population. Finally, landmarks identifying elderly residences, assisted living facilities, hospitals and popular destinations were identified. This was done so that areas such as ISU campus not identified as a commercial or industrial area was included in the study. Elderly residences and human service agencies were also documented in this same manner.

CyRide's routes were then plotted over two layers of the above-described data including:

- zoning of residential rental units, commercial and industrial classifications and
- low-income block groups.

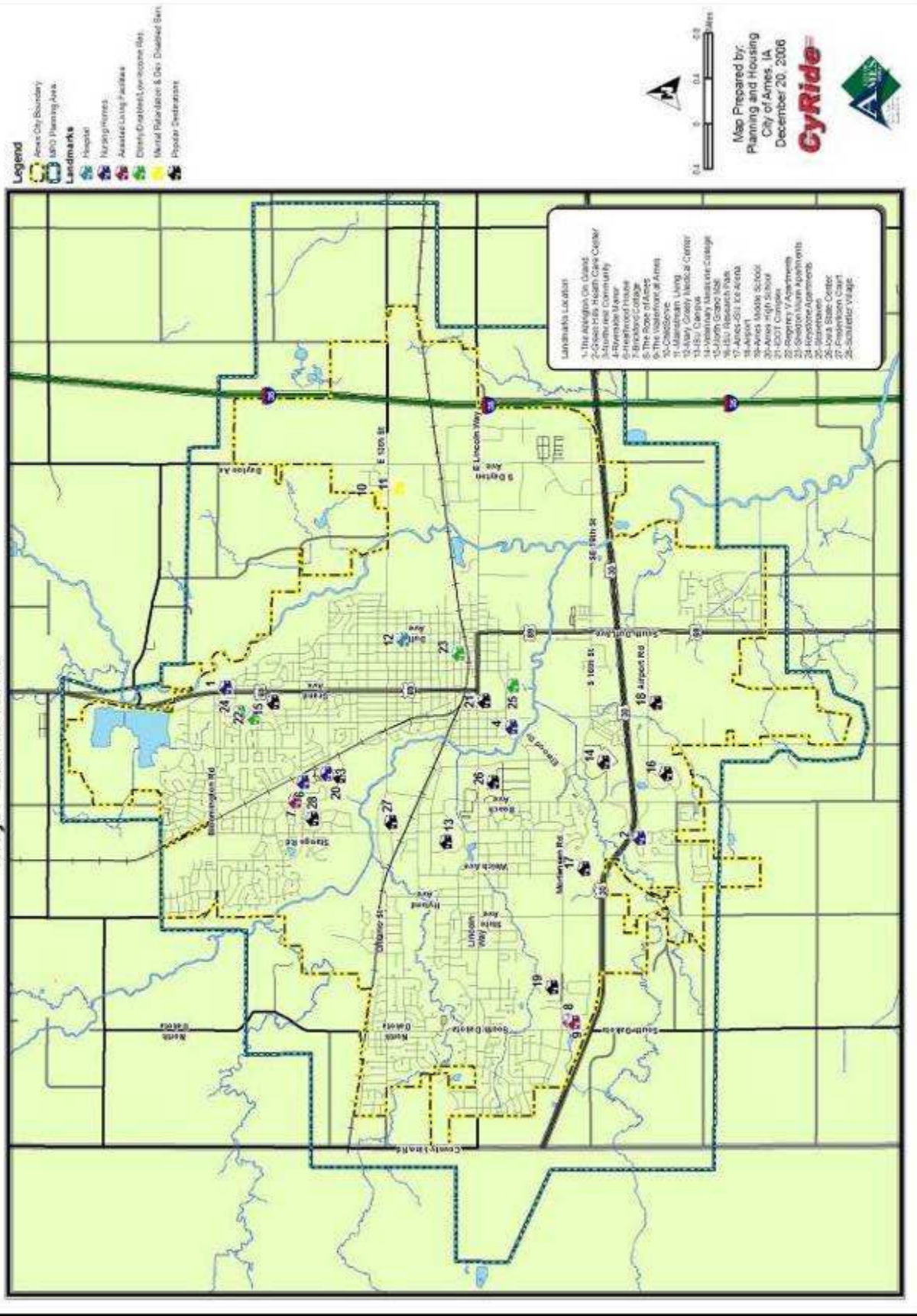
By plotting these demographic groups, it provides the following two graphic illustrations of areas of town that may be in need of more transportation services.

Passenger Transportation Development Plan Percentage of Population Below Poverty Level



In addition to demographic data, potential destinations that individuals would like to access were plotted as illustrated below. These destinations include: hospitals, nursing homes, assisted living facilities, elderly/disabled/low-income residences and popular destinations. This was not intended to be a complete list of landmarks, but to provide a general sense of where main locations are located within the community.

Passenger Transportation Development Plan Major Landmarks



As CyRide routes have different service levels depending on the time of day and day of the week, gap analysis maps were created for four different levels of service as described earlier within the “Existing Transportation Operations” section. Those times are:

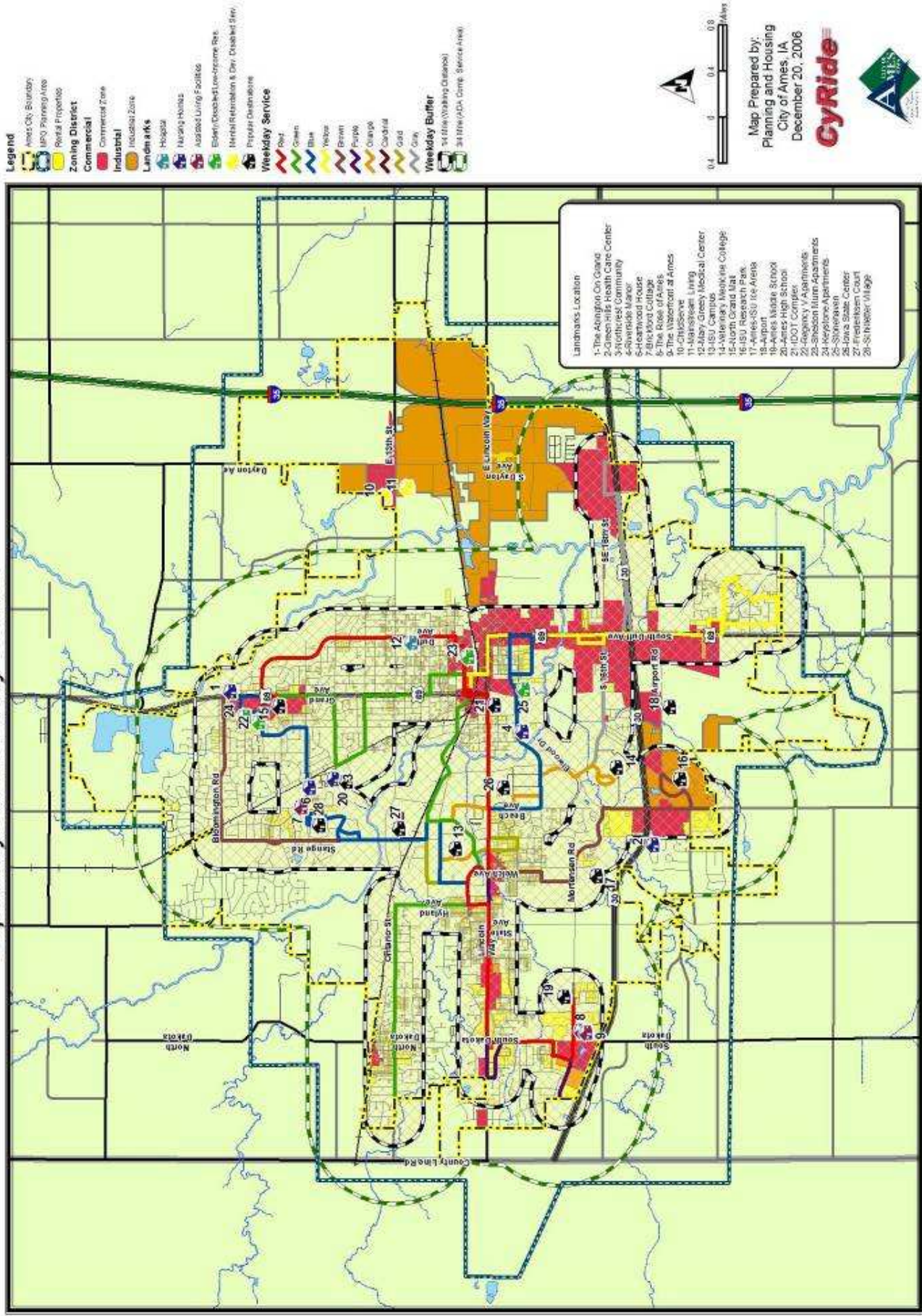
- Weekday
- Weekday Night
- Saturday
- Sunday/Saturday Night

A ¼ mile buffer was then placed around CyRide routes to show the coverage area served. Typically, a person will walk 3-4 blocks to a bus stop to catch a bus; therefore, the buffered area illustrates the walking distance and route service coverage. This boundary realistically represents the population that CyRide serves within the Ames area as many people will not walk more than four blocks to public transportation.

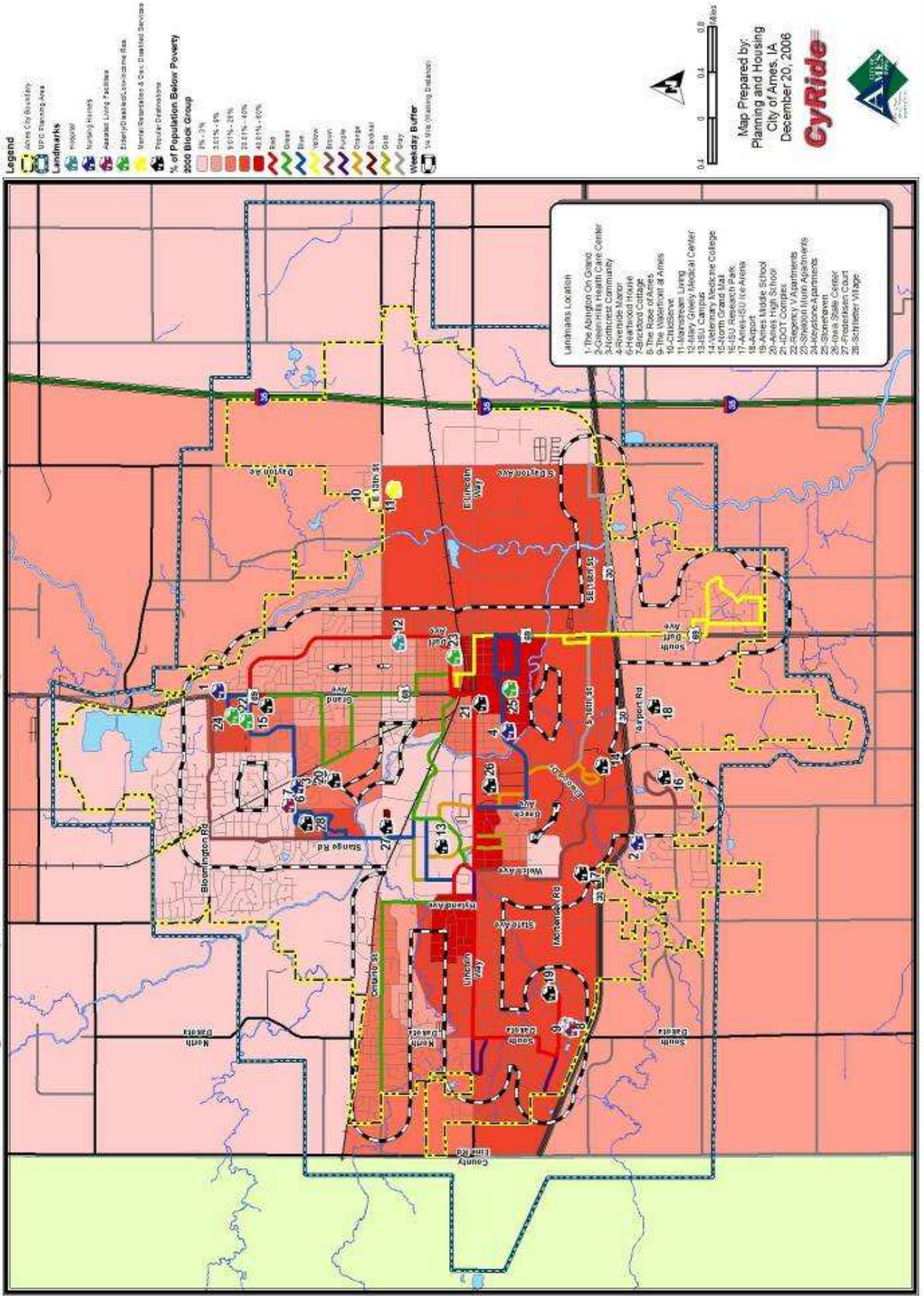
Another ¾ mile buffer area was added to illustrate fixed-route services which are required for Heartland Senior Services, as a subcontractor to CyRide, to operate Dial-A-Ride service according to ADA guidelines. As was indicated the survey responses and meeting discussion from the 2008 PTDP process, service gaps for the door-to-door service within Ames, which meets ADA requirements, is not a barrier to mobility. This was mentioned within the 2009 PTDP surveys as well in that the DAR service does meet the transportation needs of the community. The only comment was regarding the timeframe of requesting your trip a day in advance for travel which at times is burdensome as well as rescheduling a return trip. The bulk of comments regarding door-to-door type transportation needs reflected the need to travel into Ames from outlying areas or travel in the opposite direction (Ames to outlying areas). This outlying transportation was a need for the 2009 PTDP process especially for medical trips.

Passenger Transportation Development Plan

Gap Analysis: Weekday Service

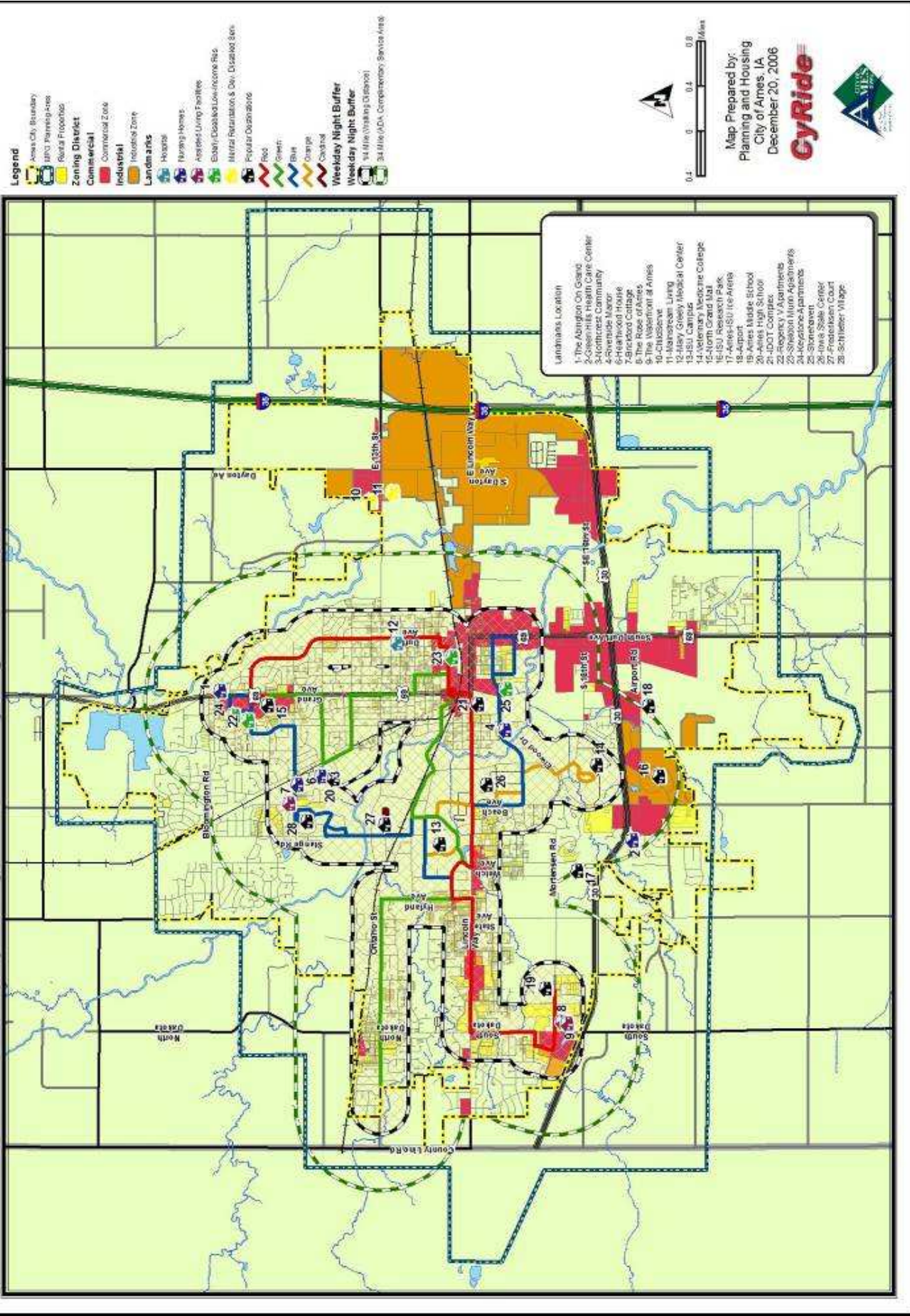


Passenger Transportation Development Plan Percentage of Population Below Poverty Level: Weekday Service



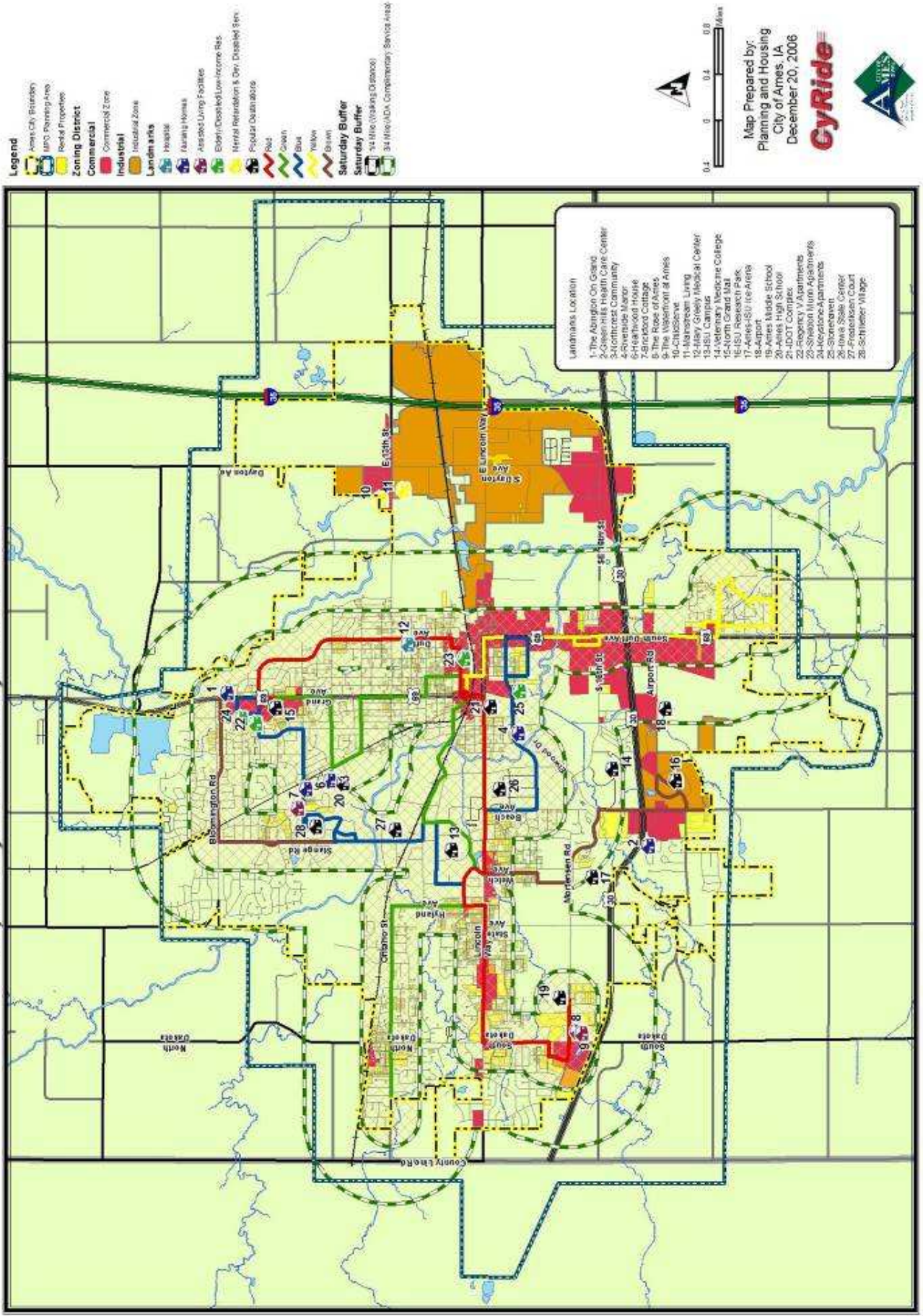
Passenger Transportation Development Plan

Gap Analysis: Weekday Night Service

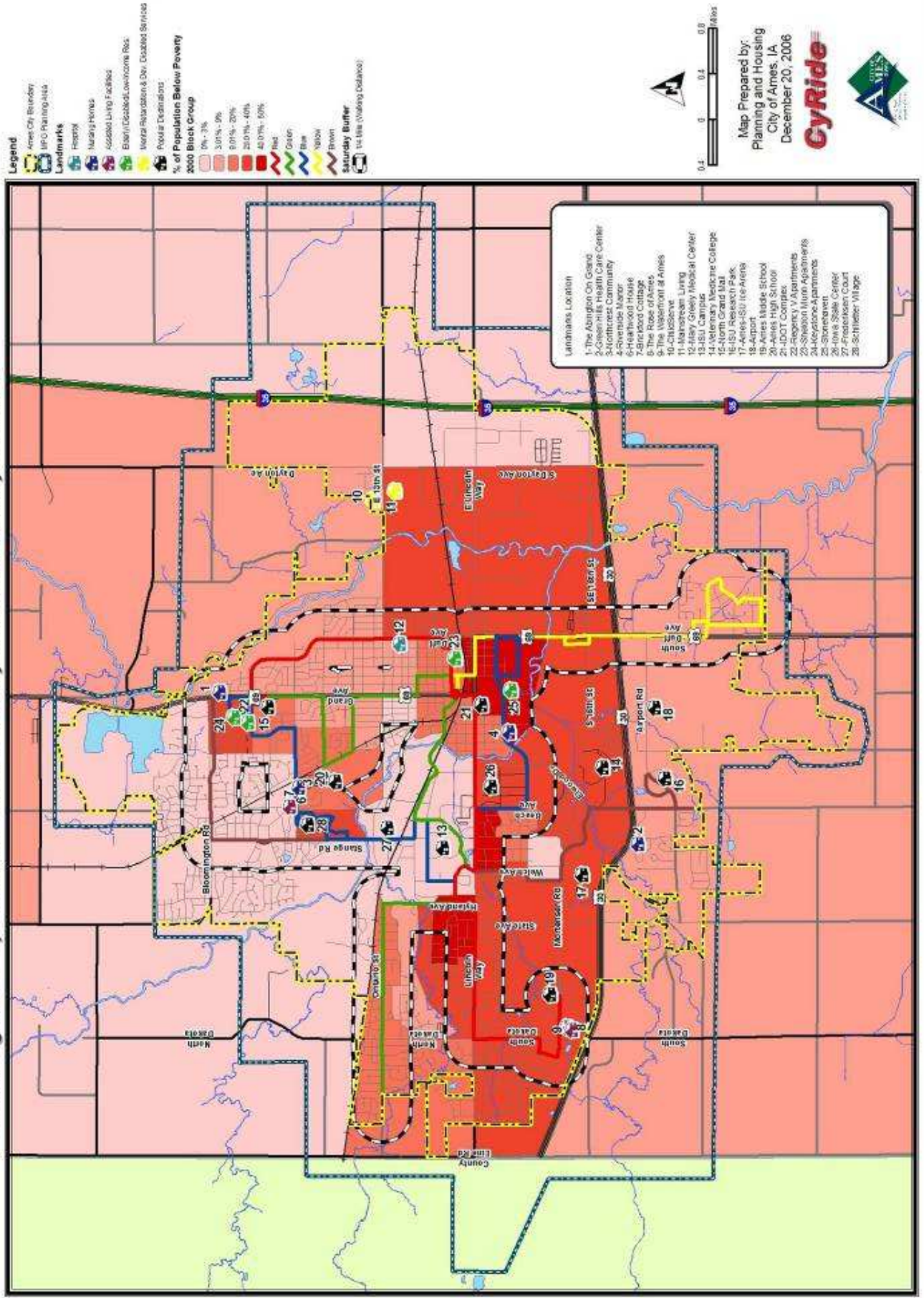


Passenger Transportation Development Plan

Gap Analysis: Saturday Service

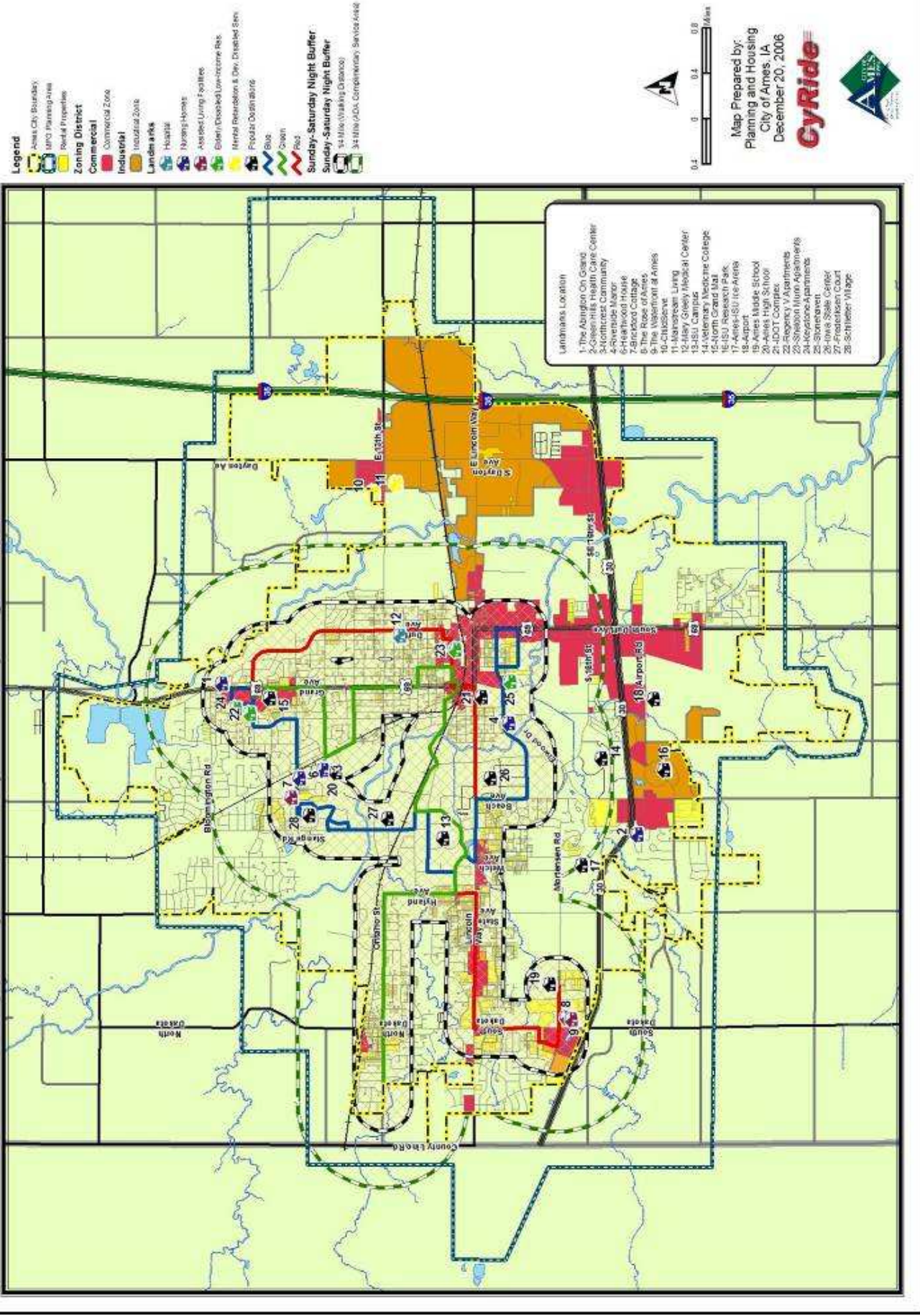


Passenger Transportation Development Plan Percentage of Population Below Poverty Level: Saturday Service



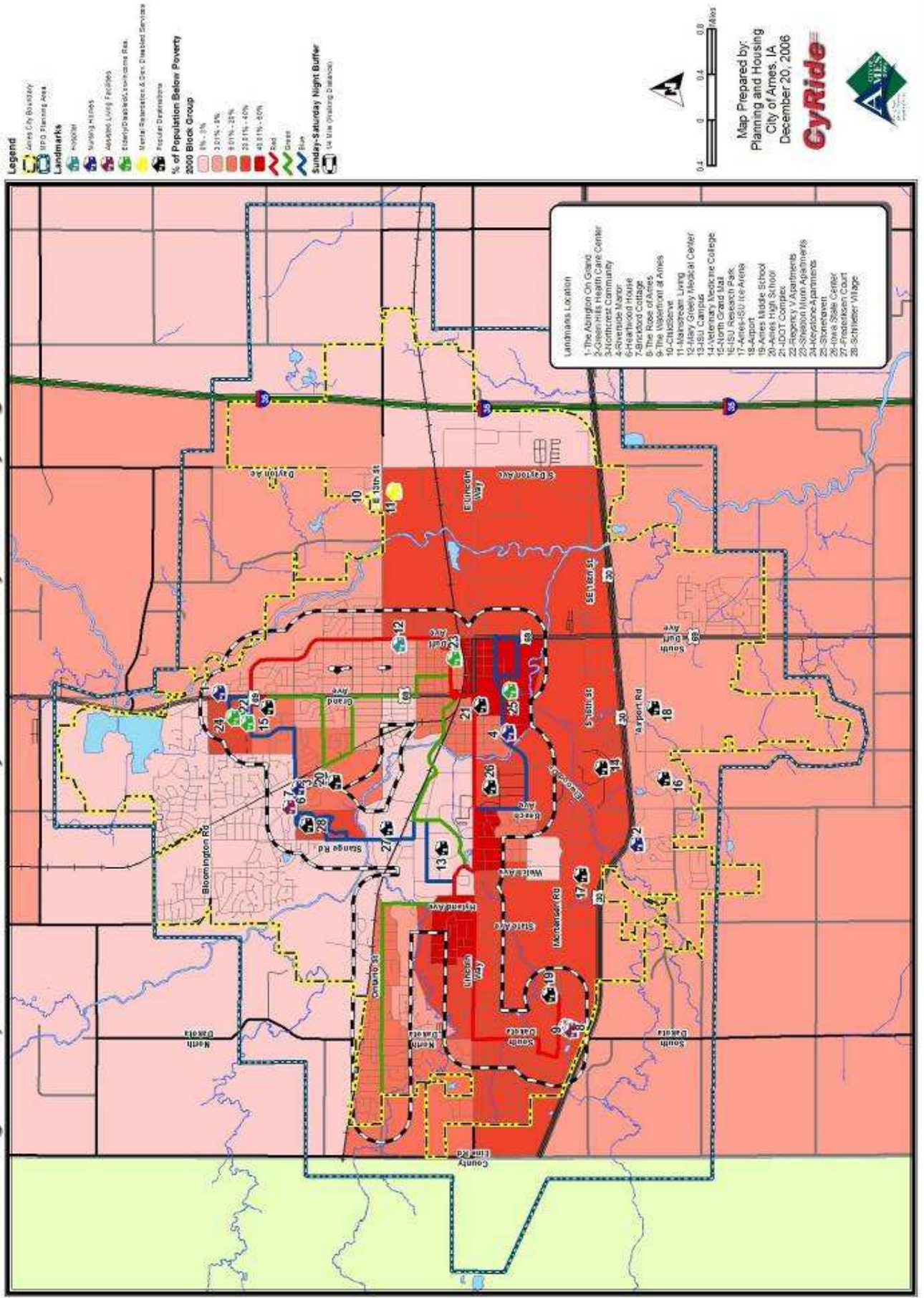
Passenger Transportation Development Plan

Gap Analysis: Sunday/Saturday Night Service



Passenger Transportation Development Plan

Percentage of Population Below Poverty Level: Sunday-Saturday Night Service

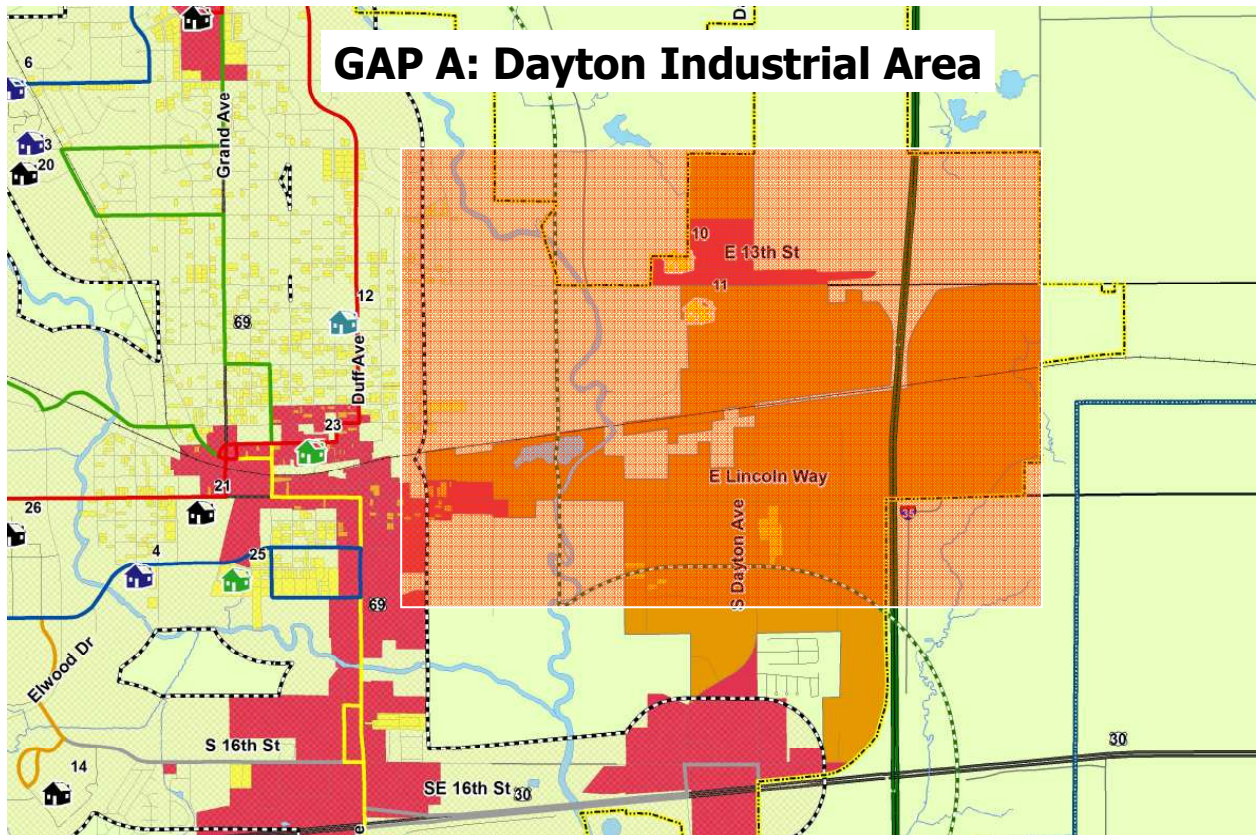


Gap Analysis Results

As described at the beginning of the gap analysis, the following gap analysis was performed during the 2008 PTDP process. Efforts were concentrated on gaps within the transit service in Ames since not much vehicle data was gathered from transportation providers within the human services sector. The 2008 PTDP group which met on January 11, 2007 reviewed the illustrations to determine where additional service could benefit residents of Ames. From this analysis, gaps were discovered within each time/day subdivision (Weekday, Weekday Night, Saturday, etc.). Although this analysis did transpire a year ago, the service gaps are still relevant today as similar results of need were revealed from meetings throughout the year in the 2009 PTDP process.

