

# APPENDICES



## MINUTES

### Story County Human Services Council Meeting

Thursday, February 23, 2012, 11:30 a.m. – 1:00 p.m.

Collegiate United Methodist Church annex

130 Sheldon Avenue in Ames - Auditorium

A. Welcome – Introductions The meeting started with introductions from the following people: Shelley McQueeny (ACCESS), Bill Dodd (Big Bros/Sis), Geff Gescheidler (Boys/Girls Club), Mark Kubik (CCJ), Shari Atwood (Ames Area MPO/CyRide), Janelle Durlin (MICA), Michael Hansen (Foster Grandparents), Karla Webb (Story Co. Comm Svc), Arti Sanghi (Central Iowa RSVP) Lynn Scarlett (United Way of Story County), Shellie Orngard (Volunteer Center), Marion Kresse (YSS), Rick Sharpe (MSL), Andrea Bentzinger (Story Co. Comm. Housing Corp.), Tom Elston (Wesley Retirement Services).

B. Program: Ruth Powell presented on Social Media, Trends and the Workplace.

#### C. Business Meeting

1. Call to order

2. Approval of last January, 2012 minutes) UNANIMOUSLY PASSED

3. Reports:

-Treasurer \$1,956.69 in checking. HCS will be issuing a check to Karla Webb for \$246.62 for expenses to restore the HCS website, renew the hosting account, and domain names.

-ASSET updates: Panel Reports- Shelley McQueeny reported that ASSET Admin Team had questions for the agencies regarding the ASSET hearings. Did your agency have enough time to present? There is discussion about adding more time to agencies that provide services in more than one panel. Also if an agency had a problem from the previous year, more time would be given to address it. Each agency must show financial stability next year. Some agencies bring a lot of people with them to the hearings. Next year each agency will be limited to 3 people – the Executive Director, Board Chair, and Financial staff. If an agency has brought a number of people to the hearings in the past, it was recommended that the agency invite the ASSET liaison to a Board meeting so they can hear from the agency's support. The ASSET Admin Team is going to offer technical support to agencies.

4. Old business:

-SCHSC Website Issues – Bill, discussed site issues, email vote was taken and unanimously approved to reinstall and pay needed balance; Because of a change at The Arc of Story County, SCHSC did not receive a notice about renewing their website host and domain, the website was temporarily taken down. Karla was able to contact GoDaddy and get things up and running. The question to the group was should HSC get a credit card so board members are not required to place charges for things like the website on their personal credit cards. Lynn reported that UWSC would be

willing to place the charges on their corporate card and then HSC could reimburse UWSC annually. It was recommended that UWSC receive the notices for renewal and then submit the charges to HSC. The total cost would be approximately \$100 annually to renew the two domains (.com and .org) and the website hosting fee.

#### 5. New business

Karla read a thank you note from Donna Scherr for the gift from HSC.

Monica Goedken-Abramowitz has been awarded the YWCA Rising Star award this year.

-Shari Atwood would like to talk about Passenger Transportation Plan

-Next meeting March 22, 2012

#### **Nonprofit Management Academy – Lynn**

Lynn reported that UWSC is considering partnering again with ISU Extension Story County on a Nonprofit Management Academy. The academy had been held until about 3 years ago when the attendance dropped off to the point that sessions were being cancelled. The group discussed topics for the academy and were supportive of UWSC and ISU Extension holding it possibly beginning in September 2012. Marion Kresse suggested sending out a SurveyMonkey to vote on possible class offerings.

**Ames Police Department** – Karla reported that Bill Dodds was approached by the City of Ames Police Department to provide a one-page guide of what services are offered by human service agencies. It was suggested that Bill direct them to the Story County Resource Guide or 2-1-1.

D. Agency Spotlight Marion Kresse presented the Agency Spotlight on a parenting program being offered through YSS.

(5-7 minutes)

E. Agency announcements. Please limit information sharing to 1-2 minutes. If your agency needs extra time, please let a co-chairman know in advance so they can plan accordingly. If you want your announcement included in the minutes of the meeting, please submit a short summary to Bill on the ½ sheet of paper that will be made available to you.

THANKS FOR ATTENDING!

Karla Webb, Co-Chairman - [kwebb@storycounty.com](mailto:kwebb@storycounty.com)

Lynn Scarlett, Co-Chairman - [LScarlett@uwstory.org](mailto:LScarlett@uwstory.org)

Bill Dodd, Secretary - [bdodd@bbbsia.org](mailto:bdodd@bbbsia.org)

Arti Sanghi, Treasurer - [coordinator@cirsvp.org](mailto:coordinator@cirsvp.org)

# Story County Human Services Council

## CyRide Update

February 23, 2012

### 1. CyRide's Highest Ridership Day Ever

- a. January 18, 2012 = 36,307 rides

### 2. Bus Procurement

- a. Thirteen Buses Ordered
  - i. Feb. 2012 – 6 already delivered (should be out on the street shortly!)
  - ii. July 2012 – 5 more delivered
  - iii. Fall 2012 – 2 articulated buses delivered
- b. Requesting 6 buses within State of Good Repair Application on March 22, 2012. Still time to submit a letter of support for CyRide's application. These applications are reviewed and compete against other transit agencies throughout the nation. The Federal Transit Administration in Washington DC decides who gets funding; not our local Congress/Senate representatives. Therefore, local support letters are nice to illustrate a high dedication to transit within the Ames community and how CyRide/HIRTA benefits those that frequent your organization in obtaining essential services.  
Anticipated Award: July 2012  
Estimated Delivery: June – December 2013

### 3. Free Fares K-12

- a. Additional discussions transpired regarding AMOS' proposal for free fares for middle/high-school students. The Ames City Council opted to obtain results of an upcoming UWSC grant application from the Ames school district's Alternative Learning Program for \$5,000. If approved by the UWSC, the \$5,000 could be utilized to purchase CyRide bus tickets for low-income students in need of transportation. The focus of this program would be tailored to get students to/from school and be administered by the ALP staff.

### 4. Medicaid clarification

- a. The Iowa Cares program (funded under Medicaid) can also attain reduced fares on CyRide.



## MINUTES

### Story County Human Services Council Meeting

Thursday, March 22, 2012, 11:30 a.m. – 1:00 p.m.

Collegiate United Methodist Church annex; Sheldon Avenue in Ames – Auditorium

The meeting started with introductions from the following people: Shari Atwood (Ames Area MPO/CyRide), Karla Webb (Story Co. Comm Svc), Arti Sanghi (Central Iowa RSVP) Lynn Scarlett (United Way of Story County), Deb Niehof (NAMI), Roberta Milinsky (YSS), Andrea Bentzinger (Story Co. Comm. Housing Corp.), Patsy Beese (HOMEWARD), Sally Frotscher (Girl Scouts), Mandy Conrad (ACCESS), Monica Goedken (ACCESS), Megan McLaughlin (LSI).

No program was done today as Kristin Roach was ill.

Karla Webb called the business meeting to order at 11:40 pm.

**Approval of February 23, 2012 minutes** Shari Atwood moved and Arti Sanghi seconded to approve the February 23, 2012 minutes. Motion carried.

#### Reports: Treasurer

Arti reported there is \$1,710.07 in checking.

#### ASSET Updates: Panel Reports

Karla reported that Deb Schildroth (Community Services) and Jean Kresse (United Way of Story County) will be presenting on ASSET at the May Human Services Council meeting.

#### Old Business - SCHSC Website Issues

Karla reported that Bill Dodd is arranging a meeting with Nick to discuss the website and the updating process.

#### New Business

##### Next meeting April 26, 2012

**Discuss election of Co-Chair and Secretary** – Karla announced her position as Co-Chair is open and Bill Dodd's position as Secretary is open. Karla is not interested in a second term. She asked the members to consider volunteering to fill the two seats.

**Passenger Transportation Plan** – Shari Atwood updated the council on the status of the plan.

The business meeting adjourned at 11:55. Andrea Bentzinger presented the Agency Spotlight on the Story County Community Housing program.

Agency announcements were made.

The next meeting will be held at 11:30 on Thursday, April 26 at 130 South Sheldon Avenue (Collegiate United Methodist Church annex). The Agency Spotlight will be made by Salvation Army and the Program will be presented by Lauren Berry with United Ames on the service patch program.

THANKS FOR ATTENDING!

Karla Webb, Co-Chairman - [kwebb@storycounty.com](mailto:kwebb@storycounty.com)

Lynn Scarlett, Co-Chairman - [LScarlett@uwstory.org](mailto:LScarlett@uwstory.org)

Bill Dodd, Secretary – [bdodd@bbbsia.org](mailto:bdodd@bbbsia.org)

Arti Sanghi, Treasurer – [coordinator@cirsvp.org](mailto:coordinator@cirsvp.org)

# Story County Human Service Council

## CyRide Update

March 21, 2012

1. **CyRide's Highest Ridership MONTH Ever:**  
February 2012 = 712,897
2. **DAR Contract:** CyRide distributed a request for proposal to operate its DAR service in January. The bids are due back March 30, 2012. Whoever is the successful bidder will take over the operation of DAR on July 1, 2012.
3. **Intermodal Ribbon Cutting:** The Intermodal Facility will be completed in early June 2012 and a ribbon-cutting ceremony has been scheduled for **Friday, June 15, 2012 at 1:00 pm** at the facility located at 129 Hayward Street. The Mayor and Congressman Latham have agreed to speak at the event, and it is anticipated that other federal dignitaries will be present, as this facility is one of the first federal TIGER-funded projects to be completed with stimulus dollars.
4. **State of Good Repair Grant:** CyRide submitted a SGR grant to replace six large buses for \$2,448,000 (\$2,031,840 federal) to the Federal Transit Administration in March 2012. CyRide will compete with other transit systems and DOT's across the nation to receive some of the \$650 million available under this Notice of Funding Availability (NOFA). If approved for full funding, the new buses would replace 2 – 1989 Orion V buses and 4 – 1997 Gillig Phantoms; all with severe corrosion and mechanical issues. We anticipate that awards for the SGR grant opportunity will be announced in July 2012.
5. **TIGER Grant:** On March 9, 2012, CyRide submitted a fourth request to the U.S. Department of Transportation for Transportation Investments Generating Economic Recovery (TIGER) funding for final engineering and construction of Phase II of the Ames Intermodal Transportation Facility. Under Phase II, CyRide would incorporate a shuttle route between the facility to ISU campus, additional bus bays, hybrid bus purchase, automatic vehicle locating (AVL) system, AVL signage, additional 248 structured parking spaces (20 spaces of this structure would be for vanpools), additional bike lockers and continuance of the bike path through Iowa State University's arboretum. Phase I will be completed in June 2012 prior to the anticipated TIGER awards in July 2012. Phase I of the facility is currently under construction and can be viewed at <http://www.fpm.iastate.edu/webcam/intermodal/archive.asp?preset=home>
6. **Fall Semester Schedule Start Day Change:** Traditionally, the start of the fall semester begins the Friday before ISU classes start on Monday, August 20<sup>th</sup>. Due to the difficulties of trying to operate a Summer schedule with an increased operations tempo with returning students, the start date for operating the **Fall schedule will begin Monday, August 13<sup>th</sup>**. This will provide more frequent and better service to our customers and help our drivers in trying to adapting to the more uptempo schedule.

**7. Bike Carried On CyRide:** CyRide began carrying bicycles on buses in September 2008 equipping a portion of the fleet with bike racks. By spring 2009, the maintenance department began equipping all buses with bike racks. However, in the past year, the number of bikes carried by CyRide has increased by 71% or 2,701 bikes! In 2011, CyRide carried over 6,500 bicycles (18 bikes/day)



throughout Ames! September and October of each year are trending to be the highest ridership months for bike commuters with over 1,000 bikes in those months for 2011 (35 bikes each day!)

**8. AVL Technology Update:** We have completed our review process for AVL technology. This technology upgrade will track fixed route buses in real-time and reporting information to the dispatchers and the public via an automatic vehicle location device. Six proposals were received, and three finalists were selected to demonstrate their products to a group of CyRide, City of Ames, and Government of the Student Body representatives. The three finalists were Nextbus, MV Transportation, and Syncromatics. The Nextbus proposal and product was determined to be the best “fit” for CyRide and the Ames community. CyRide will now work with the Government of the Student Body, Transit Board of Trustees and City Council to finalize its financial commitment to this project. It is expected that this process will be completed in May 2012 and deployed in the fall of 2012.

**9. Medicaid clarification:** The Iowa Cares program (funded under Medicaid) can also attain reduced fares on CyRide.

**CyRide Ridership Per Month  
By Fiscal Year**

	<u>Total</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>
FY77	86,368			3,145	7,835	7,935	10,306	11,940	9,334	10,436	8,856	7,871	8,710
FY78	130,045	8,160	8,325	10,492	11,671	11,525	12,273	13,724	12,841	12,623	11,058	9,555	7,798
FY79	160,800	7,775	8,517	10,221	12,206	11,476	13,780	20,285	18,360	18,990	15,040	13,379	10,771
FY80	236,359	10,199	9,708	13,018	18,374	18,775	21,427	29,848	28,264	31,087	24,151	18,207	13,301
FY81	331,365	13,644	12,412	25,826	31,890	27,472	41,723	39,833	37,549	31,334	30,589	22,230	16,863
FY82	902,711	15,882	24,247	61,407	75,203	76,269	83,344	121,622	139,727	115,469	96,036	52,556	40,949
FY83	1,212,800	34,775	46,199	104,547	116,056	128,132	107,538	114,412	173,807	131,912	125,556	76,785	53,081
FY84	2,000,129	47,911	84,695	190,075	208,859	201,672	171,274	189,618	259,331	232,754	214,477	134,586	64,877
FY85	2,228,546	64,961	76,362	210,869	258,675	237,593	207,885	229,100	293,971	216,049	226,972	134,704	71,405
FY86	2,427,124	75,375	85,900	237,553	275,443	256,243	228,248	248,162	317,862	227,875	266,141	138,100	70,222
FY87	2,262,399	73,746	86,665	248,949	263,853	242,469	206,355	218,302	264,671	218,435	235,451	123,255	80,248
FY88	2,325,701	83,481	104,283	252,911	273,310	225,658	189,281	177,542	317,107	233,960	239,025	154,558	74,585
FY89	2,456,435	81,613	130,640	256,749	268,447	263,189	176,319	192,732	316,086	261,952	248,499	172,652	87,557
FY90	2,505,707	84,672	108,244	250,651	293,631	247,366	242,861	176,329	300,464	256,479	273,716	177,097	94,197
FY91	2,369,094	91,779	108,807	229,326	282,378	233,054	200,759	191,461	289,515	231,313	269,848	157,596	83,258
FY92	2,373,835	88,635	107,147	244,495	286,180	242,904	207,530	186,354	285,872	232,839	264,914	135,200	91,765
FY93	2,400,541	86,835	116,081	256,470	268,702	222,083	190,310	188,468	302,275	271,936	279,718	135,620	82,043
FY94	2,154,401	74,946	116,680	216,461	219,757	196,603	147,580	173,172	277,901	225,467	225,669	117,571	162,594
FY95	2,415,215	85,552	142,295	248,213	262,196	230,908	178,142	198,536	297,502	266,404	261,133	141,463	102,871
FY96	2,695,001	92,870	167,981	272,775	297,589	259,122	169,545	243,407	329,293	259,423	288,976	191,284	122,736
FY97	2,737,146	95,623	134,567	290,066	334,780	267,899	227,361	271,062	332,838	255,204	306,314	125,029	96,403
FY98	2,755,200	94,569	132,082	308,219	339,416	253,923	233,586	270,027	325,327	271,860	300,602	118,905	106,684
FY99	2,876,803	97,010	232,176	323,807	343,446	270,660	211,615	274,450	327,372	281,392	300,840	111,274	102,761
FY00	3,016,409	164,494	176,113	333,532	334,561	274,966	199,804	288,320	357,068	288,122	294,357	202,310	102,762
FY01	3,044,456	91,361	215,909	339,762	367,304	299,412	196,393	333,826	356,576	305,790	315,980	116,883	105,260
FY02	3,418,078	93,714	167,415	367,448	441,955	335,084	264,655	317,253	426,154	331,871	399,502	170,404	102,623
FY03	4,678,548	100,019	204,057	506,329	600,189	430,347	360,104	457,339	595,223	461,322	544,999	275,902	142,718
FY04	4,787,637	131,147	247,688	604,256	630,737	443,344	395,530	451,603	587,938	489,976	503,161	161,252	141,005
FY05	4,292,366	124,364	311,162	526,365	520,553	427,228	293,884	432,541	499,699	432,303	442,981	151,322	129,964
FY06	4,173,208	111,056	324,198	486,678	485,269	406,000	284,772	411,090	473,797	417,246	404,376	241,396	127,330
FY07	4,314,151	165,388	353,125	468,576	526,046	414,799	252,140	465,575	517,506	399,349	461,800	155,917	133,930
FY08	4,646,554	117,387	397,525	497,998	574,548	437,160	258,718	425,062	599,908	442,259	542,785	204,976	148,228
FY09	5,002,146	143,120	257,443	555,939	603,831	419,994	404,096	492,601	595,280	493,208	559,845	286,123	190,666
FY10	5,377,155	175,845	329,018	627,287	666,890	484,813	383,415	526,812	673,626	549,262	584,115	191,361	184,711
FY11	5,447,289	138,774	338,998	648,977	640,394	523,276	382,790	556,071	648,874	571,983	612,839	198,802	185,511
FY12	4,144,716	135,229	394,912	693,879	679,997	557,120	372,824	597,858	712,897				
Incr	6.9%	-2.6%	16.5%	6.9%	6.2%	6.5%	-2.6%	7.5%	9.9%	4.1%	4.9%	3.9%	0.4%

Total **98,386,438** | 3,101,911 | 5,761,576 | 10,923,271 | 11,822,171 | 9,586,473 | 7,528,167 | 9,536,337 | 12,301,815 | 9,477,884 | 10,180,321 | 4,826,125 | 3,340,387

Highest ridership for the month

All time record month





## MINUTES

### Story County Human Services Council Meeting

Thursday, April 26, 2012, 11:30 a.m. – 1:00 p.m.

Collegiate United Methodist Church annex

130 Sheldon Avenue in Ames - Auditorium

#### A. Welcome – Introductions

B. Program: Lauren Berry, Developmental Coordinator with United Ames, Inc. [servicepatch@vcstory.org](mailto:servicepatch@vcstory.org); presented on the Community Garden and its assistance to food pantries; needing 200+ volunteers; contact Lauren @ [coordinator@unitedames.org](mailto:coordinator@unitedames.org)

#### C. Business Meeting

1. Call to order

2. Approval of last March, 2012 minutes was unanimous

3. Reports:

-Treasurer reported \$1710.07 balance

-ASSET updates: Panel Reports; ASSET is working on budget sheets to get them repaired and ready for this years submissions; Sheila Lundt retiring and reception.

4. Old business:

-SCHSC Website Issues – Nick is to provide instructions on web site asap

5. New business

-Next meeting May 24, 2012 (Deb Schildroth and Jean Kresse will be presenting the program and will be discussing ASSET); this will be an ice cream social meeting-approved by unanimous vote

- Discuss election of Co-Chair and Secretary; S. Atwood running for Secretary; B. Dodd running as Co Chair

D. Agency Spotlight: Salvation Army is opening their office this month in Ames, dates and phone numbers will be distributed as they are available; all services will be provided.

(5-7 minutes)

E. Agency announcements. Please limit information sharing to 1-2 minutes. If your agency needs extra time, please let a co-chairman know in advance so they can plan accordingly. If you want your announcement included in the minutes of the meeting, please submit a short summary to Bill on the ½ sheet of paper that will be made available to you.

THANKS FOR ATTENDING!

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Lynn Scarlett, Co-Chairman – [Lscarlett@uwstory.org](mailto:Lscarlett@uwstory.org)

Bill Dodd, Secretary – [bdodd@bbsia.org](mailto:bdodd@bbsia.org)

Arti Sanghi, Treasurer – [coordinator@cirsvp.org](mailto:coordinator@cirsvp.org)

# Story County Human Service Council

## CyRide Update

### April 26, 2012

1. **Dial-A-Ride:** CyRide’s contract with Heartland Senior Services to operate its DAR service will end June 30, 2012. CyRide distributed a request for proposal to operate its DAR service in January with bids due March 30<sup>th</sup>. No bids were received. At this time, CyRide is negotiating with HIRTA to see if they’re interested in operating the service. CyRide Director went to discuss this issue with the HIRTA board this morning.

2. **Intermodal Parking Permits onsale & Ribbon Cutting Date Update:**

The Ames Intermodal Facility, located at the corner of Hayward and Chamberlain in campustown, is nearing the end of its construction and is scheduled to open around June 1st! The facility will have 385 parking spaces available for permit parking (annual and monthly), free vanpool/carpool parking (eligible pools only), daily parking and hourly metered parking. These parking options are available through [Iowa State University’s Parking Division](http://aif.parking.iastate.edu/), which will operate the facility on behalf of CyRide. Parking rate information is now available and parking permits may be purchased online through the following link: <http://aif.parking.iastate.edu/>.

<b>Annual Permits</b>	
Covered	\$480
Uncovered	\$180
<b>Monthly Permits</b>	
Covered	\$50
Uncovered	\$20
<b>Other</b>	
Meters	75¢/hr.
Daily Maximum	\$10
Carpool/Vanpool	Free

The Ames Intermodal facility will feature free parking to the public for June and July. However beginning in August, parking permits will be required for reserved spaces, and the daily meter rates of 75 cents per hour will be implemented. For parking rate questions, contact [Iowa State University’s Parking Division](http://aif.parking.iastate.edu/) at (515) 294-3388.

Save the date for the Intermodal Facility Ribbon Cutting ceremony for Saturday, June 9<sup>th</sup> at 12:00 noon coinciding with Summerfest in ISU campustown. An official press release will come out closer to the date of the event.

3. **TIGER Grant for Phase II of Ames Intermodal:** On March 9, 2012, CyRide submitted a fourth request to the U.S. DOT for TIGER funding for final engineering and construction of Phase II of the Ames Intermodal Transportation Facility for approximately \$10 million in federal funding. Phase II includes: CyRide shuttle route between the facility to ISU campus, additional bus bays, hybrid bus purchase, automatic vehicle locating (AVL) system, AVL signage, additional 248 structured parking spaces (20 spaces of this structure would be for vanpools), additional bike lockers and continuance of the bike path through Iowa State University’s arboretum.

The US DOT received 703 applications for \$10.2 billion – more than 20 times the available \$500 million available. The DOT typically awards TIGER funding to approximately 50 projects.

4. **Fall Semester Schedule Start Day Change:** Traditionally, the start of the fall semester begins the Friday before ISU classes start on Monday, August 20<sup>th</sup>. Due to the difficulties of trying to operate a Summer schedule with an increased operations tempo with returning students, the start date for operating the ***Fall schedule will begin Monday, August 13<sup>th</sup>***. This will provide more frequent and better service to our customers and help our drivers in trying to adapting to the more uptempo schedule.
  
5. **AVL Technology Update:** The Government of Student Body (ISU students), CyRide Board and Ames City Council have all approved to move forward implementing Vehicle Tracking technology on CyRide's buses. GSB is paying for the first 3 years of this project 100%. This will allow our passengers to know in real-time schedule information of when the next CyRide buses will arrive at a bus stop via calling, texting or going to a website. We'll begin this project in early May 2012 and hopefully have it implemented for fall 2012!



## MINUTES

### Story County Human Services Council Meeting

Thursday, May 24, 2012, 11:30 a.m. – 1:00 p.m.

Collegiate United Methodist Church annex

130 Sheldon Avenue in Ames - Auditorium

#### A. Welcome – **THIS WAS AN ICE CREAM SOCIAL**

Introductions

B. Program: Deb Schildroth and Jean Kresse presented on ASSET. Forms issue was discussed. Forms are being revised for ease of use. Audit training will be held on June 19 @ Council Chambers. Agency Training will be August 15<sup>th</sup> @ Council Chambers for for the 2013-14 cycle.

#### C. Business Meeting

1. Call to order

2. Approval of last April, 2012 minutes-the minutes was approved unanimously

3. Reports:

-Treasurer reported a balance of \$1710.07

-ASSET updates: Panel Reports – there were none

4. Old business:

-SCHSC Website Issues – The website is up to date and functioning well.

5. New business

-Next meeting will be the 4<sup>th</sup> Thursday in September, 2012

- Election of Co-Chair and Secretary ( S Atwood is nominated for Secretary; B. Dodd is nominated for Co-Chair); B. Dodd was unanimously elected Chair and S. Atwood was unanimously elected Secretary.

D. Agency Spotlight: Child Serve presented all the present and new faces of the program.

\*The Salvation Army is now open and located @ 703 E. Lincoln Way per Cari McPartland.

E. Agency announcements. Please limit information sharing to 1-2 minutes. If your agency needs extra time, please let a co-chairman know in advance so they can plan accordingly. If you want your announcement included in the minutes of the meeting, please submit a short summary to Bill on the ½ sheet of paper that will be made available to you.

THANKS FOR ATTENDING!

Karla Webb, Co-Chairman - [kwebb@storycounty.com](mailto:kwebb@storycounty.com)

Lynn Scarlett, Co-Chairman - [LScarlett@uwstory.org](mailto:LScarlett@uwstory.org)

Bill Dodd, Secretary – [bdodd@bbbsia.org](mailto:bdodd@bbbsia.org)

Arti Sanghi, Treasurer – [coordinator@cirsvp.org](mailto:coordinator@cirsvp.org)

# Story County Human Service Council

## CyRide Update

May 24, 2012


- Dial-A-Ride Update:** The Heart of Iowa Regional Transit Authority (HIRTA) will begin operating CyRide's Dial-A-Ride service beginning July 1, 2012. Both the HIRTA and CyRide Boards have approved the contracts/service contingent upon approval by HIRTA's attorney. The contracts are now being revised between both the HIRTA and City of Ames attorneys. The final contract will be brought before the Ames City Council for final approval once agreements have been made in late May or early June.
- No Service Memorial Day:** CyRide will not be operating transit service on Monday, May 28, 2012 due to the Memorial Day Holiday. The other holidays CyRide will not be operating are July 4<sup>th</sup> and Labor Day.
- VEISHEA'S Moonlight Express:** VEISHEA's Moonlight Express bus service which had yet another record ridership year! Service operated very smoothly this year, increasing ridership yet again by 761 passengers (see table below). Additional buses were added in 2011 to provide better service for the large crowds and were operated again this year providing a five to eight minute service level during peak times on the busiest route from west Ames. CyRide is currently gathering all VEISHEA issues for Moonlight as well as regular service into an after action report. If you have comments toward service, good or bad, please let CyRide's supervisors know and we'll get your thoughts recorded as well for improving the service for next year. (Barb N.)

Year	Total Ridership	% Change
2005	2,045	
2006	4,039	+97.5%
2007	5,336	+32.1%
2008	5,904	+10.6%
2009	6,480	+9.7%
2010	9,523	+46.9%
2011	10,597	+11.3%
2012	11,358	+7.2%

- Odyssey of the Mind:** Odyssey of the Mind is an educational program that fosters creative thinking and problem solving competitions from elementary through university level students worldwide will be in Ames Wednesday, May 23, 2012 through Sunday, May 27, 2012. This worldwide event is expecting approximately 10,000 people to attend. Last time this event was in town CyRide carried approximately 70,000 passengers on shuttles in four days. We will again provide service (modified regular routes) for this event.

5. **Ames Intermodal Ribbon Cutting Date Change:** The Ames Intermodal Facility ribbon-cutting ceremony has been rescheduled for **Saturday, June 9, 2012 at 12:00 pm** at the facility located at 129 Hayward Street. This date coincides with Campustown's Summerfest which begins at noon that day! This is a public event and everyone is welcome to attend.

The Federal Transit Administrator Peter Rogoff will be attending the ceremony as this is one of the first TIGER-funded projects to be completed with stimulus dollars. Other speakers include: Mayor Ann Campbell (City of Ames), Senator Harkin, President Leath (ISU), Robert Anders (CyRide), and John Haila (Campustown Action Association President).



The image shows a modern, multi-story building with a prominent glass facade and brick accents, situated in an urban environment. The building is surrounded by trees and a paved area. A small logo in the bottom right corner of the image reads "US DOT TIGER".

Join us for a  
**RIBBON CUTTING CEREMONY**  
for the  
**Ames Intermodal Facility**

*Saturday, June 9, 2012  
11:30am - 1:30pm  
Ceremony at 12:00pm*

*129 Hayward Avenue  
(Surface Parking only - access on Sheldon Avenue)  
Ames, Iowa*

RSVP to Joanne VanDyke at 515-239-5566 or [cyride@cyride.com](mailto:cyride@cyride.com)



**Human Service Council (HSC) Meeting Minutes  
Thursday, September 27, 2012**

**WELCOME:** The Story County Human Service Council meeting started on Thursday, September 27, 2012 with introductions from the following people: Sonja Hayes (Ames Community Schools), Tricia Crain (The Arc of Story County), Gina Gallus (At Home Care Company), Rachele Flory (Childserve), Shari Atwood (CyRide/Ames Area MPO), Jeremy Johnson-Miller (Heart of Iowa Regional Transit Agency), Patsy Beese (Homeward), Richard Sharpe (Mainstream Living), Meg Griesdorn (Mid-Iowa Family Therapy), Arti Sanghi (Central Iowa RSVP), Cari McPartland (The Salvation Army), Robin Rutledge (The Salvation Army), Marion Kresse (Boost Together for Children), Andrea Olson (Youth and Shelter Services), Mark Adams (Experience Works), Ny Saadiq (Ames Police Dept.), Heather Clark (Parent Partner), Brenda Smith (Parent Partner), Kaitlyn Hoferlt (CPPC/Decatergoration), Anne Owens (YSS), Stacey Maifeld (Lutheran Families in Iowa), Laura Peterson (YSS), Jennifer Schafer (YSS), Jane Larkin (YSS), Amy Robak (People Place- Crisis Childcare)

Shari Atwood (Secretary) announced that SCHSC membership is \$30/year and passed around membership forms if members had not already received them via e-mail. Payment is due to Arti Sanghi listed on the form. Shari will also e-mail the membership form out with the minutes.

