



March 22, 2012

ADMINISTRATION:

Dial-A-Ride Contract Update: CyRide contracts with Heartland Senior Services (HSS) to operate our Dial-A-Ride service, which is door-to-door service required by the Federal Transit Administration for persons with disabilities. CyRide annually reimburses HSS approximately \$150,000 for this service, with 80% of the funding received from the federal government. Last fall, HSS notified CyRide of its intent to cancel this contract with 20 days notice. Through discussions and numerous meetings, CyRide staff was able to convince HSS to continue service through the end of the fiscal year – June 30, 2012. In January, staff prepared and distributed a Request for Proposal (RFP) for other organizations to submit proposals to operate this service under contract with CyRide. Proposals were due March 1st; however, a request to extend this due date was granted with proposals now due on March 30, 2012. It is hoped that another operator can be found to run the service. If so, they will take over the operation of Dial-A-Ride service on July 1, 2012. (Sheri K.)

Intermodal Facility Ribbon-Cutting: The Intermodal Facility will be completed in early June 2012 and a ribbon-cutting ceremony has been scheduled for Friday, June 15, 2012 at 1:00 pm at the facility located at 129 Hayward Street. The Mayor and Congressman Latham have agreed to speak at the event, and it is anticipated that other federal dignitaries will be present, as this facility is one of the first federal TIGER-funded projects to be completed with stimulus dollars. Employees that are not working at the time of the event are encouraged to come and see the new facility! (Sheri K.)

Process Improvement Team: CyRide employees will be working together to try to identify a solution that will allow more flexibility for part-time employees to be off work while at the same time being able to fill all the driver runs on a daily basis. This is a delicate balance and one the committee will be wrestling with over the next 3-6 months. The committee is still being formed. We will update you on the team members in the near future and look forward to a workable solution for all. (Sheri K.)

Iowa State University's Predicted Enrollment Increase: CyRide recently became aware of Iowa State University's enrollment projections over the next two year period. University officials are predicting record growth, with another 5,000 students predicted in two years. Currently, 175 trips are generated for every student enrolled at Iowa State each year, so with this level of student increase, CyRide could experience another 875,000 additional trips over the next two-year period. CyRide staff and the Transit Board have begun discussions to determine how to address this rapid ridership growth, on top of the record breaking ridership occurring this year. (Sheri K.)

Disadvantaged Business Enterprise Program Changes: On February 28, 2012, the Federal Transit Administration made changes to the Disadvantaged Business Enterprise (DBE) Program requirements. Since CyRide receives federal assistance from the United States Department of Transportation (U.S. DOT), we must comply with 49 CFR Part 26, which allows disadvantaged businesses an equal opportunity to receive and participate in U.S. DOT assisted contracts.

CyRide participates in the Iowa DOT's Unified Certification Process (UCP) that certifies all DBE's for participation within the State. To be a DBE, you must have a net income under \$1.32 million and the business must be owned/managed 51% by a women or minority disadvantaged person. Every three years, CyRide sets goals for what we believe we can obtain in DBE participation on our contracts utilizing the Iowa DOT's DBE certification list and knowledge of upcoming contracting opportunities.

The major changes to the DBE program effective February 28, 2012 are:

- **Personal Net worth** of DBE firms increased to \$1.32 million
- **Analysis of Underperformance in meeting DBE goals** – If CyRide does not meet its annual DBE goal, we need to explain the underperformance and provide steps to try and correct the identified problems to meet the goal the following year.
- **Monitor DBE Participation** – CyRide must monitor work completed by DBE's to ensure work bid is actually performed by the DBE subcontractor and not a prime contractor. CyRide will track payments to DBE firms to ensure they are paid for work completed. CyRide will work to ensure supplies provided by the DBE are from the DBE or another third party contractor (not the prime contractor).
- **Bid Presentation Times** – Presentations of bids will be during regular business hours to facilitate participation by DBE's and small businesses.
- **DBE Contractor Termination/Substitution** – A prime contractor cannot terminate/substitute a DBE subcontractor listed in the bid response without good cause and prior consent by CyRide. Good cause needs to be documented and allow the DBE firm 5 days to respond to the notice to terminate/substitute allowing time to object and reasons why CyRide should not approve the action.
- **Outreach to Small Businesses:** CyRide will reach out to small businesses to participate in our U.S. DOT assisted contracts regardless of disadvantaged status.
- **Fostering Small Business Participation:** CyRide will facilitate participation of small businesses, regardless of disadvantaged status, by encouraging the unbundling of contracts creating portions of work that can be performed by small businesses, as opposed to the prime contractor self-performing all the work involved.

