



**AMES TRANSIT AGENCY
BOARD OF TRUSTEES**

CYRIDE CONFERENCE ROOM – September 25, 2025

1. CALL TO ORDER: 4:30 p.m.
2. Approval of Minutes from August 28, 2025
3. Public Comments
4. FY 2027 Budget Planning – Discussion
5. Annual Transit Asset Management Plan – Performance Measures and Targets Update
6. Title VI Program Update
7. Monthly Report
8. Fall Meeting Dates / Times
 - October 16, 2025, 4:30 p.m.
 - November 20, 2025, 4:30 p.m.
 - December 18, 2025, 4:30 p.m.
9. Adjourn

AUGUST 28, 2025
AMES TRANSIT AGENCY BOARD OF TRUSTEES

The Ames Transit Agency Board of Trustees met on August 28, 2025, at 4:30 p.m. in the CyRide Conference room. President Boland called the meeting to order at 4:30 p.m. with Trustees Neal, Norton, and Schainker present.

APPROVAL OF JULY 17, 2025, MINUTES:

Trustee Neal made a motion to adopt the July 17, 2025, Transit Board minutes as presented; Trustee Norton seconded the motion. (Ayes: 4 Nays: 0) Motion carried.

PUBLIC COMMENTS:

Grant Olsen provided input regarding service on the 2 Green and 7 Purple routes.

AGENCY SAFETY PLAN – ANNUAL REVISION AND CERTIFICATION:

Director Neal requested approval to recertify CyRide’s Agency Safety Plan (ASP). The Federal Transit Administration (FTA) requires transit systems that receive federal funds under Urbanized Area Formula Grants to develop and maintain ASPs and have them annually reviewed, updated, and approved by the governing board.

Director Neal recommended approval of Alternative #1 to approve the ASP as presented, which would continue to reinforce our safety culture, ensure compliance with FTA regulations, and maintain our ability to receive federal funding.

Trustee Neal made a motion to approve Alternative #1; Trustee Schainker seconded the motion. (Ayes: 4 Nays: 0) Motion carried.

ON-CALL ARCHITECTURE AND ENGINEERING SERVICES CONTRACT CHANGE ORDER:

Director Neal requested approval of a change order to CyRide’s Architecture and Engineering (A&E) Services contract. Typically, CyRide budgets \$50,000 a year for A&E services to help with Capital Improvements Plan projects, grant applications, and general facility repairs. For FY 2025, the A&E firm worked on eleven projects for CyRide, including the Maintenance Shop Improvements project and the Fire Protection Improvements project. CyRide issued its standard annual Purchase Order No. 64805 for \$50,000 in FY 2024. The A&E firm has an additional \$53,758.10 billed. To pay the remaining balance, funding is available from the Maintenance Shop Improvement Project, which was completed under budget and has \$55,658 left in unallocated local funds.

Director Neal requested board approval of Alternative #1, to approve the change to Purchase Order No. 64805, which would bring the total contract amount to \$103,524.03. Doing so would ensure all work performed under the on-call services contract is funded and support CyRide's long-term facility improvement and capital planning goals.

Trustee Norton made a motion to approve Alternative #1; Trustee Neal seconded the motion. (Ayes: 4 Nays: 0) Motion carried.

GMV SYNCROMATICS ONE-YEAR CONTRACT EXTENSION:

Director Neal requested approval of a one-year contract extension to GMV Syncromatics of Los Angeles, CA. CyRide uses Intelligent Transportation Systems (ITS) technology on all the buses. ITS technology provides multiple services for passengers, including ADA-required audible announcements, visual indication of upcoming stops, and real-time bus location information. The one-year contract extension would allow CyRide to continue utilizing the existing ITS equipment without the expense of a full-system replacement.

Director Neal recommended approval of Alternative #1 to approve extending the existing contract with GMV Syncromatics by one year for \$116,590. It would allow CyRide to meet regulatory requirements and continue to provide valuable information to passengers.

Trustee Neal made a motion to approve Alternative #1; Trustee Schainker seconded the motion. (Ayes: 4 Nays: 0) Motion carried.

APPROVAL OF PLANS AND SPECIFICATIONS FOR 2025 BATTERY ELECTRIC BUS FACILITY IMPROVEMENT PROJECT:

Director Neal requested approval for the release of plans and specifications for the Battery Electric Bus (BEB) Facility Improvement Project. In June, the board approved the purchase of charging equipment necessary to support the BEBs expected to arrive in the fall of 2025. The plans and specifications call for the installation of two ChargePoint chargers and four dual dispensers at the front of bus storage lanes 1 and 2. \$54,986 is budgeted for the hardware, which was included in the FY 2025 Capital Improvements Plan; however, the current cost estimate from CyRide's A&E consultant is \$165,344, which includes a 5% contingency. CyRide recommends using funds from the Battery Electric Bus Reserve Fund to cover the shortfall.

