



August 8, 2008

ADMINISTRATION:

Triennial Review Outcome

On July 28-29, 2008, CyRide went through a formal review of 23 oversight areas which we certify to follow in exchange for receiving federal funds from the Federal Transit Administration. This two-day on-site review followed a desk review of CyRide's submission of over 230 questions and various plans/manuals/documents in digital format to the consultant. CyRide was congratulated in their organization of their electronic submission as the best received thus far.

Within the two-day review, the consultant reviewed procurement and financial files, requested additional documentation as necessary to determine compliance, and received clarification to many remaining questions from the desk review. As a result, CyRide received successful compliance in 21 of the 23 areas.

CyRide did however receive minor deficiencies in the Maintenance and Drug-Free Workplace areas which staff must perform corrective actions. Under Maintenance, CyRide must document and retain preventive maintenance activities on its facility and equipment to ensure that more than 80 percent of the inspections are being performed on time. Records were maintained, however; the maintenance software did not retain them for each inspection period and therefore could not be retrieved and substantiated to the consultant. CyRide will work to create a spreadsheet of these inspections and report these inspections to FTA for the next three months. For Drug-Free Workplace, CyRide must develop an on-going drug-free awareness program. CyRide employees currently have this information within their driver training manual but do not receive this information as a repeated measure for on-going compliance. Therefore, CyRide staff will develop/distribute a flyer to all employees quarterly as our on-going effort of CyRide's drug-free awareness program.

Under the Safety & Security area, two advisory comments were made. Currently, security information is not provided to our passengers and we do not share intelligence with other federal agencies. As a result, staff will be implementing an interior sign placard to be placed on our buses educating and requesting customers to notify the driver of unusual behavior by another passenger or suspicious packages. CyRide staff will also research and participate in a regional intelligence sharing task force to relay security issues across the nation.

All in all, administrative staff spent only 172 hours in preparing and participating in the triennial review process receiving minimal corrective actions to our program. However, it is the implementation of our day-to-day operations with a customer driven focus that

makes CyRide such a quality transit program. Thanks to each one of our employees for following and implementing all of those federal and state requirements that in turn make our system an intrinsic value to the Ames community and Iowa State University. (Sheri K. and Shari A.)

Projects Approved by the Iowa Department of Transportation -

CyRide submits an annual grant application to the Iowa Department of Transportation (IDOT) in May of each year for operating and capital projects from several different federal and state funding sources. To date, the IDOT commission has approved the following projects for CyRide totaling \$539,153 in federal/state improvements:

	Federal	Total
Brown Route Summer Weekend Freq. Expansion (Yr2 cont)	\$13,203	\$26,406
Brown Route Weeknight Hours Expansion (Yr2 - cont)	\$11,567	\$23,134
Gray Route 4A Route Expansion (Yr2 - cont)	\$2,383	\$4,766
Steam Cleaning Area Rehabilitation (new)	\$512,000	\$640,000
	\$539,153	\$694,306

In addition, the Iowa DOT funded a new regional transportation service from Ames to Iowa City for medical purposes and a light-duty bus totaling \$82,159. This project was derived from a planning process that CyRide staff facilitated on behalf of the Ames Area MPO. However, Heartland Senior Services will operate this regional service benefiting Story County and Ames residents that could begin as early as July 2009 once all the local funding is approved. CyRide is still facilitating this local funding initiative. (Shari A.)

Upcoming Noteworthy Projects -

CyRide has quite a few upcoming noteworthy projects and plans that will be forthcoming in the next year and beyond. These projects are outlined below:

1. **CyRide Facilities Study** - Staff hired P&B consultants to look at CyRide's future space needs and existing site to determine alternatives for growing in the future. (currently underway!)
2. **Alternatives Analysis - Orange Route Corridor** - Staff will hire a consultant through \$160,000 in federal funding to further analyze the Orange Route corridor to see if Bus Rapid Transit operation is feasible for the community. This study should begin in October 2008.
3. **Wash Bay Rehabilitation** - CyRide received \$512,000 in state grant funding through the Rural Iowa Infrastructure Fund (RIIF) to rehabilitate the old wash bay and reconstruct the cracking walls and floor. This rehabilitation should occur this fall.
4. **Shop HVAC/Exhaust System Construction** - CyRide received \$160,000 in state funding to reconstruct the exhaust system in the shop area to make the air cleaner for its employees. This construction should occur within the next year.
5. **Marketing Plan Implementation** - CyRide received a grant through Iowa's Clean Air and Attainment program to fund a marketing program. This is the first marketing dollars for CyRide so look for new developments within the upcoming year to market CyRide to the community!
6. **Bus Stop Plan Implementation** - CyRide's Bus Stop Plan is scheduled to be complete at the end of August after which shelters could be procured to implement its results.
7. **Bike Rack Program Implementation/Education** - Bike Racks have been procured and are currently on order. Staff will need to create an implementation of this program

