

# Ames Area MPO 2013 Final Passenger Transportation Plan Update March 2012



Prepared By:



This page intentionally left blank.

## TABLE OF CONTENTS

I.	INTRODUCTION.....	1
II.	PROCESS.....	1
III.	PROJECTS .....	8
IV.	RECENT DEVELOPMENTS.....	17
V.	RECOMMENDED PROJECTS .....	23
VI.	CONCLUSION .....	33

APPENDICES

This page intentionally left blank.

# I. INTRODUCTION

Transportation is the foundation for all individuals to access employment, education, medical care, social activities, and recreational opportunities within the Ames community. For those individuals without a personal vehicle due to personal circumstance, accessing these critical needs is still vital. For others, limiting vehicles in the household is a “green” lifestyle choice for a better environment. But regardless of choice or hardship, mobility throughout the Ames community is essential to maintain connections and independent lifestyles we all cherish.

The Ames Passenger Transportation Plan (PTP) is an effort of providing key community decision makers with the knowledge of how individuals are currently being transported throughout Ames, the additional transportation needs and service requests identified, and recommended projects to overcome these needs. The plan update, developed by Ames transportation providers and human/health service agency representatives, focuses on improving transportation access and availability for the community with an emphasis towards low-income, elderly and disabled populations. The process also allows opportunity to coordinate together to bring knowledge of what, where and when transportation services are available; how to use them; and then how to provide the most efficient service with available identified resources.

## Mobility Is...

**Knowledge** of transportation services available and **how to use** them

Congress mandated this coordination through the SAFETEA-LU transportation bill, which required a planning effort in order to receive three types of federal transit funding tied to the following populations: low-income (Job Access Reverse Commute funds), elderly (Special Needs funds) and disabled (New Freedom funds). The Iowa Department of Transportation further requires each metropolitan planning organization or regional planning alliance to conduct this planning effort for communities or agencies to receive ANY state/federal “transit” funding. Coordinating transportation services offers a way to communicate transportation services offered by all transportation providers while ensuring the efficient use of funding for existing or new services that benefit the entire community.

The Ames Area Metropolitan Planning Organization conducted a FY2010 PTP planning effort for the Ames area in 2009 receiving a Tier I grading from the IDOT which means that only an update will be required for this year. The understanding is that another full plan would not be required until FY2015 unless deemed necessary by transportation providers/human service agencies or the AAMPO. The following items detail the required items for the annual PTP update for FY2013

---

## II. - PROCESS

Fifty-nine organizations throughout Ames collaborated through approximately **24 meetings/tasks** over the past year into the development of the Ames PTP. Formal involvement occurs through the Story County Human Services Council (HSC) which meets monthly when Iowa State University is in session. The meetings and minutes from this group are located on the [Ames Area Metropolitan Planning Organization \(http://www.cityofames.org/index.aspx?page=811\)](http://www.cityofames.org/index.aspx?page=811) website. This group identifies transportation needs throughout the community, strategies on how to resolve these needs as well as provides consensus regarding the recommended projects included within the plan to forward to the AAMPO for formal approval. However, the major emphasis for HSC is networking with other human service agency representatives and updates on the ASSET process which provides funding for many human service agencies. The AAMPO representative, Shari Atwood, whom coordinates the PTP process for Ames is a member of the council attending these monthly meetings and also served a two-year term on the Council Board as Treasurer through May 2011. Ms. Atwood helped guide the monthly meetings programs with the rest of the HSC board as well as track the finances of the organization. Ms. Atwood continues to request time on the agenda in discussing the PTP and CyRide transportation issues.

In 2007, [United Way of Story County \(UWSC\) \(http://www.uwstory.org/\)](http://www.uwstory.org/) began the Transportation

Collaboration Committee (TCC) providing a small forum of under 15 human service agencies and transportation providers to discuss transportation issues. The United Way of Story County has identified [transportation](http://www.uwstory.org/Transportation.php) (<http://www.uwstory.org/Transportation.php>) as one of its core areas to focus upon within its [campaign efforts](http://www.uwstory.org/media/Annual_Campaign_brochure_-_final_proof.pdf) ([http://www.uwstory.org/media/Annual\\_Campaign\\_brochure\\_-\\_final\\_proof.pdf](http://www.uwstory.org/media/Annual_Campaign_brochure_-_final_proof.pdf)). This group meets at least once a quarter with subcommittees more often throughout the year where only transportation issues are discussed. Transportation projects funded in the past through the UWSC include car seat program, bus education, car maintenance/ insurance forums, emergency gas voucher program, repair program for Wheels to Work and medical transportation to University of Iowa Hospitals and Clinics.

The AAMPO has compiled an extensive e-mail database listing of Ames' human/health service agencies and private-public transportation providers it utilizes in obtaining transportation needs and suggestions to improve transportation services for the community. This listing has been utilized over the past year for not only the PTP collaboration efforts but also in gaining letters of support for several successful national discretionary grants for CyRide transit projects within the Ames community for bus replacement, scheduling software, and the Ames Intermodal Transportation Facility. This listing has also been utilized to communicate changes in the public transit system's routes and fare structure for situations like when CyRide was fare free for Dump the Pump Day, to market the Ames to Iowa City transportation service or relay local sales of used vehicles/bicycles/ furniture. Overall communication between human service providers and coordination for increased public transit services has improved as a result of this process. Key PTP participants are listed below:

- |  |   |
|--|---|
| <b>Ames Community Preschool Center (ACPC)</b>        | <b>Iowa Comprehensive Human Service &amp; Iowa Homeless Youth</b>           |
| <b>American Red Cross</b>                            | <b>Iowa Workforce Development</b>   |
| <b>Ames Area Metropolitan Planning Organization</b>  | <b>ISU Story County Extension</b>   |
| <b>Ames Community Schools</b>                        | <b>ISU Memorial Union</b>   |
| <b>Ames Police Department</b>                        | <b>Jefferson Lines</b>  |
| <b>Ames Public Library</b>                           | <b>Lutheran Services in Iowa (LSI)</b>                                      |
| <b>A Mid-Iowa Organizing Strategy (AMOS)</b>         | <b>Mainstream Living</b>  |
| <b>Assault Care Center (ACCESS)</b>                  | <b>Mary Greeley Medical Center</b>  |
| <b>At Home Care Company</b>                          | <b>Mid-Iowa Community Action (MICA) Health Services</b>                     |
| <b>Beyond Welfare</b>                                | <b>Mid-Iowa Community Action (MICA) Family Development</b>                  |
| <b>Bickford Assisted Living</b>                      | <b>National Alliance on Mental Illness Central Iowa (NAMI-CI)</b>           |
| <b>Big Brothers/Big Sisters of Story County</b>      | <b>Retired &amp; Senior Volunteer Program (RSVP)</b>                        |
| <b>Boys &amp; Girls Club of Story County</b>         | <b>Richmond Mental Health Center</b>  |
| <b>Boy Scouts of America</b>                         | <b>Riverside Manor</b>  |
| <b>Burlington Trailways</b>                          | <b>Salvation Army</b>   |
| <b>Camp Fire USA</b>                                 | <b>Story County</b>   |
| <b>Center for Child Care Resources</b>               | <b>Story County Community Foundation</b>                                    |
| <b>Center for Creative Justice</b>                   | <b>Story County Community Life</b>  |
| <b>Community &amp; Family Resources (CFR)</b>        | <b>Story County Community Services</b>                                      |
| <b>CIT</b>   | <b>Story County Decategorization and Empowerment</b>                        |
| <b>Childserve</b>                                    | <b>Story County Sheriff's Department</b>                                    |
| <b>City of Ames (Administrative, Library)</b>        | <b>Story County Medical Center</b>  |
| <b>CyRide</b>  | <b>The Arc of Story County</b>  |
| <b>Emergency Resident Project (ERP)</b>              | <b>United Way of Story County (UWSC)</b>                                    |
| <b>Executive Express</b>                             | <b>Volunteer Center of Story County (VCSC)</b>                              |
| <b>Experience Works (EI)</b>                         | <b>Youth &amp; Shelter Services (YSS)</b>                                   |
| <b>Foster Grandparent Program</b>                    | <b>YWCA (Engaging International Spouses; International Friendship Fair)</b> |
| <b>Girl Scouts</b>                                   |   |
| <b>Good Neighbor Emergency Assistance (GNEA)</b>     |   |
| <b>Heartland Senior Services (HSS)</b>               |   |
| <b>Heart of Iowa Regional Transit Agency (HIRTA)</b> |   |
| <b>Homeward</b>                                      |   |

## Passenger Transportation Development Plan Meetings

The following 24 meetings, contained within the Appendices with subsequent notes/minutes; if taken, were held to discuss transportation issues and needs of the Ames community. However, all these meetings provided opportunities to gain knowledge from providers on new technology or inventory of vehicles. Any needs identified through meetings held below were discussed and are identified within the PTP plan update.

### **Human Services Council – PTP Meetings**

- February 24, 2011 [Human Service Council Minutes 2-24-11](#);  
Changes within the [Final AAMPO FY2012 PTP](#) were shared with the group.
- March 24, 2011 Human Service Council Minutes 3-24-101 (no minutes provided by secretary)
- April 28, 2011 [Human Service Council Minutes 4-28-11](#)
- May 26, 2011 [Human Service Council Minutes 5-26-11](#)
- August 25, 2011 [Human Service Council Minutes 8-25-1](#); [CyRide August Spotlight](#)
- September 22, 2011 [Human Service Council Minutes 9-23-11](#)
- October 27, 2011 [Human Service Council Minutes 10-27-11](#); [PTP Update Oct 2011](#);  
[CyRide Ridership Update](#)
- December 8, 2011 [Holiday Party](#)
- January 26, 2012 Human Service Council Minutes 1-26-12; (not available until 2/24/12 meeting)  
[CyRide Budget Update](#); [2013-2016 RECOMMENDED PROJECTS](#) to AAMPO

### **Transportation Collaboration Meetings (United Way of Story County)**

- April 13, 2011 Transportation Collaboration Committee Agenda Packet/Minutes
- June 8, 2011 Transportation Collaboration Committee Agenda Packet/Minutes
- August 17, 2011 Transportation Collaboration Committee Agenda Packet/Minutes
- September 14, 2011 Transportation Collaboration Committee Agenda Packet/Minutes
- October 12, 2011 Transportation Collaboration Committee Agenda Packet/Minutes
- November 16, 2011 Transportation Collaboration Committee Agenda Packet/Minutes
- December 21, 2011 Transportation Collaboration Committee Agenda Packet/Minutes
- January 18, 2012 Transportation Collaboration Committee Agenda Packet/Minutes

### **Other Meetings/Tasks**

- March 22, 2011 Construction began on the Ames Intermodal Facility in campustown. See the facility built via the attached [webcam](#). (<http://www.fpm.iastate.edu/webcam/intermodal/>)  
The facility is scheduled to open in June 2012.
- April 14, 2011 A-Mid Iowa Organizing Strategy (AMOS) Results Sharing Meeting for “at-risk” youth
- June 2, 2011 CyRide Public Meeting discussing \$250,000 budget deficit
- September 1, 2011 CyRide Public Meeting discussing proposed fare increase and potential service cuts alternatives to alleviate \$250,000 budget deficit.
- September 16, 2011 AMOS/CyRide staff meeting to discuss middle-high school fare free proposal
- Oct. 17-Nov. 23, 2011 Surveyed food pantries, agencies, clinic, church, business, organizations to obtain specific transportation needs from low-income clients due to lack of identifiable needs identified from the Story County 2010 Assessment.
- January 20, 2012 AMOS Meeting discussing at-risk youth transportation to school (Ames Schools, CyRide, United Way of Story County, AMOS & City of Ames) (no minutes available)

## Previous Public Input on Needs

Previous needs were shared with the Human Service Council at their October 27, 2011 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 12, 2011. **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 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 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.</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. The facility will open 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>▪ 23 large and 6 small buses are still past their useful life and need to be replaced throughout the next 4-year period</li> </ul> </li> </ol> </li> </ol>

<b>Fleet Needs cont...</b>	<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> <ol style="list-style-type: none"> <li>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.</li> <li>3. Surveillance Systems – Add/replace cameras to all CyRide buses to reduce liability and improve ability to assist City of Ames Police.</li> </ol>
----------------------------	---

<b>Needs</b>	<b>Possible Strategies/Project</b>
<p><b>Transportation Amenities</b></p> <ol style="list-style-type: none"> <li>1. Need to improve accessibility and lighting of bus stops/shelters.</li> <li>2. Need for bike racks on buses to promote sustainability of community.</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.)</li> <li>2. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations.</li> <li>3. Bike Racks on 100% of CyRide vehicles.</li> </ol>
<p><b>Urban</b></p> <ol style="list-style-type: none"> <li>1. Maintain existing transit services and geographic coverage.</li> <li>2. Need to geographic service coverage of transit in Ames to serve gap areas.</li> <li>3. Need for increased frequencies of service on high-capacity corridors.</li> <li>4. Need for additional hours of transportation to specific areas of Ames.</li> <li>5. Specific need for third shift transportation (12am - 6am?)</li> <li>6. Need for affordable <u>emergency</u> transportation for low-income K-12 (at-risk) students and seniors.</li> </ol>	<p><b>Urban Strategies/Projects</b></p> <ol style="list-style-type: none"> <li>1. <b>RSVP Volunteer Transportation</b> program managed by RSVP. Research possibility of providing background checks on drivers.</li> <li>2. <b>Continue existing JARC/New Freedom transit services OR more efficient alternative service.</b> <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> </li> <li>2. Study third shift transportation needs for Ames. (Transportation needed after 6pm and before 6am)</li> <li>3. Alternative Analysis Study of Orange Route</li> <li>4. <b>New Transit Route Services:</b> <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> </li> <li>5. <b>Fare-free city-wide:</b> 5 options (Large Scale, Weekends only, Weekends/nights only, <b>Summer only, K-12</b>) <b>A sixth option was suggested for AMOS suggested middle/high-school students. A further option would be to focus on the “at-risk” students only.</b></li> <li>6. <b>Additional Frequencies/Trips:</b> <ul style="list-style-type: none"> <li>• 20-minute frequencies on most routes 6:00am – 12:00 pm</li> <li>• Red Route – 20 additional trips (F = 5 min.)</li> <li>• Red/Blue – earlier Sunday morning trips (<b>green added fall 2009</b>)</li> <li>• Blue South frequency improvements <ol 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. Sunday 11:00 am – 5pm (F = 20 min.)</li> </ol> </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> </ul> </li> </ol>

<p><b><u>Urban continued....</u></b></p>	<ul style="list-style-type: none"> <li>• Brown 6A Towers – <ul style="list-style-type: none"> <li>a. Weekdays: 6:00-9:00 pm (F = 20 min.)</li> <li>b. Saturday/Sunday: 2:00-6:00 pm (F = 20 min.)</li> <li>c. 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>• 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>AND three S. 16<sup>th</sup> apartment complexes serving 1,300 residents.</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.</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 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>

### III - PROJECTS

The Human Service Council (HSC) members had opportunity to review the status of previously recommended projects, listed above, at their October 27, 2011 meeting of which was also dispersed via e-mail. An overview of the PTP requirement was shared for those new to HSC. A summary spreadsheet of previously recommended projects from the 2012 PTP was shared with the group and the status of whether they were on-going, pending or not started which can be viewed on the following pages. At that time, yellow highlighted projects were approved, on-going or would be implemented. Bold projects were partially funded for a portion of the full project. Pending projects were highlighted in grey. Projects in white were not approved for grant funding and therefore not implemented, not requested or delayed. Justification to the community for each project follows the table thereafter. Comments were requested from the group and received. The update was also shared via e-mail out to human/health service agencies representatives not able to attend the meeting. It should also be noted that specific impacts (ridership) have been illustrated on JARC, New Freedom and 5310 projects as well as CyRide's overall ridership for the past two years within the [2013-2016 recommended projects' justification](#). The ridership/impacts will continue to be shared with the TCC group and Human Services Council on these projects on an annual basis.

To summarize, Ames was extremely successful within the past year in obtaining support from the City of Ames, the CyRide Board, and in receiving nationally/state competitive federal funding to implement many transportation services and capital purchases. Major highlights include:

- Six CyRide large buses to be delivered in Feb. 2012 (State of Good Repair/IDOT)
- Five CyRide large buses to be delivered after July 2012 (State of Good Repair)
- Two CyRide articulated buses to be delivered by August/September 2012 (Clean Fuels)
- CyRide #6B Brown Weeknights and Summer Continuation (JARC)
- CyRide #4A Gray Route Expansion mid-day to Jewell/Duff Continuation (JARC)
- CyRide #10 Pink Route Expansion to E. 13<sup>th</sup>/Dayton Continuation (JARC)
- CyRide Subcontracted ADA Dial-A-Ride Services Continuation
- CyRide Scheduling Software to be implemented in FY2012
- CyRide Facility Expansion will be designed and is expected begin construction late fall 2012. Four priorities have been identified: 1) Expansion storage to house existing fleet, 2) flood barrier enhancements to two feet above the 500-year floodplain, 3) Increase ceiling height to allow hybrids to operate throughout entire facility and lastly 4) Rehabilitation of wash/fuel bay,
- Ames Intermodal Transportation Facility – Construction of the Intermodal Transportation Facility's phase one effort is on-going, on-time and on-budget. The facility is funded primarily through the 2009 Recovery Act and is scheduled to open in June 2012.

# 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	\$ 7,500,000	No cuts in service for FY2011. Maintained existing levels of service. Added new #10 Pink and #8 Aqua routes.
1	CyRide	General Operations		STA - F	\$ 551,283	
2	CyRide	Subcontracted ADA Dial-A-Ride Service	Service to ADA eligible clientele	5310	\$ 178,899	Continued.... Subcontracting Dial-A-Ride service with Heartland Senior Services (aka subprovider).
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	\$ 32,000	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	\$ 329,700	Implemented #10 Pink Route 8/2010.
6	CyRide	Gray Route Frequency/Hours Expansion	Additional service on S. 16 <sup>th</sup> to human service agencies and apartment complexes	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 of service to blue route.	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.....Service began 1/20/09. Year 3 funding approved.
10	CyRide	Alternative Analysis Study - Orange Rt.	P	5339	\$ 200,000	Funding approved in grant; re-evaluate to continue project after Intermodal project completed

11	CyRide	I35 Ames-Des Moines Corridor Planning	P	STA - C	\$ 100,000	Not requested due to budgetary concerns
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 June 2010; approved - submitting RFP for buses winter 2011.
15	CyRide	Expand 40' HD Large Diesel Hybrid Buses (5 vehicles, cameras)	C	5307, 5309, 5316, 5317, TIGGER	\$ 1,960,000	Did not request; validating hybrid technology to ensure 20+% fuel savings
16	CyRide	Replace 40' HD Large Diesel Buses (32 vehicles, cameras)	C	5309	\$ 13,322,101	Requested only 13 vehicles; Pending state grant application
17	CyRide	Replace 2 LD Small Buses (cameras)	C	5309, SGR	\$ 176,000	Pending state grant application
18	CyRide	Boiler Replacement	C	5309	\$75,000	Pending state grant application
19	CyRide	Vehicle Security System Cameras Rep.	C	5309	\$ 160,000	Pending state grant application
20	CyRide	AVL technology, web planner, passenger counters	C	5309 TIGER ITS GSB	\$ 1,700,000	1. AVL requested within TIGER III as part of Intermodal project 2. Requesting as part of technology ITS Grant this winter after RFP developed. 3. Potential 100% funding via GSB.
21	CyRide	Maintenance Facility Exp./ Rehab: expand storage for buses; rehab fuel/wash lane; flood protection barriers & ceiling extension	C	5309, PTIG, TIGER, SGR	\$12,000,000	Partially funded via PTIG and 5309. RFP's for design currently being evaluated. Construction is estimated to begin Fall 2012
22	CyRide	Ames Intermodal Facility - Phase II	C	TIGER	\$12,500,000	Partial project approval 2/17/10 for \$8.463 million. Construction for Phase I to be completed June 18, 2011. Phase II - additional parking, bike path through ISU arboretum, CyRide shuttle denied under TIGER II. <b>Requested TIGER III</b>

						<b>funding on 10/31/2011 for Phase II adding in additional multi-use path between recreational facilities &amp; College Creek landscaping/ beautification &amp; CyRide Shuttle.</b>
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	Not requested; delayed
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	O	?	\$ 5,010,955	<b>Implemented 2009 summer fare free for @ \$75,000 minus marketing funding. Current AMOS proposal for middle-high school fare free being discussed among community.</b>
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.

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

## PTP Justifications

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

- General Operations – CyRide (5307):** This funding supports the operations of CyRide’s fixed-route operations that provides 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 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.
- 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 to Heartland Senior Services. More demand will be warranted from the community in future years. 5310 funds can be utilized by transit agencies to subcontract out their ADA service however; they cannot provide the service themselves and receive the funding.
- 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 2012.
- 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 2012.
- 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 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 therefore has only been operating a few months but is expected to continue for the life of this plan. 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 service 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 a much lesser 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.
- Gray Route Frequency/Hours Expansion:** Several human service agencies have or will relocate to the S. 16<sup>th</sup>/High Street area including Richmond Center, Community and Family Resources (CFR), Mid-Iowa Community Action (MICA), MICA’s Family Development and the MICA Dental Clinic. There are also discussions that a medical Primary Health clinic will also be located in this vicinity. Currently the route that serves this area (#4 Gray) 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 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. In addition, two large senior housing developments are being built on S. 16<sup>th</sup> Street east of the Ames Christian School on the #4 Gray route in which management there is also requesting additional service and bus shelters. Additional frequencies could be added when demand is realized.

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 old 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 rather expensive change for CyRide's board at this time to fund. This expansion would not only require an additional bus each day of the week between 9am and 9pm but also possibly streets would need to be built to accommodate the growth 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):** 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.
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.
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.

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 the 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 thirty-two vehicles are past their useful life and need to be replaced. Available funding is dependent on the State of Iowa's success in obtaining earmark funding through the state each year 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 the public riding more and more each day. 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 nor 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 begin construction in spring 2011 to be completed in July 2012 in the campustown area next to Iowa State University. The facility will include metered/permit parking for 399 individuals, outside transportation for 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 was scaled back relative to the level of funding available. Approximately 350 parking spaces, bike path through the arboretum and CyRide 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. However, additional funding through future TIGER grant applications could be achieved in the future to fully meet this vision. Previous discussion of this need was documented under recent developments.
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 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: 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 (COA): This line item was brought up several times through the public input process that CyRide underwent in fall 2008 from recommendations from the community as well as by the Ames City Council through the budgetary process in February 2009. The council in particular questioned CyRide's staff as to what would it take to further the Mayor's Climate Protection Agreement by going fare free city-wide. Iowa State University students already ride CyRide for free by showing their ISU student identification card by paying their tuition each semester. This application would just provide free rides to the remaining portion of the community estimated at 1 million additional riders each year. The grant would also provide CyRide the opportunity to purchase 5 Hybrid vehicles to increase its fleet 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 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 10 out of 12 months since Summer Fare Free giving CyRide its largest ridership ever for FY2010 at 5.37 million rides!
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 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. This parking lot needs to be resurfaced and it's anticipated that transit commuters contribute a lot of the daily wear and tear of the lot.
31. Central Iowa RSVP's Volunteer Driver Program (UWSC/SCCF): 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. RSVP is supplementing existing transportation services (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. In 2010, 29 RSVP volunteers provided 213 (round trips) rides to 38 Story County residents, providing safe, reliable, and affordable transportation to and from essential services.

## IV –RECENT DEVELOPMENTS

Recent developments since the last Passenger Transportation Plan have occurred and are noteworthy to report as they may impact/change the transportation needs for the community and ability to fund future transportation projects.

1) CyRide Budget – January 2012 Fare Increase – CyRide purchases about 300,000 gallons of fuel a year. For transit systems, budgeting the appropriate price per gallon for fuel is an important figure to predict. Just as consumers go to the pump each morning to find the price of fuel has increased by 10¢ overnight, the price of diesel fuel does the same depending on when diesel is purchased. At the time CyRide’s board budgeted for fuel in FY2012, the price of diesel fuel was an average of \$1.80 per gallon. The Board agreed to a budget of \$2.50 per gallon for the FY2012 budget, nearly a 39% increase! In March 2011, CyRide discovered that the fuels contract they were entering into for an eight month period for most of FY2012 was 55¢ more (\$3.045/gallon) than they had budgeted; ie the \$2.50/gallon. CyRide staff predicted that for the remaining four months not under contract would be worse at \$3.30/gallon. This reality coupled with increased insurance costs left CyRide with an estimated budget deficit of \$250,000. The challenge for CyRide was to identify ways to recover this large deficit with the least amount of impact to passengers by the end of June 2012.

Starting in April 2011, CyRide performed a peer analysis looking at other transit systems throughout the state as well as its other university system peers throughout the nation regarding their fares and service days. CyRide discovered that it was the only transit system in Iowa and among its peers that operated service on Memorial Day, Independence Day and Labor Day. Furthermore, CyRide determined that \$1.25 was an average fare for transit systems in its peer analysis. CyRide also performed a route analysis of its system to identify routes/trips that were not performing as high as others. CyRide also discovered that 80% of transit systems across the nation had either cut services or raised fares in FY2009, according to the [American Public Transit Association](http://www.apta.com/resources/reportsandpublications/Documents/constraints_09.pdf). ([http://www.apta.com/resources/reportsandpublications/Documents/constraints\\_09.pdf](http://www.apta.com/resources/reportsandpublications/Documents/constraints_09.pdf)) CyRide also surveyed the public online and via public meetings on what was more important to them for CyRide to consider in identifying solutions to resolve the deficit. Passengers’ comments varied but centered on 5 major themes – 1) Fare increases were preferable to service reductions; 2) Cost should not be absorbed by riders only – “share the pain”; 3) Timing of study over summer was less than optimal; 4) Long-term solution needed to be sought by CyRide; and 5) Questions about current operations. CyRide staff also found \$81,000 in budget savings leaving a budget deficit of \$169,000. Other options included contributions by the local partners, a fare increase (3 options developed) and service reductions (13 options developed).

Ultimately, the Board approved a fare increase to begin on January 1, 2012. This increase was 20-25% across the board to be fair to all patrons riding public transit. Dial-A-Ride (ADA Paratransit) service remained at \$2.00/ride instead of twice the fixed-route fare. In addition, a \$20 monthly pass was introduced as an option for “reduced” fare payers. Medicaid clients, although not a mandated protected class by the federal government, were also added to those that could receive the “reduced” fare. These additions allowed those low-income clients that were more impacted by the 25¢ increase to perhaps be impacted less.

CyRide is expecting another \$141,000 cut, due to a 9.1% decrease in appropriations that will impact the 2014 budget year. It was with these anticipated cuts, that the local partners were leery of utilizing the closing balance to supplement the entire 2012 budget deficit. For the FY2013 budget, the local partners contributed a 7% increase. In addition, the board approved the reduction of services on holidays (Memorial Day, Independence Day and Labor Day) as well as elimination of the last trip of #22 Gold Route at their January 2012 board meeting for the fiscal year 2013. These service reduction options did not experience any comments from the public in September and will save CyRide an estimated \$25,000 each year.

2) Dial-A-Ride Services – Dial-A-Ride is CyRide’s complementary ADA service for persons with a disability within the Ames community. Specifically, Dial-A-Ride is a door-to-door service serving eligible passengers as defined by ADA regulations and CyRide currently contracts this service out to Heartland Senior Services (HSS). In August 2011, HSS notified CyRide via letter that it desired to terminate service by the end of that

month due to a perceived funding concern. Through negotiation and several meetings to identify costs and revenues for this service, it was determined that the revenue generated by the existing contract covered HSS's expenses for this service. As a result, both parties mutually agreed to continue the existing contract through June 30, 2012. However at the last meeting with HSS, they shared a desire to not continue providing this service past June 30, 2012.

More recently, CyRide received indirect notification from HSS of an intention to continue this service next year. As part of the City of Ames ASSET funding process, HSS has indicated that, if they continue/extend CyRide's contract for Dial-A-Ride service, they would need to generate approximately \$175,000 from this contract during the 2012/13 budget year. The current year contract will generate approximately \$155,300. Therefore, this request represents approximately a 13% increase in expenses for the provision of Dial-A-Ride service next year, where the existing contract only allows for a 3% increase. Therefore, this would be 10% higher than the amount allowed in the existing contract.

In light of the cost being significantly out of the allowed contract, CyRide sent a letter to HSS to cancel the contract as of June 30, 2012 and will be distributing a new Request for Proposal this spring for Dial-A-Ride service. HSS was on the list of bidders the RFP notification was sent and could certainly provide a proposal for the service. In addition, the bus that CyRide leases to HSS would need to be returned to CyRide on June 30, 2012 if HSS was not the successful bidder. CyRide plans to release the Request for Proposal in February 2012.

3) Central Iowa RSVP's Volunteer Driver Transportation Program – January 2012 marked the start of the third year for RSVP to manage its Volunteer Driver Transportation program to Story County residents. RSVP recruits, trains and schedules all volunteer drivers as well as processed and prioritized requests for the service, making medical trips, affordable rates, and safety a priority. Priority is given to those residents needing rides to in-county medical appointments (doctor appointments, therapy and treatment sessions, picking up medication, etc.), but other trips are provided as needed. All clients fill out an application for transportation services in which they need to meet the following criteria: 1) Be a resident of Story County, 2) Be ambulatory 3) Be willing to fill out a waiver of liability for RSVP to keep on file, 4) Be willing to comply with ridership policies and 5) Be willing to pay for the service at the beginning of your trip. Volunteer drivers utilize their own vehicles with mileage reimbursement available to the volunteers. RSVP welcomes referrals from any agency whose clients may need to access this service. Approved clients can access transportation Monday through Friday 8:00am to 4:30pm. Clients pay \$3 - \$12 depending on the round trip miles of the trip. Any trip outside the county is \$0.39 per mile. Currently, the program is funded by UWSC, Story County and the City of Ames. Below are some highlights of how the program has grown in the last year.

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

Recently, RSVP changed its program to allow transportation to pregnant women to Broadlawns Hospital in Des Moines. Four volunteers have stepped up to transport if the medical need arises. The first child transported to Broadlawns Hospital via RSVP was born in January 2012, and it was a boy!

4) Intermodal Facility Update – CyRide began construction on the [Ames Intermodal Facility](http://www.fpm.iastate.edu/webcam/intermodal/) (<http://www.fpm.iastate.edu/webcam/intermodal/>) in March 2011 within the campustown district to serve as the transportation focal point to connect the following transportation modes within the Ames community including: intercity transportation (Jefferson Lines, Burlington Trailways), public transit (Heartland Senior Services/HIRTA), airport shuttling (Executive Express), carpooling, vanpooling, taxi, bicycling, walking and parking (478 spaces). The facility will also help promote redevelopment within the campustown area through convenient nearby parking for campustown patrons as well as public restrooms. These restrooms will also be

housed with shower facilities for those wishing to commute via bicycle into the community. The bike path through the ISU arboretum linking central campus to west Ames may possibly be able to be realized through contingency funding savings in the phase I budget.

The Ames Intermodal Facility will provide a permanent home for intercity transportation providers to drop off patrons in a safe location. In addition, CyRide worked with Executive Express (shuttles operator between Ames and the Des Moines airport) in plans to move their private transportation business into the Ames Intermodal Facility once built. Executive Express will store, wash and operate vehicles from this location as well as staff an office at the facility. Federal/State funding to support the phase one construction includes TIGER I (\$8.643 million via the 2009 Recovery Act), Public Transit Investment Grant (\$880,000) and a state intercity grant (\$300,000). The facility (phase one) is on-budget and on-time to open in June 2012.

Elements that remain lacking within this redeveloped facility that remain eligible for TIGER federal funding include an additional 250 parking spaces to fully support campustown development, bike path through the arboretum and a CyRide shuttle operating through the facility connecting individuals throughout the Ames community. These are the final elements to make the facility truly multi-modal. Revenues from the additional parking would support the operation of a CyRide shuttle. As these additional elements are still vital to the project partners, an additional grant request was made this year for additional Transportation Investments Generating Economic Recovery (TIGER III) funding (\$10 million). Local match is now a requirement for TIGER grant requests of at least 20%. Specifically, those projects funded under the latest TIGER announcement supported their projects on average by 69-47% (urban vs. rural) of the total project cost. Intermodal projects were supported locally by an average of 61%. In addition, if the Intermodal Transportation Facility project were to be funded in the future, the local partners would need to pay back the federal interest of the surface parking (93 spaces) constructed under TIGER I funding (2009 Recovery Act – aka stimulus funding) to build the second parking deck in its place as planned in phase II. The project will be identified as a continued need in the this PTP until project partners determine it's no longer a need.

5) Federal Grants Initiatives – Since 2009, nationally competitive grants continue to be the trend among federal funding initiatives while direct earmarks to transit systems seem to be a thing of the past. Instead of Congressmen vying for funding for important projects in their district/state, the Federal Transit Administration (FTA) in Washington DC is making those decisions. As a result, nationally competitive grants such as [State of Good Repair](http://www.fta.dot.gov/13248.html) (<http://www.fta.dot.gov/13248.html>), [Clean Fuels/ Transit Investment in Greenhouse Gas and Energy Reduction \(TIGGER\)](http://www.fta.dot.gov/grants/13094_3560.html) ([http://www.fta.dot.gov/grants/13094\\_3560.html](http://www.fta.dot.gov/grants/13094_3560.html)), [Transportation Investments Generating Economic Recovery \(TIGER\)](http://www.fta.dot.gov/grants/13094_13647.html) ([http://www.fta.dot.gov/grants/13094\\_13647.html](http://www.fta.dot.gov/grants/13094_13647.html)) have replaced the traditional annual earmarks. These grant opportunities also create additional burdens on transit systems and/or Iowa DOT to write competitive grants year after year that will garner FTA's attention above other large transit systems throughout the nation.

The Transportation Investment Generating Economic Recovery (TIGER) program has continued where a third notice of funding availability was released in 2011. As stated above, CyRide received \$8.463 million in TIGER I for the Ames Intermodal Facility through stimulus funding with no local match requirement. CyRide has applied for TIGER II and TIGER III since this time to fund the second and final phase of the Ames Intermodal Facility but this request was not awarded due to the competitive nature of this grant opportunity. Additional TIGER program funding is anticipated to be available in future years and any potential projects should be included within the PTP to take advantage of future opportunities for funding. TIGER III awards in 2011 were mainly awarded to entities acquiring substantial local match funding (69-47%; urban - rural) illustrating their partnership contributions and dedication to the project. Specifically, Intermodal projects had an average local match of 61% for the last round of TIGER however there were some projects funded with 80% federal funding.

In both 2010 and 2011, the State of Iowa was successful in receiving a \$5 million State of Good Repair (SGR) grant for replacing buses within the 35 Iowa transit systems. If each of the 35 systems received equal funding, that would equate to only \$142,857, or about 35% of a 40-foot bus each year for CyRide. However, transit systems do not receive equal funding from the State of Iowa. All buses throughout the state are ranked in order based on their age and mileage for a particular bus type. Buses chosen for replacement will be offered

to the transit system in highest rank order. Therefore; in a given year, some transit systems receive multiple buses and some receive none. It truly depends on how old your vehicles are compared to other systems in the State. For 2011, CyRide attained two light duty (small) buses from this process. It should also be noted that for the 2010 SGR request, Iowa had the oldest fleet in the nation as noted in the 2008 National Transit Database and still only received \$5 million through this process. In past years, the state tried to attain at least \$7 million for bus replacement during the earmarking process to replace buses and was more successful through this process than the nationally competitive grants program. It seems as if \$5 will be the allotment to the State of Iowa if this trend of providing funding through the SGR continues.

Therefore, it is essential that other Iowa transit systems need to request funding through these nationally competitive grants for Iowa transit systems to attain more than just \$5 million each year. For example, CyRide received funding (\$4,944,940) for ten biodiesel buses, scheduling software, and 2 articulated buses in 2010 through two nationally competitive federal requests in 2010. If additional transit systems in Iowa compete for these grants, then perhaps additional transit funding will come into the State of Iowa beyond the standard \$5 million awarded to the State. CyRide will continue to explore these grant initiatives as they relate to important projects to replace buses, expand the fleet and build out the storage maintenance facility, bringing more federal funding into the State of Iowa for transit.

6) Economy Update – The economy continues to decline over the past few years and the Ames community continues to feel the effects through the across the board State of Iowa budget cuts as state funding supports CyRide's board partner representative organizations.

- Iowa State University (ISU) - ISU has suffered dramatic cuts within its budget over the past several years and serves as a partner to CyRide in funding transportation projects as part of the Board of Trustees. While ISU doesn't provide a large portion of CyRide's overall budget, this cut in funding may impact the local transit provider's ability to increase services over the next few years as demand continually increases. In past years, ISU has implemented furloughs, accepted earlier retirements, slashed retirement matching contributions, cut positions and delayed construction projects in addition to other departmental cuts within colleges to meet these "across the board" state cuts. According to a [recent quote \(http://iowacity.patch.com/articles/iowa-board-of-regents-approve-four-percent-increase-for-regent-university-budgets\)](http://iowacity.patch.com/articles/iowa-board-of-regents-approve-four-percent-increase-for-regent-university-budgets) from the Chief Business Officer with the Board of Regents in September 2011, the state has cut funding to the Regent institutions by 25% since fiscal-year 2009. During that time, tuition rates increased by 4.6% each year with the budget only increasing by 2.4%.
- City of Ames - The Ames City Council has continually expressed its concern over raising taxes for services in an economy where more and more individuals are becoming unemployed or otherwise feeling the impacts of a suffering economy. Current taxes may be burdensome and city revenues may suffer as a result with less businesses or homeowners able to afford their present lifestyle. The City is asking departments/agencies to do more with less in these difficult times.
- Government of the Student Body (ISU students) - Contradicting this economic downturn, the Iowa State University Government of Student Body (GSB) which is CyRide's largest financial partner has a positive and healthy transit balance, over \$1 million, as enrollment continues to increase. Increased enrollment has traditionally equated to additional ridership and requests for service expansion for CyRide.

For FY2013, CyRide needs an additional 7% just to meet existing service levels of 2012. This increase is needed even with the recent 20-25% fare increase to passengers. This increase is mainly due to unanticipated fuel, insurance and IPERS costs that are beyond CyRide's control. As a result of some CyRide partners having difficult economic times, additional capital and operating projects for CyRide will be rather bleak for the next few years and continuing existing services may prove difficult to sustain. CyRide staff is also concerned that federal appropriations (5307 Urbanized Formula Funding) will be decreasing as congressmen move to restore transportation funding back to the 2006 levels. Congress has approved a 9.1% cut for FY2013 impacting CyRide's 2014 budget by an estimated \$141,000. This may significantly impact CyRide's ability to maintain or provide additional service throughout the community in the next few years.

7) CyRide Website – In August 2011, [CyRide \(http://www.cyride.com\)](http://www.cyride.com) launched their newly designed website which shares the hosting and back end information with the City of Ames. The reason to share was primarily



to keep costs to a minimum but the vendor displayed confidence that two separate images for CyRide and the City of Ames would be realized. Ultimately, the separate images philosophy was not accomplished with several problems occurring since the site has been launched of which the vendor has not been able to resolve. Currently, any e-notifications, Facebook or Twitter links sent out to passengers are displayed in the City of Ames' "blue" image, confusing CyRide's customers. The links posted on [www.twitter.com/cyride](http://www.twitter.com/cyride) or [www.facebook.com/cyride](http://www.facebook.com/cyride) all linked back to the blue image of the City of Ames as opposed to CyRide's red image. (See images below.) One of the most crucial elements from the beginning of the website design process was for CyRide to have its own look separate and distinct from the City. Since most of the passengers (primarily ISU students) receive their information on smart phones either via e-notification, Facebook or Twitter, the bulk of CyRide's passengers are viewing information with the City of Ames' image. As a result, CyRide will separate from the City of Ames' in the next month.

**City of Ames' Image**



**CyRide's Image**



8) Ames-Iowa City Medical Transportation Service – HIRTA's Story County provider has operated service to University of Iowa's Hospitals and Clinics to the general public since January 20, 2009. The project was originally planned as a priority project through the PTP and was also defined as a priority through ASSET. The service operates on demand (if requested within 24 hours before the trip) every Tuesday/Wednesday and most recently added Thursday to Iowa City for medical purposes including the Iowa City Dental Clinic. The cost has also increased to passengers from \$10 to \$25 per round trip. Medical appointments can be scheduled between 9:00 am and 2:00 pm in Iowa City on these days. A bus leaves Ames City Hall at 7:00 am and returns at 3:00 pm or after appointments if they conclude earlier.

A change in the manner where Iowa Care (<http://www.ime.state.ia.us/IowaCare/#search='iowa Care'>) patients can be seen was changed in October 2011 and updated in January 2012. Story County residents can now be seen at Broadlawns in Des Moines as opposed to University of Iowa Hospitals and Clinics in Iowa City. As a result, there may be a downward shift of ridership for Iowa City service and more demand for transportation to Des Moines. The service to UIHC was never intended to serve only Iowa Care patients therefore human service agencies should note of any increased demand for requested transportation to Des Moines as opposed to Iowa City. Primary Health Clinics on NE and SE 14<sup>th</sup> Street in Des Moines were a close second for medical transportation when initially implementing the Iowa City transportation.

**Iowa Care Medical Home Expansion, January 1, 2012**



9) Story County's Resource Guide – In 2011, the paper/pdf version of the [Story County Resource Guide](http://www.storycountyresourceguide.org) was replaced with an online version at <http://www.storycountyresourceguide.org>. This guide lists out locations for Story County residents to find information about the following categories: Food/Shelter, Disability, Health, Older Adults, Parent/Family, Youth, Education, Community, Substance Abuse, Domestic Violence, Veteran Assistance, Financial Assistance, and Give Back. Unfortunately, transportation was not a resource that was listed out separately on the home page. The United Way of Story County's Transportation Collaboration Committee recently identified that improving this resource guide to include transportation as a main link can improve the sites navigation.

10) Story County Human Health Assessment & TCC Follow-up Survey – The Story County Community Coalition (SCCC) conducts a countywide health and human services needs assessment every five years with the latest assessment in 2010. In November 2010, preliminary results of the 2010 SCCC survey were shared with human and health service agencies, including public transit providers, where they were given an opportunity to provide input and react to the data presented, which was not as robust of an identified need for transportation from previous years. However, comments taken at that time from participating agency representatives indicate that transportation continues to be a main concern for many agencies' clients. Please note that transportation has been one of the United Way of Story County's [community impact areas](http://www.uwstory.org/Community_Impact.php) ([http://www.uwstory.org/Community\\_Impact.php](http://www.uwstory.org/Community_Impact.php)) as a result of this 2005 survey.

In October 2011, United Way's Transportation Collaboration Committee (TCC) developed an additional survey that was specifically targeted to human service agencies' low-income clients. Of the 658 surveys, 20% (132) indicated major difficulties in transportation and most of those individuals were relying on personal vehicle transportation for their trips. The TCC is still identifying the needs from this survey but the one area that stands out to be improved is overall marketing of the available transportation in Story County.

11) Title VI Efforts – CyRide received a compliance review of its Title VI program in April 2011. The review found two deficiencies of which have been corrected and closed as of November 30, 2011. The deficiencies pertained were 1) Inclusive Public Participation and 2) Language Access to Limited English Proficient persons. CyRide completed another four-factor assessment and LEP Plan in addition to submitting a plan to conduct on-going outreach to minority and low-income communities. Therefore, CyRide's new [LEP Plan](http://www.cityofames.org/modules/showdocument.aspx?documentid=2105) (<http://www.cityofames.org/modules/showdocument.aspx?documentid=2105>) updated in November 2011 is available on CyRide's website.