Director Neal requested board approval of Alternative #1, to release the plans and specifications for the 2025 Battery Electric Bus Facility Improvement Project, which will provide the infrastructure needed to reliably operate the new buses and ensure CyRide is prepared for their arrival.

Trustee Neal made a motion to approve Alternative #1; Trustee Schainker seconded the motion. (Ayes: 4 Nays: 0) Motion carried.

MONTHLY REPORT:

Public Transit Infrastructure Grants (PTIG) Funding: CyRide will start working with the A&E firm to develop plans and specifications for the Steam Cleaning In-Ground Hoist Replacement Project.

Digital Displays on Campus: Five additional real-time information displays were installed at Student Innovation, Design, Parks Library North, Kildee, and Bessey.

Swiftly: CyRide's new real-time passenger information service provider, Swiftly, has been working with CyRide to prepare for the new school year. Service is now active for passengers using the Transit App.

Token Transit: Token Transit's use in the community has continued to expand. ISU Staff and Faculty members can purchase passes on the app. CyRide is also offering the Summer, Fall, School Year, and Winter passes.

Annual IPTA and Iowa DOT State Roadeo: Alfredo Martinez was recognized as CyRide's Driver of the Year. The state Roadeo was cancelled due to severe weather.

CTAA SUN Conference: CTAA highlighted CyRide during a presentation studying successful small urban transit systems across the country.

Quarterly Report: The fourth quarter report was reviewed with the board.

Fall meeting dates:

- September 25, 4:30 p.m.
- October 16, 4:30 p.m.
- November 20, 4:30 p.m.
- December 18, 4:30 p.m.

Adjourn: Trustee Neal made a motion to adjourn at 4:55 p.m.; Trustee Norton seconded the motion. (Ayes: 4 Nays: 0) Motion carried.

Emily Boland, President

Cheryl Spencer, Recording Secretary

September 25, 2025
FY 2027 Budget Planning – Discussion
CyRide Resource: Barbara Neal, Rob Jennings

BACKGROUND:

As part of the annual budgeting process, CyRide brings customer service requests and staff recommendations to the Transit Board for possible inclusion in next year’s budget. If the Transit Board expresses interest in any of these items, CyRide will prepare detailed options for inclusion in the December budget discussions.

Customer Requests

CyRide has received the following customer requests for service improvements. The table below summarizes the suggestions, the service changes necessary to meet the requests, and the estimated annual costs of implementation.

Route	Customer Suggestion	Service Change	Estimated Cost
#1 Red Route and #11 Cherry Route	Add trip on #11 Cherry Route to allow transfer to #1 Red Route for earlier access to Edwards Elementary	Add additional trip on #11 Cherry route weekdays: 6:45 a.m.	\$10,000
#3 Blue Route	Add 10-minute Blue route weeknight service	Add additional bus weeknights: 10-minute service from 5:30–10:00 p.m.	\$46,000
#5 Yellow Route	Add bus on Yellow routes to serve campus	Add additional bus on weekdays: 30-minute service from 6:45 a.m.–7:00 p.m.	\$300,000
#8 Aqua Route	Add trip on #8 Aqua route to accommodate adult swim program	Add additional trips on weekdays: 10:30 a.m.–12:30 p.m.	\$11,000
New Route	Add weekday service to Boone, IA	Add new route on weekdays: 60-minute service from 7:00–11:30 a.m. and 1:30–6:00 p.m..	\$270,000

Budget Considerations and Next Steps

Based on an analysis of anticipated expenses, CyRide staff has determined that maintaining current service and staffing levels in FY 2027 will require a three and a half percent baseline increase from the local funding partners. At this stage, staff is not recommending specific service changes but is seeking Board input on whether any of the customer requests outlined above should be analyzed further.

If the Board decides to move forward with any of these requests, or if additional requests are identified, staff will prepare revised scenarios showing the corresponding percentage increases for local funding partners. These options will be presented in October or November so that a final budget, including the baseline and any additions, can be included for approval at the December Transit Board meeting.