**PROGRAM:** Cari McPartland (The Salvation Army) provided the Program on their Representative Payee Program which began in August 2012. They currently have 11 clients and desire a target of 70. Below is a summary of the Salvation Army Representative Payee Program responsibilities:

- Manages the Social Security benefits of those clients that cannot manage his/her own money. Typically referred by another payee or the Social Security Administration (SSA).
- Develops a monthly budget after initial meeting about income, monthly bills, wants/needs, etc.
- Set goals with the client for desired outcomes (do they want to pay their bills again down the road or do they just want the Salvation Army to pay them for them)
- Pay for direct needs of client first – rent, utilities, groceries (what food stamps don't pay)
- Document use of expenses to Social Security Administration
- Client is unable to get a credit card or issue a withdrawal of SSA funds from the bank without approval from Salvation Army.
- Client can have job income as well as any FIP money also go into payee program if they desire. No reporting of these funds and how they are spent is needed to SSA.
- Fee of \$38/month for service however, this is flexible based on inability to pay regardless of total income.
- Brochure attachment of Salvation Army's Representative Payee program is enclosed.

**AGENCY SPOTLIGHTS:** (skipped to Agency Spotlight as Parent Partners needed to leave early.)

**Parent Partners:** Brenda Smith and Heather Clark provided information on this volunteer program which is a parent advocacy program partnering with families that have experienced having a child removed from their home by DHS. All Parent Partners are parents that have previously had a child removed from their home. They specifically try to help the family by assisting them in understanding the court process, help identify resources to help or other issues they may need since they have went through the experience themselves. Each Parent Partner goes through a “Building a Better Future” training program. Parent Partners get referrals through DHS. This is a free service for families and all Parent Partners are volunteering their time. The family is introduced to Parent Partners at the Post Removal conference and parents can decide there if they want any assistance from Parent Partners and help into how to become part of their child’s life again. The Parent Partners program is not required by DHS or the courts.

If any agency wants more information or a presentation on the services Parent Partners offers, please contact Brenda Smith at [bksmith56@yahoo.com](mailto:bksmith56@yahoo.com) or 515-447-2229.

**BUSINESS MEETING:** Lynn Scarlett called the business meeting to order at 11:55 am.

**Approval of May 2012 Minutes:** No changes were made to the minutes which are attached; Berniece Buchanan 1<sup>st</sup>, Marion Kresse 2<sup>nd</sup>, Motion carried.

### **Reports:**

**TREASURER:** Treasurer, Arti Sanghi, reported a balance of \$1,956.09 in the checking account. She reported that she’s deposited 9 checks since the last meeting for annual dues.

**ASSET:** Berniece Buchanan (Panel 1 Representative) offered that there is a new asset application for this year. If anyone has any changes they would like made to next year’s application, let Berniece know and she can report those to the ASSET Team members. Discussion occurred regarding the application. They reported at the meeting that no outcomes were necessary for new agencies. But now they want outcomes as agencies need to report throughout the year so need to identify outcomes (targets/goals) now. One member indicated getting errors on the stat sheet. Berniece said to ignore that error as she had that error and was told to ignore it. One member suggested placing comments next to the budget if that helps explain your request. A suggestion was made to change outcome language to target/goal instead as that may be clearer for agencies. Berniece gave a brief description of her role as a Human Service Agency Panel Representative. She indicated that she doesn’t vote or contribute to the conversations. However, she does communicate back and forth between HSC and ASSET as issues arise. She indicated the meetings are limited to an hour and they are open meetings. She encourages other agencies to go to the meetings where ASSET reviews applications as you will learn a lot.



## Old Business:

**WEBSITE:** The Secretary forgot the sheet of how to add events to the [www.storycountyhumanservices.org](http://www.storycountyhumanservices.org) website. Therefore, the instruction sheet of how to add events to the website calendar is attached to these minutes. In addition, to have your organization listed on the website on the member listing on the website, you must pay dues.

Marion Kresse brought up that perhaps agencies may want to have a page on the Story County Human Service Council website as opposed to developing their own small website. The discussion was to pay someone else to manage putting information on the pages like board minutes/agendas. **If this would be something of interest to HSC members, please contact Shari Atwood (HSC Secretary) at [satwood@cyride.com](mailto:satwood@cyride.com) and we'll report on this next month.**

## New Business:

**Big Brothers & Big Sisters:** Lynn relayed that Big Brother and Big Sisters business is now closed in Ames. Bill Dodd is no longer working there and living in Des Moines. The 75 matches from the Ames BBBS will be continued but managed through the Des Moines office. It was also mentioned that YSS will be overseeing matches for the DSM office. Shari relayed that Bill Dodd was an ASSET panel representative and that we'll need to attain another Panel 3 representative as well as a Panel 4 representative now that Shelly McQueeney is no longer with ACCESS. Shari shared what agencies are with which panel. Panel representatives would need to go to the next meeting on November 8<sup>th</sup>. **If anyone is interested in volunteering to be an ASSET panel representative for Panel 3 or Panel 4, please notify Shari Atwood and we'll get that on the agenda for next month for approval.**

**Program Needed & Agency Spotlights Needed:** SCHSC is in need of a May 2013 program as well as Agency Spotlights in April/May 2013. The programs are 15-20 minutes long and generally about a service that would interest most agencies in the group. The spotlights are a way to share what your organization does within the community. We are having two spotlights per meeting this year in an effort to share and collaborate more. **If you are interested in volunteering to do a program/spotlight, please contact Shari Atwood at [satwood@cyride.com](mailto:satwood@cyride.com).**

**Story County Human Service Council Banking Account Issues:** Arti shared that US Bank sent her a letter requesting a TIN number (a.k.a. taxpayer identity number). SCHSC does not currently have a TIN number as they are not a registered business nor is a 501.c3 nonprofit. Arti relayed that obtaining a TIN number just seemed to be the first step to having much more responsibilities including doing an audit and filing taxes to the IRS which we haven't done to date. After much discussion with the officers this summer on obtaining a TIN number and the fact that filing taxes would be the next step in the process, we decided that going through a fiscal agent that is already doing these functions would be the best alternative. We further requested that United Way of Story County consider becoming our fiscal agent and they have agreed. In doing this, we could have a separate account with the UWSC and utilize their bank account for managing our funds.

SCHSC would be responsible for directing the funds as per the draft Fiduciary Agreement. UWSC would be responsible for filing taxes and conducting audits as a designated nonprofit. However we would need formal approval of this at the October meeting.

**UWSC as SCHSC Fiscal Agent:** Please see the draft fiduciary agreement between UWSC and the Story County Human Service Council for details of how SCHSC would continue to operate their current funds. If anyone has questions/changes to the current language of the agreement or disagrees with UWSC becoming SCHSC's fiscal agent, please contact Shari Atwood at [satwood@cyride.com](mailto:satwood@cyride.com). If no comments or changes to the document, we will approve this document at the next meeting on October 25, 2012.

**Bylaws Discussion/Proposed Changes:** Lynn discussed that the officers met this summer and updated the bylaws in making them more up to date. The proposed by-law changes are attached. If anyone has questions/changes to the proposed language of the bylaws, please contact Shari Atwood at [satwood@cyride.com](mailto:satwood@cyride.com).

**Next meeting 10/25/2012:** Lynn communicated that the next SCHSC meeting will be October 25, 2012. The program for next meeting will be Bev Kruempel with SNAP. Agency spotlights will be Barb Biersner (YSS) with Great Relationships with Pairs (GRIP) Mentoring Program and Deb Niehof (Nami of Central Iowa) with Mental Health Wellness Center

Business Meeting concluded at 12:23pm

**AGENCY SPOTLIGHT:** (continuing spotlights from earlier)

**RSVP Transportation Program:** Arti Sanghi explained that RSVP has a volunteer transportation program that operates in Ames. Most trips are for medical appointments, going to the pharmacy and grocery trips. She explained that trips to Des Moines for medical appointments are also conducted. Costs for the service are on a per mile basis to the passenger at the time of the trip. Typically in-town trips under 10 miles are \$3 for the round trip. A brochure is attached with the fees for services based on the round trip miles. Volunteer drivers are reimbursed at \$0.35/mile. A brochure is attached of the RSVP Transportation Service. If any agency wants more information, please contact Arti Sanghi with RSVP at [coordinator@cirsvp.org](mailto:coordinator@cirsvp.org).

**Agency Share Time:**

“United Way of Story County” is underway with their 2012 campaign. Lynn announced they are currently at 35% of their overall goal.

“RSVP” announced that the winter weatherization project will take place on November 10<sup>th</sup>. They're currently taking applications for individuals the need for weatherization of their homes. Those applications are due October 15<sup>th</sup>. An application is attached for clients that need weatherization. Contact Arti at [coordinator@cirsvp.org](mailto:coordinator@cirsvp.org) for more information.

“Empowerment” – Marion Kresse announced that he took over for Anne Lundvall with Empowerment. He's also interested in doing an agency spotlight at the SCHSC.

“YSS” – Jane Larkin announced that they will be having a Town Meeting on October 22<sup>nd</sup> at 6 OR 6:30pm at the Ames High School. In addition, they are bringing “The Blunt Truth about Medical Marijuana” on October 30<sup>th</sup> to Ames. Contact Jane Larkin for more information.

“Ames Community Schools” – Sonja Hayes announced that she is the community counselor at the Ames schools and helps kids overcome barriers.

“At Home Care” – Gina Gallus announced that At Home Care Company provides care to individuals that need help to stay in their homes. Care could be anything from laundry, meal preparation, errands, personal care, companionship, etc. **Gina passed around a brochure to explain their services (see attached).**

“Girl Scouts” – Announced they are currently in their recruitment season. The season will begin October 1<sup>st</sup>. **Several events were shared within a Girl Scout brochure.**

“Homeward” – Patsy Beese announced that everyone should be getting their flu shot if they haven’t done so already.

“Community Care Program” – Announced they work with DHS and families in dire straits.

“Heart of Iowa Regional Transit Agency (HIRTA)” – Jeremy announced that HIRTA is now operating the general public transportation within Story County. He said it has been a rough couple of months but now everything seems to be working great.

“Ames Police Officer” – Ny Assdiq announced traditionally an Ames police officer attends meetings to be aware of what services are provided within the community.

“Decategorization Coordinator” – Kaitlyn Hoefeld announced that she’s the new Decat Coordinator and Community Partnerships for Protecting Children (CPPC). They have a program to provide relief before things become too unbearable for parents.

“People Place/Lutheran Services of Iowa (LSI)” – Amy Reinhart announced they provide daycare providers for emergency crisis situations for up to 72 hours. This service is 24/7. They operate in Boone/Story/Ogdon. They also provide Transportation as well as transportation from preschool to school transportation if a parent is unable to provide this transportation themselves.

“Lutheran Services of Iowa (LSI)” – Stacy Mayfield announced they’re having a Skill Building Workshop for children. This will be to help with anger management, coping, decision-making, communication, problem-solving, etc.

“The Salvation Army” – **Robin Rutledge announce their currently accepting applications for assistance with Christmas gifts and food for this season between November 5<sup>th</sup> – 9<sup>th</sup>. They will consider above the income guidelines upon request for reconsideration. See attached flyer.** Robin announced they’re currently hiring bell ringers at \$7.25 an hour. They’re also hiring a Kettle Coordinator at \$8.50/hour. The coordinator position would need to drive and also have scheduling/administrative abilities. She indicated that she would hire them tomorrow if they walked through the door.

“Experience Works” – Mark Adams announced that Experience Works hires unemployed people at 55 years of age and older with low incomes that are seeking employment. They help with job search and training program from your new employer. See attached brochure.

“CyRide” – Shari Atwood announced that the Ames Intermodal Facility opened August 13<sup>th</sup> for the parking and providers started operating from the facility on July 1<sup>st</sup>. If clients have a need for transportation outside of Ames, this is the location to send them to. The Ames Intermodal Facility is located at 129 Hayward Ave. and can be accessed off of Sheldon or Hayward. It is one block from CyRide’s Brown route. Providers operating from the facility include Jefferson Lines, Burlington Trailways, Executive Express and HIRTA. In addition, there are bike lockers and a bike path leading to W. Ames. Bike commuters can park there, lock up their bike and shower at this facility. Restrooms are also for campustown patrons. Annual, monthly, daily and hourly parking is available. The facility will provide better access to individuals wanting to shop within campustown.

“Collegiate United Methodist Church” – Bill Cook/Bruce Munson left flyers on the table of the meeting announcing the office space availability for a non-profit organization to lease within the Annex. See attached flyer for more information.

**From this point forward, E-mail your announcements or brochures to Shari Atwood at [satwood@cyride.com](mailto:satwood@cyride.com) by end of day Friday and they will be e-mailed out with the draft minutes of each meeting the following Monday. In addition, will pdf any brochures brought to the meeting to send out with draft minutes.**



**Human Service Council (HSC) Meeting Minutes  
Thursday, October 25, 2012**

**WELCOME:** The Story County Human Service Council meeting started on Thursday, October 25, 2012 with introductions from the following 30 people: Monica Goedken-Abramowitz (ACCESS), Sue Wuhs (ACPC), Melinda Thach (Adult Literacy Program), Sonja Hayes (Ames Community School), Gina Gallus (At Home Care Co.), Geff Gescheidler (Boys & Girls Club of Story County), Marion Kresse (Boost Together for Children), Mark Kubik (Center for Creative Justice), Kaitlyn Hofeldt (CPPC/Decategorization), NY Saadiq (City of Ames Police), Shari Atwood (CyRide/Ames Area Metropolitan Planning Organization), Patrice Linke (DHS), Bethanie Langloss (Eyerly Ball CMHS), Mark Adams (Experience Works), Richard Santori (Experience Works), Sally Frotscher (Girl Scouts), Kelsi Daniels (Grip Mentoring Program), Carolyn Dixon (Heartland Senior Services), Susan Peterson (Heartland Senior Services), Alison Boelman (ISU Extension & Outreach), Caroline Thorsbakien (LSI-People Place), Deb Niehof (NAMI of Central Iowa), Lynn Scarlett (Nevada Chamber of Commerce), Brenda Smith (Parent Partner), Arti Sanghi (RSVP), Karla Webb (Story County Community Services), Nicole Lullman (Story County Community Services), Cari McPartland (The Salvation Army), Shellie Orngard (Volunteer Center of Story County), Jill Hill (Youth & Shelter Services).

**PROGRAM:** Bev Kruempel provided the program on Supplemental Nutritional Assistance Program (SNAP). Bev relayed that SNAP is a program that provides nutritional information for older adults. Her job is essentially to go out within communities and discuss nutrition with seniors. Bev handed out three flyers "MyPlate for Older Adults", "Iowa Food Assistance" and "Spend Smart Eat Smart". She also had a video describing the new "food assistance" program – previously called food stamps. Food stamps are now provided with a swipe card that looks similar to a debit card and therefore many individuals would not know that one is on the food assistance program. The food assistance is available to many seniors with lower incomes to buy food for good health. Many seniors may not even know that they qualify but they often do qualify. You must meet the income guidelines and be a citizen (or your kids do) of the USA. Iowa State extension has many tips and strategies to plan, shop and eat healthy. Go to [www.extension.iastate.edu/foodsavings](http://www.extension.iastate.edu/foodsavings) for more information. If there is an agency that is interested in having a SNAP program presentation at their organization, please send Bev an email.

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

**Approval of September 27, 2012 Minutes:** No changes were made to the minutes which are attached; Deb Niehof 1<sup>st</sup>, Marion Kresse 2<sup>nd</sup>, Motion carried.

## Reports:

**TREASURER:** Treasurer, Arti Sanghi, reported a balance of \$2,436.09 in the checking account. She reported that we currently have 29 paid members of the SCHSC. She also indicated that there were several attending members that had not paid their annual membership dues. **SCHSC membership payment is due before the December 6, 2012 meeting to Arti Sanghi. (Membership forms are attached.)**

**ASSET:** Mark Kubik indicated that ASSET Agency Visits must be completed by October 31<sup>st</sup> and that ASSET liaison reports are due November 8<sup>th</sup>.

## Old Business:

**WEBSITE:** Shari Atwood passed out the sheet of how to place SCHSC member events on the website calendar. By listing your fundraiser events and other items that are “open to the public”, you can see if your fundraiser conflicts with another agencies on the same day. You can then also easily see what other things are going on that month in the human/health service world.

A request was made if others had an interest to place their human service agency website page on the SCHSC website as opposed to agencies having their own individual website. This was previously brought up to the group by a SCHSC member in September. Shari Atwood indicated no agencies have expressed interest directly to her via phone or e-mail. Additionally, no interest was made at the meeting.

## New Business:

**Action Item - United Way of Story County as Story County Human Service Council Fiscal Agent:** Lynn Scarlett indicated that a draft fiduciary agreement between the UWSC and SCHSC was brought to the Council in September for consideration. Lynn requested that Arti Sanghi explain the reasoning behind the agreement. In the summer 2012, Arti received a request from US Bank for a SSN number. The request was at first to Arti a request for her personal social-security number. After a little research, she learned that US Bank wanted Story County Human Service Council’s TIN number (SSN for businesses). SCHSC does not have a TIN number and seemed to be the first step in eventually having the IRS involved and paying taxes for the group. The SCHSC officers met with Jean Kresse of UWSC whom indicated that this seemed to be a trend for small human service agencies. She recommended setting up an account with the UWSC and operating through them. After much discussion and research, the easiest solution of the SCHSC officers’ was to have the UWSC manage SCHSC’s funds in a separate account from UWSC. A motion to approve the Fiduciary Agreement between United Way of Story County and the Story County Human Services Council was made by Marion Kresse and seconded by Kaitlyn Hofeldt. Motion carried.

**Action Item - Story County Human Service Council Bylaws:** Lynn indicated that the bylaws were brought before the group in September 27, 2012 for review and discussion. Lynn asked what the red highlighted text referenced. Shari Atwood indicated that the red highlights were additional text to be added. Crossed out text was text to be deleted. The

purple highlighted text indicated additions by another officer. Additionally, Shari mentioned that the changes were reflective of the times updating mailings to e-mailing for electronic communication and also the jobs to add the website duties to the officer positions. Additionally, it seemed that ASSET Panel representatives haven't been voted on by only members of the panel but by the entire council for many years now. It seemed that this change should be made to reflect what is already occurring. A motion to approve the new SCHSC Bylaws was made by Karla Webb with a second by Sue Wuhs. Shellie Orngard mentioned that there was a grammatical error in that either Co-chairs should be Co-chair or presides should be preside under the Article VI: Officers section. Shellie indicated that this grammatical error should be corrected. Shari Atwood will change this change as noted. Motion carried with mentioned changes.

**Action Item – Panel 3 ASSET Representative** – Lynn indicated that Bob Reid with Camp Fire had self nominated himself to be the Panel 3 representative. Bob was not in attendance for the meeting. Lynn requested if there were any other nominations for the position. Shari Atwood read the Panel 3 ASSET agencies that were able to be nominated. No other nominations were presented. Therefore a motion was made by Cari McPartland to approve Robert (Bob) Reid as the Panel 3 ASSET representative for Story County Human Service Council. A second was made by Sue Wuhs. Motion carried.

**Action Item – Panel 4 ASSET Representative** – Lynn indicated that Susan Peterson with Heartland Senior Services had self nominated herself to be the Panel 4 representative. Lynn requested if there were any other nominations for the position. Shari Atwood read the Panel 4 ASSET agencies that were able to be nominated. No other nominations were presented. Therefore a motion was made by Richard Santori to approve Susan Peterson as the Panel 4 ASSET representative for Story County Human Service Council. A second was made by Cari McPartland. Motion carried.

**Discussion – Story County Human Service Council Co-Chair Nominations** – Lynn mentioned that SCHSC had a vacancy in the co-chair position since Big Brothers and Big Sisters closed in Ames. Lynn said that the position would be the co-chair for this year and take over the responsibilities for the council next year in running the meetings. She indicated the bulk of her responsibilities included setting up the programs and spotlights for the year as well as booking the annex for the meetings at the beginning of the year. Lynn requested if anyone would like to nominate themselves? Lynn identified past co-chairs from the group including Karla Webb, Geff Gescheidler, Sue Wuhs, and Monica Goedken-Abramowitz. Shari Atwood indicated that those interested could call/e-mail her if they were interested.

**Discussion – Passenger Transportation Plan** – Shari Atwood brought forth the annual PTP process to the group. The PTP is a coordinated process between transportation providers and human/health service agencies in the Ames area. Shari indicated that only an update was due to the Iowa Department of Transportation from the Ames Area Metropolitan Planning Organization (AAMPO) for this year and that she was the staff person that facilitated this required plan for the AAMPO. Shari reviewed several recommended projects in the PTP from the year prior with the group that was recently approved. (See attached **Passenger Transportation Plan Update for more information.**) Shari did not review on-going projects previously discussed but indicated

that those were highlighted in yellow. The more recent projects that had recently been approved had their text highlighted in red. Those projects were 2012 State of Good Repair Award for 6 large 40-foot buses for CyRide, Alternatives Analysis Study of the Orange route, Articulated Buses, Boiler Replacement and Next Bus Technology. Shari explained each of the services. Shari mentioned that the bus funding award was extremely timely as CyRide had been used to receiving \$2,000,000 in discretionary funding each year and now would receive \$139,000 each year under the new transportation bill. Those transit agencies in high 200,000+ populations would receive all of the discretionary funding under the new bill. Shari then explained that CyRide's board reviewed 11 different service projects for the following year to include in the Operating budget. Shari went through the 5 projects they wanted more information for the November meeting. Those projects were the Aqua Route revision, Additional 2012/2013 hours of service (GSB currently paying for), Additional 2013/2014 hours of service (next year's additional trips due to increased student enrollment), Sunday Blue (additional hours of frequency from 40 min to 20 minutes, and the #6A Brown route operating from Towers to ISU campus of which the ISU residence halls are paying for – a request by ISU Residence Halls requested that CyRide pay for this service outright.

Shari also requested that any agency had additional transportation needs for the Ames metropolitan area or Story County, those should be brought to her attention to include in the PTP. Any needs that are provided would need to be included before the January 25<sup>th</sup> meeting. It is important to include projects within the PTP as all items requesting grant funding from the federal government or state government must be included in this PTP in order to receive funding. The document is also nice to know throughout the community of what transportation is transpiring within the community/county. The Ames PTP is only for the metropolitan area, however we've included regional transportation needs in the past as well.

Lynn asked when the transportation needs would be due. Shari indicated that all transportation needs/strategies/projects needed to be identified before the group approved the recommended projects at the January 25, 2013 meeting.

**Discussion Item - Program Needed & Agency Spotlights Needed:** Lynn mentioned that she is still in need of two agency spotlights at the May 2013 meeting as well as one more at the February, March and April meetings. If anyone is interested in providing information to the group, please contact Lynn at [chamber@midiaowa.net](mailto:chamber@midiaowa.net).

The spotlights are a way to share what your organization does within the community. We are having two spotlights per meeting this year in an effort to share and collaborate more. **If you are interested in volunteering to do a program/spotlight, please contact Shari Atwood at [satwood@cyride.com](mailto:satwood@cyride.com).**

**Next meeting 12/6/2012:** Lynn communicated that the next SCHSC meeting will be December 6, 2012. This will be our holiday luncheon and will not be a formal meeting. It's for networking and getting to know others better. An RSVP e-mail will be forthcoming to confirm your attendance so we know the number of people to order for lunch. Shari Atwood requested if there was issue with having Hickory Park cater the holiday meal or if there were other ideas from the group. Karla Webb indicated that it



was the most economical from previous years. Hickory Park will be the meal if they have an opening in their catering schedule.

Business Meeting concluded at 12:20pm

## **AGENCY SPOTLIGHTS:**

**GRIP Mentoring Program:** Kelsi Daniels from Youth and Shelter Services, Inc. presented on the GRIP Mentoring Program which stands for Great Relationship in Pairs. Kelsi relayed that she was presenting on behalf of Barb Biersner who is the Program Coordinator. Kelsi explained that GRIP matches kids K-8<sup>th</sup> grades up with mentors. Matches can be kids that are struggling academically or to kids that teachers refer to the program. GRIP matched 247 kids in Story County last year. They typically start matches in August/September with the start of the school year. ISU has been a great resource for the GRIP program as ISU students volunteer to be GRIP mentors. GRIP mentors meet their mentees at school and will eat lunch, play, visit, color or study – whatever is needed. Surveys are completed every year but indicate that 78% of students have higher grade, 79% have better friendships. (See GRIP Mentoring Program brochure.)

November 4<sup>th</sup> is YSS's Pair Up for a Purpose – a 5K run of ISU's central campus. There is also a kids run and a non-competitive 2.5K run/walk. Need more info? Go to <http://www.yss.ames.ia.us/index.cfm?nodeID=20790&audienceID=1&action=detail&eventid=28179>

**Mental Health Wellness Center:** Deb Niehof with NAMI of Central Iowa spoke about the Mental Health Wellness Center. In January, Deb explained that NAMI had “Big Changes!” NAMI moved into the Ames Historical Society Building (416 Douglas Ave.) where the NAMI office is upstairs but the main floor has the Wellness Center. The center is open on weekdays from 1-4pm. Anyone with mental illness can come and participate regardless of income. Deb shared that the wellness center has several activities for those attending including: support group, art therapy, writing group, yoga, nutrition, exercise, etc. Linda Sawyer is the peer support specialist for the Wellness Center. They have about 250 visits each month. Initial responses regarding the Wellness Center from those attending are that “It’s the reason I get up in the morning”, “I feel better”, and “I’m able to volunteer and help others.” (See NAMI Mental Health Wellness Center flyer or go to [www.namiofci.org](http://www.namiofci.org))

## **Agency Share Time:**

“NAMI of Central Iowa” – Deb Niehof announced that November 27<sup>th</sup>, NAMI will hold an event to help parents/guardians explain mental illness to children in a manner they understand. This will be held at the Collegiate United Methodist church at 7pm on November 27<sup>th</sup>.

“Experience Works” - Richard Santori explained that they work with individuals 55 years or over with a limited income to train and obtain a job. They also work to provide introductory skills, resume writing, and help individuals look for jobs. Richard explained that they’re currently looking for participants and if any human service agency has referrals, please let them know. They pay \$7.25/hour for up to 20 hours of work.

Mark Adams explained that he may be contacting each non-profit soon. Mark explained that he works within the entire Story County and place participants where they best learn.

“Ames Police” – Ny Assdiq announced that they’ll be taking applications in November 2012 for the Shop with a Cop program. This is a program where cops take out kids (low-income) to shop for members of their family. This year, the cops are opening this up to Elderly families. Also, this program is also for those that may be slightly over poverty but still do not have enough money for the holidays. A member asked if this program was for just Ames residents or for all of Story County. Ny did not know the answer at the time. For more information about Shop with a Cop, call Ny at 239-5432. (Shari Atwood followed up and Shop with a Cop is for all of Story County)

“Decategorization Coordinator” – Kaitlyn Hoefeldt provided information on what the CPPC does within Story County. The CPPC is a community based approach to child protection. CPPC meetings are held one a month. Their next meeting is 10/31/12 at YSS at 10:30am. See the “Story County Community Partnerships for Protecting Children” flyer.

Kaitlyn also shared the “Bringing Families Forward” flyer which is a program to help build positive relationships with your family. Contact Kaitlyn at [khofeld@dhs.state.ia.us](mailto:khofeld@dhs.state.ia.us) or call her at 515-956-2591.

“Eyerly Ball CMHS” – Bethanie Langloss they are having an open house on Wednesday, November 28<sup>th</sup> from 4-6pm. They are located behind the Holiday Inn off of University Blvd. For more information, call 598-3300. Lynn mentioned that Earl Kilgore from Eyerly Ball will be the program at the January 2013 meeting!

“Literacy Program” – Melinda Thatch announced that the Ames Public Library is moving and once that happens her office and meeting locations for the Adult Literacy Program will no longer be at the Ames Public Library or at its alternate location. However, if you know of an adult that needs help with reading/writing, please e-mail at [mlthach@dmacc.edu](mailto:mlthach@dmacc.edu). She will continue the literacy program but just doesn’t know from where.

“The Salvation Army” – Cari McPartland announced that they’re currently accepting applications for assistance with Christmas gifts and food for this season. See attached flyer. However, they are collaborating with MICA in an effort to not double assistance and spread the funding to more families. They will consider above the income guidelines upon request for reconsideration. Cari also announced that The Salvation Army pays Bell Ringers during the holiday season. (See attached flyer.) Anyone can call or stop in to apply. There are background checks conducted on bell ringers. Cari also announced that she is taking referrals from agencies or is willing to come speak to any group wanting to know more about the Representative Payee Program that she discussed at the September SCHSC meeting.

“Girl Scouts” – Sally shared a flyer promoting Community Forums in Des Moines to discuss helping girls reach a successful future and become tomorrow’s leaders. Forums will be held 10/29 or 10/31 in the Des Moines metropolitan area. (Unfortunately, I misplaced the flyer but the forum information can also be found at the following website.

<http://www.girlscoutsiowa.org/news.cfm?action=article&page=0&CategoryID=62e149e3-ab94-4409-ba7b-62a0704e8912&id=606577a6-a39b-4358-be8a-eeef83639dab2> )

“Heartland Senior Services” – Carolyn shared that HSS provides congregate meals for seniors 60+ years. These individuals have a suggested donation of \$3.50 per meal however it is not required. Anyone under 60 that attends would pay \$7.74/meal. You must call to reserve your meal. HSS also delivers meals to those living outside of Ames to the homebound. Call 233-2906 for more information.

“Story County Community Services” – Nicole Lowman mentioned that SCCS provides general assistance to individuals for rent and utilities. They also provide assistance for individuals with mental health issues.