12) CyRide Shelters – In March 2011, CyRide approved a contract to purchase new bus shelters from Columbia Equipment Company. As part of this contract, a new upgraded "image" for CyRide was to be provided. This image did not materialize through additional conversations. Therefore, CyRide hired a designer to develop options based on a competitive price arrangement. CyRide and ISU representatives have approved a final shelter design, see below, that will work within the community and will be moving forward with manufacturing and installation in 2012. The new shelter will incorporate solar lighting and provide additional accessibility to patrons. Currently, CyRide only has lighting within a handful of shelters around the community. Passengers have complained as they wait for buses that they cannot see the schedule information displayed in the shelters and are utilizing their cell phones to light up the information. CyRide has approximately \$250,000 in federal funding appropriated for this project. Most recently, CyRide hired an intern to help implement the shelters and keep the project on-task.



## V – RECOMMENDED PROJECTS 2013-2016

The projects listed on the following page are recommended to begin securing grant funding within the next five years. All projects for which federal grant applications may be submitted must first be included in the AAMPO's PTP recommended program prior to inclusion into subsequent AAMPO programming documents, such as the Transportation Improvement Program (TIP) or Transportation Planning Work Program (TPWP). This

process ensures a cooperative effort between human service agencies and transportation providers to focus on transportation services to achieve the best possible transportation service for the community focusing on the elderly, disabled and low-income populations. After inclusion in the TIP or TPWP, projects are then eligible to receive federal or state transit grant funding.

Some recommended projects may not come to fruition due to programming changes or lack of local funding support but all recommended projects should be included in the PTP if consideration for federal/state funding is a possibility within the next five year period. The PTP committee, made up of transportation providers and human/health service agencies, provided consensus to forward these recommended projects and written justifications to the AAMPO for formal approval. The AAMPO must review and approve the projects and overall PTP plan for submittal to the Iowa Department of Transportation by May 1, 2012. (See table on the following page)

### **Mobility Is....**

Ability to **pay**  
for the service

## RECOMMENDED PROJECTS 2013-2016

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	2013-2016	5307, CyRide	H
1 CyRide	General Operations	O	\$ 533,022	2013-2016	STA - F	H
2 CyRide	Subcontracted ADA Dial-A-Ride Service	O	\$ 180,531	2013-2016	5310	H
3 CyRide	Brown Route Frequency/Hours Expansion	O	\$ 66,000	2013-2016	5316	H
4 CyRide	Yellow Route Mid-day Expansion	O	\$ 33,500	2013-2016	5316	H
5 CyRide	E. 13th/Dayton Service	O	\$ 55,700	2013-2016	5316, 5317	H
6 CyRide	Gray Route Frequency/Hours Expansion	O	\$ 33,800	2014-2016	5316, 5317	H
7 CyRide	Blue Route Expansion (Target & Wal-Mart)	O	\$ 352,900	2014-2016	5316	H
8 CyRide	Blue Route Frequency Expansion	O	\$ 38,400	2014-2016	5316	H
9 HIRTA	Ames to Iowa City Service	O	\$ 45,000	2013-2016	5317	H
10 CyRide	Alternative Analysis Study - Orange Rt.	P	\$ 200,000	2014	5339	L
11 CyRide	I-35 Ames-Des Moines Corridor Planning	P	\$ 100,000	2014	STA - S	M
12 AAMPO	Planning	P	\$ 45,000	2013-2016	5303	H
13 CyRide	Transit Amenities	C	\$ 50,000	2013-2016	5310	M
14 CyRide	Expand 60' Articulated Diesel Buses (4 vehicles, cameras)	C	\$ 2,080,000	2015	5307, 5309, Clean Fuels	M
15 CyRide	Expand 40' HD Large Diesel and/or Hybrid Buses (5 vehicles, cameras)	C	\$ 2,040,000	2014-2015	5307, 5309, 5316, 5317, TIGGER	M
16 CyRide	Replace 40' HD Large Diesel Buses (23 vehicles, cameras)	C	\$ 13,403,405	2013-2016	5309	H
17 CyRide	Replace 176" LD Small Buses (6 vehicles, diesel, urban, cameras)	C	\$ 576,000	2015-2016	5309	H
18 CyRide	Boiler Replacement	C	\$ 75,000	2013	5309	H
19 CyRide	Vehicle Surveillance System Rep.	C	\$ 160,000	2013-2016	5309	H
20 CyRide	AVL technology, web planner, passenger counters	C	\$ 1,700,000	2013-2016	5309, TIGGER, STA	L
21 CyRide	Maintenance Facility Expansion/Rehab: expand storage for buses	C	\$ 2,000,000	2015-2016	5309, PTIG, TIGER	H
22 CyRide	Ames Intermodal Facility	C	\$ 12,500,000	2013-2016	5309, TIGER	H
23 CyRide	Facility Cameras/Proximity Card Access	C	\$ 56,660	2014	5309	M
24 CyRide	Electric Distribution Rehabilitation	C	\$ 30,000	2014	5309	L
25 CyRide	Fire Sprinkler System Upgrade	C	\$ 250,000	2014	5309	L
26 CyRide	Storage area air handling replacment	C	\$ 250,000	2014	5309	L
27 CyRide	Re-roof Maintenance Facility	C	\$ 500,000	2014	5309, PTIG	M
28 CyRide	Ames Fare Free/ <b>Low-Income Fare Prog.</b>	O	\$ 5,010,955	2014-2015	UWSC, STA-F, ASSET, STA, COA	M
29 CyRide	Vanpool Program	C, O	\$ 430,000	2014-2015	ICAAP, 5309	M
30 CyRide	Resurface ISC Commuter parking	C	\$ 1,000,000	2015	5309	L

Projects recommended as candidates for human services or other funding:

9 HIRTA	Ames to Iowa City Service	O	\$ 45,000	2013-2016	ASSET	H
31 RSVP	Central Iowa RSVP Volunteer Driver Program	C, O	\$ 4,000	CY2013-CY2016	UWSC, ASSET, Story County, COA	H
28 CyRide	Ames Fare Free/ <b>Low-Income Fare Prog.</b>	O	\$ 20,000	2013	UWSC, STA-F, 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, 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

laDHS 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

## **VI – CONCLUSION**

The PTP coordination effort is an ongoing process throughout the year to define funding and further refine recommended projects originally identified within the 2010 plan. Efforts will continue to coordinate transportation services, identify needs and expand funding availability identified within the recommended projects. This effort includes identifying and encouraging additional federal/state/local funding resources yet to be approved or identified through new transit reauthorization bills. Involvement through Human Services Council and the United Way's Transportation Collaboration Committee has provided additional opportunities for increased communication between transportation providers and human/health service agencies to ensure better mobility options to the community and region. Coordination offers a great way to obtain positive results from limited resources while sharing available transportation options by many transportation providers to agencies that communicate those resources to the transit dependant, low-income, elderly and disabled populations.

# APPENDICES



## MINUTES

### Story County Human Services Council Meeting

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

Collegiate United Methodist Church annex

130 Sheldon Avenue in Ames - Auditorium

- A. Welcome – Introductions
- B. Program: [Vanessa with City of Ames Planning and Housing](#) (15 minutes) Vanessa gave an overview of Section 8, what the council is preparing to do with the administration
- C. Business Meeting
1. Call to order
  2. Approval of last January 2011 minutes vote unanimously
  3. Reports:
    - Treasurer
    - ASSET updates: Mid Year Updates, Panel Reports
    - Election of Co-Chair and Treasurer-No nominations made, carry to next business
  4. Old business:
    - Human Services Council Website
  5. New business
    - Update on Section 8 issues for Ames-done by Vanessa
- D. Agency Spotlight: [Deb with NAMI](#)- Deb gave a complete overview of NAMI services (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!

Monica Goedken, Co-Chairman – [volunteer@assaultcarecenter.org](mailto:volunteer@assaultcarecenter.org)

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

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

Shari Atwood, Treasurer – [satwood@cyride.com](mailto:satwood@cyride.com)



## MINUTES

### Story County Human Services Council Meeting

Thursday, April 28, 11:30 a.m. – 1:00 p.m.

Collegiate United Methodist Church annex

130 Sheldon Avenue in Ames - Auditorium

A. Welcome – Introductions

B. Program: Josh Fritz from United Ames will presenting on “Diversity: Developing a statement for the city of Ames

C. Business Meeting

1. Call to order

2. Approval of last March 2011 minutes – Unanimously approved

3. Reports:

-Treasurer \$1773.95

-ASSET updates: Panel Reports

4. Old business:

-Human Services Council Website

5. New business-Ice Cream Social for May – Unanimously approved to expend funds

-Election of Co-Chair and Treasurer-Tabled to next meeting

-Election of Panel Rep #1- Tabled to next meeting

D. Agency Spotlight: Patsy Besse with Homeward  
(5-7 minutes)

E. Agency announcements. Linda Voit presented on the SC Resource Web Site: Geff for B&GC moved and it was unanimous to donate \$250 to the web creation; also we will check and see if 211 need funds and we would support it too; Treasurer found that 211 is not accepting funds or help at this time.

THANKS FOR ATTENDING!

Monica Goedken, Co-Chairman – [volunteer@assaultcarecenter.org](mailto:volunteer@assaultcarecenter.org)

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

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

Shari Atwood, Treasurer – [satwood@cyride.com](mailto:satwood@cyride.com)





## MINUTES

### Story County Human Services Council Meeting

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

Collegiate United Methodist Church annex

130 Sheldon Avenue in Ames - Auditorium

A. Welcome – Introductions

B. Program: Angela Tharp presented from At Home Health Care; a yummy presentation on the various levels of service for home care

C. Business Meeting

1. Call to order

2. Approval of last April 2011 minutes; minutes were unanimously approved

3. Reports:

-Treasurer: \$1,523.95 after \$250 the SC Resource Website

-ASSET updates: Panel Reports; not activity

4. Old business:

-Discuss Panel 1; Co-Chair & Treasurer(Monica will cover Co-Chair until another is nominated and elected.

5. New business

-Election of Treasurer: Arti Sanghi was nominated and unanimously approved as treasurer for 2011-2013

-Election of Panel Rep #1; Richmond Center is looking into getting a nominee

-Next meeting August, 2011 (Summer Break); it was moved and approved by all members for the next meeting to be in August, 2011.

D. Agency Spotlight: ICE CREAM SOCIAL - SCHSC  
(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!

Monica Goedken, Co-Chairman – [volunteer@assaultcarecenter.org](mailto:volunteer@assaultcarecenter.org)

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

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

Shari Atwood, Treasurer – [satwood@cyride.com](mailto:satwood@cyride.com)



## MINUTES

### Story County Human Services Council Meeting

Thursday, August 25, 11:30 a.m. – 1:00 p.m.

Collegiate United Methodist Church annex

130 Sheldon Avenue in Ames - Auditorium

A. Welcome – Introductions

B. Program: Don Wallace, [dwallac@dhs.state.ia.us](mailto:dwallac@dhs.state.ia.us) Income Maintenance Supervisor with DHS will presented regarding the family virtual office program; new team loads and new team caseloading

C. Business Meeting

1. Call to order

2. Approval of last May 2011 minutes was unanimous

3. Reports:

-Treasurer: \$1978.13

-ASSET updates: Panel Reports; emergency procedures for care agencies

4. Old business:

-Discuss Panel 1 remains empty; Panel 2: will be Mark Kubic; Panel 3 still B. Dodd; Panel 4 will be Shelly Ongard: Co-Chair: no volunteers

5. New business

-Election of Co-Chair

-Next meeting September 22, 2011 (Summer Break)

D. Agency Spotlight: Shari Atwood with CyRide  
(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)

Monica Goedken, Co-Chairman - [volunteer@assaultcarecenter.org](mailto:volunteer@assaultcarecenter.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's Council**  
**CyRide Spotlight**  
**8/25/2011**

**CyRide Overview**

- Ames public transportation system serving the Ames community including Iowa State University.
- CyRide is an agency of the city but has its own Board of Trustees which includes: City of Ames, Iowa State University and ISU's Government of the Student Body.
  - CyRide employees are all City of Ames employees
  - Policy is governed by the CyRide Board (COA, ISU, GSB)
  - Finances/Purchases approved by the CyRide Board AND the Ames City Council
  - CyRide shares City resources
    - Accounting
    - Human Resources
    - Legal
    - Purchasing
    - Information Technology
    - Etc.
  - CyRide abides by federal/state regulations mandated by the Federal Transit Administration and Iowa Department of Transportation

**Budget Process - Capital/Operating**

- October: Operating Service Change Options reviewed (loads, safety, public comments, requests, etc)
- November: Obtain comments/direction from board on both operating/capital budgets
  - Operating –Service Options considered (baseline, baseline + additional service options)  
Baseline = % increase necessary to keep services from previous year (i.e. status quo).
  - Capital –Capital requests reviewed (bus replacement/expansion, building needs, computers, etc.)
- December: Recommendation to Board by staff
  - Operating –Typically staff offers baseline + packages based on what services board wants to see identified in November meeting
  - Capital – Includes comments/changes board offers from November meeting to review/approve; ability to approve or defer until January.
- January: Operating/capital budgets both approved by CyRide Board and then forwarded to the Ames City Council for approval thereafter

**CyRide Budget/Service Issues**

**July 2011 – June 2012**

- Fuel (budgeted at \$2.50/gal.)
  - July average \$3.21/gal.
  - Aug – Mar. Fuel Contract – avg. \$3.05/gal.
- Property Insurance (Price received end of June)
  - Charging for flood insurance
- Total unanticipated Cost = \$256,000
- Recovered: By June 2012

**July 2012 – June 2013**

- Federal Budget Cuts (0-30%)

In May 2011, CyRide's transit board charged staff with three issues.

Find out:

- 1) What is important to the public about CyRide's services?
- 2) How does CyRide's transit services compare to its peers in Iowa and around the nation?
- 3) What routes are least efficient within the system?

#### A. Public Survey (May/June 2011)

- Most Important:
  - Maintain service carrying more riders
  - Maintain service frequency
- Least Important:
  - Maintain service carrying fewer riders
  - Maintain fares; however fare increases/service changes have the largest impact on low-income persons

#### B. Peer Analysis Research (Fare Structure and Service Levels)

- Urban Iowa Systems (14) & Similar Univ. Transit Systems Nationwide (10)
  - Operate 3 more holidays: Memorial Day, 4<sup>th</sup> of July and Labor Day
  - Provides more weekend service: # of hours, frequency
  - Provides one of the highest rides per capita (carry a lot of people), highest pass./hr. (do it efficiently)

#### C. CyRide Route Efficiency Research

- Least Efficient routes: #2 Green, #5 Yellow, #6 Brown, #8 Aqua, #10 Pink, #22 Gold, #24 Silver

### Research/Survey Conclusions

- Fare increases are an option, but look at how to have less of an impact on low-income riders
- Holiday service can be looked at
- Less productive routes are a possibility
- Saturday/Sunday routes and hours of service are possible option

Based on the Research and Public Survey results, CyRide has developed several ways to save \$250-\$256K from its 2011-2012 budget while also taking into consideration that future additional funding cuts are imminent next year in our annual funding apportionment (0-30% resulting in another \$500,000 cut for FY2013). The options are listed below:

1. **Internal CyRide Budget Cuts** - \$81,200 Recommended via Staff(parts, fuel savings by bringing drivers back to the garage as opposed to operating additional trips instead, less advertising, delay support vehicle purchase)
2. **Possible Fare Increase** - (3 separate options via staff)
3. **Possible Service Cuts/Hours Reductions/Rerouting** - (13 options via staff)
4. **Possible Increase to Funding Parties** (ISU, City and GSB)
5. **Combination of All of the Above**

### Next Steps

**Transit Board Meeting:** August 25, 2011; CyRide Conference Room; 5:15 pm (Discussion only)

**Public Meeting:** September 1, 2011; Ames City Hall Council Chambers; 6:30 pm

**Transit Board Meeting:** Sept. ?, 2011 (Review public comments; Approve changes to reduce budget)

**Implementation:** January 2012

# CyRide Project Updates

## **Ames Intermodal Transportation Facility** - (construction on schedule to be substantially complete June 2012)

- 2009 Recovery Act project: \$9.113 million total (\$8.463 M. ARRA/Stimulus, \$350K federal, \$300K state)
- 385 car, cast-in-place structured parking facility
- 93 space parking facility
- Bus Terminal Facility – Intercity Carriers (Jefferson Lines & Burlington Trailways), Regional Carrier (Executive Express - DSM airport shuttle), Heartland Senior Services (HIRTA)
- Offices for Transportation Carriers
- CyRide – one block away; Welch/Chamberlain
- Public Restrooms
- Bike Path through the site (possibility to extend through ISU arboretum, creating continuous path to west Ames; decision made 1/12)
- Intermodal Webcam – <http://www.fpm.iastate.edu/webcam/intermodal/Default.asp>

The project is on schedule to have substantial completion before June 1, 2012. Landscaping is scheduled to begin in May of 2012 and be completed by June 11, 2012.

**TIGER III application** – The Federal Transit Administration released another national competitive grant opportunity for TIGER III funding which is an opportunity to fund Phase II of the Ames Intermodal Facility.

Due: October 31, 2011

- Additional 238 structured parking spaces
- CyRide shuttle route to ISU campus (funded via parking revenues)
- CyRide hybrid buses (2)
- CyRide bus bays (2)
- Traffic signal/street improvements
- Carpool/vanpool parking spaces (20)
- Bike Lockers (12)
- Bike/Pedestrian path continued through ISU arboretum
- Bus Tracking Technology & Signage
- **REQUESTING LETTERS OF SUPPORT SOON TO INCLUDE IN APPLICATION**

**CyRide Building Expansion** - CyRide's currently parking 6-8 buses outside in the elements; need additional storage to accommodate 73 large buses + 8 small buses + 5 administrative vehicles + future expansion.

Capital Funding Available within approved grants: \$4.9 million

1. Expansion – Parking for 11 large buses
2. Flood Protection – ability to flood protect in 2 hours for flash flood issues
3. Raise Internal Ceiling – allow all buses to travel throughout entire facility
4. Rehabilitate wash bay area – insulate area for lane workers; improve structural integrity of lane

**Hybrids (grant funded)** – Received 12 Gillig hybrid buses with Voith hybrid transmissions in August 2010.

- Transit hybrids options were Voith, Allison and BAE.
- CyRide purchased Voith Transmissions because:
  - Gillig’s new parallel hybrid drive transmission systems built with capacitors as opposed to battery system. Capacitor = infinite amount of charges; Battery = limited amount of charges
  - Can switch to diesel bus due to parallel system (turn off hybrid function)
  - Voith \$40,000 cheaper than other hybrid models
  - CyRide has Voith transmissions throughout remainder of fleet; consistent fleet
- Some issues in the operation of the hybrids
- Starting to see some fuel savings; will be doing evaluations beginning fall 2011. These evaluations will take approximately 12-18 months.

**New Website (grant funded)**

- **New site launched 8/9/11!** [www.cyride.com](http://www.cyride.com)
- AM/PM Design – Depending on when you view the site, it has two separate looks; daytime/nighttime (see attached)
- E-Notification signup
  1. Alerts by route (1, 2, 3, 4, etc.)
  2. All Alerts
  3. What’s New
  4. CyRide Service Events (Break Day service days, Holidays, etc)
  5. Meetings (public meetings, board meetings, service issues, Intermodal Ribbon Cutting, etc)
- Easier Navigation
- Mobile – still a work in progress

**Scheduling Software (grant funded)**

- CyRide staff manually schedules all its service manually via excel
  - 120 driver assignments, 850 trips, 4,000 hours of work/week
  - 200-300 open hours needing filled; completed by dispatcher
  - No opportunities for efficiencies
- Software would automate most of this process and with less opportunities for work rule errors
- First step in attaining bus tracking software

**Bus Tracking Software (GSB funded?)**

- Automatic Vehicle Location System identifies where buses are traveling and when the next bus will arrive at a given bus stop. Next stop information at certain campus stops, via phone number, via web and via texting.
- GSB previously going to fund outright; taking a step back to allow competition
- CyRide’s Request for Proposal for software will be completed for release fall 2011
- GSB/CyRide Board/City Council approvals necessary prior to RFP bid award/purchase as priorities may change with budget situation
  - \$80,000/year ongoing operating cost (GSB initially agreed to fund first 3 years along with capital cost)





## MINUTES

### Story County Human Services Council Meeting

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

Collegiate United Methodist Church annex

130 Sheldon Avenue in Ames - Auditorium

A. Welcome – Introductions

B. Program: Ames Public Library presented regarding the facility and goals in assisting non profits and groups in computer access and other viable programs available at the library.

C. Business Meeting

1. Call to order

2. Approval of last August 2011 minutes

3. Reports:

-Treasurer \$2,308.13

-ASSET updates: Panel Reports-update on due dates

4. Old business:

-Discuss Panel 1;Panel 2: Co-Chair (No interest to date)

5. New business

-Election of Co-Chair – remained tabled

-Election of Panel Rep #1, #2

-Next meeting October 27, 2011

D. Agency Spotlight: Sipele Knowles, others with the Story County Resource Guide (5-7 minutes) Information was presented to show the operation of the Guide, its resources and operation.

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)

Monica Goedken, Co-Chairman - [volunteer@assaultcarecenter.org](mailto:volunteer@assaultcarecenter.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

October Minutes

130 S. Sheldon, Annex Auditorium

Present: Kalen P., Shari A., Karla W., April N., Janelle D., Geff G., Michale H., Jennifer N., James B., Patsy B., Andrea O., Lynn S., Rick S., Arti S., Shelly M., Teresa B., Monica G., Bickford Living

Program: Kristin Pates, Campaign Director-United Way of Story County

Meeting called to order: 11:48am

Approval of September minutes (Motion: Monica, Second: Shelly)

Treasure's Report:

\$2,338.13

Bill, please send a reminder to agencies who haven't paid membership fee.

ASSET Updates

Old Business

Panel I Rep remains open

Co-Chair position remains open

New Business

Holiday Meal December 8<sup>th</sup>

RSVP December 1<sup>st</sup> to Bill

No Meeting in November

Shari presented PTP

(Highest ridership ever was recorded for September 2011 with 693,826)

Salvation Army will be coming to Ames with food vouchers and assistance to families

Agency Spotlight

RSVP

Agency announcements

Respectfully submitted,

Monica Goedken-Abramowitz

Co-Chair



# Passenger Transportation Plan Update

Human Service Council

10/27/2011 – 11:30 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.
- **Limited English Proficiency (LEP) Analysis and Plan** – LEP persons are those that have difficulties speaking, reading, writing or understanding English “less than very well.” Those recipients receiving federal funding must ensure that it provides meaningful access to transit services as well as include these individuals in their planning process. CyRide is completing their LEP update by the end of November 2011 which will be incorporated into the PTP for this year.

**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.

- **Intermodal Transportation Facility** – On schedule to be completed by June 18, 2011. See a daily photo by going to <http://www.fpm.iastate.edu/webcam/intermodal/Default.asp>



**3) Updated Needs & Strategies/Projects Request:** A list of last year's needs with possible strategies/projects is also attached. 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 8<sup>th</sup> (via e-mail since this is the holiday party). These could be projects such as additional service on S. 16<sup>th</sup> or K-12 free fares (AMOS) which we know are needs that have been previously presented as needs within the community. If there are any changes to recommended projects, please let me know at [satwood@cyride.com](mailto:satwood@cyride.com).

Typically, this is the time of the year that additional service changes are considered by CyRide's board. In light of the budget, I'm unsure at this time if any services will be brought to the board for consideration. However, any projects developed by the transit staff will also be incorporated into this PTP needs listing as well. I will e-mail out the information on any service options once these projects are developed in more detail.

# 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	\$ 7,500,000	No cuts in service for FY2011. Maintained existing levels of service. Added new #10 Pink and #8 Aqua routes.
1	CyRide	General Operations		STA - F	\$ 551,283	
2	CyRide	Subcontracted ADA Dial-A-Ride Service	Service to ADA eligible clientele	5310	\$ 178,899	Continued.... Subcontracting Dial-A-Ride service with Heartland Senior Services (aka subprovider).
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	\$ 32,000	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	\$ 329,700	Implemented #10 Pink Route 8/2010.
6	CyRide	Gray Route Frequency/Hours Expansion	Additional service on S. 16 <sup>th</sup> to human service agencies and apartment complexes	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 of service to blue route.	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.... Service began 1/20/09. Year 3 funding approved.
10	CyRide	Alternative Analysis Study - Orange Rt.	P	5339	\$ 200,000	Funding approved in grant; re-evaluate to continue project after Intermodal project completed

11	CyRide	I35 Ames-Des Moines Corridor Planning	P	STA - C	\$ 100,000	Not requested due to budgetary concerns
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 June 2010; approved - submitting RFP for buses winter 2011.
15	CyRide	Expand 40' HD Large Diesel Hybrid Buses (5 vehicles, cameras)	C	5307, 5309, 5316, 5317, TIGGER	\$ 1,960,000	Did not request; validating hybrid technology to ensure 20+% fuel savings
16	CyRide	Replace 40' HD Large Diesel Buses (32 vehicles, cameras)	C	5309	\$ 13,322,101	Requested only 13 vehicles; Pending state grant application
17	CyRide	Replace 2 LD Small Buses (cameras)	C	5309, SGR	\$ 176,000	Pending state grant application
18	CyRide	Boiler Replacement	C	5309	\$75,000	Pending state grant application
19	CyRide	Vehicle Security System Cameras Rep.	C	5309	\$ 160,000	Pending state grant application
20	CyRide	AVL technology, web planner, passenger counters	C	5309 TIGER ITS GSB	\$ 1,700,000	1. AVL requested within TIGER III as part of Intermodal project 2. Requesting as part of technology ITS Grant this winter after RFP developed. 3. Potential 100% funding via GSB.
21	CyRide	Maintenance Facility Exp./ Rehab: expand storage for buses; rehab fuel/wash lane; flood protection barriers & ceiling extension	C	5309, PTIG, TIGER, SGR	\$12,000,000	Partially funded via PTIG and 5309. RFP's for design currently being evaluated. Construction is estimated to begin Fall 2012
22	CyRide	Ames Intermodal Facility - Phase II	C	TIGER	\$12,500,000	<b>Partial project approval 2/17/10 for \$8.463 million. Construction for Phase I to be completed June 18, 2011. Phase II - additional parking, bike path through ISU arboretum, CyRide shuttle denied under TIGER II. Requested TIGER funding on 10/31/2011 for</b>

						Phase II adding in additional multi-use path between recreational facilities & College Creek landscaping/beautification.
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	Not requested; delayed
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	O	?	\$ 5,010,955	Implemented 2009 summer fare free for @ \$75,000 minus marketing funding. Current AMOS proposal for K-12 fare free being discussed among community.
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:

## PTP Justifications

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

- General Operations – CyRide (5307):** This funding supports the operations of CyRide's fixed-route operations that provides 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 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.
- 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 to Heartland Senior Services. More demand will be warranted from the community in future years. 5310 funds can be utilized by transit agencies to subcontract out their ADA service however; they cannot provide the service themselves and receive the funding.

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 2012.
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 2012.
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 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 therefore has only been operating a few months but is expected to continue for the life of this plan. 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 service 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 a much lesser 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.
6. **Gray Route Frequency/Hours Expansion:** Several human service agencies have or will relocate to the S. 16<sup>th</sup>/High Street area including Richmond Center, Community and Family Resources (CFR), Mid-Iowa Community Action (MICA), MICA's Family Development and the MICA Dental Clinic. There are also discussions that a medical Primary Health clinic will also be located in this vicinity. Currently the route that serves this area (#4 Gray) 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 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. In addition, two large senior housing developments are being built on S. 16<sup>th</sup> Street east of the Ames Christian School on the #4 Gray route in which management there is also requesting additional service and bus shelters. Additional frequencies could be added when demand is realized.
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 old 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 rather expensive change for CyRide's board at this time to fund. This expansion would not only require an additional bus each day of the week between 9am and 9pm but also possibly streets would need to be built to accommodate the growth 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):** 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.
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.
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.
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 thirty-two vehicles are past their useful life and need to be replaced. Available funding is dependent on the State of Iowa's success in obtaining earmark funding through the state each year 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 the public riding more and more each day. 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 nor 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 begin construction in spring 2011 to be completed in July 2012 in the campustown area next to Iowa State University. The facility will include metered/permit parking for 399 individuals, outside transportation for 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 was scaled back relative to the level of funding available. Approximately 350 parking spaces, bike path through the arboretum and CyRide 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. However, additional funding through future TIGER grant applications could be achieved in the future to fully meet this vision. Previous discussion of this need was documented under recent developments.
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 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: 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 (COA): This line item was brought up several times through the public input process that CyRide underwent in fall 2008 from recommendations from the community as well as by the Ames City Council through the budgetary process in February 2009. The council in particular questioned CyRide's staff as to what would it take to further the Mayor's Climate Protection Agreement by going fare free city-wide. Iowa State University students already ride CyRide for free by showing their ISU student identification card by paying their tuition each semester. This application would just provide free rides to the remaining portion of the community estimated at 1 million additional riders each year. The grant would also provide CyRide the opportunity to purchase 5 Hybrid vehicles to increase its fleet 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 committee's first goal of which would not be needed for bus tickets if CyRide went fare free. Emergency rides to low-income residents were another need for the community. CyRide experimented with Summer Fare Free in 2009 and increased service by 26% that year through 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 10 out of 12 months since Summer Fare Free giving CyRide its largest ridership ever for FY2010 at 5.37 million rides!
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 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. This parking lot needs to be resurfaced and it's anticipated that transit commuters contribute a lot of the daily wear and tear of the lot.
31. Central Iowa RSVP's Volunteer Driver Program (UWSC/SCCF): 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. RSVP is supplementing existing transportation services (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. In 2010, 29 RSVP volunteers provided 213 (round trips) rides to 38 Story County residents, providing safe, reliable, and affordable transportation to and from essential services.

## V. Possible Strategies

Below are the previous needs identified within the 2012 PTP update. The information was shared with UWSC's TCC group as well as Human Service Council. **The additional needs and strategies/projects are identified in red below and were shared with the group in subsequent meetings and via e-mail in September 2010- January 2011.** Those strategies that have been implemented or partially implemented are identified in blue.

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</li> </ul> </li> </ol> </li> </ol>

	<ul style="list-style-type: none"> <li>buses <ul style="list-style-type: none"> <li>▪ 32 large and 2 small buses are still past their useful life and need to be replaced throughout the next 4-year period</li> </ul> </li> <li>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.</li> <li>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.</li> <li>3. Surveillance Systems – Add/replace cameras to all CyRide buses to reduce liability and improve ability to assist City of Ames Police.</li> </ul>
--	--

<b>Needs</b>	<b>Possible Strategies/Project</b>
<p><b>Transportation Amenities</b></p> <ol style="list-style-type: none"> <li>1. Need to improve accessibility and lighting of bus stops/shelters.</li> <li>2. Need for bike racks on buses to promote sustainability of community.</li> </ol>	<ol style="list-style-type: none"> <li>1. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.)</li> <li>2. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations</li> <li>3. Bike Racks on 100% of CyRide vehicles.</li> </ol>
<p><b>Urban</b></p> <ol style="list-style-type: none"> <li>1. Maintain existing transit services and geographic coverage.</li> <li>2. Need to geographic service coverage of transit in Ames to serve gap areas.</li> <li>3. Need for increased frequencies of service on high-capacity corridors.</li> <li>4. Need for additional hours of transportation to specific areas of Ames.</li> <li>5. Specific need for third shift transportation (12am - 6am?)</li> <li>6. Need for affordable <u>emergency</u> transportation for low-income K-12 (at-risk) students and seniors.</li> </ol>	<p><b>Urban Strategies/Projects</b></p> <ol style="list-style-type: none"> <li>1. RSVP Volunteer Transportation program managed by RSVP. <b>Research possibility of providing background checks on drivers.</b></li> <li>2. Continue existing JARC/New Freedom transit services OR more efficient alternative service. <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> </li> <li>2. Study third shift transportation needs for Ames. (Transportation needed after 6pm and before 6am)</li> <li>3. Alternative Analysis Study of Orange Route</li> <li>4. New Transit Route Services: <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> </li> <li>5. <b>Fare-free city-wide:</b> 4 options (Large Scale, Weekends only, Weekends/nights only, <b>Summer only</b>)</li> <li>6. Additional Frequencies/Trips: <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> <li>• Blue South frequency improvements</li> </ul> </li> </ol>

<p><b><u>Urban continued....</u></b></p>	<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> <ul style="list-style-type: none"> <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 and automated scheduling software. Scheduling software will be purchased and installed in FY2012 due to nationally competitive state of good repair grant approval in 2010.</p>
--	---

<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>



# **SCHSC**

# **HOLIDAY LUNCHEON**

## **MINUTES**

### **Story County Human Services Council Meeting**

Thursday, December 8, 11:30 a.m. – 1:00 p.m.

Collegiate United Methodist Church annex

130 Sheldon Avenue in Ames - Auditorium

## **ACTION ITEMS**

1. Lynn Scarlett was nominated and unanimously voted in for Co-Chair from a two year term
2. Berniece Hostetler was nominated and voted in for Panel 1 Representative for ASSET
3. It was moved and unanimously voted to honor Donna Scherr with a \$50 gift certificate at the Café for her service to ASSET and SCHSC. She is retiring in the Spring. Karla will get a card and bring it to the January meeting. Bill will invite Donna to the January meeting in hopes to receive our gesture.

**THANKS FOR ATTENDING!**

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

Monica Goedken, Co-Chairman - [volunteer@assaultcarecenter.org](mailto:volunteer@assaultcarecenter.org)

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

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

**Vote to Recommend  
FY2013 Passenger Transportation Plan (PTP) Update &  
Recommended Projects (2013 – 2016) to  
Ames Area Metropolitan Planning Organization (AAMPO) for Approval**

In October's Human Service Council and the United Way's Transportation Collaboration Committee meetings, the I presented a status update of where the 2012 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 2013. Any new needs and projects/strategies identified have been incorporated and distributed to the human service council members and transportation providers and are listed below.

Based on input and comments since October 2011, the following was incorporated into the 2013 PTP Update:

1. **No major changes were made to the Recommended Projects for 2013 – 2016 from what was previously identified.** However,
  - a. Ames Fare Free/Low-Income Program: The need for fare free student (K-12) transportation was further refined to address AMOS' middle-high school free fares proposal (discussed within Ames Fare Free).
  - b. Education: The need to educate Story County residents of transportation choices available to them has been identified through the United Way's Transportation Collaboration Committee as a need due to a follow-up survey from the 2010 Human Health Assessment. The TCC group is working on developing one-sheet, easy to read brochure/handout to further promote transit in Story County.

**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 & 2013 PTP Update to the AAMPO for approval.** Any human service agency can continue to review and make comments to the 2013 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, 2012</b>	2013 PTP Update e-mailed electronically to the IDOT for comments
<b>March 1, 2012</b>	Receive IDOT comments to incorporate
<b>March 12, 2012</b>	<b>AAMPO Tech Meeting:</b> 2013 PTP Update Recommendation to AAMPO Policy Committee
<b>March-April 2012</b>	<b>AAMPO Policy Meeting:</b> 2013 PTP Update Approval (before Ames City Council)
<b>May 1, 2012</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 2013-2016

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	2013-2016	5307, CyRide	H
1 CyRide	General Operations	O	\$ 533,022	2013-2016	STA - F	H
2 CyRide	Subcontracted ADA Dial-A-Ride Service	O	\$ 180,531	2013-2016	5310	H
3 CyRide	Brown Route Frequency/Hours Expansion	O	\$ 66,000	2013-2016	5316	H
4 CyRide	Yellow Route Mid-day Expansion	O	\$ 33,500	2013-2016	5316	H
5 CyRide	E. 13th/Dayton Service	O	\$ 55,700	2013-2016	5316, 5317	H
6 CyRide	Gray Route Frequency/Hours Expansion	O	\$ 33,800	2014-2016	5316, 5317	H
7 CyRide	Blue Route Expansion (Target & Wal-Mart)	O	\$ 352,900	2014-2016	5316	H
8 CyRide	Blue Route Frequency Expansion	O	\$ 38,400	2014-2016	5316	H
9 HIRTA	Ames to Iowa City Service	O	\$ 45,000	2013-2016	5317	H
10 CyRide	Alternative Analysis Study - Orange Rt.	P	\$ 200,000	2014	5339	L
11 CyRide	I-35 Ames-Des Moines Corridor Planning	P	\$ 100,000	2014	STA - S	M
12 AAMPO	Planning	P	\$ 45,000	2013-2016	5303	H
13 CyRide	Transit Amenities	C	\$ 50,000	2013-2016	5310	M
14 CyRide	Expand 60' Articulated Diesel Buses (4 vehicles, cameras)	C	\$ 2,080,000	2015	5307, 5309, Clean Fuels	M
15 CyRide	Expand 40' HD Large Diesel and/or Hybrid Buses (5 vehicles, cameras)	C	\$ 2,040,000	2014-2015	5307, 5309, 5316, 5317, TIGGER	M
16 CyRide	Replace 40' HD Large Diesel Buses (23 vehicles, cameras)	C	\$ 13,403,405	2013-2016	5309	H
17 CyRide	Replace 176" LD Small Buses (6 vehicles, diesel, urban, cameras)	C	\$ 576,000	2015-2016	5309	H
18 CyRide	Boiler Replacement	C	\$ 75,000	2013	5309	H
19 CyRide	Vehicle Surveillance System Rep.	C	\$ 160,000	2013-2016	5309	H
20 CyRide	AVL technology, web planner, passenger counters	C	\$ 1,700,000	2013-2016	5309, TIGGER, STA	L
21 CyRide	Maintenance Facility Expansion/Rehab: expand storage for buses	C	\$ 2,000,000	2015-2016	5309, PTIG, TIGER	H
22 CyRide	Ames Intermodal Facility	C	\$ 12,500,000	2013-2016	5309, TIGER	H
23 CyRide	Facility Cameras/Proximity Card Access	C	\$ 56,660	2014	5309	M
24 CyRide	Electric Distribution Rehabilitation	C	\$ 30,000	2014	5309	L
25 CyRide	Fire Sprinkler System Upgrade	C	\$ 250,000	2014	5309	L
26 CyRide	Storage area air handling replacment	C	\$ 250,000	2014	5309	L
27 CyRide	Re-roof Maintenance Facility	C	\$ 500,000	2014	5309, PTIG	M
28 CyRide	Ames Fare Free/ <b>Low-Income Fare Prog.</b>	O	\$ 5,010,955	2014-2015	5307, STA-F, ASSET, UWSC	M
29 CyRide	Vanpool Program	C, O	\$ 430,000	2014-2015	ICAAP, 5309	M
30 CyRide	Resurface ISC Commuter parking	C	\$ 1,000,000	2015	5309	L
Projects recommended as candidates for human services or other funding:						
9 HIRTA	Ames to Iowa City Service	O	\$ 45,000	2013-2016	ASSET	H
31 RSVP	Central Iowa RSVP Volunteer Driver Program	C, O	\$ 4,000	CY2013-CY2016	UWSC, ASSET, Story County, COA	H
28 CyRide	Ames Fare Free/ <b>Low-Income Fare Prog.</b>	O	\$ 20,000	2013	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, 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  
 Story County Programs: ASSET = Analysis of Social Services Evaluation Team  
 COA = City of Ames

**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 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>
# Revenue Hours	110,167	113,182
# Trips	n/a	n/a
# Revenue Miles	1,152,680	1,185,088
# Days Provided	362	362
<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>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>
# Revenue Hours	2,551	2,491
# Revenue Miles	30,498	31,118
# Days Provided/Yr.	362	362
<b># Riders (unlinked)</b>	<b>9,745</b>	<b>9,101</b>
# Elderly Rides		
# Disabled Rides	9,745	9,101
<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	
# Revenue Hours	629	621
# Revenue Miles	10,379	8,541
# Days Provided/Yr.	74	74
<b># Riders (unlinked)</b>	<b>15,648</b>	<b>15,504</b>
# Elderly Rides	190	189
# Disabled Rides	113	112
<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	
# Revenue Hours	655	658
# Revenue Miles	9,273	9,310
# Days Provided/Yr.	255	255
<b># Riders (unlinked)</b>	<b>12,022</b>	<b>11,960</b>
# Elderly Rides	146	146
# Disabled Rides	87	87
<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>
# Revenue Hours	303	361
# Revenue Miles	5,768	4,309
# Days Provided/Yr.	255	255
<b># Riders (unlinked)</b>	<b>26,827</b>	<b>21,998</b>
# Elderly Rides	326	268
# Disabled Rides	194	159
<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>
# Revenue Hours		1,068
# Revenue Miles		4,309
# Days Provided/Yr.		255
<b># Riders (unlinked)</b>		<b>2,019</b>
# Elderly Rides		25
# Disabled Rides		15
<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. 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, they 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 (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 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 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 CyRide anticipating ridership of 5.8 million for 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.

- 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



## Story County Human Services Council January 26, 2012

### **CyRide Budget Update**

CyRide's board voted in January 2012 to reduce two services allowing CyRide's closing balance to increase to an estimated 10% at the close of the budget year. These reductions include:

- Holiday services (Memorial Day, Independence Day and Labor Day)
- Gold Route: last trip

Dial-A-Ride Services would also not operate on these reduced holiday service days. These service reduction options were developed and brought before the public for comment at the 9/1/2011 public meeting. No other transit system in Iowa or among CyRide's peers throughout the nation provides services on these holidays. No comments were made to keep these days of service relative to the other proposed cuts in service. The Board believes these service reductions will put CyRide in a stronger position to absorb the 9.1% federal funding reductions (estimated \$141,000 impact to CyRide) scheduled to take effect in the next budget year as required by the federal deficit reduction agreement.



**Transportation Collaboration**  
**Wednesday, April 13, 2011**  
**3:30-5:00 p.m.**  
**UWSC Conference Room, 315 Clark Ave. Ames**

**AGENDA**

- I. Review February 9, 2011 Notes (page 2)
- II. Agenda for Additions/Deletions – All
- III. Other Transportation Needs
  - A. Survey of Agencies (determine other transportation needs) – Shari Atwood
- IV. Updates
  - A. Gas Vouchers – Michael
  - B. Car Seats (funding options) – Ann
  - C. Story County Neighboring Initiative (friend to friend; neighbor to neighbor) – Shellie Orngard
- V. Current Program Updates
  - A. Volunteer Transportation Program – Kalen
    - 1. Prenatal Mobil Unit – (possibility of transporting laboring women to Broadlawns)
    - 2. Marketing to secure additional drivers
  - B. Iowa City Transportation – Shari & Theresa
    - 1. Update from Kim Stout – Shari (*providing rides from IC/Ames*)
    - 2. Marketing efforts – Theresa (*implement any ideas suggested in October*)
- VI. Other Program Possibilities
- VII. Next Meeting
  - A. June 8, 2011 @ 3:30 p.m.

**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 February 9, 2011**

**In attendance:** Jean Kresse (United Way of Story County), Mike Nadler (Heartland Senior Services), Theresa Erlbacher (Heartland Senior Services), Rick Hugdahl (Midwest Insurance Corporation), Ann Lundvall (Story County Decategorization and Empowerment), Arti Sanghi (Central Iowa RSVP), Kalen Petersen (Central Iowa RSVP), Karla Webb (Story County Community Services), Rose Marie Scott (MICA), David Sahr (Beyond Welfare), Janelle Durlin (MICA)

**Survey** – It was suggested that before we spend time developing a survey for human service agencies to complete we visit with Shari Atwood and determine what kind of survey she has to do for the Passenger Transportation Plan. We may ask some agencies like MICA, TRC and CFR to informally survey their clients because of their location not being as easily accessible by CyRide. Janelle stated the Dental Clinic would be agreeable to surveying their clients once they have relocated and operated for a while – in the summer months.