September 25, 2025
Annual Transit Asset Management Plan –
Performance Measures and Targets Update
CyRide Resource: Shari Atwood

BACKGROUND:

CyRide is required to update and submit Transit Asset Management (TAM) plan performance measures and targets annually, demonstrating how CyRide will operate, maintain, and improve its public transit assets. Beyond meeting the regulation requirements, having the fleet in a State of Good Repair (SGR) supports CyRide’s highest priority, safety, and is critical to our ongoing success. Prioritizing safety standards and practices allows CyRide to continue providing dependable, efficient, and accessible services that exceed passenger expectations.

Useful Life Benchmark Information

The Federal Transit Administration (FTA) classifies revenue and non-revenue vehicles utilizing a useful life benchmark (ULB) performance measure. The ULB estimates how many years a vehicle can be in service and maintain an SGR. This process lays the groundwork for identifying CyRide’s replacement priorities for capital equipment and facilities. The FTA has identified default ULBs, with the option for transit agencies to set their own thresholds. Listed below are the ULB ages for each asset class category for the FTA and CyRide. Facility conditions are rated based on the Transit Economic Requirements Model (TERM) scale.

Asset Class / Category	FTA ULB / TERM Scale	CyRide ULB / TERM Scale
40' - 60' Buses	14	15
Cutaways (Minibuses)	10	8
Shop Trucks	10	10
CyRide Admin / Maintenance Facility	3.0 TERM Scale	3.0 TERM Scale
Intermodal Facility	3.0 TERM Scale	3.0 TERM Scale

CyRide has two asset categories where the ULB differs from the FTA.

- 40' - 60' Buses:** CyRide operates its large bus fleet beyond the FTA-recommended ULB age due to funding limitations. Following consultation with the Transit Board, CyRide increased the ULB to reflect an older fleet age than the FTA default. However, significant differences from the FTA defaults need to be justified; thus, a substantial difference in the ULB is not recommended, even though CyRide typically retires vehicles when they reach 20+ years of age.

- **Cutaways:** Funding for CyRide’s cutaway fleet is typically provided through the Iowa DOT’s competitive process, the Public Transit Management System (PTMS). FTA’s ULB is ten years. The Iowa DOT has set a cutaway ULB of eight years within the Statewide TAM Plan. To stay competitive, CyRide lowered its cutaway ULB to align with Iowa transit agencies for replacement.

Status of FY 2025 Performance Targets

Under the TAM plan, four performance measure categories are used to determine the SGR. CyRide uses only three of these categories. CyRide is also required to annually update performance measures and report TAM targets to the National Transit Database (NTD).

- **Rolling Stock** – Revenue vehicles, including most CyRide vehicles (cutaways, 40’ heavy-duty buses, and 60’ articulated buses).
- **Equipment** – Non-revenue support service and maintenance vehicles over \$50,000 in acquisition value with an expected life of at least one year, including maintenance trucks and maintenance equipment meeting this value.
- **Facilities** – Maintenance and administrative facilities, 601 N. University Blvd., and the Ames Intermodal facility, 129 Hayward Ave.; facility conditions are rated on a TERM scale calculated every four years.

The following table shows the status of CyRide’s FY 2025 performance targets.

Asset Class / Category	ULB	2024			2025			2025 Perf. Target
		Vehicles Beyond ULB	Total Vehicles in Fleet	Beyond CyRide ULB	Vehicles Beyond ULB	Total Vehicles in Fleet	Beyond CyRide ULB	
40’ - 60’ Buses	15	21	81	26%	33	79	42%	43%
Cutaways	8	0	9	0%	0	9	0%	0%
Shop Trucks	10	0	2	0%	0	2	0%	0%

Large Buses: CyRide exceeded its FY 2025 target of 43%, achieving 42%. Two buses were sold, both of which had surpassed their ULB, reducing the fleet from 81 to 79. No large buses were replaced in FY 2025, as was expected. By the end of FY 2025, 33 large buses exceeded the ULB of 15 years.

Cutaways: CyRide met its 0% FY 2025 target as no cutaways were past the ULB in FY 2025. However, one of the three new cutaway vehicles replaced from FY 2024 remains out of service pending warranty repair. The cutaway bus leased to Heart of Iowa Regional Transit Agency (HIRTA), which operates CyRide’s Dial-A-Ride service in Ames, is now in service.

Shop Trucks: CyRide met its 0% target, with no trucks exceeding the ULB in FY 2025.

Updated Performance Targets for FY 2026

The TAM plan and performance targets are required to be shared with the Ames Area Metropolitan Planning Organization (AAMPO) for inclusion in the Metropolitan Transportation Plan and Transportation Improvement Plan. The Iowa DOT’s Public Transit Bureau, which recommends funding via PTMS, also requests this document. Therefore, future funding may be impacted if the TAM plan requirements are not completed.

