DRAFT Ames Area MPO FY2025-2029 Passenger Transportation Plan

February 2024

Ames Area MPO

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I – INTRODUCTION & PROCESS

INTRODUCTION

Transportation is the foundation for all individuals to access employment, education, medical care, social activities, and recreational opportunities within the Ames community. For those individuals without a personal vehicle due to personal circumstance, accessing these critical needs is still vital. For some, taking public transit is just part of the university life while attending school. For others, limiting vehicles in the household is a "green" lifestyle choice for a better environment while others choose and prefer alternative transportation to the automobile. But regardless of preferred choice or hardship, mobility throughout the Ames community is essential to maintain connections and independent —lifestyles we all cherish.

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

Federal transit law requires that projects receiving Enhanced Mobility for Seniors and Individuals with Disabilities formulized funding (Section 5310 program) be included in a locally developed, coordinated public transit-human services transportation plan. The Iowa Department of Transportation further requires each metropolitan planning organization or regional planning alliance to conduct this planning effort to receive this type of federal "transit" funding distributed by the State. They additionally encourage the coordination with other types of federal and state funding, but it is not required. However, coordinating transportation services offers a way to communicate transportation services offered by all transportation providers while ensuring the efficient use of funding for existing or new services that benefit the entire community.

The Ames Area Metropolitan Planning Organization has been conducting this coordinated planning effort since 2008 in response to the Iowa Department of Transportation's requirement to develop a passenger transportation plan that includes an honest effort to jointly involve human service agencies/organizations, private transportation providers, and transit systems in the PTP process and consider all passenger transportation needs and services. The PTP must be updated, at a minimum, every five years add this planning effort as one of several inputs into the long-range transportation plan. Finally, the AAMPO Policy Board must approve this document, as well as any amendments for projects to be included in the Transportation Improvement Program allowing federal grant funding to process.

In addition, at least two transportation collaboration meetings are required each year and must be submitted to the Iowa Department of Transportation's Office of System Planning within the PTP by February 1st. On years when the full PTP is not due, then minutes from these two transportation coordination meetings must be submitted by July 31st of each year.

The following items detail the required sections for the full Passenger Transportation Plan.

PROCESS

Prior to October 2020, the PTP was formally coordinated through Story County Human Service Council (HSC) which held monthly meetings through the end of year 2019. On December 5, 2019, the group agreed to disband the HSC, pull down the website, no longer support the online Story County Resource Guide (replaced by United Way's 211) and disperse any remaining HSC funds to the United Way of Story County mini-grant fund. The human service agencies and organizations involved in this group then decided to continue meeting on an informal basis (no agenda or minutes) to share information and resources on the fourth Thursday of each month, January through May over the lunch hour at St. Andrew's Church. Unfortunately, the pandemic began shortly after this decision in March of 2020 and the church closed its doors to public meeting groups and these informal meetings ceased to occur. This group has subsequently ceased to meet.

Since January 2021, formal involvement of the PTP now occurs through the Story County Transportation Collaboration (SCTC) which meets quarterly throughout the year led by the United Way of Story County. The United Way of Story County's Community Impact Director, Anneke Mundel, develops the agendas and helps guide the monthly meetings programs by encouraging monthly participation at meetings which are held via zoom. As of January 2024, this leadership is now transitioning to be Danny Schnathorst who is the Mobility Outreach Coordinator at Heart of Iowa Regional Transit Agency (HIRTA). The AAMPO representative, Shari Atwood, who coordinates the PTP process for the Ames Area MPO attends these SCTC quarterly meetings and provides updates on CyRide transit, including Dial-A-Ride transportation, to the group. Additional subcommittee meetings have occurred in 2023 to develop the PTP document and discuss specific needs and strategies to benefit the elderly and disabled populations. Ms. Atwood discusses and project updates with the membership on specific transit issues, particularly CyRide, throughout the year.

Over 20 organizations throughout Ames collaborated through approximately **9 meetings/tasks** over the past year into the development of the Ames PTP. The meetings and minutes from the group are located on the Ames Area MPO's Transportation Collaboration webpage. (https://www.aampo.org/tc.php) These member organizations identify transportation needs throughout the community, strategies on how to resolve these needs as well as provides consensus regarding the recommended projects included within the plan to forward to the AAMPO for formal approval. The defined mission for the Story County Transportation Collaboration is as follows:

> "The Story County Transportation Collaboration works to identify persistent and emerging transportation needs and to develop/strengthen partnerships to address them. It also seeks to educate the community about the transportation challenges Story County residents face and provide information/resources about the variety of transportation services available."

Transportation projects previously funded by UWSC include a car seat program, bus education, car maintenance/ insurance forums, emergency gas voucher program, medical transportation to University of Iowa Hospitals and Clinics, HIRTA's mobile data terminals and the Story County Transportation brochure (www.cyride.com/sct).

Passenger Transportation Development Plan Meetings

Mobility Is…
Knowledge of transportation services available and how to use them.

The following 9 meetings/tasks, contained within the Appendices with subsequent notes/minutes; if taken, were held to discuss transportation issues and needs of the Ames community. However, all these meetings also provided opportunities to gain knowledge from providers on new technology or inventory of vehicles. Any needs identified through meetings held below were discussed and are identified within the PTP plan. Public input, if received, was documented through the minutes of these meetings or though notes taken by AAMPO staff. The agendas and minutes or content discussed within these meetings are contained in the appendix.

Story County Transportation Collaboration (SCTC) – PTP Meetings

January 25, 2024	Transportation Collaboration Meeting Agenda/Minutes
October 25, 2023	Transportation Collaboration Meeting Agenda/Minutes
October 11, 2023	2025-2029 Passenger Transportation Plan Input Meeting (Agenda)
April 12, 2023	Transportation Collaboration Meeting Agenda/Minutes
January 18, 2023	Transportation Collaboration Meeting Agenda/Minutes

Other Meetings/Tasks

January 16, 2024	HIRTA/CyRide Semiannual Meeting
November 21, 2023	CyRide Capital Meeting (5310 Funding)
October 18, 2023	HIRTA/CyRide Semiannual Meeting
February 17, 2023	HIRTA/CyRide Semiannual Meeting

The AAMPO has compiled an extensive e-mail database listing of approximately 78 Ames' human/health service agencies and private-public transportation providers it utilizes in obtaining transportation needs and suggestions to improve transportation services for the community. A great number of these agencies attend/participate in either the Story County Transportation Collaboration contributing toward PTP collaboration efforts. This listing has also been utilized in the past few years for gaining letters of support for several successful national discretionary grants specifically for transit projects within the Ames community. This email listing has also served to communicate about alternative transportation, to communicate CyRide's transportation services or to relay local donation of used equipment to non-profit agencies such as vehicles, bicycles, furniture and printers. Overall communication between human service providers and coordination for increased public transit services has vastly improved as a result of the PTP process.

Key PTP participants are listed below (continued of following page):

1. Ames Community Preschool Center (ACPC)
2. Aging Resources of Central Iowa
3. Ames Area Metropolitan Planning Organization (AAMPO)
4. Ames Chamber of Commerce
5. Ames Community Schools
6. Ames Police Department
7. Ames Public Library
8. A Mid-Iowa Organizing Strategy (AMOS)
9. Assault Care Center (ACCESS)
10. At Home Care Company
11. Bickford Assisted Living
12. Boost Together for Children
13. Boys & Girls Club of Story County
14. Burlington Trailways
15. Camp Fire USA
16. Center for Child Care Resources
17. Center for Creative Justice
18. Childserve
19. Childcare Resource & Referral
20. CIT
21. City of Ames
22. Community & Family Resources (CFR)
23. Community Partnerships for Protecting Children (CPPC)
24. Creative Counseling

25. CyRide
26. Des Moines Area MPO
27. DMACC/ALP Adult Literacy Program
28. Emergency Resident Project (ERP)
29. Epilepsy Foundation
30. Executive Express
31. Experience Works (EI)
32. Eyerly Ball
33. Friendship Ark
34. Girl Scouts of Greater Iowa
35. Good Neighbor Emergency Assistance (GNEA)
36. HeartCorps
37. Heartland of Story County
38. Heartland Senior Services (HSS)
39. Heart of Iowa Regional Transit Agency (HIRTA) Public Transit
40. Homeward
41. Iowa Comprehensive Human Service & Iowa Homeless Youth
42. Iowa Workforce Development
43. ISU Extension & Outreach
44. ISU Story County Extension
45. ISU Transportation Services
46. ISU Memorial Union
47. Jefferson Lines
48. Kiwanis Club of Ames
49. Legal Aid Society
50. Life Connections
51. Life Line Resources
52. Lutheran Services in Iowa (LSI):
53. People Place/Crisis Childcare
54. Madrid Home Communities
55. Mainstream Living
56. Mary Greeley Medical Center
57. McFarland Clinic
58. Mid-Iowa Community Action (MICA): Health Services & Family Development
59. National Alliance on Mental Illness Central Iowa (NAMI- CI)
60. Nevada Chamber of Commerce
61. Optimae Life Services
62. Parent Partner
63. Planned Parenthood
64. Primary Health Care Inc.
65. Raising Readers
66. Retired & Senior Volunteer Program (RSVP)
67. Riverside Manor
68. Story County Board of Supervisors
69. Story County Public Health
70. Story County Community Services
71. Story County Medical Center
72. The Arc of Story County
73. The Salvation Army
74. University Community Childcare
75. United Way of Story County (UWSC)
76. Volunteer Center of Story County (VCSC)
77. Youth & Shelter Services (YSS)
78. YWCA (Engaging International

Public Input

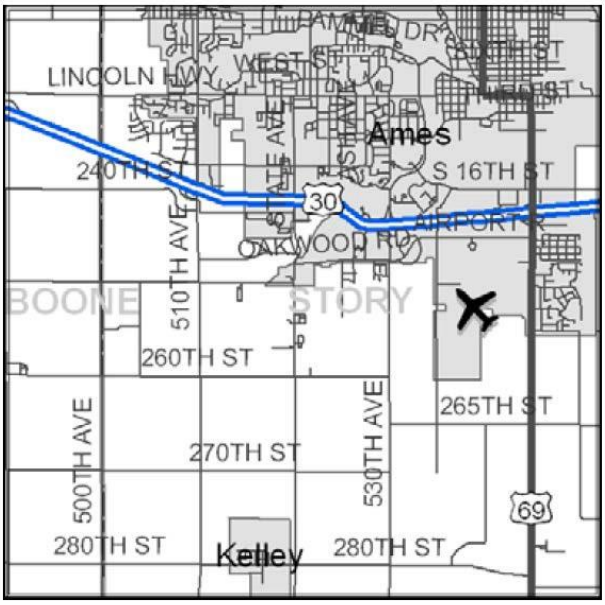
Public input into needs and projects essential come from the public calling into the public transit system about issues they may be having on the service and through feedback through public meetings, including board meetings. CyRide receives public comments from passengers via telephone or e-mail, anytime throughout the year regarding requests for services and passes those needs along through the Ames Area MPO's PTP effort. CyRide's policy is to address any customer comment within 24-hours of receiving the comment and to resolve the issue as soon as possible. The formal written comments are officially documented within an access database so that they are addressed in a timely manner. In addition, CyRide reviews its route system to determine if there are significant load capacity issues on certain routes. CyRide's policy is to review the trip before and trip after the trip in question and if there is not capacity on those trips either; add an additional bus for the trip if enough staffing is available. CyRide continues to assess its routes and capacity issues each semester as university enrollment changes which drives ridership within Ames.

The Iowa DOT and Story County Transportation Collaboration committee will review and provide input into the DRAFT PTP beginning on February 1, 2024 with comments due back to AAMPO staff by March 1, 2024. The Iowa DOT is reviewing the document for required elements of the plan. The official public comment period by the general public will begin on February 14, 2024 with comments due by March 14, 2024. All comments will be considered by AAMPO staff, possibly incorporated into the plan and attached within the FINAL 2025-2029 PTP document appendix. The AAMPO Policy Committee will approve the FINAL 2025-2029 PTP on March 26, 2024. After formal approval by the AAMPO, the final FY2025-2029 PTP will be submitted to the Iowa DOT by May 1, 2024.

II – INVENTORY & AREA PROFILE

EXISTING PASSENGER TRANSPORTATION SERVICE

A. Airports



The James Herman Banning Ames Municipal Airport is owned and operated by the City of Ames and located within the Ames' corporate boundaries just south of US Highway 30 and west of US Highway 69 providing excellent access to the community and to the Interstate. The airport was renamed on June 17, 2023 to honor James Herman Banning, the first African American to receive his pilot's license from the U.S. Department of Commerce.

An airport board established by the city provides guidance in managing the airport. The FAA recognizes the airport as playing a role in the national airport system and includes the airport in the National Plan of Integrated Airport Systems (NPIAS) as a general aviation airport, which makes the airport eligible for federal funding. Iowa's Aviation System Plan identifies the Ames Municipal Airport as an Enhanced Service airport. Enhanced Service airports have runways 5,000 feet or greater in length with facilities and services that accommodate a full range of general aviation activity, including most business jets. The airport serves business aviation and is a regional transportation and economic center in the state. Specific airport information can be found on their website at https://www.cityofames.org/government/departments-divisions-i-z/public-works/ames-municipal-airport.

In 2017, the City of Ames leased the municipal airport to Central Iowa Air Service, the current Fixed Base Operator. The City of Ames owns and operates the airport. Its services include: 100LL and Jet A fuel - full service, charter flights, parking and hangars (for transient aircraft), aircraft maintenance, passenger terminal and lounge, flight school/flight training, crew cars; hangar rental, pilot lounge/snooze room/shower, aircraft rentals, restrooms, and flight planning room.

The nearest passenger air service is available in Des Moines, Iowa approximately 40 miles from Ames.

B. Taxi Service

Taxi service within the City of Ames is now provided by Yellow Cab housed at the James Herman Banning Municipal Airport and can be reached by calling (515) 282-8111, online at www.yellowcabdsm.com or via the free YellowCab app. They operate cars and minivans with over 100 vehicles serving central Iowa.

Yellow Cab is included within the e-mail database

being sent out regarding any collaborative meetings for transportation; however, they have yet to participate within collaboration meetings. Two on-street taxi parking locations are located off-street near the Ames Intermodal Facility to facilitate easy pick up or drop off of passengers wanting intercity bus or airport shuttle services.

C. School Transportation

Durham, Inc, a nationally owned private charter company, currently provides the transportation for Ames School District for the following schools: Ames High School, Ames Middle School, Edwards Elementary, Fellows Elementary, Meeker Elementary, Mitchell Elementary and Sawyer Elementary. According to Iowa state law, Elementary and Middle school students are entitled to free transportation if they live more than two miles from their designated school for attendance. High school students are entitled to free transportation if they live more than three miles. However, other factors may determine a student's eligibility for transportation. Eligibility for this free bus service is determined as students register for transportation and makes changes in eligibility only at the start of the school year or second semester. For more information go to https://amescsd.org/parents-students/transportation/.

As mentioned above, the Ames School District also realizes that some consideration needs to occur for students that live less than 2 miles (3 miles for high school) from school. This service is called "Discretionary Busing Service". Any students living within this distance may request discretionary busing and are approved on a first come, first serve basis. These students must live or have child care on/near an existing Durham Ames bus route, must be able to get to an established bus stop, have available seat for them and also pay a fee for this service. Busing is not guaranteed outside elementary school boundaries however all preschool/early kindergarten students are discretionary riders. Discretionary pricing rates are available to view at the following location https://amescsd.org/parents-students/transportation/.

All preschool/early kindergarten students are considered discretionary bus riders and must pay for their transportation regardless of the mileage to school. Finally, those students who qualify for Free and Reduced Meals and fill out the waiver can have the results applied for busing discounts. All route information including location and time of pickups are handled by Durham School Services.

According to Durham's local Transportation Coordinator, Durham transports approximately 2,600 kids to and from school each day in Ames. Durham has a total of 51 buses in their fleet for Ames school transportation of which five are ADA accessible.

Note that both the Ames Middle School (#1 Red) and Ames High School (#2 Green) are both located on, or within walking distance, of CyRide's fixed route bus routes that operate 359 days a year through the Ames community. There are also numerous elementary schools along bus routes as well. Any kindergarten through 12th grade student living along a public city bus route can investigate public transit options at www.cyride.com and can ride for 50 cents per ride. Several schools purchase reduced fare CyRide bus tickets to distribute to students that need transportation periodically to eliminate not having a ride to school as one of the barriers in getting students to school for an education.

D. Charter

The Federal Transit Administration (FTA) maintains a charter registration website for private charter companies to register where they conduct business throughout the nation. This website provides a listing of private charter operators serving communities throughout the nation and is subject to change at any time. To access this website, visit: https://ftawebprod.fta.dot.gov/CharterRegistration/(S(y5pc2yb3xlddc255jthj4kmq))/Default.aspx.
As of November 21, 2023, there are 58 charter companies registered to conduct charters in Ames as shown below:

FTA Registered Charter Companies Performing Work to/from Ames, Iowa

	ORGANIZATION NAME	STA	CITY	EMAIL	PHONE
1	Covenant Elite Charters &	AL	Loxley	covenantelitecharters@gmail.c	251-279-9225
2	Spirit Coach LLC	AL	Madison	nicki@Spirit-Coach.com	256-772-7751
3	Dorr Distribution Systems, Inc	CA	Castroville	rich@discoverycharters.com	831-633-2877
4	Whitecastle Tours, Inc.	CA	Livermore	sales@whitecastletours.com	925-743-1963
5	R&A Marin Services	CA	FAIRFAX	transmarinlimo@gmail.com	888-821-9888
6	National Charter Inc	CA	Gardena	natlchartr@aol.com	310-225-5760
7	John Anthony Neumann	CA	Sacramento	info@neumannlimo.com	916-922-5466
8	H & L Charter Co., Inc.	CA	Ontario	jodi.merritt@hlcharter.com	909-466-3984
9	ANTELOPE VALLEY	CA	PALMDALE	TOM@ANTELOPEEXPRESS.	661-947-2529
10	Mt. Lassen Motor Transit, Inc.	CA	Red Bluff	kathleen@mtlassentransit.com	530-529-2722
11	Empire Coach Line, Inc.	FL	Orlando	eddie@empirecoachline.com	407-888-2624
12	CIT Charters, Inc.	IA	Ames	transportation@citbus.com	515-233-0286
13	Burlington Stage Lines Ltd.	IA	West	charters@burlingtontrailways.c	319-753-2864
14	Windstar Lines, Inc.	IA	Carroll	info@gowindstar.com	712-792-4221
15	Burlington Stage Lines LTD	IA	West	charters@burlingtontrailways.c	319-753-2864
16	Aries Charter Transportation,	IL	Naperville	sam.trevino@ariescharter.com	773-826-2000
17	Regal Coach Lines, Inc.	IL	Evergreen Park	charters@regalcoachlines.com	773-994-0202
18	Chicago Classic Coach, LLC	IL	Mount Prospect	Tbellows@chicagoclassiccoach	847-222-6133
19	Lafayette Limo Inc	IN	West	nathan@lafayettelimo.com	765-497-3828
20	Bloomington Shuttle Service	IN	Bloomington	Chris@goextr.com	812-332-6004
21	Kaser Fleet LLC	IN	Mishawaka	skaser@royalexcursion.com	574-257-8540
22	Village Travel, LLC	KS	Wichita	accountspayable@govillagetrav	316-721-4455
23	Gray Line of New Orleans	LA	New Orleans	tours@glnosc.com	504-569-1419
24	Louisiana Motor Coach, Inc	LA	Marrero	info@motorcoachfamily.com	504-343-1400
25	Salter Bus Lines, Inc.	LA	Jonesboro	Travelbysalter@gmail.com	318-259-2509
26	Cavalier Coach Corp.	MA	Dedham	cavaliercoach@mindspring.com	617-330-1234
27	Citi Concepts Inc	MD	Temple Hills	sales@barontours.com	202-449-9671
28	Great Lakes Motorcoach, Inc.	MI	Grand Rapids	greatlakesjulie@sbcglobal.net	616-791-8831
29	Southwest Coaches Inc	MN	Marshall	jameshey@iw.net	507-532-4043
30	Lorenz Bus Service	MN	Blaine	mike.canine@lorenzbus.com	651-747-7489
31	Thielen Bus Lines, Inc.	MN	Redwood Falls	rick@thielencoaches.com	507-637-3600
32	Jutz, Inc.	MN	Bemidji	rob@bemidjibus.com	218-751-5311
33	Cavalier Coaches, Inc	MN	Owatonna	kkreutter@cavaliercoaches.net	507-451-5262
34	KARST STAGE	MT	Bozeman	contact_charter@karststage.co	406-556-3500

	ORGANIZATION NAME	STA	CITY	EMAIL	PHONE
35	Silhouette Coach Inc.	NC	Charlotte	glebron@rideparadise.net	718-230-5725
36	H&R Tours, Inc.	NC	Jonesville	darlene@handrtours.com	336-367-3966
37	Busco Inc	NE	Omaha	sales@arrowstagelines.com	402-731-1900
38	Stout's Charter Service, Inc.	NJ	Trenton	dscaglione@stoutstransportatio	609-883-8891
39	Yankee Trails, Inc.	NY	Rensselaer	jadams@yankeetrails.com	518-286-2400
40	Hale's Bus Garage LLC	NY	Clinton	stephen@haletransportationgro	315-853-8670
41	Cardinal Transportation	OH	Columbus	info@cardinaltrans.com	614-274-2500
42	Brecksville Road Transit, Inc	OH	Brecksville	cjames@brtcharter.com	440-526-7111
43	TAC Transportation	OR	Redmond	anthony.ferro@pacificcrestchart	541-904-5753
44	Wolf's Bus Lines, Inc	PA	York Springs	tracy@wolfsbus.com	717-752-4500
45	AC-Coach Operations, Inc	PA	Greenville	danderson@goanderson.com	724-588-8310
46	MELARD_COACH	PA	Ephrata	office@melardcoach.com	717-738-4870
47	Fun Tours LLC	SC	ORANGEBUR	funtoursllcsc@gmail.com	803-747-0734
48	Nashville Livery Inc.	TN	Nashville	safety@nashvillelimo.com	615-244-5466
49	Regent Coach Line LDT	TX	SAN ANTONIO	geoff@regentcoachline.com	210-212-0510
50	Lone Star Coaches, Inc.	TX	Grand Prairie	randal@lonestarcoaches.com	972-623-1100
51	Escamilla Tour Buses	TX	McAllen	e-escamilla@sbcglobal.net	956-994-1169
52	Continental Buslines LLC	TX	Houston	Cbl@Continentalbuslines.com	713-692-1996
53	A Goff Limousine & Bus Co.	VA	Ruckersville	mail@agoffbus.com	434-979-5466
54	Lansdowne Coach LLC	VA	Sterling	info@lansdownecoach.com	703-957-9316
55	Journey Lines Inc.	WA	Lynnwood	charters@Journeylines.com	425-353-6285
56	FREEDOM TOURS NW INC	WA	Winlock	armafreedomtours@hotmail.co	360-388-0274
57	ELKHORN BUS SERVICE	WI	ELKHORN	charter@jonestravel.com	800-236-3160
58	Gold Star Coaches & Charter,	WI	Fond du Lac	charter.com@goldstartours.co	920-922-2995

FTA does not verify the accuracy of these private charter operators or the completeness of information provided on the website which may change without notice. Of these 58 registered charter companies, only four are housed in Iowa and two are the same company. Additionally, there are 29 out of the 58 listed willing to provide free or reduced rates within Ames. The one Iowa charter company offering these rates is CIT. Federal regulations prohibit public transit providers from conducting charters with a few minor exceptions. One of those exceptions is providing charters to registered qualified human service agencies or agencies receiving certain federal funding already defined within FTA's charter regulations. However, there are not any registered qualified human service organizations listed within the Ames community.

Within Ames Boone Nevada Yellowbook phone book, charter companies are identified under Buses – Charter and Rental with the following single charter company listed:

Charter Company	Location
Hawkeye Stages Inc	Iowa City, Iowa

CyRide typically refers any charter requests to CIT Signature Charters located in Ames, Iowa when requests come through for this type of service since they are locally based.

E. Shuttle Service to Des Moines International Airport

Executive Express (www.executiveexpress.biz), a private airport shuttle company, began taking reservations for trips between Ames and the Des Moines International Airport in August 2009. Prior to this, CyRide provided a limited trip shuttle service to the airport before and after the university student breaks. Executive Express offers on-demand daily transportation service to the Des Moines airport and more frequent service before and after holiday breaks. Executive Express provides a safe location for luggage to be contained for the ride separate from passengers which is an upgrade from service provided by CyRide.

Executive Express currently operates out of the Ames Intermodal Facility (AIF) at 129 Hayward Avenue but individuals may also book private car vehicles to pick them up from home or anywhere in Ames for an additional charge. The AIF, owned and operated by CyRide, officially opened in June 2012 providing office space rented out to Executive Express to sell tickets as well as a comfortable inside waiting area for their passengers. The AIF offers an inside garage area for Executive Express to park their two buses and other vehicles park within the garage area. Overall, Executive Express has up to six vehicles available to provide transportation between Ames and the Des Moines airport including 2 black private sedans, two SUV's and 2 minibuses (14 passenger & 21 passenger).

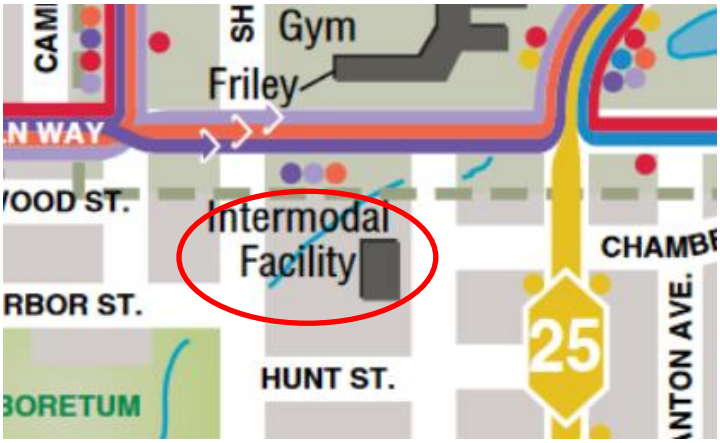
Prior to the COVID-19 pandemic, Executive Express provided up to 14 trips a day to the Des Moines Airport from the AIF, seven days a week, leaving Ames between 3:45 AM and 10:45 PM. Since the pandemic began in March 2020, transportation has been reduced to on-demand only at a rate of approximately $189.75 one-way in a private sedan. The price may be reduced if passengers are willing to share a ride and coincides with another booked trip. Kids under the age of 14 years old ride free with a paying adult in the reservation. Additionally, discounts are available for seniors, AAA members, active military or veterans upon request. Reservations may be booked online up to 72 hours in advance or by calling 320-253-2226 Monday through Friday between 8:00 AM and 5:00 PM.

Executive Express also offers shuttle transportation for Iowa State University students, staff and faculty between ISU campus and the Des Moines airport up request but more frequently coinciding with when holiday breaks begin and end. Fares for the shuttles begin at approximately $49 one-way per person for those catching the buses from the AIF but pickup from your home, office, hotel can be accommodated with the shuttle for an additional $16 with advanced notice. For more information about shuttle days and times over the holidays, visit https://www.executiveexpress.biz/shuttle-service/.

In addition to airport transportation, Executive Express also offers private hourly charter transportation and same-day courier delivery service.

F. Intercity Bus

Jefferson Lines also operates scheduled bus service from Ames out of the Ames Intermodal Facility (AIF) at 129 Hayward Ave., Suite 103 located in the center of Ames directly south Lincoln Way near campus. Burlington Trailways discontinued service in Ames in December 2019. This centralized location opened in June 2012, after numerous years of the intercity depot being located on the eastern outskirts of Ames where residents could not easily obtain regional services. The Ames Intermodal is more accessible to residents due to its current location just one block west of the campustown district.



Additionally, the AIF is located just one to two blocks from five of CyRide's bus routes including: #1 Red, #7 Purple, #11 Cherry, #12 Lilac, & #25 Gold.

Prior to the move to the center of Ames, ridership averaged less than 10 passengers per day getting on and off the bus in Ames when both Jefferson Lines and Burlington Trailways intercity carriers were in east Ames. The map to the right explains the operations of Jefferson Lines: Jefferson Lines currently travels north-south throughout eleven states in the central United States. For service, Jefferson operates two trips heading north and two heading south from the Ames Intermodal Facility (AIF). AIF facility hours are Monday through Sunday from 5:00 a.m. until 12:00 a.m. According to their website, Jefferson Lines is open for ticket sales at the AIF Monday – Friday from 9:00 AM – 1:00 PM and 2:00 – 5:00 PM.

Jefferson can be reached by calling its 1-858-800-8898 phone number Monday –Friday from 7:30 am – 7:00pm and Saturdays, Sundays and holidays from 7:30am – 4:00pm. Jefferson accommodates customers with disabilities if provided 48 hours' notice prior to departure as described on their website at https://www.jeffersonlines.com/customers-with-disabilities.asp. If notice is not within 48 hours' notice, they will make every "reasonable effort to accommodate" as long as such accommodation will not delay the departure of the schedule a person wishes to travel.

G. Public Transit Providers (Fixed Route & Demand Response)
Public transit operations within the Ames metropolitan area consist of Ames Transit Agency (CyRide) (www.cyride.com) for fixed-route transportation throughout the Ames community, including an ADA Paratransit service called Dial-A-Ride (www.cyride.com/Dial-A-Ride), and Heart of Iowa Regional Transit Agency (HIRTA) (https://www.ridehirta.com/) that operates demand response public transit throughout Story County.

Below is a synopsis of the types of services provided via CyRide and HIRTA:

Type of Service	Fixed-Route Public Transit Service	ADA Complimentary Service (Dial-A-Ride)	Demand Response Public Transit Service for Story County
Operator	Ames Transit Agency (CyRide)	HIRTA (CyRide contracts)	HIRTA (direct operation)
Service Area	City of Ames	City of Ames	Story County
Who is Eligible?	General Public	General Public (as ADA eligible)	General Public, Seniors and Persons with Disabilities
Days of Operation	359 days/year	359 days/year	
Monday-Friday	6am – 12am	Same as CyRide	6:30am – 8:00pm (Ames) 6:30am – 5:00pm (Story Co.) 6am – 8pm (within Ames)
Saturday	8am – 12am	Same as CyRide	7:30 am – 6:00 pm (within Ames only)
Sunday	9am – 12am	Same as CyRide	8:30 am – 6:00 pm (within Ames only)-
Holidays	Closed: New Years Day, July 4th, Memorial Day, Thanksgiving, and Christmas.	Closed: New Years Day, July 4th, Memorial Day, Thanksgiving, and Christmas.	Closed: New Years Day, July4th, Memorial Day, Thanksgiving, and Christmas.
Fare Structure (one-way)	FULL FARE = $1.00 REDUCED FARE = $0.50 (Elderly/disabled, K-12 students, Medicare cardholders & Medicaid cardholders) Free; ISU students (ISU student ID Required) More Info at: www.cyride.com/fares	$2.00	$2.50 (in Ames) $5.00 (in Story County) $5.00 (Ames to Nevada) $5.00 (Ames to Boone – limited availability) $25.00/hour (outside Story County)
Fleet	Articulated Bus = 8 Heavy duty 40' bus = 75 Light duty bus = 8 (Buses 100% accessible) Trucks = 2 Administrative = 6	Light duty buses = 8 (1 leased from CyRide) Ford Transit Vans = 3 100% accessible	

CyRide is a collaborative partnership between the City of Ames, Iowa State University and ISU's Student Government. CyRide currently operates 14 fixed routes, a Dial-A-Ride service for persons with a disability, and a late-night service called Moonlight Express. The fixed routes and Dial-A-Ride operate every day of the year except Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day. Moonlight Express, our free late-night bus service, operates from 10:30pm - 3:00 am on Friday and Saturday nights when Iowa State University is in full session (summers excluded). All fixed route trips shown in the timetables are wheelchair accessible and service animals are allowed (pets that are not service animals are prohibited).

CyRide contracts with Heart of Iowa Regional Transit Agency (HIRTA) to provide CyRide's complementary ADA service (https://www.cyride.com/Dial-A-Ride), called Dial-A-Ride (DAR), within the Ames community. This service serves passengers that cannot otherwise ride CyRide's fixed-route buses due to a disability. All passengers must be approved by CyRide to ride this service. The DAR service allows qualified individuals per the Americans with Disabilities (ADA) guidelines ride this door-to-door service for twice the fare of the fixed-route system. CyRide fixed route fares are currently $1.00 per ride, therefore DAR costs $2.00 per ride. The DAR services mirror the hours/days of the fixed-route system providing service to anywhere in the City of Ames or ¾ mile from any fixed route service operated by CyRide, whichever is greater.

HIRTA operates door-to-door demand-response transit service in the counties of Boone, Dallas, Jasper, Madison, Marion, Story and Warren. HIRTA provides the service directly for Story County however the days and hours of service they provide differ by the county. Anyone can ride this transit service, not just those individuals with disabilities. HIRTA also offers same day service within the Ames community. For more information visit www.ridehirta.com.

H. RSVP Volunteer Transportation Program

Central Iowa RSVP (Retired Senior Volunteer Program) provides Story County residents with safe and reliable transportation to and from essential services, primarily to medical appointments. RSVP recruits, trains and schedules all volunteer drivers and coordinates the trip requests. Priority is given to those residents needing rides to in-county medical appointments (doctor appointments, therapy and treatment sessions, picking up medication, etc.), but other trips are provided as needed, including trips to medical appointments in Des Moines and other out-of-county destinations. All clients fill out an application for transportation services in which they need to meet the following criteria: 1) Be a resident of Story County, 2) Be ambulatory 3) Be willing to sign a waiver of liability for RSVP to keep on file, 4) Be willing to comply with ridership policies. For more information, visit https://www.rsvpvolunteer.org/transportation-program.

Volunteer drivers, located throughout Story County, utilize their own vehicles and can be reimbursed for mileage from RSVP. RSVP welcomes referrals from any Story County agency whose clients may need to access this service. However, those who are eligible for transportation to medical appointments through Medicaid can only be provided with non-medical trips through RSVP. Approved clients can access transportation in Story County Monday through Friday 8:00 am to 4:00 pm. RSVP does not charge clients for their rides but does accept donations from riders and encourages them to support the program. These donations are utilized to offset mileage reimbursement costs for the drivers. In addition to donations, the program is also funded by United Way of Story County, Story County and the City of Ames.

Below are some highlights of how the RSVP Transportation program has grown since its onset of being operated through RSVP.

	Round Trip Rides	Volunteer Drivers	# Clients Taking Trips
CY2010	213	29	38
CY2011	386	40	70
CY2012	559	41	89
CY2013	570	43	82
CY2014	767	57	94
CY2015	940	55	84
CY2016	859	45	80
CY2017	880	42	97
CY2018	718	41	85
CY2019	766	39	82
CY2020	306	33	47
CY2021	531	34	56
CY2022	645	32	68

To summarize, ridership decreased to only 306 round trip rides in calendar year (CY) 2020 due to the pandemic but has rebounded since that time. CY2022 ridership ended with 645 round trip rides provided by only 32 volunteer drivers. This is the lowest volunteer drivers have been since the inception of the program in CY2010. The program is still productive in CY2022, with over 20 round trip rides or 1.7 round trips a month per driver.

Round trip rides were at its highest in CY2015 with 940 rides. Drivers were at its highest in CY2014 while clients taking trips topped out at 97 in CY2017. Overall, round trip ridership has increased by 203% since the program began in January 2010.

I. Iowa RideShare

In October 2016, Iowans began to have a new online way to connect with other commuters who want to consolidate trips using a car pool or van pool statewide. IowaRideshare.org uses technology to connect people coming and going to the same location throughout the entire state of Iowa. Bicycle and walking buddies can also be matched using the secure website. Individuals may utilize this online commute matching system to travel with others on a one-time need basis or to commute to work daily. Unfortunately, in August 2023 the Iowa DOT Public Transit Bureau informed Iowa's transit agencies that the website was down due to a contract expiration with the vendor, but they are working to update the system by spring 2024 so that Iowa commuters have this resource again.

J. Vanpool Services

The City of Ames currently does not offer an organized vanpool program.

- **Caravan By DART** - The Des Moines Area Regional Transit Authority (DART) in Des Moines, Iowa offers a vanpool program, for the entire central Iowa region (all counties surrounding Polk County) which includes Story County and the City of Ames. Caravan by DART, formally known as RideShare, helps commuters locate others with like travel patters to share rides in vanpools. DART has a fleet of vans used by groups of five to 12 commuters for

trips to and from work. The vans are purchased and subsidized with federal funding and are typically replaced every 4 years. For more information on DART's vanpool/carpool program go to: https://www.ridedart.com/Caravan .

As of November 2023, DART operates only one van from Ames to the Des Moines metropolitan area for work purposes carrying a total of 7 commuters including the driver. This is a decrease of 7 vans transporting 54 commuters prior to the pandemic. Caravan staff have indicated that individuals are opting to work from home instead of commuting to the office due to the pandemic. No DART vanpools currently operate from Des Moines to Ames for work purposes. Costs to ride in a vanpool are approximately 9.5 cents per mile times the number of miles traveled per day times 22 days per month. Fares are typically between $95 minimum and $400 maximum per month.

- **ever HIRTA it**? - In January 2024, the Heart of Iowa Regional Transit Agency (HIRTA) announced that they were adding vanpooling service to their transportation services. HIRTA partnered with Enterprise to provide this vanpool program, to help support the employment needs of local businesses and improving the daily commutes of individuals in central Iowa communities. Since this service just began, no vans are currently in operation to or from Story County. The partnership with Enterprise allows HIRTA to expand their services. By leveraging Enterprise's fleet of vans, SUVs and crossovers, the vanpool program becomes a budget-friendly and efficient solution for many commuters and employers. Enterprise is providing the coordination of vehicles, liability insurance, vehicle maintenance and 24-hour roadside assistance. For more information, visit https://www.ridehirta.com/vanpool/ia.

- **Iowa State University Transportation -** Iowa State University's transportation services department operates a non-formalized vanpool program exclusive to university faculty and staff for the purpose of commuting to and from work. One member drives and is responsible for the van with the other members paying a monthly fee to support the operating cost. The members of each group split the cost based on the number of seats available in their respective van. Current vanpool locations include Ankeny, Des Moines, Urbandale, Boone, Ogden and Jefferson. Vanpooling benefits include less wear and tear of your personal vehicle, less expensive than driving alone and the freedom to relax while riding. In addition, ISU Transportation p rovides riders with ten free one-day parking passes to drive their personal vehicle and free emergency rides home, if needed.

Iowa State's transportation services department owns approximately 600 fleet vehicles that are leased to university employees on a daily, seasonal, or yearly basis for university business. The vehicles in their fleet range from trailers, emergency equipment, pickups, maintenance equipment, and automobiles/vans. For more information, visit http://www.transportation.iastate.edu/.

K. Client Transportation Providers

The organizations on the following page either indicated they provide service for their clients with agency owned vehicles and discussed their usage at meetings, attained information from their website or over the telephone in conversations with AAMPO staff. Overall, eleven providers for direct client transportation provided information and the AAMPO contacted these organizations via phone to improve the information previously provided within past PTP updates.

Overall, eleven transportation providers have the ability to transport their clientele around the Ames community, Story County and neighboring counties in some instances.

	Transportation Provider	Bus	Van	Car	Wheelchair Accessible	Hours
1	Green Hills Retirement Community	1	2	1	Yes, -1 Van	As requested; Typically 8AM – 4 PM ($8/ride; 2-day advance notice)
2	Northcrest Community	2	2	0	Yes, 1 van; 1 bus	As requested (scheduled for medical appointments and community outings)
3	Independence Village Ames	1			Yes, 1 Bus	As requested (Mondays 8 AM-4:00 PM & Thursday 8 AM-4:30PM 2 drivers
4	Ames Community Pre-School Center	2	1		Yes, 2 buses	Field Trips Only
5	Boys & Girls Club	0	3		No	Mon. – Fri: 3PM - 4PM; 6PM
6	Youth & Shelter Services	3	4	1		24/7; As Requested
7	ChildServe		2		2 vans	Mon-Fri: 4pm - 8pm Sat: 10am-2pm (for respite)
8	Mainstream Living		8	11	8 vans	As Needed for community activities and medical appointments
9	Friendship Ark		18	0	Yes, 5 vans	24/7
10	Optimae LifeServices		1	7	No	As requested

Retirement Community/Nursing home/Senior Living Transportation Providers: Three retirement communities for senior living and/or nursing homes have vehicles specifically to transport clients living at their residential communities with two of these providers having small buses.

1. Green Hills Retirement Community https://greenhillsrc.com/ – Fleet of 1 bus, 2 vans (1 accessible) and 1 car. Transportation is available upon request for $8 per ride if scheduled two-days in advance of the trip. The bus is a 25-passenger vehicle and is typically scheduled for event transportation requiring a certain number of residents signed up for when the bus is deployed. The vans typically provide transportation for medical appointments within Ames of which one is wheelchair accessible. The care is utilized for more ambulatory passengers. Green Hills has three drivers (2 full-time and 1 part-time) with required commercial drivers' licenses (CDL) available to provide bus transportation. Additional staff (5-7) are available that have their chauffeur's license so they can transport residents for trips as necessary.

2. Northcrest Community – (https://www.northcrestcommunity.org/) Fleet of 2 small buses (1 accessible) and one car to transport their clients throughout Ames for grocery/general shopping, medical appointments as well as scheduled community activities.

3. Independence Village – https://www.storypoint.com/community/ames-ia/ Fleet of one accessible bus shared with sister facility in Ankeny, Iowa that provides courtesy transportation to their residents typically on Monday's and Thursdays only. If transportation is needed on other days, staff will help coordinate this transportation for the resident with HIRTA public transit.

Human Service Agency Transportation: The following human service agencies provide transportation for their clients. Three agencies provide transportation for the youth in Ames for programs and or services they provide. However, the majority of these providers serve the mentally disabled community that may require more personal attention in their transport. In addition, these agencies below also serve the entire county and may travel to neighboring counties for their clients.

4. Ames Community Pre-School (http://www.acpc-childcare.org/): Ames Community Pre-School currently has 2 minibuses that can seat 14 children each and 1 minivan that can accommodate 5 children. Only the buses are wheelchair accessible. The vehicles are only utilized for emergencies and for field trips for children under 5 years of age and only when CyRide is not an option. ACPC indicates that they utilize CyRide's public transit quite a bit during the summer months.

5. Boys & Girls Club of Story County (https://www.bgcstory.org/): Boys and Girls Clubs of Story County currently has 3 vans that are utilized to only to transport middle and high

school students from school to the club. The hours of service are: Mon. – Fri: 3PM - 4PM; 6PM. Transportation is only provided to these members with prior consent from parents or guardians. In Nevada, on the occasion of bad weather the Boys & Girls Clubs will transport the elementary and Middle School students to the Club. The Club does not provide any transportation home from either site. Boys & Girls Club indicates they currently have a concern of only having enough drivers to provide the services currently provided, no expanded services. They utilize local maintenance repair shops to maintain all their vehicles. They consider affordable transportation in Ames as a needed and valuable service to the Club families and staff as it is used as a way for some teens to get home and staff to get to work.

6. Youth & Shelter Services (https://www.yss.org/): YSS offers transportation for clients in their programs with 3 buses (12 passenger), 4 minivans and 1 car. This transportation is available 24/7.

7. Childserve (https://www.childserve.org/childcare/childcare-ames/) : ChildServe utilizes a fleet of 2 accessible vans to transport children with mental and/or physical disabilities for their Supported Community Living (*SCL*) and respite programs. The SCL program offers skill-building services to help children and young adults increase their independence and confidence while respite provides breaks for family caregivers. ChildServe supervisors coordinate this transportation. The vans are utilized to integrate the children and teens within the community they reside. The vans are only utilized if staff vehicles cannot accommodate the child due to the mobility equipment. ChildServe has approximately 7 individuals to drive their vehicles but they have difficulty finding individuals that are old enough to drive per Childserve requirements. Childserve requires their drivers to be 21+ years old to drive for them and have a chauffer's license. They provide weekday transportation between 4-8pm and Saturdays between 10am-2pm. This service is free to their clients.

   If the Childserve vans do not accommodate all the children and staff, Childservice will also utilize CyRide's EASE service for transportation to travel around Ames. Childserve acknowledges that they have many staff and clients that live outside of the Ames community and obtain transportation via HIRTA or other private transportation approved by a waiver.

8. Mainstream Living Inc (http://www.mainstreamliving.org/) – Fleet of 8 vans and 11 cars, with the 8 vans being wheelchair accessible. Mainstream Living helps provide housing, medical, employment, counseling, community integration and a variety of other supporting services for individuals with disabilities. Many agencies refer their clients to Mainstream for their unique programs for a broad range spectrum in obtaining life skills.

9. Friendship Ark, Inc (http://www.friendshipark.org/): Fleet of 18 vans (5 accessible) with approximately 65 driving staff that transport clients throughout Ames, Story County and Polk County. Friendship Ark has a staff that creates a monthly transportation schedule for their day habilitation program. For each home, transportation is provided as needed by staff who is working. They anticipate having to expand their fleet with 2-3 vehicles over the next 5 years for continued growth in the residential as well as day-habilitation programs. In addition, the staff coordinates rides for clients who are utilizing HIRTA to get to an outside day program. Staff commented that if CyRide could extend fixed route services further west on Lincoln Way to County line near their offices, independent members could reach Friendship Ark on their own. An extended fixed route would also serve Sunset Ridge neighborhood residents.

10. Optimae LifeServices (http://www.optimaelifeservices.com/) –Optimae Life is a privately funded entity and obtains their cars through Enterprise (https://www.enterprise.com/en/car-rental/locations/us/ia/ames-6224.html). They have a fleet of approximately 8 vehicles which are utilized for the following purposes: 4 on site (3 cars, 1 van), 4 cars at residential care facility (RCF) homes within Ames with one of those serving for community integration. The RCF homes offer individuals with mental illness and disabilities assistance with day-to-day living activities to help them succeed and, in some cases, transition out of the facility.

L. Other Transportation Coordination

The following transportation coordination occurs to help provide other specific transportation options in Story County which are listed within the Story County Transportation brochure at www.cyride.com/sct.

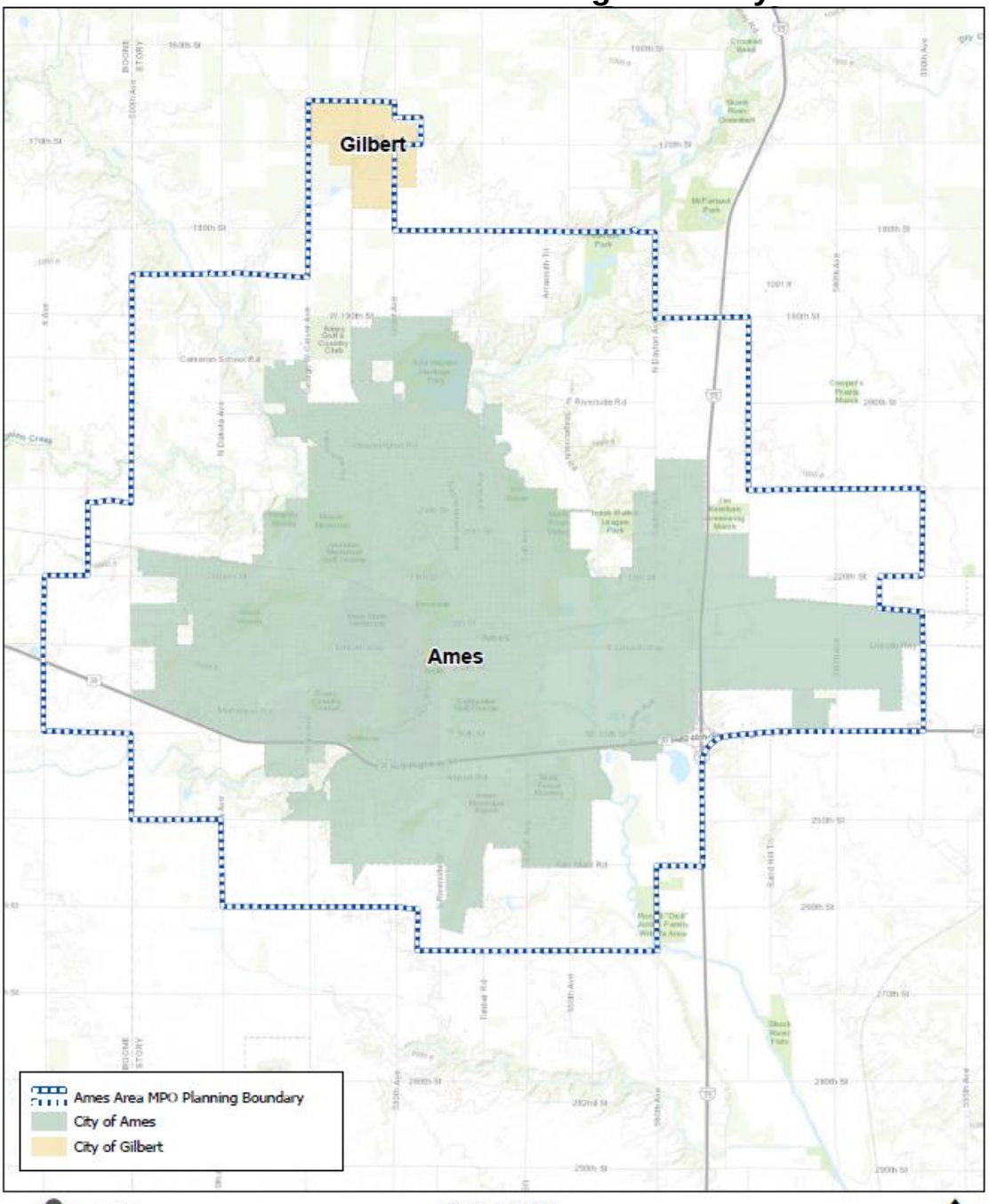
- **American Cancer Society** provides free rides for cancer patients for treatment & follow up appointments
- **Central Iowa Community Services (CICS)** provides funding for transportation services for individual who meet eligibility criteria and coordinates services with entities who provide transportation services. CICS supports individuals and strengthens communities by serving the unique needs of people with brain health challenges and intellectual and other developmental disabilities in 15 counties including Story County.
- **Good Neighbor Emergency Assistance** offers emergency gas vouchers and CyRide tickets. In addition, they provide emergency rent, food and utility assistance.
- **Managed Care Organization's (MCO's)** in Iowa provide free transportation through Medicaid funded trips via Access2Care coordination. Individuals should call their MCO's to schedule the transportation.
- **The Salvation Army Service Center** provides emergency vehicle maintenance and repair funding ($300 maximum) paid directly to the mechanic/service center. This assistance is only for Story County residents below 200% of poverty level.
- **Story County General Assistance** provides emergency one-time transportation assistance (up to 15 gallons of gas with 1 quarter of oil OR out of state bus tickets) for transient individuals.
- **Story County Veterans Affairs** provides free rides to veterans for their medical appointments during the weekday to ambulatory passengers only. Individuals must schedule 5+ days in advance.
- **Veteran Transportation Service** provides free wheelchair accessible transportation to medical appointments. Individuals must schedule 5+ days in advance.
- **We-Cycle** offers rebuilt bicycles that have been donated to individuals who are unhoused or otherwise in need.
- **Wheels To Work** provides a donated vehicle for working households funded through the United Way of Story County in collaboration with Ames Ford Lincoln. Individuals may apply at Access, Good Neighbor Emergency Assistance, MICA, The Salvation Army or Story County General Assistance

AREA PROFILE

A. Location

The City of Ames is located within Story County at the intersection of I-35 and Highway 30 as shown on the below. The area highlighted in green is the City of Ames city limits and the MPO planning boundary is the blue dashed line.

Ames Area MPO Planning Boundary



The Ames Area Metropolitan Planning Organization was one of nine metropolitan planning areas in the State of Iowa; that formed after the 2000 Census when the community rose over 50,000 in population. The Ames community is also home to Iowa State University students that equate to nearly half of the Ames population.

Specifically, the Ames urbanized area population from the US Census is estimated at 66,950 with (https://www.census.gov/quickfacts/fact/table/amescityiowa/PST045222?) approximately 30,177 (45%) of that university students. However, this enrollment drops to approximately 8,468 students (https://www.inside.iastate.edu/article/2023/07/06/summer) for the summer enrollment. Essentially 32 percent of the total population leaves Ames during the summer which dramatically impacts the passenger transportation needs and level of service provided to the community. As a result, the Ames community enjoys a much higher level of transit service due to the university students' demand for alternative transportation. The public transit operator, CyRide, estimates that approximately 94 percent of the public transit ridership in Ames is university student related and they in turn support 60 percent of the public transit providers' budget. As a result, the transportation services are greatly influenced by where the university students' live within the Ames community with most routes operating through central campus. These high frequency transit services however also benefit the overall community as they travel through Ames.

B. Demographics

The following demographic information is reported from the US Census' most current 2018-2022 United States Census 5-year estimates website in regard to information on the City of Ames' low-income, elderly and disabled populations. (https://data.census.gov/table/ACSST5Y2022.S0101?q=ames%20iowa)

Population information was also ascertained from Iowa State University regarding fall 2022 student enrollment, students with disabilities and students with low-income to obtain more detailed information on this subset. University students equate to approximately 45% of the City of Ames population reaching 29,969 students in 2022. Student population impacts public transit demand in Ames greatly as each student attending Iowa State University rides CyRide on average 150 times per year. CyRide places "extra" buses onto route corridors if needed to handle this higher demand.

Elderly Population

The elderly population in Ames is 10.5% of the residents. As shown, ISU students hardly contribute to this 10.5.% as approximately 0.02% is over the age of 64 years. In fact, the Ames community is relatively a young community with the median age being 23.

Ames, Iowa: Population By Age U.S. Census 5-Year Estimates	Number	Percent	ISU Students: Population By Age - Fall 2022	Number	Percent
Total Population*	66,265		Total ISU Population	29,969	*45.2%
Under 19 years of Age	16,331	24.6%	Under 19 Years of Age	10,488	34.9%
20-24 yrs.	20,574	31.0%	20-24 yrs.	15,312	51.1%
25-54 yrs.	17,953	27.1%	25-49 yrs.	4,082	13.6%
55-64 yrs.	4,461	6.8%	50-64 yrs.	120	0.4%
Over 64 yrs.	6,946	10.5%	Over 64 yrs.	7	0.0%
Median Age	23.0				

Sources: ISU Students: Population By Age - 2022; Office of the Registrar: https://www.ir.iastate.edu/sites/default/files/factbook/AY2024/EN03_Enrollment_Age.pdf
Ames, Iowa: Population By Age; 2018-2022 U.S. Census 5-year estimates https://data.census.gov/table/ACSST5Y2022.S0101?q=ames%20iowa)

Disabled Population
Approximately 8.2% of the Ames community is estimated to be disabled with 43% of those individuals under the age of 35. The largest population segment of disabled individuals is between the ages of 18-34 years old.

Ames, Iowa: Disabled Population	Number	Male	Female	Total	Percent
Total Population*	66,265				
		2,920	**2,527**	**5,447**	8.2%
Under 5 Years		10	-	**10**	0.2%
5-17 Years		117	36	**153**	2.8%
18-34 Years		1,166	1,015	**2,181**	40.0%
35-64 Years		548	585	**1,133**	20.8%
65-74 Years		394	185	**579**	10.6%
75 Years and Over		685	706	**1,391**	25.5%

Sources:
* Ames, Iowa: Population By Age; 2018-2022 U.S. Census 5-year estimates – (https://data.census.gov/table/ACSST5Y2022.S0101?q=ames%20iowa)
Disabled Population breakdown by age - https://data.census.gov/table/ACSDT5Y2022.B18101?q=ames%20iowa&t=Age%20and%20Sex:Disability:Populations%20and%20People&y=2022

Poverty Status

Approximately 14,610 individuals are below the poverty level in Ames. The majority of those are between the ages of 18-64 years old as shown in the following 2018-2022 U.S. Census 5-Year Estimates table. The Office of Student Financial Aid at Iowa State University determined that $142,443,000 in financial aid dollars was awarded to ISU students in 2022 through scholarships, grants loans or employment with 43% of students graduating debt free. Approximately 29,969 students attended Iowa State University in the fall 2022 with 30,177 enrolled in 2023.

Ames, Iowa: Poverty Status in the Past 12 Months (Census 2018-2022 Estimates	All income levels	Below Poverty Level	Percent below Poverty Level
All individuals for whom poverty status is determined	54,504	14,610	26.8%
Under 18 years	7,125	528	7.4%
18-64 Years	40,586	13,665	33.7%
65 years +	6,793	417	6.1%

Source: https://data.census.gov/table/ACSST5Y2022.S1701?q=ames%20iowa&t=Income%20and%20Poverty

C. Limited English Proficient (LEP) Population
An analysis of the City of Ames' limited English proficient (LEP) population is provided below which was based on CyRide's Title VI Program which was submitted to the Federal Transit Administration (FTA) in the fall 2022. This program expires on November 30, 2025.