**Car Seats** – Ann reported that the Safe Coalition does not have funds. There are trained technicians in Ames, Nevada and Huxley. It is important that if a car seat distribution is conducted again to have criteria for how one would qualify for a free seat. Jean asked for volunteers to look into options to begin this program again. Storage of car seats is also a concern. Jean asked for volunteers to work with her – David and Janelle volunteered.

**Car Repair** – David reported that the need is still there to help with car repairs, unfortunately there are no funds. Beyond Welfare have had 7-8 requests for car repairs since the summer. There were some repair shops that discounted the cost for them. Ann stated that there are limited resources through DHS. Jean and David will meet to discuss options. There may be a possibility of Beyond Welfare partnering with DHS on some programming.

**Volunteer Transportation** – Kalen gave an update on the program. They will be purchasing winter survival kits and electric blankets for the volunteer drivers to keep in their cars through the UWSC Endowment grant. She reported that she will be meeting with Dr. Leedz and folks from the Prenatal Mobil Unit about the possibility of transporting laboring women to Broadlawns. She will give an update at the next meeting.

**Other Program Possibilities** – David stated that we need to think beyond agencies when brainstorming transportation possibilities. For example, we could look to the faith based community and see about starting a neighbor helping neighbor effort. How can we broaden this effort? Jean stated that this concept is similar to the Story County Neighboring Initiative through the Volunteer Center of Story County. It was suggested we invite them to our next meeting to learn more.

**Next Meeting** is April 13 @ 3:30 p.m.



**Transportation Collaboration**  
**Wednesday, June 8, 2011**  
**3:30-5:00 p.m.**  
**UWSC Conference Room, 315 Clark Ave. Ames**

**AGENDA**

- I. Welcome and Introductions
- II. Review April 13, 2011 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Survey of Agencies' Clients (please bring additional questions)
  - A. Questions
    1. Did you have trouble getting here?
    2. Will you have trouble returning home?
    3. What location did you come from (home, work, or other)?
    4. Do you have trouble getting to any of the following: medical appointments, grocery shopping, pharmacy, shopping, school, or work...etc.?
    5. Others?
  - B. Process – Paper vs. Monkey Survey
  - C. Agencies to Survey
- V. Updates
  - A. Car Seats (Ames Police Department) – Ann
  - B. Story County Neighboring Initiative (friend to friend; neighbor to neighbor) – Results of Maxwell Community Meeting and Next Steps – Ruth Powell
  - C. Prenatal Unit – Transportation to Broadlawns – Arti Sanghi
  - D. Challenges for CyRide – Shari Atwood
- VI. Current Program Updates
  - A. Volunteer Transportation Program – Kalen/Arti
  - B. Iowa City Transportation – Theresa
  - C. Gas Vouchers – Michael Fritz
- VII. Other Program Possibilities
- VIII. Next Meeting Dates for 2011
  - A. August 17 (UWSC conflict with 2<sup>nd</sup> Wednesday), October 12, @ 3:30 p.m.

**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 April 13, 2011**

**In attendance:** Jean Kresse (United Way of Story County), Rick Hugdahl (Midwest Insurance Corporation), Arti Sanghi (Central Iowa RSVP), Karla Webb (Story County Community Services), Michael Fitz (Good Neighbor), Ruth Powell (Volunteer Center of Story County), Shari Atwood (Cy-Ride); Julie Iacson (Mid-Iowa Community Action)

**Agenda Additions/Deletions** – Jean stated that the Transportation Collaboration has many committee members and that everyone should contribute to the agenda.

**Agency Survey** – Shari shared copies of the results of the survey sent to agencies asking what transportation they provide to their clients and how the transportation is provided. She stated this survey is conducted every 5 years. Since the survey focuses on what the agencies provide it was stated that perhaps we still need to develop a survey that clients would complete. Julie stated she thought MICA surveyed clients prior to the move. Agencies would have to agree to survey their clients. The survey should be brief questions allowing for short answers, which would only take a few minutes to complete. For some agencies, staff may need to read the questions to the clients.

Suggested questions (3-5 questions): Did you have trouble getting here? Will you have trouble returning home? What location did you come from (home, work, or other)? Do you have trouble getting to any of the following: medical appointments, grocery shopping, pharmacy, shopping, school, or work...etc.?

We want to find out what are the transportation gaps for individuals receiving services through a human service agency. Everyone was asked to come up with questions and email to Jean. Jean will bring a list of agencies to review at the June meeting.

### **Updates:**

**Gas Vouchers** – Michael Fritz stated that he now has up to five gas vouchers each month to give to clients in desperate need. Two of the vouchers are from faith-based groups and the other are from a grant from United Way of Story County. He stated that he does not advertise this service and when a client does come to him he questions them to make sure that the situation is an emergency since they would only be eligible to receive one voucher per year.

Michael stated since Good Neighbor moved to the South Duff location he has seen a decrease in food voucher usage, but that rent/utility assistance remains steady. He is not sure if this is because of transportation concerns or not.

**Car Seats** – Jean state that she met with David Sahr and Ann Lundvall to discuss a car seat program. There are several ideas they had at this meeting and they need to do some follow-up. Julie stated that the Maternal Health Nurse at MICA receive a lot of requests. Jean stated they discussed having the car

installation events be at locations where potential users are going anyway – Beyond Welfare, Prenatal Bus, etc. Jean asked if there was a possibility to ask agencies to have a staff member trained in the installation of car seats. Julie said that would be a question for Janelle to address at MICA.

**Story County Neighboring Initiative** – Ruth Powell stated that the program works with a specific community to identify problems and then works together to find solutions. Beyond Welfare works on identifying skills and then determines who needs that particular skill and then swaps with another member of the community who has a skill they need. Ruth stated that they are working in Maxell on a needs and skills survey. They have tried this in Ames, but haven't had a lot of success working with neighborhood associations.

Ruth stated she is also working on Transitional Housing exploring the concept of Shared Housing, which gives someone in need space at a reduced rent and they in turn help around the house. This concept is working in other parts of the country. This approach could be successful if brought to the faith communities.

David Sahr suggested at an earlier meeting that the Transportation Collaboration explore the concept of Shared Rides. For example an elderly person who has the car, but doesn't feel comfortable driving any longer could share the car and receive rides in return.

**Current Program Updates:**

**Volunteer Transportation** – Arti shared that Dr. Leeds has approached RSVP to determine if they could help provide transportation to laboring women to Broadlawns in Des Moines. The Broadlawns Prenatal Unit is providing care to women who cannot afford it and are then expected to delivery at Broadlawns.

Arti had a magnetic sign that are put on driver's cars to help passengers know when the car arrives to pick them up. She also had a winter survival kit and electric blanket for the volunteer drivers to keep in their cars through the UWSC Endowment grant.

**Iowa City Transportation** – Shari stated that Kim Stout from Iowa Cares reported the following round-trip rides from Ames/Story County to Iowa City:

Year	Ames	Story County
2009	23 rides	48 rides
2010	53 rides	57 rides

To be eligible for Iowa Cares persons must be at the 200% or below the Federal Poverty level. The HIRTA rides to Iowa City and back are for anyone.

**Next Meeting** is June 8 @ 3:30 p.m.



**Transportation Collaboration**  
**Wednesday, August 17, 2011**  
**3:30-5:00 p.m.**  
**UWSC Conference Room, 315 Clark Ave. Ames**

**AGENDA**

- I. Welcome and Introductions
- II. Review June 8, 2011 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Survey of Agencies' Clients
  - A. Finalize Questions (pages 4-6)
  - B. Finalize Process – Paper vs. SurveyMonkey
  - C. Review Agencies to Survey (page 7)
  - D. Cover Letter to Agencies – Volunteer
- V. Updates
  - A. Prenatal Unit – Transportation to Broadlawns – Arti Sanghi
  - B. Challenges for CyRide – Shari Atwood
  - C. Car Seat Distribution – Ann Lundvall
  - D. Others?
- VI. Current Program Updates
  - A. Volunteer Transportation Program – Kalen/Arti
  - B. Iowa City Transportation
  - C. Gas Vouchers – Michael Fritz
- VII. Other Program Possibilities
- VIII. Next Meeting Dates for 2011
  - A. October 12, @ 3:30 p.m.

**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 June 8, 2011**

**In attendance:** Jean Kresse (United Way of Story County), Kalen Petersen (Central Iowa RSVP), Karla Webb (Story County Community Services), Michael Fitz (Good Neighbor), Julie Iaacson (Mid-Iowa Community Action), Ann Lundvall (Story County Decategorization and Empowerment), Linda Voit (AMOS – Youth and Education Research Team)

**Agenda – Additions/Deletions:** There were none.

### **Survey of Agencies' Clients:**

Jean would ask Janelle Durlin (MICA) if they had conducted a survey of transportation needs before they moved.

Kalen Petersen stated that RSVP does conduct a satisfaction survey for clients using the transportation service. She shared a copy of the survey. A couple of areas that will be of interest include number 6 – impact sense of independence and number 7 reduce the overall stress of a medical appointment. Jean asked if Kalen had ever heard of the Retirement Research Foundation and suggested it was a potential funding source worth exploring.

Kalen was asked if this is a phone call, face-to-face or mail survey. Kalen stated in the past it has been through the mail and they have had a good response rate. She stated they send a self-addressed, stamped, return envelope with the survey.

The group looked at the proposed questions for clients and made recommendations. Jean agreed to draft the first survey and to email it to all for input. Survey is attached. A list of agencies was reviewed and changes made. Jean made changes and the list is attached. It was suggested that we check to see who has a Survey Monkey account that includes the automatic tabulation of the results. Jean will check on options.

### **Updates:**

**Car Seat (Ames Police Department)** – Jean stated that on June 5 the Ames Police Department held a car seat installation event and had some car seats to distribute to those in need. Ann Lundvall stated she would share results at a future Transportation Collaboration meeting.

**Results of Maxwell Meeting** – Ruth Powell was not able to attend the meeting so there was no update.

**Prenatal Unit** – Kalen Petersen stated that Dr. Leeds had approached RSVP to see if they could help provide rides to Broadlawns for laboring women who received services through the Prenatal Unit. Kalen stated they have a volunteer with a background as an EMT that is interested in



learning more. Jean asked if they have approached EMT's or other medical personnel to see if they would be interested in volunteering as a driver for just these occasions.

**CyRide** – Jean stated that CyRide announced that because of the increase cost of fuel they were facing a \$150,000 - \$250,000 budget shortfall. They held a public meeting on June 2 asking for input from the community. They have a survey (on their website) for citizens to complete to help them identify what changes would impact the least amount of people. Changes to the bus fare may impact more school-age students and the collaboration should be ready to help find solutions.

Karla shared that there is additional transportation assistance for a person with Medicaid and is in need of transportation to medical appointments. Heartland (HIRTA) and some taxis in Ames have the contract that can bill Medicaid for transportation. Karla shared a copy of the Iowa Medicaid Mileage Reimbursement Policy.

**Program Updates:**

**Volunteer Transportation** – Kalen reported they have 39 volunteers. There are about 75-80 people who have registered to receive services, but not all have. Kalen reported that United Way of Story County approved \$500 to be used in extreme cases when a person has not resources to pay for the service. This fund will not be advertised but will be available when needed. She reported that Ames Rotary Club approved a grant to purchase oil changes for volunteer drivers.

**Gas Vouchers** – Michael reported that he still has gas vouchers for individuals in desperate need. The \$20 gas vouchers are possible because of donations from churches and through a United Way grant.

**Next Meeting Dates:** August 17 @ 3:30 p.m.; October 12 @ 3:30 p.m.

**Transportation – Survey Questions (Draft – June 17, 2011)**

1. Overall, how easy is it for you to have transportation as you need it in your daily life. Please rate from 1 to 5  
(1=very easy/not a problem and 5=extremely difficult/significant problem)  
Please Circle One:      1      2      3      4      5
  
2. How did you get here today?
  - a. Bus
  - b. Personal car
  - c. Friend/family members
  - d. Neighbor/church members
  - e. HIRTA
  - f. Volunteer Transportation Program – (RSVP)
  - g. Walked
  - h. Biked
  - i. Other – Please list \_\_\_\_\_
  
3. Did you face any challenges getting here? (*Circle as many as needed*)
  - a. No, because \_\_\_\_\_
  - b. Car troubles
  - c. Car, but no money for gas
  - d. Bus – no money
  - e. HIRTA – no money
  - f. Volunteer Transportation Program (RSVP) – no money
  - g. Missed the bus
  - h. Long walk (more than 5 blocks) to nearest bus stop
  - i. Have mobility problems
  - j. Live outside of town
  - k. Other – Please list \_\_\_\_\_
  
4. Will you have trouble returning home?
  - a. No, because \_\_\_\_\_
  - b. Need to wait for the bus
  - c. Need to call friend/family member for a ride
  - d. Car troubles
  - e. Car, but no money for gas
  - f. Bus – no money
  - g. HIRTA – no money
  - h. Volunteer Transportation Program (RSVP) – no money
  - i. Missed the bus
  - j. Long walk (more than 5 blocks) to nearest bus stop
  - k. Need to walk or bike
  - l. Have mobility problems
  - m. Other – Please list \_\_\_\_\_
  
5. What location did you come from today
  - a. Home
  - b. Work
  - c. Doctor’s appointment
  - d. Shopping
  - e. Other – Please list \_\_\_\_\_

6. What is your primary source of transportation?
  - a. Bus
  - b. Personal car
  - c. Borrow friend/family member/neighbor's car
  - d. Driven by friend/family member, neighbor
  - e. Church program
  - f. HIRTA
  - g. Walk
  - h. Bike
  - i. Volunteer Transportation Program
  - j. Other – Please list \_\_\_\_\_
  
7. What is your secondary source of transportation?
  - a. Bus
  - b. Personal car
  - c. Borrow friend/family member/neighbor's car
  - d. Driven by friend/family member, neighbor
  - e. Church program
  - f. HIRTA
  - g. Walk
  - h. Bike
  - i. Volunteer Transportation Program
  - j. Other – Please list \_\_\_\_\_
  
8. Do you (or your children) face any challenges getting to any of the following: (*Circle as many as apply*)
  - a. Medical appointments
  - b. Grocery shopping
  - c. Pharmacy
  - d. Other shopping
  - e. Work
  - f. School
  - g. Afterschool activities
  - h. Other – Please list \_\_\_\_\_
  
9. If you had a magic wand, what would you do to fix the challenges you face in the area of transportation?
 

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

This is an anonymous survey. We would appreciate some additional information that will not be connected to you in any way, but compiled with the results:

- How many people live in your household: \_\_\_\_\_
- Check your household income level: \_\_\_ up to 25,000, \_\_\_ 25,000 – 50,000, \_\_\_ 50,000+
- Community in which you live: \_\_\_\_\_

## **Transportation Resources:**

**CyRide:** (515) 292-1100 General public transit services in Ames.

**HIRTA Public Transit (Heartland Senior Services):** (515) 233-2906 General public transport throughout Story County. Transportation provided from Ames City Hall to the University of Iowa's hospitals and dental clinic (Tuesdays & Thursdays).

**Beyond Welfare:** 515-451-2686 Car donation program. [www.beyondwelfare@gmail.com](mailto:www.beyondwelfare@gmail.com)

**Volunteer Transportation Program (RSVP):** 515-292-8890 or 515-733-4917 Ongoing or occasional transportation to in-county medical appointments for those who are ambulatory and live in Story County. Call for application and waiver.

**TMS Management Group, Inc.** Toll free: 866-572-7662 Eligible Iowa Medicaid beneficiaries – mileage reimbursement for medical appointments where a Medicaid compensable service is delivered.

**DART:** 288-RIDE (7433) Provides carpool/vanpool database matching for residents of Central Iowa.

**Executive Express:** (888) 522-9899 Provides transportation from the Memorial Union (ISU campus) to the Des Moines airport – with reservations.

**Jefferson Lines:** 1-800-451-5333 Inter-city carriers; transportation throughout central Iowa and nationwide.

**Burlington Trailways:** 319-753-2864 or 800-992-4618 906 Broadway, West Burlington, IA 52655. Inter-city carriers; transportation throughout central Iowa and nationwide.

**LIST OF AGENCIES TO CONTACT FOR SURVEY**

**JUNE 8, 2011**

<b>Agency</b>	
American Red Cross – Lincoln Way Chapter	ask Kirk
Ames Community Preschool Center	
Ames Community School District - ALP programs	Check with Theresa McCune
Assault Care Center	
Big Brothers Big Sisters	
Boys & Girls Club of Story County	
Center for Creative Justice	
Central Iowa Retired and Senior Volunteer Program	
ChildServe	
Community and Family Resources	
Emergency Residence Project	
Food Pantries (UWSC has list)	Coordinate with Hunger Survey?
Good Neighbor Emergency Assistance, Inc.	
Head Start	Determine program sites
Heartland Senior Services	
HOMEWARD and HOMEWARD Hospice	Clinics
Krysilis	
Legal Aid Society of Story County	
Lutheran Services in Iowa	
Mainstream Living Inc	
Mid Iowa Foster Grandparent Program	
Mid-Iowa Community Action, Inc.	
NAMI Central Iowa	
Story County Community Services	
Story County DHS Office	ask to keep surveys there
Story Time Child Care Center	
The Arc of Story County	
The Richmond Center	
University Community Childcare	
Volunteer Center of Story County	
Youth & Shelter Services, Inc.	which programs?
YWCA Ames - ISU	

# CyRide Budget Challenges

## July 2011 – June 2012

- Fuel (budgeted at \$2.50/gal.)
  - July average \$3.21/gal.
  - Aug – Mar. Fuel Contract – avg. \$3.05/gal.
- Property Insurance (Price received end of June)
  - Charging for flood insurance
- Total unanticipated Cost = \$256,000
- Recovered: By June 2012

## July 2012 – June 2013

- Federal Budget Cuts (0-30%)

## CyRide's Tasks

CyRide's board charged staff with two issues at the May 2011 board meeting, find out what is important to the public and see how CyRide's transit services compare to its peers in Iowa and around the nation.

### 1. Public Survey (May/June 2011)

- Most Important:
  - Maintain service carrying more riders
  - Maintain service frequency
- Least Important:
  - Maintain service carrying fewer riders
  - Maintain fares
- Fare increases/service changes have the largest impact on low-income persons

### 2. Peer Analysis Research (Fare Structure and Service Levels)

- Urban Iowa Systems (14)
- Similar Univ. Transit Systems Nationwide (10)

Results for Both Levels:

- Operate 3 more holidays: Memorial Day, 4<sup>th</sup> of July and Labor Day
- Provides more weekend service: # of hours, frequency
- Provides one of the highest rides per capita (carry a lot of people), highest pass./hr. (do it efficiently)

### 3. CyRide Route Efficiency Research

- Least Efficient routes
  - #10 Pink
  - #8 Aqua
  - #24 Silver
  - #5 Yellow
  - #2 Green
  - #6 Brown
  - #22 Gold

### Research/Survey Conclusions

- Fare increases are an option, but look at how to have less of an impact on low-income riders
- Holiday service can be looked at
- Less productive routes are a possibility
- Saturday/Sunday routes and hours of service are possible options

Based on the Research and Public Survey results, CyRide has developed several ways to save \$256,000 from its 2011-2012 budget while also taking into consideration that future additional funding cuts are imminent next year in our annual funding apportionment (0-30% resulting in maximum \$500,000 cut). There are five ultimate ways to save the \$256,000 needed by July 2012. The Board essentially wanted an ala-cart menu to pick and choose from so the options (2-5) have savings up to the full budget deficit needed. The options are listed below:

### 1. Internal CyRide Budget Cuts

Delay purchase of CyRide support expansion vehicle	\$30,000
Vehicle Parts	\$40,700
Drivers come back to office between runs	\$5,000
<u>Advertising/Public Education</u>	<u>\$5,500</u>
<b>TOTAL</b>	<b>\$81,200</b>
<b>Needed</b>	<b>\$256,000</b>
<b>Net Budget Savings Still Needed</b>	<b>\$174,800</b>

2. **Possible Fare Increase** - (3 options via staff)
3. **Possible Service Cuts/Hours Reductions/Rerouting** - (13 options via staff)
4. **Possible Increase to Funding Parties** (ISU, City and GSB)
5. **Combination of All of the Above**

### Next Steps

Transit Board Meeting:	August 25, 2011 (Discussion of service and fare changes)
Public Meeting:	September 1, 2011
Transit Board Meeting:	Sept. ?, 2011 (Approve changes to reduce budget)
Implementation:	January 2012

### Other CyRide Changes

- New Website launched 8/9/2011! [www.cyride.com](http://www.cyride.com)
- Shelters
  - Rain garden shelter – Howe Hall
  - Welch/Storm shelter returning
- Buses being renumbered – 5 digits (Year of Bus, Type of Bus, bus ID)
- ISU Biobus – 18
- New Buses
  - 6 Large Biodiesel - Estimated Delivery Spring 2012
  - 5 Large Biodiesel - Estimated Delivery Fall/Winter 2012
  - 2 Articulated Buses – Estimated Delivery Spring 2013



**Transportation Collaboration  
Wednesday, September 14, 2011  
3:30-5:00 p.m.  
CYRIDE CONFERENCE ROOM  
AGENDA**

- I. Welcome and Introductions
- II. Review August 17, 2011 Notes (page 2)
- III. Agenda for Additions/Deletions – All
- IV. Survey of Agencies' Clients
  - A. Review Finalized Questions (pages 3-4)
  - B. Review Transportation Resources (page 5)
  - C. Contact Agencies to Survey (page 6)
  - D. Finalize Process – Paper vs. SurveyMonkey
  - E. Cover Letter to Agencies – Volunteer
- V. Updates
  - A. Any?
- VI. Current Program Updates
  - A. Volunteer Transportation Program – Kalen/Arti
  - B. Iowa City Transportation
  - C. Gas Vouchers – Michael Fritz
- VII. Next Meeting Dates for 2011
  - A. October 12, 3:30 p.m.

**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 August 17, 2011**

**In attendance:** Jean Kresse (United Way of Story County), Kalen Petersen (Central Iowa RSVP), Karla Webb (Story County Community Services), Julie Isaacson (Mid-Iowa Community Action), Ann Lundvall (Story County Decategorization and Empowerment), Shari Atwood (Cy-Ride); Linda Voit (AMOS – Youth and Education Research Team); Janet Gray (AMOS – Building Community Research Team.)

**Agenda – Additions/Deletions:** There were none.

### **Survey of Agencies' Clients:**

The group looked at the proposed survey of clients and made several recommendations. Jean would make the changes to the survey and to email it to all for input.

Revisions were made to the Transportation Resources and to the list of agencies to contact for the survey. Both will be emailed to collaboration members before the September meeting.

Karla Webb and Shari Atwood agreed to draft an opening on the survey that explains the purpose of the Transportation Collaboration and the need for the survey. Once that is drafted they will share with Kalen Petersen who agreed to draft an opening letter/note to agencies we are asking to help with the survey.

### **Updates:**

**Car Seat (Ames Police Department)** – Jean stated that on June 5 the Ames Police Department held a car seat installation event and had some car seats to distribute to those in need. Ann Lundvall stated she would share results at a future Transportation Collaboration meeting.

**Prenatal Unit** – Kalen Petersen stated that Dr. Leeds had approached RSVP to see if they could help provide rides to Broadlawns for laboring women who received services through the Prenatal Unit. Kalen stated there are 4 volunteers. RSVP is developing a brochure in English and Spanish that will be available through the Prenatal Unit explaining the transportation service. Dr. Leeds and other doctors are donating honorariums they receive to cover the cost of the service. Kalen explained there are still some details to work out.

**CyRide** – Shari stated that CyRide announced that because of the increase cost of fuel and some federal cuts they were facing over \$250,000 budget shortfall as of January 2012 and potentially \$500,000 for the next fiscal year. Another unexpected increase in expenses to their budget is in the property insurance. The current rate is \$6,700 and it will be increasing to over \$60,000. One public meeting was held on June 2. There is another meeting set for September 1 at 6:30 p.m. in the council chambers asking citizens for the input into their plan of action.

Other program updates were tabled until the next meeting because of time. The members agreed that they should meet again in September. The meeting was set for Wednesday, September 14 at 3:30 p.m. The Collaboration will keep the October 12 meeting at 3:30 p.m. as well.

**Transportation – Survey Questions (Draft – revisions August 26, 2011)**

The Transportation Collaboration is working to find solutions to help people throughout Story County get to and from their destinations. We need your help and ask that you complete this survey. This is an anonymous survey. Information that you provide will not be connected to you in any way, but compiled with the results. If you have completed this survey in the past month, you do not need to complete another survey. Thank you for your time in completing this survey.

- How many people live in your household? \_\_\_\_\_
- What is the zip code where you live? \_\_\_\_\_
- Please specify your race:
 

_____ White	_____ African American
_____ Asian	_____ Hispanic
_____ American Indian or Alaska Native	_____ Native Hawaiian or Other Pacific Islander
_____ Other (Please indicate _____)	
- Please specify your household income?
 

_____ Less than \$20,000	_____ \$50,000 to \$59,999	_____ \$90,000 to \$99,999
_____ \$20,000 to \$29,999	_____ \$60,000 to \$69,999	_____ \$100,000 to \$149,999
_____ \$30,000 to \$39,999	_____ \$70,000 to \$79,999	_____ \$150,000 or more
_____ \$40,000 to \$49,999	_____ \$80,000 to \$89,999	

1. Is it easy to find transportation for you and your family? Please rate from 1 to 5 (*1=very easy/not a problem and 5=extremely difficult/significant problem*)

**Please Circle One:**    1       2       3       4       5

2. Please complete the chart below by checking boxes that apply.

	If you are NOT completing this survey at home, how did you get here today? <b>(Please check)</b>	What is your main source of transportation? <b>(Please check)</b>	Do you have another source/or sources of transportation? <b>(Please check all that apply)</b>
Drove myself via Personal Car, Truck, Van, SUV, Motorcycle			
CyRide (Bus)			
Heartland Senior Services/HIRTA(Bus)			
Borrow friend/family/neighbor's car			
Driven by friend/family neighbor			
Driven by church member			
Taxi			
Walk			
Bike			
RSVP (Volunteer Transportation Program)			
<b>Other (please list)</b>			

3. What problems do you face getting to or from places? *(Circle as many as needed)*
- a. Car, Truck, Van, SUV, Motorcycle mechanical/working troubles
  - b. No personal vehicle available in my household
  - c. Money for gas
  - d. Money to access other transportation options (CyRide, Heartland Senior Services/HIRTA (Bus), RSVP, Taxi, etc.)
  - e. Don't know how to access public transportation (CyRide, Heartland Senior Services/HIRTA)
  - f. Long walk (more than 5 blocks) to nearest CyRide bus stop
  - g. Have physical problems getting around
  - h. Live outside of Ames (Where?) \_\_\_\_\_
  - i. Other – Please list \_\_\_\_\_

4. Do you (or your children) face any problems getting to any of the following: *(Circle all that apply)*
- a. Medical appointments
  - b. Dental appointments
  - c. Grocery shopping
  - d. Pharmacy
  - e. Other shopping (Please list) \_\_\_\_\_
  - f. Work
  - g. School/Preschool
  - h. Before school activities
  - i. Afterschool activities
  - j. Childcare
  - k. Evening activities/meetings
  - l. Church service/activities
  - m. Other – Please list \_\_\_\_\_

5. List the main destinations/locations that you have trouble accessing via your current transportation. (Please be specific as possible including addresses if known.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. If you had a magic wand, what would you do to fix problems you face in the area of transportation?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **Transportation Resources**

**CyRide:** (515) 292-1100 General public transit services in Ames.

**Heartland Senior Services (HIRTA Public Transit):** (515) 233-2906 General public transport throughout Story County. Transportation provided from Ames City Hall to the University of Iowa's hospitals and dental clinic (Tuesdays & Thursdays).

**Beyond Welfare:** (515) 451-2686 Car donation program. [www.beyondwelfare@gmail.com](mailto:www.beyondwelfare@gmail.com)

**Volunteer Transportation Program (RSVP):** (515) 292-8890 or (515) 733-4917 Ongoing or occasional transportation to medical appointments and other essential services for those who are ambulatory and live in Story County. Call for application and waiver.

**Ames Taxi Service:** (515) 232-1343

**TMS Management Group, Inc.:** (866) 572-7662 Eligible Iowa Medicaid beneficiaries – for transportation assistance to medical appointments where a Medicaid compensable service is delivered.

**DART:** 288-RIDE (7433) Provides carpool/vanpool database matching for residents of Central Iowa.

**Executive Express:** (888) 522-9899 Provides transportation from the Memorial Union (ISU campus) to the Des Moines airport – with reservations.

**Jefferson Lines:** (800) 451-5333 Inter-city carriers; transportation throughout central Iowa and nationwide.

**Burlington Trailways:** (319) 753-2864 or (800) 992-4618 906 Broadway, West Burlington, IA 52655. Inter-city carriers; transportation throughout central Iowa and nationwide.

**For assistance in finding other services: [www.storycountyresourceguide.com](http://www.storycountyresourceguide.com)**

**LIST OF AGENCIES TO CONTACT FOR SURVEY**

**August 17, 2011**

**Agency**

ACCESS	
Ames Community Preschool Center	
Ames Community School District - ALP programs	Check with Theresa McCune
<i>Beyond Welfare</i>	
Big Brothers Big Sisters	
Boys & Girls Club of Story County	
Center for Creative Justice	
ChildServe	
<i>Churches</i>	Janet Gray will determine which ones
Community and Family Resources	
Emergency Residence Project	
<i>Food at First</i>	
Food Pantries (UWSC has list)	Coordinate with Hunger Survey?
Good Neighbor Emergency Assistance, Inc.	
Head Start - Ames (Drake)	
Head Start - MICA	Donna Miller
Heartland Senior Services	
HOMeward and HOMeward Hospice	Clinics
Legal Aid Society of Story County	
Lutheran Services in Iowa	People Place; Outpatient Therapy
Mainstream Living Inc	Call Reno and ask his opinion
<i>McCallsburg Childcare Center</i>	
<i>McFarland Clinic</i>	Call Steve
Mid Iowa Foster Grandparent Program	
Mid-Iowa Community Action, Inc.	
NAMI Central Iowa	ask to keep surveys there
<i>Nevada Community Resource Center</i>	
Story County Community Services	
<i>Story County Extension - Family Nutrition Program</i>	
Story Time Child Care Center (Maxwell)	
The Arc of Story County	
The Richmond Center	
University Community Childcare	which programs?
Youth & Shelter Services, Inc.	
YWCA Ames - ISU (International Spouses)	



**Transportation Collaboration  
Wednesday, October 12, 2011  
3:30-5:00 p.m.  
UNITED WAY OF STORY COUNT  
AGENDA**

- I. Welcome and Introductions
- II. Review September 14, 2011 Notes (page 2)
- III. Agenda for Additions/Deletions – All
- IV. Survey of Agencies' Clients
  - A. Review List of Agencies Responding and Determine Follow-up Calls
  - B. Assistance in Delivering Surveys
  - C. Survey Timeline - October 17 through November 23
  - D. Schedule & Volunteers to Pick-Up Surveys
  - E. Approach to Churches
  - F. Survey Monkey & Volunteers for Input
- V. Updates
  - A. Any?
- VI. Next Meeting Dates for 2011
  - A. November 16, 2011, 3:30 p.m.

**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 September 14, 2011**

**In attendance:** Jean Kresse (United Way of Story County), Kalen Petersen (Central Iowa RSVP), Karla Webb (Story County Community Services), Julie Iacson (Mid-Iowa Community Action), Shari Atwood (Cy-Ride); Linda Voit (AMOS – Youth and Education Research Team); Janet Gray (AMOS – Building Community Research Team), Rick Hugdahl, Sheri Kyras (Cy-Ride), Arti Sanghi (Central Iowa RSVP), Ellen Moore (Heartland Senior Services – Transportation)

**Agenda – Additions/Deletions:** Shari Atwood asked to move update on Cy-Ride to the beginning of the agenda.

**CyRide** – Shari shared a summary of the information on CyRide cuts that was presented at the September 1 community meeting. They are facing over \$250,000 budget shortfall as of January 2012 and potentially \$500,000 for the next fiscal year. Sheri Kyras stated that she had a discussion with Steve Schainker and Warren Madden about how Cy-Ride could help make rate increases less dramatic for lower income individuals. The concern is wherever Cy-Ride would reduce fares they would need to reduce something else on the budget to make up for the shortfall. It was suggested that a smaller subcommittee of the Transportation Collaboration work together to brainstorm options that help those who are lower income without causing a further financial burden on Cy-Ride. The following agreed to serve on a sub-committee: Karla Webb, Janet Gray, Linda Voit and Shari Atwood. Jean agreed to convene the sub-committee.

### **Survey of Agencies' Clients:**

The group looked at the proposed survey and made several recommendations. Jean would make the changes to the survey and email it to all for final input. The cover letter to agencies and organizations was also reviewed. Kalen agreed to make revisions to the cover letter and send out again for input.

On the Transportation Resources a line was added letting people know they could take the guide with them when they completed the survey.

Karla Webb and Shari Atwood shared an opening on the survey to explain the purpose of the Transportation Collaboration and the need for the survey. Revisions were made.

It was agreed that the survey timeframe would run from October 17 through November 23. Therefore all revisions to the letter and survey need to be made prior to the first part of October.

Jean agreed to compile the list of agencies with emails and would send the cover letter along with a copy of the survey. She will request a response to the email from the agencies prior to October 12 so that follow-up calls could be made by members of the Transportation Collaboration.

Shari agreed that results from the survey could be done at her office on a Survey Monkey – Kalen offered to line-up volunteers to provide the inputting.

### **Updates:**

Other program updates were tabled until the next meeting because of time. The next meeting is October 12 meeting at 3:30 p.m.



**Transportation Collaboration**  
**Wednesday, November 16, 2011**  
**3:30-5:00 p.m.**  
**UNITED WAY OF STORY COUNTY**  
**AGENDA**

- I. Welcome and Introductions
- II. Review October 12, 2011 Notes (page 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Survey of Agencies' Clients
  - A. Schedule & Volunteers to Pick-Up Surveys
  - B. Survey Monkey & Volunteers for Input
  - C. Next Steps
- V. Updates
  - A. Any?
- VI. Next Meeting Date for 2012
  - A. January 18, 3:30 p.m.
  - B. Other Dates for 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 Minutes October 12, 2011

**In attendance:** Jean Kresse (United Way of Story County), Kalen Petersen (Central Iowa RSVP), Shari Atwood (Cy-Ride); Janet Gray (AMOS – Building Community Research Team), Rick Hugdahl, Arti Sanghi (Central Iowa RSVP); James Bratcher (The Salvation Army), Ann Lundvall (Story County Decategorization and Empowerment)

**Agenda – Additions/Deletions:** Shari Atwood asked to add several updates in reference to Cy-Ride.

### Survey of Agencies' Clients:

Jean stated that agencies and food pantries received emails that included the transportation survey, letter requesting their agency/pantry participate and a copy of the transportation resource guide. Churches received the same information through the US Post. Jean reviewed the list and the following assignments were made to follow-up on those we had not heard from but still wanted their clients surveyed:

ACCESS – Shari Atwood  
Center for Creative Justice – Arti Sanghi  
CFR and TRC (also ask about AA and NA meeting sites) – Jean Kresse  
Emergency Residence Project – James Bratcher  
Good Neighbor – Arti  
Heartland Senior Services (congregate meals & outreach) – Shari  
People Place (LSI) – Jean  
Foster Grandparent – Kalen Petersen  
Story Time Childcare – Rick Hugdahl  
University Community Childcare – Jean  
YWCA – Ames – Jean  
Ames Community Schools – Jean  
Beyond Welfare – Rick  
Food at First – Janet Gray  
Head Start (Drake) – Arti  
McFarland Clinics (Shelley Goecke) – Jean  
Story County Medical (& satellite clinics) – Rick  
Nevada Community Resource Center – Jean  
Huxley Food Pantry – Kalen  
Slater/Sheldahl Food Pantry – Jean  
McCallsburg/Zearing Food Pantry – Jean  
Ames Public Library – Jean  
Nevada Library - Rick

Please make contacts soon and report back to Jean. If you need contact information please let me know.

### CyRide Updates:

**Budget Changes** – Shari Atwood distributed a copy of Fare Scenario B that the CyRide Board approved. Shari reported cash fares will increase from \$1.00 to \$1.25; reduced cash fares, which now includes Medicaid will increase from \$.50 to \$.60; tickets (books of 10) will increase from \$10 to \$12; reduced tickets (now includes Medicaid) will increase from \$5 to \$6. All other longer-term passes will have increases between 20 and 25 percent. Dial-A-Ride fare will remain unchanged at \$2. These increases along with approximately \$81,000 in internal cost savings will save over \$200,000

**Letters of Support** – Shari stated that the application requesting funds for Phase II of the Ames Intermodal Transportation Facility is being completed and letters of support are needed by October 20. If you or your agency is willing to submit a letter let Shari know.

**Special Committee** – Shari stated at the last meeting of the Transportation Collaboration Sheri Kyras had asked the group if a committee could be formed to review options to help low-income patrons who use CyRide when increase fare rate is in place. Sheri asked for that discussion be put on hold until she has had a chance to convene a conversation with community stakeholders – Ames School Board; AMOS; United Way and City of Ames.

**Updates:**

No other updates were given.



**Transportation Collaboration**  
**Wednesday, December 21, 2011, 3:30-5:00 p.m.**  
**United Way of Story County, 315 Clark Avenue**

**AGENDA**

- I. Welcome and Introductions
- II. Review November 16, 2011 Notes (pages 2-3)
- III. Agenda for Additions/Deletions – All
- IV. Survey of Agencies' Clients
  - A. Review Data
  - B. Determine Sorting Criteria
  - C. Analyze Needs/Gaps
  - D. Determine Next Steps
- V. Updates
  - A. Any?
- VI. Next Meeting Date for 2012
  - A. January 18, 3:30 p.m.
  - B. Other Dates for 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 Minutes November 16, 2011

**In attendance:** Jean Kresse (United Way of Story County), Shari Atwood (Cy-Ride), Julie Isaacson (MICA), Janet Gray (AMOS – Building Community Research Team), Rick Hugdahl, Arti Sanghi (Central Iowa RSVP); James Bratcher (The Salvation Army)

**October 12, 2011 Minutes** – Shari Atwood stated that under the special committee information that CyRide had wanted United Way of Story County to convene the meeting with the Ames School Board, AMOS representatives and the City of Ames. Jean Kresse agreed she would work on that, but that it would not take place before the campaign ended (December 5). It was suggested that meeting include Sheri Kyras, Shari Atwood, Sheila Lundt (City of Ames), Yonas Michael (ACSD), ACSD Board of Education member(s), Dr. Tim Taylor (Superintendent ACSD).

**Agenda – Additions/Deletions:** Shari stated that the CyRide budget for FY13 would not be adding any new services. The CyRide Board would be reviewing the rates at the meeting on December 6.

### **Survey of Agencies' Clients:**

Jean stated that agencies and food pantries received copies or electronic version of the transportation survey and that the committee needed to follow-up to make sure we receive all completed surveys.

ACCESS – Arti Sanghi

Center for Creative Justice – Jean Kresse

ChildServe – Shari Atwood

**CFR and TRC – Jean**

**MICA – Julie Isaacson will enter the surveys she has on the Survey Monkey loop.**

Good Neighbor – Arti

**Homeward and Homeward Hospice - Julie**

**People Place (LSI) – Jean**

Foster Grandparent – Arti

**NAMI - Shari**

Beyond Welfare – Rick

Food at First – Janet Gray

**Story County Community Services – Shari**

Story County Extension - Shari

Story County Medical (& satellite clinics) – Rick

**Bethesda Community Food Pantry – Jan**

First Evangelical Free Church Food Pantry – Jean

**Loaves and Fishes Food Pantry - Jean**

Nevada Community Resource Center – Rick

Huxley Food Pantry – Kalen

Slater/Sheldahl Food Pantry – Jean

*Those that are now bolded have come in since the meeting.*

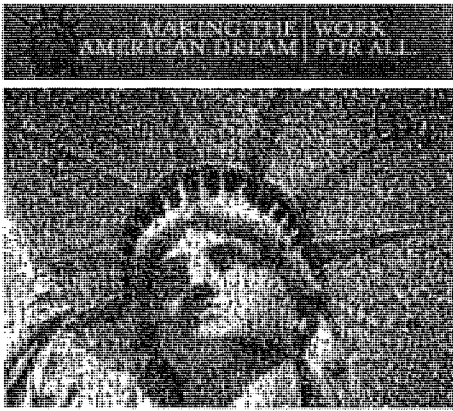
We reviewed the on-line survey results from the first 15 and talked about how the information should be retrieved. It was decided that at the December meeting we would review the Survey Monkey results and determine the best way to sort and review the results.

**Updates:**

Jean stated that Linda Voit was leaving the community and that she suggested Diane Birt be added to the Transportation Collaboration in her place.

Some comments on the survey that we reviewed indicated they did not know how to use CyRide. There had been an educational video that was used by some – specifically The Arc of Story County – that may be worth a review to determine if it could be used again. Shari offered to email the link and noted there was training on the CyRide website.

**Next Meeting:** Wednesday, December 21, 2011 @ 3:30 p.m. at the United Way of Story County office.



**If you are a citizen of Ames . . . If you are an educator . . . If you are a service provider working with youth . . . If you are a parent of student(s) in the Ames school district . . . If you work in public transit in Ames . . . If you are a youth in Ames . . . If you care about youth and want to be part of solutions. . .**

Please join the AMOS (A Mid-Iowa Organizing Strategy) Youth and Education Research Team and other interested community members in an interactive session of sharing results of our interviews with 20 educators and service providers in our community, discussing priorities and deciding on next steps to close gaps in our current systems.

**AMOS Youth & Education Research Team  
Results-Sharing Session  
on gaps, barriers and ideas for improving  
at-risk student intervention in Ames  
7-8:30 pm  
Thursday, April 14, 2011  
Ames High School Cafeteria**

Goals of the session:

- Increase awareness and understanding of gaps, barriers, ideas and the role of AMOS and the community for at-risk student intervention in Ames.
- Enhance community participation and ideas for solutions.
- Commit to next steps – AMOS and others

AMOS provides a way for community members to organize around issues in which they share an interest. Made up of 28 interdenominational groups and organizations, eight in Ames, AMOS pursues an agenda with multiple issues and responds to the concerns and pressures citizens feel. The top *youth and education* concern voiced in house meetings of hundreds of Ames citizens in fall, 2009 was youth at risk of dropping out of our system. Please join us in creating collaborative solutions.

For more information: <http://amosiowa.org/node/103>

## Small Group Discussion Next Steps Notes

### Transportation

Prioritized Items & Resources	Resources & Next Step Ideas
Getting transportation for students for before and after school activities and for parents for activities and conferences.	Resources: CyRide and Durham Staff  Next Steps: Get CyRide tickets into hands of after-school program leaders. City of Ames – Community Block Grant for bus tickets
Ensure that grant applications for programs (after-school activities, etc.) include a transportation component, i.e. a line item for transportation for at-risk/needful students.	