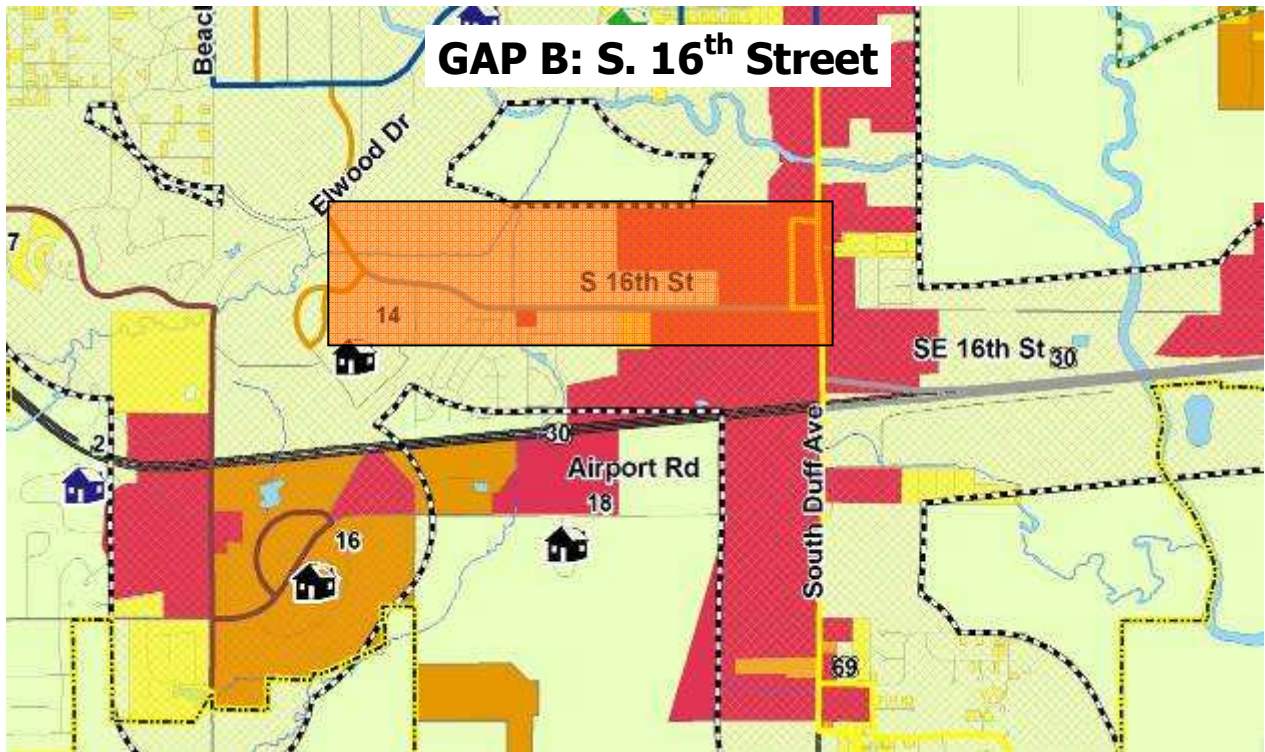
The following set of maps (GAP A – G) indicate, and the explanations detail, the 2008 Passenger TDP groups consensus on areas where additional services needed to be developed to meet current and future transportation needs within the community. Staff felt that these gaps should remain within the plan until a time when additional growth in Ames occurs to provide additional service needs.

GAP A – Dayton Industrial Area: Bordered by 1600 block of Dayton to the north, SE 5th to the south, across the interstate to the new mall location to the east, and Duff to the west.



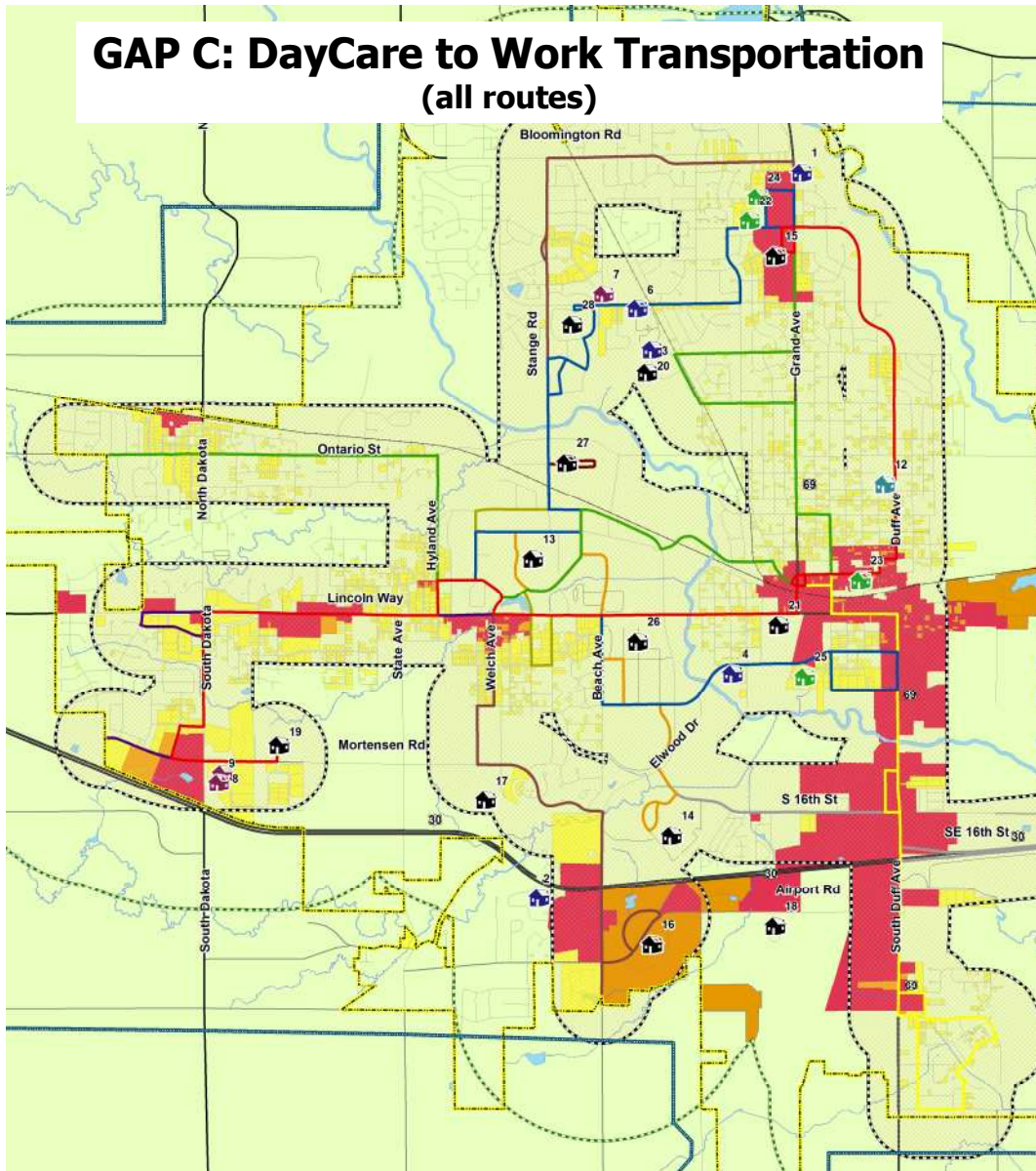
The Passenger TDP group and customer requests have identified Gap A, located in northeast Ames, as a significant gap in current transit services. This section of the community serves as the major commercial/industrial zone of the city with businesses such as 3M, Mainstream Living, Mary Greeley Dialysis, Wylie Eye Care Center, and Sauer-Danfoss as well as a new proposed mall to be open in Fall '08/Spring '09. This area of town was unanimously chosen by the 2008 Passenger TDP group as a priority area for new services. The 2009 PTDP committee rated transportation to this area as its second highest priority tied with medical transportation trips to Iowa City and Des Moines.

GAP B – S 16th Street: Bordered by Elwood Drive to the west and Duff to the East.



Gap B was also identified by the 2008 Passenger TDP group as an area where customers currently could not conveniently reach by public transportation. This area of Ames encompasses mixed land use with a major Iowa State University complex along the route as well as significant lower income residential developments, a school and commercial opportunities such as K-Mart, Staples, Best Buy, and Borders Books. The advisory group discussed the need for service to this area to improve the quality of life for Ames residents. Although this area was not discussed directly in the 2009 PTDP meetings, this need for service in this area is still a priority for the Ames community as discussed in CyRide's fall public meetings.

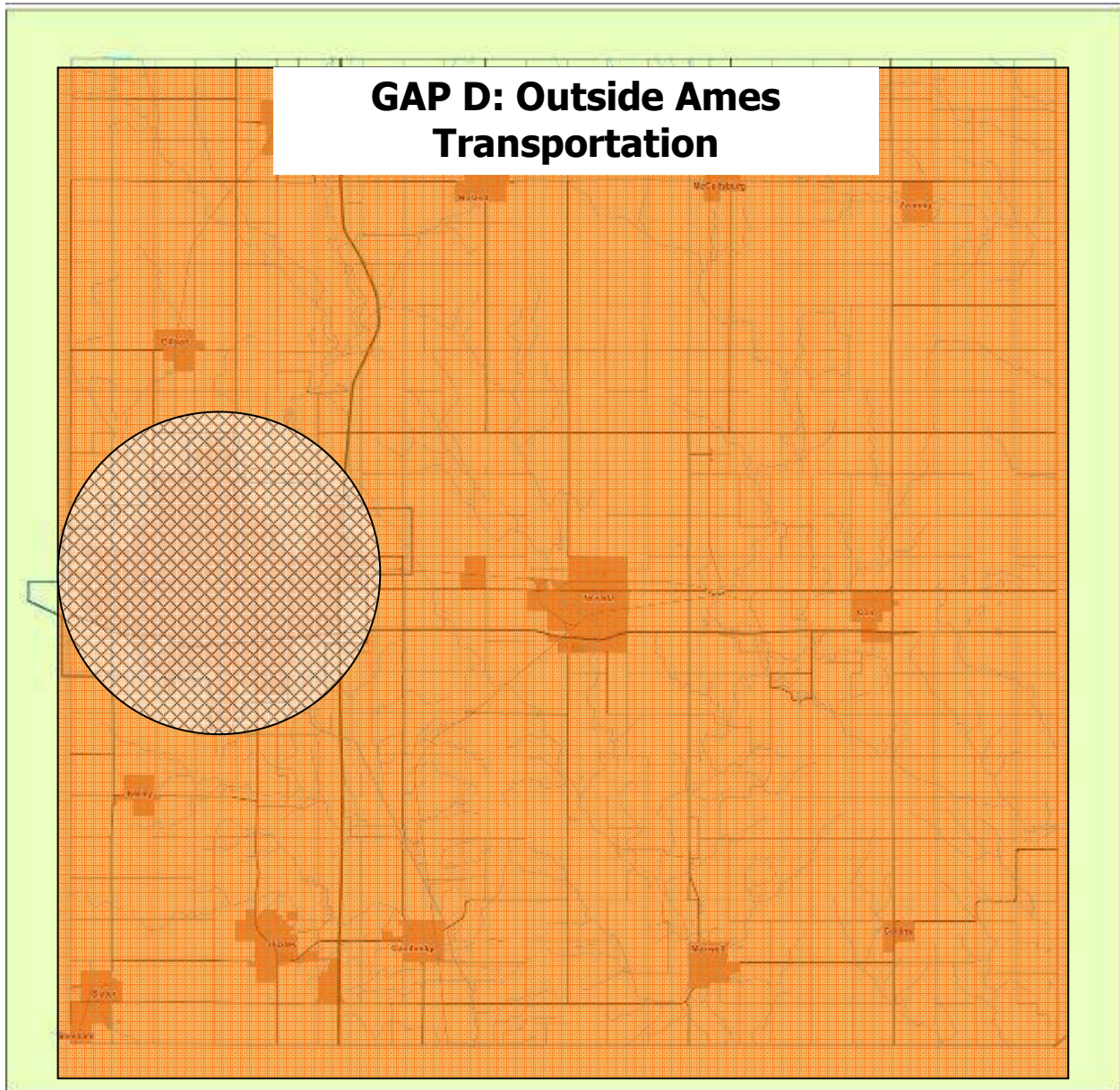
GAP C – DayCare to Work Transportation: More information is needed in doing a daycare analysis. Comments were that services did not operate early enough for parents to take the bus to work and still get their child to daycare.



The 2008 Passenger TDP advisory group discussed the need to make multiple linked transit trips more convenient and more importantly to reduce the amount of time required from the beginning of their trip to the last destination of the trip. Specifically, the need to travel from a person's home to daycare, drop their children off at daycare, re-board a bus and travel to their final destination was discussed as a major hurdle to families. Due to the frequency of buses every 20-40 minutes, a trip of this type could take a parent 1½ hours to complete. In addition, the group indicated that the cost of a family to use public transportation was not within the reach of many families. Therefore, the group identified the need to develop new services or increase current bus frequencies to reduce the amount of time and improve the convenience of using public transportation to meet the needs of working families.

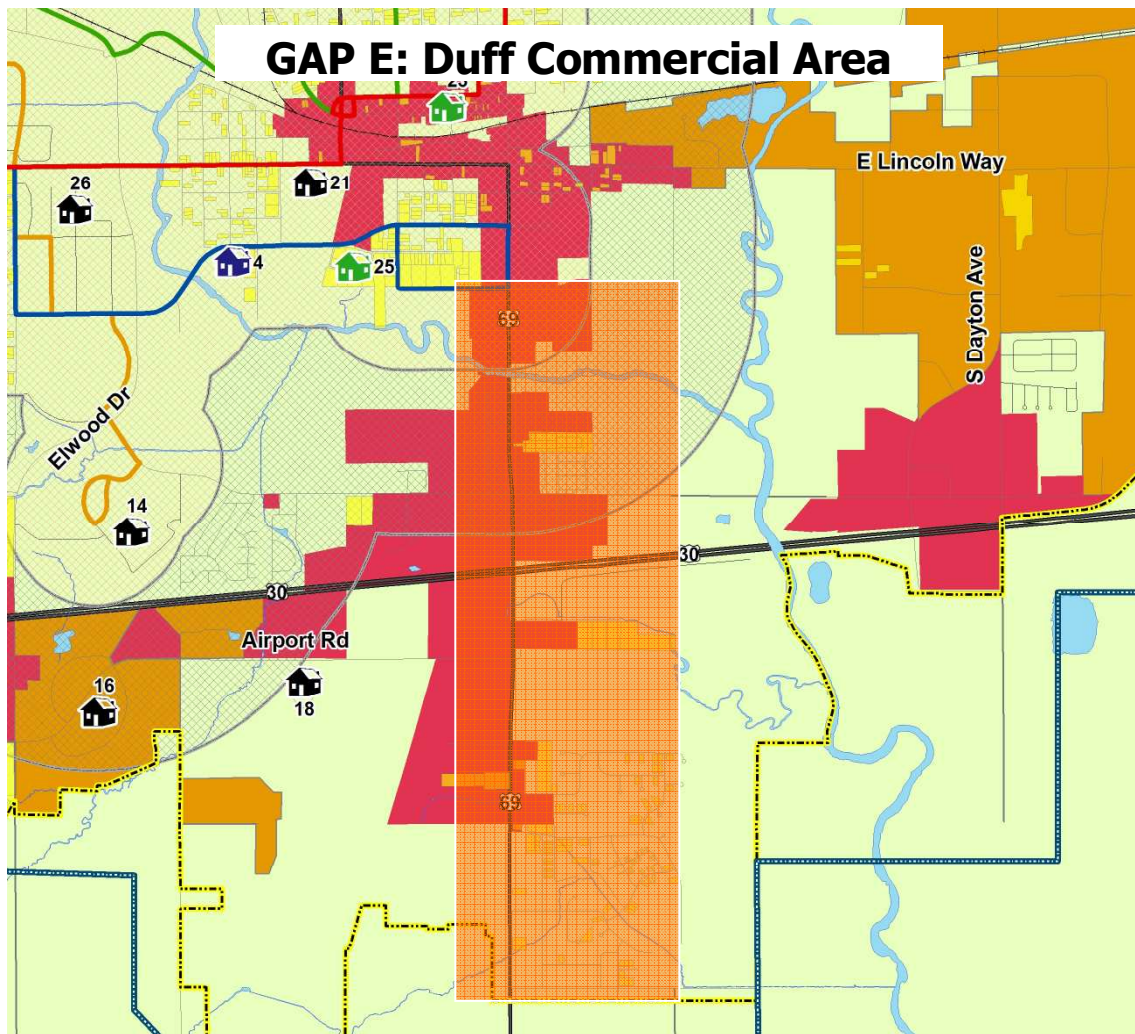
Additional discussion within the 2009 PTDP process was the donation of car seats to Beyond Welfare that can help low-income individuals transport their children around town that do not have car seats. The Transportation Collaboration meetings through UWSC have addressed this continued need within their quarterly meetings.

GAP D – Outside Ames Transportation: Work and Medical appointment transportation are requested. Vanpool options were also mentioned within this scenario for travel into the Ames area.



Gap D was identified by the need to travel from a community outside of Ames into Ames for medical or shopping trips. With a regional medical facility located in Ames, needs within all of Story County are met within the city limits. The Passenger TDP group identified the need to develop services or enhance coordination between transportation services within Ames (CyRide) and within the county (Heartland Senior Services) to improve the transportation network within the county to meet these needs.

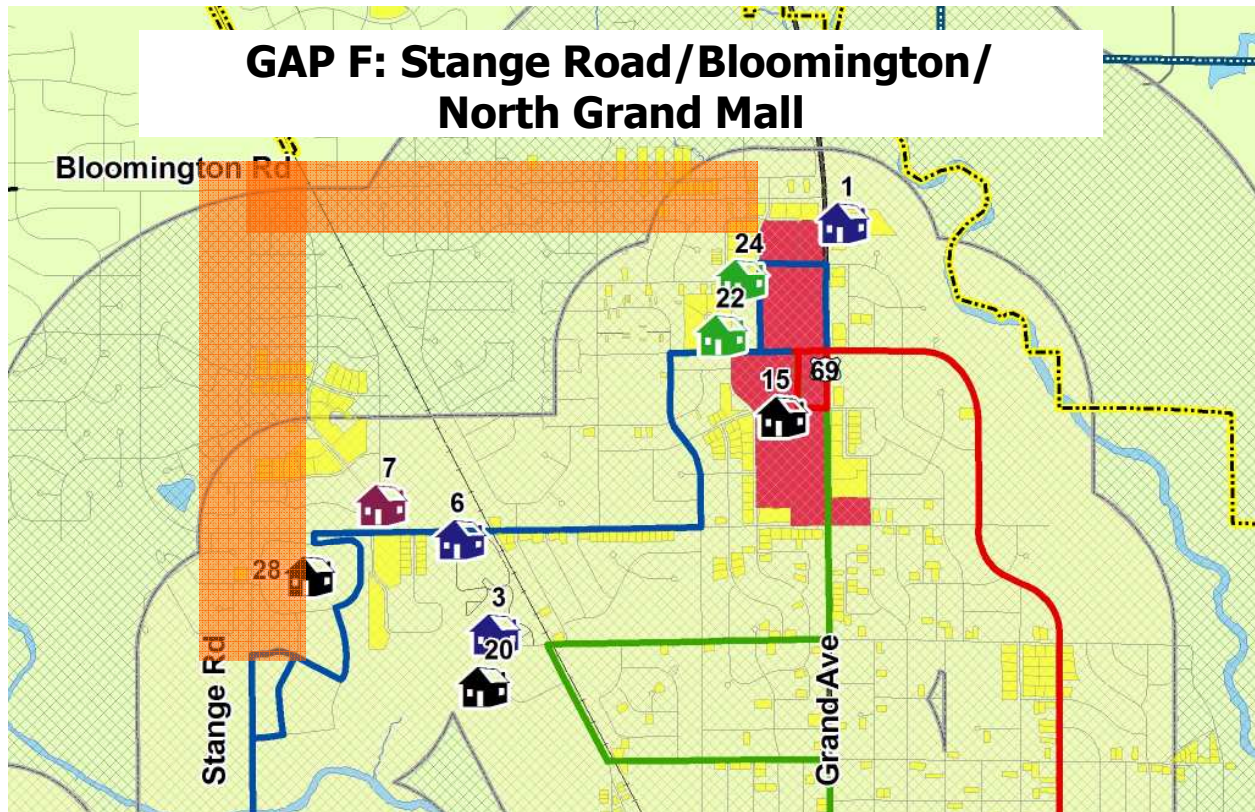
This was a high priority for the 2009 PTDP committee with transportation service to Iowa City and Des Moines for medical services. In fact, the committee voted that transportation to Iowa City be included within the PTDP as a potential project within the investment plan and for efforts to be done to strive for additional local funding opportunities for this project. Therefore, a conceptual service to Iowa City was developed for a regional service to serve the disabled and low-income population. This service is currently being discussed among local partners.



Gap E encompasses one of Ames major commercial districts along South Duff with numerous restaurants, retail outlets and other businesses as well as a large residential area on the southern most end of the identified gap area. Currently public transportation service in this corridor is infrequent with large gaps in service hours leaving residents without a viable option to travel throughout the community from this area. The Passenger TDP group expressed the need to improve transportation options in this area to provide transit options community-wide.

2009 PTDP efforts: This area of the community was one heavily discussed within the Transit Feasibility Study and public meeting efforts throughout the community. The route traveling this corridor is CyRide's least utilized route however it is also one that the community embraces as the big box commercial uses are strung along this corridor where everyone wants to travel. Safe and improved transportation was the discussion for this corridor.

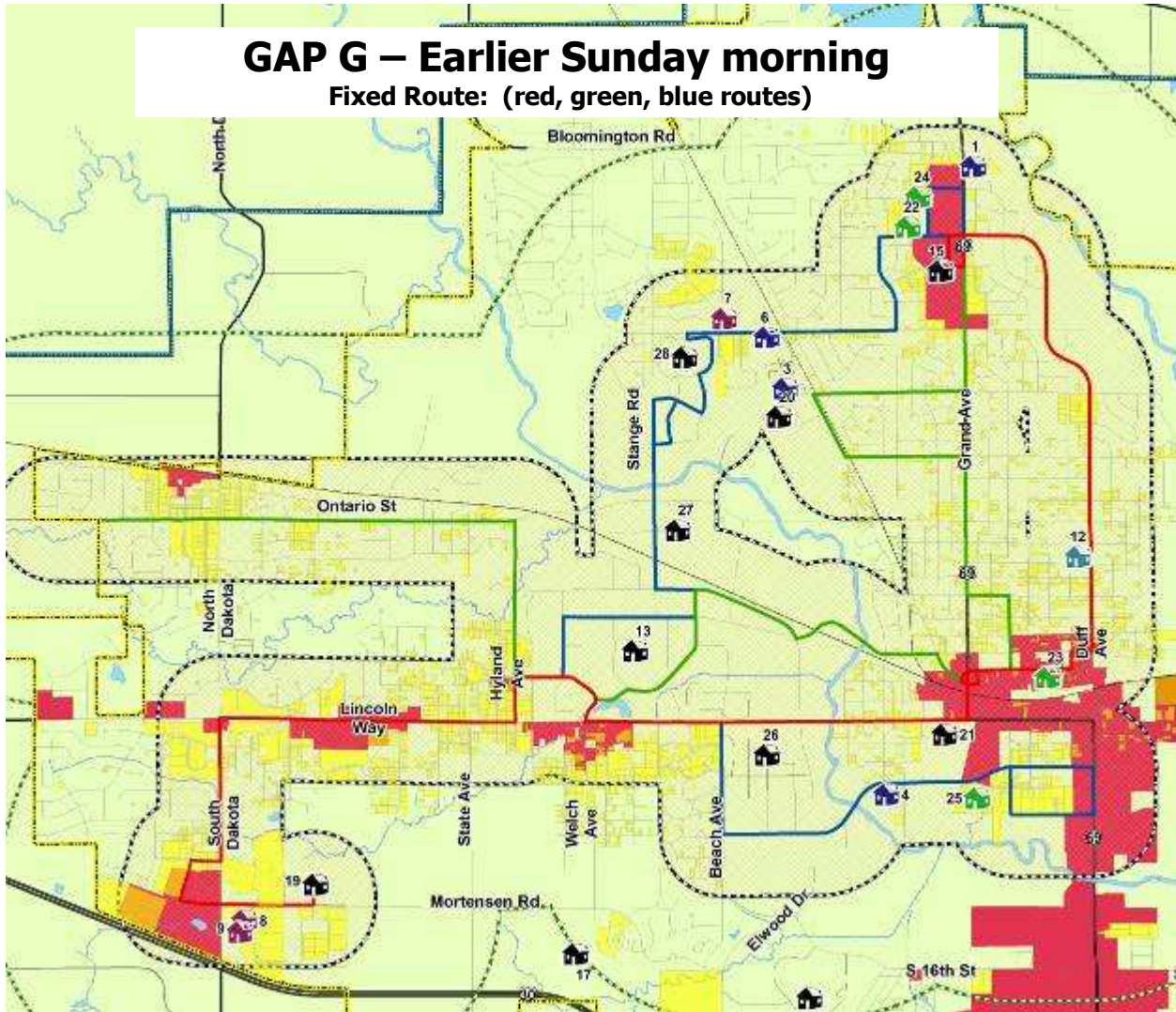
GAP F – Stange Road/Bloomington/North Grand Mall (brown route north)



The Stange Rd./ Bloomington corridors have large concentrations of residential and commercial development. In addition, this area of Ames has experienced significant growth. These corridors encompass major Iowa State University student housing with the Fredrickson Court and University Village complexes as well a new major development area with higher density development. The Bloomington Road corridor also houses major apartment complexes within the city. Currently, public transportation services do not operate at frequent service levels or at times of the day needed to accommodate needs along these major corridors.

This was an area that was served better due to JARC funding of adding additional summer and weeknight trips. This additional service has aided this growing area in reducing the high capacity loads customers were experiencing. The 2009 PTDP committee sees these services as continuing for 2009 and beyond.

GAP G – Earlier Sunday morning Fixed Route: (red, green, blue routes)



The last gap, Gap G, was identified by the Passenger TDP group as a need to provide Ames residents with options to travel throughout the community before current service starts on Sunday morning. Currently, public transportation service starts at approximately 9:00 am on Sunday making travel to work, church or other personal travel difficult. The group identified the need to start service earlier to meet these community needs. This gap was reiterated by the community during CyRide’s general public meetings held in the fall of 2007.

Although this service was considered a low priority need for 2008 and 2009, it was a need that has been requested of CyRide’s board directly within a board meeting. In particular, the board was requested to add earlier Green service in order that individuals could get to work and church as they do with the other core routes on CyRide’s services. This was approved through CyRide’s budget for 2009 by the transit board and will be evaluated within the next year to see if the service is utilized as requested.

D. Transportation Needs

This section of the document will discuss the needs identified by transportation providers and human service agencies participating in the Passenger Transportation Development Plan effort through CyRide's public meetings, United Way's Transportation Collaboration meetings and PTDP meetings conducted through the Human Services Council. It identifies service as well as capital needs, but will not include 100% of the needs due to non-participation by some organizations.

This list will show the large demand for service/capital by the participants. In addition, not all the needs/objectives/projects discussed as a result of this PTDP will be able to be funded due to limited federal and local funding. In particular, identifying human service local funding will take some effort from the Ames Area MPO since this type of funding is not allocated for transportation purposes exclusively. Each potential project will need to identify certain local funding partners for each project. It was discussed that the top priority project could be identified through a ranking process of all the needs of the community and then built into a potential project for grant funding. It is also important to note, that while projects are identified within this plan as needs and objectives, the projects will need to be approved by the transportation provider and City of Ames to be placed within a grant application to the Federal Transit Administration, Iowa Department of Transportation or other agency before services or capital purchases can be realized.

Service Needs/Issues

1. Transportation to Des Moines/Iowa City/Nevada for Medical Needs
2. Transportation to Des Moines for work/training/school needs
3. Transportation to Ames for working/training/school
4. Transportation to East Ames along E. 13th/Dayton/Lincoln Way – Reaching Businesses, Medical, Human Services, new Life Style Center.
5. Sunday morning Earlier transit service for congregants – red, green, blue routes.
6. Rural Meal Site transportation (meals/activities)
7. Adult Day Service transportation for Story County residents.
8. Out of service hours transportation for agency special events (variety show/dances)
9. Easier scheduling of demand response service especially regarding rescheduling pick-ups and drop-offs.
10. Transportation needed after 6pm and before 6am
11. Van service between schools to B&G club – high costs for staff drivers, gasoline & vehicle insurance.
12. Transportation between Nevada/Ames 3 times/day.
13. Weekend Respite 24 hours
14. After hours transportation (after 2pm) for care facility residents for medical, grocery, beauty parlor, shopping etc. Promised free transportation as part of living at facility. Transportation only provided 9am-2pm.
15. Windsor Oaks: Independent Care Facility about 200 ft. from CyRide bus stop which is almost convenient for their residents. Could there be better access to the bus for this group?
16. Service for At Risk Kids to Ames Middle/High Schools. Family Resource Counselors (5) do provide some transport for low-income families.
17. Emergency need for kids that miss the school bus coming to school and for extra circular activities such as tutoring, ball games, scouts, carnival and parent/teacher conferences. Parents of low-income families also have this need to get to the schools each fall/spring.
18. Transportation needed for students within 2-miles from school that may not have transportation from parents.
19. Bus Shelters/Stop Improvements for major boarding locations for CyRide. (shelters, benches, concrete pads, and lights)
20. Bike racks on CyRide vehicles.