along with education for our drivers as well as passengers in utilizing the bike racks. Staff will be creating a video, brochure and website information. (currently underway!)

8. **Passenger Transportation Development Plan** - SAFETEA-LU requires an annual coordinated planning effort between human service agencies and transportation providers (including transit and all agency providers) to coordinate transportation within their metropolitan area. This responsibility falls on each MPO/RPA within Iowa however the Ames Area MPO delegates the responsibility to CyRide. This effort is an annual effort and has continued for Ames through meetings led through the United Way of Story County's Transportation Collaboration Committee. (Planning efforts for document is October - April of each year.)
9. **CyRide Vanpool Program Analysis** - An initial survey has been completed by ISU faculty/staff. Additional research could be completed with area businesses to determine if a general public vanpool program would be essential to the community. ISU's Transportation Department that currently provides vanpools is assessing whether they want a general public program. Currently only ISU employees can participate within their program.
10. **Des Moines to Ames Service Development** - CyRide's Board has discussed that CyRide needs to look at service and/or new program that addresses the corridor between Ames and Des Moines for employees within the Ames community and residents of Ames. This service development would discuss possible partnering with DART in Des Moines to connect the communities. A vanpool/carpool program could be another potential improvement for this corridor.
11. **Fare Free Program Modification** - CyRide developed a fare free program and applied for grant funding through the State's Office of Energy but was rejected. A modification could be made based on the Board's wishes for certain days (i.e. weekends only OR summer only) or a groups (i.e. ISU faculty/staff AND/OR City of Ames staff).
12. **Student Focus Group Meetings** - ISU's Government of the Student Body requested that CyRide conduct focus group meetings with students in an effort to provide more direct participation with CyRide in discussing transportation issues and to ensure their needs are being met.
13. **Google Transit Trip Planner** - Ultimately, CyRide would like to develop its website into having trip planner capability. Trip planners provide a way for passenger to plug in their origin/destinations and have a schedule spit out they could travel. This eliminates figuring out schedules for our customers. However, typically this development is expensive. Google Transit is an option for transit providers that do not have a large budget to develop their own trip planner and coordinate this effort through Google.
14. **School Coordination Project** - The Ames City Council requested that CyRide look into coordinating with the schools to transport students as needed. Currently CIT contracts with the Ames' schools and provides transportation but it was expressed that perhaps savings could occur in utilizing CyRide as well.
15. **Fall/Winter Ridership & Bus Analysis** - Staff will evaluate the fall/winter ridership to provide an efficiency comparison on where CyRide could increase ridership throughout the community without adding additional buses. They will also work to determine where expansion needs are necessary. (Shari A & Sheri K.)

OPERATIONS:

Meetings with the City Manager -

All employees will be scheduled for meetings with City Manager, Steve Schainker, over the next few months. The purpose of these meetings is for Steve to get some feedback from

employees about our efforts in becoming a values-driven organization using a City of Ames developed model called "Excellence Through People" (ETP). A memo to all employees will be distributed shortly explaining the ETP process in more detail. Some employees will be scheduled into meetings being held at City Hall but many CyRide drivers will be scheduled to attend a meeting held here at CyRide in order to accommodate various schedules. (Karen)

Uniform Changes -

In an effort to continually improve CyRide's professional image to the public, the next phase of uniform upgrades will be implemented starting August 2008. Black pants, shorts, belts, and socks will be implemented during this second phase according to the policy that went into effect October 1, 2007. Carpenter Uniform will be at CyRide between August 27-29, 2008 to help measure employees and facilitate this process. A notice will be posted shortly of the exact times they will be available. Please also note that employees will be required to wear black shoes of their choosing in addition to the items listed above provided by CyRide. Coats and sweaters will be the last phase of this process scheduled for August 2009.