### Resource Coordination & Access

Prioritized Items & Resources	Resources & Next Step Ideas
Establish a resource campus/hub. This hub would house social service offices, mentoring, tutoring, and would have a central phone number so that all resources could be accessed at once.	Resources Sipele Knowles – helping develop hub Mary Jurenka – volunteer liaison between hub and school board Derek Greene of Urban Dreams – very willing to help develop this type of program Next Steps
Establishment parent mentoring through the hub. The hub and parent mentoring would allow parents to serve as advocates for their children.	Resources  Next steps Establish Resource Hub first

### Resource coordination & access

Prioritized Items & Resources	Resources & Next Step Ideas
Community Organizations form a coalition to combine resources which are in a common place – “After School Mall”. One permission slip would allow youth to participate in a variety of activities being offered by organizations participating in the after school mall.	Resources: CyRide after school hours free. School building available for use as an after school mall Senior Center – volunteers Youth service providers collaborate on grants (i.e. 21 <sup>st</sup> Century Grant)  Next Steps: AMOS could facilitate the

	communication and collaboration process putting youth service providers in touch with each other to provide opportunities for youth.
Gang mentality - Key to work prevention at elementary level Activities with responsibility. Create a sense of belonging for the students. How do we invest to get students to come? After-school is crucial sometimes 1 parent for 6-8 kids.	National Gang Crime and Research – annual conferences  Need to provide support for the parent, get resources to the parent.

### Broader Community Acceptance and Understanding

Prioritized Items & Resources	Resources & Next Step Ideas
Celebrate the Diversity, Harrison Barnes and George Washington Carver as examples; Expanding FACES celebration,  Welcome Wagon,	Resources: George Washington Carver – already emphasized at ISU Jack Trice Stadium- History  Next Steps: Find ways to help community know the importance of what our “hero types” have accomplished – how that can influence our youth/families. Use the qualities, success, characteristics of our community to inspire relationships, pride, involvement of broader community
Better communication between university and community regarding activities	Resources: ISU Clubs, Family activities  Next Steps: Community outreach month or week on campus – all classes and clubs involvement

### Broader Community Acceptance

Prioritized Items & Resources	Resources & Next Step Ideas
Welcome Wagon for every new family in town with information on services, resources etc.	Resources: Ames Utility (or rental association) would identify households Volunteer Center of Story Co. would be a resource for volunteers to distribute WW materials. School buy-in for acclimation Participation by United Way, City and Business Community.  Next Steps:
Resource List of programs and services	Use existing resource lists e.g. Emergency Residence Project, MICA to develop a user friendly resource guide. Develop a plan so everyone who is eligible receives one. (NOTE: <a href="http://www.storycountyresourceguide.org">www.storycountyresourceguide.org</a> is already in the works)



## After School Activities

Prioritized Items & Resources	Resources & Next Step Ideas
<p>The School system is operating at capacity. More community opportunities need to be offered.</p>	<p>Resources:</p> <ul style="list-style-type: none"><li>B&amp;G Club of Story County</li><li>Ames Public Library</li><li>Octagon Center for the Arts</li><li>Ames Park &amp; Recreation</li><li>Volunteer Center of Story County</li><li>AmesZone</li><li>Reiman Gardens</li><li>Future Talk (Dubuque Multi-cultural Family Center)</li><li>Ames Children's Choir (up to 13 year-olds)</li></ul> <p>Next Steps:</p> <p>Find things for kids to do outside of school that are accessible, affordable, open late and weekends</p>
<p>Everything hinges on transportation</p>	



**POSSIBLE FARE INCREASE &  
MAJOR SERVICE REDUCTIONS**

# BE HEARD CYRIDE PUBLIC MEETING

Date: Thursday, June 2, 2011

Time: 5:30PM

Where: CyRide's Office  
On the #2 Green route  
1700 University Blvd

Increased fuel expenses leave CyRide with an estimated \$150,000 to \$250,000 budget deficit next year.

We want to discuss what is important to you in the future.

Comments or questions regarding this meeting should be directed to

Shari Atwood

239-5539 or [satwood@cyride.com](mailto:satwood@cyride.com)

**CyRide**  
**Budget/Service Meeting**

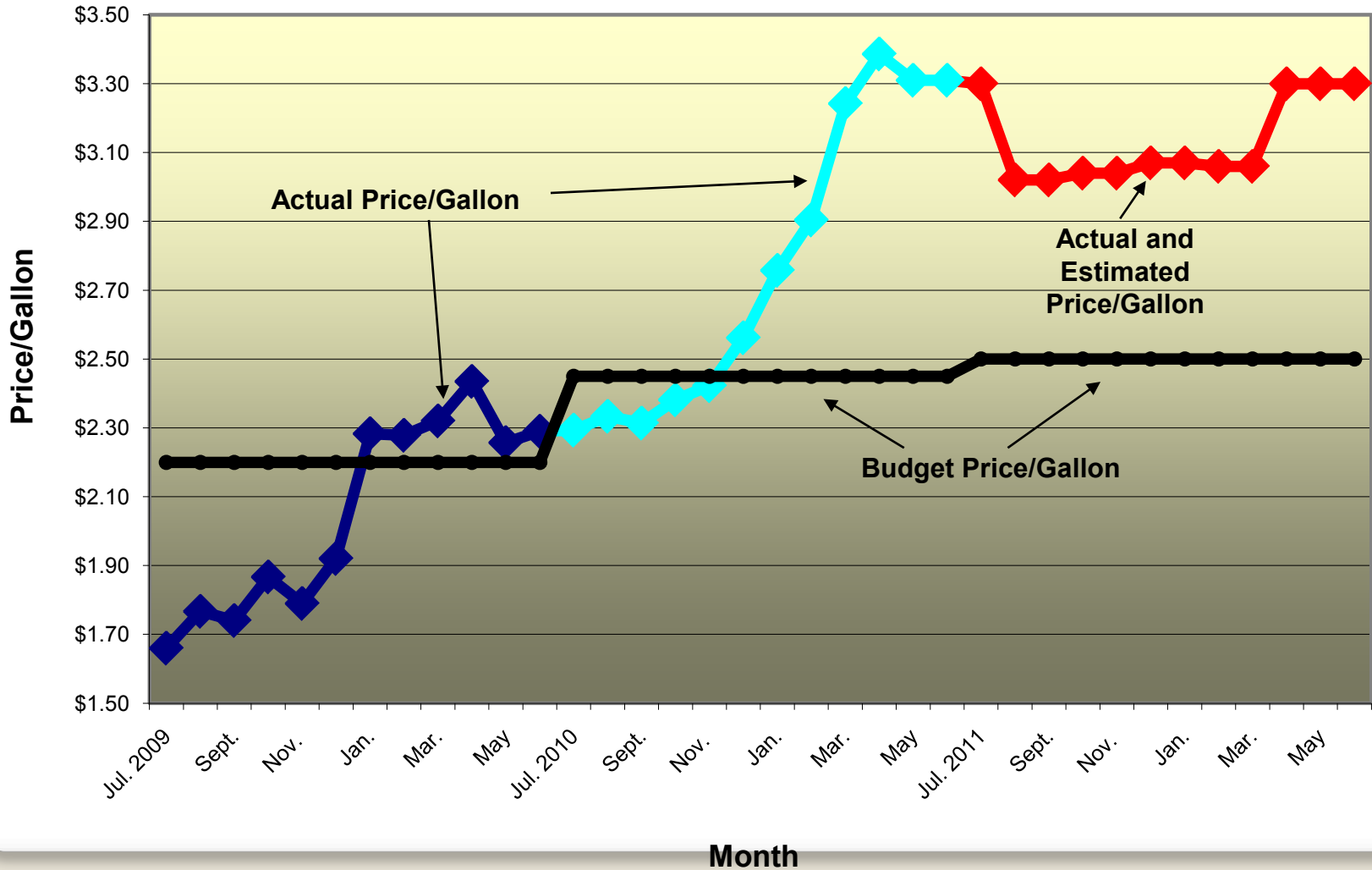
June 2, 2011

# Agenda

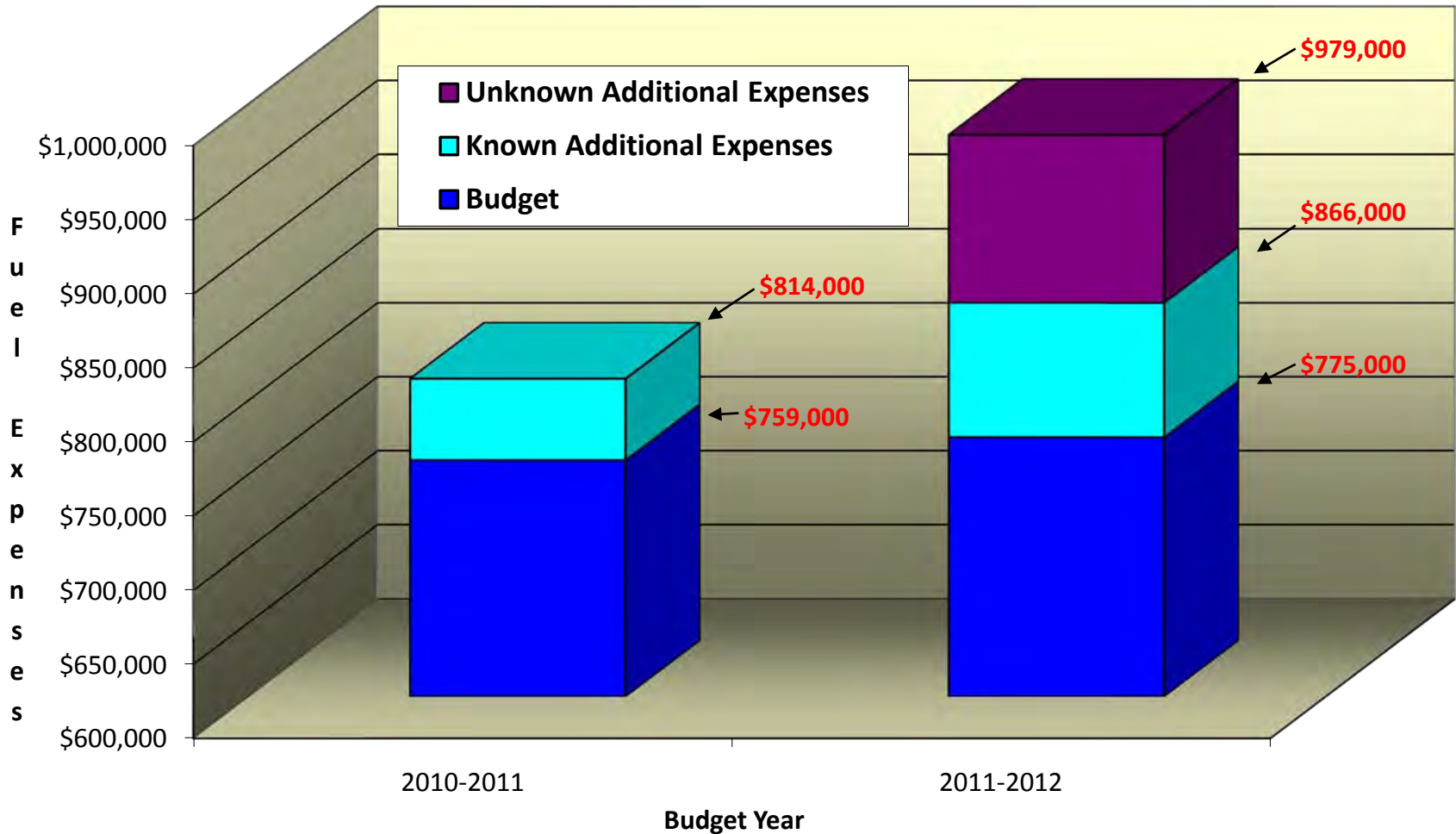
- Presentation on Financial Situation Facing CyRide
- Ridership
- Survey
- Public Input

# Fuel Expenses

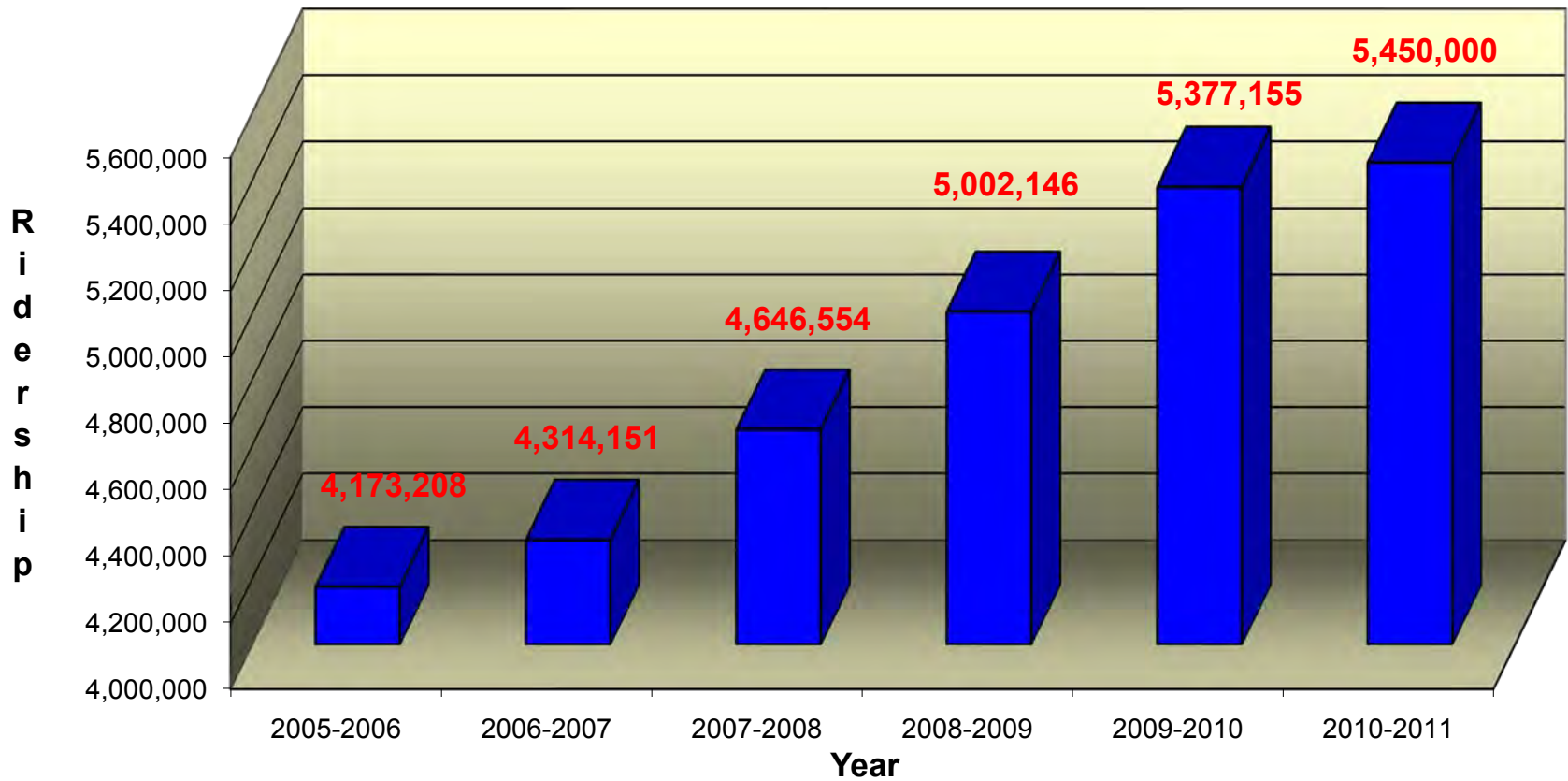
## By Month



# Fuel Impact



# CyRide Ridership History (2006-2011)



# Service/Fare Modification Timeline

**June 2** - Initial public meeting to detail issue and gain direction on options

**June 9** - Provide Transit Board with public meeting/survey input

**June – July** - Develop fare study and identify service reduction packages based on public input

**August** - Present information to Transit Board  
- Second public meeting

**September** - Review options and take action, if deemed appropriate at that time

**January** - Fare or service modifications implemented



# **CyRide Services/Fare Survey**

- **Maintain route coverage to all areas of Ames**
- **Maintain service that carries fewer riders**
- **Maintain service that carries more riders**
- **Maintain how often buses run**
- **Maintain the number of hours CyRide provides service**
- **Maintain existing fares**
- **Maintain service 7 days a week**

**Ethnic and Household Income questions**

# CyRide Service/Fare Study FREQUENTLY ASKED QUESTIONS

**1. How is CyRide’s operating budget funded?**

CyRide receives funding from three levels of government: state, federal, and locally from Iowa State University (ISU), City of Ames and ISU’s Government of the Student Body. Additional revenue is generated from cash/ticket/pass sales and other smaller sources such as advertising revenue and interest income. The breakdown for next year’s budget, beginning July 1, 2011, is as follows:

<b>Revenue Source</b>	<b>Dollar Amount</b>
City of Ames	\$1,367,906
Iowa State University	\$599,880
ISU Government of the Student Body	\$3,188,442
State of Iowa	\$500,000
Federal Transit Administration (operating grants)	\$1,749,000
Fares (cash, tickets and passes)	\$300,000
Other	<u>\$534,794</u>
<b>TOTAL</b>	<b>\$8,240,022</b>

**2. When was the last time CyRide raised fares or reduced service?**

CyRide fares were last raised in March of 2004 from a cash fare of 75¢ to \$1.00 and services reduced in May 2005 when routes were eliminated, frequency on other routes reduced and hours of service cut.

**3. Why did CyRide budget a lower cost for fuel?**

CyRide begins preparing its budget nearly 12 months in advance. With the volatility of gas prices, it is difficult to predict the average price of fuel for the following budget year that far in advance. CyRide uses historical trends and then adjusts these based on predictions from experts such as the Iowa Department of Natural Resources to determine the final price. For next year’s budget starting in July 2011, fuel prices were averaging \$2.30 per gallon at the time the budget was prepared; therefore, a budget of \$2.50 per gallon was established. It is estimated at this time that the average will be higher than \$3.00 per gallon for the year.

**4. How does CyRide know how much it will be paying for fuel next year beginning in July 2011?**

In an effort to try to control and bring an element of stability to this large budget item for CyRide (\$759,000 budget, but estimated to cost approximately \$900,000), the Transit Board

of Trustees contracts for a portion of CyRide's fuel usage. Next year, which begins in July, eight months of fuel will be "locked in" under this contract at an average at \$3.05 per gallon, which is the lowest rate that could be secured at bid time. The remaining four months will be at the market rate, which is unknown at this time, but staff has estimated this remaining monthly cost for purposes of this study.

**5. Are there any other budget issues that will make this situation better or worse?**

There are several unknown revenues/expenses that could help or make the situation worse, but cannot be predicted at this time. These include:

- State transit revenues could be higher or lower than budgeted at \$500,000 based on the health of the state's economy.
- The purchase of fuel, not under contract for the four months next year, could be lower or higher than budgeted.
- Dollars generated from passengers through cash fares, tickets or passes could be higher or lower.
- Unanticipated lower or higher expenses, other than fuel.
- Substantial federal funding cuts are currently being discussed, which would affect CyRide's budget beginning in July 2012.

**6. Are other transit systems considering similar actions?**

Yes, many transit agencies around the nation and within Iowa have or are considering similar actions. Fuel prices and lower state revenues have resulted in budget crises around the nation. Many systems faced this situation last year. In Iowa, the Des Moines system reduced services by 6% and increased fares. CyRide was fortunate to have a large enough reserve fund until now to avoid service changes; however, that will change with the 2011-2012 budget. Unfortunately this reserve has declined over the past several years, due to fuel and other unanticipated expenses, being reduced to an amount that the Transit Board and staff believe will not sustain transit through unanticipated future costs.

**7. Will CyRide's decreasing budget affect Dial-A-Ride service provided by Heartland Senior Services under contract with CyRide?**

No. Funding for this program is secured through a federal grant that has not been affected.

**8. How can CyRide afford to build an Intermodal Facility, but be in a position to have to cut services and/or increase fares?**

Capital and operating funds come from two different "pots" of funding; therefore, one cannot be used for the other purpose. The Intermodal Facility funding is secured through capital funding where CyRide's budget is funded with operating funds.

Ninety-nine percent of the funding needed to construct the \$9.2 million dollar Intermodal Facility was secured through federal/state capital grants. To fund the remaining one percent of the facility, the transit system received a no interest, state Department of Transportation loan for \$87,500 to use as local match. This loan will be repaid at \$17,500 per year for five years. CyRide's Board of Trustees requested the maximum payback period to reduce the impact of this loan in any budget year.

**9. Once the Intermodal Facility opens, will this put more strain on CyRide's budget?**

No, and it may help in the long term. Parking and lease revenue will pay for the operating and maintenance of the Intermodal Facility. Any additional revenues will be kept in a reserve fund that can only be used for future facility expenses or transit services. So, in theory, the facility could help pay for other portions of CyRide services. If there are deficits from the operation of this facility, the city and university will share equally in this cost and it will not affect CyRide's budget.

**10. How can CyRide be buying buses and not afford to maintain existing levels of service?**

Like the Intermodal Facility, capital bus dollars cannot be used for operating. CyRide received federal grants for the purchase of buses that cannot be used for operating expenses. Additionally, the newer buses operate more efficiently and cleanly, which reduces operating costs and improves our environment.

**11. How can CyRide consider doing this at a time when ridership is so high?**

Unfortunately the timing presents a further challenge. CyRide's ridership continues to increase providing more than 5.4 million rides this year, which is higher than last year. Additionally, predictions for ISU enrollment this fall are higher, increasing pressure on buses that are already full. This will make service reductions challenging for CyRide and the community. This is why it is important that we gain the community's input early and try to address these issues to the greatest extent possible.

**12. Is CyRide considering any other actions to try and reduce costs?**

Yes. Staff will be looking at ways to reduce expenses in other categories to minimize CyRide's expenses in order to try to reduce this budget gap. The remainder of CyRide's budget will be analyzed over the summer and recommendations brought to the Transit Board of Trustees at their August meeting.

**13. Will this situation affect the purchase of a bus tracking system that CyRide had proposed earlier this year?**

Possibly. This project was to be 100% funded by ISU students through their student fees set aside for CyRide. As service cuts are reviewed, students could choose to avoid cuts that would dramatically impact their population and use this funding instead to "buy back"

services. If this would happen, they might not be in a position to fund the bus tracking system as well. Further, after initial implementation of the project, the Transit Board will need to fund its annual operating cost, which could be difficult to commit to in these challenging budget times.

**14. CyRide has a “green” building and hybrid buses. Has this helped reduce fuel and energy costs?**

We believe it has; however, the exact savings is difficult to put into numbers due to numerous variables that affect this savings. CyRide’s building is a Gold level Leadership in Energy Efficiency in Design (LEED) building. As a result, numerous technologies were incorporated into the building to reduce energy costs. The largest impact is the use of “left over” steam heat from Iowa State University’s cooling towers to heat/cool portions of CyRide’s building. The building became larger at the same time as this partnership with ISU to bring steam heat to the building happened, making it difficult to determine the exact affect. However, CyRide believes it has been able to minimize its energy usage during this growth period due to these efforts.

According to the hybrid manufacturer, the hybrid buses should be able to achieve a 20-25% reduction in fuel usage. These buses were placed in service in August 2010 and CyRide has seen a small improvement, but not to the level that the manufacturer believes it can achieve. A new computer program from the manufacturer will be delivered in mid-June 2011 with the promise that it will improve fuel usage. If this level of reduction can be achieved, CyRide could reduce its fuel expense by approximately 10,000 gallons per year, which at current prices could save CyRide up to \$30,000.

**15. Will there be opportunities for further input before anything is implemented?**

Yes, this is just the beginning of the process. The following schedule has tentatively been put together to gain input and make decisions on this important topic.

- June 2** - Initial public meeting to detail issue and gain direction on options
- June 9** - Provide Transit Board with public meeting input
- June – July** - Develop fare study and identify service reduction packages based on public input
- August** - Present information to Transit Board  
- Second public meeting
- September** - Review options and Transit Board action, if deemed appropriate at that time
- January** - Fare and/or service modifications implemented

**CyRide Public Meeting Comments**  
**Budget/Service Discussions**  
**June 2, 2011**

1. Will tonight's presentation and Frequently Asked Questions be available on the website?
2. What have other transit systems budgeted for fuel?
3. Can you enter into fuel contracts at any time of the year?
4. Is this the first time for CyRide to enter into a fuel contract?
5. How is CyRide funded?
6. Does the new hybrid buses (12) save CyRide money in the fuel budget?
7. Did CyRide receive any performance guarantees from the bus vendor?
8. Why aren't the hybrids utilized on the Orange route more often?
9. Can CyRide reduce the frequency of orange or red route extra buses and make passengers wait for the bus?
10. How was the timeline scheduled for public input on this process decided when half the population is not in Ames during the summer for this meeting?
11. Buses go by on Steinbeck every 7 minutes and are empty. Can those Red bus frequencies be reduced? Students run out of apartment complexes and expect to jump on a bus. Can they wait?
12. Does CyRide have any socioeconomic data of its passengers?
13. What are the revenue streams and why doesn't that revenue from these streams increase?
14. I depend on the #2 Green bus at Ontario/Delaware and am nervous that CyRide will eliminate my route. I have no car.
15. Raising fares is more of a positive than service cuts.
16. A lot of people live on a fixed income (retired, disabled, students). Before saying yes to a fare increase, what will that increase be? \$1.25, \$1.50, \$2.00? How much per pass more?
17. Can you get the budget shortfall covered by just increasing fares alone?
18. If CyRide has 5.4 million riders and you increase fares by 25¢, doesn't that equate to \$1.36 million in extra revenue that CyRide can attain?
19. I would favor cutting the Blue route from 15 minute service to 20 minute service.
20. Can CyRide employees take furlough days?
21. Can CyRide hire more part time employees as opposed to full time?
22. How was the survey passed out tonight distributed elsewhere?
23. How will student input be taken into account?
24. How many buses circulate throughout Ames during the peak hours?
25. You can't beat CyRide! Best transportation in Iowa.
26. There is a transportation problem currently for disadvantaged youth that are poverty stricken. These future service cuts and fare increases will impact this issue more so than it is already. I ask that you consider these people with any change in CyRide's future service. Can there be a discount for certain people that are "at risk" or "low income"?
27. Can CyRide charge for transfers?
28. Increasing the fares would be better than cutting service.
29. CyRide buses are on time.

30. The disabled community receives no cost of living increase while increases for services continue to go up.
31. With the snow/rain Ames weather, please keep the buses closer together (more frequent) and nearer to areas (route coverage). It was worse in the winter 2009-2010 so we need buses closer.
32. Thanks for having the meeting and allowing us to comment.
33. Although this is a CyRide issue on fuel, this issue is more about other policies made throughout the community. Ames has changed with urban sprawl and revenue/tax issues. It is a tragedy that CyRide has to address fuel by reducing services and impacting the poorest part of the community. Ames needs to increase support for these disadvantaged individuals as opposed to reducing it. With Ames building on the fringe and allowing tax abatements, CyRide has to service these individuals living in high residential apartments but they aren't contributing to the revenue for CyRide's system as they're receiving a tax abatement.
34. ISU is increasing in student enrollment which will increase the need for service.
35. \$150,000 to \$250,000 seems like a small amount. What didn't CyRide have a contingency (closing balance) to cover this deficit?
36. Shouldn't the state/local governments contribute more? If you believe so, contact your government representatives as opposed to CyRide.
37. Does CyRide still use biodiesel?
38. Can full time drivers reduce their level of overtime performed?
39. CyRide staff is reduced through the summer. During the school year, ridership is 35,000 and drops to 8,000 a day during the summer where fewer drivers are needed.
40. Is the Intermodal project on budget? On time?
41. Will CyRide increase service to serve the new apartments on S. 16<sup>th</sup>? CyRide is expected to serve the apartment buildings and business expansions in the City of Ames which comes as an expense to CyRide.
42. I represent the Richmond Center and Community and Family Resources on S. 16<sup>th</sup>/High. We have several clients that visit our offices each day. We need more service in this part of town. This was also stated by another meeting attendee.
43. Problem with the transit board as the mayoral appointee on the six-member board is the only member present at the meeting.
44. Why was the closing balance at 7% when a 15% is desired by the board? This is a problem with the funders and a problem with their policy. The board made a mistake. Is there a contingency fund?
45. Fuel increases and decreases over time and this issue is a short term problem. The fuel will lower in the future and CyRide should have balance to cover this issue.
46. CyRide received 20-30 buses over the past year. Shouldn't there be a savings in less transmission work as a result?
47. ISU has a funding crisis every year; this is nothing new.
48. To lower expenses, there should be performance standards for the routes and if they do not meet these standards, the routes should be eliminated.
49. The last route on should be the first route cut – Aqua and Pink.

50. The orange/red routes have efficiencies that can be done. There should be opportunities to remove extras.
51. Sunday service should remain to allow transit of low-income and minority individuals throughout the community. (Title VI)
52. The Orange route could be reduced and make passengers wait 5 minutes for the bus.
53. Frequency brings our riders so should maintain frequency as much as possible.
54. There should be shared sacrifice by CyRide employees – 6 month freeze.
55. CyRide should consider contracting out routes to another transportation company to save.
56. Delay CyRide's capital 2-3 years and transfer the capital funds to the operating budget.
57. CyRide should not consider increasing prices of the \$1 cost per ride. However, they could introduce new day passes that would help out low-income riders OR ½ month pass.
58. See what other intensive city (university communities) are doing for per ride fares and be consistent with your peers.
59. The City of Ames only charges 63¢ and can increase tax revenues to 95¢ per 1,000 valuation. Therefore, there are opportunities for the City of Ames to increase participation within the transit budget.
60. By creating CyRide's budget by the least able to fund the system, the board is creating their own problem. Uneven percent increases between the three funders should be a possibility for funding CyRide in the future.
61. If the students could come up with \$50-\$60K, the City of Ames should be able to contribute to CyRide's operating budget as well.
62. Why can't the ISU Foundation be a partner in this process? Why can't they help out to preserve the quality of life in Ames? There are donors that may be willing to help to put their name on a bus!
63. Student fees were just increased to fund a recreational building on ISU campus. This is not a necessity. Students then comment that they can't raise their fees more, but they do raise their fees for a luxury (new recreational building) as opposed to a necessity for many (transit.)
64. I represent AMOS and am on the youth/education team. We recently had a meeting where transportation was one of the 2 top goals. CyRide and the Transit Board need to think outside the box on this issue. There are human service agencies all over town that people cannot get to via CyRide's transportation. Kids (K-12) can't afford the tickets/passes and opt to not go to school or participate in activities as a result. This transportation for at risk kids is a real issue and it's really happening.
65. United Way has a transportation collaboration committee and AMOS is welcome to attend these meetings. This group discusses transportation issues throughout Story County.
66. Heartland provides transportation to MICA for Richmond Center and CFR clients upon request.
67. CyRide should extend service to the Plex on George Washington Carver. Heartland has events there and there is basketball played there.





**POSSIBLE FARE INCREASE &  
MAJOR SERVICE REDUCTIONS**

# Be Heard CyRide Public Meeting

Date: Thursday, Sept. 1, 2011

Time: 6:30<sup>PM</sup>

Where: City Hall

Council Chambers

515 Clark

On the #1 Red, #2 Green,  
and #5 Yellow route

Discussion on impact of unanticipated expenses in current operating budget. Presentation on options to eliminate budget deficit.

Comments or questions regarding this meeting should be directed to  
Shari Atwood  
239-5539 or [satwood@cyride.com](mailto:satwood@cyride.com)

# FARE INCREASE/SERVICE CHANGE STUDY UPDATE

September 1, 2011



# Topics

- ▣ **Budget Challenge**
  - Budget gap reasons/target amount
- ▣ **Data/Input**
  - Public meeting/survey results
  - Peer analysis
  - CyRide Route Analysis
- ▣ **Budget Options**
  - Internal Budget Savings
  - Additional Local Share
  - Fare Increase
  - Service Reduction
- ▣ **Technical Option**
- ▣ **Next Steps**
- ▣ **Comments**



# Budget Gap Reasons/ Target Amount

## ▣ **Reasons**

- Fuel – (Est. \$200,000)
  - ▣ Budget - \$2.50/gal.
  - ▣ July 2011 Average - \$3.21/gal.
  - ▣ Fuel Contract - \$3.05/gal. average
- Property Insurance (\$57,000 additional)
  - ▣ Flood premium increase
- Total budget impact = Approx. \$250,000

## ▣ **Recovery period**

- January – June 2012

## ▣ **Other budget considerations**

- Federal funding reduction discussions – Up to 30% (\$500,000)

## ▣ **National perspective**

- 80% of transit systems in US implementing service reductions/fare increases

# Data/Input

## ▣ Survey Results

### ■ Most Important

- ▣ Maintain service carrying more riders
- ▣ Maintain service frequency

### ■ Least Important

- ▣ Maintain service carrying fewer riders
- ▣ Maintain fares

- **Fare increases/service changes have the largest impact on low-income persons**

# Data/Input

- ▣ **June 2<sup>nd</sup> Public Meeting Comments**
  - **67 comments**
  - **Six general themes**
    - ▣ Difficult time to consider changes – economy, gas prices, unemployment
    - ▣ Fare increases were preferable to service reductions
    - ▣ Cost should not be absorbed by riders only – “share the pain”
    - ▣ Timing of study over summer was less than optimal
    - ▣ Long-term solution needed to be sought by CyRide
    - ▣ Questions about current operations

# Data/Input

- ▣ **Peer Analysis (Fare Structure and Service Levels)**
  - **Urban Iowa Systems (14)**
  - **Similar Univ. Transit Systems Nationwide (10)**
    - City population/university enrollment
    - Total rides/rides per capita
    - Fare structure – cash, tickets/tokens, monthly pass + other options
    - Hours of service – Mon. - Fri., Sat. and Sun.
    - Frequency of service - Mon. - Fri., Sat. and Sun.
    - Passengers per hour – efficiency measure
    - Holiday service – hours, days operated

# Data/Input

## ▣ Peer Analysis

### ■ Results

- Fare was “average” in both comparisons, monthly pass slightly higher
- Operate 3 more holidays: Memorial Day, 4<sup>th</sup> of July and Labor Day
- Provide more weekend service: # of hours, frequency
- CyRide: provides one of the highest rides per capita (carry a lot of people), highest pass./hr. (do it efficiently)

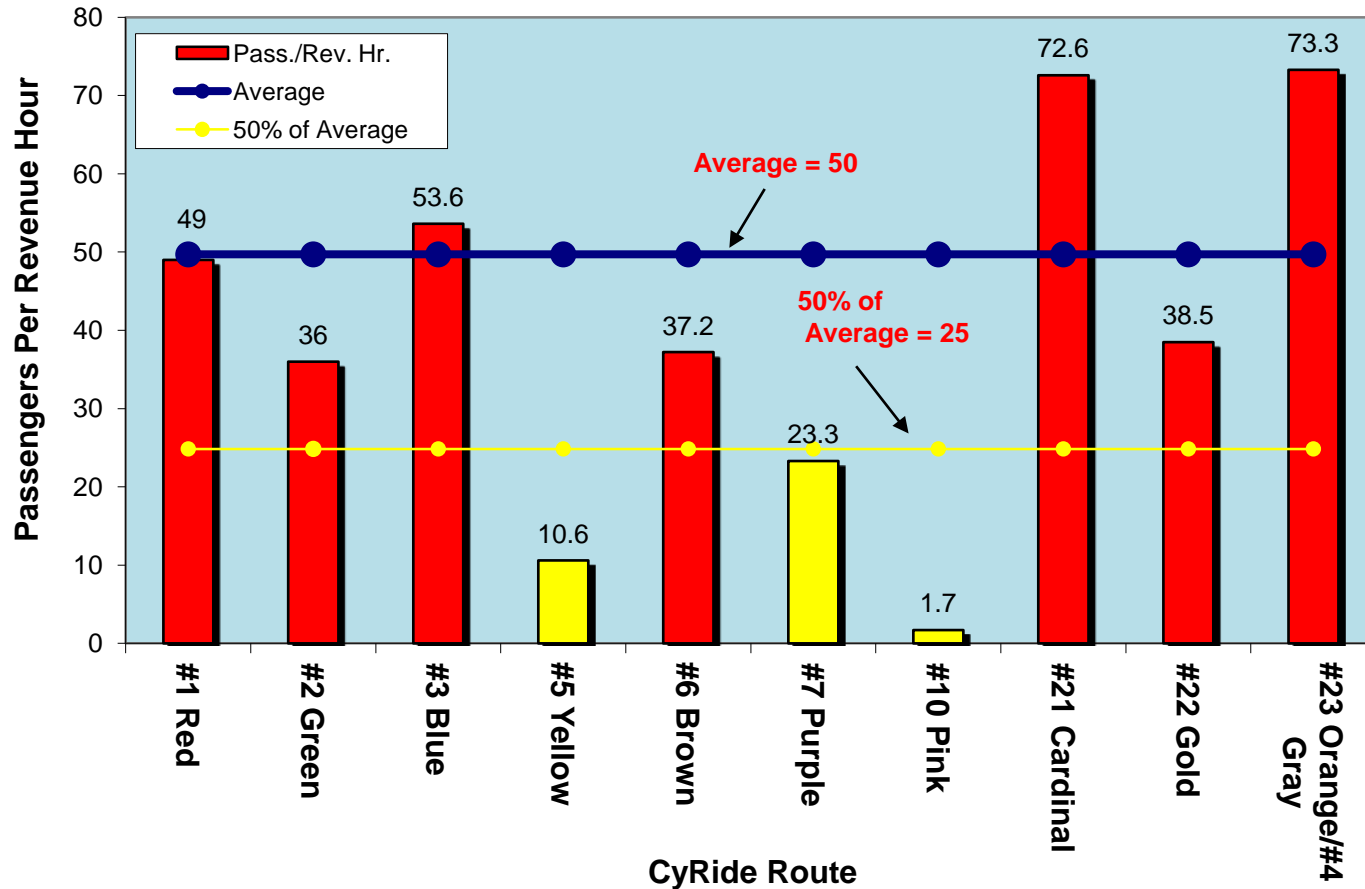


# Data/Input

- ▣ **CyRide Route Analysis**
  - ▣ **Divided service by**
    - Day of the week
    - Time of the day
  - ▣ **Passengers/Hour Performance Measure**
  - ▣ **50% of Average Criteria**