21. CyRide Public Service requests:
- a. Blue South frequency improvements
 - i. Friday 7:15 – 9:45pm (Frequency = 20 min)
 - ii. Saturday 5:15 – 9:45pm (F = 20 min)
 - iii. Sunday noon – 12pm (F = 30 min.)
 - b. Yellow Route – Sunday service 10:45 – 6pm (F = 40 min.)
 - c. Green Route – Earlier service on Sunday for entire route
 - d. Brown South – School Days Weeknight service 6-9pm (F = 40 min.)
 - e. Silver Route – Service to S Lot 6-10 pm Sundays (F = 30 min.)
 - f. Billy Sunday Road/Airport – Request from apartment complex. 7:30 am – 5:30pm (F = 40 min.)
 - g. Airport Shuttle Enhancement – Requests before ISU starts (fall) and ends (May). Three trips/day for three days before & after school starts.
 - h. Towers Service
 - i. Weekdays noon - 3:15pm; 5:45 – 9:15pm (F = 20 min.)
 - ii. Saturday 11am – 2:15pm; 6-8:15pm (F = 20 min.)
 - iii. Sunday 11am – 2:15pm; 8-8:15pm (F = 20 min.)

Affordability Needs

22. ‘Coordinated program that offers employee incentives to carpool/vanpool
23. Car seats for volunteer transportation programs – Donate to ACCESS & they will determine need at HSS, Beyond Welfare, etc.
24. Emergency/immediate need for gas vouchers & bus tickets/passes
 - a. City of Ames Planning & Housing: CDBG program
 - b. Story County – assistance is available if leaving the state of Iowa
 - c. United Way Story County (Working on getting additional funding to reinstate program through past human service agency.)
25. Heartland Senior Services transportation costs too costly for everyday transportation.
26. No resources are available for non-Medicaid individuals.

Fleet Needs

27. CyRide: 74 Total Vehicles (2 support, 2 vans, 8 mini buses, 62 large buses)
 - i. Reduce Average Fleet Age
 1. 40 of CyRide’s 62 large buses are past their useful life.
 - ii. Attain more accessible equipped vehicles
 1. 39% of CyRide’s Fleet cannot load wheelchairs
28. Heartland: 15 Total Vehicles (13 mini buses, 2 vans)
 - a. 13 of Heartland’s vehicles are past their useful life (Slated to replace 5 vehicles if Iowa gets earmark approved)
 - b. CyRide committed to provide one mini bus every 7 years for Dial-A-Ride service.
29. Sedans/Vans for Human Services/Organizations
 - a. Vehicles driven past useful life as typically donated or purchased used
 - b. Replacement of vehicles reliant on surplus of year-end funding
 - c. Vehicles from fleets received operate on average 15-18 hours/week
 - d. Concern for higher demand and need for vehicle accessibility as clients/residents age, grow less independent and vacate their automobiles.
30. Youth & Shelter Services
 - a. Fleet has 5-6 fifteen passenger vans. Insurance providers do not want to insure due to the rollover factor. YSS has been pulling out the seats to aid in better balance for providers to allow insurance coverage.

Facility Storage Needs

31. Heartland Senior Services (HIRTA) needs storage for vehicles. Currently, parking is outside in the elements.
32. CyRide needs to study their current bus storage for fleet expansion and possible incorporation of articulated buses, bike racks, Hybrid buses, etc. that would be beyond current capacity. The building currently accommodates 77 vehicles.
33. Bus Storage Modernization for CyRide – rehab old wash bay, upgrade ventilation system, steam clean/repaint walls, replace shop air-conditioning system, replace shop exhaust removal system, replace lights with energy efficient lights, rehab maintenance office, relocate parts office, replace shop hoists, add building security system, replace/repair exterior walls, install back-up power supply.

Maintenance/Insurance Needs

34. Coordinate insurance for community truck used to move individuals throughout the community
 - a. Tom Randall has this vehicle in place however insurance is an issue. Individuals that want to utilize this truck must locate a sponsor to provide the insurance during their moving time.
 - b. Volunteers to assist move process
35. Coordinate group of mechanics to do vehicle repairs regarding Beyond Welfare donated vehicles
36. Vehicles for human services need replacement or maintenance program
37. Coordinated maintenance effort was desired for organizations throughout Ames.

Educational/Marketing Needs

38. Coordinated educational program to reduce intimidation and misconceptions to riding transit.
 - a. Large Group Training – CyRide provided
 - b. One-on-one Training
 - i. Train the trainer
 - c. “How To Ride CyRide” video/digital upload
 - d. Communications tools needed for Non-English speaking individuals. Picture board for drivers to get individuals from Point A to B.
 - e. Visually impaired Riders: Need improved signage for buses. Black letters on white background?
39. Market volunteer transportation RSVP program
 - a. More volunteers needed?
 - b. Knowledge of program in Ames/Story County
40. Common data-base for use of transportation assistance for gas vouchers/ bus passes and tickets.
41. Maintenance education for vehicle owners

From this list, AAMPO staff developed an online survey for PTDP participants to rank their top five priority needs from the entire list generated for the Ames community. The PTDP committee decided this was needed as a top priority need could not be ascertained from the December 2007 meeting. The needs were somewhat summarized to condense the needs from 41 down to 34. The survey was then sent out to all of the PTDP contacts, not just the individuals participating within the meetings requesting each organization to rank 5 needs in priority order for Ames. Out of this survey, thirteen organizations responded to reveal top priority needs for the Ames community. This survey is documented in Appendix E, page 170. The following needs were identified as the top five priority transportation needs for Ames:

1. Emergency gas voucher and bus ticket/pass program - #24
2. Transportation to medical facilities in Iowa City. - #2
3. Transportation to medical facilities in Des Moines. - #1
4. Transportation to E. 13th/Lincoln Way/Dayton areas. - #4
5. Transportation to Ames for work/school. - #3

The thought from MPO staff and PTDP committee was to develop the top priority project from this priority listing into a potential fundable project. The emergency gas voucher and bus ticket/pass program has been an issue that United Way of Story County has been undertaking through their collaboration efforts. In addition, this program could most likely not be funded through identified transit funding as transit vouchers are typically not fundable. Therefore, the following top priority need was identified as transportation to medical facilities in Iowa City. MPO staff developed a conceptual draft regional service to Iowa City and met with Heartland Senior Services, HIRTA and local Ames funding partners to discuss the concept. It was determined through conversations with potential local funding partners that Iowa City University Hospital did operate a transportation service throughout Story and Polk counties a few years back to transport clients to the hospital. The program was for individuals approved through the IowaCare program. The funding for this project was sponsored through the state legislature which was thought to have been cut. In February 2008, it was found out that the program still does exist and transported approximately 80 individuals in FY2007 or 1.3 IowaCare patients a week. The service operates Monday through Friday with same day service to/from Iowa City. The service is only provided for IowaCare patients and not available to the general public. However, there is still more transportation need to go to Iowa City than just IowaCare approved clients. For instance, individuals on Medicare or the elderly would not qualify to be transported on this van service unless approved for the IowaCare program. Funding partners as well as regional providers felt the new regional conceptual service was important to include within the PTDP document and continue local funding efforts to try and secure grant funding for this project. These key participants also realized that the [Iowa City project](#) may need minor changes as discussion of the need continues.

E. Management Needs

As part of the Passenger TDP, one requirement is to look at opportunities to provide additional management tools to assist transportation providers in providing the best quality transportation services possible. To this end, this section of the document will discuss current changes planned within the management structure of the organizations and identify any needs in this area.

CyRide

CyRide is currently undergoing a construction project to expand the administration section of CyRide's facility to allow its employees to efficiently manage its operations. Once completed, there will be enough space to add additional staff to take on responsibilities that are much needed within this growing organization. The following positions will relieve work loads and allow time off for staff that currently cannot afford to be away from their positions. These positions will be funded out of the general budget which is approved by CyRide's Board of Trustees.

- Receptionist
- Transportation Operations Assistant
- Maintenance Assistant

CyRide also plans to increase its education/marketing of services within the next year due to an Iowa's Clean Air Attainment Program (ICAAP) marketing grant. CyRide does not currently have a marketing/education budget. These efforts will allow staff to market to the residential population along less popular routes or to the business community to establish a "go green" commitment within the community.

Heartland Senior Services/CIT

No additional information regarding staffing levels, office equipment, policy board arrangements, marketing was received by CIT or Heartland Senior Services.

F. Existing Fleet Needs

Capital Needs

CyRide Capital Needs

CyRide's spare ratio (number of unused buses at peak times of the weekday divided by the total number of buses in the entire fleet) for its fixed-route bus fleet is currently 22.9%. The Federal Transit Administration allows transit systems to operate at a 20% spare ratio. However, 7 out of 11 spare vehicles are light-duty buses that cannot help out CyRide during the weekday on heavy load trips. The only route that utilizes light-duty vehicles during the weekday is the Yellow route which is low ridership route. CyRide does use the smaller vehicles on weekends when demand is not as needed. However; more and more, larger buses are being placed on trips that once were operated with the smaller buses due to higher demand within the community. But for the weekday service, the smaller buses are utilized only on the Yellow Route and for dispatchers/supervisors to mobile throughout the community helping out operations where needed. Therefore during the weekday peak, there is a problem of only having four additional large vehicles available for when circumstances occur on a daily basis such as breakdowns, buses in for maintenance, etc. CyRide could be in a position to not have enough buses on a particular day to operate all of its routes. A higher spare with the required type of vehicles allows for more vehicles to get their preventive maintenance while allowing staff to still get the required number of vehicles on the street to serve the public. CyRide has two goals for its fleet which are identified below:

1. Replace Non-Accessible Vehicles for Accessible ADA Vehicles– CyRide currently has 73 vehicles within their fleet. Five of these vehicles have been placed within the contingency fleet, another five are up for disposition and 4 are utilized for support equipment leaving 59 total vehicles for operations. Twenty (33.9%) of those vehicles cannot load wheelchairs. According to ADA regulations, all new vehicles purchased with federal funding must be equipped with a lift/ramp to accommodate wheelchairs. If more buses were ADA equipped, then individuals in a wheelchair could access more of the CyRide fixed-route system. This issue is a major issue for the Ames disabled population. If individuals are now met with an un-accessible vehicle in service, mobile is called to take the passenger to their destinations. This singles out that disabled passenger and makes their trip longer in waiting for mobile. Every effort is taken by CyRide's dispatch to place accessible buses on trips that the disabled community frequents. The Federal Transit Administration just demands that new vehicles purchased are accessible to the community. However due to CyRide's growth in the past decade, un-accessible buses have not been able to be retired and are kept within the fleet to meet the ridership demand.
2. Reduce Average Fleet Age – CyRide has been unable to replace vehicles as desired and currently has an average fleet age of 13.9 years which is significantly higher than the national fleet age of 7.0 years. To be more exact, 24 of CyRide's 52 large buses are older than 12 years of age and therefore past their useful life. This situation occurred when the University went fare free and CyRide's need for buses immediately increased in 2002 due to overwhelming ridership. CyRide met this demand by purchasing 13 used buses with local funding. No federal funding for expansion was available at that time for CyRide. Under current policies, these 13 vehicles will not compete for replacement within the states capital replacement program. These vehicles are now 21 years old and staff is estimating that these buses would need to reach 40 years before having the ability to be replaced under the state's competitive program. As a result, CyRide must look elsewhere to replace these vehicles to keep costs to a minimum. CyRide has developed a capital plan that requires a commitment to fund 3 buses each year through its own 5307

formula federal funding until the fleet age is reduced and this older fleet is retired from the system. Any expansion of services for grant funding should include new vehicles in order to achieve a lower fleet age.

It should be noted that CyRide does not operate its ADA Dial-A-Ride service directly (subcontracts with Heartland Senior Services) and therefore cannot perform separate fleet calculations of their spare ratio for heavy-duty larger buses versus light-duty smaller buses. The Federal Transit Administration allows separate calculations by utilization (fixed-route versus ADA service) but not by fleet type. At one time, CyRide did operate the ADA Dial-A-Ride service (DAR) and has kept these light-duty vehicles in case this service ever returned for CyRide to operate. This may be a slight possibility of DAR returning if CyRide implements a fare-free program possibly making the DAR operations, which would be fare free as well, double in demand. This estimated growth was derived from similar implementation experiences of fare free systems throughout the nation.

Heartland Senior Service Capital Needs

Heartland Senior Service has fifteen vehicles within their fleet – 13 LD buses and 2 vans. All of Heartland’s vehicles are accessible including their vans. Fourteen of their vehicles are currently past their useful life which is nearly all of their fleet. Heartland currently has an average fleet age of 7.5. If Heartland were to replace their vehicles according to FTA useful life guidelines, they should be under 4 years for their entire fleet.

CIT Capital Needs

CIT did not provide any information regarding their capital needs or vehicle fleet. Therefore, their needs will not be shown within this plan.

Human Service Agencies Needs

Requests for capital equipment fleets were requested from agencies that provided their own transportation service within the City of Ames through the initial surveys sent to 66 agencies. Although fourteen agencies were identified to provide their own transportation, only five organizations filled out the required MPO transportation provider fleet information form. Two of those organizations that filled out the required forms did not participate within the PTDP meetings.

The vehicle needs for human service agencies discussed within the October PTDP meeting were pretty widespread. Some agencies operated vehicles just within Ames for short durations everyday. Others operated outside of Ames throughout Story County and the central Iowa region with “rickety” vehicles which do not have funding to be replaced. Discussions were that funding to replace these vehicles were often not planned or identified for their organizations since funding is tied to the clients and not to a transportation budget. The equipment operated was deemed fairly old as the vehicles were for the majority purchased used or donated to programs. Rising maintenance, insurance and gas costs were an issue as well as operating the vehicles with staff that did not have the time to transport clients in addition to performing their jobs. Vehicles owned by agencies are typically transporting their own clients the day the trip is requested and they provide the trip free of charge.

Therefore, a huge identified need was for on-demand transportation for the same day requested, similar to taxi-cab transportation, at a free or greatly reduced cost. One of the barriers discussed was that transportation provided by Cy-Ride and Heartland Senior Services is too costly for most individuals. As previously discussed, organizations that provide their current trips are doing them

for free. Some health care providers have promised residents free transportation for agreeing to live at their facilities but have not budgeted enough for transportation services at their organization. They may have transportation service during part of the day only but do not have a dedicated individual providing transportation at their facility 24 hours a day, 7 days a week. Another need is for children requiring transportation to/from school that may not qualify for free transportation through the schools. In some cases, at-risk children are being transported with personal vehicles by counselors that work at the schools. If they are not picked up by a counselor, they may opt not to go to school that day. This may be an overall school issue in providing transportation for this population and should be discussed with the entire Ames school district. Transportation for children that want to participate in after school activities is another issue requiring transportation at a later time than just after school.

The only stipulation to organizations providing free service is Beyond Welfare's organization that requires some reciprocity with their donations or aid. Individuals must provide some payback for the services they receive from Beyond Welfare. This is especially true for their Wheels to Work program where the individual obtains a donated car through the program.

The largest fleet that filled out a transportation provider survey, Story County Community Life (SCCL), did not participate within the PTDP committee. However, their fleet is well managed and maintained by the City of Ames' (COA) Fleet services department. SCCL indicated they do have a replacement plan within their human services survey however COA Fleet services indicated that each year replacements are discussed based on the available of funding at the end of their budget year.

It is anticipated that the 2010 PTDP plan with continued participation between the Ames Area MPO and Human Services Council, involvement will increase including providing information regarding personal fleets. This coordination is essential and takes time to develop as evidenced within the coordination between CyRide and CIT.

Fleet Utilization Schedules

CyRide Fleet Utilization Schedule

Another requirement of the Passenger TDP is to review transportation provider's information on the utilization of their fleet or more specifically, the number of service hours each vehicle operates. Since this information is provided on the next page, the survey information was excluded from the appendix documentation as it would be similar. The following table illustrates this information regarding CyRide's bus fleet. Low hours may indicate that a vehicle required extensive shop time or may be too costly to operate, but is needed in emergency situations. Vehicles without limited hours have been placed within CyRide's contingency fleet. The last six buses purchased from Iowa City were not operated in revenue service in 2007 and will be utilized within the contingency fleet or sold within the next year. These vehicles were purchased in the hopes of expanding CyRide's large fleet a few buses by the January semester in case of additional demand. CyRide had only 4 spare buses in case vehicles broke down at the start of the fall semester. CyRide has a policy of putting out additional buses to meet the demand even though the service is not scheduled. This is done to not leave the general public standing to wait for the next bus and possibly miss their work or class start time.

Transportation Provider: CyRide								Date Prepared: 11/30/07			
(Human Service Agencies and/or organizations proving rides for clients with agency owned vehicles are transportation providers)											
	Year	Make	Model	Fleet ID #	# of Seats	# of Wheelchair Spaces	Base Location	Assignments	# of Hours Used/Week	Used Evening /Weekend?	Projected Annual Miles
1	1968	GMC	4521	869	45	N	CyRide	Large	0.1	Y	2,500
2	1984	ORION	01.507	890	34	N	CyRide	Contingency	0.3	N	200
3	1984	ORION	01.507	891	34	N	CyRide	Contingency	2.7	N	200
4	1985	ORION	01.507	898	34	N	CyRide	Large	0.1	Y	3,500
5	1987	ORION	01.507	900	34	2	CyRide	Large	0.1	Y	7,000
6	1983	ORION	01.506	908	34	N	CyRide	Contingency	3.9	N	1,000
7	1987	ORION	01.507	909	34	2	CyRide	Large	7.7	Y	6,100
8	1987	ORION	01.507	910	34	2	CyRide	Large	0.2	Y	5,700
9	1988	ORION	01.507	912	34	2	CyRide	Large	6.8	Y	7,000
10	1993	GILLIG	35/96	926	32	2	CyRide	Large	6.4	Y	35,000
11	1993	GILLIG	35/96	927	32	2	CyRide	Large	7.8	Y	40,000
12	1996	GILLIG	35/102	933	32	2	CyRide	Large	39.9	Y	40,000
13	1996	GILLIG	35/102	934	32	2	CyRide	Large	43.9	Y	35,000
14	1997	ELDOR	E350	938	13	1	CyRide	Mini	45.0	Y	35,000
15	1997	ELDOR	E350	939	13	1	CyRide	Mini	38.6	Y	35,000
16	1973	GMC	T8H5307	941	49	N	CyRide	Large	39.5	Y	9,000
17	1973	GMC	T8H5307	942	47	N	CyRide	Large	39.0	Y	9,000
18	1973	GMC	T8H5307	943	49	N	CyRide	Large	10.2	Y	8,000
19	1999	GILLIG	40/102 LF	944	36	2	CyRide	Large	10.4	Y	46,000
20	1999	GILLIG	40/102 LF	945	36	2	CyRide	Large	9.0	Y	43,000
21	1999	GILLIG	40/102 LF	946	36	2	CyRide	Large	51.8	Y	43,000
22	1999	GILLIG	40/102 LF	947	36	2	CyRide	Large	48.7	Y	43,000
23	1995	ELDOR	E350	949	14	2	CyRide	Mini	49.0	N	6,000
24	1999	DODGE	Truck	950	0	N	CyRide	Support	49.3	Y	6,000
25	1974	GMC	T8H5307	952	53	N	CyRide	Large	0.1	Y	10,000
26	2000	ORION	05.501	953	37	2	CyRide	Large	6.6	Y	27,000
27	2000	ORION	05.501	954	37	2	CyRide	Large	10.6	Y	30,000
28	2000	ORION	05.501	955	37	2	CyRide	Large	30.0	Y	27,000
29	2000	ORION	05.501	956	37	2	CyRide	Large	32.9	Y	27,000
30	2000	ORION	05.501	957	37	2	CyRide	Large	30.2	Y	27,000
31	2000	ORION	05.501	958	37	2	CyRide	Large	30.2	Y	27,000
32	2002	SUPREME	E450	960	17	2	CyRide	Mini	31.4	Y	20,000
33	2002	SUPREME	E450	961	17	2	CyRide	Mini	31.2	Y	26,000
34	1990	ORION	05.501	962	47	N	CyRide	Large	20.9	Y	10,000
35	1990	ORION	05.501	964	47	N	CyRide	Large	29.3	Y	10,000
36	1990	ORION	05.501	966	47	N	CyRide	Large	11.1	Y	10,000
37	1990	ORION	05.501	967	47	N	CyRide	Large	11.2	Y	10,000
38	2002	CHEVY	ACTIVAN	968	6	1	CyRide	Support	11.0	Y	16,000

	Year	Make	Model	Fleet ID #	# of Seats	# of Wheelchair Spaces	Base Location	What type of service is it performing?	No. of Hours Per Week Used	Used Evening /Weekend?	Projected Annual Miles
39	2005	CHEVY	EVAN	969	6	1	CyRide	Support	11.1	Y	16,000
40	2002	ORION	05.501	970	37	2	CyRide	Large	29.4	Y	27,000
41	2002	ORION	05.501	971	37	2	CyRide	Large	32.3	Y	27,000
42	2002	ORION	05.501	972	37	2	CyRide	Large	28.3	Y	27,000
43	2002	ORION	05.501	973	37	2	CyRide	Large	26.5	Y	25,000
44	2002	ORION	05.501	974	37	2	CyRide	Large	31.4	Y	27,000
45	2002	ORION	05.501	975	37	2	CyRide	Large	28.0	Y	25,000
46	2002	ORION	05.501	976	37	2	CyRide	Large	32.1	Y	27,000
47	2002	ORION	05.501	977	37	2	CyRide	Large	30.3	Y	27,000
48	2003	SUPREME	E350	978	13	1	CyRide	Mini	25.9	Y	25,000
49	2003	SUPREME	E350	979	13	1	CyRide	Mini	21.0	Y	20,000
50	1988	ORION	01.508	980	48	N	CyRide	Large	10.2	Y	10,000
51	1988	ORION	01.508	981	48	N	CyRide	Large	10.3	Y	10,000
52	1988	ORION	01.508	982	48	N	CyRide	Large	0.2	Y	10,000
53	1988	ORION	01.508	983	48	N	CyRide	Large	7.8	Y	10,000
54	1988	ORION	01.508	984	48	N	CyRide	Large	9.4	Y	10,000
55	1990	ORION	05.501	985	47	N	CyRide	Large	9.9	Y	10,000
56	1990	ORION	05.501	987	47	N	City	Disposal	0.0	N	200
57	1990	ORION	05.501	990	47	N	CyRide	Large	12.2	Y	10,000
58	1990	ORION	05.501	991	47	N	CyRide	Large	11.2	Y	10,000
59	2005	ORION	05.501	994	37	2	CyRide	Large	31.4	Y	30,000
60	2005	ORION	05.501	995	37	2	CyRide	Large	29.8	Y	30,000
61	2005	ORION	05.501	996	37	2	CyRide	Large	30.6	Y	30,000
62	2005	ORION	05.501	997	37	2	CyRide	Large	28.2	Y	25,000
63	2006	FORD	F-450	999	3	N	CyRide	Support	0.2	Y	200
64	2006	ORION	VII	1	37	2	CyRide	Large	16.6	Y	15,000
65	2006	ORION	VII	2	37	2	CyRide	Large	15.7	Y	15,000
66	2006	ORION	VII	3	37	2	CyRide	Large	18.0	Y	15,000
67	2006	ORION	VII	4	37	2	CyRide	Large	18.7	Y	15,000
68	1989	ORION		33	37	N	CyRide	Disp/Parts	-	N	-
69	1989	ORION		34	37	N	CyRide	Disp/Parts	-	N	-
70	1989	ORION		35	37	N	CyRide	Disp/Parts	-	N	-
71	1989	ORION		36	37	N	CyRide	Disp/Parts	-	N	-
72	1989	ORION		37	37	N	CyRide	Contingency	-	N	200
73	1989	ORION		38	37	N	CyRide	Contingency	-	N	200

CyRide has a total of 73 vehicles of which 4 are utilized as support vehicles (highlighted in blue) for the maintenance or supervision of the operations area. Five vehicles are within a contingency fleet to operate on an as needed basis and the other five are awaiting disposal (highlighted in yellow). Therefore, CyRide has 59 total revenue vehicles with 11 of those for spares putting out 48 buses in peak service. This leaves CyRide with a spare ratio of 22.92%. The difficulty is that 7 of those 11 spares are light-duty buses that cannot be used in everyday service on CyRide's routes as they cannot handle the large passenger loads. The only CyRide route utilizing a light-duty vehicle would be the Yellow which has the least ridership of

all CyRide's services. Therefore, CyRide has only four heavy-duty 40' buses to utilize as spares for their revenue service at this time in addition to their contingency fleet. CyRide plans to purchase the larger 40' heavy-duty buses to replace a few light-duty when they are past their useful life and funding is available. CyRide was keeping these light-duty vehicles in case they needed to suddenly operate their own ADA service instead of contracting it out to Heartland Senior Services.

Heartland Fleet Utilization Schedule

The following information was provided by Heartland Senior Services regarding their fleet. Heartland utilizes two vehicles for the Dial-A-Ride service they provide under contract with CyRide/City of Ames. The remaining vehicles would be utilized outside of Ames for service to Story County.

Transportation Provider: Heartland Senior Services						Date Prepared: 11/30/07			
(Human Service Agencies and/or organizations providing rides for clients with agency owned vehicles are transportation providers)									
	Year	Fleet ID #	# of Seats	# of Wheelchair Spaces	Base Location	What type of service is it performing?	No. of Hours Per Week Used	Used Evening /Weekend?	Projected Annual Miles
1	98 Ford Goshen	7632	15	4	Ames	DR	56	Y	40,531
2	93 Ford Supreme	7621	17	2	Ames	DR	35	N	22,691
3	97 Ford Collins	7627	20	2	Ames	DR	43	O	28,670
4	93 Ford Supreme	7620	17	2	Ames	DR	36	N	21,543
5	04 Chevy Entervan	7638	5	2	Ames	DR	16	R	27,979
6	98 Chevy Venture	7631	5	1	Ames	DR	9	R	16,905
7	03 Ford Champion	7634	18	2	Ames	DR	52	O	27,463
8	98 Ford Goshen	7633	15	4	Ames	DR	22	Y	36,621
9	96 Ford Collins	7628	20	2	Ames	DR	30	O	26,425
10	97 Ford Collins	7629	20	2	Ames	DR	47	O	28,378
11	98 Ford Supreme	7630	12	1	Ames	DR	33	N	32,256
12	04 Ford Goshen	7635	18	4	Ames	DR	46	Y	41,623
13	04 Ford Goshen	7636	18	4	Ames	DR	55	Y	35,241
14	04 Ford Goshen	7637	18	4	Ames	DR	52	Y	44,158
15	05 Ford Goshen	7639	16	2	Ames	DR	17	Y	40,928

Y = yes; N = No; O = Occasionally; R = Rarely; DR = Demand Response

Human Service Agencies Needs

As stated above, much of the fleet utilization for organizations was provided verbally within PTDP meetings. The organizations providing documentation of their fleet were Story County Community Life, Windsor Oaks Seniors and Green Hills as documented within the survey information in Appendix D. SCCL and Green Hills did not formally participate in the PTDP meetings. The fleet information for three transportation providers are not enough to discuss coordinating trips that are currently provided within Ames. In fact, two of the transit providers just provide service to their facility home residents of which there was some discussion of possibly sharing a driver between several facility homes in the Ames area.

This was brought up as the one facility home provider participating has a need for service but does not have the staff or budget to provide additional transportation that the residents are demanding. SCCL's fleet generally operates 18 hours a week on average for its 22 vehicles. They again, did not participate in the meetings to discuss the coordination of trips. Most of the trips provided by the organizations are on-demand for the same day service is required. This effort will continue throughout the next year into the 2010 PTDP and it is hoped that organizations can have conversations among their different groups to come up with solutions for their different organizational needs.

Fleet Replacement Schedules

Depending on Congressional earmarks, transit systems in Iowa could receive funding to replace anywhere from 29 to 99 vehicles in FY2008. According to the January 28, 2008 federal register, the Federal Transit Administration will only honor "statutory earmarks" up to \$3.1M. Therefore the State of Iowa did not receive the additional \$4.5M in earmarks as anticipated within this documentation. As the President discussed in his final State of the Union address on January 28, 2008, earmarks will be vetoed if they do not go through the normal Congressional bill process. If this additional \$4.5 was approved, the Iowa Department of Transportation's Office of Public Transit has determined through their PTMS process that CyRide could replace 4 buses and Heartland Senior Services 5 as identified within the FY2008 year replacement schedule below. There is still hope that Congress could still approve a bill containing this \$4.5M earmark funding. However, if this additional funding is not ascertained for FY2008, these vehicles listed in FY2008 could compete within the PTMS process for FY2009 as well if Iowa only receives the statutory \$3.1M figure.

CyRide Fleet Replacement/Rehabilitation Schedule

The vehicles highlighted with red text below are scheduled to be replaced through the budget process and funding for their procurement has been either identified or secured. The remaining vehicles highlighted in yellow indicate a need to be replaced as they are past their useful life according to FTA; however, funding has not been identified for their replacement. Vehicles listed in FY2009 may not be all be replaced depending on the earmark received and priority placement for CyRide vehicles within the PTMS statewide process. This information for CyRide was provided here and therefore not documented within the survey information in Appendix D.

	Year	Model	Make	Fleet ID #	Vehicle Equip.	Mileage as of 6-30-07	Type of Improvement					
							Scheduled FY 07-08	Proposed FY 09	Proposed FY 10	Proposed FY 11	Proposed FY 12	
1	1968	GMC	4521	869		209,423	REP					
2	1984	ORION	01.507	890		465,094	REP					
3	1984	ORION	01.507	891		473,127	REP					
4	1985	ORION	01.507	898		436,810	REP					
5	1987	ORION	01.507	900	L	613,289		REP				
6	1983	ORION	01.506	908		370,337		REP				
7	1987	ORION	01.507	909	L	626,625		REP				
8	1987	ORION	01.507	910	L	614,726		REP				
9	1988	ORION	01.507	912	L	544,114		REP				
10	1993	GILLIG	35/96	926	L	505,429		REP				
11	1993	GILLIG	35/96	927	L	493,917		REP				
12	1996	GILLIG	35/102	933	L	458,307		REP				
13	1996	GILLIG	35/102	934	L	454,059		REP				
14	1997	ELDOR	E350	938	L	221,843	REP					
15	1997	ELDOR	E350	939	L	225,555	REP					

	Year	Model	Make	Fleet ID #	Vehicle Equip.	Mileage as of 6-30-07	Type of Improvement				
							Scheduled FY 07-08	Proposed FY 09	Proposed FY 10	Proposed FY 11	Proposed FY 12
16	1973	GMC	T8H5307	941		80,915		REP			
17	1973	GMC	T8H5307	942		73,945		REP			
18	1973	GMC	T8H5307	943		74,989		REP			
19	1999	GILLIG	40/102 LF	944	R	359,930				REP	
20	1999	GILLIG	40/102 LF	945	R	355,285				REP	
21	1999	GILLIG	40/102 LF	946	R	347,898				REP	
22	1999	GILLIG	40/102 LF	947	R	348,912					
23	1995	ELDOR	E350	949	L	281,083		REP			
24	1999	DODGE	Truck	950		42,617	REP				
25	1974	GMC	T8H5307	952		67,776		REP			
26	2000	ORION	05.501	953	L	204,608					REP
27	2000	ORION	05.501	954	L	203,451					REP
28	2000	ORION	05.501	955	L	201,823					REP
29	2000	ORION	05.501	956	L	206,880					REP
30	2000	ORION	05.501	957	L	200,944					REP
31	2000	ORION	05.501	958	L	210,070					REP
32	2002	SUPREME	E450	960	L	177,027		REP			
33	2002	SUPREME	E450	961	L	172,149		REP			
34	1990	ORION	05.501	962		44,176			REP		
35	1990	ORION	05.501	964		47,097		REP			
36	1990	ORION	05.501	966		48,851	REP				
37	1990	ORION	05.501	967		48,739		REP			
38	2002	CHEVY	ACTIVAN	968	L	83,685	REP				
39	2005	CHEVY	EVAN	969	L	44,114		REP			
40	2002	ORION	05.501	970	L	125,031					
41	2002	ORION	05.501	971	L	126,031					
42	2002	ORION	05.501	972	L	121,982					
43	2002	ORION	05.501	973	L	117,053					
44	2002	ORION	05.501	974	L	119,173					
45	2002	ORION	05.501	975	L	114,359					
46	2002	ORION	05.501	976	L	120,477					
47	2002	ORION	05.501	977	L	119,126					
48	2003	SUPREME	E350	978	L	101,759		REP			
49	2003	SUPREME	E350	979	L	105,910		REP			
50	1988	ORION	01.508	980		539,545		REP			
51	1988	ORION	01.508	981		576,257		REP			
52	1988	ORION	01.508	982		500,003		REP			
53	1988	ORION	01.508	983	L	541,836		REP			
54	1988	ORION	01.508	984	L	422,828	REP				
55	1990	ORION	05.501	985		416,086		REP			
56	1990	ORION	05.501	987		413,349	REP				
57	1990	ORION	05.501	990		446,180		REP			
58	1990	ORION	05.501	991		443,501	REP				
59	2005	ORION	05.501	994	L	47,775					
60	2005	ORION	05.501	995	L	50,493					

	Year	Model	Make	Fleet ID #	Vehicle Equip.	Mileage as of 6-30-07	Type of Improvement				
							Scheduled FY 07-08	Proposed FY 09	Proposed FY 10	Proposed FY 11	Proposed FY 12
61	2005	ORION	05.501	996	L	52,179					
62	2005	ORION	05.501	997	L	46,588					
63	2006	FORD	F-450	999		2,199					
64	2006	ORION	VII	1	L	14,687					
65	2006	ORION	VII	2	L	13,887					
66	2006	ORION	VII	3	L	15,893					
67	2006	ORION	VII	4	L	16,540					
68	1989	ORION		33				REP			
69	1989	ORION		34				REP			
70	1989	ORION		35				REP			
71	1989	ORION		36				REP			
72	1989	ORION		37				REP			
73	1989	ORION		38				REP			

Heartland Senior Services Fleet Replacement/Rehabilitation Schedule

	Vehicle: Model Year and Body Manufacturer	Fleet ID #			Mileage as of 6-30-07	Type of Improvement				
						Scheduled FY 08	Proposed FY 09	Proposed FY 10	Proposed FY 11	Proposed FY 12
1	98 Ford Goshen	7632	15 / 4	L, MR	256,959	REP				
2	93 Ford Supreme	7621	17 / 2	L, MR	280,302					
3	97 Ford Collins	7627	20 / 2	L, MR	214,596	REP				
4	93 Ford Supreme	7620	17 / 2	L, MR	263,349					
5	04 Chevy Entervan	7638	5 / 2	R, MR	102,228				REP	
6	98 Chevy Venture	7631	5 / 1	R, MR	175,187		REP			
7	03 Ford Champion	7634	18 / 2	L, MR	110,931				REP	
8	98 Ford Goshen	7633	15 / 4	L, MR	253,090	REP				
9	96 Ford Collins	7628	20 / 2	L, MR	199,280	REP				
10	97 Ford Collins	7629	20 / 2	L, MR	198,821	REP				
11	98 Ford Supreme	7630	12 / 1	L, MR	246,747	REP				
12	04 Ford Goshen	7635	18 / 4	L, MR	82,051					
13	04 Ford Goshen	7636	18 / 4	L, MR	79,853					
14	04 Ford Goshen	7637	18 / 4	L, MR	92,789					REP
15	05 Ford Goshen	7639	16 / 2	L, MR	47,325					

Heartland Senior Services' replacement schedule for their fleet is identified above. Approximately 93% of Heartland Senior Services' fleet is past their useful life. Two of HSS's vehicles (7620 and 7621) have previously been replaced with state funding and therefore cannot be replaced again. Those vehicles were needed for expansion of their services and therefore kept within their fleet. It should be noted that the majority of their fleet is operating rural service funded through Heart of Iowa Regional Transit Agency (HIRTA). Their replacement of vehicles would also be documented within CIRPTA's Region 11 PTDP process but would be incorporated within HIRTA's entire fleet. CyRide currently plans to purchase a new expansion vehicle to Heartland Senior Services (HSS) every seven years to aid in their Dial-A-Ride operations for the City of Ames. This agreement would be contingent on HSS continuing to operate CyRide's ADA service. This purchase would bring HSS's fleet to 16 vehicles unless a previously replaced bus was disposed.