“At Home Care, Inc” – Gina Gallus provides services to those that need additional help to stay in their home. They provide services such as personal care, meal preparation, transportation, and housekeeping among many others. They are a for profit service. **Gina passed around a brochure to explain their services (see attached).**

“RSVP” – Arti Sanghi announced that the winter weatherization project will take place on November 10<sup>th</sup>. They’re currently taking applications for individuals the need for weatherization of their homes an typically weatherize 50 homes. **An application is attached for clients that need weatherization. Contact Arti at [coordinator@cirsvp.org](mailto:coordinator@cirsvp.org) for an application or call her at 292-8890.**

“CyRide” – Shari Atwood announced that CyRide just received 5 brand new large buses this week into Ames and that CyRide drivers are happy!

“Story County Empowerment” – Marion Kresse mentioned that if anyone providing child care that needed a higher rating on their Quality of Service Rating, they should contact him at 291-6399. He has Quality Improvement grants available.

“Volunteer Center of Story County” – Shellie Orngard announced that they organize the volunteers for the RSVP Weatherization project that Arti previously mentioned. They still need volunteers for this project and typically set up groups of 4 to work together. Monica Goedken Abramowitz mentioned she volunteered last year and it was a good experience.

“ACCESS” – Monica Goedken Abramowitz announced that October is Domestic Violence Month. ACCESS currently has positions open. Go to <http://www.assaultcarecenter.org/> for more information.

“YSS” – Jill Hill announced that they provide help for youth with substance abuse and help with medication management.

“Boys & Girls Club” – Geff Geschidler announced that they have a program for about 50 kids for after school which includes a meal for the kids. Recently, they had a carve pumpkins with the cops day and had a great time.

“Ames Community Schools” – Sonja Hayes announced that she rarely requests for help at these meetings but just had a parent with kids go to a shelter this week. She is requesting that anyone with toddler beds give her a call or e-mail. Sonja is the community counselor at the Ames high school and helps kids overcome barriers.

From this point forward, e-mail your announcements, brochures, flyers to Shari Atwood at [satwood@cyride.com](mailto:satwood@cyride.com) by end of day Friday following the SCHSC meeting and they will be e-mailed out with the draft minutes of each meeting the following Monday.

# Passenger Transportation Plan Update

Story County Human Service Council

10/25/12 11:30 am – 1:00 pm

**1) PTP Changes:** The PTP is an annual coordinated effort between the transportation providers and human service agencies providing service for the Ames community. The efforts focus on transportation for the low-income, elderly and disabled populations. The IDOT requires that any federal/state transit funding be part of the PTP coordination process. The plan is the responsibility of the Ames Area Metropolitan Planning Organization with CyRide (Ames transit provider) providing the staff to facilitate this process. The purpose is to: 1) enhance transportation access, 2) minimize duplication of services, 3) facilitate the most appropriate cost-effective transportation possible with available resources. For the next year's PTP, we only need to provide an update including:

- **Process:** Coordination efforts discussion through HSC, TCC & others documentation including: new transportation needs; results of current projects; & prioritization of needs.
- **Review previously recommended projects** – funding, implementation, and impact.
- **Recent developments** – any changes that could impact previous list of identified needs.
- **Recommended Projects changes** – new projects needs amendment or simply revision if estimated funding changed.

**2) Previously Recommended Projects Review** –: A list of the previously recommended projects from last year's coordinated plan is attached on the following pages. Projects in yellow were approved with transit grant funding (may be at a reduced funding level), grey highlighted projects are pending and those projects not highlighted were not submitted or denied funding. A justification narrative of each project follows this listing.

Congress recently approved a new transportation bill – MAP21. Within this bill, Congress formulized all of the discretionary funding and distributed it based on population/population density. Therefore, the large urban systems over 200,000+ received all of the available earmark funding and smaller transit systems (CyRide, HIRTA) lost out. The good news....CyRide's operating funding will increase approximately \$500,000. However, CyRide's capital funding will decrease from the average \$2,000,000 received on an annual basis (via discretionary grants) to only \$139,000. This is only enough to purchase 1/3 of a bus for CyRide. The State of Iowa will receive \$1,250,000 in capital funding for its 7 small urban systems and 16 regional systems where it was used to receiving \$5,000,000 each year. CyRide's Transit Manager recently visited the Iowa DOT Commission and requested they consider allocating \$3,000,000 in Congestions Mitigation and Air Quality funding for bus replacement. Without this additional funding, there will be very little capital funding for transit systems under 200,000 to replace buses for the next two years. Below are ongoing projects that have been approved since last year and are identified in yellow/red font on the following pages:

- **2012 State of Good Repair Award (\$2,031,840):** 6 large 40' Buses; will begin procurement January 2013 with delivery in spring/fall 2014.
- **Alternatives Analysis Study – Orange Route (\$200,000):** Project to begin 1/2013
- **Articulated Buses (\$2,080,000):** 2 NOVA Buses will arrive in December 2012. Public will see them next year!
- **Boiler Replacement (\$75,000):** Currently on-going; completion before the snow hits!
- **Next Bus (\$459,125 - GSB funded 100%):** Implementation ongoing; available to the public 2/2013.

### 3) Updated Needs & Strategies/Projects Request:

MPO staff is requesting additional needs and possible strategies/projects at this time for inclusion in a listing to be reviewed at Human Service Council on December 6<sup>th</sup> (via e-mail since this is the holiday party). A list of last year's transportation needs with possible strategies/project's is attached. These could be transportation projects that have been previously presented as needs within Ames or projects that have recently been identified. If there are any changes to recommended projects, please let me know at satwood@cyride.com.

Typically, this is the time of the year that additional service changes are considered by CyRide's board. Requests for additional services are noted throughout the year by our customers and placed in a file. I've attached what the board recently considered at their October 15<sup>th</sup> meeting. The service projects they wanted more details/costs to consider was:

1. **Aqua Route** revision (eliminate service from State Gym & increase frequency at City Hall)
2. **Additional 2012/2013 hours of service** (20 hours/day)
3. **Additional 2013/2014 hours of service** due to more ISU expected (10 hours/day)
4. **Sunday Blue** additional frequency (40 minute service to 20 min.)
5. **#6A Brown** Service to be included in CyRide's budget as opposed to ISU Dept. of Residence Halls

These five projects may possibly be incorporated into this PTP needs listing after the board's review in November. I will e-mail out the information on any service options once these projects are developed in more detail for the November 15<sup>th</sup>, 2012 CyRide board packet.

# Status of Previously Recommended PTP Projects

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

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

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

	Provider Name	Project Description	Need	Proposed Total Funding (List all anticipated federal/state sources)		Implementation
				Source	Amount (\$)	
Projects recommended as candidates for FTA or STA funding:						
1	CyRide	General Operations	Supports existing transit operations need for Ames community	5307	\$ 7,875,000	Increase fares in January 2012. Eliminated service on Memorial Day, July 4 <sup>th</sup> , Labor Day as well as last trip of #22 Gold Route. GSB approved up to \$X of additional extra trips (22 thus far) for ISU student ridership.
1	CyRide	General Operations		STA - F	\$ 533,022	
2	CyRide	Subcontracted ADA Dial-A-Ride Service	Service to ADA eligible clientele	5310	\$ 180,531	Continued.... Changed providers from HSS to HIRTA as of July 1, 2012. Working through issues.
3	CyRide	Brown Route Frequency/Hours Expansion	Access to Jobs & Education	JARC	\$ 66,000	Continued.... Brown North expansion of hours on weeknights and frequency on summer weekdays for Somerset area.
4	CyRide	Yellow Route Mid-day Expansion	Access to Jobs & Education	JARC	\$ 33,500	Continued.... Gray #4A Mid-day service (services DMACC and Kate Mitchell areas)
5	CyRide	E. 13th/Dayton Service – Operating service	Access to Jobs & Education/Medical and main destination for disabled community.	JARC, New Freedom	\$ 55,700	Continued....#10 Pink Route (Began August 2010)
6	CyRide	Gray Route Frequency/Hours Expansion	Additional service on S. 16 <sup>th</sup> to human service agencies/ high residential	New Freedom	\$33,800	Not requested due to budgetary concerns
7	CyRide	Blue Route Expansion (Target/Wal-Mart)	Re-routing of blue route to travel in front of Target/Wal-Mart	JARC	\$ 352,900	Not requested due to budgetary concerns
8	CyRide	Blue Route Frequency Expansion	Additional trips on Blue South	JARC	\$ 38,400	Not requested due to budgetary concerns
9	HIRTA	Ames to Iowa City Service	Medical transportation for specialized care outside of Ames	New Freedom ASSET	\$ 45,000	Continued....HIRTA modified service (DSM Broadlawns/Iowa City). Iowa Care patients no longer going to Iowa City. Service began 1/20/09. Year 3 funding approved.
10	CyRide	Alternative Analysis Study - Orange Rt.	P	5339	\$ 200,000	Funding approved in grant; CyRide out to bid for planning consultants. Project to begin in 1/2013.

11	CyRide	I35 Ames-Des Moines Corridor Planning	P	STA - C	\$ 100,000	Not requested due to budgetary concerns. Des Moines MPO investigating ISU class performing study.
12	AAMPO	Planning	Planning Requirements	5303	\$ 45,000	On-going support of PTP efforts, federal planning documents and long-range planning.
13	CyRide	Transit Amenities	C	5310	\$ 50,000	On-going funding for bus stop improvements.
14	CyRide	Expand 60' Articulated Diesel Buses (4 vehicles, cameras)	C	5307, 5309, Clean Fuels	\$ 2,080,000	Need for articulated buses for overcrowding; requested Clean Fuels grant for 2 articulated buses in 6/2010; will receive buses 12/2012.
15	CyRide	Expand 40' HD Large Diesel Hybrid Buses (5 vehicles, cameras)	C	5307, 5309, 5316, 5317, TIGGER	\$ 2,040,000	Did not request
16	CyRide	Replace 40' HD Large Diesel Buses (32 vehicles, cameras)	C	5309, SGR	\$ 13,403,405	Grant Approved for 6 large 40' buses at \$2,031,840
17	CyRide	Replace 176" LD Small Buses (6 vehicles, diesel, urban, cameras)	C	5309, SGR	\$ 576,000	State FY2011 Grant Approved for \$176,000 for 2 LD Buses
18	CyRide	Boiler Replacement	C	5309	\$75,000	State grant approved; Project ongoing fall 2012!
19	CyRide	Vehicle Security System Cameras Rep.	C	5309	\$ 160,000	Grant submitted to State; Project not approved
20	CyRide	AVL technology, web planner, passenger counters	C	5309 TIGER ITS GSB	\$ 1,700,000	1. Grant request denied or not available. 2. GSB funded Nextbus system 100% for capital and 3 years operating. 3. Nextbus Implementation ongoing; available to public on 2/2013.
21	CyRide	Maintenance Facility Exp./ Rehab: expand storage for buses; rehab fuel/wash lane; flood protection barriers & ceiling extension	C	5309, PTIG, SGR	\$2,000,000	Funded via PTIG (2 grants) and 5309. Design approved by transit board. Construction Bid for spring 2013; begin construction 4/2013.
22	CyRide	Ames Intermodal Facility – Phase II	C	TIGER	\$12,500,000	<b>Phase I completed. Facility opened 8/13/2012.</b> Phase II – additional parking, CyRide shuttle denied under request #4 for TIGER funding, no other requests at this time.
23	CyRide	Facility Cameras/Proximity Card Access	C	5309	\$ 56,660	Not requested; delayed



24	CyRide	Electric Distribution Rehabilitation	C	5309	\$ 30,000	Not requested; delayed
25	CyRide	Fire Sprinkler System Upgrade	C	5309	\$ 250,000	Will be completed with Maintenance Facility project in 2013/2014.
26	CyRide	Storage area air handling replacement	C	5309	\$ 250,000	Not requested; delayed
27	CyRide	Re-roof Maintenance Facility	C	5309, PTIG	\$ 500,000	Not requested; delayed
28	CyRide	Ames Fare Free/Low-Income Fare Program	O	?	\$ 5,010,955	Implemented 2009 summer fare free for @ \$75,000 minus marketing funding. Various proposals for K-12 fare free discussed among community in 2012. UWSC approved \$2,500 in tickets for ALP students.
29	CyRide	Vanpool Program	C, O	ICAAP, 5309	\$ 430,000	Not requested at this time; awaiting study
30	CyRide	Resurface ISC Commuter parking	C	5309, SGR	\$ 1,000,000	Not requested at this time; discussed with ISU parking
31	RSVP	Central Iowa RSVP Volunteer Driver Program	C, O	UWSC, SCCL, ASSET	\$ 5,000	Began 1/2010 as demonstration project; on-going program.

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

Note: for FTA/STA projects, projects for sub-providers to designated public transit systems must be grouped by designated transit system(s)

**Project Type Codes:** **O** = Operations, **C** = Capital, **P** = Planning

**Funding Source Codes:** FTA Programs: **5307** = Urbanized Formula, **5309** = Capital Investment Grants, **5310** = Special Needs, **5311** = Non-Urbanized Formula, **5316** = Job Access/Reverse Commute, **5317** = New Freedom, **5339** = Alternative Analysis Funding, **ICAAP** = Iowa's Clean Air Attainment Program

STA Programs: **STA – F** = State Transit Formula, **STA – S** = State Transit Special Projects, **PTIG** = Public Transit Infrastructure Grant  
 HHS Programs: **HS** = Head Start, **OAA** = Older Americans Act, etc., **WTF** = Welfare to Work  
 IaDHS Programs: Depart. Of Homeland Security

COA = City of Ames

UWSC = United Way of Story County

GSB = Government of the Student Body (Iowa State University Students)

Story County Programs: **ASSET** = Analysis of Social Services Evaluation Team (COA, Story County, UWSC, GSB)

**Priority Code:** **H** (High), **M** (Medium), or **L** (Low)

## PTP 2013-2016 Recommended Projects Justifications

The following justifications discuss the relevant funding for each of the identified SPRP projects.

1. **General Operations – CyRide (5307):** This funding supports the operations of CyRide’s fixed-route that provides bus service throughout the Ames community. This formula funding allocation is allocated 100% to operations to make the grant process easier for CyRide as well as FTA. As a result, grants can be drawn quickly 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.

**General Operations – CyRide (STA-F):** This state formula funding further supports the operations of CyRide’s fixed-route operations which provides service throughout the Ames community. This fund comes from a car sales tax which has declined due to the suffering economy.

The impact of CyRide’s services are described in the table below in the amount of unlinked (one-way rides) ridership on CyRide. To avoid confusion, all of CyRide’s services are included including all JARC services and Dial-A-Ride ADA Paratransit service. CyRide shared with

For 2010, CyRide had 106 rides per capita, more than any other small urban system in the nation according to a FTA STIC appropriations report. CyRide has increased ridership by 39% since FY2008 and is on track to serve its highest ridership yet with 5.8 million riders for FY2012.

([http://www.fta.dot.gov/images/carousel\\_images/FTA\\_FY\\_2012\\_SMALL\\_TRANSIT\\_INTENSIVE\\_CITIES\\_PERFORMANCE\\_DATA\\_AND\\_APPORTIONMENTS.xlsx](http://www.fta.dot.gov/images/carousel_images/FTA_FY_2012_SMALL_TRANSIT_INTENSIVE_CITIES_PERFORMANCE_DATA_AND_APPORTIONMENTS.xlsx))

	<b>CyRide Fixed Route (ALL Services; including DAR/JARC)</b>	
<b>Annual Numbers</b>	<b>FY2010</b>	<b>FY2011</b>
<b># Riders (unlinked)</b>	<b>5,377,155</b>	<b>5,447,289</b>
# Elderly Rides	65,148	65,412
# Disabled Rides	48,511	38,923
<b># Revenue Hours</b>	<b>110,167</b>	<b>113,182</b>
<b># Trips</b>	<b>n/a</b>	<b>n/a</b>
<b># Revenue Miles</b>	<b>1,152,680</b>	<b>1,185,088</b>
<b># Days Provided</b>	<b>362</b>	<b>362</b>
<b>Operating Costs</b>	<b>\$7,077,137</b>	<b>\$7,563,828</b>
FTA (5307 &STA)	\$1,574,500	\$1,675,495
State	\$461,763	\$527,414

2. **Subcontracted Ames ADA Complimentary Services – Dial-A-Ride Services (5310):** This need was identified as a base need for the community for those individuals that cannot ride the fixed-route system and instead ride Dial-A-Ride services operated under subcontract currently to Heartland Senior Services. CyRide is mandated by the federal government as part of the American's With Disabilities Act (ADA), to provide complementary fixed-route service for person's with a disability. More demand will be warranted from the community in future years. FTA 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.

	<b>Dial-A-Ride (HIRTA)</b>	
	Provides door-to-door ADA service within the Ames city limits.	
<b>Annual Numbers</b>	<b>FY2010</b>	<b>FY2011</b>
<b># Riders (unlinked)</b>	<b>9,745</b>	<b>9,101</b>
# Elderly Rides		
# Disabled Rides	9,745	9,101
<b># Revenue Hours</b>	<b>2,551</b>	<b>2,491</b>
<b># Revenue Miles</b>	<b>30,498</b>	<b>31,118</b>
<b># Days Provided/Yr.</b>	<b>362</b>	<b>362</b>
<b>Operating Costs</b>	<b>\$133,752</b>	<b>\$140,152</b>
FTA	\$94,640	\$99,877
State	\$8,470	\$2,720

3. **Brown Route Service Frequency/Hours Expansion (5316):** Additional service was added to the Brown route for the summer during the day 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 originally began in 2008 and would be continued for 2013.

	<b>Brown Summer - #6B</b>	
	<b>FY2010</b>	<b>FY2011</b>
<b>Annual Numbers</b>	Provides trips between ISU campus and North Grand Mall	
<b># Riders (unlinked)</b>	<b>15,648</b>	<b>15,504</b>
# Elderly Rides	190	189
# Disabled Rides	113	112
<b># Revenue Hours</b>	<b>629</b>	<b>621</b>
<b># Revenue Miles</b>	<b>10,379</b>	<b>8,541</b>
<b># Days Provided/Yr.</b>	<b>74</b>	<b>74</b>
<b>Operating Costs</b>	<b>\$29,792</b>	<b>\$30,909</b>
FTA	\$14,356	\$14,199
State	\$0	\$0

	<b>#6B Brown Weeknights</b>	
	<b>FY2010</b>	<b>FY2011</b>
<b>Annual Numbers</b>	Provides trips between ISU campus and North Grand Mall	
<b># Riders (unlinked)</b>	<b>12,022</b>	<b>11,960</b>
# Elderly Rides	146	146
# Disabled Rides	87	87
<b># Revenue Hours</b>	<b>655</b>	<b>658</b>
<b># Revenue Miles</b>	<b>9,273</b>	<b>9,310</b>
<b># Days Provided/Yr.</b>	<b>255</b>	<b>255</b>

<b>Operating Costs</b>	<b>\$31,398</b>	<b>\$33,118</b>
FTA	\$15,286	\$16,035
State	0	\$0

4. **Yellow Route Mid-day Expansion (5316):** Additional service was requested for mid-day service to the Yellow Route to accommodate passengers that need rides between their home on the south side of Ames and ISU campus for employment and/or training purposes. This service originally began in 2008 and would be continued for 2013.

	<b>#4A Gray Weekdays</b>	
	Provides trips between ISU campus and Jewell/S. Duff	
<b>Annual Numbers</b>	<b>FY2010</b>	<b>FY2011</b>
<b># Riders (unlinked)</b>	<b>26,827</b>	<b>21,998</b>
# Elderly Rides	326	268
# Disabled Rides	194	159
<b># Revenue Hours</b>	<b>303</b>	<b>361</b>
<b># Revenue Miles</b>	<b>5,768</b>	<b>4,309</b>
<b># Days Provided/Yr.</b>	<b>255</b>	<b>255</b>
<b>Operating Costs</b>	<b>\$16,663</b>	<b>\$17,083</b>
FTA	\$7,628	\$6,874
State	\$0	\$0

5. **Service to Dayton Industrial Area, Dialysis, Agency Locations @ 13<sup>th</sup>/Dayton (5316/5317):** This project is identified as a gap for the Ames community within the 2010 gap analysis as well as identified as a top priority through the PTP process over the past several years. This service began in August 2010 and would be continued for 2013. 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 when the economy recovers 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 agency) representatives have discussed that by providing fixed-route services to this area, a cheaper alternative can be provided since Heartland Senior Service currently provides many trips for individuals to this area of town. Therefore, the trip can be provided at half the cost via fixed route 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.

	<b>#10 Pink Route</b>	
	Provides trips between Ames City Hall, via Lincoln Way, to E. 13 <sup>th</sup> /Dayton. (service began 8/2010)	
<b>Annual Numbers</b>	<b>FY2010</b>	<b>FY2011</b>
<b># Riders (unlinked)</b>		<b>2,019</b>
# Elderly Rides		25
# Disabled Rides		15
<b># Revenue Hours</b>		<b>1,068</b>
<b># Revenue Miles</b>		<b>4,309</b>
<b># Days Provided/Yr.</b>		<b>255</b>
<b>Operating Costs</b>		<b>\$44,522</b>
FTA		\$21,829
State		\$13,098

6. **Gray Route Frequency/Hours Expansion:** Several human service agencies relocated to the S. 16<sup>th</sup>/ High Street area (east of S. Duff) in 2011 including Richmond Center, Community and Family Resources (CFR), Mid-Iowa Community Action (MICA), MICA's Family Development and the MICA Dental Clinic. Currently the #4 Gray route that serves this

area provides hourly service along the corridor. However, the route does not provide service for approximately 3 hours each weekday during the times these agencies are servicing their clients. These agencies serve low-income and disabled residents of the Ames area that rely upon CyRide as their means of transportation to access these essential services. Passengers that take the Yellow Route to this area are burdened with walking 3-4 blocks and crossing four lanes of traffic (Duff Avenue) which is a high safety concern. An additional 3 trips operating hourly service on Gray would provide safe and continuous hourly service during the weekday during the agencies' operating hours a block away from their front door. Additional frequencies could be added when demand is realized.

In addition, two major apartment complexes (The Grove and Laverne Apartments) were built along S. 16<sup>th</sup> Street with a third (Aspen Heights) to open in the fall 2013. The complexes will serve collectively over 1,300 residents. CyRide's board did not believe that adding additional buses to the Gray route could be accomplished at CyRide's costs at this time due to the \$250,000 deficit and impending cuts for 2014. Therefore, staff prepared two transportation options for the Grove's management team to consider. (CyRide staff became aware of the Laverne Apartments and Aspen Heights developments after these options were presented.) After their discussion, the Grove management decided **not** to contract for additional CyRide service for their residents and have indicated they will be directing their residents to walk, bike or drive to the commuter lot at the ISC and take the #23 Orange route. CyRide is expecting additional buses will be needed to handle this additional load on this particular route already serving 1.5 million passengers on an annual basis.

7. **Blue Route Expansion:** With the opening of Wal-Mart on S. Duff, CyRide's ridership has dramatically increased on this route and the bus stop at S. 4<sup>th</sup>/Duff experiences a significant increase in boardings. A route modification would extend services east of South Duff to Target, through Target's parking lot to South 3<sup>rd</sup> St. and then west across South Duff to Riverbirch apartments. The problematic bus stop at the intersection of South 3<sup>rd</sup> and Duff next to the torn down Sprint business, where numerous shopping carts get parked, could be resolved as Target and Wal-Mart patrons riding CyRide could board and alight the bus closer to these retail stores. This request is the most requested change in CyRide's routes but also a most expensive change for CyRide's board to fund at this time. This expansion would not only require an additional bus each day of the week between 9am and 9pm but also the streets may possibly need to be built up to accommodate the weight of CyRide buses. CyRide will continue to research whether the streets are CyRide strength and work with Target/Wal-Mart to see if the extension through their lots is possible within the next few years.
8. **Blue Route Frequency Expansion:** CyRide currently operates Blue route at 20 minute intervals every day of the week but Sunday where it operates every 40 minutes. Difficulties are occurring to where the driver is having trouble staying on time as the bus is in high demand on Sunday. This expansion would add two additional buses on Sunday to bring Blue route service to 20 minutes between 11am and 5pm between Schilleter Village and the Riverbirch end point on the south side near Wal-Mart. This doubles the opportunities for individuals to take the bus to ISU and to a high commercial area.
9. **Ames to Iowa City Service (5317, ASSET):** This project was a high priority project developed from the 2009 PTP 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 low-income clientele to/from Iowa City for their essential medical trips. The first two years of the pilot project had six funding sources. This year, the service is recommended to be locally funded by 50% through ASSET which consists of Story County, City of Ames, United Way of Story County, Government of the Student Body and the Department of Human Services. Heartland Senior Services also began coordinating the service with other HIRTA providers and now picks up clients in Grinnell taking them to Iowa City. The round-trip cost to the passengers also increased from \$10 to \$25. In 2011, options opened up to allow low-income patients to be seen at Broadlawns Hospital in Des Moines as opposed to Iowa City. This change of medical provider for this group of individuals may change the need for transit to Iowa City in the near future. Therefore, the need may shift for transportation to Des Moines as a result.

10. **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.
11. **I-35 Ames-Des Moines Corridor Planning (STA-S):** This project has been identified as a need through public meetings in both the Ames, Ankeny and Des Moines communities. Commuter travel along the I35 corridor is increasing each year as a result. A study committee has been formed in recognition of this and recommended a corridor study to validate any viable transit options such as rail, bus rapid transit, vanpool, etc. CyRide or City of Ames staff will continue to participate within these regional discussions.
12. **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 by the U.S. Department of Transportation, Federal Transit Administration or the Iowa DOT. Much of the planning involves work with the Passenger Transportation Plan, Transportation Improvement Plan, Long Range Transportation Plan and other major transit planning efforts.
13. **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 have been 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 to improve accessibility. In addition, signage for real-time bus information could be incorporated into CyRide's system if NextBus or similar technology is implemented through funding from ISU's Government of Student Body. Other funding could be realized through New Freedom or through CyRide's local budget.
14. **Expand 4 – 60' Articulated Diesel Buses:** Certain routes throughout Ames have been saturated with buses to meet ridership demand. As such, campus becomes inundated with continual bus traffic that impedes safety throughout campus. Articulated buses carry vastly more than the standard large diesel bus and can operate more efficiently in possibly reducing the buses/drivers required to meet demand. Some routes have buses leaving every 3 minutes from a stop with up to 5 buses leaving a time point at one time. Red and Orange routes both carry over one million passengers and would benefit from the implementation of articulated buses along the route. A consultant has identified that 6 buses could be implemented onto these two routes. CyRide staff borrowed an articulated bus to determine turning radius and capacity to enter/exit the garage storage. Both could be accommodated and the turning seemed to perform better and more easily than a 40' diesel bus. CyRide received funding in 2010 to purchase 2 articulated buses but still has a need for an additional 4 throughout the system.
15. **Expand 40' HD Large Diesel and/or Hybrid buses (camera):** Since 2006, CyRide has been increasing its peak pull out for buses by 3 vehicles each year or 12 buses. Buses that have been replaced were retained to accomplish this feat and CyRide's spare ratio suffered as a result leaving only 3 spare buses throughout 2009. This low spare ratio diminished CyRide's ability to serve the community when buses broke down or were in an accident leaving no little room for those situations. The Federal Transit Administration recommends having a 20% spare ratio and CyRide was left with 3-5%. Since CyRide grew by 12 additional peak vehicles to meet ridership demand between 2006 and 2010, staff recommends expanding the fleet with new buses if possible as opposed to utilizing spares to expand the fleet if possible. These buses could be diesel or hybrid depending on the availability of funding. Hybrid buses are a priority for the community as "going green" is a goal for the city and university.
16. **Replace 40' HD Large Diesel Buses (cameras):** In 2009, CyRide had the 14<sup>th</sup> oldest fleet in the nation according to the National Transit Database. While CyRide has been successful in cutting its bus fleet age in half with a recent purchase of buses and our next order coming by 2012, continual replacement of old buses is always needed to keep operational costs of maintaining buses to a minimum. Buses take approximately 18 months to 2 years to obtain from the date ordered until delivery. Currently twenty-three (23) buses are past their useful life and need to be replaced even after the 2012 order has been received. Available funding is dependent on the State of Iowa's success

in obtaining earmark funding through the state each year or through the success of CyRide in national competitive grant opportunities that become available. Bus replacement is not only important to the overall image of CyRide but to keep maintenance costs as a minimum.