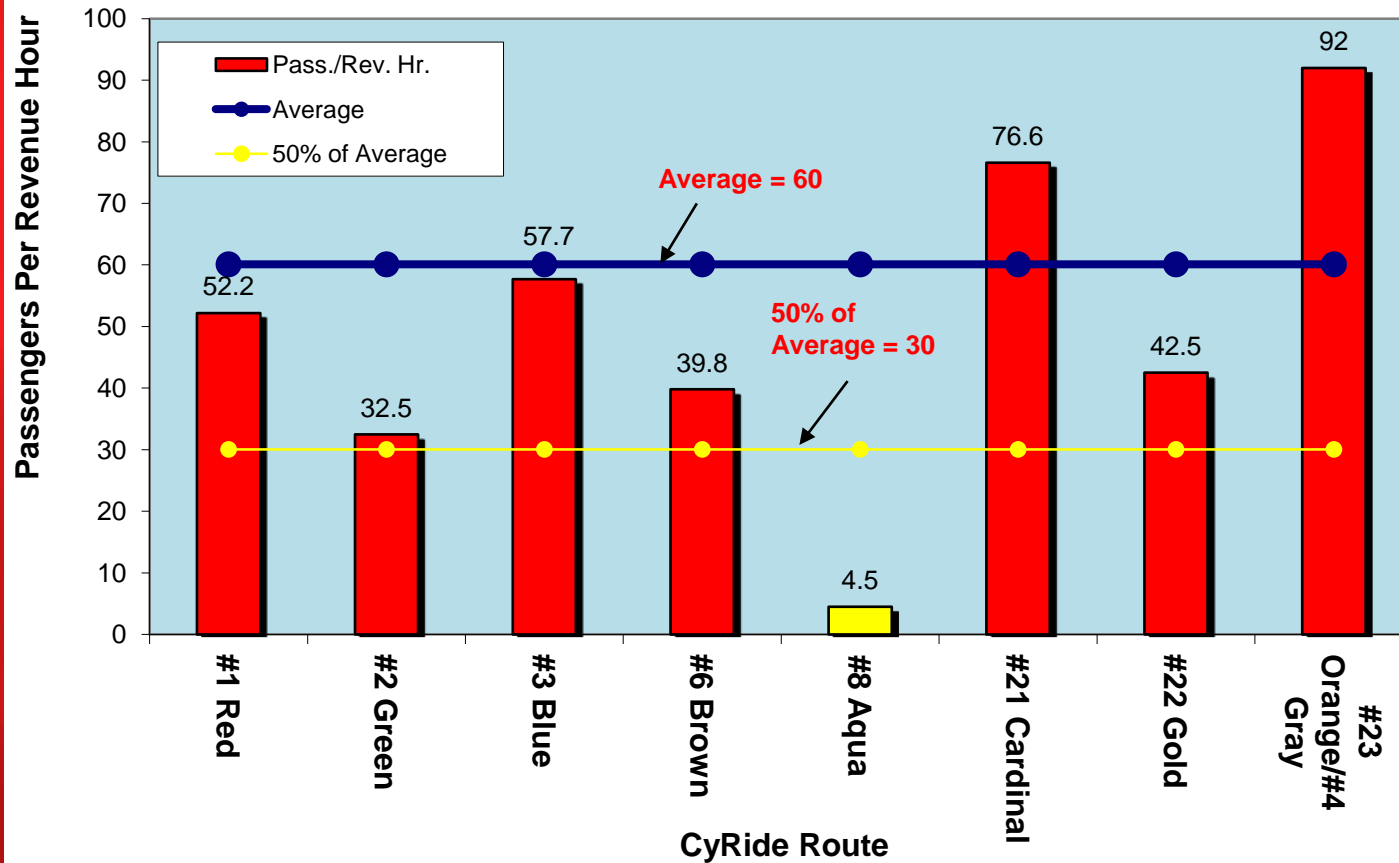
# Data/Input

## CyRide Efficiency Analysis Weekday Morning/Afternoon



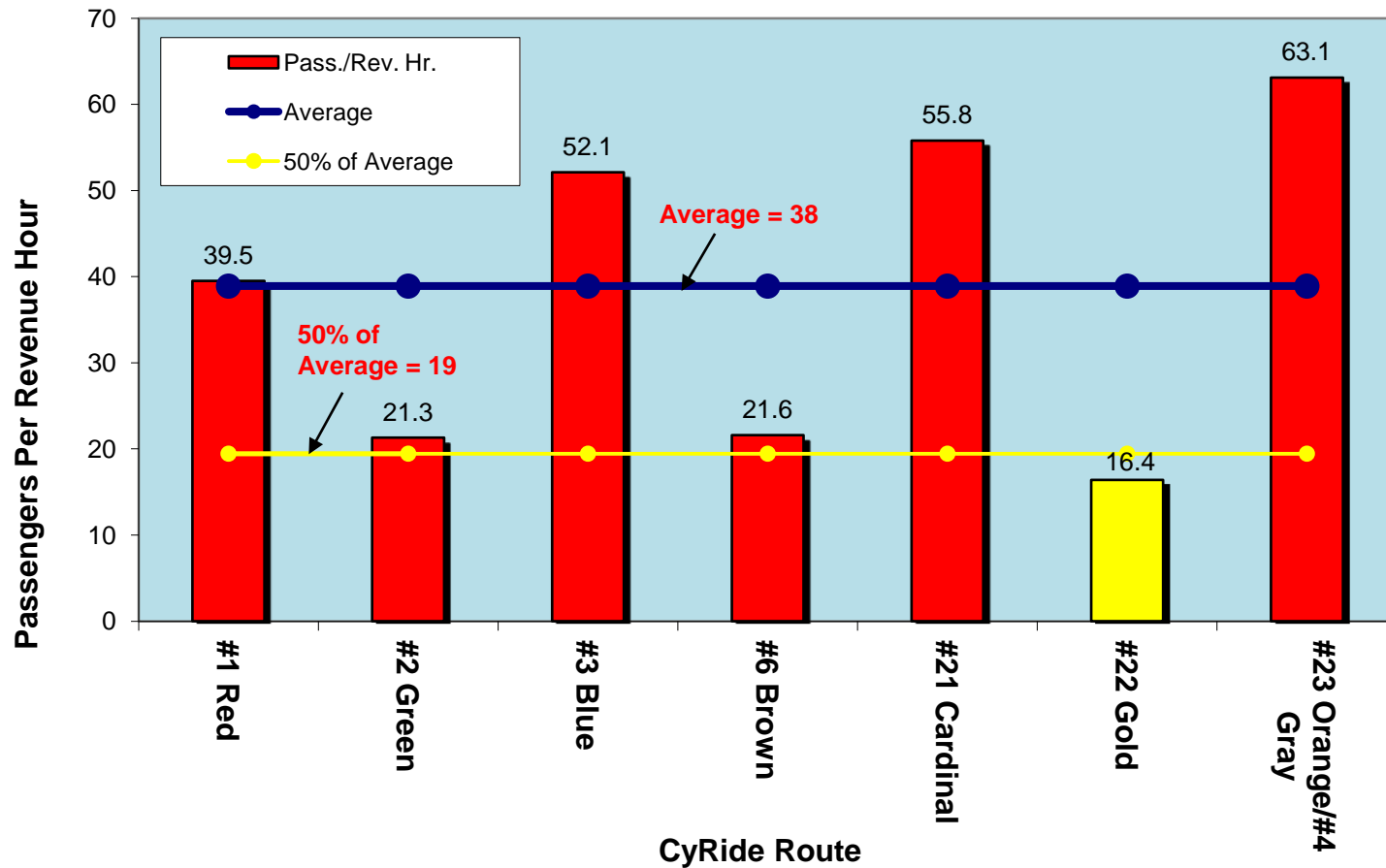
# Data/Input

## CyRide Efficiency Analysis Weekday Midday



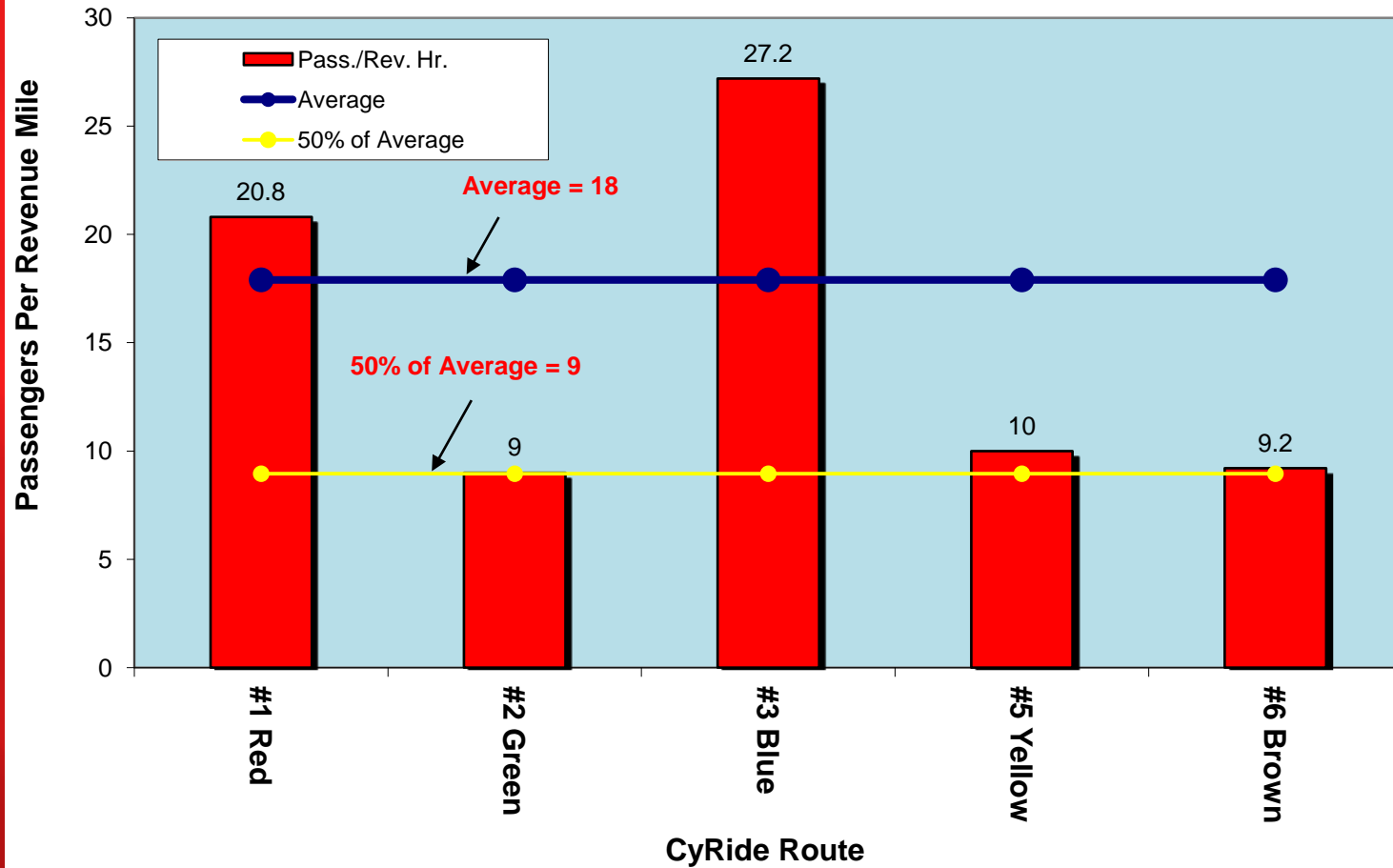
# Data/Input

## CyRide Efficiency Analysis Weekday Evening



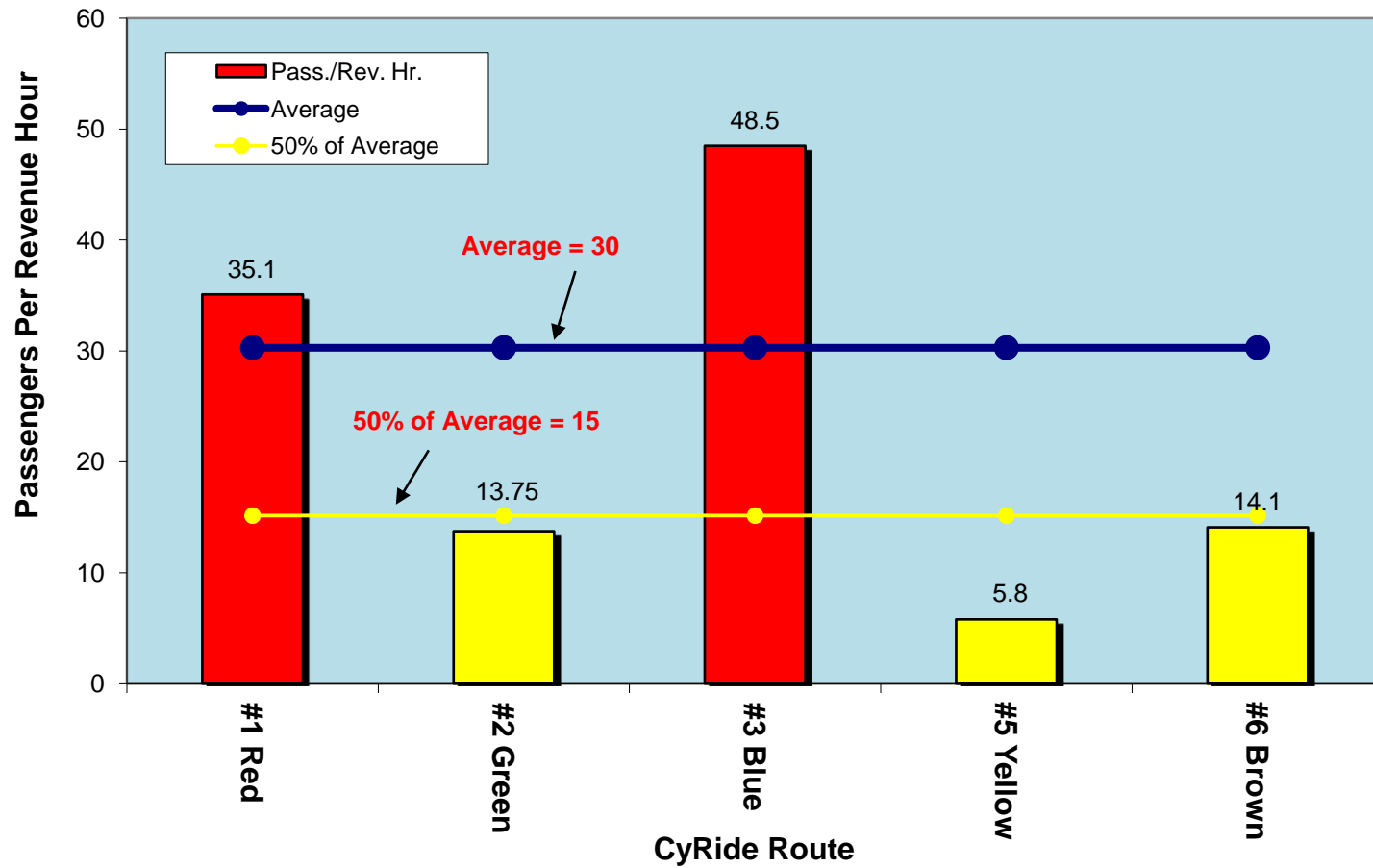
# Data/Input

## CyRide Efficiency Analysis Weekend Morning



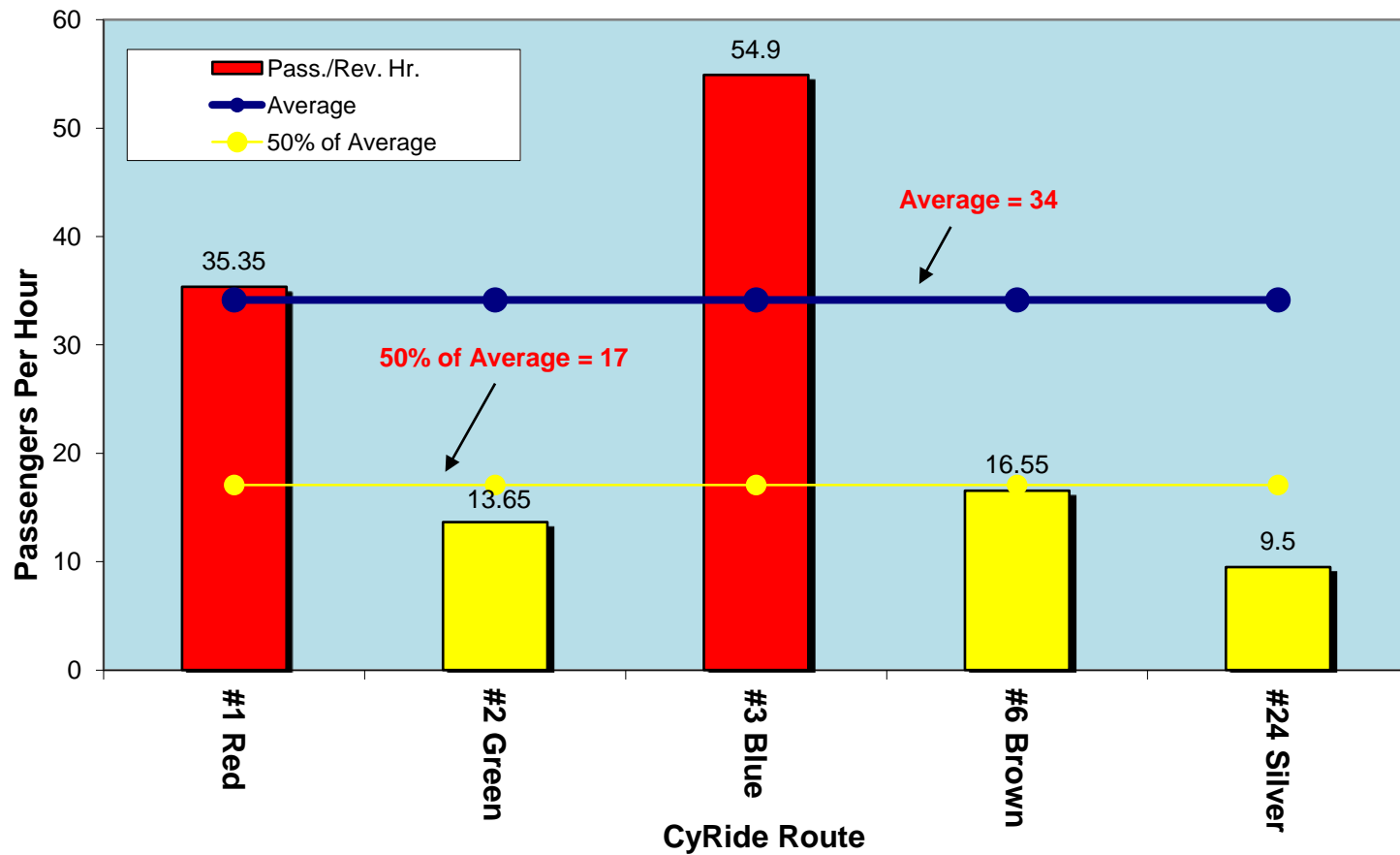
# Data/Input

## CyRide Efficiency Analysis Weekend Afternoon



# Data/Input

## CyRide Efficiency Analysis Weekend Evening

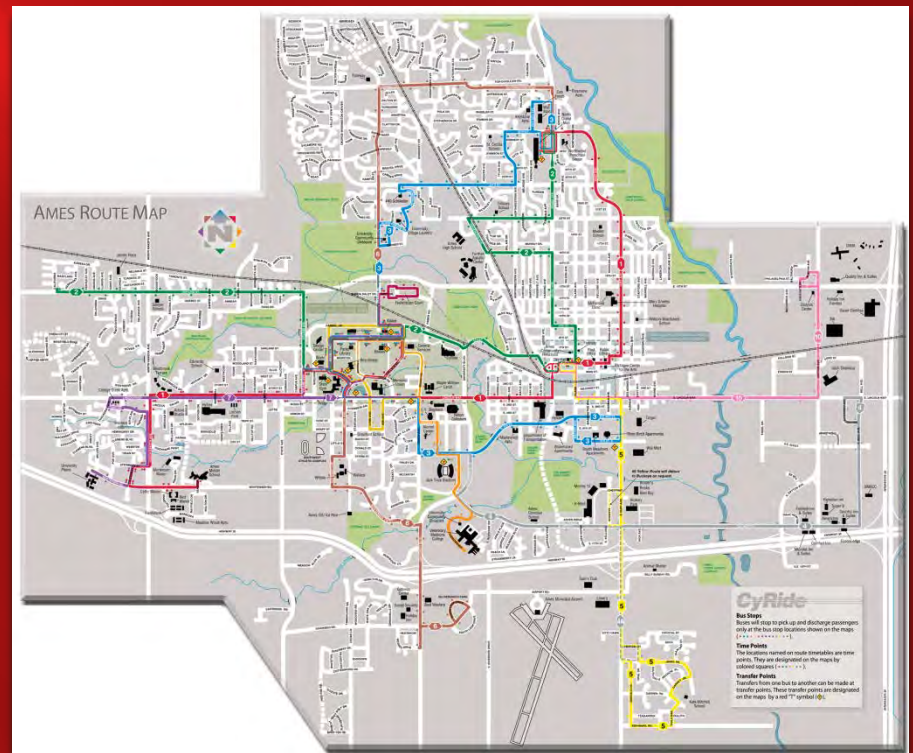


# Data/Input

## ▣ CyRide Route Analysis

### ■ Summary of Findings:

- ▣ #2 - Green
- ▣ #5 - Yellow
- ▣ #6 - Brown
- ▣ #7 - Purple
- ▣ #8 - Aqua
- ▣ #10 - Pink
- ▣ #22 - Gold
- ▣ #24 - Silver





# Budget Options

## ▣ Internal Budget Saving Option

Delay Purchase of CyRide's Expansion Vehicle (support)	\$30,000
Vehicle Parts	\$40,700
Drivers in Office Between Runs	\$ 5,000
Public Ed/Advertising	<u>\$ 5,500</u>
<b>TOTAL</b>	<b>\$81,200</b>

**Funding Gap Balance = \$170,000**

# Budget Options

## ▣ Additional Local Share

### Current Funding Partner Shares

Local Funding Partner	Dollar Share	% Share
Government of the Student Body (Students)	\$3,128,442	61%
City of Ames	\$1,376,656	27%
Iowa State University	\$599,880	12%
<b>Total</b>	<b>\$5,104,978</b>	<b>100%</b>

# Budget Options

## Local Funding Partner Increase Option

<b>Funding Partners</b>	<b>Ames</b>	<b>ISU</b>	<b>GSB</b>	<b>% Budget</b>
<b>Funding/ Split</b>	<b>27%</b>	<b>12%</b>	<b>61%</b>	<b>Increase</b>
\$25,000	\$6,710	\$2,943	\$15,348	0.51%
\$50,000	\$13,420	\$5,885	\$30,695	1.02%
\$100,000	\$26,840	\$11,770	\$61,390	2.04%
\$150,000	\$40,260	\$17,655	\$92,085	3.06%
\$170,000	\$45,628	\$20,009	\$104,363	3.50%
\$200,000	\$53,680	\$23,540	\$122,780	4.08%

# Budget Options

## ▣ Fare Increase Option

### ■ Non-Student and Student Increases

#### ▣ Student portion of fares

- ▣ Fees Cover = Fares + Additional Services
- ▣ Student Fare Calculation
  - ▣ Recalculated based on \$.031/ride increase needed (\$170,000)
  - ▣ 89.8% of rides are generated by students (driver's recording)
  - ▣ Six-Month = \$75,821
  - ▣ Annual = \$151,642

### ■ Three scenarios

- ▣ Scenario A - 20-25% Across-The-Board, except monthly passes
- ▣ Scenario B - 20-25% Across-The-Board + new fare category
- ▣ Scenario C - Pass increase only

# Fare Increase Option

Scenario	Unchanged	Changed	6-Mo Rev.	Annual Rev.
<b>A</b>	• Monthly Pass	• All other fares 20-25% incr.	\$106,267	\$215,427
	• Free Fares – Transfers, Children < 5			
	• Dial-A-Ride			
<b>B</b>	• Dial-A-Ride	• All other fares 20-25% incr.	\$112,267	\$222,927
	• Free Fares – Transfers, Children < 5	• Addition of a new reduced fare unlimited-ride pass (Medicare, Medicaid, persons > 65 or disability)		
		• Add Medicaid eligibility to all reduced fare categories		
<b>C</b>	• Cash and ticket fares	• All passes increase 20-25%, except monthly passes	\$86,893	\$176,679
	• Monthly Pass			
	• Free Fares – Transfers, Children < 5			
	• Dial-A-Ride			

# Service Reduction Option

- ▣ **Service reduction proposals:**
  - **13 proposals for discussion**
  - **Based on:**
    - ▣ Public input
    - ▣ Peer analysis
    - ▣ CyRide route analysis
    - ▣ Staff idea – minimal impact on capacity
  - **Refer to map for location of routes**

# Service Reduction Option

- ▣ **Proposal #1 – Pink Route**: Eliminate entire route
- ▣ **Proposal #2 – Holiday Service**: Eliminate service on Memorial Day, 4<sup>th</sup> of July and Labor Day
- ▣ **Proposal #3 – Cardinal Route**: Re-route service from Osborn to Pammel Dr.
- ▣ **Proposal #4 – Aqua Route**: Eliminate summer route
- ▣ **Proposal #5 – Gold Route**: Eliminate last weekday trip
- ▣ **Proposal #6 – Green Route**: Eliminate weekday service after 7:00 pm
- ▣ **Proposal #7 – Brown Route**: Eliminate weekday service after 6:30 pm

# Service Reduction Option

- ▣ **Proposal #8 – Yellow Route**: Eliminate entire route on Saturday
- ▣ **Proposal #9 – Green Route**: Eliminate entire route on Saturday
- ▣ **Proposal #10 – Brown Route**: Eliminate entire route on Saturday
- ▣ **Proposal #11 – Silver Route**: Eliminate entire Sunday evening route
- ▣ **Proposal #12 – Green Route**: Eliminate entire route on Sunday
- ▣ **Proposal #13 – Red/Green/Blue Routes**: Eliminate first two trips on Sunday morning



# Technical Option

<b>Proposal</b>	<b>Six-Month Impact</b>	<b>Annual Impact</b>	<b>Est. Annual Ridership Loss</b>
<b>Internal Budget Savings</b>	\$81,200	\$0	0
<b>Fare Increase Scenario B</b> (Across-The-Board Increase and New Pass)	\$112,267	\$222,927	27,781 (5% of non-students)
<b>Service Reduction Proposal #1, #2, #4 or #11</b> (Pink, Holiday Service, Aqua or Silver)	\$8,000 - \$12,000	\$7,000 - \$25,000	1,308 – 5,322
<b>TOTAL</b>	<b>\$201,467 - \$205,467</b>	<b>\$229,927 - \$247,927</b>	<b>29,089 – 33,103</b>

# Technical Option

## ▣ Reasons:

- **Fare increase** – public's desired change, keep us similar to our peers
- **Service reduction** – Difficult to implement major change mid-year
- **18-months** – Generates desired revenue – not a one-time "fix"

## ▣ Addition:

- **Additional local share:**
  - ▣ \$50,000 total, 1.02% increase

# Next Steps

- ▣ **September/October Transit Board Meeting** –  
Decision on direction
- ▣ **October – December** – Prepare for implementation
  - Educate public
  - Re-bid drivers work
  - Change and print new schedules, website etc.
- ▣ **Jan. 2** - Implementation

**COMMENTS**

## Fare Scenario A

### 20-25% Across-The Board Increase

Fare	Current Amt.	Proposed Amt.	% Change
<b>ISU Students</b>	Fee Paid	Fee Paid	--
<b>Cash Fare</b>	\$1.00	\$1.25	25%
<b>Reduced Fare Cash</b> (K-12, Medicare, Persons over 65, persons with a disability)	50¢	60¢	20%
<b>Children Under 5</b>	Free	Free	0%
<b>Tickets</b> (Books of 10)	\$10	\$12	20%
<b>Reduced Tickets</b> (K-12, Medicare, Persons over 65, persons with a disability)	\$5	\$6	20%
<b>Monthly Pass</b>	\$35	\$35	0%
<b>Fall Semester Pass</b> (Mid-Aug. to End of Yr.)			
Purchased mid-Aug. to mid-Sept.	\$130	\$160	23%
Purchased after mid-Sept.	\$100	\$120	20%
<b>Reduced Fare Fall Pass</b> (Mid-Aug. to End of Yr.)			
Purchased mid-Aug. to mid-Sept.	\$65	\$80	23%
Purchased after mid-Sept.	\$50	\$60	20%
<b>Winter Pass</b> (Nov. - mid-Mar.)			
Purchased Nov. - Dec. 10	\$120	\$150	25%
Purchased after Dec. 10	\$80	\$100	25%
<b>Reduced Fare Winter Pass</b> (Nov. - mid-Mar.)			
Purchased Nov. - Dec. 10	\$60	\$75	25%
Purchased after Dec. 10	\$40	\$50	25%
<b>Summer Pass</b> (May 7 - Aug. 31)	\$80	\$100	25%
<b>Reduced Fare Summer Pass</b>	\$40	\$50	25%
<b>School Year Pass</b> (Mid-Aug. to May 31)			
Purchased mid-Aug. to mid-Sept.	\$260	\$320	23%
Purchased after mid-Sept.	\$230	\$280	22%
Purchased after Dec. 10	\$130	\$160	23%
Purchased after mid-Feb.	\$100	\$120	20%
<b>Reduced Fare School Year Pass</b> (Mid-Aug. to May 31)			
Purchased mid-Aug. to mid-Sept.	\$130	\$160	23%
Purchased after mid-Sept.	\$115	\$140	22%
Purchased after Dec. 10	\$65	\$80	23%
Purchased after mid-Feb.	\$50	\$60	20%
<b>Transfers</b>	Free	Free	0%
<b>Dial-A-Ride Fare</b>	\$2	\$2	0%

	Revenue Increase	
	Six Mo.	Annual
<b>Non-ISU Revenue Generated (No Ridership Decline)</b>	\$32,977	\$68,999
<b>Non-ISU Revenue Generated (5% Ridership Decline)</b>	\$30,446	\$63,785
<b>ISU Student Revenue Increase (\$.031/ride)</b>	\$75,821	\$151,642
<b>Total Revenue Increase</b>	<b>\$106,267</b>	<b>\$215,427</b>

## Fare Scenario B

### 20-25% Across-The-Board + New Fare Category

Fare	Current Amt.	Proposed Amt.	% Change
<b>ISU Students</b>	Fee Paid	Fee Paid	--
<b>Cash Fare</b>	\$1.00	\$1.25	25%
<b>Reduced Fare Cash</b> (K-12, Medicare, Medicaid, Persons over 65, persons with a disability)	50¢	60¢	20%
<b>Children Under 5</b>	Free	Free	0%
<b>Tickets</b> (Books of 10)	\$10	\$12	20%
<b>Reduced Tickets</b> (K-12, Medicare, Persons over 65, Medicaid, persons with a disability)	\$5	\$6	20%
<b>Reduced Fare Monthly Pass</b> (Medicare, Medicaid, Persons over 65, person with a disability)	Not Avail.	\$20	--
<b>Monthly Pass</b>	\$35	\$40	14%
<b>Fall Semester Pass</b> (Mid-Aug. to End of Yr.)			
Purchased mid-Aug. to mid-Sept.	\$130	\$160	23%
Purchased after mid-Sept.	\$100	\$120	20%
<b>Reduced Fare Fall Pass</b> (Mid-Aug. to End of Yr.)			
Purchased mid-Aug. to mid-Sept.	\$65	\$80	23%
Purchased after mid-Sept.	\$50	\$60	20%
<b>Winter Pass</b> (Nov. - mid-Mar.)			
Purchased Nov. - Dec. 10	\$120	\$150	25%
Purchased after Dec. 10	\$80	\$100	25%
<b>Reduced Fare Winter Pass</b> (Nov. - mid-Mar.)			
Purchased Nov. - Dec. 10	\$60	\$75	25%
Purchased after Dec. 10	\$40	\$50	25%
<b>Summer Pass</b> (May 7 - Aug. 31)	\$80	\$100	25%
<b>Reduced Fare Summer Pass</b>	\$40	\$50	25%
<b>School Year Pass</b> (Mid-Aug. to May 31)			
Purchased mid-Aug. to mid-Sept.	\$260	\$320	23%
Purchased after mid-Sept.	\$230	\$280	22%
Purchased after Dec. 10	\$130	\$160	23%
Purchased after mid-Feb.	\$100	\$120	20%
<b>Reduced Fare School Year Pass</b> (Mid-Aug. to May 31)			
Purchased mid-Aug. to mid-Sept.	\$130	\$160	23%
Purchased after mid-Sept.	\$115	\$140	22%
Purchased after Dec. 10	\$65	\$80	23%
Purchased after mid-Feb.	\$50	\$60	20%
<b>Transfers</b>	Free	Free	0%
<b>Dial-A-Ride Fare</b>	\$2	\$2	0%

	Revenue Increase	
	Six Mo.	Annual
<b>Non-ISU Revenue Generated (No Ridership Decline)</b>	\$38,977	\$77,499
<b>Non-ISU Revenue Generated (5% Ridership Decline)</b>	\$36,446	\$71,285
<b>ISU Student Revenue Increase (\$.031/ride)</b>	\$75,821	\$151,642
<b>Total Revenue Increase</b>	<b>\$112,267</b>	<b>\$222,927</b>

## Fare Scenario C

### Pass Only Increase (Except Monthly )

Fare	Current Amt.	Proposed Amt.	% Change
<b>ISU Students</b>	Fee Paid	Fee Paid	--
<b>Cash Fare</b>	\$1.00	\$1.00	0%
<b>Reduced Fare Cash</b> (K-12, Medicare, Persons over 65, persons with a disability)	50¢	50¢	0%
<b>Children Under 5</b>	Free	Free	0%
<b>Tickets</b> (Books of 10)	\$10	\$10	0%
<b>Reduced Tickets</b> (K-12, Medicare, Persons over 65, persons with a disability)	\$5	\$5	0%
<b>Monthly Pass</b>	\$35	\$35	0%
<b>Fall Semester Pass</b> (Mid-Aug. to End of Yr.)			
Purchased mid-Aug. to mid-Sept.	\$130	\$160	23%
Purchased after mid-Sept.	\$100	\$120	20%
<b>Reduced Fare Fall Pass</b> (Mid-Aug. to End of Yr.)			
Purchased mid-Aug. to mid-Sept.	\$65	\$80	23%
Purchased after mid-Sept.	\$50	\$60	20%
<b>Winter Pass</b> (Nov. - mid-Mar.)			
Purchased Nov. - Dec. 10	\$120	\$150	25%
Purchased after Dec. 10	\$80	\$100	25%
<b>Reduced Fare Winter Pass</b> (Nov. - mid-Mar.)			
Purchased Nov. - Dec. 10	\$60	\$75	25%
Purchased after Dec. 10	\$40	\$50	25%
<b>Summer Pass</b> (May 7 - Aug. 31)	\$80	\$100	25%
<b>Reduced Fare Summer Pass</b>	\$40	\$50	25%
<b>School Year Pass</b> (Mid-Aug. to May 31)			
Purchased mid-Aug. to mid-Sept.	\$260	\$320	23%
Purchased after mid-Sept.	\$230	\$280	22%
Purchased after Dec. 10	\$130	\$160	23%
Purchased after mid-Feb.	\$100	\$120	20%
<b>Reduced Fare School Year Pass</b> (Mid-Aug. to May 31)			
Purchased mid-Aug. to mid-Sept.	\$130	\$160	23%
Purchased after mid-Sept.	\$115	\$140	22%
Purchased after Dec. 10	\$65	\$80	23%
Purchased after mid-Feb.	\$50	\$60	20%
<b>Transfers</b>	Free	Free	0%
<b>Dial-A-Ride Fare</b>	\$2	\$2	0%

	Revenue Increase	
	Six Mo.	Annual
<b>Non-ISU Revenue Generated (No Ridership Decline)</b>	\$11,655	\$26,355
<b>Non-ISU Revenue Generated (5% Ridership Decline)</b>	\$11,072	\$25,037
<b>ISU Student Revenue Increase (\$.031/rider)</b>	\$75,821	\$151,642
<b>Total Revenue Increase</b>	<b>\$86,893</b>	<b>\$176,679</b>

## **Fare Increase/Service Reduction September 1, 2011 Public Hearing Meeting**

Director Kyras called the Public meeting to order at 6:33 P.M.

Director Kyras began by introducing the Transit Board members present: Trustees: Steve Schainker, Anna Fox, Arjay Vander Velden, and Warren Madden.

Director Kyras introduced CyRide Staff team: Shari Atwood, Transit Planner, Tom Davenport, Transit Coordinator, and Barbara Neal, Operations Supervisor. Joanne Van Dyke, Secretary.

Director Kyras welcomed the residents to the Public Meeting and explained the meeting structure. It began with a 30-minute presentation sharing information with the public and the budget options CyRide staff is considering and asked the public wait until the end of the presentation and will welcome their comments or questions at that time.

Some of the topics shared with the public were the challenges CyRide is having, sharing solutions, what CyRide might suggest, as well next steps in the process.

One reason for the deficit is the diesel fuel prices. CyRide budgeted \$2.50/gal and the average has been \$3.21/gal. CyRide does have a fuel contract, but that does not cover the all the diesel fuel purchases thru March. This will leave CyRide \$200,000 over budget but by the end of the year; hope to have it turned around.

CyRide flooded a year ago in August and property insurance premium as of July 1, 2011, is up \$57,000. It was the Transit Board's request to recover the \$250,000 budget issue and to come up with savings January thru June.

CyRide staff also anticipates a 30% deficit in federal budgets and with the 30% reduction in funding, which would mean \$500,000 next year, unstable revenues, and expenses. CyRide is not in this alone with budget issues; other transit agencies across the United States are facing the same budget.

CyRide completed an online survey and held a public meeting in June to gain the publics' input. Results from the survey and public meeting June 2, 2011, suggest the most important concern was to maintain the services that carry a large number of riders and frequency. Least important was the routes and services that carry fewer people and they were not totally opposed to a fare increase. It is a difficult time with the economy, but a fare increase preferable. The consensus was the rider should not only absorb the deficit. The attendees also were concerned with the timing of study and coming up with a long term solutions.



Peers – CyRide looked at the fare structure and service levels of many of our peers, small university transit systems, population, enrollment, hours of service, riders per capita, fare structure, how frequent they operate, and holiday service.

Results were the fare structure was average, CyRide operates three more holidays, provide more weekend service, and provide one of the highest rides per capita and CyRide does very efficiently, highest passengers per hours, 20 and 40 minutes interval, better than most. CyRide compares with Boston.

CyRide route analysis divided by service day of week, time of day, and passengers per hour performance. Weekday morning/afternoon, Yellow, Purple and Pink routes where they operate. During weekday, midday is the new Aqua route. Weekday and weekday evening routes.

Routes less efficient and internal budget options.

Tighten CyRide's current budget by these four options: Delay purchase of CyRide's expansion vehicle (\$30,000), vehicles parts (\$40,700), returning drivers to office between runs instead of providing extras (\$5,000), and decreasing public education/advertising (\$5,500) for a total of \$81,200, which left a funding gap balance of \$170,000.

Recover \$170,000 – Option CyRide locally funded - \$5M generates this amount

Shares come up with different levels – budget increase and dollar amount.

Fare increases – service is average – fare increases or service changes – potential increase in fare structure with student fares, 90% of riders are students.

Three scenarios:

A – 20-25% across the board, except monthly passes

B – 20-25% across the board - new fare category

C – Pass increase only

Keeping the number easy for our customers:

Did not touch any of the fares that were free, monthly pass is a little higher than others are, but leave this one alone. Free fares leave unchanged, DAR fares leave unchanged, and all others change.

Generate \$106,000 and annually, \$215,000.

B – Difficult for low income to – Medicare, Medicaid, person > 65 w disability – add Medicaid eligible

C – Cash and ticket fares change \$86,893 and \$176,679

Three scenarios looked at were Service reduction options:

Proposals:

#1 pink route – eliminate entire route

#2 Holiday service – eliminate service on Memorial Day, 4<sup>th</sup> of July and Labor Day

# - Cardinal route – reroute service from Osborn to Pammel Dr.

# 4 Aqua route – eliminate summer route

#5 – Gold route – eliminate last weekday trip

#6 –Green route – eliminate weekday service after 7:00pm

#7 – Brown route – eliminate weekday service after 6:30pm

#8 – 8 – yellow route – eliminate entire route Saturday

#9 – Green route – eliminate entire route on Saturday

#10 – Brown route – eliminate entire route on Saturday

#11 – Silver route – eliminate entire Sunday evening route

#12 – Green route – eliminate on Sunday

#13 - Red/Green/Blue – eliminate first two trips on Sunday morning

Technical option proposal:

Internal- 6-month \$81,200 annual, ridership loss zero

B fare increase

Minimal service cuts to Pink, Holiday service, Aqua or Silver routes

Technical reasons:

Fare increase was the public's desired change and service reduction mid-year is difficult to implement.

Next steps will come with the decision, direction at the September, October Transit Board meetings, and October to December to prepare implementation and to educate public.

Director Kyras responded to a question from the attendees on what students are paying per semester is \$51.52 and CyRide has not received the official enrollment number.

### **Diane Birt, Member of Mid Iowa AMOS Research Team and Youth and**

**Education Team:** We work with young people and are here tonight to share our results and set up two goals. Transportation for our at risk students is urgent because we have found out from them the urgency need for transportation because many of these individuals use their own finances to transport students. Ames school students should ride free with their student ID. Cost would be minimal for 2000 students K-12, approximately \$23,000 - \$24,000, because routes are already in place. What we have here is a very affordable solution to a very important

problem. Stand ready to support this, and look forward to working with CyRide. Our group has several youth from the Ames Community system here with us tonight to speak on their behalf for Fare Free K-12.

- CyRide free would open a lot more job opportunities for myself and allow me to travel greater distances, save more money college and spend less on gas.
- It provides independent living for me and other people, savings on gas by not purchasing a vehicle, save money on repairs, safe and reliable transportation to work and to school.
- If CyRide were free, students could save for college and with helping our family.

**Holly Butcher - Resident and Community advisor for the Towers Association:** The Since the Towers is six blocks from the ISU campus and would like to see more weekday nights for the Brown route. The Towers Association saw a two-fold increase in that community with 600 of these being freshman and are concerned that many of them have evening classes and need transportation. Another concern is the Saturday brown route.

??? Part of failure comes from the lack of imagination: Even with the cost of gas, residents ride less than 22%. Major facilities failure to use their imagination. Look at these recorded solutions, increase fares, reducing routes, low-income. I believe we all are somewhat naïve regarding the low income and how poor they are. Provide reduced fares for them. Those on Medicare, Medicare can certainly afford to pay for these individuals. Cutting routes, many people depend on these services to be productive citizens. Use full extent of our imagination throughout the community to help with this budget crisis before cutting fares and routes by encouraging passengers to ride the bus through billboards with ads, employers encourages employees to ride the bus is certainly an effort to maximize opportunities. University support greener community, but sells parking spots on campus for less, \$132, than the CyRide pass, \$180. Think a little broader and depend on the bus. Thank you.

**Doug Hill – Dayton and 16<sup>th</sup>:** CyRide has good service but could be improved to the Dayton Road area. Walking from Dayton to City Hall is not an option for me because of my disability. I am legally blind and depend on the bus service. I came from Clinton and buses in Clinton would pick up passengers from any corner. Anyone on ADA could ride free. I am not opposed to the fare increase, but any family on fixed income is not able to make more money by getting another job. Eliminating the Pink route would be a hardship and the only way would be using DAR, which is \$2 one way, and you have to call DAR 24 hours ahead to make your reservation. Economically, things are tough for everyone. What students have to pay for a four-year education is outrageous, but possibly consider cutting some of the MLX opposed to me walking three miles into Ames?

**Adam Guenther - International student and member of the GSB:** My opinion is there are a significant number of residents who ride MLX, which starts at 11:00 p.m. and operates past 3:00 or 4:00 a.m., which I believe is a waste of money. CyRide should consider reduction of two Green extras, Pink, and Purple route. I feel money not spent wisely. Consider not cutting, but increasing Route #23, Orange route, because it is over-crowded. Last thing, consider eliminating a series of #6 Brown, and eliminate Gold route. On the positive side, students do love CyRide.

**Deb/Tammy Horness:** Need to move or look where bus stops are located; I cannot go two blocks in the winter. If service is cut, it will severely affect any employment I have. I do pet sitting and without bus service, I definitely will not be able to do that. Passengers with disabilities plan their daily activities around the bus schedule and making cuts on Green, Brown, and Yellow route, would severely affect us. I have attended number disability conventions in other cities and they would dream to have what we have here in Ames for bus service.

**Derek Wiers – student in Regional Planning at ISU:** Has some ideas but would like to see the costing of the route cuts such as the Brown Route. Suggest using smaller buses for lower frequency routes. Director Kyras presented the annual dollar costing for Pink route would be a net savings of \$16,000, week night Green - \$81,000 annual week night Brown \$35,000 – Gold route \$2800, Saturday Yellow \$28,000, Saturday Brown \$32,000, Saturday Green \$74,000, Sunday Green, Silver - \$13,000, Aqua \$25,000, Holiday Service \$24,000. I am again reducing the Green route. I have discussed CyRide’s budget crisis with many of my friends and we do not blame CyRide. It is difficult decision, which service reductions to move forward with. My suggestion is the Green route, is has the least impact.

**Merlin Pfannkuch:** I live on Kellogg and ride CyRide a lot in winter. I am disappointed in suggestions in making up the short falls, and more disappointed in the taxpayers and the City. CyRide has about all it can do to make it up on their own and the City Council has never supported CyRide. Students are suppressed for money with student loans and the state appropriations is not what it once was. Ames is a green city working on sustainability. I believe our failure is more with the City Council and management, than CyRide. Economically both state and national level, the \$17,000 spent with California Consultants for taglines and economic development and spending \$80,000 infrastructure. We could immediately sequester \$78,000 City of Ames contingency shortfall and not spend on consultants. Secondly, City of Ames spends a lot of money on road and road repairs \$100,000 from their budget. CyRide could be involved in the taxpayers funds from the City and some could be allocated to CyRide. Buy a pass or offer a one-time pass for Aqua. Marketing by contacting environmental groups at the high school or the university to increase ridership. City Council, Student Council, and taxpayers can do more.

**David Seaton:** I live in West Ames and getting rid of Yellow route is the only way to get into town, keep Yellow route.

**Hadyn Murphy - Graduate student in transportation research:** I live at Somerset and take Brown north and I can attest, ridership is heavy and buses are full. I cannot take Blue at night because it operates so infrequently. My comment is, I grew up in Chicago area, and service reduction is kind of like a commuter train. I know it would cost a lot of money, but a long-term student could complete a “feasibility”?? study.

**Latoya Malfero:** I am a frequent CyRide rider, single mom with toddlers and have no means of transportation other than using CyRide daily or the help my mom can provide. I live on #6 Brown route and take the Brown route and transfer to Pink route to travel to my daughter’s childcare by Alexander who is the only daycare that has an opening. I take the Brown route to the Mall, transfer to Red route at Mall to City Hall. At City Hall, I transfer to the Pink route so eliminating the Pink route eliminates my transportation for my daughter. My return trip is the same, but instead of taking the Pink route, I walk to the Gray route so I do not have to wait on Campus for 35 minutes with two toddlers. Lately, the bus driver has been taking me directly home. I have dropped my classes and put my education on hold so am not riding the bus as much but depend highly on my mother for transportation. With my education on hold, I need to get to work so I can provide a better future for my children. I have no issue with raising the fare, but do not cut the Pink, Gray and Brown routes.

**Zachary Oster, graduate student at ISU:** I am happy to see the number of people attending the meeting tonight. Reduction in service cut a couple more trips on the Gold route. In terms of compromising people’s mobility, many of these passengers tend to work on holidays, but cutting service three days a year might be better than cutting other routes, such as Yellow and Pink route. You mention the Yellow and Pink routes less used routes, are these funded by federal money. Avoid giving up that external funding.

**Peter Hallock – 114 8<sup>th</sup> St:** Pink is a major concern. What concerns me is the Pink route eliminated. This leaves a whole area without service, the Eastern part of the City. ADA service is still available at a higher cost, but maybe something could be worked out with Heartland for some type of service. Not a high productivity generator.

The last fare increase, there was a 5% decrease in ridership maybe less than that. Fare increase will not have an impact on students.

**Henry Hayes:** A community this size has outstanding service. This problem did not appear over night and it is somewhat sad to develop a \$250,000 deficit when there were things that could have been looked at previously. Proposed one time reduction, expansion vehicles at \$35,000, is a one-time spike in your budget. CyRide still going to have to find that money if you want that vehicle, so it is only delaying the pain.

Planning in the future there is a number of other options for possible solutions and hope they have been looked at. Such as ridership for #7 Red, which overlaps considerably? In those areas that overlap, is there a way that Red could be modified or additional reliever when ridership is highest. As for the Gold route, seriously, I had to walk everywhere when I was a graduate student, why are we having routes dropping people off or taking them door to door. Why wait for a bus to catch because you would be on campus.

Congestion on Orange, I see people standing at Maple-Willow-Larch and at Lied. Orange route should not stop at those locations and used as a crutch for people who do not want to walk. Since Ames is a sustainability community, you should seriously ask yourself to consider these things. The last thing is to look at the legally and prudence, using and purchasing smaller transportation vehicles to service these lower ridership routes. Use vehicles that are more efficient and look for a long-term solution. I do not believe we are looking at the long term planning. Be creative and let us start looking at the immediate solution and long-term solution.