In addition, HIRTA will be replacing six of Heartland Senior Services vehicles in 2008 if earmark funding comes through allowing to better service to the public. This funding will go through HIRTA as the vehicle will be primarily for rural services and should be documented within CIRPTA's PTDP plan as well.

CIT Replacement Schedule

CIT did not provide a fleet replacement/rehabilitation schedule.

Human Service Agencies Needs

The human service agencies surveyed as transportation providers provided only one vehicle being replaced within the next four years. Again, the only providers filling out surveys were Story County Community Life (SCCL), Windsor Oaks- Seniors and Green Hills. Green Hills did indicate that they would replace a van in 2012 for a vehicle already having 106,000 miles in 2008. Windsor Oaks Seniors did not indicate replacement of their vehicle within the next four years however conversations with the director indicated a need to acquire an accessible vehicle. Story County Community Life obtains maintenance of their fleet through City of Ames fleet services' department. Fleet Service indicates that replacement for SCCL is done each year based on their ending budget surplus at the end of the year. Replacement of vehicles is coordinated through COA Fleet Services and therefore SCCL may obtain retired vehicles from the Ames police department or other city departments retiring vehicles.

Overall, the discussion among the human service providers is that funding for replacing vehicles is not identified so therefore, the replacement is not formally planned but a reaction to one needing replaced once repairing is not an option.

G. Facility Needs

CyRide, through the development of a Facilities Master Plan, has identified extensive facility needs. Phase II, the new administrative portion of the facility is in process of being constructed to be completed by April 2008 through 5309 earmarked funding and infrastructure grant funding. In addition, public information meetings were scheduled through the Transportation Improvement Plan and grants process through Phase II of the Facilities Master Plan. The progress of the administrative construction can be viewed on CyRide's website at <http://www.cyride.com/whats-new/whatsnew.html>.

Phase III of the Facilities Master Plan has not yet commenced however; CyRide plans on conducting a Facilities Master Plan update in 2007 to its current study to identify areas of growth for storage and maintenance issues. CyRide has continued SAFETEA-LU earmarks scheduled through 2009 to fund the facility upgrade needs that are required as noted within the Facilities Master Plan. Only 5309 funding has

been identified to fund future facility needs. Infrastructure funding may be another source of funding depending on efforts with state representatives.

Heartland Senior Services (HSS) has expressed a need for an administrative/storage area for their bus fleet. They currently store their buses outside in the elements and operate their transportation from the senior center meal site. A Facility Feasibility Study for HSS was completed in February 2007 which discussed a recommendation for a 22,145 square foot bus storage/administrative facility to be built on a 1.14 acre site on SE 5th Street in Ames. The preferred site is located in the City of Ames' Floodway Fringe and therefore, is susceptible to a 100-year flood event. The City of Ames would allow development if the finished floor elevation is at least three feet above the 100 year flood elevation which would eliminate the environmental concerns of locating in this area. Heartland Senior Services is currently looking for local match sources for this project with federal sources through 5309 or Infrastructure Grant funding.

In addition, preliminary discussions have occurred between CyRide and HSS staff that a combined storage area for both entities may be plausible in the future. However, CyRide will investigate their current site for additional growth opportunities prior to further discussion as directed by their Board of Trustees.

H. Goals/Objectives

Based on the needs identified throughout this plan from the transit providers, human service providers, health care organization and others, the MPO is recommending the following overall objectives to be accomplished within the next several years for Ames area if funding is available. These goals will strive to target the low-income, elderly/disabled, and working populations.

- Reduce fleet ages and improve accessibility of transportation providers
- Extend route hours of service
- Improve frequency of service
- Increase geographic area of service coverage
- Increase involvement/coordination between providers and human service agencies towards transportation services

V. Financial Resources

Financial support for the planning and delivery of public transit services comes from many sources. The three federal funding programs that rely upon inclusion in this document for grant approval from the federal government are the Special Needs Formula Program (Section 5310), Job Access and Reverse Commute (5316) and New Freedom (5317). However, the Iowa Department of Transportation is requiring that all state and federal funding be addressed within the PTDP document. 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:

Federal Transit Assistance Programs

- Metropolitan Transportation Planning Program (Section 5303)
- Statewide Transportation Planning Program (Section 5304)
- Urbanized Area Formula Program (Section 5307)
- Capital Investment Program (Section 5309)
- Special Needs Formula Program (Section 5310)
- Non-urbanized Area Formula Program (Section 5311)
- Rural Training Assistance Program (RTAP) (Section 5311(b)(3))
- Intercity Bus Assistance Program (Section 5311(f))
- Job Access/Reverse Commute (JARC) Program (Section 5316)
- New Freedom (NF) Program (Section 5317)
- Over-the-Road Bus Accessibility Program (Section 3038)

State Programs

- STA Formula Program
- STA Fellowship Program
- STA Statewide Special Projects
- STA Coordination 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
 - a. also 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 FTA program to support planning activities in metropolitan areas on an 80% federal, 20% 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 \$25,000, 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. Therefore; since Ames is a designated MPO, this funding would not be allocated to the City of Ames for planning.

Urbanized Area Formula Program (Section 5307) - This is a federal program for support of urban transit systems serving communities with more than 50,000 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. FTA has allowed revenue vehicles with required ADA and clean air equipment to be purchased at a blended participation rate of 83% federal, 17% non-federal.

Transit systems may 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 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 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 (usually sometime from October to December). The 2008

Apportionments came out in January 2008. As of 2007, CyRide receives all of their 5307 to support their fixed-route operations which makes the grant process easier and utilizes local funding support to fund their capital needs. CyRide received approximately \$1,328,822 (\$827,432 in 5307/\$501390 in STIC) for FY2008 5307/STIC funding which they will utilize for FY2009's operations.

Capital Investment Program (Section 5309) – This is a federal program for support of transit capital needs that exceed what can be funded under the federal formula programs. All public transit systems are eligible for these funds. Public agencies may receive these funds directly. Private non-profit transit agencies may not apply directly, but can be part of a statewide application. This federal program provides discretionary funding of transit capital improvements on an 80% federal, 20% non-federal matching basis (83% federal, 17% non-federal for vehicles equipped to meet ADA and Clean Air standards). In most recent years, all 5309 funding has been earmarked by Congress through the authorization or appropriation processes. Iowa's Congressional delegation has been successful in capturing a portion of these funds for both individual system earmarks and a statewide bus earmark. The statewide funds are allocated to rolling stock replacement/rehabilitation projects in the Statewide Transportation Improvement Program (STIP) using a ranking process based on the age and accumulated mileage of vehicles being replaced/rehabilitated.

Within the last transit appropriation's bill, CyRide was successful in attaining a direct earmark for support of their facility upgrades to the maintenance garage and administrative building spread over the life of the bill of nearly \$500,000 each year for four years. CyRide and Heartland Senior Services both compete in the statewide ranking process for replacement of their vehicles.

Special Needs Program (Section 5310) – This is a federal program for support of transit services serving elderly and disabled persons. 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 designated 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 83% 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 Development Plan (TPDP) 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 matches up with an urban transit system's fixed-route hours and service area.)

For CyRide, 5310 funding has traditionally been utilized to contract out their Paratransit services (Dial-A-Ride or DAR) operated by Heartland Senior Services which are open to the public. This DAR service is the ADA complementary service for the City of Ames. Any funding remaining from 5310 is allocated to either purchase of buses for Heartland Senior Services or to fund passenger shelters throughout Ames.

This 5310 funding would also be addressed within CIRPTA's PTDP for rural funding in Story County. Heartland Senior Services would receive this funding for rural transportation in Story County through their contract with Heart of Iowa Regional Transit Agency (HIRTA). This would be to subsidize services that are not under contract to CyRide as described above. CyRide is estimated to receive \$162,719 in 5310 funding for FY2009.

Non-urbanized Area Formula Program (Section 5311) – This federal program supports transit activities in rural areas and communities with less than 50,000 population. These funds are allocated to Iowa based on the number of persons living outside urbanized areas compared to other states. By law, the state is the direct recipient of the funding. Iowa DOT serves as the direct recipient of the funds, through both the Office of Public Transit (OPT) and the Office of Systems Planning. The OPT administers the bulk of the 5311 funding that is provided to small urban and regional transit systems, as well as the 15% of the annual apportionment, that in conformance with federal law, is utilized to support intercity bus services. The Office of Systems Planning administers that portion of the 5311 funds that are combined with the 5304 funding to support rural transit and intermodal planning activities.

The portion of the 5311 funds used for support of public transit services in Iowa is administered in conjunction with the rural portion of the 5310 funding. The 5311 funds may be used to support operating deficits (potentially on a 50% federal, 50% non-federal match), capital purchases (on an 80% federal, 20% non-federal match or 83% federal, 17% non-federal for vehicles meeting ADA and Clean Air standards), or planning activities (on an 80% federal, 20% non-federal match). State policy does not allow local transit administration costs for public transit systems to be treated any differently than operating expenses.

The Iowa DOT formula allocating 5310 and 5311 funds uses the past year's performance statistics. The amount of formula funds to be distributed to small urban systems versus regional systems is determined by 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. 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 Development Plan (PTDP) 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 PTDP 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 50 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. Heartland Senior Services may be eligible for this training funding through their contract with Heart of Iowa Regional Transit Agency (HIRTA).

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.

Section 5316 Job Access and Reverse Commute Program (JARC) – This is a federal program established to provide transportation services to access employment opportunities and support services (such as training and child care) for welfare recipients and low-income individuals. Services designed for these purposes may be used by the general public for any trip purpose.

Each urbanized area over 200,000 population receives a separate annual apportionment of funding, and each state receives both an apportionment for use in urbanized areas under 200,000 population and a second apportionment for use in non-urbanized areas. The federal apportionments are based on census data concerning the number of low income individuals in each area, but the law requires that a competitive project selection process must be administered for each of these apportionment areas.

All projects must derive from the area's Passenger Transportation Development Plan (PTDP), developed through collaboration of public transit and human service interests. Required match (50% of net cost for operating projects and 80% for capital [83% for ADA vehicles]) can come from any non-DOT federal funds, as well as from state or local government or from private sources.

The OPT accepts applications for JARC projects under the small urbanized areas apportionment or the non-urbanized areas apportionment as part of its Consolidated Transit Funding Application due the first business day of May each year. If any funding remains unobligated after those applications are processed, a second round of applications may be solicited.

The competitive application process in the Des Moines, Omaha-Council Bluffs and Quad Cities areas are each administered locally. For additional information, contact DART (Des Moines Area Regional Transit), MAPA (Omaha/Council Bluffs MPO) or Bi-State (Quad Cities MPO) transit.

The majority of the grants in Iowa are to transit agencies to extend hours into the evenings and weekends. Other projects established new services to connect employment centers not previously served by transit, or purchased vehicles used for service expansions.

CyRide extended frequencies of service on the Yellow and Brown routes starting in 2007 with JARC funding enabling more riders to be connected with ISU campus and employment centers for a total of \$23,200 in federal funding. CyRide intends to expand service out to the east side of Ames where various industrial businesses are located as well as medical services that could be funded through JARC for FY2009. To date, this funding has not been utilized to expand regional efforts by HIRTA for Story County residents.

New Freedom Program (Section 5317) – This is a federal program established under SAFETEA-LU to support new services or accommodations for persons with disabilities that go beyond the minimums established by the rules implementing the Americans with Disabilities Act. “New” is defined as projects that were not implemented or programmed prior to the signing of SAFETEA-LU (August 10, 2005).

As with the JARC program, each urbanized area over 200,000 population receives a separate annual apportionment of funding, and each state receives both an apportionment for use in urbanized areas under 200,000 population and a second apportionment for use in non-urbanized areas. The federal apportionments are based on census data concerning the number of persons with disabilities in each area, but the law requires that a competitive project selection process must be administered for each of these apportionments.

All projects must derive from the area's Passenger Transportation Development Plan (PTDP), developed through collaboration of public transit and human service interests. Required match (50% of net cost for operating projects and 80% for capital [83% for ADA vehicles]) can come from any non-DOT federal funds, as well as from state or local government or from private sources.

The Office of Public Transit (OPT) accepts applications for New Freedom projects under the small urbanized areas apportionment or the non-urbanized areas apportionment as part of its Consolidated Transit Funding Application due the first business day of May each year. Under this program, the IDOT gives estimated amounts available called "marks" to each large urban transit system in the UZA's under 200,000 in population. If not all the systems apply for this funding, then the funding is available to those that do apply is higher if the IDOT deems the project acceptable. This process is similar for regional systems under 50,000 in population. If any funding remains unobligated after those applications are processed, a second round of applications may be solicited.

The competitive application process in the Des Moines, Omaha-Council Bluffs and Quad Cities areas are each administered locally.

CyRide was successful in achieving partial funding for a bus in the 2006 funding cycle. Additional funding requests needs to justify "over and beyond" for adding service buses in regards to additional hours or routes within Ames to meet the disabled community needs. Expansion buses may be achieved through this manner for services in the future.

Over-the-Road Bus Accessibility Program (OTRB) – Grants are provided directly from FTA to operators of over-the-road buses to help finance incremental capital and training costs to implement the final accessibility rule under the Americans with Disabilities Act (ADA). Providers of intercity fixed-route service, commuter service, and charter and tour service may apply directly to FTA for annual grants. FTA announces it's solicitation for applications each year through a notice in the Federal Register.

Jefferson Lines and Burlington Trailways are both on-going recipients of this grant funding to support their services, marking and purchase of accessible coaches. Most recent efforts for 2008 can be found on the IDOT's website at <http://www.dot.state.ia.us/morgue/news2007/12270701.htm>.

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 to allocate to Heartland Senior Service for regional transit services within Story County.

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.

The **Coordination 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 as well. To date, neither CyRide nor HIRTA have 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 facility that is scheduled to be completed in mid April 2008.

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.

Iowa Power Fund – In 2007, the Iowa State Legislature created the Office of Energy Independence and the Iowa Power Fund to accelerate Iowa's leadership in energy for the 21st Century. Approximately \$100 million (\$25 million per year over the next four years) has been appropriated to this office to be used in providing financial assistance to entities conducting business, research or programs in Iowa. The goals are to accelerate research and development, knowledge transfer, technology innovation and improve the economic competitiveness of efforts. Another goal is to increase the demand for and education the public about technologies and approaches.

As a result, the fund will promote such things as wind power, bio-diesel projects and research for energy efficient fuels throughout the state just to name a few. Hybrid buses are desired within the transit industry and it is believed that this funding could add additional support for 5 Iowa transit systems to implement their first hybrid vehicles into their bio-diesel fueled fleets. Five urban transit systems in Iowa have developed a consortium where they would apply for funding for all five identified systems within the state that operates bio-diesel. The first pre-applications are due to the Iowa Power Fund board on February 1, 2008 with all other pre-applications being accepted on a monthly basis. The Due Diligence Committee will determine if the project proposal is practical, economically feasible and furthers the goals of the fund. The Office of Public Transit has offered to manage the distribution of Iowa Power funds to each transit system if the transit consortium is successful in attaining these grant dollars.

In addition, CyRide may apply for a fare free grant through the Iowa Power Fund if approved to proceed by its Board of Trustees on April 1, 2008. The grant would allow CyRide to demonstrate the first completely fare free system within Iowa and its environmental benefits to the Ames community and other transit systems throughout the state. CyRide is estimating an additional 1 million riders each year if this project is approved.

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 last October.

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 is 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 62 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. Nearly all municipalities within the county have opted to participate.

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.

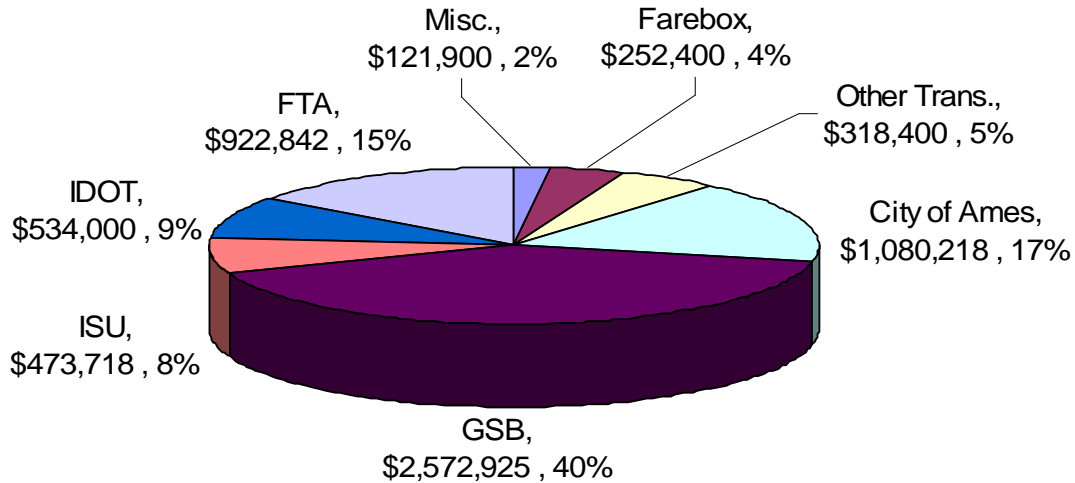
Human Service Agencies – Within the first PTDP meeting in October 2007, agencies noted that funding is not provided for transportation projects. Rather the funding is tied to the clients for each agency. However, there are several partners such as the City of Ames, Story County, United Way of Story County, Story County Empowerment that provide matching dollars for projects if it pertains to each particular agency’s goals and funding is available. In addition, it was mentioned that other private organizations may be willing to fund projects through partnerships if it aids their clientele. Therefore, each project will need to be discussed individually with the PTDP committee to determine these funding partners as priority projects are developed.

Nearly 70% of CyRide’s funding is derived through a collaborative partnership under a 28-E Agreement between the City of Ames, Iowa State University and the Government of Student Body. According to the Iowa Code, the City of Ames can levy a dedicated property tax for 95¢ per 1,000 assessed valuation (ie \$1,836,646 in FY2007) to a municipal transit levy. CyRide is projecting 62¢ for FY2009. The following table details actual revenues from the each of the funding entities for CyRide between FY1995 and FY2007 and projected/estimated revenues for FY2008/FY2009. Projecting local income levels beyond 2009 has not been completed by City of Ames/CyRide staff and is not recommended.

	City of Ames			Government of the Student Body			Iowa State University	
	Levy Rate	Dollars (\$)	% Change	Fee Rate/Semester	Dollars	% Change	Dollars	% Change
FY1995	0.50620	\$ 484,185		\$ 14.87	\$ 806,750		\$206,286	
FY1996	0.50764	\$ 503,552	3.3%	\$ 15.18	\$ 835,513	3.6%	\$214,537	4.0%
FY1997	0.51241	\$ 537,700	6.8%	\$ 16.94	\$ 881,899	5.6%	\$229,100	6.8%
FY1998	0.51250	\$ 561,897	1.0%	\$ 18.79	\$ 961,187	9.0%	\$253,806	10.8%
FY1999	0.52362	\$ 616,394	3.6%	\$ 19.73	\$ 914,567	-4.9%	\$254,470	0.3%
FY2000	0.51213	\$ 653,378	3.9%	\$ 20.62	\$ 935,404	2.3%	\$261,215	2.7%
FY2001	0.50638	\$ 702,381	20.0%	\$ 21.50	\$1,038,350	11.0%	\$288,912	10.6%
FY2002	0.50962	\$ 755,060	7.8%	\$ 23.40	\$1,326,266	27.7%	\$390,433	35.1%
FY2003	0.49403	\$ 811,689	7.2%	\$ 36.90	\$2,149,134	62.0%	\$355,957	-8.8%
FY2004	0.52435	\$ 897,728	11.2%	\$ 38.90	\$2,442,167	13.6%	\$393,689	10.6%
FY2005	0.53054	\$ 925,558	3.3%	\$ 45.50	\$2,470,955	1.2%	\$405,893	3.1%
FY2006	0.56436	\$ 1,018,113	9.6%	\$ 48.50	\$2,425,000	-1.9%	\$446,483	10.0%
FY2007	0.56956	\$ 1,080,218	6.1%	\$ 52.50	\$2,572,925	6.1%	\$473,718	6.1%
FY2008 (estimated)	0.59171	\$ 1,143,951	5.9%	\$ 54.50	\$2,608,946	1.4%	\$501,667	5.9%
FY2009 (projected)	0.61269	\$ 1,189,709	4.0%	\$ 54.50	\$2,713,304	4.0%	\$521,734	4.0%

The following pie chart illustrates where the all of CyRide’s revenues were generated for FY2007. Approximately 65% was funded through CyRide’s three funding partners: ISU, GSB and the City of Ames. Another 24% was funded by grant funding, with the remaining 11% from the farebox and other miscellaneous transportation revenues.

FY2007 CyRide Revenue Sources



Below are estimated federal funding “anticipated” for each of these funding sources for the Ames UZA and reflect only formula projections and SAFETEA-LU Earmarks. Funding programs below with question marks indicate that the programs are competitive in nature or discretionary projects. The State of Iowa does give a “marked” set aside value for potential New Freedom funding however this program is still competitive through the state process for each small urbanized area.

Ames UZA (CyRide)	2009	2010	2011	2012	TOTAL
5310 (Elderly/Disabled)	\$ 157,689	\$ 165,191	\$ 173,053	\$ 181,292	\$ 677,225
STA (State Operating Transit Assistance)	\$ 470,773	\$ 489,604	\$ 509,188	\$ 529,556	\$ 1,999,121
5307 (CyRide Formula - delayed a year)	\$ 1,328,822	\$ 1,507,323	\$ 1,567,616	\$ 1,630,320	\$ 6,034,081
5309 Earmarks (CyRide facility only)	\$ 434,720	\$ 451,440	?	?	\$ 886,160
5316 (JARC)	?	?	?	?	?
5317 (New Freedom)	?	?	?	?	?
STA (Special Projects - PTDP Coordination Planning)	?	?	?	?	?
ICAAP (CMAQ)	?	?	?	?	?
STP	?	?	?	?	?
TOTAL	\$ 2,392,004	\$ 2,613,558	\$ 2,249,857	\$ 2,341,168	\$ 9,596,587

Note: Question marks in the above table represent competitive funding programs that cannot be quantified until applications are approved by state/federal government decision makers. Future years of formula funding beyond 2008 are estimations and increased 4% each year. However in 2010, please note that additional STIC was added to the formula funding for CyRide as ridership is anticipated to increase above the \$4.3 million in ridership to allow the passenger miles per vehicle revenue mile category to exceed the 200,000 – 999,999 urbanized areas. In addition, 5309 earmarks were allocations to CyRide within SAFTEA-LU for improvements to the facility.

VI. Passenger Transportation Investment Program

The projects identified within the tables below were recommended to be incorporated into the 2009 Ames Area Passenger Transportation Development Plan investment program at the January 24, 2008 PTDP committee meeting. Consensus was achieved by the PTDP committee concerning the identified projects to submit the draft plan to the Iowa Department of Transportation and Federal Transit Administration by the February 1, 2008 deadline. This is documented within Appendix A under the meeting summaries beginning on page 87. Comments and changes from the PTDP committee members were incorporated into the final document as discussed within the February 2008 meeting. The recommended PTDP investment program was adjusted accordingly.

From the December 2007 PTDP meeting, it was decided that an online survey should be developed to ascertain the top priority transportation needs of all the needs that were identified throughout various meetings throughout the year. Each PTDP committee member was requested to rank their top five needs for their organization from a listing of thirty-four total community needs. Thirteen members responded of which the final ranking is shown within Appendix D. Projects identified as a high priority from the committee with a high response count were identified for potential projects. Those projects having a local match commitment or potential of a commitment were also added to the following investment plan.

Therefore, this locally developed coordination planning process has recommended several transportation projects to include into the PTDP investment plan and thereby incorporate into the Ames Area Metropolitan Planning Organization's Transportation Improvement Plan for FFY2009 – FFY2012. As a result, the draft FY2009-FY2012 Transportation Improvement Plan has been added at the end of this section to summarize the four years of projects that are recommended for approval within this plan.

It is important to note that human service agencies involved in this process indicated that funding is tied to clients and not necessarily transportation projects. Therefore as transportation projects are derived, local funding will need to be discussed among the funding partners such as the City of Ames, Story County, United Way of Story County, Story County Empowerment and other available private/public partners to see if local commitment can be ascertained.

The Ames Area Metropolitan Planning Organization (AAMPO) will formally approve the goals, objectives and investment plans during their March 2008 committee meetings with final submission to the IDOT and FTA by April 1, 2008.

A. Program of Recommended Projects – 2008

The projects below must be incorporated into the 2008 year of funding as the grant applications for this funding before the 2009 STIP goes into effect on October 1, 2008. Please note that the yellow highlighted projects are continuations of projects previously funded with the identified grant funding.

	Provider Name	Project Description	Type	Total Cost	Source	Fed. Amount
4	CyRide	Service to Dayton Industrial Area, Dialysis, Agency Locations @ 13th/Dayton	OPS	\$ 314,000	JARC (5316)	157,000
5	CyRide	Brown Route Service Frequency and Hours Expansion (2nd yr. - cont.)	OPS	\$ 44,100	JARC (5316)	\$ 22,050
6	CyRide	Yellow Route (2nd yr. - cont.)	OPS	\$ 4,620	JARC (5316)	\$ 2,310
7	CyRide	2 - 40' HD Hybrid Expansion Buses (Camera) for Dayton Service	CAP	\$ 1,144,000	NF (5317) and CMAQ	\$ 1,015,200
8	HIRTA/Heartland Senior Services	Ames to Iowa City Service (50%)	OPS	\$ 43,978	NF (5317)	\$ 21,989
8	HIRTA/Heartland Senior Services	Ames to Iowa City Service (30%)	OPS	\$ 43,978	STA Coord.	\$ 13,193
8	HIRTA/Heartland Senior Services	1-176" Light Duty (Diesel) Bus (Iowa City Service) (83%)	CAP	\$ 75,000	NF (5317)/STA Coord.	\$ 62,250
18	CyRide	Public Education Program	OPS	\$ 62,600	CMAQ	50,080
19	CyRide	CyRide Facility Plan Update	OPS	\$ 40,000	STP	\$ 10,000
20	CyRide	Alternative Analysis Study - Orange Route	OPS	\$ 200,000	Alternative Analysis Earmark (5339)	\$ 160,000
12	CyRide	2 - 40' HD Hybrid Electric Buses	CAP	\$ 1,120,000	Iowa Power Fund	\$ 1,008,000
TOTAL				\$ 3,092,276		\$ 2,522,072

B. Program of Recommended Projects – First Year 2009

	Provider Name	Project Description	Type	Total Cost	Source	Fed. Amount
1	CyRide	General Operations	OPS	\$ 6,039,168	5307	\$ 1,610,455
2	CyRide	General Operations	OPS	(see above)	STA	\$ 489,604
3	AAMPO	Planning	OPS	\$ 33,285	5303	\$ 26,628
4	CyRide	Service to Dayton Industrial Area, Dialysis, Agency Locations @ 13th/Dayton	OPS	\$ 329,700	5316	164,850
5	CyRide	Brown Route Service Frequency and Hours Expansion	OPS	\$ 46,305	5316	\$ 23,153
6	CyRide	Yellow Route	OPS	\$ 4,851	5316	\$ 2,426
8	HIRTA/Heartland Senior Services	Ames to Iowa City Service (50%)	OPS	\$ 43,472	NF (5317)	\$ 21,736
8	HIRTA/Heartland Senior Services	Ames to Iowa City Service (30%)	OPS	\$ 43,472	STA Coord.	\$ 13,042
9	Heartland Senior Services (CyRide Subcontractor)	Subcontracted Ames ADA Complimentary Services - Dial-A-Ride Services	OPS	\$ 153,399	5310	\$ 122,719
10	CyRide	Transit Amenities (Shelters)	CAP	\$ 50,000	5310	\$ 40,000
11	CyRide	Replacement of thirteen 40' HD Buses w/cameras	CAP	\$ 4,602,000	5309	\$ 3,819,660
12	CyRide	Twelve 40' HD Hybrid Buses (direct earmark)	CAP	\$ 6,864,000	5309	\$ 5,697,120
13	CyRide	Replacement of three LD Buses	CAP	\$ 240,000	5309	\$ 199,200
14	CyRide	Scissor Lift	CAP	\$ 35,000	5309	\$ 28,000
15	CyRide	Steam Clean Area - Hoist, Floor, Walls, Roof	CAP	\$ 640,000	5309/IG	\$ 512,000
16	CyRide	Facility Cameras/Proximity Card Access	CAP	\$ 56,660	5309	\$ 45,328
17	CyRide	Garage Rehab & Expansion Phase III (direct earmark)	CAP	\$ 564,000	5309	\$ 451,200
23	CyRide	Ames Transit System-Wide Fare Free & 5 Hybrid 40' HD Buses	OPS	\$ 5,010,955	Iowa Power	\$ 5,010,955
TOTAL				\$ 18,216,014		\$ 15,926,182

C. Sketch Plan - Year 2010

<u>Year</u>	<u>Provider Name</u>	<u>Project Description</u>	<u>Type</u>	<u>Total Cost</u>	<u>Sources</u>	<u>Amount</u>
2010-#1	CyRide	General Operations	OPS	\$ 6,341,126	5307	\$ 1,713,131
2010-#2	CyRide	General Operations	OPS	(see above)	STA	\$ 489,604
2010-#3	AAMPO	Planning	OPS	\$ 34,949	5303	\$ 27,959
2010-#4	CyRide	Service to Dayton Industrial Area, Dialysis, Agency Locations @ 13th/Dayton	OPS	\$ 346,185	5316	\$ 173,093
2010-#5	CyRide	Brown Route Service Frequency and Hours Expansion	OPS	\$ 48,620	5316	\$ 24,310
2010-#6	CyRide	Yellow Route	OPS	\$ 5,094	5316	\$ 2,547
2010-#8	HIRTA/Heartland Senior Services	Ames to Iowa City Service (50%)	OPS	\$ 44,616	NF (5317)	\$ 22,308
2010-#9	Heartland Senior Services (subcontractor of CyRide)	Subcontracted Ames ADA Complimentary Services - Dial-A-Ride Services	OPS	\$ 159,535	5310	\$ 127,628
2010-#10	CyRide	Transit Amenities (Shelters)	CAP	\$ 52,000	5310	\$ 41,600
2010-#11	CyRide	Replacement of 3- 40' HD Bus	CAP	\$ 1,079,520	5309	\$ 896,002
2010-#21	CyRide	Vanpool Program - Vans	CAP	\$ 270,000	CMAQ	\$ 216,000
2010-#22	CyRide	Vanpool Program - Operating	OPS	\$ 162,455	CMAQ	\$ 129,964
2010 Subtotal				\$ 8,544,100		\$ 3,864,145