LEP persons, as defined by FTA C 4702.1B, are individuals that speak English "less than very well." After conducting the federally required four factor analysis, CyRide identified one specific language type over the 1,000 person Safe Harbor Threshold as defined by the Department of Justice, which was adopted by FTA.

The largest and only LEP population for languages spoken within the City of Ames is Chinese, which is at 1,793 persons (2.9%) speaking English “less than very well”. To see the full four factor analysis, please refer to the attached appendix and view CyRide’s “Limited English Proficiency (LEP) Access Plan Improving Access to Services for Persons with Limited English Proficiency” document.

City of Ames Limited English Proficiency (LEP) Individuals

Language Spoken at Home By Ability to Speak English for the Population 5 Years and Over (B16001)	Speak language at home	Margin of Error	Speak English ...	Margin of Error	Speak English less than	Margin of Error	Percentage speaking English less than very ...
Total Population > 5 Years	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-Croatian:	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**	**1,18**	**+/-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	**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

Again, the LEP plan was last revised within CyRide's Title VI program submitted to FTA in September 29, 2022 with the next update due to FTA by October 1, 2025.

Below are programs and activities that CyRide currently utilizes to provide meaningful access to its passenger transportation programs within the Ames community as referenced under the current Title VI program approved by FTA.

- **Google Translate** – CyRide allows translation of its website into preferred languages for the Ames community. Although not fully accurate within the Mandarin language, as shared by YSS's Chinese Global Outreach Director, the translation provides some ability for LEP individuals in a multitude of languages to translate posted schedules, alerts and news information. Ames residents rely more upon their smart phones or tablets to determine when a bus will arrive either on CyRide's website or IASTATE application or via real-time through NEXT BUS as opposed to printed material. In order to provide quick information to the LEP public for schedules, alerts and news, translation via Google Translate is our best resource.
- **Vital Translations** – In determining which documents were vital and which were not, we determined that those documents that provide protections under Title VI and those needing applications to access our services the most vital. Therefore, the following information is translated directly by an experienced interpreter for CyRide's only LEP speaking population over 1,000 (Mandarin Chinese):
    - Title VI Notice to the public
    - Title VI Policy & Procedures
    - Title VI Complaint Form
    - Dial-A-Ride Application
    - Reasonable Modification Form
    - Reasonable Modification Procedures
    - Public Meeting Notices of 'major' route planning or fare changes (Notices will be displayed behind driver, Asian grocery stores, CyRide website, Facebook & Twitter)
    - New Buses only (interior bus signage throughout the bus; added beginning in 2018)
- **Supervisor Assistance**– Bus operators are trained to slow down their rate of speech or use written communication when working with non-English speaking passengers. Often passengers can identify their destination on the route map by pointing to where they'd like to travel. If drivers are unable to communicate directly with passengers, they should call the dispatcher for assistance. If a supervisor assists, they have 24/7 access to language interpreter services and can spend more time with the customer, if needed.
- **Customer Service**
    - Picture Graphics - a picture book is available at CyRide's office filled with pictures or graphics of typical lost items are found on the bus. These photos are identified via photos and words in alternative languages (Chinese, Korean, Spanish, etc) to help determine what passengers may be trying to locate when coming to CyRide's offices for Lost & Found items.
    - I Speak Cards - I Speak Cards are utilized to help decipher which language the individual speaks to assist them further.
- **Language Interpreter Services** - Over the phone language interpreter services to assist in understanding our non-English speaking customers' needs. This language interpreter service supports over 240 languages and can be accessed during all days and times of the week, 365 days a year, whenever there are language barriers and confusion in communication between transit staff and our customers. Similarly, CyRide's customers can also request the Language Line Interpreter service whenever calling or visiting CyRide and language is a barrier/limitation to receiving CyRide's services. CyRide's supervisors also have access to this over the phone service when assisting non-English speaking customers in the field. This service would be utilized as well during public hearings. This meaningful access is communicated on CyRide's website at http://www.cyride.com/language-assistance.

D. Layout of Study Area

The Ames Area MPO estimates that approximately 67-80% of the Ames population live within a quarter mile of a transit route from their home and has access to public transit. A quarter mile is traditionally what a person would walk (i.e. two to three blocks) when getting off a bus along a transit route. While this percentage fluctuates at night and on the weekend, these times are when public transit isn't as high in demand. The table below summarizes the give transit coverage maps on pages 26-35. Please note that the source of population numbers below are obtained from the Environmental Systems Research Inc.

	Population within ¼ mile of transit route	Ames Transit Coverage
Weekday Day	54,867	80%
ISU Break Weekdays	54,412	80%
Weekday Night (After 7pm)**	52,124	76%
Saturday	48,876	72%
Sunday*	45,923	67%
*** Note: Sundays - #5 Yellow Route does not operate, and #6 Brown only operates to Towers.** ****Note: Weekday Night (after 7pm) - #6 Brown only operates to Towers after 8pm.**		

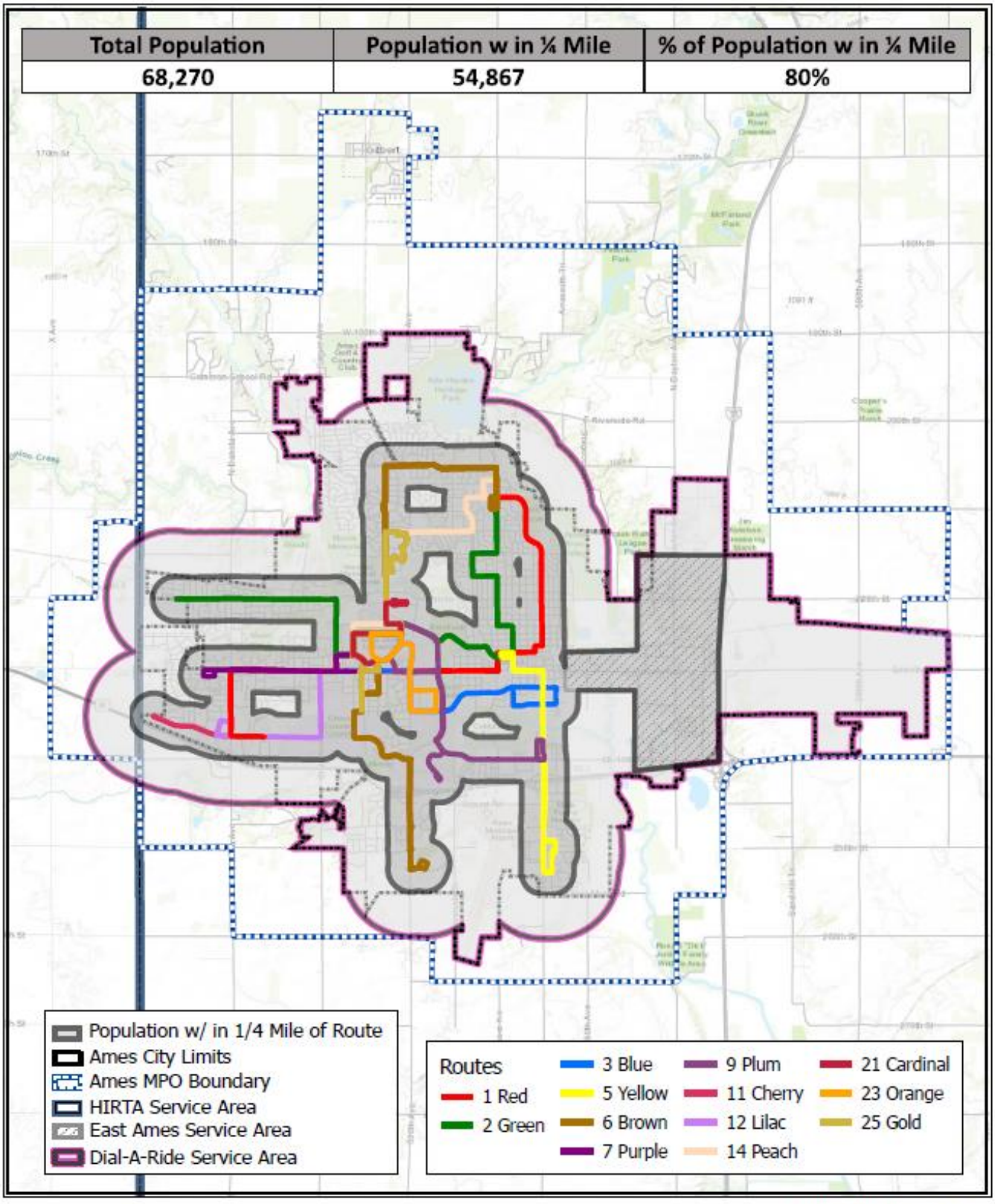
In addition, CyRide serves a great majority of the Ames employment districts. See the Transit Coverage by Zoning Designation maps on pages 26-35 for these visual estimates.

The areas that CyRide does not cover as well include more affluent residential areas of the Ames community, agricultural areas, government/airport zones, portions of Kate Mitchell area, S. 16th commercial corridor, and the E. 13th commercial corridor. CyRide serves the central portion of the Ames community, closer to the university campus rather than the fringe areas of town. This is by design and CyRide's transit board has chosen to serve high residential development on its current transit corridors over new developments.

The major employers in town are Iowa State University, Iowa Department of Transportation, Mary Greeley, USDA, and Danfoss, Inc., etc. The significant impact is that approximately half of the Ames population is going to school for a higher education. One of the main issues is that while CyRide does serve many areas within Ames, the service may not be frequent enough to adequately serve an area to encourage them to take public transit or may not be a direct route to their overall destination.

Ames Transit Coverage - Weekday Day

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	54,867	80%



Date: 9/12/2023

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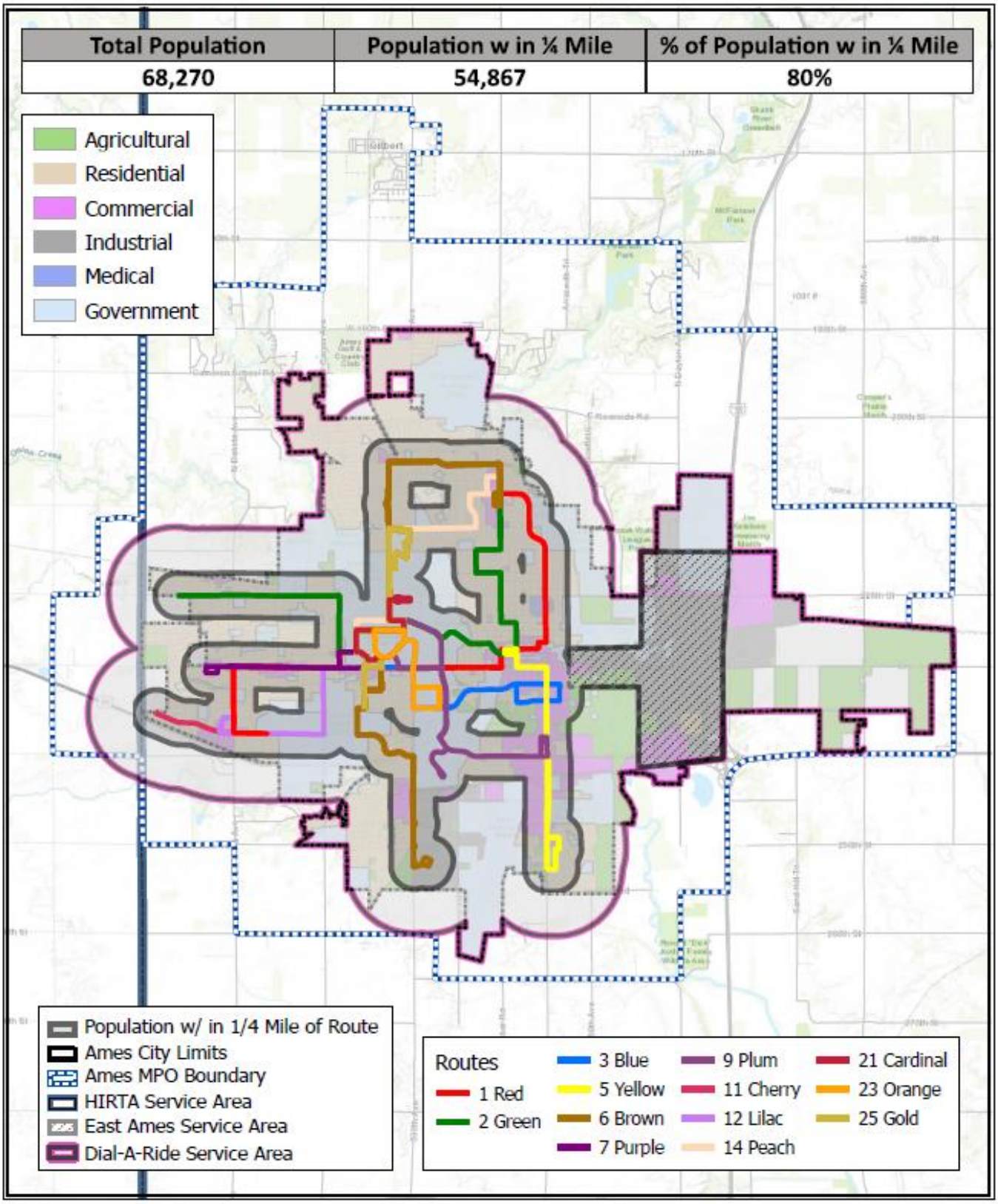
Transit Coverage by Zoning Designation - Weekday Day

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	54,867	80%



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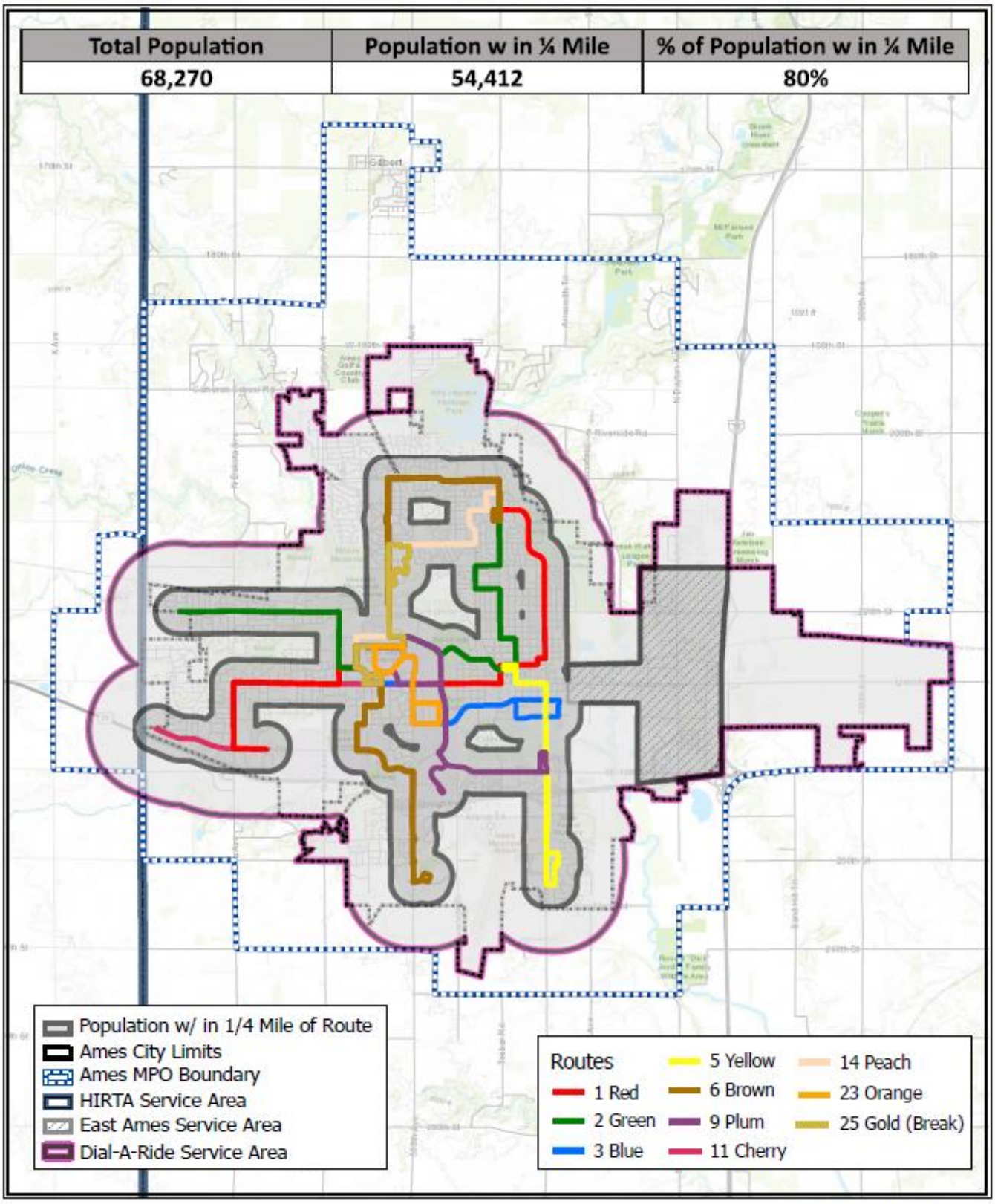
Ames Transit Coverage - ISU Break Weekdays

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	54,412	80%



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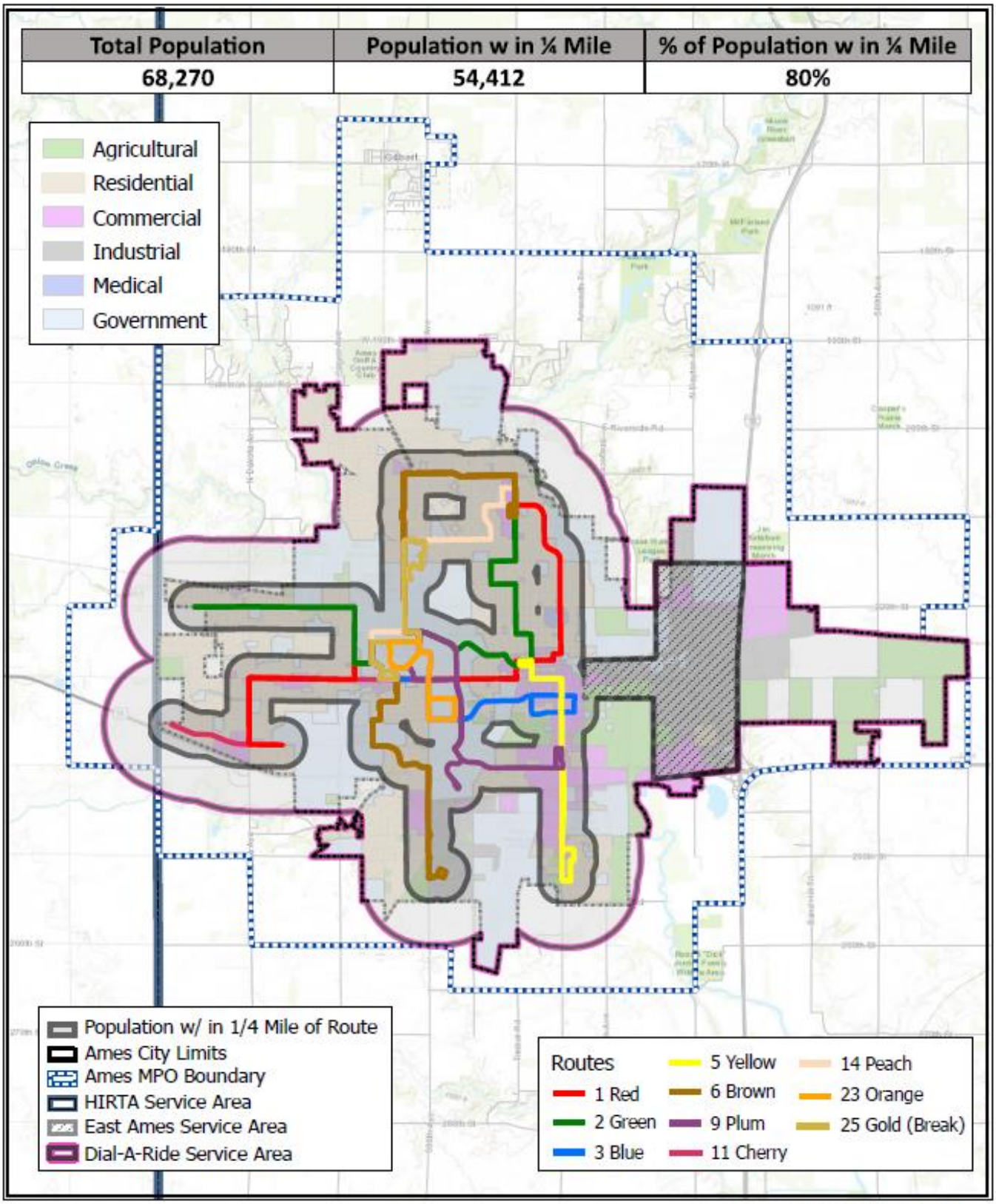
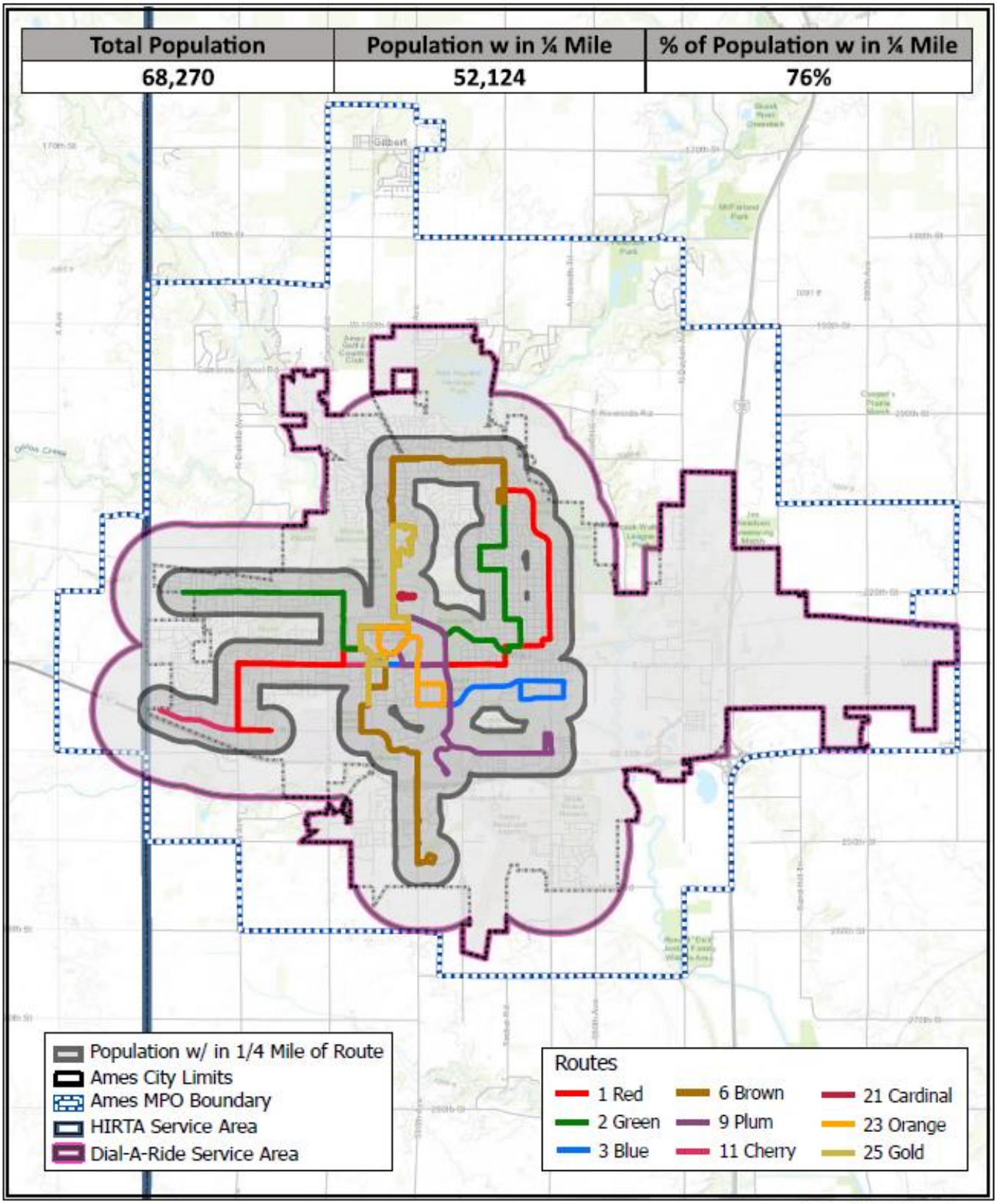
Transit Coverage by Zoning Designation - ISU Break Weekday



Ames Transit Coverage - Weekday Nights (After 7 pm)



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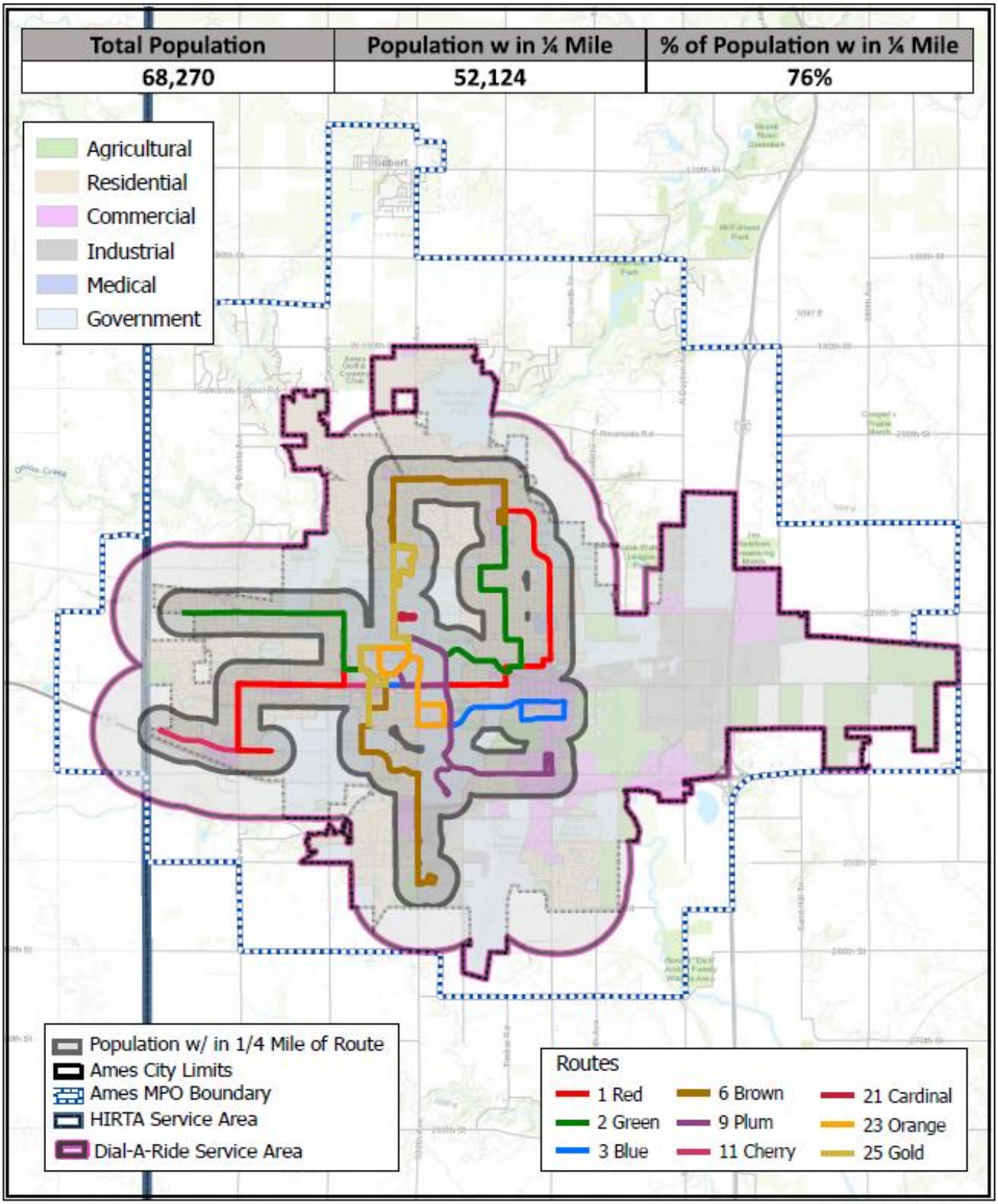
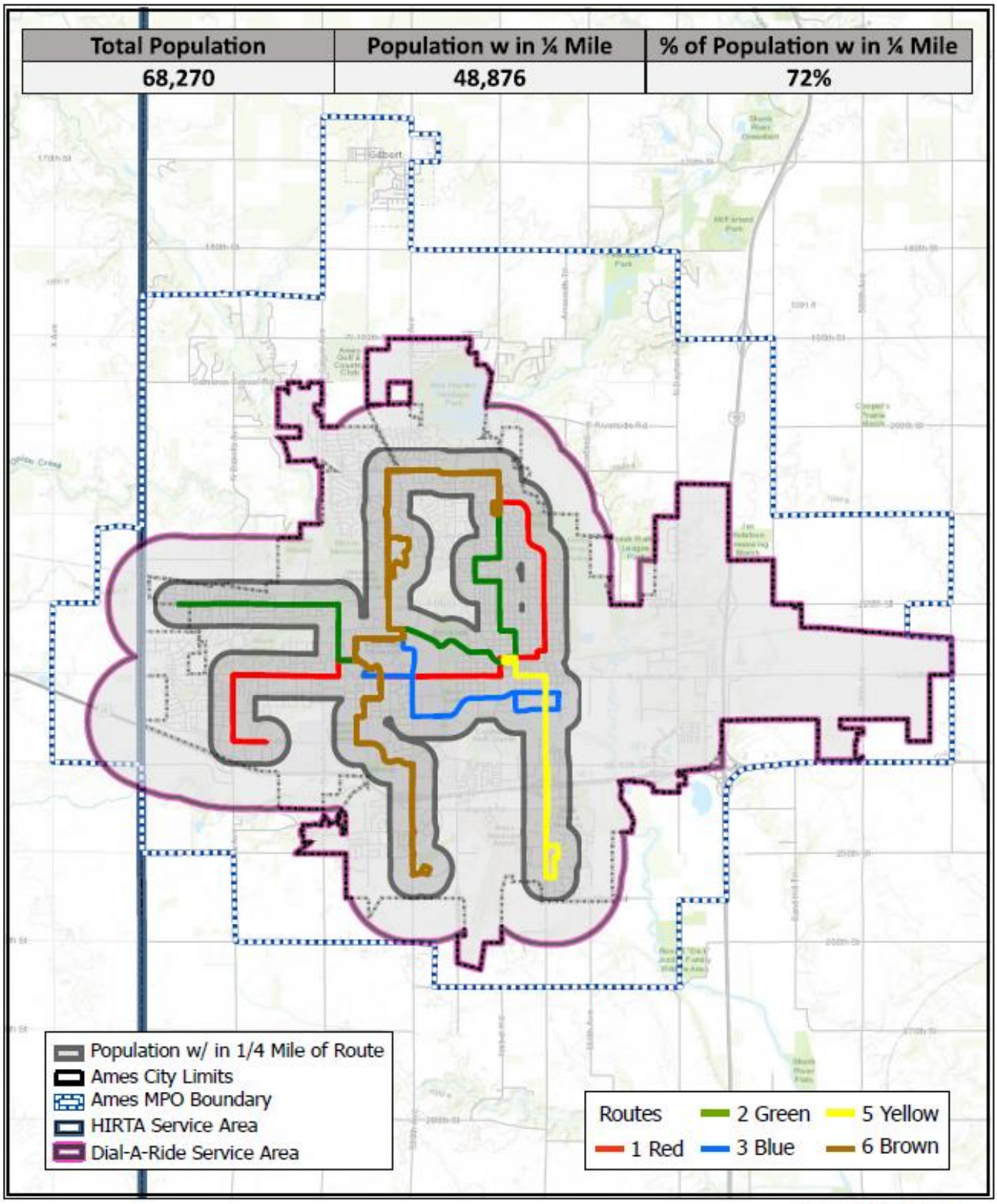
Transit Coverage by Zoning Designation - Weekday Nights (After 7 pm)



Ames Transit Coverage - Saturdays

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	48,876	72%



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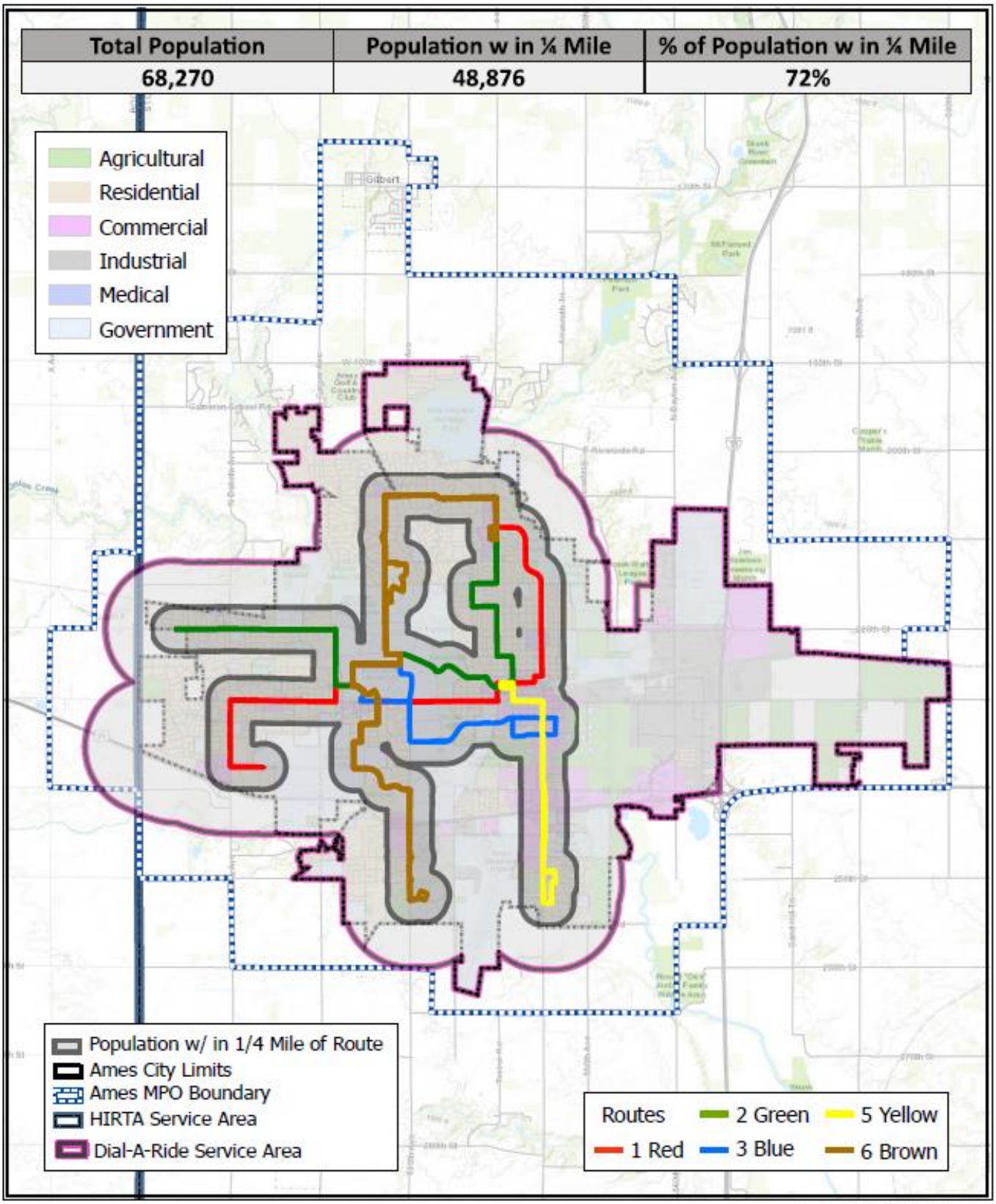
Transit Coverage by Zoning Designation - Saturday

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	48,876	72%



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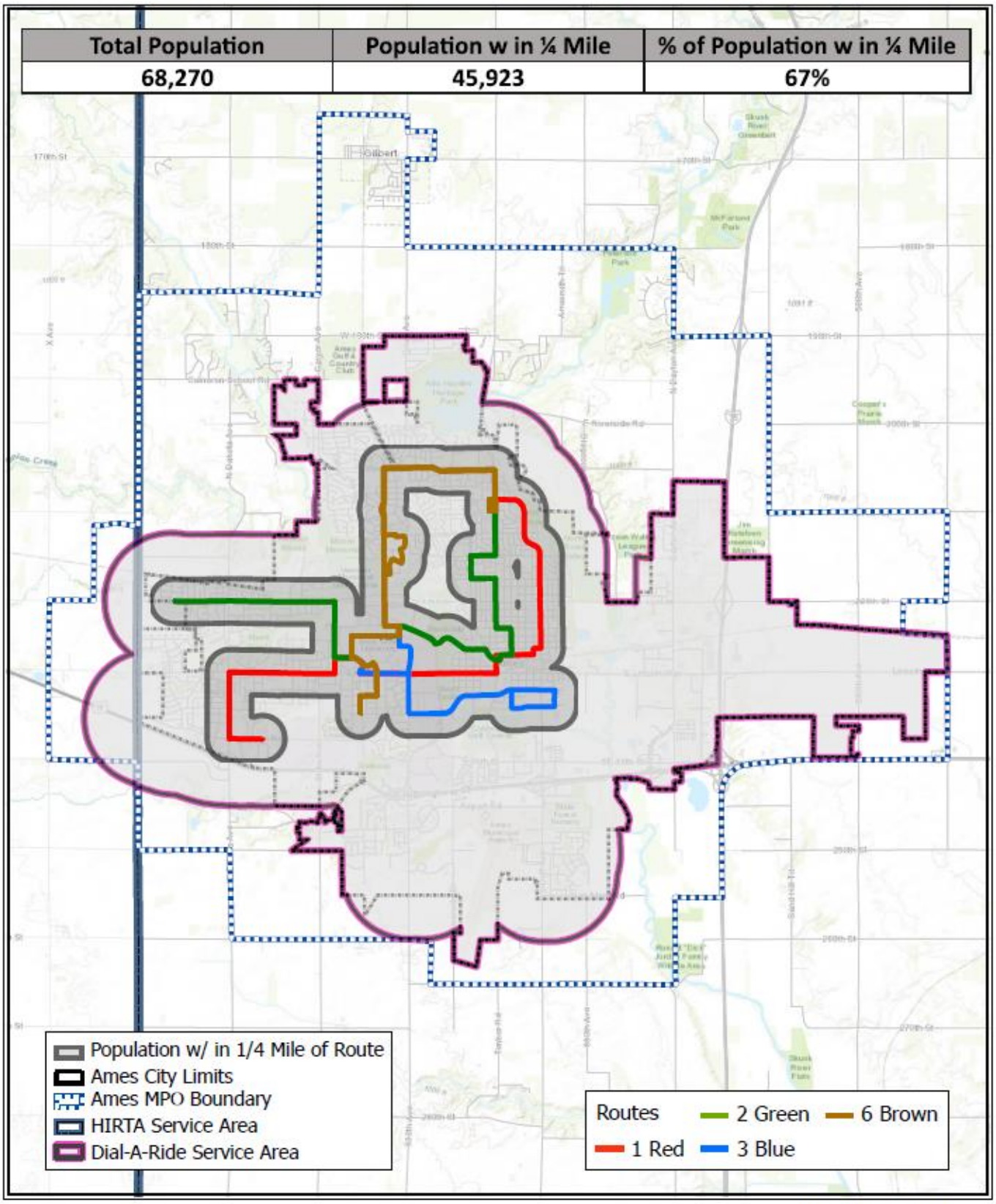
Ames Transit Coverage - Sundays

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	45,923	67%



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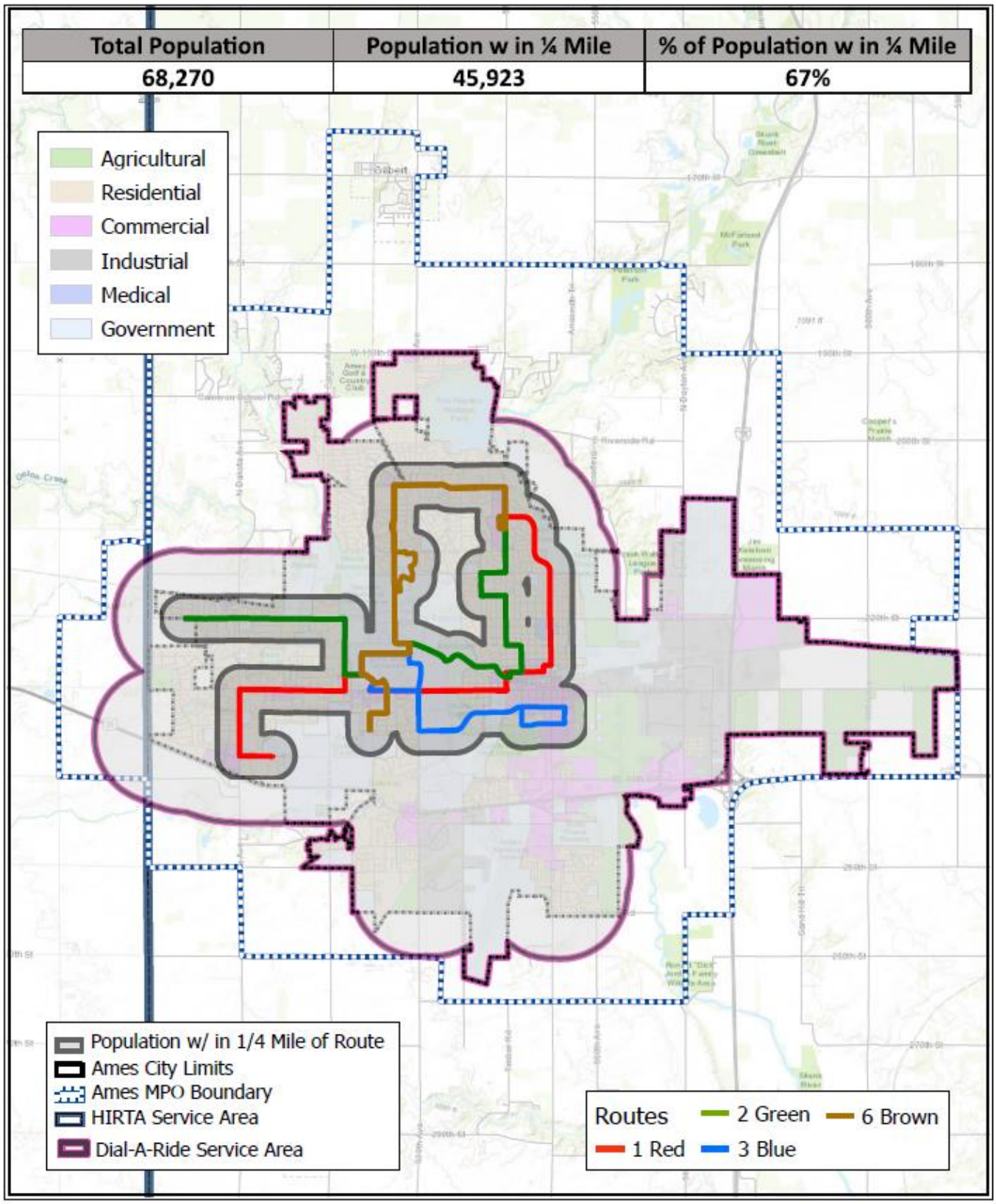
Transit Coverage by Zoning Designation - Sunday

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	45,923	67%



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III – COORDINATION ISSUES

GENERAL ASSESSMENT

CyRide coordinates with the Heart of Iowa Regional Transit Agency (HIRTA) in providing transportation throughout the Ames community. CyRide has an excellent working relationship with this provider who also provides public transit for the entire Story County. These efforts are described below:

- Heart of Iowa Regional Transit Agency (HIRTA) provides public transportation directly for Story County as well as coordinates with CyRide to provide their ADA complimentary service for the City of Ames. In this manner, one transportation provider offers all demand response service within one county with multiple contracts thereby maximizing efficiencies. HIRTA provides direct transportation service to all counties surrounding Polk County including: Boone, Dallas Jasper, Madison, Marion, Story and Warren. In 2024, HIRTA recently added vanpool services to its available transportation services partnering with Enterprise to supply the vehicles and coordinate the vanpools.

- CyRide coordinates transportation service for the entire Ames community including Iowa State University under a 28E Agreement between the City of Ames, Iowa State University, and Iowa State University's student government. As a result, many discussions transpire monthly and more often between these organizations in an effort to provide quality transit to the community. Over the past five years, CyRide has increased their articulated bus fleet to eight, replaced six of eight minibuses, replaced the HVAC units throughout the facility, added its first two battery-electric buses to the fleet, replaced the automatic vehicle location system allowing the public to know in real time when their next bus is coming to their specific bus stop, purchased automatic passenger counters allowing CyRide to better plan when to add more buses on certain corridors when demand is higher, and installed automatic voice annunciators allowing passengers to be more knowledgeable of where they are along the bus route. CyRide is also currently planning for an additional expansion on its current site to house another 18 vehicles inside the facility. Vehicles currently park outside overnight which is problematic during the winter. According to the lease with Iowa State on its property, CyRide must park all its vehicles inside but this is not physically possible to operate the service required to meet passenger demand.

  In addition, CyRide coordinates with Executive Express and Jefferson Lines in their annual lease agreements to utilize the Ames Intermodal Facility (AIF). The AIF provides the starting point for Ames residents to obtain regional transportation services outside of the Ames community. Executive Express provides rides to the DSM Airport on demand now and Jefferson Lines provides intercity regional transportation. In December 2019, Burlington Trailways informed CyRide they would no longer be providing transportation services to Ames. While CyRide does not operate through the Intermodal facility itself, it has five routes that come within one to two blocks of the Intermodal. In addition, CyRide owns the Intermodal facility with Iowa State owning the land its sits upon and the impact to have these regional services centralized within the community is essential. The Ames Intermodal provides a one stop shop within Ames community to connect with regional transportation outside of Ames.

Transportation Collaboration: In August 2007, the United Way of Story County began a Transportation Collaboration to discuss transportation needs/issues of human service agencies in Ames and this committee is still meeting in 2023. This committee meets at least quarterly throughout the year with some years meeting more often depending on priorities. Discussions for improving transportation over the last year within the community and education have impacted the following areas:

- Purpose Statement of Transportation Collaboration
- City of Ames Climate Action Plan
- Wheels for Work program
- HIRTA On-Demand mobile app
- HIRTA Vanpool program
- Story County Community Needs Assessment 2020
- Partner Updates from United Way of Story County, CyRide, HIRTA, Aging Resources, City of Ames, ASSET, RSVP, Ames Chamber of Commerce, League of Woman Voters, ISU Transportation
- Story County Transportation Brochure revision updates
- RSVP driver volunteer program
- Support requests for discretionary grant funding for CyRide buses

CyRide's General Assessment –

Service Demand: In general, fixed route public transit ridership within the Ames community is operating at approximately 68% of where it was prior the pandemic in FY2019. Passengers are demanding additional frequency on existing routes and later evening service along certain corridors. The impact of CyRide's services are described in the table below in the amount of unlinked (one-way rides) ridership on CyRide. CyRide achieved its highest ridership ever in FY2016 with 6,785,479 rides after eight years of consistent increases. CyRide modified service in the summer/fall of 2018 under CyRide 2.0 to help meet the high demand from previous years. Ridership then fell slightly to 6.1 million in FY2019 due to student enrollment dropping at Iowa State University and students living closer to campus. In March 2020, university students left for spring break and did not return to Ames until the fall 2020 due to the COVID-19 pandemic. University classes were cancelled for a brief period after spring break and then held online for the summer 2020 session. While students returned to campus the fall of 2020, classes were still held online for most classes and thus the need to travel to campus was not a requirement for much of 2021-2022 school year. Ridership fell dramatically to a low of 1.8 million rides in FY2021 but CyRide kept most of the transit service operating and drivers employed throughout the pandemic with the assistance of 100% CARES federal funding which it applied to wages for our employees. The result was that service remained constant for all Ames' essential service workers and CyRide's employees kept receiving a stable paycheck throughout this pandemic period.

	CyRide Fixed Route (ALL Services; including Dial-A-Ride)				
Annual Numbers	**FY2019**	**FY2020**	**FY2021**	**FY2022**	**FY2023**
# Riders (unlinked)	6,121,023	4,577,482	1,862,274	3,669,894	4,142,196
# Elderly Rides	72,318	53,603	21,544	42,811	49,837
# Disabled Rides	52,277	40,456	19,557	38,364	42,620
# Revenue Hours	130,833	122,570	124,648	132,072	128,818
# Revenue Miles	1,324,351	1,273,238	1,283,596	1,349,448	1,325,109
# Days Provided	359	359	359	359	359
Operating Costs	$11,115,36	$10,522,41	$10,338,04	$11,110,22	$12,607,17
FTA (5307 & CARES*)	$2,406,365	$2,494,129	$5,065,693*	$5,092,334*	$5,278,545*
State	$795,495	$861,901	$880,958	$906,093	$1,043,546

The highest demand is still primarily along high residential housing or apartments within the Ames community into campus. Over the past few years, new high residential housing has been concentrated along S. 16th, Frederickson Court, Mortensen Road and State St. Additionally, development of student housing has occurred within campustown or along Lincoln Way within walking distance of campus.

Staff: CyRide has maintained the same management since 2006. CyRide did hire a Transit Planner in

2006 to help with the additional planning requirements due to the City of Ames becoming a metropolitan planning organization after exceeding 50,000 in population. In addition, positions within CyRide's maintenance division have not changed since 2006 when CyRide operated 49 buses. CyRide now has an overall fleet of 98 vehicles (buses, administrative vehicles, trucks). With the additional work, a larger and more varied fleet (battery electric, hybrid and articulated buses) as well as the technology that is now required to maintain these vehicles, the job of maintaining CyRide's fleet has become more challenging. The transit industry uses a "rules of thumb" methodology to determine appropriate maintenance staffing levels within a transit agency. These are illustrated below along with CyRide's metric for each.

Rule of Thumb	Industry Standard	CyRide*
Vehicle Hours per Mechanic	1 mechanic/14,732 hours	1 mechanic/24,802 hours
Buses Per Mechanic	1 mechanic/7.3 buses	1 mechanic/18.2 buses

* Based on FY2023 quarterly report

Over the past four years, CyRide has not increased its operational staff but with the additional technology added to buses over the last five years, however CyRide is recommending an additional mechanic for FY2025.

Fleet: CyRide's revenue fleet has an average age of 11 years compared to a national average of 7.8. The last transportation bill (IIJA or BIL) increased the federal funding for CyRide by

CyRide currently has adequate spare buses that are utilized whenever a bus breaks down in its system. Having an aging fleet means that buses break down more often than newer fleets. In the past, CyRide has had only 3 spare buses but has worked over the past four years to purchase used buses to increase the fleet to a reasonable level to serve residents. Vehicles range between 1 year and 25 years of age. The useful life of a transit bus is typically 12 years.

CyRide leases one light-duty bus to its ADA subcontractor to operate its Dial-A-Ride service. Up until 2023, CyRide also leased a van in reaction to an action plan to help keep demand response routes within Ames on-time in the community. Since that time, the MV1 vehicle was not utilized in the manner predicted and reached its useful life in 2021. Additionally, MV1 vans are no longer being manufactured and similar vehicles do not exist for purchase. Instead of replacing the MV1, it was sold during the summer 2023. The funding to replace the van was added to upgrade and replace the high-floor minibus with a low-floor minibus which is a more expensive purchase. Delivery of this vehicle should occur mid-year 2024. Systematic replacement of the light duty buses is every 4-8 years however, CyRide currently has the replacement schedule for the minibus to be every 5 years within its capital plan. An expansion light duty bus may be warranted in the future if capacity issues arise on the Dial-A-Ride service. CyRide does have minibuses to help out the Dial-A-Ride service if needed to meet ADA requirements but this hasn't been an issue for several years. CyRide monitors Dial-A-Ride ridership and has semiannual meetings with HIRTA to discuss any ADA issues.

Facility: The original facility was built in 1983 on its current site built for only 25 buses. Since that time, there have been numerous expansions via piecemeal as federal funding is available. In 2015, CyRide completed its fifth expansion to its facility allowing inside storage for an additional 11 buses. At this time, CyRide can store up to 80 buses inside its maintenance facility with 18 buses still parking outside. The vehicles parked outside are difficult to manage operationally during the cold weather months as they have difficulty starting in the morning. Also, the ability to maintain buses after 5:00 p.m. becomes burdensome as the maintenance facility is literally surrounded by parked buses that have completed their transit service for the day. Circulation of the buses in and out of maintenance becomes impossible with maintenance in the center of the facility. Generally, maintenance functions near the perimeter of a building to provide maintenance at all times of the day or evening. Furthermore, CyRide's lease with the university indicates that parking of vehicles overnight must be inside the maintenance garage. Over the past year, CyRide has had discussions with the transit board and they've come to the understanding that additional bus storage expansion on the current site is not an opportunity without also giving up parking for employees. Therefore, CyRide is currently having discussions with the transit board to expand on the current site and move some parking to

the perimeter of the site in the greenspace. Iowa State has approved of this facilities' plan to utilize some of the greenspace for parking. The goal is to expand the maintenance facility to park 98 vehicles (75 large buses, 8 articulated buses, 8 minibuses, 2 trucks & 5 support SUV's) inside and provide additional meeting rooms and office space for staff.

HIRTA General Assessment –
HIRTA's service assessment would be conducted within CIRPTA's PTP for the region since HIRTA's service coverage includes all of the counties surrounding Polk County.

STATUS OF PREVIOUSLY RECOMMENDED PRIORITIES AND STRATEGIES

The Story County Transportation Collaboration (SCTC) members have had several opportunities to review the status of previously recommended projects, listed below, over several meetings over the past few years but most recently at their October 2023 meeting. An overview of the PTP requirement was shared for those new to SCTC. A summary spreadsheet of previously recommended projects from the 2020-2024 PTP was shared with the group.

To summarize, Ames was successful within the past year receiving grant funding to implement several transportation services including the purchase of buses. Major highlights include: (5310 funded)

- **Large bus shelters** will be purchased for following locations:
  1. Mortensen Road & Seagrave (#3320) – FY2024
  2. Mortensen & Lawrence (#3264) – FY2024
  3. Bloomington & Grand (#4021) – needs larger concrete pad – FY2025
  4. S. Dakota & Steinbeck (#3496) – needs larger concrete pad – FY2025
- **CyRide Subcontracted ADA Dial-A-Ride Services Continued**. CyRide and HIRTA meet semi-annually to discuss service and any issues in meeting this ADA service.
- **Dial-A-Ride Low-Floor Bus** – CyRide is purchasing new low-floor LD bus for Dial-A-Ride as the previous high-floor bus is well past its useful life. The delivery is expected by end of FY2024.
- **Disposed Dial-A-Ride MV1 van in 2023,** no longer needed to help meet on-demand schedule within Ames, combined replacement funding to upgrade high floor LD bus to a low-floor.
- **Integrated Automatic Vehicle Annunciators** to entire fleet in 2022 which announce upcoming bus stops in the system as well as identifies the bus boarding to the public as the bus opens its doors at passenger stops. CyRide received a federal grant for this implementation to the entire fleet.
- **LED & Infotainment Signage** to the part of the fleet to incorporate visual annunciators to buses allowing those with hearing issues to see the next bus stop announced on the system.
- **Automatic Passenger Counters (APC's) installed** to CyRide's entire fleet allowing CyRide to better meet the needs to our passengers by providing real-time capacity of the buses to them through the MyState application. This allows a passenger to know how crowded the bus is before boarding and whether to choose a different vehicle for their own personal comfort. This project was funded with Section 5312 federal research funding.
- **CyRide Facility Expansion** is still a priority after the 2014 facility expansion as 18 buses are still parked outside. CyRide has developed plans to expand current facility to park these buses inside and add additional second-floor office spaces. Future discretionary funding will be sought in early 2024 for this expansion as the Infrastructure Investment and Jobs Act (IIJA) substantially increased the available funding levels to transit agencies through 2026.
- **Two 60-foot Articulated Buses** were delivered in 2022 & 2023 bringing the articulated fleet to eight buses to operate on the #23 Orange route carrying 1+ million passengers annually. Grant funding is in place to purchase another two articulated buses in the next year to bring the total to 10.
- **Six Minibuses were delivered in 2022** and buses well past their useful life were sold. CyRide has funding in place to replace another two minibuses with low-floor minibuses.
- **Eight Large Buses** were replaced with new buses for the fixed-route over the past year.
- **Two CyRide 40-foot battery electric buses** were delivered in April 2023 and implemented into service.
- **Iowa State Center Park & Ride** moved to northeast corner of ISC lot making way for CYTown! This is the location where commuters meet the #23 Orange route to travel into ISU campus. The route carries over 1+ million passengers annually. The commuter lots have been repaved as a result of CYTown which has been a previous priority within the PTP.

