



Transit Board Meeting
AGENDA

**AMES TRANSIT AGENCY
BOARD OF TRUSTEES**

CYRIDE CONFERENCE ROOM – September 28, 2022

1. CALL TO ORDER: 4:00 p.m.
2. Approval of August 24, 2022, Minutes
3. Public Comments
4. FY 2022 Operations Fund Transfer – Closing Balance Transfers
5. FY 2024 Budget Planning – Discussion
6. Title VI Program Update
7. Annual Transit Asset Management Plan – Performance Measures and Targets Update
8. Award of Contract for Demand Response Software
9. Memorandum of Agreement with Iowa Department of Transportation
10. Monthly Report
11. Fall Meeting Dates / Times
 - October 26, 2022, 4:00 p.m.
 - November 23, 2022, 4:00 p.m.
 - December 28, 2022, 4:00 p.m.
12. Adjourn

August 24, 2022

AMES TRANSIT AGENCY BOARD OF TRUSTEES

The Ames Transit Agency Board of Trustees met on August 24, 2022, at 4:00 p.m. in the CyRide Conference room. President Jeffrey called the meeting to order at 4:07 p.m. with Trustees Beatty-Hansen, Ludwig, Schainker, and Schnepf present. Trustee Norton arrived at 4:12 p.m.

APPROVAL OF JUNE 22, 2022, MINUTES:

Trustee Ludwig made a motion to adopt the June 22, 2022, Transit Board minutes as presented; Trustee Beatty-Hansen seconded the motion. (Ayes: 4 Nays: 0) Motion carried.

PUBLIC COMMENTS:

None.

AGENCY SAFETY PLAN – ANNUAL REVISION AND CERTIFICATION:

Director Neal requested approval to recertify CyRide’s Agency Safety Plan, which is an annual federal requirement. The plan has been modified to comply with recent FTA changes and recommendations.

Director Neal recommended approval of Alternative #1 to approve the Agency Safety Plan. Adopting the plan and its revisions will reinforce our safety culture, ensure compliance with FTA regulations, and maintain our ability to receive federal funding.

Trustee Beatty-Hansen inquired if the plan covered disasters or climate preparedness. Chief Safety Officer Kevin Gries said the plan covers this in broad terms, and the organization has more specific policies for these types of situations.

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

LAND LEASE AGREEMENT – MEMORANDUM OF UNDERSTANDING:

Director Neal requested approval of a memorandum of understanding with Iowa State University for our land lease. The current lease states that transit vehicles are not permitted to be stored outside. This MOU is an exception to the lease and would allow vehicles to be parked outside the facility.

Trustee Norton arrived.

Director Neal recommended approval of Alternative #1 to approve the MOU with ISU regarding the land lease, which will allow us to continue to park buses outside of our facility until a more permanent solution for vehicle parking is identified.

Trustee Schainker made a motion to approve Alternative #1; Trustee Ludwig seconded the motion. (Ayes: 5 Nays: 0) Motion carried.

SECTION 5307 FORMULA FUNDING – CAPITAL GRANT APPLICATION:

Director Neal requested approval to execute and file a Section 5307 grant application for CyRide’s formula funding. To receive our federal funding, CyRide needs to submit a grant application detailing how this funding would be used. Administration is recommending allocating the funding toward wages and fuel, which will make the utilization and documentation of this funding easier to administer.

Director Neal recommended approval of Alternative #1 to authorize her to execute and file a Section 5307 grant application for federal funding. It will support CyRide’s operations within Ames and help meet the demand for transit service within the community.

Trustee Ludwig made a motion to approve Alternative #1; Trustee Beatty-Hansen seconded the motion. (Ayes: 5 Nays: 0) Motion carried.

FY 2022 PRELIMINARY OPERATIONS FUND CLOSING BALANCE – DISCUSSION:

Director Neal held a discussion with board members regarding the reallocation of funds from the operations fund closing balance to prepare for budget discussions at the upcoming September board meeting. The board has an established policy that the operating fund closing balance should be between 7.5% and 10% of operating expenses, and excess funds can be reprogrammed. The preliminary operations fund closing balance is estimated to be \$10,378,740, and the anticipated uncommitted closing balance above the 10% directive reserve is estimated to be \$5,344,578. Possible fund reallocations discussed were: \$500,000 to FY 2023 Wages and Benefits, \$500,00 to FY 2023 Commodities – Fuel, \$1,000,000 to Local Match for new 40’ bus purchases, and \$1,000,000 to Local Match for Facility Expansion/Building. Trustees discussed the need for local match money, upcoming budget concerns and constraints, fuel costs, and one-time money versus ongoing costs. The board requested administration lay out a couple of different reallocation models at the September board meeting for review.

CLOSED SESSION:

President Jeffrey asked if there was a legal reason to go into a closed session. Ames City Attorney Mark Lamber affirmed, citing section 20.17, subsection 3 of the Code of Iowa allows a governmental employer to go into closed session regarding strategy of collective bargaining. President Jeffrey asked if there was a motion to recess and reconvene in closed session. Trustee Ludwig moved approval for a closed session pursuant to Section 20.17, subsection 3 of the Code of Iowa, to discuss matters relating to contract negotiations. Trustee Norton seconded the motion. Rollcall vote: Trustee Schainker: Aye. Trustee Norton: Aye. Trustee Ludwig: Aye. President Jeffrey: Aye, Trustee Beatty-Hansen: Aye, Trustee Schnepf: Aye. (Ayes: 5 Nays: 0) Motion carried. Closed Session began.

CLOSED SESSION ENDED:

Trustee Beatty-Hansen made a motion to pursue the action discussed in the Closed Session. Trustee Ludwig seconded. (Ayes: 5 Nays: 0) Motion carried.

Trustee Beatty-Hansen left.

SERVICE REDUCTIONS:

Director Neal requested approval to temporarily reduce service until CyRide has sufficient staffing levels. CyRide has been experiencing unprecedented employment issues, and the shortage of drivers is beginning to affect how service is delivered. Administration has reviewed the number of open shifts and believes some service reductions will be necessary to ensure CyRide can run without unpredictable interruptions. The service reductions were presented as follows: Weekend Break Schedule affecting the #1 Red and #3 Blue Routes frequencies from 20 minutes to 40 minutes, #7 Purple Route changing to no service during the hours of 2:30 p.m. to 5:18 p.m., #12 Lilac Route changing to no service during the hours of 2:35 p.m. to 5:15 p.m., #21 Cardinal route reducing frequency from 8 minutes to 12 minutes during 12:00 p.m. to 4:00 p.m. and 12 minutes to 20 minutes during the hours of 4:00 p.m. to 6:00 p.m., and #25 Gold route reducing frequency from 25 minutes to 50 minutes during the hours of 7:00 p.m. to 10:00 p.m.

If implemented, these options will negatively impact passengers using the affected routes; however, with a plan in place, we can prevent unpredictable service interruptions for our passengers. Every effort will be made to ensure our passengers are aware of any changes.

Director Neal requested approval of Alternative #2 to authorize her to reduce weekend service to the break schedule and weekday service as presented if we do not have sufficient staffing. The board has already given informal approval of Alternative #1 to approve a temporary reduction of the school year weekend service to the break schedule. Alternative #2 allows the director the flexibility to implement weekday service reductions, but only if absolutely necessary and not all of the routes simultaneously.

Trustee Ludwig inquired if the MyState app could notify students of these changes. Transit Technology Coordinator Keith Wilbur confirmed it could and is also capable of sending out an announcement, as well. If the reduction is planned, it can be pushed out to MyState in a timely manner.

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

MONTHLY REPORT:

26A Modifications: Qualifications and terms of office for Transit Board Trustees are set by 26A.3 of the Ames Municipal Code. Effective July 1, 2022, the Ames City Council voted to change the 26A agreement to allow the qualification for the Iowa State University Administration Transit Board Trustee member to “be a Vice-President of Iowa State University or an equivalent-level position.”

Battery Electric Buses: Nova has provided an estimated delivery date for the two battery electric buses at the end of November. The buses are still waiting for some electric drive components and will need to be wrapped and have software testing before they can be delivered.

Demand Response Software: CyRide is in the process of procuring demand-response software to support EASE and Moonlight Express, along with a possible future expansion of curb-to-curb services elsewhere in Ames. Staff is planning on bringing the award of contract to the September board meeting.

IPTA Conference and IDOT State ROADEO: Glenn Crosswait was recognized as CyRide's Driver of the Year with an outstanding performance record and peer recognition. Paul Klimesh placed first in the large bus division, and Charles Long placed first in the small bus division for the ROADEO.

Public Transit Infrastructure Grants (PTIG) Funding: CyRide's PTIG funding request was approved for our Shop Rehabilitation project in the amount of \$581,566.

Low No Grant and Bus & Bus Facilities Grant Updates: CyRide did not receive the Low No discretionary grant. We will continue to evaluate options for future grant submissions and bring updates to the board as needed. The FTA approved the Statewide Bus & Bus Facilities grant submission by the Iowa DOT; therefore; CyRide will likely have one 40' diesel bus funded for replacement.

IDOT and Third-Party Testing: In August, administration met with the Iowa DOT to discuss administrative rules for third-party testing. There was a discussion about time delays in applicants being able to schedule a written test for their commercial learners permit and delays in getting people scheduled for driving tests. Iowa City's CAMBUS also shared the same experiences in the meeting. The Iowa DOT was receptive to the concerns and provided set appointment times for both agencies to use for applicants.

Quarterly Report: The quarterly report was presented to the board. Ridership is slowly rebounding, and CyRide finished the year with almost 3.7 million passengers.

Fall meeting dates:

- September 28, 2022, 4:00 p.m.
- October 26, 2022, 4:00 p.m.
- November 23, 2022, 4:00 p.m.
- December 28, 2022, 4:00 p.m.

Adjourn: Trustee Ludwig made a motion to approve adjourning at 6:10 p.m.; Trustee Norton seconded the motion. (Ayes: 4 Nays: 0) Motion carried.

Liz Jeffrey, President

Cheryl Spencer, Recording Secretary

September 28, 2022
FY 2022 Operations Fund Transfer -
Closing Balance Transfers
CyRide Resource: Rob Jennings, Barbara Neal

BACKGROUND:

The Transit Board has an established policy that the operations fund closing balance should be between 7.5% and 10% of operating expenses. Funds in excess of the maximum percentage may be considered for reprogramming to meet additional operating or capital needs. During the August meeting, the Transit Board discussed the potential reallocation of these funds to the operating budget and the capital project fund.

Final operating expenses and the operations fund closing balance will be available at the close of the City of Ames audit process, anticipated in December 2022. The following preliminary estimates are currently available. CyRide and the Finance Department estimate that the FY 2022 operations fund closing balance will be approximately \$10,378,740. However, the board has existing commitments to these fund dollars, as reflected in the following table.

Operations Fund Activity	Dollars
Preliminary Operations Fund Closing Balance	\$10,378,740
FY 2022 Federal Funds*	(\$2,400,000)
10% Closing Balance for FY 2022	(\$1,149,569)
System Recalibration	(\$250,000)
Local Match Transfer to Capital Reserve Fund for BEB in FY2023	(\$600,000)
FY 2021 Bus & Bus Facilities Discretionary Grant Local Match	(\$562,125)
Low Floor Cutaway	(\$22,468)
Fareless Analysis	(\$50,000)
Anticipated Uncommitted Closing Balance	\$5,344,578

* These funds are needed for cash flow purposes, as federal funds are received after the budget year has been completed.