C. Sketch Plan - Year 2011

<u>Year</u>	<u>Provider Name</u>	<u>Project Description</u>	<u>Type</u>	<u>Total Cost</u>	<u>Sources</u>	<u>Amount</u>
2011-#1	CyRide	General Operations	OPS	\$ 6,658,183	5307	\$ 1,798,788
2011-#2	CyRide	General Operations	OPS	(see above)	STA	\$ 509,188
2011-#3	AAMPO	Planning	OPS	\$ 36,697	5303	\$ 29,358
2011-#4	CyRide	Service to Dayton Industrial Area, Dialysis, Agency Locations @ 13th/Dayton	OPS	\$ 363,494	5316	\$ 181,747
2011-#5	CyRide	Brown Route Service Frequency and Hours Expansion	OPS	\$ 51,051	5316	\$ 25,526
2011-#6	CyRide	Yellow Route	OPS	\$ 5,348	5316	\$ 2,674
2011-#8	HIRTA/Heartland Senior Services	Ames to Iowa City Service (50%)	OPS	\$ 46,401	NF (5317)	\$ 23,200
2011#9	Heartland Senior Services (subcontractor of CyRide)	Subcontracted Ames ADA Complimentary Services - Dial-A-Ride Services	OPS	\$ 165,916	5310	\$ 132,733
2011-#10	CyRide	Transit Amenities (Shelters)	CAP	\$ 54,080	5310	\$ 43,264
2011-#11	CyRide	Replacement of 3- 40' HD Bus	CAP	\$ 1,122,701	5309	\$ 931,842
2011 Subtotal				\$ 8,503,870		\$ 3,678,319

C. Sketch Plan - Year 2012

<u>Year</u>	<u>Provider Name</u>	<u>Project Description</u>	<u>Type</u>	<u>Total Cost</u>	<u>Sources</u>	<u>Amount</u>
2012-#1	CyRide	General Operations	OPS	\$ 6,991,092	5307	\$ 1,888,727
2012-#2	CyRide	General Operations	OPS	(see above)	STA	\$ 529,556
2012-#3	AAMPO	Planning	OPS	\$ 38,532	5303	\$ 30,826
2012-#4	CyRide	Service to Dayton Industrial Area, Dialysis, Agency Locations @ 13th/Dayton	OPS	\$ 381,669	5316	\$ 190,835
2012-#5	CyRide	Brown Route Service Frequency and Hours Expansion	OPS	\$ 53,604	5316	\$ 26,802
2012-#6	CyRide	Yellow Route	OPS	\$ 5,616	5316	\$ 2,808
2012-#8	HIRTA/Heartland Senior Services	Ames to Iowa City Service (50%)	OPS	\$ 48,257	NF (5317)	\$ 24,128
2012-#9	Heartland Senior Services (subcontractor of CyRide)	Subcontracted Ames ADA Complimentary Services - Dial-A-Ride Services	OPS	\$ 172,553	5310	\$ 138,042
2012-#10	CyRide	Transit Amenities (Shelters)	CAP	\$ 56,243	5310	\$ 44,994
2012-#11	CyRide	Replacement of 3- 40' HD Bus	CAP	\$ 1,167,609	5309	\$ 969,115
2012 Subtotal				\$ 8,915,174		\$ 3,845,833

D. PTDP Justifications

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

1. General Operations – CyRide (5307): This funding supports the operations of CyRide’s fixed-route operations which provides service throughout the Ames community. The Federal Transit Administration has requested that this formula funding allocation be allocated 100% to operations to make the grant process easier for the grantee as well as FTA. As a result, grants can be drawn and closed instead of remaining open for small capital projects identified in the transit organizations’ capital improvement programs. This supports approximately 15% of CyRide’s overall budget.
2. General Operations – CyRide (STA): This state funding further supports the operations of CyRide’s fixed-route operations which provides service throughout the Ames community.
3. Planning – AAMPO (5303): This funding supports the ability for CyRide staff to work on transit planning issues involving required state and/or federal planning that is mandated through the transportation bill SAFTEA-LU.
4. Service to Dayton Industrial Area, Dialysis, Agency Locations @ 13th/Dayton (JARC/NF/CMAQ): This project is identified as a gap for the Ames community within the gap analysis as well as identified as a top priority in the 2009 PTDP committee ranking process. The area has several industrial plants as well as medical businesses along this corridor. In addition, this area is planned that a new mall will commence construction in 2008 to be completed in 2009 bringing additional jobs to the developed area. This project is identified to be funded either through JARC funding in getting individuals to work or through New Freedom funding in providing better service to medical facilities than the demand response trips that need to be coordinated a day in advance. Mainstream Living (human service organization) representatives have discussed in CyRide public input meetings that by providing fixed-route services to this area, a cheaper service can be provided since Heartland Senior Service currently provides many trips for individuals to this area of town. Therefore instead of providing demand responsive service, the trip can be provided at a much lesser cost and also make customers obtain the service the day they need it instead of requesting the service a day in advance making individuals more independent. Two hybrid buses will be requested from CMAQ funding with additional funding from New Freedom.
5. Brown Route Service Frequency/Hours Expansion (JARC): Additional service would be added to the Brown route for the summer 2008 as well as fall/winter at night. The Stange area was an area that has dramatically increased as evidenced by high loads on CyRide’s buses and requests for additional bus trips. This service provides customers access to the North Grand Mall and also to ISU campus for employment and job training. This service was funded in 2008 and would be continued for 2009.
6. Yellow Route (JARC): Additional service was requested for mid-day service to the Yellow Route to accommodate passengers that need rides between their home and ISU campus for employment and/or training purposes. This service was funding in 2008 and would be continued for 2009.
7. Two 40’ HD Hybrid Buses (NF/CMAQ): These buses would be required in development of the new Dayton Industrial service.. If this funding cannot be ascertained from CMAQ funding, regular buses may be acquired for this new service from 5307/STIC funding to expand this service.
8. Ames to Iowa City Service (NF/STA Coordination): This project was the high priority project developed from the 2009 PTDP committee. Funds identified with this project include New Freedom and STA Coordination funding. The project would transport disabled clientele from Ames to Iowa City and have a human service partnership in providing the local match. There is a need to transport HIV clientele to/from Iowa City for their essential medical trips. This service and partnerships are still being developed and cannot be identified at this time however are critical in submittal of a grant application.
9. Subcontracted Ames ADA Complimentary Services – Dial-A-Ride Services (5310): This need was identified as a base need for the community as just being expected. More demand service is will be warranted from the community in future years. 5310 funds can be utilized by transit agencies to subcontract out their ADA service however; they cannot provide the service themselves and receive the funding.
10. Transit Amenities (5310): Special funding can provide transit systems funding to build passenger shelters for the community. Improving CyRide’s image is of importance to CyRide staff and to their Board of Trustees.

Shelters will be prioritized within a bus stop plan for the community and funded from 5310 funds in the next few years as long as funding is available. Other funding could be realized through New Freedom or through their local budget.

11. Replacement of thirteen 30' HD Buses (5309): This would allow CyRide to compete within the state PTMS process and possibly be applicable for state earmark funding. These vehicles are past their useful life and need to be replaced. Available funding is dependent on the State of Iowa's success in obtaining earmark funding through the state each year. To improve the overall image of CyRide, the Board has approved in replacing 3 HD-40' fixed-route buses each year throughout the life of this plan.
12. Hybrid Buses (5309/Iowa Power Fund): CyRide requested earmark funding to expand twelve buses with hybrid vehicles. Currently, CyRide has twelve vehicles within their inactive or contingency fleets that are periodically utilized in cases when additional peak demand is required. The City of Ames has a "go-green" initiative and would like to test out this technology within their current fleet to see if hybrid's should be the type of technology to purchase in future years. Possible sources of funding include direct 5309 earmarks and also the new Iowa Power Fund funded through the State. In February 2008, CyRide requested Iowa Power Funds for two hybrid vehicles within a grant application between four other transit providers in Iowa.
13. Replacement of three LD buses (5309): Again, this would allow CyRide to compete within the state PTMS process and possibly be applicable for state earmark funding. These vehicles are past their useful life and need to be replaced. Available funding is dependent on the State of Iowa's success in obtaining earmark funding through the state each year.
14. Scissor Lift (5309): CyRide currently has a bucket lift to perform maintenance tasks within the storage building which is unsafe for employees to utilize. The lift must be situated manually until it is in the correct position for employees to perform their job. A scissor lift would allow the employee to push a button and move their equipment where they need it instead of crawling in/out a bucket to manually position the equipment. This equipment is utilized for light maintenance throughout the facility and is also very time-consuming to utilize. This equipment is considered a hazard for the employees as employees will stretch to utilize the equipment instead of moving the equipment several times to get the right placement.
15. Steam Clean Area; Hoist/Floor/Walls/Roof Repair(IG/5309): The steam clean area of CyRide's garage is in need of repair. The floors and walls have structural damage showing deep cracks in the foundation and vertical structure of the maintenance garage. This "steam clean" area is utilized to hoist vehicles into the air and then steam the underside of the bus to remove salt, sand and oil residue prior to maintenance work commencing. Grant funding would be requested from Iowa's new Infrastructure funding for the structural repair of the walls and floor with CyRide's direct earmark funding replacing the existing in-ground hoist if needed based on a facility study to be completed in August 2008.
16. Facility Camera/Proximity Card Access (5309): Currently CyRide is obtaining a camera system for the new portion of the facility. This additional funding would secure the remaining portion of the building from unauthorized access. Since this is a security issue, 5309 funding could be utilized to purchase this equipment. However, CyRide would need to realize this project within its local budget if not approved through the state's discretionary process.
17. Garage Rehab & Expansion Phase III (5309): This funding is a direct earmark allocated to CyRide for its facility needs in SAFETEA-LU's transportation bill. The funding comes to CyRide every year since 2006 for improving the maintenance storage facility.
18. Public Education Program (CMAQ/ICAAP): This project was applied for in 2007 and may be approved by the state to provide marketing dollars for CyRide. CyRide currently does not have a marketing budget and would be able to utilize the funding to obtain a more stable non-student ridership with support from the business community. Another source of funding could be CyRide's local budget.
19. CyRide Facility Plan Update (STP): The Ames MPO approved of supporting a Facility Plan Update for CyRide to study whether there was available space on their current site to expand or manipulate the bus garage to park larger buses (articulated or hybrid) as well as additional expansion vehicle for the future. The study will be conducted in spring 2008. Another source of funding could be CyRide's local budget.
20. Alternative Analysis Study – Orange Route (5339): This funding was directly earmarked to CyRide to participate in an Alternative Analysis Study of CyRide's Orange Route and possible conversion to a Bus Rapid Transit. CyRide staff had numerous public input meetings regarding this funding and whether to continue with the study process. Comments were requested from the entire community and compiled into a summary form for

CyRide's Board of Trustees. The end result was that CyRide should continue in looking at solutions to resolve transportation issues on this corridor through the AA funding study to possibly incorporate a BRT in Ames.

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

E. Draft FY2009-FY2012 Transportation Improvement Plan

The following proposed state and federal transit projects were derived from the Ames Area 2009 PTDP and are therefore recommended to be incorporated into the FFY2009-FFY2012 Ames Area MPO's Transportation Improvement Program:

Fund Type	System	Project Description	Vehicle Identification or Remarks	Type Exp	Type Proj.	Total Cost			Federal Participation			2009 STA		
						2009	2010	2011	2012	2009	2010		2011	2012
5307/STA	CyRide	General Operations		O		6,039,168	6,341,126	6,658,183	6,991,092	1,610,455	1,713,131	1,798,788	1,888,727	470,773
5303	AAMPO	Planning		P		33,285	34,949	36,697	38,532	26,628	27,959	29,357	30,825	
5316	CyRide	East 13th/LincolnWay/Dayton Commercial/Industrial Area		O	Exp	329,700	346,185	363,494	381,669	164,850	173,093	181,747	190,834	
5316	CyRide	Brown Route Frequency/Hours Expansion		O	Exp	46,305	48,620	51,051	53,604	23,153	24,310	25,526	26,802	
5316	CyRide	Yellow Route Expansion		O	Exp	4,851	5,094	5,348	5,616	2,426	2,547	2,674	2,808	
5317/CMAO	CyRide	Two Expansion 40' HD Hybrid buses (\$100,000 5317, \$915,200 CMAO)		C	Exp	1,144,000				1,015,200				
5310	CyRide	Contracted ADA Dial-A-Ride service		O		153,339	159,555	165,916	172,553	122,719	127,628	132,733	138,042	
5310	CyRide	Transit Amenities		C	Rep	50,000	52,000	54,080	56,243	38,249	39,779	41,370	43,025	
5309/Iowa Power Fund	CyRide	14 - 40' HD Hybrid Electric buses (Cameras)	926, 927, 933, 934, 941, 942, 943, 967, 980, 981, 983, 985, 990	C	Exp	8,008,000				6,646,640				
5309	CyRide	13 - 40' HD buses	949, 960, 961	C	Rep	4,602,000				3,819,660				
5309	CyRide	3 - 158" Light Duty (Diesel, Urban, Cameras)		C	Rep	240,000				199,200				
5309	CyRide	Scissor Lift for Shop/Maintenance		C	Exp	35,000				28,000				
5309	CyRide	Facility Cameras/Proximity Card Access		C	Exp	56,660				45,328				
IG/5309	CyRide	Steam clean area; hoist and floor repair	20 Cameras(20*=\$1,333) :	C	Rep	640,000				512,000				
5309	CyRide	Vehicle Security System Camera Replacement	2010: (\$8,000*13), 2011: (\$8,000*14)	C	Rep		104,000	112,000		0	83,200	89,600		
5309	CyRide	Storage area air handling replacement		C	Rep			150,000				120,000		
5309	CyRide	Stange Rd/Univ Village traffic control		C	Exp				180,000				144,000	
5309	CyRide	Alternative Analysis Study - Orange Route		P		200,000				160,000				
5309	CyRide	Garage Rehab and Expansion Phase III (Direct Earmarks)		C	Exp/R	564,300	1,000,000	500,000		451,440	800,000	400,000	0	
5309	CyRide	AVL technology, web planner, passenger counters		C	Exp		1,632,540				1,175,429			
5309	CyRide	Resurface ISC Commuter Parking		C	Reh		1,000,000				720,000			
5309	CyRide	ISU North Intermodal Facility		C	Exp			15,625,000				12,500,000		
Total					Total	22,146,668	10,724,049	23,721,769	7,879,308	14,857,698	4,888,896	15,323,698	2,467,033	

VII. Next Steps

The Passenger Transportation Development Plan is the Ames Area Metropolitan Planning Organizations' second effort. While this process was valuable in developing the needs of the Ames area, this will be a planning endeavor that will be further refined again and again over the next several years. The PTDP process for 2009-2012 was certainly more participatory and attended through the Human Services Council's support. This effort brought about transportation issues from human service agencies, health care facility organizations as well as schools. Although substantial improvements were realized in obtaining more information about the human service agencies that provide transportation with vehicles they own and operate, the Ames MPO realizes more can be done to obtain this information.

The Transportation Collaboration committee, spearheaded through the United Way of Story County, has continued the effort in discussing, documenting and resolving transportation issues throughout the past year. This effort can certainly build on transportation needs in the community with the ending goal to possibly bring forth fundable projects to place in the investment plan each year. As the PTDP process develops through the state, lessons learned each year can be shared between MPO's to make the process better for all areas in Iowa.

Anticipated growth for next year will involve identifying even more human service providers providing transportation with vehicles they own and operate. With continued interest through the Human Services Council and Transportation Collaboration committee, the process should get easier in attaining annual information from the agencies for this important process.

APPENDIX

Appendix A: Passenger Transportation Development Plan Meetings & Summaries

Formal PTDP advisory meetings were held through Human Services Council meetings. However, several other collaborative meetings identified below were held throughout the year discussing transportation needs. Needs identified were included as part of the formal PTDP advisory meeting discussions.

Passenger Transportation Development Plan Meetings (Human Services Council)

Tuesday, October 23, 2007	City of Ames meeting – “Making PTDP process better”
Thursday, October 25, 2007	Human Services Council – PTDP discussion
Thursday, December 6, 2007	Human Services Council – PTDP discussion
Thursday, January 10, 2007	PTDP Iowa City project discussion: Operational Issues – (HIRTA, Heartland, CyRide) (no meeting summary attached)
Friday, January 18, 2007	PTDP Iowa City project discussion: Local Funding – (Story County, City of Ames, Heartland Senior Services, CyRide) (no meeting summary attached)
Monday, January 21, 2007	PTDP Iowa City project discussion: Local Funding – (United Way of Story County) (no meeting summary attached)
Thursday, January 24, 2007	Human Services Council – PTDP discussion
Thursday, February 28, 2008	Human Services Council – PTDP discussion & investment plan changes
Monday, March 3, 2008	PTDP Iowa City project discussion: Local Funding – (Story County, City of Ames, Heartland Senior Services, CyRide, Mary Greeley Medical Center, MICA, DHS, Story County Medical Center, HIRTA) (no meeting summary attached)

Transportation Collaboration Meetings (United Way of Story County)

Wednesday, August 15, 2007	Updating Needs/Ideas from May 2007 Transportation Summit Meeting
Wednesday, Sept. 26, 2007	Transportation Collaboration Meeting: Gas Vouchers/Bus Passes, Education Programs, Car Seats, Volunteer Transportation Program (no meeting summary attached)
Wednesday, October 24, 2007	Transportation Collaboration Meeting: Bus Education Subcommittee Meeting
Wednesday, October 31, 2007	Transportation Collaboration Meeting: (Bus Education, Car Maintenance/Insurance Education & Bus Passes/Gas Voucher discussion)
Monday, January 21, 2007	Transportation Collaboration Meeting: Bus Education Subcommittee (no meeting summary attached)
Wednesday, January 23, 2007	Transportation Collaboration Meeting (no meeting summary attached)

CyRide Public Meetings (summarization for all meetings combined in Appendix A)

Friday, October 19, 2007	ISU Retirees meeting regarding future CyRide services & community needs
Wednesday, October 24, 2007	Ames Chamber of Commerce meeting regarding CyRide services
Tuesday, November 13, 2007	Public Input Meeting regarding future CyRide services (Ames City Hall)
Tuesday, November 14, 2007	Public Input Meeting regarding future CyRide services (ISU campus)
Tuesday, November 15, 2007	Public Input Meeting regarding future CyRide services (ISU campus)
Wednesday, December 5, 2007	Transit Advisory Committee regarding future CyRide services

**Passenger Transportation Development Plan (PTDP)
How To Make It Better
Tuesday, October 23, 2007 9:30am**

AGENDA

1. Passenger Transportation Development Plan Background
 - a. PTDP = Coordinated effort to plan for transportation between public transit providers and human service agencies with emphasis on low-income, elderly and persons with disabilities
 - b. PTDP approved by the Ames Area MPO
 - c. Updated Annually – Draft due February 1st and Final due April 1st
 - d. FTA requires all projects to be in coordinated plan for JARC, New Freedom & Elderly/Disabled grant funding
 - e. IDOT requires all projects requesting federal/state funding in TIP to be in PTDP process.
 - f. More collaborative effort between transit, human service agencies and groups representing the elderly/disabled.
 - g. Plan process
 - i. Document existing operations/equipment
 - ii. Identify needs/service gaps
 - iii. Identify objectives/goals to steer priorities
 - iv. Identify financial resources
 - v. Develop projects & tie to funding possibilities

2. IDOT Requests
 - a. More participation from Human Service Agencies & Elderly/Disabled Groups needed.
 - b. Complete list of the transit providers (include HSA & medical groups having vans/buses to transport their own clients!)
 - c. Include Human Service Agency funding available for transit as potential funding sources for projects
 - d. Strive to hold four meetings when completing the PTDP plan.
 - e. Consensus from group on projects funded prior to draft going to IDOT on February 1st.

Meeting Summary: A formal summary was not documented for this meeting. Recommendations were to incorporate the Human Service's Council into the PTDP process for more involvement. In addition, the participants in this meeting shed light on which human service organizations had agency owned vehicles providing trips as they were funded with ASSET funding which is coordinated through the following agencies: City of Ames, Story County, United Way of Story County, Department of Human Service and ISU Government of the Student Body. The Story County Community Life agency has the City of Ames Fleet Services department provide the mechanical services for their fleet. Therefore, their information was ascertained by contacting the City of Ames Fleet Services department.

Human Service Council Meeting
Passenger Transportation Development Plan (PTDP) Program Discussion Minutes
Thursday, October 25, 2007

CyRide staff (Shari Atwood and Sheri Kyras) discussed a fairly new annual planning requirement that the Ames Metropolitan Planning Organization must perform called the Passenger Transportation Development Plan (PTDP) and its requirements/benefits to Human Service Agencies and Transit providers. A web link to the presentation is attached for those that wish to view. http://www.cyride.com/planning_policies/images/PTDP%20Process%2010-25-07.pdf (press Ctrl/Shift/+ to rotate image after opening link)

Discussions of how to improve the PTDP process this year took place to achieve the following:

- Include more Human Service Agencies/Organizations in the PTDP survey process.
- Include more Human Service Agencies/Organizations in the meeting discussions
- Obtain more complete information regarding agencies/organizations within Ames that own vehicles through their agency and transport clients to/from places in Ames. These organizations are therefore “transportation providers”.
- Obtain more information about how human service agencies/organizations are funded for transportation. Available transit funding is discussed fairly openly throughout the PTDP plan.
- Consensus from PTDP group on projects deriving from plan – this group would be involved in approving transit or human services projects to incorporate into the PTDP from development of service to inclusion into the document.

The Human Services Council agreed to hold PTDP meetings at their regular monthly meetings throughout the process in the hopes to attain high participation. Attendees stated they would be more apt to open a survey delivered via e-mail or regular mail now that they’ve discussed the PTDP planning process. Available transit funding was discussed that could be developed into projects for the plan. Discussions regarding human services funding also occurred but seemed to be tied to individuals or agencies. Therefore, projects would need to be identified and funding match as well on a case by case basis. However, there were some funding agencies identified that may be able to help such as United Way of Story County.

Agency Transportation Needs/Discussion: Information from agencies regarding number of vehicles owned by agency for transportation and type of use for this transportation:

Boys & Girls Club – 2 Sunshine Variety Club vans (1991 & 1998). Generally pick up students from middle/high school and bring them to B&G Club. Utilize for field trips. Negatives are utilizing staff time and high priced gas. Also incur costs for insurance on vans.

RSVP – No Vehicles owned. RSVP generates volunteers for Heartland Senior Services. Volunteers utilize their own vehicles to transport those that cannot afford HSS trip throughout Story County. Passengers are charged \$1.50 instead of the \$5/ride.

ISU – Problem with outside of Ames transportation. Need to involve Doug Houghton’s replacement on committee.

MICA – No Vehicles owned. Employees cannot transport clients/families. Dental Clinic. HIV clients often share rides to Iowa City and Des Moines. Need more affordable bus passes/tickets. Interested in CDBG Transportation program.

Volunteer Center for Story County – No transportation by agency but receive requests from individuals. Would like additional transportation between Nevada and Ames. CyRide hours.

United Way – Nevada to Ames transportation – 3 x’s a day would be beneficial.

ARC of Story County – Utilize Friendship ARC vans or Mainstream for transportation.

Weekend Respite 24 hours

Dance transportation

Outside Ames Transportation

Ames Community Schools – CIT provides transportation under contract to Ames schools. Need transportation for at risk kids. Family Resource Counselors transport students to school with personal vehicle. 5 counselors at HS/MS. There are 44 low-income families.

Story County Empowerment – Fund other programs.

Richmond Center – 2 vans; 3 cars; provide transportation 7am-8pm everyday. Vehicles are pretty rickety. Provides outreach to adults with mental disabilities.

Foster Grandparents Program – No vehicles. Hire low-income seniors over 60 years to provide service to kids. FGP either reimburses grandparents for transportation to site or provides ride on HSS. However, length of time on bus is often long – 1 hour for these individuals. Provide a run in the AM/PM to Huxley for 3 grandparents? Some grandparents drive in good weather but take HSS in inclement weather.

Community & Family Resources – No transportation. Outpatient treatment. Donations for bus tickets. Interested in CDBG Transportation program with City of Ames.

No Sign in sheet was generated however, representatives from the above agencies were participants at the meeting.

Human Service Council Meeting
Passenger Transportation Development Plan (PTDP) Program Discussion Minutes
Thursday, December 6, 2007

CyRide staff (Shari Atwood and Sheri Kyras) discussed the “basics” of the Passenger Transportation Development Plan and its requirements/benefits to human service agencies and transportation providers. The elements of the plan were shared with the group in regards to what the Ames Area Metropolitan Planning Organization (MPO) needs to provide each year.

Results from the survey process were presented to the group as well as the existing public transit operations (CyRide & Heartland Senior Services) provided to the City of Ames and Story/Jasper Counties. The coordination between numerous organizations was highlighted as well as projects that received grant funding last year through the PTDP process.

The majority of the meeting offered sharing of the transportation needs with the PTDP group identified through a survey process, previous October 2007 PTDP meeting, CyRide public meetings and transportation collaborative meetings held by the United Way of Story County. Attendees were asked to offer additional needs throughout the process.

The PowerPoint showing these needs can be viewed at the following link:

http://www.cyride.com/planning_policies/images/PTDP%20Powerpoint%2012-6-07.pdf

(press Ctrl/Shift/+ to rotate image after opening link) Please note that needs brought up during the December 6, 2007 meeting were added to the full list of needs within the PowerPoint.

Finally an initial draft of the federal resources listing was shared with the group, identifying possible resources for collaborative transportation projects. This listing can be viewed at the following link:

http://cyrideweb.city.ames.ia.us/planning_policies/images/Financial Resources.pdf (press Ctrl/Shift/+ to rotate image after opening link)

The group was requested to rank the needs and identify the top need for the Ames community. A consensus of the top needs could not be identified from attendees at the meeting. Therefore, CyRide staff agreed to poll the entire PTDP contact list via e-mail for the top community need(s) within the next few weeks. From this consensus, staff would then try to develop projects to place into the investment portion of the plan. Developed projects would be brought back before the group at their next meeting in January for full approval of the PTDP plan. January 24, 2008 meeting at 11:30am for approval into the PTDP plan.

Representatives Attending 12-6-07 PTDP Meeting

Arc of Story County	Jay Lettow
Ames Area Metropolitan Planning Organization (AAMPO).....	John Joiner
Ames Community Schools	Sonja Hayes, Cheyrl Inyang
Ames MPO/CyRide.....	Shari Atwood, Sheri Kyras
Boys & Girls Club of Story County	Geff Gescheidler
Crisis Child Care –LSI	Jennifer Wilson
Foster Grandparent Program.....	Michelle Hansen
Heartland Senior Services.....	John Middents
ISU Memorial Union.....	Jennifer Garrett
NAMI-CI	Deb Niehof, Fran Berger
Retired & Senior Volunteer Program (RSVP)	Arti Sanghi, Kalen Petersen
Richmond Mental Health Center.....	Anne Armknecht
Story County Community Housing.....	Rich Webb
Story County Community Services.....	Karla Webb
Story County Empowerment.....	Ann Lundvall
Unitarian Universalist Fellowship of Ames.....	Brenda Witherspoon
Volunteer Center of Story County	Ellen Wool
Windsor Oaks – Seniors	Bonnie Dickson
Youth & Shelter Services	R. Milinsky

Human Service Council Meeting
Passenger Transportation Development Plan (PTDP) Program Discussion Minutes
Thursday, January 24, 2008

Shari Atwood and Sheri Kyras, representing the Ames Area Metropolitan Planning Organization, briefly explained the PTDP process as a collaborative effort between human service agencies and transportation providers. The Ames MPO is responsible for this coordination for the Ames community. This explanation was for those individuals that had not previously attended any PTDP discussions and were joining the committee for the first time.

From the December 6, 2007 meeting, the group could not agree on their top need for the Ames community. The thought was to ascertain the top need and then try to develop a project as well as local funding support from the human service agencies to incorporate into the PTDP investment plan. Based on recommendation from the committee, staff surveyed the PTDP committee by asking each participant to rank their top five needs, out of a listing of thirty-four, in priority order for which need they believed was critical to resolve for the Ames community and their organization. This online survey was completed and the results from the survey found that the top five needs of the Ames community were:

- Emergency gas voucher and bus ticket/pass program
- Transportation to medical facilities in Des Moines
- Transportation to medical facilities in Iowa City
- Transportation to E. 13th/Lincoln Way/Dayton areas
- Transportation to Ames for work/school

Based on this response, staff identified the top need that was not already being addressed by the Transportation Collaboration committee spearheaded by the United Way of Story County. The following two projects were already being discussed by community groups.

1. The Emergency gas voucher & bus ticket/pass program has been on ongoing discussion among the Transportation Collaboration committee. A subcommittee is currently working on developing a program to address this emergency need with human service transportation funding. In addition, the identified transit funding could not be utilized for subsidized passes/tickets according to the Federal Transit Administration.
2. Transportation to E. 13th/Lincoln Way/Dayton areas of Ames has been a service that CyRide's board has been investigating for some time. This growth area was part of CyRide's Transit Feasibility Study and the consultant's recommendation was to institute a transit service to this area when the new mall opened. CyRide staff believes service to this area is a need and should be in the PTDP document. However the service would still need formal approval by CyRide's board to ascertain local funding commitment before a service was implemented to this area.

As a result, it was determined that the next highest priority need that could be addressed by the human service organizations was transportation to medical facilities in Iowa City. Therefore, staff developed a conceptual draft proposal for an Iowa City Service from Ames that could be discussed and modified as those with need determined. The Iowa City Service link is available on the main PTDP page at http://www.cyrider.com/planning_policies/Ames_PTDP.html.

The PTDP committee discussed the Iowa City service concept and whether it seemed like a good project affecting the most organizations for the highest need of the Ames community. Staff asked the committee if organizations could state, in numbers, how many individuals need service to Iowa City and how often each week. Many felt that the service was on an as needed and could service trips one-way for those that may have a way to Iowa City but not back. Overnight stays were discussed and could be done if the service ran consecutive days so that individuals could go up one day and back the next. A trial run was discussed among the group for a few months to see if the service would be of value before requesting grant funding. It was felt that a trial would ascertain the need from the community however this would be something that the community would need to fund among local funding partners as grant funding would not be available for a two-month period. The overall general consensus was that the service was needed and should be further discussed with potential local funding partners. They all felt the project should be part of the PTDP investment plan.

It was also discussed to the PTDP committee that staff had two meetings prior to discuss whether the service could be performed by a regional service provider and whether there was local funding interest by organizations in the Ames community. From these meetings, a light-duty bus was added to the conceptual service proposal as Heartland Senior Services did not currently have a bus to dedicate to this service. Another concern was for enough drivers to perform the service especially during break periods and whether the timeframe (10am-2pm for medical appointments) of the service

was appropriate. Local funding supporters were interested in the service and indicated that the project should be incorporated into the PTDP document with follow-up meetings with other potential supporters of the service. A follow-up meeting with additional potential supporters will be generated within the next month. In addition, Iowa City Hospital Clinic did have a transportation service that picked up clients throughout the region for appointments a few years ago which the state funded. They have since cut this funding however; it is possible that this data for how many individuals from Polk and Story counties could be retrieved from this ICHC contact to demonstrate need.

The PTDP committee then discussed the PTDP investment plan as recommended by Ames MPO staff. Staff indicated that all of the needs were valid for the community but based on the ranking process that there were a few that stood out as priorities for several. There were needs that also had local funding commitment or the potential of local funding commitment that were also included within the plan. The PTDP committee approved the PTDP investment plan as recommended.

Finally, the timeline of the PTDP was discussed to the committee. The PTDP will be sent out February 1, 2008 to the Iowa Department of Transportation, Federal Transit Administration and the PTDP committee for comments. These comments will be received until March 1st. The comments will be incorporated into the document for the March 2008 Ames Area MPO meetings for formal approval of the document with final submittal of the plan to IDOT/FTA on April 1, 2008.