17. **Replacement of Light-duty LD buses (5309):** Again, this would allow CyRide to obtain earmark funding through the state each year or be eligible for funding through national competitive grant opportunities. These vehicles are past their useful life and need to be replaced. Available funding is dependent on the State of Iowa or CyRide's success in obtaining this additional funding each year.
18. **Boiler Replacement (5309):** CyRide's boilers are currently 29 years old as they were purchased when the building was originally constructed in 1983. CyRide has the boilers inspected annually by a contractor in which they've indicated they are in poor condition. To achieve a state of good repair the boilers need to be replaced before they fail.
19. **Vehicle Surveillance Systems (5309):** CyRide received 27 camera systems in 2004 of which the 20 remaining are in need of replacement. Those cameras systems are no longer manufactured or have available parts for replacement and are therefore obsolete. As the cameras break down, CyRide must transition to a newer system. CyRide utilizes these security systems daily when events transpire, validation of complaints, or to aid the Ames police. CyRide requests funding for a total of 20 security systems to replace this obsolete system and equip 100% of its revenue fleet with modernized surveillance systems.
20. **AVL technology, web planner, passenger counters (5309):** CyRide participated in an urban needs study for AVL technology in 2006 headed by the IDOT. Rural systems acquired and received AVL technology through this method a few years prior. Within this plan, CyRide had needs to incorporate AVL into their system, a web planner passenger kiosks and automatic passenger counters to speed up the boarding process.
21. **Maintenance Facility Expansion:** CyRide requested and received earmark funding for a maintenance facility expansion through the transportation bill reauthorization called SAFETEA-LU. Congress has yet to reauthorize this bill for 2010 and beyond. CyRide currently has 80 large buses with parking for only 60. No additional vehicles can be parked within the facility and CyRide is still growing with an unprecedented ridership of 5.8 million for FY2012. CyRide's 2010 study, completed by URS Corporation, revealed that a majority of the storage needs could be accomplished on-site into 2030 but not all the maintenance or operations staff expansion needs. A previous study identified an off-site location on State Street as a possible future location to fulfill all expansion needs. Both opportunities may continue to be explored however, in the meantime CyRide will proceed with minimal bus storage expansion on-site, flood barrier protection enhancement, rehabilitation of the wash bay area and ceiling modifications to fit hybrid buses throughout the entire storage area which will bring the existing facility to a state of good repair and allow current bus storage needs to be accomplished.
22. **Ames Intermodal Facility (5309):** An Intermodal Facility will finalize phase one construction in June 2012 in the campustown area next to Iowa State University. The facility will include metered/permit parking for approximately 385 individuals, transportation connections to regional carriers (Jefferson Lines, Burlington Trailways, Executive Express, Heartland Senior Services), vanpool/carpool parking, bike trail, and public restrooms/shower facilities. However, the initial vision will not be fully realized and the project has been scaled back relative to the level of funding available. Approximately 350 parking spaces, bike path through the arboretum and a CyRide shuttle will not be part of the project due to the limited funding. Additional parking is needed to allow enough additional revenues to support a CyRide route linking the community with this facility as well as fulfill the need for parking to support economic growth in the campustown area as originally envisioned. Additional TIGER funding through future grant applications could be achieved in the future to fully meet this vision.
23. **Facility Camera/Proximity Card Access (5309):** CyRide has obtained a camera system for the 2008 administrative 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.

24. Electric Distribution Rehabilitation (5309): CyRide's current electric distribution needs to be rehabilitated for the building as certain circuits on the original facility are overloaded creating a fire hazard. FM Global recommends CyRide reviewing the circuits and redistributing accordingly to protect the building investment.
25. Fire Sprinkler System Upgrade (5309): Recommendations to improve the sprinkler system have been made from FM Global to CyRide. Indications are that the system currently would not produce enough water force to put out a fire in the event one occurred. Fire protection is a critical element for CyRide due to the investment of buses and vertical infrastructure on the site.
26. Storage area air handling replacement (5309): CyRide replaced the air handling within its shop area in 2010. Recommendations from a consultant also determined that the air within the facility storage area needs attention to allow cleaner air to recommended levels for all employees.
27. Re-roof Maintenance Facility (5309, PTIG): In 2014, CyRide's roof will be past its useful life at 31 years of age. Repairs have been made haphazardly throughout the years as staff inspects the roof bi-annually each spring and fall. The flat membrane roof shows signs of deteriorating with cracks, punctures, blisters and water ponding up. The roof now is at the point there replacement is necessary to protect federally funded equipment inside and retain a state of good repair to the facility.
28. Ames Transit System-Wide Fare Free/Low-Income Fare Program (COA, UWSC, ASSET, STA): In the fall 2008, CyRide underwent a public input process where several recommendations were made from the community as well as by the Ames City Council through the budgetary process for free fares on CyRide's public transit system. The Ames City Council questioned CyRide's staff as to what would it take to further the Mayor's Climate Protection Agreement by going fare free city-wide. Iowa State University students already ride CyRide for free with each student contributing to CyRide via their student fees each semester. The student then just shows their ISU student identification card in order to ride free. This project would provide free rides to the remaining portion of the community (non-ISU students) estimated at 1 million additional riders each year. The project would also provide CyRide the opportunity to purchase 5 Hybrid vehicles to increase its fleet and meet this anticipated demand throughout the community. This fare free concept was discussed with the PTP committee at the Human Services' Council meeting in March 2008 and was overwhelmingly received. Providing emergency gas vouchers and bus tickets was the committees' 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 experimented with Summer Fare Free in 2009 and increased service by 26% that year through approved funding from the Ames City Council. Fare free was widely accepted and the impacts of this experiment have continued with CyRide achieving record breaking ridership since 2009 with CyRide an anticipated ridership of 5.8 million for FY2012. Options presented to CyRide's board to continue fare free in the future included: 1) Ames Fare Free (everyone); 2) Nights/Weekends Fare Free; 3) K-12 Students Fare Free or 4) Summer Fare Free.

In April 2011, [A Mid-Iowa Organizing Strategy \(AMOS\)](http://amosiowa.org/) (<http://amosiowa.org/>) shared results with the community on issues concerning youth who are at-risk within the Ames Community School District (ACSD) based on numerous meetings throughout the community. Within this results sharing meeting, AMOS identified 385 students who were "at-risk" of failing academically, socially, emotionally or vocationally from ACSC data. Two top priorities were identified as goals for AMOS from this session. 1) Develop the online Story County Resource Guide and 2) Assure increased access to transportation for students who are at risk in Ames by 2013. The online guide has been funded, developed and launched although needs tweaked in regards to how transportation is presented within the site. Much discussion to attain this second goal for free transportation for students has transpired since that time. AMOS's proposal (see appendix) was to provide free transportation for all middle and high school students within the Ames community (partial fare free option #3). AMOS has met with many vested interest groups to request funding to support this need. CyRide identified that \$30,000 would address the lost fare revenue if K-12 students were fare free within the Ames community. Additionally CyRide expressed that additional supervision would be needed as discovered from the 2009 Summer Fare Free program with many K-12 students riding the system. Furthermore; if free fares for students were approved at some point in the future, CyRide suggests funding for all K-12 students to avoid age determination conflicts on the bus between CyRide drivers and students.



In January 2012, representatives from United Way of Story County, Ames Schools, CyRide and the City of Ames met to discuss the true “need” by the school district to get “at risk” students to and from school. The discussion was that all K-12 students in the district did not need free transportation, but “at-risk” students may at times. The Alternative Learning Program Director identified approximately 65 at-risk students (reducing the initial 385 students) that would benefit from free transportation on an occasional basis. He confirmed that these students would not need the transportation on a daily basis. ASSET and United Way representatives commented that their limited funding sources may be a resource to help transport these “at-risk” students but wanted to ensure that their funding was directed to those most at need and not every K-12 student. Future opportunities to address this smaller focused need seem to be a place to start according to the ALP Director to get these at-risk students to school to be educated. In response, AMOS indicated they would continue to search for available funding middle and high-school students to ride free on CyRide’s services as the focus to just to/from school does not address the need for before/after school activities.

- 29. Vanpool Program – (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 PTP committee process. There is a small vanpool program of 5 vehicles operated by ISU’s transportation department. The thought is that this program could be expanded to the entire Ames community for the future. A community program would be eligible for funding through the ICAAP state program to reduce emissions from those commuting into the Ames area. This project would fund the operation, staff and purchase of 10 vans for commuting purposes. This project would not likely occur if federal funding was not found from the ICAAP source.
- 30. Resurface ISC Commuter parking (5309): CyRide operates its #23 Orange Route out of the Iowa State Center parking lot which generates more than 10,000 rides each day or over 1.5 million rides each year. This parking lot needs to be resurfaced and it’s anticipated that transit commuters contribute to the daily wear and tear of the lot.
- 31. Central Iowa RSVP’s Volunteer Driver Program (UWSC, ASSET, Story County, COA): With a special grant from United Way of Story County, and support from the Story County Community Foundation, Central Iowa RSVP (Retired and Senior Volunteer Program) began managing a Volunteer Driver Transportation Program January 1, 2010. Currently, the program is funded by UWSC, Story County and the City of Ames. The service trips are provided exclusively by volunteer drivers driving their personal vehicles. Clients needing transportation pay \$3 - \$12 depending on the round trip miles of the trip. Any trip outside the county is \$0.39 per mile. RSVP is supplementing existing transportation services provided in Story County (i.e. Heartland Senior Services Public Transit) by providing the recruitment, management, and scheduling of volunteers giving rides to Story County residents. Priority is given to those residents needing rides to in-county medical appointments (doctor appointments, therapy and treatment sessions, picking up medication, etc.), but other trips are provided as needed. The service is offered Monday through Friday between 8:00 am and 4:30 pm.

	<b>CY2010</b>	<b>CY2011</b>
Round Trip Rides	213	386
Volunteer Drivers	29	40
Transportation Clients Taking Trips	38	70
# Transportation Clients Registered	40	104

## **V. Possible Strategies**

Below are the previous needs identified within the 2013 PTP update. Those strategies that have been implemented or partially implemented are identified in blue. Items identified in red were added/refined last year.

Now is the time at address any additional core needs for transportation and any possible strategies/projects addressing those needs. Needs will be accumulated from the public through public meetings and/or through communications with transportation providers and human service agency representatives over the next few months. ***Note that these possible strategies may not be 100% recommended but if federal/state/local funding became available for the specific project and local financing were available – it could be recommended into the program rather easily as it’s already defined as a need.***

Needs	Possible Strategies/Project
<p><b>Education/Marketing:</b></p> <ol style="list-style-type: none"> <li>1. Need to reduce intimidation and misconceptions to riding public transit.</li> <li>2. Awareness of available programs regarding transportation.</li> <li>3. Need for insurance/maintenance awareness for automobile owners</li> </ol>	<ol style="list-style-type: none"> <li>1. Large Group Training of how to ride public transit</li> <li>2. Train the Trainer Sessions for one-on-one training.</li> <li>3. How to Ride CyRide digital formatted DVD video</li> <li>4. Communication tools for non-English speaking individuals riding CyRide ie. picture board?</li> <li>5. Improved signage on CyRide buses for visually impaired riders – black letters on white background</li> <li>6. Promote RSVP volunteer transportation program – volunteers &amp; for additional volunteers/Re-work program via HSS</li> <li>7. Market Randall moving vehicle availability and sponsorship.</li> <li>8. Maintenance/insurance class for vehicle owners</li> <li>9. Car Seat installation education program and/or resources</li> <li>10. Market “Beyond Welfare” car donation program need for pass through sponsorship by other non-profit agencies due to state regulations limiting more than 6 non-profit car donations per non-profit per year.</li> <li>11. Improve How to Ride written materials describing what a transfer is; when a transfer is applicable as opposed to utilizing 2 fares; and actual logistics of transferring.</li> <li>12. Implement Google Transit and/or Trip Planner so anyone could Google how to get from point A to point B via bus in Ames.</li> </ol>
<p><b>Affordability Needs:</b></p> <ol style="list-style-type: none"> <li>1. Need for affordable passenger transportation services or programs to make services more affordable.</li> <li>2. Need for transportation assistance programs.</li> <li>3. Increased demand for elderly “free” transportation at health/residential facility homes –as seniors vacate their automobiles &amp; become less independent.</li> </ol>	<ol style="list-style-type: none"> <li>1. Continue Transportation Assistance for bus pass/tickets or gas vouchers               <ol style="list-style-type: none"> <li>a. City of Ames Planning &amp; Housing: CDBG program</li> <li>b. UWSC “emergency” program through MICA</li> <li>c. Story County (assistance to those leaving the state of Iowa)</li> </ol> </li> <li>2. Implement common data-base of all Ames transportation assistance bus pass/ticket &amp; gas voucher programs to avoid duplication</li> <li>3. Continue Car Seat Donation Program</li> <li>4. United Way’s TCC investigate/discuss possible improvements?               <ol style="list-style-type: none"> <li>a. Affordability of Heartland Senior Service’s transportation.</li> <li>b. No resources available for non-Medicaid individuals issue.</li> </ol> </li> <li>5. Identify opportunities for human service organizations to share vehicles and/or drivers (operating 15-18 hours/week on average).</li> </ol>

Needs	Possible Strategies/Project
<p><b>Maintenance/Insurance Needs:</b></p> <ol style="list-style-type: none"> <li>1. Need for more cost efficient methods to maintain and replace human service provider vehicles.</li> <li>2. Need for low-cost maintenance for Wheels to Work program.</li> </ol>	<ol style="list-style-type: none"> <li>1. Coordination of replacement/maintenance of human service provider vehicles.</li> <li>2. Coordinate group of mechanics to repair Beyond Welfare donated vehicles.</li> <li>3. Investigate “sharing” of vehicles for providers &amp; implications to insurance coverage.</li> </ol>
<p><b>Bus Storage/Maintenance Facility &amp; Connection :</b></p> <ol style="list-style-type: none"> <li>1. CyRide Bus Storage Facility: CyRide is currently housing 70 vehicles and storage is at capacity. Anticipating growth to 95 vehicles, expansion buses, articulated buses, 100% bike racks on current fleet, hybrid buses would be beyond capacity of current garage to store as well as provide adequate maintenance.</li> <li>2. CyRide Facility Renovation: Emission requirements of newer buses require CyRide to raise ceiling heights of garage doors as well as internal components throughout the garage due to increased bus height</li> <li>3. CyRide Maintenance Shop: Need to expand maintenance work area to maintain new buses as well as house extra bays (1 bay per 10 buses)</li> <li>4. Heartland Senior Services (HIRTA) needs storage for vehicles. Currently, parking is outside in the elements.</li> </ol>	<ol style="list-style-type: none"> <li>1. Additional Bus Facility Storage – identify and build additional capacity for bus storage, maintenance and operational needs over next 20 years either on-site at current location or through off-site location. Design off-site CyRide facility with appropriate functions needed including possibly Heartland Transportation Services administration and storage functions.</li> <li>2. Modernize current CyRide storage facility including rehab old wash-bay, upgrade ventilation system, replace shop/barn air conditioning system, replace shop/barn exhaust removal system, make facility energy efficient in all mechanisms possible, relocate parts office, replace shop hoists, secure building/buses, replace/repair exterior walls, shutoff system for fuel/oil/hydraulic lines, electric distribution rehabilitation, fire sprinkler upgrade, security systems added to facility, install back-up power supply, fuel pump improvements, concrete rehabilitation/improvements, , re-roof facility, replace boilers, rehabilitate wash bay/fuel area, flood barrier enhancements and increase ceiling height of garage doors and interior building by raising internal components to allow hybrid buses to pass through entire facility.</li> <li>3. Actively pursue federal earmark funding opportunities and/or nationally competitive grants in light of new upcoming transportation reauthorization bill.</li> <li>4. Resurface Iowa State Center Parking lot where commuters park to obtain #23 Orange to travel to ISU campus.</li> <li>5. ISU Intermodal Facility – Continue to study, discuss and construct an Intermodal facility housing Intercity carriers near proximity of campus to connect all transportation modes within one location. Construction will commence in 2011 with the facility opening in July 2012 however, continued efforts should continue towards future funding to meet original vision of facility incorporating 350 additional parking spaces, bike path through Arboretum and a CyRide shuttle to/from the facility.</li> </ol>
<p><b>Fleet Needs</b></p> <ol style="list-style-type: none"> <li>1. Reduce transit providers average fleet age</li> <li>2. Attain 100% accessible fleet for transit providers</li> <li>3. Increase/maintain spare ratio to 18-20% for transit providers.</li> <li>4. Increase fleet size for increases in service needs (frequency and geographic coverage)</li> <li>5. Improve vehicle security systems</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify and apply for federal/state grants as necessary to meet transportation providers’ fleet needs for replacement. <ol style="list-style-type: none"> <li>a. CyRide recently purchased 33 buses in 2010 (15 new large buses, 6 new small buses, and 12 newer used buses) AND has 13 additional buses (11 large &amp; 2 articulated) that will be purchased in 2011/2012 due to receiving nationally competitive federal grants and a state grant. Due to this influx of buses, the following results WILL BE realized after 2012 bus deliveries: <ul style="list-style-type: none"> <li>▪ Average fleet age decreases from 14 years to 8 years bringing a better visual image of CyRide and more efficiencies to the system: less fuel, oil, and mechanical breakdowns</li> <li>▪ Wheelchair accessibility improved from 70-100%</li> <li>▪ Spare buses increases from 3 to 11 (5-20% goal)</li> <li>▪ Improved efficiencies of additional ridership capacity and eliminating second driver/bus due to 2 larger articulated buses</li> <li>▪ 32 large and 2 small buses are still past their useful life and need</li> </ul> </li> </ol> </li> </ol>

continued	<p style="text-align: center;"><b>to be replaced throughout the next 4-year period</b></p> <p>b. Heartland Senior Services (Replace/expand as needed). CyRide purchased a second minibus for HSS to operate Dial-A-Ride service in 2008. Heartland also received a small bus for the Ames-Iowa City service project in fall 2008 that operates twice a week through HIRTA's overall fleet.</p> <p>2. New and/or Used Bus Purchases - Accessible vehicles to expand new services or add additional trips to safely operate/meet growing demand for transit service.</p> <p>3. Surveillance Systems – Add/<b>replace</b> cameras to all CyRide buses to reduce liability and improve ability to assist City of Ames Police.</p>
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<b>Needs</b>	<b>Possible Strategies/Project</b>
<p><b>Transportation Amenities</b></p> <p>1. Need to improve accessibility and lighting of bus stops/shelters.</p> <p>2. Need for bike racks on buses to promote sustainability of community.</p>	<p>1. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.)</p> <p>2. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations</p> <p>3. Bike Racks on <b>100%</b> of CyRide vehicles.</p>
<p><b>Urban</b></p> <p>1. Maintain existing transit services and geographic coverage.</p> <p>2. Need to geographic service coverage of transit in Ames to serve gap areas.</p> <p>3. Need for increased frequencies of service on high-capacity corridors.</p> <p>4. Need for additional hours of transportation to specific areas of Ames.</p> <p>5. Specific need for third shift transportation (12am - 6am?)</p> <p>6. Need for affordable <u>emergency</u> transportation for low-income K-12 (at-risk) students and seniors.</p> <p><b>Urban continued....</b></p>	<p><b>Urban Strategies/Projects</b></p> <p>1. RSVP Volunteer Transportation program managed by RSVP. <b>Research possibility of providing background checks on drivers.</b></p> <p>2. Continue existing JARC/New Freedom transit services OR more efficient alternative service.</p> <ul style="list-style-type: none"> <li>▪ Continuation of Brown Route Frequency/Hours Expansion</li> <li>▪ Continuation of Yellow Route Mid-day Expansion</li> <li>▪ Continuation of Contracted Paratransit Service</li> <li>▪ Continuation of Pink Route Service to E. 13<sup>th</sup>/Dayton</li> </ul> <p>2. Study third shift transportation needs for Ames. (Transportation needed after 6pm and before 6am)</p> <p>3. Alternative Analysis Study of Orange Route</p> <p>4. New Transit Route Services:</p> <ul style="list-style-type: none"> <li>• Aquatic Center on E. 13<sup>th</sup></li> <li>• Billy Sunday Road/Airport – Request from apartment complex. 7:30 am – 5:30pm (F = 40 min.)</li> <li>• <b>Blue Route Alignment Expansion to Target/Wal-Mart</b></li> </ul> <p>5. Fare-free city-wide: 4 options (Large Scale, Weekends only, Weekends/nights only, <b>Summer only</b>)</p> <p>6. Additional Frequencies/Trips:</p> <ul style="list-style-type: none"> <li>• 20-minute frequencies on most routes 6:00am – 12:00 pm</li> <li>• Red/Blue Routes – 2 additional buses keeping schedule on-time &amp; safe 12:00pm – 6:00 pm (F = 15 min.)</li> <li>• Red Route – 20 additional trips (F = 5 min.)</li> <li>• Red/Blue/Green – earlier Sunday morning trips (<b>green added fall 2009</b>)</li> </ul>

	<ul style="list-style-type: none"> <li>• Blue South frequency improvements <ul style="list-style-type: none"> <li>a. Friday 7:15 – 9:45pm (Frequency = 20 min)</li> <li>b. Saturday 5:15 – 9:45pm (F = 20 min)</li> <li>c. Sunday 5:00 – 12pm (F = 30 min.)</li> <li>d. <b>Sunday 11:00 am – 5pm (F = 20 min.)</b></li> </ul> </li> <li>• Yellow Route – Sunday service 10:45 – 6pm (F = 40 min.)</li> <li>• Brown South – ISU School Days Weeknight service 6-9pm (F = 40 min.)</li> <li>• Brown South – Saturday Service to Research Park - 8:30am-6pm (F = 40 min.)</li> <li>• Brown 6A Towers – <ul style="list-style-type: none"> <li>e. Weekdays: 6:00-9:00 pm (F = 20 min.)</li> <li>f. Saturday/Sunday: 2:00-6:00 pm (F = 20 min.)</li> <li>g. Saturday/Sunday: 11:00am-2:00pm (F=20 min.) &amp; 6:00-8:00pm (F=20 min.)</li> </ul> </li> <li>• Brown North – ISU School Days Weeknight service 9-11pm</li> <li>• DMACC Hunziker Center – evening service – two additional trips at 6:05 &amp; 9:05pm</li> <li>• <b>Yellow/Gray Route – additional trips needed in light of Richmond Center and MICA human service agencies moving to S. Duff/ S.16<sup>th</sup> area serving transit dependent clients.</b></li> </ul> <p>7. Demand/On-Call Service for:</p> <ul style="list-style-type: none"> <li>• Senior transportation after 2pm to/from health facilities</li> <li>• Low-income students missing school buses from middle/high schools.</li> <li>• Boys &amp; Girls Club transportation from schools alternative - high costs for special service, gasoline &amp; vehicle insurance.</li> </ul> <p>8. AVL technologies - Improve route efficiencies by adding AVL technology, kiosks to the public, trip planner <b>and automated scheduling software</b>. Scheduling software will be purchased and installed in FY2012 due to nationally competitive state of good repair grant approval in 2010.</p>
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<b><u>Needs</u></b>	<b><u>Possible Strategies/Project</u></b>
<p><b><u>Regional</u></b></p> <ol style="list-style-type: none"> <li>1. Need for additional/improved transportation outside the Ames community for medical transportation and other essential services.</li> <li>2. Need for commuter transportation to/from outlying areas in Story County into Ames as well as I-35 corridor between Ames &amp; Des Moines.</li> </ol>	<p><b><u>Regional Strategies/Projects</u></b></p> <ol style="list-style-type: none"> <li>1. Transit service between Ames &amp; Iowa City for medical purposes. Possibly coordinate with other interested partners for service continuation to also serve other central Iowa residents to Iowa City and expand ability of Ames residents to receive medical care into Des Moines.</li> <li>2. Study I-35 corridor between Ames and Des Moines to account for daily commute patterns and possible transit need/solutions from bus rapid transit, regular bus service, to vanpool/carpool options.</li> <li>3. Study transportation commuter needs into Ames from Story County communities. Possibly coordinate program with ISU transportation that offers employee incentives to carpool/vanpool city-wide.</li> <li>4. Adult Day Service transportation for Story County residents</li> <li>5. Additional hours for agency special events</li> <li>6. Easier demand response re-scheduling of pickups/drop offs</li> <li>7. Transportation service to/from Nevada 3 x's a day</li> <li>8. Rural meal-site transportation (meals/activities)</li> <li>9. Out of service hours transportation for agency special events</li> </ol>

**CITY OF AMES, Iowa**

**MEMO TO:** Ames Transit Board of Trustees

**FROM:** Sheri Kyras

**DATE:** October 15, 2012

**SUBJECT:** 2013-2014 SERVICE REQUESTS

**BACKGROUND:** Each year, CyRide staff prepares a report to the Transit Board of Trustees regarding areas where adjustments would benefit the efficient operation of CyRide's transit services or where our customers have requested additional service. This report is then discussed and direction by the Board of Trustees provided in preparing budget options for presentation at the December Transit Board meeting.

**INFORMATION:** With the funding shift created by the federal MAP-21 Law as discussed at the September Transit Board meeting, CyRide is in the position to reassess its operating and capital priorities over the next two-year period. One piece of the operating assessment is to determine potential service modifications in the following year's budget. Therefore, CyRide staff has prepared staff-recommended service improvements based on its operation of service year-to-date and documentation of service requests from the public over the past year. Each is briefly summarized for discussion. Services that board members would like to consider will then be further developed for the November board meeting. Along with these potential new services, staff will prepare a financial pro forma and five-year capital budget as reference for these discussions next month.

**Staff Recommended Service**

**1. Aqua Route –**

**Description:** This route begins at City Hall, travels to the Aquatic Center (east route half) and then travels from the Aquatic Center to Beyer Hall (west route half). Over this past summer, CyRide received several customer comments about the difficulty customers were having in using service on the west route half from Beyer Hall. This route only connects with other routes as City Hall and is not able to make this same connection at Beyer Hall due to time constraints, which then requires customers to wait up to 20 minutes to transfer to their next route. A resolution to this issue is to eliminate the west half of the route from Beyer Hall and only serve the City Hall (east route half), which would double the amount of trips currently provided to the Aquatic Center. Ridership numbers indicate that both route halves carry approximately the same number of riders; however, upon further investigation, it was found that a significant number of the west route half riders are students catching the first bus at Beyer Hall to return to the Fredrickson Court area. The #1A Red route bus is approximately five minutes behind the Aqua route bus and would be able to provide approximately the same level of service. If board members would like to consider this service modification, staff will prepare maps, schedules, detailed ridership data and a travel time impact study for the next board meeting.

**Budget Impact:** None

## 2. Additional 2012-2013 Hours of Service -

**Description:** Based on current service levels and trends for the winter months, CyRide anticipates adding an average of 20 hours per day over the course of the school year to address overcrowding on individual bus trips. Therefore, this additional service would need to be included in the 2013-2014 budget in order to maintain existing service levels.

**Budget Impact:** Higher

## 3. Impact of 2013-2014 Enrollment -

**Discussion:** While there are no official enrollment predictions to date for the number of students attending Iowa State University in the fall of 2013, recent trends indicate that an increase is possible. In light of this reality, staff proposes an additional 10 hours per day in service for the 2013-2014 school year. If an increase in ridership is not addressed in the budget, the closing balance would be reduced if additional service is needed. If, however, service hours are increased and if the additional trips were not needed, the closing balance would increase.

**Budget Impact:** Medium

## 4. Sunday Blue Route -

**Discussion:** Monday through Saturday, the Blue Route operates at 20-minute intervals and on Sunday at 40-minute intervals. Due to the increased traffic on this route and at the S. 3<sup>rd</sup> and Duff bus stop particularly on the weekend, improving the service frequency to 20-minute on Sunday as is operated the remainder of the week would provide improved service by allowing the bus to stay on time, addressing overcrowding issues and decreasing the wait times for customers. One bus could be added on Sunday's and service scheduled every 20-minutes from 11 am to 5 pm from the **Friley bus stop to the S. 3<sup>rd</sup> and Duff stop** and remain at 40-minute intervals during other times of the day and areas of this route. Currently many Blue Route trips along this portion of the route exceed 60 passengers per bus as a result of the businesses in the S. Duff area.

**Budget Impact:** Lower

## Customer Requested Modifications

In addition to the potential modifications staff has identified, CyRide customers have emailed, called, or verbally requested the following service modifications.

## 5. Service to Northridge Heights Subdivision -

**Discussion:** A customer requested bus service in the Northridge Heights subdivision stating that there is no bus service within walking distance of this area. CyRide could develop a minibus route, much like the Yellow route in the Southdale area.

**Budget Impact:** Medium

## 6. DMACC Evening Service –

**Discussion:** Several customers have requested evening bus service on the Gray route to the DMACC facility in east Ames. Bus service currently ends prior to 5:30 pm, which leaves students without a way to get to/from school for evening classes. This is an annual request. CyRide could extend driver shifts Monday through Thursday to pick customers up shortly after 6 pm and again after 9 pm when classes release.

**Budget Impact:** Lower

**7. Service to South Duff after 6:30 pm –**

**Discussion** - With the movie theatre and the growth in the S. Duff business area, frequent customer requests for additional service in this corridor have been received. Over the past several years, many new businesses have opened along this street and there are more businesses that are under construction. CyRide could extend the Yellow route service Monday through Friday, which currently ends at 6:15 at City Hall, until 10:15 pm, operating every 40 minutes. Customers could transfer at City Hall from other routes and ride the Yellow route, which operates north-south along S. Duff Ave.

**Budget Impact:** Lower

**8. Brown Route (to Research Park) in the evening –**

**Discussion** – Currently the Brown route ends weekday service, past the Wallace-Wilson complex, after 6:30 pm. Customers in the Wessex apartment complex have indicated that they are unable to get home from evening classes as a result of the lack of bus service. CyRide could continue to serve the entire route every 40 minutes until approximately 9:30 pm Monday through Thursday to address this need.

**Budget Impact:** Lower

**9. #6A Brown Route Service for Wallace-Wilson –**

**Discussion** – The Department of Residence began paying for additional service on the Brown route when the Wallace-Wilson residence halls were reopened. An informal request to consider including this item in CyRide’s budget was received by the Residence Halls last year.

**Budget Impact:** Lower

**10. Gray Route Increased Service –**

**Discussion:** CyRide received several requests for more frequent weekday and for evening service on the Gray route. The individuals indicated difficulty in getting to and from class throughout the day, but particularly with no service in the evening. Service is currently 60 minutes apart during the day, with no service past 5:30 pm. CyRide could develop a 40 or 20-minute schedule through 9:30 pm, Monday through Friday.

**Budget Impact:** Medium to higher, depending on the service level developed

**11. Cardinal Route in the Summer –**

**Discussion:** CyRide received a request by the Department of Residence on behalf of students living in the Fredrickson Court complex over the summer for service on the Cardinal route. Currently this route does not operate during the summer. CyRide could continue to operate this route year around Monday through Friday.

**Budget Impact:** Lower

Staff is seeking direction from the Transit Board regarding possible modifications to further develop for consideration in the 2013-2014 operating budget options.