With the FY 2022 closing balance expected to exceed the 10% goal, the Transit Board directed staff to prepare two options for reallocating funds toward CyRide's operating budget and capital program. Listed below are two options staff has developed based on the priorities discussed at the August Transit Board meeting.

Option 1:

- Adding \$500,000 to the FY 2023 operations budget for wages and benefits.
- Adding \$500,000 to the FY 2023 operations budget for fuel.
- Move \$1,000,000 to the capital fund for local match to purchase 40-foot buses.
- Move \$1,000,000 to the capital fund for a facility expansion/second building local match.

Option 2:

- All items from Option 1.
- Move an additional \$2,000,000 to the capital closing balance for uncommitted capital projects.

CyRide has also prepared the attached 5-year pro forma financial statements detailing operating and capital funds for both options. The pro forma provides a longer-term look at the revenues and expenses necessary to fund CyRide. Staff is currently preparing FY 2024 anticipated revenues and expenses through the budgeting process; capital and operating expenses were projected forward for FY 2025 through FY 2028.

Both options would support funding the adjusted commitments for the FY 2023 operating budget. Additionally, transferring funds to the capital project fund will ensure sufficient local funding is available if grant opportunities become available for vehicles and infrastructure in future years. Future capital project fund purchases will be brought to the Transit Board for formal approval before moving forward with any grant opportunities, allowing the board to decide capital priorities before formally committing local funding.

ALTERNATIVES:

1. Authorize CyRide to reallocate \$3,000,000 of the FY 2022 operations fund closing balance to additional expenditures in the FY 2023 budget with \$1,000,000 for wages and fuel and \$2,000,000 to the capital project fund for a facility expansion project and a 40' bus replacement fund.
2. Authorize CyRide to reallocate \$5,000,000 of the FY 2022 operations fund closing balance to additional expenditures in the FY 2023 budget with \$1,000,000 for wages and fuel and \$4,000,000 to the capital project fund for a facility expansion project, a 40' bus replacement fund, and an uncommitted capital project fund to be later identified.
3. Direct staff to proceed according to Transit Board priorities.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1. Reallocating funds as identified from the operations fund closing balance to the operating budget and capital programming will help meet the fund balance policy and enable CyRide to have the local match needed to proceed with future grant opportunities.

CyRide 5 Year Pro Forma FY2024 2.0% Increase
 CARES/CRRSSA/ARP Funds (\$6.1M in FY2021, \$6.2M in FY2022, \$1.8M in FY2023)
 \$500k to Fuel, \$500k to Wages, \$2.0 Mil Additional to Capital

Operations	FY 22	Incr.	FY 23	Incr.	FY 24	Incr.	FY 25	Incr.	FY 26	Incr.	FY 27	Incr.	FY 28
Beginning Balance	\$ 10,846,451		\$ 10,378,739		\$ 5,406,303		\$ 4,817,497		\$ 4,082,143		\$ 3,188,578		\$ 2,130,484
State Operating	\$ 993,353	0.0%	\$ 800,000	0.0%	\$ 800,000	2.2%	\$ 817,600	2.2%	\$ 835,587	2.2%	\$ 853,970	2.2%	\$ 872,757
FTA Operating	\$ -	0.0%	\$ 4,135,821	0.0%	\$ 4,135,821	0.0%	\$ 4,135,821	0.0%	\$ 4,135,821	0.0%	\$ 4,135,821	0.0%	\$ 4,135,821
CARES Monies	\$ 6,281,345												
CRRSSA / ARP Monies			\$ 1,865,971		\$ -								
ISU Administration	\$ 893,621	2.0%	\$ 911,493	2.0%	\$ 929,723	3.0%	\$ 957,615	3.0%	\$ 986,343	3.0%	\$ 1,015,934	3.0%	\$ 1,046,412
City	\$ 2,032,842	2.0%	\$ 2,078,474	2.0%	\$ 2,120,043	3.0%	\$ 2,183,645	3.0%	\$ 2,249,154	3.0%	\$ 2,316,629	3.0%	\$ 2,386,128
Student Government	\$ 5,499,160	0.0%	\$ 5,741,486	2.0%	\$ 5,856,316	3.0%	\$ 6,032,005	3.0%	\$ 6,212,965	3.0%	\$ 6,399,354	3.0%	\$ 6,591,335
SG Trust Fund Transfer	\$ -												
Transit Contracts	\$ 312,708	3.0%	\$ 273,803	-0.9%	\$ 271,441	0.0%	\$ 271,441	0.0%	\$ 271,441	0.0%	\$ 271,441	0.0%	\$ 271,441
Farebox	\$ 145,927	29.8%	\$ 189,400	-12.1%	\$ 166,400	-2.0%	\$ 163,072	-2.0%	\$ 159,811	-2.0%	\$ 156,614	-2.0%	\$ 153,482
Advertising	\$ 193,449	-9.5%	\$ 175,000	5.7%	\$ 185,000	5.4%	\$ 195,000	2.6%	\$ 200,000	2.5%	\$ 205,000	2.5%	\$ 210,125
DOT/MPO/Int./Misc/Other Fed.	\$ 77,539	0.0%	\$ 290,000	1.7%	\$ 295,000	1.0%	\$ 297,950	1.0%	\$ 300,930	1.0%	\$ 303,939	1.0%	\$ 306,978
Operating Revenues	\$ 16,429,944	0.2%	\$ 16,461,448	-10.3%	\$ 14,759,744	2.0%	\$ 15,054,149	2.0%	\$ 15,352,052	2.0%	\$ 15,658,702	2.0%	\$ 15,974,479
Wages	\$ 6,401,558	2.8%	\$ 7,610,264	3.3%	\$ 7,857,598	3.3%	\$ 8,112,970	3.3%	\$ 8,376,641	3.3%	\$ 8,648,882	3.3%	\$ 8,929,971
Normal Growth	\$ -	0.0%	\$ -	0.0%	\$ -	0.0%	\$ -	0.0%	\$ -	0.0%	\$ -	0.0%	\$ -
Benefits (no Health Ins.)	\$ 1,226,370	2.8%	\$ 1,524,163	7.1%	\$ 1,632,258	3.0%	\$ 1,681,226	3.0%	\$ 1,731,663	3.0%	\$ 1,783,612	3.0%	\$ 1,837,121
Health Insurance	\$ 841,514	8.0%	\$ 928,582	9.0%	\$ 1,012,154	5.0%	\$ 1,062,762	5.0%	\$ 1,115,900	5.0%	\$ 1,171,695	5.0%	\$ 1,230,280
Payroll	\$ 8,469,442	18.8%	\$ 10,063,009	4.4%	\$ 10,502,010	3.4%	\$ 10,856,957	3.4%	\$ 11,224,203	3.4%	\$ 11,604,189	3.4%	\$ 11,997,371
Internal Services	\$ 336,459	2.4%	\$ 397,683	3.0%	\$ 413,958	3.0%	\$ 426,377	3.0%	\$ 439,168	3.0%	\$ 452,343	3.0%	\$ 465,913
Insurance	\$ 264,722	5.0%	\$ 295,389	3.0%	\$ 298,878	3.0%	\$ 307,844	3.0%	\$ 317,080	3.0%	\$ 326,592	3.0%	\$ 336,390
Contractual	\$ 823,821	4.4%	\$ 1,153,260	2.3%	\$ 1,068,180	2.3%	\$ 1,092,748	2.3%	\$ 1,117,881	2.3%	\$ 1,143,593	2.3%	\$ 1,169,895
Commodities (no fuel)	\$ 571,137	3.0%	\$ 666,850	3.6%	\$ 692,425	3.6%	\$ 717,352	3.6%	\$ 743,177	3.6%	\$ 769,931	3.6%	\$ 797,649
Fuel	\$ 1,030,114	5.0%	\$ 1,572,500	0.0%	\$ 1,572,500	1.0%	\$ 1,588,225	1.0%	\$ 1,604,107	1.0%	\$ 1,620,148	1.0%	\$ 1,636,350
Services/Commodities	\$ 3,026,253	35.0%	\$ 4,086,282	-1.0%	\$ 4,046,541	2.1%	\$ 4,132,547	2.2%	\$ 4,221,413	2.2%	\$ 4,312,607	2.2%	\$ 4,406,197
Operating Expenses	\$ 11,495,695	23.1%	\$ 14,149,291	2.8%	\$ 14,548,551	3.0%	\$ 14,989,503	3.0%	\$ 15,445,617	3.1%	\$ 15,916,796	3.1%	\$ 16,403,568
Capital Transfer	\$ 5,401,961		\$ 3,400,000		\$ 800,000		\$ 800,000		\$ 800,000		\$ 800,000		\$ 800,000
SG Trust Fund Transfer	\$ -												
Committed Funds	\$ 3,884,593		\$ 3,884,593										
Above 10% Closing Balance	\$ 5,344,578												
Ending Balance	\$ 1,149,568		\$ 5,406,303		\$ 4,817,497		\$ 4,082,143		\$ 3,188,578		\$ 2,130,484		\$ 901,395
	10.0%		38.2%		33.1%		27.2%		20.6%		13.4%		5.5%
Capital													
Beginning Balance	\$ 2,627,314		\$ 7,053,955		\$ 1,329,883		\$ 639,161		\$ 472,366		\$ 322,390		\$ 242,637
State/Federal	\$ 3,694,236		\$ 10,915,731		\$ 9,041,803		\$ 1,522,829		\$ 2,644,710		\$ 2,218,387		\$ 1,549,478
ISU Parking	\$ 17,000		\$ 17,000		\$ 17,000		\$ 17,000		\$ 17,000		\$ 17,000		\$ 17,000
Interest	\$ (30,018)		\$ 7,000		\$ 7,000		\$ 7,000		\$ 7,000		\$ 7,000		\$ 7,000
Capital Transfer	\$ 5,401,961		\$ 1,400,000		\$ 1,362,125		\$ 800,000		\$ 800,000		\$ 800,000		\$ 800,000
GSB Transfer													
Capital Revenues	\$ 9,083,179		\$ 12,339,731		\$ 10,427,928		\$ 2,346,829		\$ 3,468,710		\$ 3,042,387		\$ 2,373,478
Building	\$ 495,144		\$ 380,941		\$ 750,000		\$ 750,000		\$ 750,000		\$ 750,000		\$ 750,000
HIRTA Van													
HIRTA Bus													
Buses (Grants)	\$ 3,409,244		\$ 11,867,698		\$ 9,944,250		\$ 1,394,224		\$ 2,574,286		\$ 2,077,740		\$ 1,560,666
Buses (Local)													
Bus Stop Shelters					\$ 60,000		\$ 60,000		\$ 60,000		\$ 60,000		\$ 60,000
Annunciators / AVL	\$ 127,627												
LED Signage - Infotainment			\$ 90,319										
Infotainment			\$ 44,634										
AVL Replacement (Local)			\$ 100,000										
APC Project	\$ 484,255		\$ 41,128										
Facility Improvements - Exterior			\$ 75,000										
Facility Improvements - Interior	\$ 8,203		\$ 50,000										
Shop Equipment	\$ 38,167		\$ 50,000		\$ 50,000		\$ 50,000		\$ 50,000		\$ 50,000		\$ 50,000
Shop Truck													
Computers/ Office Equipment	\$ 5,850		\$ 40,618		\$ 14,400		\$ 14,400		\$ 14,400		\$ 14,400		\$ 14,400
Support Vehicle			\$ 70,000		\$ 40,000		\$ 40,000		\$ 40,000		\$ 40,000		\$ 40,000
Bus Technology	\$ 42,686		\$ 157,314		\$ 50,000		\$ 50,000		\$ 50,000		\$ 50,000		\$ 50,000
A&E Services	\$ 36,663		\$ 50,000		\$ 50,000		\$ 50,000		\$ 50,000		\$ 50,000		\$ 50,000
Concrete			\$ 80,000		\$ 40,000		\$ 30,000		\$ 30,000		\$ 30,000		\$ 30,000
Electric Hoist													
Security System (Building)			\$ 200,000										
Radios													
Maint. Software			\$ 100,000										
Facility Technology			\$ 62,550										
Demand Response Software			\$ 50,000										
Safety Software	\$ 8,699												
Protection Rails (Artic Buses)			\$ 75,000										
Cooling Tower Loop					\$ 50,000								
Auxiliary Heaters (Buses)					\$ 50,000		\$ 50,000						
EV Level 10 Charger					\$ 20,000								
Capital Expenses	\$ 4,656,538		\$ 13,610,202		\$ 11,118,650		\$ 2,513,624		\$ 3,618,686		\$ 3,122,140		\$ 2,605,066
Building Reserve			\$ 1,715,166										
BEB Local Match (10 Vehicles)			\$ 1,000,000										
40' Bus Local Match			\$ 1,738,435		7								
Ending Balance	\$ 7,053,955		\$ 1,329,883		\$ 639,161		\$ 472,366		\$ 322,390		\$ 242,637		\$ 110,499

September 28, 2022

FY 2024 Budget Planning – Discussion

CyRide Resource: Barbara Neal, Rob Jennings

BACKGROUND:

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

Staff Suggestions

CyRide staff is recommending three items to include in the FY 2024 budget. One service proposal and two staffing changes, an increase of .75 full-time equivalents (FTE). These three suggestions could be added to the budget and stay within a two percent baseline increase by all funding partners.