RECENT DEVELOPMENTS

1) **Bipartisan Infrastructure Law Program (BIL) or the Infrastructure Investment and Jobs Act IIJA** - Every few years, a new transportation bill is signed into law to provide long-term transportation funding throughout the United States, including funding for public transit systems. The Bipartisan Infrastructure Law Program - https://www.transit.dot.gov/BIL was signed into law by President Biden on November 15, 2021. The BIL authorized $108 billion over fiscal years 2022 through 2026 for federal public transportation programs, including $91 billion in guaranteed funding. This new law provides transit agencies with its "authorized" level of federal operating and capital funding for this period. Congress then "appropriates" funds annually each year. Specifically, this bill revised two critical areas for public transit in Ames including:

   - **Small Transit Intensive Cities Apportionment (STIC) Funding** (Section 5307) Increased from 2 to 3 Percent – Under the STIC formula, FTA currently apportions 2 percent of the funds made available for Section 5307 to UZAs that are under 200,000 in population and have public transportation service that operates at a level equal to or above the industry average for UZAs with a population of at least 200,000, but not more than 999,999. STIC funds are apportioned based on six performance categories: Passenger miles traveled per vehicle revenue mile, passenger miles traveled per vehicle revenue hour, vehicle revenue miles per capita, vehicle revenue hours per capita, passenger miles traveled per capita, and passengers per capita. In FY 2022, the STIC set aside will increase from 2 percent to 3 percent. Therefore, CyRide will receive approximately $200,000-$250,000 more in Section 5307 funding for its annual apportionment to supplement its transit operation.

   - **Urbanized Area Formula Grants (5307 Funding)**: Funding increased to more than $33.5 billion to allow transit to provide funding for transit capital, planning and operating assistance. CyRide's formula funding based on population and population density increased by 30% due to the overall programming in the BIL. Overall, CyRide's annual 5307 allocation increased overall by 65% (STIC and formula funding) by 1.6 million.

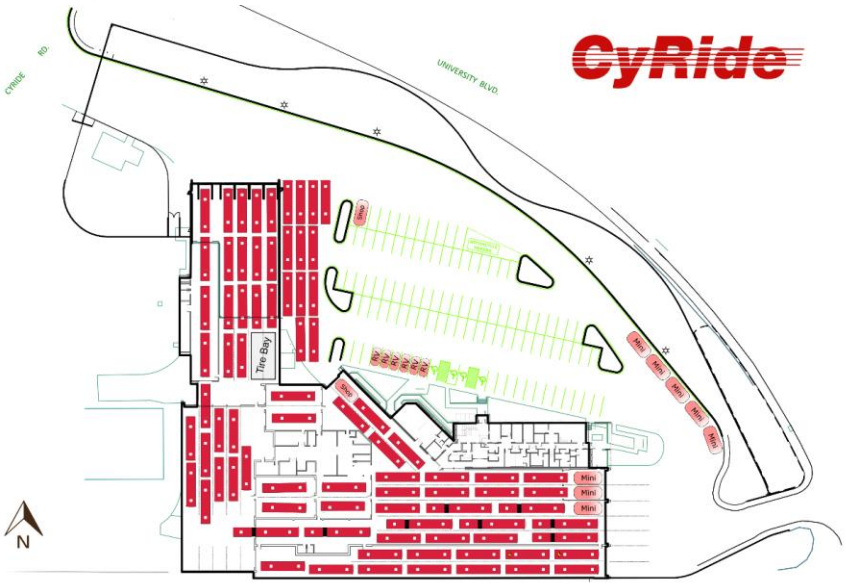
   - **Low or No Vehicle Emissions Competitive Program (Section 5339) –** Funding increased from $55 million to $1.1 billion annually to replace transit vehicles with cleaner and greener vehicles. This is substantially more in availability of funding for transit to replace buses with zero emission fleets. The transit board has approved the replacement of up to 17 vehicles within their zero-emission plan and will be applying for this additional funding in future Low or No grant applications until this fleet is realized.

2) **Asset Management (TAM) Plan**– Every transit agency must develop a transit asset management (TAM) plan if it owns, operates, or manages capital assets used to provide public transportation and receives federal financial assistance under 49 U.S.C. Chapter 53. Each transit provider must designate an Accountable Executive to ensure appropriate resources for implementing the agency's TAM plan and the Transit Agency Safety Plan. Specifically, the TAM plan provides the following:
   - Inventory of assets
   - Condition assessment of inventoried assets with capital responsibility
   - Descriptions of analytic process to assist in capital asset investment prioritization
   - Prioritized list of investments

   CyRide developed its latest Transit Asset Management (TAM) Plan (Tier II) and shared this plan with the Ames Area MPO as required by October 1, 2023. Approximately 27% of CyRide's fleet (22 large buses and 2 cutaways) is past the useful life benchmark which will grow to 31% by the end year of the current TAM plan unless additional federal funding is received through discretionary grants.

3) **Facility Expansion Update** – CyRide has expanded its original facility built for 25 buses five times since 2002. The last expansion was completed in 2014 which planned to house all the vehicles in CyRide's fleet

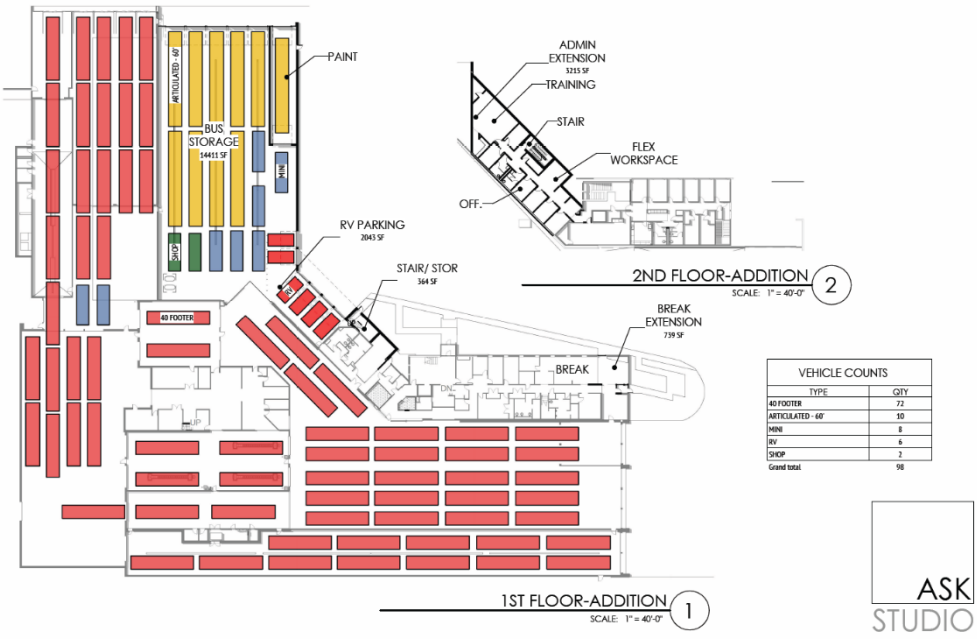
but quickly fell short of that goal. The transit agency currently owns and operates a revenue fleet of 98 vehicles housed on this same 4.5 acre lot. Only 80 buses are able to be stored inside the garage as illustrated on the drawing to the right.



In response to rapid changes in ridership over the last several years, CyRide's fleet and staffing has outpaced long range planning estimates predicted through a 2009 facility study conducted by Parson-Brinkerhoff. As a result, several buses must be parked outside of the building at night and spare buses are stored at a temporary location on E Edison St. In below 40-degree weather, buses must be started early in the morning, or idle overnight, in order to prevent fuel gelling and ready the passenger compartment.

While buses are designed for a 12-year service life, CyRide funding sources typically replace buses after 18-20 years making indoor parking key to helping keep vehicles in good repair as required by federal regulatory requirements. Since the administrative building was designed and constructed in 2008, the number of employees grew from 120 in 2006 to 188 in 2016 and now is well over 200! New administrative personnel are housed in converted storage areas, operations managers and trainers share offices, and space for sensitive conversations and staff breaks is insufficient. CyRide wishes to expand the breakroom for CyRide as well as add office spaces for employees currently sharing offices so they can more efficiently do their daily work tasks.

A variety of facility alternatives have been explored over the years including expansion on the existing site, shifting some functions to a secondary location, and phased relocation of existing facilities to a new site. These studies outlined various benefits and challenges with each solution; however, there are significant barriers associated with operating two sites and/or facility relocation including availability of an alternate site, operating costs, and repayment of prior grant funds for improvements still within their useful life. Although the existing site is constrained, the conceptual design to expand on the current site maximizes the available area within the existing lease boundary and is sized in relation to the available facility funding local match that has already been secured.



4) **Battery Electric Bus Fleet Progress** – CyRide finalized its zero-emission bus fleet study in 2019 that provided a deployment plan to replace up to 17 diesel buses in its fleet with battery-electric to maximize BEB usage in CyRide's daily service and facility. Since that time, CyRide has been successful in receiving several discretionary grants to procure an additional five zero emission buses along with facility improvements to charge them within the next few years. This will bring the BEB fleet to seven buses total by mid-year 2025. Since the original grant requests, battery electric bus prices have increased by 25% in the aftermath of the pandemic therefore CyRide will need to finance a greater portion through local funding as a result.

5) **Automatic Vehicle Annunciators** – CyRide recently implemented automatic vehicle annunciator technology to its buses that communicate next stops verbally as well as visually via LED and Infotainment signage. This signage allowed text to communicate to the public where they are on the bus route as the bus approaches a particular bus stop. (i.e. "Your next stop is 'Lincoln Way & Beach') This was a request that came directly from meetings with Iowa State University's Alliance for Disability Awareness group that requested that drivers immediately begin calling out "all bus stops" within the community. They indicated that this announcement of stop would provide them with a frame of reference to where they were within the Ames community at any given time. Infotainment signage, as shown in the picture to the right, is still be implemented on the entire fleet and may take several years to accomplish. CyRide is also planning for a possible future upgrade to the Automatic Vehicle Location (AVL) base system entirely within the next five-year period as the technology reaches its useful life and improvements are made systematically.

6) **CyRide Bus Shelters** – CyRide has funding in place to implement two bus shelters each year in FY2024 and FY2025. CyRide developed a new ADA shelter design with solar lighting and began implementation throughout Ames and Iowa State campus in 2012. The next four locations for new shelters have been identified as follows:

- Mortensen Road & Seagrave (EB) - #3320 - #12 Lilac route in west Ames (FY2024)
- Mortensen Road & Lawrence (EB) - #3264 - #11 Cherry route in west Ames (FY2024)
- S. Dakota & Steinbeck (NB) - #3496 - #1 Red & #11 Cherry routes in west Ames (FY2025)
- Bloomington & Grand (WB) - #4021 - #6 Brown route in north Ames (FY2025)

CyRide will need to designate approximately $35,000 per shelter for these future improvements.

In January 2019, the Iowa DOT provided a full list of non-ADA bus stops along DOT corridors that they would like implemented within our bus stop plan. While difficult to coordinate projects along state highway corridors, CyRide is beginning to prioritize which bus stops should be updated to ADA along with other bus stops in Ames beginning in FY2026.

7) **Story County Transportation Brochure** –Since 2015, the United Way's Transportation Collaboration (TC) has modified the Story County transportation brochure that provides information on all the available open to the public transportation providers within Story County. The brochure, with the most current and relevant information, can be downloaded at http://www.cyride.com/sct. This continues to be a useful brochure to market transportation to the Ames community and throughout Story County. Most recent modifications

includes updates to the following areas: veteran transportation, Medicaid transportation, vanpooling transportation, taxi service areas and other transportation. www.cyride.com/sct

8) **Articulated Bus Fleet Update** – CyRide's articulated fleet has increased to eight buses to serve passengers on the #23 Orange route, which is the busiest route in the State of Iowa carrying nearly 1+ million passengers in 2023 and had nearly 1.8 million prior to the pandemic. This route can pull up to a given stop on the 3-mile route circulating through Iowa State campus and fill the bus due to overwhelming demand. Over the past five years, CyRide welcomed two additional 60-foot articulated buses into its fleet with the help of $225,000 in annual Ames Area MPO Surface Transportation Block Grant program (**STBG**) funding. Previously, CyRide operated all 40-foot buses on this route and demand grew each year to the point that buses were leaving every 2-3 minutes from the park and ride lot towards campus as they filled up. This not only demanded more buses, but more drivers and funding to pay to operate this service. With the eight larger articulated buses, CyRide can operate the route without adding as many "extra" buses on the route to accommodate all the demand by passengers; thereby, creating some efficiencies. The buses leave the Iowa State Center hub every four minutes due to the demand for service on this route. The result in operating articulated buses exclusively on this route is less congestion on the Osborn corridor through the center of Iowa State University campus. CyRide's goal is to attain a total of 10 articulated buses so that eight articulated buses can operate on this busy route and the other two spare buses are available in case one breaks down. CyRide has attained grant funding to purchase the final two articulated buses in 2024 for delivery in late 2025.

9) **Orange Route Park & RideTransit Hub** – In August 2023, CyRide moved its park & ride location for the #23 Orange route to the northeast corner of Iowa State Center parking lot. As noted above, this route is the busiest bus route within the State of Iowa providing rides to over 1+ million passengers annually. This move accommodated the future CYTown (https://cyclones.com/feature/cytown) , a unique, year-route destination to be built in the heart of the Iowa State Center between Jack Trice Stadium and Hilton Coliseum that will enrich Centeral Iowa for generations to come. CYTown will incorporate medical clinic, retail/ office spaces, residential suites and restaurant/brew pub areas. The old transit hub will be replaced with a new location in the northeast portion of this lot just south of Hilton Colesium. The athletics department has been working with CyRide to reinstitue the transit hub in this new area including full curb cuts for CyRide's articulated buses. They plan to integrate an area with restrooms and waiting area outside of the elements for passengers similar to the old hub.

10) **HIRTA Vanpool Service** – The Heart of Iowa Regional Transit Agency (HIRTA) began operating vanpool services for all the counties they operate within including Story County in January 2024. They partnered with Enterprise to utilize their fleet of vehicles and to manage the program. For more detailed information, see “ever HIRTA it” Vanpool Service on page 15.

Any public input received was incorporated into the priorities and strategies within the next sections as a viable strategy. Recent developments since the last Passenger Transportation Plan have occurred and are noteworthy to report as they may impact/change the transportation needs for the community and ability to fund future transportation projects.

IV – PRIORITIES AND STRATEGIES

The following are passenger transportation priorities and strategies for the next five years, as recommended by the Story County Transportation Collaboration at their January 24, 2024 meeting. Please note, that any projects requesting Enhanced Mobility for Seniors and individuals with Disabilities funding (Section 5310 funding) must be specifically included in the PTP. Below are projects that could secure grant funding over the next five-year period.

All other strategies/projects funded by other means are encouraged to include in the PTP but are not technically required to be incorporated. However, this process ensures a cooperative effort between human service agencies and transportation providers to focus on transportation services to achieve the best possible transportation services for the community focusing on the elderly and disabled populations.

The Story County Transportation Collaboration, made up of transportation providers and human/health service agencies, provided consensus to forward the following priorities and strategies forward and recommends this plan to the Ames Area Metropolitan Planning Organization for formal approval. The AAMPO must review and approve the projects and overall PTP plan as amended for submittal to the Iowa Department of Transportation. Overall, CyRide is estimated to receive a total of $538,750 total; $431,000 federal in its annual Section 5310 allocation to provide services benefitting the elderly and disabled. Please note, that the Section 5310 apportionment for CyRide increased by 66% between 2023 and 2024 due to increase in the transportation bill. The 5310 funding will be utilized to help support some of the following priorities recommended through the collaborative process:

1. **Dial-A-Ride Service (Section 5310):** This need was identified as a base need for the community for those individuals that cannot ride the fixed-route system but can rather ride CyRide's Dial-A-Ride door-to-door service operated under subcontract currently to Heart of Iowa Regional Transit Agency (HIRTA). CyRide is mandated by the federal government as part of the American's With Disabilities Act (ADA), to provide this complementary fixed-route service for individuals with a disability that cannot ride the fixed route system. This demand response service operates the same hours and days as the CyRide's fixed-route transit system. Requests for rides cannot be denied for this service for any trip purpose. More demand might be warranted from the Ames community in future years.

	Dial-A-Ride (HIRTA)				
	Provides door-to-door ADA				
Annual Numbers	**FY2019**	**FY2020**	**FY2021**	**FY2022**	**FY2023**
# Revenue Hours	3,296	3,341	3,360	6,758	4,806
# Revenue Miles	36,254	36,413	36,234	73,340	56,953
# Days Provided/Yr.	359	359	359	359	359
# Riders (unlinked)	**8,380**	**7,818**	**6,348**	**13,089**	**13,783**
Operating Costs	**$160,672**	**$154,967**	**$129,217**	**$242,350**	**$258,932**

In FY2022, ridership increased by 106% from the prior year. This increase was primarily due to ridership rebounding from the pandemic after many individuals stayed at home in FY2021. Additionally, HIRTA was informed by the Iowa DOT that they could no longer utilize Section 5311 or regional federal funding to finance urbanized trips in Ames. As a result, HIRTA transitioned many seniors from riding HIRTA services to ride Dial-A-Ride instead. Under Dial-A-Ride transit, CyRide must ensure a ride to passengers within a two-hour window (one hour before or after requested pickup/drop off) of the passengers' request. Trips on the Dial-A-Ride ADA service cannot be denied and must be met within that window.

In the past, CyRide has also supported HIRTA's Customer Service Portal allowing customers the ability to book their own trips online, change their account status (address, phone number, etc.), check on their trip status, pay for trips online, etc. CyRide allowed a one-time capital cost of approximately 9% ($15,711) for Dial-A-Ride passengers in 2017. This sort of technology was specifically requested by Iowa State University's Alliance for Disabilities Awareness group who met with CyRide on several occasions in early 2017 to improve their rider experience on the Dial-A-Ride service. Therefore, this customer service portal project will remain as a recommended project as part of the Dial-A-Ride service to possibly upgrade/expand the portal if requested by HIRTA if the portal benefits Dial-A-Ride passengers and if 5310 funding remains within the annual budget to accommodate the upgrade.

It is important to note that Enhanced Mobility of Seniors and Individuals with Disabilities funding (Section 5310 funds) can be utilized by transit agencies to subcontract out their ADA service however; CyRide cannot utilize the funding to operate the service themselves. If CyRide operated the service in-house, they can only utilize the funding to purchase capital items but would have to support operating the service with local funding. Therefore, it is more economical for CyRide to purchase transportation and coordinate with another provider. **Estimated Annual Funding = $260,000 total; $208,000 federal)**

2. **Shelters/Transit Amenities/Bus Stop Improvements (Section 5310):** Improving the accessibility of CyRide's bus stops as well as CyRide's image is of importance to CyRide and the Board of Trustees. Shelters have been prioritized within a bus stop plan for the community to be funded from this identified funding in the next few years as long as funding is available to improve accessibility along corridors including DOT highways. These improvements also include lighting, either solar or electric, within the bus stop improvement to ensure passengers can read the published schedule within each shelter. The older style shelters, for the majority, do not contain lighting. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. **Estimated Annual funding = ($70,000 total; $56,000 federal).**

3. **Small Light-Duty Bus Replacement/Expansion (Section 5310):** CyRide's complementary Americans with Disabilities Act (ADA) service called Dial-A-Ride, is a door-to-door service serving individuals with a disability within the City of Ames. Passengers eligible for Paratransit service as defined by the (ADA) can ride this service. This service requires the use of small light-duty accessible vehicles to operate door-to-door service within the City of Ames. The useful life of these vehicles is four years as recommended by the Federal Transit Administration. CyRide currently leases one light-duty bus to its ADA contractor to help operate this service. The remaining vehicles are provided by the contractor directly as they also operate the regional public transit service for Story County. CyRide needs to systematically replace the vehicle leased to its contractor at a minimum of four years (FTA's defined useful life) and maximum of every eight years (CyRide's defined useful life benchmark) which is identified within CyRide's Transit Asset Management (TAM) Plan. CyRide's current plan is to replace

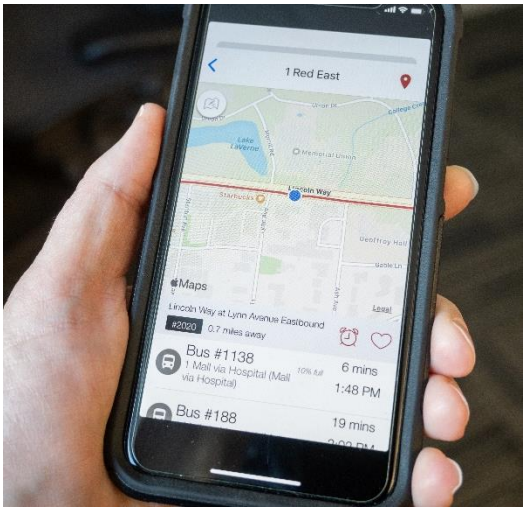
this vehicle every 5 years while there is sufficient federal funding. Currently, CyRide has a low-floor light duty bus on order that it will receive by the end of FY2024.

Additionally, this funding may be utilized to purchase expansion vehicles as needed for its ADA service as ridership for Dial-A-Ride increases in order to meet demand. Please note that CyRide cannot deny a ride to Dial-A-Ride passengers due to vehicle capacity issues. Expansion vehicles may be necessary within this next five-year period if passenger demand increases significantly over FY2023 levels. Please note that CyRide has several minibuses that it could immediately lease to HIRTA if capacity became a problem. CyRide has semiannual meetings with HIRTA to discuss capacity as well as other issues impacting this service.

CyRide estimates that up to two light-duty buses, either high floor or low-floor, might need purchased in a given year for either replacement or expansion between FY2025 – FY2029 with the cost identified below. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. . **Approximate funding per bus = ($200,000 total; $170,000 federal)** OR **Approximate maximum funding = ($400,000 total; $340,000)**

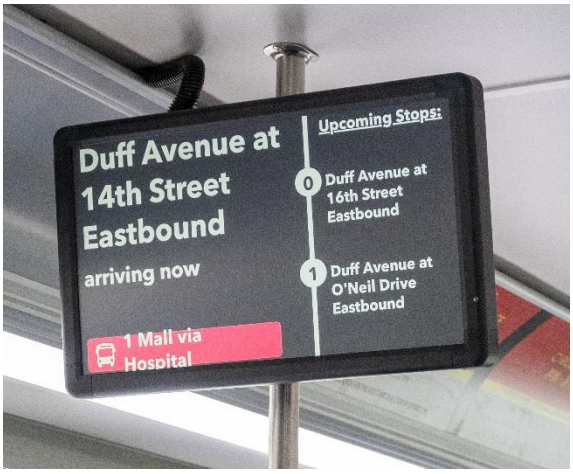
4. **Accessibility Technology (Section 5310):** To comply with the Americans with Disabilities Act (ADA), CyRide's drivers must announce all major transfer locations along transit routes as well as any bus stops the public specifically requests to be announced. Prior to 2018, CyRide announced all bus stops manually. However, in 2017, CyRide began working with Iowa State University's Alliance for Disability Awareness group which communicated their desire for drivers to announce all bus stops throughout the Ames' community without customers needing to verbally make a request to the driver. Verbally announcing this many bus stops along the transit route is over and beyond what is required by ADA. Therefore, a digital announcing system is not required but announcing some stops manually is required to meet ADA regulatory requirements. Collectively, the AVL, APC and AVA technologies require periodic annual preventative maintenance of approximately $130,000 to keep the real-time system performing without issues which is an allowable capital expense for Section 5310 funding.

    - **Automatic Vehicle Location (AVL)Technology** is the base system needed to provide information of where buses are located in real-time throughout CyRide's transit service. CyRide implemented this technology initially funded with all local funding supported by Student Government. Then in 2019/2020, CyRide replaced the initial technology and upgraded it to provide a much more robust real-time system. Passengers are able to access this information on their phone as they wait for the scheduled buses that may be running late due to harsh Iowa weather. This system may need periodic expansion and/or complete replacement as technologies functions improve.



    - **Automatic Passenger Counters (APC)** allow CyRide to understand how many passengers are boarding along individual bus stops throughout the system and identify what corridors and which specific bus stops are the utilized the most to better plan its service. This technology also allows CyRide to utilize stop level ridership information to implement bus stop upgrades such as shelters, benches, added concrete to benefit passengers. Prior to this technology, CyRide only had trip level ridership information which didn't tell the full story of what improvements might be needed or where to place extra buses due to overcrowding. APC's also allow CyRide to immediately respond and provided added service if routes are over-capacity on a day-to-day basis. This APC technology requires periodic annual preventative maintenance to keep the real-time system performing without issues.

- **Automated Vehicle Annunciators (AVA)** synced with **LED signage** and/or **infotainment screens** will help keep all passengers, disability or not, better informed of where the bus is located as they ride the bus. This AVA information makes riding the bus more convenient for and provides independence to hearing or visually disabled passengers. Automated announcements on the buses make the announcements more uniformly stated across the transit system by having the stops announced in a similar method and at a consistent volume to be heard over loud noise inside and outside the buses. An AVA system will also allow CyRide's drivers to focus on operating the vehicle safety instead of talking into the intercom system every few blocks. This AVA technology is also available outside of the vehicle so that as the bus approaches a bus stop for passengers, the bus is announced to waiting passengers at the bus stop. If an individual waiting at the bus stop is visually impaired, they now know the specific bus (#3 Blue) that has arrived at the bus stop once the announcement is made upon the bus doors opening. The LED and Infotainment signage provide passengers with a visual of the same auditory messages on the buses. Funding can be allocated to keep this technology updated as necessary to benefit the elderly and disabled Ames' community. CyRide's transit board is committed to keep accessibility technology integrated within the system and updated moving forward. CyRide envisions that the full system could be replaced over a two-year period. CyRide would fund the local portion of this project. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. **Approximate funding to replace the entire AVL/AVA/APC project= ($1,500,000 total; $1,200,000 federal); ($20,000/bus; $16,000 federal)**



Below is a glance at the priority projects funded with 5310 funding. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. Projects total more than the annual 5310 apportionment, but many projects are not requested on an annual basis.

	Federal	Local Match	Total
5310 Apportionment	$431,000	$107,750	$538,750
Dial-A-Ride	$208,000	$52,000	$260,000
DAR LD Bus (every 5 years)	$160,000	$40,000	$200,000
Shelters/LED Signage (2 shelters/yr.)	$56,000	$15,000	$70,000
Preventative Maintenance (AVL, APC & AVA)	$100,000	$25,000	$125,000
Total Projects w/o AVL	**$524,000**	**$142,000**	**$655,000**
Accessibility Technology (AVL, APC, AVA, LED/Infotainment Signage to display AVA visually)	$1,200,000	$300,000	$1,500,000

The remaining projects/strategies on the following pages are not required to be coordinated through the PTP but have been expressed as needs within previous meetings over the years or throughout the past year:

Previous or ongoing needs were shared with the as the Story County Transportation Collaboration meetings during several meetings. This group was requested to provide additional needs and possible strategies to incorporate into the PTP. Those strategies that have been implemented or partially implemented in the past are identified in blue. The overall needs and strategies were accumulated from the public through public meetings, complaints/comments, transportation collaboration meetings, and/or through direct communications with transportation providers and human service agency representatives. Note that these possible strategies have not all been recommended to be funded with Section 5310 funding but if federal/state/local funding became available for the specific project specifically for the elderly or disabled population, it could be recommended into the Section 5310 program rather easily as it's already defined as a need.

Needs	Possible Strategies/Project
Education/Marketing: 1. Need to reduce intimidation and misconceptions to riding public transit. 2. Awareness of available programs regarding transportation. 3. Need for insurance/ Maintenance awareness for automobile owners	**Previous/Ongoing Strategies** 1. Large Group Training of how to ride public transit 2. Train the Trainer Sessions for one-on-one training. 3. How to Ride CyRide digital formatted DVD video 4. Communication tools for non-English speaking individuals riding CyRide ie. picture board? 5. Promote RSVP volunteer transportation program 6. Maintenance/insurance class for vehicle owners 7. Car Seat installation education program and/or resources 8. Google Transit Trip Planner so anyone could Google how to get from point A to point B via bus in Ames. 9. Real-time scheduling software – NEXT bus technology was implemented in 2012 and updated to MyRide in LED signage to campus bus stops. 10. Developed "Transportation brochure" for Story County so individuals can quickly determine which service provider could provide a ride to their destination and for how much. The brochure has been continuously promoted to human service agencies and is available at www.cyride.com/sct. 11. Developed At a Glance document for Story County agency representatives to quickly assist their clients. 12. Marketed public transportation options to medical human service providers to get them to ask the question, "Do you have Transportation to your next appointment?" Communicated brochure and At a Glance documents. 13. Market MyState App to utilize CyRide to obtain transit trip information. **Strategies Yet to Implement** 14. Improve CyRide's How to Transfer written materials describing what a transfer is; when a transfer is applicable as opposed to utilizing two fares; and actual logistics of transferring. 15. Develop new Dial-A-Ride brochure identifying ADA policies and with notable differences between DAR and county-wide public transportation.

Needs	Possible Strategies/Project
Affordability Needs: 1. Need for affordable passenger transportation services or programs to make services more affordable. 2. Need for transportation assistance programs. 3. Increased demand for elderly "free" transportation at health/residential facility homes –as seniors vacate their automobiles & become less independent.	**Previous/Ongoing Strategies** 1. Continue Transportation Assistance for bus pass/tickets or gas vouchers a. City of Ames Planning & Housing: CDBG program b. UWSC "emergency" program through Good Neighbor Emergency Assistance c. Story County (assistance to those leaving the state of Iowa) 2. Continue Car Seat Donation Program 3. Provide half-fare rides to Medicaid individuals riding with card **Strategies Yet to Implement** 4. Implement common data-base of all Ames transportation assistance bus pass/ticket & gas voucher programs to avoid duplication or send requests to one agency. 5. Transportation Collaboration investigate/discuss possible improvements? a. Affordability of HIRTA transportation. b. No resources available for non-Medicaid individuals issue. 6 Identify opportunities for human service organizations to share vehicles and/or drivers (operating 15-18 hours/week on average). CyRide research implementation of possible fare free system once driver workforce has rebounded after pandemic: • Summer • Weekend/Evening • K-12 • Low-income • System-wide
Maintenance/Insurance **Needs:** 1. Need for more cost-efficient methods to maintain and replace human service provider vehicles.	**Previous/Ongoing Strategies** 1. Coordinate group of mechanics to repair human service agency donated vehicles. Partnership now with Ames Ford who accepts donated vehicles and provides safety inspection. **Strategies Yet to Implement** 2. Coordination of replacement/maintenance of human service provider vehicles. 3. Investigate "sharing" of vehicles for providers & implications to insurance coverage.

Needs	Possible Strategies/Project
Bus Storage/Maintenance **Facility & Connection :** 1. CyRide Bus Storage Expansion: CyRide currently houses 100 vehicles and inside storage is not available for all vehicles. CyRide cannot fit this fleet inside at current location and is in need of new location and maintenance facility to maintain/store vehicles into the future. 2. CyRide Maintenance Shop: Need to expand maintenance shop area to maintain buses, house extra bays (1 bay per 10 buses – only 4 bays currently, need approximately 10). Additionally, need the ability to service at any time of the day or night. Maintenance bays need to move to perimeter of building. 3. Facility Rehabilitation/ Improvements to maintain State of Good Repair 4. Surface Parking Lot and CyRide Turnaround Rehabilitation to maintain State of Good Repair	**Previous/Ongoing Strategies** 1 Additional Bus Facility Storage – identify second site location and/or build additional capacity for bus storage, maintenance and operational needs over next 20-years either on-site at current location or through off-site location for up to 125 vehicles. Design off-site CyRide facility with appropriate functions. Possibly coordinate efforts with HIRTA for this location. 2. Modernize current CyRide storage facility including upgrading heating ventilation air conditioning system, replace shop/barn air conditioning system, replace shop/barn exhaust removal system, maintenance pit drainage restoration, make facility energy efficient in all mechanisms possible, relocate parts office, replace shop hoists, secure building/buses, replace/repair exterior walls, shutoff system for fuel/oil/hydraulic lines, electric distribution rehabilitation, fire sprinkler upgrade, security systems added to facility, install back-up power supply, shop rehabilitation, fire suppression system for battery electric buses, fuel pump improvements, concrete rehabilitation/improvements (systematic replacement), re-roof facility, replace boilers, rehabilitate wash bay/fuel area (add reverse osmosis system, dryer/blower system, brushes to clean front of buses - currently, just sides/rear and chassis/wheel wash.), paint booth incorporating OSHA standards that accommodates articulated bus fleet, flood barrier enhancements, flood pumps replacements, increase ceiling height of garage doors and interior building by raising internal components to allow hybrid buses to pass through entire facility. 3. Actively pursue state/federal funding opportunities and/or nationally competitive grants. 4. ISU Intermodal Facility – Continue to study, discuss and construct an Intermodal facility housing Intercity carriers near proximity of campus to connect all transportation modes within one location. The facility opened in August 2012. 5. Resurface/update Iowa State Center Parking concrete lot where commuters park to allow additional parkers to travel via #23 Orange into ISU campus. 6. Rehabilitate CyRide turnarounds on #1 Red (Ames Middle School) and #2 Green (Ontario/California) bus routes that are crumbling and are in need of repair. **Strategies Yet to Implement** 7. Identify second site and/or strategy to increase indoor parking for buses currently parked outside at CyRide Maintenance/Storage facility and pursue funding for design and construction. 8. Implement security system for CyRide facility. 9. Implement additional charging/dispensers to facility for increased battery-electric bus fleet up to 17 vehicles.

Needs	Possible Strategies/Project
Fleet Needs 1. Reduce transit providers average fleet age to national average 2. Maintain 100% accessible fleet for transit providers 3. Maintain spare ratio at 18-20% for fixed-route transit providers. 4. Increase fleet size for increases in service needs (frequency and geographic coverage) 5. Improve vehicle security systems 6. Improve vehicle technology to provide improved communications (radios) and ridership documentation 7. Replace administration vehicles prior to their useful life benchmark for their asset class.	**Previous/Ongoing Strategies** 1. Federal/State Grants – Identify and apply for federal/state grants as necessary to meet transportation providers' fleet needs for replacement. 2. Bus Replacement – Strive to replace buses that are past their useful life benchmark over the next 5-year period. Currently, 27% (22 large and 2 small) of CyRide's bus fleet is past their useful life benchmark. CyRide purchased a minibus to operate Dial-A-Ride services in 2017 with Section 5310 funding which is currently leased to HIRTA. A replacement low-floor vehicle is currently on order to replace that bus as well as two CyRide cutaways which were held up due to several funding issues and decision to upgrade the high floor light duty bus to a low-floor which should be delivered by the end of FY2024. These light duty vehicles will need systematically replaced every 5 years. 3. Bus Expansion (New and/or Used) – Purchase accessible vehicles to expand new transit services (fixed route and Dial-A-Ride services) or add additional trips to safely operate/meet growing demand for transit service. 4. Surveillance Systems – Add/replace cameras to all CyRide buses to reduce liability and improve ability to assist local police. 5. Administrative Vehicles – Systematically replace administrative vehicles that help transit agencies function over the next 5-year period. CyRide administrative vehicles transport drivers to/from their bus route will be replaced at the rate of one vehicle per year. Maintenance trucks are replaced every 10 years. 6. Automated Passenger counters are needed on CyRide buses to perform required NTD counts of passengers and counts at each bus stop throughout the system. This allows CyRide to better plan for shelters, benches or added concrete pads for highly utilized bus stops. 7. Explore and possibly conduct pilot project of battery electric alternative fueled buses. 8. Replace CyRide radios to upgrade/purchase technology in coordination with other city departments. 9. Attain up to 10 articulated buses for high capacity routes **Strategies Yet to Implement** 10. Purchase up to 17 battery electric buses thereby replacing diesel buses to provide zero emissions within Ames. 11. Conduct future study to determine if additional vehicles beyond 17 battery-electric could be implemented OR research other possible zero emission vehicle strategies. 11. Attain additional articulated buses for high capacity routes like #23 Orange or #11 Cherry.

Transportation Amenities	Previous/Ongoing Strategies
1. Need to improve accessibility and lighting of bus stops/shelters. 2. Need for bike racks on buses to promote sustainability of community. 3. Automatic Vehicle Annunciators	1. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations. Improve bus stops/shelters accessibility for all passengers. In 2022, CyRide employee developed way to add solar to bus stops at minimal costs on existing shelters. 2. Bike Racks on 100% of CyRide vehicles. 3. Automated Vehicle Annunciators to communicate what the next bus stop is on the route for ADA passengers as well as passengers that are not familiar with the Ames community at bus stops via LED signage at major bus stops with high ridership. 4. Added LED and Infotainment signage to buses allowing individuals with hearing disabilities the ability to see next bus stop AVA information 5. Periodic upgrade of AVL system and assistive technologies as the useful life fades about every 7-10 years. **Strategies Yet to Implement** 6. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.) 7. Update all shelters throughout Ames with new design shelter & add solar lighting. 8. Update concrete at bus stops throughout Ames to improve boarding and alighting at transit bus stops. 9. Update bus stops along specific highway corridors progressing on Iowa DOT ADA bus stop priority list. All updates must be coordinated with the Iowa DOT.

Needs	Possible Strategies/Project
Urban 1. Maintain existing transit services and geographic coverage. 2. Need for added geographic service coverage of transit in Ames to serve gap areas. 3. Need for increased frequencies of service on high-capacity corridors. 4. Need for additional hours of transportation to specific areas of Ames. Specific need for third shift transportation (12am - 6am) 10. Need for affordable emergency transportation for low-income K-12 (at- risk) students and seniors. 11. Maintain existing transit services and geographic coverage. 12. Need to geographic service coverage of transit in Ames to serve gap areas. 13. Need for increased frequencies of service on high-capacity corridors. 14. Need for additional hours of transportation to specific areas of Ames. 10. Specific need for third shift transportation (12am - 7am) 11. Need for affordable emergency transportation for low-income K-12 (at-risk) students and seniors.	**Urban Strategies/Projects** **Previous/Ongoing Strategies** • RSVP Volunteer Transportation program managed by RSVP. Research possibility of providing background checks on drivers. • Continuation of mandated Paratransit ADA Service via contracting opportunity with HIRTA. • New Transit Route Services: ○ #2 Green & #6 Brown – added frequency ○ #3 Blue Alignment Expansion to Target/Wal-Mart ○ #3 Blue Sunday (between Friley & Duff) ○ #6 Brown – Evening Service to Research Park ○ #7 Purple –provide mid-day service (partially accommodated) ○ #9 Plum – service along S. 16th corridor ○ #12 Lilac – direct service from W. Ames to ISU campus ○ EASE – extend route to Barilla on E. Lincoln Way; provide mid-day service ○ #14 Peach - Modify route to operate on Wheeler ○ Reduced CyRide fares to $1.00 per ride to make service more accessible to low-income & elderly populations (equivalent fares for passes prior to fare increase in January 2012.) • Summer 2019 Changes ○ #9 Plum – Deviate inbound trips only to campus through Veterinary Medicine complex ○ #14 Peach – Shorten route to provide service between North Grand Mall & campus in minibus at 30 minute service level. ○ #25 Gold – Add 40-minute service during summer between SUV and campus only. • Fall 2019 Changes ○ #6 Brown – Extend service hours from 8:30 p.m. to 10:30 p.m. weekdays at 40-minute service level. ○ #11 Cherry – Add Evening Weekday Service from 6:30 – 8:30 p.m. with 40-minute frequency. ○ #12 Lilac – Add midday service from 10 a.m. – 2 p.m. with service every 40 minutes. ○ #25 Gold – Add Evening Weekday Service between 10:00 p.m. – 12:30 a.m. at 40-minute service frequency ○ #25 Gold – Add 40-minute service frequency during ISU breaks ○ #25 Gold – Reduce frequency from every 10 minutes (6 buses/hour) to every 12 minutes (5 buses/hour) ○ Add Morning trip(s) on 3-5 routes for 7 a.m., 7:30 a.m. work start. • Policy Change - Guarantee campus transfers within 3 minutes of buses arriving. • Fall 2023 Changes Added Break service (#11 Cherry), removed #7 Purple from operating over ISU breaks as people can catch #11 Cherry with more robust service on S. Dakota.

Needs	Possible Strategies/Project
Urban continued….	**Strategies Yet to Implement** **Recommended to Transit Board for FY2025 Budget Approval** ○ Weekend Service (#9 Plum, #11 Cherry) ○ Later Evening Service (#6 Brown – extend route to ISU Research Park from 8pm – 10pm instead of ending at Towers) **Future CyRide (Fixed Route) Strategies/Projects:** • **Increased Frequencies** (#6 Brown, #9 Plum, #12 Lilac, #14 Peach, EASE) • **Earlier Service** (#1 Red, #2 Green, #6 Brown, #11 Cherry, #12 Lilac, EASE) • **Later Evening Service** (#5 Yellow, #7 Purple, #9 Plum, #11 Cherry, #12 Lilac, #14 Peach, #21 Cardinal (Friday evening)) • **Break Day Service** (#7 Purple, #12 Lilac, #21 Cardinal) • **Weekend Service** (#12 Lilac, #25 Gold, EASE) • **Summer Service** (#11 Cherry, #12 Lilac, #25 Gold) • **Summer Evening Service** Extend All Routes past 10pm (Friday – Sunday). • **Timing of Schedules** ○ Improve timing of transfers between Red/Green at City Hall (currently meet once an hour) ○ Ensure scheduling so that passengers arrive on ISU campus for work start times by 7:00am, 7:30am, 8:00am and work leave times of 4:00pm, 4:30pm and 5:00pm (All routes) • **Pedestrian Signal Crossings** ○ S. Dakota/Steinbeck - #1 Red, #11 Cherry, #12 Lilac ○ Stange/Blankenburg - #6 Brown, #14 Peach • **Route Alignment/Change & New Service** ○ Service to Northridge/GW Carver area • **Policy Change Requests** ○ Service Billy Sunday Road/Airport 7:30 am – 5:30pm (F = 40 min.) (Per City policy, CyRide cannot serve non-arterial roads without city approval) • **Affordability Strategies** ○ Fare-free city-wide: 5 options (System-wide, Weekends/evening only, Summer only (Summer 2009 trial funded by Ames City Council), K-12, Low-income only) **Demand/On-Call Service Strategies/Projects:** • Senior transportation after 2 p.m. to/from health facilities • Low-income students missing yellow school buses from school. • Boys & Girls Club transportation from schools alternative - high costs for special service, gasoline & vehicle insurance. • AVL technologies - Improve route efficiencies by adding AVL technology, kiosks to the public, trip planner and automated scheduling software.

Needs	Possible Strategies/Project
Regional 1. Need for additional/improved transportation outside the Ames community for medical transportation and other essential services. 2. Need for commuter transportation to/from outlying areas in Story County into Ames as well as I-35 corridor between Ames & Des Moines.	**Regional Strategies/Projects** **Previous/Ongoing Strategies** 1. Transit service between Ames & Iowa City for medical purposes. Coordinate with other interested partners for service continuation to also serve other central Iowa residents to Iowa City and expand access for Ames residents to receive medical care into Des Moines. 2. Study I-35 corridor between Ames and Des Moines to account for daily commute patterns and possible transit solutions from bus rapid transit, regular bus service, to vanpool/carpool options. 3. Implemented demand response re-scheduling of pickups/drop offs (HIRTA On Demand implemented) 4. HIRTA Pay app implemented making it easier for customers to pay for trips, including Dial-A-Ride customers. 5. HIRTA now offering vanpool program in coordination with Enterprise providing the vehicle for vanpooling in Story County as well as all counties surrounding Polk County. **Strategies Yet to Implement** 6. Coordinate any regional projects through CIRPTA's Passenger Transportation Plan through the Des Moines Area MPO. HIRTA's Marketing Outreach Coordinator – Danny Schnathorst (dschnathorst@ridehirta.com) may facilitate any projects through CIRPTA as he leads the Story County Transportation Collaboration group effective January 2024. Any regional Section 5311 funding is utilized to cover trips outside of Ames. 7. Adult Day Service transportation for Story County residents 8. Additional hours of service for senior agency special events 9. Transportation service to/from Nevada 3 x's a day 10. Rural meal-site transportation (meals/activities) 11. Out of service hours transportation for agency special events

V – FUNDING

Mobility Is….

Ability to pay for the service!

Financial support for the planning and delivery of public transit services comes from many sources. The one federal funding program that rely upon inclusion in this document for grant approval from the federal government is Special Needs Formula Program (Section 5310). However, the Iowa Department of Transportation (Iowa DOT) is encouraging the coordination of all other state and federal funding. Therefore, the primary federal and state programs supporting transit and transit planning as documented by the Iowa DOT with inclusions from Ames Area MPO are as follows:

Federal Transit Assistance Programs

- Metropolitan Transportation Planning Program (Section 5303)
- Statewide and Nonmetropolitan Transportation Planning Program (Section 5305e)
- Urbanized Area Formula Grant Program (Section 5307)
- Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)
- Formula Grants for Rural Areas Program (Section 5311)
- Rural Transit Assistance Program (RTAP) (Section 5311(b)(3))
- Intercity Bus Assistance Program (Section 5311(f))
- Bus and Bus Facilities Programs (Section 5339)
- State of Good Repair Grants (Section 5337)

Federal Flexible Funds Available to Transit

- Surface Transportation Block Grant (STBG)
- Congestion Mitigation/Air Quality (CMAQ) Program / Iowa's Clean Air Attainment Program (ICAAP)
- Diesel Emission Reduction Act (DERA) Grant Program
- Community Development Block Grant (CDBG) Career Link Program – Employment Transportation
- Volkswagen Settlement Grants (new in 2019)
- Community Development Block Grant (CDBG) Career Link Program – Employment Transportation

State Programs

- STA Formula Program
- STA Fellowship Program
- STA Special Projects
- Public Transit Infrastructure Grant (PTIG) Program
- Capital Match Loan Program (Amoco Loans)

Local Funding

- Passenger Revenues
- Contract Revenue
- Municipal Transit Levy
  - Local Taxes
  - Regional Transit Levy
  - General Fund Levy
  - Trust and Agency Levy
- Student Fees
- Advertising Revenue
- Analysis of Social Services Evaluation Team (ASSET)
- United Way of Story County
- Story County Community Foundation

Each one of these programs is described in detail on the following pages.

Federal Transit Assistance Programs

Federal transit funding is authorized through the Bipartisan Infrastructure Law Program (BIL) or the Infrastructure Investment and Jobs Act (IIJA), which went into effect on November 15, 2021, authorizing programs, through September 30, 2026. Most federal transit program are funded from the Mass Transit Account of the Highway Trust Fund, based on transit's share of the federal motor vehicle fuel taxes. The funds are administered at the federal level by the Federal Transit Administration. The transit funds are found in 49 United States Code Chapter 53 under the following sections for each of the programs.

Metropolitan Planning Program (Section 5305d)
These funds support planning activities in metropolitan areas on an 80 percent federal, 20 percent non-federal basis. In Iowa, these funds are administered by the Iowa DOT's Office of Systems Planning and are distributed annually to each of the state's nine metropolitan planning organizations (MPOs) through the following formula. One third is distributed equally among all MPOs; one-third is distributed based on each MPO's share of the total statewide urbanized area population from the most recent decennial census; and one-third is distributed based on each MPO's share of the total statewide urbanized area population from the prior decennial census. The 5305d funds are administered jointly with Metropolitan Planning "PL" funds available through the Federal Highway Administration as part of a Consolidated Planning Grant. The 5305d and PL funds can support any MPO costs related to intermodal transportation planning activities for the urbanized area.

A portion of these dollars is allocated for transportation planning each year, approximately $30-35,000, within the Ames Transportation Planning Work Program to support transit planning conducted throughout the year by CyRide staff. Periodically, CyRide requests additional planning funds to cover larger system-wide transit studies or certain transit corridors. (i.e. FY2017 System Redesign Study - $100,000).

Statewide and Nonmetropoitan Planning Program (Section 5305e)
These funds are intended to support transit planning in addition to what is conducted by the individual metropolitan planning organization (MPO). By law, the state is the direct recipient of the funding. Iowa uses these funds, along with 5311 funds set aside specifically for planning, to support a system of regional planning affiliations (RPAs). The RPAs are responsible for local intermodal transportation planning in areas of the state not included in a MPO. Iowa DOT's Office of Systems Planning serves as the direct recipient of these funds. The combined 5305e and 5311 planning funds are distributed annually to each of the state's 18 RPAs through the following formula. One-half is distributed equally among all RPAs; one-quarter is distributed based on each RPA's share of the total statewide non-urbanized population from the most recent decennial census; and one-quarter is distributed based on the ratio of the number of counties in each RPA out of 99 total counties. The Office of Systems Planning also distributes Statewide Planning and Research (SPR) funds from the Federal Highway Administration to the RPAs, for the same purpose and via the same formula. The 5305e and/or 5311 planning funds and SPR funds are administered jointly with any Surface Transportation Program (STBG) funds programmed for planning support by the RPAs. These funds jointly support regional intermodal planning on an 80% federal, 20% non-federal basis.

Since Ames is a designated Metropolitan Planning Organization (MPO), this funding is not available to the City of Ames for planning purposes.

Urbanized Area Formula Grant Program (Section 5307)

These funds support urban transit systems serving communities with more than 50,000 in population for transit related capital improvements (including preventive maintenance activities) or planning activities on an 80% federal, 20% non-federal basis. Purchase of vehicles equipped for access by persons with disabilities can be funded at 85% federal, 15% non-federal basis. Purchase and installation of special equipment or features required by the Americans with Disabilities Act or the Clean Air Act Amendments, and certain

bicycle accommodation projects are eligible for 90% federal assistance. Transit systems may also use up to 10 percent of their total 5307 funds to pay for some of their Americans with Disabilities Act paratransit costs on an 80% federal, 20% non-federal basis.

- Urbanized Areas (200,000 – 1,000,000): For urbanized areas of this size, funding is apportioned directly to each designated recipient to apply for and receive Federal funds. (i.e. Bettendorf, Council Bluffs, Des Moines, and Davenport). The formula is based on a combination of bus revenue vehicle miles, bus passenger miles, fixed guideway revenue vehicle miles, and fixed guideway route miles as well as population and population density. Within each of these larger urbanized areas, transit systems are no longer required to set aside 1% of the 5307 funds for transit enhancement activities but do have to submit an annual report listing projects that were carried out during the previous fiscal year. Each recipient of these funds must also expend at least 1% on public transportation security projects or certify that this is not necessary. Urbanized areas of 200,000 or more may not utilize this funding for operating assistance unless they are eligible under FTA's special rule of operating less than 100 buses in peak hour service.
- Urbanized Areas (50-000 – 200,000 in population): For urbanized areas of this size, the funds are apportioned to the governor of each state for distribution. This 'Governor's Apportionment' includes a base allocation calculated strictly on population and population density of the state's communities in that size range, plus a "growing states" allocation, based on projected population growth. Additionally, "small transit intensive cities" (STIC) funding provides additional funds to any of these urbanized areas if they exceed the average performance of larger urbanized areas (200,000-1,000,000 in population) in one or more of six specified performance measures. The state is responsible for deciding how 5307 Governor's Apportionment funds are distributed. Ames, University of Iowa's Cambus, Cedar Rapids, Coralville, Dubuque, Iowa City, Sioux City, and Waterloo all receive funding from the Iowa Governor's Apportionment. (Sioux City also receives funding from the Nebraska and South Dakota Governor's Apportionments.) In addition to capital and planning uses, funding for these smaller urbanized areas can also be used to support their operating budget. Funds for operating support must be matched by non- federal funds (other than passenger revenues) on a dollar-for-dollar basis.

In 2007, CyRide began utilizing all 5307 funding to support their operating budget and allocates zero dollars to support capital purchases. This change made the grant process administratively easier and local dollars are utilized to support any capital needs. CyRide's funding dramatically increased by $1.6 million from FY2021 to FY2022 with the passing of the new transportation BIL due to significant investment in public transit by Congress in the 5307 formula funding levels as well as increases in STIC funding to 3%. In FFY2023, CyRide received approximately $4,226,994 ($1,474,966 in 5307/$2,752,028 in STIC) in 5307 funding which is 2.2% more than the previous year's allocation.

Enhanced Mobility of Seniors & Individuals with Disabilities (Section 5310)

This is a federal program for support of transit services to service the elderly and person with disabilities. The programs may also serve beyond transitional public transit services and ADA complementary paratransit service. These funds are allocated to Iowa on the basis of the number of older adults and individuals with disabilities and allocated by area: Large Urbanized Area (60%), Small Urbanized Area (20%), and Rural (20%). By law, the state is the direct recipient of the funding for areas with populations less than 200,000. Urbanized areas with populations exceeding 200,000 receive a direct allocation. Public agencies responsible for coordinating human service transportation are eligible, as are private not-for-profit agencies. Because Iowa requires the designated public transit systems to coordinate all publicly- funded passenger transportation services, Iowa distributes these funds to the public transit agencies. At least 55% of program funds must be used on capital or 'traditional' 5310 projects (buses, vans, wheelchair lifts, ramps, etc.) and 45% is for non-traditional projects once eligible under the New Freedom program (projects that go 'beyond the ADA', travel training, etc. Mobility management is eligible under either the traditional or non-traditional funding. The cost of contracted operations, equipment and passenger or vehicle shelters are funded on an 80% federal, and 20% non-federal basis. Purchase of vehicles equipped for access by persons with

disabilities can be funded at 85% federal participation. Facilities other than passenger or vehicle shelters are not eligible. Operating assistance is funded at 50% federal share. Match can come from other Federal (non-US DOT) funds.

Section 5310 funds administered by the OPT are distributed based on a formula of factors in ridership and revenue miles. To simplify administration, the 5310 funds going to rural systems are only distributed to transit systems that purchase contracted transportation services. All projects using 5310 funding must derive from the
Passenger Transportation Plan (PTP) prepared by the respective metropolitan or regional planning agency through their joint public transit/human service transportation planning process. All services supported with 5310 funding must be operated open to the general public. Complementary ADA Paratransit meets this requirement, so long as it operates the same days/hours as an urban transit system.

For CyRide, 5310 funding has traditionally been utilized to contract out their Paratransit services (Dial-A-Ride or DAR) operated by Heart of Iowa Regional Transit Agency (HIRTA). This DAR service is the ADA complementary service for the City of Ames for those individuals that cannot otherwise ride the fixed route system due to their disability. Individuals must apply directly to CyRide to be eligible for this service. Any funding remaining from 5310 after subsidizing Dial-A-Ride operations is utilized to purchase buses/vans that are leased to HIRTA for Dial-A-Ride services, passenger shelters along the fixed routes, automatic vehicle annunciator system/maintenance or digital LED/infotainment signage. CyRide is estimated to receive approximately $431,000 in 5310 funding in FY2025.

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

The portion of the 5311 funds used for support of public transit services in Iowa is administered in conjunction with the rural portion of the 5310 funding. The 5311 funds may be used to support operating deficits (potentially on a 50% federal, 50% non-federal match), capital purchases (on an 80% federal, 20% non-federal match or 85% federal, 15% non-federal for vehicles meeting ADA and Clean Air standards), or planning activities (on an 80% federal, 20% non-federal match). State policy does not allow local transit administration costs for public transit systems to be treated any differently than operating expenses.

The Iowa DOT formula allocating 5310 and 5311 funds uses the past year's performance statistics. The amount of formula funds to be distributed to small urban systems versus regional systems is determined by first splitting the allocations with 75% going to the regional systems and 25% going to the small urban systems. The individual allocations to small urban systems are then determined on the basis of 50 percent of the percentage of total small urban ridership accomplished by that system and 50 percent of the percentage of total small urban revenue miles provided by the individual system. Individual allocations for regional systems are based on 40 percent of the system's percentage contribution to total regional transit ridership and 60 percent on the system's percentage contribution to total regional revenue miles.

