



December 5, 2008

ADMINISTRATION:

Excellence Through People – Modeling The Way & Inspiring a Shared Vision

Last Signals, CyRide discussed ETP and the values each City employee is required to bring to life each day. When you bring those values out, our citizens will obtain exceptional service at the best price. As a result, you will experience an enjoyable and stimulating work environment from which personal and professional growth can occur.

This Signals, I would like to discuss two responsibilities of the formal leaders at CyRide that define our culture – “Modeling the Way” and “Inspiring a Share Vision”. Formal leaders at CyRide include Dispatchers, Trainers, Supervisors and Administration staff that have employees reporting to them each day.

- Modeling the Way – CyRide’s formal leaders are challenged to set the example by aligning their personal actions with shared values. In other words.... “do what you say you will do”. In many respects, this leadership quality “sets the example” for others. This leadership practice is seen daily with our operational team pitching in where necessary to ensure our customers travel where they need to go safely.
- Inspiring a Shared Vision – CyRide’s formal leaders envision the future and share that by enlisting others to share that aspiration. Since fall of 2006, CyRide’s vision has focused on four key elements:
 1. Increase Customers – gain new customers and more usage from existing riders.
 2. Increase Service Coverage – increase geographic coverage of the system and increase frequency and/or hours that service operates.
 3. Enhance Customer Experience – improve external customer experiences for our patrons and internal customer experiences for all of CyRide employees.
 4. Improve CyRide’s image – improve the perception of CyRide within the community that transit is for everyone!

Currently, CyRide staff is updating this vision as part of the “team development plan” effort. Once developed, we will share this vision and request input from all of CyRide’s employees towards this process.

In the past few weeks, I’ve asked our formal leaders how they think they’re doing in modeling the way and inspiring a shared vision. Overall, the consensus is that we’re not always perfect and many feel we can always do better. CyRide brings

excellence to many facets at CyRide, but most importantly is the willingness to improve for the customer. Please feel free to share any insight you have regarding how our formal leaders can do better to “model the way” or “inspire our shared vision” for CyRide by stopping by my office and/or relay your comments via anonymous letter. We only get better by listening to our customers. You are our best customer – CyRide’s employee. (Sheri K)

Facilities Master Plan

Since August 2008, CyRide has been working with a consultant, PB America’s, to plan for future expansion of CyRide facility. It seems rather bold to begin planning for expansion when CyRide just completed storage expansion of lanes 1&2 and administrative expansion in May 2008. However, CyRide currently stores 70 vehicles and is at capacity. Buses that have been replaced with state/federal funding over the past several years have been retained and utilized to expand CyRide’s service levels and pull-out needs.

Per the board’s direction this summer, CyRide and PB Americas sketched out several plans to utilize the existing space on CyRide’s property to expand our storage capability. However, it is assumed with anticipated ridership growth, CyRide would need space to house 88-95 vehicles. CyRide’s existing facility site lacks the space required to house its large bus fleet into the future.

As a result, the board granted staff the ability to work with a consultant to look at off-site property and design a satellite facility to house CyRide’s anticipated growth. Meetings will transpire the second week of December towards this effort. The work is timely in that recommendations can then be requested within the next federal transportation bill. Under the last transportation bill, CyRide received approximately \$2 million (\$500,000 each year for four years). CyRide will be requesting approximately \$15 million within the next transportation bill for bus expansion and facility needs. (Sheri K. & Shari A.)

FY2010 Route Planning

CyRide offered the following service modifications to the board at their October 2008 meeting to better serve our customers based upon community priorities. The board will determine which services move forward at the January 2009 board meeting. For more explanation, please see the October 2008 board packet.

1. Aquatic Center Route (\$25,000) – Provide a new summer shuttle between City Hall/State Gym to Aquatic Center on 13th Street. No service is currently provided to this area.
2. Evening Service to DMACC (\$1,080,805) – Provides night service to DMACC for two additional trips Monday through Thursday on the #4 Gray Route allowing students the opportunity to get home from classes.
3. Fare Free City-Wide – This option provides all Ames residents the opportunity to ride CyRide free during the following periods as ISU students already enjoy year-round due to their GSB allocation. There are three options for this service:
 - Weekends only (\$51,200)

- Weekends/Nights only (\$65,200)
 - Summer only (May – August) (\$165,200)
4. Additional Service (\$35,200) – This option has been built into the base option for the board. It adds two more buses into operations between 2:00 – 6:00pm to help keep buses on time and safe within CyRide’s service. The first bus will be used on the west end of #1 Red route to ensure the bus leaves Ames Middle School on-time. 1A buses will deadhead between AMS and ISU campus so they can leave westbound on time. A second bus would be utilized at North Grand Mall to ensure passengers from Ames High School are able to transfer to buses at the mall and keep the routes on time leaving the mall.