**Suzy Dobbs:** Limit hours on the Green route at the high school by eliminating some of the evening and weekend hours, but do not cut hours during the weekday. I use the evening green route to go to the Ames High pool and is the only route that goes to the high school, cut hours around 5:30 pm. giving people time to get home. For some routes, maybe a small van to help with those people who cannot walk in the winter. I do not want to lose my independence.

**Karen Anglin:** How has the ridership been trending? Ridership has gone up serving more people so cutting service is very convoluted. Frustrating that transportation around the nation are having same problem and funding available is down.

High school and endpoints, using smaller vehicles, looking at different level of ridership. CyRide staff is looking at this all the time and starting over again on an annual basis.

**Erich Hodges: I am an ISU student and live off campus:** In favor of Scenario B with a cut of 20 – 25% across the board + fare increase. Take the full annual amount and not worry about the first six months but take that for the two years. The only thing I disagree on with Senator Guenther, keep # 6 Brown North because there are many students who live in the Somerset area and use Green route to the Ames High School.

Director Kyras thanked the public for input and questions. As to some of the questions on what savings there would be if Moonlight Express were discontinued. I understand your suggestions to cut buses into the University constantly and students' walking a quarter of a mile to get to a route, but it is difficult to make a judgment on who should get service and who should not. Safety concerns are another issue. Public transit serves as many people as we can and it is

difficult to make a judgment for one group of people to another because student fees are paying a large amount of CyRide fees.

Director Kyras said there is not one great answer. The CyRide staff and the Transit Board have been struggling with a difficult issue. In regards as to why did we not see this coming sooner. It has been trying and budgeting is very difficult. Federal dollars have not gone up in three years and state money just starting to come up. Students would have to help with some large increases, as CyRide cannot continue that road. Long-term decisions need to be made for the two- year budget, this year, and next year, to come up with a solution and not band-aid it this year. Everyone is on the same page, but it is a struggle this year and the CyRide Staff and Board of Trustees appreciate your thoughts on this year proposals.

Adjourned at 8:10pm.

Respectfully submitted,

Joanne Van Dyke – Recording Secretary.

## **A Mid-Iowa Organizing Strategy (AMOS) Youth and Education Research Team Transportation Solution Idea**

Research we gathered through 20 interviews with professionals who work with students at risk in our community, and shared with community leaders and the public April 14, 2011, showed that transportation for youth at-risk was a major issue.

### **Our findings:**

1. Cost and availability of transportation are a big stress factor for youth at risk and their families and is part of the problem in students getting to and from school, jobs and the very after school activities that could engage them with and connect them more with their school community.
2. Service providers in a variety of areas are individually providing rides (taking significant time from tasks they are to perform like counseling)
3. Schools and the Alternative Learning Program for students at-risk must purchase and give bus tickets as they can. They run out every year.
4. Some providers have small grants for bus tickets: demand outweighs supply.

### **CyRide – current issues**

1. CyRide is in the process of addressing a \$150,000 to \$200,000 fuel budget deficit as well as a \$60,000+ unanticipated cost for insurance.
2. In CyRide's collection of input, the public spoke specifically about agreement for raising fares but a definite concern for not burdening those already in financial stress.

### **Proposed Opportunity**

Ames Middle and High School Students ride CyRide for free at all times with their current school picture ID as their pass.

### **Benefits to the Community of Ames:**

1. An identifiable, significant, proactive initiative for a *leading edge* community without a huge price tag to citizens.
2. Positive economic and safety impacts when youth can get to school, work and activities without driving and without cost to themselves or their families
3. Teaching youth to become public transportation users now and in the future (This is not just a "hope" -- CyRide had significant ridership increases and continued ridership increases after running a fare-free summer a few years ago.)
4. An attraction to families considering living in Ames.
5. A significant savings in time and money to families with students in Ames.

### **Benefits to students identified as at-risk**

1. Less financial stress in their families
2. More opportunity to earn money
3. More opportunity to participate in activities.
4. Greater opportunity to get to school on time
5. Additional activities to choose from (we were told there are programs now that can not run regularly because of the lack of transportation.)
6. Service providers to students at risk could often use time and resources for their intended use, rather than giving them up to drive clients around.



**Benefits to ACSD, schools**

1. The ability to say our students ride free would be a feather in the cap of ACSD
2. Alternative Learning Program could use resources, now dedicated to buying tickets, to other needs for students at-risk.
3. Decrease in reasons for students' not being involved and on time for school and school events/activities.

**Benefits to CyRide**

1. CyRide is demonstrably a leader in public transportation. CyRide stands to enhance it's own image by coming through for the community in a way that will solve an identified problem and proactively enhance the community, with very little cost.
2. CyRide helps insure its own future success by creating life-time riders.
3. CyRide already provides service near both Ames Middle and High Schools. Do not need to add routes for this initiative.
4. In 2003, Cyride research found that allowing all K-12 riders to ride free would have cost \$22-\$24,000 in fares. Specific numbers for fares needed, potential added staffing etc, and funding options could be identified.
5. This is an opportunity for Cyride to add an important service to youth and the community at large without the burden of significant additional administration costs. CyRide has no "qualifications" to administer and no special passes to create.
6. With fares being a small portion of the revenue for CyRide, the impact could be quite minimal while the benefit could be incredible. As far as we know there is no current data on the age of riders, so we can not project the specific impact.

**Overall Comment**

All ACSD middle and high school students will be more mobile and less reliant on cars to get to work, school and activities. This benefits parents, students, the community at large, CyRide and the environment.






Please consider this idea as you navigate your budget issues. The seven member institutions of AMOS in Ames are willing to help in any way we can to develop community support for an effort that will support the transportation needs of youth at-risk in our community.

Sincerely,










*Diane Birt, Jerry Chase, Janet Dunn, Nick Grall, Cheryl Lawson, Amy Hayes, Linda Voit*  
AMOS Youth and Education Research Team  
[www.amosiowa.org](http://www.amosiowa.org)

# Story County Transportation Needs and Strengths SurveyMonkey Survey
















1. 1) Is it easy to find transportation for you and your family? (Please rate from 1=Very easy/not a problem to 5=Very difficult/significant problem)

		Response Percent	Response Count
1 - Very Easy		46.1%	296
2		17.0%	109
3		16.4%	105
4		10.4%	67
5 - Very Difficult		10.1%	65
		<b>answered question</b>	<b>642</b>
		<b>skipped question</b>	<b>16</b>

## 2. 2) How many people live in your household?

		Response Percent	Response Count
1		18.0%	112
2		21.6%	134
<b>3</b>		<b>22.9%</b>	<b>142</b>
4		17.6%	109
5		9.3%	58
6		5.2%	32
7		3.1%	19
8		0.8%	5
9		0.0%	0
10		0.0%	0
Other (please specify)		1.6%	10
		<b>answered question</b>	<b>621</b>
		<b>skipped question</b>	<b>37</b>










**3. 3) What is the zip code where you live? (CLICK DROP DOWN BOX TO CHOOSE ANSWER)**

		Response Percent	Response Count
50010 - Ames		39.3%	231
50011 - Ames		0.5%	3
50012 - Ames		0.3%	2
50013 - Ames		1.0%	6
50014 - Ames		29.1%	171
50046 - Cambridge		0.5%	3
50056 - Colo		1.4%	8
50105 - Gilbert		0.9%	5
50124 - Huxley		4.8%	28
50161 - Maxwell		2.9%	17
50201 - Nevada		11.7%	69
50236 - Roland		0.9%	5
50244 - Slater		1.4%	8
50248 - Story City		4.9%	29
50278 - Zearing		0.5%	3
Other (please specify code and town both)			53
<b>answered question</b>			<b>588</b>
<b>skipped question</b>			<b>70</b>








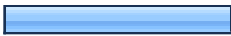



#### 4. 4a) How did you get here today?

		Response Percent	Response Count
Drove myself via Personal Car, Truck, Van, SUV, Motorcycle		63.3%	402
CyRide (bus)		4.1%	26
Heartland Senior Services/HIRTA (bus)		3.1%	20
Borrow friend/family/neighbor's car		3.6%	23
Driven by friend/family neighbor		16.4%	104
Church transportation program		0.0%	0
Taxi		0.5%	3
Walk		5.0%	32
Bike		1.6%	10
RSVP (Volunteer Transportation Program)		0.2%	1
Not applicable		0.2%	1
Other (please list below)		2.0%	13
	Other (please specify)		15
<b>answered question</b>			<b>635</b>
<b>skipped question</b>			<b>23</b>






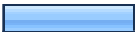


### 5. 4b) What is your main source of transportation? (CHECK ONE)

		Response Percent	Response Count
Drive myself via Personal Car, Truck, Van, SUV, Motorcycle		63.8%	343
CyRide (bus)		10.2%	55
Heartland Senior Services/HIRTA (bus)		2.8%	15
Borrow friend/family/neighbor's car		2.2%	12
Driven by friend/family neighbor		10.8%	58
Church transportation program		0.0%	0
Taxi		0.2%	1
Walk		5.6%	30
Bike		2.6%	14
RSVP (Volunteer Transportation Program)		0.0%	0
Other (please list below)		1.9%	10
	Other (please specify)		12
		<b>answered question</b>	<b>538</b>
		<b>skipped question</b>	<b>120</b>

**6. 4c) Do you have another source/or sources of transportation? (CHECK ALL THAT APPLY)**

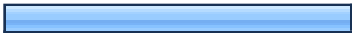












		Response Percent	Response Count
Drive myself via Personal Car, Truck, Van, SUV, Motorcycle		27.1%	113
CyRide (bus)		32.9%	137
Heartland Senior Services/HIRTA (bus)		7.0%	29
Borrow friend/family/neighbor's car		28.1%	117
<b>Driven by friend/family neighbor</b>		<b>46.3%</b>	<b>193</b>
Church transportation program		1.7%	7
Taxi		6.7%	28
Walk		33.8%	141
Bike		22.1%	92
RSVP (Volunteer Transportation Program)		0.7%	3
Other (please list below)		3.6%	15
	Other (please specify)		16
		<b>answered question</b>	<b>417</b>
		<b>skipped question</b>	<b>241</b>

## 7. 5) In the last year, check all of the challenges you have faced getting to or from places?

		Response Percent	Response Count
a. Mechanical/working troubles with vehicle		49.5%	280
b. No personal vehicle available in my household		27.4%	155
<b>c. Money for gas</b>		<b>66.3%</b>	<b>375</b>
d. Money to access other transportation options (CyRide, Heartland Senior Services/HIRTA Bus)		25.6%	145
e. Don't know how to access public transportation (CyRide, Heartland Senior Services/HIRTA Buses)		7.4%	42
f. Long walk (more than 5 blocks ) to nearest CyRide bus stop		19.4%	110
g. Have physical problems getting around		13.8%	78
h. Live outside of Ames (specify where below)		27.4%	155
		i. Other (please list)	179
		<b>answered question</b>	<b>566</b>
		<b>skipped question</b>	<b>92</b>



**8. 6) Do you (or your children) face any problems getting to any of the following? (CHECK ALL THAT APPLY)**

		<b>Response Percent</b>	<b>Response Count</b>
<b>a. Medical appointments</b>		<b>51.9%</b>	<b>174</b>
b. Dental appointments		39.4%	132
c. Grocery shopping		42.4%	142
d. Pharmacy		23.9%	80
e. Other shopping (please identify)		9.9%	33
f. Work		30.7%	103
g. School/Preschool		14.9%	50
h. Before school activities		8.7%	29
i. Afterschool activities		11.9%	40
j. Childcare		9.3%	31
k. Evening activities/meetings		18.8%	63
l. Church service/activities		14.3%	48
m. Other (please list)		16.1%	54
		<b>answered question</b>	<b>335</b>
		<b>skipped question</b>	<b>323</b>

**9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

**Response  
Count**

340

**answered question 340**

**skipped question 318**

**10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**








**Response  
Count**

477












**answered question 477**

**skipped question 181**

### 11. 9) Please specify your race:

		Response Percent	Response Count
White		83.1%	515
Asian		2.7%	17
American Indian or Alaska Native		1.9%	12
Black or African American		5.6%	35
Hispanic		4.2%	26
Native Hawaiian or Other Pacific Islander		0.3%	2
Other (please indicate)		2.1%	13
		<b>answered question</b>	<b>620</b>
		<b>skipped question</b>	<b>38</b>

**12. 10) Please specify your household income:**

		<b>Response Percent</b>	<b>Response Count</b>
<b>Less than \$20,000</b>		<b>69.7%</b>	<b>432</b>
\$20,000 to \$29,999		12.9%	80
\$30,000 to \$39,999		4.7%	29
\$40,000 to \$49,999		4.4%	27
\$50,000 to \$59,999		1.8%	11
\$60,000 to \$69,999		1.1%	7
\$70,000 to \$79,999		1.0%	6
\$80,000 to \$89,999		1.0%	6
\$90,000 to \$99,999		1.0%	6
\$100,000 to \$149,999		1.6%	10
\$150,000 or more		1.0%	6
		<b>answered question</b>	<b>620</b>
		<b>skipped question</b>	<b>38</b>

**Page 1, Q2. 2) How many people live in your household?**

1	2/4	Nov 28, 2011 4:00 PM
2	1 today varies sometimes 5	Nov 28, 2011 3:17 PM
3	group home	Nov 26, 2011 3:28 PM
4	47	Nov 26, 2011 1:33 PM
5	0	Nov 26, 2011 1:30 PM
6	Curt Forbes Center	Nov 26, 2011 12:53 PM
7	40 approx CFRC	Nov 25, 2011 4:46 PM
8	Curt Forbes Center	Nov 25, 2011 4:36 PM
9	56	Nov 25, 2011 4:12 PM
10	63	Nov 24, 2011 2:17 PM



Page 1, Q3. 3) What is the zip code where you live? (CLICK DROP DOWN BOX TO CHOOSE ANSWER)

1	Homeless	Dec 8, 2011 11:22 AM
2	50036	Dec 4, 2011 2:36 PM
3	50036	Dec 4, 2011 2:35 PM
4	50247	Dec 4, 2011 2:25 PM
5	50134	Dec 4, 2011 2:24 PM
6	50134	Dec 4, 2011 2:23 PM
7	McCallsburg	Dec 4, 2011 2:21 PM
8	50134	Dec 4, 2011 2:12 PM
9	50036	Dec 4, 2011 2:10 PM
10	50154	Dec 4, 2011 2:06 PM
11	50036	Dec 4, 2011 1:55 PM
12	50036	Dec 4, 2011 1:54 PM
13	50056	Dec 4, 2011 1:23 PM
14	50055	Dec 4, 2011 1:16 PM
15	50230	Dec 4, 2011 12:59 PM
16	50036	Dec 4, 2011 12:58 PM
17	50036	Dec 4, 2011 12:57 PM
18	50036	Dec 4, 2011 12:07 PM
19	50154	Dec 4, 2011 12:06 PM
20	50124	Dec 4, 2011 11:05 AM
21	50134	Dec 4, 2011 10:50 AM
22	50201	Dec 4, 2011 10:38 AM
23	50156	Dec 4, 2011 10:29 AM
24	50036 Boone	Nov 30, 2011 9:49 AM
25	50021 Ankeny	Nov 30, 2011 9:48 AM
26	50036 Boone	Nov 30, 2011 9:41 AM
27	50036-Boone	Nov 30, 2011 9:37 AM

**Page 1, Q3. 3) What is the zip code where you live? (CLICK DROP DOWN BOX TO CHOOSE ANSWER)**

28	50075	Nov 29, 2011 3:18 PM
29	50036 Boone	Nov 29, 2011 2:52 PM
30	50036 Boone	Nov 29, 2011 2:43 PM
31	50130	Nov 29, 2011 2:43 PM
32	50036	Nov 28, 2011 4:18 PM
33	50201	Nov 26, 2011 4:26 PM
34	50201	Nov 26, 2011 4:22 PM
35	50154	Nov 26, 2011 4:19 PM
36	50212	Nov 26, 2011 4:13 PM
37	50156	Nov 26, 2011 4:10 PM
38	50161	Nov 26, 2011 3:26 PM
39	50046	Nov 26, 2011 2:57 PM
40	50271	Nov 26, 2011 2:23 PM
41	50543	Nov 26, 2011 2:17 PM
42	50036	Nov 26, 2011 1:42 PM
43	50036	Nov 26, 2011 1:36 PM
44	50036	Nov 26, 2011 1:09 PM
45	50120	Nov 25, 2011 4:51 PM
46	50036	Nov 25, 2011 4:15 PM
47	50046	Nov 25, 2011 4:03 PM
48	50032	Nov 25, 2011 3:59 PM
49	50237	Nov 25, 2011 3:58 PM
50	50016	Nov 22, 2011 12:06 PM
51	50055 Collins	Nov 22, 2011 10:59 AM
52	50055 Collins	Nov 22, 2011 10:52 AM
53	Cambridge address but live between Huxley and Ames	Nov 6, 2011 9:38 AM



**Page 1, Q4. 4a) How did you get here today?**

1	company truck	Dec 8, 2011 12:33 PM
2	CLP	Dec 4, 2011 2:27 PM
3	friends	Dec 4, 2011 11:43 AM
4	ride	Nov 29, 2011 3:04 PM
5	I am at home	Nov 28, 2011 4:13 PM
6	SLC worker	Nov 26, 2011 4:10 PM
7	Staff	Nov 26, 2011 3:49 PM
8	Tina Outreach Van	Nov 26, 2011 3:33 PM
9	I had a half of TLP take me	Nov 26, 2011 3:23 PM
10	Medicaid-Reinbursement Program	Nov 25, 2011 4:44 PM
11	case manager	Nov 25, 2011 4:41 PM
12	family member	Nov 25, 2011 4:40 PM
13	SCCLP	Nov 25, 2011 4:19 PM
14	I'm at home	Nov 6, 2011 9:38 AM
15	My family uses Cy-Ride, HIRTA, friends to drive our van and our church's transportation program.	Oct 27, 2011 9:32 AM

**Page 1, Q5. 4b) What is your main source of transportation? (CHECK ONE)**

1	car but when car is broken buses far awary plus disabled son.	Nov 30, 2011 9:08 AM
2	Had HIRTA set up but canceled friend offered ride	Nov 28, 2011 5:16 PM
3	SLC worker	Nov 26, 2011 4:10 PM
4	TMS	Nov 26, 2011 3:05 PM
5	Toy	Nov 26, 2011 1:40 PM
6	License - OWI	Nov 26, 2011 1:11 PM
7	Bill Ruyren	Nov 25, 2011 4:44 PM
8	family member	Nov 25, 2011 4:40 PM
9	NO	Nov 25, 2011 4:27 PM
10	No license or insurance	Nov 25, 2011 4:19 PM
11	husband	Nov 6, 2011 9:38 AM
12	My place of employment is only accessible t me by HIRTA, but we mainly use Cy-Ride.	Oct 27, 2011 9:32 AM

**Page 1, Q6. 4c) Do you have another source/or sources of transportation? (CHECK ALL THAT APPLY)**

1	gas prices	Dec 4, 2011 12:52 PM
2	own car broke down	Dec 4, 2011 12:11 PM
3	In Ames/ Story City No	Dec 4, 2011 10:44 AM
4	I would take CyRide but it comes near my home only 4 x aday! Near = 1.75 mi away	Dec 4, 2011 10:42 AM
5	other person	Nov 30, 2011 9:40 AM
6	husbands car	Nov 29, 2011 3:05 PM
7	TMS	Nov 26, 2011 4:42 PM
8	girlfriend	Nov 26, 2011 2:14 PM
9	friends	Nov 26, 2011 1:29 PM
10	parents drive me	Nov 26, 2011 1:15 PM
11	case manager	Nov 25, 2011 4:41 PM
12	husband drives	Nov 24, 2011 1:49 PM
13	having trouble with gas money when I have to go to Iowa City	Nov 22, 2011 2:09 PM
14	neighborhood car pool	Nov 22, 2011 11:23 AM
15	No, I do not drive	Nov 6, 2011 9:38 AM
16	Own a van that we find friend or volunteer to drive	Oct 27, 2011 9:32 AM



**Page 1, Q7. 5) In the last year, check all of the challenges you have faced getting to or from places?**

1	Nevada	Dec 8, 2011 12:41 PM
2	weather conditions to walk to cy-ride	Dec 8, 2011 12:38 PM
3	Story City	Dec 8, 2011 12:32 PM
4	Nevada	Dec 8, 2011 12:26 PM
5	Bus is not running when I need to go to work. Also bus does not run fre	Dec 8, 2011 11:59 AM
6	Nevada	Dec 8, 2011 11:55 AM
7	Nevada	Dec 8, 2011 11:53 AM
8	Colo	Dec 8, 2011 11:50 AM
9	Nevada	Dec 8, 2011 11:48 AM
10	Huxley	Dec 8, 2011 11:43 AM
11	Maxwell	Dec 8, 2011 11:30 AM
12	Nevada	Dec 8, 2011 11:29 AM
13	Huxley- work in DesMoines, Ankeny, Altoona	Dec 8, 2011 11:23 AM
14	Kelley	Dec 8, 2011 11:22 AM
15	only one car Maxwell	Dec 8, 2011 11:19 AM
16	Huxley	Dec 8, 2011 11:17 AM
17	used to live in Colo-now live in Ames	Dec 8, 2011 11:12 AM
18	Story City	Dec 8, 2011 11:10 AM
19	Nevada Iowa	Dec 8, 2011 11:09 AM
20	Nevada	Dec 8, 2011 11:08 AM
21	work outside of Ames	Dec 8, 2011 11:03 AM
22	Ogden	Dec 4, 2011 2:34 PM
23	Maxwell	Dec 4, 2011 2:32 PM
24	Kelley	Dec 4, 2011 2:24 PM
25	Kelley	Dec 4, 2011 2:23 PM
26	Nevada	Dec 4, 2011 2:20 PM
27	Kelley	Dec 4, 2011 2:12 PM

**Page 1, Q7. 5) In the last year, check all of the challenges you have faced getting to or from places?**

28	Nevada	Dec 4, 2011 2:09 PM
29	money for gas	Dec 4, 2011 2:08 PM
30	McCallsburg	Dec 4, 2011 2:06 PM
31	Nevada IA	Dec 4, 2011 1:49 PM
32	Hickory grove trailer park	Dec 4, 2011 1:44 PM
33	Nevada	Dec 4, 2011 1:29 PM
34	Maxwell	Dec 4, 2011 1:24 PM
35	Maxwell	Dec 4, 2011 1:24 PM
36	Colo - need wheel chair lift	Dec 4, 2011 1:23 PM
37	my husband used to drive us, but he died two months ago	Dec 4, 2011 1:21 PM
38	Radcliffe	Dec 4, 2011 12:59 PM
39	Boone	Dec 4, 2011 12:57 PM
40	Huxley	Dec 4, 2011 12:54 PM
41	Slater	Dec 4, 2011 12:48 PM
42	McCallsburg	Dec 4, 2011 12:11 PM
43	McCallsburg	Dec 4, 2011 12:06 PM
44	Story City	Dec 4, 2011 12:02 PM
45	Nevada	Dec 4, 2011 12:01 PM
46	Story City	Dec 4, 2011 11:55 AM
47	Story City	Dec 4, 2011 11:50 AM
48	Story City	Dec 4, 2011 11:47 AM
49	broke leg have metal rod in leg. Shattered 10 years ago.	Dec 4, 2011 11:30 AM
50	don't live in ames	Dec 4, 2011 11:12 AM
51	Nevada	Dec 4, 2011 11:10 AM
52	Zearing - disability/stroke	Dec 4, 2011 11:08 AM
53	Huxley	Dec 4, 2011 11:05 AM
54	Slater/ don't have drive license	Dec 4, 2011 11:03 AM

**Page 1, Q7. 5) In the last year, check all of the challenges you have faced getting to or from places?**

55	Maxwell	Dec 4, 2011 11:00 AM
56	Maxwell	Dec 4, 2011 10:54 AM
57	Cy-Ride is hard to fit in my schedule	Dec 4, 2011 10:53 AM
58	Story City	Dec 4, 2011 10:44 AM
59	Winter trans to Dr who accepts medicare!	Dec 4, 2011 10:42 AM
60	Nevada/ require wheelchair lift bus	Dec 4, 2011 10:38 AM
61	Colo	Dec 4, 2011 10:31 AM
62	Cambridge	Nov 30, 2011 9:49 AM
63	Ankeny	Nov 30, 2011 9:48 AM
64	Boone	Nov 30, 2011 9:41 AM
65	E 190th street (country side)	Nov 30, 2011 9:39 AM
66	Boone	Nov 30, 2011 9:37 AM
67	Huxley	Nov 30, 2011 9:27 AM
68	no license	Nov 30, 2011 9:20 AM
69	Roland	Nov 30, 2011 9:15 AM
70	Maxwell	Nov 29, 2011 3:30 PM
71	Story City	Nov 29, 2011 3:24 PM
72	Story City	Nov 29, 2011 3:22 PM
73	Nevada	Nov 29, 2011 3:14 PM
74	Nevada	Nov 29, 2011 2:48 PM
75	Nevada	Nov 29, 2011 2:41 PM
76	Unsafe walking conditions from construction, no sidewalks, sidewalks not cleared, cars not paying attention to pedestrians	Nov 29, 2011 2:23 PM
77	Nevada	Nov 29, 2011 2:21 PM
78	Zearing	Nov 29, 2011 8:57 AM
79	Boone	Nov 28, 2011 4:18 PM
80	Nevada and had to rely on family for transportation	Nov 28, 2011 4:17 PM
81	Nevada	Nov 28, 2011 4:13 PM

**Page 1, Q7. 5) In the last year, check all of the challenges you have faced getting to or from places?**

82	Story City	Nov 28, 2011 4:03 PM
83	Slater	Nov 28, 2011 3:58 PM
84	Nevada	Nov 28, 2011 3:56 PM
85	Nevada	Nov 28, 2011 3:51 PM
86	Nevada	Nov 28, 2011 3:44 PM
87	Colo	Nov 28, 2011 3:40 PM
88	Nevada	Nov 28, 2011 3:39 PM
89	Nevada	Nov 28, 2011 3:37 PM
90	Nevada	Nov 28, 2011 3:32 PM
91	sometimes have to work when no ride is available	Nov 28, 2011 3:17 PM
92	Roland	Nov 28, 2011 3:08 PM
93	Slater	Nov 26, 2011 5:01 PM
94	wheelchair	Nov 26, 2011 4:59 PM
95	their routes are really complicated; I always have to call	Nov 26, 2011 4:56 PM
96	Nevada	Nov 26, 2011 4:55 PM
97	Story City	Nov 26, 2011 4:53 PM
98	Dartmoor Rd/just outside Ames	Nov 26, 2011 4:51 PM
99	nevada	Nov 26, 2011 4:49 PM
100	have to work	Nov 26, 2011 4:45 PM
101	none	Nov 26, 2011 4:43 PM
102	Nevada	Nov 26, 2011 4:42 PM
103	Nevada	Nov 26, 2011 4:39 PM
104	Nevada Iowa	Nov 26, 2011 4:35 PM
105	no license	Nov 26, 2011 4:33 PM
106	dog sitter	Nov 26, 2011 4:26 PM
107	Story City	Nov 26, 2011 4:17 PM
108	family emergencies	Nov 26, 2011 4:12 PM



**Page 1, Q7. 5) In the last year, check all of the challenges you have faced getting to or from places?**

109	Madrid	Nov 26, 2011 4:10 PM
110	Huxley	Nov 26, 2011 4:00 PM
111	Rural Story County	Nov 26, 2011 3:58 PM
112	Huxley	Nov 26, 2011 3:37 PM
113	do not have license	Nov 26, 2011 3:33 PM
114	Nevada	Nov 26, 2011 3:31 PM
115	Carroll, Iowa	Nov 26, 2011 3:28 PM
116	I need to live outside of Ames	Nov 26, 2011 3:23 PM
117	Huxley - When the bus is late and when I call ahead to confirm time they do not put in computer	Nov 26, 2011 3:05 PM
118	Story City	Nov 26, 2011 2:55 PM
119	problems getting to my appointments way to early	Nov 26, 2011 2:48 PM
120	Gilbert	Nov 26, 2011 2:40 PM
121	Story City, IA 50248	Nov 26, 2011 2:37 PM
122	Nevada, drove myself	Nov 26, 2011 2:34 PM
123	Nevada	Nov 26, 2011 2:33 PM
124	Nevada	Nov 26, 2011 2:28 PM
125	Nevada	Nov 26, 2011 2:26 PM
126	Williams, Iowa	Nov 26, 2011 2:23 PM
127	Gonerie	Nov 26, 2011 2:17 PM
128	Nevada Iowa	Nov 26, 2011 2:16 PM
129	No problems	Nov 26, 2011 1:48 PM
130	Huxley, Ia. Unmotivated to do everyday activities	Nov 26, 2011 1:47 PM
131	Huxley	Nov 26, 2011 1:44 PM
132	Nevada	Nov 26, 2011 1:43 PM
133	Rain	Nov 26, 2011 1:40 PM
134	Boone	Nov 26, 2011 1:36 PM
135	Nevada	Nov 26, 2011 1:33 PM

**Page 1, Q7. 5) In the last year, check all of the challenges you have faced getting to or from places?**

136	Nevada	Nov 26, 2011 1:26 PM
137	Colo	Nov 26, 2011 1:14 PM
138	all! no vehicle or license	Nov 26, 2011 1:11 PM
139	No License	Nov 26, 2011 1:01 PM
140	4 miles south	Nov 26, 2011 12:54 PM
141	Mo license	Nov 26, 2011 12:51 PM
142	Boone	Nov 26, 2011 12:48 PM
143	Haverhill (45 Miles away)	Nov 25, 2011 4:51 PM
144	cyrude doesn't go out to far east Ames very often	Nov 25, 2011 4:49 PM
145	Colo, IA	Nov 25, 2011 4:32 PM
146	use a wheelchair SCI T-V5	Nov 25, 2011 4:30 PM
147	Nevada IA	Nov 25, 2011 4:25 PM
148	Huxley	Nov 25, 2011 4:05 PM
149	Story City	Nov 25, 2011 4:01 PM
150	Berwick, IA	Nov 25, 2011 3:59 PM
151	none	Nov 24, 2011 3:09 PM
152	Huxley	Nov 24, 2011 2:00 PM
153	huxley	Nov 24, 2011 1:59 PM
154	huxley, work in DesMoines, car very old, likes to breakdwon	Nov 24, 2011 1:52 PM
155	Slater	Nov 22, 2011 2:09 PM
156	Nevada	Nov 22, 2011 2:07 PM
157	lack of sidewalks, interestions are not pedestnian friendly, weather, sidewals not cleared	Nov 22, 2011 2:02 PM
158	Nevada	Nov 22, 2011 1:53 PM
159	Nevada	Nov 22, 2011 1:48 PM
160	Boone County	Nov 22, 2011 1:43 PM
161	gilbert	Nov 22, 2011 12:56 PM
162	Story City	Nov 22, 2011 12:05 PM

**Page 1, Q7. 5) In the last year, check all of the challenges you have faced getting to or from places?**

163	Nevada	Nov 22, 2011 12:00 PM
164	Huxley	Nov 22, 2011 11:51 AM
165	Story City	Nov 22, 2011 11:49 AM
166	CyRide great but stops too far frm Walmart-Target. Unable to walk and get across Duff not possible	Nov 22, 2011 11:46 AM
167	cross a main big street to do so with children not enough time to cross street	Nov 22, 2011 11:21 AM
168	Sibley, Iowa	Nov 22, 2011 11:14 AM
169	N/A no challenges	Nov 22, 2011 11:11 AM
170	CyRide route is not very frequest in my neighborhood	Nov 22, 2011 11:08 AM
171	Collins	Nov 22, 2011 10:59 AM
172	Maxwell	Nov 22, 2011 10:54 AM
173	Collins	Nov 22, 2011 10:52 AM
174	Maxwell	Nov 21, 2011 10:06 AM
175	No car seat for my child for a time. Car seats are also an issue when getting a ride from others, e.g. car dealership shuttle while my car's in the shop.	Nov 20, 2011 11:29 AM
176	If my husband can't take me, I don't get to go	Nov 6, 2011 9:38 AM
177	HIRTA not available to get us to a destination not accessible by Cy-Ride; difficulty finding volunteer or friend to drive our van	Oct 27, 2011 9:32 AM
178	NONE	Oct 25, 2011 1:38 PM
179	Live in Huxley	Oct 21, 2011 11:29 AM



**Page 1, Q8. 6) Do you (or your children) face any problems getting to any of the following? (CHECK ALL THAT APPLY)**

1	due to lack of childcare options	Dec 8, 2011 12:38 PM
2	food banks, MICA WRC	Dec 8, 2011 11:59 AM
3	none	Dec 8, 2011 11:51 AM
4	East of Duff Ave	Dec 8, 2011 11:45 AM
5	household/clothing	Dec 4, 2011 2:17 PM
6	personal items	Dec 4, 2011 2:16 PM
7	my son lost his license and I take him to work-I use my lunch time	Dec 4, 2011 1:52 PM
8	Walmart, Target, etc.	Dec 4, 2011 1:29 PM
9	Walmart for other needs	Dec 4, 2011 1:21 PM
10	these problems are only related to car troubles	Dec 4, 2011 12:57 PM
11	most times no	Dec 4, 2011 11:50 AM
12	none	Dec 4, 2011 10:59 AM
13	weekends - all activities	Dec 4, 2011 10:38 AM
14	no problem at all	Dec 4, 2011 10:33 AM
15	Walmart	Nov 30, 2011 9:39 AM
16	I don't have problems	Nov 30, 2011 9:09 AM
17	no but gas prices don't help!	Nov 29, 2011 3:22 PM
18	having money for gas	Nov 29, 2011 2:44 PM
19	Eye appointment	Nov 28, 2011 4:13 PM
20	outside of Ames/Nevada	Nov 28, 2011 3:37 PM
21	out to eat	Nov 26, 2011 4:59 PM
22	north grand mall	Nov 26, 2011 4:54 PM
23	if far	Nov 26, 2011 4:47 PM
24	none	Nov 26, 2011 4:43 PM
25	no kids live with me at this time	Nov 26, 2011 4:38 PM
26	Shopping for personal and other	Nov 26, 2011 4:35 PM
27	paying bills	Nov 26, 2011 4:21 PM

**Page 1, Q8. 6) Do you (or your children) face any problems getting to any of the following? (CHECK ALL THAT APPLY)**

28	out of town destinations	Nov 26, 2011 4:15 PM
29	limited by number of trips allowed per staffing budget and number of staff	Nov 26, 2011 4:10 PM
30	Wal-Mart - out of town doctors	Nov 26, 2011 4:08 PM
31	None	Nov 26, 2011 3:58 PM
32	group home	Nov 26, 2011 3:28 PM
33	not@ this time but may inthe future	Nov 26, 2011 3:25 PM
34	Finding food banks or places that have food assistance	Nov 26, 2011 2:57 PM
35	I have to go to Iowa City	Nov 26, 2011 2:31 PM
36	almost any appt outside of Nevada	Nov 26, 2011 2:26 PM
37	No problems	Nov 26, 2011 1:48 PM
38	All! No vehicle or License	Nov 26, 2011 1:11 PM
39	CFR	Nov 26, 2011 12:59 PM
40	going out	Nov 25, 2011 4:40 PM
41	N/A	Nov 25, 2011 4:14 PM
42	none	Nov 25, 2011 4:03 PM
43	probation and programs	Nov 25, 2011 4:01 PM
44	to Desmoines. Mall of America	Nov 24, 2011 3:17 PM
45	nope, CY Ride is easy	Nov 22, 2011 2:33 PM
46	weekend activities/church	Nov 22, 2011 2:02 PM
47	getting to school because I work and since we didn't get free luncy they couldn't ride the bus	Nov 22, 2011 1:22 PM
48	Xmas	Nov 22, 2011 12:03 PM
49	Hospital Emergency Room!! Family activities; Ames Public Library, visit the fire station	Nov 22, 2011 11:21 AM
50	N/A no problems	Nov 22, 2011 11:11 AM
51	gas	Nov 22, 2011 10:52 AM
52	Have to work around husband's schedule	Nov 6, 2011 9:38 AM
53	NO	Oct 26, 2011 8:58 PM

Page 1, Q8. 6) Do you (or your children) face any problems getting to any of the following? (CHECK ALL THAT APPLY)

54 NONE

Oct 25, 2011 1:38 PM





**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

1	Nevada middle school McFarland clinic	Dec 8, 2011 12:42 PM
2	Anytime that my daughter and children have to get somewhere while I'm at work	Dec 8, 2011 12:41 PM
3	N/A	Dec 8, 2011 12:33 PM
4	Doctor, dental	Dec 8, 2011 12:31 PM
5	Out of town appointments	Dec 8, 2011 12:29 PM
6	Work in Ankeny - medical and dental appts when vehicle needin repair	Dec 8, 2011 12:28 PM
7	Dental, church, and childcare	Dec 8, 2011 12:25 PM
8	my car needs a lot of work so I don't drive it on long trips (100 plus miles)	Dec 8, 2011 12:24 PM
9	my car needs a lot of work so I don't drive it on long trips (100 plus miles)	Dec 8, 2011 12:24 PM
10	none	Dec 8, 2011 12:01 PM
11	MICA, WIC, food banks, plasma donation center work at 6 AM	Dec 8, 2011 11:59 AM
12	N/A	Dec 8, 2011 11:56 AM
13	Mike Louis Body and Paint Ames Iowa 1901 E Lincolnway	Dec 8, 2011 11:53 AM
14	don't have one	Dec 8, 2011 11:51 AM
15	None just timing	Dec 8, 2011 11:50 AM
16	none	Dec 8, 2011 11:48 AM
17	Iowa City for doctors appts. since stroke	Dec 8, 2011 11:48 AM
18	N/A	Dec 8, 2011 11:46 AM
19	East of Duff	Dec 8, 2011 11:45 AM
20	Appointments	Dec 8, 2011 11:43 AM
21	when sick, to go to doctors appointment on bus	Dec 8, 2011 11:38 AM
22	N/A	Dec 8, 2011 11:30 AM
23	A traveling handicap sticker for kids to go w/their caregivers	Dec 8, 2011 11:27 AM
24	No money for gas DMACC in Ankeny Taking child to school getting kids to daycare	Dec 8, 2011 11:22 AM
25	Out of state to visit family Des Moines for a part time job (currntly full time student) No gas money	Dec 8, 2011 11:12 AM
26	Work	Dec 8, 2011 11:09 AM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

27	None	Dec 8, 2011 11:05 AM
28	The commute to Des Moines is expensive, and if our car breaks down, then there's no good way to get there - a commuter bus or train would make that much easier	Dec 8, 2011 11:03 AM
29	none	Dec 8, 2011 11:01 AM
30	I am out of gas so I am not able to get any where	Dec 4, 2011 2:36 PM
31	none	Dec 4, 2011 2:34 PM
32	My sons car is in very bad shape, has a lot of mechanical problems when possible (not very often) I let him use my vehicle(Mom) he's 18 goes to DMACC in Ankeny. Works in Ankeny. We live in Maxwell. Between my Daughter's husband and I we have managed so far he hasn't missed a day of school but gas is killing me.	Dec 4, 2011 2:32 PM
33	NA	Dec 4, 2011 2:29 PM
34	None	Dec 4, 2011 2:28 PM
35	Grocery store	Dec 4, 2011 2:27 PM
36	no	Dec 4, 2011 2:21 PM
37	Kids go to Nevada school but we live outside of Ames. After school this is hard	Dec 4, 2011 2:19 PM
38	take Cy-ride all the time	Dec 4, 2011 2:17 PM
39	Richmond Center, work , Dr in Nevada	Dec 4, 2011 2:16 PM
40	none	Dec 4, 2011 2:14 PM
41	None if have gas	Dec 4, 2011 2:12 PM
42	Husband	Dec 4, 2011 2:09 PM
43	no	Dec 4, 2011 2:07 PM
44	everywhere	Dec 4, 2011 2:06 PM
45	We don't have a vehicle	Dec 4, 2011 2:03 PM
46	grocery shopping	Dec 4, 2011 2:02 PM
47	Bus	Dec 4, 2011 1:59 PM
48	gas for Dr. appointments to Iowa City	Dec 4, 2011 1:56 PM
49	None	Dec 4, 2011 1:49 PM
50	grocery store, everywhere	Dec 4, 2011 1:48 PM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

51	work, grocery, etc.	Dec 4, 2011 1:44 PM
52	sometimes to work, doctors and shopping	Dec 4, 2011 1:43 PM
53	car problems	Dec 4, 2011 1:38 PM
54	None	Dec 4, 2011 1:37 PM
55	I regularly have to go to Iowa City to the hospital. I take Heartland	Dec 4, 2011 1:37 PM
56	work	Dec 4, 2011 1:35 PM
57	work - Mike Louis Body and Paint	Dec 4, 2011 1:35 PM
58	work - Mike Louis Body and Paint	Dec 4, 2011 1:35 PM
59	N/A	Dec 4, 2011 1:31 PM
60	Dr appts in Des Moines or to Iowa City	Dec 4, 2011 1:29 PM
61	pharmacy	Dec 4, 2011 1:26 PM
62	Any where we have to walk great distance cause we don't have lift for our chairs	Dec 4, 2011 1:23 PM
63	Unity church First U Methodist dinner and grocery giveaway	Dec 4, 2011 1:21 PM
64	medical appointments, pharmacy, getting groceries	Dec 4, 2011 1:14 PM
65	N/A	Dec 4, 2011 1:13 PM
66	old vehicle	Dec 4, 2011 1:11 PM
67	none	Dec 4, 2011 1:03 PM
68	ride to hospital in Iowa City	Dec 4, 2011 12:58 PM
69	N/A	Dec 4, 2011 12:54 PM
70	N/A	Dec 4, 2011 12:52 PM
71	Doctors shopping	Dec 4, 2011 12:50 PM
72	Not the destination or location just the absence of the use of the car	Dec 4, 2011 12:48 PM
73	grocery store, dentist, pharmacy, any other places outside Slater	Dec 4, 2011 12:46 PM
74	main problems vehicle trouble believe batterie but unemployed so no money outside home issues above	Dec 4, 2011 12:11 PM
75	work	Dec 4, 2011 12:05 PM
76	Iowa City for medical	Dec 4, 2011 12:04 PM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

77	N/A	Dec 4, 2011 12:03 PM
78	None	Dec 4, 2011 12:01 PM
79	No problems unless, low on gas money, that's it	Dec 4, 2011 11:59 AM
80	N/A	Dec 4, 2011 11:58 AM
81	doctor appointments, the store	Dec 4, 2011 11:52 AM
82	N/A	Dec 4, 2011 11:49 AM
83	School in Webster City	Dec 4, 2011 11:48 AM
84	IOWA CITY	Dec 4, 2011 11:45 AM
85	Duff Avenue, Des Moines	Dec 4, 2011 11:39 AM
86	None	Dec 4, 2011 11:34 AM
87	Iowa State University	Dec 4, 2011 11:33 AM
88	None	Dec 4, 2011 11:31 AM
89	School, home to work, grocery shopping	Dec 4, 2011 11:30 AM
90	MICA Good Neighbor	Dec 4, 2011 11:28 AM
91	Nevada	Dec 4, 2011 11:27 AM
92	Des Moines to Childrens appointments	Dec 4, 2011 11:12 AM
93	Walmart, school	Dec 4, 2011 11:10 AM
94	getting to Ames and other places	Dec 4, 2011 11:03 AM
95	N/A	Dec 4, 2011 11:00 AM
96	East of Dayton Road	Dec 4, 2011 10:59 AM
97	out to find jobs	Dec 4, 2011 10:56 AM
98	Every where thats the hard part, trying to get people to help is hard and hard on family that they feel like they have to move their schedules around for me.	Dec 4, 2011 10:53 AM
99	When car breaks down - no transportation have to rely on family	Dec 4, 2011 10:49 AM
100	E 13th St Area e	Dec 4, 2011 10:46 AM
101	Out of Iowa Dr. Appt Getting to Bus (Mega Bus) in Des Moines	Dec 4, 2011 10:42 AM
102	All - especially those listed below	Dec 4, 2011 10:38 AM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