The formula apportionment funds received by each system must be used to support services open to the public. This would include eligible transit capital or operating expenses as defined by the federal government. The decision of how the formula funds are programmed is a part of the local transportation

planning and programming process conducted through the regional planning affiliation. Public Transit Bureau (PTB) provides a projection of the formula funding that will be available to each system for the coming state fiscal year in early December, in order to facilitate integration of the 5311-programming process with the annual preparation of the Passenger Transportation Plan (PTP) and the regional Transportation Improvement Program (TIP).

The PTB decides which agencies will receive 5310 funds versus 5311 funds, based on how the transit systems will use the monies. At present, most transit systems choose to use their formula funds for support of transit service costs. The 5310 funds are targeted to systems that purchase services from sub-providers, and 5311 funds are targeted first to systems that provide their services directly. To the extent that any system proposes to use its 5310/5311 allocation for purchase of rolling stock to operate within an urbanized area, 5310 funds will be used (and the project will be included in that urbanized area's Transportation Improvement Program (TIP).) If facility improvements are programmed with the formula funds, 5311 funding will be used.

Non-urbanized Formula Funding is only available for rural transit services and not available as viable funding source for transportation within the City of Ames since Ames is 100% urban. Therefore, this funding is not referenced within the urban Ames PTP plan.

Rural Transit Assistance Program (Section 5311(b)(3) - RTAP)

This federal program provides a source of funding to assist in the design and implementation of training and technical assistance programs and other support services tailored to meet the specific needs of transit operators in non-urbanized areas (less than 50,000 in population). By law, the state is the direct recipient of the funding and the Iowa DOT's Public Transit Bureau serves as the recipient of these funds.

Iowa's RTAP funds are mainly used to provide local transit agencies training fellowships. The fellowships pay 80 percent of the cost for Iowa's small urban and regional transit systems and their planners to attend Iowa DOT sponsored seminars, as well as transit-related courses or conferences sponsored by other groups. Transit systems may also be reimbursed for training held in-house. Additional RTAP projects funded by PTB include: statewide training seminars, statewide annual driver roadeo, transit training library, transit marketing video.

CyRide is not eligible for RTAP funding since the City of Ames is over 50,000 in population. Heart of Iowa Regional Transit Agency (HIRTA) would be eligible for this training funding. A parallel program funded with state transit assistance (STA) funds pays for costs incurred by large urban systems and their planners, currently at 70 percent reimbursement which CyRide is eligible.

Section 5311(f) Intercity Bus Assistance Program
A minimum of 15 percent of each year's non-urbanized formula funds allocated to Iowa under the 5311 program is required to be set aside to support intercity bus transportation. Private-for-profit companies, private non-profit corporations, or public entities may apply for this funding. Connections to Amtrak or passenger air service terminals are desirable. Service strictly for commuter purposes is not eligible. Projects may include operating assistance, capital assistance, planning, or administrative costs such as marketing and insurance.

The Iowa Intercity Bus Assistance Program includes funding in four categories of projects:

- Category 1 is support for continuation of existing services. Funding is available for providers of existing intercity bus service that apply and agree to reporting requirements. Category 1 projects pay $0.10/revenue mile of scheduled route service that is justified based on preventive maintenance costs.
- Category 2 is support for new and expanded intercity bus service or feeders connecting to existing intercity bus services. It is not intended to support duplication of existing services. Projects pay up to $0.50/mile based on preventive maintenance, insurance and administrative costs, and operating support for a maximum of two years. After two years, the service may receive support under Category

1.

- Category 3 is support for marketing of existing and new services. Preference is for cooperative projects with involvement by communities served. Projects may pay up to 80% of project administration/marketing costs.
- Category 4 supports facility improvements or equipment purchases necessary for the support of existing or new intercity bus services. Projects pay up to 80% of approved project amounts (83% for purchase of accessible vehicles or 90% on accessibility retrofits of existing vehicles) based on actual costs.

The Intercity Bus Assistance Program is included as a statewide total in the Statewide Transportation Improvement Program (STIP). Annual intercity bus assistance applications must be received by Iowa DOT's Public Transit Bureau by the first business day of October for projects to begin in January. Project selections are finalized by December.

Bus and Bus Facilities Programs (Section 5339)
These funds can finance capital projects to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities. Funding is dispersed annually via formula apportionments and also by discretionary awards.

- Formula Apportionments: In Iowa, approximately $1,250,000 is received annually via formula to be spent in small urban (less than 50,000 population) and regional transit systems and receives individual allocations for each large urban transit system serving populations between 50,000 and 200,000. The large urban funds are pooled together since individual allocations by transit agency would not allow for bus purchases on an annual basis. All funds are spent on vehicle replacements rather than on expansion vehicles or bus-related facilities and are distributed utilizing the vehicle rankings of the Public Transit Management System (PTMS).

  Transit systems serving populations of more than 200,000 in population receive direct allocations from the Federal Transit Administration and are not included in the statewide distribution through PTMS. These transit systems can decide how to utilize these formula funds for their agency.

  This federal program provides funding of transit capital improvements on an 80% federal, 20% non- federal matching basis (85% federal, 15% non-federal for vehicles equipped to meet ADA and Clean Air standards). Facility grants are not available through this process since the formula funding is minimal and the Iowa DOT emphasizes replacing vehicles as the priority above any facility project.

- Discretionary Awards: The Department of Transportation (DOT) typically releases a 'notice of funding opportunity' for national infrastructure investments projects that make a positive impact throughout the country and opens this opportunity to all transportation modes (highway, public transportation, passenger/freight rail, port, intermodal). . All transit agencies over 50,000 in population as well as States have an opportunity to apply for these grant funding opportunities. This competitive discretionary program is now known as the "Better Utilizing Investments to Leverage Development" or "BUILD Transportation 'Discretionary Grants" program and funding is awarded for projects that will have a significant local or regional impact. (This program was previously known as TIGER under the Recovery Act.)

  CyRide was extremely successful in attaining replacement buses and expansion buses for its fleet within the transportation appropriations bill, prior to the FAST Act, MAP-21, under SAFETEA-LU. CyRide averaged approximately $2,000,000 in capital funding on an annual basis through the Notice of Funding Availability (NOFA) process. However; once the MAP-21 reauthorization bill was approved, CyRide was no longer eligible to apply for NOFA opportunities as only designated recipients serving populations over 200,000 were eligible. The FAST Act reauthorization bill revised

this and transit systems serving populations over 50,000 are now eligible to apply for this discretionary funding. This change opens up the opportunity for CyRide to submit future applications for bus (for replacement or expansion) and bus facility NOFA's if these opportunities continue in the future. CyRide has not applied directly for these opportunities under the FAST Act but the State of Iowa DOT has applied on CyRide's behalf along with other Iowa urbanized transit systems. The Iowa DOT has not been successful in receiving discretionary funding for urbanized systems, like CyRide, but has received discretionary funding for Iowa's rural transit systems, like HIRTA.

State of Good Repair Grants (Section 5337)
This is a new formula-based program dedicated to repairing and upgrading the nation's rail transit systems along with high-intensity motor bus systems the use of high-occupancy vehicle lanes, including bus rapid transit (BRT). At the present time, CyRide or HIRTA is not eligible for this type of funding as they do not provide rail or BRT transit service at this time.

Federal Flexible Funds Available to Transit

Surface Transportation Block Grant Program (STBG)
These funds come to the state based on a number of factors including vehicle miles of travel, highway lane miles and the number and size of bridges. The funds can be used for roadway, transit capital projects, pedestrian/bikeway projects, or intermodal planning projects on an 80% federal, 20% local basis. In Iowa, a portion of these funds is programmed by local governments acting through metropolitan or regional planning agencies.

Nearly all of Iowa Regional Planning Alliances (RPAs) and some Metropolitan Planning Organizations (MPOs) fund a portion of their intermodal transportation planning activities from STBG funds. Most transit systems have also been successful in receiving STBG funding from their local MPO or RPA. When programmed for transit or transit planning projects, these funds are transferred from the Federal Highway Administration (FHWA) to the Federal Transit Administration (FTA) for administration, either through a direct Section 5307 grant for large urban transit systems, through a statewide 5311 grant for small urban or regional systems, or through the statewide consolidated planning grant for planning projects. The Iowa DOT's Public Transit Bureau administers the statewide grant for individual small urban and regional transit systems. The Office of Systems Planning administers the planning grant.

CyRide has utilized past allocated STBG dollars for planning purposes for the Ames Transit Feasibility Study ($100,000; 40% STBG) and CyRide Facilities Master Plan Update ($40,000; 25% STBG). Reimbursements for these CyRide projects are requested directly from the City of Ames. In 2020, CyRide will begin to receive STBG dollars for bus purchases for approximately $225,000 federal each year with the hopes to upgrade a 40-foot bus to an articulated bus. Thus far, CyRide has received approximately three years of STBG funding.

Iowa Clean Air Attainment Program (ICAAP)
This program is one of the five core funding programs of the Federal Highway Administration (FHWA) that can be flexed between highway, transit or bicycle/pedestrian uses. Nationally, the Congestion Mitigation/Air Quality (CMAQ) program is intended to fund transportation projects to assist metropolitan areas in violation of Clean Air Act standards. In those states with areas in violation, much or all of the CMAQ monies must be spent in the affected areas for projects conforming to a state air quality implementation plan. Because Iowa does not have any areas in violation of transportation-related federal clean air standards, the state receives a minimum allocation of CMAQ funding that can be used anywhere in the state for any purpose for which STBG funds can be used on the same 80% federal, 20% non-federal basis. The Iowa program is referred to as Iowa's Clean Air Attainment Program (ICAAP).

In Iowa, funds are programmed for highway or transit projects through a statewide application process based on the project's anticipated air quality or congestion relief benefits. Applications are due the first

business day of October for projects to begin the following federal fiscal year. Project selections are determined in February. When ICAAP funds are programmed for transit projects, funding is transferred from Federal Highway Administration (FHWA) to the Federal Transit Administration (FTA) for administration through the statewide grant under either the Section 5307 or 5311 programs depending on whether the projects are in urbanized or non-urbanized areas. This funding could be utilized in the future for service expansion (new routes or increased service frequency) for either buses or service within Ames.

Over the past five years, CyRide has been awarded nearly $1.3 million from ICAAP funding for expansion of transit services including:

ICAAP Projects	Approved	Federal Cost
Cherry Night Service (Yr. 1, 2 & 3)	January 2020, 2021, 2022	$97,716
Lilac Midday Service (Year 1, 2 & 3)	January 2020, 2021, 2022	$92,213
Brown Night Service (Yr. 1, 2, & 3)	January 2020, 2021, 2022	$87,350
West Ames Routes: New Route – Lilac; Frequency Expansions - Red, Purple, Cherry (Yr. 1, 2 & 3)	January 2020, 2021	$990,351
TOTAL ICAAP		**$1,267,630**

Due to the pandemic which arrived in March 2020, expanding transit services was not needed due to many working and studying from home in Ames to reduce the spread of COVID-19. As a result, no additional services have been requested since 2022. CyRide recently approved the expansion of weekend and night services for FY2025 since those times do not require CyRide to hire additional drivers at these times. CyRide will apply for ICAAP funding for 2025-2027 for these improved services for Ames.

Finally, due to the lower apportionments in 5339 Bus & Bus Facilities discretionary funding for small urban and rural transit agencies, the Iowa DOT was successful in securing $3 million of annual ICAAP funding to be utilized towards the replacement of buses. This funding will be dispersed through the PTMS process with the oldest and highest mileage buses throughout the state being replaced first.

Diesel Emission Reduction Act (DERA) Grant Program

The Iowa DOT administers the Environmental Protection Agency's (EPA) DERA grant program for the state of Iowa. DERA comes out of the Energy Policy Act of 2005. Annually, the counties eligible to apply for funding are those determined by the EPA where all or part of the population is exposed to more than 2.0 µg/m3 of diesel particulate matter emissions in the 2011 National Scale Air Toxics Assessment. Public transit agencies operating medium-and heavy-duty diesel vehicles in the targeted counties are eligible to apply. In 2023, the total amount of funding available for DERA was $1,058,940. Visit https://iowadot.gov/dera/pdfs/DERA-Grant-Program-Information-Guide-2023.pdf for the most recent application deadlines and further information.

Community Development Block Grant (CDBG) Career Link Program –Employment Transportation
This program is administered by the Iowa Economic Development Authority (IEDA). The Career Link program can be used to address other employment barriers by providing funding for employment related transportation services. Eligible activities include transportation services for individuals to job activities and adult students to educational training/instructional opportunities. The majority of beneficiaries (individuals utilizing transportation) must reside in non-entitlement communities [i.e. communities under 50,000 in population].

- Eligible applicants are non-entitlement cities (under 50,000) or counties. Funds will flow through the local government to a non-profit transportation entity [i.e. public transit agency] providing the transportation services.

- The majority of beneficiaries (individuals utilizing transportation) must reside in non-entitlement communities.
- Eligible activities will include transportation services for individuals to job activities and adult students to educational training/instructional opportunities.
- Participating businesses may not include retail or service businesses. A service business is a business providing services to a local consumer market which does not have a significant proportion of its sales coming from outside the state.
- The maximum grant award for employment related transportation projects will be $150,000.
- IEDA will require a 1 for 1 cash match for projects. Matching funds can be a combination of funds from participating businesses, local, state, and federal funds.
- Funds will be used for operational expenses only (not buses/equipment)
- For each project, the majority of beneficiaries (51%) must be low to moderate income individuals, as defined by the federal Department of Housing and Urban Development (HUD).
- Grant recipients must document compliance by collecting income surveys from project beneficiaries

CyRide is not eligible for this funding since Ames is a community of more than 50,000 in population.

State Programs

The State of Iowa currently offers seven programs providing financial assistance to public transit systems.

STA Formula Program
All public transit systems are eligible for funding under the STA program, which began in 1976. Since 1984, STA funding has been derived from a dedicated portion (currently1/20th) of the first four cents of the state "use tax" imposed on the sale of motor vehicles and accessory equipment. STA funds are provided to support public transit services and may be used for either operating or capital projects.

The majority of the state transit assistance funds received in a fiscal year are distributed to individual transit systems on the basis of a formula using performance statistics from the most recent available year. Each month, the dollars received in the fund during the prior month are allocated to the transit agencies. These funds can be used by the public transit system for operating, capital or planning expenses related to the provision of open-to-the-public passenger transportation.

The STA formula funds are first split between urban and regional systems on the basis of total revenue miles of service provided by each group. The funds are then split among individual systems in each category, 50 percent on the basis of locally determined income (LDI), 25 percent on the basis of rides per dollar of expense, and 25 percent on the basis of revenue miles per dollar of expenditure. PTB calculates LDI by subtracting FTA and STA formula funds from the system's operating expenses.

CyRide funding was increased by approximately $200,000 beginning in FY2024 to $1,027,333 annually. As a result, CyRide is able to expand its transit service beginning in FY2025 on nights and weekends. HIRTA would receive STA formula funds for regional transit services within Story County.

STA Special Projects
Each year up to $300,000 of the total STA funds are set aside to fund "special projects." These can include grants to individual systems to support transit services which are developed in conjunction with human service agencies, or statewide projects to improve public transit in Iowa through such means as technical training for transit system or planning agency personnel, statewide marketing campaigns, etc.

Special Projects are considered an “immediate opportunity” program by the Iowa DOT, meaning that these funds can be applied for at any time of the year as an opportunity arises, provided that funding is still available. Projects are intended to assist with start-up of new services that have been identified as needs by health, employment or human service agencies participating in the Passenger Transportation Development Planning process. Most projects are small in scope and typically will fall within the $5,000-$25,000 range. Projects shall be for no more than one year for up to 50% of the project costs, but a second year of funding can be applied for separately for up to 30%. Priority is given to projects which include a contribution from human service agencies. In past years, HIRTA was awarded funding for the Ames – Iowa City transit service and also funding to print the Story County Transportation brochure (www.cyride.com/sct). CyRide has only received this funding once in 2010 for partial funding of the new #10 Pink route of $15,006. The statewide project funds can also be used on statewide transit marketing and projects exploring new transit technologies. The administrative rules provide flexibility for use of the funding. If this funding is not needed for special projects, the money set aside for that purpose may be moved back into the STA formula program for distribution to all systems.

STA Fellowship Program

A major component of the state-wide Special Projects is a program of transit training fellowships that parallels the federal RTAP fellowship program described previously. The STA fellowship program focuses on training costs for Iowa’s large urban transit systems and metropolitan planning organizations that are not eligible under RTAP. CyRide utilizes this fellowship program for its administrative, maintenance and operational staff of approximately $15,000 each year for the following uses: FTA and Iowa DOT seminars, transit related conferences, NTI Trainings, State Rodeo (funded at 100%), and trips to other University transit communities. This program generally reimburses 70% of registration, travel, hotel expenses.

Public Transit Infrastructure Grants

In 2006, the Iowa Legislature established a new program to fund some of the vertical infrastructure needs of Iowa’s transit systems. Applications are accepted as part of the annual Consolidated Transit Funding Program. Projects can involve new construction, reconstruction or remodeling, but must include a vertical component to qualify. They are evaluated based on the anticipated benefits to transit, as well as the ability to have projects completed quickly. The infrastructure program participation in the cost of transit-related elements of a facility project is limited to 80% and cannot, in combination with federal funding, exceed that number. Also, no single system can receive more than 40% of the available infrastructure funding in a given year.

CyRide has been successful in receiving several awards for this infrastructure program to rehabilitate its maintenance facility over the past years. CyRide received $1,144,738 to purchase a new heating, ventilation and air conditioning system throughout the facility over the past three years. Most recently, CyRide was awarded a $581,566 PTIG grant to rehabilitate its shop area to connect its mezzanine floor which will expand the storage space for the mechanics. Both the HVAC and Shop projects will be substantially complete by April 2024. This funding is tied to the state’s Rural Iowa Infrastructure funding authorized by the state legislature. This funding was nearly not authorized in the 2024 State budget and may not be approved in future general budgets.

Capital Match Revolving Loan Fund (AMOCO Loan)

The capital match revolving loan fund was created by the Iowa Legislature in the early 1980’s with funds from Iowa's share of the federal government’s petroleum overcharge settlement against the American Oil Company (Amoco.) The loan program is subject to an intergovernmental agreement between the Iowa DOT and the Iowa Department of Natural Resources (DNR). All public transit systems are eligible for loans under this program. The intent of the program is to increase the inherent energy conservation benefits of public transit by expediting the implementation of transit capital projects.

The program allows “no interest” loans to transit systems, which the transit system uses towards the required local match on a federally-funded capital project, paying it back over a negotiated time period as local funds become available. The loan can be used to temporarily fund the entire local match on capital equipment projects or 50% of the required non-federal match on facility projects. Funding is available on a first come first serve basis. A project, targeted at energy savings, is eligible if it is a transit capital project that is approved for federal funding

Volkswagen Settlement Grants

In 2016, the Environmental Protection Agency (EPA) filed a complaint alleging Volkswagen (VW) violated the federal Clean Air Act with the sale of motor vehicles between 2009 and 2016 equipped with "defeat devices" designed to perform differently during normal vehicle operation than during emissions tests; exceeding the EPA compliant levels of nitrogen oxides (NOx) during normal use. VW agreed to settle some of the allegations. With the creation of an Environmental Mitigation Trust (Trust) to fund a specific set of mitigation actions that will reduce NOx emissions. Since that time, Iowa is expected to receive approximately $21 million in Trust funds for NOx mitigation projects over the next ten years. The Iowa DOT began by distributing grants for relevant projects within the following categories in 2019 according to Iowa DOT’s Beneficiary Mitigation Plan.

Mitigation Category	Funding Target
Category 1 -Class 4-8 School Bus, Shuttle Bus, or Transit Bus	$9,450,000
Category 2-Freight Trucks and Port Drayage Trucks	$3,150,000
Category 3 – Non-Road Transport and Equipment	$9,100,000
Category 4 – Zero Emission Vehicle (ZEV) Supply Equipment	$3,150,000
Category 5 – Diesel Emission Reduction Act (DERA) Grant Program	$3,150,000
TOTAL	**$21,000,000**

Beginning in 2019, the Iowa DOT distributed three rounds of grant applications awarding approximately $8.4 million under category 1 for transit bus funding. CyRide submitted grant requests for all three rounds applying the Volkswagen funding as the local match for bus purchases receiving $1,060,640. Per communications with the Iowa DOT Systems Planning, a future round of funding is forthcoming in late FY2024 with another $3,000,000 available for buses. Due to supply chain shortages, buses prices have increased dramatically in price since 2020. If awarded, CyRide plans to utilize VW funding to increase the total budget of its next bus purchase in light of these cost increases. For more information on this grant program, visit https://iowadot.gov/vwsettlement/default.aspx.

Local Funding

The bulk of transit funding in Iowa comes from local sources, especially on the operating side. How systems generate their local financial support varies, but some of the more common sources are as follows:

Passenger Revenues

Fees paid by the passengers are one of the most common sources of local support. This can include monies collected on-board the transit vehicle (usually called “farebox receipts”), as well as prepaid fares from sale of passes or tickets, or fares billed to the passenger after the fact. FTA requires that all passenger revenues be subtracted from the total cost of operating transit service to identify a net operating cost, before eligibility for federal financial support of operations can be calculated.

Contract Revenue

Human service agencies, local communities, as well as private businesses are often willing to pay a part or all of the cost for certain types of rides provided as part of the open to the public transit operation. Such subsidies are classified as contract revenues and can count toward the required local match on federal projects.

Municipal Transit Levy

Local Taxes

Iowa law authorizes municipalities to levy up to 95 cents per $1,000 assessed valuation to support the cost of a public transit system. Most of Iowa's larger communities levy for support of their urban transit systems. A number of smaller communities use this authority to generate funding used to support services contracted from their designated regional transit system. CyRide has its own transit levy for the community of which Ames is approximately 15% of its revenue stream. For Ames, this levy is approximately 60.552 cents per $1,000 assessed valuation.

Regional Transit Levy

In 2005, the Iowa legislature authorized counties exceeding 175,000 in population are able to form regional transit districts for support of area-wide public transit services. Once formed, adjacent counties can become part of the district, or municipalities in non-participating adjacent counties can join. The district can levy up to the 95 cents per $1,000 assessed valuation; but, unlike the provisions in the municipal levy, the regional transit districts can set differing levy rates across their territory. While both Linn and Polk counties have the population to form a regional transit district, as of March 2011 only Polk County has chosen to form a district, including several municipalities from adjacent non-participating counties. This is not an option available for Story County.

General Fund Levy

The cost of supporting transit services is an eligible use of general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties who don't have the option of a transit levy, as well as for cities which chose not to use the transit levy.

Trust and Agency Levy

The Trust and Agency Levy can be used by cities and counties to support employee benefit plans. As such, it can be used to help support the cost of a city operated transit system.

Other Local

Student Fees

Mandatory student fees established by a college or university are similar to a tax levy in that all members of the particular community contribute. Iowa State's Student Government is CyRide's largest fee levy equating for approximately 40% of the annual operating budget.

Advertising Revenues

Sale of on-board advertising or advertising space in brochures, etc., can provide some additional revenues to the transit program. Currently, CyRide contracts out their advertising program to place ads on our buses and therefore splits the revenues received with the advertising agency.

Analysis of Social Services Evaluation Team (ASSET)

The Analysis of Social Services Evaluation Team (ASSET) process has existed in Story County since 1985. It brings together five major funders of human services programs in a collaborative, volunteer-led effort to coordinate local planning, assess needs, evaluate the capabilities of agencies to provide programs, and recommend funding for programs. ASSET (www.storycountyasset.org/) is supported by five funders

including the City of Ames, Iowa State University Student Government, Story County, Central Iowa Community Services, and United Way of Story County. Each Funder has priorities that guide the process in making recommendations for funding decisions and agencies must apply for funding through this process. Approximately $4.8 million in funding was recommended for distribution to ASSET agencies' programs in FY2024. HIRTA will receive approximately $184,000 of this funding for demand response transportation within Ames and Story County.

United Way of Story County

United Way of Story County (UWSC) offers a few small grant opportunities to support unanticipated, emerging or other distinct under-funded needs on an annual basis to non-profit agencies. These grant opportunities are in addition to funding ASSET programs through the process listed above. Over the past few years, the only grant awarded for transportation was to help fund The Salvation Army's pilot "What Ifs" program where households could apply for emergency grants for vehicle maintenance and repairs along with other emergency expenses. Any considered projects for grants must further the UWSC's community impact goals. To view more grant program details including the UWSC's 2025 community impact goals, visit https://www.uwstory.org/grants.

- Community Impact Grants – These grants for $7,500 or less are to support unanticipated, emerging, or other distinct under-funded needs that further the mission of UWSC. Priority will be given to those programs that reach underserved populations and/or are focused on UWSC's 2025 Community Impact Goals. Any non-profit organization with a 501(c)3 designation serving Story County is eligible to apply. Grant applications are accepted throughout the year when funding is available. The Allocations Committee generally meets on the first Thursday of each month. Grant applications that have been received the Monday of the week prior will generally be included in the monthly review unless additional information is needed for consideration. Proposals must be submitted on the form linked on our website and emailed to unitedway@uwstory.org.

- Golf For Kids Grant Process – These grants for $3,000 or less disburse funds raised by UWSC's annual Golf Fore Kids event (held annually in the summer). Grants are available to fund human services programs and initiatives that impact the lives of Story County children above and beyond current funding opportunities. Proposals may address expansion of programs and initiatives that are already funded by UWSC (through the ASSET process or grants process) or they may address programs and initiatives not currently funded by UWSC. Priority will be given to programs that reach underserved populations and/or are focused on UWSC's 2025 Community Impact Goals. Proposals for capital expenditures will not be considered. The annual deadline for proposals is typically in August or September, with deadlines and the application form provided on the UWSC's grants page.

- Other/Special - Occasionally, special grants are announced by the UWSC. For example, during the coronavirus pandemic, funds were raised specifically to help partner agencies contend with Covid-19 related expenses and service delivery changes.

Story County Community Foundation

The Story County Community Foundation (SCCF) is a nonprofit public charity created by generous local citizens. It builds permanent charitable funds called endowments. Each endowment distributes a portion of its earning annually in perpetuity--forever--to support a charitable purpose. Donations may be made to funds which address community needs and reflect a donor's interests and personal philanthropic goals. The SCCF acts as a broad umbrella, sheltering many separate funds.

Major Grants (up to $25,000), Community Grants (up to $6,000) and Capacity Building Grants (up to $2,500) are available to non-profit organizations with a 501(c)(3) status, charitable projects of a governmental agency or to a 501 (c)(3) fiscal sponsor. More information can be found at www.storycountyfoundation.org. Previously, HIRTA received a one-time funding grant from the SCCF to initiate the Ames to Iowa City operating service providing access to medical care in Iowa City. Due to demand, this service is no longer operating.

VI – CONCLUSION

The Passenger Transportation Plan (PTP) coordination effort is an ongoing process throughout the year to define funding and further refine recommended projects. Priority projects may be updated in coordination with human service agencies. Otherwise, the PTP will be required to be updated in another five years by the Iowa DOT. Efforts will continue in Story County to coordinate transportation services, identify needs and expand funding availability identified within the recommended projects. This effort includes identifying and encouraging additional federal/state/local funding resources yet to be approved or identified through future transit reauthorization bills.

Involvement through the Story County Transportation Collaboration group has provided additional opportunities for increased communication between transportation providers and human/health service agencies to ensure better mobility options to the community and region. This communication helps to make agencies aware of the options available while providing insight into where transportation gaps still remain. Coordination offers a great way to obtain positive results with limited resources while sharing available transportation options by many transportation providers to agencies that communicate those resources to the transit dependent, low-income, elderly and disabled populations.

Appendix

United Way of Story County

Story County Transportation Collaboration

AGENDA

January 24, 2024 @ 1 – 2:30 pm via Zoom

Join Zoom Meeting

https://us06web.zoom.us/j/83123793226?pwd=YIonAlSnxoO0mAiuvjp5hBcwbIgwwS.1

I. Introductions

II. Review October Meeting Minutes

III. Changes to Collaboration convening

IV. Works to identify transportation needs and address them:

a. Story County BOS – wish to include/better meet the needs of non-Ames Story County residents (Updates from Lisa Heddens and HIRTA team)
   i. Colo Outreach Event Outcomes
   ii. Survey Updates -
b. HIRTA's "Driving Inclusivity" Event (Dec. 2023) – Takeaways (Danny Schnathorst and/or Julia Castillo)
c. The Salvation Army's "Story County Vehicle Maintenance and Repair Fund" – Updates from Kathy Pinkerton
d. AAMPO Passenger Transportation Plan – Final remarks from Shari Atwood

V. Seeks to educate about transportation challenges:

a. Action plan – Individual stakeholders are educating the public already. A collective plan will be developed if needed. Still tabled.

VI. Provides information/resources about transportation services available:

a. Transportation Brochure - Thanks to Jenni Talbot, McFarland Clinic, for recent updates.
   i. Reminder to regularly review and send any updates to satwood@cyride.com
b. "Story County At-A-Glance Transportation Provider Services" – Overview by Basil Heintzman, HeartCorps

VII. **Updates from partners:**

- Aging Resources
- Ames Chamber
- City of Ames, including CyRide
- Friendship Ark
- Good Neighbor Emergency Assistance - Invited
- Heartland of Story County – New representative: TBA
- Heart of Iowa Regional Transit (HIRTA)
- ISU Transportation Services
- ~~League of Women Voters~~

- Mainstream Living
- MGMC / Story County Public Health
- McFarland Clinic
- MICA
- Primary Health Care Inc.
- RSVP (Central Iowa)
- Story County BOS and General Assistance
- The Arc of Story County
- The Salvation Army
- United Way of Story County - Wheels for Work

Planned 2024 Meeting Dates *(4th Wednesday of the quarter, via Zoom*): April 24, July 24, October 23 – all at 1 pm.

United Way of Story County

Story County Transportation Collaboration
Meeting Minutes
January 24, 2024 @ 1 pm via Zoom

Present: Kalen Petersen (RSVP), Basil Heintzman (HeartCorps), Shari Atwood (CyRide/Ames Area MPO), Danny Schnathorst (HIRTA), Beth Lucht (Friendship Ark), Jana Larsen (MICA), Nikki Fischer (Ames Chamber), Linda Van Holten (RSVP), Jenni Talbot (McFarland), Sherry Zook (Story County Public Health), Karen Kiel Rosser (MGMC), Andrew Collings (Des Moines Area MPO), Kyle Thompson (City of Ames/AAMPO), Grant Olsen, Chelsea Flack (Story County General Assistance), Cari McPartland (GNEA), Bill Stodden (GNEA), Marcy Ryken (Heartland), Lisa Heddens (Story County BOS), Traci Miner (Mainstream), Anneke Mundel (United Way)

I. **Introductions -** Newly participating are Jana Larsen (Maternal, Child & Adolescent Health Coordinator, MICA), Kyle Thompson (Ames Transportation Planner), and Andrew Collings (Des Moines Area MPO). Marcy Ryken is in a new role, as full-time outreach staff at Heartland of Story County.

II. **Review October Meeting Minutes** – Minutes were accepted as written.

III. **Changes to Collaboration convening** – Mundel said that United Way has convened the Story County Transportation Collaboration since 2007 (16 years!) As the community needs around transportation have changed, it makes sense to have transportation "experts" leading the charge. Going forward, Danny Schnathorst and the HIRTA team will be convening the quarterly meetings. Please send any additions/removals to the distribution list, agenda items, etc. to: DSchnathorst@ridehirta.com

IV. Works to identify transportation needs and address them:

a. **Story County BOS** – wish to include/better meet the needs of non-Ames Story County residents (Updates from Lisa Heddens and HIRTA team)
   i. **Outreach Events** – Schnathorst said that there was good attendance at the Colo Outreach Event in December and at a related "Coffee Chat" (with around 20 attendees at that portion alone). He said there have been additional outreach events, including at MGMC Senior Health Clinics. Atwood asked if the SC Transportation Brochure could be shared alongside HIRTA materials; Schnathorst said he would provide those.
   ii. **Survey Updates** – Schnathorst said that Lisa Heddens and Julia Castillo met and developed survey questions. The survey will be released shortly.

b. **HIRTA's "Driving Inclusivity" Event (Dec. 2023)** –Schnathorst said HIRTA was approached by US Aging about hosting this event. Held at Reiman Gardens, the event featured Lisa Heddens as the keynote speaker and a panel of individuals, including Anneke Mundel from United Way. Schnathorst said that US Aging provided stipends for riders and community members to attend, paid for refreshments, etc. HIRTA learned of some additional needs which staff are exploring how best to address.

c. **The Salvation Army's "Story County Vehicle Maintenance and Repair Fund"** –Kathy Pinkerton was unable to attend. Mundel stated that the need is outpacing the funds available, so TSA was happy to receive a grant from Story County to supplement funds received previously from Cornerstone Church. TSA has applied for funding through ASSET and, if approved by the funding bodies, is slated to receive some funding support in FY25.

d. **AAMPO Passenger Transportation Plan** – Atwood reviewed a summary of the Passenger Transportation Plan (see attached) and noted that there will be a 30-day public comment period from February 13-March 14. She welcomed any additional ideas for strategies or projects. *Atwood then moved, seconded by Petersen, to recommend that the AAMPO include 4 projects in its plan: Dial-A-Ride, DAR LD Bus, Shelters/LED Signage, Preventative Maintenance. Motion carried.*

V. Seeks to educate about transportation challenges:

a. **Action plan** – Individual stakeholders are educating the public already. A collective plan will be developed if needed. Still tabled.

VI. Provides information/resources about transportation services available:

a. **Transportation Brochure** - Thanks to Jenni Talbot, McFarland Clinic, for recent updates (addition of a Medicaid provider). Reminder to regularly review this brochure and send any updates to satwood@cyride.com

b. **HIRTA Vanpool with Enterprise** – Schnathorst stated this is a new initiative which began January 2024. More information can be found at: https://www.commutewithenterprise.com/content/commute/en/partners/hirta.html

c. **"Story County At-A-Glance Transportation Provider Services"** –Basil Heintzman, HeartCorps member through August, updated this handout per a previous suggestion from Petersen and other TC members. She stated the intent is for providers to be able to identify an appropriate provider for clients, with a comprehensive list. Bill Stodden asked if there is transportation available to/from Des Moines. Heintzman said there is an airport shuttle as one option. Schnathorst said that HIRTA can provide transportation as well if drivers and vans are available; the cost typically ranges from $10-$25 depending on the ride request. Atwood asked for more information on JoshProvides and I-Smile. Heintzman shared that JoshProvides is a national charity which provides funds for Uber and/or gas vouchers for epilepsy patients to get to medical appointments. I-Smile is funded by the Department of Health and Human Services and is intended to assist with transportation for children's dental appointments. Please contact Heintzman with any other questions or feedback: Basil.Heintzman.HeartCorps@heart.org . Many thanks to Basil for her efforts!

VII. **Updates from partners:**

- **Aging Resources** – No updates; Sharee Huffer was unable to attend.
- **Ames Chamber** – Fischer stated that they have launched a new, 3-part workshop series, "Untapped Workforce." The first roundtable will be February 8, 7:30 – 9 am, and is on employing justice-involved individuals. Please RSVP if possible.
- **City of Ames** – Thompson stated that they are working on budgets, so watch for public input opportunities. The City also launched a new website for the AAMPO: www.aampo.org . Check out the new page for the Transportation Collaboration at https://www.aampo.org/tc.php
- **Friendship Ark** – Lucht said they do not have any updates.
- **Good Neighbor Emergency Assistance** – Stodden said that they continue to offer $30 HyVee gas vouchers, every 90 days if needed. He noted that these vouchers are only for housed residents of Story County; individuals who are unhoused or in transitional living situations are not eligible and should instead be referred to The Bridge Home (515-232-8075) or Story County General Assistance (515-663-2930). Stodden also said they provide CyRide tickets,

with the cold weather driving up demand in December and January. Finally, he noted that they hear of needs for transportation to/from Des Moines at least a few times per month.

- **Heartland of Story County** – Ryken said that the new 60-Forward building is scheduled to open this spring (late March/early April) at 205 South Walnut Ave (previous location, new building).
- **Heart of Iowa Regional Transit (HIRTA)** – Schnathorst shared a photo of new HIRTA buses with a new slogan meant to dispel misconceptions ("For anyone for any reason") and design features.
- **ISU Transportation Services** – No one was present to give updates.
- **Mainstream Living -** No one was present to give updates. (Traci was on but then off before update time.)
- **MGMC - Story County Public Health** – Zook said that they are excited for the 60-Forward center as they will provide programming there. She added that the collaboration with HIRTA Outreach has been very fruitful and welcomed additional participation by HIRTA in upcoming rural clinics or childhood immunization clinics.
- **MGMC –** Karen Kiel Rosser stated that she is attending as an observer as they are always looking for transportation options for hospital patients.
- **McFarland Clinic** – Talbot had no updates today.
- **MICA** – Larsen said that many MICA clients have transportation barriers, so she and other MICA staff benefit from this forum to hear about available services.
- **Primary Health Care Inc.** - No one was present to give updates.
- **RSVP (Central Iowa)** – Petersen reminded everyone that RSVP's transportation depends on volunteer drivers using personal vehicles; as such, they have some limitations (ex/ they cannot transport individuals in wheelchairs). She stated that RSVP continues to add 4-5 new clients each month. Prospective clients can sign up for services at www.rsvpvolunteer.org . Additionally, Petersen said that the RSVP Ames office will be moving to the 60-Forward Center this spring.
- **Story County BOS** - Heddens has been helping with HIRTA outreach as her schedule permits.
- **Story County General Assistance –** Flack stated that they can provide either gas and oil or a bus ticket for transient individuals. Bus tickets are to transport individuals to the "first stop" past the state line.
- **The Arc of Story County** - No one was present to give updates.
- **The Salvation Army -** No one was present to give updates.
- **Des Moines Area MPO** – Collings said that they serve an 8-county area, including part of Story County. Like the Ames Area MPO, they have started the budget planning process. They also received a "Safe Streets" grant and will be conducting public input sessions in spring/summer 2024 in Story City, Nevada, and Huxley; watch for those invites.
- **United Way of Story County** – Mundel said that Ashley Thompson is UWSC's new President and CEO; she and Jean Kresse are working together until March 1 for a smooth transition. Mundel also said that Wheels for Work continues to search for vehicle donations; they have 8 individuals on the wait list and have only awarded 2 Wheels for Work vehicles this fiscal year.

Planned 2024 Meeting Dates *(4th Wednesday of the quarter, via Zoom*): April 24, July 24, October 23 – all at 1 pm. Watch for updated calendar invites and agendas from Danny Schnathorst.

Vote to Recommend FY2025-FY2029 Passenger Transportation Plan (PTP) Project, Strategies and Priorities to Ames Area Metropolitan Planning Organization (AAMPO) for Approval

On October 11, 2023 Story County's Transportation Collaboration Committee meetings, I presented a status update of where the previous PTP recommended projects transportation projects were in terms of obtaining federal/state funding and also in being implemented. We also discussed transit gaps in the Ames area that needed additional coverage of bus routes or additional frequencies of service. Bus routes were buffered for walking distance within CyRide's routing structure for weekday, ISU break weekdays, and weekend services to provide a guide of the areas that have access to public transit during those coverage periods. Those gaps were then overlayed according to the current Ames zonining to illustrate what residential and commercial areas have gaps of coverage. During this meeting, I also requested any additional transportation needs, strategies and projects from transportation providers and human service agencies that specifically could benefit the elderly and disabled populations to be implemented into the plan update for 2025. We also discussed at that time that that CyRide has sold the van previously purchased to keep the Dial-A-Ride service timely and that HIRTA's software is accomplishing this on its own merits. As a result, the purchases of vans for the plan will be eliminated as a priority. Specifically, Enhanced Mobility for Seniors and individuals with Disabilities projects (Section 5310 funding) should be coordinated through this process and helps support the following services/projects to benefit the senior/disabled community:

- Dial-A-Ride service
- Dial-A-Ride buses for expansion/replacement
- Shelters/Transit Amenities/Bus Stop Improvements
- Automated Vehicle Annunciators

Therefore; excluding the van, the attached recommended projects for FY2025-FY2029 are the same as within the past approved/amended PTP's with increased funding levels for these years. (see attached)

The Iowa DOT has indicated that "other transportation projects" funded through other sources need not be specifically identified through this coordinated plan but that the process should focus on identifying priorities and strategies that could meet identified needs. However, future projects have been identified without costs to contribute toward future long-range transportation planning efforts. Therefore, the priorities/strategies outside of the 5310 projects are more general in nature identified with a bulleted list. Please note that page 10-12 has several long-term projects identified through surveys, communications with transportation providers and the general public.

The IDOT requires that there be a recommendation by the Story County Transportation Collaboration to forward any projects, strategies, priorities to be funded with Section 5310 funding to the Ames Area MPO for formal approval. Therefore, I request that the Story County Transportation Collaboration recommend the following projects, priorities and strategies to the AAMPO for approval. The human service agency representatives will be allowed to review the plan and make comments to the 2025-2029 PTP through March 1st when the IDOT comments will be returned to the AAMPO for incorporation and then through the AAMPO's 30-day pubic comment period through March 14, 2024, if needed. If projects are recommended by the Transportation Collaboration, the following schedule will be completed:

- **October 11, 2023** **Transportation Collaboration – PTP Discussion**
- **October 25, 2023** **Transportation Collaboration – full meeting**
- **January 24, 2024** **Transportation Collaboration – full meeting**
  (Recommend PTP projects to AAMPO for formal approval)
- **February 1, 2024** 2025-2029 PTP Update e-mailed electronically to the IDOT and the Story County Transportation Collaboration for comments
- **February 2, 2024** **AAMPO Tech Meeting:** DRAFT PTP Review
- **February 13, 2024** **AAMPO Policy Meeting**: DRAFT PTP Review
  Start of 30-day Public Comment period

- **March 1, 2024** Receive IDOT comments to incorporate into PTP
- **March 14, 2024** **AAMPO Tech Meeting**: Recommend 2025-2029 PTP Plan to AAMPO Policy Committee
- **March 26, 2024** **AAMPO Policy Meeting**: 2025-2029 PTP Approval
- **May 1, 2024** Submit Final 2025-2029 Passenger Transportation Plan Due to IDOT

If the Section 5310 projects are not formally recommended to the Ames Area Metropolitan Planning Organization (AAMPO) for approval, these projects cannot be implemented into the next required AAMPO planning document – the Transportation Improvement Program (TIP). Transit projects are required within this TIP document in order to be eligible to receive grant funding from the IDOT and/or Federal Transit Administration. CyRide's full Section 5310 allocation each year is approximately $530,198 total; $424,159,000 federal. Recommended projects implemented should benefit elderly and disabled individuals taking public transit in Ames.

IV – PRIORITIES AND STRATEGIES

1. **Dial-A-Ride Service (Section 5310):** This need was identified as a base need for the community for those individuals that cannot ride the fixed-route system but can rather ride CyRide's Dial-A-Ride door-to-door service operated under subcontract currently to Heart of Iowa Regional Transit Agency (HIRTA). CyRide is mandated by the federal government as part of the American's With Disabilities Act (ADA), to provide this complementary fixed-route service for individuals with a disability that cannot ride the fixed route system. This demand response service operates the same hours and days as the CyRide's fixed-route transit system. Requests for rides cannot be denied for this service for any trip purpose. More demand might be warranted from the Ames community in future years.

	Dial-A-Ride (HIRTA)				
	Provides door-to-door ADA				
Annual Numbers	**FY2019**	**FY2020**	**FY2021**	**FY2022**	**FY2023**
# Revenue Hours	3,296	3,341	3,360	6,758	4,806
# Revenue Miles	36,254	36,413	36,234	73,340	56,953
# Days Provided/Yr.	359	359	359	359	359
# Riders (unlinked)	**8,380**	**7,818**	**6,348**	**13,089**	**13,783**
Operating Costs	**$160,672**	**$154,967**	**$129,217**	**$242,350**	**$258,932**

In FY2022, ridership increased by 106% from the prior year. This increase was primarily due to ridership rebounding from the pandemic after many individuals stayed at home in FY2021. Additionally, HIRTA was informed by the Iowa DOT that they could no longer utilize Section 5311 or regional federal funding to finance urbanized trips in Ames. As a result, HIRTA transitioned many seniors from riding HIRTA services to ride Dial-A-Ride instead. Under Dial-A-Ride transit, CyRide must ensure a ride to passengers within a two-hour window (one hour before or after requested pickup/drop off) of the passengers' request. Trips on the Dial-A-Ride ADA service cannot be denied and must be met within that window.

In the past, CyRide has also supported HIRTA's Customer Service Portal allowing customers the ability to book their own trips online, change their account status (address, phone number, etc.), check on their trip status, pay for trips online, etc. CyRide allowed a one-time capital cost of approximately 9% ($15,711) for Dial-A-Ride passengers in 2017. This sort of technology was specifically requested by Iowa State University's Alliance for Disabilities Awareness group who met with CyRide on several occasions in early 2017 to improve their rider experience on the Dial-A-Ride service. Therefore, this customer service portal project will remain as a recommended project as part of the Dial-A-Ride service to possibly upgrade/expand the portal if requested by HIRTA if the portal benefits Dial-A-Ride passengers and if 5310 funding remains within the annual budget to accommodate the upgrade.

It is important to note that Enhanced Mobility of Seniors and Individuals with Disabilities funding (Section 5310 funds) can be utilized by transit agencies to subcontract out their ADA service however; CyRide cannot utilize the funding to operate the service themselves. If CyRide operated the service in-house, they can only utilize the funding to purchase capital items but would have to support operating the service with local funding. Therefore, it is more economical for CyRide to purchase transportation and coordinate with another provider. **Estimated Annual Funding = $260,000 total; $208,000 federal)**

2. **Shelters/Transit Amenities/Bus Stop Improvements (Section 5310):** Improving the accessibility of CyRide's bus stops as well as CyRide's image is of importance to CyRide and the Board of Trustees. Shelters have been prioritized within a bus stop plan for the community to be funded from this identified funding in the next few years as long as funding is available to improve accessibility along corridors including DOT highways. These improvements also include lighting, either solar or electric, within the bus stop improvement to ensure passengers can read the published schedule within each shelter.

The older style shelters, for the majority, do not contain lighting. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. **Estimated Annual funding = ($70,000 total; $56,000 federal).**

3. **Small Light-Duty Bus Replacement/Expansion (Section 5310):** CyRide's complementary Americans with Disabilities Act (ADA) service called Dial-A-Ride, is a door-to-door service serving individuals with a disability within the City of Ames. Passengers eligible for Paratransit service as defined by the (ADA) can ride this service. This service requires the use of small light-duty accessible vehicles to operate door-to-door service within the City of Ames. The useful life of these vehicles is four years as recommended by the Federal Transit Administration. CyRide currently leases one light-duty bus to its ADA contractor to help operate this service. The remaining vehicles are provided by the contractor directly as they also operate the regional public transit service for Story County. CyRide needs to systematically replace the vehicle leased to its contractor at a minimum of four years (FTA's defined useful life) and maximum of every eight years (CyRide's defined useful life benchmark) which is identified within CyRide's Transit Asset Management (TAM) Plan. CyRide's current plan is to replace this vehicle every 5 years while there is sufficient federal funding. Currently, CyRide has a low-floor light duty bus on order that it will receive by the end of FY2024.

   Additionally, this funding may be utilized to purchase expansion vehicles as needed for its ADA service as ridership for Dial-A-Ride increases in order to meet demand. Please note that CyRide cannot deny a ride to Dial-A-Ride passengers due to vehicle capacity issues. Expansion vehicles may be necessary within this next five-year period if passenger demand increases significantly over FY2023 levels. Please note that CyRide has several minibuses that it could immediately lease to HIRTA if capacity became a problem. CyRide has semiannual meetings with HIRTA to discuss capacity as well as other issues impacting this service.

   CyRide estimates that up to two light-duty buses, either high floor or low-floor, might need purchased in a given year for either replacement or expansion between FY2025 – FY2029 with the cost identified below. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. . **Approximate funding per bus = ($200,000 total; $170,000 federal)** OR **Approximate maximum funding = ($400,000 total; $340,000)**

4. **Accessibility Technology (Section 5310):** To comply with the Americans with Disabilities Act (ADA), CyRide's drivers must announce all major transfer locations along transit routes as well as any bus stops the public specifically requests to be announced. Prior to 2018, CyRide announced all bus stops manually. However, in 2017, CyRide began working with Iowa State University's Alliance for Disability Awareness group which communicated their desire for drivers to announce all bus stops throughout the Ames' community without customers needing to verbally make a request to the driver. Verbally announcing this many bus stops along the transit route is over and beyond what is required by ADA. Therefore, a digital announcing system is not required but announcing some stops manually is required to meet ADA regulatory requirements. Collectively, the AVL, APC and AVA technologies require periodic annual preventative maintenance of approximately $130,000 to keep the real-time system performing without issues which is an allowable capital expense for Section 5310 funding.
   - **Automatic Vehicle Location (AVL)Technology** is the base system needed to provide information of where buses are located in real-time throughout CyRide's transit service. CyRide implemented this technology initially funded with all local funding supported by Student Government. Then in 2019/2020, CyRide replaced the initial technology and upgraded it to provide a much more robust real-time system funded with 5310 funding. This system may need periodic expansion and/or complete replacement as technologies functions improve.
   - **Automatic Passenger Counters (APC)** allow CyRide to understand how many passengers are boarding along individual bus stops throughout the system and identify what corridors and which specific bus stops are the utilized the most to better plan routes throughout the system. This technology allows CyRide to utilize stop level ridership information to implement bus stop

upgrades such as shelters, benches, added concrete to benefit passengers. Prior to this technology, CyRide only had trip level ridership information which didn't tell the full story of what stops needed improvements. APC's also allow CyRide to immediately respond and provided added service when over-capacity occurs on a day-to-day basis. This APC technology requires periodic annual preventative maintenance to keep the real-time system performing without issues.

- **Automated Vehicle Annunciators (AVA)** synced with **LED signage** and/or **infotainment screens** will help keep all passengers, disability or not, better informed of where the bus is located as they ride the bus. This AVA information makes riding the bus more convenient for and provides independence to hearing or visually disabled passengers. Automated announcements on the buses make the announcements more uniformly stated across the transit system by having the stops announced in a similar method and at a consistent volume to be heard over loud noise inside and outside the buses. An AVA system will also allow CyRide's drivers to focus on operating the vehicle safety instead of talking into the intercom system every few blocks. This AVA technology is also available outside of the vehicle so that as the bus approaches a bus stop for passengers, the bus is announced to waiting passengers at the bus stop. If an individual waiting at the bus stop is visually impaired, they now know the specific bus (#3 Blue) that has arrived at the bus stop once the announcement is made upon the bus doors opening. The LED and Infotainment signage provide passengers with a visual of the same auditory messages on the buses. Funding can be allocated to keep this technology updated as necessary to benefit the elderly and disabled Ames' community. CyRide's transit board is committed to keep accessibility technology integrated within the system and updated moving forward. CyRide envisions that the full system could be replaced over a two-year period. CyRide would fund the local portion of this project. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. **Approximate funding to replace the entire AVL/AVA/APC project= ($1,500,000 total; $1,200,000 federal); ($20,000/bus; $16,000 federal)**

Below is a glance at the priority projects funded with 5310 funding. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. Projects total more than the annual 5310 apportionment, but many projects are not requested on an annual basis.

	Federal	Local Match	Total
5310 Apportionment	$431,000	$107,750	$538,750
Dial-A-Ride	$208,000	$52,000	$260,000
DAR LD Bus (every 5 years)	$160,000	$40,000	$200,000
Shelters/LED Signage (2 shelters/yr.)	$56,000	$15,000	$70,000
Preventative Maintenance (AVL, APC & AVA)	$100,000	$25,000	$125,000
Total Projects w/o AVL	**$524,000**	**$142,000**	**$655,000**
Accessibility Technology (AVL, APC, AVA, LED/Infotainment Signage to display AVA visually)	$1,200,000	$300,000	$1,500,000

The remaining projects/strategies below and on the following pages are not required to be coordinated through the PTP but have been expressed as needs within previous meetings over the years or throughout the past year:

Previous or ongoing needs were shared with the as the Story County Transportation Collaboration meetings during the October 11, 2023 meeting. This group was requested to provide additional needs and possible strategies to incorporate into the PTP. If additional changes are needed, those comments can be made to Shari Atwood (shari.atwood@cyride.com) by March 1, 2024 for incorporation into the document. Those strategies that have been implemented or partially implemented in the past are identified in blue. The overall needs and strategies were accumulated from the public through public meetings, complaints/comments, transportation collaboration meetings, and/or through direct communications with transportation providers and human service agency representatives. Note that these possible strategies have not all been recommended to be funded with Section 5310 funding but if federal/state/local funding became available for the specific project specifically for the elderly or disabled population, it could be recommended into the Section 5310 program rather easily as it's already defined as a need.

Needs	Possible Strategies/Project
Education/Marketing: 1. Need to reduce intimidation and misconceptions to riding public transit. 2. Awareness of available programs regarding transportation. 3. Need for insurance/ Maintenance awareness for automobile owners	**Previous/Ongoing Strategies** 1. Large Group Training of how to ride public transit 2. Train the Trainer Sessions for one-on-one training. 3. How to Ride CyRide digital formatted DVD video 4. Communication tools for non-English speaking individuals riding CyRide ie. picture board? 5. Promote RSVP volunteer transportation program 6. Maintenance/insurance class for vehicle owners 7. Car Seat installation education program and/or resources 8. Google Transit Trip Planner so anyone could Google how to get from point A to point B via bus in Ames. 9. Real-time scheduling software – NEXT bus technology was implemented in 2012 and updated to MyRide in LED signage to campus bus stops. 10. Developed "Transportation brochure" for Story County so individuals can quickly determine which service provider could provide a ride to their destination and for how much. The brochure has been continuously promoted to human service agencies and is available at www.cyride.com/sct. 11. Developed At a Glance document for Story County agency representatives to quickly assist their clients. 12. Marketed public transportation options to medical human service providers to get them to ask the question, "Do you have Transportation to your next appointment?" Communicated brochure and At a Glance documents. 13. Market MyState App to utilize CyRide to obtain transit trip information. **Strategies Yet to Implement** 14. Improve CyRide's How to Transfer written materials describing what a transfer is; when a transfer is applicable as opposed to utilizing two fares; and actual logistics of transferring. 15. Develop new Dial-A-Ride brochure identifying ADA policies and with notable differences between DAR and county-wide public transportation.

Needs	Possible Strategies/Project
Affordability Needs: 1. Need for affordable passenger transportation services or programs to make services more affordable. 2. Need for transportation assistance programs. 3. Increased demand for elderly "free" transportation at health/residential facility homes –as seniors vacate their automobiles & become less independent.	**Previous/Ongoing Strategies** 1. Continue Transportation Assistance for bus pass/tickets or gas vouchers a. City of Ames Planning & Housing: CDBG program b. UWSC "emergency" program through Good Neighbor Emergency Assistance c. Story County (assistance to those leaving the state of Iowa) 2. Continue Car Seat Donation Program 3. Provide half-fare rides to Medicaid individuals riding with card **Strategies Yet to Implement** 4. Implement common data-base of all Ames transportation assistance bus pass/ticket & gas voucher programs to avoid duplication or send requests to one agency. 5. Transportation Collaboration investigate/discuss possible improvements? a. Affordability of HIRTA transportation. b. No resources available for non-Medicaid individuals issue. 6 Identify opportunities for human service organizations to share vehicles and/or drivers (operating 15-18 hours/week on average). CyRide research implementation of possible fare free system once driver workforce has rebounded after pandemic: • Summer • Weekend/Evening • K-12 • Low-income • System-wide
Maintenance/Insurance Needs: 1. Need for more cost-efficient methods to maintain and replace human service provider vehicles.	**Previous/Ongoing Strategies** 1. Coordinate group of mechanics to repair human service agency donated vehicles. Partnership now with Ames Ford who accepts donated vehicles and provides safety inspection. **Strategies Yet to Implement** 2. Coordination of replacement/maintenance of human service provider vehicles. 3. Investigate "sharing" of vehicles for providers & implications to insurance coverage.