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

**WELCOME:** The Story County Human Service Council meeting started on Thursday, January 24, 2013 with introductions from the following 30 people: Angela Schreck (ACCESS), Sonja Hayes (Ames Community Schools), Sipele Tuionuu (Ames Community Schools), Ny Saadiq (Ames Police Department), Marion Kresse (Boost Together for Children), Geff Gescheidler (Boys & Girls Club of Story County), Mark Kubik (Center for Creative Justice), Sarah Newswander (Childcare Resource & Referral), Michelle (Community & Family Resources), Kathy Kriegler (Community & Family Resources), Kaitlyn Hofeldt (CPPC/Decategorization), Shari Atwood (CyRide/Ames Area Metropolitan Planning Organization), Jeremy Johnson-Miller (HIRTA Public Transit), Carolyn Dixon (Heartland Senior Services), Susan Peterson (Heartland Senior Services), Patsy Besse (Homeward), Stacey Maifeld (Lutheran Services in Iowa), Lynn Scarlett (Nevada Chamber of Commerce), Richard Sharpe (Mainstream Living), Helen Benker (Mid-Iowa Community Action, Inc), Nicole Dudley (Mid-Iowa Community Action, Inc.), Heather Clark (Parent Partner), Amy Robak (People Place-Crisis Childcare), Nikki Lullman (Story County Community Services), Erin Rewerts (Story County Community Services), Amy Peters (Story County Sheriff's Department), Cari McPartland (The Salvation Army), Shellie Orngard (Volunteer Center of Story County), Carolyn Steckelberg (Youth & Shelter Services), Ashley Linduski (Youth & Shelter Services)

**BUSINESS MEETING:** Lynn Scarlett called the business meeting to order at 11:25 am.

**Approval of October 25, 2012 Minutes:** No changes were made to the minutes which are attached; Marion Kresse 1<sup>st</sup>, Shari Atwood 2<sup>nd</sup>, Motion carried.

**REPORTS:**

**TREASURER:** Treasurer, Arti Sanghi, was absent from the meeting. Through an e-mail from Arti, Lynn Scarlett reported a balance of \$2,469.49 in the account. Shari Atwood reported that Arti had closed out the Council's bank account with US Bank and given the balance to United Way of Story County to be held in a separate account as approved within the MOU agreement passed in October 2012. Council will still have control over all the funds spent in this account but won't need to file any paperwork with the IRS, etc. Any future membership payments should be made payable to United Way of Story County but members still need to send the check to Arti Sanghi to make a record of the payment before UWSC's treasurer deposits the checks. Lynn also mentioned that the Story County Human Service Council website was due for renew again. That reminder e-mail went to United Way so that when council leadership changes, the UWSC e-mail will not change and they can forward the renewal reminder to the correct leadership. Lynn reported that she recently renewed our website domains ([www.storycountyhumanservices.org](http://www.storycountyhumanservices.org) and [www.storycountyhumanservices.com](http://www.storycountyhumanservices.com)) for a two year period and the hosting fee for a one year period for a total of \$102.00.

**ASSET:** Susan Peterson with Heartland Senior Services reported that the ASSET recommendations should be posted by January 29<sup>th</sup> or 30<sup>th</sup> online on ASSET's website. In addition, the ASSET Team is discussing the possibility of creating the ASSET priorities in the summer as opposed setting these in December.

## **OLD BUSINESS:**

**Story County Human Service Council Co-Chair Nominations:** Lynn announced that Bill Dodd (with former Big Brothers & Big Sisters of Story County) informed Lynn that he was returning to Human Service Council in December but did not make that meeting. She then said that all e-mails are now being returned undeliverable from the e-mail address provided by Bill to the HSC Secretary. Therefore, we need to move forward with replacing the HSC Co-Chair as well as obtaining a new co-chair replacement as Lynn's term is up this year as well. Since no volunteers to chair the committee are being made, it is recommended that a committee be set up to help with the co-chair leadership replacements. The bylaws suggest that the ex-co-chair, asset panel representative and outgoing treasurer/secretary work on this committee. The following individuals volunteered or were volunteered by members to be on this committee: Susan Peterson (ASSET panel representative), Patsy Beese (Homeward, since there is no outgoing co-chair) and Arti Sangi (outgoing Treasurer). These individuals will work on obtaining future co-chair leadership for the Story County Human Service Council.

**Human Service Council Bank Account Transferred to United Way of Story County:** This was previously discussed under the treasurer report.

**(The New Business will be concluded after the Program as Cynthia Steidl-Bishop from Eyerly Ball was now available.)**

**PROGRAM:** Cynthia Steidl-Bishop with Eyerly Ball provided the program on Eyerly Ball's Mental Health Services. It was announced that Earl Kilgore is no longer with the organization. Cynthia relayed that Eyerly Ball began their services in Ames on July 1<sup>st</sup> but actually has been providing mental health services in Des Moines since 1968 so is happy to have services now in Ames. She stated that Eyerly Ball's mission is to allow those with mental illnesses to remain living in the community while receiving mental health services. Cynthia stated that Eyerly Ball provides medical management and therapy to support community living. She said that they provide 14 programs and have 12 outreach programs for the following counties: Dallas, Warren, Boone, Story and Polk. Polk also has two residential sites. Also, the Ames Eyerly Ball facility will soon have a "Care Coordinator" starting in early February that will follow up with clients after being released from the hospital. They will ensure clients have their appointments scheduled at Eyerly Ball and also with their primary care physician, have transportation to their appointments (provide that transportation if necessary), are getting their medications, and just provide follow-up care after getting out of the hospital. The Care Coordinator's goal is to follow-up with their needs so that the individual does not go back to the hospital again after being diagnosed with a mental health condition.

Questions asked from HSC members were:

- How many clients does Eyerly Ball see from Story County? 530 clients in Story/Boone with the majority of those from Story County.

- Where is Eyerly Ball located? University Blvd. by the Holiday Inn.
- How would someone start receiving services at Eyerly Ball? For an intake, a person would stop in to Eyerly Ball and meet with the insurance coordinator. This insurance would be sent in for approval and then the individual can make an appointment.
- What gender are Eyerly Ball's psycho thereapists? Are there openings? 1 male, 1 female, Yes
- Does Eyerly Ball provide youth counseling? No, we refer those to YSS.
- Would the Care Coordinator provide transportation for clients to get to their appointments? Yes. The Care Coordinator would serve those that fall through the cracks. If the client already has a case worker, the care coordinator would not be assigned.
- What if the client has no insurance? Would Eyerly Ball take them as a client? The County may authorize payment but there isn't any sliding scale for those not qualified for funding.
- See Eyerly Ball brochure

(Business Meeting Continued).....

## NEW BUSINESS:

**Action Item – Passenger Transportation Plan:** Shari Atwood asked if everyone had the two pamphlets provided – “Public Input on Needs 2014-2017” and “Vote to Recommend FY2014 PTP Update & Recommended Projects (2014-2017) to the AAMPO for Approval.” Everyone indicated they had a copy.

Shari briefly described the PTP process. The PTP is a process where transportation providers and human service agencies discuss transportation needs and develop a coordinated plan to alleviate those needs. The plan is required by all MPO's and must include projects for transit agencies. Projects that are not included in the coordinated plan, will not be funded through a state or federal grant process as it must be defined in the PTP Update first.

Shari requested members look at the “Public Input on Needs 2014-2017” document. She indicated that these needs were passed out at the October 2012 meeting and additional needs/projects/strategies were requested at that time. Shari relayed that there were no additional needs identified but just additional projects which were noted in red. Additionally, the document removed Heartland Senior Services as a transportation provider from the document and changed that to Heart of Iowa Regional Transit Authority. One change would be under the Bus Storage/Maintenance Facility & Connection needs in removing that HIRTA needs storage for vehicles. HIRTA is now providing direct transit service within Story County and has a garage to part their vehicles. Therefore, this will be removed. Shari indicated that an additional Maintenance pit draining restoration project was added within CyRide's needs as those pit areas in CyRide's bus garage are deteriorating. These pits collect all of the snow, debris and fluids that drip from CyRide's buses. CyRide then cleans out the pits biannually or as necessary and disposed the waste according to regulations. The pits perimeters are cracking and crumbling and need to be restored. The number of buses was also updated to reflect the fleet that needed to be replaced. Additionally, Nextbus technology and signage was added since CyRide will begin real-time information on January 31<sup>st</sup>. Nextbus is funded 100% by Iowa State's GSB for the first three years of the project. Shari explained that Nextbus will allow a person to text, call or browse and obtain their next buses arriving at a stop in real-time. Additional signage/technology may be requested by the community

in the future. Shari asked for additional needs/projects by the Human Service Council to add. A member indicated that transportation is needed outside of the Ames area. Shari indicated that this is already listed under the regional needs into outlying areas of Story County. Shari asked if this adequately addressed her concern. In addition, Shari noted that HIRTA does already provide public transit within Story County and to all counties surrounding Polk County. The member felt that this may be already addressed but that more information may be required in the future.

Shari then asked members to look at the “Vote to Recommend Projects to the AAMPO” document. Shari told the council to look at the red areas on table on page 2. Those areas in red are the funds changing. The only completely new project added was #18 Maintenance Pit Drainage Restoration. All the remaining changes to the table was due to the cost/bus increasing, the funding type code changing under the MAP-21 transportation bill reauthorization(5309 is now 5339), the number of buses needing to be replace to 24 large and 7 small and a definition of Transit Amenities adding Shelters/Nextbus to that explanation.

Shari also shared that all Job Access and Reverse Commute/New Freedom funding projects have been removed as projects from the document. Shari relayed that all JARC/NF funding was eliminated as a funding source within the transportation bill reauthorization. JARC currently funds several transportation services for the Ames community by 50%. Therefore, the Ames-Iowa City service, #10 Pink Route, #4A Gray Route, #6B Brown Weeknights, #6B Brown Summer services would no longer receive federal funding after this year. Shari explained that the last year of those contracts were recently approved and there will not be any more funding under this transportation legislation. Transit agencies will need to find a way to fund those services through their “general operations” for service thereafter which is on the recommended projects list. As a result, those specific JARC projects have been removed from the recommended projects.

Shari shared that the PTP Update document would be reviewed by the Iowa DOT on February 1, 2013 for a month. During that time, members would also have opportunity to comment on this document. Then in March, any changes suggested by either the IDOT or Human Service Council members may be made to the document. All changes will be shared with HSC members. The PTP Update will then be shared with the AAMPO technical committee which recommends the document to the AAMPO policy committee for approval. The PTP Update would then be submitted to the Iowa DOT by May 1, 2013. Shari indicated that she needed a motion to recommend the projects to the AAMPO.

A motion was made to recommend the Recommended Transportation Projects to the AAMPO for approval Cari McPartland, motion seconded by Shelly Orngard. Motion carried.

**Next meeting 2/28/12:** Lynn communicated that the next SCHSC meeting will be February 28, 2013. ASSET will be the program provided by Jean Kresse, Deb Schildroth and Melissa Mundt. The Agency Spotlights will be provided by Kaitlyn Hofeldt (Story County Decategoration/CPPC) and Jill Hill (YSS)

Business Meeting concluded at 12:22pm

## AGENCY SPOTLIGHTS:

**Crisis Child Care Program (People Place):** Amy Robek presented on the Crisis Child Care Program. This is a program that provides crisis child care for children ages infant – age 12 if guardians find themselves in a crisis situation with no other resource (friends/family) available. Child care is available 24 hours/day, 7 days/week for up to 72 hours for each instance called and available for free to the parent/guardian. There is no income eligibility for this program for parents/guardians. The only restriction is that there must be a crisis situation (abuse, housing issue, medical issue, etc.). Amy discussed that she provides transportation to the daycares and has various car seats in her van to assist. She indicated that there is paperwork that needs to be filled out but this paperwork is good for up to a year thereafter. After 3-4 calls in using the program there may be instances of abuse of the service. In those cases, a team meeting may be set up with the families and Crisis Care staff to see if some emergency care options can be implemented for the families. (See Crisis Child Care Program flyer and brochure.)

### Questions:

- What happens to kids over 12 years of age? We work with DHS.
- Do you work with the Sheriff's office? Yes.
- Would there be any reason that you wouldn't provide transportation. No.
- A HSC member commented, "Perhaps you can advertise this through a radio spot on KASI with Mel Crippens? He provides a morning show from 7:30 – 8:30am." <http://www.1430kasi.com/pages/melcrippen.html>
- How many providers do you have throughout Story County? Crisis Child care has 13 in-home registered daycare providers throughout the county. These daycares are available 24 hours/day for this emergency care.
- How much are the providers paid? \$3/hour/child
- Do the day care providers accept Special Needs children? Yes, but some will only take certain special needs.

**Mental Health Redesign:** Erin Rewerts spoke about the Mental Health Resign transpiring and how that impacts Story County. The state passed legislation changing the way the state's mental health and disability services system is funded and managed, shifting more responsibility to the state and less to the counties. On July 1<sup>st</sup>, the state took over all Medicaid services. Therefore, any Iowans who qualify for Medicaid will receive services that are paid for by the state. Anything, not funded through Medicaid (non-Medicaid services or those not eligible for Medicaid) would be the responsibility of the county. Erin explained that this is the part that is to be redesigned. Erin explained that SCCS has been asked to regionalize so that there is equal access to mental health services throughout Iowa. Therefore, Story County is working on finalizing a 28E Agreement with the following counties to establish this regional system: Story, Hardin, Boone, Madison, Hamilton, Franklin and Marshall. The counties within the regional system must be:

- Contiguous (requesting a waiver for Marshall)
- Established Mental Health Center
- Hospital Bed Access
- Provide all "Core Services" (what state expects; we can provide more than the core if there is money is available)

Regional Board oversight will be provided made up of a supervisor from each county in the region and consumer/family from each participating county.

Erin stated that the regional redesign must be done by 7/1/2014 but that Story plans to be done with this portion before that time. Additionally Legal Settlement will go away on 7/1/2013. Erin explained that the responsibility to pay for that person's non-Medicaid services will be based on the county where the individual resides (even if that person goes outside the county to get their services.)

Shari Atwood relayed that Deb Schildroth e-mailed out a document entitled "Advocates Guide to Mental Health Redesign." However, some e-mails came back with the pdf being too large to receive. Erin indicated that this guide is an excellent guide to read to understand the Mental Health Redesign efforts. Providers can access this guide directly from the following website:  
[http://www.advocacyuniversity.org/documents/cms/docs/Advocates Guide to Mental Health Redesign - web.pdf](http://www.advocacyuniversity.org/documents/cms/docs/Advocates_Guide_to_Mental_Health_Redesign_-_web.pdf)

Erin then described how the redesign would be funded. A property tax levy could be assessed up to \$42.78/person living in the county. If Story County assesses this tax, it would receive approximately \$1.2 million (less than we're allocated now). Erin further explained that after 7/1/2013, there will be \$0 provided to regions from the State for services. (The link above describes this as "equalization of services") A recent recommendation by Governor Branstad suggested \$3.8 million in transition funds for the next year. A committee looking at the same transition recommended \$20 million in transition funds. (i.e. big funding gap) However, after that "transition" period

Questions:

Is it the intention that all groups will offer the same services? Yes, the same core services.  
Erin shared the website [www.idaction.org](http://www.idaction.org) for additional information

## **AGENCY SHARE TIME:**

"Nevada Chamber" – Lynn announced that additional Agency Spotlights and Programs were needed for April and May 2013. Several organizations (Sheriff's Department, Orchard Place, YSS, CFR & MICA) indicated interest which filled up the programming. Lynn said for these individuals to meet with her after the meeting to provide name, organization, email address and topic.

"Story County Sheriff's Department" – Amy Peters has been with the Sheriff's office for 3 months. She works with Jail Diversion and re-entry into the community. She connects those that have been in jail with the resources they need so they don't go back to jail.

"Community & Family Resources(CFR)" – CFR provided information about several programs they have available through CFR including drinking & driving classes, mental health groups for borderline personality disorders (teenagers, college students and adult groups), substance abuse, post traumatic stress disorder, coping skills group for chronic mental illness. (See several CFR flyers)

"Ames Community Schools" – Sipele Tuionuu explained that she is the Homeless Liaison for the Ames Community Schools. She provides transportation, helps with resources for these students and provides contact information. She's happy to be back in Story County! (See "Information for School-Ages Youth" flyer.)

“Decategorization Coordinator/CPPC” – Kaitlyn Hoefeldt announced that April is Child Abuse Prevention month. CPPC is hosting a “Family Fest 2013” on Saturday, April 6, 2013 at the Ames High School gymnasium from 12:30pm – 4:30pm. This event is to provide available resources/activities to the families of Story County. The event will provide a safe and fun entertaining environment for the day. The event celebrates businesses/organizations that keep families safe. Kaitlyn is requesting that organizations register now for a booth at the event. The event will be free to the community. (See Family Fest 2013 flyer)

“Story County Community Services” – Nikki Lowman provided information about Story County Support Fair for local at-risk, unemployed and homeless support fair. The event is Friday, March 15<sup>th</sup> from 9-3pm at First Methodist Church in Ames. (See Story Co. Support Initiative flyer)

“YSS” – Ashley Linduski announced that their brochures are being revamped to provide information to 14 different school districts about STD prevention. There are resources available for parents to discuss sexuality issues with their children.

“MICA” – Helen announced that they’re still taking applications for assistance with energy bills. There are also openings with Head Start for 3-4 year olds. MICA has assistance available through their Food Pantry. MICA also works with others on budgeting assistance.

“ACCESS” – Angie Shreck announced that she is back as director for ACCESS. She stated that they is a Stalking Awareness Panel meeting on 1/24/2013 at 7:00 p.m. in the Pioneer Room of the Memorial Union. Also, many are aware there will be a consolidation of domestic abuse services throughout the state. ACCESS is planning to still provide domestic abuse services and are hoping that their shelter services will remain intact with help from local funding sources.

“Homeward” – Patsy Beese announced that flu shots are highly recommended and still available. She indicated that there has been limited visiting at Mary Greeley due to the flu outbreak. Flu shots are provide Monday/Wednesday from 8am – 12:30pm and Fridays 10am-2pm. The fee is \$25/shot. <http://www.mgmc.org/news/2012/homeward-offers-seasonal-flu-clinics/>

“Lutheran Services of Iowa” – Stacey Mayfield announced that they provide Skill Building programs for children with behavioral/mental health issues. These services are available to those on Title 19, Medicaid or those that have a mental health diagnosis. (See attached Behavioral Improvement flyer)

“Crisis Care/People Place” – Amy Robak announced that she has tear off sheets available for those that would like to post the Crisis Care number at their organization.

“The Salvation Army” – Cari McPartland announced that the Salvation Army is hosting a “Project Iowa” training session at The Salvation Army that will provide information and training to individuals about how to get a job and get back into the workforce. Some of the information communicated may be adequate hygiene or getting along with your co-workers. Cari explained that the more folks have work, the less resources the Salvation Army would need to provide. Cari explained that they’ve been doing this training for a few months now. They had 2 participants their first month and 10 last month. They provide the training the 2<sup>nd</sup> Tuesday of each month. (See attached Project Iowa flyer.)

The Salvation Army provides assistance for rent, prescriptions, clothing. If you know of individuals that need help, send them to the Salvation Army!

Additionally, Cari announced that they provide a Representative Payee Program. (See attached Representative Payee Services flyer.) A member asked how much The Salvation Army charges for this service. Cari indicated that it's generally \$38/person/month via Social Security but they actually compare that figure with a person's debts and income levels to perhaps lower that rate.

"HIRTA Public Transit" – Jeremy announced that HIRTA has a scheduled bus transporting between the Ames DMACC campus and the Boone DMACC campus. (See attached Ames-Boone DMACC Shuttle Schedule flyer.)

"Heartland Senior Services" – Carolyn Dixon explained that they help to connect seniors with services in Story County. They provide a bill payer service. They also provide home delivered meals. They're looking for volunteers for drivers for this program. Contact Mary Ellen Metzger at 233-2906.

"Boost Together for Children" – Marion Kresse explained that there is a Child Abuse Iowa Grant available but needs a group to oversee the funding. Marion indicated that the group overseeing the grant funding process cannot be the same that have a vested interest in the funds. This group can be a church or business. The RFP for the grant were released for the grant and are due March 4, 2013. If anyone knows of a group that may be interested in helping, please contact Marion at 291-6399.

A comprehensive educational program for the nonprofit sector presented from ISU's Extension and Outreach Program and the United Way of Story County was shared with the group. .

"CyRide" – Shari Atwood make known that the **Story County Transportation brochure** created by the Transportation Collaboration committee was completed and printed. Marion Kresse brought copies for everyone . We hope that this brochure can be utilized to promote transportation within your organization and get call-takers asking the question, "Do you have transportation to your next appointment?" to their clients. If the client does not have transportation or rely on others to transport them to their appointment, then they can provide the brochure for transportation options available to them via the following link: [www.ridehirta.com/sct.pdf](http://www.ridehirta.com/sct.pdf). In particular, we believe this may help organizations provide clients with information to get them to their appointments for medical services and other essential appointments. For those that want additional brochures, contact United Way of Story County. They are tracking the where/amount of brochures distributed. Also, you can contact HIRTA for additional brochures.

CyRide will be launching **Nextbus** to the public on Thursday, January 31<sup>st</sup>. With Nextbus, a person can text, call or browse for the next buses that will arrive at a particular stop and the information will be provided in real-time! Next Thursday, go to [cyride.com](http://cyride.com) and click on the "NEXT BUS" button for more information.

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



## Public Input on Needs 2014-2017

Previous needs were shared with the Human Service Council at their October 25, 2012 meeting and were requested to provide additional needs and possible strategies within the next few months. This information was also shared at the UWSC's Transportation Collaboration Committee on October 17, 2012. **The additional or refined needs and strategies/projects are identified in red below and were shared with the group in subsequent meetings and via e-mail.** Those strategies that have been implemented or partially implemented in the past/present are identified in blue. Please note that no additional core needs were defined but only possible strategies/projects were added to meet those core needs. The needs were accumulated from the public through public meetings and/or through communications with transportation providers and human service agency representatives. **Note that these possible strategies have not all been recommended but if federal/state/local funding became available for the specific project – it could be recommended into the program rather easily as it's already defined as a need.**

Needs	Possible Strategies/Project
<p><b>Education/Marketing:</b></p> <ol style="list-style-type: none"> <li>1. Need to reduce intimidation and misconceptions to riding public transit.</li> <li>2. Awareness of available programs regarding transportation.</li> <li>3. Need for insurance/maintenance awareness for automobile owners</li> </ol>	<ol style="list-style-type: none"> <li>1. Large Group Training of how to ride public transit</li> <li>2. Train the Trainer Sessions for one-on-one training.</li> <li>3. How to Ride CyRide digital formatted DVD video</li> <li>4. Communication tools for non-English speaking individuals riding CyRide ie. picture board?</li> <li>5. Improved signage on CyRide buses for visually impaired riders – black letters on white background</li> <li>6. Promote RSVP volunteer transportation program – volunteers &amp; for additional volunteers</li> <li>7. Market Randall moving vehicle availability and sponsorship.</li> <li>8. Maintenance/insurance class for vehicle owners</li> <li>9. Car Seat installation education program and/or resources</li> <li>10. Market "Beyond Welfare" car donation program need for pass through sponsorship by other non-profit agencies due to state regulations limiting more than 6 non-profit car donations per non-profit per year.</li> <li>11. Improve CyRide's How to Ride written materials describing what a transfer is; when a transfer is applicable as opposed to utilizing two fares; and actual logistics of transferring.</li> <li>12. Implement Google Transit and/or Trip Planner so anyone could Google how to get from point A to point B via bus in Ames.</li> <li>13. Develop a "Need Transportation" brochure so individuals can quickly determine which service provider could provide a ride to their destination and for how much.</li> </ol>
<p><b>Affordability Needs:</b></p> <ol style="list-style-type: none"> <li>1. Need for affordable passenger transportation services or programs to make services more affordable.</li> <li>2. Need for transportation assistance programs.</li> <li>3. Increased demand for elderly "free" transportation at health/residential facility homes – as seniors vacate their automobiles &amp; become less independent.</li> </ol>	<ol style="list-style-type: none"> <li>1. Continue Transportation Assistance for bus pass/tickets or gas vouchers               <ol style="list-style-type: none"> <li>a. City of Ames Planning &amp; Housing: CDBG program</li> <li>b. UWSC "emergency" program through Good Neighbor Emergency Assistance</li> <li>c. Story County (assistance to those leaving the state of Iowa)</li> </ol> </li> <li>2. Implement common data-base of all Ames transportation assistance bus pass/ticket &amp; gas voucher programs to avoid duplication</li> <li>3. Continue Car Seat Donation Program</li> <li>4. United Way's TCC investigate/discuss possible improvements?               <ol style="list-style-type: none"> <li>a. Affordability of Heart of Iowa Regional Transit Agency transportation.</li> <li>b. No resources available for non-Medicaid individuals issue.</li> </ol> </li> <li>5. Identify opportunities for human service organizations to share vehicles and/or drivers (operating 15-18 hours/week on average).</li> </ol>

Needs	Possible Strategies/Project
<p><b>Maintenance/Insurance Needs:</b></p> <ol style="list-style-type: none"> <li>1. Need for more cost efficient methods to maintain and replace human service provider vehicles.</li> <li>2. Need for low-cost maintenance for Wheels to Work program.</li> </ol>	<ol style="list-style-type: none"> <li>1. Coordination of replacement/maintenance of human service provider vehicles.</li> <li>2. Coordinate group of mechanics to repair Beyond Welfare donated vehicles.</li> <li>3. Investigate “sharing” of vehicles for providers &amp; implications to insurance coverage.</li> </ol>
<p><b>Bus Storage/Maintenance Facility &amp; Connection :</b></p> <ol style="list-style-type: none"> <li>1. CyRide Bus Storage Facility: CyRide is currently housing 70 vehicles and storage is at capacity. Anticipating growth to 95 vehicles, expansion buses, articulated buses, 100% bike racks on current fleet, hybrid buses would be beyond capacity of current garage to store as well as provide adequate maintenance.</li> <li>2. CyRide Facility Renovation: Emission requirements of newer buses require CyRide to raise ceiling heights of garage doors as well as internal components throughout the garage due to increased bus height</li> <li>3. CyRide Maintenance Shop: Need to expand maintenance work area to maintain new buses as well as house extra bays (1 bay per 10 buses)</li> </ol>	<ol style="list-style-type: none"> <li>1. Additional Bus Facility Storage – identify and build additional capacity for bus storage, maintenance and operational needs over next 20 years either on-site at current location or through off-site location. Design off-site CyRide facility with appropriate functions.</li> <li>2. Modernize current CyRide storage facility including rehab old wash-bay, upgrade ventilation system, replace shop/barn air conditioning system, replace shop/barn exhaust removal system, <b>maintenance pit drainage restoration</b>, make facility energy efficient in all mechanisms possible, relocate parts office, replace shop hoists, secure building/buses, <b>replace/repair exterior walls, shutoff system for fuel/oil/hydraulic lines</b>, electric distribution rehabilitation, fire sprinkler upgrade, security systems added to facility, install back-up power supply, fuel pump improvements, concrete rehabilitation/improvements, re-roof facility, <b>replace boilers, rehabilitate wash bay/fuel area, flood barrier enhancements and increase ceiling height of garage doors and interior building by raising internal components to allow hybrid buses to pass through entire facility.</b></li> <li>3. Actively pursue federal earmark funding opportunities and/or nationally competitive grants in light of new upcoming transportation reauthorization bill.</li> <li>4. Resurface Iowa State Center Parking lot where commuters park to obtain #23 Orange to travel to ISU campus.</li> <li>5. ISU Intermodal Facility – Continue to study, discuss and construct an Intermodal facility housing Intercity carriers near proximity of campus to connect all transportation modes within one location. The facility opened in August 2012 however, continued efforts should continue towards future funding to meet original vision of facility incorporating 350 additional parking spaces and a CyRide shuttle to/from the facility.</li> </ol>
<p><b>Fleet Needs</b></p> <ol style="list-style-type: none"> <li>1. Reduce transit providers average fleet age</li> <li>2. Attain 100% accessible fleet for transit providers</li> <li>3. Increase/maintain spare ratio to 18-20% for transit providers.</li> <li>4. Increase fleet size for increases in service needs (frequency and geographic coverage)</li> <li>5. Improve vehicle security systems</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify and apply for federal/state grants as necessary to meet transportation providers’ fleet needs for replacement. <ol style="list-style-type: none"> <li>a. CyRide recently purchased 33 buses in 2010 (15 new large buses, 6 new small buses, and 12 newer used buses) AND has 13 additional buses (11 large &amp; 2 articulated) that will be purchased in 2011/2012 due to receiving nationally competitive federal grants and a state grant. Due to this influx of buses, the following results WILL BE realized after 2012 bus deliveries: <ul style="list-style-type: none"> <li>▪ Average fleet age decreases from 14 years to 8 years bringing a better visual image of CyRide and more efficiencies to the system: less fuel, oil, and mechanical breakdowns</li> <li>▪ Wheelchair accessibility improved from 70-100%</li> <li>▪ Spare buses increases from 3 to 11 (5-20% goal)</li> <li>▪ Improved efficiencies of additional ridership capacity and eliminating second driver/bus due to 2 larger articulated buses</li> <li>▪ <b>24 large and 6 small buses are still past their useful life and</b></li> </ul> </li> </ol> </li> </ol>