CyRide recommends the performance targets in the following table for FY 2026. CyRide will receive delivery of nine buses during FY 2026: two 60’ articulated buses from New Flyer, five battery electric buses from Gillig, and two diesel buses from Gillig. CyRide’s fleet size will increase to 80 buses since one bus was disposed of ahead of schedule.

For the cutaway fleet, changes are not anticipated for FY 2026 as no buses exceed the ULB of 8 years. Buses in this category will not exceed the ULB until 2030.

Facilities are rated on FTA’s Transit Economic Requirements Model (TERM) Scale, with 5.0 as the highest rating and 1.0 being the lowest. A 3.0 rating means the facility has not exceeded its useful life. Any score below 3.0 signifies that a facility needs repair or replacement and has exceeded its useful life. Facility conditions are required to be calculated every four years. CyRide’s target for its two facilities is that 0% of the facilities rate under 3.0 on the TERM scale. The Admin/Maintenance facility and the Intermodal facility currently have a TERM rating of 4.0.

Asset Category	Asset Class	CyRide ULB/TERM Scale	Assets Exceeding ULB/TERM	2026 Perf. Target
Rolling Stock	40' - 60' Buses	15	42%	31%
	Cutaways	8	0%	0%
Equipment	Shop Trucks	10	0%	0%
Facilities	Admin/Maintenance Facility	3.0 TERM	0%	0%
	Intermodal Facility	3.0 TERM	0%	0%

CyRide has updated its TAM plan performance targets for 2026 – 2030, as shown in the following table. The performance measures/targets for FY 2026 were developed using the programmed FY 2026 Capital Improvements Plan (CIP). Targets for FY 2027 – 2030 are based on Transit Board-approved grants and planned programmed capital replacement in the five-year CIP. CyRide expects to replace nine large buses in FY 2026, eight in FY 2027, and five in FY2028. In FY 2029 and FY 2030, CyRide expects to replace five and six buses, respectively, through the state DOT process, which would replace the entire hybrid fleet. In total, CyRide anticipates replacing a total of 33 large buses over the next five years.

At the same time CyRide is replacing buses, an additional 17 large buses will reach their ULB threshold over the next five years, resulting in performance targets between 27% and 39%. In FY 2027, CyRide will add another 11 buses past their ULB and 6 more in FY 2030.

To lower out-year performance targets, CyRide anticipates that future requests for discretionary grants directly from the FTA will be necessary.

Asset Category	Asset Class	Current Fleet/Facility Exceeding ULB	2026 Perf. Target	2027 Perf. Target	2028 Perf. Target	2029 Perf. Target	2030 Perf. Target
Rolling Stock	40' - 60' Buses	42%	31%	39%	33%	27%	27%
	Cutaways	0%	0%	0%	0%	0%	0%
Equipment	Shop Trucks	0%	0%	0%	0%	0%	0%
Facilities	Admin./ Maint. Facility	0%	0%	0%	0%	0%	0%
	Intermodal Facility	0%	0%	0%	0%	0%	0%

ALTERNATIVES:

1. Approve CyRide’s recommendation to establish the FY 2026 Transit Asset Management (TAM) plan performance targets to submit to the Federal Transit Administration (FTA) and submit the overall TAM plan to the Ames Area Metropolitan Planning Organization (AAMPO) and Iowa DOT as required.
2. Direct staff to proceed according to Transit Board priorities.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to approve the FY 2026 TAM plan performance targets for each FTA-required asset class/category and submit the overall TAM plan to the AAMPO. Approval of this alternative will allow CyRide to meet its federal obligations and help guide future capital need assessments.

September 25, 2025
Title VI Program Update
CyRide Resource: Shari Atwood

BACKGROUND:

Every three years, CyRide is required to update its Title VI program to ensure compliance with federal regulations on non-discrimination in the delivery of services and programs. The most recent program was approved by the Transit Board in September 2022 and submitted to the Federal Transit Administration (FTA) by October 1, 2022. CyRide's current program will expire on November 30, 2025. The FTA has previously utilized it as a best practice within the industry for systems of our size.

As part of the Title VI regulations, the Transit Board must review and formally approve the updated Title VI Program and sign a revised policy statement. This document must be submitted to the FTA by October 1, 2025, for review and concurrence.