Representatives Attending 1-24-08 PTDP Meeting

- Ames Community Schools Sonja Hayes, Julia Martin, Cheyrl Inyang, Yonas Michael
- Ames MPO/CyRide..... Shari Atwood & Shari Kyras
- Beyond Welfare David Sahr
- Bickford Cottage Kaylee Siebrecht
- Boys & Girls Club of Story County Geff Gescheidler
- Center for Creative Justice..... Mark Kubik
- Crisis Child Care –LSI Jennifer Wilson
- Experience Works Richard Sartori
- Gerontology Honor’s Society Neha Deshpande
- Heartland Senior Services..... John Middents
- IA Comprehensive Human Service & Teresa B.
- Iowa Homeless Youth
- ISU Memorial Union..... Jennifer Garrett
- MICA Family Development Barbara Schroeder
- MICA Health Services Janelle Durlin, Simone Rainey
- NAMI-CI Deb Niehof
- Retired & Senior Volunteer Program (RSVP)... Arti Sanghi
- STATCOM@ISU..... Jennifer Hockett
- United Way of Story County Lynn Scarlett
- Volunteer Center of Story County Shelie Orngard & Amanda Martin
- Windsor Oaks – Seniors Bonnie Dickson
- Youth & Shelter Services R. Milinsky



United Way of Story County

Ideas from May 2007 Transportation Summit With Updates from August 15, 2007 Meeting

- Meet with employers in east Ames about need for bus route (for all shifts) and possibility of partnering with CyRide, HIRTA and DOT about collaborating on vans or buses; assist with funding for vans and buses – SEE CyRide.
- Coordinate program that gives incentives to employees to carpool – DIDN'T DISCUSS
- Coordinate and fund training session for individuals who are intimidated and/or uninformed about how to ride CyRide
 - Incorporate into Beyond Welfare Thursday night event
 - Could be written or in-person demonstration
 - Include both HIRTA and CyRide
 - Volunteers could help – Jan Beran
 - Include how to transfer
- Provide car seats for use by volunteer transportation program
 - Share checking on seats donated to ACCESS – could they be used at HSS?
 - Where should they be stored? Need to be at different sites around county?
 - Check with HSS to see if they need them
 - Beyond Welfare could use them too
- Provide gas vouchers and CyRide and HIRTA passes
 - Good Neighbor would coordinate
 - Applicants need to be pre-screened by agencies
 - Need to show documentation of purpose: medical, job, groceries
 - Need to coordinate criteria among agencies
 - Maximum use?
 - Require/suggest payback?
 - Could take \$10,000 a year to make a difference
- Fund repairs and insurance for cars donated to Beyond Welfare's Wheels to Work
 - This need is broader than Beyond Welfare
 - Client could share in cost; they need to sign form to show they understand
 - Beyond Welfare and Good Neighbor could help with this
 - Could help with start-up costs for insurance, but need to know person's capability to sustain insurance
 - What is base liability?
 - Typical cost is \$200 every six months
 - Progressive is good company
- Coordinate care donations to meet IRS regulations – DIDN'T DISCUSS
- Coordinate and fund maintenance education for vehicle owners
 - Needs to be broader than maintenance; include insurance – Rick would assist
 - Should be mandatory if they receive assistance
 - Hold monthly?
 - Reciprocity agreements if necessary

- Support emergency funds in agencies specifically for transportation needs – DIDN'T DISCUSS
- Subsidize volunteer transportation program
 - Start emergency fund for those who can't afford to pay
 - Need to consider separate program that is not tied to federal funding; does volunteer program have to be part of public transportation?
 - Could another agency coordinate this? MICA?
 - Agencies could make request of HIRTA to assure accountability
 - Need to be able to handle shorter notice requests
 - After start-up, could this become part of ASSET process?
- Support volunteer transportation marketing (public and within agencies)
 - Especially in outlying towns
 - Be sure we're ready to handle additional requests
 - Would include post events
- Support community posting for rides (Craig's List) – DIDN'T DISCUSS
- Coordinate and subsidize group of mechanics to do vehicle repairs
 - Need someone to coordinate; Beyond Welfare?
 - Already helping: Mike's Body and Frame, Hansen, Butch – need subsidy
- Fund common database for use of transportation assistance – DIDN'T DISCUSS
- Fund start-up costs for garages to work on donated cars once a week or more often – SEE ABOVE
- Coordinate insurance for use of community truck by individuals needing to move – DIDN'T DISCUSS
- Coordinate volunteers to assist individuals needing to move – DIDN'T DISCUSS
- Assist individuals who are trying to get home from Story County: emergency need, breakdown, bus tickets – BROUGHT UP ON AUGUST 15



United Way of Story County
Transportation Collaboration Subcommittee Meeting
Bus Educational Report
October 24, 2007
October 31, 2007 (added information)

Educational Need: Coordinate training sessions for individuals that are intimidated and/or uninformed about how to ride CyRide and Heartland Senior Services buses. The general apprehension of what are the Bus Rules, When to Pull the Bell Cord, and Where to put \$ for riding would be key components of the training.

- One-on-one Training: This training would be for those that lack confidence and the understanding in riding buses but could with repetitive training understand how to eventually ride. Depending on the barrier, the case manager or volunteer would need to frame their training.
 - Train Case Managers
 - Train Volunteer base
 - ARC – “model the way” – Put Jay Lettow in contact with Angela Hutton with CICIL in Des Moines. Angela is a personal trainer that provides one-on-one training with individuals on how to ride the buses (fixed-route or Paratransit). This may aide Jay in developing a volunteer program or paid staff member to provide this training.
- Group Training: This training would be for those that have the ability to understand instructions by written and/or visual instruction. CyRide would provide this training as a community service to any organizational group requesting that had a large attendance of people wanting to learn.
- Video Training: A training video was briefly discussed within the large group to have a “How to Ride CyRide” video that agencies could then utilize for their clients. WIC would set it up as a video in their waiting area for clients, ACCESS would do the same, Beyond Welfare sees it as a transition from personal group training from CyRide staff to something that they could utilize every week. Having CD’s would allow it to be distributed out to different agencies and/or put on websites for individuals to download. This would require funding that CyRide currently does not have within their budget so would need more discussion on how to fund and institute this need.

Group Training Opportunities

1. Beyond Welfare Meetings: Beyond Welfare meets every Thursday night at the Collegiate Presbyterian Church (?) that provides a safe way to communicate issues without having labels. Discussed having an informal presentation of some type at this meeting to address transportation for individuals attending these meetings.

Lois Smith (Beyond Welfare Executive Director; 130 S. Sheldon, Suite 302; Ames, IA 50014; 515-292-5992; beyondwelfare@midiaowa.net)
David Sahr: dsahr@midiaowa.net ; David Sahr (Beyond Welfare volunteer); agreed that meetings would be beneficial and thought a January meeting would be best for 1st meeting after the holidays. Mr. Sahr would contact CyRide with a listing of possible dates.
2. Story County Community Service – Offered to host the event and advertise it at their location that could incorporate a large group training for several organizations
3. Heartland Senior Services – Kitty Fisher (yearly late spring training)
4. ACCESS – partnering with Mainstream and/or ARC



**United Way of Story County
Transportation Collaboration Meeting
Bus Educational Report
October 31, 2007**

Bus Education: See October 24, 2007 information

Donated Car Program: Beyond Welfare currently has a program through their Wheels to Work program to allocate donated cars to individuals of need. It is similar to buying a car. However, these individuals have 2 years where they sign a reciprocity agreement that they will pay back the community through services such as babysitting, Ridesharing or another talent they would have. However, Beyond Welfare can only donate 5 cars a year for this program. To do additional cars, they must be sponsored through other private not for profit agency. Beyond Welfare could administer the work however another agency would need to provide the lien on the vehicle. The agency/church would need to have non owned liability coverage. This is 11 year old program. There is an Iowa Legislative waiver currently at the state to wave the 5 car/year limit.

Car Maintenance and Insurance Education: Need to provide a program that will explain to individuals how to maintain a vehicle once they own a donated vehicle. Individuals do not know how to properly maintain them once their received. Funding for this maintenance is another key component. Another need is insurance information as to what is needed for liability and what other insurance entails. Police department could be invited to meetings to explain what they look for when the pull over vehicles such as registered plates etc.

Bus Passes & Gas Vouchers Program: Discussion was the MICA had an emergency program but it was for one year only until the funding ran out. The discussion was that the old process should be revamped & not a new process developed by Good Neighbor. The funding was about \$3,000 and it was discussed that it needed to be determined how long this funding lasted to get an idea of how much funding is needed per year. Would there be vouchers or a particular place in town that individuals could fill their tank? It needs to be for gas only so couldn't just give them gift cards to stations. Discussions were that there needed to be reference to the City of Ames' process and County to avoid duplication. Perhaps a database could be developed to display who received the funding, when and for what purpose was discussed.

**CyRide Public Meetings
Regarding Future CyRide Services Summarizations**

**Public Meeting #1: Tuesday, November 13, 2007 – Council Chambers; 6:00 pm
(Channel 12 airing)**

Jean Timan	Holly Fuchs	Catherine Scott
Jim Schlosser	Paul Klimesh	Jeff Hall
Drew Schlosser	Adam Halbur	Deus Pepe
Karen Anglin	Eric Armbrecht	Barbie Hoskin
Andy Bock	Erv Klaas	Joshua Dobbs

Public Meeting #2: Wednesday, November 14, 2007 – Carver Hall; 12:10 pm

Emily Crnbaugh	Karla Webb	Diane Kolbo
Heather Babka	Kalpana Bhattachaja	
Jennifer Edmondson	Andy Bock	

Public Meeting #3: Thursday, November 15, 2007 – Pearson Hall; 2:10 pm

Scott Williams	Brady Dorman	Mishelle Michel
Dave Edsall	Anthony Maly	Amber Markey
Eric Harrington	Nathan Brockman	Danette Bonbrager
Any Bock	Lisa Orgler	Megan Backman
Ashleigh Long	Aaron Steil	
Carol Smith	Melissa Gagne	

ISU Retirees: October 19, 2007; 3:00 pm

Ames Chamber of Commerce Board: October 24, 2007; 11:30 am

MPO Meeting: Monday, October 29, 2007 9:30 am (Channel 12 airing)

Bob Sperry	Story County
John Joiner	AAMPO
Darren Moon	Story County
Jerry Stewart	ISU
Damion Pregitzer	COA
Steve Salvo	COA
Wayne Clinton	Story County Supervisor

GSB Meeting: Tuesday, October 31, 2007; 7:00 pm

**Transit Advisory Committee (TAC)– Iowa State University Meeting:
Wednesday, December 5, 2007; 3:30pm**

Cathy Brown	Facilities Planning & Management	Ralph Oliver	Supervisory & Confidential Council
Randy Larabee	Facilities Planning & Management	Fail Ferlazzo	Memorial Union
Brian Adams	College of Veterinarian Medicine	Marcia Clendenen	Department of Public Safety -
Michael Rich	Department of Residence	Parking Division	
Kathy Hanson	College of Human Science	Mishelle Michel	Parking Division
Terry Frazier	Dean of Students	Chris Strawhacker	Facilities Planning & Management
Danny Johnson	TAC Chair	Rhonda Martin	Facilities Planning & Management
Jerry Stewart	Department of Public Safety	Chad Deike	Facilities Planning & Management
Mark Miller	ISU Center		

Recommendation #1: Bus Rapid Transit (Iowa State Center to Campus)

1. Articulated would be good but No Dinkey or rail. Must anticipate need for detours at all times.
2. Tell bus drivers to observe pedestrian rights on campus. I am frequently endangered by CyRide drivers on the ISU campus.
3. Heavier buses may require significant street improvements.
4. Safety on campus is a concern.
5. What are safety implications of having articulated buses on campus? Articulated buses would seem to clog things further. *Safety would be an element within the Alternative Analysis study that would be incorporated for satisfaction.*
6. How can priority signalization help speed up the route? *Explained pre-emption and requesting to extend the green and queue-jumper scenarios.*
7. Why not discuss overhead rail options for campus? Would this be feasible from a cost standpoint? *This would need to be studied within the next Alternatives Analysis study along with costing information.*
8. Would the articulated buses make a difference in the wear & tear on the roads? *This would need to be evaluated within the next Alternatives Analysis study.*
9. It seems the alignment of the orange route ends on Osborn and does not continue the loop around campus by Beardshear & the Memorial Union. Is the alignment going to change for the orange route & if so, how would this affect the ridership usage not going by this part of campus? *The alignment drawn was completely conceptual within the first study. The next study would go into all of those details of how the route would operate and a more detailed ridership analysis.*
10. Will the new articulated buses be handicapped accessible? *Yes, all new capital equipment purchased with federal funding must be accessible.*
11. This would be nice if intersections like Beach/Lincolnway could be adjusted.
12. Carver Public Meeting overall consensus request – BRT is good idea.
13. I think it is a good idea to provide larger buses for this route. I have ridden many times when the bus was very full and people had to wait for another bus. I care less about the real time signs; heated shelters would be nice, but the larger buses are the best idea I think.
14. I think this is a great idea. Those buses can be crowded at certain times.
15. **Should definitely be considered strongly.**
16. **Need Reiman Garden stop to the door.**
17. **This is a great opportunity to supply better service to Reiman Gardens. Right now it takes more than 30 minutes to ride from Central Campus to Reiman Gardens.**
18. **I'm very supportive of this study, future implementation so CyRide can continue to be an exemplary bus system for a community of this size.**
19. **How long would it be before BRT implemented? 5-10 years**
20. **Would the articulated buses require a wider turning radius for areas such as the Ames Middle School turn around?**
21. **Can passengers get on at the back doors in addition to the front doors? *If automated passenger counters were implemented as part of the system, boarding at the back doors would be possible. It is important that all riders are counted even if they don't pay a fare for this free shuttle.***
22. **How long would it take for articulated buses to be acquired? *About 2 years.***
23. **Would the bus be more efficient pollution-wise? We know this would be a cost savings but would there be additional cost savings by going greener with electric hybrids? *Hybrid buses are taller and would***

require changes to the CyRide storage facility as well as \$200,000 more in costs to purchase this type of a vehicle.

24. **Is green technology a priority for CyRide and the City of Ames? Would GSB be accepting to pay higher fares for this priority? Need to poll students.**
25. **Is the current construction at CyRide taking into account the additional storage needed for these larger buses? *Construction is just administrative only.***
26. **I heartily agree this is a good idea. Hopefully the BRT will inspire increased ridership.**
27. **As a CyRide driver, I'd like to see the increased capacity and safety on the Orange Route BRT proposal.**
28. **GSB:** Great option for orange route. The service is always $\frac{3}{4}$ full or more. I know there will always be another bus but a larger bus would allow more seating for the students.
29. Artics look cool!
30. How would this affect our student fees? Would the students have to pay this local share? How would this affect our student debt that we're already facing?
31. The BRT discusses a exclusive right-of-way. Would this mean creating an extra lane of travel for the buses by construction?
32. Can we do the next bus arrival information now on our system?
33. Will the Orange Routing change? It looks like the map provided that it will change somewhat. I use this service every day, several times a day. I think that this new service would be great and heavily used. I think that the new articulated buses would not only have greater capacity but they look awesome.
34. **MPO:** This recommendation sounds like a needed improvement in order to enhance a core service route. Public Works does not have any concerns integrating BRT systems into our current traffic signal system.
35. Could CyRide and HIRTA share a maintenance facility?
36. Interested about preliminary funding for BRT.
37. How would it impact Ames as far as receiving federal funding if Des Moines is going for the same money?
38. Funding – Where would it come from?
39. Will we get some notice of the public forums?
40. **ISU Retirees: Can the Articulated buses make the turns on campus?**
41. **Ames Chamber:** Will total budget 41% coming from GSB be increased even more with the Orange Route BRT conversion?
42. How will services be paid by residents?
43. What is the service life of an articulated bus? *12 years similar to a standard 40-foot bus.*
44. A concern would be doubling the amount of time that a transit rider would have to wait than they currently do along this corridor for a significant amount of cost to the user.
45. We're running out of parking on campus and need to encourage individuals to park & ride.
46. This is a good recommendation for the Ames community deserving more study.
47. **TAC:** Concern for weight limits and infrastructure impacts to University property.
48. Does route limitations adequately serve/replace orange loop in terms of ridership service?
49. Safety implications of changes from traditional bus to articulated.
50. OK idea based on consultant recommendations. Study at later date or if best to study now proceed.
51. Could study review impact of proposed fee changes for commuter lot/student fees on ridership and revenues?
52. Include analysis of student choices to drive vs. ride bus system-wide.
53. Is there an analysis of price of gas impact and threshold?
54. Need engineering to evaluate road ability to accommodate heavier bus traffic.
55. Concern with size of bus stops
56. Concern with time it takes to load or unload passengers
57. How will larger vehicles handle in the weather and street condition?

- 58. Definite need for large volume of people to transport.
- 59. If this reduces bus traffic on campus, this would be a plus. However much depends on future use of lots which may see decline if no longer free.
- 60. Do articulated buses require additional turn radius?
- 61. Congestion is a concern so articulated buses would increase safety.
- 62. Regarding articulated buses, would the load or amount of traffic be harder on roads?
- 63. How would the dedicated portion of the route affect Beach Avenue?

Recommendation #2: New Service Route (New Mall/Lincolnway/E.13th)

- 64. Blue route extension with a medical loop.
- 65. Please wait to see if Worford Development will even buy the land! Keep the red route to North Grand Mall and extend the blue route to this area please.
- 66. Bucky's new "mall" was put on the interstate to attract shoppers traveling on the interstate. Projection of riders (700) from Ames is too high. Don't take service away from North Grand to serve Bucky's mall.
- 67. Need transit service near the new aquatic center.
- 68. Has bike racks being installed on buses been considered at CyRide? *Yes, this has been considered however it is currently on hold with the bus storage limitations CyRide is currently under. A Facility Master Plan will be completed to provide a complete needs listing of anticipated growth for CyRide for buses, articulated buses, bike racks, etc.*
- 69. E. 13th area needs service to medical facilities, commercial areas and businesses in addition to the new mall.
- 70. Do not move red route from the North Grand Mall to service the new mall on E. 13th.
- 71. Would like red route to go to North Grand Mall. Blue route would be preferable.
- 72. Need an intercity connection via CyRide on Blue Route to this area.
- 73. Do a turn around at medical facilities along this corridor.
- 74. Quality service is needed early/late peak times for workers but not necessarily for mid-day.
- 75. New route to new mall would be an option from campus or downtown.
- 76. Rethink this option. If we take service to the new mall the North Grand Mall will die.
- 77. North Grand Mall is a nice transfer location instead of transferring on ISU campus for many individuals.
- 78. Blue route hits the most people for this option. CyRide needs to make a loop through the medical services on North Dayton. This would allow those riding Paratransit service to ride for less than ½ cost (\$2 round trip as opposed to \$5) to the same locations. Since CyRide pays for DAR service, it would make sense that reducing costs would be high priority. I work for Heartland Senior Services and many individuals would take CyRide if this service was out there today.
- 79. This route would be most beneficial to the most "gap" riders. This recently affected me by having my home, my job, my wife's job and my daughter's daycare all in this gap. I would suggest extending the blue route east, then north on Dayton, loop through the medical/business park on Philadelphia (or one of those) – hold off on the mall loop until it really happens. Do not change the red route.
- 80. I think this option should be developed within or without consideration for the new mall. This could be just a morning and afternoon route. This would also lower the costs for people riding Paratransit to the area.
- 81. *Will the extension out to the new mall if taking Blue route be done instead of going to S. 4th? Or will it end the S. 4th service and then deviate out there? It is my understanding that the extension will be completed after going South 4th is completed and then out to the new mall. Another option would be to develop a new route either from campus or from downtown instead of linking it though Blue or Red.*

82. This would be a helpful addition as well.
83. I think this is important. Especially since several medical offices are located near E. 13th and Dayton. I hear the social security office may be moving out there if they build a new building.
84. **Please consider a connecting route from City Hall to the New Mall area. Some of us may be working out by the new mall, so we would need to be able to transfer to the route which goes to the mall in order to arrive at work.**
85. **Expand Blue Route.**
86. **Obviously will be important to place to add service. How important will North Grand Mall be then as the current system largely feeds out of the mall? Eventually a completely redesign route system might serve the community better as a whole.**
87. **Disconcerting that plan revealed no grown in downtown Ames. *If there was a change in the revitalization plans for downtown Ames, the DINKEY may be a consideration in the future.***
88. **I have a home on E. 13th. Currently there are no sidewalks. If the route was placed on E. 13th, would people be standing in our yards or would the City of Ames be constructing sidewalks through our yards? *CyRide is currently undergoing a bus stop inventory which would include how improvements for the future would be handled. CyRide would work with public works and the homeowners along this corridor for sidewalk issues.***
89. **I work for the Federal Government and our Social Security Office may be moving out along this corridor. Will there be anyway to get out there by bus as our customers need transit as a way to get to our offices?**
90. **There is no credible evidence that the new mall will be built. CyRide should supply service to E. 13th/Dayton to service the medical community needs already lying within this corridor.**
91. **MPO:** This will be an important service for those areas of commercial growth in our eastern side of Ames. With approval of the new regional commercial center at I35 and E. 13th, this will be vital to all transit dependent citizens.
92. **TAC:** What else is at the new mall? Age group & quantity? Not near any residences for higher rates. Does not seem feasible due to low density and can't see users using it often.

Recommendation #3: Articulated Buses (Mortensen Road)

93. Westbound red express that picks up and then goes to campus via Mortensen & State to Lincoln Way. Start at Todd & Thackary? East to South Dakota. Right on Steinbeck, Left on Dickensen, Left on Mortensen)
94. Go for it.
95. Would the turn around at Ames Middle School be difficult to maneuver for articulated buses? *No, turning radius is shorter than 40-foot bus.*
96. Would the coordination of transfers for red/green route be any different? *No.*
97. Shelters along Lincoln Way are needed.
98. Sidewalk improvements along Lincoln Way are needed so residents do not have to walk in the mud, gravel and snow.
99. Are the pullouts along Lincolnway long enough to accommodate an articulated bus? *That would need to be analyzed as well as bus stop placement.*
100. Would you utilize the articulated buses on other route halves such as blue route to the south? *That is a consideration.*

101. Suggests implementing a circular through the Mortensen to speed up time & transfer to an express route to campus for majority of riders along Dakota/Mortensen.
102. Articulated buses look out of scale with the city and I do not like the look.
103. If this could be somewhat combined with #1 it would be nice.
- 104. Good idea.**
- 105. Would you run same service on Red route? *No, we would run what the schedule says and possibly not have any extras.***
- 106. Hopefully this option will increase ridership.**
107. **GSB:** I live in west Ames and I think this would also be great for the students who live in this area.
108. Why is there a discrepancy between \$600,000 or O&M for corridor #3 as opposed to \$680,000 for Study Area II? *We would need to ascertain this information from the consultant.*
109. **MPO:** Considering this is in a priority growth area, future expansion will be inevitable. This approach appears to be a proactive step in accommodating this growth.
110. **Ames Chamber:** This seems like a recommendation getting a big payback of savings for the community.
111. **TAC:** Similar concerns to BRT recommendation as to impact of articulated buses on University property.
112. Road size; only two-lane road is a concern. Time for bus at each stop is a concern. Turn around area is a concern. Don't recommend this option.
113. Will cost of using articulated buses outweigh benefits of using regular buses?
114. Could the Mortensen Road recommendation also be considered for BRT?
115. Could service be extended to County Line to the trailer court on the north side of Lincolnway?
116. There are new houses along Lincolnway – west that needs to be addressed.

Recommendation #4: New Service Route (Fieldstone Development)

117. Ignore this improvement.
118. Please do not do hourly. The city cannot afford Prairie Rose & Fieldstone. Which way will Ames extend?
119. Obviously, this will require an overpass over the railroad and a major upgrade of North Dakota. A lot more planning needs to be done for this entire NW growth area. This will be expensive.
120. Need a curb cut on each side of Ontario/Georgia for handicapped person getting on at stop. Getting on/off the bus at this intersection is hard to negotiate especially in snow weather.
121. Need a north south connection between red & green routes out west so that individuals can access Hy-Vee west without going to campus to transfer.
122. Would there be a transfer point possibility at the firestation #2 possible relocation area incorporating the watertower, firestation and transit station on this city owned land?
123. Would the green route still travel out to the end of Ontario to the turn around if it went north on Dakota? *This would need further analysis closer to a time when this area was substantially developed.*
124. An accessible route is needed in this area.
125. I don't think the people from this area will ride the bus in very big numbers.
- 126. Think about this later with upcoming development.**
- 127. Recommendation is sound if the development there is a population (eg lower-income students) that would patronize public transportation.**

128. **MPO:** I believe the key part of this recommendation is the timing of Field stone and that it is substantially built out prior to investing in more transit service in this area.
129. **Ames Chamber:** Fieldstone should be considered way down the line.
130. **TAC:** OK idea based on time of need with development regarding consultant's recommendations. Delay study until time of need? Unless financial advantage to study now.
131. There are other developments with people right now that could be better serviced. West Ames Lincolnway and other new apartment and housing developments.
132. Branch from Green Route.
133. Is this option created with the overpass on North Dakota happening for this option?

Other Comments/Questions

134. What does headway mean? *Frequency that a bus leaves a given point.*
135. Are there any plans to service the Northridge community? *CyRide has recently began conversations regarding a new type of service that may work for this community but is not ready to articulate the details of this service as of yet.*
136. I would like to see an analysis of energy use (gas or diesel) and CO₂ emissions.
137. No Dinkey – look at light rail as a regional service.
138. Need to sell less congestion to the community. The benefits of public transit are received by us all for a greener community and better air quality.
139. Is CyRide doing any energy efficient vehicles? *The newest vehicle is a diesel electric bus for \$520,000 for this hybrid. CyRide is having trouble replacing vehicles with regular diesel \$330,000 vehicles with its current budget. This would accentuate the problem but greener would be nice. CyRide does operate 20% biodiesel in the summer with 5-10% during the winter months.*
140. Are there cost savings in operating a smaller bus versus a larger bus in the system? It would seem to be better to have circulators in certain parts of town with larger buses running core service to campus to achieve this savings. *No. Running a larger 40-foot bus is about the same as operating a 25-35 foot bus. You would realize savings operating a van type service.*
141. What is the current CyRide construction for? *Administrative office space that haven't been expanded since 1980's.*
142. Were the costs developed within this plan take into account gas/oil increases within the life of 2030 for ridership increases? *No, I do not believe they were as this issue is so volatile today.*
143. What are the percentages of funding for City of Ames, ISU & GSB equate to in dollars? *COA's contribution is approximately \$1.1M. GSB is about \$2.7M. ISU is about the same as COA.*
144. Suggest that all residents of Ames be allowed to ride fare free. The City of Ames needs to pay more so that everyone can ride free.
145. GSB contribute quite a bit to the system. Ames community needs to contribute as well.
146. Is there available capacity in the tax levy? *Yes, COA is about \$.57 per \$1,000 of taxable valuation. The state has put a \$.92 per \$1,000 limit this contribution.. However, this is a balancing act that needs to be taken into account to receive the best service for the best price.*
147. I would like to see bicycle carriers on buses.
148. *Would like service from Ames to Des Moines once a day for medical appointments, airport, work opportunities, etc. Several people from K-Mart parking lot each morning grouping together to travel to Des Moines. Teachers & students come regularly from Des Moines and go to Des Moines from Ames. Anyone would be happily willing to pay extra money to ride CyRide.*
149. *Suggests a small mobile unit providing transportation to the front door of Reimen Gardens.*
- 150. Suggest light rail between Ames and Des Moines. Would this be an option for the future? Or an Ames to Ankeny connection?**
- 151. A light rail service to Ankeny & Des Moines downtown and Des Moines Airport would be highly beneficial. Would it be possible to team up with the League of Women Voters to accomplish this as Cedar Rapids and Iowa City are doing for their corridor?**
- 152. If the City of Ames paid more could everyone ride free? This seems to be worthy however it may be viewed by some as forcing individuals to ride transit otherwise it's just another tax imposed.**
- 153. Regarding fare free.... I went to ISU when you had to pay for your bus pass. This was something that I couldn't find the money to pay for each semester. Paying though tuition is a much better option.**

154. Were ridership surveys conducted after the fare free to see how students liked the change?
155. If not fare free for everyone, how about a little more contributions from the City of Ames to lessen the cost of a bus pass? This would be a good option. Or just increase the frequency of the routes?
156. Since the orange route is one of the routes you hope to improve, we thought this might be a good time to ask about adding Reiman Gardens as one stop. We understand the bus does stop at the intersection of University and South 16th, but for most people that walk is quite long to make the bus ride worth the trip. We host classes and have many hourly student workers that would benefit from the extra stop - as well as, general visitors.
- It seems that Beach Avenue is not constructed to the depth needed for bus traffic (south of s. 4th), so potentially a bus might be able to take a small detour from the current stop at South 16th to the Gardens and turn-around in front of the building. Of course, right now there is no turn-around. We are currently working on an entryway plan to the Gardens that will hopefully include one. Maybe if we both think about it in future plans it might be a possibility in the future. We have also discussed this idea with ISU's Facilities Planning and Management so its on their radar.
157. In general, all this information was useful and exciting. Implementation of technology would be helpful adding the convenience factor for passengers (such as signs with next bus coming.) For right now, schedules posted at bus stops are VERY NICE. Why not post them at all stops (or at least all on campus)? The North Friely stops seem pretty congested with pedestrians, buses and overall traffic. Suggest the crosswalks be looked at and possibly moved to create a safer crossing area (pedestrian bridge) in this area.
158. It's hard to increase ridership if CyRide doesn't increase the frequency. However if CyRide's buses are packed, that is a deterrent to ride as well. We like to have a seat.
159. I would like to see commuter service to the surrounding bedroom communities at convenient times.
160. **GSB:** I really love how great of a transit system Ames has in CyRide.
161. How will these recommendations be paid for?
162. Will there be some improved card standards for ISU students as opposed to showing the ISU ID cards on CyRide? ie will there be proximity cards or slide fare cards coming for CyRide?
163. **MPO:** We hope to see good things come from this study and the directions it will take our community.
164. **ISU Retirees:** This study needs lots more work. Looking to 2030 means consideration of new technology which this study does not seem to reflect. – ISU Retirees
165. What is the student ridership for Ames Middle School? We need to develop an incentive to use mass transit to these individuals. CyRide should conduct "how to use transit" sessions for AMS.
166. We need service to the Des Moines airport.
167. The ethnic languages heard on CyRide buses are a great thing.
168. Kneeling buses are wonderful!
169. Need to publicize transit to downtown community for more usage.
170. The CyRide buses are more social than going to Wal-Mart.
171. I love the Orange Route.
172. CyRide needs bigger signs so people understand where to get back on the bus.
173. CyRide should encourage kid ridership (toddler). I use the bus with my grandchildren and they love it! It's entertainment for an afternoon. If kids get used to utilizing transportation as children, it would not be so overwhelming to use as adults.
174. Does CyRide use child restraints on their buses? *No, this is not a requirement but is a great topic of discussion among the industry.*
175. CyRide gives great customer service over the phone!
176. CyRide should have a dispenser for making exact change on the buses for seniors.

177. What would it take to move to fare free for the Ames community?
178. What will our diesel fuel be reduced to in 30 year? How will we be developing Ames? Were these questions taken into account when creating this plan? *Yes.*
179. How is CyRide governed? How is the board created? Who's on it? *CyRide is an agency with the City of Ames but is governed by a board brought together through a 28-E agreement represented by the City of Ames, Iowa State University and Government of the Student Body (ISU students). Members are the Ames City Manager, ISU Vice President of Business & Finance, Ames City Council Member, Mayoral Appointee, GSB President appointee, and GSB Senator.*
180. Why can't CyRide run Ames School transportation? *CyRide cannot compete with private operators.*
181. **Ames Chamber:** We hope all of these recommendations are needed as the potential is good.
182. Has CyRide looked into vanpooling options for businesses such as Barilla, Saur-Dan Foss, etc? *This is on CyRide's planning efforts within the next year or two.*
183. Does CyRide have any employer support programs with businesses subsidizing passes for their employees? *Not currently other than ISU subsidized faculty/staff passes. This is a future area of interest for CyRide*
184. Has CyRide looked at the S. 16th corridor where DMACC is currently located? Will transit options improve for this location? *CyRide does have hourly service to this location via the Grey Route but cannot travel to the DMACC entrance due to pavement issues.*
185. **TAC:** So.... The DINKEY is dead? (regarding \$40-\$80 million cost)

Yellow Route Concerns Regarding No Action Recommendation

186. More Yellow service at least to South 16th.
187. More service on Yellow route.
188. South Duff – horrible system along this corridor overall. The City of Ames needs pedestrian crossovers or underpasses to make the streets safer to navigate through this corridor.
189. What about a mini-bus through this area that would not tear up the roads?
190. Can we get closer to Target, Wal-Mart, Best Buy by building a back frontage road that would be pedestrian friendly allowing access to those big block commercial businesses? If a road was ran parallel to Duff that would be a dedicated transit way, individuals would be much safer in getting on/off along this corridor.
191. Twenty years ago there wasn't the congestion on Duff. Now, there are all these businesses that have moved into the area. For some individuals, transit is the only way to get to these businesses. The Yellow route needs to be there. With a less frequent schedule nobody trusts the bus to be there since all other routes are operated at a much higher frequency. This service needs to be supported.
192. Yellow route needs pull outs along Duff similar to red route to make it safer for traffic to bypass the bus along this corridor.
193. Do more service to Yellow Route corridor. There are more businesses there that would benefit from more customers coming to shop along this corridor.
194. *Is there a route that travels out yellow route during the daytime from campus? Yes, CyRide added a deviation off of grey route every other hour that travels to the residential part of Yellow Route at Jewell/S. Duff. It currently does not loop around like Yellow Route. If you have questions regarding when/where the service operates, please call CyRide's Dispatch at 292-1100 and they will be more than happy to help.*
195. *I live in the residential area currently served by Yellow Route. The Yellow Route is an excellent service. I especially appreciate that it runs from 7am to 6pm but I would appreciate more trips in the middle of the day. It*

is difficult to get from work (on campus) to home sometimes, and also difficult to shop. I think more people would ride if more trips were available. Thank you for asking for our thoughts and for your service!

196. I am grateful that the yellow bus is going to remain the same. In the future I think it would be nice to offer regular mid-day service, perhaps the money can be found by making the Saturday yellow hourly. I would also love a later evening yellow bus, granted I would not always need this maybe once/hour until 8pm. I love my yellow bus!