<p><b>Fleet Needs cont...</b></p>	<p style="text-align: center; color: red;">need to be replaced throughout the next 4-year period</p> <p>b. Heart of Iowa Regional Transit Agency (Replace/expand as needed). CyRide purchased a second minibus to operate Dial-A-Ride service in 2008 which is currently leased to HIRTA. HIRTA also received a small bus for the Ames-Iowa City service project in fall 2008 that operates twice a week through HIRTA's overall fleet.</p> <p>2. New and/or Used Bus Purchases - Accessible vehicles to expand new services or add additional trips to safely operate/meet growing demand for transit service.</p> <p>3. Surveillance Systems – Add/replace cameras to all CyRide buses to reduce liability and improve ability to assist City of Ames Police.</p>
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<b>Needs</b>	<b>Possible Strategies/Project</b>
<p><b>Transportation Amenities</b></p> <p>1. Need to improve accessibility and lighting of bus stops/shelters.</p> <p>2. Need for bike racks on buses to promote sustainability of community.</p>	<p>1. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.)</p> <p>2. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations.</p> <p>3. Bike Racks on 100% of CyRide vehicles.</p>
<p><b>Urban</b></p> <p>1. Maintain existing transit services and geographic coverage.</p> <p>2. Need to geographic service coverage of transit in Ames to serve gap areas.</p> <p>3. Need for increased frequencies of service on high-capacity corridors.</p> <p>4. Need for additional hours of transportation to specific areas of Ames.</p> <p>5. Specific need for third shift transportation (12am - 6am?)</p> <p>6. Need for affordable <u>emergency</u> transportation for low-income K-12 (at-risk) students and seniors.</p>	<p><b>Urban Strategies/Projects</b></p> <p>1. RSVP Volunteer Transportation program managed by RSVP. Research possibility of providing background checks on drivers.</p> <p>2. Continue existing JARC/New Freedom transit services OR more efficient alternative service.</p> <ul style="list-style-type: none"> <li>▪ Continuation of Brown Route Frequency/Hours Expansion</li> <li>▪ Continuation of Yellow Route Mid-day Expansion</li> <li>▪ Continuation of Contracted Paratransit Service</li> <li>▪ Continuation of Pink Route Service to E. 13<sup>th</sup>/Dayton</li> </ul> <p>2. Study third shift transportation needs for Ames. (Transportation needed after 6pm and before 6am)</p> <p>3. Alternative Analysis Study of Orange Route</p> <p>4. New Transit Route Services:</p> <ul style="list-style-type: none"> <li>• Aquatic Center on E. 13<sup>th</sup></li> <li>• Billy Sunday Road/Airport – Request from apartment complex. 7:30 am – 5:30pm (F = 40 min.)</li> <li>• Blue Route Alignment Expansion to Target/Wal-Mart</li> </ul> <p>5. Fare-free city-wide: 5 options (Large Scale, Weekends only, Weekends/nights only, Summer only, K-12, middle/high-school students only, “at-risk” K-12 students only)</p> <p>6. Additional Frequencies/Trips on existing services.</p> <p>7. Demand/On-Call Service for:</p> <ul style="list-style-type: none"> <li>• Senior transportation after 2pm to/from health facilities</li> <li>• Low-income students missing school buses from middle/high schools.</li> <li>• Boys &amp; Girls Club transportation from schools alternative - high costs for special service, gasoline &amp; vehicle insurance.</li> </ul> <p>8. AVL technologies - Improve route efficiencies by adding AVL technology, kiosks to the public, trip planner and automated scheduling software. Scheduling software was installed in FY2012. NEXBus technology and signage to provide real-time information.</p>

<b>Needs</b>	<b>Possible Strategies/Project</b>
<p><b><u>Regional</u></b></p> <ol style="list-style-type: none"> <li>1. Need for additional/improved transportation outside the Ames community for medical transportation and other essential services.</li> <li>2. Need for commuter transportation to/from outlying areas in Story County into Ames as well as I-35 corridor between Ames &amp; Des Moines.</li> </ol>	<p><b><u>Regional Strategies/Projects</u></b></p> <ol style="list-style-type: none"> <li>1. Transit service between Ames &amp; Iowa City for medical purposes. Possibly coordinate with other interested partners for service continuation to also serve other central Iowa residents to Iowa City and expand ability of Ames residents to receive medical care into Des Moines.</li> <li>2. Study I-35 corridor between Ames and Des Moines to account for daily commute patterns and possible transit need/solutions from bus rapid transit, regular bus service, to vanpool/carpool options.</li> <li>3. Study transportation commuter needs into Ames from Story County communities. Possibly coordinate program with ISU transportation that offers employee incentives to carpool/vanpool city-wide.</li> <li>4. Adult Day Service transportation for Story County residents</li> <li>5. Additional hours for senior agency special events</li> <li>6. Easier demand response re-scheduling of pickups/drop offs</li> <li>7. Transportation service to/from Nevada 3 x's a day</li> <li>8. Rural meal-site transportation (meals/activities)</li> <li>9. Out of service hours transportation for agency special events</li> </ol>

**Vote to Recommend  
FY2014 Passenger Transportation Plan (PTP) Update &  
Recommended Projects (2014 – 2017) to  
Ames Area Metropolitan Planning Organization (AAMPO) for Approval**

In October's Human Service Council and the United Way's Transportation Collaboration Committee meetings, I presented a status update of where the 2013 PTP recommended projects transportation projects were in terms of obtaining federal/state funding and also in being implemented. At that time I requested any additional transportation needs, strategies and projects from transportation providers and human service agencies to be implemented into the plan update for 2014. Any new needs and projects/strategies identified over the past few months have been incorporated (in red) and distributed to the human service council members and transportation providers and are listed below.

Based on input and comments since October 2012, the following was incorporated into the 2014 PTP Update:

1. **Maintenance Pit Drainage Restoration**
2. **AVL Technology Project changed to NEXTbus signage/technology.**
3. **JARC/New Freedom funding (5316/5317) Eliminated in MAP-21 Transportation Bill.** Eligible JARC/New Freedom projects were consolidated within existing formula programs under the new MAP-21 Transportation Bill however; they eliminated the individual JARC/New Freedom funds. Therefore, all JARC/New Freedom projects (Ames-Iowa City, #6B Brown Summer, #6B Brown Weeknight, #4A Gray Route and #10 Pink as well as potential new JARC/New Freedom projects) have been removed from the Recommended Projects. These projects will be provided under the General Operations project in future years.
4. **Alternatives Analysis Funding (5339) Eliminated in MAP-21 Transportation Bill.**

**The IDOT requires that there be a recommendation by human service agencies/transportation providers to forward the Recommended Projects to the Ames Area MPO for approval prior to their review. Therefore, I request at this time that the Story County Human Services Council recommend these projects to the AAMPO for approval.** Any human service agency can continue to review and make comments to the 2014 PTP through March 1<sup>st</sup> when the IDOT comments will be returned to the AAMPO for incorporation. If recommended by the Human Service Council, the following schedule will be completed:

<b>February 1, 2013</b>	2013 PTP Update e-mailed electronically to the IDOT for comments
<b>March 1, 2013</b>	Receive IDOT comments to incorporate
<b>March 14, 2013</b>	<b>AAMPO Tech Meeting:</b> 2013 PTP Update Recommendation to AAMPO Policy Committee
<b>March-April 2013</b>	<b>AAMPO Policy Meeting:</b> 2013 PTP Update Approval (before Ames City Council)
<b>May 1, 2013</b>	Final 2013 PTP Update Due to IDOT and Federal Transit Administration

If the PTP is not approved, projects could not be implemented into the next required AAMPO planning document – the Transportation Improvement Program (TIP). Transit projects are required within this TIP document in order to be eligible to receive grant funding from the IDOT or Federal Transit Administration.

## RECOMMENDED PROJECTS 2014-2017

Projects recommended as candidates for FTA or STA funding:

	Provider Name	Project Description	Type*	Total Estimated Cost	Estimated Fiscal Year	Recommended Funding Source(s)**	Priority
1	CyRide	General Operations	O	\$ 7,875,000	2014-2017	5307, CyRide	H
1	CyRide	General Operations	O	\$ 590,000	2014-2017	STA - F	H
2	CyRide	Subcontracted ADA Dial-A-Ride Service	O	\$ 237,500	2014-2017	5310	H
3	CyRide	I-35 Ames-Des Moines Corridor Planning	P	\$ 100,000	2015	STA - S	M
4	AAMPO	Planning	P	\$ 45,000	2014-2017	5303	H
5	CyRide	Transit Amenities	C	\$ 50,000	2014-2017	5310	M
6	CyRide	Expand 60' Articulated Diesel Buses (4 vehicles, cameras)	C	\$ 2,800,000	2015	5307, 5339 Clean Fuels	M
7	CyRide	Expand 40' HD Large Diesel and/or Hybrid Buses (4 vehicles, cameras)	C	\$ 1,763,840	2015-2016	5307, 5339, TIGGER	M
8	CyRide	Replace 40' HD Large Diesel Buses (24 vehicles, cameras)	C	\$ 14,384,289	2014-2017	5339	H
9	CyRide	Replace 176" LD Small Buses (7 vehicles, diesel, urban, cameras)	C	\$ 693,000	2014-2017	5339	H
10	CyRide	Vehicle Surveillance System Rep.	C	\$ 150,000	2014-2017	5339	H
11	CyRide	Nextbus signage/technology	C	\$ 100,000	2014-2017	5339, ICAAP STA	L
12	CyRide	Maintenance Facility Expansion/Rehab: expand storage for buses	C	\$ 3,400,000	2015-2016	5339, PTIG	H
13	CyRide	Ames Intermodal Facility	C	\$ 12,500,000	2014-2017	5339, TIGER	H
14	CyRide	Facility Cameras/Proximity Card Access	C	\$ 56,660	2015	5339	M
15	CyRide	Electric Distribution Rehabilitation	C	\$ 40,000	2015	5339	L
16	CyRide	Fire Sprinkler System Upgrade	C	\$ 250,000	2015	5339	L
17	CyRide	Storage area air handling replacment	C	\$ 250,000	2015	5339	L
18	CyRide	Maintenance Pit Drainage Restoration	C	\$ 250,000	2015	5339	H
19	CyRide	Re-roof Maintenance Facility	C	\$ 500,000	2015	5339, PTIG	M
20	CyRide	Ames Fare Free/Low-Income Fare Prog.	O	\$ 5,010,955	2015-2016	5307, STA-F, ASSET, UWSC	M
21	CyRide	Vanpool Program	C, O	\$ 450,000	2015-2016	ICAAP, 5339	M
22	CyRide	Resurface ISC Commuter parking	C	\$ 1,000,000	2015	5339	L
Projects recommended as candidates for human services or other funding:							
23	RSVP	Central Iowa RSVP Volunteer Driver Program	C, O	\$ 4,000	CY2014- CY2017	UWSC, ASSET, Story County, COA	H
21	CyRide	Ames Fare Free/Low-Income Fare Prog.	O	\$ 30,000	2014	UWSC, ASSET, STA, COA	M

(see code descriptions on following page)

Note: for FTA/STA projects, projects for sub-providers to designated public transit systems must be grouped by designated transit system(s)

**Project Type Codes:** O = Operations, C = Capital, P = Planning

**Funding Source Codes:** FTA Programs: **5307** = Urbanized Formula, **5339** = Capital Investment Grants, **5310** = Special Needs, **5311** = Non-Urbanized Formula, **5316** = Job Access/Reverse Commute, **5317** = New Freedom, **5339** = Alternative Analysis Funding, **ICAAP** = Iowa's Clean Air Attainment Program

STA Programs: **STA – F** = State Transit Formula, **STA – S** = State Transit Special Projects, **PTIG** = Public Transit Infrastructure Grant

HHS Programs: **HS** = Head Start, **OAA** = Older Americans Act, etc., **WTF** = Welfare to Work

IaDHS Programs: Depart. Of Homeland Security

Funding in Story County: **ASSET** = Analysis of Social Services Evaluation Team, **COA** = City of Ames

**UWSC**= United Way of Story County

**Priority Code:** H (High), M (Medium), or L (Low)

## PTP Justifications

The following justifications discuss the relevant funding for each of the identified SPRP projects.

1. **General Operations – CyRide (5307):** This funding supports the operations of CyRide's fixed-route that provides bus service throughout the Ames community. This formula funding allocation is allocated 100% to operations to make the grant process easier for CyRide as well as FTA. As a result, grants can be drawn quickly 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.

**General Operations – CyRide (STA-F):** This state formula funding further supports the operations of CyRide's fixed-route operations which provides service throughout the Ames community. This fund comes from a car sales tax which has declined due to the suffering economy.

The impact of CyRide's services are described in the table below in the amount of unlinked (one-way rides) ridership on CyRide. To avoid confusion, all of CyRide's services are included including all JARC services and Dial-A-Ride ADA Paratransit service. For 2010, CyRide had 106 rides per capita, more rides than any other small urban system in the nation according to a FTA STIC appropriations report! CyRide has increased ridership by 38% since FY2006 and served the most passengers ever in FY2012 with 5.75 million rides.

	CyRide Fixed Route (ALL Services; including DAR/JARC)		
Annual Numbers	FY2010	FY2011	FY2012
# Revenue Hours	110,167	113,182	113,025
# Revenue Miles	1,152,680	1,185,088	1,184,183
# Days Provided	362	362	359
<b># Riders (unlinked)</b>	<b>5,749,038</b>	<b>5,447,289</b>	<b>5,759,883</b>
# Elderly Rides	65,148	65,412	69,825
# Disabled Rides	48,511	38,923	41,549
<b>Operating Costs</b>	<b>\$7,077,137</b>	<b>\$7,563,828</b>	<b>\$7,877,589</b>
FTA (5307 & STA)	\$1,574,500	\$1,675,495	\$1,732,711
State	\$461,763	\$527,414	\$613,684

2. **Subcontracted Ames ADA Complimentary Services – Dial-A-Ride Services (5310):** This need was identified as a base need for the community for those individuals that cannot ride the fixed-route system and instead ride Dial-A-Ride services operated under subcontract currently to Heartland Senior Services. CyRide is mandated by the federal government as part of the American's With Disabilities Act (ADA), to provide complementary fixed-route service for person's with a disability. More demand will be warranted from the community in future years. FTA 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.

	<b>Dial-A-Ride (HIRTA)</b>		
	Provides door-to-door ADA service within the Ames city limits.		
<b>Annual Numbers</b>	<b>FY2010</b>	<b>FY2011</b>	<b>FY2012</b>
# Revenue Hours	2,551	2,503	2,665
# Revenue Miles	30,498	31,122	33,975
# Days Provided/Yr.	362	362	359
<b># Riders (unlinked)</b>	<b>9,745</b>	<b>9,101</b>	<b>11,007</b>
# Elderly Rides			
# Disabled Rides	9,745	9,101	11,007
<b>Operating Costs</b>	<b>\$133,752</b>	<b>\$142,717</b>	<b>\$169,385</b>
FTA	\$94,640	\$99,877	\$122,756
State	\$8,470	\$2,720	\$3,548

3. I-35 Ames-Des Moines Corridor Planning (STA-S): This project has been identified as a need through public meetings in both the Ames, Ankeny and Des Moines communities. Commuter travel along the I35 corridor is increasing each year as a result. A study committee has been formed in recognition of this and recommended a corridor study to validate any viable transit options such as rail, bus rapid transit, vanpool, etc. CyRide or City of Ames staff will continue to participate within these regional discussions.
4. 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 by the U.S. Department of Transportation, Federal Transit Administration or the Iowa DOT. Much of the planning involves work with the Passenger Transportation Plan, Transportation Improvement Plan, Long Range Transportation Plan and other major transit planning efforts.
5. 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 have been 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 to improve accessibility. In addition, signage for real-time bus information can be incorporated into CyRide’s system when NextBus is implemented through funding from ISU’s Government of Student Body. Other funding could be realized through CyRide’s local budget.
6. Expand 4 – 60’ Articulated Diesel Buses: Certain routes throughout Ames have been saturated with buses to meet ridership demand. As such, campus becomes inundated with continual bus traffic that impedes safety throughout campus. Articulated buses carry vastly more than the standard large diesel bus and can operate more efficiently in possibly reducing the buses/drivers required to meet demand. Some routes have buses leaving every 3 minutes from a stop with up to 5 buses leaving a time point at one time. Red and Orange routes both carry over one million passengers and would benefit from the implementation of articulated buses along the route. A consultant has identified that 6 buses could be implemented onto these two routes. CyRide staff borrowed an articulated bus to determine turning radius and capacity to enter/exit the garage storage. Both could be accommodated and the turning seemed to perform better and more easily than a 40’ diesel bus. CyRide received funding in 2010 to purchase 2 articulated buses but still has a need for an additional 4 throughout the system.
7. Expand 40’ HD Large Diesel and/or Hybrid buses (camera): Since 2006, CyRide has been increasing its peak pull out for buses by 3 vehicles each year. Buses that have been replaced were retained to accomplish this feat and CyRide’s spare ratio suffered as a result leaving only 3 spare buses



throughout 2009. This low spare ratio diminished CyRide's ability to serve the community when buses broke down or were in an accident leaving no little room for those situations. The Federal Transit Administration recommends having a 20% spare ratio and CyRide was left with 3-5%. In the future, CyRide will try to attain the recommended 20% spare ratio as the peak demands for buses increase within the community. These buses could be diesel or hybrid depending on the availability of funding. Hybrid buses are a priority for the community as "going green" is a goal for the city and university.

8. Replace 40' HD Large Diesel Buses (cameras): While CyRide has been successful in cutting its bus fleet age in half with a recent bus purchases, continual replacement of old buses is always needed to keep operational costs of maintaining buses to a minimum. Buses take approximately 18 months to 2 years to obtain from the date ordered until delivery. Currently twenty-four (24) buses are past their useful life and need to be replaced even after the next 2013 order has been received. Available funding is dependent on the State of Iowa's success in obtaining earmark funding through the state each year or through the success of CyRide in any national competitive grant opportunities that may become available. Please note that discretionary capital funding was dispersed via formula funds based on population under the current transportation bill (MAP-21). Bus replacement is not only important to the overall image of CyRide but to keep maintenance costs as a minimum.
9. Replacement of Light-duty LD buses (5339): Again, this would allow CyRide to obtain discretionary funding through the state each year or be eligible for funding through any future national competitive grant opportunities. These vehicles are past their useful life and need to be replaced. Available funding is dependent on the State of Iowa or CyRide's success in obtaining this additional funding each year.
10. Vehicle Surveillance Systems (5339): CyRide received 27 camera systems in 2004 of which the 20 remaining are in need of replacement. Those cameras systems are no longer manufactured or have available parts for replacement and are therefore obsolete. As the cameras break down, CyRide must transition to a newer system. CyRide utilizes these security systems daily when events transpire, validation of complaints, or to aid the Ames police. CyRide requests funding for a total of 20 security systems to replace this obsolete system and equip 100% of its revenue fleet with modernized surveillance systems.
11. Nextbus signage/technology (5339, ICAAP, STA): CyRide participated in an urban needs study for technology in 2006 headed by the IDOT. Rural systems acquired and received AVL technology through this method a few years prior. Within this plan, CyRide had needs to incorporate AVL into their system, a web planner passenger kiosks and automatic passenger counters to speed up the boarding process. CyRide recently implemented real-time technology through NEXTbus. Additional digital LED signs may be desired in a few other transfer points within the Ames community similar to the ones being deployed on ISU campus in the spring of 2013. These LED signs would display the next buses to arrive at that stop for all the routes serving that stop.
12. Maintenance Facility Expansion (5339, PTIG): CyRide requested and received earmark funding for a maintenance facility expansion through the transportation bill reauthorization called SAFETEA-LU. CyRide currently has 80 large buses with parking for only 60. No additional vehicles can be parked within the facility and CyRide is still growing with an unprecedented ridership of 5.75 million rides in FY2012. CyRide's 2010 study, completed by URS Corporation, revealed that a majority of the storage needs could be accomplished on-site into 2030 but not all the maintenance or operations staff expansion needs. A previous study identified an off-site location on State Street as a possible future location to fulfill all expansion needs. Both opportunities may continue to be explored however, in the meantime CyRide will proceed with minimal bus storage expansion on-site (storage for 11 more buses), flood barrier protection enhancement, rehabilitation of the wash bay area and ceiling modifications to fit hybrid buses throughout the entire storage area which will bring the existing facility to a state of good repair and allow existing bus storage needs to be accomplished.
13. Ames Intermodal Facility (TIGER, 5339): An Intermodal Facility phase 1 construction was substantially completed in June 2012 in the campustown area next to Iowa State University. The facility includes

metered/permit parking for approximately 385 individuals, transportation connections to regional carriers (Jefferson Lines, Burlington Trailways, Executive Express, Heartland Senior Services), bike path through the ISU arboretum, vanpool/carpool parking, bike trail, and public restrooms/shower facilities. However, the initial vision was not fully realized and the project was scaled back relative to the level of funding available. Approximately 350 parking spaces and a CyRide shuttle will not be part of the project due to the limited funding. Additional parking was needed to allow enough additional revenues to support a CyRide route linking the community with this facility as well as fulfill the need for parking to support economic growth in the campustown area as originally envisioned. Additional TIGER funding through future grant applications could be achieved in the future to fully meet this vision.

14. Facility Camera/Proximity Card Access (5339): CyRide obtained a camera system for the 2008 administrative portion of the facility. This additional funding would secure the remaining portion of the building from unauthorized access. Since this is a security issue, 5339 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.
15. Electric Distribution Rehabilitation (5339): CyRide's current electric distribution needs to be rehabilitated for the building as certain circuits on the original facility are overloaded creating a fire hazard. CyRide's previous insurance carrier recommended CyRide reviewing the circuits and redistributing accordingly to protect the building investment.
16. Fire Sprinkler System Upgrade (5339): Recommendations to improve the sprinkler system have been made from CyRide's previous insurance carrier. Indications are that the system currently would not produce enough water force to put out a fire in the event one occurred. Fire protection is a critical element for CyRide due to the investment of buses and vertical infrastructure on the site.
17. Storage area air handling replacement (5339): CyRide replaced the air handling within its shop area in 2010. Recommendations from a consultant also determined that the air within the facility storage area needs attention to allow cleaner air to recommended levels for all employees.
18. Maintenance Pit Drainage Restoration (5339, PTIG): CyRide's storage facility has several drainage pits throughout the original facility built in 1983 that allow buses to drip any debris, snow as well as bus fluids into the pit as opposed to puddle up on the storage floor. The floor pits are inspected biannual with contents being removed and wasted disposed in a manner that meets all applicable regulations. Again, those pits are original to the facility and are deteriorating around the edges along with the floor around the pits. Rehabilitation and restoration of these pits and flooring is needed in the near future.
19. Re-roof Maintenance Facility (5339, PTIG): In 2014, CyRide's roof will be past its useful life at 31 years of age. Repairs have been made haphazardly throughout the years as staff inspects the roof bi-annually each spring and fall. The flat membrane roof shows signs of deteriorating with cracks, punctures, blisters and water ponding up. The roof now is at the point there replacement is necessary to protect federally funded equipment inside and retain a state of good repair to the facility.
20. Ames Transit System-Wide Fare Free (COA, UWSC, ASSET, STA): In the fall 2008, CyRide underwent a public input process where several recommendations were made from the community as well as by the Ames City Council through the budgetary process for free fares on CyRide's public transit system. In response, the Ames City 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. Iowa State University students already ride CyRide for free as each student pays upfront by contributing to CyRide through their student fees each semester. The student then just shows their ISU student identification card in order to ride free. This project would provide free rides to the remaining portion of the community (non-ISU students) estimated at 1 million additional riders each year. The project would also provide CyRide the opportunity to purchase buses to increase its fleet and meet this anticipated demand throughout the community. This fare free concept was discussed with the PTP committee at the Human Services' Council meeting in March 2008 and was overwhelmingly received. Providing emergency gas vouchers and bus tickets was the committees' 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 experimented with Summer Fare Free in 2009 and service increased by 26% that year through approved funding from the Ames City Council. Fare free was widely accepted among the human service agencies indicating that it helped out their clients immensely that summer. The effects of this experiment have lasted with CyRide achieving record breaking ridership since 2009 with ridership of 5.75 million in FY2012. Options presented to CyRide's board to continue fare free in the future for the city's sustainability initiatives include: 1) Ames Fare Free (everyone); 2) Nights/Weekends Fare Free; 3) K-12 Students Fare Free or 4) Summer Fare Free.

In April 2011, [A Mid-Iowa Organizing Strategy \(AMOS\)](#) shared results with the community on issues concerning youth who are at-risk within the Ames Community School District (ACSD) based on numerous meetings throughout the community. Within this results sharing meeting, AMOS identified 385 students who were "at-risk" of failing academically, socially, emotionally or vocationally from ACSC data. Two top priorities were identified as goals for AMOS from this session. 1) Develop the online Story County Resource Guide and 2) Assure increased access to transportation for students who are at risk in Ames by 2013. The online guide has been funded, developed and launched although needs tweaked in regards to how transportation is presented within the site. Much discussion to attain this second goal for free transportation for students has transpired since that time. AMOS's proposal to CyRide by fall 2011 was to provide free transportation for all middle and high school students within the Ames community (partial fare free option #3 listed above in the above paragraph. AMOS has met with many vested interest groups to request funding to support this need. CyRide identified that \$30,000 would address the lost fare revenue if K-12 students were fare free within the Ames community. Additionally CyRide expressed that additional supervision would be needed as discovered from the 2009 Summer Fare Free program with many K-12 students riding the system. Furthermore; if free fares for students were approved at some point in the future, CyRide suggests funding for all K-12 students to avoid age determination conflicts on the buses.

In January 2012, the United Way of Story County, Ames Schools, CyRide and the City of Ames met to discuss the true "need" by the school district to get "at risk" students to and from school. The discussion was that all students in the district were not the need, but only "at-risk" students. The Alternative Learning Program Director reduced the previous 385 students and instead identified approximately 65 at-risk students that would benefit from free transportation on an occasional basis. He confirmed that these students would not need the transportation on a daily basis but would benefit from periodic free transportation in certain instances as deemed appropriate by the counselors working with these students at the schools. ASSET and United Way representatives commented that their limited funding sources may be a resource to help transport these "at-risk" students but wanted to ensure that their funding was directed to those most at need and not every K-12 student. Future opportunities to address this smaller focused need seem to be a place to start according to the ALP Director to get these at-risk students to school to be educated. In response, AMOS indicated they would continue to search for available funding middle and high-school students to ride free on CyRide's services as the focus to just to/from school does not address the need for before/after school activities. **As a result of these discussions, the ALP Program was successful in attaining a grant from the UWSC for \$2,500 in CyRide bus tickets to utilize within the 2012-2013 school year.**

21. Vanpool Program – (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 PTP committee process. There is a small vanpool program of approximately 5 vehicles operated by ISU's transportation department. The thought is that this program could be expanded to the entire Ames community for the future. A community program would be eligible for funding through the ICAAP state program to reduce emissions from those commuting into the Ames area. This project would fund the operation, staff and purchase of 10 vans for commuting purposes. This project would not likely occur if federal funding was not found from the ICAAP source.

22. Resurface ISC Commuter parking (5339): CyRide operates its #23 Orange Route out of the Iowa State Center parking lot which generates more than 10,000 rides each day or over 1.5 million rides each year. This parking lot needs to be resurfaced and it's anticipated that transit commuters contribute to the daily wear and tear of the lot.

23. Central Iowa RSVP's Volunteer Driver Program (UWSC, ASSET, Story County, COA): With a special grant from United Way of Story County, and support from the Story County Community Foundation, Central Iowa RSVP (Retired and Senior Volunteer Program) began managing a Volunteer Driver Transportation Program January 1, 2010. Currently, the program is funded by UWSC, Story County and the City of Ames. The service trips are provided exclusively by volunteer drivers driving their personal vehicles. Clients needing transportation pay \$3 - \$12 depending on the round trip miles of the trip. Any trip outside the county is \$0.39 per mile. RSVP is supplementing existing transportation services provided in Story County (i.e. Heartland Senior Services Public Transit) by providing the recruitment, management, and scheduling of volunteers giving rides to Story County residents. Priority is given to those residents needing rides to in-county medical appointments (doctor appointments, therapy and treatment sessions, picking up medication, etc.), but other trips are provided as needed. The service is offered Monday through Friday between 8:00 am and 4:30 pm.

	<b>CY2010</b>	<b>CY2011</b>	<b>CY2012</b>
Round Trip Rides	213	386	
Volunteer Drivers	29	40	
Transportation Clients Taking Trips	38	70	
# Transportation Clients Registered	40	104	



Individually Focused. Community Minded.

## ABOUT EVERLY BALL

Everly Ball is named after two Des Moines area women who saw a need and did something about it.

In the 1960's, Jeannette Everly and Elizabeth Ball were committed to helping people with mental illness lead productive lives within the community rather than being shut away in a hospital.

After vigorously pleading their case to local officials, they developed the framework for the Polk County Mental Health Center, which opened in 1969.

Today, that innovative solution to what was once a neglected problem has grown to become Everly Ball, an innovative source for outpatient, residential and outreach mental health services.

Jeannette Everly and Elizabeth Ball did what others say could not be done. That attitude is shared by our staff, the many clients we serve and the residents of the communities in which we are proud to live and work.

### ADMINISTRATIVE OFFICE

945 19th Street  
Des Moines, IA 50314  
P 515.241.0982  
F 515.241.0993  
[www.everlyball.org](http://www.everlyball.org)



Everly Ball is accredited by the  
Commission on the Accreditation of  
Health Care Organizations (CARF)  
for residential treatment.





## At times, life can be confusing. Troublesome. Complicated. Overwhelming.

If you seem to be having a difficult time coping with life's uncertainties, you are not alone. One in four adult Americans suffers from a diagnosable mental health illness every year. It is nothing to be ashamed of. It is nothing to be neglected.

When diagnosed and treated properly, you can begin to reclaim your life day-by-day, month-by-month, year-by-year.

Eyerly Ball wants to be part of that recovery process. As central Iowa's leading provider of mental health services, Eyerly Ball has the people, resources and programs that can make a difference in the quality of your life and vitality of your community.

## Individually Focused. Community Minded.

For more than 40 years, Eyerly Ball has responded to the needs of individuals as well as the community. The programs highlighted below help individuals recover from mental illness and lead more productive lives. By doing so, Eyerly Ball plays a vital role in enhancing the health and well-being of our community.

### Community Based Programs

**INTEGRATED SERVICES PROJECT** — Assists adults with chronic mental illness in achieving independence, safety and stability through innovative services and case management provided on a 24 hour a day and ongoing basis.