Service Proposal

#11 Cherry Route: Currently, the #11 Cherry route does not operate when ISU is on break. Customers wanting service in this area over ISU breaks would have to walk to South Dakota to meet the bus. Over the last four years, CyRide has received numerous customer comments requesting additional service during ISU breaks. Increasing service in this area would positively impact accessibility and enable transit-dependent individuals to use the bus easily when ISU is on break. There are two possible options to address the issue of this route. Staff is recommending that option #1 be included in the baseline budget.

1. Eliminate the #7 Purple route when ISU is on break and instead operate the #11 Cherry route with 40-minute service.

Estimated Annual Cost: \$13,314

2. Add one bus on weekdays when ISU is on break with 40-minute service.

Estimated annual cost: \$24,000

Staffing Changes

Maintenance Clerk: We are recommending a .25 FTE expansion to this position. In 2008, The Transit Board added a half-time Principal Clerk position in the maintenance division, which is responsible for the clerical tasks handled by the maintenance division.

As CyRide's fleet and the number of maintenance employees have grown, the workload of the Maintenance Clerk has increased substantially. Since the position was created, CyRide's fleet has increased from 64 to 98 vehicles, resulting in over 3,200 work orders needing to be processed each year, along with an increase in the number of supplies ordered to keep the fleet operating. Maintenance has also added four new positions, and the Maintenance Clerk is now responsible for supporting 18 employees.

These job duties include:

- First point of contact with vendors in person, by phone, or by email
- Communicate with the operations division
- Direct requests to specific mechanics
- Purchase supplies
- Process vehicle purchasing and warranty documents
- Complete repair work orders
- Process invoices
- Backup for parts ordering
- Assist with inventory
- Process and review payroll
- Issue uniforms
- Schedule appointments for employee injuries and DOT physicals
- Assist employees with questions regarding City of Ames policies and events

This position's responsibilities have grown to the point that we believe it should be increased from a half-time FTE to a three-quarter FTE due to the increased needs in the maintenance division.

Estimated Annual Cost: \$17,343

Technology Coordinator: We are recommending a .50 FTE increase to this position. In 2017, the Transit Board added a new, full-time Transit Technology Coordinator/Dispatcher position to its staff. This Administrative/Operations position splits their time between technology duties and dispatching. Since this position was created, CyRide has significantly increased the use of technology on buses, in the facilities, and in customer service interfaces. Due to this substantial increase, this employee now spends most of their time supporting CyRide IT and technology projects.

CyRide was fortunate to have a Dispatcher with a background in computer technology who accepted this position. CyRide has utilized the Technology Coordinator's background to assist in research, deployment, daily use of technology, analysis, and troubleshooting. As a result, the amount of time utilized for technology has increased, and the time available for dispatching has decreased. Additionally, because much of this technology is transit-specific, it is not directly administered by the Information Technology division and requires support within CyRide to operate.

These technologies include:

- Vehicle location trackers and arrival prediction systems
- Automatic ADA announcements and visual stop aids
- Onboard surveillance equipment
- Automatic passenger counters
- Internal software to support the above technologies
- Future developments, including demand-response management software

The Technology Coordinator portion of this position has grown to the point that we believe it should be separated from the dispatch portion and expanded from a part-time position to a full-time position to reflect the expanding workload and to continue advancing CyRide’s technology needs.

Estimated Annual Cost: \$41,430

Customer Requests

CyRide has received the following customer requests for service improvements. Summarized below are the comments, the service necessary to meet the request, and the estimated annual cost necessary to implement the suggestion. If there is interest in any of these requests, additional information and a specific cost would be developed and brought to the Transit Board for consideration.

Route	Customer Suggestion	Service Change	Estimated Cost
#2 Green Route	Deviate Green route service weekdays by AHS in both directions from 6:30 a.m. to 9:00 a.m. and 3:30 p.m. to 6:30 p.m.	Add additional morning and afternoon trips past AHS	\$58,000
#6 Brown Route	Add 20-minute service on Brown route	Add one bus Monday through Friday all day	\$250,000
#7 Purple Route	Extend service to Wilder Avenue	Re-plan the route to operate on Wilder Avenue and Schubert Street. It would require rebuilding relevant roads to support transit buses.	\$600,000
#9 Plum Route	Add Saturday Plum route service	Add one bus on Saturday from 8:00 a.m. - 8:00 p.m.; 40-minute service	\$40,000
#11 Cherry Route	Add weekday Cherry route service during ISU breaks	Add one bus on break weekdays Monday through Friday from 7:00 a.m. – 6:35 p.m.; 40-minute service	\$24,000
#14 Peach Route	Add 20-minute service on Peach route	Add one bus Monday through Friday from 7:00 a.m. – 6:45 p.m.	\$185,000
Additional Service	Expand service from Campus to DMACC for ISU/DMACC partnership program	Add one bus Monday through Friday from 7:00 a.m. to 7:00 p.m. Only when ISU classes are in session	\$120,000



September 28, 2022
Title VI Program Update
CyRide Resource: Shari Atwood

BACKGROUND:

Every three years, CyRide is required to update its Title VI program per regulations regarding non-discrimination in the delivery of its services and programs. The previous Title VI program was approved by the Transit Board in September 2019 and approved by the FTA in November 2019. CyRide's current program expires on November 30, 2022. It has been utilized by the FTA as a best practice within the industry for systems of our size.

As part of the Title VI regulations, the Transit Board is required to review and formally approve the Title VI program update and sign an updated policy statement every three years. This document will need to be submitted to the FTA by October 1, 2022, for their review and concurrence.

The Title VI regulations released in 2012 require transit systems serving communities the size of Ames to develop a program that addresses the following areas:

- Requirement to provide Title VI Assurances
- Title VI notice to the public (locations publicized & translated to required LEP populations)
- Title VI complaint form & Title VI policy & procedures (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
- Meaningful access to services and programs to Limited English Proficient (LEP) Persons
- Table of appointed transit committees/councils compared to city minority population
- Title VI equity analysis of facility construction
- Requirement to provide additional information to FTA upon request
- Service standards and policies

CyRide's Transit Planner has reviewed the existing Title VI document and made modifications as necessary to update the program. In 2016, CyRide's population of individuals speaking Mandarin Chinese that "speak English less than very well" exceeded the 1,000 safe harbor thresholds. Federal regulations require transit systems in communities that have Limited English Proficiency (LEP) populations, totaling over 1,000 persons or 5% of the total population, whichever is less, speaking English "less than very well" to provide written translation of all vital documents into the language that this LEP group speaks. Supplying translations of these vital documents allows CyRide to meet its compliance obligation and improves customer service and access. Translation of non-vital documents can be provided verbally, as opposed to in a written form.

The number of LEP individuals based on the latest available U.S. Census data is similar to that from the 2011-2015 American Community Survey reported in the 2019 Title VI program update. It reported that of the 2,974 individuals speaking Mandarin Chinese at home in Ames, 1,793 (2.9%) speak English less than very well, which is still over the 1,000-person threshold. CyRide has no other groups living in Ames that meet the threshold.

For detailed information, see the attached “City of Ames Limited English Proficiency (LEP) Individuals” table from the LEP Access Plan ([Appendix I of the Title VI Program](#)).

Title VI Plan Update

The following briefly summarizes the draft document CyRide staff has prepared section-by-section with recommended changes, which can be found at the following web link: www.cyride.com/TitleVIProgram2022. 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 program and services in compliance with the Department of Transportation’s Title VI regulations. This compliance is documented through an annual certification form signed by the Transit Director and the Legal Department.

Title VI Notice to the Public: This section details the exact text that CyRide will use to communicate how customers can file a Title VI complaint as prescribed by FTA regulations, how this will be disseminated, and that it will be communicated in English and Mandarin Chinese. The public notice is included on CyRide’s website and buses so passengers can contact CyRide’s Assistant Director of Operations. This notice is also housed in all CyRide public meeting rooms and all CyRide brochures in both languages. In addition, CyRide added this notice to its PowerPoint presentations during Zoom board meetings during the pandemic.

Title VI Complaint Procedures & Complaint Form: This section describes the complaint procedures and customer comment forms. The Ames Human Relations Commission (AHRC) refers all local discrimination complaints to the Iowa Civil Rights Commission. The detailed procedures are in Appendix C of the document, and the Customer Comment form is in Appendix D. These forms will be updated as appropriate and available in English and Mandarin Chinese on the website.

Title VI Investigations, Complaints or Lawsuits Recording: This section indicates that CyRide, as required by FTA, keeps a log of Title VI complaints and describes the information to be included in this log. CyRide has received no formal Title VI complaints since its last program submission in 2019.

Promote Inclusive Public Participation: CyRide’s public participation document is located in Appendix F of the document. 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 providing service within the community.

Meaningful Access to LEP Persons: CyRide's FTA-required LEP Access Plan is in Appendix H of the document. This section summarizes the full document listing its two main components – 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 required to be updated as part of each Title VI program submission.

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 mirror minority representation within the City of Ames does not apply to CyRide's current 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 (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 selected were not based on race, color, or national origin. Since 2019, CyRide has not moved forward with an expansion to a second site.

Requirement to Provide Additional Information Upon Request: This section states that CyRide will comply with federal regulations requiring the agency to allow FTA investigations of discrimination complaints or to resolve concerns in this area.

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. Staff will include these standards and policies as approved by the transit board in the final document. See attached “Requirement to Set System-Wide Standards & Policies” for full descriptions of these standards and policies. **CyRide is recommending a modification to the vehicle headway standard as described below. No other changes are recommended for other standards or policies.**

Vehicle Headway: For vehicle headway, the standard should emulate the minimum frequency of service that CyRide might establish on a new route/expansion of service to an area of the community, regardless of race, color, or national origin. CyRide can always exceed these levels, and implementation would not be an absolute standard that CyRide needs to maintain for all services.

Staff recommends modifying to the curb-to-curb service type from operating every 60-minutes to operating “on-demand,” i.e., EASE route. Staff believes this on-demand frequency provides a better customer experience for our passengers.