The Title VI Requirements and Guidelines for FTA Recipients ([FTA Circular 4702.1B](#)) was released in 2012, requiring transit systems serving communities the size of Ames to develop a program that addresses the following areas:

- Submits annual Certifications and Assurances to FTA, thereby complying with all Federal statutes relating to non-discrimination, including Title VI of the Civil Rights Act of 1964 and Section 5332 of the Federal Transit Law.
- Title VI Notice to the Public with locations publicized & translated to required Limited English Proficiency (LEP) populations
- Title VI Complaint Procedures, Complaint Form & Title VI policy (posted on website & translated to documented LEP group languages)
- Title VI Investigations, Complaints, and Lawsuits log
- Public Participation Plan, including outreach methods to minority and LEP populations
- Language Assistance Plan to provide meaningful access to services and programs to persons with LEP.
- Table of appointed transit committees/councils compared to the city's minority population
- Title VI monitoring activities
- Title VI equity analysis if the recipient has constructed a new facility
- Title VI approval documentation from the Transit Board
- Requirement to Provide Additional Information Upon Request
- Service standards and policies (i.e., vehicle load, vehicle headway, on-time performance, service availability, vehicle assignment, and transit amenities)

CyRide's Transit Planner has reviewed the existing Title VI document and made modifications as necessary to update the program in accordance with the current Federal Transit Administration's guidance. The Civil Rights Act of 1964 is the governing law, with Part 21 stating that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Department of Transportation. Limited English Proficiency (LEP) requirements are included within the Federal Transit Administration's Title VI Circular ([FTA Circular 4702.1B](#) - Title VI Requirements and Guidelines for Federal Transit Administration Recipients) and obligate CyRide as a recipient of Federal funding to comply.

Current Federal Guidance on LEP

The Department of Justice (DOJ) has temporarily suspended the operations of LEP.gov pending an internal review of LEP requirements in response to President Trump's Executive Order 14224 declaring English as the official language of the United States. This review will not be completed prior to CyRide's Title VI submission deadline. CyRide will adjust its plan, including any LEP-related provisions, once new federal guidance is issued or, if no guidance is provided, during the next Title VI Program update, whichever occurs first.

Limited English Proficiency (LEP) Population in Ames Modifications

Federal regulations require transit systems in communities that have LEP populations, totaling over 1,000 persons, or 5% of the total population, whichever is less, who speak English "less than very well" to provide written translations of all vital documents into the language spoken by the LEP group. Providing translations of these vital documents allows CyRide to meet its compliance obligation and improve customer service and access. Translation of non-vital documents may be provided verbally rather than in written form.

In 2016, CyRide added Mandarin Chinese as an LEP population when the number of individuals in Ames speaking Chinese at home and reporting they spoke English "less than very well" exceeded the 1,000 safe harbor threshold. As of 2023, the Chinese-speaking population in Ames who reported speaking English less than very well has fallen below the DOJ's safe harbor threshold, but only narrowly. According to the American Community Survey (ACS), the U.S. Census reported that out of 1,634 individuals speaking Chinese (including Mandarin and Cantonese) at home, 993, or 1.6%, speak English less than very well, with a margin of error of +/- 414. It is important to note that the ACS has not separated Mandarin and Cantonese since the 2015 data release; therefore, the specific number of Mandarin speakers with limited English proficiency is likely lower than 993, but exact information is not available. Since CyRide has already translated most vital documents into Mandarin Chinese, these materials will remain available on the website, in brochures, and in public meeting rooms through the next Title VI Program update. No other language groups in Ames currently meet the 1,000-person threshold.

For detailed information, see the attached "City of Ames Limited English Proficiency (LEP) Individuals" table that is also contained in CyRide's LEP Access Plan ([Appendix I of the Title VI Program](#)).

Title VI Plan 2025 Update

The following briefly summarizes the draft document CyRide staff has prepared, section-by-section, with recommended changes. The full document can be found at the following web link: <https://www.cyride.com/TitleVIProgram2025>. Copies of the written document will also be available at the Transit Board meeting.

Requirement to Provide Title VI Assurances

This section states that CyRide will carry out its transit programs and services without discrimination and in compliance with the Department of Transportation's Title VI regulations. Compliance is documented through an annual certification form, which the Transit Director and the Legal Department digitally sign.

Title VI Notice to the Public

This section details the exact text that CyRide uses to inform customers how to file a Title VI complaint, as prescribed by FTA regulations. It also outlines how the notice will be disseminated. The notice is provided in both English and Mandarin Chinese, since these translations are already available. It is posted on CyRide's website, on buses, in all public meeting rooms, and in all brochures. In addition, the notice is included in PowerPoint presentations at board meetings before the public comments agenda item. All notices direct passengers to contact CyRide's Assistant Director of Operations.