Needs	Possible Strategies/Project
Bus Storage/Maintenance Facility & Connection : 1. CyRide Bus Storage Expansion: CyRide currently houses 100 vehicles and inside storage is not available for all vehicles. CyRide cannot fit this fleet inside at current location and is in need of new location and maintenance facility to maintain/store vehicles into the future. 2. CyRide Maintenance Shop: Need to expand maintenance shop area to maintain buses, house extra bays (1 bay per 10 buses – only 4 bays currently, need approximately 10). Additionally, need the ability to service at any time of the day or night. Maintenance bays need to move to perimeter of building. 3. Facility Rehabilitation/ Improvements to maintain State of Good Repair 4. Surface Parking Lot and CyRide Turnaround Rehabilitation to maintain State of Good Repair	**Previous/Ongoing Strategies** 1 Additional Bus Facility Storage – identify second site location and/or build additional capacity for bus storage, maintenance and operational needs over next 20-years either on-site at current location or through off-site location for up to 125 vehicles. Design off-site CyRide facility with appropriate functions. Possibly coordinate efforts with HIRTA for this location. 2. Modernize current CyRide storage facility including upgrading heating ventilation air conditioning system, replace shop/barn air conditioning system, replace shop/barn exhaust removal system, maintenance pit drainage restoration, make facility energy efficient in all mechanisms possible, relocate parts office, replace shop hoists, secure building/buses, replace/repair exterior walls, shutoff system for fuel/oil/hydraulic lines, electric distribution rehabilitation, fire sprinkler upgrade, security systems added to facility, install back-up power supply, shop rehabilitation, fire suppression system for battery electric buses, fuel pump improvements, concrete rehabilitation/improvements (systematic replacement), re-roof facility, replace boilers, rehabilitate wash bay/fuel area (add reverse osmosis system, dryer/blower system, brushes to clean front of buses - currently, just sides/rear and chassis/wheel wash.), paint booth incorporating OSHA standards that accommodates articulated bus fleet, flood barrier enhancements, flood pumps replacements, increase ceiling height of garage doors and interior building by raising internal components to allow hybrid buses to pass through entire facility. 3. Actively pursue state/federal funding opportunities and/or nationally competitive grants. 4. ISU Intermodal Facility – Continue to study, discuss and construct an Intermodal facility housing Intercity carriers near proximity of campus to connect all transportation modes within one location. The facility opened in August 2012. 5. Resurface/update Iowa State Center Parking concrete lot where commuters park to allow additional parkers to travel via #23 Orange into ISU campus. 6. Rehabilitate CyRide turnarounds on #1 Red (Ames Middle School) and #2 Green (Ontario/California) bus routes that are crumbling and are in need of repair. **Strategies Yet to Implement** 7. Identify second site and/or strategy to increase indoor parking for buses currently parked outside at CyRide Maintenance/Storage facility and pursue funding for design and construction. 8. Implement security system for CyRide facility. 9. Implement additional charging/dispensers to facility for increased battery-electric bus fleet up to 17 vehicles.

Needs	Possible Strategies/Project
Fleet Needs 1. Reduce transit providers average fleet age to national average 2. Maintain 100% accessible fleet for transit providers 3. Maintain spare ratio at 18-20% for fixed-route transit providers. 4. Increase fleet size for increases in service needs (frequency and geographic coverage) 5. Improve vehicle security systems 6. Improve vehicle technology to provide improved communications (radios) and ridership documentation 7. Replace administration vehicles prior to their useful life benchmark for their asset class.	**Previous/Ongoing Strategies** 1. Federal/State Grants – Identify and apply for federal/state grants as necessary to meet transportation providers' fleet needs for replacement. 2. Bus Replacement – Strive to replace buses that are past their useful life benchmark over the next 5-year period. Currently, 27% (22 large and 2 small) of CyRide's bus fleet is past their useful life benchmark. CyRide purchased a minibus to operate Dial-A-Ride services in 2017 with Section 5310 funding which is currently leased to HIRTA. A replacement low-floor vehicle is currently on order to replace that bus as well as two CyRide cutaways which were held up due to several funding issues and decision to upgrade the high floor light duty bus to a low-floor which should be delivered by the end of FY2024. These light duty vehicles will need systematically replaced every 5 years. 3. Bus Expansion (New and/or Used) – Purchase accessible vehicles to expand new transit services (fixed route and Dial-A-Ride services) or add additional trips to safely operate/meet growing demand for transit service. 4. Surveillance Systems – Add/replace cameras to all CyRide buses to reduce liability and improve ability to assist local police. 5. Administrative Vehicles – Systematically replace administrative vehicles that help transit agencies function over the next 5-year period. CyRide administrative vehicles transport drivers to/from their bus route will be replaced at the rate of one vehicle per year. Maintenance trucks are replaced every 10 years. 6. Automated Passenger counters are needed on CyRide buses to perform required NTD counts of passengers and counts at each bus stop throughout the system. This allows CyRide to better plan for shelters, benches or added concrete pads for highly utilized bus stops. 7. Explore and possibly conduct pilot project of battery electric alternative fueled buses. 8. Replace CyRide radios to upgrade/purchase technology in coordination with other city departments. 9. Attain up to 10 articulated buses for high capacity routes **Strategies Yet to Implement** 10. Purchase up to 17 battery electric buses thereby replacing diesel buses to provide zero emissions within Ames. 11. Conduct future study to determine if additional vehicles beyond 17 battery-electric could be implemented OR research other possible zero emission vehicle strategies. 11. Attain additional articulated buses for high capacity routes like #23 Orange or #11 Cherry.

Transportation Amenities 1. Need to improve accessibility and lighting of bus stops/shelters. 2. Need for bike racks on buses to promote sustainability of community. 3. Automatic Vehicle Annunciators	**Previous/Ongoing Strategies** 1. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations. Improve bus stops/shelters accessibility for all passengers. In 2022, CyRide employee developed way to add solar to bus stops at minimal costs on existing shelters. 2. Bike Racks on 100% of CyRide vehicles. 3. Automated Vehicle Annunciators to communicate what the next bus stop is on the route for ADA passengers as well as passengers that are not familiar with the Ames community at bus stops via LED signage at major bus stops with high ridership. 4. Added LED and Infotainment signage to buses allowing individuals with hearing disabilities the ability to see next bus stop AVA information 5. Periodic upgrade of AVL system and assistive technologies as the useful life fades about every 7-10 years. **Strategies Yet to Implement** 6. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.) 7. Update all shelters throughout Ames with new design shelter & add solar lighting. 8. Update concrete at bus stops throughout Ames to improve boarding and alighting at transit bus stops. 9. Update bus stops along specific highway corridors progressing on Iowa DOT ADA bus stop priority list. All updates must be coordinated with the Iowa DOT.

Needs	Possible Strategies/Project
Urban 1. Maintain existing transit services and geographic coverage. 2. Need for added geographic service coverage of transit in Ames to serve gap areas. 3. Need for increased frequencies of service on high-capacity corridors. 4. Need for additional hours of transportation to specific areas of Ames. Specific need for third shift transportation (12am - 6am) 10. Need for affordable emergency transportation for low-income K-12 (at- risk) students and seniors. 11. Maintain existing transit services and geographic coverage. 12. Need to geographic service coverage of transit in Ames to serve gap areas. 13. Need for increased frequencies of service on high-capacity corridors. 14. Need for additional hours of transportation to specific areas of Ames. 10. Specific need for third shift transportation (12am - 7am) 11. Need for affordable emergency transportation for low-income K-12 (at-risk) students and seniors.	**Urban Strategies/Projects** **Previous/Ongoing Strategies** • RSVP Volunteer Transportation program managed by RSVP. Research possibility of providing background checks on drivers. • Continuation of mandated Paratransit ADA Service via contracting opportunity with HIRTA. • New Transit Route Services: o #2 Green & #6 Brown – added frequency o #3 Blue Alignment Expansion to Target/Wal-Mart o #3 Blue Sunday (between Friley & Duff) o #6 Brown – Evening Service to Research Park o #7 Purple –provide mid-day service (partially accommodated) o #9 Plum – service along S. 16th corridor o #12 Lilac – direct service from W. Ames to ISU campus o EASE – extend route to Barilla on E. Lincoln Way; provide mid-day service o #14 Peach - Modify route to operate on Wheeler o Reduced CyRide fares to $1.00 per ride to make service more accessible to low-income & elderly populations (equivalent fares for passes prior to fare increase in January 2012.) • Summer 2019 Changes o #9 Plum – Deviate inbound trips only to campus through Veterinary Medicine complex o #14 Peach – Shorten route to provide service between North Grand Mall & campus in minibus at 30 minute service level. o #25 Gold – Add 40-minute service during summer between SUV and campus only. • Fall 2019 Changes o #6 Brown – Extend service hours from 8:30 p.m. to 10:30 p.m. weekdays at 40-minute service level. o #11 Cherry – Add Evening Weekday Service from 6:30 – 8:30 p.m. with 40-minute frequency. o #12 Lilac – Add midday service from 10 a.m. – 2 p.m. with service every 40 minutes. o #25 Gold – Add Evening Weekday Service between 10:00 p.m. – 12:30 a.m. at 40-minute service frequency o #25 Gold – Add 40-minute service frequency during ISU breaks o #25 Gold – Reduce frequency from every 10 minutes (6 buses/hour) to every 12 minutes (5 buses/hour) o Add Morning trip(s) on 3-5 routes for 7 a.m., 7:30 a.m. work start. • Policy Change - Guarantee campus transfers within 3 minutes of buses arriving. • Fall 2023 Changes Added Break service (#11 Cherry), removed #7 Purple from operating over ISU breaks as people can catch #11 Cherry with more robust service on S. Dakota.

Needs	Possible Strategies/Project
Urban continued….	**Strategies Yet to Implement** **Recommended to Transit Board for FY2025 Budget Approval** o Weekend Service (#9 Plum, #11 Cherry) o Later Evening Service (#6 Brown – extend route to ISU Research Park from 8pm – 10pm instead of ending at Towers) **Future CyRide (Fixed Route) Strategies/Projects:** • **Increased Frequencies** (#6 Brown, #9 Plum, #12 Lilac, #14 Peach, EASE) • **Earlier Service** (#1 Red, #2 Green, #6 Brown, #11 Cherry, #12 Lilac, EASE) • **Later Evening Service** (#5 Yellow, #7 Purple, #9 Plum, #11 Cherry, #12 Lilac, #14 Peach, #21 Cardinal (Friday evening)) • **Break Day Service** (#7 Purple, #12 Lilac, #21 Cardinal) • **Weekend Service** (#12 Lilac, #25 Gold, EASE) • **Summer Service** (#11 Cherry, #12 Lilac, #25 Gold) • **Summer Evening Service** Extend All Routes past 10pm (Friday – Sunday). • **Timing of Schedules** o Improve timing of transfers between Red/Green at City Hall (currently meet once an hour) o Ensure scheduling so that passengers arrive on ISU campus for work start times by 7:00am, 7:30am, 8:00am and work leave times of 4:00pm, 4:30pm and 5:00pm (All routes) • **Pedestrian Signal Crossings** o S. Dakota/Steinbeck - #1 Red, #11 Cherry, #12 Lilac o Stange/Blankenburg - #6 Brown, #14 Peach • **Route Alignment/Change & New Service** o Service to Northridge/GW Carver area • **Policy Change Requests** o Service Billy Sunday Road/Airport 7:30 am – 5:30pm (F = 40 min.) (Per City policy, CyRide cannot serve non-arterial roads without city approval) • **Affordability Strategies** o Fare-free city-wide: 5 options (System-wide, Weekends/evening only, Summer only (Summer 2009 trial funded by Ames City Council), K-12, Low-income only) **Demand/On-Call Service Strategies/Projects:** • Senior transportation after 2 p.m. to/from health facilities • Low-income students missing yellow school buses from school. • Boys & Girls Club transportation from schools alternative - high costs for special service, gasoline & vehicle insurance. • AVL technologies - Improve route efficiencies by adding AVL technology, kiosks to the public, trip planner and automated scheduling software.

Needs	Possible Strategies/Project
Regional 1. Need for additional/improved transportation outside the Ames community for medical transportation and other essential services. 2. Need for commuter transportation to/from outlying areas in Story County into Ames as well as I-35 corridor between Ames & Des Moines.	**Regional Strategies/Projects** **Previous/Ongoing Strategies** 1. Transit service between Ames & Iowa City for medical purposes. Coordinate with other interested partners for service continuation to also serve other central Iowa residents to Iowa City and expand access for Ames residents to receive medical care into Des Moines. 2. Study I-35 corridor between Ames and Des Moines to account for daily commute patterns and possible transit solutions from bus rapid transit, regular bus service, to vanpool/carpool options. 3. Implemented demand response re-scheduling of pickups/drop offs (HIRTA On Demand implemented) 4. HIRTA Pay app implemented making it easier for customers to pay for trips, including Dial-A-Ride customers. 5. HIRTA now offering vanpool program in coordination with Enterprise providing the vehicle for vanpooling in Story County as well as all counties surrounding Polk County. **Strategies Yet to Implement** 6. Coordinate any regional projects through CIRPTA's Passenger Transportation Plan through the Des Moines Area MPO. HIRTA's Marketing Outreach Coordinator – Danny Schnathorst (dschnathorst@ridehirta.com) may facilitate any projects through CIRPTA as he leads the Story County Transportation Collaboration group effective January 2024. Any regional Section 5311 funding is utilized to cover trips outside of Ames. 7. Adult Day Service transportation for Story County residents 8. Additional hours of service for senior agency special events 9. Transportation service to/from Nevada 3 x's a day 10. Rural meal-site transportation (meals/activities) 11. Out of service hours transportation for agency special events

Story County At-a-Glance Transportation Provider Services

Provider	HIRTA	Dial-a-Ride	CyRide	TMS/NMET	RSVP	Caravan
Service Focus	**Public Transit**	**Bus Transit for Disabled Ames Residents**	**Public Bus/Ames**	**Medical Trips for Medicaid Clients**	**Volunteer Drivers; priority: medical trips**	**Carpooling**
Phone Number	877-686-0029	515-292-1100	515-292-1100	866-572-7662	515-292-8890 515-733-4917	(515)-288-7433
Service Area						
Ames Only		x	x			
All of Story County (including Ames)	x			x	x	x
Des Moines	x			x		x
Iowa City (Medical)	x			x		
DSM Airport Shuttle						
Other Outside County Trips	x			x	x	x
Client Criteria						
Ames Resident Only						
Story County Resident					x	
Must be Ambulatory (able to board without assistance)			x		x	
Pre-registration required		x			x	x
Income Eligibility Requirement (Medicaid)				x		
ADA (Americans w/ Disabilities) Eligibility Required		x				
Extent of Services						
Door-to-Door	x	x		x	x	
Curb-to-Curb Only						
Wheelchair Accessible	x	x	x	x		
Fixed Routes/Designated Stops			x			x
Senior/Disability Discounts	x		x			x
Schedule and Availability						
Need 24 hours notice	x	x				x
Need 48 hours notice				x	x	
Need 72 hours notice						
No Notice Needed			x	x (urgent)		
M-F Only (Daytime Hours)				x	x	
7 Days a Week (Hours Vary)	x	x	x			x
Some Holiday Limitations		x	x	x	x	
24 hours/day; 7 days week						

There is a wide range in trip costs depending on the provider and available discounts. Hours of operation also vary greatly. Please call the appropriate provider to access this information.

Jefferson Lines	Executive Express	American Cancer Society's Road to Recovery	SC Veterans Affairs
Airport Shuttles	**Airport Shuttles**	**Medical Trips Related to Cancer**	**Trasnportation to VA Appointments**
(800)-451-5333	(320)-253-2226	1-(800)-227-2345	(515)-956-2626
x			
	x	x	x
x	x	x	x
		x	
	x		
x	x	x	x
			x
		x	x
x	x	x	x
	x	x	x
x			
x	x	x	x
x			
	x	x	5+ days
			x
x	x		
x		x	

Veteran Transportation Services	JoshProvides	I-Smile
Trasnportation to VA Appointments	**Epilepsy Patients**	**Dental Appointemnts for Children**
(515)-699-5999 (Ext. 27807)	1-(800)-706-2740	(515)-281-7689
x	x	x
	x	x
	x	x
	x	x
x	x	x
		x
	x	
x	x	?
x	x	?
x		x
5+ days		x
	case-by-case	
x		x
	x	
		x

United Way of Story County

Story County Transportation Collaboration

AGENDA

October 25, 2023, 1 – 2:30 pm via Zoom

Join Zoom Meeting

https://us06web.zoom.us/j/85419398727?pwd=d1h1dnpPcjBpblBCTGNuQXNsNHo1Zz09

I. Introductions

II. Review July Meeting Minutes

III. Works to identify transportation needs and address them:

a. Story County BOS – wish to include more residents from "rural" Story County / outside of Ames – Lisa Heddens, Story County Board of Supervisors
b. The Salvation Army's "Story County Vehicle Maintenance and Repair Fund" – Updates
c. AAMPO Passenger Transportation Plan – Follow-up

IV. Seeks to educate about transportation challenges:

a. Action plan – Individual stakeholders are educating the public already. A collective plan will be developed if needed. Tabled for now.

V. Provides information/resources about transportation services available:

a. Transportation Brochure - Was comprehensively updated by Shari (with Anneke's input). Thank you, Shari! Please print, link to your websites, etc.
    i. Reminder to regularly review and send any updates to satwood@cyride.com
b. "Story County At-A-Glance Transportation Provider Services" (provided by Kalen) – worth revising?

VI.* Updates from partners *(highlighted are new and/or changed):

- Aging Resources
- Ames Chamber
- City of Ames, including CyRide
- Friendship Ark
- Good Neighbor Emergency Assistance - Invited
- Heartland of Story County – New representative: Caitlyn Lien (Outreach staff)
- Heart of Iowa Regional Transit (HIRTA)
- ISU Transportation Services
- League of Women Voters
- Mainstream Living
- MGMC
- McFarland Clinic
- MICA – New representatives: Jana Larsen (Maternal Child and Adolescent Health Coordinator) and Jessica Miller (1st Five program)
- Primary Health Care Inc. – New rep: Marci Tiernan (Clinic Administrator, Ames)

- RSVP (Central Iowa)
- Story County
- The Arc of Story County
- The Salvation Army
- United Way of Story County - Wheels for Work

Planned 2024 Meeting Dates *(4th Wednesday of the quarter, via Zoom*): January 24, April 24, July 24, October 23 – all at 1 pm.

Story County Transportation Collaboration
MEETING MINUTES
October 25, 2023, 1 pm, via Zoom

Present: Linda Murken (Story County BOS), Moriah Morgan (UWSC), Grant Olsen, Amber Schaefer (Mainstream), Sherry Zook (SC Public Health), Beth Lucht (Friendship Ark), Nikki Fischer (Ames Chamber), Basil Heintzman (HeartCorps), Lisa Heddens (Story County BOS), Shari Atwood (CyRide/AAMPO), Danny Schnathorst (HIRTA), Sharee Huffer (Aging Resources), Laura Severson (RSVP), Julia Castillo (HIRTA), Erin Botterbredt (First Five-MICA), Chelsea Flack (Story County General Assistance), Bill Stodden (Good Neighbor), Anneke Mundel (UWSC)

I. Introductions

II. Review July Meeting Minutes – Minutes were accepted as weitten.

III. Works to identify transportation needs and address them:

IV. **Story County BOS – wish to include more residents from "rural" Story County / outside of Ames –** Lisa Heddens, Story County Board of Supervisors, stated that the Board hears regularly about transportation "barriers" but does not have a clear sense of what those are. Heddens said that she, along with HIRTA staff, have been sharing transportation resource information throughout the rural parts of Story County, including by putting information in libraries, community centers, and community/city newsletters. According to some City clerks and mayors, they "take care of their own." Schaefer asked if there was a specific population that the Board wants to hear from. Castillo noted that some of the "barriers" may be misnomers (for example, some residents may not be aware of the availability of particular transportation resources), so what is needed is granularity/detail. Mundel suggested digging in on what the barriers are: funds for gas? No vehicle/need for bus? Etc. Heintzman wondered if the barriers are within the smaller communities, between the smaller communities and Ames, etc. Castillo said that HIRTA has a survey tool that they could modify to help gain this kind of information. Zook said that Story County Public Health nurses offer clinics throughout the county and would be willing to provide the survey to their patients in Colo, Maxwell, and beyond. Fischer said that she hears of barriers faced by clients of the Workforce Training Program, so she would support such a survey. Botterbredt said that MICA First Five staff would be willing to provide the survey to their clients/families as well, while Heddens added that she request that city clerks put a QR code in their community newsletters. The HIRTA team will work with Heddens to develop a tool; Mundel will disseminate to the Transportation Collaboration list once this is available. A goal is to have a survey ready to use by December 8, when HIRTA has planned outreach in Colo, if not before.

V. **The Salvation Army's "Story County Vehicle Maintenance and Repair Fund**" – Kathy Pinkerton was unable to attend. Mundel said that TSA is currently short-staffed, but that she has heard that the VMRF has many more requests than funds available. Heddens said that she had been in communication with Pinkerton about this project as well.

VI. AAMPO Passenger Transportation Plan – Follow-up – Atwood thanked all who attended the Passenger Transportation Plan meeting on October 11. She requested that all read and review the summary that was emailed out the same day (see attached). Past priorities were ADA, bus stop amenities, small/light-duty buses, and accessibility technology. Atwood said that the AAMPO would

be hosting a second meeting on November 29, 1 – 2:30 pm, at CyRide's conference room (with a Zoom option), to discuss "additional needs" not able to be funded by Section 5310 funding. The overall AAMPO plan is due to the Dep't of Transportation on February 1st, with final approval in March. As such, Atwood stated there are still ample opportunities for community input.

VII. Seeks to educate about transportation challenges:

a. **Action plan** – Individual stakeholders are educating the public already. A collective plan will be developed if needed. Tabled for now.

VIII. Provides information/resources about transportation services available:

a. **Transportation Brochure** - Mundel thanked Atwood for her comprehensive review and update of the brochure. Collaboration members were encouraged to print the September 2023 version, link to websites, etc, and also to regularly review and send any updates to satwood@cyride.com

b. **"Story County At-A-Glance Transportation Provider Services" –** Mundel said that Kalen Petersen of RSVP had reached out and inquired if this one-pager should be updated and put back into circulation. Atwood said that the original intent of this brochure was to take the guesswork out for providers and clients alike. Botterbredt and Flack felt an updated version would be helpful. Heintzman is willing to work on some updates and will plan to share this at the January Collaboration meeting.

IX.* Updates from partners*:

- **Aging Resources** – Huffer said that their RFP process is currently open.
- **Ames Chamber** – Fischer said that they continue to offer the Workforce Retraining Program in partnership with DMACC and Story County. CDL training/certification is an available option. Reach out to nikki@ameschamber.com for more information.
- **City of Ames, including CyRide** – Atwood stated that new paratransit/Dial-A-Ride schedules have been released and can be viewed https://www.cyride.com/schedules/dial-a-ride-ada-paratransit or the brochure can be downloaded at: https://www.cyride.com/home/showpublisheddocument/8324/638240023808000000 Olsen shared: "The final draft of the City of Ames Bicycle and Pedestrian Plan (a.k.a. Walk Bike Roll) is expected to be released in mid-November 2023 for a final opportunity for public input. Be watching the City of Ames website and social media in November for an announcement of the draft's release and an open house for an opportunity to talk with city staff. https://www.cityofames.org/government/departments-divisions-i-z/public-works/traffic/walk-bike-roll-ames - Finally, Atwood shared that CyRide is proposing new services for FY2025 = Weekend Services (#9 Plum & #11 Cherry) AND Later Evening Service (#6 Brown on weekdays to extend route to ISU Research Park from 8pm to 10pm instead of ending at Towers.)
- Friendship Ark – Lucht said clients are using transportation services again post-covid.
- Good Neighbor Emergency Assistance – Stodden joined toward the end of the meeting and noted that the demand for gas vouchers has been high, including from out of state (Omaha area). Mundel suggested updating the information in the 211 database (email Agency Updates Email: recordupdates@uwmidlands.org) to specify that the assistance is for Story County, Iowa, residents only.

- Heartland of Story County – Schildroth sent an email, sharing that the assigned Outreach Staff has taken a new position. A new representative will be appointed and in attendance soon.
- Heart of Iowa Regional Transit (HIRTA) – Schnathorst will be at the Colo Library on December 8 to promote HIRTA services.
- ISU Transportation Services – No one was present to give updates.
- League of Women Voters – Mundel stated that both Mondak and Hagedorn have asked to step down from the Transportation Collaboration now that their rural transportation study is done.
- Mainstream Living – Schaeffer said they have found that the CyRide app really promotes their clients' independence.
- MGMC / Story County Public Health – Zook noted that they continue to offer senior and child clinics and currently have an intern to help.
- McFarland Clinic – Talbot had emailed her regrets.
- MICA – Botterbredt said that MICA's representatives will be Jana Larsen (Maternal Child and Adolescent Health Coordinator) and Jessica Miller (1st Five program). Reach out at Jana Larsen jana.larsen@micaonline.org and Jessica Miller Jessica.miller@micaonline.org
- Primary Health Care Inc. – No one was present to give updates.
- RSVP (Central Iowa) – Severson said that RSVP is looking for additional drivers for the Volunteer Driver program, particularly in the eastern Story County and Story City/northern areas.
- Story County BOS and General Assistance – No updates.
- The Arc of Story County – No one was present to give updates.
- The Salvation Army – No one was present to give updates.
- United Way of Story County – Mundel said that the Wheels for Work program got its first two drivable/giftable donations this month. A manual Jetta was given to a working family on October 25; a Lincoln SUV will be awarded at the start of November.

Planned 2024 Meeting Dates *(4th Wednesday of the quarter, via Zoom*): January 24, April 24, July 24, October 23 – all at 1 pm.

Story County At-a-Glance Transportation Provider Services

Provider	HIRTA	Dial-a-Ride	CyRide	TMS	RSVP	Cyclone Cab
Service Focus	**Public Transit**	**Bus Transit for Disabled Ames Residents**	**Public Bus/Ames**	**Medical Trips for Medicaid Clients**	**Volunteer Drivers; priority: medical trips**	**Taxicab Services**
Phone Number	877-686-0029	515-292-1100	515-292-1100	866-572-7662	515-292-8890 515-733-4917	515-232-1343
Service Area						
Ames Only		x	x			x
All of Story County (including Ames)	x			x	x	x
Des Moines	x			x	x	
Iowa City (Medical)	x			x		
DSM Airport Shuttle						x
Other Outside County Trips	x			x	x	
Client Criteria						
Ames Resident Only		x	x			
Story County Resident				x	x	x
Must be Ambulatory (able to board without assistance)			x		x	
Pre-registration required		x			x	
Income Eligibility Requirement (Medicaid)				x		
ADA (Americans w/ Disabilities) Eligibility Required		x				
Extent of Services						
Door-to-Door	x	x		?		
Curb-to-Curb Only				?	x	
Wheelchair Accessible	x	x	x			
Fixed Routes/Designated Stops			x			
Senior/Disability Discounts	x		x			
Schedule and Availability						
Need 24 hours notice	x					
Need 48 hours notice					x	
Need 72 hours notice				x		
No Notice Needed			x			x
M-F Only (Daytime Hours)				x	x	
7 Days a Week (Hours Vary)	x	?	x			x
Some Holiday Limitations	?	x	x	?	x	
24 hours/day; 7 days week						x

There is a wide range in trip costs depending on the provider and available discounts. Hours of operation also vary greatly. Please call the appropriate provider to access this information.

United Way of Story County

Story County Transportation Collaboration

Purpose Statement: *The Story County Transportation Collaboration works to identify persistent and emerging transportation needs and to develop/strengthen partnerships to address them. It also seeks to educate the community about the transportation challenges Story County residents face and provide information/resources about the variety of transportation services available.*

SPECIAL MEETING HOSTED BY THE AMES AREA METROPOLITAN PLANNING ORG

MEETING AGENDA

Wednesday, October 11, 2023- 1:00-2:30 p.m.

CyRide Conference Room – 601 N. University Blvd.; Ames, IA 50010

I. **Introductions**

II. Provides information/resources about transportation services available:

a. Transportation Brochure (www.cyride.com/sct)
   i. Significant updates including – Veterans Transportation, Access2Care phone, Caravan by DART, Taxi, Iowa RideShare
   ii. Reminder to review and send any updates to satwood@cyride.com

III. Works to identify transportation needs and address them:

a. Passenger Transportation Plan (PTP) 2025-2029 Discussion
   i. Ames Transit Coverage Maps & By Zoning
      - Weekday Day
      - ISU Break Weekdays
      - Weekday Night
      - Saturday
      - Sunday
   ii. Status of Previously Recommended Priorities & Strategies
   iii. Priorities & Strategies Discussion (Section 5310 Funded projects)
   iv. Other Transportation Needs (Non-Section 5310 Funded projects)
   v. PTP Timeline
      - **10/11/2023** **PTP Discussion (1st meeting)**
      - **10/25/2023** **Transportation Collaboration – full meeting**
      - **11/29/2023** **PTP Discussion (2nd meeting)**
      - **1/24/2024** **Transportation Collaboration – full meeting** (Recommend PTP to AAMPO for formal approval)
      - **2/1/2024** PTP Due to Iowa DOT for comments
      - **2/13/2024** **AAMPO Policy Meeting**: DRAFT PTP Review & Start of 30-day Public Comment period
      - **3/26/2024** **AAMPO Policy Meeting**: 2025-2029 PTP Approval
      - **5/1/2024** Final 2025-2029 Passenger Transportation Plan Due to IDOT

Next regular Transportation Collaboration Meeting Date *(4th Wednesday of the quarter, via Zoom)*: October 25, 1 – 2:30 pm.

Passenger Transportation Plan (PTP) Requirements

Passenger Transportation Plans are due to the Iowa Department of Transportation every five years. The last 'full' plan (See the 2020-2024 PTP @ https://www.cityofames.org/Home/ShowDocument?id=49667) was approved by the AAMPO Policy Committee in March 2019 with specific projects included that benefited the elderly and individuals with disabilities. The 2025-2029 PTP is due to the Iowa DOT by May 1, 2024.

The new PTP will consist of the following required elements:

1. **Introduction & Process**: Discussion of coordination efforts and documentation of the PTP process.
    a. Meetings held
    b. Key Participants
    c. Public input
2. **Inventory and Process Discussion:** Discussion of the following:
    a. Existing transportation providers Vehicle Inventory
    b. Demographics, Limited English proficient (LEP) population analysis, Layout of the Ames area and how individuals access transportation services.
3. **Coordination Issues:**
    a. General assessment of transportation service, management, fleet and facility needs
    b. Status of previously recommended priorities and strategies
    c. Recent development that may affect coordination issues
    d. Public input received concerning needs and/or coordination issues.
4. **Priorities and Strategies:** Describes proposed strategies for the next five years that could eventually lead to projects.
    a. Enhanced Mobility for Seniors and Individuals with Disabilities funding (Section 5310) must be specifically included in the PTP.
    b. Other potential projects (Non-Section 5310 funded projects are not required to be included in the PTP but can contribute toward future long-range transportation planning efforts & CyRide's capital planning process.) The priorities/strategies outside of the 5310 projects are more general in nature identified with a bulleted list.
5. **Funding:** Includes a brief overview of federal, state and local funding opportunities and expectations of what is reasonably achievable over the next five years and what funding sources will be sought to meet strategies.

The IDOT requires that there be a recommendation by the Story County Transportation Collaboration to forward the PTP plan and any projects, strategies, priorities to the Ames Area MPO for formal approval. Any person or human service agency can continue to review and make comments to the 2025-2029 PTP through March 1st when the IDOT comments will be returned to the AAMPO for incorporation. If projects are recommended by the Transportation Collaboration, the following schedule will be completed:

2025-2029 PTP Timeline

- **October 11, 2023** **Transportation Collaboration – PTP Discussion**
- **October 25, 2023** **Transportation Collaboration – full group meeting**
- **November 29, 2023** **Transportation Collaboration – PTP Discussion**
- **January 25, 2024?** **Transportation Collaboration – full group meeting** (Recommend PTP to AAMPO for formal approval)

- **February 1, 2024** 2025-2029 PTP Update e-mailed electronically to the IDOT for comments
- **February 2, 2024** **AAMPO Tech Meeting:** DRAFT PTP Review
- **February 13, 2024** **AAMPO Policy Meeting**: DRAFT PTP Review & Start of 30-day Public comment period
- **March 1, 2024** Receive IDOT comments to incorporate into PTP

- **March 14, 2024** **AAMPO Tech Meeting**: FINAL Review & 2025-2029 PTP Recommendation to AAMPO Policy Committee
- **March 26, 2024** **AAMPO Policy Meeting**: FINAL Review & 2025-2029 PTP Approval
- **May 1, 2024** Final 2025-2029 Passenger Transportation Plan Due to IDOT

If the PTP is not recommended to the Ames Area Metropolitan Planning Organization (AAMPO) for formal approval, the Section 5310 projects cannot be implemented into the next required AAMPO planning document – the Transportation Improvement Program (TIP). Transit projects are required within this TIP document in order to be eligible to receive grant funding from the IDOT or Federal Transit Administration.

CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. CyRide can utilize this funding for projects that benefit elderly and disabled individuals taking public transit in Ames.

D. Layout of Study Area

The Ames Area MPO estimates that approximately 67-80% of the Ames population live within a quarter mile of a transit route from their home and has access to public transit. A quarter mile is traditionally what a person would walk (i.e. two to three blocks) when getting off a bus along a transit route. While this percentage fluctuates at night and on the weekend, these times are when public transit isn't as high in demand. The table below summarizes the give transit coverage maps on the following pages. Please note that the source of population numbers below are obtained from the Environmental Systems Research Inc.

	Population within ¼ mile of transit route	Ames Transit Coverage
Weekday Day	54,867	80%
ISU Break Weekdays	54,412	80%
Weekday Night (After 7pm)**	52,124	76%
Saturday	48,876	72%
Sunday*	45,923	67%
*** Note: Sundays - #5 Yellow Route does not operate, and #6 Brown only operates to Towers.** ****Note: Weekday Night (after 7pm) - #6 Brown only operates to Towers after 8pm.**		

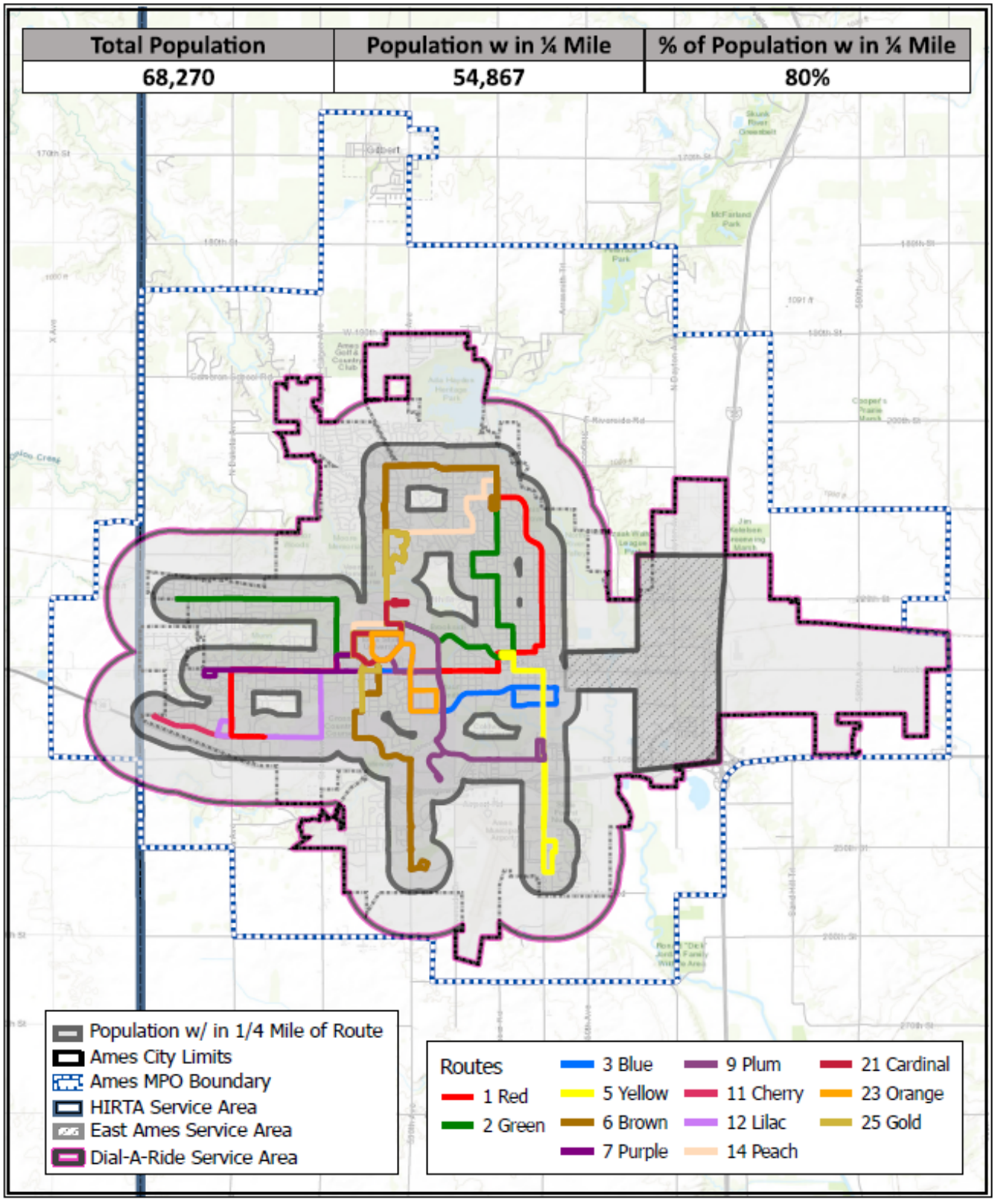
In addition, CyRide serves a great majority of the Ames employment districts. See the Transit Coverage by Zoning Designation maps on the following pages for these visual estimates.

The areas that CyRide does not cover as well include more affluent residential areas of the community, agricultural areas, and government/airport zones. Additionally, on weeknights or weekends the south Ames areas, S. 16th commercial corridor, and the E. 13th commercial corridor lack transit service. CyRide serves areas of the Ames community closer to the university campus than those areas on the fringes of the community. This is by design and CyRide's transit board has chosen to serve high residential development on current transit corridors over new development.

The major employers in town are Iowa State University, Iowa Department of Transportation, Mary Greeley, USDA, and Danfoss, Inc., etc. The significant impact is that approximately half of the Ames population is going to school for a higher education. One of the main issues is that while CyRide does serve many areas within Ames, the service may not be frequent enough to adequately serve an area to encourage them to take public transit or may not be a direct route to their overall destination.

Ames Transit Coverage - Weekday Day

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	54,867	80%



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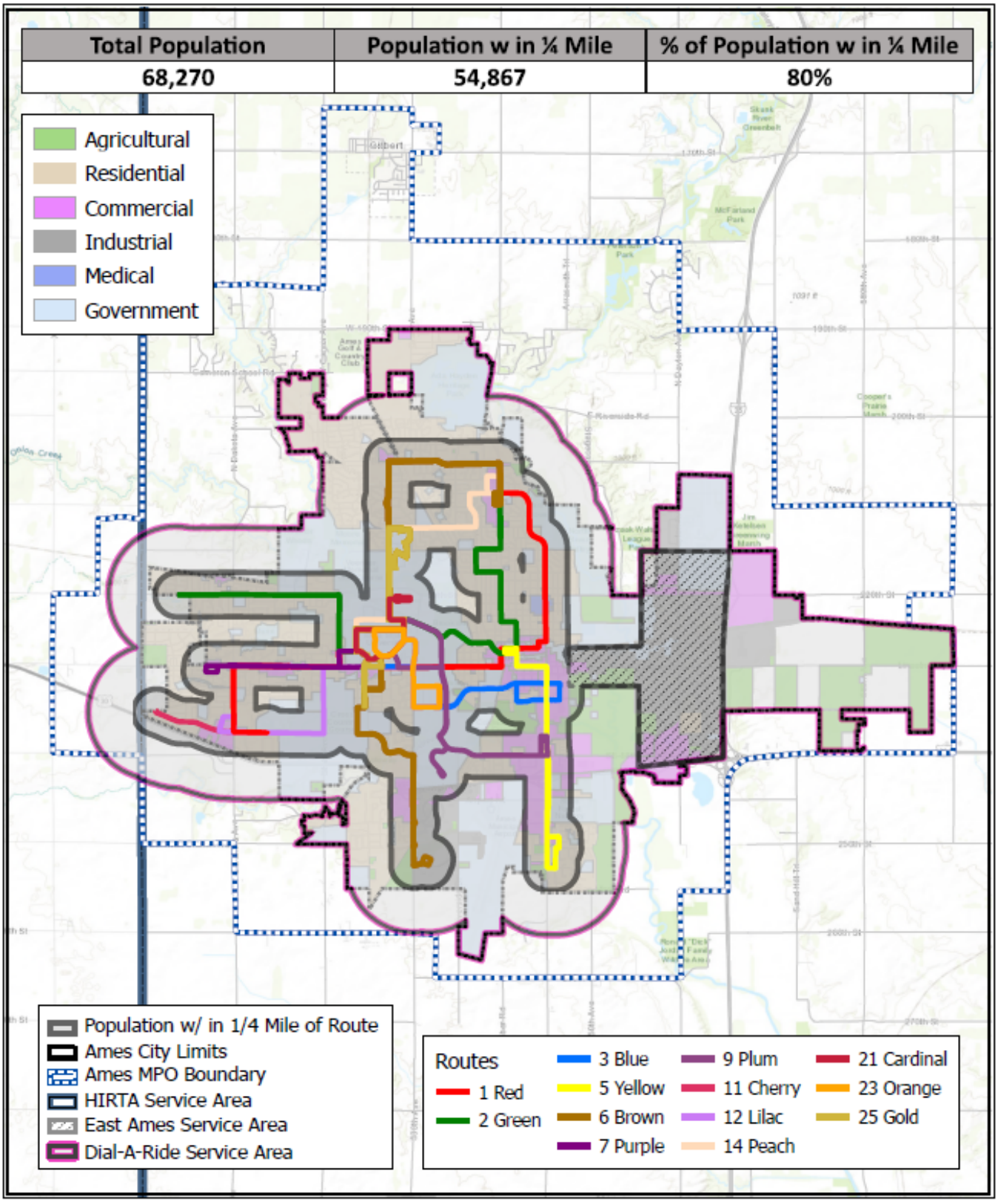
Transit Coverage by Zoning Designation - Weekday Day

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	54,867	80%



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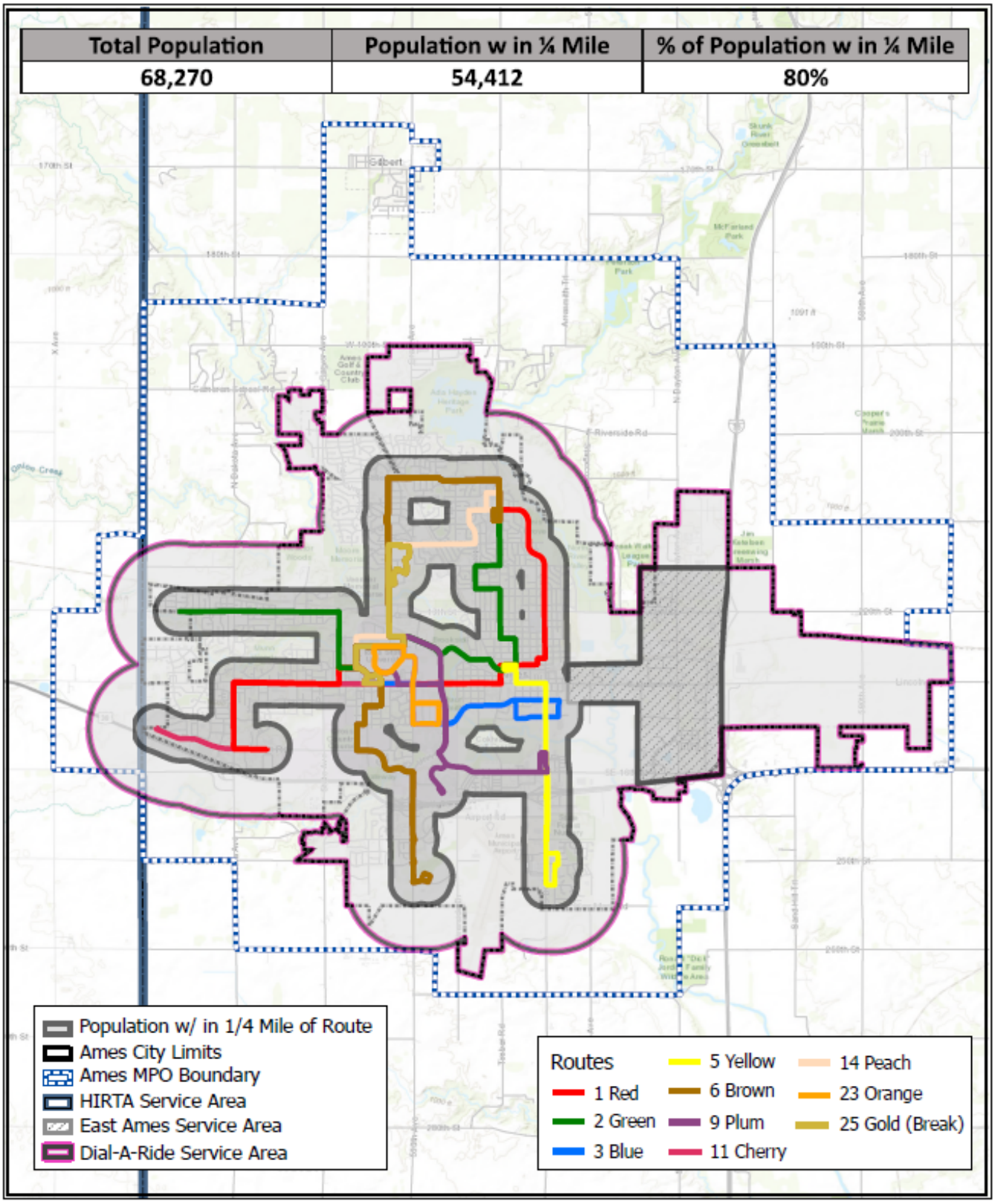
Ames Transit Coverage - ISU Break Weekdays

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	54,412	80%



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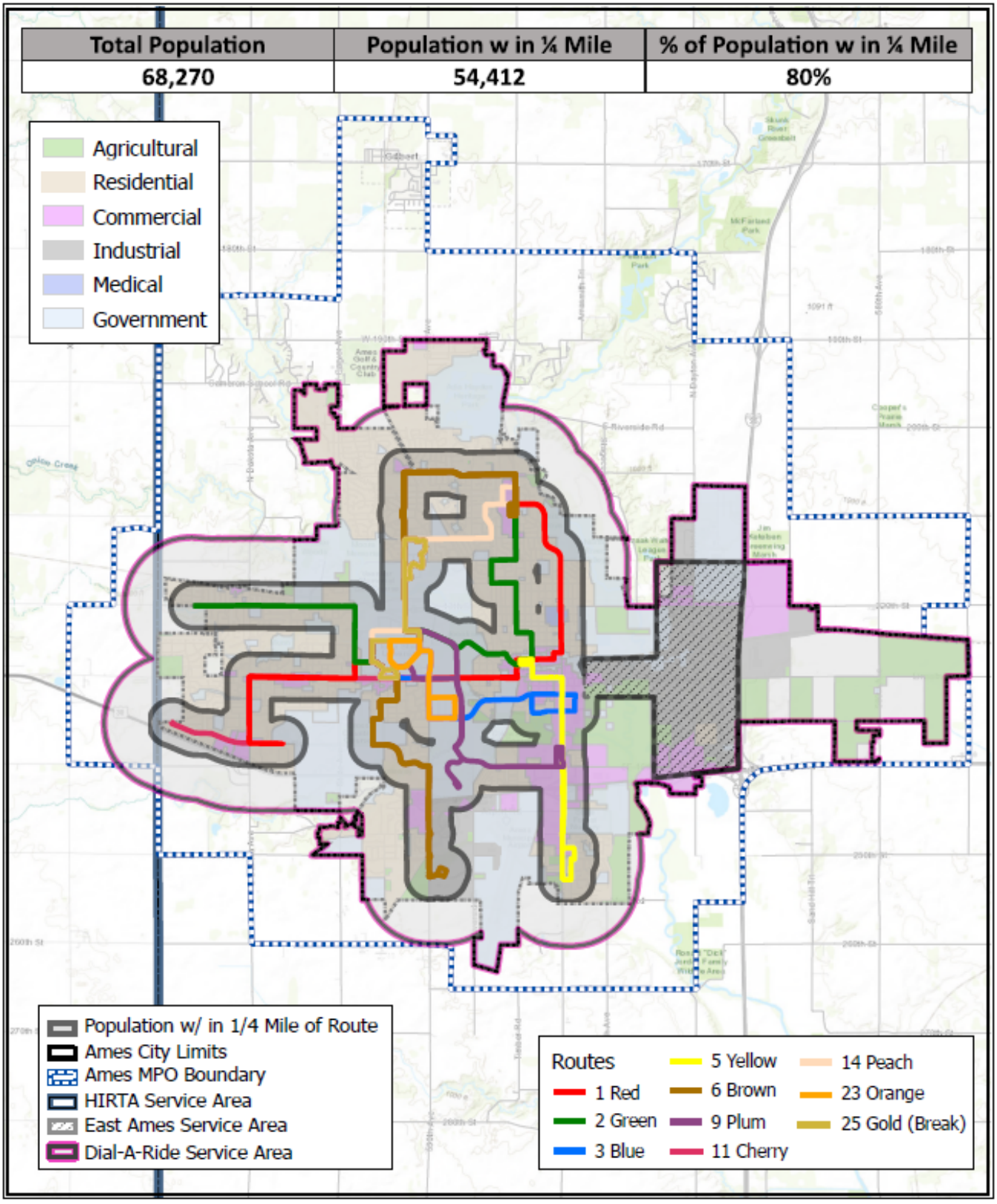
Transit Coverage by Zoning Designation - ISU Break Weekday



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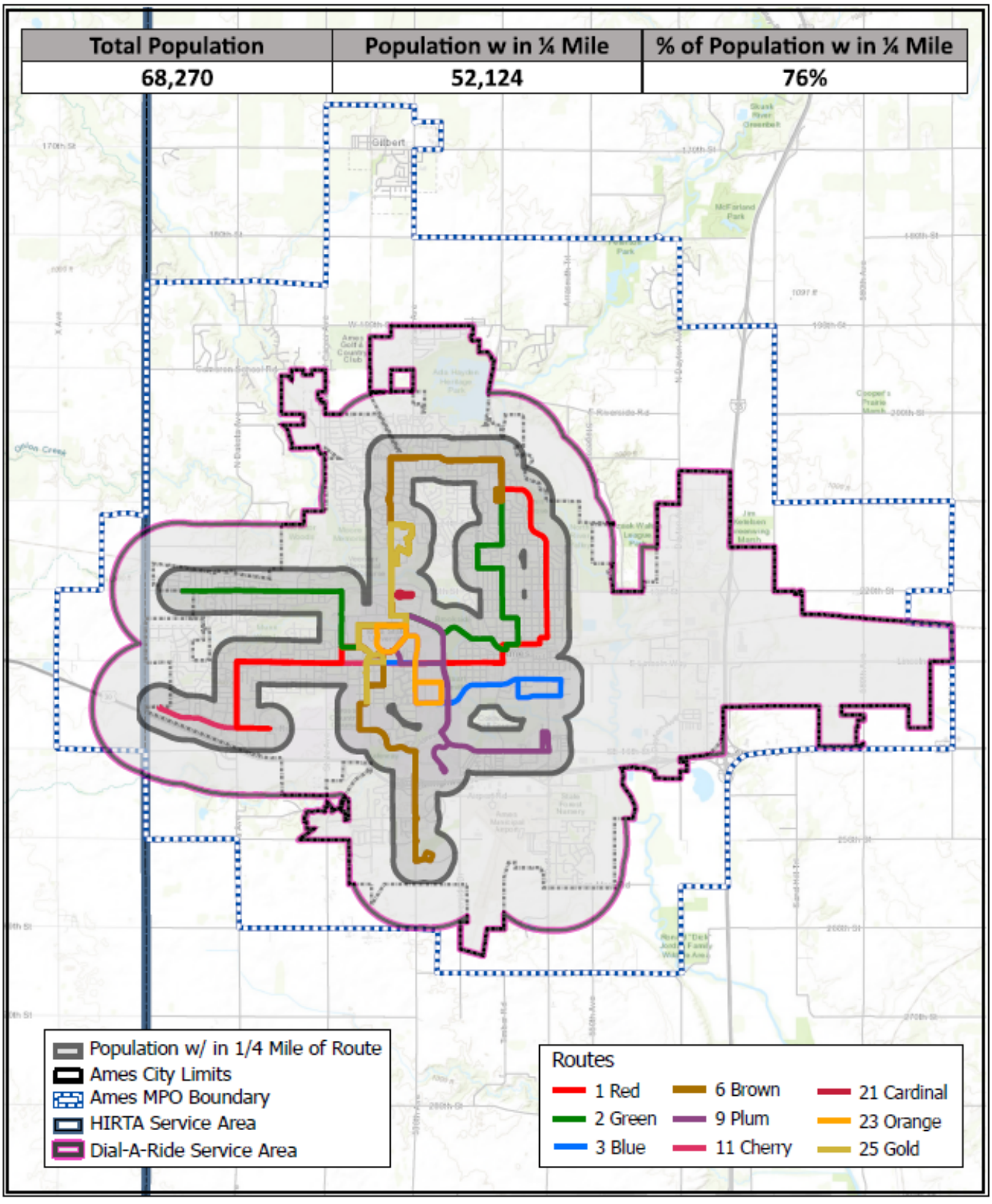
Ames Transit Coverage - Weekday Nights (After 7 pm)

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	52,124	76%



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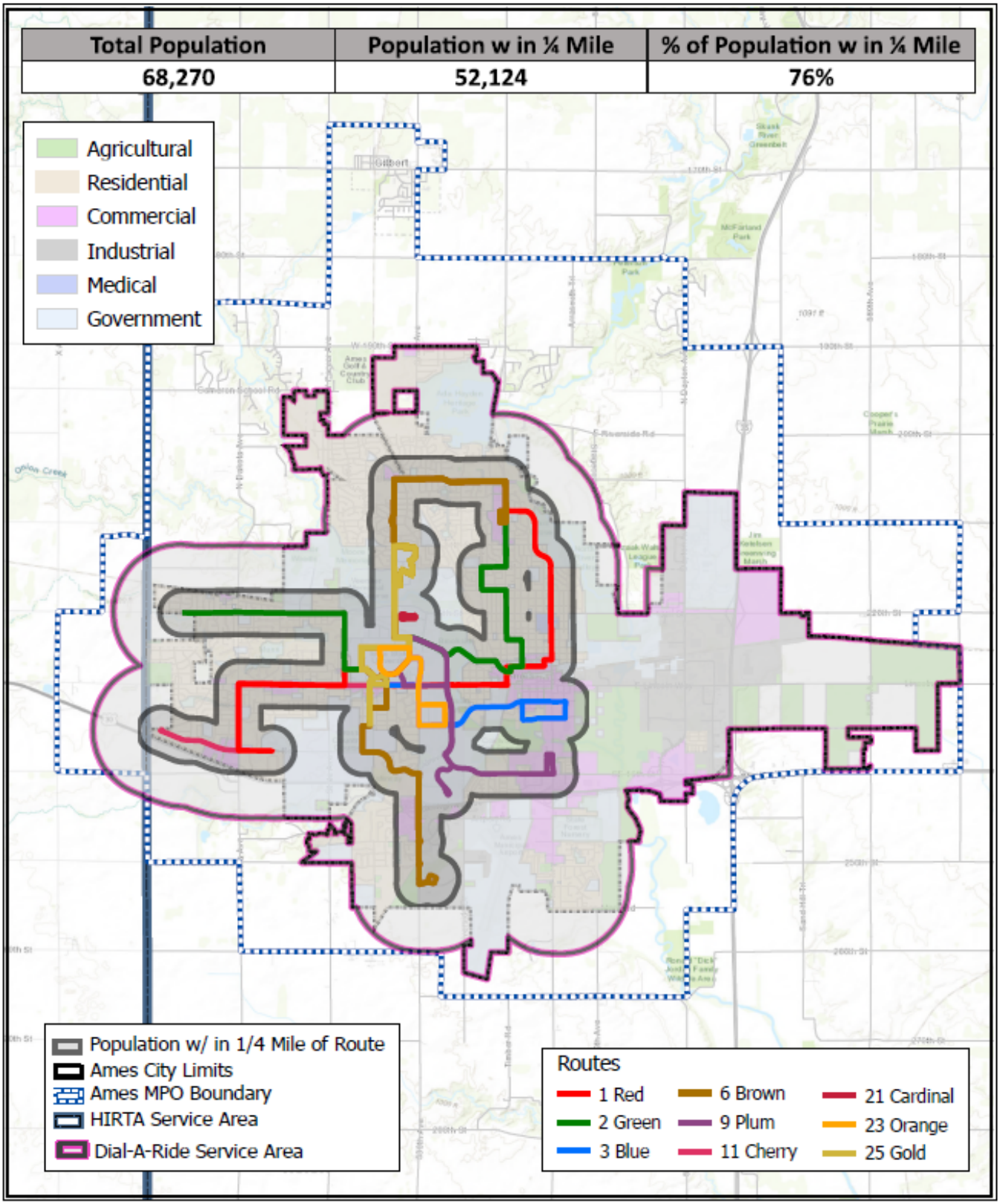
Transit Coverage by Zoning Designation - Weekday Nights (After 7 pm)