Standard: For periods in which service is operated, the standard minimum headways by type/time of service are as follows:

Service Type/Time	Weekday			Weekend	
	Base (6 am – 7pm)	Night (7pm - 3am)	ISU Breaks	Saturday	Sunday
Local	30 minutes	40 minutes	40 minutes	40 minutes	40 minutes
Circulator	15 minutes	40 minutes	40 minutes	---	---
Peak Period	30 minutes	---	---	---	---
Night Only	---	40 minutes	---	40 minutes	---
Curb-to-Curb	On-Demand	---	---	---	---

For reference, the 2022-2023 frequencies for CyRide’s services by route are listed below:

Service Type/Time	Weekday			Weekend	
	Base	Night (7pm)	ISU Breaks	Saturday	Sunday
Local	#1: 15-20 min	#1: 20-40 min	#1: 15-20 min	#1: 20-40 min	#1: 40 min
	#2: 20 min	#2: 40 min	#2: 20 min	#2: 40 min	#2: 40 min
	#3: 10-15 min	#3: 20-40 min	#3: 15-20 min	#3: 20-40 min	#3: 20-40 min
	#5: 30 min	#5: --	#5: 30 min	#5: 30 min	#5: --
	#6: 30 min	#6: 30 min	#6: 30 min	#6: 40 min	#6: 40 min
	#8: 30 min	#8: 30 min	#8: 0 min	#8: 30 min	#8: 30 min
	#9: 20 min	#9: 40 min	#9: 40 min	#9: --	#9: --
	#11: 7-12 min	#11: 40 min	#11: --	#11: --	#11: --
	#12: 20-40 min	#12: --	#12: --	#12: --	#12: --
	#14: 40 min	#14: --	#14: 40 min	#14: --	#14: --
Circ.	#21: 8-12 min	#21: 20 min	#21: --	#21: --	#21: --
	#23: 4-5 min	#23: 20 min	#23: 12-20 min	#23: --	#23: --
	#25: 12-16 min	#25: 25-40 min	#25: 40 min	#25: --	#25: --
Peak	#7: 15-30-min.	---	#7: 30-min.	---	---
Night Only	---	Moonlight: Alpha: 20 min. Echo: On Demand		Moonlight: Alpha: 20 min. Echo: On Demand	---
Curb-to-Curb	EASE: On Demand	---		---	---

Impact of Meeting FTA Threshold: To provide an effective LEP plan, CyRide must translate all “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. In 2016, Mandarin Chinese met this defined threshold within the Ames community for the first time.

To ensure the accuracy of vital documents in Mandarin Chinese, they have been translated by a qualified interpretation and translation service business. CyRide defines any document as vital as those requiring the public to fill out information to receive access to CyRide’s services or programs, impacts their safety, or as FTA C 4702.1B specifically indicates. CyRide staff has identified that the following materials meet the FTA’s definition of this requirement:

- Website translation via Google Translate
- Picture graphics of lost & found items
- “I speak” cards to obtain language utilized
- Language interpreter telephone services 24/7/365 via CST or Big Word
- 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 new bus procurements (how to board, open back doors, safety signage)

Possible additional considerations for translation in the upcoming few years could be:

- Interior bus ad rack signage related to safety/security
- Work with Iowa State’s ISSO office toward partnering in the future on language assistance

ALTERNATIVES:

1. Approve CyRide’s Title VI Plan and policy as presented for submission to the Federal Transit Administration by October 1, 2022.
2. Direct staff to revise the Title VI Plan or policy based on board-directed modifications with the document submission by October 1, 2022.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1 to approve the Title VI Plan and policy documents. These documents reflect current practices in CyRide’s daily delivery of service within the Ames community. Approval of this alternative will allow CyRide to meet its federal obligations and provide services regardless of race, color, or national origin.

City of Ames Limited English Proficiency (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.	60,296	+/-245					
Speak only English	52,801	+/-555					
Spanish or Spanish	1,098	+/-280	899	+/-223	199	+/-129	0.3%
French (incl. Patois,)	136	+/-59	99	+/-47	37	+/-33	0.1%
French Creole	5	+/-8	0	+/-22	5	+/-8	0.0%
Italian	70	+/-54	70	+/-54	0	+/-22	0.0%
Portuguese or Portuguese	152	+/-118	146	+/-117	6	+/-10	0.0%
German	191	+/-87	171	+/-86	20	+/-22	0.0%
Yiddish	4	+/-7	4	+/-7	0	+/-22	0.0%
Other West Germanic	10	+/-16	10	+/-16	0	+/-22	0.0%
Scandinavian languages	22	+/-26	9	+/-14	13	+/-22	0.0%
Greek	18	+/-18	18	+/-18	0	+/-22	0.0%
Russian	46	+/-44	15	+/-18	31	+/-33	0.1%
Polish	0	+/-22	0	+/-22	0	+/-22	0.0%
Serbo-Croatia	72	+/-66	6	+/-79	6	+/-11	0.0%
Other Slavic languages	143	+/-211	143	+/-211	0	+/-22	0.0%
Armenian	35	+/-51	35	+/-51	0	+/-22	0.0%
Persian	48	+/-33	28	+/-25	20	+/-23	0.0%
Gujarati	30	+/-50	0	+/-22	30	+/-50	0.1%
Hindi	188	+/-139	179	+/-136	9	+/-16	0.0%
Urdu	47	+/-73	17	+/-25	30	+/-49	0.1%
Other Indic languages	286	+/-206	257	+/-201	29	+/-34	0.0%
Other Indo-European	8	+/-13	8	+/-13	0	+/-22	0.0%
Chinese	2,974	+/-532	1181	+/-340	1,793	+/-436	2.9%
Japanese	57	+/-66	38	+/-60	19	+/-24	0.0%
Korean	355	+/-233	48	+/-71	307	+/-207	0.5%
Mon-Khmer, Cambodian	0	+/-22	0	+/-22	0	+/-22	0.0%
Hmong	0	+/-22	0	+/-22	0	+/-22	0.0%
Thai	11	+/-18	11	+/-18	0	+/-22	0.0%
Laotian	41	+/-55	9	+/-16	32	+/-41	0.1%
Vietnamese	93	+/-55	39	+/-37	54	+/-42	0.1%
Other Asian languages	407	+/-236	320	+/-205	87	+/-70	0.1%
Tagalog	97	+/-84	97	+/-84	0	+/-22	0.0%
Other Pacific Island	259	+/-163	48	+/-53	211	+/-157	0.3%
Navajo	0	+/-22	0	+/-22	0	+/-22	0.0%
Other Native North	21	+/-31	0	+/-22	21	+/-31	0.0%
Hungarian	19	+/-29	19	+/-29	0	+/-22	0.0%
Arabic	430	+/-279	244	+/-168	186	+/-233	0.3%
Hebrew	0	+/-22	0	+/-22	0	+/-22	0.0%
African languages	122	+/-90	122	+/-90	0	+/-22	0.0%
Other and unspecified languages:	0	+/-22	0	+/-22	0	+/-22	0.0%

Source: 2011-2015 American Community Survey 5-year Estimates for the City of Ames
<https://data.census.gov/cedsci/table?q=B16001&g=1600000US1901855&y=2015>

L.) REQUIREMENT TO SET SYSTEM-WIDE STANDARDS AND POLICIES

According to FTA C 4702.1B, all transit agencies are required to set system-wide standards and policies regardless of the size of population they serve, or the number of buses operated within peak-hour service. On the following pages are the System-Wide Standards and Policies that CyRide has developed and reviewed on September 28, 2022 with the transit board to ensure compliance.

System-Wide Service Standards

To prevent discriminatory service design or operation, the FTA circular requires transit agencies to adopt system wide service standards and system wide service policies (policies are discussed later in this section). System wide service standards are required for the following criteria: vehicle load, vehicle headway, on-time performance and service availability. Each of these standards is detailed below.

Vehicle Load

To ensure CyRide customers can gain access to public transit services while balancing customer comfort, loading standards must be established and schedules devised that reflect customer volumes. This standard is measured as the ratio of customers on board to the seated bus capacity expressed as a percent. Values of 100 percent or less indicate all riders are provided a seated ride while values above 100 percent indicate standees. The following loading standard indicates the degree of crowding (i.e., standees) that is acceptable based on bus type and manufacturer's recommendation for safe, maximum loading capacity. These standards reflect standees in the center portion of the bus only, not in the stairwells. For ridership consistently above these standards below, CyRide will place a second bus on the trip.

Standard: Acceptable load factors should never consistently exceed the following:

Bus Type	Vehicle Load Standard		
	Seated Capacity	Total Customers	Percentage
Standard 40' Bus	34-47	65	138-191%
Articulated 60' Bus	62	112	180%
Minibus 186" Wheelbase	18	32	175%
Minibus 158" Wheelbase	12	21	175%

Due to the short distance and heavy demand CyRide experiences on a daily basis, it operates a portion of its 40' standard bus fleet with perimeter seating (utilizing fewer seats per bus) to more efficiently operate service. Therefore, the vehicle load

percentage on these buses is substantially higher; however, the total number of customers per 40' bus remains the same.

To the maximum extent possible, heavier demand single trips using smaller capacity vehicles (34 passenger standard buses) will be replaced with larger buses on the trip (42-47 passenger buses) to reduce the vehicle load percentage.

Vehicle Headway

Vehicle headway (the time interval between two vehicles traveling in the same direction on the same route) standards at CyRide relate to frequency of service. This standard is one of the commonly applied measures of transit adequacy, particularly from the customer's point of view. Consequently, it can be one service characteristic that is the course of customer dissatisfaction. In general, frequencies or "headways" (i.e., the time from one bus to the next at the same location) are established to provide enough vehicles operating past bus stops on a route to accommodate the customer volume and to stay within the recommended loading standards, which were discussed previously. If customer loads are light enough that more time is needed between vehicles to meet loading standards, then headways should be set on clock-face headways operating at 10, 20, 40 or 60-minute intervals.

Standard: For periods in which service is operated, the standard **minimum** headways by type/time of service are as follows.

Service Type/Time	Weekday			Saturday	Sunday
	Base	Night	ISU Breaks		
Local	30-minutes	40-minutes	40-minutes	40-minutes	40-minutes
Circulator	15-minutes	40-minutes	40-minutes	---	---
Peak	30-minutes	---		---	---
Night Only	---	40-minutes		40-minutes	---
Curb-to-Curb	60-minute On demand	---		---	---

The definition of the above service types/times is as follows:

Local. Route that operates primarily on arterial (major) streets, typically with a minimum of twelve stops and an average speed of 15 miles per hour or less. These routes typically serve major origins or destinations and provide the basic level of service throughout the City of Ames. (CyRide routes - Red, Green, Blue, Yellow, Brown, Aqua, Plum, Cherry and Lilac. **Currently, Peach does not meet this standard but the above standards are a guide not an absolute measure.**)

Circulator. Routes that are confined to a specific area of town connecting major activity centers and allow customers to transfer to other routes going further into the community. (CyRide routes – Cardinal, Orange and Gold)

Peak Service. Routes that operate limited trips, only during peak demand times, typically in the morning and afternoon periods of the day. (CyRide route – Purple)

Night Only. Routes operated beyond traditional transit hours. In Ames, this service operates between 10:00 pm and 3:00 am on Friday and Saturday nights during the school year. (CyRide route – Moonlight Express)

Curb to Curb. Service that operates demand response service within a certain boundary to provide service that does not adhere to a strict route. The routing could be different with each trip of service depending upon demand of where passengers want to travel within the boundary. (CyRide route – EASE)

Weekday Base. Routes operated generally from 6 am to 6 pm, Monday-Friday. (Approximately 160 days/year)

Weekday Night. Local and circulator routes that are operated generally from 6 pm until 11 pm or 12:30 am during the weekday. Night only routes operate from 10 pm until 2:30 am Friday and Saturday nights during the school year. (Approximately 160-261 days/year)

ISU Breaks. Routes that operate when the university does not hold classes where a significant amount of Ames' residents depart town. (Approximately 101 days/year)

Saturday. All routes that operate during Saturday base and night periods of the day, excluding night only service. (52 days/year)

Sunday. All routes that operate during Sunday base and night periods of the day. (52 days/year)

As with all standards, this headway matrix should be considered a guide, not an absolute measure.