Title VI Complaint Procedures & Complaint Form

This section describes the complaint procedures and customer comment forms. The Ames Human Relations Commission refers all local discrimination complaints to the Iowa Civil Rights Commission. The detailed procedures are provided in Appendix C of the document, and the Customer Comment form is included in Appendix D. These forms are already available in English and Mandarin Chinese on CyRide's website. CyRide plans to keep the forms in Mandarin Chinese even though this LEP population has fallen under the DOJ's safe harbor threshold.

Title VI Investigations, Complaints, or Lawsuits Recording

This section indicates that CyRide, as required by FTA, keeps a log of Title VI complaints and specifies the information to be included in this log. CyRide has received no formal Title VI complaints since its last program submission in 2022.

Promote Inclusive Public Participation

CyRide's public participation document is located in Appendix F. This section describes CyRide's efforts and methods to reach out to the public, including minorities, low-income, and limited English speakers, and to human services agencies that provide services within the community to these populations.

Meaningful Access to LEP Persons

CyRide's FTA-required LEP Access Plan is in Appendix H of the document. This section summarizes the full plan, listing its two main components: the Four Factor Analysis and the Access Plan. The basis of these documents is that CyRide will work to assist LEP individuals "at the point of contact" on the bus, by telephone, or in person. This document is updated with each Title VI program submission. CyRide recommends continuing to translate vital documents in Mandarin Chinese since the expense of this translation has already been incurred. CyRide will maintain these documents through the next Title VI Program submission in 2028 or until FTA regulations change.

Minority Representation in Planning and Advisory Bodies

CyRide does not utilize appointed advisory councils, planning boards, or committees to advise the Transit Board, so this requirement to reflect minority representation within the City of Ames does not apply to CyRide's current governing structure.

Providing Assistance to Subrecipients

CyRide does not have subrecipients; therefore, this section does not apply to CyRide.

Monitoring Subrecipients

CyRide does not have subrecipients; therefore, this section does not apply to CyRide.

Determination of Site or Location of Facilities

No analysis has been completed since the previous Title VI Equity Analysis (available at https://www.cyride.com/Equity_Analysis_2019) was completed on September 27, 2019. The analysis provided information on the criteria utilized to locate potential second facility sites throughout Ames. The two sites were selected without regard to race, color, or national origin. Since 2019, CyRide has not moved forward with an expansion to a second site and currently plans to expand on its existing site if federal funding is received.

Requirement to Provide Additional Information Upon Request

This section states that CyRide will comply with FTA requests and provide additional information as needed to investigate discrimination complaints or to resolve concerns of noncompliance with this Title VI regulation.

Requirement to Set System-Wide Standards and Policies

The standards and policies developed for the Title VI plan are vehicle load, vehicle headway, on-time performance, service availability, distribution of transit amenities, and vehicle assignment. CyRide recommends updates to vehicle load standards, the missed trip standard under on-time performance, and the route map/timetable policy. No other updates are recommended from the previous system-wide standards and policies set in 2022. The updates are described below for each area being modified:

Vehicle Load

For vehicle load, the standard should reflect the maximum load capacity that CyRide might carry on a trip based on customer volumes. This standard is measured as a ratio of customers on board to the seated bus capacity, expressed as a percentage. Values of 100% or less indicate that all riders are seated, while values above 100% indicate that there are standees. The following loading standards identify the degree of crowding (i.e., standees) that is acceptable based on bus type and the manufacturer’s recommended maximum capacity. These standards allow standees in the center portion of the bus, excluding the stairwells, and consider the gross vehicle weight standards for each bus type. For ridership consistently above these standards, CyRide will place an additional bus on the trip.

2025 Vehicle Load Standard			
Bus Type	Seated Capacity	Total Capacity	Load Factor
40’ Bus	34-37	65	175-191%
Battery Electric Bus (BEBs)	29	55	189%
60’ Articulated Bus	43	95	220%
Cutaways	14-19	14-24	100-126%

CyRide’s vehicle load standards have been updated to reflect the current fleet and gross vehicle weight standards. The seating capacity for 40’ buses has been adjusted to reflect the current fleet. A standard for battery-electric buses has been added. The articulated bus standards were revised to reflect actual seating capacity and gross vehicle weight limits. In addition, the entire cutaway fleet was replaced, requiring revisions to this standard. Two of the cutaways are the only vehicles in the fleet that cannot carry standees.

Missed Trip Standard

CyRide recommends increasing the on-time performance standard from 95% approved in 2022 to 98%, as we only miss a handful of trips each year. CyRide is unique in this regard, as missed trips are a frequent daily occurrence for most transit agencies.

