

# CyRide Signals

September 7, 2002

## OPERATIONS:

**Fall Schedule:** The fall schedule is off to a great start. Ridership has increased on the regular routes and the #23 Orange circulator continues to be very busy. #21 Cardinal circulator is off to a slow start to and from Frederiksen Court, but is expected to increase as the weather becomes colder. Tom will have the first week comparison ready as soon as the data is entered in the database. (Bob)

**More Red Route Buses:** Extra trips are being added to the #1 Red route starting Wednesday, September 4. Morning departures to campus are being added at 7:20; 7:40; 8:20; and 8:40am. These extras will go to Kildee. Extra trips from Kildee are being added at 9:55am; 12:01; 2:01; 3:01; 4:01; and 5:01pm. (Bob)

**DAR Scheduling Update:** In an effort to reduce overall noise and distraction within the dispatch office, Dial-a-Ride (DAR) scheduling has moved to George's office. This change allows the dispatchers to answer driver questions and focus primarily on keeping fixed route running smoothly. (George)

**The World's Most Dangerous Place (for a CyRide Driver):** Of the preventable accidents that occurred last year, the majority of them occurred either inside or within 100 meters of the CyRide garage. Drivers managed to back their vehicles into other parked buses or other fixed objects such as walls, poles, and doors. Bus mirrors striking other buses were also common. The vehicle gate east of the garage claimed numerous victims. Drivers need to be extremely cautious when maneuvering in the garage. You must be totally cognizant of your surroundings both on and around your bus. (George)

**International Student Airport Shuttle:** Thanks to our drivers and dispatchers for another successful airport shuttle. One hundred seventeen students were safely transported to and from the airport last month. (George)

**Gilman Hall Crosswalk Reminder:** Drivers, as you approach Gilman Hall (Green west, Purple, Brown south), remember not to block the crosswalk in front of the building. If more than one bus is pulling into the stop, the first bus should pull past the crosswalk while the second bus stays behind the crosswalk. A bus should never block a crosswalk. (George)

**Pedestrian Alert:** When departing the Parks Library stop (Orange and Cardinal) on campus, watch for pedestrians in the crosswalk south of Morrill Hall. Be prepared to stop and cover your brake when approaching this (or any) crosswalk when pedestrian cross-traffic is observed. (George)

**No Right Turns Please!** Drivers, please do not make a right turn (southbound) from Elwood drive into the gates located at the east end of the garage. There is not sufficient space for a proper setup and alignment of your bus prior to entering the gate. You will damage both your bus and the gate if you attempt to make this turn. (George)

**Terry Walks the Line:** The shop has applied yellow lane lines to aid in parking buses outside. These lines mark lanes 12-14 which are needed for additional bus parking. Please align your bus to these stripes when parking your bus. Doing so will allow for maximum parking outside and permits buses to transit the center lane safely. (George)

**The "ART" of Moving Back:** As fare free has increased our passenger loads, we will need to ask our passengers to move back on the bus so more people can board. Making a request to your passengers is an "ART".

Attention Getter.

Request Politely.

Thank your passengers for their cooperation.

Here are some sample announcements you can use:

"May I have your attention. I have just a few more people to board if you would please move back in the aisle a few steps. Thank you."

"Good morning. We have a lot of passengers traveling with us this afternoon. If everyone would move back a step or two we will have room for everyone. Thank you." (Barb)

## **HIRING AND TRAINING:**

**Recruitment:** We are nearing the end of recruitment for new drivers. We have a list of people that we are trying to put runs together for. It is a slow process but we should be able to eliminate a lot of the morning open hours in the next month to six weeks. Thanks for everyone's patience during this period. (Brent)

## **SHOP:**

**Used Orion Vs:** We have been evaluating the Madison buses and you will soon see one of them painted in CyRide colors when the black band magically turns red. The remainder of the buses will be individually evaluated before a decision to paint is made. (Bob)

**Garage Construction:** Bids are scheduled to be opened for the garage project on Sept. 12. If there are no problems with the bids or bidding process, the City Council will approve the low bidder on September 24. Construction can start as early as September 25. The building is scheduled to be finished by January 2004. This expansion will provide a new service lane and parking for six additional buses. (Bob)