197. **Please extend yellow route hours. More hours = more riders. No one is encouraged to ride the yellow route if service isn't continuous all day.**

198. **Please consider NOT putting the yellow route on Saturday break schedule when ISU is on break. A lot of yellow route is non-college student riders. We can't ride the yellow route on Saturday break schedule because we don't reach City Hall until 9:10 am on the first yellow bus. This is too late to get to work, so we are forced to drive. The purpose of the bus route is to save fossil fuels, but yellow riders can't do this if they are forced to drive due to lack of bus service. If we had a least one bus arriving at City Hall in the 8am hour, we wouldn't have to drive because the Saturday break schedule has ample afternoon bus times available to return to our homes in the yellow route area. If we wanted to catch the gray route to get to City Hall in the am before 9:10 am, we would have to walk to S. 16th and transfer at Bessey to reach City Hall. Iowa is too cold in the winter to walk this far. It would also take 25-30 minutes to reach S. 16th by foot. We who work Monday thru Friday pay regular fares to ride the yellow route and would like you to consider NOT putting the yellow route on the Saturday break schedule Monday through Friday. WE want to be able to ride Yellow route everyday to work and not be forced to drive.**

199. **Is there any consideration for additional service on the Gray Route?**

200. **Was the Business Focus Group interested in more service for yellow Route? They all felt it was needed for the transit dependent however, did not see the overwhelming need for their current workforce or customers to access their business.**

201. **It is a pain to get to anywhere on the Yellow Route from campus. You have to transfer which is not easily understood by most passengers. I would like to get there for shopping and entertainment via bus but it just is not convenient.**

202. **Would creating a new street behind Target be a useful route that would connect all the businesses along the east side of Duff? This would be a significant cost to the City of Ames.**

203. **For the South Duff area, would it be possible to run a smaller bus door to door, or at least closer, to the retailers?**

204. **GSB:** I live in Freddy Court and tried to get to S. Duff area via the bus. It took over an hour to get there. How can we improve this service?

205. **TAC:** If Yellow Route Service was better, would additional ridership be generated?

206. **Does Kate Mitchell School create any additional ridership on Yellow Route?**

Study Area 1 – North Grand Mall

207. There seems to be pedestrian/bus conflicts at North Grand Mall. With the reconstruction along 24th Street is there any evidence to put a dedicated transit loop to reduce the conflicts? *CyRide did meet with North Grand Mall on our current bus stop location due to their reconstruction of the mall. North Grand Mall representatives were comfortable where CyRide is at the present time and believes the conflicts are minimal as it currently works.*

Appendix B. PTDP Contacts

Care Providers

City of Ames, Ames MPO, CyRide, HIRTA, IDOT, FTA Representatives w/ interest in PTDP plan

Participating Churches

<i>Contact (Last Name)</i>	<i>Contact (First Name)</i>	<i>Title</i>	<i>Affiliation</i>	<i>E-mail</i>	<i>Phone Number</i>	<i>Own Vehicles to Transport Clients</i>
McQueeney	Shelly		Access-Assault Care Center Extending Shelter & Support	angie@assaultcarecenter.org	515-292-0500	
Vegle	Allen	CEO	Ames Taxi Service	veg7@aol.com	515-232-1343	X
Lefaucheur	Rhea	Director of Finance & Human Resources	American Red Cross	rhea@lincolnwayarc.org	515-232-5104	X
Sweberg	Dean	Interim Emergency Services Director	American Red Cross	chapter@lincolnwayarc.org	515-232-5104	X
Wuhs	Sue		Ames Community Preschool Center (ACPC)	acpbugs@isunet.net	515-233-2901	X
Jackson	Clemmye	Director of Accelerated Learning Program	Ames Schools	cjackson@ames.k12.ia.us	515-817-0636	
Shimp	Karen	CFO	Ames Schools	karen.shimp@ames.k12.ia.us	515-268-6640	
Lettow	Jay	Executive Director	Arc of Story County	info@tharcstory.org	515-232-9330	
Smidt	Lois	Director	Beyond Welfare Learning Center	beyondwelfare@midiova.net	515-292-5992	
Holcomb	Althea	CEO	Big Brothers/Big Sisters of Central Iowa	aholcomb@biglink.org	515-288-9025 x 228	
Snell	Mark		Boy Scouts of America	msnell@bsaemail.org	800-999-7268	
Geff	Gescheidler		Boys & Girls Club of Story County	geffagish@aol.com	515-233-1872	X
Cackler	Julie		Camp Fire USA	campfire@campfireusaia.com	800-652-2242	
Baumeister	Jerri		Center for Child Care Resources	jbaumeis@iastate.edu	515-294-8833	
Kubik	Mark	Executive Director	Center for Creative Justice (CCJ)	kubik@creativejustice.org	515-292-3820	
Comstock	Dave		ChildServe	davecom@childserve.org	515-232-7220	X
Bradley	Sherry		Community & Family Resources (CFR)	sherryb@cfari.org	515-232-3206	

<i>Contact (Last Name)</i>	<i>Contact (First Name)</i>	<i>Title</i>	<i>Affiliation</i>	<i>E-mail</i>	<i>Phone Number</i>	<i>Own Vehicles to Transport Clients</i>
Atwood	Shari	Transit Planner	CyRide/Ames Transit Agency	satwood@cyride.com	515-239-5539	X
Moss	Vic		Emergency Residence Project	erp@mid Iowa.net	515-232-8075	
			Family Counseling Center	yss@yss.ames.ia.us	515-233-2250	
Hansen	Michale		Foster Grandparent Program	storyfgp@juno.com		
Bonamarte	Julie		Foster Grandparents	julieb@co.boone.ia.us	515-433-7866	
Jones	Dennis		Friends of Central Iowa Biking	djbikeofames@msn.com	515-663-7217	
Oestenbrug	Mary Beth	Executive Director	Friendship Ark Inc.	marybeth@friendshipark.org	515-292-9556	
Powell	Sharon	Chief Executive Officer	Girl Scouts	mgscl@aol.com	515-278-2881	
Bergloff	Katie		Good Connections	gcikate@iowatelecom.net	515-432-6911	
Wright	Tamaria	Director	Good Neighbor Emergency Assistance Inc.	gneainc@gmail.com	515-296-1449	
Langlois	Sherrie		Goodwill Store	store6@dmgoodwill.org	515-292-8454	
Risdall	Sandi	Executive Director	Habitat For Humanity of Central Iowa	director@hfhci.org	515-232-8815	X
Erlbacher	Theresa	Transportation Director	Heartland Senior Services	TErlbacher@hsservicesia.com	515-233-2906	X
Middents	John	Executive Director	Heartland Senior Services	jmiddents@hsservicesia.com	515-233-2906	X
Alden	Amy	Client Services Manager	Home Instead Senior Care	a.alden@homeinstead.com	515-233-3539	
Mullan	Ellen	RN	Homeward Home Health & Public Health	mullan@mgmc.com	515-239-6730	
Giltner	Pamela		Intrepid USA Home Health Services	pamela.giltner@intrepidusa.com	515-233-9730	
Hansen	Ellen	IM Administrator	Iowa Department of Human Services (DHS)	ehansen@dhs.state.ia.us	515-956-2588	
Brown	Hope		Iowa Home Care	iahc@iowahomecare.org	515-382-2995	
Kamath	Jayant	Executive Director	Keystone of Ames	keystonehaven@isunet.net	515-232-2865	
Stewart	Kate	Service Coordinator	Legal Aid Society Of Story County	jkamath@mid Iowa.net	515-382-2471	
Engen	Lynn		Lutheran Services in Iowa (LSI)	kathryn.stewart@Ist Iowa.org	515-232-7262 x 372	X
Berg	Reno	Director	Lutheran Services in Iowa (LSI)	lynn.engen@Ist Iowa.org		X
			Mainstream Living Services	rvberg@mainstreamliving.org	515-232-8405	

<i>Contact (Last Name)</i>	<i>Contact (First Name)</i>	<i>Title</i>	<i>Affiliation</i>	<i>E-mail</i>	<i>Phone Number</i>	<i>Own Vehicles to Transport Clients</i>
Smith	Ron	Planning & Research Coordinator	Mary Greeley Medical Center	smith@mngmc.com	515-239-2415	
Durlin	Janelle	Story County Health Services Coordinator	Mid-Iowa Community Action (MICA)	janelle@micaonline.org	515-956-3312 x106	
Schroeder	Barbara	Family Development Services	Mid-Iowa Community Action (MICA)	barbara.schroeder@micaonline.org	515-956-3333	
Anderson	Mark		Midwest Coaches, Inc.		515-232-7270	
Berger	Fran		National Alliance for the Mentally Ill of Central Iowa (NAMI)	NAMIofCI@aol.com	515-292-9400	
Wemark	Michele	Center Manager	Planned Parenthood of Greater Iowa	mwemark@ppgi.org	515-292-1000	
Peterson	Kalen		Retired Senior Volunteer Program	kpetersensvp@iowatelecom.net	515-733-4917	
Sanghi	Arti		Retired Senior Volunteer Program	rsvp@isunet.net	515-292-8890	
Armknrecht	Anne	Executive Director	Richmond Center	armknrecht@mid Iowa.net	515-232-5811	X
Schildroth	Deb	Community Services Director	Story County	dschildroth@storycounty.com	515-382-7282	
McLain	Brett	Director	Story County Commission of Veteran Administration	Bmclain@storycounty.com	515-282-7292	
Webb	Richard	Executive Director	Story County Community Housing Corporation/ Community Land Trust	rwebb@storyhousing.org	515-292-3676	
Harken	Gayla	Director	Story County Community Life Program	gharken@storycounty.com	515-956-2602	X
Lundvall	Ann	Coordinatory for SCE	Story County Empowerment	alundva@dhs.state.ia.us	515-268-2276	
Paul	Jayne		Story Time Child Care Center	stcc@iowatelecom.net	515-387-1259	
Oleson	Frankee	Executive Director	United Way of Story County	foleson@uwstory.org	515-268-5142	
Pepper	Penny		University Community Childcare (UCC)	ppepper@iastate.edu	515-294-9838	
Wellik	Kathy	Manager	University Transportation Services	kwellik@iastate.edu	515-294-1657	
Orngard	Shellie		Volunteer Center of Story County	shellie.orggard@vcstory.org	515-268-5323	
Rubie	Luke	Vice President, Events & Marketing Director	YMCA Campus	lrubie85@iastate.edu	515.294.2263	-

<i>Contact (Last Name)</i>	<i>Contact (First Name)</i>	<i>Title</i>	<i>Affiliation</i>	<i>E-mail</i>	<i>Phone Number</i>	<i>Own Vehicles to Transport Clients</i>
Belitosos	George		Youth & Shelter Services Inc.	gbelitosos@yss.ames.ia.us	515-233-3141	X
Paul	Sheila	FABSS Coordinator	Youth & Shelter Services Inc.- Pathways	spaul@yss.ames.ia.us	515-232-3144	X
Venteicher	Kim	Coordinator	Youth & Shelter Services: Healthy Futures	yss@yss.ames.ia.us	515-232-4332 ext 410	X
Hagland	Jason	Director of Chemical Dependency Services	Youth Recovery House	jhagland@yss.ames.ia.us	515) 233-4930	
Wolfe	Sherrie		YWCA of Ames	swolfe@iastate.edu	515-294-1663	
Prouty	Linda	Administrator	Abington on Grand/Grand Avenue Care Center	abington_adm@ahahealthcare.com	515-232-3426	
Siebrecht	Kaylee		Bickford Cottage	kaylee.siebrecht@eby.com	515-233-6000	
Copple	Rod		Green Hills Health Care Center	copple@lesnet.com	515-296-5000	X
Gould	Dale	Administrator	Northcrest Community	info@northcrestcommunity.org	515-232-6760	
Barrowcliff	Cindy		Riverside Manor	riverside@ahahealthcare.com	515-233-2903	X
Swett	Julie		The Waterford	cbarrowcliff@qwest.net	515) 292-2858	
Dickson	Bonnie		Wesley At Home	iswett@wesleyservices.org	515-232-9520	
Joiner	John	Ames Area MPO Director	Windsor Oaks	info@windsoroakseniors.com	515-233-0383	X
Lundt	Sheila	City Manager	City of Ames - Ames MPO Director	JJoiner@city.ames.ia.us	515-239-5165	
Baker-Latimer	Vanessa	Planning & Housing	City of Ames - Asst. City Manager	SLundt@city.ames.ia.us	515-239-5375	
Kyras	Sheri	Transit Director	City of Ames - Planning & Housing	ybakerlatimer@city.ames.ia.us	515-239-5271	
Mullenix	Dylan		CyRide Director & Ames MPO	skyras@cyride.com	515-239-5563	X
Nanke	Kirstin	Executive Director	Des Moines Area MPO & CIRPTA	dmullenix@dmampo.org	515-334-0075	
Martin	Amanda		HIRTA	knanke@hirtapublictransit.com	515-256-5680	
Hallock	Peter		IDOT - Office of Systems Planning	Amanda.martin@dot.iowa.gov	515-239-1210	
Bechtel	Mark		IDOT - Office of Public Transit	Peter.Hallock@dot.state.ia.us	515-239-1765	
Gladstone	Jessica		Federal Transit Administration	Mark.Bechtels@fta.dot.gov	816-329-3927	
			Federal Transit Administration	Jessica.Gladstone@dot.gov	816-329-3924	

<i>Contact (Last Name)</i>	<i>Contact (First Name)</i>	<i>Title</i>	<i>Affiliation</i>	<i>E-mail</i>	<i>Phone Number</i>	<i>Own Vehicles to Transport Clients</i>
Golinvaux	JP		IDOT - Office of Public Transit	joseph.golinvaux@dot.state.ia.us	515-233-7879	
Clayton	Mike		IDOT - District Planner	Mike.Clayton@DOT.iowa.gov		
Rasmussen	Joyce	Administrative Coordinator	Collegiate United Methodist Church	joyce_rasmussen@qwest.net	515-292-6936	
			First Church of Christ, Scientist	n/a	515-232-6028	
Thies	Dallas	President, Board of Directors	Unitarian Universalist Fellowship of Ames (UUFA)	uufa@uufames.org	515-292-5960	

Appendix C.



Transportation Collaboration December 2007

Name	Affiliation	E-Mail Address	Phone Number
Atwood, Shari	City of Ames (Cy-Ride)	satwood@cyride.com	239-5539
Baker-Latimer, Vanessa	City of Ames (Planning and Housing)	vbakerlatimer@city.ames.ia.us	239-5400
Durlin, Janelle	Mid-Iowa Community Action (MICA)	janelle@micaonline.org	956-3312
Erlbacher, Theresa	Heartland Senior Services (HSS)	terlbacher@hsservicesia.com	233-2906
Hansen, Michale	Foster Grandparent Program	storyfgp@juno.com	433-7836
Henricks, Dale	United Way of Story County Volunteer	dlhenric@IowaTelecom.net	733-2403
Holthaus, Shar	Assault Care Center (ACCESS)	advocate@assaultcarecenter.org	292-0500
Hugdahl, Rick	United Way of Story County Volunteer	rhugdahl@midwestins.com	382-3541
Isaacson, Julie	Mid-Iowa Community Action (MICA)	jisaacson@micaonline.org	956-3310
Kyras, Sheri	City of Ames (Cy-Ride)	skyras@cyride.com	239-5563
Lundvall, Ann	Story County Decat and Empowerment	alundva@dhs.state.ia.us	268-2276
Moss, Vic	Emergency Resident Project (ERP)	erp@midiowa.net	232-8075
Neal, Barb	City of Ames (Cy-Ride)	bneal@cyride.com	239-5565
Oleson, Frankee	United Way of Story County	foleson@uwstory.org	268-5142
Orngard, Shellie	Volunteer Center of Story County (VCSC)	director@vcstory.org	268-5823
Petersen, Kalen	Central Iowa Retired and Senior Volunteer Program (RSVP)	kpetersensvp@iowatelecom.net	733-4917
Plagman-Galvin, Jenn	United Way of Story County Volunteer	jpgalvin@iastate.edu	292-2053
Sahr, David	Beyond Welfare Volunteer	dsahr@midiowa.net	292-9745
Sanghi, Arti	Central Iowa Retired and Senior Volunteer Program (RSVP)	rsvp@isunet.net	292-8890
Schroeder, Barb	Mid-Iowa Community Action (MICA)	barbara.schroeder@micaonline.org	956-3333
Tourtlotte, Maryn	Assault Care Center (ACCESS)	shelter@assaultcarecenter.org	292-0500
Webb, Karla	Story County	kwebb@storycounty.com	382-7295
Wright, Tamaría	Good Neighbor Emergency Assistance	gneainc@gmail.com	296-1449

Appendix D

Client Transportation Service Need Assessment Survey

Agency Name: The Abington on Grand
Agency Name Abbreviation/Acronym: TAOG

Contact Person: Linda Prouty

Title: Administrator

Mailing Address: 3440 Grand Ave.; Ames, IA 50010

Street Address (if different than above):

Telephone: 515-232-3426

Fax: 515-233-8313

E-mail: Abington-adm@ahahealthcare.com

Web Site: www.ahahealthcare.com

1. Which of the following best describes your agency?

Private, non-profit

Private, for-profit

Public

Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

Adult Day Care

Mental Health

Child Day Care

Recreational/Social

Chore Services

Rehabilitation

Congregate Nutrition

Residential Care

Counseling

Senior Care

Education/Training

Sheltered Employment

Head Start

Supported Employment

Home-Delivered Meals

Transportation

Job Placement

Volunteer Opportunities

Medical/Dental

Welfare/Food Stamps

Other (please specify) skilled care; intermediate care

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

a. Age _____

b. Disability _____

c. Income _____

d. Other We must be able to meet their needs within our ?

6. How many persons make up your total client database? 70 maximum

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 99.9%

8. During an average week, how many people visit your agency to seek service? 3+ current census

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input checked="" type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input checked="" type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input checked="" type="checkbox"/> Carpool with other Clients | <input checked="" type="checkbox"/> Other volunteers (not RSVP) |
| <input type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

Transport after 6pm AND before 6am

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
Representing: Ames Area MPO
1700 University Blvd., Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Ames Community Preschool Center
Agency Name Abbreviation/Acronym: ACPC

Contact Person: Sue Wuhs

Title: Director

Mailing Address: 611 Clark Avenue; Ames, IA 50010

Street Address (if different than above):

Telephone: 515-233-2901

Fax: 515-233-7169

E-mail: acpcbugs@isunet.net

Web Site:

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) _____

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age 18 months to 5th Grade
b. Disability _____
c. Income _____
d. Other _____

6. How many persons make up your total client database? 250

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 5%

8. During an average week, how many people visit your agency to seek service? 250

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input checked="" type="checkbox"/> Other (please specify) <u>Only field trips for children</u>
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) Wiley
How often? (please specify) regularly

C. How are these VEHICLES replaced? When have funds
Is this something your organization plans and schedules into their operating budget? No

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Drive Themselves | <input type="checkbox"/> Ride with Family or Friends |
| <input type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input checked="" type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input type="checkbox"/> Group Home's Vehicle Transports them | <input checked="" type="checkbox"/> Another Agency <u>ERP</u> |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
 Representing: Ames Area MPO
 1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578



You may also complete this survey online at www.dmampo.org/transit-agency-survey.html.

Contact Information

1.
 Agency Name: Ames TAXI Service
 Agency Abbreviation or Acronym: C4 Cab
 Contact Person: Allen Vesale Title: Pres. CEO
 Mailing Address: 2006 E Lincolnway #2
 City: Ames ZIP: 50010
 Street Address (if different): _____
 City: _____ ZIP: _____
 Telephone Number: 515 232-1343 Fax Number: 515 268 9994
 Email Address: → Website: Vesale & et AOL . Com .

Your Organization

2. Which of the following best describes your agency/organization?
 Private, non-profit Private, for profit Public Other (please specify) _____

3. Which geographic area(s) do you serve? (Please list all cities serviced in each county or list "entire county"):
 Boone County: part
 Dallas County: _____
 Jasper County: _____
 Madison County: _____
 Marion County: _____
 Polk County: _____
 Story County: X
 Warren County: _____

4. Which service(s) does your agency/organization provide? (select all that apply)

<input type="checkbox"/> Adult Day Care	<input type="checkbox"/> Job Placement	<input type="checkbox"/> Sheltered Employment
<input type="checkbox"/> Child Day Care	<input type="checkbox"/> Medicaid	<input type="checkbox"/> Supported Employment
<input type="checkbox"/> Chore Services	<input type="checkbox"/> Medical/Dental	<input checked="" type="checkbox"/> Transportation
<input type="checkbox"/> Congregate Nutrition	<input type="checkbox"/> Mental Health	<input type="checkbox"/> Volunteer Opportunities
<input type="checkbox"/> Counseling	<input type="checkbox"/> Recreational/Social	<input type="checkbox"/> Welfare/Food Stamps
<input type="checkbox"/> Education/School	<input type="checkbox"/> Rehabilitation	<input type="checkbox"/> Other (please specify): _____
<input type="checkbox"/> Head Start	<input type="checkbox"/> Residential Care	
<input type="checkbox"/> Home-delivered Meals	<input type="checkbox"/> Senior Care	

5. Who are your principal clients? (select all that apply)

General Public Low-income Persons Persons with Disabilities Persons with Medical Needs
 Elderly Persons Children Under 18 Other (please specify) _____

6. Does your agency/organization have clients that need transportation assistance?
 Yes No

7. Does your agency/organization provide transportation assistance in any of the following ways? (Check all that apply)

Organization does not provide transportation assistance (proceed to question 18)
 Provide transportation services directly
 Contract with a transportation provider to serve clients
 Purchase subsidized fares (or passes) for clients from local transportation providers

Your Transportation Service

8. If you provide transportation service, who are the drivers?
 Paid drivers Volunteers Agency staff

9. What are your agency's primary service hours?
 Weekdays - approximately 8:00 a.m. to 5:00 p.m.
 Weekdays and Weekends - approximately 8:00 a.m. to 5:00 p.m.
 24 hours a day/7 days a week
 Other (please specify): _____

10. Does your agency/organization have eligibility requirements or use restrictions for clients to use your service?
 Yes No

11. If Yes, what are the restrictions? (Check all that apply)

Age : _____
 Disability : _____
 Income : _____
 Trip purpose (e.g. only medical trips) : _____
 Geographic area : _____
 Other (please specify) _____

12. If No, would you be interested in transporting other customers, either with or without a fee?:
 Yes, with a fee Yes, without a fee
 Yes, either with or without a fee No

13. What types of transportation service do you provide? (check all that apply)

Fixed-route scheduled bus service (pick up at designated stops at regular times)
 Demand responsive (riders call ahead to schedule pick-up)
 Other (please specify) _____

14. Is the provision of transportation one of your agency's primary missions, or is it a necessity to provide clients access to other service you provide?
 Primary mission Necessity to provide access to other services we provide

15. If providing transportation is NOT one of your agency's primary missions, would you prefer to stop providing transportation service if another agency could provide a service that meets your clients' needs?
 Yes No

16. How is your transportation service funded? (check all that apply):

① Solely by Customer
 ② Contract Shared with Agency requesting client transport

<input type="checkbox"/> 100% by our agency/organization (no public funding)	<input checked="" type="checkbox"/> City/County assistance
<input checked="" type="checkbox"/> Rider fares	<input type="checkbox"/> Taxes/levies
<input type="checkbox"/> Department of Transportation funding	<input type="checkbox"/> No funding required- volunteer based
<input type="checkbox"/> Other government department funding (please specify which department): _____	<input type="checkbox"/> Other (please specify) _____

17. Which areas of transportation coordination would be of interest to your agency/organization? (check all that apply):

<input type="checkbox"/> Joining a network of providers to share information	<input type="checkbox"/> Centralized scheduling/dispatching
<input type="checkbox"/> Sharing vehicles with other agencies	<input type="checkbox"/> Pooling financial resources
<input checked="" type="checkbox"/> Cooperatively purchasing vehicles	<input type="checkbox"/> Joint training programs
<input type="checkbox"/> Contract to purchase services	<input type="checkbox"/> Other (please specify) _____
<input checked="" type="checkbox"/> Contract to provide services	

Transportation Needs

18. Are there unmet transportation needs in central Iowa? Yes No

19. If Yes, what groups have unmet transportation needs? (check all that apply)

<input type="checkbox"/> Elderly persons	<input type="checkbox"/> Students	<input type="checkbox"/> Persons with disabilities	<input type="checkbox"/> General public
<input type="checkbox"/> Low-income persons	<input type="checkbox"/> Children	<input type="checkbox"/> Other (please specify) _____	

20. Does your agency/organization have a method of measuring unmet transportation needs of clients?
 Yes No

21. Please describe any unmet transportation needs in your service area that you feel need to be addressed:

_____ *vague : word of mouth.*

_____ *Rural Areas Don't always know of our services.*

22. Do you see a need for additional transportation service in central Iowa?

Yes No

23. If Yes, when are additional transportation services needed?

<input type="checkbox"/> Weekdays, 7:00 a.m. to 5:00 p.m.	<input checked="" type="checkbox"/> Sundays, 7:00 a.m. to 5:00 p.m.
<input type="checkbox"/> Weekdays, 5:00 p.m. to 10:00 p.m.	<input checked="" type="checkbox"/> Sundays, 5:00 p.m. to 10:00 p.m.
<input type="checkbox"/> Weekdays after 10:00 p.m.	<input type="checkbox"/> Weekends after 10:00 p.m.
<input type="checkbox"/> Saturdays, 7:00 a.m. to 5:00 p.m.	<input type="checkbox"/> Other (please specify) _____
<input type="checkbox"/> Saturdays, 5:00 p.m. to 10:00 p.m.	

24. If Yes, what type of additional transportation services are needed?

<input type="checkbox"/> Fixed-route scheduled service (pick-up at designated stops at regular times)
<input type="checkbox"/> Fixed-route deviated service (bus can go off-route when needed)
<input checked="" type="checkbox"/> Curb-to-curb demand response (call ahead to schedule pick-up)
<input checked="" type="checkbox"/> Door-to-door demand response (call ahead, for elderly persons or those with disabilities)
<input type="checkbox"/> Other (please specify) _____

25. What trips do your clients need transportation assistance with? (check all that apply):

<input checked="" type="checkbox"/> Shopping/groceries	<input type="checkbox"/> Social/entertainment	<input checked="" type="checkbox"/> Social service appointments
<input checked="" type="checkbox"/> Medical/dental	<input type="checkbox"/> Education	<input checked="" type="checkbox"/> Religious services
<input checked="" type="checkbox"/> Employment	<input type="checkbox"/> Meal sites	<input type="checkbox"/> Other (please specify) _____

26. From your perspective, which of the following, if any, prevent your clients from taking any of the trips listed in Question 18? (check all that apply):

- No sufficient transportation services are available
- Transportation is too costly
- Transportation services do not operate at the hours that clients need them
- Transportation services are not available in the areas that clients need them
- Transportation providers only want to serve their own clients
- Funding programs make some clients ineligible for service
- Transportation providers cannot accommodate persons with disabilities
- Other (please specify) _____

27. If your organization is unable to provide transportation or transportation information to a client, how does your organization assist the client? (check all that apply):

- Organization screens the client and refers them to the provider that best suits their needs
- Refer them to the phone book/yellow pages
- Refer them to the internet
- Refer them to a transportation provider the organization is familiar with
- Refer them to Iowa 211
- Refer them to Iowa COMPASS
- Refer them to Aging Resources of Central Iowa
- Refer them to City/County governments
- Refer them to another organization (please specify) _____
- No additional service is offered
- Other (please specify) _____

28. Do your clients need transportation service outside of your service area?

Yes No

29. If Yes:

To where? Polk Co., Marshall Co.

How often? 4-5 times weekly

30. Would your agency be willing to help fund any new transportation service provided by a transportation provider that may help meet your clients' needs?

Yes No

31. Are you interested in becoming involved with a collaborative effort of coordinating transportation service and resources in central Iowa?

Yes No

Client Transportation Service Need Assessment Survey

Agency Name: Collegiate United Methodist Church
Agency Name Abbreviation/Acronym:

Contact Person: Joyce Rasmussen

Title: Administrative Coordinator

Mailing Address: 2622 Lincoln Way; Ames, IA 50014

Street Address (if different than above):

Telephone: 515-292-6936

Fax:

E-mail: joyce_rasmussen@qwest.net

Web Site:

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) Religious

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

Nevada, Gilbert, Story City

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age _____
b. Disability _____
c. Income _____
d. Other _____

6. How many persons make up your total client database? 1100

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 10%

8. During an average week, how many people visit your agency to seek service? 500

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? **(If YES, please fill out the attached Transportation Provider Survey.)**

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|--|---|
| <input checked="" type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input checked="" type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input checked="" type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
Representing: Ames Area MPO
1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Community & Family Services
Agency Name Abbreviation/Acronym: CFR

Contact Person: June McDonald

Title:

Mailing Address: 1619 S High Ave.

Street Address (if different than above):

Telephone: 515-232-3206

Fax: 515-232-3780

E-mail: junem@cfari.org

Web Site:

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) _____

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age _____
b. Disability _____
c. Income _____
d. Other _____

6. How many persons make up your total client database? 100

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 75

8. During an average week, how many people visit your agency to seek service? 75-90

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other 5-8:30pm

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input checked="" type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

We need the CyRide to come to within walking distance and hours of operation and specific needs for those who need more than what the bus system can provide.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
Representing: Ames Area MPO
1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

PASSENGER TRANSPORTATION PROVIDER FACT SHEET

Data current as of November 15, 2007
(Date)

1. Provider Name: Ames Transit Agency

Transit System Affiliation: Designated Public Transit System Contractor to Designated System None

Contact Person Shari Atwood Telephone Number 515-239-5539

2. General description of Passenger Transportation Operations:

a. Type of service(s):
Fixed Route

b. Groups served:
General Public

c. Service area:
Ames

d. Service hours and days of operation:

Monday through Friday 6:23 am to 12:39 am; 362 days/year

Saturday 7:22 am to 2:30 am

Sundays and holidays 8:55 am to 11:37 pm

e. Number of employees involved in your passenger transportation:

	Full-time	Part-time	Volunteers
Administrative	6		
Maintenance	9	6	
Drivers	29	87	

f. Receive governmental (public) funding?

Yes No

3. Fare Structure: \$1.00 adult; 50¢ elderly/disabled and students; free ISU students

4. Vehicle fleet:

Number of vehicles:	Buses: <u>70</u>	Vans: <u>2</u>
Station Wagons: _____	Sedans: _____	Other: _____
Number of vehicles with:	Wheelchair Lifts/Ramps: <u>43</u>	
	Two-way Radios/Phones: <u>72</u>	

5. Performance:	(Last Year) from: <u>7/1/05</u> to: <u>6/30/06</u>	(Current Year) from: <u>7/1/06</u> to: <u>6/30/07</u>
	Actual	Projected
Operating:		
Passengers	<u>4,173,208</u>	<u>4,314,151</u>
Wheelchair Lift Operations Performed	<u>n/a</u>	<u>n/a</u>
Revenue Miles	<u>1,073,590</u>	<u>1,095,397</u>
Revenue Hours	<u>99,710</u>	<u>103,109</u>
Financial:		
Operating Expenses	<u>5,341,197</u>	<u>5,869,137</u>
Operating Revenues	<u>5,665,014</u>	<u>6,276,403</u>
Capital Expenses	<u>2,172,305</u>	<u>1,792,831</u>

6. Other information:

CyRide's fleet averages 12 years while the nation averages 7 years. CyRide's two oldest buses are 40 and 33 years of age. In addition, approximately 29 vehicles in CyRide's fleet are non-accessible. This is due to CyRide having to expand its fleet when no federal funding was available for expansion. As a result CyRide bought used buses when everyone in the nation was disposing of used non-accessible vehicles. Therefore, CyRide has an pretty old fleet that is non-accessible. CyRide has committed itself to replace those non-accessible vehicles by purchasing three vehicles per year until they are replaced.

Client Transportation Service Need Assessment Survey

Agency Name: First Church of Christ, Scientist
Agency Name Abbreviation/Acronym:

Contact Person:

Title:

Mailing Address: 123 6th Street, Ste.2; Ames, IA 50010

Street Address (if different than above):

Telephone: 515-232-6028

Fax:

E-mail:

Web Site:

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific) Church

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) Church Services; Reading Room

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

Open to the public

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age _____
b. Disability _____
c. Income _____
d. Other _____

6. How many persons make up your total client database? _____

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? _____

8. During an average week, how many people visit your agency to seek service? _____

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input type="checkbox"/> Taxi | <input type="checkbox"/> CyRide |
| <input type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

Transportation is available to those on a CyRide Route.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
 Representing: Ames Area MPO
 1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Foster Grandparent Program
Agency Name Abbreviation/Acronym:

Contact Person: Michale Hansen

Title: Story County Program Director

Mailing Address: PO Box 133; Ames, IA 50010

Street Address (if different than above):

Telephone: 515-291-4415

Fax:

E-mail: storyfgp@juno.com

Web Site:

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) _____

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

We have foster grandparents who live and/or are placed in the following communities outside of Ames: Story City, Nevada, Huxley and Slater.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age 60
b. Disability _____
c. Income Need to meet low-income eligibility guidelines
d. Other _____

6. How many persons make up your total client database? 14 foster grandparents at this time

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 15-20%

8. During an average week, how many people visit your agency to seek service? n/a

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Drive Themselves | <input type="checkbox"/> Ride with Family or Friends |
| <input type="checkbox"/> Taxi | <input type="checkbox"/> CyRide |
| <input checked="" type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

The FG Program contracts with Heartland Senior Services Transit at this time. Although their costs are fare, we still struggle with covering our transportation costs for the 4-5 volunteers that are regularly transported. At times, we also find it difficult to rearrange pick-up and drop-off times at our sites due to HIRTA buses being in high demand at those same times.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
Representing: Ames Area MPO
1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Green Hills Retirement Community
Agency Name Abbreviation/Acronym: GHRC

Contact Person: Rod Copple

Title: Executive Director

Mailing Address: 2210 Hamilton DR, STE 100, Ames, IA 50014

Street Address (if different than above):

Telephone: 515.296.5000

Fax: 515.296.5008

E-mail: copple@greenhillsrc.com

Web Site: www.GreenHillsRC.com

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) Nursing Care, Respite Care and Independent Living

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age 55+ for Independent Living/condo ownership
b. Disability _____
c. Income _____
d. Other _____

6. How many persons make up your total client database? 200+

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 7.5%

8. During an average week, how many people visit your agency to seek service? unknown

Client Transportation Service Need Assessment Survey

Agency Name: Heartland Senior Services
Agency Name Abbreviation/Acronym: HSS

Contact Person: Theresa Erlbacher

Title: Transportation Director

Mailing Address: 205 S Walnut, Ames, IA 50010

Street Address (if different than above):

Telephone: 515-233-2906

Fax: 515-233-6986

E-mail: terlbacher@hsservicesia.com

Web Site:

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) _____

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

All communities in Story County

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age 60+
b. Disability _____
c. Income _____
d. Other _____

6. How many persons make up your total client database? 2500

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 30

8. During an average week, how many people visit your agency to seek service? 250

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input type="checkbox"/> Taxi | <input type="checkbox"/> CyRide |
| <input checked="" type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input checked="" type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
 Representing: Ames Area MPO
 1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Mainstream Living
Agency Name Abbreviation/Acronym:

Contact Person: Bill Mehemson Title: QA Director

Mailing Address: PO Box 1608; Ames, IA 50010

Street Address (if different than above): 2012 E. 13th Street.