In FY2026, CyRide will provide 239,765 trips in its service and can miss up to 4,795 trips and still meet the increased 98% standard. CyRide typically misses fewer than 10 trips per year and reports these numbers to the National Transit Database. It is extremely rare for CyRide to have a scheduled trip not covered by an extra bus or mobile dispatcher.

Route Map/Timetable Policy

CyRide provides route maps with QR code links to real-time bus information in all shelters and major transfer points throughout the system. Passengers also have access to real-time predictive information through mobile apps (MyState, Ames Ride, and Transit). Major transfer points on the Iowa State Campus (Upper Friley, Student Services, Bessey Hall, Kildee Hall, Parks Library, Sweeney Hall, and Design Hall) have digital signage with real-time arrival times.

Vital Documents Translation to LEP Groups

As previously mentioned, to provide an effective LEP plan, CyRide must translate identified “vital documents” into the language of frequently encountered LEP groups eligible to be served or likely to be affected by CyRide’s programs and services. Refer to the attached table for a count of LEP individuals.

As noted, CyRide has already translated many vital documents into Mandarin Chinese by a qualified translation service business, and staff suggest not removing this information at this time. CyRide defines any document as vital if it is required to receive access to CyRide’s services or programs, impacts their safety, or, as FTA Circular 4702.1B specifically indicates.

The following materials were previously determined to be critical elements needing translation for any CyRide LEP population over 1,000 in population to access services:

- Website (via Google Translate)
- Title VI notice to the Public
- Title VI policy & procedures
- Title VI complaint form
- Dial-A-Ride application
- Reasonable accommodation form
- Public meeting notices
- Bus signage on board new buses (how to board; open back doors, safety signage)

Additionally, CyRide utilizes the following elements to help communicate with LEP persons, not just the defined LEP population of Mandarin Chinese, at CyRide offices:

- Picture graphics of lost & found items
- “I speak” cards to obtain language utilized
- Language interpreter telephone services 24/7/365 via the Big Word

ALTERNATIVES:

1. Approve CyRide’s Title VI Program as presented for submission to the Federal Transit Administration by October 1, 2025.
2. Direct staff to revise the Title VI Program based on board-directed modifications, with the submission to the Federal Transit Administration by October 1, 2025.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1. The Title VI Program reflects current practices in CyRide’s daily delivery of service within the Ames community. Approval will allow CyRide to meet its federal obligations and continue providing services without regard of race, color, or national origin.

City of Ames Limited English Proficient (LEP) Individuals

Language	Speaks language at home	Margin of Error	Speaks English very well	Margin of Error	Speaks English less than very well	Margin of Error	Speaks English less than very well
Total Population > 5 Yrs.	64,006	±250					
Speak only English	55,406	±868					
Spanish:	1,112	±297	966	±233	146	±119	0.20%
French, Haitian, or Cajun:	120	±126	120	±126	0	±24	0.00%
German or other West Germanic languages:	394	±199	356	±196	38	±63	0.10%
Russian, Polish, or other Slavic languages:	351	±158	248	±138	103	±86	0.20%
Other Indo-European languages:	1,816	±556	1,527	±528	289	±150	0.50%
Korean:	993	±329	428	±196	565	±282	0.90%
Chinese (incl. Mandarin, Cantonese):	1,634	±459	641	±199	993	±414	1.60%
Vietnamese:	414	±292	203	±138	211	±168	0.30%
Tagalog (incl. Filipino):	178	±172	178	±172	0	±24	0.00%
Other Asian and Pacific Island languages:	789	±296	635	±242	154	±120	0.20%
Arabic:	243	±182	220	±157	23	±33	0.00%
Other and unspecified languages:	556	±190	386	±140	170	±127	0.30%

Source: American Community Survey, ACS 5-Year Estimates Detailed Tables, Table C16001, <https://data.census.gov/table/ACSST5Y2023.C16001?q=c16001+language+spoken+that+speaks+english+less+than+very+well+by+&g=160XX00US1901855>.