103	NAMI-CI wellness center	Dec 4, 2011 10:35 AM
104	cyride my main transportation covers most places in Ames	Dec 4, 2011 10:33 AM
105	car broken alot	Dec 4, 2011 10:29 AM
106	evening meetings and events	Dec 4, 2011 10:24 AM
107	Church and after school activities	Nov 30, 2011 9:48 AM
108	I have to go every week to my prenatal appointments. I go to Marshalltown every week and don't have gas money	Nov 30, 2011 9:39 AM
109	none	Nov 30, 2011 9:32 AM
110	Difficult to get groceries and take cyride because of weight of carrying them around.	Nov 30, 2011 9:20 AM
111	I usually have a back up incase something were to happen.	Nov 30, 2011 9:15 AM
112	There is no bus system close to our house for me, kids to ride to school.	Nov 30, 2011 9:12 AM
113	work-gas money	Nov 30, 2011 9:09 AM
114	Church activities evening activites grocery dental medical appoinment	Nov 30, 2011 9:08 AM
115	none	Nov 29, 2011 3:29 PM
116	none	Nov 29, 2011 3:27 PM
117	IDK	Nov 29, 2011 3:25 PM
118	Long distances outside of Story County	Nov 29, 2011 3:24 PM
119	Anywhere past Ames/Nevada	Nov 29, 2011 3:22 PM
120	Dr appointments in Nevada, grocery shopping and dental appointments.	Nov 29, 2011 3:14 PM
121	Daycare-we only have one car and cyride doesn't go to the daycare	Nov 29, 2011 3:11 PM
122	a better van! more gas	Nov 29, 2011 3:08 PM
123	none	Nov 29, 2011 3:07 PM
124	appointments	Nov 29, 2011 3:04 PM
125	none	Nov 29, 2011 2:54 PM
126	the children have an issues with getting home from the Drake Head Start program there is no transportation offered at all.	Nov 29, 2011 2:54 PM
127	na	Nov 29, 2011 2:49 PM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

128	none	Nov 29, 2011 2:43 PM
129	It's hard for me to get to work when my car isn't working. I work and live in 2 different towns	Nov 29, 2011 2:41 PM
130	Consistent bus service on South Duff Avenue	Nov 29, 2011 2:23 PM
131	na	Nov 29, 2011 2:23 PM
132	grocery south Ames public bus system is little inconvenient	Nov 29, 2011 8:59 AM
133	School, work, appointments	Nov 29, 2011 8:55 AM
134	None	Nov 28, 2011 5:18 PM
135	None	Nov 28, 2011 5:17 PM
136	To doctor Appointment	Nov 28, 2011 4:21 PM
137	NA	Nov 28, 2011 4:19 PM
138	Department store for goods not available locally any major shopping areas walmar, kmart and mall. Mcfarland Clinic in ames Wolfe Eye clinic, Mary Greeley Medical Center	Nov 28, 2011 4:17 PM
139	Walmart ames K-mart School activities for plays etc. preformed by grandchild Senior Citizens	Nov 28, 2011 4:13 PM
140	Medical appointments and grocery shopping	Nov 28, 2011 4:03 PM
141	Richmond Center, food pantries, work Dr. appointment in Nevada	Nov 28, 2011 4:00 PM
142	We only have 1 vehicle, so we have to find rides to places during the day.	Nov 28, 2011 3:58 PM
143	none	Nov 28, 2011 3:57 PM
144	Drs appointments anywhere out of town because of gas prices	Nov 28, 2011 3:51 PM
145	VA appointments	Nov 28, 2011 3:49 PM
146	Des Moines doctor appointments	Nov 28, 2011 3:40 PM
147	Anywhere outside of Nevada	Nov 28, 2011 3:39 PM
148	Due to old car 1993 Cannont really drive	Nov 28, 2011 3:37 PM
149	none	Nov 28, 2011 3:34 PM
150	grocery shopping	Nov 28, 2011 3:33 PM
151	none	Nov 28, 2011 3:32 PM
152	Meetings in Ames	Nov 28, 2011 3:30 PM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

153	DMAAC Ankeny	Nov 28, 2011 3:28 PM
154	none	Nov 28, 2011 3:26 PM
155	If my van is not working I have trouble getting anywhere but grocery store as it is next door or I don't have enough gas money.	Nov 28, 2011 3:24 PM
156	none	Nov 28, 2011 3:20 PM
157	none	Nov 28, 2011 3:19 PM
158	ok now	Nov 28, 2011 3:17 PM
159	Medical Appointments Grocery Shopping	Nov 28, 2011 3:13 PM
160	none	Nov 28, 2011 3:11 PM
161	Can get a ride to any-not trouble	Nov 28, 2011 3:09 PM
162	Going to Iowa City	Nov 26, 2011 5:01 PM
163	none	Nov 26, 2011 4:59 PM
164	none	Nov 26, 2011 4:56 PM
165	N/A	Nov 26, 2011 4:54 PM
166	Transportation to church will be taken care of	Nov 26, 2011 4:52 PM
167	no car have to ask family or friends for rides Doctor app	Nov 26, 2011 4:49 PM
168	Far - my address is south4th st so I walk within range	Nov 26, 2011 4:47 PM
169	none	Nov 26, 2011 4:43 PM
170	Des Moines - Blank	Nov 26, 2011 4:42 PM
171	anywhere no money	Nov 26, 2011 4:39 PM
172	all	Nov 26, 2011 4:35 PM
173	To appointments cause have no car and no job to pay for rides buses to and from	Nov 26, 2011 4:31 PM
174	None	Nov 26, 2011 4:28 PM
175	None	Nov 26, 2011 4:27 PM
176	Food banks	Nov 26, 2011 4:26 PM
177	None	Nov 26, 2011 4:22 PM
178	I am just limited by no gas money most of the time to go pay my bills around	Nov 26, 2011 4:21 PM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

	Ames	
179	Richmond McFarland	Nov 26, 2011 4:19 PM
180	N/A	Nov 26, 2011 4:17 PM
181	I will use Hirta now	Nov 26, 2011 4:16 PM
182	I can get around for the most part	Nov 26, 2011 4:15 PM
183	N/A	Nov 26, 2011 4:13 PM
184	Wal Mart Supercenter Hy Vee east lincolnway Richmond Center	Nov 26, 2011 4:08 PM
185	None	Nov 26, 2011 4:04 PM
186	None	Nov 26, 2011 4:03 PM
187	out of town	Nov 26, 2011 3:59 PM
188	None	Nov 26, 2011 3:58 PM
189	OB/GYN appointments, doctor appointments, grocery store b/c no personal vehicle and no money b/c currently unemployed	Nov 26, 2011 3:54 PM
190	None	Nov 26, 2011 3:52 PM
191	Work in DSM (gas\$\$)	Nov 26, 2011 3:50 PM
192	N/A	Nov 26, 2011 3:49 PM
193	None	Nov 26, 2011 3:47 PM
194	places bus don't go - asking for rides	Nov 26, 2011 3:46 PM
195	N/A	Nov 26, 2011 3:43 PM
196	Valentino's bus doesn't run before 8 am on Sunday and my Sunday shift is at 8 am, so I have to walk at 7 am and sometime it's cold. Bad when winter, snow or rain happen	Nov 26, 2011 3:42 PM
197	None	Nov 26, 2011 3:39 PM
198	Medical appts in Ames and Slater	Nov 26, 2011 3:37 PM
199	None	Nov 26, 2011 3:35 PM
200	Richmond Center	Nov 26, 2011 3:33 PM
201	no money for cyride etc....	Nov 26, 2011 3:29 PM
202	CLP-Transport	Nov 26, 2011 3:28 PM



**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

203	I go around and look at apartments as I live in Huxley and the cost each time 1 way for heartland is \$5.75 so round trip is \$11.00 each time	Nov 26, 2011 3:05 PM
204	NA	Nov 26, 2011 2:58 PM
205	Long distance traveling	Nov 26, 2011 2:55 PM
206	See above	Nov 26, 2011 2:53 PM
207	CyRide have more routes to get people around faster. Not just cater to ISU students. CyRide need to accomadate ALL of the people of Ames.	Nov 26, 2011 2:48 PM
208	Medical appt's	Nov 26, 2011 2:44 PM
209	None	Nov 26, 2011 2:35 PM
210	I catch the Heartland Bus from Nevada	Nov 26, 2011 2:33 PM
211	none	Nov 26, 2011 2:31 PM
212	Doctor, work, grocery shopping	Nov 26, 2011 2:30 PM
213	N/A	Nov 26, 2011 2:29 PM
214	Anywhere outside of Nevada	Nov 26, 2011 2:28 PM
215	HACH (work) Biolite Richmond Center	Nov 26, 2011 2:26 PM
216	Work	Nov 26, 2011 2:24 PM
217	Just having trouble keeping my appointments when my rides have another appointments	Nov 26, 2011 2:23 PM
218	None	Nov 26, 2011 2:17 PM
219	none	Nov 26, 2011 1:53 PM
220	None	Nov 26, 2011 1:52 PM
221	None at the moment	Nov 26, 2011 1:50 PM
222	NA	Nov 26, 2011 1:49 PM
223	None	Nov 26, 2011 1:48 PM
224	Long trips over 25-30 miles	Nov 26, 2011 1:47 PM
225	To and from my appointments	Nov 26, 2011 1:43 PM
226	MICA - Richmond Center	Nov 26, 2011 1:41 PM
227	out of town	Nov 26, 2011 1:40 PM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

228	Des Moines, Cedar Rapids, Canada	Nov 26, 2011 1:35 PM
229	Work, U of I Hospital, back and forth to nevada	Nov 26, 2011 1:33 PM
230	Ankeny dentist Des Moines United Way	Nov 26, 2011 1:29 PM
231	Class But I graduated	Nov 26, 2011 1:11 PM
232	CFR	Nov 26, 2011 1:09 PM
233	Home treatment	Nov 26, 2011 1:07 PM
234	Boone DMACC, daycare on Dayton Ave	Nov 26, 2011 1:06 PM
235	CFR	Nov 26, 2011 1:04 PM
236	Medical provided at Story County Medical Center Grocery, pharmacy	Nov 26, 2011 1:03 PM
237	recovery class work	Nov 26, 2011 1:01 PM
238	"CFR" MICA	Nov 26, 2011 12:59 PM
239	DSM Cardiology, Eyerly Ball in DSM, DMACC	Nov 26, 2011 12:57 PM
240	none@this time	Nov 26, 2011 12:54 PM
241	N/A	Nov 26, 2011 12:53 PM
242	Meetings/Dr. in DesMoines Mostly concerning gas money	Nov 26, 2011 12:51 PM
243	Work from Boone to Ames	Nov 26, 2011 12:48 PM
244	Dayton Ave and 13th Street (East Ames) Very south Duff (limited access)	Nov 25, 2011 4:49 PM
245	Visiting my family in Minnesota and girlfriend when shes in the hospital in Iowa City	Nov 25, 2011 4:46 PM
246	I'm on the Medicaid reimbursement program	Nov 25, 2011 4:44 PM
247	Friends, bars, restuarants, movies, malls, stores	Nov 25, 2011 4:40 PM
248	None	Nov 25, 2011 4:37 PM
249	This winter may be a problem. I attend Thursday night group with Cassidy, co-occurring group	Nov 25, 2011 4:36 PM
250	getting home from a different place on campus than where I normally catch the bus	Nov 25, 2011 4:33 PM
251	Bering a "wheeler" (using a wheelchair) there are doors to businesses that aren't automatic AND since my ramp comes out of my basck passenger door there aren't enough accessible parking places at Reimar Gardens, Dahls ..	Nov 25, 2011 4:30 PM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

252	Des Moines	Nov 25, 2011 4:27 PM
253	Story County Dental Clinic - Ames Ia The Richmond Center - Ames Ia	Nov 25, 2011 4:25 PM
254	None	Nov 25, 2011 4:23 PM
255	None	Nov 25, 2011 4:22 PM
256	Live on end of Brown Route - No buses at night/weekends	Nov 25, 2011 4:21 PM
257	N/A	Nov 25, 2011 4:19 PM
258	Anything out of the normal (Work, grocery store) is hard to budget for	Nov 25, 2011 4:15 PM
259	Anywhere with ???	Nov 25, 2011 4:14 PM
260	N/A	Nov 25, 2011 4:12 PM
261	P.O.	Nov 25, 2011 4:11 PM
262	have personal transportation	Nov 25, 2011 4:09 PM
263	Only my hometown, 2 and 1/2 hours away	Nov 25, 2011 4:06 PM
264	None	Nov 25, 2011 4:05 PM
265	None	Nov 25, 2011 4:03 PM
266	Wal-Mart - grocery stores, church, work	Nov 25, 2011 4:01 PM
267	Work	Nov 25, 2011 3:58 PM
268	N/A	Nov 25, 2011 3:54 PM
269	None	Nov 25, 2011 3:52 PM
270	To Northeast	Nov 24, 2011 3:19 PM
271	car mechanical problems	Nov 24, 2011 3:17 PM
272	South-West to South East	Nov 24, 2011 3:15 PM
273	Living outside of Ames	Nov 24, 2011 3:14 PM
274	None	Nov 24, 2011 3:11 PM
275	none	Nov 24, 2011 3:09 PM
276	Grocery store	Nov 24, 2011 3:07 PM
277	None	Nov 24, 2011 3:02 PM
278	None	Nov 24, 2011 3:00 PM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

279	N/A	Nov 24, 2011 2:59 PM
280	None	Nov 24, 2011 2:41 PM
281	None	Nov 24, 2011 2:39 PM
282	None	Nov 24, 2011 2:36 PM
283	none	Nov 24, 2011 2:20 PM
284	none	Nov 24, 2011 2:18 PM
285	none	Nov 24, 2011 2:17 PM
286	None	Nov 24, 2011 2:16 PM
287	none. my car works to take me anywhere	Nov 24, 2011 2:12 PM
288	No transportation to get south-east side of the Ames	Nov 24, 2011 2:10 PM
289	Sawyer Elementary School. We need CyRide to go to school and after school	Nov 24, 2011 2:08 PM
290	N/A	Nov 24, 2011 1:58 PM
291	N/A	Nov 22, 2011 2:33 PM
292	Gas is expensive. It can be a struggle traveling back and forth across the city. Occasional medical appointments in Des Moines	Nov 22, 2011 2:31 PM
293	If my van breaks down I can't get to any of these places and I usually can't afford to fix it. If my van is working many times I don't have money for gas or money to ride cy-ride	Nov 22, 2011 2:27 PM
294	Can't travel long distances (100 + miles)	Nov 22, 2011 2:18 PM
295	None	Nov 22, 2011 2:15 PM
296	School	Nov 22, 2011 2:14 PM
297	Medical Appointments in Des Moines	Nov 22, 2011 2:11 PM
298	going to Iowa City gas money	Nov 22, 2011 2:09 PM
299	DMACC and Doctors appointments	Nov 22, 2011 2:07 PM
300	? Not too much trouble commuting around	Nov 22, 2011 2:05 PM
301	Dr. Appointments	Nov 22, 2011 2:03 PM
302	South Duff - no consistent bus service. No sidewalks past fire station Grand Ave - sidewalk is too close to street - sidewalks not shoveled and get splattered by passing cars	Nov 22, 2011 2:02 PM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

303	Ankeny	Nov 22, 2011 1:54 PM
304	None won't always run - gas	Nov 22, 2011 1:53 PM
305	Doctor Appointment, Pharmacy, food	Nov 22, 2011 1:51 PM
306	Grocery store, Bank, Dr. Office	Nov 22, 2011 1:48 PM
307	Sometimes I have to cancel a Medical appointment in AMES cause of car problems	Nov 22, 2011 1:42 PM
308	none	Nov 22, 2011 1:40 PM
309	Doctor - Nevada and Slater	Nov 22, 2011 1:39 PM
310	none	Nov 22, 2011 1:37 PM
311	afters school activities, mornings to school, work on weekends for son	Nov 22, 2011 1:31 PM
312	none	Nov 22, 2011 1:26 PM
313	none	Nov 22, 2011 1:24 PM
314	going to Iowa City before and then new regs changed me to Broadlawns	Nov 22, 2011 1:22 PM
315	none	Nov 22, 2011 12:57 PM
316	none	Nov 22, 2011 12:56 PM
317	N/A	Nov 22, 2011 12:06 PM
318	Doctors	Nov 22, 2011 12:03 PM
319	Shopping, Church, doctors all in Ames or Des Moines	Nov 22, 2011 12:00 PM
320	None	Nov 22, 2011 11:49 AM
321	To my work at Meeker School	Nov 22, 2011 11:48 AM
322	far north Ames shopping area	Nov 22, 2011 11:43 AM
323	none	Nov 22, 2011 11:40 AM
324	There are many places on or near campus that I'm not able to park. I work on campus but live off of it. Sometimes I have to either be late to work or wait an half an hour in the cold for a bus after work.	Nov 22, 2011 11:28 AM
325	north of ames - around sommerset-next to-	Nov 22, 2011 11:21 AM
326	N/A	Nov 22, 2011 11:14 AM
327	N/A	Nov 22, 2011 11:11 AM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

328	Iowa State Athletic events from south Ames.	Nov 22, 2011 11:08 AM
329	from my place to elementary school. Such as from South West side of Ames to Sawyer School	Nov 22, 2011 11:05 AM
330	shopping and other	Nov 22, 2011 10:52 AM
331	Nevada, IA - childcare worker	Nov 20, 2011 11:29 AM
332	Would like to attend support group in Ames but can't ask husband to take me. When husband involved in activity, I can't go anywhere	Nov 6, 2011 9:38 AM
333	It is difficult going downtown or to west Ames because I have to make multiple bus transfers. Also, any place not near a CyRide stop.	Oct 27, 2011 6:26 AM
334	NONE	Oct 26, 2011 8:58 PM
335	South 16th Street	Oct 26, 2011 6:18 PM
336	no bus near Northridge Heights	Oct 26, 2011 4:19 PM
337	Drivers license station	Oct 24, 2011 3:05 PM
338	Drivers license station	Oct 24, 2011 3:03 PM
339	Wolfe Eye Clinic (it is near a CyRide route but that route runs during a very small time frame) Central Iowa Psychological Services Ace Hardware/ Menard's The Bandshell Ames/ ISU Ice Arena	Oct 21, 2011 1:38 PM
340	Well, we live in Huxley, but.. I work in Ames,-in campustown my husband works in Ames-up near Somerset my kids participate in certain Ames activities (swim team at the High School) we and many of our neighbors shop, eat and seek entertainment in Ames far more often than Ankeny or Des Moines. Currently our only option is to drive our own vehicles.	Oct 21, 2011 11:29 AM



**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

1	fix our vehicle! Fix everything that is wrong or just get a new car.	Dec 8, 2011 12:44 PM
2	get a new car	Dec 8, 2011 12:42 PM
3	get her a car	Dec 8, 2011 12:41 PM
4	I would make my dream come true of having my own car. So I wouldn't have to depend on anybody else for rides to places I need to go.	Dec 8, 2011 12:39 PM
5	Have moe money and allow more time to take other moes, such as walking or bus.	Dec 8, 2011 12:38 PM
6	Help paying for Cy-ride	Dec 8, 2011 12:36 PM
7	I would be able to drive myself	Dec 8, 2011 12:34 PM
8	Free gas	Dec 8, 2011 12:33 PM
9	new tires for car	Dec 8, 2011 12:32 PM
10	#5 I do not drive, Don't have a license, never have, I have had a seisure disorder, mostly all my life	Dec 8, 2011 12:31 PM
11	I would get a car	Dec 8, 2011 12:29 PM
12	replace worn 2003 ford with more reliable vehicle (vehicle in need of numerous repairs - high mileage)	Dec 8, 2011 12:28 PM
13	Have a bus go to Nevada 3 times a day for those who n eed to get to ames	Dec 8, 2011 12:26 PM
14	magically give myself a car	Dec 8, 2011 12:25 PM
15	Have a dependable car with windshield wipers that work and an account for repairs	Dec 8, 2011 12:24 PM
16	Have a dependable car with windshield wipers that work and an account for repairs	Dec 8, 2011 12:24 PM
17	drop the gas prices	Dec 8, 2011 12:01 PM
18	Have no car maintenance	Dec 8, 2011 12:00 PM
19	Probably get a car and magically have a license to drive and have a better paying job to afford said car	Dec 8, 2011 11:59 AM
20	Make it go away and a 4 door beautiful new truck appear	Dec 8, 2011 11:56 AM
21	more gas money for vehicles	Dec 8, 2011 11:53 AM
22	win lottery and buy a brand new vehicle	Dec 8, 2011 11:51 AM
23	pay off my car	Dec 8, 2011 11:50 AM
24	none	Dec 8, 2011 11:48 AM



**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

25	give myself a car that never runs out of gas or needs tuned up	Dec 8, 2011 11:48 AM
26	yes	Dec 8, 2011 11:46 AM
27	Taxi vouchers for work east of Duff.	Dec 8, 2011 11:45 AM
28	I'd get my own car but I can't afford one.	Dec 8, 2011 11:43 AM
29	get my license back	Dec 8, 2011 11:42 AM
30	get my own car and pay off my ticket for my drivers license	Dec 8, 2011 11:41 AM
31	get a more reliable vehicle	Dec 8, 2011 11:40 AM
32	get a better car	Dec 8, 2011 11:39 AM
33	safe working car	Dec 8, 2011 11:38 AM
34	Better mechanic	Dec 8, 2011 11:31 AM
35	N/A	Dec 8, 2011 11:30 AM
36	WIC V an	Dec 8, 2011 11:28 AM
37	#1 caregivers had a handicap sticker to use that would be w/children's w/disabilities bag.	Dec 8, 2011 11:27 AM
38	cheaper gas prices	Dec 8, 2011 11:23 AM
39	gas money	Dec 8, 2011 11:22 AM
40	get another car	Dec 8, 2011 11:19 AM
41	fuel efficient vehicle or lower gas prices	Dec 8, 2011 11:12 AM
42	More affordable car care/repairs	Dec 8, 2011 11:10 AM
43	make more money	Dec 8, 2011 11:09 AM
44	I don't really have any transportation problems but it would be nice if gas were cheaper.	Dec 8, 2011 11:08 AM
45	more bike - friendly roads	Dec 8, 2011 11:04 AM
46	commuter bus or train from Ames to downtown Des Moines.	Dec 8, 2011 11:03 AM
47	get a brake job	Dec 4, 2011 2:37 PM
48	I would get a new car	Dec 4, 2011 2:36 PM
49	more gas money	Dec 4, 2011 2:35 PM
50	get a newer better running car	Dec 4, 2011 2:33 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

51	give my son a very nice and reliable vehicle	Dec 4, 2011 2:32 PM
52	Never ending gas	Dec 4, 2011 2:29 PM
53	Have gas money	Dec 4, 2011 2:28 PM
54	I'd have a personal rider that gives me rides whenever I need one	Dec 4, 2011 2:27 PM
55	Dependable car	Dec 4, 2011 2:24 PM
56	Lower fuel prices	Dec 4, 2011 2:23 PM
57	gas prices lower	Dec 4, 2011 2:21 PM
58	Yes	Dec 4, 2011 2:20 PM
59	get a reliable car	Dec 4, 2011 2:19 PM
60	Wish for car	Dec 4, 2011 2:17 PM
61	I now have a license and car but when I didn't getting around was almost impossible	Dec 4, 2011 2:16 PM
62	buy another vehicle-just in case	Dec 4, 2011 2:14 PM
63	get a newer more gas efficient car	Dec 4, 2011 2:12 PM
64	Bring in Ames	Dec 4, 2011 2:09 PM
65	nothing	Dec 4, 2011 2:07 PM
66	get more money am SSD	Dec 4, 2011 2:06 PM
67	reliable car	Dec 4, 2011 2:04 PM
68	Get a vehicle	Dec 4, 2011 2:03 PM
69	lower the gas prices and vehicle up keep.	Dec 4, 2011 2:01 PM
70	My towing bill was \$250. Gas money would be welcomed Buy a brand new one	Dec 4, 2011 1:58 PM
71	make the engine light go off	Dec 4, 2011 1:56 PM
72	better job	Dec 4, 2011 1:55 PM
73	money for a vehicle or have a new or used vehicle to have	Dec 4, 2011 1:54 PM
74	The DOT or the state won't let him have a work permit until June of 2012. I don't know they expect him to keep his job. That is why I take him. He has to have his job to pay his rent and support (child)	Dec 4, 2011 1:52 PM
75	fix the heater in my car and windows so they go up and down	Dec 4, 2011 1:50 PM
76	purchase a new car	Dec 4, 2011 1:49 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

77	gas money, car, bus system	Dec 4, 2011 1:48 PM
78	get a car and gas card	Dec 4, 2011 1:44 PM
79	fix m old car to run better	Dec 4, 2011 1:43 PM
80	newer truck	Dec 4, 2011 1:40 PM
81	get a new car	Dec 4, 2011 1:38 PM
82	Nothing	Dec 4, 2011 1:37 PM
83	lower gas prices	Dec 4, 2011 1:37 PM
84	new car	Dec 4, 2011 1:35 PM
85	gas money for my own vehicles and others that I ave to borrow	Dec 4, 2011 1:35 PM
86	gas money for my own vehicles and others that I ave to borrow	Dec 4, 2011 1:35 PM
87	car problems	Dec 4, 2011 1:31 PM
88	gas prices	Dec 4, 2011 1:29 PM
89	Having enough money to buy my own vehicle to get around in	Dec 4, 2011 1:29 PM
90	buy a car that would last me for a long time	Dec 4, 2011 1:26 PM
91	get a lift van	Dec 4, 2011 1:23 PM
92	Personal driver and car or a bus-stop outside my door or both	Dec 4, 2011 1:21 PM
93	my car is not working very well so I'd fix it or get a new one but mostly we do fine	Dec 4, 2011 1:18 PM
94	Have magic gas tank	Dec 4, 2011 1:16 PM
95	being able to have my own car	Dec 4, 2011 1:14 PM
96	Fixc my vehicle or get a new one that didn't cost so much to keep running.	Dec 4, 2011 1:13 PM
97	get a job	Dec 4, 2011 1:11 PM
98	Better Health!	Dec 4, 2011 1:10 PM
99	get a different vehicle and money for gas	Dec 4, 2011 1:07 PM
100	Money for gas and auto problems	Dec 4, 2011 1:06 PM
101	get a new car	Dec 4, 2011 1:05 PM
102	I have3 a loud sound when turning right	Dec 4, 2011 1:03 PM
103	the trading in cars for "X" dollars wouldn't have happened and more cheap, affordable cars would be available gas prices and mechanic fees would be less!	Dec 4, 2011 1:02 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

104	get well so I can drive	Dec 4, 2011 12:58 PM
105	Lower maintainance vehicle	Dec 4, 2011 12:57 PM
106	new car	Dec 4, 2011 12:54 PM
107	pray for family members to be able to get employment to help with gas needs	Dec 4, 2011 12:52 PM
108	help with gas money	Dec 4, 2011 12:51 PM
109	bus pass to ride bus	Dec 4, 2011 12:50 PM
110	Buy another car	Dec 4, 2011 12:48 PM
111	Buy a car	Dec 4, 2011 12:46 PM
112	fix car and fill tank change oil	Dec 4, 2011 12:11 PM
113	have a car	Dec 4, 2011 12:08 PM
114	not need gas to go	Dec 4, 2011 12:07 PM
115	car	Dec 4, 2011 12:05 PM
116	Money and lots of it	Dec 4, 2011 12:04 PM
117	have a full tank of gas everyday.	Dec 4, 2011 12:03 PM
118	more money and another job	Dec 4, 2011 12:01 PM
119	Get a Porsche. Seriously gas prices are our biggest problem That's about it.	Dec 4, 2011 11:59 AM
120	N/A	Dec 4, 2011 11:58 AM
121	free gas	Dec 4, 2011 11:55 AM
122	a good running car	Dec 4, 2011 11:52 AM
123	my vehicle would never break down	Dec 4, 2011 11:50 AM
124	New car	Dec 4, 2011 11:49 AM
125	ask for help	Dec 4, 2011 11:48 AM
126	buy a new car	Dec 4, 2011 11:47 AM
127	Be able to un brake my back so I can go to work again so I can support myself again. Always have gas in my car, haven't worked since Feb.	Dec 4, 2011 11:45 AM
128	Purchase vehicle	Dec 4, 2011 11:39 AM
129	perfect car	Dec 4, 2011 11:34 AM
130	Lower gas prices. increase bus routes	Dec 4, 2011 11:33 AM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

131	No	Dec 4, 2011 11:31 AM
132	just pray thats all!	Dec 4, 2011 11:30 AM
133	Getting my fines paid so I can drive	Dec 4, 2011 11:28 AM
134	Put busing in Nevada	Dec 4, 2011 11:27 AM
135	We would have another vehicle	Dec 4, 2011 11:12 AM
136	Cy-ride expanded to Nevada, or some type of public transportation Lower cost of fuel	Dec 4, 2011 11:10 AM
137	Never have had a massive stroke	Dec 4, 2011 11:08 AM
138	find a better working car and start a bus line that takes people any where for free like doctors appointments and school.	Dec 4, 2011 11:05 AM
139	get driver license. I know how to drive but I wish I have some I could depend on to that would be there to let me drive to get more experience	Dec 4, 2011 11:03 AM
140	N/A	Dec 4, 2011 11:00 AM
141	Things are doing much better with local transportation	Dec 4, 2011 10:59 AM
142	different cheaper running vehicle	Dec 4, 2011 10:56 AM
143	price of gas and car repairs	Dec 4, 2011 10:54 AM
144	Get my car back	Dec 4, 2011 10:53 AM
145	More frequent evening bus times	Dec 4, 2011 10:46 AM
146	Have money to buy a reliable car with fantastic MPG and be able to have money to live in Apt with parking lot or carports and garage	Dec 4, 2011 10:42 AM
147	Being able to obtain HIRTA transport for emergency appts without waiting 24 hours (doctor, etc) Lower cost Evening transportation Weekend transportation Having a bus assigned to Nevada as a will call bus to get around town	Dec 4, 2011 10:38 AM
148	better cyride routes	Dec 4, 2011 10:35 AM
149	buy a car	Dec 4, 2011 10:33 AM
150	get a new car	Dec 4, 2011 10:29 AM
151	more gas money	Dec 4, 2011 10:26 AM
152	free cyride	Dec 4, 2011 10:24 AM
153	gas money help	Nov 30, 2011 10:09 AM
154	gas prices	Nov 30, 2011 10:06 AM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

155	another car	Nov 30, 2011 10:02 AM
156	Just have a spare car for when ours needs fixing. We are very fortunate to have a personal well working vehicle.	Nov 30, 2011 9:51 AM
157	price of gas	Nov 30, 2011 9:49 AM
158	make it cost less or free or cheaper taxi	Nov 30, 2011 9:48 AM
159	get gas	Nov 30, 2011 9:39 AM
160	have a car	Nov 30, 2011 9:37 AM
161	closer bus stops within the trailer homes on any end of Ames that go thru out the whole Ames area	Nov 30, 2011 9:32 AM
162	fix car and have unlimited gas	Nov 30, 2011 9:31 AM
163	A full tank at all times	Nov 30, 2011 9:28 AM
164	buy another car and have more money for gas	Nov 30, 2011 9:24 AM
165	getting my license back	Nov 30, 2011 9:20 AM
166	more income	Nov 30, 2011 9:17 AM
167	have never ending supply of gas of full tank at all times.	Nov 30, 2011 9:15 AM
168	Unlimited gas	Nov 30, 2011 9:14 AM
169	put a bus stop close to my house	Nov 30, 2011 9:12 AM
170	Get a car that had better heat and air conditioning	Nov 30, 2011 9:11 AM
171	always have gas money and car paid off	Nov 30, 2011 9:10 AM
172	I would have a new job that I make more money so I can afford to drive to and from work	Nov 30, 2011 9:09 AM
173	we need more Cyride stops	Nov 30, 2011 9:08 AM
174	I would get a brand new van with no problems low mileage with a warenty	Nov 30, 2011 9:05 AM
175	lower gas prices Keep van running without problems	Nov 30, 2011 9:04 AM
176	have money for cas, car that works	Nov 29, 2011 3:30 PM
177	none	Nov 29, 2011 3:29 PM
178	nothing	Nov 29, 2011 3:27 PM
179	No long rides on buses	Nov 29, 2011 3:25 PM
180	the roads especially HWY 69 the bumps are horrible and they have popped a tire	Nov 29, 2011 3:24 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

	on my car.	
181	Make an unlimited gas card or make it so my car couldn't break down	Nov 29, 2011 3:22 PM
182	fix all the little things wrong with my car	Nov 29, 2011 3:19 PM
183	get a car	Nov 29, 2011 3:18 PM
184	road maintance	Nov 29, 2011 3:16 PM
185	Get a newer car that has heat. right now, we have no heat in our car so I don't go mony places with the kids so it is hard to take them to appointments when it is getting so cold out.	Nov 29, 2011 3:14 PM
186	get another car	Nov 29, 2011 3:11 PM
187	get a new car and or get a current vehicle fixed	Nov 29, 2011 3:07 PM
188	decrease gas prices	Nov 29, 2011 2:56 PM
189	Everthing would be closer	Nov 29, 2011 2:54 PM
190	Make school buses available for the Drake Head Start Program	Nov 29, 2011 2:54 PM
191	free gas	Nov 29, 2011 2:51 PM
192	new tires	Nov 29, 2011 2:49 PM
193	more bus routes	Nov 29, 2011 2:46 PM
194	Have more money for gas	Nov 29, 2011 2:44 PM
195	No vechile problems	Nov 29, 2011 2:43 PM
196	Buy a new car/new car appear	Nov 29, 2011 2:41 PM
197	full tank of gas or extra money in bank account	Nov 29, 2011 2:40 PM
198	make more shopping available in Ames	Nov 29, 2011 2:38 PM
199	get more gas money	Nov 29, 2011 2:25 PM
200	Put noise makers on all traffic lights to alert pedestrians that it is safe to cross. Being visually impaired I cannot see the pedestrian walk signals/time across the street and have to rely on which way the traffic is going.	Nov 29, 2011 2:23 PM
201	Get my van overhauled so there were no more mechanical problems	Nov 29, 2011 2:23 PM
202	have more money and get a better car	Nov 29, 2011 2:21 PM
203	fix my van brakes and struts	Nov 29, 2011 2:20 PM
204	buy a new vehicle	Nov 29, 2011 2:18 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

205	Full time job	Nov 29, 2011 2:14 PM
206	A car for my husband and a car for me	Nov 29, 2011 9:03 AM
207	I would prolong the hours of Cyride circulation, particularly of the 6 going south to north and the other way around.	Nov 29, 2011 8:59 AM
208	New Car	Nov 29, 2011 8:57 AM
209	Wand up a car	Nov 29, 2011 8:55 AM
210	Free gas	Nov 29, 2011 8:54 AM
211	NA	Nov 28, 2011 5:18 PM
212	None	Nov 28, 2011 5:17 PM
213	Money would grow on trees	Nov 28, 2011 4:19 PM
214	I don't know	Nov 28, 2011 4:17 PM
215	Be able to get to Senior Dinner etc	Nov 28, 2011 4:13 PM
216	Enough money to pay fine to get my license back and get a vehicile	Nov 28, 2011 4:03 PM
217	Cheaper gas, serviced that do last minute rides	Nov 28, 2011 4:00 PM
218	Another vehicle	Nov 28, 2011 3:58 PM
219	no car problems	Nov 28, 2011 3:57 PM
220	Better more reliable car more \$ for gas and car repair	Nov 28, 2011 3:51 PM
221	Win the Lottery!!! Buy a brand new car!	Nov 28, 2011 3:44 PM
222	I would love to buy a brand new model car with a warrany so if anything did pop up it would be covered	Nov 28, 2011 3:43 PM
223	Buy car	Nov 28, 2011 3:42 PM
224	I'd get a new energy efficient car I'd move closer to Des Moines or Ames	Nov 28, 2011 3:40 PM
225	have enough money to get license back	Nov 28, 2011 3:39 PM
226	obtain a better car	Nov 28, 2011 3:37 PM
227	get a new car	Nov 28, 2011 3:34 PM
228	Get a car	Nov 28, 2011 3:33 PM
229	Fix my personal Vehicle	Nov 28, 2011 3:30 PM
230	Grow wings	Nov 28, 2011 3:28 PM



**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

231	run buses more often	Nov 28, 2011 3:27 PM
232	More places to help with gas-Cy-ride and car upkeep for low income people.	Nov 28, 2011 3:24 PM
233	Roads maintances! Gas prices!	Nov 28, 2011 3:22 PM
234	none	Nov 28, 2011 3:20 PM
235	buy newer vehicle	Nov 28, 2011 3:19 PM
236	Cheaper gas	Nov 28, 2011 3:17 PM
237	have a decent running car to get back and forth to a job	Nov 28, 2011 3:13 PM
238	none	Nov 28, 2011 3:11 PM
239	No problems with my car	Nov 28, 2011 3:09 PM
240	more reliable car	Nov 28, 2011 3:08 PM
241	Have my own car and gas money and have a job	Nov 26, 2011 5:01 PM
242	I need cy ride and dial a ride (HIRTA) to continue. It is vital to my quality of life	Nov 26, 2011 4:59 PM
243	Take a cours on how to read Cy Ride's maps	Nov 26, 2011 4:56 PM
244	get my car fixed	Nov 26, 2011 4:54 PM
245	win a million dollars	Nov 26, 2011 4:52 PM
246	Newer car and gas money	Nov 26, 2011 4:51 PM
247	car	Nov 26, 2011 4:47 PM
248	be retired	Nov 26, 2011 4:45 PM
249	none	Nov 26, 2011 4:43 PM
250	More money for repairs and gas, be a more confident driver in winter	Nov 26, 2011 4:42 PM
251	Buses that run throughout the nighttime hours cheaper intercity travel	Nov 26, 2011 4:40 PM
252	nothing	Nov 26, 2011 4:39 PM
253	pay fine and get a car	Nov 26, 2011 4:38 PM
254	get a car and money	Nov 26, 2011 4:35 PM
255	get my license back	Nov 26, 2011 4:33 PM
256	None	Nov 26, 2011 4:32 PM
257	Pay all fines to get back on the road. A Car	Nov 26, 2011 4:31 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

258	Nothing	Nov 26, 2011 4:27 PM
259	Vehicle, gas, ins, mech	Nov 26, 2011 4:26 PM
260	have a better vehicle	Nov 26, 2011 4:22 PM
261	Take out all the traffic and make all my places I need to go a one stop shop	Nov 26, 2011 4:21 PM
262	have more buses or taxi to come take	Nov 26, 2011 4:19 PM
263	N/A	Nov 26, 2011 4:17 PM
264	get a car	Nov 26, 2011 4:16 PM
265	I would fix my cars transmission	Nov 26, 2011 4:15 PM
266	Not	Nov 26, 2011 4:13 PM
267	Having back up transportation available in case of staffing issues	Nov 26, 2011 4:10 PM
268	fix my oil pump	Nov 26, 2011 4:09 PM
269	Have a driver	Nov 26, 2011 4:08 PM
270	I would learn to drive and buy a bicycle	Nov 26, 2011 4:06 PM
271	I would have a newer, more dependable car	Nov 26, 2011 4:05 PM
272	Have a new van	Nov 26, 2011 4:04 PM
273	To give me a car so I would not have to wait for people and have to depend on family to get me places	Nov 26, 2011 4:03 PM
274	have a second car	Nov 26, 2011 4:01 PM
275	Get new economical vehicles	Nov 26, 2011 4:00 PM
276	get a nice car and lower gas prices	Nov 26, 2011 3:59 PM
277	None	Nov 26, 2011 3:58 PM
278	Have more money to fix car/pay for gas	Nov 26, 2011 3:57 PM
279	subway/monorail	Nov 26, 2011 3:55 PM
280	Give myself a personal car to make life easier	Nov 26, 2011 3:54 PM
281	Always have a full tank of gas	Nov 26, 2011 3:52 PM
282	Free (or at least much cheaper) gas, more fuel efficient car	Nov 26, 2011 3:50 PM
283	N/A	Nov 26, 2011 3:49 PM
284	I dont know	Nov 26, 2011 3:47 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

285	learn to drive	Nov 26, 2011 3:46 PM
286	Have more money for gas and vehicle maintenance	Nov 26, 2011 3:43 PM
287	fix my car free. Get new car free, fly, teleport	Nov 26, 2011 3:42 PM
288	Nice question More \$ ! (for gas)	Nov 26, 2011 3:38 PM
289	A new car, with no problems	Nov 26, 2011 3:37 PM
290	get my other car fixed so my husband can drive himself	Nov 26, 2011 3:35 PM
291	have personal vehicle	Nov 26, 2011 3:33 PM
292	more gas money, money to repair vehicle	Nov 26, 2011 3:31 PM
293	a car	Nov 26, 2011 3:29 PM
294	lower gas prices	Nov 26, 2011 3:26 PM
295	re-designate locations of service into a more needed area for those locations where most needed many places have been located (re) to the outskirts rather than nice in city locations and buildings	Nov 26, 2011 3:25 PM
296	Know how to drive and have a car!	Nov 26, 2011 3:23 PM
297	Make it the same cost as reduced rate for Heartland Bus each time I need to go to appointments and/or get a 1 month bus pass unlimited for heartland. unlimited rides	Nov 26, 2011 3:05 PM
298	Getting my adult son to appts without having to take him everytime	Nov 26, 2011 2:58 PM
299	Make more money	Nov 26, 2011 2:57 PM
300	get a new vehicle	Nov 26, 2011 2:55 PM
301	Vehicles more affordabele	Nov 26, 2011 2:53 PM
302	New car	Nov 26, 2011 2:45 PM
303	Bus scheduling and TMS sucks, make them more reasonable	Nov 26, 2011 2:44 PM
304	Have more savings for significant repairs	Nov 26, 2011 2:42 PM
305	Have new cars that don't break down get a license	Nov 26, 2011 2:41 PM
306	Have enough saved up to buy a car	Nov 26, 2011 2:40 PM
307	Paid off car loan	Nov 26, 2011 2:38 PM
308	Get my license back	Nov 26, 2011 2:37 PM
309	All OK	Nov 26, 2011 2:35 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

310	Better car	Nov 26, 2011 2:34 PM
311	Fix the transportation I have	Nov 26, 2011 2:33 PM
312	for a car	Nov 26, 2011 2:30 PM
313	fix the window and heat	Nov 26, 2011 2:29 PM
314	Get my license back, need money	Nov 26, 2011 2:28 PM
315	get apartment in Ames-in process just need to save some more money up	Nov 26, 2011 2:26 PM
316	Get a vehicle	Nov 26, 2011 2:24 PM
317	None	Nov 26, 2011 2:23 PM
318	get a better car	Nov 26, 2011 2:21 PM
319	I recently lost my car in an accident. I would like to have my won car again	Nov 26, 2011 2:20 PM
320	Have more available in my town	Nov 26, 2011 2:17 PM
321	Un suspend my drivers license	Nov 26, 2011 2:14 PM
322	Get myself a car	Nov 26, 2011 2:13 PM
323	Have CyRide yellow route all day	Nov 26, 2011 1:54 PM
324	cheaper gas	Nov 26, 2011 1:53 PM
325	I would go back 2 weeks and not have taken a shot of rum and a beer to avoid OWI 2nd	Nov 26, 2011 1:52 PM
326	get a new battery and a tune up	Nov 26, 2011 1:50 PM
327	NA	Nov 26, 2011 1:49 PM
328	None	Nov 26, 2011 1:48 PM
329	fix car to be more reliable and have gas	Nov 26, 2011 1:47 PM
330	Not get a OWI	Nov 26, 2011 1:43 PM
331	I would have the yellow bus more routes and during the day	Nov 26, 2011 1:41 PM
332	really?	Nov 26, 2011 1:40 PM
333	Be rich enough to afford driving w/an intoxilator	Nov 26, 2011 1:35 PM
334	License	Nov 26, 2011 1:33 PM
335	A car	Nov 26, 2011 1:29 PM
336	I would have my license back	Nov 26, 2011 1:27 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