If you have questions or need more information regarding your uniform needs, please see Joanne. (Joanne)

CyRide's Ready to Rack'n Roll -



In the next month, CyRide will be unveiling CyRide's Rack'n Roll Program with over 10 buses being installed with bike racks. Thus far, our four new buses have a bike rack installed with an additional 11 on order for maintenance staff to install. The Rack n' Roll brochure has also been developed by staff so check it out! This new program results from our previous CyRide Board Chair's, Matthew Goodman's, parting wishes. Rack'n Roll installs a sustaining effort to "go green" for the entire Ames community.

However, since the bus garage is at capacity, not all buses can be equipped with a bike rack as each bus takes an extra foot of space to park. Staff has already indicated which trips will be accommodating bike racks on the fall schedule with a bike symbol. The primary routes with bike racks are the Red, Green, Blue and Brown routes. Drivers will be thoroughly trained on how to load/unload a bike as well as drive a bus with the bike loaded which may require some additional training sessions. The Rack'n roll program will be discussed thoroughly at CyRide's driver fall meeting. As we are still working out the details of the program including the "roll-out" date, keep your eyes open for additional information on CyRide's website and through upcoming training sessions and get ready to Rack'n Roll!

(Shari A.)

HIRING AND TRAINING:

Fall Meetings are Just around the Corner

We look forward to seeing all of you in the fall meetings during the next few weeks.

The training portion of the meeting will focus on a customer service aspect of our jobs, but like nearly everything we do, it also impacts safety. (Tom and George)

Many New Faces

Maybe you've noticed a lot of new faces on the picture board this summer. George and Tom have been very busy hiring and training drivers for the start of the fall semester. Take a minute to welcome them aboard! (Tom and George)

FLEET AND FACILITIES

Fleet Issues-

Gillig Buses: The four new Gillig lowfloors should be ready for service shortly. They are numbered 0819, 0820, 0821, 0822. The first two digits denote the model year and the last two digits indicate the unit number. The funny looking exhaust pipe is called an exhaust diffuser. It is the final part of an exhaust regeneration process that is required for 2008 engines. The regeneration that takes place occurs at extremely high temperatures and the diffuser on top of the bus acts to cool the exhaust. Care needs to be taken in the fall so that these units are not parked under trees for extended periods in the rare event that it may start the leaves on fire. More information on these buses will be given out in the fall meetings.

Support Vehicles: CyRide had hoped to have our first hybrid relief vehicle on order by this time. As the price of gas went up, so did the demand for this type of vehicle. As part of a local government, CyRide can purchase cars and trucks at extremely attractive prices. However, when demand outstrips supply, government orders go to the end of extremely long lists. Staff revised our plans and will be bidding a flex-fuel car shortly to be used as a relief/administration vehicle. It should be delivered this fall. If possible, CyRide will place an order for hybrid car with the best case scenario of delivery in fall of 2009. As a result, CyRide will be migrating away from using minivans and minibuses as relief vehicles to help save on fuel.

Energy Reductions: Once classes resume, we will start using almost 1,000 gallons of diesel daily so anything our employees can do to help save on fuel and energy would be greatly appreciated. At this volume, even slight modifications in driving behavior can have a significant impact to increase our miles per gallon. For example, gradual accelerations and stops can save CyRide tremendous amounts of money as well as minimizing aggressive driving complaints. In addition, keeping the garage doors closed during the winter can save thousands as well. Did you know there is approximately 1.5 acres under roof here? The monthly cost to heat our facility has exceeded \$15,000 in winters past. Let's agree to work on keeping these costs to a minimum this winter! (Rich)

Building Issues-

CyRide is slowly getting the remaining building items purchased and installed thanks to the help of our lane workers. Areas that are still pending include two 40-gallon trash cans for breakroom (backordered; so we're utilizing the recycling bins for now), east-side parking lot reconfiguration, final furniture installation including larger table for breakroom, new welcome board, and clock installation. In addition, many of the pictures are being hung throughout the facility with areas designated for marketing, safety, etc. Thank you to everyone for being patient during this time. If you still have suggestions/issues that need addressed, please see Rich or Barb. (Rich)