

## TITLE VI "STATEMENT OF POLICY"

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

CyRide is governed by its Board of Trustees of which Board Members can be contacted through CyRide's website at [www.cyrider.com](http://www.cyrider.com). The CyRide Board determines the level and nature of services to be provided by purchase of service agreements with private contract carriers and by direct service operation by CyRide staff.

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

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

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

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

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

### **Complaint Procedures**

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

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

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

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

**Ames Human Relations Commission**

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

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

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

**Iowa Civil Rights Commission**

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

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

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

**Federal Transit Administration's Office of Civil Rights**

File a complaint directly with FTA by completing an online complaint form at:

<https://ftawebprod.fta.dot.gov/OCF/OnlineComplaintForm/CreateOnlineComplaintForm>

FTA analyzes allegations for possible deficiencies by the transit provider. For questions on how to prepare a complaint, please call FTA's Civil Rights hotline at (888) 446-4511.

For more information, please visit: <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

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

Signed:

  
Ames Transit Agency, Board of Trustees President

Date: September 25, 2025