



October 5, 2004

ADMINISTRATION:

Service Changes: There are 996 fewer students at ISU this fall and our ridership is down over 10%. We have eliminated several extras and have changed the #23 Orange route intervals from every five minutes to about every six to seven minutes. These changes should save about \$50,000 this year and will help work down the \$196,000 deficit that we are projecting due to the lower enrollment and reduced student fee revenue. (Bob)

Fuel Prices: Fuel prices continue to rise. We had expected them to decrease after Labor Day, but they have increased. If the prices remain constant for the remainder of the year, our fuel prices will be about \$90,000 over budget. This is in addition to the \$196,000 revenue shortfall, so please continue to shut down your bus when weather and schedule conditions permit. (Bob)

OPERATIONS:

Stowing Wheel Chair Restraints: After using the wheelchair restraint system, properly secure the telescoping arms and stow all straps. This will help eliminate a tripping hazard for drivers and passengers as well as keep the straps cleaner. (George)

Lane 6 Garage Door Cold Weather Procedure: Just a reminder with cold weather fast approaching, garage doors should be closed to help keep the building warm. If the garage door for lane 6 is closed, drivers should park in front of the door and enter the building through the small door to the right of the garage door. Pressing the "OPEN" button located on the control panel next to the small door activates the garage door. Once the garage door is fully open and stopped, drivers should bring their bus into the garage until they are even with the three M.P.H. speed limit sign (this distance ensures that your bus will not be struck by the door closing). Drivers should close the garage door unless there is another bus immediately behind them. Pressing the "CLOSE" button on the right side of the garage door closes the door. The driver of the last bus through the garage door should make sure that the door is closed before parking in the garage. (Barb and George)

Fall Back: Daylight Savings Time ends October 31. Do not forget to set your clock (or watch) back one hour. Enjoy that extra hour of sleep! (Barb)

The Art of Moving Back: With our increase in ridership and as the weather gets cooler and cooler, it is imperative to ask our passengers to move back on the bus so more people can board. Making a request to your passenger is an **ART**.

Attention Getter

Request Politely

Thank your passengers for their cooperation

Here are some sample announcements:

"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 morning if everyone would move back a step or two we will have room for everyone...Thank you."

Morning Orange route drivers should make this announcement **after** they leave the parking lot, so there is room for passengers boarding at Maple Hall. (Barb and George)

Snow and Slide Training: Drivers who started at CyRide since last March will receive both snow and slide training. Snow training is classroom instruction highlighting proper vehicle handling techniques on ice and snow. Slide training will be conducted when weather conditions permit at the Hilton Coliseum parking lot. Drivers will attain speeds of 30 mph (or greater) and purposely slide (skid) their bus to experience the "feel" of winter driving conditions. These "skid drills" will help build confidence in your ability to handle anything an Iowa winter can produce. Jenny will be contacting you if you need this training. (George)

Gate Cards in Windows: Drivers, please do not stow your gate card between the two panes of the driver's window. When the window is inadvertently closed on the card, it causes internal damage (crimping of the card) rendering the gate card useless. (George)

Calling Stops: Federal law requires all drivers to announce transfer points and major bus stops. As a reminder, these stops are as follows:

North Grand Mall

City Hall

Kildee Hall/Bessey Hall

Beyer Hall/ State Gym

11th/Duff and 12th Duff (hospital and clinics area)

When announcing transfer points and major bus stops, drivers should use an attention-getter, name the bus stop, and list the available connecting routes. Drivers should be aware of which routes are currently running in order to give our passengers the correct information. (George)

HIRING AND TRAINING:

Spring Run Pick: We will hold Spring Run Pick in late November or early December (after students have had a chance to pick their spring classes.) This is for drivers who will have conflicts with their current work schedule due to spring semester classes. Runs from drivers that have conflicts as well as all runs that are currently open will be

made available in the run pick. You will be able to choose new runs from these available runs. You can only drop runs that conflict with a new spring classes. If anyone wants to drop a run that doesn't conflict, they should utilize the Drop/Swap board. Drivers will choose their new runs based on seniority as of October 31, 2004. (Jenny)

Storm and Welch: Do you need help with the right turn from Storm onto Welch for Blue North? We have a new DVD that will demonstrate the proper way to make the turn. See Jenny if you'd like to view the DVD. (Jenny)

Hiring: Due to a whole lot of training over the summer and lower ridership, we are currently fully staffed! We have temporarily stopped hiring and recruiting although we anticipate starting up again as the weather gets cooler. (Jenny)

New Transit Trainer: Sara Hillebrand has accepted the position of transit trainer. She has several years of experience teaching within the Edina (Minnesota) Public School system. She will be starting October 18. (Barb)

SHOP:

Square Farebox: September 30th marks the end of the square farebox demo in unit 947. It has been replaced with a standard round farebox. Diamond Manufacturing had supplied us with a square farebox for a 30-day trial period in the hopes that it would be spec'd on future bus orders. Comments were all favorable for the less expensive square model. (Rich)

Lowfloor Interior Mirrors: As a result of a suggestion during the fall driver meetings, all lowfloor models are now equipped with interior convex mirrors. The complaint at the time was drivers were not able to see the first 1/3 of the bus interior. Written and verbal comments have been running about 70% positive and 30% negative. Please keep your comments coming. (Rich)

Garage Expansion: Work on the proposed garage expansion is progressing with a pre-bid construction meeting scheduled for October 5th and a bid opening date set for October 19th. If the bid is within limits, construction will begin shortly thereafter with a June 2005 completion date. (Rich)



HISTORY: A new feature will be an historic picture of transit service in Ames. The picture below is bus #861 on the # 4 Orange route in 1982. Minibuses were used on the Orange route and buses operated at 30 minute intervals. The picture shows the detour on demand to the south side of Scheman Building.