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	52,124	76%



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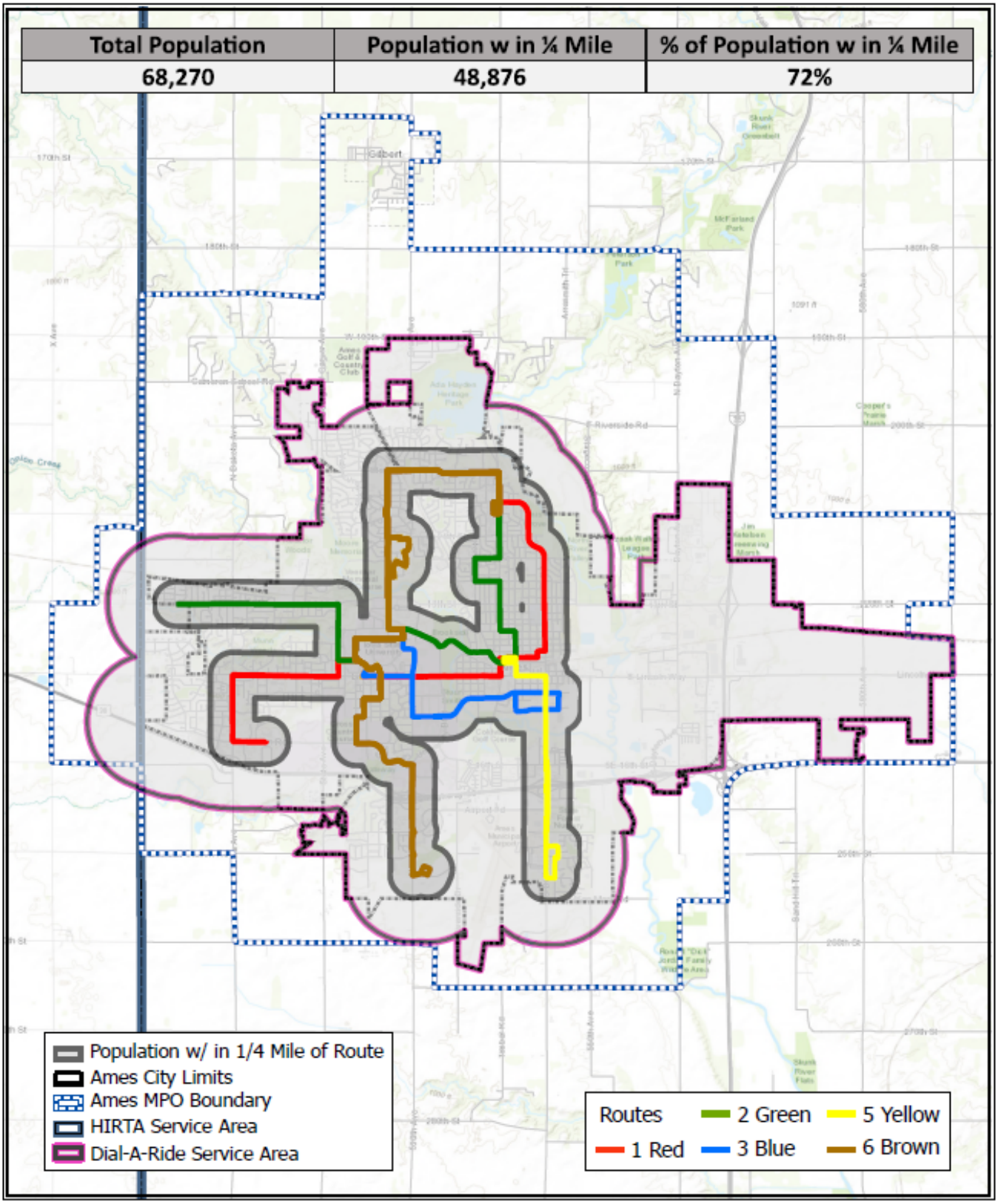
Ames Transit Coverage - Saturdays



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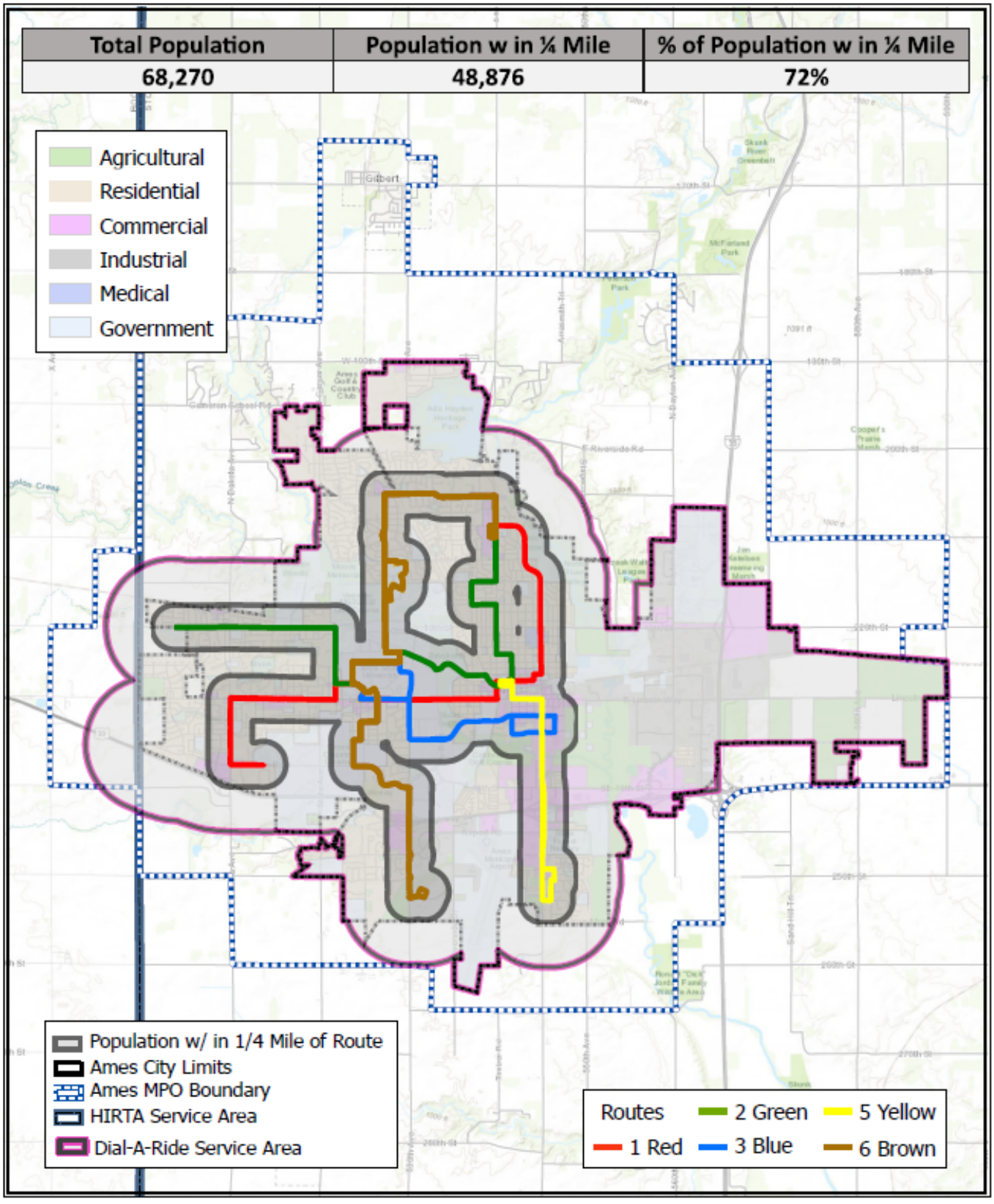
Transit Coverage by Zoning Designation - Saturday



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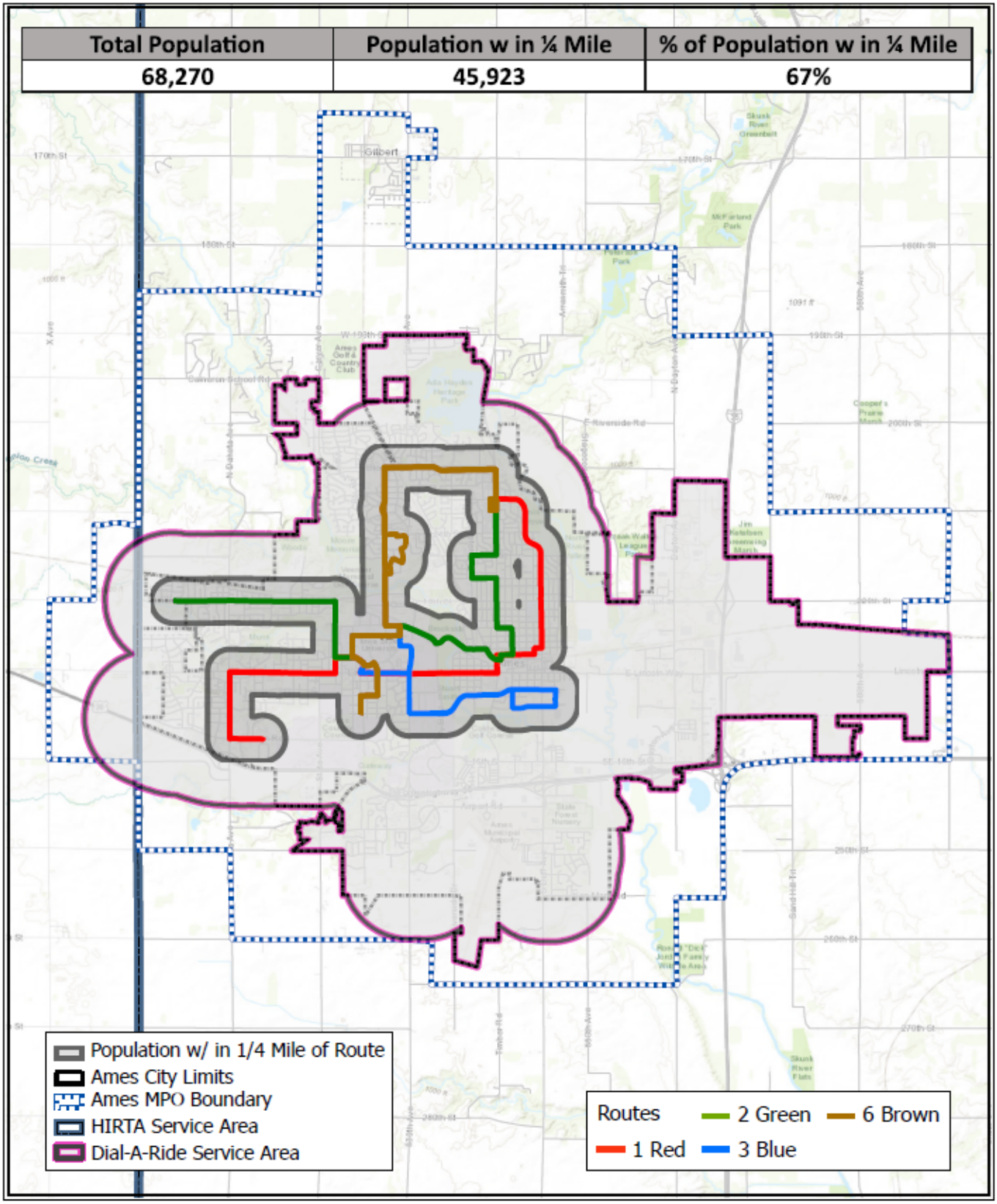
Ames Transit Coverage - Sundays

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	45,923	67%



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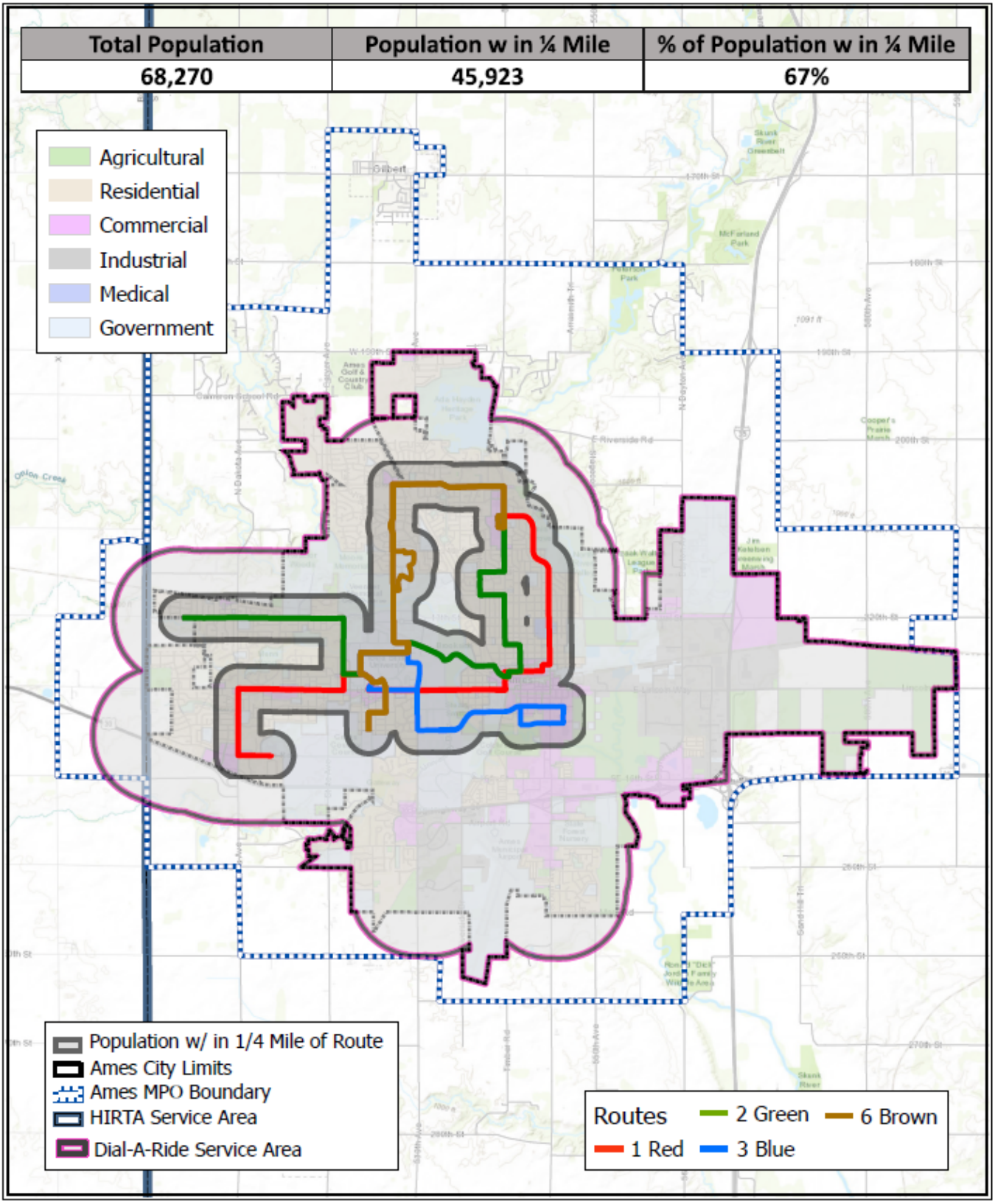
Transit Coverage by Zoning Designation - Sunday



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STATUS OF
PREVIOUSLY RECOMMENDED
PRIORITIES AND STRATEGIES

To summarize, Ames was successful within the past year receiving grant funding to implement several transportation services and purchase buses. Major highlights include: (5310 funded)

- **Large bus shelters** will be purchased for following locations:
  1. Mortensen Road & Seagrave (#3320) – FY2024
  2. Mortensen & Lawrence (#3264) – FY2024
  3. Bloomington & Grand (#4021) – needs larger concrete pad – FY2025
  4. S. Dakota & Steinbeck (#3496) – needs larger concrete pad – FY2025
- **CyRide Subcontracted ADA Dial-A-Ride Services Continued**. CyRide and HIRTA meet semi-annually to discuss service and any issues in meeting this ADA service.
- **Dial-A-Ride Low-Floor Bus** – CyRide is purchasing new low-floor LD bus for Dial-A-Ride as the previous high-floor bus is well past its useful life. The delivery is expected by end of FY2024.
- **Disposed Dial-A-Ride MV1 van in 2023,** no longer needed to help meet on-demand schedule within Ames, combined replacement funding to upgrade high floor LD bus to a low-floor.
- **Integrated Automatic Vehicle Annunciators** to entire fleet in 2022 which announce upcoming bus stops in the system as well as identifies the bus boarding to the public as the bus opens its doors at passenger stops. CyRide received a federal grant for this implementation to the entire fleet.
- **LED & Infotainment Signage** to the part of the fleet to incorporate visual annunciators to buses allowing those with hearing issues to see the next bus stop announced on the system.
- **Automatic Passenger Counters (APC's) installed** to CyRide's entire fleet allowing CyRide to better meet the needs to our passengers by providing real-time capacity of the buses to them through the MyState application. This allows a passenger to know how crowded the bus is before boarding and whether to choose a different vehicle for their own personal comfort. This project was funded with Section 5312 federal research funding.
- **CyRide Facility Expansion** is still a priority after the 2015 facility expansion as 18 buses are still parked outside. CyRide has developed a plan to expand current facility to park these buses inside and add additional second-floor office spaces. Future discretionary funding will be sought in early 2024 for this expansion as the Infrastructure Investment and Jobs Act (IIJA) has provided substantial increased funding over the next few years.
- **Two 60-foot Articulated Buses** were delivered in 2022 & 2023 bringing the articulated fleet to eight buses to operate on the #23 Orange route carrying 1+ million passengers annually. Grant funding is in place to purchase another two articulated buses in the next year to bring the total to 10.
- **Six Minibuses were delivered in 2022** and buses well past their useful life were sold. CyRide has funding in place to purchase another two minibuses with low-floor minibuses.
- **Eight Large Buses** were replaced with new buses for the fixed-route over the past year.
- **Two CyRide 40-foot battery electric buses** were delivered in 2023 and implemented into service.
- **CyRide Park & Ride** moved to northeast corner of ISC lot making way for CYTown! This is the location where commuters meet the #23 Orange route to travel into ISU campus. The route carries over 1+ million passengers annually. The commuter lots have been repaved as a result of CYTown which was a priority within the PTP.

RECENT DEVELOPMENTS

1) **Large Bus Shelters** – CyRide has funding in place to implement two bus shelters each year in FY2024 and FY2025. CyRide developed a new ADA shelter design with solar lighting and began implementation throughout Ames and Iowa State campus in 2012. The next four locations for new shelters have been identified as follows:
   - Mortensen Road & Seagrave (EB) - #3320 - #12 Lilac route in west Ames (FY2024)
   - Mortensen Road & Lawrence (EB) - #3264 - #11 Cherry route in west Ames (FY2024)
   - S. Dakota & Steinbeck (NB) - #3496 - #1 Red & #11 Cherry routes in west Ames (FY2025)
   - Bloomington & Grand (WB) - #4021 - #6 Brown route in north Ames (FY2025)

   CyRide will need to designate approximately $35,000 per shelter for these future improvements.

2) **Bipartisan Infrastructure Law Program (BIL) or the Infrastructure Investment and Jobs Act IIJA**
Every few years, a new transportation bill is signed into law to provide long-term transportation funding throughout the United States, including funding for public transit systems. The Bipartisan Infrastructure Law Program - https://www.transit.dot.gov/BIL was signed into law by President Biden on November 15, 2021. The BIL authorized $108 billion over fiscal years 2022 through 2026 for federal public transportation programs, including $91 billion in guaranteed funding. This new law provides transit agencies with its "authorized" level of federal operating and capital funding for this period. Congress then "appropriates" funds annually each year. Specifically, this bill revised two critical areas for public transit in Ames including:
   - **Small Transit Intensive Cities Apportionment (STIC) Funding** (Section 5307) Increased from 2 to 3 Percent – Under the STIC formula, FTA currently apportions 2 percent of the funds made available for Section 5307 to UZAs that are under 200,000 in population and have public transportation service that operates at a level equal to or above the industry average for UZAs with a population of at least 200,000, but not more than 999,999. STIC funds are apportioned based on six performance categories: Passenger miles traveled per vehicle revenue mile, passenger miles traveled per vehicle revenue hour, vehicle revenue miles per capita, vehicle revenue hours per capita, passenger miles traveled per capita, and passengers per capita. In FY 2022, the STIC set aside will increase from 2 percent to 3 percent. Therefore, CyRide will receive approximately $200,000-$250,000 more in Section 5307 funding for its annual apportionment to supplement its transit operation.

   - **Urbanized Area Formula Grants (5307 Funding)**: Funding increased to more than $33.5 billion to allow transit to provide funding for transit capital, planning and operating assistance. CyRide's formula funding based on population and population density increased by 30% due to the overall programming in the BIL. Overall, CyRide's annual 5307 allocation increased overall by 65% (STIC and formula funding) by 1.6 million.

   - **Low or No Vehicle Emissions Competitive Program (Section 5339) –** Funding increased from $55 million to $1.1 billion annually to replace transit vehicles with cleaner and greener

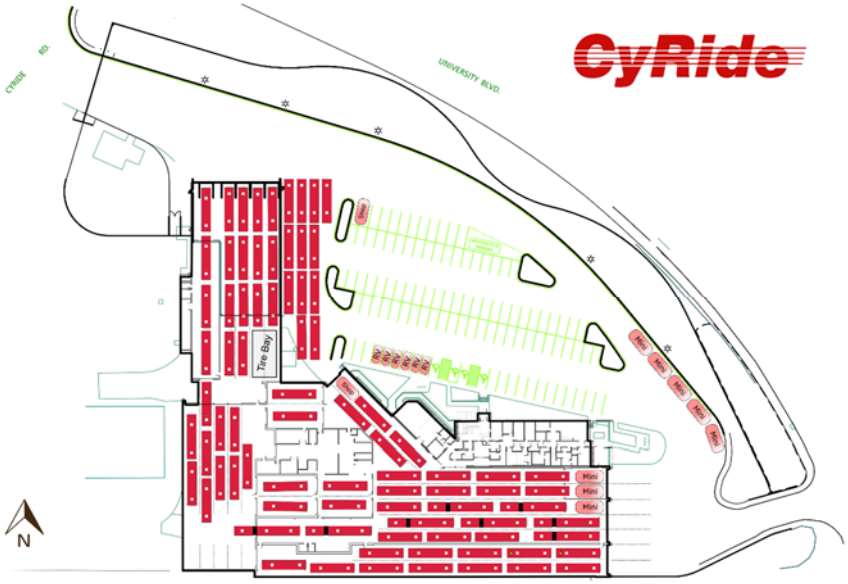
vehicles. This is substantially more in availability of funding for transit to replace buses with zero emission fleets. The transit board has approved the replacement of up to 17 vehicles within their zero-emission plan and will be applying for this additional funding in future Low or No grant applications until this fleet is realized.

3) **Asset Management (TAM) Plan**– Every transit agency must develop a transit asset management (TAM) plan if it owns, operates, or manages capital assets used to provide public transportation and receives federal financial assistance under 49 U.S.C. Chapter 53. Each transit provider must designate an Accountable Executive to ensure appropriate resources for implementing the agency's TAM plan and the Transit Agency Safety Plan. Specifically, the TAM plan provides the following:
   - Inventory of assets
   - Condition assessment of inventoried assets with capital responsibility
   - Descriptions of analytic process to assist in capital asset investment prioritization
   - Prioritized list of investments

   CyRide developed its latest Transit Asset Management (TAM) Plan (Tier II) and shared this plan with the Ames Area MPO as required by October 1, 2023. Approximately 27% of CyRide's fleet is past the useful life benchmark which will grow to 31% by the end year of the current TAM plan unless additional federal funding is received through discretionary grants.

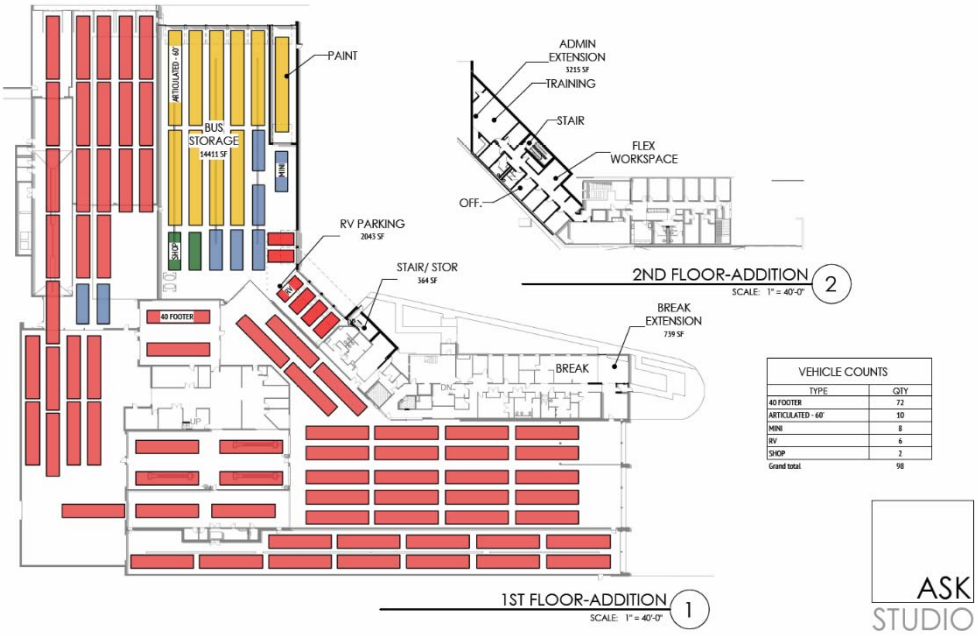
3) **Automatic Vehicle Annunciators** – CyRide implemented automatic vehicle annunciator (AVA) technology to its buses that communicate next stops verbally and visually via LED and Infotainment signage to the public as the bus approaches a bus stop. (i.e. "Your next stop is 'Lincoln Way & Beach') This was a request that came directly from meetings with Iowa State University's Alliance for Disability Awareness group that requested that drivers immediately begin calling out "all bus stops" within the community. They indicated that this announcement of stop would provide them with a frame of reference to where they were within the Ames community at any given time. The system also announces each bus arrival to passengers waiting at the bus stop when the doors open. CyRide will need to possibly upgrade the Automatic Vehicle Location (AVL) system entirely including the AVA's within the next five-year period as the technology reaches its useful life and components begin to have technical issues.

4) **Facility Expansion Update** – CyRide has expanded its original facility built for 25 buses five times since 2002. The last expansion was completed in 2014 which planned to house all the vehicles in CyRide's fleet but quickly fell short of that goal. The transit agency currently owns and operates a revenue fleet of 98 vehicles housed on this same 4.5-acre lot. Only 80 buses are able to be stored inside the garage as illustrated on the drawing to the right.



In response to rapid changes in ridership over the last several years, CyRide's fleet and staffing has outpaced long range planning estimates predicted through a 2009 facility study conducted by Parson-Brinkerhoff. As a result, several buses must be parked outside of the building at night and spare buses are stored at a temporary location on E Edison St. In below 40-degree weather, buses must be started early in the morning, or idle overnight, in order to prevent fuel gelling and ready the passenger compartment.

While buses are designed for a 12-year service life, CyRide funding sources typically replace buses after 18-20 years making indoor parking key to helping keep vehicles in good repair as required by federal regulatory requirements. Since the administrative building was designed and constructed in 2008, the number of employees grew from 120 in 2006 to 188 in 2016. New administrative personnel are housed in converted storage areas, operations managers and trainers share offices, and space for sensitive conversations and staff breaks is insufficient. CyRide currently employs around 150 people; however, this figure is expected to return to 2016 levels as open positions are filled.



A variety of facility alternatives have been explored over the years including expansion on the existing site, shifting some functions to a secondary location, and phased relocation of existing facilities to a new site. These studies outlined various benefits and challenges with each solution; however, there are significant barriers associated with operating two sites and/or facility relocation including availability of an alternate site, operating costs, and repayment of prior grant funds for improvements still within their useful life. Although the existing site is constrained, the conceptual design shown maximizes the available area within the existing lease boundary and is sized in relation to the available facility funding local match that has been secured.

4) **Story County Transportation Brochure** –Since 2015, the Story County Transportation Collaboration (SCTC) has modified the Story County transportation brochure that provides information on all the available open to the public transportation providers within Story County. The brochure, with the most current and relevant information, can be downloaded at http://www.cyride.com/sct. This continues to be a useful brochure to market transportation to the Ames community and throughout Story County. Most recent modifications includes updates to the following areas: veteran transportation, Medicaid transportation, vanpooling transportation, taxi service areas and other transportation.

5) **Articulated Bus Fleet Update** – CyRide's articulated fleet has increased to eight buses to serve passengers on the #23 Orange route, which is the busiest route in the State of Iowa carrying nearly 1+ million passengers in 2023 and had nearly 1.8 million prior to the pandemic. This route can pull up to a given stop on the 3-mile route circulating through Iowa State campus and fill the bus due to overwhelming demand. Over the past five years, CyRide welcomed two additional 60-foot articulated buses into its fleet with the help of $225,000 in annual Ames Area MPO Surface Transportation Block Grant program

(**STBG**) funding. CyRide now has a total articulated bus fleet of eight. Previously, CyRide operated all 40-foot buses on this route and demand grew each year to the point that buses were leaving every 2-3 minutes from the park and ride lot towards campus as they filled up. This not only demanded more buses, but more drivers and funding to pay to operate this service. With the eight larger articulated buses, CyRide can operate the route without adding as many "extra" buses on the route to accommodate all the demand by passengers; thereby, creating efficiencies. The buses leave the Iowa State Center hub every four minutes due to the demand for service on this route. The result in operating articulated buses exclusively on this route is less congestion on the Osborn corridor through the center of campus. CyRide's goal is to attain a total of 10 articulated buses so that eight articulated buses can operate on this busy route and the other two spare buses are available in case one of the articulated buses breaks down. CyRide has attained grant funding to purchase the final two articulated buses in 2023 that can be delivered in 2025.

6) **Battery Electric Bus Fleet Progress** – CyRide finalized its zero-emission bus fleet study in 2019 that provided a deployment plan to replace up to 17 diesel buses in its fleet with battery-electric to maximize BEB usage in CyRide's daily service and facility. Since that time, CyRide has been successful in receiving several discretionary grants to procure an additional five zero emission buses along with facility improvements to charge them within the next few years. Since the original grant requests, battery electric bus prices have increased by 25% in the aftermath of the pandemic therefore CyRide will need to finance a greater portion through local funding as a result. Therefore the additional federal funding provided through the IIJA, will be utilized toward more expensive buses in the future years of this plan.

7) **Orange Route Park & RideTransit Hub** – In August 2023, CyRide moved its park & ride location for the #23 Orange route to the northeast corner of Iowa State Center parking lot. As noted above, this route is the busiest bus route within the State of Iowa providing rides to over 1+ million passengers annually. This move accommodated the future CYTown (https://cyclones.com/feature/cytown) , a unique, year-route destination to be built in the heart of the Iowa State Center between Jack Trice Stadium and Hilton Coliseum that will enrich Centeral Iowa for generations to come. CYTown will incorporate medical clinic, retail/ office spaces, residential suites and restaurant/brew pub areas. The old transit hub will be replaced with a new location in the northeast portion of this lot just south of Hilton Colesium. The athletics department has been working with CyRide to reinstitue the transit hub in this new area including full curb cuts for CyRide's articulated buses. They plan to integrate an area with restrooms and waiting area outside of the elements for passengers similar to the old hub.

Any public input received will be incorporated into the priorities and strategies within the next sections as a viable strategy. Recent developments since the last Passenger Transportation Plan have occurred and are noteworthy to report as they may impact/change the transportation needs for the community and ability to fund future transportation projects.

IV – DRAFT PRIORITIES AND STRATEGIES

CyRide is estimated to receive a total of $538,750 total; $431,000 federal in its annual Section 5310 allocation. This is the funding that CyRide is required to develop projects that specifically benefit the elderly and disabled populations within Ames. Please note, that the Section 5310 funding increased by 66% between 2023 and 2024 when the new transportation bill authorization went into effect. Below are the priorities that the 5310 funding will help support from previous PTP's (asking for additional priorities to be added at this time):

1. **Dial-A-Ride Service (Section 5310):** This need was identified as a base need for the community for those individuals that cannot ride the fixed-route system but can rather ride CyRide's Dial-A-Ride door-to-door service operated under subcontract currently to Heart of Iowa Regional Transit Agency (HIRTA). CyRide is mandated by the federal government as part of the American's With Disabilities Act (ADA), to provide this complementary fixed-route service for individuals with a disability that cannot ride the fixed route system. This demand response service operates the same hours and days as the CyRide's fixed-route transit system. Requests for rides cannot be denied for this service for any trip purpose. More demand might be warranted from the Ames community in future years.

	Dial-A-Ride (HIRTA)				
	Provides door-to-door ADA				
Annual Numbers	**FY2019**	**FY2020**	**FY2021**	**FY2022**	**FY2023**
# Revenue Hours	3,296	3,341	3,360	6,758	4,806
# Revenue Miles	36,254	36,413	36,234	73,340	56,953
# Days Provided/Yr.	359	359	359	359	359
# Riders (unlinked)	**8,380**	**7,818**	**6,348**	**13,089**	**13,783**
Operating Costs	**$160,672**	**$154,967**	**$129,217**	**$242,350**	**$258,932**

In FY2022, ridership increased by 106% from the prior year. This increase was primarily due to ridership rebounding from the pandemic after many individuals stayed at home in FY2021. Additionally, HIRTA was informed by the Iowa DOT that they could no longer utilize Section 5311 or regional federal funding to finance urbanized trips in Ames. As a result, HIRTA transitioned many seniors from riding HIRTA services to ride Dial-A-Ride instead. Under Dial-A-Ride transit, CyRide must ensure a ride to passengers within a two-hour window (one hour before or after requested pickup/drop off) of the passengers' request. Trips on the Dial-A-Ride ADA service cannot be denied and must be met within that window.

In the past, CyRide has also supported HIRTA's Customer Service Portal allowing customers the ability to book their own trips online, change their account status (address, phone number, etc.), check on their trip status, pay for trips online, etc. CyRide allowed a one-time capital cost of approximately 9% ($15,711) for Dial-A-Ride passengers in 2017. This sort of technology was specifically requested by Iowa State University's Alliance for Disabilities Awareness group who met with CyRide on several occasions in early 2017 to improve their rider experience on the Dial-A-Ride service. Therefore, this customer service portal project will remain as a recommended project as part of the Dial-A-Ride service to possibly upgrade/expand the portal if requested by HIRTA if the portal benefits Dial-A-Ride passengers and if 5310 funding remains within the annual budget to accommodate the upgrade.

It is important to note that Enhanced Mobility of Seniors and Individuals with Disabilities funding (Section 5310 funds) can be utilized by transit agencies to subcontract out their ADA service however; CyRide cannot utilize the funding to operate the service themselves. If CyRide operated the service in-house, they can only utilize the funding to purchase capital items but would have to support operating the service with local funding. Therefore, it is more economical for CyRide to purchase transportation and coordinate with another provider. **Estimated Annual Funding = $244,000 total; $195,200 federal)**

2. **Shelters/Transit Amenities/Bus Stop Improvements (Section 5310):** Improving the accessibility of CyRide's bus stops as well as CyRide's image is of importance to CyRide and their Board of Trustees. Shelters have been prioritized within a bus stop plan for the community to be funded from this identified funding in the next few years as long as funding is available to improve accessibility along corridors including DOT highways. These improvements also include lighting, either solar or electric, within the bus stop improvement to ensure passengers can read the published schedule within each shelter. The older style shelters, for the majority, do not contain lighting.

   In addition, real-time schedule information has been a request within the Ames community for many years. CyRide added LED digital signage at specific transfer points on Iowa State University campus in February 2013. In 2019, these signs were removed after they could no longer be supported by the underlying technology vendor. However, real-time information signage at major transfer points is still being requested by the public and CyRide is considering options to integrate updated LED technology signage at major transfer locations or stops with high ridership in the future. The digital signage would help make it easier for large groups of passengers to know when buses are arriving without each individual passenger having to bring it up on their cell phone. CyRide would place these signs at major transfer locations and other locations with high ridership. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. **Estimated Annual funding = ($70,000 total; $56,000 federal).**

3. **Small Light-Duty Bus Replacement/Expansion (Section 5310):** CyRide's complementary Americans with Disabilities Act (ADA) service called Dial-A-Ride, is a door-to-door service serving individuals with a disability within the City of Ames. Passengers eligible for Paratransit service as defined by the (ADA) can ride this service. This service requires the use of small light-duty accessible vehicles to operate door-to-door service within the City of Ames. The useful life of these vehicles is four years as recommended by the Federal Transit Administration. CyRide currently leases one light-duty bus to its ADA contractor to help operate this service. The remaining vehicles are provided by the contractor directly as they also operate the regional public transit service for Story County. CyRide needs to systematically replace the vehicle leased to its contractor at a minimum of four years (FTA's defined useful life) and maximum of every eight years (CyRide's defined useful life benchmark) which is identified within CyRide's Transit Asset Management (TAM) Plan. CyRide's current plan is to replace this vehicle every 5 years while there is sufficient federal funding. Currently, CyRide has a low-floor light duty bus on order that it will receive by the end of FY2024.

   Additionally, this funding may be utilized to purchase expansion vehicles as needed for its ADA service as ridership for Dial-A-Ride increases in order to meet demand. Please note that CyRide cannot deny a ride to Dial-A-Ride passengers due to vehicle capacity issues. Expansion vehicles may be necessary within this next five-year period if passenger demand increases significantly over FY2023 levels. Please note that CyRide has several minibuses that it could immediately lease to HIRTA if capacity became a problem. CyRide has semiannual meetings with HIRTA to discuss capacity as well as other issues impacting this service.

   CyRide estimates that up to two light-duty buses might need purchased in a given year for either replacement or expansion between FY2025 – FY2029 with the cost identified below. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. **Approximate funding per bus = ($200,000 total; $160,000 federal)**

4. ~~**Van Replacement/Expansion (Section 5310):** In January 2015, a Demand Response Service Action Plan (https://www.cityofames.org/home/showdocument?id=26012) and Communication Plan were finalized under the guidance of a task force to develop process improvements for the door-to-door public transit service to the general public within Story County/Ames. While, the plan identified 23 specific actions to improve demand response county-wide public transit service, many of these improvements can also benefit CyRide's ADA Paratransit service, called Dial-A-Ride, provided to eligible disabled individuals as both transit services are operated by the same transit provider.~~

   ~~Specifically under Action Item #23 in Appendix H, the Demand Response Service Action Plan identified~~

~~dedicating one "unscheduled" vehicle each day to address unforeseen operational issues to ensure smooth operation of service. The need was to keep demand response public transit service on time alleviating concerns from passengers. Again, this service improvement need was seen as something to improve the timeliness of not only HIRTA's service but CyRide's Dial-A-Ride service as well. Therefore a possible funding source for the purchase of the vehicle is 5310 (elderly and disabled funding) impacting the demand response services within the Ames community. The vehicle would be operated to keep the service within the City of Ames on-schedule as much as possible and/or assist where needed. Although the action plan identified a bus to operate this service improvement, discussions between HIRTA and CyRide have identified the unscheduled vehicle as an accessible van. CyRide needs to systematically replace this vehicle leased to its contractor at a minimum of four years (FTA's defined useful life) and maximum of every eight years (CyRide's defined useful life benchmark) which is identified within CyRide's Transit Asset Management (TAM) Plan. CyRide's current plan is to replace this vehicle every 5 years while there is sufficient federal funding..~~

~~CyRide estimates up to two accessible vans being purchased between FY2020 – FY2024 for either replacement/expansion within this PTP with the estimated costs identified below. CyRide and/or HIRTA would be required to fund the 20% local portion of the vehicle.~~ ~~**Approximate funding per van = ($60,000 total; $48,000 federal)** OR **Approximate maximum funding = ($120,000 total; $96,000)**~~

CyRide just sold this MV1 van as HIRTA did not need it to keep service timely after they purchased Routematch software. Additionally, this van is no longer being manufactured and parts cannot be purchased to repair the van. This category will be eliminated as a priority in the plan.

~~4.~~ **Accessibility Technology (Section 5310):** To comply with the Americans with Disabilities Act (ADA), CyRide's drivers must announce major transfer locations along transit routes as well as any bus stops the public specifically requests to be announced. Prior to 2018, CyRide announced all bus stops manually. However, in 2017, CyRide began working with Iowa State University's Alliance for Disability Awareness group which communicated their desire for drivers to announce all bus stops throughout the Ames' community without customers needing to verbally make a request to the driver. Verbally announcing this many bus stops along the transit route is over and beyond what is required by ADA. Therefore, a digital announcing system is not required but announcing some stops manually is required to meet ADA regulatory requirements. Collectively, the AVL, APC and AVA technology requires periodic annual preventative maintenance of approximately $130,000 to keep the real-time system performing without issues which is an allowable capital expense for Section 5310 funding.

- **Automatic Vehicle Location (AVL)Technology** is the base system needed to provide information of where buses are located in real-time throughout CyRide's transit service. CyRide implemented this technology initially funded with all local funding supported by Student Government. Then in 2019/2020, CyRide replaced the initial technology and upgraded it to provide a much more robust real-time system funded with 5310 funding.
- **Automatic Passenger Counters (APC)** allow CyRide to understand how many passengers are boarding along individual bus stops throughout the system and identify what corridors and which specific bus stops are the utilized the most. This technology allows CyRide to utilize stop level ridership information to implement bus stop upgrades such as shelters, benches, added concrete to benefit passengers. Prior to this technology, CyRide only had trip level ridership information which didn't tell the full story of what stops needed improvements. APC's also allow CyRide to immediately respond and provided added service when over-capacity occurs. This APC technology requires periodic annual preventative maintenance to keep the real-time system performing without issues.
- **Automated Vehicle Annunciators (AVA)** synced with **LED signage** and/or **infotainment screens** will help keep all passengers, disability or not, better informed of where the bus is located as they ride the bus. This AVA information makes riding the bus more convenient for and provides independence to hearing or visually disabled passengers. Automated announcements make the announcements more uniformly stated across the transit system by having the stops announced in a similar method and at a consistent volume to be heard over loud noise inside and outside the buses. An AVA system will also allow CyRide's drivers

to focus on operating the vehicle safety instead of talking into the intercom system every few blocks. This announcing technology is also available outside of the vehicle so that the buses are announced as the bus approaches a bus stop for passengers to board the bus. If an individual waiting at the bus stop is visually impaired, they now know which bus (#3 Blue) has arrived at the bus stop once the announcement is made upon the bus opening the doors. The LED and Infotainment signage provide passengers with a visual of the same auditory message. Funding can be allocated to keep this technology updated as necessary to benefit the elderly and disabled Ames' community. CyRide's transit board is committed to keep accessibility technology integrated within the system and updated moving forward. CyRide envisions that the full system could be replaced over a two-year period. CyRide would fund the local portion of this project. The APC technology requires periodic annual preventative maintenance of approximately $130,000 to keep the real-time system performing without issues. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. **Approximate funding for entire AVL/AVA/APC project= ($1,500,000 total; $1,200,000 federal); ($20,000/bus; $16,000 federal)**

Below is a glance at the priority projects funded with 5310 funding. CyRide's full Section 5310 allocation each year is approximately $538,750 total; $431,000 federal. Projects total more than the annual 5310 apportionment but many projects are not requested on an annual basis.

	Federal	Local Match	Total
5310 Apportionment	$431,000	$107,750	$538,750
Dial-A-Ride	$195,200	$48,800	244,000
DAR LD Bus (every 5 years)	$160,000	$40,000	$200,000
Shelters/LED Signage (2 shelters)	$56,000	$15,000	$70,000
Annual Preventative Maintenance (AVL, APC & AVA)	$100,000	$25,000	$125,000
Total Projects w/o AVL	**$511,200**	**$128,800**	**$639,000**
Accessibility Technology (AVL, APC, AVA, LED/Infotainment Signage to display AVA visually)	$1,200,000	$300,000	$1,500,000

The remaining projects/strategies below are not required to be coordinated through the PTP but have been expressed as needs within meetings over the years:

Previous or ongoing needs will be shared with the Transportation Collaboration meetings during the fall 2023. These groups were requested to provide additional needs and possible strategies to incorporate into the PTP by the end of 2023. Those strategies that have been implemented or partially implemented in the past are identified in blue. The overall needs and strategies were accumulated from the public through public meetings, complaints/comments, transportation collaboration meetings and/or through direct communications with transportation providers and human service agency representatives. Note that these possible strategies have not all been recommended to be funded with Section 5310 funding but if federal/state/local funding became available for a specific project specifically for the elderly or disabled population, it could be recommended into the Section 5310 program rather easily as it's already defined as a need.

Needs	Possible Strategies/Project
Education/Marketing: 1. Need to reduce intimidation and misconceptions to riding public transit. 2. Awareness of available programs regarding transportation. 3. Need for insurance/ Maintenance awareness for automobile owners	**Previous/Ongoing Strategies** 1. Large Group Training of how to ride public transit 2. Train the Trainer Sessions for one-on-one training. 3. How to Ride CyRide digital formatted DVD video 4. Communication tools for non-English speaking individuals riding CyRide ie. picture board? 5. Maintenance/insurance class for vehicle owners 6. Car Seat installation education program and/or resources 7. Implement Google Transit and/or Trip Planner so anyone could Google how to get from point A to point B via bus in Ames. 8. Real-time scheduling software – NEXT bus technology was implemented in 2012 and LED signage to major campus bus stops. 9. Story County Transportation brochure developed for Story County so individuals can quickly determine which service provider could provide a ride to their destination and for how much. Promoted brochure to organizations and human service agencies. 10. Developed At a Glance document for Story County agency representatives to quickly assist their clients. 11. Marketed public transportation options to medical human service providers to get them to ask the question, "Do you have Transportation to your next appointment?" Communicated brochure and At a Glance documents. 12. Market MyState App to utilize CyRide to obtain transit trip information. **Strategies Yet to Implement** 12. Improve CyRide's How to Transfer written materials describing what a transfer is; when a transfer is applicable as opposed to utilizing two fares; and actual logistics of transferring. 13. Develop new Dial-A-Ride brochure identifying ADA policies and with notable differences between DAR and county-wide public transportation. Update DAR policies as needed.

Needs	Possible Strategies/Project
Affordability Needs: 1. Need for affordable passenger transportation services or programs to make services more affordable. 2. Need for transportation assistance programs. 3. Increased demand for elderly "free" transportation at health/residential facility homes –as seniors vacate their automobiles & become less independent.	**Previous/Ongoing Strategies** 1. Continue Transportation Assistance for bus pass/tickets or gas vouchers a. City of Ames Planning & Housing: CDBG program b. UWSC "emergency" program through Good Neighbor Emergency Assistance c. Story County (assistance to those leaving the state of Iowa) 2. Continue Car Seat Donation Program 3. Provide half-fare rides to Medicaid individuals riding with card **Strategies Yet to Implement** 4. Implement common data-base of all Ames transportation assistance bus pass/ticket & gas voucher programs to avoid duplication or send to one agency. 5. Transportation Collaboration investigate/discuss possible improvements? a. Affordability of HIRTA transportation. b. No resources available for non-Medicaid individuals' 6. Identify opportunities for human service organizations to share vehicles and/or drivers (operating 15-18 hours/week on average). 7. CyRide research implementation of possible fare free system once driver workforce has rebounded after pandemic: • Summer • Weekend/Evening • K-12 • Low-income • System-wide
Maintenance/Insurance Needs: 1. Need for more cost-efficient methods to maintain and replace human service provider vehicles.	**Previous/Ongoing Strategies** 1. Coordinate group of mechanics to repair human service agency donated vehicles. Partnership now with Ames Ford who accepts donated vehicles and provides safety inspection. **Strategies Yet to Implement** 2. Coordination of replacement/maintenance of human service provider vehicles. 3. Investigate "sharing" of vehicles and/or drivers for human service providers & implications to insurance coverage.

Needs	Possible Strategies/Project
Bus Storage/Maintenance Facility Improvements: 1. CyRide Bus Storage Expansion: CyRide currently houses 98 vehicles and inside storage is not available for all vehicles. Expansion of facility is needed. 2. CyRide Maintenance Shop: Need to expand maintenance shop area to maintain buses, house extra bays (1 bay per 10 buses – only 4 bays currently, need approximately 10). Additionally, need the ability to service at any time of the day or night. Maintenance bays should move to perimeter of building. 3. Facility Rehabilitation/ Improvements to maintain State of Good Repair 4. Surface Parking Lot and CyRide Turnaround Rehabilitation to maintain State of Good Repair	**Previous/Ongoing Strategies** 1. Additional Bus Facility Storage – identify second site location and/or build additional capacity for bus storage, maintenance and operational needs over next 20-years either on-site at current location or through off-site location for up to 125 vehicles. Design off-site CyRide facility with appropriate functions. Possibly coordinate efforts with HIRTA for this location. 2. Modernize current CyRide storage facility including upgrading heating ventilation air conditioning system, replace shop/barn air conditioning system, replace shop/barn exhaust removal system, maintenance pit drainage restoration, make facility energy efficient in all mechanisms possible, relocate parts office, replace shop hoists, secure building/buses, replace/repair exterior walls, shutoff system for fuel/oil/hydraulic lines, electric distribution rehabilitation, fire sprinkler upgrade, security systems added to facility, install back-up power supply, shop rehabilitation, fire suppression system for battery electric buses, fuel pump improvements, concrete rehabilitation/improvements (systematic replacement), re-roof facility, replace boilers, rehabilitate wash bay/fuel area (add reverse osmosis system, dryer/blower system, brushes to clean front of buses - currently, just sides/rear and chassis/wheel wash.), paint booth incorporating OSHA standards that accommodates articulated bus fleet, flood barrier enhancements, flood pumps replacements, increase ceiling height of garage doors and interior building by raising internal components to allow hybrid buses to pass through entire facility. 3. Actively pursue state/federal funding opportunities and/or nationally competitive grants. 4. ISU Intermodal Facility – Continue to study, discuss and construct an Intermodal facility housing Intercity carriers near proximity of campus to connect all transportation modes within one location. The facility opened in August 2012. 5. Resurface/update Iowa State Center Parking concrete lot where commuters park to allow additional parkers to travel via #23 Orange into ISU campus. 6. Rehabilitate CyRide turnarounds on #1 Red (Ames Middle School) and #2 Green (Ontario/California) bus routes that are crumbling and are in need of repair. **Strategies Yet to Implement** 7. Identify second site and/or strategy to increase indoor parking for buses currently parked outside at CyRide Maintenance/Storage facility and pursue funding for design and construction. 8. Implement security system for CyRide facility. 9. Implement additional charging/dispensers to facility for increased battery-electric bus fleet up to 17 vehicles.

Needs	Possible Strategies/Project
Fleet Needs 1. Reduce transit providers average fleet age to national average 2. Maintain 100% accessible fleet for transit providers 3. Maintain spare ratio at 18-20% for fixed-route transit providers. 4. Increase fleet size for increases in service needs (frequency and geographic coverage) 5. Improve vehicle security systems 6. Integrate vehicle technology to improve communications (radios) and ridership documentation 7. Replace administration vehicles prior to their useful life benchmark for their asset class.	**Previous/Ongoing Strategies** 1 . Federal/State Grants – Identify and apply for federal/state grants as necessary to meet transportation providers' fleet needs for replacement. 2. Bus Replacement – Strive to replace buses that are past their useful life benchmark over the next 5-year period. Currently, 27% (22 large and 2 small) of CyRide's bus fleet is past their useful life benchmark. CyRide purchased a minibus to operate Dial-A-Ride services in 2017 with Section 5310 funding which is currently leased to HIRTA. A replacement low-floor vehicle is currently on order to replace that 2017 bus which was held up due to several funding issues and decision to upgrade the high floor light duty bus to a low-floor. These vehicles will need systematically replaced every 5 years. 3. Bus Expansion (New and/or Used) – Purchase accessible vehicles to expand new transit services (fixed route and Dial-A-Ride services) or add additional trips to safely operate/meet growing demand for transit service. 4. Surveillance Systems – Add/replace cameras to all CyRide buses to reduce liability and improve ability to assist local police. 5. Administrative Vehicles – Systematically replace administrative vehicles that help transit agencies function over the next 5-year period. CyRide administrative vehicles transport drivers to/from their bus route will be replaced at the rate of one vehicle per year. Maintenance trucks are replaced every 10 years. 6. Automated Passenger counters are needed on CyRide buses to perform required NTD counts of passengers and counts at each bus stop throughout the system. This allows CyRide to better plan for shelters, benches or added concrete pads for highly utilized bus stops. 7. Explore and possibly conduct pilot project of battery electric alternative fueled buses. 8. Replace CyRide radios to upgrade/purchase technology in coordination with other city departments. 9. Attain up to 10 articulated buses for high capacity routes. **Strategies Yet to Implement** 10. Attain up to 17 battery electric buses to improve emissions within Ames. 11. Conduct future study to determine if additional vehicles beyond 17 battery-electric may be implemented OR research other possible zero emission vehicles.

Needs	Possible Strategies/Project
Transportation Amenities 1. Need to improve accessibility and lighting of bus stops/shelters. 2. Need for bike racks on buses to promote sustainability of community. 3. Automatic Vehicle Annunciators	**Previous/Ongoing Strategies** 1. Bus Stop/Shelter improvements (solar shelters, benches, i-stops, ADA concrete pads, lighting) for major boarding locations. Improve bus stops/shelters accessibility for all passengers. In 2022, CyRide employee developed way to add solar to bus stops at minimal costs on existing shelters. 2. Bike Racks on 100% of CyRide vehicles. 3. Automated Vehicle Annunciators to communicate what the next bus stop is on the route for ADA passengers as well as passengers that are not familiar with the Ames community at bus stops via LED signage at major bus stops with high ridership. 4. Added LED and Infotainment signage to buses allowing individuals with hearing disabilities the ability to see next bus stop AVA information 5. Periodic upgrade of AVL system and assistive technologies as the useful life fades about every 7-10 years. **Strategies Yet to Implement** 4. Identify/study passenger travel paths (sidewalk access) to/from bus stops from health facilities. (CyRide buses must travel main arterials via city policy.)