CyRide staff has determined that an 8% increase from the funding partners (GSB, ISU, City of Ames) will be needed to maintain its existing services and incorporate option 4 that staff believe is necessary. Again, the board will discuss any other options to be added to the budget at the January meeting. (Sheri K.)

State Committee to Recommend Capital Fund for Public Transit

Last year, legislation was passed to formally study public transit within Iowa to determine its capital/operating needs for the future. On November 14, 2008, public transit representatives had the opportunity to meet directly with the study committee to state their case. What’s the saying... a picture speaks a thousand words? The committee had opportunity to view pictures of rural/urban transit buses in desperate need of replacement from corrosion and normal wear and tear of continuous operations. The meeting was positive in that the committee will be recommending a capital match fund that will allow state funding for the purchase of buses. If successful, this is the first support of capital purchases within the State of Iowa.

The State of Iowa dedicates 1/20th of 4¢ on the dollar from tax sales collected on the sale of motor vehicles and accessory equipment to supplement the annual general fund appropriation for support of public transit operations. With high gas prices and deteriorating economy, the amount of funds available for transit have dropped 20% in recent months and CyRide’s state operating assistance accordingly. Many Iowa transit systems are cutting back service as a result of this anticipated lost revenue. Therefore, when many more individuals are turning to transit in Iowa for their commute option, transit is cutting back instead of expanding. The committee plans to revisit how transit operating assistance is funded in Iowa within a study to be completed in December 2009.

With this recommendation for a state capital fund, hopefully CyRide can improve their position of over ½ of the fleet past its useful life. Newer buses would mean cleaner technology for the environment as well as lower maintenance costs to repair these vehicles. We’ll keep you posted if the fund is formally approved. (Sheri K. & Shari A.)

Annual Passenger Transportation Development Plan (PTDP) Underway

Each year, an annual coordinated draft transportation plan is due in February to the Iowa Department of Transportation (IDOT) to be developed by the Ames Area Metropolitan Planning Organization (AAMPO). CyRide provides the AAMPO staff for

this document with the final plan due April 1st. This PTDP affects CyRide in that any transit project funded by federal or state grants must be within the plan prior to approval according to the IDOT. The Federal Transit Administration requires three types of funding be coordinated through this planning process – Job Access and Reverse Commute (JARC) funding for low-income, Special Needs Funding for the elderly/disabled and New Freedom (NF) funding for the disabled. IDOT requires these funding sources as well as any other federal/state grant source.

CyRide facilitates this process by working through the Story County Human Services Council. The goal is to identify all of the transportation providers in Ames whether they are transit providers (CyRide, Heartland, CIT doing service for CyRide), taxi providers, or human service and/or health providers operating service to their clients/residents. The plan addresses service gaps for Ames residents, capital needs and perhaps how services could be operated more efficiently.

Currently, CyRide has three service routes funded through JARC grant funds (50% of net cost of service) helping individuals get to work and classes. The Gray #4A service provides mid-day service to the Kate Mitchell/DMACC areas and #6 Brown north for weeknight/summer service for the Somerset area between North Grand Mall and ISU campus. In addition, CyRide received another year of New Freedom funding in the amount of \$94,453 to help purchase a bus. CyRide will utilize this funding to purchase a portion of the last Gillig buses received. Also, CyRide was approved \$512,000 in Rural Iowa Infrastructure Funds (RIIF) to rehabilitate the old washday area which is currently where buses are steam cleaned. However, the governor has not yet bonded these RIIF funds obtained from tobacco sales and may take them back to pay for flooding recovery in Iowa instead.

Another service initiated through the PTDP process was service between Ames and Iowa City. Human service agency representatives cited transportation to medical services in Iowa City as a huge gap for their clients. This service gap was developed as one of the top transportation needs for Ames within the plan last fall. ASSET (Analysis of Social Services Evaluation Team) has also indicated that transportation to Iowa City is a need for the community. ASSET is a collaborative effort to efficiently fund human service agency programs within Story County. Since the final plan approval last April 2008, CyRide (wearing their AAMPO hat) has been working with HIRTA, Heartland Transportation Services and local partners to coordinate a two-year demonstration project to Iowa City. As a result starting January 20, 2009, Heartland Senior Services will be introducing a new regional service route for individuals requiring transportation to the University of Iowa Hospitals and Clinics each Tuesday and Wednesday. Federal and state grant funding was requested from New Freedom and State Coordination funding. In addition, local funds were requested to provide match for the project between Story County Community Foundation, Story County, City of Ames, and United Way of Story County. Brochures of this service will be available the first week of December for those interested. If the service proves successful, additional coordination could happen to link our customers to medical services in Des Moines. Local funding would then be formalized through the ASSET process for future match funding.