Telephone: 515-232-8405

Fax:

E-mail:

Web Site:

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) _____

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

Gilbert, Huxley, Story County Roland, Nevada, Zearing, McCallsburg, Colo, Cambridge, all of Story County.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age _____
b. Disability _____
c. Income _____
d. Other _____

6. How many persons make up your total client database? 90

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 100%

8. During an average week, how many people visit your agency to seek service? _____

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? **(If YES, please fill out the attached Transportation Provider Survey.)**

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input checked="" type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input checked="" type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input checked="" type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input checked="" type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input checked="" type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
Representing: Ames Area MPO
1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Mary Greeley Medical Center
Agency Name Abbreviation/Acronym: MGMC

Contact Person: Ron Smith

Title: Planning and Research Coordinator

Mailing Address: 1111 Duff Avenue, Ames, IA 50010

Street Address (if different than above):

Telephone: 515-239-2415

Fax: 515-239-5092

E-mail: smith@mgmc.com

Web Site: www.mgmc.org

1. Which of the following best describes your agency?

Private, non-profit

Public

Private, for-profit

Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

Adult Day Care

Child Day Care

Chore Services

Congregate Nutrition

Counseling

Education/Training

Head Start

Home-Delivered Meals

Job Placement

Medical/Dental

Other (please specify) _____

Mental Health

Recreational/Social

Rehabilitation

Residential Care

Senior Care

Sheltered Employment

Supported Employment

Transportation

Volunteer Opportunities

Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

Main Medical Center Campus – 1111 Duff Ave.
HOMEWARD – 1114 Duff Avenue
Dialysis Center on 13th & Dayton
Isreal Family Hospice House – South Dakota Ave.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

a. Age _____

b. Disability _____

c. Income _____

d. Other _____

6. How many persons make up your total client database? >10,000

7. What percentage of your total client database do you estimate are unable to drive themselves to your services?
Unsure

8. During an average week, how many people visit your agency to seek service? 2500

What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

9. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? **(If YES, please fill out the attached Transportation Provider Survey.)**

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

10. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input checked="" type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input checked="" type="checkbox"/> Heartland Senior Services | <input checked="" type="checkbox"/> RSVP |
| <input checked="" type="checkbox"/> Carpool with other Clients | <input checked="" type="checkbox"/> Other volunteers (not RSVP) |
| <input checked="" type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

11. Is transportation generally available for your clients to access your agency services?

- Yes
- No

12. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) rural story county

13. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

Rural Story County and longer distances from neighboring counties to north, east and west.

14. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
Representing: Ames Area MPO
1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Mid-Iowa Community Action, Health Services Office
Agency Name Abbreviation/Acronym: MICA

Contact Person: Janelle Durlin

Title: Story County Health Services Coordinator

Mailing Address: 126 South Kellogg Avenue, Suite 1

Street Address (if different than above):

Telephone: 515-956-3312 x 106

Fax: 515-956-3310

E-mail: janelle@micaonline.org

Web Site:

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Adult Day Care | <input type="checkbox"/> Mental Health |
| <input type="checkbox"/> Child Day Care | <input type="checkbox"/> Recreational/Social |
| <input type="checkbox"/> Chore Services | <input type="checkbox"/> Rehabilitation |
| <input type="checkbox"/> Congregate Nutrition | <input type="checkbox"/> Residential Care |
| <input type="checkbox"/> Counseling | <input type="checkbox"/> Senior Care |
| <input type="checkbox"/> Education/Training | <input type="checkbox"/> Sheltered Employment |
| <input type="checkbox"/> Head Start | <input type="checkbox"/> Supported Employment |
| <input type="checkbox"/> Home-Delivered Meals | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Job Placement | <input type="checkbox"/> Volunteer Opportunities |
| <input checked="" type="checkbox"/> Medical/Dental | <input type="checkbox"/> Welfare/Food Stamps |
| <input checked="" type="checkbox"/> Other (please specify) <u>Nutrition Services; Daycare provider meal reimbursement</u> | |

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

MICA programs reach out to all Story County residents. We also have programs that cover many counties in Central Iowa.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- Age _____
- Disability _____
- Income _____
- Other We have 6 programs all with different eligibility requirements.

6. How many persons make up your total client database? _____

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? _____

8. During an average week, how many people visit your agency to seek service? 275

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input checked="" type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) Lack of money to purchase gas or bus tokens

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

Bus tokens for low-income families.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
 Representing: Ames Area MPO
 1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: THE Richmond Center
Agency Name Abbreviation/Acronym:

Contact Person: Anne Armknecht

Title: Executive Director

Mailing Address: 125 S. 3rd St.; Ames 50010

Street Address (if different than above):

Telephone: 515-232-5811

Fax: 515-232-7491

E-mail: armknecht@midiowa.net

Web Site: www.richmondcenter.net

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) _____

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

All over Story County

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age _____
b. Disability mental health
c. Income all income levels
d. Other _____

6. How many persons make up your total client database? 2566

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 5%

8. During an average week, how many people visit your agency to seek service? Varies, usually over 120

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input checked="" type="checkbox"/> Grocery Store <u>510</u> x's per week | <input checked="" type="checkbox"/> Medical Appointments (in AMES) <u>15</u> x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input checked="" type="checkbox"/> Other (please specify) <u>bank services</u>
<u>10</u> x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) local mechanics
How often? (please specify) prn

C. How are these VEHICLES replaced? They are not.
Is this something your organization plans and schedules into their operating budget? No funds at this time

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input checked="" type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input checked="" type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input type="checkbox"/> Group Home's Vehicle Transports them | <input checked="" type="checkbox"/> Another Agency <u>county staff</u> |
| <input checked="" type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) weekend coverage

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
 Representing: Ames Area MPO
 1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: St. Andrew's Lutheran Church
Agency Name Abbreviation/Acronym:

Contact Person: Rev. Christopher Olkiewiez

Title: Pastor

Mailing Address: 209 Colorado Ave.

Street Address (if different than above):

Telephone: 515-292-2131

Fax: 515-292-2131

E-mail: office@standrewsames.org

Web Site: www.standrewsames.org

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) Religious Services

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age _____
b. Disability _____
c. Income _____
d. Other _____

6. How many persons make up your total client database? 600

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 25

8. During an average week, how many people visit your agency to seek service? 200

9. What are your agency's primary service hours?
- Weekdays (approximately 8am to 5pm)
 - Weekdays & Weekends (approximately 8am to 5pm)
 - 24 Hours/Day 7 Days/Week
 - Other Sunday, Wednesday evening, occasional weekday
10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? **(If YES, please fill out the attached Transportation Provider Survey.)**

- Yes (please answer ABC questions below) No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Drive Themselves | <input type="checkbox"/> Ride with Family or Friends |
| <input type="checkbox"/> Taxi | <input type="checkbox"/> CyRide |
| <input type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input checked="" type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
 Representing: Ames Area MPO
 1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Story County Community Housing Corp.
Agency Name Abbreviation/Acronym: SCCHC

Contact Person: Rich Webb

Title: Exec. Director

Mailing Address: 130 S Sheldon #304; Ames, IA 50014

Street Address (if different than above):

Telephone: 515-292-3676

Fax:

E-mail: rwebb@storyhousing.org

Web Site: www.storyhousing.org

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) affordable housing

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

Corporation programs and efforts are available to all incorporated cities in Story County.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age _____
b. Disability _____
c. Income general under 80% of area median inc.
d. Other reasonable credit, understand terms.

6. How many persons make up your total client database? 47

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 0%

8. During an average week, how many people visit your agency to seek service? 0%

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

As 'cost for service' continues to increase for CyRide they'll be increasing need to target that service to greatest need, which over times moves through neighborhoods and across the service area as populations change. Collaboration (with school system?) may be prudent for service routes +/-8AM and 3PM, for example. (#15 below – Shari, not at this time, but will try to help in efforts like this. RW)

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
Representing: Ames Area MPO
1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Story County Community Life Program
Agency Name Abbreviation/Acronym: SCCLP

Contact Person: Gayla Harken

Title: Director

Mailing Address: 104 South Hazel; Ames, IA 50010

Street Address (if different than above):

Telephone: 515-956-0600

Fax: 515-956-2601

E-mail: gharken@storycounty.com

Web Site: www.storycounty.com

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) _____

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

All areas of Story County

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age 18
b. Disability MI, MR, DD
c. Income n/a
d. Other _____

6. How many persons make up your total client database? 200

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 60%

8. During an average week, how many people visit your agency to seek service? 100

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input checked="" type="checkbox"/> Grocery Store <u>25</u> x's per week | <input checked="" type="checkbox"/> Medical Appointments (in AMES) <u>20</u> x's per week |
| <input checked="" type="checkbox"/> Beauty Parlor <u>1</u> x's/week | <input checked="" type="checkbox"/> Medical Appointments (in DES MOINES) <u>1</u> x's/ week |
| <input checked="" type="checkbox"/> Shopping <u>25</u> x's/week | <input checked="" type="checkbox"/> Medical Appointments (in IOWA CITY) <u>1</u> x's/week |
| <input checked="" type="checkbox"/> Church <u>2</u> x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) City of Ames
How often? (please specify) PRN

C. How are these VEHICLES replaced? Cars are budgeted for and replace old cars
Is this something your organization plans and schedules into their operating budget? yes

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input checked="" type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input checked="" type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input checked="" type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input checked="" type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

I cannot think of any at this time.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
 Representing: Ames Area MPO
 1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

PASSENGER TRANSPORTATION PROVIDER FACT SHEET

Data current as of November 7, 2007
(Date)

1. Provider Name: Story County Community Life Program

Transit System Affiliation: Designated Public Transit System Contractor to Designated System None

Contact Person Arlys Neal, Adm Secretary Telephone Number 515-956-2666

2. General description of Passenger Transportation Operations:

a. Type of service(s):
Supported Community Living to persons with mental disabilities

b. Groups served:
Persons with Mental Illness, Mental Retardation and developmental disabilities

c. Service area:
All of Story County

d. Service hours and days of operation:

Monday through Friday Admin building 8-4 Enhanced 6 am to 10 pm

Saturday Enhanced 7 am to 10 pm Admin building closed

Sundays and holidays Enhanced 7 am to 10 pm Admin building closed

e. Number of employees involved in your passenger transportation:

	Full-time	Part-time	Volunteers
Administrative	3	0	0
Maintenance	5 City of Ames mechanics		
Drivers	40	45	

f. Receive governmental (public) funding?
 Yes No

3. Fare Structure: N/A

4. Vehicle fleet:

Number of vehicles: Buses: 0 Vans: 3
 Station Wagons: 0 Sedans: 19 Other: _____
 Number of vehicles with: Wheelchair Lifts/Ramps: 1
 Two-way Radios/Phones: 0

5. Performance:

(Last Year) from: _____ (Current Year) from: _____
 to: _____ to: _____
 Actual Projected

Operating:

Passengers	_____	_____
Wheelchair Lift Operations Performed	_____	_____
Revenue Miles	_____	_____
Revenue Hours	_____	_____

Financial:

Operating Expenses	_____	_____
Operating Revenues	_____	_____
Capital Expenses	_____	_____

6. Other information:

City of Ames does our vehicle maintenance and keeps track of fuel and vehicle usage. All information is with the City of Ames.

FLEET UTILIZATION ANALYSIS

Transportation Provider: **Story County - CLP**

Date

Prepared: **6-30-07**

(Human Service Agencies and/or organizations providing rides for clients with agency owned vehicles are transportation providers)

1	Vehicle: Model Year and Body Manufacturer	Fleet ID	No. of Seats/ Wheelchair spaces		Base Location (where is it housed?)	What type of service is it performing?	No. of Hours Per Week Used	Is it Used Evg/Wknd? Yes, No, Occasionally, Rarely	Projected Annual Miles	Current Miles On Vehicle	
			5	/							0
2	03 CHEV	734	5	/	0	AMES	MW	15	NO	6,200	61,485
3	03 CHEV	735	5	/	0	AMES	WMGS	20	NO	8,500	63,164
4	03 CHEV	736	5	/	0	AMES	WMGS	20	NO	4,900	54,406
5	04 CHEV	788	5	/	0	AMES	WMGS	30	YES	17,400	39,573
6	04 CHEV	789	5	/	0	AMES	M	7	YES	1,200	23,137
7	04 CHEV	804	5	/	0	AMES	WMGS	30	YES	9,100	47,387
8	05 CHEV	852	5	/	0	AMES	WMGS	35	NO	11,500	44,536
9	05 CHEV	859	5	/	0	AMES	WMGS	35	YES	12,400	42,975
10	96 FORD	360	5	/	0	AMES	MGS	15	YES	5,300	95,078
11	98 FORD	362	5	/	0	AMES	MGS	15	YES	4,400	80,412
12	97 FORD	413	5	/	0	AMES	MGS	25	YES	4,000	91,178
13	98 FORD	414	5	/	0	AMES	MGS	30	YES	11,800	105,460
14	97 FORD	478	5	/	0	AMES	MGS	10	YES	2,700	152,242
15	98 FORD	487	5	/	0	AMES	WMGS	11	NO	2,300	103,965
16	05 DODGE	884	5	/	0	AMES	WMGS	30	YES	4,000	30,346
17	95 FORD	415	6	/	0	AMES	MGS	10	YES	2,200	121,709
18	95 FORD	495	6	/	0	AMES	WMGS	15	NO	3,700	139,800
19	98 FORD	676	6	/	0	AMES	WMGS	10	NO	1,000	137,709
20	98 FORD	677	6	/	0	AMES	MW	15	NO	2,600	144,085
21	00 FORD	450	7	/	0	AMES	WMGS	20		7,000	69,402
22	00 GMC	451	7	/	0	AMES	WGS	6	OCC	4,400	29,380
23	00 DODGE	460	4	/	2	AMES	WMGS	6	RARELY	2,000	24,761

Type of service = work/training/school (W), medical (M), grocery (G), social (S),

According to COA fleet manager, vehicles are replaced based upon year end funding at the end of the budget year. Vehicles from the City of Ames police department are often purchased to be SCCL vehicles at the end of the service life of the vehicle. This may explain the old fleet.

Client Transportation Service Need Assessment Survey

Agency Name: Story County Community Services
Agency Name Abbreviation/Acronym:

Contact Person: Deb Schildroth Title: Director

Mailing Address: 126 S. Kellogg Ave. Suite 201 Ames, IA 50010

Street Address (if different than above):

Telephone: 515-282-7290

Fax: 515-382-7293

E-mail: dschildroth@storycounty.com

Web Site: www.storycounty.com

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific) county government

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental
 Other (please specify) our office provides funding for the services marked X

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

All communities in Story County.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age primarily adults, age 18 and older
b. Disability mental or physical disabilities
c. Income varies for the program they are applying for within our office
d. Other residency within Story County

6. How many persons make up your total client database? 4,615

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 55%

8. During an average week, how many people visit your agency to seek service? 60

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
 Weekdays & Weekends (approximately 8am to 5pm)
 24 Hours/Day 7 Days/Week

Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

Yes (please answer ABC questions below) No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input checked="" type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input checked="" type="checkbox"/> Heartland Senior Services | <input checked="" type="checkbox"/> RSVP |
| <input checked="" type="checkbox"/> Carpool with other Clients | <input checked="" type="checkbox"/> Other volunteers (not RSVP) |
| <input checked="" type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

Yes No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
 Transportation providers are too costly
 Transportation services do not operate at the same hours as human service agencies
 Transportation services do not serve locations where agencies are located
 Transportation providers only want to serve their own clients
 Other (please specify) lack of working car, cost of gas, have no car to drive

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

Transportation to communities (ie, Des Moines, Iowa City) for medical care.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
 No, not interested
 Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
Representing: Ames Area MPO
1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Story County Empowerment & Decategorization (Decat) Projects
Agency Name Abbreviation/Acronym:

Contact Person: Ann Lundvall

Title: Coordinator

Mailing Address: 126 South Kellogg, Suite 101; Ames, IA 50010

Street Address (if different than above):

Telephone: 515-268-2276

Fax: 515-296-2672

E-mail: alundva@dhs.state.is.us

Web Site: www.storycountyfamily.org

1. Which of the following best describes your agency?

- Private, non-profit
 Public

- Private, for-profit
 Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

- Adult Day Care
 Child Day Care
 Chore Services
 Congregate Nutrition
 Counseling
 Education/Training
 Head Start
 Home-Delivered Meals
 Job Placement
 Medical/Dental

- Mental Health
 Recreational/Social
 Rehabilitation
 Residential Care
 Senior Care
 Sheltered Employment
 Supported Employment
 Transportation
 Volunteer Opportunities
 Welfare/Food Stamps

Other (please specify) program planning and funding support to address the needs of children 0 to 5 years (empowerment) and at-risk youth 0 to 18 (Decat)

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

Empowerment and Decat projects do provide direct service; however, the scope of both projects and the program that are funded include all of Story County

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

- a. Age _____
b. Disability _____
c. Income _____
d. Other _____

6. How many persons make up your total client database? _____

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? _____

8. During an average week, how many people visit your agency to seek service? _____

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|---|---|
| <input type="checkbox"/> Grocery Store _____ x's per week | <input type="checkbox"/> Medical Appointments (in AMES) _____ x's per week |
| <input type="checkbox"/> Beauty Parlor _____ x's/week | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input type="checkbox"/> Other (please specify) _____
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Drive Themselves | <input type="checkbox"/> Ride with Family or Friends |
| <input type="checkbox"/> Taxi | <input type="checkbox"/> CyRide |
| <input type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

To meet needs of 0-5 population and their families (eg transport to & from preschool/childcare) public transportation is not a feasible option as need supervised/safe transport; transport outside of Ames/Story County is at times needed but not available(eg, for medical service, to enrichment camp experiences, etc.) need route to easter edge of Ames where employment opportunities may be available especially for families to get back into the workplace setting.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
Representing: Ames Area MPO
1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Story County Veterans Affairs
Agency Name Abbreviation/Acronym:

Contact Person: Brett D. McLain

Title: Director, Story County Veterans Affairs

Mailing Address: 126 South Kellogg Suite 201; Ames IA 50010

Street Address (if different than above):

Telephone: 515-382-7292

Fax: 515-382-7293

E-mail: Bmclain@storycounty.com

Web Site: www.storycounty.com

1. Which of the following best describes your agency?

Private, non-profit

Public

Private, for-profit

Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

Adult Day Care

Child Day Care

Chore Services

Congregate Nutrition

Counseling

Education/Training

Head Start

Home-Delivered Meals

Job Placement

Medical/Dental

Other (please specify) County, State, and Federal VA benefits

Mental Health

Recreational/Social

Rehabilitation

Residential Care

Senior Care

Sheltered Employment

Supported Employment

Transportation

Volunteer Opportunities

Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

All Story County Veterans and their families.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

a. Age _____

b. Disability _____

c. Income We do have an income guideline

d. Other Dates and times of services

6. How many persons make up your total client database? 8,000+

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? 5%

8. During an average week, how many people visit your agency to seek service? 20-30

9. What are your agency's primary service hours?

- Weekdays (approximately 8am to 5pm)
- Weekdays & Weekends (approximately 8am to 5pm)
- 24 Hours/Day 7 Days/Week
- Other _____

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? (If YES, please fill out the attached Transportation Provider Survey.)

- Yes (please answer ABC questions below)
- No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- Grocery Store _____ x's per week
- Beauty Parlor _____ x's/week
- Shopping _____ x's/week
- Church _____ x's/week
- Iowa State Center (Hilton/CY Stephens/Fisher) _____ x's/week
- Medical Appointments (in AMES) _____ x's per week
- Medical Appointments (in DES MOINES) _____ x's/ week
- Medical Appointments (in IOWA CITY) _____ x's/week
- ISU Campus _____ x's/week
- Other (please specify) Iowa Veteran Homes _____ x's/week

B. How are these VEHICLES maintained? Who services them? (please specify) _____
How often? (please specify) _____

C. How are these VEHICLES replaced? _____
Is this something your organization plans and schedules into their operating budget? _____

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- Drive Themselves
- Taxi
- Heartland Senior Services
- Carpool with other Clients
- Group Home's Vehicle Transports them
- Our Staff provides the Ride w/their personal Vehicle
- Ride with Family or Friends
- CyRide
- RSVP
- Other volunteers (not RSVP)
- Another Agency DAV Van

12. Is transportation generally available for your clients to access your agency services?

- Yes
- No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
- Transportation providers are too costly
- Transportation services do not operate at the same hours as human service agencies
- Transportation services do not serve locations where agencies are located
- Transportation providers only want to serve their own clients
- Other (please specify) _____

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

No transportation to the pickup point for the VA Hospital in Des Moines by the DAV van at 13th and I35 (BK restaurant.)

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
- No, not interested
- Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner

Representing: Ames Area MPO

1700 University Blvd.; Ames, IA 50010

satwood@cyride.com; Fax: 515-239-5578

Client Transportation Service Need Assessment Survey

Agency Name: Windsor Oaks

Agency Name Abbreviation/Acronym:

Contact Person: Bonnie Dickson

Title: Service Director

Mailing Address: 1100 Adams Street; Ames, IA 50010

Street Address (if different than above):

Telephone: 515-233-0383

Fax: 515-233-1155

E-mail: info@windsoroaksseniors.com

Web Site: www.windsoroaksseniors.com

1. Which of the following best describes your agency?

Private, non-profit

Public

Private, for-profit

Other (be specific)

2. Which service does your agency provide? (Please check all that apply)

Adult Day Care

Child Day Care

Chore Services

Congregate Nutrition

Counseling

Education/Training

Head Start

Home-Delivered Meals

Job Placement

Medical/Dental

Other (please specify) _____

Mental Health

Recreational/Social

Rehabilitation

Residential Care

Senior Care

Sheltered Employment

Supported Employment

Transportation

Volunteer Opportunities

Welfare/Food Stamps

3. Do you provide services to clients outside the City of Ames?

Yes

No

4. If Yes, please list all locations within Story County.

5. Does your agency have eligibility requirements (income, disability, age or other) for clients to use your services?

Yes

No

If Yes, please describe the eligibility requirement with specifics.

e. Age yes

f. Disability _____

g. Income yes

h. Other _____

6. How many persons make up your total client database? _____

7. What percentage of your total client database do you estimate are unable to drive themselves to your services? _____

8. During an average week, how many people visit your agency to seek service? _____

9. What are your agency's primary service hours?

Weekdays (approximately 8am to 5pm)

Weekdays & Weekends (approximately 8am to 5pm)

- 24 Hours/Day 7 Days/Week
 Other Monday – Friday 9-2pm

10. Does your agency transport clients to get to/from your agency or service locations with VEHICLES OWNED by your organization? **(If YES, please fill out the attached Transportation Provider Survey.)**

- Yes (please answer ABC questions below) No (If no, please skip go to question 11)

A. If yes, where do you transport clients with VEHICLES OWNED by your organization?

- | | |
|--|--|
| <input checked="" type="checkbox"/> Grocery Store <u>2 x's per week</u> | <input checked="" type="checkbox"/> Medical Appointments (in AMES) <u>10 x's per week</u> |
| <input checked="" type="checkbox"/> Beauty Parlor <u>2 x's/week</u> | <input type="checkbox"/> Medical Appointments (in DES MOINES) _____ x's/ week |
| <input checked="" type="checkbox"/> Shopping _____ x's/week | <input type="checkbox"/> Medical Appointments (in IOWA CITY) _____ x's/week |
| <input type="checkbox"/> Church _____ x's/week | <input type="checkbox"/> ISU Campus _____ x's/week |
| <input checked="" type="checkbox"/> Iowa State Center (Hilton/
CY Stephens/Fisher) _____ x's/week | <input checked="" type="checkbox"/> Other (please specify) <u>Group tours Boone/Story area</u>
_____ x's/week |

B. How are these VEHICLES maintained? Who services them? (please specify) Maint. Director
 How often? (please specify) quarterly

C. How are these VEHICLES replaced? As needed

Is this something your organization plans and schedules into their operating budget? yes

11. How many ways do your clients get to your agency or service locations (please check all that apply)

- | | |
|--|---|
| <input checked="" type="checkbox"/> Drive Themselves | <input checked="" type="checkbox"/> Ride with Family or Friends |
| <input type="checkbox"/> Taxi | <input checked="" type="checkbox"/> CyRide |
| <input type="checkbox"/> Heartland Senior Services | <input type="checkbox"/> RSVP |
| <input type="checkbox"/> Carpool with other Clients | <input type="checkbox"/> Other volunteers (not RSVP) |
| <input checked="" type="checkbox"/> Group Home's Vehicle Transports them | <input type="checkbox"/> Another Agency _____ |
| <input checked="" type="checkbox"/> Our Staff provides the Ride w/their personal Vehicle | |

12. Is transportation generally available for your clients to access your agency services?

- Yes No

13. From your perspective, what are the transportation barriers that are preventing people from accessing services that your agency provides in the areas marked in Question 2.

- No sufficient transportation services are available
 Transportation providers are too costly
 Transportation services do not operate at the same hours as human service agencies
 Transportation services do not serve locations where agencies are located
 Transportation providers only want to serve their own clients
 Other (please specify) Our residents still drive but need rides at certain times.

14. Please describe transportation needs that you feel are NOT being met either SPECIFIC TO YOUR AGENCY or WITHIN YOUR SERVICE AREA.

If our residents need rides after hours, their families or friends much "fill in". We cannot afford a full time driver for our van. Residents may drive a group in the van themselves on occasion.

15. Please indicate your interest in becoming involved with a collaborative effort of transportation service and resources for the City of Ames.

- Yes, Interested
 No, not interested
 Unsure

Please complete survey by November 19, 2007

Shari Atwood, CyRide Transit Planner
 Representing: Ames Area MPO
 1700 University Blvd.; Ames, IA 50010
satwood@cyride.com; Fax: 515-239-5578

PASSENGER TRANSPORTATION PROVIDER FACT SHEET

Data current as of December 4, 2007
(Date)

1. Provider Name: Windsor Oaks

Transit System Affiliation: Designated Public Transit System Contractor to Designated System None

Contact Person Bonnie Dickson Telephone Number 515-233-0383

2. General description of Passenger Transportation Operations:

a. Type of service(s):
Resident Services

b. Groups served:
Windsor Oaks Residents

c. Service area:
Northeast Ames, IA

d. Service hours and days of operation:

Monday through Friday 9-2 pm

Saturday Resident Drivers Fill in

Sundays and holidays Resident Drivers Fill in

e. Number of employees involved in your passenger transportation:

	Full-time	Part-time	Volunteers
Administrative		1	
Maintenance		1	
Drivers		2	2

f. Receive governmental (public) funding?

Yes No

3. Fare Structure: currently free; part of the monthly homeowner association dues.

FLEET UTILIZATION ANALYSIS

Transportation Provider: _____ Date Prepared: _____

Vehicle: Model Year and Body Manufacturer	Fleet ID	No. of Seats/ Wheelchair spaces	Base Location (where is it housed?)	What type of service is it performing?	No. of Hours Per Week Used	Is it Used Evg/Wknd ?	Projected Annual Miles
1999 Ford		13 / 0	Wesley Senior Services	DR	15	yes	5,000
		/					
		/					
		/					
		/					
		/					
		/					
		/					

FLEET REPLACEMENT / REHABILITATION SCHEDULE

Transportation
Provider:

Vehicle: Model Year/Body Manufacturer/ Model	Fleet ID	No. of Seats/ Wheelchair spaces	Vehicle Equipment (see codes below)	Mileage as of today –	Current FY 20	Proposed Work			
						FY 20	FY 20	FY 20	FY 20
Example: 1996 El Dorado Aerotech									
1999 Ford		13 / 0		30,000					
		/							
		/							
		/							
		/							
		/							
		/							

Equipment Code: L = Wheelchair Lift; R = Wheelchair Ramp; MR = Mobile Radio; F = Farebox;
MDT = Mobile Data Terminal/Computer; SC = Security Camera
Type of Improvement: REP = Replace; REHAB = Rehabilitate

Appendix E.

Passenger Transportation Development Plan Needs Ranking

1. Out of the following 34 transportation needs identified for the Ames community, please rank the top 5 transportation issues for your organization with 1 being the highest priority and 5 being the lowest priority. (You only get 5 checks) When you're finished ranking your top five transportation issues, click DONE at the bottom of the question.

	1st Priority	2nd Priority	3rd Priority	4th Priority	5th Priority	Rating Average	Response Count
1) Transportation to medical facilities in Des Moines	33.3% (2)	33.3% (2)	16.7% (1)	16.7% (1)	0.0% (0)	3.83	6
2) Transportation to medical facilities in Iowa City	33.3% (2)	33.3% (2)	0.0% (0)	16.7% (1)	16.7% (1)	3.50	6
3) Transportation to Ames for work/school	25.0% (1)	50.0% (2)	25.0% (1)	0.0% (0)	0.0% (0)	4.00	4
4) Transportation to E. 13th/Lincoln Way/Dayton areas	16.7% (1)	0.0% (0)	66.7% (4)	16.7% (1)	0.0% (0)	3.17	6
5) Earlier Cyride service on Sunday morning (red, green, blue routes)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
6) Transportation to Rural Meal Sites	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
7) Transportation for Story County residents to Adult Day Service	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	3.00	2
8) Out of service hours transportation for agency special events	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	2.00	1
9) Easier rescheduling of demand response service	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	2.00	2
10) Transportation between 6pm and 6am	0.0% (0)	33.3% (1)	0.0% (0)	0.0% (0)	66.7% (2)	2.00	3
11) Transportation between Nevada/Ames 3 x's a day	0.0% (0)	0.0% (0)	33.3% (1)	33.3% (1)	33.3% (1)	2.00	3
12) Emergency demand response transportation for seniors	0.0% (0)	66.7% (2)	0.0% (0)	33.3% (1)	0.0% (0)	3.33	3
13) Emergency demand response transportation for K-5 grades and their low-income families	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	1
14) Collaboration efforts between private nursing or independent care facilities to more efficiently provide transportation services for their residents	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.50	2

Page 1

15) Bus shelter/stop improvements for CyRide (shelters, benches, concrete pads, and lighting)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
16) Bike Racks on CyRide vehicles	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
17) CyRide Route to service ISU students parking in S Lot (near Jack Trice Stadium) returning to dorms on Sunday evenings	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
18) More service on CyRide's Blue route.	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
19) More service on CyRide's Yellow route.	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	1.50	2
20) More service from ISU to the Des Moines Airport	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
21) More service on CyRide's Brown Tower's Service.	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
22) Vanpool/carpool program for Ames.	50.0% (1)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	4.00	2
23) Car seats donations for volunteer transportation programs.	0.0% (0)	0.0% (0)	66.7% (2)	0.0% (0)	33.3% (1)	2.33	3
24) Emergency gas voucher and bus ticket/pass program.	28.6% (2)	0.0% (0)	28.6% (2)	14.3% (1)	28.6% (2)	2.86	7
25) Accessible Fleet for CyRide (29 buses cannot load wheelchairs)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	5.00	1
26) Vehicle replacement for CyRide and Heartland Senior Services to achieve the national age average.	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	4.00	1
27) Coordinated program to share sedans/vans between human service organizations	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	2.00	2
28) Storage Barn for Heartland Senior Services' vehicles.	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
29) Facilities Study for CyRide to identify additional potential for vehicles storage(near capacity)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	2.00	1
30) CyRide Bus Storage Modernization	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	1.00	1
31) Coordination of maintenance for	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0

agency venicies							
32) Educational Programs to ride transit	0.0% (0)	33.3% (1)	0.0% (0)	0.0% (0)	66.7% (2)	2.00	3
33) Market RSVP Program (gain volunteers & utilization of program)	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	3.00	3
34) Maintenance education for vehicle owners	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.00	0
answered question							13
skipped question							0