On-time Performance

Published timetables must provide the transit customer with a reasonable guarantee that the scheduled service will operate, and will, additionally, operate on time. The dependability of CyRide is important to people who typically plan trips around the availability of bus service. Moreover, customers associate a time penalty with unreliable

bus service that reduces the attractiveness of public transportation. There are several ways to measure CyRide's dependability. The first is whether service operates at all. Measures of actual versus scheduled service (missed trips) are expressed as the percentage of scheduled trips that are actually made. CyRide should have sufficient spare buses and bus drivers to assure that the standard is met.

Standard: For CyRide, the missed trip standard is established at 95 percent. For instance, less than ~~9,871 trips in FY2019 out of a total 197,418 trips~~ 10,808 trips in FY2023 out of a total 216,174 trips can be missed and still meet the standard.

On-time performance is also examined in terms of schedule adherence, which means the difference between scheduled time and the time the bus actually passes a particular location. The schedule adherence standard consists of two parts: 1) the definition of on time, and 2) the proportion of buses that operate within the on-time range. For purposes of establishing CyRide on-time performance, "on-time" is established at zero minutes early to 5 minutes late. This allows the bus reasonable latitude for encountering general delays due to traffic, weather or other on-route delays, without unduly inconveniencing customers. For most persons, a wait of up to five additional minutes would not be regarded as excessive. Typical procedures are that driver's radio into Dispatch when three minutes late and then again when over five minutes late. Then at six minutes, Dispatch or a mobile supervisor will provide assistance to get the bus back on schedule. Scheduled buses should never be early, for this would cause customers to miss the bus entirely and subject many riders to an even longer wait for the next scheduled bus. However, CyRide operates a significant number of "extra buses" to address overcrowding issues. "Extra Buses" can operate ahead of or behind the scheduled buses to pick up customers arriving prior to the departure time of the scheduled buses or to provide the additional capacity needed to carry the number of people waiting for the scheduled bus. These buses are not considered when calculating the system wide on-time performance of the buses as they are purposely early or late to assist the scheduled bus.

Standard: The standard for CyRide's schedule adherence is established at 75% of scheduled trips system wide. Therefore, 15 out of every 20 scheduled bus trips should be considered "on-time" according to the standard.

Service Availability

A transit system inevitably receives many requests for service from citizens who are not within walking distance of a route, or who desire buses operating in their neighborhoods connecting with different destinations. Since transit resources are limited, it is unlikely that everyone will be accommodated to a satisfactory degree. Therefore, it is necessary to determine how to allocate the available resources to provide the best possible service. In developing measures for CyRide service, this standard has been divided into three separate components that reflect travel

concentrations, trip purpose and the need for bus service. The three components are: Production End representing the trip end that produces travel, Attraction End that attracts travel and Bus Stop Spacing. A description of each of these is presented below.

Production End. Determination of which residential neighborhoods should be candidates for service is a function of reasonable walking distance. Numerous studies have indicated that the maximum distance an average person can reside from a bus route and still be considered to “have service” is approximately one-quarter mile, which is roughly equivalent to a five-minute walk.

Standard: The standard will be 80% of the population within ¼ mile walking distance between home and a CyRide bus stop or attraction.

This route coverage guide is just that-- a guide. It is not an exact measurement. In some areas, the street pattern is not uniform or major generators are further apart than the guide indicates. CyRide’s service may not and should not conform to the guide in all areas due to other factors such as population density and operational hours compared to destination.

Attraction End. Major traffic generators in the Ames community create a transit opportunity.

Standard: CyRide will apply the following standards when considering service modifications.

- ***Hospitals/Nursing Homes.*** These usually do not attract a large number of trips. These facilities do, however, often serve those who depend on transit. Therefore, institutions of 100 or more beds may be considered candidates for CyRide service.
- ***Colleges/Schools.*** Students in a university community often comprise a major segment of the transportation dependent population. For this reason, colleges and post-secondary schools have been included in the availability standard. Those institutions with an enrollment of at least 1,000 students warrant consideration for service.
- ***Shopping Centers.*** Shopping trips constitute a major reason for transit travel. Shopping centers with more than 100,000 square feet of leased retail space are large enough to warrant consideration for CyRide service. Mixed-use retail, housing and office complexes can also be included within this category.
- ***Social Service/Government Centers.*** Public Agencies, government centers and community facilities attract significant traffic volume. While the nature and size of these facilities varies greatly, it can be generally stated that those serving at least 200 clients daily warrant consideration for public transit service.

System-wide Service Policies

The FTA circular requires system wide service policies for distribution of transit amenities, vehicle assignment and for transit security. Policies differ from standards in that policies are not necessarily based on a quantitative threshold and are actions or procedures as opposed to standards that are rules or principles.

Distribution of Amenities

The new Title VI circular requires that CyRide maintain service standards for the distribution of various transit amenities, including bus shelters, benches, route map/timetable, and trash receptacles owned by CyRide. There are several amenities that are placed at bus stop by private entities. These are not governed by these standards. The CyRide standard for each of these amenities is described below.

Bus Shelters. A major concern of transit riders, especially regarding inclement weather, is the amount of time spent on the street exposed to the elements. The abundance of cold and windy conditions is of particular concern in Iowa. The placement of shelters and the development of a priority location program are based upon the following:

- Number of boarding and/or transferring customers at a specific stop,
- Amount of shelter from the elements or lighting at or near the stop, and
- ADA considerations
- Safety concerns
- Customer comments received

Policy: Shelters may be provided at stops which serve 150 or more boardings daily and/or transferring customers or which serve concentrations of elderly or disabled residents. Shelters should be at least 6' by 10' and be enclosed on all sides except for entrances. Service information including route numbers and colors, maps and schedules that serve the stop should be displayed.

Benches. Benches represent a medium level of amenity to provide greater comfort for CyRide customers.

Policy: Benches should be installed inside all standard shelters. Benches may also be installed independently at bus stops that do not have shelters. For these benches, they should be placed facing the street, a minimum of 6 to 8 feet from the bus stop sign and anchored in place.

Real-Time Predictive Digital Signage. CyRide provides real-time vehicle tracking technology to assist customers in conveniently using its service. One of the techniques used to convey this information is through digital signs at the bus stop.

Policy: Major transfer locations throughout its system may be equipped with LED digital signs.

Route Map/Timetable. CyRide’s printed route map/schedule provides information for the general public at the bus stop where they will be boarding the bus.

Policy: CyRide’s route map/timetables are provided in all shelters. They are also provided at major transfer points throughout the system.

Trash Receptacles. Trash receptacles are located only a bus stops with a larger number of boardings, typically in conjunction with a bus shelter.

Policy: CyRide may provide trash barrels at shelters.

These standards are guidelines only in placement of amenities throughout CyRide’s system. Not all bus stop locations are able to physically accommodate the amenities.

Vehicle Assignment

Vehicle assignment refers to the process by which vehicles are placed into service on routes throughout the system. The following policy has been established.

Policy: CyRide randomly assigns buses to a route; however, the following routes/times of day dictate smaller or larger vehicles, using only a portion of the fleet due to lower/higher ridership demand or route geometrics.

Route/Time of Day	Size of Bus	Reason
EASE Zone	Minibus	Lower Demand
Green/Evening & Saturday	Minibus	Lower Demand
Brown/Saturday	Minibus	Lower Demand
Orange/All day	Articulated	Higher Demand

When smaller or larger buses are assigned, the specific bus from within this portion of the fleet will be randomly selected.

Authorizing Resolution CyRide Title VI Program

Resolution authorizing the approval of policies within and the submittal of the Title VI Program with the Federal Transit Administration, an operating administration of the United States Department of Transportation, for Federal transportation assistance authorized by 49 U.S.C. chapter 53, title 23 United States Code and other Federal statutes administered by the Federal Transit Administration.

WHEREAS, the Ames Transit Agency (CyRide) is a recipient of Federal revenues and is required to meet federal regulatory requirements for the Title VI, established by 49 CFR part 21.7; and

WHEREAS, the Ames Transit Agency has or will provide all annual certifications and assurances to the Federal Transit Administration required for the Title VI Program; and

WHEREAS, Ames Transit Agency assures that no person or group of persons on the basis of race, color, or national origin, including limited English proficient persons, are subjected to discrimination in the level and quality of transportation services, programs, and activities provided, whether federally funded or not;

WHEREAS, Ames Transit Agency assures that all residents and visitors of the City of Ames are afforded meaningful access to our programs, activities, and services;

WHEREAS, Ames Transit Agency developed an updated Title VI Program that meets the FTA Guidelines.

NOW, THEREFORE, BE IT RESOLVED BY THE AMES TRANSIT AGENCY BOARD OF TRUSTEES that the CyRide Title VI Program presented within is hereby adopted.

CERTIFICATION

The undersigned duly qualified President- Transit Board of Trustees, acting on behalf of the Ames Transit Agency, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Ames Transit Board of Trustees held on September 28, 2022.

(Signature of Recording Officer)

Board of Trustees President
(Title of Recording Officer)

September 28, 2022
(Date)

TITLE VI "STATEMENT OF POLICY"

Ames Transit Agency (CyRide) is the city bus system for Ames, Iowa. The Agency was created under a 28-E agreement between the City of Ames, Iowa State University and ISU's Government of the Student Body. CyRide provides regular and circulator bus service as well as ADA Dial-A-Ride services for the Ames community.

CyRide is governed by its Board of Trustees of which Board Members can be contacted through CyRide's website at www.cyride.com. The CyRide Board determines the level and nature of services to be provided by purchase of service agreements with private contract carriers (Durham, Heart of Iowa Regional Transit Agency, etc.) and by direct service operation by CyRide staff.

CyRide is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities - the delivery of equitable and accessible transportation services. CyRide recognizes its responsibility to the Ames community in which it operates and to the society it serves. It is CyRide's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

Toward this end, it is CyRide's objective to:

- A. Operate its transportation service and programs without regard to race, color, and national origin;
- B. Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- C. Promote the full and fair participation of all affected populations in transportation decision making;
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- E. Ensure meaningful access to programs and activities by persons with limited English proficiency.

The responsibility for carrying out CyRide's commitment to this program rests with the Director of Transit. CyRide's Assistant Director of Operations is responsible for the day-to-day operations of this Program and the investigation of Title VI complaints. However, all managers, supervisors and employees share in the responsibility for making CyRide's Title VI Program a success.

To obtain additional information concerning CyRide's Title VI obligations or if you have questions regarding the complaint procedure, please call (515) 292-1100 and ask to speak with CyRide's Assistant Director of Operations.

Complaint Procedures

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under CyRide's transit service delivery or related benefits, you may file a written complaint or concern with the CyRide's Assistant Director for Operations within 180 days of the incident. Any such complaint must be submitted in writing by filling out CyRide's Title VI Complaint Form at www.cyride.com/TitleVIcomplaint and mail to CyRide; Assistant Director for Operations, 601 N. University Blvd., Ames, IA 50010.