337	get my drivers license back	Nov 26, 2011 1:14 PM
338	Transporters like in Star Trek	Nov 26, 2011 1:12 PM
339	Nothing	Nov 26, 2011 1:11 PM
340	More bus stops	Nov 26, 2011 1:09 PM
341	get license	Nov 26, 2011 1:07 PM
342	Have a license and a car	Nov 26, 2011 1:06 PM
343	Gas money	Nov 26, 2011 1:04 PM
344	get a license to drive	Nov 26, 2011 1:03 PM
345	get my license back	Nov 26, 2011 1:01 PM
346	Attain an affordable ride to meetings	Nov 26, 2011 12:59 PM
347	get my car fixed	Nov 26, 2011 12:57 PM
348	Better vehicle	Nov 26, 2011 12:55 PM
349	new vehicle	Nov 26, 2011 12:54 PM
350	Get my license back.	Nov 26, 2011 12:53 PM
351	More gas money needed Although gas cards are helpful does not cover every needed place to go each week	Nov 26, 2011 12:51 PM
352	I'd have a good vehicle	Nov 26, 2011 12:48 PM
353	Have money to buy a car	Nov 26, 2011 12:47 PM
354	Buy a car that gets better gas mileage	Nov 25, 2011 4:51 PM
355	Have Cyride run to South Duff and east Lincoln Way every 30-40 minutes all day. Have Cyride come out to the furthest west part of Mortensen Rd. more often (it's about a 3 block walk to the red route.)	Nov 25, 2011 4:49 PM
356	Have my license back and a new vehicle	Nov 25, 2011 4:46 PM
357	None	Nov 25, 2011 4:44 PM
358	no more seizures	Nov 25, 2011 4:40 PM
359	getting a car	Nov 25, 2011 4:38 PM
360	Cheaper car repairs	Nov 25, 2011 4:37 PM
361	I would have a vehicle	Nov 25, 2011 4:36 PM
362	Make it easier to understand what time Cyride arrives at each stop	Nov 25, 2011 4:33 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

363	A second vehicle		Nov 25, 2011 4:32 PM
364	More money for: vehicle maintenance (or newer one)	gas	Nov 25, 2011 4:30 PM
365	My car and income		Nov 25, 2011 4:27 PM
366	Have dependable transportation		Nov 25, 2011 4:25 PM
367	no car troubles!		Nov 25, 2011 4:23 PM
368	Transportation is not an issue		Nov 25, 2011 4:22 PM
369	Get my license and insurance		Nov 25, 2011 4:19 PM
370	Money		Nov 25, 2011 4:15 PM
371	New tires		Nov 25, 2011 4:14 PM
372	more parking		Nov 25, 2011 4:12 PM
373	got my license		Nov 25, 2011 4:11 PM
374	cy ride would serve entire campus not just MWL and east half also east side of grand above L way		Nov 25, 2011 4:09 PM
375	Give myself a better car and gas money		Nov 25, 2011 4:06 PM
376	don't have any specific transpotion		Nov 25, 2011 4:05 PM
377	fix my car so it runs in tip top shape.		Nov 25, 2011 4:03 PM
378	get a new car		Nov 25, 2011 4:01 PM
379	Newer Vehicle		Nov 25, 2011 3:59 PM
380	Make it so I didn't get an OWI so I could drive. Be able to park my truck outside of Friley where there is no parking unless your a CA./R.A>		Nov 25, 2011 3:58 PM
381	Make car start easier		Nov 25, 2011 3:54 PM
382	Nothing		Nov 25, 2011 3:52 PM
383	A bus from South West to North East on Mortensen Road		Nov 24, 2011 3:19 PM
384	yes		Nov 24, 2011 3:17 PM
385	A bus from South West to South East A bus drive on Dakota all way down		Nov 24, 2011 3:15 PM
386	No		Nov 24, 2011 3:14 PM
387	Cyride works really well. I'm satisfied		Nov 24, 2011 3:11 PM
388	make the bus come more frequently		Nov 24, 2011 3:10 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

389	make gas chaaper	Nov 24, 2011 3:09 PM
390	make cars and gas cheaper	Nov 24, 2011 3:07 PM
391	Gas would be free	Nov 24, 2011 3:04 PM
392	Put a cyride right outside my front door to my apartment never have to pay for gas/run out of gas	Nov 24, 2011 3:02 PM
393	Get a better car with better gas mileage	Nov 24, 2011 3:00 PM
394	gas for free	Nov 24, 2011 2:59 PM
395	Car	Nov 24, 2011 2:41 PM
396	Money and a car	Nov 24, 2011 2:39 PM
397	GET A CAR AND MONEY FOR GAS	Nov 24, 2011 2:38 PM
398	Money for gas	Nov 24, 2011 2:36 PM
399	a car	Nov 24, 2011 2:20 PM
400	none	Nov 24, 2011 2:18 PM
401	Have more buses on the blue route	Nov 24, 2011 2:16 PM
402	have gas money whenever	Nov 24, 2011 2:13 PM
403	unlimited gas. more parking on campus	Nov 24, 2011 2:12 PM
404	Ignore parking police department. They run the town and spend money just for giving people TICKETS!!	Nov 24, 2011 2:10 PM
405	We need CyRide to go to Sawyer elementary School from zip code 50014. South-West of Ames	Nov 24, 2011 2:08 PM
406	get a car and some more money	Nov 24, 2011 2:04 PM
407	more and cheaper parking on campus	Nov 24, 2011 2:03 PM
408	New car	Nov 24, 2011 2:00 PM
409	N/A	Nov 24, 2011 1:58 PM
410	car that didn't keep breaking down or living closer to work	Nov 24, 2011 1:52 PM
411	get a different car	Nov 24, 2011 1:50 PM
412	have gas in my car	Nov 24, 2011 1:47 PM
413	Nothing	Nov 22, 2011 2:33 PM
414	being able to have money for gas and not having someone to drive me at times	Nov 22, 2011 2:32 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

	when low on money	
415	Lower gas prices, less expensive car repairs and make high efficiency gas mileage vehicles affordable for lower income families	Nov 22, 2011 2:31 PM
416	low income fares for busing. Help with upkeep of vehicles. Help with gas	Nov 22, 2011 2:27 PM
417	everything	Nov 22, 2011 2:25 PM
418	Dependable car and money for repair	Nov 22, 2011 2:18 PM
419	A reliable car	Nov 22, 2011 2:15 PM
420	Need a transmission	Nov 22, 2011 2:14 PM
421	Cheaper gas prices	Nov 22, 2011 2:11 PM
422	1 Have a reliable car 2 gas to get to my Dr Appt 3 not have to go so far for medical	Nov 22, 2011 2:09 PM
423	fix my car or a new car	Nov 22, 2011 2:07 PM
424	more regular bus service all over town Better bad weather walking conditions	Nov 22, 2011 2:02 PM
425	CY-RIDE start earlier	Nov 22, 2011 1:56 PM
426	nothing	Nov 22, 2011 1:54 PM
427	Buy new car	Nov 22, 2011 1:53 PM
428	Wings! Drivers license and a car	Nov 22, 2011 1:51 PM
429	give me a car that is good and money for gas	Nov 22, 2011 1:48 PM
430	pay off fine, get license back	Nov 22, 2011 1:46 PM
431	get a better car	Nov 22, 2011 1:42 PM
432	have a car that ran better	Nov 22, 2011 1:40 PM
433	Fix the heat and improve gas mileage	Nov 22, 2011 1:39 PM
434	none	Nov 22, 2011 1:37 PM
435	Making sure I always have gas for my car	Nov 22, 2011 1:36 PM
436	Another car	Nov 22, 2011 1:34 PM
437	increase number of routes for bus; make more affordable; add more shelters; decrease costs for HIRTA; safer better lighted bike paths	Nov 22, 2011 1:31 PM
438	DRIVE	Nov 22, 2011 1:27 PM
439	LIFE	Nov 22, 2011 1:26 PM



**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

440	a car	Nov 22, 2011 1:26 PM
441	I would try to get my license	Nov 22, 2011 1:24 PM
442	new car	Nov 22, 2011 1:23 PM
443	budget my money	Nov 22, 2011 1:22 PM
444	Cy-ride stop closer to my home	Nov 22, 2011 12:57 PM
445	Have gas in my car.	Nov 22, 2011 12:44 PM
446	N/A	Nov 22, 2011 12:06 PM
447	No winter weather	Nov 22, 2011 12:04 PM
448	no winter	Nov 22, 2011 12:03 PM
449	get a new car	Nov 22, 2011 12:00 PM
450	Change my car to a new one	Nov 22, 2011 11:49 AM
451	Buy a New Car	Nov 22, 2011 11:48 AM
452	Bus-CYRIDE gets closer to Walmart, Target, K-Mart	Nov 22, 2011 11:46 AM
453	expand yellow route better coordinate transfer times between yellow route and other Ames routes	Nov 22, 2011 11:43 AM
454	Cheaper gas, cars wouldn't break down	Nov 22, 2011 11:40 AM
455	I would get myself my own car	Nov 22, 2011 11:33 AM
456	more parking and lower gas prices	Nov 22, 2011 11:28 AM
457	CyRide routes/maps are confusing	Nov 22, 2011 11:23 AM
458	please help with: Buses that facilitated baby carriages/strollers Better city planning routes programs at work that offered incentives or done with local daycare opportunities day cares that provided or the city, transportation for before/after school programs for working parents	Nov 22, 2011 11:21 AM
459	More buses, more frequently (CyRide)	Nov 22, 2011 11:14 AM
460	Lower the price for people who aren't students because they need it and may not be able to afford it. Look @ the income maybe	Nov 22, 2011 11:11 AM
461	Make CyRide routes more frequent to south Ames and have shuttle service to ISU athletic events (Football specifically)	Nov 22, 2011 11:08 AM
462	I am needing a Cyride on N & S Dakota Ave. Then I do not have to walk long way from Sawyer school along on the Dakota Ave to home.	Nov 22, 2011 11:05 AM
463	make bus stops closer	Nov 22, 2011 11:01 AM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**



464	Newer car	Nov 22, 2011 10:59 AM
465	lower gas prices and fix van	Nov 22, 2011 10:52 AM
466	Actually, my problems are extremely minor. Having worked with those on the margins in this town, if I could do anything it would be to significantly reduce the cost of riding Cy-Ride.	Nov 20, 2011 11:29 AM
467	Make sure I had enough in my monthly budget for gas all month and make sure I could ensure the mechanical strength of my vehicle.	Nov 16, 2011 4:45 PM
468	Fix my heart!	Nov 6, 2011 9:38 AM
469	Though I haven't had mechanical difficulties with my car in the last year, at my new location, I will greatly miss having a Cy-Ride stop nearby -	Nov 4, 2011 11:09 AM
470	Hoping to win the Powerball, so we can hire our own driver	Oct 27, 2011 9:32 AM
471	I would have a car of my own!	Oct 27, 2011 6:26 AM
472	DON'T HAVE ONE	Oct 26, 2011 8:58 PM
473	Have the bus go to Bloomington & GW Carver.	Oct 26, 2011 4:19 PM
474	afford to buy a dependable car and go to the doctor to get help with my asrthritis so I can walk more again.	Oct 24, 2011 3:05 PM
475	afford to buy a dependable car and go to the doctor to get help with my asrthritis so I can walk more again.	Oct 24, 2011 3:03 PM
476	I would give CyRide a lot more money so the buses could run more frequently in the evenings so I would not have to leave activities (meetings, getting called into work at late hours for overtime) so early in the evening. The Midnight Express is good, but it is hard to figure out the CyRide Midnight Express schedule--very confusing and I feel vulnerable waiting alone out in the dark for the Midnight Express, especially because I'm never certain what the Midnight Express schedule is. I would also expand the CyRide routes to make them cover areas with the places I mentioned above, and make the buses come more often.	Oct 21, 2011 1:38 PM
477	I would have a Cy Ride stop in Huxley and Slater and Gilbert (maybe once every hour, or only during morning and after school commute hours) to encourage the use of public transportation and offer people in those communities an alternative to driving their cars back and forth to Ames so much. Many people in these small outlying towns are driving to Ames 2-3 times a day! It would be a huge help to parents who have kids that participate in Ames activities (many do!), as well an opportunity to reduce everyone's fuel costs, have a few less cars on the road, increase those communities access to ISU, and connect these just-down-the-road towns that form the larger Story County community. DART makes trips from Des Moines up to Ankeny-why can't we do that, too with Cy Ride?!	Oct 21, 2011 11:29 AM

**Page 1, Q11. 9) Please specify your race:**










1	white/hispanic	Dec 8, 2011 11:28 AM
2	white/hispanic	Dec 8, 2011 11:06 AM
3	white/hispanic	Dec 4, 2011 1:48 PM
4	white/hispanic	Dec 4, 2011 1:43 PM
5	American indian/spanish/white	Dec 4, 2011 1:31 PM
6	Jainanaran(sp?) American	Dec 4, 2011 10:59 AM
7	white/hispanic	Nov 30, 2011 10:08 AM
8	not listed	Nov 30, 2011 9:08 AM
9	none of these	Nov 29, 2011 2:50 PM
10	African American-Irish	Nov 28, 2011 3:49 PM
11	White/American Indian	Nov 26, 2011 4:47 PM
12	White/Hispanic	Nov 26, 2011 3:50 PM
13	mixed white and black	Nov 26, 2011 1:36 PM

# Story County Transportation Needs and Strengths SurveyMonkey Survey

**1. 1) Is it easy to find transportation for you and your family? (Please rate from 1=Very easy/not a problem to 5=Very difficult/significant problem)**

		Response Percent	Response Count
1 - Very Easy		0.0%	0
2		0.0%	0
3		0.0%	0
4		50.8%	67
5 - Very Difficult		49.2%	65
<b>answered question</b>			<b>132</b>
<b>skipped question</b>			<b>0</b>

## 2. 2) How many people live in your household?

		Response Percent	Response Count
1		16.7%	21
2		22.2%	28
3		<b>23.8%</b>	<b>30</b>
4		15.1%	19
5		11.9%	15
6		4.8%	6
7		1.6%	2
8		0.8%	1
9		0.0%	0
10		0.0%	0
Other (please specify)		3.2%	4
<b>answered question</b>			<b>126</b>
<b>skipped question</b>			<b>6</b>

**3. 3) What is the zip code where you live? (CLICK DROP DOWN BOX TO CHOOSE ANSWER)**

		Response Percent	Response Count
50010 - Ames		30.8%	36
50011 - Ames		0.9%	1
50012 - Ames		0.9%	1
50013 - Ames		0.0%	0
<b>50014 - Ames</b>		<b>32.5%</b>	<b>38</b>
50046 - Cambridge		1.7%	2
50056 - Colo		1.7%	2
50105 - Gilbert		0.0%	0
50124 - Huxley		9.4%	11
50161 - Maxwell		0.0%	0
50201 - Nevada		13.7%	16
50236 - Roland		0.9%	1
50244 - Slater		3.4%	4
50248 - Story City		4.3%	5
50278 - Zearing		0.0%	0









Other (please specify code and town both) 12

<b>answered question</b>	<b>117</b>
<b>skipped question</b>	<b>15</b>

#### 4. 4a) How did you get here today?








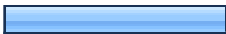



		Response Percent	Response Count
Drove myself via Personal Car, Truck, Van, SUV, Motorcycle		49.2%	63
CyRide (bus)		4.7%	6
Heartland Senior Services/HIRTA (bus)		3.9%	5
Borrow friend/family/neighbor's car		3.9%	5
Driven by friend/family neighbor		25.8%	33
Church transportation program		0.0%	0
Taxi		0.8%	1
Walk		5.5%	7
Bike		3.1%	4
RSVP (Volunteer Transportation Program)		0.0%	0
Not applicable		0.0%	0
Other (please list below)		3.1%	4
	Other (please specify)		3
		<b>answered question</b>	<b>128</b>
		<b>skipped question</b>	<b>4</b>

### 5. 4b) What is your main source of transportation? (CHECK ONE)









		Response Percent	Response Count
Drive myself via Personal Car, Truck, Van, SUV, Motorcycle		47.1%	48
CyRide (bus)		12.7%	13
Heartland Senior Services/HIRTA (bus)		4.9%	5
Borrow friend/family/neighbor's car		2.9%	3
Driven by friend/family neighbor		11.8%	12
Church transportation program		0.0%	0
Taxi		0.0%	0
Walk		12.7%	13
Bike		5.9%	6
RSVP (Volunteer Transportation Program)		0.0%	0
Other (please list below)		2.0%	2
	Other (please specify)		2
<b>answered question</b>			<b>102</b>
<b>skipped question</b>			<b>30</b>






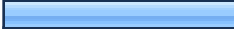









**6. 4c) Do you have another source/or sources of transportation? (CHECK ALL THAT APPLY)**

		Response Percent	Response Count
Drive myself via Personal Car, Truck, Van, SUV, Motorcycle		23.7%	18
CyRide (bus)		32.9%	25
Heartland Senior Services/HIRTA (bus)		7.9%	6
Borrow friend/family/neighbor's car		26.3%	20
<b>Driven by friend/family neighbor</b>		<b>46.1%</b>	<b>35</b>
Church transportation program		1.3%	1
Taxi		9.2%	7
Walk		32.9%	25
Bike		10.5%	8
RSVP (Volunteer Transportation Program)		1.3%	1
Other (please list below)		1.3%	1
	Other (please specify)		3
<b>answered question</b>			<b>76</b>
<b>skipped question</b>			<b>56</b>

**7. 5) In the last year, check all of the challenges you have faced getting to or from places?**

		Response Percent	Response Count
a. Mechanical/working troubles with vehicle		44.3%	54
b. No personal vehicle available in my household		41.8%	51
<b>c. Money for gas</b>		<b>72.1%</b>	<b>88</b>
d. Money to access other transportation options (CyRide, Heartland Senior Services/HIRTA Bus)		42.6%	52
e. Don't know how to access public transportation (CyRide, Heartland Senior Services/HIRTA Buses)		10.7%	13
f. Long walk (more than 5 blocks ) to nearest CyRide bus stop		27.0%	33
g. Have physical problems getting around		19.7%	24
h. Live outside of Ames (specify where below)		33.6%	41
			i. Other (please list)
			44
		<b>answered question</b>	<b>122</b>
		<b>skipped question</b>	<b>10</b>

**8. 6) Do you (or your children) face any problems getting to any of the following? (CHECK ALL THAT APPLY)**

		Response Percent	Response Count
a. Medical appointments		64.0%	57
b. Dental appointments		55.1%	49
c. Grocery shopping		55.1%	49
d. Pharmacy		34.8%	31
e. Other shopping (please identify)		19.1%	17
f. Work		33.7%	30
g. School/Preschool		22.5%	20
h. Before school activities		15.7%	14
i. Afterschool activities		20.2%	18
j. Childcare		11.2%	10
k. Evening activities/meetings		28.1%	25
l. Church service/activities		21.3%	19
m. Other (please list)		18.0%	16
<b>answered question</b>			<b>89</b>
<b>skipped question</b>			<b>43</b>

**9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

**Response  
Count**

85

**answered question**

**85**

**skipped question**

**47**

**10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

**Response  
Count**

100

**answered question**

**100**

**skipped question**

**32**

**11. 9) Please specify your race:**

		<b>Response Percent</b>	<b>Response Count</b>
<b>White</b>		<b>75.4%</b>	<b>95</b>
Asian		1.6%	2
American Indian or Alaska Native		3.2%	4
Black or African American		11.1%	14
Hispanic		3.2%	4
Native Hawaiian or Other Pacific Islander		0.0%	0
Other (please indicate)		5.6%	7
<b>answered question</b>			<b>126</b>
<b>skipped question</b>			<b>6</b>

## 12. 10) Please specify your household income:

		Response Percent	Response Count
Less than \$20,000		77.0%	94
\$20,000 to \$29,999		12.3%	15
\$30,000 to \$39,999		1.6%	2
\$40,000 to \$49,999		5.7%	7
\$50,000 to \$59,999		0.0%	0
\$60,000 to \$69,999		0.8%	1
\$70,000 to \$79,999		0.0%	0
\$80,000 to \$89,999		0.8%	1
\$90,000 to \$99,999		0.0%	0
\$100,000 to \$149,999		0.8%	1
\$150,000 or more		0.8%	1
<b>answered question</b>			<b>122</b>
<b>skipped question</b>			<b>10</b>

**Page 1, Q2. 2) How many people live in your household?**

1	2/4	Nov 28, 2011 4:00 PM
2	1 today varies sometimes 5	Nov 28, 2011 3:17 PM
3	40 approx CFRC	Nov 25, 2011 4:46 PM
4	Curt Forbes Center	Nov 25, 2011 4:36 PM

**Page 1, Q3. 3) What is the zip code where you live? (CLICK DROP DOWN BOX TO CHOOSE ANSWER)**

1	Homeless	Dec 8, 2011 11:22 AM
2	50134	Dec 4, 2011 2:23 PM
3	McCallsburg	Dec 4, 2011 2:21 PM
4	50154	Dec 4, 2011 2:06 PM
5	50036	Dec 4, 2011 12:58 PM
6	50036	Dec 4, 2011 12:57 PM
7	50201	Dec 4, 2011 10:38 AM
8	50021 Ankeny	Nov 30, 2011 9:48 AM
9	50201	Nov 26, 2011 4:26 PM
10	50154	Nov 26, 2011 4:19 PM
11	50036	Nov 26, 2011 1:09 PM
12	50120	Nov 25, 2011 4:51 PM

**Page 1, Q4. 4a) How did you get here today?**

1	friends	Dec 4, 2011 11:43 AM
2	I am at home	Nov 28, 2011 4:13 PM
3	case manager	Nov 25, 2011 4:41 PM

**Page 1, Q5. 4b) What is your main source of transportation? (CHECK ONE)**

1	car but when car is broken buses far awary plus disabled son.	Nov 30, 2011 9:08 AM
2	License - OWI	Nov 26, 2011 1:11 PM

**Page 1, Q6. 4c) Do you have another source/or sources of transportation? (CHECK ALL THAT APPLY)**

1	own car broke down	Dec 4, 2011 12:11 PM
2	case manager	Nov 25, 2011 4:41 PM
3	having trouble with gas money when I have to go to Iowa City	Nov 22, 2011 2:09 PM





**Page 1, Q7. 5) In the last year, check all of the challenges you have faced getting to or from places?**

1	Colo	Dec 8, 2011 11:50 AM
2	Huxley	Dec 8, 2011 11:43 AM
3	Kelley	Dec 8, 2011 11:22 AM
4	Huxley	Dec 8, 2011 11:17 AM
5	Kelley	Dec 4, 2011 2:23 PM
6	money for gas	Dec 4, 2011 2:08 PM
7	McCallsburg	Dec 4, 2011 2:06 PM
8	Nevada IA	Dec 4, 2011 1:49 PM
9	Hickory grove trailer park	Dec 4, 2011 1:44 PM
10	Nevada	Dec 4, 2011 1:29 PM
11	Boone	Dec 4, 2011 12:57 PM
12	McCallsburg	Dec 4, 2011 12:11 PM
13	Story City	Dec 4, 2011 12:02 PM
14	broke leg have metal rod in leg. Shattered 10 years ago.	Dec 4, 2011 11:30 AM
15	Slater/ don't have drive license	Dec 4, 2011 11:03 AM
16	Cy-Ride is hard to fit in my schedule	Dec 4, 2011 10:53 AM
17	Nevada/ require wheelchair lift bus	Dec 4, 2011 10:38 AM
18	Cambridge	Nov 30, 2011 9:49 AM
19	Ankeny	Nov 30, 2011 9:48 AM
20	Huxley	Nov 30, 2011 9:27 AM
21	Unsafe walking conditions from construction, no sidewalks, sidewalks not cleared, cars not paying attention to pedestrians	Nov 29, 2011 2:23 PM
22	Nevada	Nov 28, 2011 4:13 PM
23	Story City	Nov 28, 2011 4:03 PM
24	Slater	Nov 28, 2011 3:58 PM
25	Nevada	Nov 28, 2011 3:39 PM
26	Nevada	Nov 28, 2011 3:37 PM
27	sometimes have to work when no ride is available	Nov 28, 2011 3:17 PM

**Page 1, Q7. 5) In the last year, check all of the challenges you have faced getting to or from places?**

28	Slater	Nov 26, 2011 5:01 PM
29	dog sitter	Nov 26, 2011 4:26 PM
30	Nevada	Nov 26, 2011 3:31 PM
31	Nevada	Nov 26, 2011 2:33 PM
32	Nevada	Nov 26, 2011 2:28 PM
33	Nevada	Nov 26, 2011 2:26 PM
34	all! no vehicle or license	Nov 26, 2011 1:11 PM
35	Haverhill (45 Miles away)	Nov 25, 2011 4:51 PM
36	Nevada IA	Nov 25, 2011 4:25 PM
37	Huxley	Nov 25, 2011 4:05 PM
38	Story City	Nov 25, 2011 4:01 PM
39	huxley	Nov 24, 2011 1:59 PM
40	Slater	Nov 22, 2011 2:09 PM
41	Nevada	Nov 22, 2011 2:07 PM
42	Nevada	Nov 22, 2011 1:53 PM
43	cross a main big street to do so with children not enough time to cross street	Nov 22, 2011 11:21 AM
44	Live in Huxley	Oct 21, 2011 11:29 AM

**Page 1, Q8. 6) Do you (or your children) face any problems getting to any of the following? (CHECK ALL THAT APPLY)**

1	East of Duff Ave	Dec 8, 2011 11:45 AM
2	household/clothing	Dec 4, 2011 2:17 PM
3	personal items	Dec 4, 2011 2:16 PM
4	Walmart, Target, etc.	Dec 4, 2011 1:29 PM
5	these problems are only related to car troubles	Dec 4, 2011 12:57 PM
6	none	Dec 4, 2011 10:59 AM
7	weekends - all activities	Dec 4, 2011 10:38 AM
8	Eye appointment	Nov 28, 2011 4:13 PM
9	outside of Ames/Nevada	Nov 28, 2011 3:37 PM
10	no kids live with me at this time	Nov 26, 2011 4:38 PM
11	Wal-Mart - out of town doctors	Nov 26, 2011 4:08 PM
12	almost any appt outside of Nevada	Nov 26, 2011 2:26 PM
13	All! No vehicle or License	Nov 26, 2011 1:11 PM
14	CFR	Nov 26, 2011 12:59 PM
15	probation and programs	Nov 25, 2011 4:01 PM
16	Hospital Emergency Room!! Family activities; Ames Public Library, visit the fire station	Nov 22, 2011 11:21 AM



**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

1	Doctor, dental	Dec 8, 2011 12:31 PM
2	None just timing	Dec 8, 2011 11:50 AM
3	none	Dec 8, 2011 11:48 AM
4	N/A	Dec 8, 2011 11:46 AM
5	East of Duff	Dec 8, 2011 11:45 AM
6	Appointments	Dec 8, 2011 11:43 AM
7	No money for gas DMACC in Ankeny Taking child to school getting kids to daycare	Dec 8, 2011 11:22 AM
8	no	Dec 4, 2011 2:21 PM
9	take Cy-ride all the time	Dec 4, 2011 2:17 PM
10	Richmond Center, work , Dr in Nevada	Dec 4, 2011 2:16 PM
11	everywhere	Dec 4, 2011 2:06 PM
12	We don't have a vehicle	Dec 4, 2011 2:03 PM
13	None	Dec 4, 2011 1:49 PM
14	grocery store, everywhere	Dec 4, 2011 1:48 PM
15	work, grocery, etc.	Dec 4, 2011 1:44 PM
16	Dr appts in Des Moines or to Iowa City	Dec 4, 2011 1:29 PM
17	medical appointments, pharmacy, getting groceries	Dec 4, 2011 1:14 PM
18	ride to hospital in Iowa City	Dec 4, 2011 12:58 PM
19	main problems vehicle trouble believe batterie but unemployed so no money outside home issues above	Dec 4, 2011 12:11 PM
20	Iowa State University	Dec 4, 2011 11:33 AM
21	School, home to work, grocery shopping	Dec 4, 2011 11:30 AM
22	Nevada	Dec 4, 2011 11:27 AM
23	getting to Ames and other places	Dec 4, 2011 11:03 AM
24	East of Dayton Road	Dec 4, 2011 10:59 AM
25	Every where thats the hard part, trying to get people to help is hard and hard on family that they feel like they have to move their schedules around for me.	Dec 4, 2011 10:53 AM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

26	All - especially those listed below	Dec 4, 2011 10:38 AM
27	NAMI-CI wellness center	Dec 4, 2011 10:35 AM
28	Church and after school activities	Nov 30, 2011 9:48 AM
29	Church activities evening activites grocery dental medical appoinment	Nov 30, 2011 9:08 AM
30	Consistent bus service on South Duff Avenue	Nov 29, 2011 2:23 PM
31	School, work, appointments	Nov 29, 2011 8:55 AM
32	None	Nov 28, 2011 5:17 PM
33	To doctor Appointment	Nov 28, 2011 4:21 PM
34	NA	Nov 28, 2011 4:19 PM
35	Walmart ames K-mart School activities for plays etc. preformed by grandchild Senior Citizens	Nov 28, 2011 4:13 PM
36	Medical appointments and grocery shopping	Nov 28, 2011 4:03 PM
37	Richmond Center, food pantries, work Dr. appointment in Nevada	Nov 28, 2011 4:00 PM
38	We only have 1 vehicle, so we have to find rides to places during the day.	Nov 28, 2011 3:58 PM
39	VA appointments	Nov 28, 2011 3:49 PM
40	Anywhere outside of Nevada	Nov 28, 2011 3:39 PM
41	Due to old car 1993 Cannont really drive	Nov 28, 2011 3:37 PM
42	Meetings in Ames	Nov 28, 2011 3:30 PM
43	If my van is not working I have trouble getting anywhere but grocery story as it is next door or I don't have enough gas money.	Nov 28, 2011 3:24 PM
44	ok now	Nov 28, 2011 3:17 PM
45	Medical Appointments Grocery Shopping	Nov 28, 2011 3:13 PM
46	Going to Iowa City	Nov 26, 2011 5:01 PM
47	To appointments cause have no car and no job to pay for rides buses to and from	Nov 26, 2011 4:31 PM
48	Food banks	Nov 26, 2011 4:26 PM
49	Richmond McFarland	Nov 26, 2011 4:19 PM
50	I will use Hirta now	Nov 26, 2011 4:16 PM

**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

51	Wal Mart Supercenter Hy Vee east lincolnway Richmond Center	Nov 26, 2011 4:08 PM
52	None	Nov 26, 2011 3:52 PM
53	Valentino's bus doesn't run before 8 am on Sunday and my Sunday shift is at 8 am, so I have to walk at 7 am and sometime it's cold. Bad when winter, snow or rain happen	Nov 26, 2011 3:42 PM
54	I catch the Heartland Bus from Nevada	Nov 26, 2011 2:33 PM
55	Doctor, work, grocery shopping	Nov 26, 2011 2:30 PM
56	Anywhere outside of Nevada	Nov 26, 2011 2:28 PM
57	HACH (work) Biolite Richmond Center	Nov 26, 2011 2:26 PM
58	Work	Nov 26, 2011 2:24 PM
59	MICA - Richmond Center	Nov 26, 2011 1:41 PM
60	Des Moines, Cedar Rapids, Canada	Nov 26, 2011 1:35 PM
61	Class But I graduated	Nov 26, 2011 1:11 PM
62	CFR	Nov 26, 2011 1:09 PM
63	Home treatment	Nov 26, 2011 1:07 PM
64	"CFR" MICA	Nov 26, 2011 12:59 PM
65	DSM Cardiology, Eyerly Ball in DSM, DMACC	Nov 26, 2011 12:57 PM
66	Visiting my family in Minnesota and girlfriend when shes in the hospital in Iowa City	Nov 25, 2011 4:46 PM
67	This winter may be a problem. I attend Thursday night group with Cassidy, co-occurring group	Nov 25, 2011 4:36 PM
68	Story County Dental Clinic - Ames Ia The Richmond Center - Ames Ia	Nov 25, 2011 4:25 PM
69	Live on end of Brown Route - No buses at night/weekends	Nov 25, 2011 4:21 PM
70	None	Nov 25, 2011 4:05 PM
71	Wal-Mart - grocery stores, church, work	Nov 25, 2011 4:01 PM
72	None	Nov 25, 2011 3:52 PM
73	South-West to South East	Nov 24, 2011 3:15 PM
74	N/A	Nov 24, 2011 1:58 PM
75	If my van breaks down I can't get to any of these places and I usually can't afford	Nov 22, 2011 2:27 PM



**Page 1, Q9. 7) Name specific destinations/locations that you have trouble accessing via your current transportation.**

	to fix it. If my van is working many times I don't have money for gas or money to ride cy-ride	
76	None	Nov 22, 2011 2:15 PM
77	going to Iowa City gas money	Nov 22, 2011 2:09 PM
78	DMACC and Doctors appointments	Nov 22, 2011 2:07 PM
79	Dr. Appointments	Nov 22, 2011 2:03 PM
80	None won't always run - gas	Nov 22, 2011 1:53 PM
81	none	Nov 22, 2011 1:26 PM
82	none	Nov 22, 2011 12:57 PM
83	There are many places on or near campus that I'm not able to park. I work on campus but live off of it. Sometimes I have to either be late to work or wait an half an hour in the cold for a bus after work.	Nov 22, 2011 11:28 AM
84	north of Ames - around sommerset-next to-	Nov 22, 2011 11:21 AM
85	Well, we live in Huxley, but.. I work in Ames,-in campustown my husband works in Ames-up near Somerset my kids participate in certain Ames activities (swim team at the High School) we and many of our neighbors shop, eat and seek entertainment in Ames far more often than Ankeny or Des Moines. Currently our only option is to drive our own vehicles.	Oct 21, 2011 11:29 AM



**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

1	Help paying for Cy-ride	Dec 8, 2011 12:36 PM
2	#5 I do not drive, Don't have a license, never have, I have had a seizure disorder, mostly all my life	Dec 8, 2011 12:31 PM
3	pay off my car	Dec 8, 2011 11:50 AM
4	none	Dec 8, 2011 11:48 AM
5	yes	Dec 8, 2011 11:46 AM
6	Taxi vouchers for work east of Duff.	Dec 8, 2011 11:45 AM
7	I'd get my own car but I can't afford one.	Dec 8, 2011 11:43 AM
8	get my own car and pay off my ticket for my drivers license	Dec 8, 2011 11:41 AM
9	WIC V an	Dec 8, 2011 11:28 AM
10	gas money	Dec 8, 2011 11:22 AM
11	Lower fuel prices	Dec 4, 2011 2:23 PM
12	gas prices lower	Dec 4, 2011 2:21 PM
13	Wish for car	Dec 4, 2011 2:17 PM
14	I now have a license and car but when I didn't getting around was almost impossible	Dec 4, 2011 2:16 PM
15	get more money am SSD	Dec 4, 2011 2:06 PM
16	Get a vehicle	Dec 4, 2011 2:03 PM
17	fix the heater in my car and windows so they go up and down	Dec 4, 2011 1:50 PM
18	purchase a new car	Dec 4, 2011 1:49 PM
19	gas money, car, bus system	Dec 4, 2011 1:48 PM
20	get a car and gas card	Dec 4, 2011 1:44 PM
21	Having enough money to buy my own vehicle to get around in	Dec 4, 2011 1:29 PM
22	being able to have my own car	Dec 4, 2011 1:14 PM
23	Money for gas and auto problems	Dec 4, 2011 1:06 PM
24	get well so I can drive	Dec 4, 2011 12:58 PM
25	Lower maintainance vehicle	Dec 4, 2011 12:57 PM
26	fix car and fill tank change oil	Dec 4, 2011 12:11 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

27	Lower gas prices. increase bus routes	Dec 4, 2011 11:33 AM
28	just pray thats all!	Dec 4, 2011 11:30 AM
29	Put busing in Nevada	Dec 4, 2011 11:27 AM
30	get driver license. I know how to drive but I wish I have some I could depend on to that would be there to let me drive to get more experience	Dec 4, 2011 11:03 AM
31	Things are doing much better with local transportation	Dec 4, 2011 10:59 AM
32	Get my car back	Dec 4, 2011 10:53 AM
33	Being able to obtain HIRTA transport for emergency appts without waiting 24 hours (doctor, etc) Lower cost Evening transportation Weekend transportation Having a bus assigned to Nevada as a will call bus to get around town	Dec 4, 2011 10:38 AM
34	better cyride routes	Dec 4, 2011 10:35 AM
35	price of gas	Nov 30, 2011 9:49 AM
36	make it cost less or free or cheaper taxi	Nov 30, 2011 9:48 AM
37	Get a car that had better heat and air conditioning	Nov 30, 2011 9:11 AM
38	we need more Cyride stops	Nov 30, 2011 9:08 AM
39	Put noise makers on all traffic lights to alert pedestrians that it is safe to cross. Being visually impaired I cannot see the pedestrian walk signals/time across the street and have to rely on which way the traffic is going.	Nov 29, 2011 2:23 PM
40	Wand up a car	Nov 29, 2011 8:55 AM
41	None	Nov 28, 2011 5:17 PM
42	Money would grow on trees	Nov 28, 2011 4:19 PM
43	Be able to get to Senior Dinner etc	Nov 28, 2011 4:13 PM
44	Enough money to pay fine to get my license back and get a vehcile	Nov 28, 2011 4:03 PM
45	Cheaper gas, serviced that do last minute rides	Nov 28, 2011 4:00 PM
46	Another vehicle	Nov 28, 2011 3:58 PM
47	have enough money to get license back	Nov 28, 2011 3:39 PM
48	obtain a better car	Nov 28, 2011 3:37 PM
49	Fix my personal Vehicle	Nov 28, 2011 3:30 PM
50	run buses more often	Nov 28, 2011 3:27 PM
51	More places to help with gas-Cy-ride and car upkeep for low income people.	Nov 28, 2011 3:24 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

52	Cheaper gas	Nov 28, 2011 3:17 PM
53	have a decent running car to get back and forth to a job	Nov 28, 2011 3:13 PM
54	Have my own car and gas money and have a job	Nov 26, 2011 5:01 PM
55	pay fine and get a car	Nov 26, 2011 4:38 PM
56	Pay all fines to get back on the road. A Car	Nov 26, 2011 4:31 PM
57	Vehicle, gas, ins, mech	Nov 26, 2011 4:26 PM
58	have more buses or taxi to come take	Nov 26, 2011 4:19 PM
59	get a car	Nov 26, 2011 4:16 PM
60	Have a driver	Nov 26, 2011 4:08 PM
61	Always have a full tank of gas	Nov 26, 2011 3:52 PM
62	fix my car free. Get new car free, fly, teleport	Nov 26, 2011 3:42 PM
63	more gas money, money to repair vehicle	Nov 26, 2011 3:31 PM
64	Fix the transportation I have	Nov 26, 2011 2:33 PM
65	for a car	Nov 26, 2011 2:30 PM
66	Get my license back, need money	Nov 26, 2011 2:28 PM
67	get apartment in Ames-in process just need to save some more money up	Nov 26, 2011 2:26 PM
68	Get a vehicle	Nov 26, 2011 2:24 PM
69	I would have the yellow bus more routes and during the day	Nov 26, 2011 1:41 PM
70	Be rich enough to afford driving w/an intoxilator	Nov 26, 2011 1:35 PM
71	Nothing	Nov 26, 2011 1:11 PM
72	More bus stops	Nov 26, 2011 1:09 PM
73	get license	Nov 26, 2011 1:07 PM
74	Attain an affordable ride to meetings	Nov 26, 2011 12:59 PM
75	get my car fixed	Nov 26, 2011 12:57 PM
76	Buy a car that gets better gas mileage	Nov 25, 2011 4:51 PM
77	Have my license back and a new vehicle	Nov 25, 2011 4:46 PM
78	I would have a vehicle	Nov 25, 2011 4:36 PM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

79	Have dependable transportation	Nov 25, 2011 4:25 PM
80	don't have any specific transportation	Nov 25, 2011 4:05 PM
81	get a new car	Nov 25, 2011 4:01 PM
82	Nothing	Nov 25, 2011 3:52 PM
83	A bus from South West to South East A bus drive on Dakota all way down	Nov 24, 2011 3:15 PM
84	get a car and some more money	Nov 24, 2011 2:04 PM
85	N/A	Nov 24, 2011 1:58 PM
86	have gas in my car	Nov 24, 2011 1:47 PM
87	being able to have money for gas and not having someone to drive me at times when low on money	Nov 22, 2011 2:32 PM
88	low income fares for busing. Help with upkeep of vehicles. Help with gas	Nov 22, 2011 2:27 PM
89	A reliable car	Nov 22, 2011 2:15 PM
90	1 Have a reliable car 2 gas to get to my Dr Appt 3 not have to go so far for medical	Nov 22, 2011 2:09 PM
91	fix my car or a new car	Nov 22, 2011 2:07 PM
92	Buy new car	Nov 22, 2011 1:53 PM
93	Making sure I always have gas for my car	Nov 22, 2011 1:36 PM
94	LIFE	Nov 22, 2011 1:26 PM
95	a car	Nov 22, 2011 1:26 PM
96	Cy-ride stop closer to my home	Nov 22, 2011 12:57 PM
97	Have gas in my car.	Nov 22, 2011 12:44 PM
98	more parking and lower gas prices	Nov 22, 2011 11:28 AM
99	please help with: Buses that facilitated baby carriages/strollers Better city planning routes programs at work that offered incentives or done with local daycare opportunities day cares that provided or the city, transportation for before/after school programs for working parents	Nov 22, 2011 11:21 AM
100	I would have a Cy Ride stop in Huxley and Slater and Gilbert (maybe once every hour, or only during morning and after school commute hours) to encourage the use of public transportation and offer people in those communities an alternative to driving their cars back and forth to Ames so much. Many people in these small outlying towns are driving to Ames 2-3 times a day! It would be a huge help to parents who have kids that participate in Ames activities (many do!), as well an opportunity to reduce everyone's fuel costs, have a few less cars on the road,	Oct 21, 2011 11:29 AM

**Page 1, Q10. 8) If you had a magic wand, what would you do to fix your specific transportation challenges?**

increase those communities access to ISU, and connect these just-down-the-road towns that form the larger Story County community. DART makes trips from Des Moines up to Ankeny-why can't we do that, too with Cy Ride?!

**Page 1, Q11. 9) Please specify your race:**

1	white/hispanic	Dec 8, 2011 11:28 AM
2	white/hispanic	Dec 8, 2011 11:06 AM
3	white/hispanic	Dec 4, 2011 1:48 PM
4	Jainanaran(sp?) American	Dec 4, 2011 10:59 AM
5	not listed	Nov 30, 2011 9:08 AM
6	none of these	Nov 29, 2011 2:50 PM
7	African American-Irish	Nov 28, 2011 3:49 PM