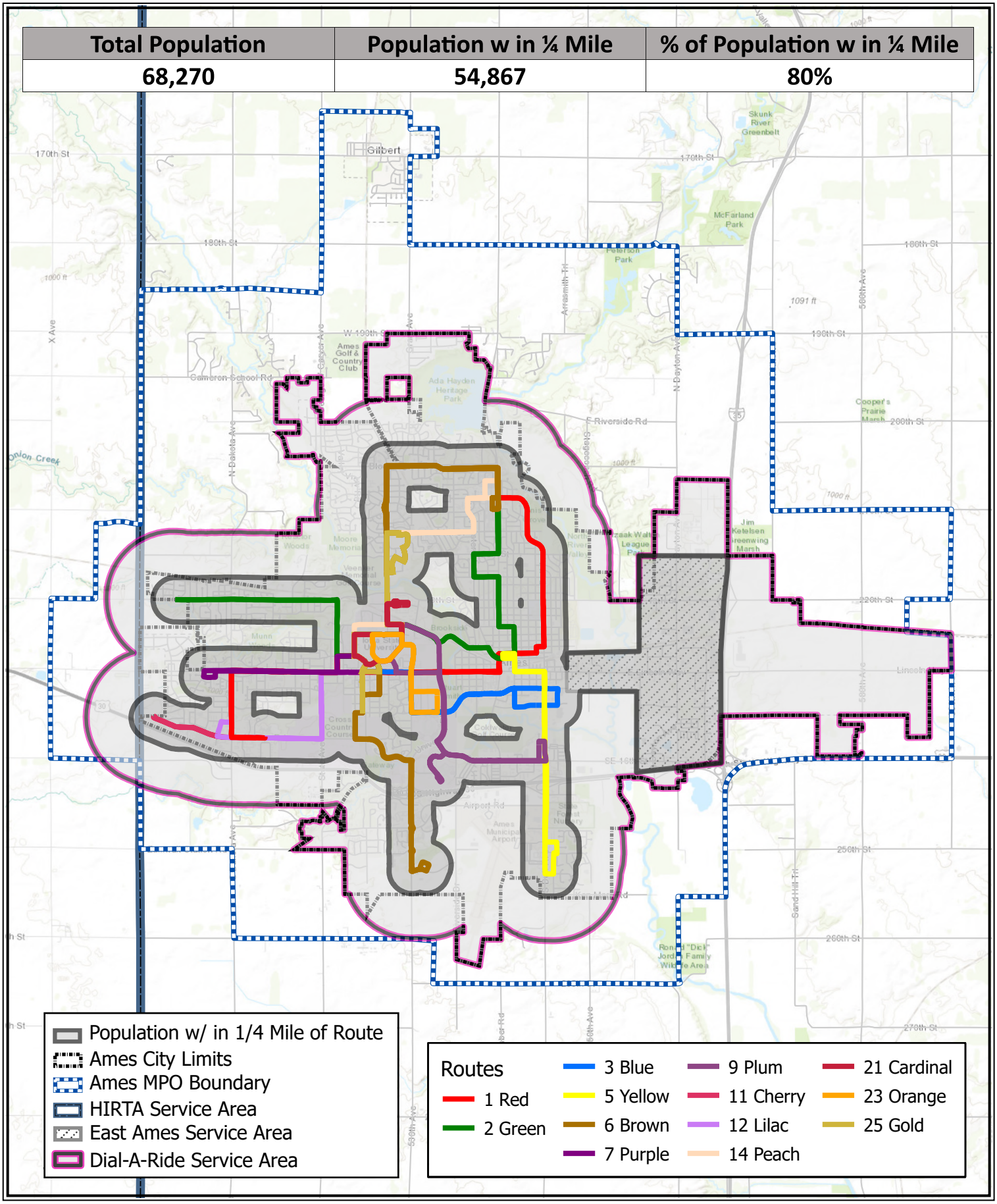
Needs	Possible Strategies/Project
Urban 1. Maintain existing transit services and geographic coverage. 2. Need for added geographic service coverage of transit in Ames to serve gap areas. 3. Need for increased frequencies of service on high-capacity corridors. 4. Need for additional hours of transportation to specific areas of Ames. Specific need for third shift transportation (12am - 6am) 5. Need for affordable emergency transportation for low-income K-12 (at- risk) students and seniors. 6. Maintain existing transit services and geographic coverage. 7. Need to geographic service coverage of transit in Ames to serve gap areas. 8. Need for increased frequencies of service on high-capacity corridors. 9. Need for additional hours of transportation to specific areas of Ames. 10. Specific need for third shift transportation (12am - 7am) 11. Need for affordable emergency transportation for low-income K-12 (at- risk) students and seniors. 12. Need for additional mechanics to keep vehicles and accessible technology in a state of good repair	**Urban Strategies/Projects** **Previous/Ongoing Strategies** • RSVP Volunteer Transportation program managed by RSVP. Research possibility of providing background checks on drivers. • Continuation of mandated Paratransit ADA Service via contracting opportunity with HIRTA. • New Transit Route Services: o #2 Green & #6 Brown – added frequency o #3 Blue Alignment Expansion to Target/Wal-Mart o #3 Blue Sunday (between Friley & Duff) o #6 Brown – Evening Service to Research Park o #7 Purple –provide mid-day service (partially accommodated) o #9 Plum – service along S. 16th corridor o #12 Lilac – direct service from W. Ames to ISU campus o EASE – extend route to Barilla on E. Lincoln Way; provide mid-day service o #14 Peach - Modify route to operate on Wheeler o Reduced CyRide fares to $1.00 per ride to make service more accessible to low-income & elderly populations (equivalent fares for passes prior to fare increase in January 2012.) • Summer 2019 Changes o #9 Plum – Deviate inbound trips only to campus through Veterinary Medicine complex o #25 Gold – Add 40-minute service during summer between SUV and campus only. • Fall 2019 Changes o #6 Brown – Extend service hours from 8:30 p.m. to 10:30 p.m. weekdays at 40-minute service level. o #11 Cherry – Add Evening Weekday Service from 6:30 – 8:30 p.m. with 40-minute frequency. o #12 Lilac – Add midday service from 10 a.m. – 2 p.m. with service every 40 minutes. o #25 Gold – Add Evening Weekday Service between 10:00 p.m. – 12:30 a.m. at 40-minute service frequency o #25 Gold – Add 40-minute service frequency during ISU breaks o #25 Gold – Reduce frequency from every 10 minutes (6 buses/hour) to every 12 minutes (5 buses/hour) o Add Morning trip(s) on 3-5 routes for 7 a.m., 7:30 a.m. work start. • Policy Change - Guarantee campus transfers within 3 minutes of buses arriving. • Fall 2023 Changes o Added Break service (#11 Cherry), removed #7 Purple from operating over ISU breaks as people can catch #11 Cherry with more robust service on S. Dakota.

Needs	Possible Strategies/Project
Urban continued….	**Recommended to Transit Board for FY2025 Budget Approval** o Weekend Service (#9 Plum, #11 Cherry) o Later Evening Service (#6 Brown – extend route to ISU Research Park from 8pm – 10pm instead of ending at Towers) **Future CyRide (Fixed Route) Strategies/Projects:** • **Increased Frequencies** (#6 Brown, #9 Plum, #12 Lilac, #14 Peach, EASE) • **Earlier Service** (#1 Red, #2 Green, #6 Brown, #11 Cherry, #12 Lilac, EASE) • **Later Evening Service** (#5 Yellow, #7 Purple, #9 Plum, #11 Cherry, #12 Lilac, #14 Peach, #21 Cardinal (Friday evening)) • **Break Day Service** (#7 Purple, #12 Lilac, #21 Cardinal) • **Weekend Service** (#12 Lilac, #25 Gold, EASE) • **Summer Service** (#11 Cherry, #12 Lilac, #25 Gold) • **Summer Evening Service** Extend All Routes past 10pm (Friday – Sunday). • **Timing of Schedules** o Improve timing of transfers between Red/Green at City Hall (currently meet once an hour) o Ensure scheduling so that passengers arrive on ISU campus for work start times by 7:00am, 7:30am, 8:00am and work leave times of 4:00pm, 4:30pm and 5:00pm (All routes) • **Pedestrian Signal Crossings** o S. Dakota/Steinbeck - #1 Red, #11 Cherry, #12 Lilac o Stange/Blankenburg - #6 Brown, #14 Peach • **Route Alignment/Change & New Service** o Service to Northridge/GW Carver area • **Policy Change Requests** o Service Billy Sunday Road/Airport 7:30 am – 5:30pm (F = 40 min.) (Per City policy, CyRide cannot serve non-arterial roads without city approval) • **Affordability Strategies** o Fare-free city-wide: 5 options (System-wide, Weekends/evening only, Summer only (trial funded by Ames City Council in Summer 2009), K-12, Low-income only) **Demand/On-Call Service Strategies/Projects:** • Senior transportation after 2 p.m. to/from health facilities • Low-income students missing yellow school buses from school. • Boys & Girls Club transportation from schools alternative - high costs for special service, gasoline & vehicle insurance. • AVL technologies - Improve route efficiencies by adding AVL technology, kiosks to the public, trip planner and automated scheduling software.

Needs	Possible Strategies/Project
Regional 1. Need for additional/improved transportation outside the Ames community for medical transportation and other essential services. 2. Need for commuter transportation to/from outlying areas in Story County into Ames as well as I-35 corridor between Ames & Des Moines.	Since HIRTA cannot spend 5311 funding for Ames trips, I believe we should eliminate the Regional aspect from the Ames urbanized PTP. The Ames Area MPO PTP is to cover projects in the Ames urbanized areas. Therefore, all regional projects should be coordinated through CIRPTA with the Des Moines Area MPO. Perhaps regional transportation should be directed to HIRTA and HIRTA's Marketing Outreach Coordinator - Danny Schnathorst @ 515-309-9284 or dschnathorst@ridehirta.com. If anything regional does come up during our PTP coordination discussions, I can forward input directly to Danny to include within CIRPTA PTP documentation. **Iowa Mobility Managers map** **https://iowadot.gov/iowamobilitymanagement/pdf/mobility-manager-map.pdf** **Regional Strategies/Projects** **Previous/Ongoing Strategies** 1. Transit service between Ames & Iowa City for medical purposes. Coordinate with other interested partners for service continuation to also serve other central Iowa residents to Iowa City and expand ability of Ames residents to receive medical care into Des Moines. 2. Study I-35 corridor between Ames and Des Moines to account for daily commute patterns and possible transit solutions from bus rapid transit, regular bus service, to vanpool/carpool options. 3. Easier demand response re-scheduling of pickups/drop offs (HIRTA NOW Implemented) 4. HIRTA Pay app implemented making it easier to pay for trips for customers. **Strategies Yet to Implement** 5. Study transportation commuter needs into Ames from Story County communities. Possibly coordinate program with ISU transportation that offers employee incentives to carpool/vanpool city-wide. (Carpool/Vanpool database exists with Iowa RideShare and DART.)

Ames Transit Coverage - Weekday Day

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	54,867	80%



Date: 9/12/2023

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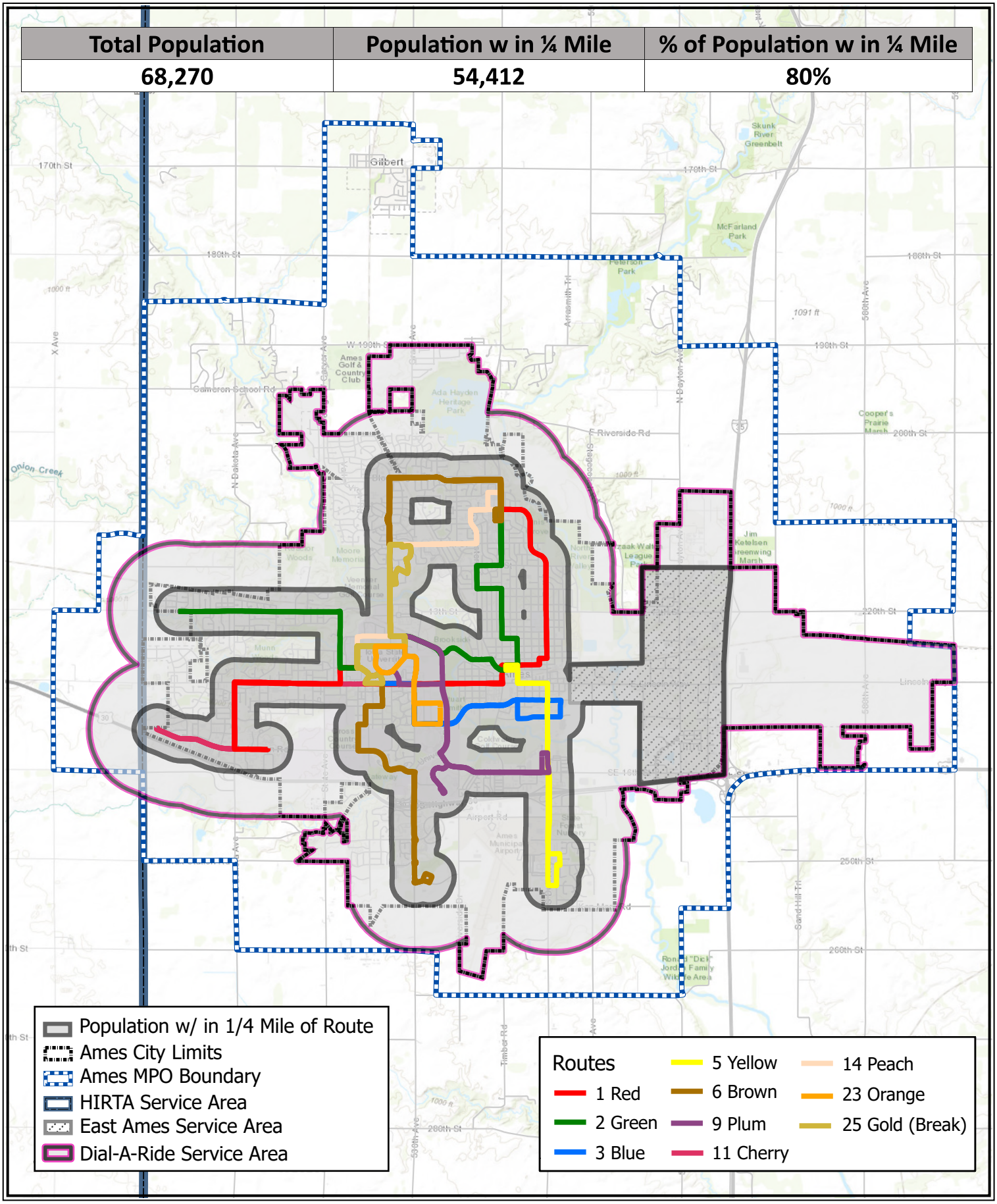
Ames Transit Coverage - ISU Break Weekdays

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	54,412	80%



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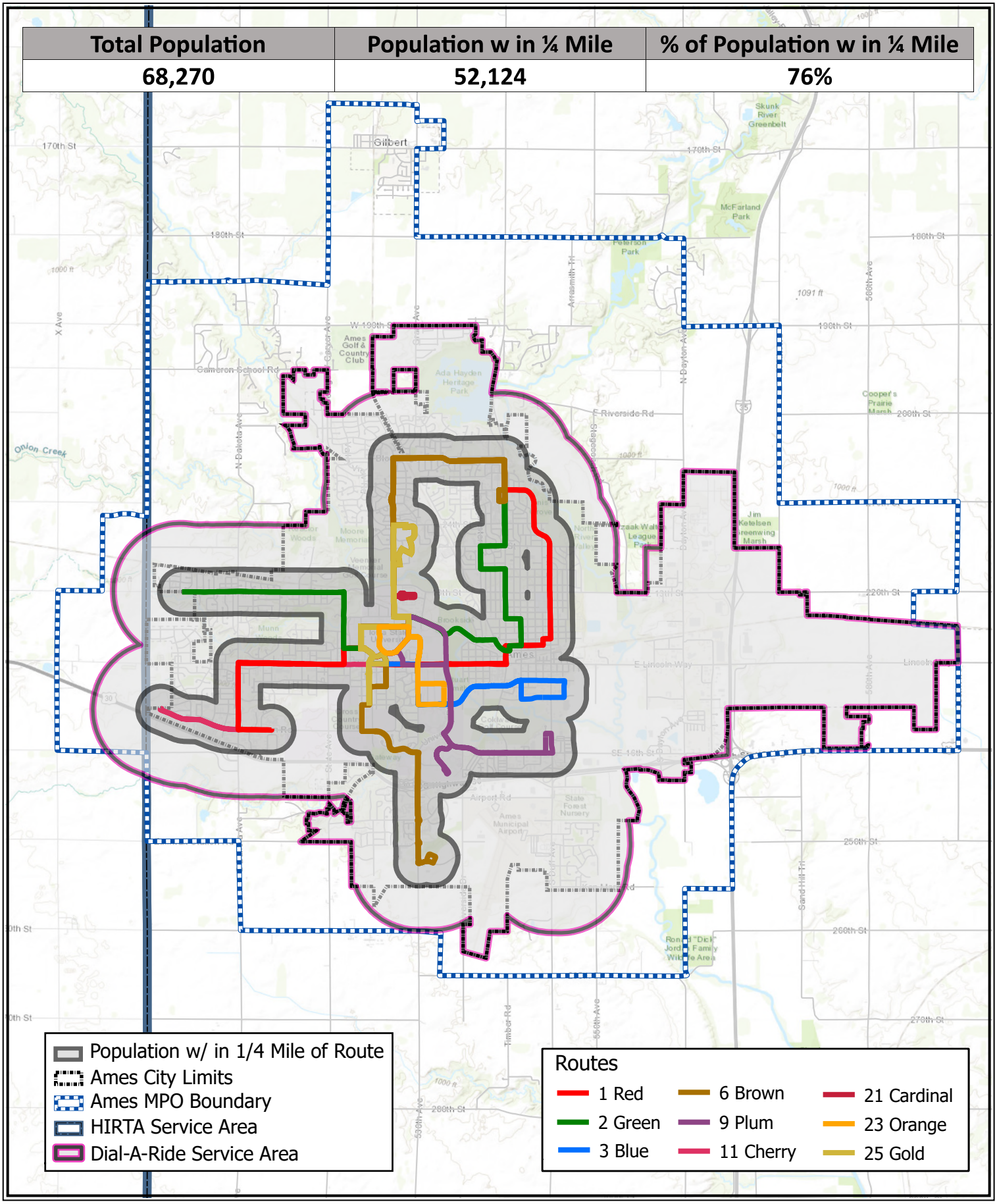
Ames Transit Coverage - Weekday Nights (After 7 pm)

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	52,124	76%



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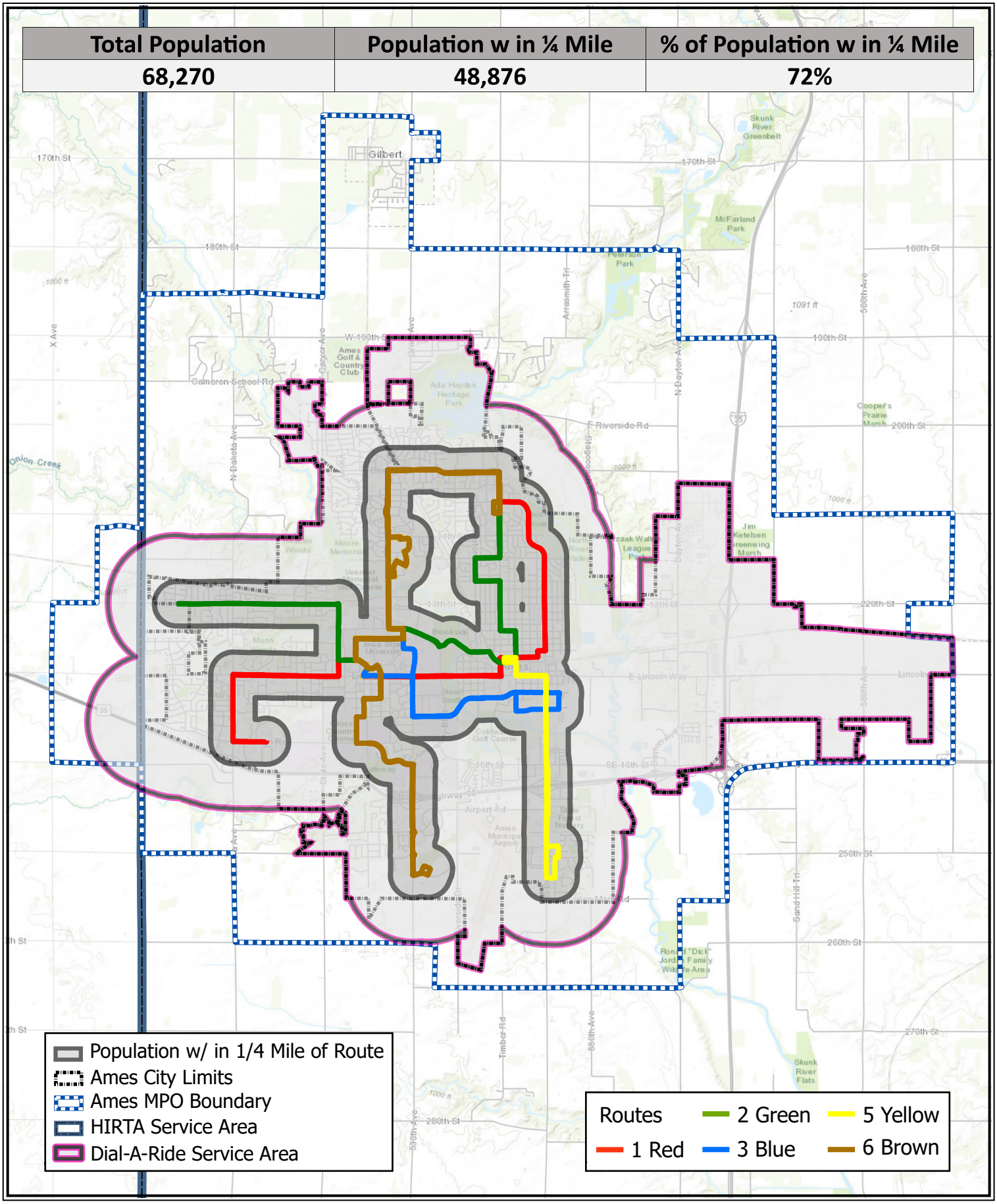
Ames Transit Coverage - Saturdays

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	48,876	72%



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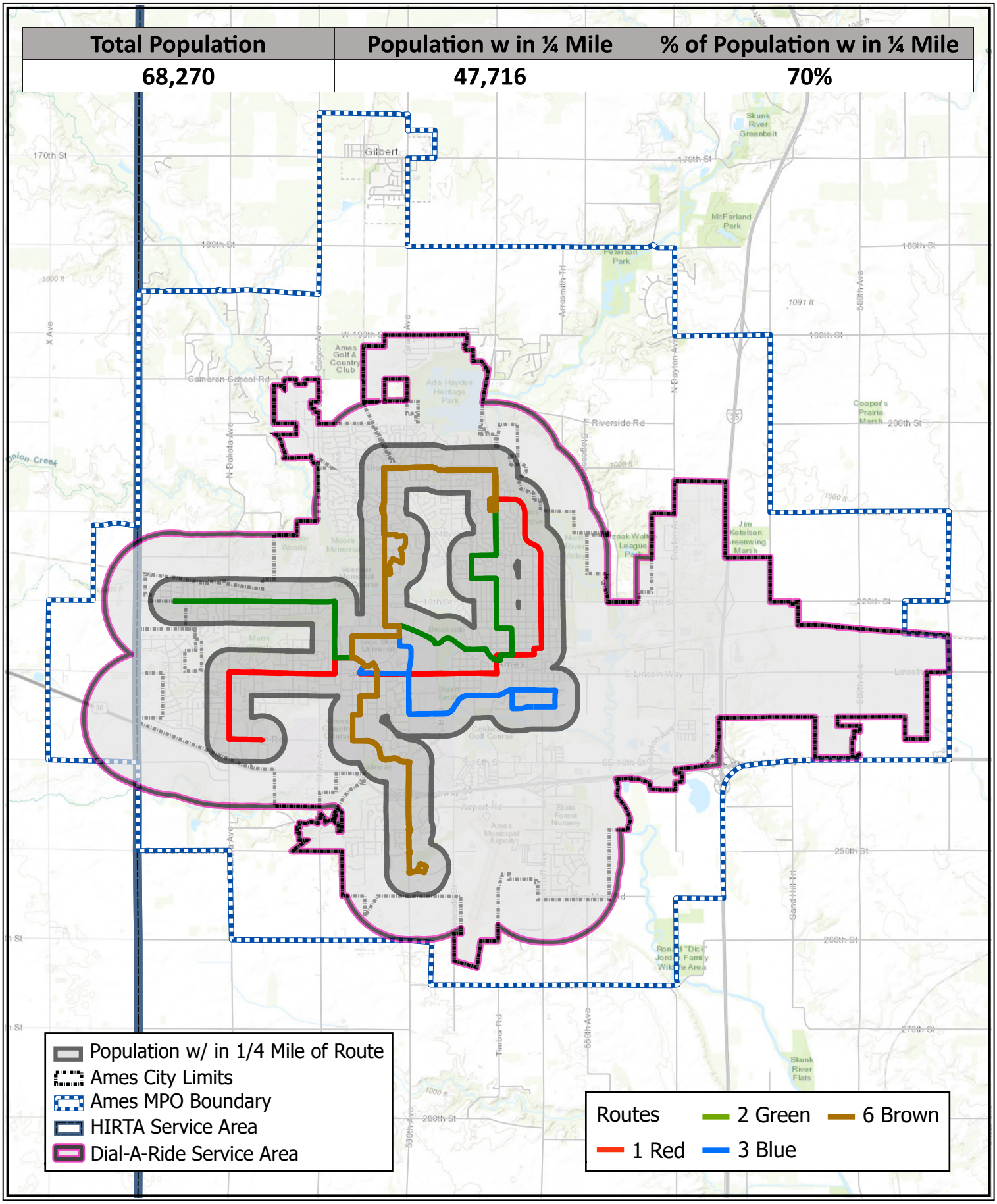
Ames Transit Coverage - Sundays

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	47,716	70%



Date: 9/12/2023

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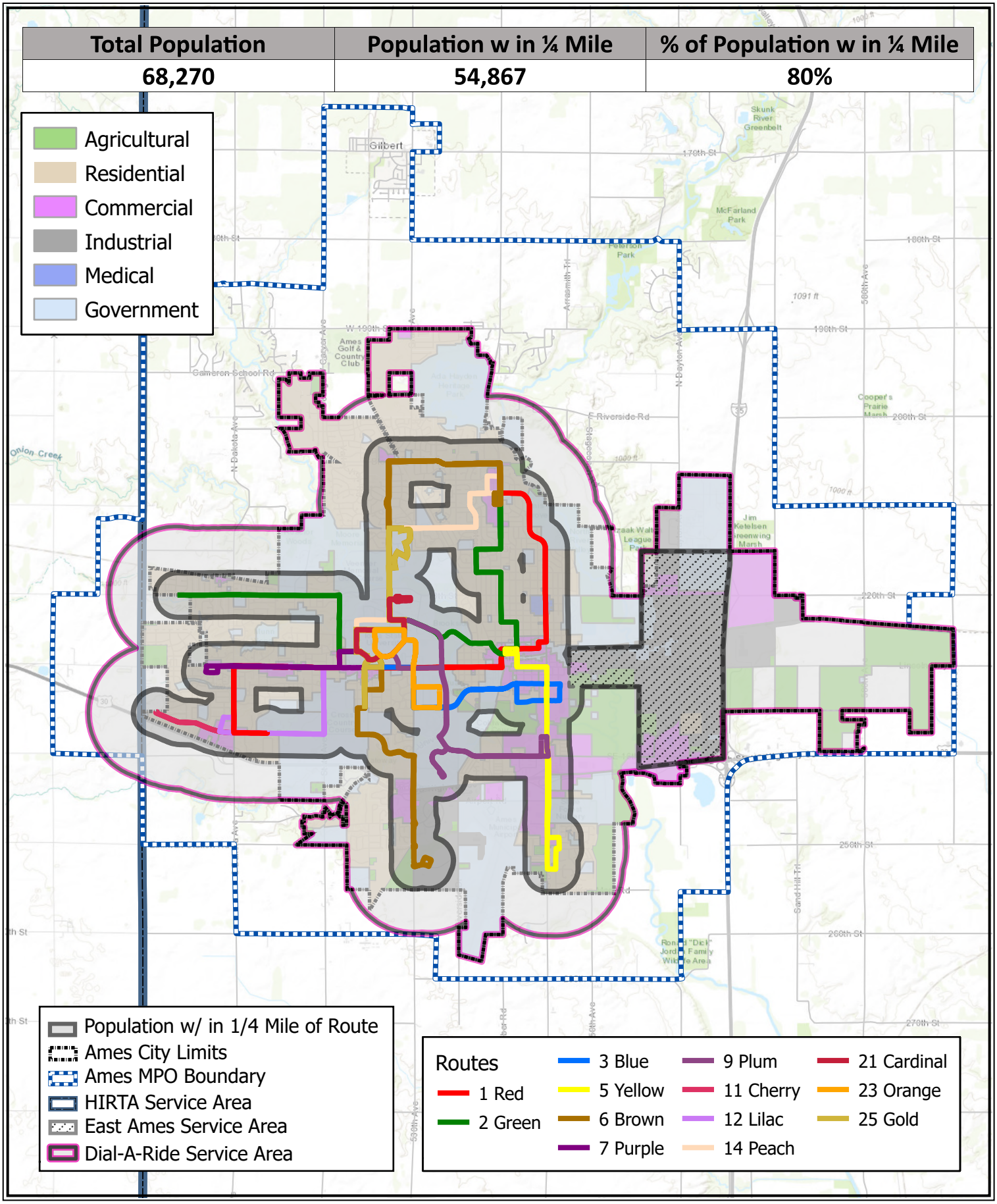
Transit Coverage by Zoning Designation - Weekday Day

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	54,867	80%



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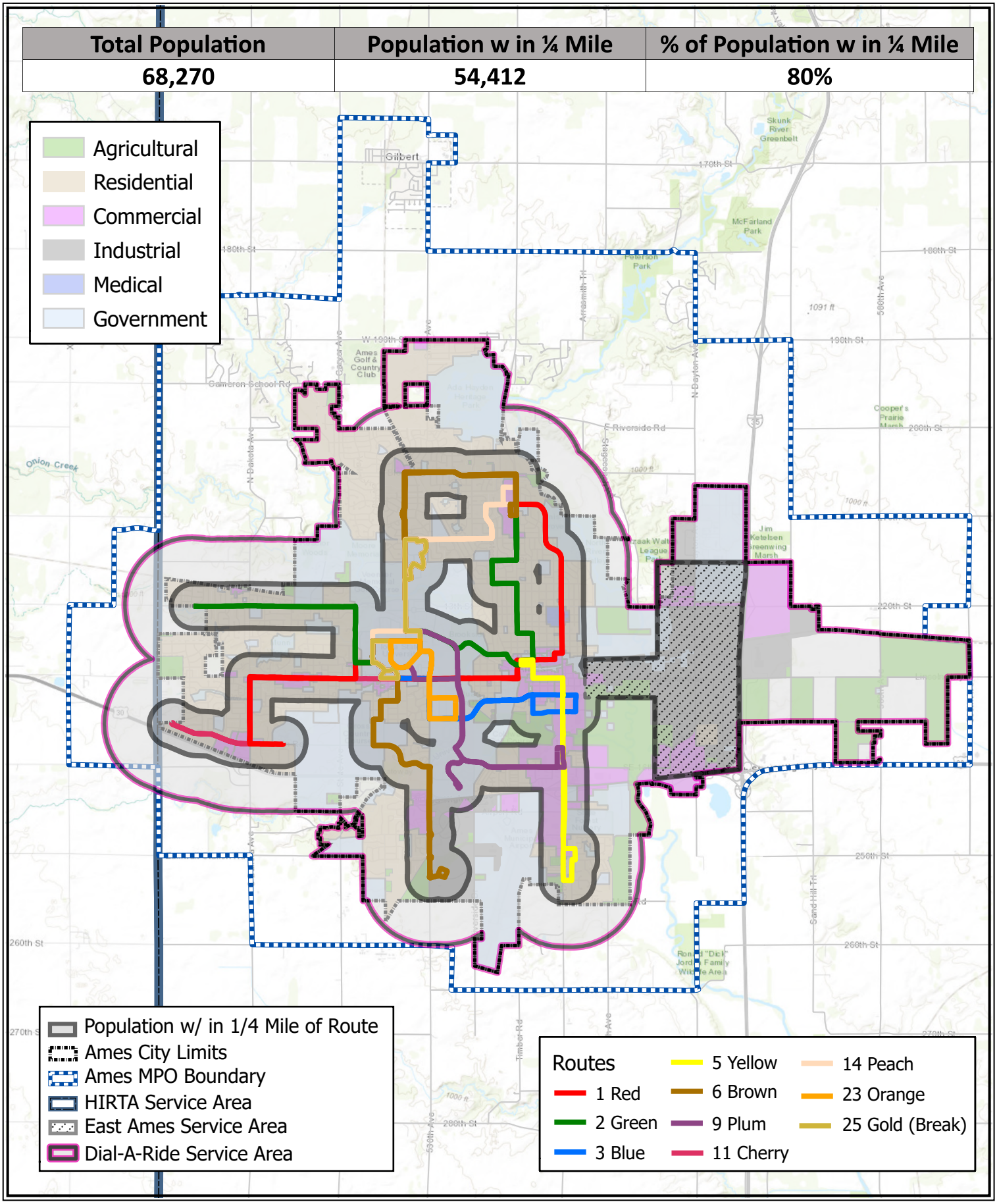
Transit Coverage by Zoning Designation - ISU Break Weekday

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	54,412	80%



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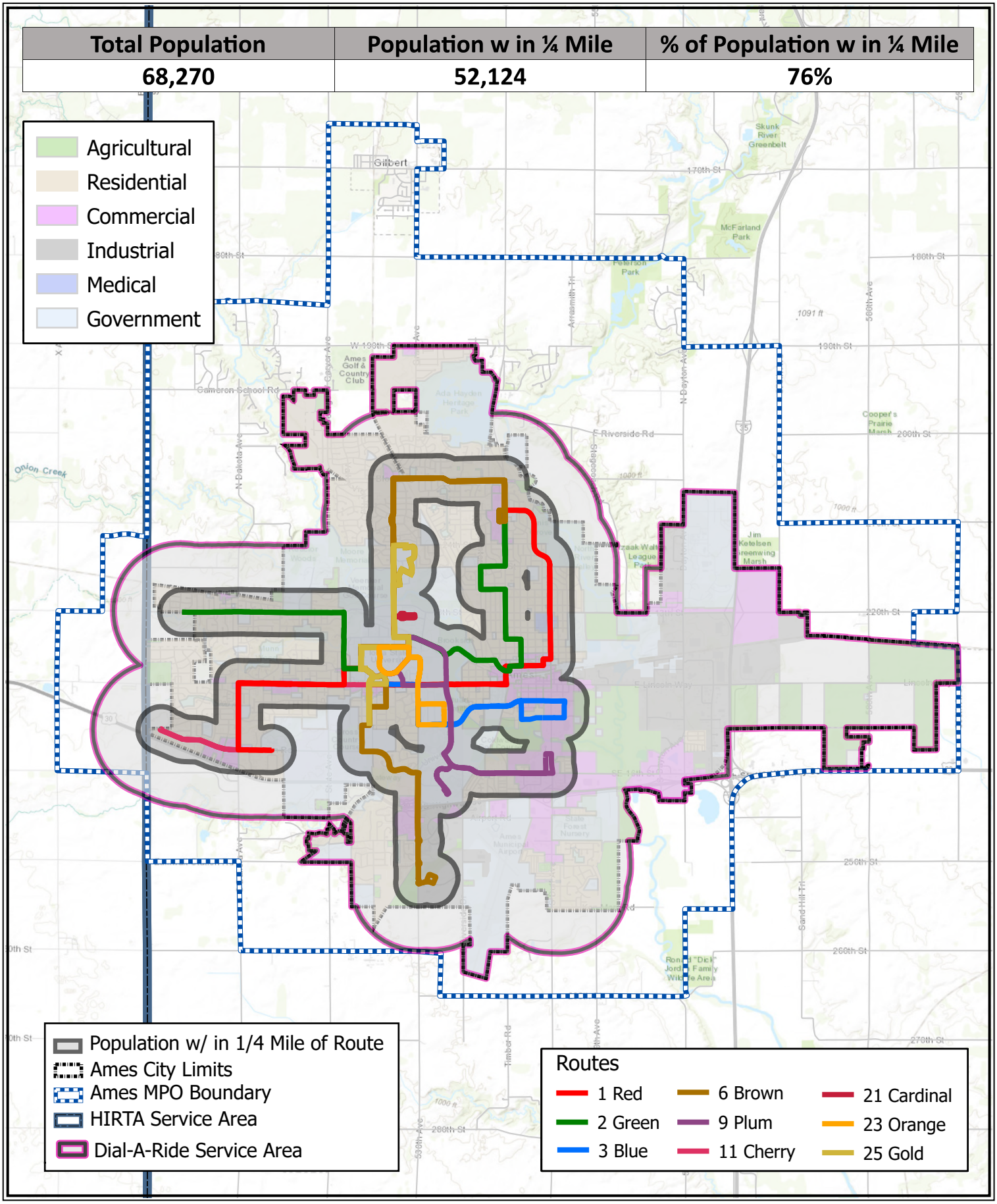
Transit Coverage by Zoning Designation - Weekday Nights (After 7 pm)

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	52,124	76%



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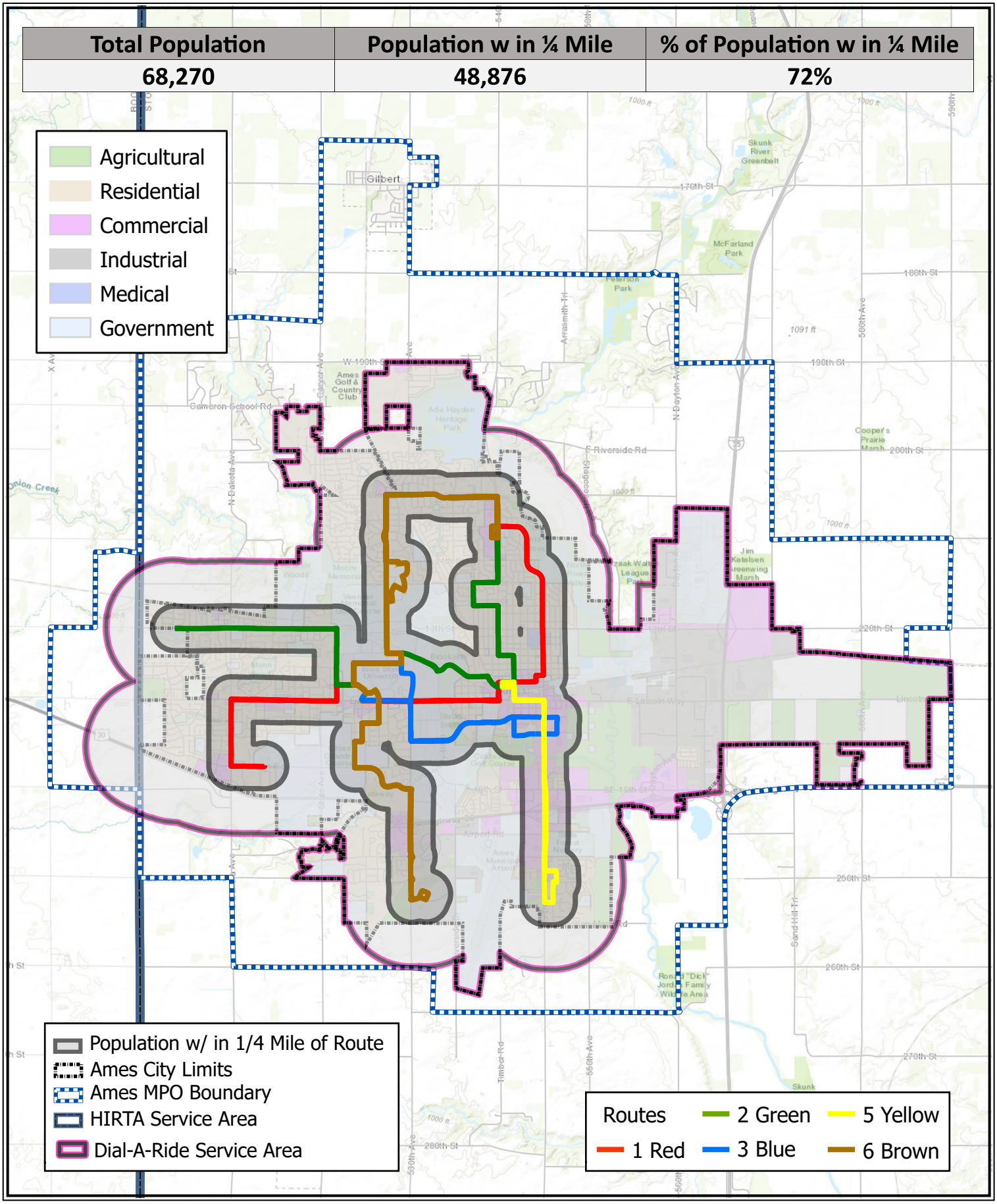
Transit Coverage by Zoning Designation - Saturday

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	48,876	72%



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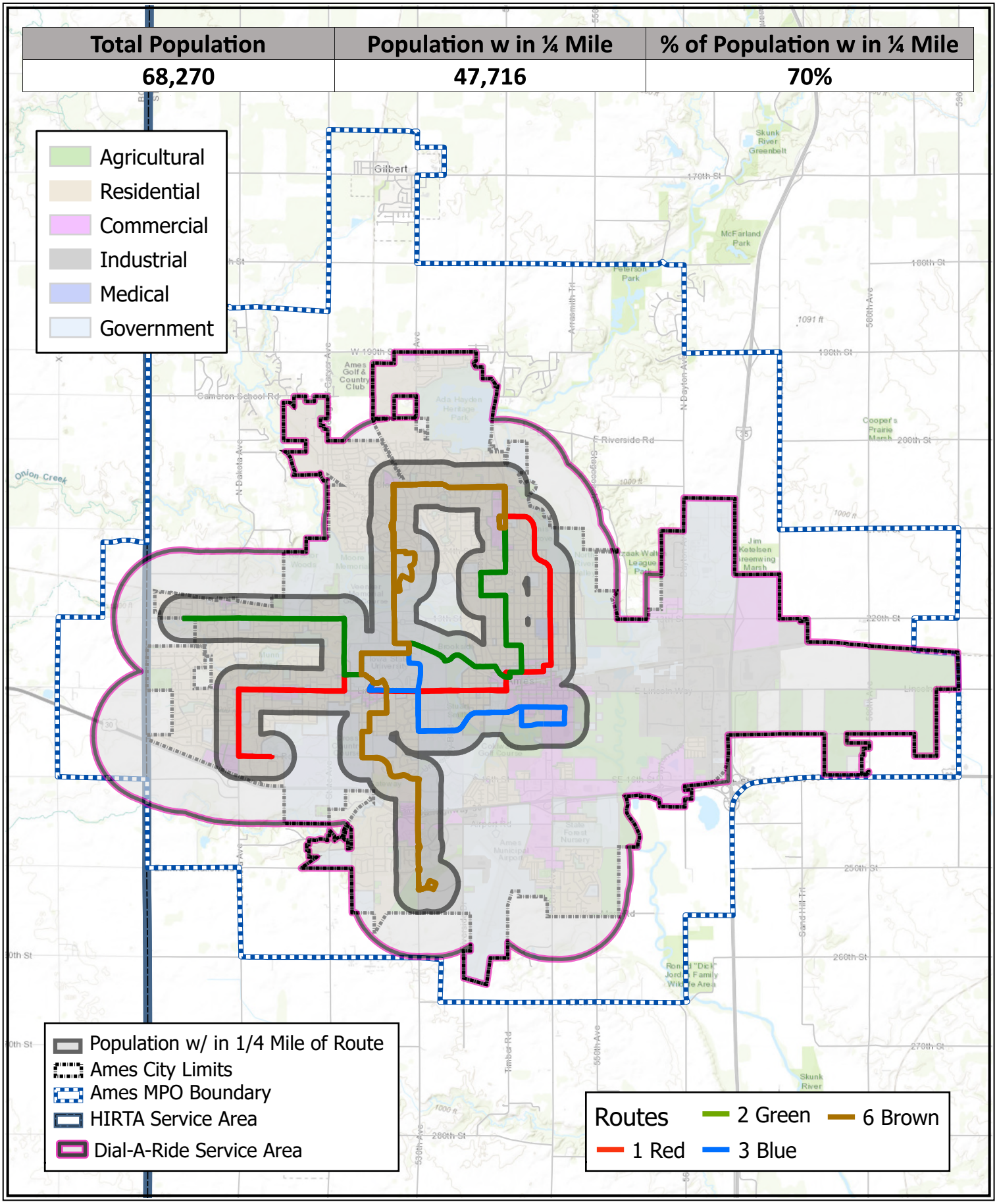
Transit Coverage by Zoning Designation - Sunday

Total Population	Population w in ¼ Mile	% of Population w in ¼ Mile
68,270	47,716	70%



Date: 9/12/2023

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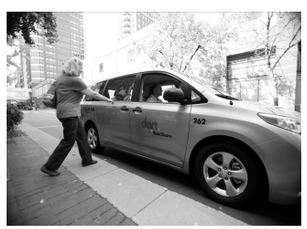
IOWA RIDESHARE
save • share • get there
Iowa's Statewide Ridematching System

IOWA RIDESHARE
WWW.IOWARIDESHARE.ORG

Iowa Rideshare connects commuters and travelers who live, work or play near each other so they can share rides via carpool, vanpool, bicycle or public transit. The database can also be utilized to connect individuals for single trips and share a ride within Ames, Story County or across Iowa if your origin and destination are similar.

Caravan BY dart

CARAVAN (by DART)
VANPOOL SERVICE in Central Iowa
(515) 288-RIDE(7433)
WWW.RIDEDART.COM/CARAVAN



Caravan by DART (formerly known as RideShare) connects commuters who live and work near each other in Central Iowa so they can share rides. Caravan riders save money, use commute times more productively and reduce their carbon footprint.

Van drivers ride free while passenger carpool rates are calculated as follows: 9.5¢ per mile times the number of miles traveled per day times 22 days per month. DART provides the van, gas and maintenance; you enjoy the ride!

Ames Intermodal Facility
Connecting to Regional Transportation Options!

Connect with two regional transportation providers that operate out of the Ames Intermodal Facility (AIF) located at 129 Hayward (Hayward/Chamberlain) on the west side of Iowa State University's campustown district!

EXECUTIVE EXPRESS
(888) 522-9899 (Ext. 757)
WWW.EXECUTIVEEXPRESS.BIZ

Shuttle service between the AIF and the Des Moines International Airport up to 4 times daily.

Reservations are Required

JEFFERSON LINES
(800) 451-5333
WWW.JEFFERSONLINES.COM

Provides regional intercity bus service throughout Iowa, the Midwest and nationwide.

OTHER TRANSPORTATION

AMERICAN CANCER SOCIETY'S ROAD TO RECOVERY
1-800-227-2345

Free rides for cancer patients for treatment & follow up appointments
(*schedule 3+ days in advance)*

ISU TRANSPORTATION SERVICES
WWW.TRANSPORTATION.IASTATE.EDU
(ONLY ISU students, faculty, staff)

TAXI SERVICE
(515) 282-8111

UBER
WWW.UBER.COM

LYFT
WWW.LYFT.COM

OTHER ASSISTANCE

GOOD NEIGHBOR EMERGENCY ASSISTANCE
515-296-1449
WWW.GNEA.ORG/SERVICES/#GAS

- Emergency gas vouchers & CyRide tickets

STORY COUNTY GENERAL ASSISTANCE
515-292-2035

- Emergency one-time transportation assistance (Up to 15 gallons gas with 1 quart of oil OR out of state bus ticket) for transient individuals.

THE SALVATION ARMY SERVICE CTR.
515-233-3567

- Emergency vehicle maintenance & repair funding ($300 maximum) paid directly to the mechanic/service center (as funds allow.)
- Story County residents only; vehicle used for work/medical needs; <200% of poverty level

WHEELS FOR WORK
WWW.UWSTORY.ORG/WHEELS-FOR-WORK

WHEELS FOR WORK

- Eligible working households receive a donated vehicle from Ames Ford Lincoln and United Way of Story County. Apply at ACCESS, Good Neighbor Emergency Assistance, MICA, The Salvation Army or Story County General Assistance.

WE-CYCLE
WECYCLE.COMMUNITY@GMAIL.COM

- Bicycles are donated and rebuilt, then offered to individuals who are unhoused or in need.

Do You Need A Ride?
STORY COUNTY TRANSPORTATION

STORY COUNTY
TRANSPORTATION COLLABORATION

LAST REVISED: 9/25/2023
(Information subject to change; updated online)

BROCHURE UPDATES ONLINE @ WWW.CYRIDE.COM/SCT

Medicaid Transportation

NON-EMERGENCY MEDICAL HOME & COMMUNITY BASED SERVICE TRANSPORTATION:

If you are an "eligible" Iowa Medicaid Member approved for non-emergency medical transportation OR Home and Community-Based Services (HCBS) and need to schedule a trip, call the following organizations under your Managed Care Organization (MCO):

MANAGED CARE ORGANIZATION	NON-EMERGENCY	HCBS WAIVERS
IOWA TOTAL CARE	ACCESS2CARE 1-877-271-4819 OR Access2Care app	
AMERIGROUP	LOGISTICARE 844-544-1389	

VETERANS TRANSPORTATION

STORY COUNTY VETERANS AFFAIRS
515-956-2626

- Free ride to VA appointments available Monday-Friday (schedule 5+ days in advance)
- Must present VA letter confirming appointment
- Portable oxygen allowed, prefer no canisters
- Ambulatory passengers only

VETERAN TRANSPORTATION SERVICE
515-699-5999 (EXT. 27807)

- Free ride to VA appointments available Monday-Friday (schedule 5+ days in advance)
- For appointments between 8:00 am and 2:45 pm
- Portable oxygen allowed, prefer no canisters
- Wheelchair accessible

CENTRAL IOWA RSVP
Connecting People To Purpose

RSVP VOLUNTEER DRIVER TRANSPORTATION PROGRAM
WWW.RSVPVOLUNTEER.ORG
(515) 292-8890 or (515) 733-4917

Provides safe and reliable transportation to medical appointments and other essential services for ambulatory individuals living in Story County. All prospective clients must have an application and in-home assessment completed prior to approval. This service is provided entirely by volunteers using their own vehicles and is funded by the United Way of Story County, Story County, City of Ames, Aging Resources of Central Iowa and donations.*

Days of Operation: Monday-Friday
Hours of Operation: 8:00 am—4:00 pm
(Transports will be made within this timeframe. Rides must be scheduled 48 business hours or more in advance.)

**Contributions are used to offset the cost of reimbursing volunteer drivers, unless otherwise specified by the donor.*

For more information about limited out-of-county service, please contact the RSVP office.

HIRTA

HEART OF IOWA REGIONAL TRANSIT AGENCY (HIRTA)
WWW.RIDEHIRTA.COM
1 (877) 686-0029
erides@ridehirta.com

Provides general public door-to-door transportation within Ames and Story County. All buses are wheelchair accessible.

Days of Operation:
Weekdays (Story County): 6:30 am — 5:30 pm
Weekdays (In Ames only): 6:30 am — 8:00 pm
Saturday (In Ames only): 7:30 am — 6:00 pm
Sunday (In Ames only): 8:30 am — 6:00 pm

Cost (one-way):	General Public	Senior 60+ yrs.
In-Town (Ames):	$2.50	$1.00 (suggested*)
In-County (Story):	$5.00	$2.00 (suggested*)

* Depends on Eligibility

HIRTA's On Demand App is a smartphone app where you schedule, cancel and pay for your rides on demand. **HIRTA's Riders Guide** is available at **www.ridehirta.com/policies** or upon request.

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

CyRide

AMES TRANSIT AGENCY (CYRIDE)
WWW.CYRIDE.COM (Ames only)
(515) 292-1100

Provides general public transportation to Ames residents and visitors 359 days/year, (closed on holidays), 7 days/week. All buses are wheelchair accessible & equipped with bike racks.

Cost: $1.00 for one-way trip. Discounts available to seniors, Medicare/Medicaid cardholders, K-12 students and passengers with disabilities.

DIAL-A-RIDE (ADA PARATRANSIT)
1 (877) 686-0029 (FOR SERVICE)
1 (515) 292-1100 (FOR APPLICATION)

Provides door-to-door transportation to eligible passengers, as defined by the Americans with Disabilities Act (ADA), to anywhere within the City of Ames or 3/4 mile from any CyRide fixed route, whichever is greater.

Service Hours: Same hours/days as CyRide's fixed-route system.
Eligibility: The passenger must be unable to use CyRide's fixed route buses due to the following reasons:

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

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

October 18, 2023
HIRTA & CyRide Meeting

Present: Shari Atwood, Julia Castillo, Christine Crippen, Amber Falls, Robert Holm, Robert Jennings, Barbara Neal, and Brooke Ramsey
Scribe: Cheryl Spencer

Service Updates: VIA update from HIRTA regarding whether Dial-A-Ride customers can use it. Amber reported there should be an app update in November that should allow paratransit users to use it. There is no date set for the update at this time. Once the update occurs, HIRTA will work with CyRide to push out updates and a joint letter to customers. Most of the notifications should be able to be done via email, but some customers will get a mailed copy. VIA started September 12, 2022.

Performance Measures: Rob J reported he had received the September stats on October 18 and hadn't had time to look at those before this meeting. He didn't have the on-time performance broken out due to the stats looking different in the new system and trying to match it up to the previous data provided. He noted that the on-time performance is higher and asked if it goes off the assigned pickup window start and end time, and if it is outside of that time, is it considered early or late, or does it go off the planned pickup time. Amber reported it goes off the scheduled pickup 20-minute window, so if it occurs within the window, it's on time. Barb believed we had previously decided if it was outside the window, as in before the time, and the passenger wanted to go early; we weren't counting that and asked for clarification. Amber answered that there are a couple of reasons it could be early, such as the driver arrived early and the passenger was ready to go, so the driver proceeded with the trip. However, there are also cases where a rider requests early pickup because they are done with an appointment ahead of time. If it completes before or after the window, it is outside of the time. Rob J mentioned that revenue miles had changed from previous years because it appears to be quite a bit less, but that could be some new efficiencies being reflected in the data. Brooke asked if Rob J had looked at the NTD stats. Rob said he hadn't finished that yet but would talk to Chris (HIRTA) and review it.

HIRTA Vehicles: A discussion was held about HIRTA vehicles. The group decided the two vehicles were being combined into one, the low-floor cutaway. HIRTA didn't want to replace the minivan with a minivan because they didn't feel there was enough interior space to serve their customers adequately. There was a discussion of on-demand service potential with HIRTA and the possible future need for a Ford Transit vehicle to accommodate customers. Shari inquired if the minivan category needed to be dropped from the TAM plan or kept. Barb recommended it be dropped, and if HIRTA decided to get a Ford Transit at a future date, the cost could be figured into the ongoing DAR costs, and the vehicle would be HIRTAs and not one CyRide had to purchase and maintain. Julia answered that that was fine with HIRTA.

Other Comments/Concerns:

- HIRTA requests that the Performance Measures be presented at future meetings so the group can discuss where they are based on the goals.
- Survey planning discussion to be held in mid-January.
- The group discussed their IDOT audits.

The meeting adjourned at 1:55 p.m.

January 16, 2024
HIRTA & CyRide Meeting

Present: Shari Atwood, Julia Castillo, Christine Crippen, Amber Falls, Robert Holm, Robert Jennings, Barbara Neal, and Brooke Ramsey
Scribe: Cheryl Spencer

Service Updates: VIA update from HIRTA. DAR users were able to start using the app on November 29, 2023. CyRide asked if HIRTA can determine how many DAR members are using it. Amber answered they could, but have not done so yet. CyRide asked if passengers can pay for the ride on VIA. HIRTA answered they could. CyRide asked for clarification if HIRTA bucks are still in use. HIRTA answered they are, but for HIRTA customers only.

Performance Measures: Rob J received October and November numbers and provided some statistical information. He had not received invoices yet. Brooke was going to follow-up on the invoices. Discussion held about On-Time Performance. Amber and Brooke answered that VIA is planning to audit the system to try and determine any issues, but it is still being developed. Discussion held about Over 45 Minutes. HIRTA explained the extended ride time is two layers. One is group shuttles for places like Mainstream Living and Danfoss where there are multiple stop points for a route. The other layer is for manually routing during high volume service hours when someone's stop is moved throughout the trip due to route availability. Barb asked if there was a system in place to handle peaking. Julia answered they are working on driver availability for high volume times and are also working on hiring additional drivers. Amber let the group know that VIA had an update at the end of November that affected reports and the ability of HIRTA to pull their own reports. Rob J reported the October/November Revenue Hours/Miles looked better.

DAR Survey: Discussion held about the DAR survey. Plan is to push it out by email and Amber will provide Chris with the emails. Discussion held about adding new questions to the survey, possibly about the on-demand app. Brooke and Amber advised that their app allows for them to ask customers for ratings and they can push that out if CyRide would like them to do so. It will send the client a text or audio message. CyRide and HIRTA will schedule a separate meeting to go over the survey and app options.

Drug & Alcohol Policy: Brooke advised she was still gathering some of the information CyRide needs for the Drug & Alcohol policy.

Triennial Information: CyRide is gathering data for its triennial and will reach out to HIRTA for necessary information as needed. Shari asked some questions for data points she needed for the triennial and Julia provided that information. Follow-up documents will be sent from HIRTA to CyRide for documentation.

Call Log: Reported the phone summary looked good, but was missing some will-call info.

Check Rides: Rob H confirmed he did check rides this past summer.

Other: Amber reported riders can create their own accounts now since the software update. HIRTA will then review the accounts and send on the applicable DAR information to Rob H. HIRTA received 9 new Ford Transits.

Other Comments/Concerns:

- HIRTA requests that the Performance Measures be presented at future meetings so the group can discuss where they are based on the goals.
- Survey planning discussion to be held in mid-January.
- The group discussed their IDOT audits.

The meeting adjourned at 1:55 p.m.