The Assistant Director of Operations will review and investigate every written complaint promptly. At a minimum the Assistant Director will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Assistant Director of Operations will complete a final report for the Director of Transit. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will receive a letter with the findings from the investigation with any remedial corrective steps CyRide is implementing. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Director of Transit, 601 N. University Boulevard, Ames, IA 50010. Complaints may also be filed with the following three organizations no later than 180 days after the date of the alleged discrimination.

Ames Human Relations Commission

c/o City Manager’s Office
City of Ames
515 Clark Avenue
Ames, IA 50010
515-239-5101

<https://www.cityofames.org/AHRC>

(AHRC refers all discrimination complaints to the Iowa Civil Rights Commission.)

Iowa Civil Rights Commission

400 East 14th Street
Des Moines, IA 50319-1004
515-281-4121
800-457-4416

How To File with ICRC: (Allows 300 days from alleged violation):

<https://icrc.iowa.gov/file-complaint>

Federal Transit Administration’s Office of Civil Rights

Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

The Assistant Director of Operations shall maintain a log of Title VI complaints received from this process which log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by the City of Ames/Ames Transit Agency (CyRide) in response to the complaint. Should CyRide receive a Title VI complaint in the form of a formal charge or lawsuit, the complaint will be forwarded directly to the City of Ames’ Attorney.

Signed: _____
Ames Transit Agency, Board of Trustees President

Date: _____
September 28, 2022

September 28, 2022
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
Minivan	8	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 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). The Iowa DOT has set a cutaway ULB of eight years within the Statewide TAM Plan. Therefore, CyRide has lowered the cutaway ULB to compete with other Iowa transit agencies for replacement.

Status of FY 2022 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, 60’ articulated buses, and minivans)
- **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 at 129 Hayward Ave.; facility conditions are required to be calculated every four years.

As indicated in the table below, CyRide is making progress in updating its large bus and cutaway fleets.

Asset Class / Category	ULB	2021			2022			2022 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	33	82	40%	29	83	35%	30%
Cutaways	8	8	9	89%	2	9	22%	22%
Minivan	8	0	1	0%	1	1	100%	0%
Shop Trucks	10	0	2	0%	0	2	0%	0%

Large Buses: Due to supply chain disruptions with the articulated bus and the two battery electric buses (BEBs), CyRide did not meet the 30% target set for FY 2022, and as a result, 35% of the large bus fleet remains past its ULB. We anticipate the articulated bus will be delivered in November 2022, and the two battery electric buses are expected to arrive in early 2023. As a result, 29 of CyRide’s total fleet of 83 large buses exceeded the ULB of 15 years at the end of FY 2022.

Cutaways: CyRide met its 22% FY 2022 target as projected. CyRide received and replaced six buses over the past year. As a result, two buses, or 22% of the fleet, remain past their ULB. These buses will be replaced by the end of FY 2023 with two low-floor cutaways, which have been ordered for delivery by April 2023.

Minivan: CyRide did not meet its target of 0% for this fleet. CyRide recently met with its ADA contractor, HIRTA, and decided that this van is no longer needed. Additionally, the current minivan style has been discontinued, and there is not another similar van made in the nation. Due to these factors, CyRide plans to dispose of this asset in FY 2023. This strategy will eliminate this minivan asset class category in FY 2023. CyRide will work with the Iowa DOT to combine the minivan funding with an existing cutaway contract.

Shop Trucks: CyRide met its target of 0% of the fleet past the ULB for FY 2022, and no work was needed in FY 2022 within this asset category.

Updated Performance Targets for FY 2023

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. Furthermore, 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 2023. CyRide anticipates receiving 11 new buses (eight 40’ heavy-duty buses, two battery electric 40’ buses, and one 60’ articulated bus) during FY 2023. Four vehicles will reach their ULB of 15 years of age. CyRide will sell one older vehicle past its useful life to reduce the fleet to 82 large buses leaving 22 (27%) in the fleet past their ULB for FY 2023.

For the cutaway fleet, CyRide will replace two of the nine cutaways in FY 2023 with new low-floor buses, resulting in zero buses being past the ULB of 8 years. In addition, CyRide plans to sell the minivan in FY 2023, eliminating this asset category.

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. Facilities 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. An analysis of the Admin/Maintenance facility and the Intermodal facility has been performed, and both facilities have rated a 4.0 on the TERM Scale.

Asset Category	Asset Class	CyRide ULB/TERM Scale	% of Assets Exceeding ULB/TERM	2023 Perf. Target
Rolling Stock	40’ - 60’ Buses	15	35%	27%
	Cutaways	8	22%	0%
	Minivan	8	100%	-
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 2023 - 2027, as shown in the following table. The performance measures/targets for FY 2023 were developed using the programmed FY 2023 Capital Improvements Plan (CIP). Years 2024 – 2027 performance targets were determined based on Transit Board-approved grants and planned programmed capital replacement in the five-year CIP. CyRide intends to replace 11 large buses in FY 2023, eight in FY 2024, and nine in FY 2025. In FY 2026 and FY 2027, CyRide estimates that one large bus per year will be replaced through the state DOT process. CyRide anticipates replacing 30 large buses over the next five years in total.

At the same time CyRide is replacing buses, an additional 32 large buses will reach the ULB threshold over the next five years, increasing the targets back to 37% by the end of this plan. Altogether, CyRide will add another four large buses past the ULB in 2023, 15 in FY 2025, and 13 in FY 2027.

To lower out-year performance targets and not progress back up to 37%, CyRide anticipates that future requests for discretionary grants directly from FTA will be required.

Asset Category	Asset Class	Current Fleet/Facility Exceeding ULB	2023 Perf. Target	2024 Perf. Target	2025 Perf. Target	2026 Perf. Target	2027 Perf. Target
Rolling Stock	40' - 60' Buses	35%	27%	16%	23%	22%	37%
	Cutaways	22%	0%	0%	0%	0%	0%
	Minivan	100%	*	-	-	-	-
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%

* Asset category eliminated

ALTERNATIVES:

1. Approve CyRide’s recommendation to establish the FY 2023 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) 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 2023 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 28, 2022

Award of Contract for Demand Response Software

CyRide Resource: James Rendall, Keith Wilbur

BACKGROUND:

CyRide operates two services as demand response transit, where vehicles are dispatched directly to passengers who have requested the bus. Services that operate in this capacity include the East Ames Service Extension (EASE) and Moonlight Express (MLX) door-to-door buses. Additionally, there is the potential for demand response service to be expanded in the future to areas of Ames that are not serviced by the fixed route buses.

Currently, buses on EASE and MLX are managed by CyRide dispatchers using a combination of spreadsheets and paper records. Unfortunately, this system has not scaled well, creating challenges for dynamically responding to passenger requests and administrative issues with recordkeeping. In addition, passengers must call a dedicated phone line to schedule a ride, which adds to system overhead and has proven to be unpopular with passengers more accustomed to using an app to hail a ride.

To increase efficiency and improve customer service, staff previously recommended that CyRide should purchase software to help manage existing and future demand response services. Following approval from the Transit Board, \$50,000 was included in the FY 2023 budget to procure an appropriate system. On July 25, 2022, CyRide staff, in coordination with the Purchasing Department, issued RFP No. 2023-011 with a response deadline of August 26, 2022.

Three bids were received for the project. All three vendors were invited to participate in a system demonstration and clarify details on each system’s offerings and features to a group of CyRide staff. The criteria for evaluating the responses are shown below, along with the final scores received for each vendor.

Category	Weighted Percentage	Spare Labs	The Routing Company	Via Mobility
Fulfilling Technical Requirements	40%	3.30	3.40	3.00
Firm and Key Personnel Experience and Qualifications	15%	1.20	1.28	1.16
Understanding of the Project	10%	0.83	0.90	0.75
Cost	30%	2.42	3.00	2.57
Completion of Required Responses	5%	0.50	0.50	0.50
Total Score	100%	8.25	9.08	7.98

Based on this evaluation, CyRide staff is recommending award of contract to The Routing Company of Somerville, Massachusetts. This company's product is the best overall match for CyRide and is particularly strong with system efficiency and fixed route interoperability. The vendor has identified an implementation timeline that would allow CyRide to launch this service over winter break.

The contract period specified for the RFP is two years, with the option to renew the contract for up to three additional one-year periods. The cost for the first year will be \$49,843, and subsequent years will be \$38,929 annually. CyRide staff is exploring options for utilizing supplemental federal and state funding sources to help support this project.

The City of Ames Legal Department is currently reviewing the proposed contract. Therefore, if the Transit Board chooses to approve the award of contract, it would be contingent upon the final approval of the contract terms by the Legal Department.

ALTERNATIVES:

1. Approve award of contract to The Routing Company of Somerville, Massachusetts, for the first-year cost of \$49,843, contingent on final contract approval from the Legal Department.
2. Reject all bids and direct staff to proceed according to Transit Board priorities.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1. The Routing Company demonstrated a product that is the best match for CyRide. Award of contract will allow CyRide to increase system efficiencies and improve customer service on the demand response services.



September 28, 2022

**Memorandum of Agreement with
Iowa Department of Transportation**

CyRide Resource: Kevin Gries, Christine Crippen, Barbara Neal

BACKGROUND:

CyRide has been working on a partnership with the Iowa Department of Transportation (IDOT) to allow CyRide to become a third-party CDL tester for the State of Iowa. Part of the agreement requires a Memorandum of Agreement (MOA) to be signed by both parties.

The MOA outlines that CyRide shall be able to administer any knowledge or skills tests for which we are certified. CyRide will provide the same standard test as the IDOT. CyRide will not allow trainers who have instructed our employees to administer any tests or allow applicants to retake a failed test the same day. CyRide will allow the IDOT to conduct random examinations, inspections, and audits of our records and operations. CyRide will maintain all records and documents for three years.

CyRide will also become a location for knowledge and skills testing for outside entities, including other City departments or Iowa State University.

The City of Ames Legal Department has reviewed and approved this agreement, which is attached to the board packet for review.

ALTERNATIVES:

1. Approve the Memorandum of Agreement with the Iowa Department of Transportation.
2. Do not approve the Memorandum of Agreement and direct staff to proceed according to Transit Board priorities.

RECOMMENDATION:

The Transit Director recommends approval of Alternative #1. Approving the MOA will allow CyRide to administer the CDL knowledge and skills tests for CyRide drivers to get their CDL license and help streamline and shorten the training process.

Document prepared by:
Iowa Department of Transportation
Motor Vehicle Division
PO Box 9204
Des Moines, Iowa 50306-9204

**MEMORANDUM OF AGREEMENT BETWEEN
CY-RIDE TRANSIT SYSTEM
AND
THE IOWA DEPARTMENT OF TRANSPORTATION**

THIS AGREEMENT is made and entered into this 28th day of September, 2022, by and between Ames Transit Agency (CyRide), hereinafter referred to as the Transit System, and the Iowa Department of Transportation, hereinafter referred to as the Department.

I. AUTHORITY

This Agreement is entered into pursuant to the provisions of Iowa Code § 321.187 and Iowa Code Chapter 28E.

II. DURATION

This Agreement shall become effective upon filing with the Transit System and the Secretary of the State of Iowa in accordance with the provisions of Iowa Code section 28E.8, Filing and Recording. This Agreement shall begin upon its electronic filing with the secretary of state pursuant to section 28E.8(1) of the Iowa Code and shall expire at midnight on June 30, 2023. Thereafter this Agreement shall automatically renew for successive one-year periods of July 1 to midnight on the following June 30, unless either party, at least 30 days prior to June 30, gives written notice to the other party of its intention not to renew this Agreement for an additional one-year term.