**PROGRAM FOR ASSERTIVE COMMUNITY TREATMENT** — Provides crisis intervention, psychiatric treatment, symptom education, counseling, vocational services, substance abuse treatment and medication management on a 24/7 basis.

**SENIOR OUTREACH COUNSELING** — Provides in-home mental health assessment, therapy and service coordination to seniors with mental health challenges in Polk County.

**SUPPORTED COMMUNITY LIVING** — Provides persons with serious and persistent mental illness with support for treatment services, assistance and referrals in meeting basic living needs.

### Case Management & Service Coordination

Supports persons with serious and persistent mental illness, mental retardation and/or developmental disabilities by assessing their needs, coordinating services and funding and providing ongoing general assistance.

### Outpatient Programs

**EVERLY BALL COMMUNITY MENTAL HEALTH CENTER** — Provides counseling, evaluations, group therapy and psychiatric treatment delivered by a multi-disciplinary team of licensed clinical social workers, mental health professionals, psychiatrists and an advanced registered nurse practitioner.

**INTENSIVE PSYCHIATRIC REHABILITATION** — Assists individuals with recovery, long-term goal achievement and coping skills through group and individual education and support.

### Residential Programs

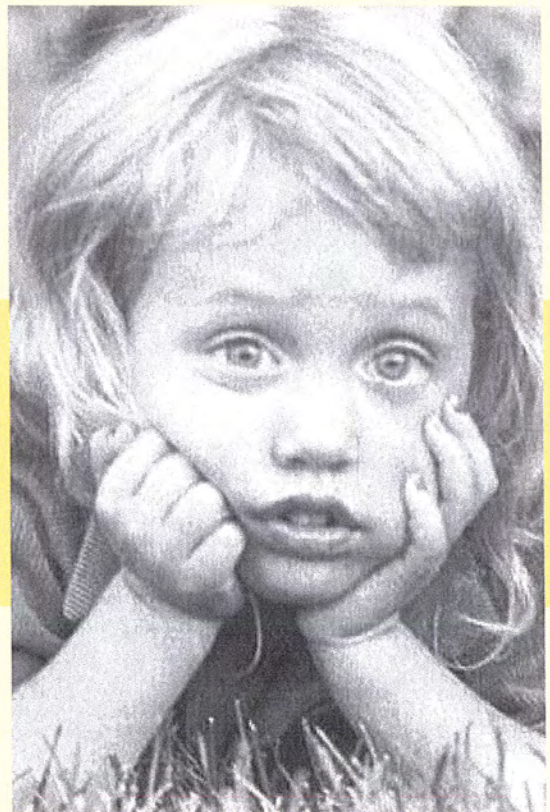
Provides comprehensive support and group housing in a structured program for adults with chronic mental illness.

### Other Programs

**MOBILE CRISIS RESPONSE TEAM** — At the request of law enforcement, this team of professionals is trained to provide on-site assessments, stabilize situations and assist with hospitalization when needed.

**JAIL DIVERSION** — Working alongside other community services to provide support for clients during their transition from jail back to the community.

**For more information about any of these programs or assistance in determining which program is best for you, contact Eyerly Ball at 515-241-0982.**



## Crisis Child Care

provides free, short-term child care for infants through 12-year-old children when a Story County family is experiencing an emergency situation.

Put your child in safe hands. Call...

CRISIS LINE 515.460.2423

MORE INFO 515.232.7262



“I’ve never had anyone  
to support me like this.”

- Linda

## About LSI

LSI is one of Iowa’s largest human services agencies and impacts tens of thousands of Iowans annually through child abuse prevention, services for families and youth in crisis, services for people with disabilities, refugee services, home health care and disaster response. LSI is nationally accredited and serves people of all ages, genders, nationalities, religions, ethnicities and sexual orientations.

## Crisis Child Care

### Contact us

To access services, call the 24-hour crisis line at 515.460.2423. If you are eligible, our staff will gather your family and medical information, care instructions and release forms.

## Story and Boone Counties

### 24-hour crisis line

515.460.2423

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

Look for great parenting tips  
on our website at [www.LSIowa.org](http://www.LSIowa.org).

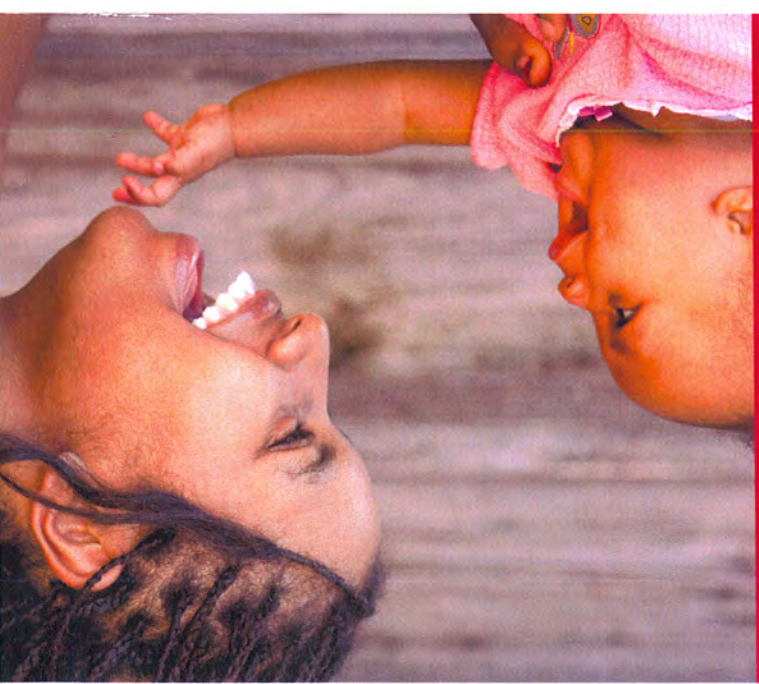


LUTHERAN SERVICES IN IOWA  
*people focused • results driven*

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

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

## Early Childhood Services



Crisis Child Care  
Serving Story and Boone Counties



LUTHERAN SERVICES IN IOWA

*people focused • results driven*





### **Crisis Child Care**

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

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

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

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

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

### **Our providers**

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

### **Eligibility**

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

### **Become a provider**

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

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



**Transportation Collaboration**  
**Wednesday, March 21, 2012, 3:30-5:00 p.m.**  
**United Way of Story County, 315 Clark Avenue**

**AGENDA**

- I. Welcome and Introductions
- II. Review January 18, 2012 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Next Steps
  - A. Marketing of Existing Programs in New or Different Ways
    - Story County Resource guide – website (adding a category for transportation)
    - Pamphlet on HIRTA bus
    - Distribution of the resource guide to
      - Libraries
      - Food at First
      - Church Bulletins
      - Pharmacies
      - Doctors' offices
      - Community Services
      - Schools
      - Mary Greeley Medical Center
      - Story County Medical Center
      - Congregate meal sites
    - Articles/PSA's with local media
    - Channel 12
    - Circulate the "how to ride" CD and promote website
  - B. Programs – need to expand or develop new?
- V. Updates
  - A. Any?
- VI. Meeting Schedule – Monthly, Bi-Monthly, Quarterly?

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

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



## Transportation Collaboration Minutes January 18, 2012

**In attendance:** Jean Kresse (United Way of Story County), Mike Nadler (Heartland Senior Services), Arti Sanghi (Central Iowa RSVP), Julie Isaacson (MICA), Cheryl Lawson (AMOS), Jerry Chase (AMOS), Karla Webb (Story County Community Services), Rick Hugdahl, Shari Atwood (Cy-Ride), Ann Lundvall (Story County Decategorization and Empowerment), Angie O'Brien (Statewide Mobility Manager), Jeremy Johnson Miller (HIRTA Mobility Coordinator)

**December 21, 2011 Minutes** – No changes were made.

### Survey of Agencies' Clients:

It was determined that we should focus on the 20%, or 132 people, who responded that transportation is a problem on the transportation survey. Seventy-five percent of the responders shared they had their own car or got a ride from a friend, neighbor or family member. Arti had reviewed those questions that required a write in response and the summary was shared at the meeting.

1. 69% responded that they have difficulty getting to pharmacy/doctors and dental office/VA hospital-Des Moines
2. 20% responded that they don't have gas money
3. 14% responded that they have difficulty getting to a grocery store
4. 14% responded that they have difficulty getting to Iowa City
5. 11% responded that they have transportation issues getting to work
6. 9% responded that they do not have transportation for evening activities, going to church or after school kids activities
7. 8% responded that they don't have a vehicle
8. 7% responded that they have transportation problems looking for a job
9. 6% responded that they have mechanical problems with their cars
10. 5% responded that they don't have transportation to drop their kids to daycare
11. 2% responded that they don't have means to get to DMACC in Ankeny

It was determined that there are existing programs or services that address many of the responses listed in the summary. For example the RSVP Volunteer Transportation program and HIRTA can help individuals and families get to the pharmacy or to medical/dental appointments. HIRTA and Cy-Ride can help individuals get to work or other activities. HIRTA goes daily to Barilla, Hach, Sauer-Danfoss (both sites), McDonalds, Super Wal-Mart, Mayfair Cleaners, Schools, ChildServe, Gateway Hotel and Conference Center, and Hilton Garden Inn. Foster Grandparents participants ride HIRTA for free. There is the Iowa City transportation program that will help those in need get to a medical/dental appointment in Iowa City. Dial-A-Ride is also a possibility for individuals who qualify for services to get where they need to go.

It appears that the Transportation Collaboration could focus on marketing the existing programs in new or different ways so that those in need are aware of the services available to them. Expanding upon the transportation resource piece we developed for the survey would be a good place to start. Making sure that agency staff gets the information to share with clients. Other ideas included:

- Story County Resource guide – website (adding a category for transportation)
- Pamphlet on HIRTA bus

- Distribution of the resource guide to
  - Libraries
  - Food at First
  - Church Bulletins
  - Pharmacies
  - Doctors' offices
  - Community Services
  - Schools
  - Mary Greeley Medical Center
  - Story County Medical Center
  - Congregate meal sites
- Articles/PSA's with local media
- Channel 12
- Circulate the "how to ride" CD and promote website

Other needs include getting to Nevada from other communities to go to the Courthouse and Legal Aid. Would DART System of Ride Share be possible? Shari stated that Cy-Ride had survey ISU faculty and there was a desire to start a van pool. It was complicated for Cy-Ride to provide that service because of requirements outlined for the population and passenger mile.

Jean will contact someone from the on-line Story County Resource guide to see about adding transportation as a category. Jean volunteered to check into 2-1-1 and the calling center for different ways to call attention more to transportation resources.

Angie shared that Jeremy's role as the mobility coordinator was to help community's better facility transportation to those in need and to share resources. Angie stated that there will be 8 mobility coordinators in Iowa by 2013. At this point Jeremy could serve in some capacity as a resource for individuals and agencies to better coordinate transportation needs with available services. Jeremy could also assist the community in holding "travel trainings" for individuals to help them better understand and access available transportation services.

**Updates:**

- Jean stated that a meeting was scheduled for the City of Ames, Cy-Ride, Ames Schools, AMOS and United Way of Story County to discuss transportation needs for middle and high school students for January 20.
- Arti stated that the first baby, a boy, was born whose mother had been participating with the prenatal services through Broad lawns.

**Next Meeting:** Wednesday, **March 21, 2012 at 3:30 p.m.** United Way of Story County office.



**Transportation Collaboration  
Wednesday, May 16, 2012, 3:30-5:00 p.m.  
United Way of Story County, 315 Clark Avenue**

**AGENDA**

- I. Welcome and Introductions
- II. Review March 21, 2012 Notes (pages )
- III. Agenda for Additions/Deletions – All
- IV. Next Steps
  - A. Transportation Resource Guide – Shari, Arti and Kalen
  - B. Mobility Matters 4 conference – Jean, Arti and Shari
  - C. Transition in Transportation – Jean
- V. Updates
  - A. Any?
- VI. Next Meeting: June 20, 2012

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

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



**Transportation Collaboration**  
**Wednesday, July 18, 2012, 3:30-4:30 p.m.**  
**United Way of Story County, 315 Clark Avenue**

**AGENDA**

- I. Welcome and Introductions
- II. Review May 16, 2012 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Next Steps
  - A. Transportation Marketing Brochure – Shari, Arti and Kalen
    - 1. Additional changes to brochure?
    - 2. Who to contact for more brochures need to be added?
    - 3. Printing Costs
    - 4. Distribution Plan
  - B. Education Plan for Providers – What needs to take place to get them to ask the question, *Do you have transportation?*
  - C. Develop an Overall Transportation Plan of Action – What else should we be doing?
    - 1. What needs to be done
    - 2. Timeline
    - 3. Who and how
- V. Updates
  - A. HIRTA – Transition
  - B. Volunteer Transportation
  - C. Cy-Ride
  - D. Others?
- VI. Next Meeting: Wednesday, August 22, 2012 (*Please note that this is a change in the regular schedule*)

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

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

**Transportation Collaboration**  
**May 16, 2012**  
**Minutes**

**Present:** Rick Hugdahl – Midwest Insurance Corporation, Janet Gray – AMOS (Bethesda), Shari Atwood – Cy-Ride, Arti Sanghi - RSVP, Jean Kresse – United Way of Story County, Brooke Ramsey – Heart of Iowa Regional Transit Agency, Jeremy Johnson-Miller – Heart of Iowa Regional Transit Agency

No changes were made to the March 21, 2012 minutes.

**Updates on HIRTA Services:** Brooke Ramsey stated that for the last 31 years Heart of Iowa Regional Transit Agency (HIRTA) had subcontracted transportation services to agencies such as Heartland Senior Services. After mutual consent HSS will be turning the service back over to HIRTA on July 1. HIRTA is also working with Cy-Ride to contract Dial-A-Ride services. This past October, HSS turned services over to HIRTA in Jasper County and the transition between the two agencies went fairly well. Immediate changes that will take place in Story County are the rate for services. HIRTA will have a \$2/ride fee within the City of Ames and a \$4/ride fee outside of Ames.

Rides to Iowa City will be every Tuesday, leaving Ames City Hall at 7am for a fee of \$10 roundtrip. Changes in the IowaCare Program are now mandating certain medical services to be provided through Broadlawns in Des Moines. As a result, HIRTA will be going to Des Moines both Tuesday and Thursday each week, the cost to IowaCare clients will be \$2 roundtrip. IowaCare clients can also ride to Iowa City on Tuesdays for \$2 roundtrip. Funding has been made available through the Iowa Department of Transportation (TransitCare). Transit providers can get the entire medical trip reimbursed, with a cost of only \$2 roundtrip to the client, this funding is available until it runs out. Jeremy Johnson-Miller will maintain point of contact for rides to Iowa City or Des Moines for IowaCare clients (515-309-9284). ALL services to Des Moines or Iowa City are open to the public, as well as anywhere in Story County. All services will continue to require a 24-hour notice, however HIRTA will attempt to accommodate same day trips.

**Next Steps:**

*Marketing* – Shari Atwood shared a draft copy of a marketing piece. She stated that TMS information would need to be deleted because they won't allow others to publish the information. Brooke stated she would be happy to make a follow-up call to further explain the brochure and the need.

All thought the piece looked nice and distribution of the brochure would be discussed further.

*Mobility Matters 4 Conference* – Jean state that she, Arti, Shari, Brooke and Jeremy all attended the conference and received a lot of good information. One thing that could be discussed and implemented in Story County is to develop an education plan that trains providers of services (human services, medical, dental, etc.) to ask the person if they need transportation when they schedule appointments. The next step for the Transportation Collaboration is to develop a plan of action – what, when and how can things be done.

**Updates:**

*Mobility Coordinator* – Jeremy Johnson-Miller stated that he is able to help with transportation needs for those individuals living in rural areas. His job is to help move people and is available to work with individuals.

*The Intermodal Facility* will host a ribbon cutting on Saturday, June 9 at Noon. Parking permits are will available.

*AMOS* – Janet Gray reported that AMOS has concluded a series of House Meetings and has restructured their research teams. The Human Services Issues Research Team will be replacing the Building Community Research Team. The newly formed team will include transportation needs as a focus.

Jean stated that UWSC board approved the grant to the school district from Yonas Michael and has provided funding to purchase \$2,500 worth of single-use bus tickets. Yonas has those tickets and will distribute them to each building. Janet asked about providing tickets to students over the summer months. Jean stated that the grant application focused on the school year only.

*Cy-Ride* – Shari provided a written update from Cy-Ride. It is attached.

**Next Meeting:** June 20, 2012 from 3:30 until 4:30 p.m. at United Way of Story County.





## Transportation Collaboration

**Please Note: change in meeting time due to the ASSET Mandatory Training earlier in the day.  
Wednesday, August 15, 2012, 4:00-5:00 p.m.**

### United Way of Story County, 315 Clark Avenue AGENDA

- I. Welcome and Introductions
- II. Review July 18, 2012 Notes (pages 2-5)
- III. Agenda for Additions/Deletions – All
- IV. Next Steps
  - A. Printing of Transportation Marketing Brochure – Shari
    1. Cost & grant update
    2. Distribution Plan – Maintain a list – Jeremy
    3. Suggested script/note – This brochure has been developed by the Story County Transportation Collaboration Committee. Our focus with this brochure is to help people become informed on alternative transportation options in the Story County area. We encourage you to ask each patient or individual you work with or support if they are able to get to their appointments with your agency. Please assist in sharing this brochure with others in an effort to reduce transportation barriers and improve quality of life for others.
  - B. Education Plan for Providers – What needs to take place to get them to ask the question, “Do you have transportation?”
    1. Identify up to five providers to meet with and develop a plan
  - C. Develop an Overall Transportation Plan of Action – What else should we be doing?
    1. What needs to be done
    2. Timeline
    3. Who and how
- V. Updates
  - A. HIRTA
  - B. Volunteer Transportation
  - C. Cy-Ride
  - D. Others?
- VI. Next Meeting: Wednesday, September 19, 2012

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

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## Transportation Collaboration

July 18, 2012

### Minutes

**Present:** Shari Atwood – CyRide, Jeff Ratcliff – Executive Express, Kaitlyn Hofeldt (Story County Decat), Jeremy Johnson Miller Heart of Iowa Regional Transit Agency, Julie Isaacson, MICA, Cari McPartland – Salvation Army, Karla Webb – Story County Community Services, Jan Gray – AMOS (Bethesda), Arti Sanghi - RSVP, Marion Kresse – BooSt (Early Childhood Iowa-ECI), Rick Hugdahl – Midwest Insurance/Story County Medical.

**Review May 16, 2012 Notes:** A change to the May 16, 2012 minutes was made to Updates on HIRTA Services in that the service leaves Ames City Hall at 6:30am as opposed to 7am.

**Agenda for Additions/Deletions:** Shari Atwood explained that Jean requested her to facilitate the meeting and that the meeting needs to adjourn no later than 4:30pm when UWSC closes.

#### Next Steps:

##### *Transportation Marketing Brochure –*

1. Changes to the Brochure - Shari Atwood shared the updated copy of the Story County Transportation brochure. All of the providers had been individually contacted for any changes to the brochure from their perspective. HIRTA hadn't yet responded/updated their section but information was taken directly from their updated website. A few changes to the brochure were suggested and implemented as noted below. An updated brochure is also attached.

	Before	After
Cover of Brochure Change	Effective: July 2012 – June 2013	<b>Printed: July 2012 (Information subject to change)</b> <b>More brochures Available at:</b> <a href="http://www.ridehirta.com">www.ridehirta.com</a> or by calling HIRTA at 877-686-0029.
HIRTA column	Days Operated to DSM Broadlawns: Wednesday	Days Operated to DSM Broadlawns: <b>Tuesday/Thursday</b>
CyRide column	Provides general public transportation to the Ames residents and visitors 359 days/year, 7 days/week.	Provides general public transportation to the Ames residents and visitors 359 days/year ( <b>closed on holidays</b> ), 7 days/week.

2. Who to contact for more brochures?

Discussed that someone should be ultimately responsible for additional brochures or to ask for more information. Since HIRTA has a Mobility Manager and public transit service in Story County is HIRTA, perhaps information for additional brochures needs to go to HIRTA. The Story County Resource Guide was also mentioned as a potential source but needs to have “Transportation” category added so people can easily click on information for this resource. Shari Atwood indicated that if Transportation wasn’t a category on the Resource Guide that individuals seeking this information couldn’t quickly navigate to it. (Shari is contacting Scott with Food At First to see whether Transportation can be added as a category). **The end result was that HIRTA would be placed on the front of the brochure for additional brochures/information.**

3. Printing Costs – Shari Atwood relayed that she had received one price quote for 1,000 brochures at \$280. Several indicated that 1,000 brochures would not be sufficient. Rick Hugdahl suggested 5,000 brochures with the first printing. Kaitlyn Hofeldt indicated that these brochures would be taken by students as well with the draw to services such as Jefferson Lines, Burlington Trailways and Executive Express. Jeremy Johnson Miller indicated that HIRTA had printed only 1,000 brochures to disperse but still others indicated that this combined brochure may be shared more especially with the Intermodal Facility opening and students being able to catch intercity carriers and Executive Express at the new facility. The group concurred 5,000 may be a better number the first year. Shari Atwood indicated there was a State Transit Funding available for special projects that the group could try to attain two years of funding to subsidize the brochure at 80% for the first year and 50% the second year. The grant would need local match. Shari relayed that Jean Kresse indicated that she could help support the brochure if CyRide and HIRTA could contribute. Shari Atwood relayed that CyRide’s contribution was staff time towards the development of the brochure. Shari reminded those that the brochure began as a way to provide information to the low-income/transit dependent at medical facilities and human service agencies to ensure they got to their appointments. Shari Atwood suggested in trying to attain the STA Special Project grant which would support the capital purchase of printing 5,000 brochures for each of the two years (80% the first; 50% the second). This would garner a large supply of the brochures to allow agencies to promote transit and get their clients to appointments and essential services. If United Way was willing to support the grant for the first two years (request to Jean needed), then perhaps additional years could be ascertained by requesting transportation providers and/or larger medical facilities where the brochures are dispersed. Jeff Ratcliff indicated that he would support financing the brochure and thought the intercity carriers should be contacted to support

the brochure as well. Jeff said the brochure was a great mechanism to market his service as well as other private providers and how to take CyRide/HIRTA/etc to reach his services. **Action Item: Shari Atwood indicated she would begin to write a grant that would provide resources for much of the cost. UWSC would need to be contacted towards the local match of the project or additional efforts taken to secure local match commitment prior to grant submission. Either HIRTA or CyRide could submit the grant. Once completed it would take approximately 2 weeks for the IDOT to process and approve. (Jeremy has since relayed that he would also do much of the grant writing and submission.)**

4. Distribution Plan – Shari Atwood requested suggestions for how the brochure could be distributed. Cari McPartland indicated the brochure was a great piece to inform individuals of the services but if those individuals couldn't afford rent and food that they couldn't purchase transit options. The group agreed and the conversation digressed into how these options could be more affordable to Story County residents. They indicated there needs to be some kind of monetary program resource to fund different transportation provider options. Further conversation regarding financing of tickets as opposed to gas vouchers. Karla Webb indicated there were several agencies in Ames already doing this in Story County that UWSC had funded, however the need overwhelms the resources. Shari Atwood indicated that this was great conversation but one for a different meeting considering the time constraints. **Action Item: Jeremy Johnson Miller volunteered to provide a distribution plan of where the brochures should go in Story County since he already has an extensive list for distributing HIRTA's brochure. Arti Sanghi agreed to help as well as Jan Gray.** Jan said that the churches should be added to this distribution list. Jeff Ratcliff indicated that ISU's visitors' booth should be added, the Intermodal Facility as well as ISU's summer orientation program. The group suggested that they could each disperse to their respective areas. Marion Kresse suggested the brochure be dispersed among the Ames Ministerial Association and to Kiwanis' Club. Jeff Ratcliff indicated there needs to be some kind of list that shows where the brochures were dispersed and how many. Shari Atwood agreed that there should be a listing compiled of where the brochures go and how many. The brochures could be kept at HIRTA in Ames. Rick Hugdahl suggested the brochures remain at United Way.

Suggested locations – All Medical (HR Departments/Call Centers), Community Services, MICA, Churches, Social Workers, Visitor's Booth (ISU), Boone County Human Service Building, DMACC, ISU Orientation Fair, United Way's August 8<sup>th</sup> Food Pantry Collaboration meeting.

*Education Plan for Providers – What needs to take place to get them to ask the question, Do you have Transportation?:* Shari Atwood indicated that perhaps a script saved with the Story County Transportation Marketing Brochure could relay this information. Shari asked whether there were other suggestions in how to get providers to do this. Cari McPartland indicated it needs to be a conscious effort by the agencies that take the calls to put it upon themselves to do this. The main thing on the call takers mind is to get the appointment scheduled, not to ensure they have a way to get there. So, this would be a mindset change for the call taker. Rick Hugdahl indicated that they plan to add the brochure to their call centers and have them add that question of whether they have transportation to the appointment. **Action Item: Karla Webb volunteered to create a “script” that could be attached as part of the brochure pdf to communicate this need. (see attached)** Shari Atwood asked if there there were others that wanted to promote this script directly to the medical providers. Online promotion seemed best as there is minimal funding for the brochure and marketing. No further suggestions were made from the group.

*Develop an Overall Transportation Plan of Action – What else should we be doing –*  
Tabled until the August meeting as out of time.

#### *Updates*

- A. **HIRTA – Jeremy relayed to the group that** HIRTA started operating in Story County July 1 and their office is on Lincoln Way behind The Salvation Army. Jeremy relayed that he had been out in the community distributing brochures and posters about their new service. Copies were provided to the group but are also available on the HIRTA website at [http://www.hirtapublictransit.com/story\\_county0.aspx/](http://www.hirtapublictransit.com/story_county0.aspx/)
- B. **Volunteer Transportation:** Data was relayed with the group regarding RSVP’s Transportation Program (July 2011 – June 2012) – 8,275 miles, 448 round trips, 34 drivers, 61 clients.
- C. **CyRide –** No updates given.

The next meeting was relayed as being the fourth Wednesday of the month on August 22, 2012 at 3:30 – 4:30pm.



**Transportation Collaboration**  
**Wednesday, October 17, 2012, 3:30-4:30 p.m.**  
**United Way of Story County, 315 Clark Avenue**  
**AGENDA**

- I. Welcome and Introductions
- II. Review August 15, 2012 Notes (page 2)
- III. Agenda for Additions/Deletions – All
- IV. Updates on Transportation Brochure – Shari
  - A. Cost & Grant Update
  - B. Distribution Plan – Maintain a list – Sign up – Jeremy
  - C. Education Plan for Providers – Dates/Times
    - 1. Presentation
    - 2. Invitation List
- V. Develop an Overall Transportation Plan of Action – What else should we be doing?
  - A. What needs to be done
  - B. Timeline
  - C. Who and how
- VI. Other Transportation Updates
  - A. HIRTA
  - B. Volunteer Transportation
  - C. Cy-Ride
  - D. Hunziker Sports Complex
  - E. Others?
- VII. Next Meeting: Wednesday, November 21, 2012 – Should we look at alternative date (11/7)

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## Transportation Collaboration

August 15, 2012

### Minutes

**Present:** Julie Isaacson, MICA, Cari McPartland – Salvation Army, Kalen Petersen – RSVP, Arti Sanghi - RSVP, Jean Kresse – United Way of Story County, Jerry Chase – AMOS, Shari Atwood – CyRide

**Review July 18, 2012 Notes:** Accepted.

#### Next Steps:

1. Shari Atwood shared the updated copy of the Story County Transportation brochure. She stated that an application to the State Transit Assistance Program may help cover the cost in part of printing the brochures. Shari would see if HIRTA would be willing to be the applicant. Any suggestions to the brochure let Shari know.
2. A low-cost way to share the brochure would be to have it as a link on agency websites.
3. Distribution plan – begin with the list Jeremy Johnson-Miller used to distribute the HIRTA brochure.
4. Target agencies we want to begin the “do you need transportation” plan. Agencies could include:  
Eyerly Ball, Dental Clinic (Janelle Durlin), People Place (Lisa Heddens), Good Neighbor, The Salvation Army (Cari McPartland), MICA/WIC (Sarah Reuter), MICA – LIHEAP (Helen Benker), Story County Medical Social Workers
5. Provide a program and invited human service agencies to attend to learn more about transportation options for their clients. Possibly schedule 2 different dates/times. Jean will look at possible dates. Kalen and Shari agreed to work together to develop a PowerPoint presentation.

The next meeting - Wednesday, September 19, 2012 at 3:30 – 4:30pm.



**RESCHEDULED DECEMBER MEETING**  
**PLEASE NOT THE CHANGE IN TIME!**

**Transportation Collaboration**

**Wednesday, ~~December 19, 2012~~ January 16, 2013, 3:00 -~~3:30~~-4:30 p.m.**  
**United Way of Story County, 315 Clark Avenue**

**AGENDA**

- I. Welcome and Introductions
- II. Review October 17, 2012 Notes (page 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Distribution of Transportation Brochure – Shari & Jeremy
  - A. Distribution Plan – Maintain a list – Sign up – Jeremy
  - B. Education Plan for Providers – Dates/Times
    1. Presentation
    2. Invitation List
- V. Agency Documentation of Transportation – Conduct in January (2 weeks?)
  - A. Sign Up to Contact and Work with Agency
    1. ERP
    2. Good Neighbor
    3. MICA
    4. TSA
    5. UWSC (not a lot of request)
    6. Story County Community Services
    7. RSVP
    8. Consideration – Good Samaritan Program @ St. Patrick's (Nevada); St Thomas; Bethesda
    9. Others?
  - B. Information to capture
    1. Where they are at when they make the request?
    2. Where do they want to go?
    3. Barrier's they face.
    4. Referral made or solution found if any
- VI. Other Transportation Updates
  - A. HIRTA
  - B. Volunteer Transportation
  - C. Cy-Ride - recommended transit projects for the Passenger Transportation Plan
  - D. Others?
- VII. Next Meeting: Wednesday, ~~January 16, 2013 (Can someone else facilitate?)~~; February 20, 2013

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**Transportation Collaboration**  
**October 17, 2012**  
**Minutes**

**Present:** Cari McPartland – Salvation Army, Arti Sanghi - RSVP, Jean Kresse – United Way of Story County, Shari Atwood – CyRide, Jeremy Johnson-Miller – HIRTA

**Review August 15, 2012 Notes:** Accepted.

**Ames – Transportation Plan**

Shari Atwood stated that the PTP for this year is just an update and that the full survey won't need to happen until next year. The documents shared included the "Status of Previously Recommended PTP Projects", Possible Strategies, memo to Ames Transit Board of Directors and Passenger Transportation Plan Update. Shari asked members to review the Possible Strategies document and give feedback to Shari.