Limited English Proficiency (LEP) Access Plan
Improving Access to Services for Persons with Limited English Proficiency

Ames Transit Agency (CyRide)
601 N. University Blvd.
Ames, IA 50009
Phone:(515) 292-1100
Fax:(515) 239-5578
www.cyride.com

September 28, 2022

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Introduction

This Limited English Proficiency (LEP) Plan has been prepared to address CyRide's (dba Ames Transit Agency, an agency of the City of Ames) responsibilities as a recipient of federal financial assistance for the operation of its public transit system, as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color or national origin in programs and activities receiving Federal financial assistance. Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write or understands English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including CyRide which receives federal assistance through the U.S. Department of Transportation (U.S. DOT), Iowa Department of Transportation and Federal Transit Administration.

CyRide is committed to ensuring that no person is excluded from participation in or denied of its transit services on the basis of race, color, or national origin. This plan was developed to guide CyRide in its administration and management of LEP related activities.

Plan Summary

CyRide, the public transit operator in Ames, Iowa, has developed this Limited English Proficiency Plan to help identify reasonable steps for providing language assistance to persons that are limited English proficient (LEP) who wish to access services provided by the transit agency. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. In order to prepare this plan, CyRide utilized information obtained from the Four-Factor Analysis, as recommended by the U.S. Department of Transportation, to determine the specific language services that are appropriate to provide. The Four Factor Analysis is an individualized assessment that balances the following four factors:

1. **Demography Factor:** The number or proportion of LEP persons in the service area who may be served or are likely to be served by CyRide.
2. **Frequency of Contact Factor:** The frequency with which LEP persons come in contact with CyRide's services.
3. **Importance Factor:** The nature and importance of CyRide's services, programs or activities to the LEP population.
4. **Resources Factor:** The resources available to CyRide for LEP outreach, as well as the costs associated with that outreach.

The results of CyRide's four-factor analysis is contained in the following section.

Four Factor Analysis

1) Number or Proportion of LEP Persons Served

Ames Community Survey (ACS) U.S. Census Data

US Census Bureau's American Community Survey (ACS) data was utilized to determine the numbers and portions of LEP population that reside within the Ames community. According to ACS data displayed in Figure 1, CyRide's service area consists of primarily English-speaking individuals who make up an estimated 88 % of the population. An estimated 12% of the populations speak a language other than English. The majority of these individuals speak an Asian language, which make up 7% of the total population of CyRide's service area. The 2011-2015 data is the most recent from the U.S. Census Bureau for Ames, Iowa.

Figure 1: Service Area Languages Spoken At Home

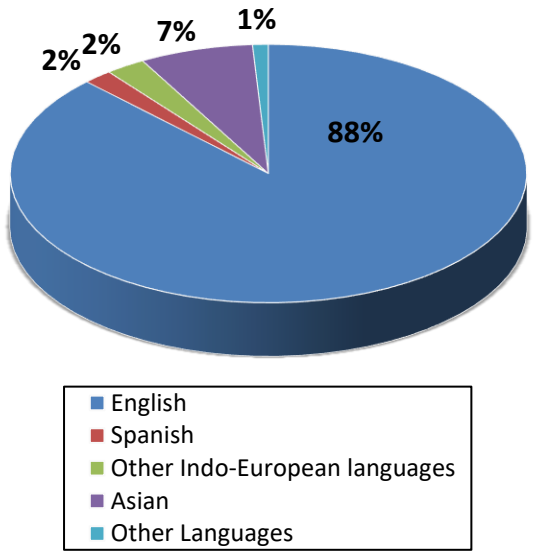
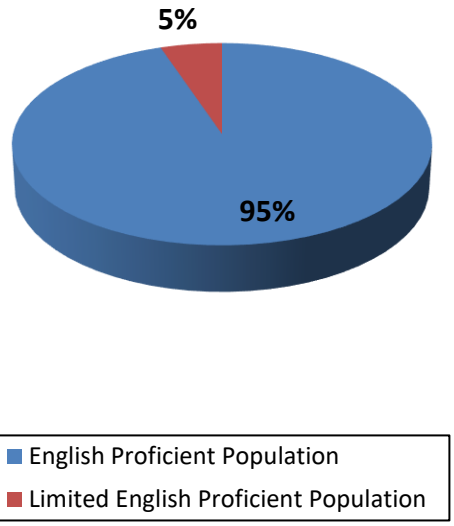


Figure 2: Service Area LEP Profile



Source: U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates
https://data.census.gov/cedsci/table?q=language%20spoken%20at%20home&g=1600000US1901855&y=2015&tid=ACSST5Y2015.S1601

Although 12% of the population living in Ames speaks a language other than English, more than half of these individuals speaking other languages have indicated that they are proficient in English. As displayed in Figure 2, only 5% of the overall Ames' population is not English proficient. To learn more about the 5% LEP community, the ACS broke out this LEP population into their specific language group which is displayed in Table 1 on page eight.

CyRide serves the entire Ames general public. CyRide has identified specific LEP communities by assessing the number/proportion of LEP persons from each language group to determine if translation of vital documents is needed. CyRide attained information from the American Community Survey (ACS) data from the US Census. Within the American Community Survey, there are currently 5-year estimates for "Languages Spoken at Home By Ability to Speak English for the Population 5 years and Over." (According to the ACS, the 5-year data is the most precise data of the 1-year, 3-year, 5-year estimates. The total population over 5 years of age within Ames is 60,296.
https://data.census.gov/cedsci/table?q=language%20spoken%20at%20home&g=1600000US1901855&y=2015&tid=ACSST5Y2015.S1601

The ACS classified persons speaking a language other than English in their homes and if they spoke English "very well" or "less than very well." Those individuals that speak English "less than very well" are classified as Limited English Proficient (LEP) persons according to FTA C 4702.1B. Table 1 shows the languages spoken at home for all persons five years old and older, with number and percentage of persons broken out by language within the CyRide service area. The Department of Justice defines the Safe Harbor threshold as 1,000 persons OR 5% of the total population in the Ames community, whichever is less, for vital document translation. The overall 5% LEP population consists of 3,145 limited English proficient (LEP) persons with 1,793 of those being Chinese and the remaining 1,352 speaking other languages. ***As shown through the data in the table on the next page, Chinese (1,793 or 2.9%) is the only languages spoken in Ames that is over 1,000 persons or meet 5% of the total population for speaking English less than very well. The next highest languages speaking English less than very well in Ames are Korean (307 or 0.5%), Other Pacific Island languages (211 or 0.3%), Spanish (199 or 0.3%) and Arabic (186 or 0.3%). Again, the 2011-2015 ACS 5-year data is the most recent LEP language data from the U.S. Census Bureau for Ames, Iowa. (See Table 1 on page eight.)***

LEP persons are those persons living in the United States regardless of whether they are a citizen of the United States. According to the Ames Community Survey information, international students attending Iowa State University (major university located within the City of Ames) are part of the Census figures if they are living in Ames for the majority of the year. The City of Ames made a concerted effort within the Census 2020 data-gathering process to ensure participation specifically from CyRide bus riders, including limited-English proficient persons. The Census 2020 was to be a one moment in time report of how many individuals resided in Ames. However, in mid-March 2020 most university students, which is approximately half of the Ames population, left Ames for spring break. Most university students didn't not return due to the pandemic after the university decided to hold classes virtually for the remainder of the year. City staff marketed to the community and ISU students via direct email advertising that they needed to "Claim Ames " even though many students were not living in Ames on April 1st. The Census requires that individuals claim where they live for the majority of the year, not just where they are on April 1, 2020. This message was pushed out to the student population via email and as a result the population did increase in 2020. We hope the LEP population is updated when the U.S. Census provides this updated LEP tables.

Table 1: City of Ames Limited English Proficiency (LEP) Individuals

Language Spoken at Home By Ability to Speak English for the Population 5 Years and Over (B16001)	Speak language at home	Margin of Error	Speak English "very well"	Margin of Error	Speak English less than "very well"	Margin of Error	Percentage speaking English less than very well
Total Population > 5 Years of Age	60,296	+/-245					
Speak only English	52,801	+/-555					
Spanish or Spanish Creole:	1,098	+/-280	899	+/-223	199	+/-129	**0.3%**
French (incl. Patois, Cajun):	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 Creole:	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 languages:	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-Croatian:	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 languages:	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 languages:	259	+/-163	48	+/-53	211	+/-157	**0.3%**
Navajo:	0	+/-22	0	+/-22	0	+/-22	**0.0%**
Other Native North American	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

School K-12 Data

During a Title VI review conducted in 2011, it was noted by the review team that they believed Ames to have a visible non-ISU student Asian presence within the community as indicated that transit riders were not wearing backpacks. The team indicated that this presence could likely be displayed with a large presence of LEP students in the Kindergarten through twelfth grade schools and determined that CyRide should document this potential LEP group.

As a result CyRide contacted the Ames' Community School District's (ACSC) Alternative Learning Program Director and performs periodic outreach per Title VI requirements. One of the many programs within the ALP is to provide "English as a Second Language" (ESL) to "English Language Learners" (ELLs) with language and cultural instruction to increase academic achievement and social development. According to the most recent ***Lau Plan*** from November 2021 (named after the landmark ***Lau vs. Nichols U.S. Supreme Court Decision of 1974***, for equal access plan protecting ELL's), English learners in Ames make up approximately 6% of the student body (similar to the current overall LEP population of 5.2% on the ACS data) with the greatest concentration of these individuals enrolled at the elementary level. The plan indicates that the ACSD works with approximately 300 students from over 40 countries that speak more than forty unique languages. The main language groups are Spanish (44%), Chinese (9%) and Arabic (11%).

The Ames Community School District strives to prepare English Learners who are socially and academically confident, bicultural, and multilingual through welcoming and engaging students and their families in the educational process. The goal is for an ELL to exit the ACSC's ESL program in less than four years. The ultimate goals are to increase the percentage of language learners making growth on at least one subtest of the annual English language proficiency assessment and decrease the number of long-term EL's that need more than four full academic years in the program.

The ALP Director has indicated that many teachers utilize their own personal iPhone and translate through an App, if needed, to communicate. However, he indicated this translation is not a requirement for school staff nor does the district provide these phones. Currently, individuals can reach out for assistance at each of the five elementary schools, middle school or high school in the Ames district. Students spend most of their day in a regular classroom, but are pulled out for a portion of each day to receive instruction in English as a second language. Alternatively, students may also remain in the regular classroom and receive English language support from the classroom teacher or the ESL teacher.

Even if all 300 English Language Learners (ELLs) students were Chinese and both parents were LEP, this is only 900 LEP Chinese families for the Ames area, nowhere near the 1,793 LEP individuals. Based on direct conversations with the ALP (Alternative Learning Programs) Director, there are several languages represented within the ESL students involved in the ALP program. The APL Director indicated that not all students have two-parent families and some LEP students may just have one LEP parent with the other speaking, reading, writing English very well.

Furthermore, the ALP Director indicated that having one LEP parent brings some students difficulty as they develop their own English language. He also relayed that parents are often affiliated with Iowa State University either as a student, faculty/staff or researcher and outreach to the university would be the best way to reach these families. Based on the approximately 300 English Language Learners (ELLs) in the entire Ames school district, ***CyRide asserts that their initial assertion is correct and that there is NOT a strong Non-ISU student LEP population and most LEP persons are connected to the university.***

CyRide staff still believes that most of the Chinese LEP population is derived from International students attending Iowa State University and their families that come to live with these International students as opposed to families that do not have any association with the University (i.e. not wearing backpacks) according to the Title VI review team.

This assertion can also be further illustrated by the ACS's Demographic Estimates 2011-2015 of the Chinese race population of 2,974 verses Iowa State University's reported International Chinese students of 2,146 (five year average between 2011-2015). Based on this information, 828 are non-international Chinese residents living in Ames of which many could be spouses, grandparents, parents or other relatives, including K-12 children, that these Chinese International students bring with them to the United States to begin studies at the university. CyRide will update this data once new ACS data is released hopefully under the 2020 Census.

CyRide has requested whether there are any formalized group meetings through the schools for these students or families of the ESL students to actively involve student's families in participating with CyRide's transportation planning process. The APL Director elaborated on how extremely transient this group of English Language Learners (ELLs) are in a university community. Additionally, the APL Director stated that every six months the language climate changes as students come and go frequently. Many ELL's switch colleges and this occurs quite frequently for "town and gown" communities like Ames. Therefore, CyRide staff noted that no formalized LEP groups for parents exist within the K-12 school system per his response.

Concentrations of LEP Persons or LEP Communities

Additional steps were then taken to identify any concentrations of LEP groups that meet in Ames, which the following information summarizes.

City of Ames LEP Groups

No known formalized LEP groups organized through the City of Ames at this time. However, Ames does have an Ames Human Relations Commission that works to minimize or eliminate discriminatory practices. Currently, the AHRC refers all discrimination complaints to the Iowa Civil Rights Commission. City staff will assist in filling out required ICRC paperwork and submission to the ICRC if necessary.

When limited English instances do occur, individuals generally speak Spanish or a Chinese dialect

to the recollection of the Asst. City Manager and Customer Service Department. These departments do not specifically track these communications.

University Minority/International Enrollment

Since many individuals from other countries around the world seek higher education after high school by attending Iowa State University (ISU), identifying the majority of the individuals listed in the US Census that also attend ISU was the next logical step. The following table is minority information from Iowa State University's Office of the Registrar attending ISU from the past decade. Note that the International students are not broken out by a specific minority group. However, I was able to find different statistics from the College Factual that provides annual numbers of international students from China. ISU's Office of the Registrar indicated they track the international students by the country the student is from but not by minority group. In addition, the Office of Registrar indicates that they do not provide/track languages spoken by any student enrolled at Iowa State University. As of the fall 2022, Iowa State University does not track languages spoken by ISU students or whether they speak English very well at this time. Fall 2022 statistics indicate a reduction in international population (2,592) coming to Ames from over 100 foreign countries.

Table 2: Iowa State University Minority Enrollment

	American Indian/ Alaskan Native	Black	Asian	Native Hawaiian or Other Pacific Islander	Hispanic / Latino of any race	Two or more races	Inter-national	Chinese Students *	TOTAL
Fall 2009	66	735	791	7	770	163	3,017		**5,549**
Fall 2010	65	721	756		832	241	3,327	2,033	**5,942**
Fall 2011	58	787	768	15	993	339	3,424	2,100	**6,384**
Fall 2012	61	788	801	25	1,134	446	3,510	2,167	**6,765**
Fall 2013	67	819	875	29	1,334	565	3,797	2,249	**7,486**
Fall 2014	80	891	940	31	1,451	672	3,980	2,190	**8,045**
Fall 2015	91	943	993	35	1,564	700	4,041	2,025	**8,367**
Fall 2016	75	954	1,083	29	1,724	752	4,131	1,920	**8,748**
Fall 2017	72	948	1,089	29	1,800	736	4,115	1,725	**8,789**
Fall 2018	73	928	1,149	22	1,933	778	3,671	1,535	**8,554**
Fall 2019	66	850	1,149	24	1,982	799	3,198	n/a	**8,068**
Fall 2020	56	867	1,189	24	1,951	837	2,592	n/a	**7,516**
Average 18-20	**65**	**882**	**1,162**	**23**	**1,955**	**805**	**3,154**	**n/a**	**8,046**

Source: ISU's Office of the Registrar Enrollment Statistics
* https://www.collegefactual.com/colleges/iowa-state-university/student-life/international/#secOverall: (not included in total as part of Asian population)
Note: International not available via minority breakdown

English Second Language Assistance

The Office of Registrar relayed that Iowa State University made a decision to suspend its Intensive English and Orientation Program (IEOP) in Ames at the end of its 2022 summer session. The IEOP enrolled students that needed additional help with the English language as part of their studies at Iowa State. Previously, there were approximately **100 students** (0.2%) enrolled in IEOP in the 2018 fall semester with 34,992 total ISU students. The 100 students enrolled at that time were from the following countries: China - People's Republic, China - Taiwan, Colombia, France, Iraq, Japan, Jordan, S. Korea, Saudi Arabia, and Singapore. Due to the suspension of this program in the summer 2022, we are unable to assess how many individuals are now limited English speaking at Iowa State. The Office of Registrar was unable to provide CyRide with the number of individuals enrolled in any of the ESL courses.

Iowa State University "requires" all international students whose country's "official" language is other than English (or those that request English assistance), to complete an English Placement Test unless the student meets certain exemptions. International students who are admitted to Iowa State but lack English skills can enroll in courses to strengthen their English skills. https://apling.engl.iastate.edu/esl-courses/

The next section discusses CyRide's outreach to other community organizations within the Ames community that work with the LEP population and provide essential services (food, shelter, clothing) for residents.

Community Organizations

United Way of Story County's Transportation Collaboration Committee (UWSC TCC) – CyRide works with the United Way of Story County's Transportation Collaboration Committee group consisting of transportation providers and human service agencies to work toward bringing down the barriers to transportation service throughout Story County. Within conversations with this group, CyRide staff approached this group to see if limited English proficiency (LEP) was an issue with their clients in accessing transit services. Most groups indicated that transportation was something clients had already figured out by the time they reached their basic human need services (food and childcare). As part of this discussion, agency representatives relayed that providing a method for staff to utilize CyRide's website in alternative languages as agency staff helped their clients in their transportation is useful. Google Translate is available on CyRide's website as an option for those wanting to obtain transit information in alternative languages. Agency staff indicated they could print the schedule from CyRide's website for the individual speaking an alternative language if they did not have internet access.

Human Services Council (30+ members) - CyRide continues to reach out to Ames/Story County human service agencies as well as Iowa State organizations that work with individuals that may be limited English proficient (LEP) through the Story County Human Services Council, of over 30 members. This organization consists of organizations representing transportation providers, school systems, youth organizations, health organizations, community organizations, state/city

governments, religious organizations and legal aid entities. This group met monthly prior to the pandemic and has yet to meet since. However, CyRide still keeps up an email communication with this group and utilizes it to periodically reach out to these human service agencies.

CyRide continues to work with the Engaging International Spouses (EIS) organized by the YWCA who is just one agency in this group. CyRide meets approximately twice a year with EIS to provide information about CyRide and opportunities for input into the transit system. The SCHSC group continues to be a good way to search out LEP outreach opportunities for CyRide. The international spouses attending these informational sessions seem to be good oral English communicators.

International Students & Scholars (ISS) – CyRide provides information to all new students, living in the United States and abroad, arriving for orientation off and on over the past decade. CyRide has also provided orientation services directly to the International Students and Scholars (ISS) Organization upon request as they do for all organizations that request how to ride information. CyRide periodically meets with ISS staff to discuss issues with new international students arriving in Ames prior to their housing being available. Housing for the international community is typically on the outskirts of east Ames with no direct routes to this area. CyRide does have an on-demand route that operates weekdays from 7am – 7pm to this area. CyRide reached out to ISS to discuss being part of the ISS Orientation process and the ISS indicated they would contact CyRide to make arrangements in future semesters if they feel this is a need. CyRide will meet with this group periodically as needs for the International community continues. Please note that the international student enrollment at Iowa State University has decreased 37% over the last five years.

The literacy skills of LEP populations in their native languages, in order to determine whether translation of documents will be an effective practice.

CyRide has had past conversations with the Mid-Iowa Community Action (MICA)'s director that works with a majority of the impoverished community and those that need basic services throughout Central Iowa to discuss the LEP clients they serve in Ames. Traditionally MICA serves children and families in poverty throughout Central Iowa serving LEP individuals speaking Spanish, Chinese of many dialects and Arabic/Turkish. They indicate that they struggle with the language barrier having nearly 40 instances daily with a wide range of languages/dialects. MICA does not have an interpreter on staff that they utilize but rely on the clients to bring an adult interpreter they trust as the most economical option. They noted that many families do not have childcare or food services but have a good understanding of the transportation resources provided by CyRide by the time they visit MICA. She also indicated that LEP individuals differ in range of understanding between a 3rd to a 9th grade level signifying that flyers/brochures need to be offered more simplistically for that 3rd grade level mentality. Again, this is not really an issue with the English language versus their preferred native language but an education level. For instance, the Director mentioned that flyers/brochures may not be understood even if provided in the LEP person's native language as the person cannot decipher their native written language of English. It was also indicated to CyRide that others may understand spoken/verbal English really well but may not be able to read the

flyers/brochures so they lack the ability to just read English. MICA indicated the ability to access information from CyRide's website, translate it with a drop down button and print off this information is now extremely helpful when providing public transit information to their clientele. CyRide also asked whether the DVD's illustrating "How to Ride CyRide" and "How to Read a Schedule" were useful to MICA's clientele. MICA staff indicated that not many requests were made for this information. But, MICA did note that other human services agencies have the DVD's in their waiting areas for clients' information that may be useful. Again, MICA indicated that transit questions are extremely infrequent as this information has already been attained by the individual to reach their agency. MICA indicated that the ability to print schedules at CyRide's website in the individuals preferred language would be of use to their staff.

Whether LEP persons are underserved by the recipient due to the language barriers.

CyRide finds that LEP persons are not underserved by CyRide due to the language barriers and find that these persons are provided with meaningful access to CyRide's programs and services. This is evidenced by an August 2019 CyRide employee survey where questions were asked to attain a better understand LEP frequency of contact among CyRide's services. Nearly 90% of drivers indicated that LEP persons rode CyRide every day or a few times a week. This survey also indicated that drivers have direct communications with LEP persons 14% everyday, 37% a few times a week, and 30% a few times a month. Over 94% of drivers then communicated that an LEP person's questions are always or are sometimes answered by the drivers' communications. For those drivers indicating that the person's questions were not answered at all, rarely or sometimes, approximately 70% do not request additional help by a supervisor. CyRide staff did not re-administer this survey in 2022 as determined it was not needed based on lack of use of the 24 hour access to language translation services.

2) LEP Persons' Frequency of Contact

LEP persons interact with CyRide similar to the general public in accessing our public transit services by:

- Riding the bus & interacting with CyRide driver
- Calling or emailing CyRide staff for assistance
- Walk-in customers at CyRide (pass sales, lost-n-found, etc.)
- Public meetings and hearings
- Meetings with local human service agencies
- Acquiring schedule information via brochure, website, phone or texting
- Lodging a concern/complaint or commendation to CyRide
- Taking a survey dispersed by CyRide
- Requesting additional transit service (hours/frequency/locations) in Ames
- Requesting/Riding Dial-A-Ride services (ADA Paratransit service)

CyRide began tracking contact with LEP individuals via a LEP log listing in November 2010 for those instances where supervisors are either called out to assist LEP passengers as requested by

the bus driver, language assistance is needed at public meetings, office communications, or where confusion is indicated over the phone with customer service staff due to a language barrier. Overall, there has been one instance of contact with LEP individuals over the past three years where telephone language assistance has been necessary to communicate. According to the log and invoices, the CTS Language link was utilized once on October 8, 2020. The individual calling was from Texas and we relayed through the interpreter that CyRide provides transit service only in Ames, Iowa.

CyRide regularly reminds operations of the language assistance services available to help communicate with the LEP passengers. If there were instances where the language line was utilized and just not logged, CyRide would have invoices for the language assistance calls. As noted earlier, there has been only one instance over the past three years where language services were needed. CyRide will continue to remind Operations staff of the available language line assistance and LEP tracking requirement at their monthly staff meetings via a continual reminder on the agenda.

CyRide acknowledges very frequent contact with the International student community that rides the bus that might be LEP. This is illustrated by just hoping on a CyRide bus and listening to the languages spoken in the community. CyRide acknowledges that there may be instances on the bus where drivers are not able to understand customer's requests riding our services. Drivers are first instructed to first pull out a map and utilize the visual map to communicate on where passengers want to go via CyRide. The discussion is pointing to the map saying that "We are here" and then asking them to point where they want to go. The driver would give the number and color of bus with the next times to leave. Numbers are the same in any language. Any language barrier instances are not documented by the driver as incidents because the driver will call a supervisor for help if unable to communicate quickly with a passenger as supervisors have more time to communicate as well as can utilize the language line for assistance if an interpreter is necessary. At CyRide, incident reports are documented any time there is a conflict issue with passengers or if there is a belief that an accident occurred either on/off the bus. Again, any instances of contact between LEP individuals and supervisors are recorded in the LEP contact log. Again, over the past three years, there has been only one instance where CyRide utilized the language assistance line for an individual that called CyRide directly from Texas.

CyRide has not modified its routes since the system redesign implemented in summer 2018. CyRide had several public meetings in fall 2017 and spring 2018 toward redesigning its transit routes. CyRide tracked minority information within these meetings and all individuals left their comments for these changes in English. CyRide did have one individual attending a meeting that was blind, but English speaking, and staff spent considerable time with them ensuring that they understood the route modifications. They verbally relayed that more frequent service on the #14 Peach was desired that then operated hourly service. Staff ended up doubling the frequency of the route to 30-minute headways for #14 Peach that next summer as a result of this encounter and other similar communications from the general public regarding this route. Since that time, the 30-minute frequency couldn't be accomplished with a large transit bus and CyRide has moved this to a 40-minute service

frequency. No comments were relayed regarding this service change.

In the spring driver meeting for August 2019, CyRide performed a Limited English Proficient CyRide Survey, which was designed to better understand LEP frequency of contact among CyRide's services. After reviewing the survey results, staff felt that this survey was reflecting contact with 'minorities' rather than limited English speaking individuals. Over 94% of drivers indicated that LEP persons rode CyRide every day or a few times a week. However, it is more likely that many Asian minorities speak their native language on the bus rather than English. Staff felt the survey was misleading in that drivers related many Asian minorities as being limited English speaking just because they speak their native tongue on the bus, which is not valid. The quantitative number CyRide was trying to determine how many times drivers are having "issues" or "concerns" communicating with individuals on a daily basis to the point that they need to call out a supervisor for additional resources. This survey indicated that drivers have direct communications with LEP persons 14% everyday, 37% a few times a week, and 30% a few times a month. Based on the lack of calling out a supervisor for help within the LEP log that a supervisor would fill out, CyRide did not re-administer the survey in 2022.

Based upon the above recollection of past contact with LEP persons and the LEP log, CyRide assessed the frequency that staff and drivers have, or could have, contact with LEP persons. Therefore although minimal contact has been made in the past per the LEP log, this table represents the frequency that LEP persons "could have" contact with primary touch points. The following "touch points" and frequencies have been identified on the following page:

Table 3: Primary Touch Points

PRIMARY TOUCHPOINTS		FREQUENCY
Bus – No communication made with Driver	Buses are noted with number and color to identify each route.	**Frequently**
Bus – Communication made with Driver	Buses are noted with number and color to identify each route.	**Occasionally**
Customer Service Interactions – **How to Ride** **Lost & Found items Next Available Bus Fares** **Etc.**	Phone calls are made to CyRide requesting information. CyRide Total # of all calls: ◆ 15-35 calls/hour on weekends ◆ < 100 calls before 8am ; 150 -200 calls/ hour weekdays 8am-9pm; <100 calls after 9pm	**Occasionally**
Emails To CyRide	Email requests submitted to CyRide	**Occasionally**
System Route Map/Timetables	Printed/Website Bus Information	**Frequently**
Supervisors	On-route assistance to drivers/passengers; employees that provide assistance and may pick up passenger along certain route sections to keep buses on-time	**Occasionally**
DAR reservationists (ADA Services)	HIRTA staff	**Frequently**
Fare Information or Purchase of Passes/Tickets	Most of CyRide passengers have free access with ISU ID card; but information is critical to ride; majority purchase passes 1-2 times/year as opposed to daily tickets or cash	**Occasionally**
Bus Stop signs	Route numbers and colors designate specific route for CyRide.	**Frequently**
Website (Detours, What's New Information)	www.cyride.com	**Frequently**
Title VI Complaints	No complaints since the last submission.	**Occasionally**
Public meetings and hearings	Board meetings or other public meetings regarding transit services modifications	**Occasionally**

3) Nature and Importance of Services

Transportation is vital to any person accessing services throughout Ames if they are transit dependent. CyRide believes that the LEP population within Ames is derived partly from the international community of which generally does not bring automobiles to the United States. Therefore; this population relies on CyRide for a majority of their transportation needs while living in Ames going to school at Iowa State University and public transportation is critically important to this group once they've arrived in Ames. CyRide does not provide transit services outside of Ames at this time. Transportation for LEP persons from the Des Moines airport to Ames can be accomplished via a private transportation provider, Executive Express. Executive Express is a service that operates 4 times a day between August 14th – 21st between the Des Moines International Airport and Ames, Iowa. Prior to the pandemic, they operated 14 trips a day 365 days a year. Reservations are now required 72 hours in advance be calling 1-320-253-2226. Once individuals are in Ames, CyRide is the main source of transportation for international students. Many limited English persons may also be low-income and reliant on the bus even if they are residents of the United States and therefore transportation is critical for these persons as well.

CyRide currently does not provide any emergency evacuation instructions within vehicles or shelters at this time. CyRide is available to the city if emergency situations do arise and evacuations are necessary. In these instances, the evacuation is being coordinated by other agencies throughout the city and CyRide is a resource to them. For instance, CyRide evacuated individuals during the 2010 flood from certain residential housing and transported them to safe locations determined by the City. Again, CyRide did not lead this emergency evacuation and City staff was coordinating the evacuations. CyRide just provided buses/drivers to accommodate the evacuation.

Furthermore, it was found that roughly 3.1% (1,288/41,023) of the total working population utilizes public transportation to get to and from work. Of that, the ACS estimates that 8.7% or 112 are limited English proficient. In addition, half the Ames population attends Iowa State University and is likely non-working but utilizes the bus frequently to get to and from campus for their continuing education.

Table 4: MEANS OF TRANSPORTATION TO WORK BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH: Workers 16 years and over

Means of Transportation to Work	Total	LEP Pop.	% of Total
Workers 16 and over	41,023	823	2.0
Car, Truck, or Van – Drove Alone	26,651	650	2.4
Car, Truck, or Van – Carpooled	2,189	0	0.0
Public Transportation (excluded taxicab)	1,288	112	8.7
Taxicab, motorcycle, bicycle walked or other	4,311	61	1.4
Worked from Home	6,584	0	0.0

Source: U.S. Census Bureau, 2021 American Community Survey 1-Year Estimate

CyRide believes its vital or critical services are:

Critical Service	Explanation	Importance
Schedule/Timetable	Map, Routes, Timetables (Available via print or website)	**Extremely Important**
Detours	Changes to routing or bus stop closures (Available via website, closed stops & temporary bus stops)	**Extremely Important**
What's New	Changes to CyRide's policy, new service route, events, public meetings, etc	**Very Important**
Fares	How much to ride CyRide	**Very Important** **Students ride free with ISU ID; Ames community would need this information though**
Pass Sales Outlets	Where to obtain passes/tickets.	**Very Important**
ADA Brochure	Complimentary ADA Service (Available via print or website)	**Very Important**
ADA Application Form	How to apply for complimentary ADA Service	**Very Important**
Title VI Complaint	Ability to file Civil Rights complaints with CyRide, FTA or City.	**Very Important**
Bus Signage	**How to exit bus, pull bell cord, and other information displayed on buses**	**Extremely Important**

CyRide typically posts rider alerts on its website but these are typically not critical issues. The passenger may be late to work/class as a consequence if a detour is missed by LEP individuals. However, a missed trip due to a missed detour communication may be enough to discourage an LEP person from riding CyRide's services in the future. CyRide posts all detours on CyRide's website with a verbal description of the detour along with a map, Facebook and Twitter. In addition, information is posted at every bus stop in English and temporary stops are placed along the route detour if needed.

4) Resources Available for LEP outreach & Costs

CyRide has the following resources available to reach out to Limited English Proficient persons in the Ames area at a low/reasonable cost with just staff time for coordination involved.

- **Documents/Public meetings notices** (free) - When documents are prepared or public meetings are scheduled for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers will be published on CyRide's website in which Google Translate would have translated the materials into the preferred language of choice. CyRide will add to public meeting announcements that interpretive services are available upon request to CyRide by calling 515-292-1100 at least 72 hours prior to the meeting for arrangements to be made. CyRide will also publish vital documents on the website in word, if possible, as translations would not be possible through this digital format. The majority of contact with CyRide is through their website due to the highly educated ISU student population, therefore it is most important to have all critical service materials on the web. To substantiate, the Census indicates that 61.6% of the Ames population 25 years or older have a college degree or some college experience with 97% graduating high school. Only 3%% of the Ames population over 25 years of age has less than a high school diploma. Iowa State reports that 29,969 students are attending ISU in the fall 2022. Websites and phone applications are their main source for information.

- **International Student & Scholars** (free) - CyRide will work with the University's International Student & Scholars (ISS) each fall and spring for incoming ISU students and will offer our services at their orientation sessions on "How to Ride CyRide" for these students and their families. This organization works with various student cultural organizations to disseminate information for different nationalities. CyRide will communicate this orientation with other human service agency providers representing the local LEP constituency for this training. CyRide would work with ISS for translators, upon request, at these meetings.

- **Office of Registrar** (free) - CyRide will continue to make connections to work with the Office of the Registrar to see if additional information can be isolated to account for the number and proportion of LEP persons attending Iowa State University and how to best help these individuals' access CyRide's services. This effort is needed particularly to document the concentration of the Chinese speaking population. This international population seems to have decreased each year between 2016 and 2020. CyRide is unaware of any specific LEP groups in Ames not related with the university to contact.

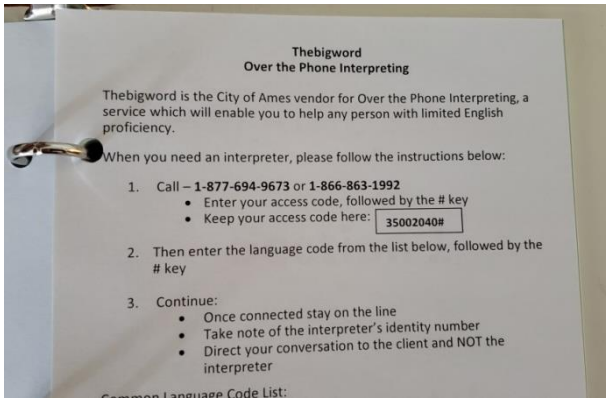
- **Human/Health Service Agencies** - CyRide currently networks with local human service organizations and the Transportation Collaboration Committee that provides services to LEP individuals and seeks opportunities to provide information on transit services. Since 2020, CyRide has not met in person with these groups due to the pandemic. CyRide will survey these organizations periodically, if needed, to determine if the LEP

population has difficulty in accessing CyRide's service from their perspective.

- **Community Partners (City/University/Student Government)** – As CyRide is governed by the City of Ames, Iowa State University (ISU) and the ISU's Student Government. CyRide will utilize these connections to network and search out other limited English speaking groups they may communicate with in their endeavors. These organizations may also have resources to translate materials into alternative languages.

- **Interpreter Services** ($0.82/minute) **–** CyRide now has a contractual relationship with "CTS Language Link" who is a 24/7/365 Telephone Interpreting service. This service supports over 240 languages and has telephone interpreters available 24 hours a day, 7 days a week, 365 days a year. CyRide can utilize this service to call and access an interpreter if/when this need arises. CyRide would utilize this service mostly for requests when passengers come into the office but could also utilize it for public meetings or if a supervisor were called out to assist a passenger in getting from point A to point B and had communications issues. According to CyRide policy, drivers cannot utilize cell phones while driving their shift. However, drivers can request help from a supervisor that could utilize the over-the-phone Interpretive Services if needed. CyRide would log these instances within CyRide's LEP log. Only one instance has occurred over the past three years for an individual needing language services calling from Texas.

  Furthermore, all City employees, including CyRide, has access to language assistance via the '***Big Word***' available within the City of Ames Telephone Directory. This follows with a list of interpreters within the City of Ames by department. Any city staff can contact an over the phone interpreter, the Big Word, at any time of the day to help communications between staff and limited English proficient residents. This guidance and procedures are located on the first page of all City of Ames' employee's internal phone books which includes CyRide. The awareness of this assistance is communicated through the city orientation process and periodic meetings about services the City of Ames provides. CyRide has not accessed this language service over the past three years.



Thebigword
Over the Phone Interpreting

Thebigword is the City of Ames vendor for Over the Phone Interpreting, a service which will enable you to help any person with limited English proficiency.

When you need an interpreter, please follow the instructions below:

1. Call – **1-877-694-9673** or **1-866-863-1992**
   - Enter your access code, followed by the # key
   - Keep your access code here: **35002040#**
2. Then enter the language code from the list below, followed by the # key
3. Continue:
   - Once connected stay on the line
   - Take note of the interpreter's identity number
   - Direct your conversation to the client and NOT the interpreter

Common Language Code List:

  According to the City of Ames' Assistant Manager, LEP persons often, without any request from the City, bring an English-speaking adult with them to discuss their issues with city staff.

- **Google Translate on CyRide website (free)** - CyRide has Google Translate available on its website so that customers can view any page of information in their language of choice. Not only can customers translate their information but they can then print their pages to obtain a hard copy within their own preferred language. Efforts will strive to

provide information in html as opposed to making images or PDF's of reports allowing all documents, forms, information be accessible to everyone regardless of nationality or disability. Therefore all written materials in html code (schedules, timetables, detours, alerts, what's new information, ADA applications, Title VI complaint process etc.) would be provided in alternative languages through Google translate. Ames' human service agencies have welcomed this feature as they can access the information for their clientele within their language at a click of a button to translate CyRide's services and provide a printed copy.

- **Font Size Increase/Decrease on CyRide website (free) –**CyRide's website is able to be printed/viewed in several different size of fonts. Several years ago, CyRide has translated the schedule/timetable to Braille for a customer in the past upon request. This request was approved and completed for the customer. Another accommodation was also made for a visually impaired passenger requesting a larger print timetable. Staff accommodated and printed off a new bigger timetable according to what size of print the passenger needed to see the print. No other requests to translate CyRide's Schedule/Timetables into Braille have been made to CyRide in recent years. CyRide believes this translation is not requested as frequently since smart phones have opened a better communication method for the visually impaired.

- **Facebook/Twitter (free)** CyRide communicates all changes in services, routes, detours, stops, emergencies on its Facebook and Twitter accounts. Anyone that "likes" CyRide's Facebook page can translate their Facebook account. Twitter allows language translation but is more limited on the quantity of languages allowed (Italian, Spanish, English French, German, Japanese). However the postings from CyRide are still in English as posted, which is a limitation of these two programs. For any postings, however; passengers can click on the link taking them back to CyRide's website where the information could then be translated through the html via Google Translate. CyRide has over 3,422 fans on Facebook and nearly 2,091 followers on Twitter.

- **Online Videos/DVD (free) –** CyRide staff has developed two videos instructing the public on "How to Ride CyRide" and "How to Read CyRide's Schedule". CyRide has these available on their website and has also distributed these videos to human/health service agencies to play for their clients. This would be a great resource for those with vision disabilities or to those with low-English reading abilities to hear how to access the bus via verbal instruction.

- **Schedules (free)** – CyRide provides its printed schedule in English format as well as on the website. Many years ago, CyRide has utilized a local company in the past to translate schedules from English to Braille and a large print type timetable for a visually impaired person. The cost for the Braille timetable was fairly reasonable rate for translation fees. Braille was also implemented on CyRide's schedule tubes throughout campus per a visually impaired person's request. This enabled the individual to identify their particular location in reference to CyRide's routes. In today's technological world,

computers have opened up a new world for the visually impaired as text can be read verbally through programs for the visually impaired. Email, Facebook and Twitter have also helped the deaf and visually impaired communities as many individuals now have smart phones enabling them to access information more readily. CyRide's supervisors work with our visually impaired passengers to have them added to CyRide's e-mail notification listing, Facebook or Twitter. CyRide redesigned their website in August 2011 and again in 2017 which now allows translations to easily occur on the site as needed in a multitude of languages.

  - **Use of English Printed Schedules Only 1%** - Of the 6 million passenger trips transported a year (2019 and prior due to pandemic), only 27,250 CyRide Route Timetable/Map brochures are printed in English in any given year for fall and summer service. **Therefore, .4% (63,700/6,121,023 passengers = .4%) of CyRide's riders actually utilize the published map currently printed in English.** Additionally, CyRide typically has maps leftover at the end of each service period and prints less and less every year. The cost to print these brochures are approximately $11,000 each year. This indicates that the majority of passengers receive their information on CyRide's website, CyRide's MyRide application or Iowa State University's MyState application.

- **Translation Fee for Schedules ($20,877/year)-** CyRide located a business in Des Moines that could translate CyRide's schedules into a printable format and this would perhaps be more accurate than Google Translate on the website. The Iowa International Center (http://iowainternationalcenter.org/) located in Des Moines, Iowa offers translation services at **$100/hour**. CyRide contacted an Iowa International Center representative and it would take approximately 80 hours for this document to be translated. With a Chinese language, more paper would be needed to expand the layout of the system route map, timetables and information. Assuming the cost is $100/hour * 80 hours, the cost to translate the document would be $8,000 per translation for a translation in Microsoft Word. An Illustrator document that requires manipulation of maps and graphics would most likely cost double the translation cost. In addition, English maps cost $.41 to print per map for a high quantity of 27,250. This cost would likely double with more space to print Chinese symbols.

  Only one language, Chinese Mandarin, would be needed for Ames' Chinese's LEP group ever were over 1,000 in population costing **$20,877** (($8,000 * 1 languages* 2 times/year per each schedule change) + ($0.41/map print *2,974 Chinese population over 5 years of age estimated in 2017* 4 maps/person). While this cost is minimal in being approximately 0.5% of CyRide's federal operating apportionment ($20,877/$4.1 million.), if only .4 % of the Chinese population are utilizing schedules similar to all CyRide passengers and utilizing the website instead, this printing would not be the best use of CyRide's resources. If only .4% of the total Chinese population of 2,974 are utilizing the schedules, this would mean that only 11 Chinese speaking people would utilize a schedule. This would mean that the Mandarin Chinese schedule would cost $1,898 per schedule ($20,877/2,974) per individual.
  Most of the Ames population of 66,424 is a highly educated community with **only 3%**

not graduating high school that is over the age of 25. (See U.S. Census 2016-2020 https://www.census.gov/quickfacts/amescityiowa) **Nearly half of the Ames' population is attending Iowa State University in the Fall 2022 (29,969 students) and the web or smart applications are the main source of communication for these educated young people.** Most students and the educated Ames public request online information on the web and now through mobile phone applications (i.e MyRide & MyState). Therefore, in CyRide staff's opinion the website and mobile applications are more important features to communicate alternative languages than printed materials to the LEP population as they are to the English-speaking population.

- **Printing Urgency** - The time factor and urgency to translate the maps by the required deadline would be CyRide's biggest concern. CyRide has an administrative staff of only six individuals whom are always working against a deadline to change the English version timetables making final printing of the document at the last possible moment to disseminate to the public. The individual that creates the schedules for run-pick is also the person that develops the printed schedule for the public as well as on the website. Translation to alternative languages would then require additional time to translate and print. Without additional staff being added to CyRide, alternative language versions could NOT be accommodated and made available by the start of fall and summer service each year. Staff struggles to finalize the English version on–time.

- **Staff Resources (free) -** CyRide does not currently have any supervisory staff fluent in other languages but English. In the past, CyRide has utilized drivers, Iowa State University professors or interns fluent in Chinese to translate materials into CyRide's most utilized non-English languages as a "value added service" within the community. These employees have created advertising flyers for public meetings for a potential fare increase, which were then posted in Asian Grocery stores and sent out via social media. These CyRide employees translated the materials and verified the information was correct prior to posting. The alert was then reposted on Facebook by a CyRide customer that CyRide is now translating information in Chinese by a follower therefore this method was considered a success!

- **Translation ($125-$300) -** CyRide hires a professional translation services when sufficient time is available to do so, and the flyers are considered extremely important to access transit services. Specifically, CyRide translated public input meeting flyers when requesting input on the redesign its transit routes in 2017. CyRide advertised these meetings at several Asian grocery stores to get sufficient public input by LEP groups. The translation took approximately a week to develop and therefore this resource can only be utilized for planned outreach to LEP persons. In addition, employees have developed surveys to distribute to Asian churches to ensure the LEP community could utilize technology applications such as the past NextBus predictive real-time service application, now MyRide.

Over the last three years, CyRide has translated a critical rider alerts during the pandemic to ensure passenger safety as well as new federal masking requirements were understood by our riders. CyRide masked our "Stuffy" bus logo and put this visual logo on the bus doors as well as on our website. CyRide covered our fareboxes, placed barriers on the buses and boarded passengers at the rear doors over much of the summer months. When boarding at the front doors resumed, the following simple rider alert was posted in buses:

Four Factor Conclusion

Based on the above data, outreach and communications within the Ames community, CyRide believes there is a Chinese LEP population towards Mandarin Chinese language per the American Community Survey estimates. However, we also believe that Chinese speak and understand English well which is still "less than very well". CyRide is required to provide vital documents that require applications or forms to access our programs and services in Mandarin Chinese to ensure that we are providing essential services to this population.

CyRide will continue to evaluate, monitor and provide outreach to all LEP individuals to provide meaningful access to our services and programs.

Limited English Proficiency (LEP) Plan

The Federal Transit Administration (FTA) requires all recipients of federal funding develop a language assistance plan in order to ensure they are providing meaningful access to their services, programs and activities. This plan is CyRide's effort to describe their compliance with FTA's Circular 4702.1B.

1) Four Factor Analysis Summary Results

As determined through the factor one of the four-factor analysis, CyRide has determined that it does have an LEP population of 1,793 persons (2.9%) speaking English less than very well as evidenced by the most recent available data from the 2011-2015 American Community Survey 5-year Estimates for the City of Ames. Please note that the U.S. Census has not provided an update to this data since 2015. The fact that Chinese – Mandarin speaking LEP persons exceed the Department of Justice's Safe Harbor Provision threshold necessitates CyRide to provide vital documents in both Mandarin Chinese and English.

Language	Speak language at home	Speak English "very well"	Speak English less than "very well"	Percentage speaking English less than very well
Total Ames' Population 5 years and over	60,296			
Speak English only	52,801			
Chinese	2,974	1,181	**1,793**	2.9%
Korean	355	48	307	0.5%
Other Pacific Island languages	259	48	211	0.3%
Spanish	1,098	899	199	0.3%
Arabic	430	244	186	0.3%

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

2) How CyRide Provides Language Assistance

CyRide has instituted the following measures to work with its LEP population in general. Further resources for vital documents have been identified to be translated into Mandarin Chinese for our defined LEP population.

Website Translation

Google Translate has been implemented on CyRide's website and available to anyone to click a drop down button to change the language on the site to their preferred language. CyRide's website can translate all forms and vital documents, which includes at a minimum:

1. CyRide Contact Information
2. CyRide policies and transit services on CyRide's website
    a. Route/timetable information
    b. Fare Information
    c. Pass Sales Outlets Locations
    d. Detours & Alerts information will be disseminated on CyRide's bilingual website
    e. ADA Accessible Services Information
    f. ADA Complimentary Paratransit Application Form
    g. Outside Ames Transportation (Airport Shuttle, Regional Intercity Buses, Service to University of Iowa City Hospitals & Clinics, Story County Public Transit Service)
    h. Title VI Complaint Procedures
    i. Title VI Complaint Form
    j. Reasonable Accommodation information

Interpretive Services

CyRide staff first identifies LEP persons who may need language assistance. CyRide staff will examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings. CyRide staff will also greet participants as they arrive at a CyRide sponsored event such as a public meeting. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English. CyRide will access an interpreter service if needed. Additionally, public meetings will often require the person to sign in and therefore this information could be more easily attained. CyRide can also determine the language of LEP individuals requesting information at CyRide's offices, CyRide public meetings or on-route by transit supervisor with "I speak cards." If additional time is needed to work with a passenger, it is CyRide's policy to call out a supervisor on route to help communicate with the LEP person. Drivers would then be free to continue service for the remaining passengers.

If interpretive services are needed, the following mechanisms are utilized.

1. Interpreter Services: An interpreter will be called for assistance via "CTS Language Link" 24/7/365 phone service as needed if confusion arises between a LEP person and CyRide staff. This will most frequently be used in-office where telephones are available but could also be utilized by a supervisor out on route if requested by a driver to assist with an LEP passenger if a cell phone was available. Any utilization of an interpreter will be documented within CyRide's Title VI frequency of contact log.
2. I Speak Cards: CyRide will determine language of LEP individuals requesting information

at CyRide's offices, CyRide public meetings or on-route by transit supervisor with "I speak cards." Unfortunately, CyRide bus operators will not typically be able to stop and assist the customer and will call a mobile supervisor for assistance. Any utilization of an interpreter or I speak cards will be documented within CyRide's Title VI frequency of contact log.

3. Picture Graphics: CyRide's Lost and Found Department implemented a graphic picture system with many lost items photo/words identified in other languages (Chinese, Korean, Spanish, etc) staff may have encountered.
4. Public Notice of Interpreter Services: Placement of statement in public meeting notices that interpreter services are available for meetings, within a 72 hour advance notice. The City of Ames' has indicated that the City Clerk would obtain interpretive services if requested given 72 hours' notice. Any utilization of an interpreter will be documented within CyRide's Title VI frequency of contact log.

English Verbal Dissemination of CyRide Services via public television stations

CyRide has instituted English public service announcements (How to Ride video, How to Read a Schedule video, etc) on the City Channel 12 that could inform LEP individuals of how to access CyRide bus information. This would help eliminate barriers to those individuals that have trouble reading English but not necessarily understanding English verbally. Several Human Service Agencies indicate that some LEP persons understand English verbally over a written brochure in many instances. These videos are available at https://www.cyride.com/i-want-to/ride/cyride-learn-how.

3) Notice of Availability of Language Assistance

CyRide's LEP Plan documenting the availability of language assistance is available on CyRide's website at www.cyride.com/civilrights as well as within CyRide's Title VI notice to the public available on all CyRide buses, CyRide office front office entry and public meeting rooms. Documentation of CyRide's language assistance is also available at www.cyride.com/language-assistance.

As LEP plans are updated every three years, these plans will also be available through Passenger Transportation Plan (PTP) updates (required every five years) as required by the Iowa Department of Transportation. As a result, the LEP will be dispersed to all transportation providers and human service agencies participating in the PTP process. Any person or agency may request a digital/written copy of the LEP Plan via telephone, fax, mail or in person. Limited English proficient persons may request copies of the LEP Plan in alternative languages from CyRide or may download the plan themselves in English from the website and translate via Google Translate.

4) Monitoring, Evaluating and Updating the LEP Plan

CyRide's LEP Plan will be reviewed and updated every three years through the Title VI Program

Update, when new American Community Survey numbers are typically available as well as periodically through the coordinated human services- transit provider plan process (AAMPO's Passenger Transportation Plan Update) as required by the Iowa Department of Transportation. Specifically, CyRide will continue to conduct the following efforts towards to provide meaningful access to LEP persons within the Ames community.

Limited English Proficient Persons Documentation

a. ***American Community Survey*** - CyRide will continue to periodically evaluate the LEP population by language as defined by the ACS via the U.S. Census to ensure additional populations do not traverse over the safe harbor threshold of limited English proficient persons. Once there is any significant concentration of LEP persons not speaking English very well over the 1,000 person threshold in other languages, CyRide will work to update its plan to provide written vital documents in that particular LEP language(s).
b. ***Documentation of LEP Contact -*** CyRide will document the LEP individuals served each year and determine their preferred national language if communication in English is a barrier or limitation to receiving CyRide services. This includes instances, connections, occurrences between LEP persons and CyRide staff including clerks (phone/general e- mail staff), dispatchers and supervisors. Based upon this list, senior staff will review to determine if language assistance may be improved or if any internal procedural changes are necessary to ensure all CyRide programs, services or activities are accessible to LEP persons.
c. ***Number of language assistance related complaints –*** CyRide has had zero language assistance related complaints over the past three years.
d. ***Changes in the frequency of contact with specific languages by staff-*** CyRide has assessed that frequency of contact with specific language has remained relatively stagnant over the past three years based on the lack of logs within the LEP log and lack of use of the language line.

Networking/Outreach

e. **LEP Groups** – Continue seeking opportunities to provide information on CyRide's service to Limited English-Speaking groups such as Engaging International Spouses, BOLD multicultural students, etc.
f. **Human Service Organizations** - Network with local human service organizations (Human Service Agencies in Story County and United Way's Transportation Collaboration Committee) that provide services to LEP individuals; seek input regarding the coordinated human service/transportation provider plan (Passenger Transportation Plan), which is the first public input for transportation projects prior to being placed in the Transportation Improvement Plan or Work Program.
g. **International Students & Scholars (ISS)** – CyRide will continue working with the International Student & Scholars representatives to address LEP needs. This office is the expert within the community working with the international student population and LEP population. They are the experts on communicating with this population segment within the Ames community.
h. **Orientation Services**: CyRide will work with ISS to be available for their fall/spring/summer orientation sessions as they request.

Surveys

i. **Employee Surveys:** Drivers, mechanics and administrative staff will be surveyed as necessary at their employee meetings for frequency of contact with LEP persons throughout the year.

j. **Passenger/Resident Surveys:** Surveys to passengers/public will request minority and low-income information demographics to detail needs by these particular groups. CyRide has requested that the City of Ames place this vital information within their City Residential Satisfaction survey for future Residential city-wide surveys.

Since the last Title VI Submission the following data has been compiled:

1. **Number of LEP person contacts documented** – 1
2. **Use of interpretive over the phone language services** – 1
3. **Determination if interpretative services have been effective and sufficient to meet the needs** - Language interpretative services has been used once over the past three years. Staff validated that the LEP book and standard operating procedures in how to access the language line services is readily available at the front desk and mobile vehicle tackle boxes.

   Communication with CyRide's front desk staff indicates that the resources for these interpretative services, while not utilized often is effective and sufficient to meet their needs if there is a situation where they cannot communicate with a person in English. This LEP book also houses the "I speak" cards and picture graphic cards for lost & found providing a great resource for this position. They specifically note which type of item is lost in picture and word format in their specific language.

   Additionally, drivers have been advised to call CyRide Dispatch if they have difficulty communicating with LEP passengers at any time. Supervisors would then be deployed to help communicate with the passenger one-on-one while allowing the driver to continue their service route. The majority of drivers indicated in past surveys that they don't utilize this option much and are able to communicate with the LEP person most of the time by pointing on the map. LEP persons seem to understand their instruction even with limited English proficiency skills.

   After advertising language line services for the past year in the notice to the public and posting language assistance services online, there doesn't seem to be much additional usage of the service. The language line has only been utilize once in the past three years and it was for a caller from Texas. Staff will continue to make operations staff aware of the language line availability.

   There have been comments about CyRide having Mandarin Chinese notices posted at grocery stores around the Ames metro for public meeting notices. Passengers did comment on Twitter when we translated public hearing meeting notices for the system redesign process in 2017 and we had several Asian individuals attend the meetings as a result. Although, all Asians that attended were able to communicate their needs in English. Perhaps more involvement from the Asian community occurred during these

meetings as a result of the translated posting that in previous meetings regarding services.

4. **Determine if CyRide has fully complied with the goals of the LEP plan.** CyRide believes it has fully complied with the goals of the previous LEP Plan. CyRide began implementing Chinese language on buses for signing with any new bus purchase. (i.e. images that show how to open the back door by waving will have that information written in English and Mandarin Chinese.) Maintenance staff indicates that this signage is approximately $1,000 per bus. Therefore, it would be $84,000 to equip the entire fleet which is unreasonable. CyRide will continue signing new vehicles purchased through future procurements in Mandarin Chinese.
5. **Determine if complaints have been received concerning CyRide's failure to meet the needs of LEP individuals.** There have been no complaints from LEP individuals or any Title VI complaints over the last three years..

5) Staff Training

The following training will be provided to CyRide staff:

a. Dissemination of CyRide's Title VI complaint procedures are provided within CyRide's Driver manual. CyRide employees are also provided a copy of the Title VI Program and LEP Plan on an annual basis. Annually, Operations staff (front desk, Dispatch, CyRide Secretary, Operations Supervisor and Assistant Director for Operations) would discuss how CyRide handles LEP complaints by following documented Title VI procedures as well as within management meetings to ensure procedures are followed. CyRide will also periodically provide information to drivers on Title VI procedures within CyRide's employee newsletter, Signals.
b. LEP awareness training is currently included in incoming driver training to employees in how to communicate with our LEP population as well as procedures if difficulties with communication arise. Internal CyRide staff is then trained on how to utilize the Interpretive Language Services available to help passengers.
c. LEP instances on the bus and in the office (email, phone, and letter) and requests for interpretive services through public meetings would be documented. How to log these requests would be communicated to all CyRide staff. Any instances and requests for interpretive services would be filed with Assistant Director for Operations as a Title VI request and documented on a fiscal year basis.

Questions or comments regarding the LEP Plan may be submitted to:

CyRide
Attn: Shari Atwood, Transit Planner
601 N. University Blvd.; Ames, IA 50010
515-292-1100 (phone); 515-239-5539 (fax)
cyride@cyride.com