If this Agreement is automatically renewed, all terms and obligations contained in this Agreement shall remain the same and continue unless changed by written amendment pursuant to Article VIII.

III. PURPOSE

The purpose of this Agreement is to establish the terms and conditions whereby the Transit System will perform commercial driver's license testing as a third-party tester, pursuant to 49 C.F.R. § 383.75, Iowa Code §321.187 and 761 Iowa Administrative Code (IAC) 607.30.

The terms "test", "tests", and "testing" as used throughout this Agreement, refer to and shall include the following tasks as designated by the Department in accordance with 49 C.F.R. § 383.75 and subparts G and H of 49 C.F.R. part 383: pre-trip vehicle inspection, basic control skills testing, and on-road driving skills, and shall also include the general knowledge test and specialized knowledge tests designated by the Department in accordance with subparts E, F, and G of 49 C.F.R. part 383.

IV. TERMS AND CONDITIONS

The Transit System, in consideration of the authority to serve as a third-party tester within the purposes outlined herein, agrees to the following:

- A. The Transit System shall comply with all applicable statutes and administrative rules of the State of Iowa; with all applicable federal laws, including regulations of the Federal Motor Carrier Safety Administration (FMCSA); and all standard operating testing procedures of the Department as set forth in procedural memos, e-mails, manuals, or other documented standards of the Department for the testing of commercial driver license applicants which the Department may make known to the Transit System. The obligations herein specifically include, but are not limited to, the obligation to comply to with the requirements of 49 C.F.R. §§ 383.75, 384.228, and 384.229, and Iowa Code section 321.187, as adopted by rule by the Department in 761 IAC 607.30.
- B. The Transit System shall only administer the types of knowledge and skills tests for which the Department has certified the Transit System under 761 IAC 607.30(2). The Department shall notate in the Department's records which types of test the Transit System is authorized to offer, and the Transit System shall provide a minimum of 30 days' notice to the Department prior to beginning or ending the administration of any type of knowledge or skills test.
- C. The CDL tests given by the Transit System shall be the same as those that would otherwise be given by the Department using the same version of the tests, the same written instructions for test applicants, and the same scoring sheets as those prescribed in subparts G and H of 49 C.F.R. part 383. The Transit System shall verify whether an applicant has complied with the applicable entry-level driver training requirements under 49 C.F.R. part 380, subpart F, or 49 C.F.R. part 383, subpart E, and if the applicant is otherwise qualified to take the skills test or hazardous materials endorsement knowledge test prior to administering the skills test or hazardous materials endorsement knowledge test.
- D. The Transit System shall not allow a skills test examiner who is also a skills instructor either as a part of a school, training program, or otherwise to administer a skills test to an applicant who received skills training by that skills test examiner.
- E. The Transit System shall not knowingly allow an applicant who fails a test to repeat that test the same day.
- F. The Transit System shall allow the Federal Motor Carrier Safety Administration (FMCSA), or its representative, and the Department to conduct random examinations, inspections, and audits of its records, facilities, and operations without prior notice.
- G. The Transit System shall allow the Department to do any of the following:
 - 1. Have Department employees covertly take the tests administered by the Transit System as if the Department employee were a test applicant;
 - 2. Have Department employees co-score along with the Transit System skills test examiner during CDL skills tests to compare pass/fail results;

3. Allow the Department to temporarily install audio or visual recording equipment in the facility or vehicle of the Transit System to allow the Department to observe CDL testing when it is impracticable for a Department employee to be present in the facility or vehicle while the test is taking place; or
 4. Re-test a sample of drivers who were examined by the Transit System to compare pass/fail results.
- H. The Transit System shall use only CDL test examiners who have successfully completed a nationwide criminal background check and formal CDL test examiner training courses as prescribed by the Department, have been certified by the Department as a CDL examiner qualified to administer CDL tests, complete a refresher training course and examination every four years and upon request of the Department, and hold a valid, unexpired certificate of authority issued by the Department pursuant to 761 IAC 607.30(3).
- I. The Transit System shall use only CDL skills test examiners who have and maintain a valid, unexpired driver's license other than a temporary restricted license or instruction permit. The Transit System shall require all CDL skills test examiners employed or used by the Transit System to notify the Transit System of any denial, suspension, revocation, bar, cancellation, or disqualification of his or her driver's license or any driver improvement action ordered by a court or state, within one (1) business day after receiving notice of said sanction or action. The Transit System shall immediately notify the Department if a CDL skills test examiner employed by the Transit System is subject to a license denial, suspension, revocation, bar, cancellation, or disqualification.
- J. The Transit System shall submit a request to the Department if a commercial driver's license examiner employed by the Transit System intends to temporarily provide examiner services for any other third-party tester, county, or driver's license location. The examiner shall not conduct tests for any other third-party tester, county, or driver's license location unless and until approved by the Department.
- K. The Transit System shall only use designated road test routes that have been approved by the Department.
- L. The Transit System shall submit a schedule of CDL testing appointments to the Department no later than two business days prior to each test in a manner designated by the Department. Skills tests may not be backdated in the system of record (CSTIMS).
- M. The Transit System assumes full responsibility for assuring record maintenance and protection, including determining the methods used for recordkeeping and the sufficiency of such methods under all applicable state and federal law and this Agreement. The Transit System shall maintain copies of the following records at its principal place of business:
1. A copy of the certificate issued by the Department under 761 IAC 607.30(3) authorizing the Transit System to administer a CDL testing program for the classes and types of commercial motor vehicles listed;
 2. A copy of each Transit System CDL test examiner's certificate authorizing the examiner to administer CDL tests for the classes and types of commercial motor vehicles listed;

3. A current copy of this Agreement;
 4. A copy of each completed CDL skills test scoring sheet for the current year and the past three calendar years;
 5. A record of each CDL knowledge test administered by the Transit System for the current year and the past three calendar years, including the name of the test applicant, the type of test administered, and the date the test was administered, for the current year and the past three calendar years;
 6. A copy of the Transit System's Department-approved road test route(s); and
 7. A copy of each Transit Systems CDL test examiner's training record.
- N. The Transit System must notify the Department through a secure electronic means determined by the Department when a driver applicant passes a test administered by the third-party tester.
- O. The Transit System shall not engage the services of any individual employed by the Department.
- P. The Transit System shall not allow its CDL test examiners, employees, contractors, or any other person to assist any driver's license applicant in obtaining a passing score during a test.
- Q. The Transit System shall designate an administrative level employee in charge of the professional truck driver preparation program to be responsible for the Transit System's performance under this Agreement.
- R. The Transit System shall immediately notify the Department of any fraudulent activity it suspects or discovers related to the conduct of CDL tests under its authority, or any failure to comply with the requirements, qualifications, and standards of 761 IAC chapter 607, this Agreement, or 49 C.F.R. parts 383 and 384 applicable to third-party knowledge or skills testing that the Transit System suspects or discovers, and shall allow the Department and FMCSA to investigate as necessary and reasonably cooperate in such investigation.
- S. **Knowledge testing terms and requirements.** The Transit System, if certified by the Department to administer knowledge tests under paragraph "B" of this Article, shall adhere to the following requirements:
1. Knowledge testing will be conducted through a web-based remote knowledge testing portal established by the Department and its knowledge testing vendor. Results will be passed directly to the Department by the vendor in a form and manner determined by the Department.
 2. The Transit System shall notify the Department as soon as practicable, but no less than three business days, after a knowledge test examiner is no longer employed by the Transit System.
 3. The Transit System shall not allow a knowledge test examiner to share assigned logon credentials with any other examiner or individual or use those credentials in any manner inconsistent with their authorized use under this Agreement. Improper use of logon credentials will be grounds for termination of the knowledge test examiner's access privilege. At the discretion of Department,

examiners found to be in violation of this section may have their individual access terminated temporarily or permanently and may be subject to criminal charges.

4. The Transit System shall not allow an applicant to complete a knowledge test if the applicant has in their possession any of the following prohibited items: textbooks, manuals, scratch paper, notes, reading material, study aids, or any electronic device, including mobile phones, smart watches, fitness bands, media players, iPads, wired or wireless headphones or earbuds, cameras, or any other devices with recording, internet, or communication capabilities. However, an applicant may use headphones provided by the Transit System for the exclusive purpose of accessing audio within the remote knowledge testing portal.
5. Any classroom or computer lab used to administer knowledge tests must also include one computer reserved for use by the examiner. Separate testing rooms must have separate examiners. Computers used for the administration of knowledge tests must be able to access the Remote Proctor Portal and Remote Testing Portal using any of the supported web browsers: Internet Explorer version 10 or 11 run on Windows 7, 8.1, or 10; Microsoft Edge; Google Chrome; Mozilla Firefox; or Apple Osx. All technical and configuration requirements are provided in the "Iowa Automated Testing Configuration Guide," which will be provided to the Transit System and is hereby incorporated by reference into this Agreement.

T. External services authorized. The Transit System is solely responsible for ensuring any person or entity providing examiner or tester services for the Transit System is in compliance with the terms and conditions of this Agreement. If the Transit System chooses to authorize a person or entity other than itself or its direct employees to provide testing services associated with this Agreement, the Transit System must first provide the Department with the contract or agreement outlining the responsibilities and authorities of the person or entity providing testing services on behalf of the Transit System. The Department may refuse or revoke certification of the Transit System under Article VI of this Agreement if the contract or agreement between the Transit System and other person or entity does not require strict adherence to the terms and conditions of this Agreement, or if any person or entity providing examiner or tester services for the Transit System violates the terms and conditions of this Agreement. A person or entity providing testing services on behalf of the Transit System through a contract or agreement entered under this paragraph is authorized only to conduct CDL tests for persons who are applicants for employment or existing employees of a governmental agency as defined in Iowa Code section 553.3.

U. Title VI Program Requirements.

1. The Transit System agrees to comply with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authority which prohibits to discrimination against any person on the grounds of race, color, national origin, sex, age, disability, income, or Limited English Proficiency (LEP) under any program or activity receiving Federal financial assistance.

2. Notification to Beneficiaries/Participants: The Transit System agrees to post the Public Notice hard copy in a place easily visible to customers (and on a website if the Transit System maintains a publicly accessed website).
3. Complaint Disposition Process: The Transit System shall forward any inquiry or complaint regarding the Title VI Program to the Iowa DOT's Civil Rights Bureau. See Discrimination Complaint Process link below:

Iowa Department of Transportation

Civil Rights Bureau Director

Ames, IA 50010

515-233-7970

<https://iowadot.gov/civilrights/>

<https://forms.iowadot.gov/BrowseForms.aspx?templateid=107009>

V. Limitations on use and protection of data. The Transit System and all examiners employed by the Transit System agree to use any motor vehicle record information obtained under this Agreement subject to and in accordance with the limitations of all applicable state and Federal laws, including the Driver's Privacy Protection Act (DPPA), 18 U.S.C. §§2721-25, and Iowa Code § 321.11. The Transit System and its examiners further agree that any personal information used in connection with this Agreement will not be published, redisclosed, or used to contact individuals, in accordance with 18 U.S.C. §2721(b)(5). The Transit System shall employ any and all security measures as are reasonably necessary to protect any data and/or information that the Transit System (including its agents and employees) come to possess as a result of this Agreement from illegal or unauthorized access or redisclosure. The Transit System shall not to sell, assign, or otherwise transfer or disclose any data or information obtained or received pursuant to this Agreement except for purposes expressly permitted under the DPPA and Iowa Code §321.11, and only then with the express permission of the Department. Transfer means dissemination by written, audio, or electronic means. The Transit System agrees and acknowledges that the duties set forth herein are ongoing for the life of the data and do not lapse or cease in the event this Agreement is terminated or otherwise modified. In the event of any breach of law or security involving personal information, including breach by any third party, the Transit System shall immediately notify the Department upon discovery and will fully cooperate with the Department to investigate the issue(s) and take all corrective action required by the Department.