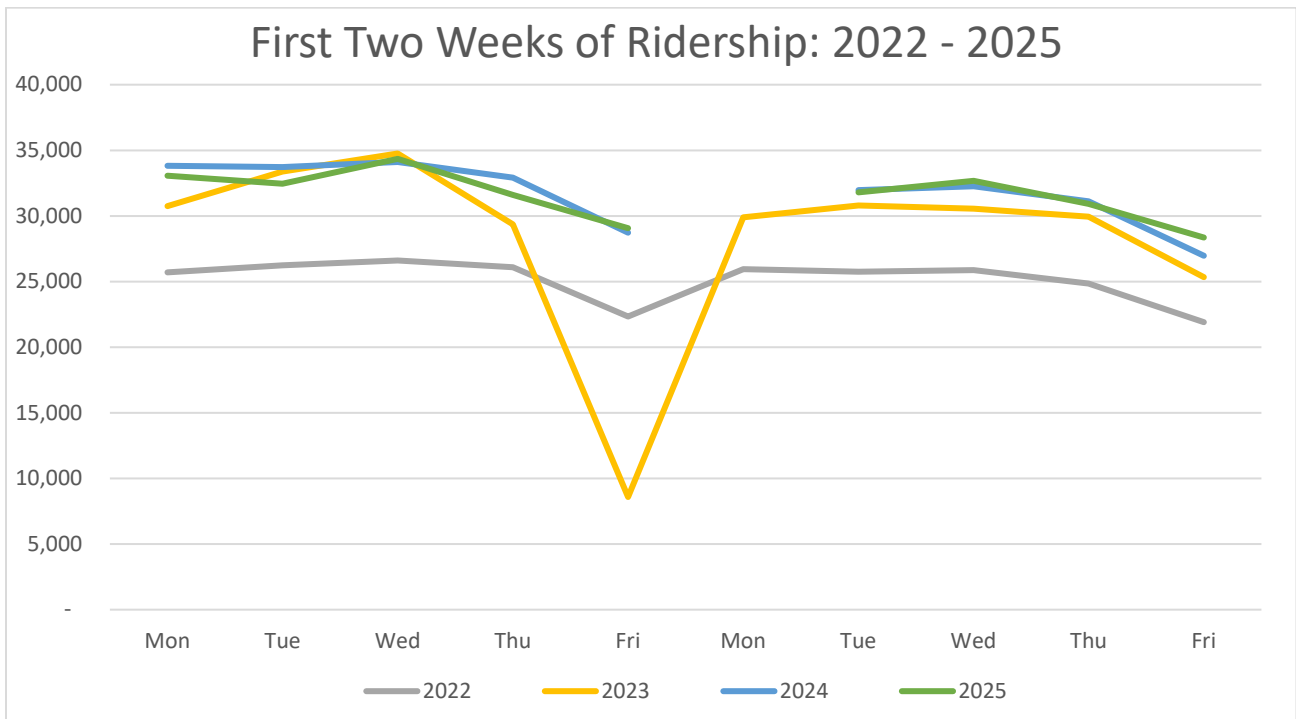
September 25, 2025

Monthly Report

CyRide Resource: Barbara Neal

1. Ridership Statistics – First Two Weeks of Fall Semester

Ridership saw a slight decrease at the start of the fall semester, with a 1.6% reduction in the first week compared to last year. The busiest day of the first week carried 34,348 passengers, which was an increase of 241 rides over last year's busiest day. While the first week was slightly lower overall, the second week rebounded with a 4.9% increase. Overall, ridership for the first two weeks is up 1.2%. The following graph shows daily ridership for these two weeks compared to the previous three years.



Ridership during the first two weeks of the semester does not follow typical patterns, as passengers are new to the system and adjusting to their class schedules. After this period, passenger choices regarding routes and trips become more consistent. CyRide will continue to monitor ridership and report any significant changes to the Transit Board.

2. ISU Enrollment

Iowa State University announced a total fall 2025 enrollment of 31,105 students, an increase of 673 from last year's 30,432. The incoming first-year class totals 6,160 students, the largest since 2016. In addition, 1,351 new transfer students joined the university, with nearly 60% coming from Iowa community colleges. Iowa State also reported a first-year retention rate of just over 89%. CyRide's operations are significantly impacted by student enrollment, and staff will adjust internal projections based on this new data.

3. Destination Iowa State, ExCytement, Welcome Fest, and Welcome Weekend

CyRide participated in Destination Iowa State and ExCytement on central campus to welcome the large incoming first-year class. CyRide distributed promotional materials and helped students learn how to ride the bus from where they live to popular destinations. These events provided an excellent opportunity to familiarize students with CyRide and help them feel comfortable riding the bus this fall.

CyRide also participated in Welcome Fest at the City of Ames booth. By interacting and speaking with city representatives, students could get a T-shirt featuring things to do or see around town. "Ride CyRide off campus" remains the first item on the shirt.

The weekend before classes begin continues to be a major operational focus, with ridership much higher than a typical Saturday or Sunday. Extra buses were added on the #1 Red, #3 Blue, #6 Brown, and #25 Gold routes to accommodate the increased ridership. Students took advantage of the bus services, with particularly high demand for the #1 Red route. On Saturday, the #3 Blue route carried approximately 1,933 passengers, and the #1 Red route carried approximately 4,564 passengers.