On the memo Shari stated that the recommended services from staff that the board wants additional information includes the Aqua Route, Additional Hours of Service, Impact of 2013-14 ISU enrollment, Sunday Blue Route and Brown Route Service for Wallace-Wilson.

**Transportation Brochure**

Jeremy reported that the grant was submitted to help cover the cost of printing the transportation brochures. Shari stated they had received it and would be contacting HIRTA next week. Jeremy will work on getting the brochures printed and will work with Shari on changing the link.

**Presentation Plan**

Once the brochure is printed the presentations to agencies interested in learning more can be scheduled. It will be an easy presentation if we walk through the brochure.

The idea of a *Do you need a ride?* Campaign was discussed. We could create flyers to agencies that would include a QR Code that would link people to the brochure.

Cari and Jean talked about different folks coming to their agencies in need of a ride. There are a lot of options for transportation but if they don't have the money they can't get a ride. For example – transportation to Ankeny for employment/DMACC; ride to Des Moines, money for gas to travel to Colorado to see dying mother, ride to job (before first paycheck), transportation out of Story County and/or out of Iowa, Iowa City – specialty doctor (does not match with HIRTA).

There is also a need to help individuals make better choices with the resources they have. Example – came in looking for a ride with no money, but had a new tattoo.

Could there be an option for sliding fee scale on transportation? The person should make some investment on their part.

Jean reported that Greg Welk forwarded a request to have the Transportation Collaboration discuss that some low-income youth having limited means to get to the Hunziker Youth Sports Complex. This needs to be put on future agendas.

The Salvation Army meets with clients and if they aren't working they require them to sign up for Iowa Work Force and actually apply for jobs.

It was suggested we target a few agencies and ask them to document requests and if solutions were available. Jeremy stated that HIRTA has begun documenting the information and would share his spreadsheet with Jean. Information to document:

- Where they are at?
- Where they want to go?
- Barrier they face.
- Referral made or solution found.

It was suggested that we document the information for a month. It was also suggested we ask the following agencies to participate: ERP, Good Neighbor, MICA, TSA, UWSC, Community Services and RSVP. Consider asking Good Samaritan Program at St. Patrick's in Nevada, St. Thomas and Bethesda.

### **Updates**

HIRTA – Jeremy reported that they are now providing 3 pick-up/drop-off sites for rides to DMACC in Boone.

RSVP Volunteer Transportation Program – needing to recruit more drivers.

Next meeting - Wednesday, September 19, 2012 at 3:30 – 4:30pm.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY (DART) RIDESHARE**

**WWW.RIDEDART.COM**  
**(515) 288-RIDE(7433)**

**Provides carpool/vanpool database matching for residents of Central Iowa to share your ride! Save money, utilize your time better and reduce stress by commuting together!** DART's software instantaneously matches you with other commuters who live and work near your locations that have a similar work schedule. You can then call or e-mail anyone on your database match listing to see if they are interesting in RideSharing!

Formal vanpools are organized, implemented and maintained by DART RideShare staff. DART provides the RideShare vans, fuel and maintenance for organized pools. In exchange for driving the van, the drivers ride free. The monthly cost to passengers is calculated based on the number of passengers in the vanpool, not including the driver, and the roundtrip daily mileage of the vanpool.



**To immediately connect with other commuters, visit RideShare's website at [Rideshare.ridedart.com](http://Rideshare.ridedart.com)**

**TAXICAB SERVICES**

**CYCLONE CAB/AMES TAXI SERVICE**  
**(515) 232-1343**

**NIGHTHAWK CAB**  
**(515) 203-0423**



**Ames Intermodal Facility**  
**Connecting you to your transportation options!**



Connect with three regional transportation providers at the Ames Intermodal Facility (AIF) located at the intersection of Hayward/Chamberlain (129 Hayward) on the west side of campustown!

**• TWO INTERCITY CARRIERS**

Provides connections throughout Iowa and the Midwest to connections nationwide!

**JEFFERSON LINES**

**(800) 451-5333 or (515) 232-2404**  
**WWW.JEFFERSONLINES.COM**

**BURLINGTON TRAILWAYS**

**(888) 522-9899**  
**WWW.BURLINGTONTRAILWAYS.COM**

**• AIRPORT SHUTTLE SERVICE**

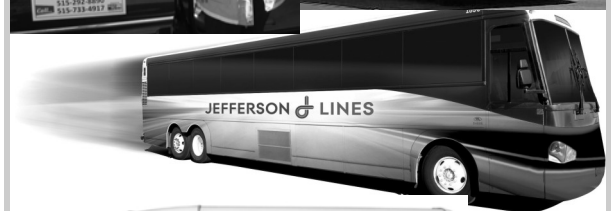
Between Ames, Boone, Nevada, or Story City and the Des Moines International Airport with services up to 14 times a day, 365 days/year, 7 days/week. **Reservations are Required!** Small group private charters and same day package delivery is also provided.

**EXECUTIVE EXPRESS**

**(888) 522-9899**  
**WWW.EXECUTIVEEXPRESS.BIZ**

**Anyone Can Ride!**  
**STORY COUNTY TRANSPORTATION**

**Printed: December 2012**  
**(Information subject to change)**



**More Brochures Available at:**  
**[www.ridehirta.com/sct.pdf](http://www.ridehirta.com/sct.pdf)**  
**or by calling HIRTA at 877-686-0029**

# STORY COUNTY TRANSPORTATION

## TMS MANAGEMENT GROUP

WWW.TMSMANAGEMENTGROUP.COM/IOWA/

(866) 572-7662

(Medicaid funded transportation only)

If you are an Iowa Medicaid Member and are in need of non-emergency medical transportation, call TMS! TMS will negotiate rates, arrange transportation and reimburse claims for all eligible Iowa Medicaid Members for non-emergency medical transportation.

**Reservations Hours:** Monday-Friday 8am-5pm  
(Schedule rides 72 hours in advance of trip)

## RSVP's VOLUNTEER TRANSPORTATION PROGRAM

WWW.RSVPVOLUNTEER.ORG

(515) 292-8890 or (515) 733-4917

Reliable and affordable transportation to medical appointments and other essential services for ambulatory individuals living in Story County. This



transportation service provided entirely by volunteers is funded by United Way of Story County, Story County and the City of Ames.

**Days of Operation:** Monday-Friday 8 am-5pm  
(Client application required prior to receiving trip.)  
(Schedule rides at least 48 hours before trip)

**Cost:** **Story County:** \$3.00—\$12.00 round trip  
(depending on # of miles)  
**Outside Story County:** \$0.39 per mile

# HIRTA



HIRTA PROVIDES RIDES TO THE GENERAL PUBLIC WITHIN STORY COUNTY, BOONE, DALLAS, JASPER, MADISON, MARION & WARREN

**HEART OF IOWA REGIONAL TRANSIT AGENCY  
(HIRTA PUBLIC TRANSIT)**

WWW.RIDEHIRTA.COM

(877) 686-0029

Provides door-to-door public transit service within Ames and Story County. Trips provided on specific days to Iowa City University of Iowa's Hospitals & Clinics (UIHC) and Des Moines (DSM) Broadlawns. All buses are wheelchair accessible.  
(Schedule rides 24 hours in advance of trip)

### Days of Operation:

Weekdays (Story County): 7:00 am — 5:30 pm

Weekdays (In Ames only): 6:00 am — 8:00 pm

Saturday (In Ames only): 7:30 am — 6:00 pm

Sunday (In Ames only): 8:30 am — 6:00 pm

**Days Operated to Iowa City's UIHC:** Tues.

**Days Operated to DSM Broadlawns:** Tues./Thurs.

Cost:	General Public	Senior 60+ yrs.
<b>In-Town (Ames):</b>	\$2.00	\$1.00 (suggested)
<b>In-County (Story):</b>	\$4.00	\$2.00 (suggested)

Out of County Transportation is \$25.00/hr.

Lower rates are available to Des Moines and Iowa City (\$1.00-\$10.00) depending on eligibility.

# CyRide

**AMES TRANSIT AGENCY (CYRIDE)** (Ames only)

WWW.CYRIDE.COM

(515) 292-1100

Provides general public transportation to the Ames residents and visitors 359 days/year, (closed on holidays), 7 days/week. All buses are wheelchair accessible and equipped with bike racks.  
**Cost:** \$1.25 one-way trip. Discounts available to seniors, Medicare/Medicaid cardholders, K-12 and passengers with disabilities. For more fare options call CyRide or visit [www.cyride.com](http://www.cyride.com).

**DIAL-A-RIDE** (Ames only)

(877)686-0029 (Operated by HIRTA)

Provides door-to-door transportation to eligible passengers as defined by the Americans with Disabilities Act (ADA) within the Ames city limits. Dial-A-Ride operates the same hours/days as CyRide's fixed-routes. To be eligible, a passenger must be unable to use CyRide's fixed route buses due to the following reasons:

- Unable to get to/from the bus stop at the point of origin or destination
- Unable to board a bus stop
- Unable to independently recognize the destination and disembark the bus
- If a trip involves a transfer, unable to disembark the bus.

### Cost:

\$2.00 one-way trip (Must be ADA Eligible)

\$5.00 one-way trip (East of Skunk River weeknights and all day on weekends)

**For a Dial-A-Ride application, call (515)-292-1100**

# CYRIDE & AAMPO UPDATES

Mobility Matters 4

April 27, 2012



# Brief Updates

- ▣ Ames Area MPO Update
- ▣ Fare Increase
- ▣ Operations/Fleet & Facilities
- ▣ Shelter Design
- ▣ Ames Intermodal Transportation Facility
- ▣ Vehicle Tracking Technology
- ▣ Ridership



# AAMPO Update

- ▣ **Possible MPO Committee Member Restructuring**
- ▣ **Performance Measures Being Developed**
- ▣ **Count Stations**
  - 23-35 permanent count stations within Ames
  - 24-hour traffic movement data collection
  - Utilize in 2015 LRTP
- ▣ **Ames Area Multidisciplinary Safety Team Meetings**
  - Safety audit conducted on Hwy 30 corridor

# CyRide Fare Increase

Effective January 2, 2012

- ▣ 20-25% Increase Across the Board
  - Base Fare Increased from \$1.00 to \$1.25
  - Dial-A-Ride (Paratransit) no increase
- ▣ CyRide internally cut (\$81,200)
- ▣ New Fare & Reduced Fare Eligibility
  - \$20 Reduced Monthly pass
  - Medicaid recipients eligible
- ▣ Service Reductions (delayed)
  - Elimination Holidays - Memorial Day, July 4th, Labor Day
  - Eliminate last trip of #22 Gold (August 2012)



# Operations-Fleet-Facilities

## ▣ **CyRide Fixed Route**

- Fall Service begins Monday, August 13<sup>th</sup> (4 days earlier!)
- No Service – Memorial Day, July 4<sup>th</sup>, & Labor Day
- Eliminating last trip of #22 Gold Circulator

## ▣ **Dial-A-Ride (Paratransit)**

- Contract with Heartland Senior Services ends 6/30/12
- Request for Proposal Developed; No bids received
- Discussions with HIRTA

## ▣ **New Buses (15)**

- Two Articulated 60-foot Biodiesel NOVA Buses
- Eleven Large 40-foot Biodiesel Buses
- Two Small 176” Buses

## ▣ **Facility Expansion/Rehab.**

- Bus Storage Addition
- Flood Proofing
- Raise Internal Bus Storage Ceiling Height
- Rehabilitate Washbay area

# CyRide Shelter Design

CURRENT DESIGN



NEW DESIGN



# Ames Intermodal Transportation Facility

129 Hayward Ave.  
Opening @ June 1, 2012



# Ames Intermodal Facility

## ▣ Transportation Connections

- Jefferson Lines & Burlington Trailways; Executive Express
- HIRTA & CyRide (one block away @ Welch/Chamberlain)
- Taxistand (on Hayward)
- Bikes (Bike lockers & bike/pedestrian path connection to W. Ames)
- Vanpool/Carpool (up to 20 free parking spaces for eligible pools)

## ▣ 385 Parking Spaces & Public Restrooms

## ▣ Parking Permits On Sale

- Annual/monthly permits, daily pass, hourly meters, vanpool/carpool
- ISU's Parking Division; 515-294-3388  
<http://aif.parking.iastate.edu/>

## ▣ Ribbon Cutting Ceremony

- Official press release closer to date!



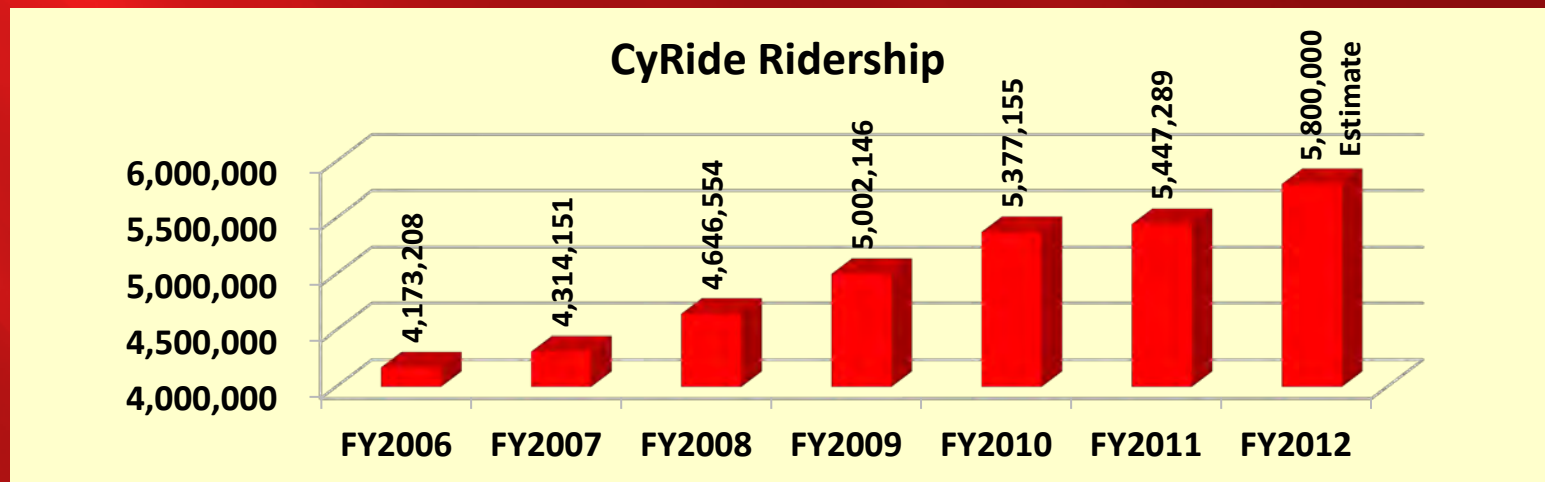
# Vehicle Tracking Technology

- ▣ Real-time, bus stop level arrival information by calling, texting or going to [cyride.com](http://cyride.com).
- ▣ Most requested service from passengers/students
- ▣ Government of the Student Body (ISU Students) funding first 3 years 100%
- ▣ Awarded to Nextbus - [www.nextbus.com](http://www.nextbus.com)
- ▣ Outdoor Electronic Signage for two major ISU campus transfer locations (4 signs)
- ▣ Project Available - Fall 2012?

# CyRide Ridership

- ▣ FY2012 Anticipate Ridership – 5.8 Million
- ▣ ISU Enrollment increasing again!

Year	ISU Enrollment	% Increase	CyRide Ridership	% Increase	Buses Added
FY2006	25,741		4,173,208		6
FY2007	25,462	-1.1%	4,314,151	3.4%	3
FY2008	26,160	2.7%	4,646,554	7.7%	2
FY2009	26,856	2.7%	5,002,146	7.7%	4
FY2010	27,945	4.1%	5,377,155	7.5%	0
FY2011	28,682	2.6%	5,447,289	1.3%	0
FY2012	29,887	4.2%	5,800,000 ?	6.5%	0
<b>TOTAL</b>		<b>16.1%</b>		<b>39.0%</b>	<b>15</b>



# QUESTIONS?

Shari Atwood  
CyRide Transit Planner  
[satwood@cyride.com](mailto:satwood@cyride.com)  
515-239-5539  
[www.cyride.com](http://www.cyride.com)





# WHITE HOUSE ROUNDTABLE

Date: Saturday, June 9, 2012  
Time: 9:30 – 11 a.m.  
Location: CyRide; 1700 University Blvd.; Ames  
CyRide Conference Room

## AGENDA

- 9:30 a.m. Greeting/Welcome and Introduction  
Warren Madden, Vice President Business & Finance,  
Iowa State University  
White House Roundtable Host
- 9:35 a.m. Greetings and Opening Remarks  
FTA Administrator Peter Rogoff
- 9:40 a.m. Round the Table Introductions  
(Who are you and what do you do?)
- 9:50 a.m. Roundtable Host Opens Dialogue
- 10:50 a.m. Wrap-Up





Join us for a  
RIBBON CUTTING CEREMONY  
for the

## Ames Intermodal Facility

*Saturday, June 9, 2012*  
*11:30am - 1:30pm*  
*Ceremony at 12:00pm*

*129 Hayward Avenue*  
*(Surface Parking only - access on Sheldon Avenue)*  
*Ames, Iowa*



RSVP to Joanne VanDyke at 515-239-5566 or [cyride@cyride.com](mailto:cyride@cyride.com)



# Press Release

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City Manager's Office  
515 Clark Avenue ♦ Ames, IA

**Contact:** Susan Gwiasda, Public Relations Officer, (515) 239-5204  
Sheri Kyras, Ames Transit Director, (515) 239-5563

FOR IMMEDIATE RELEASE

June 1, 2012

## Ames Intermodal Facility Ribbon-Cutting Set for June 9

AMES, Iowa – The opening of the Ames Intermodal Facility will be celebrated on Saturday, June 9 with a ribbon-cutting event featuring Federal Transit Administration Administrator Peter M. Rogoff, along with Senator Tom Harkin, elected officials, and local leaders. The event will begin at 11:30 a.m., with the program scheduled at noon. The public is welcome to attend.

Others speakers at the event include Iowa Department of Transportation Director Paul Trombino III, Iowa State University President Steven Leath, Ames Mayor Ann Campbell, and Ames Transit Agency President Robert Anders.

"This ribbon-cutting event marks a new era in the coordination of transportation services within the Ames community through its connections with regional and national public transit providers, as well as a critical initial piece in the Campustown Business District revitalization," said Sheri Kyras, Ames Transit Director

The \$9.2 million facility was constructed over the last 16 months and funded through the U.S. Department of Transportation's American Recovery and Reinvestment Act of 2009 and Iowa's intercity bus program. It will provide the following enhancements within the Ames community:

- 384 parking spaces for short and long-term use
- Bike path connections to the community with shower and bike locker facilities

-more-

- Bus terminal for intercity and regional carriers – Jefferson, Burlington Trailways, Executive Express and HIRTA
- Connections to CyRide one block from the facility at Chamberlain St. and Welch Ave.
- Twenty free parking spaces for qualified car and vanpool participants
- Taxi stand for transportation within the community
- Public restrooms for the Campustown Business District

“This is an exciting time for transportation in the Ames community,” Kyras added. “This facility brings tremendous amenities to the Campustown area that will be welcomed by residents and visitors to our city. We are delighted to be celebrating this reinvestment in one of our city’s established business districts.”

The Ames Intermodal Facility will be offering free parking through July 30. Beginning in August, parking permits will be required for reserved spaces, and the daily meter rates of 75 cents per hour will be charged. Iowa State University’s Parking Division will operate the facility on behalf of the City of Ames. Permits may be purchased online through the following link: <http://aif.parking.iastate.edu/>. For questions on purchasing permits, contact Iowa State University’s Parking Division at (515) 294-3388.

The Ames Intermodal Facility is located at 129 Hayward Ave. Those attending ribbon-cutting celebration should enter the surface parking lot off Sheldon Avenue. The event will feature refreshments and live music. The event serves as the kick-off to the second annual Campustown Summerfest festival, which will continue through Saturday along Welch Avenue.

# # #

# CYRIDE

Story County Community Services  
September 25, 2012



# Agenda

- ▣ How To Ride CyRide
  - Fixed Route
  - Dial-A-Ride
- ▣ What's New/Upcoming
  - Ames Intermodal Facility
  - Articulated Buses
  - New Shelter Design
  - Vehicle Tracking (Nextbus) Technology
- ▣ Be Social with CyRide!
- ▣ When scheduling an appointment....  
Ask if your client needs transportation!

# How to Ride CyRide Fixed Route

## ▣ 13 Fixed Routes

- #1 Red, #2 Green, #3 Blue, #4 Gray, #5 Yellow, #6 Brown , #7 Purple, #8 Aqua (summers only), #10 Pink
- #21 Cardinal, #22 Gold, #23 Orange, #24 Silver (FREE!)
- Weekday, Saturday and Sunday Schedules vary
- How to Ride the Bus **OR** How to Read a Schedule  
<http://www.cyride.com/index.aspx?page=1163>

## ▣ Moonlight Express

- Friday/Saturday nights 10:30pm – 3:00am (FREE!)  
<http://www.cyride.com/index.aspx?page=1312>

## ▣ Questions

- [www.cyride.com](http://www.cyride.com) **OR** 515-292-1100

# CyRide Reduced/Free Fare Eligibility

- ▣ **Persons Eligible for Reduced fares**
  - K-12 students (except monthly pass)
  - Medicare cardholders
  - Medicaid cardholders (NEW Jan. 2, 2012)
  - Person over 65
  - Person with a disability
- ▣ **ISU Parking Systems subsidizes passes for staff/faculty**
- ▣ **FREE Rides**
  - Anyone riding #21 Cardinal, #22 Gold, #23 Orange Routes
  - Anyone riding Moonlight Express
  - ISU Students with current student ID
  - Children 5 and younger



# CyRide Fare Media

- ▣ CASH (Coins/Bills Accepted – Drivers do not carry change)
  - Regular Fare \$1.25
  - **Reduced Fare 60¢**
  - Children 5 years and younger: FREE
  - ISU students (current ID): FREE
- ▣ TICKET BOOKS
  - Regular Fare: \$12.00
  - **Reduced Fare: \$6.00**
- ▣ PASSES (**Many discounted options; see Riding Info. Guide**)
  - Fall Semester (Mid-August to end of December)
  - School Year (Mid-August to end of May)
  - Winter Pass (November to mid-March)
  - Summer Pass (Mid-May – mid-August)
  - Monthly Pass (Typically available 20<sup>th</sup> of each month)

<http://www.cyrider.com/index.aspx?page=19>



# Accessibility on CyRide

- ▣ Boarding ramp or power lift
- ▣ Kneeling feature
- ▣ Priority seating in the front
- ▣ Front area designated for mobility devices
  - Wheelchairs always secured - CyRide policy
  - Seatbelts optional
- ▣ Colored/numbered placard in addition to destination signs
- ▣ Drivers Announce stops (major stops/transfer locations & upon request)
- ▣ Service animals are permitted on all CyRide buses
- ▣ Half Fare = Senior (Age 65+), passengers with a disability and Medicare/Medicaid card holders.
- ▣ More @ <http://www.cyride.com/accessibility>

# Routes to 126 S. Kellogg

## #3 Blue

- Weekdays 6:55am – 12:07am  
(Frequency = Every 30 min. in morning; Every 15 min. in afternoon; Every 20 min. after 6pm; Every 40 min. after 8pm)
- Saturday 7:45am – 10:25pm  
(Frequency = 40 min. in morning; 20-40 min. in pm.)
- Sunday 9:05 – 11:05pm  
(Frequency = 40 min.)

## #5 Yellow

- Weekdays, except 11am – 3pm  
(Frequency = 30 min. in morning; 40 min. in afternoon)
- Saturday 8:57am – 6:17pm  
(Frequency = 40 min.)

## #10 Pink

- Weekdays – no mid-day 7:29am – 9:10am; 2:55pm – 4:55pm  
(Frequency = 50 min. in morning; 60 min. in afternoon)  
<http://www.cyrider.com>

# What is Dial-A-Ride?

- Door-to-door transportation (within Ames)
- Passenger not able to use a fixed-route bus due to a disability
  - Disability prevents passenger from traveling to CyRide bus stop
  - Disability prevents passenger from boarding CyRide
  - Disability prevents passenger from understanding how to ride CyRide
- Apply via Application to CyRide

<http://www.cyrider.com/index.aspx?page=1257>

# Dial-A-Ride Service

- **Call HIRTA toll free 1-877-686-0029**
  - Service available all times CyRide is operating its fixed route
  - Drivers can assist carrying packages/groceries but will not go inside door of home.
  - Requires seatbelts to be worn at all times (policy)
  - Reservations required (24 hours in advance)
  - Reservation Hours 7:30 - 4:30pm - leave a message after hours
  - Subscription trips available 14 days in advance



# Dial-A-Ride Fares

## ▣ DIAL-A-RIDE

- Customer \$2.00 (Cash or Tickets)
- Companion \$2.00
- Personal Care Attendant FREE
- East of Skunk River \$5.00 (Weeknights after 6pm; Weekends)

**What's New at CyRide?**

# Ames Intermodal Transportation Facility

129 Hayward Ave.  
Opened August 13, 2012





# Intermodal Connections

- ▣ **Intercity Providers**
  - Jefferson Lines ([www.jeffersonlines.com](http://www.jeffersonlines.com))
  - Burlington Trailways ([www.burlingtontrailways.com](http://www.burlingtontrailways.com))
- ▣ **Private Provider to DSM Airport**
  - Executive Express ([www.executiveexpress.biz](http://www.executiveexpress.biz))
  - 14 trips/day, 365 days/year upon demand
- ▣ **HIRTA Public Transit** ([www.ridehirta.com](http://www.ridehirta.com))
- ▣ **CyRide** (One block away @ Welch/Chamberlin)
- ▣ **Taxistand** (Hayward)
- ▣ **Bikes** (Bike path to West Ames through ISU arboretum, bike lockers, restrooms & showers)
- ▣ **Vanpool/Carpools** (Free parking for qualified pools)

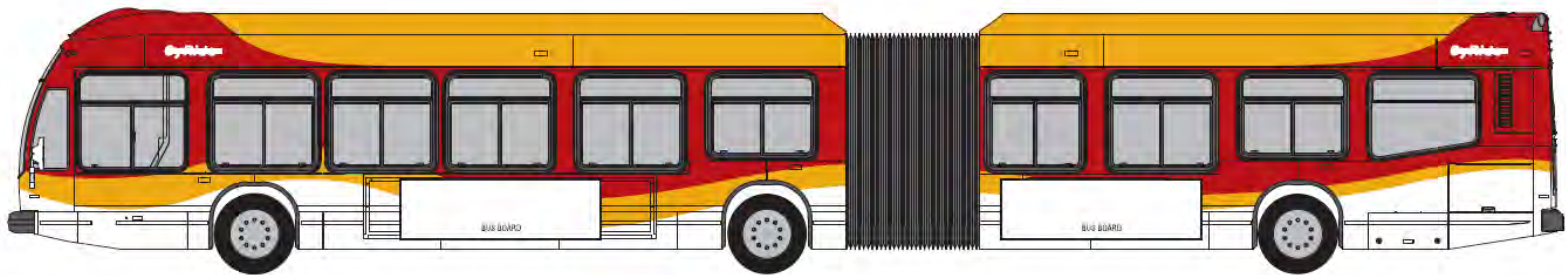


# Intermodal Parking

- **CyRide Owns Facility**
- **Managed by ISU's Parking Division**
  - Armory Bldg. on ISU campus
  - <http://aif.parking.iastate.edu/>
  - 515-294-3388
- **385 Parking Spaces & Public Restrooms**
- **Parking Permit Sales** (covered/uncovered)
  - Annual - \$480/\$180
  - Monthly - \$50/\$20
  - Hourly Meters - \$0.75/hr.
  - Daily Maximum - \$10.00
  - Carpool/Vanpool = FREE



# Articulated Buses (2)



# CyRide Shelter Design

CURRENT DESIGN



NEW DESIGN





# Vehicle Tracking Technology

- ▣ **NEXTBUS technology – Spring 2013!**  
[www.nextbus.com](http://www.nextbus.com)
- ▣ No more figuring out CyRide's printed schedules!
- ▣ Enter bus stop number (call, text or website) = provides the next 2 buses arriving at a bus stop in "real-time"
- ▣ Most requested service from passengers/students
- ▣ Government of the Student Body (ISU Students) funded first 3 years 100%
- ▣ Outdoor Electronic Signage for two major ISU campus transfer locations (4 signs)



# Be Social

- ▣ Facebook – Like CyRide! [www.facebook.com/cyride](http://www.facebook.com/cyride)
- ▣ Twitter – Follow CyRide! [twitter.com/cyride](http://twitter.com/cyride)
- ▣ E-notification – Sends e-mail to your inbox!  
[www.cyride.com/enotification](http://www.cyride.com/enotification)



# Transportation Collaboration

- ▣ Add a question when scheduling appointments....

“Do you need transportation to your next appointment?”

- ▣ Give client brochure or [www.cyride.com/sct](http://www.cyride.com/sct)

# QUESTIONS?

Shari Atwood  
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[www.cyride.com](http://www.cyride.com)