V. FUNDING

The Transit System is not a vendor, and this Agreement creates no obligation for compensation or reimbursement from the Department to the Transit System. The Department will not fund, reimburse, or otherwise compensate the Transit System for testing. The Transit System is responsible for all costs and expenses it incurs in connection with the performance of its obligations under this Agreement. The Department is not responsible for any such costs or expenses of the Transit System. This does not preclude the Transit System from assessing a fee for testing services rendered to a driver.

VI. REMEDIAL MEASURES, REVOCATION OF AUTHORIZATION, AND TERMINATION OF AGREEMENT

- A. The Department reserves the right to take prompt and appropriate remedial action against the Transit System in the event the Transit System fails to comply with the requirements and standards of for the CDL testing program set forth in 49 C.F.R. parts 383 and 384, including 49 C.F.R. §§ 383.75, 384.228, and 384.229, and 761 IAC 607.30, or with any other terms of this Agreement. Remedial action may include revocation of the Transit System’s certificate of authority to conduct CDL tests pursuant to 761 IAC 607.30(3).
- B. In the event the Department determines that grounds to revoke the certificate of authority exist, the Department in its discretion may immediately revoke the certificate of authority and terminate this Agreement, or may stay revocation and place the Transit System on probation for a period of at least 30 but no more than 180 days to afford the Transit System the opportunity to correct the non-compliance and ensure compliance with this Agreement and the applicable standards, subject to such conditions as the Department in its discretion may impose. In the event the Department elects immediate revocation and termination, the Department shall give the Transit System written notice of the revocation and termination ten (10) days prior to termination.
- C. Notice of revocation and termination or probation shall be in writing addressed to the program administrator appointed by the Transit System and may be delivered electronically. The notice shall set forth the reasons for the withdrawal of authorization or probation.
- D. The Department may reauthorize the Transit System upon correction of the non-compliance to the Department’s satisfaction.
- E. In the event the Transit System is placed on probation, failure to correct the non-compliance and obtain reauthorization within the time allotted shall result in revocation of the certificate of authority and termination of this Agreement. The Department shall give the Transit System written notice of the revocation and termination ten (10) days prior to termination.
- F. The Transit System may voluntarily terminate this Agreement at any time, by giving the Department written notice ten (10) days prior to termination.
- G. Upon revocation and termination by the Department or voluntary termination by the Transit System, or in the event this Agreement expires and is not automatically renewed under Article II, the Transit System shall:
 - 1. Cease administration of CDL tests.
 - 2. Undertake no new obligations and confine its activities solely and entirely to finishing work on obligations already undertaken in connection with the performance of this Agreement.
 - 3. Take such action as may be necessary, or as may be directed, for the protection and preservation of all property related to this Agreement which is in the possession of the Transit System and in which the Department has or may acquire an interest as provided in Article X of this Agreement.
 - 4. Maintain a copy of CDL skills test scoring sheets and a record of CDL knowledge tests administered for the period of time required by Article IV, paragraph “M”, subparagraphs 4

and 5 of this Agreement. The obligation to maintain such copies and records shall survive termination of this Agreement.

- H. Unless mutually agreed to and upon termination or expiration of this Agreement, property provided by the Department and assigned to the Transit System shall be returned to the Department in the same condition as initially provided, reasonable wear and tear excepted.

VII. AMENDMENT

This Agreement may be amended only by the mutual assent of both parties in writing.

VIII. CONSTRUCTION AND INTERPRETATION

This Agreement shall be construed and interpreted to be in compliance with 49 C.F.R. § 383.75, as adopted by rule by the Department in 761 IAC 607.30. In the event any part of this Agreement shall be determined to be in conflict with the requirements of those provisions, those requirements shall apply and shall supersede any conflicting term in this Agreement. The failure to specifically enumerate in this Agreement any term, condition, provision, standard or requirement set forth in 49 C.F.R. parts 383 and 384 applicable to third-party knowledge and skills testing including 49 C.F.R. §§ 383.75, 384.228, and 384.229, or 761 IAC 607.30 shall not waive, excuse, or otherwise preclude their application and enforcement.

IX. PROPERTY

With the exception of 1) the web-based remote knowledge testing portal referenced in Article IV, paragraph S and 2) the Commercial Skills Test Information Management System (CSTIMS) referenced in Article IV, paragraph L, the Transit System shall provide, at its own expense, any hardware and software necessary to accomplish the purposes of the Agreement.

The Department, may in its discretion, assign any properties/equipment to the Transit System. Any properties/equipment assigned by the Department in its discretion to the Transit System and used for the purpose of the Agreement, shall remain assigned to the Transit System for use by the Transit System for as long as there is a need for the property to accomplish the purposes of the Agreement. The Department may recall or replace equipment as it determines appropriate.

The Department recognizes the fact that the property assigned to the Transit System for the purposes of this Agreement will, over time, exhibit normal wear and tear. The Department shall be responsible for all such normal wear and tear.

The Department shall, in its discretion, provide all maintenance, repair and replacement of the property or equipment assigned to the Transit System.

X. LEGAL ENTITY

No new legal or administrative entity is created by this Agreement nor does this Agreement create any agency relationship between the parties, which remain separate legal entities.

XI. LIMITATION OF LIABILITY

The parties agree and acknowledge that the Department has no liability for any acts or omissions committed by the Transit System in the course of or related to its performance under this Agreement and has no liability or responsibility for any obligations incurred by the Transit System in the course of or related to its performance under this Agreement.

XII. ASSIGNABILITY

The rights and interests of the parties under this Agreement shall not be assignable.

IN WITNESS WHEREOF, the Department and the Transit System have caused this Agreement to be executed in two counterparts, each of which shall be considered an original.

Liz Jeffrey
Board of Trustees President,
CyRide
Ames Transit System

Daniel Yeh
Director, Central Programs Bureau
Iowa Department of Transportation

Date

Date



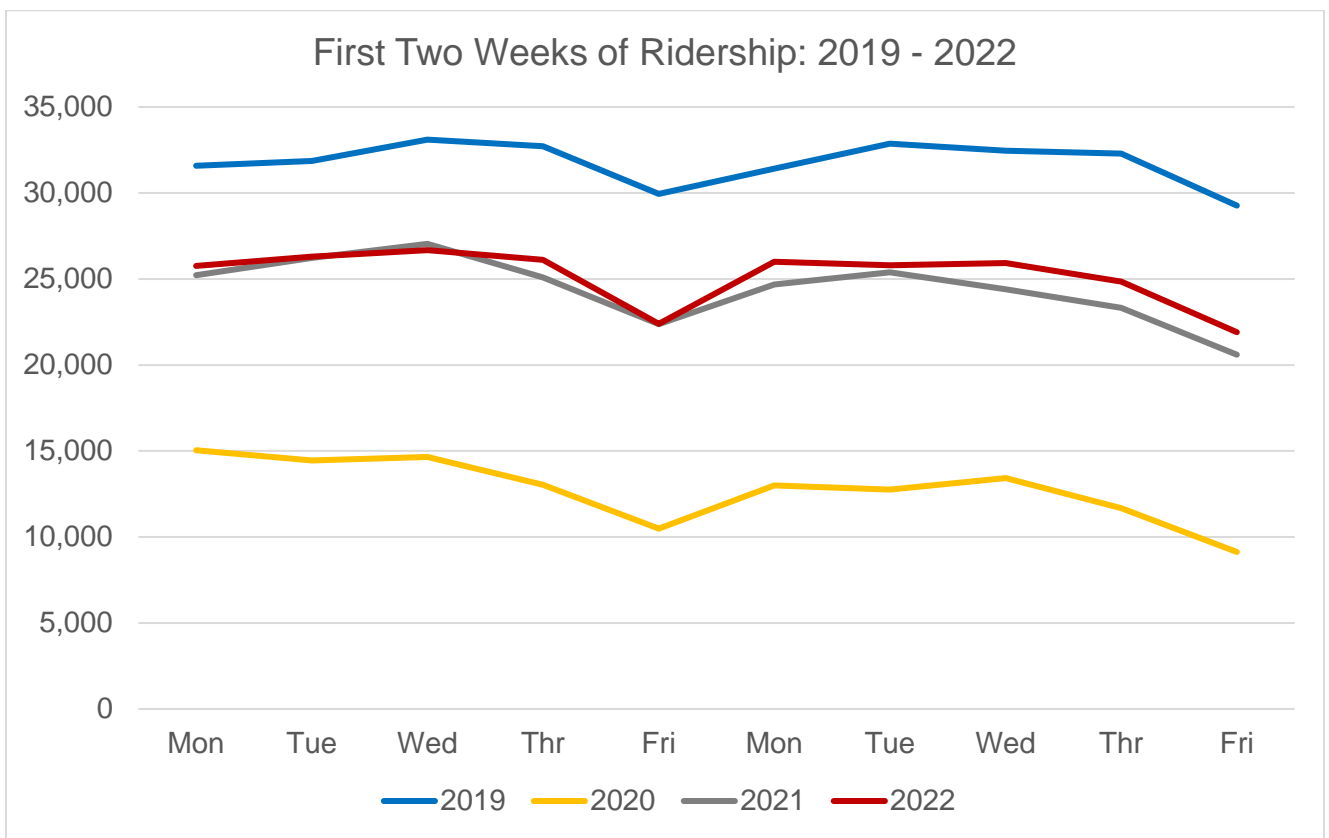
September 28, 2022

Monthly Report

CyRide Resource: Barbara Neal

1. Ridership Statistics – First Two Weeks of Fall Semester

The beginning of the fall semester has had similar levels of ridership to last year. The graph below shows the first two weeks of daily ridership this semester, compared to the previous three years.



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

2. ISU Enrollment

Iowa State University announced that total fall enrollment is 29,969 students, down slightly from last year when enrollment was 30,708. However, there was a rise in new student enrollment this year, increasing to 8,492 students. Enrollment significantly impacts CyRide operations, and staff will be adjusting internal projections based on this new data.

3. 2022 - 2023 ISU Student Fees and Trust Fund Balance

CyRide has begun the budget process with an analysis to identify the 2022 - 2023 student fee rate necessary to operate service next year. CyRide plans to meet with the two student board members to discuss the preliminary Student Government (SG) Trust Fund balance and fee increase options. The Special Student Fee Committee, which recommends fee increases to the Iowa State President, is expected to meet in September and October.

The following assumptions are being used to model the SG Trust Fund in future years:

- Baseline Inflation Rate – CyRide’s FY 2023 budget rate increase is still being considered, but projections will be a low percentage increase for the SG and an annual baseline inflation rate of 3.0% per year.
- Trust Fund Balance - Previous committees desired to maintain a \$500,000 balance in the Trust Fund to smooth out student fee rates during periods when enrollment decreased.

CyRide will have a better estimate of fee revenues following the Special Student Fee Committee meeting and will bring additional information to the Transit Board at a future meeting.

4. Bus Shelter on Mortensen

CyRide has received numerous complaints about the bus shelter at Mortensen and Miller for several years. The apartment company, PEP-ISU LLC, which manages the nearby Madison Apartments, also owned the shelter. This shelter had broken glass panels and was not being maintained. After working with the Legal Department, ownership of this shelter was transferred from PEP-ISU LLC to CyRide. It has since been repaired, and the CyRide logos applied to it to signify that we own it.