The FY2010 PTDP for this year is in its initial stages however will be documented on CyRide's website as meetings and the plan develops. (Shari A.)

OPERATIONS:

Holiday Time Off: With the approaching holidays we will be working with many requests for time off. Please be sure to check carefully if your requests have been covered before you leave. Talk to Jen Strohm or Seth Pace if you have any questions about a shift being covered. Simply submitting a request does not mean it is automatically covered.

Sign up sheets will be posted for the holiday break schedule. If you are interested in working extra hours, you can sign up on those sheets and you will be assigned some extra hours according to your seniority.

Also, be sure that you know your schedule for the Holidays. A memo will be posted explaining the Holiday schedule. If you have any questions about when you work talk to Jen or Seth.

Lane 8 Garage Door Cold Weather Procedure: Colder weather is on its way and garage doors should be closed to help keep the building warm. If the garage door for lane 8 is closed, drivers should carefully center themselves in front of the door and slowly drive over the door activation hose thus allowing door 8 to open. Once the garage door is fully open and stopped, drivers should bring their bus into the garage until they are even with the 3 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. Pulling on the red and white "jump-rope" 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. (Rob and Jenny)

Tis the Season: CyRide's annual Holiday Open House will be December 12 from 9:30am to 6:30pm. CyRide will provide lunch. Please bring a side dish or dessert to share. Family and friends are welcome. (Rob and Jenny)

Parking Buses Outside in Cold Weather: As a reminder, when the outside temperature is 20 degrees F or colder, keep your bus idling when parking it on the curb or in the employee lot. You should shut off the 4-ways and auxiliary heater (webasto), but keep the heater and the front windshield defrosters on to prevent window fogging. This procedure will prevent diesel fuel from gelling and clogging fuel lines and fuel filters. (Rob and Jenny)

HIRING AND TRAINING:

Spring 2008 Run Pick: We will hold Spring Run Pick December 8-10 (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 new spring classes. Drivers will choose their new runs based on seniority as of October 31, 2008. Look for run pick times to be posted near the Training Office door. (Tom B and George)

Winter Safety Reminder: Drivers, if you should run over an object that could or has caused harm or damage to your bus, please stop your bus immediately and inspect it for damage. Stopping your bus immediately will prevent further damage from occurring. As always, keep the dispatcher informed of your condition and status. (Tom B and George)

Snow and Slide Training Reminder: Drivers who started at CyRide after March will be receiving both snow and slide training. Snow training is classroom instruction highlighting proper vehicle handling techniques on ice and snow. Slide training is conducted when weather conditions permit at the Hilton Coliseum (ISC) 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. Tom B and George will be contacting you if you need this training. (Tom B and George)

Airport Shuttle Service Returns: CyRide is back into the airport shuttle business. (Bids from private companies to operate this service were twice the price of prior years and funds were not available within CyRide's budget with fuel prices exceeding budget and an anticipated shortage of state operating funding coming from decreased sales of motor vehicles. With the descending economy, CyRide is choosing to perform these services for the upcoming year but may look to outsource these again in future years. - Sheri K.) We provide shuttle service between Ames and the Des Moines International Airport during break periods. Additional drivers are always appreciated. To qualify as an airport shuttle driver, you must possess a 2-year or higher safe driver award, maintain an annual performance evaluation score of 2.45, be able to lift 50 pounds of weight, safely operate a bus at expressway speeds, and present a positive image of CyRide. If you are interested in driving the airport shuttle, please contact us, Rob, or Jenny. (Tom B and George)

New Instructors: With the students on Thanksgiving break four drivers took the opportunity to enroll in the Instructor Training Program. The group participated in classroom sessions and on the road training (Chris and Jacob will finish this session on December 4). We want to welcome and congratulate Nick Shimanek, Keith Pittman, Jacob Matsen, and Chris Davidson on their completion and new positions as New Driver Instructors. (Tom B and George)

FLEET AND FACILITIES

Fleet: Units 950 through 958 have all been painted. Painting of these units was completed ahead of schedule. Repairing corrosion damage on the rear doors of units 994 through 997 is the next long-term project for the shop. (Rich)

Facilities: Urinal problems in the first floor men's room continue to afflict the new administration building. We are currently working with the fixture supplier and plumbing sub-contractor to resolve the problem. (Rich)