CyRide made the above changes and submitted the revised program to FTA on 2/28/12. (Shari A.).

Grant Submissions:

1. **State of Good Repair (SGR) Grant:** CyRide submitted a SGR grant to replace six large buses for \$2,448,000 (\$2,031,840 federal) to the Federal Transit Administration in March 2012. CyRide will compete with other transit systems and DOT's across the nation to receive some of the \$650 million available under this Notice of Funding Availability (NOFA). If approved for full funding, the buses that would be replaced are 963, 965, 739, 740, 741, and 743. These vehicles are the buses that originally came from Iowa City (Orion V's; 23 yrs old) and Des Moines DART (Gillig Phantoms; 15 yrs old) of which all have severely

corroded frames and mechanical issues. If fully funded, only one Gillig Phantom from DART will remain - vehicle 742.

If not funded via a direct SGR award, CyRide could receive SGR funding through the Iowa DOT as they also applied on behalf of all Iowa transit systems. However, the Iowa DOT has only received \$5 million for replacement buses from SGR funding each year historically. The Iowa DOT Office of Public Transit ranks all transit vehicles in the state based on their age and mileage operated. CyRide's first bus (965) would be replaced at 5.8 million ranked among all other vehicles within Iowa. Therefore, CyRide would only receive funding if several other transit systems passed on getting their vehicles replaced due to not having the available local match on hand. We anticipate that awards for the SGR grant opportunity, whether directly to CyRide or to the Iowa DOT, will be announced in July 2012. (Shari A.)

- 2. Intermodal Transportation Facility Grant** – On March 9, 2012, CyRide submitted a fourth request to the U.S. Department of Transportation for Transportation Investments Generating Economic Recovery (TIGER) funding for final engineering and construction of Phase II of the Ames Intermodal Transportation Facility. Phase I of the facility is currently under construction and can be viewed at <http://www.fpm.iastate.edu/webcam/intermodal/archive.asp?preset=home>

Under Phase II, CyRide would incorporate a shuttle route between the facility to ISU campus, additional bus bays, hybrid bus purchase, automatic vehicle locating (AVL) system, AVL signage, additional 248 structured parking spaces (20 spaces of this structure would be for vanpools), additional bike lockers and continuance of the bike path through Iowa State University's arboretum. Phase I will be completed in June 2012 prior to the anticipated TIGER awards in July 2012. (Shari A.)

ARRA Triennial Review: The Federal Transit Administration will conduct a review of CyRide's 2009 Recovery Act funded projects on April 3-4, 2012. John Clare from Reid Consulting, LLC has been assigned to conduct this review. This review will determine whether CyRide administered our programs in accordance with Federal transit law provisions. Projects under review include awards under the following projects/grants:

- Hybrid buses (\$1,600,000 federal)
 - Converted 10 diesel buses to hybrid electric
 - Toughbook laptop computers (2) for hybrid maintenance
 - Harness Equipment for hybrid maintenance
- Intermodal Transit Facility (\$8,463,000 federal)
 - Design
 - Construction
 - Acquire Parking Ticket Kiosks
 - Acquire Bike Lockers
 - Project Administration
- State ARRA Purchases (\$3,187,380)
 - One Light Duty Replacement Bus
 - Seven Expansion 40' Buses
 - Steam Cleaning Lane

This review is similar to reviews CyRide experiences every three years but this one is special due to the stimulus funding received. (Shari A.)

OPERATIONS:

All Time Record Rides in February: CyRide carried 712,897 passengers in February 2012. That is the most passengers in one month ever! Since 2009, CyRide has been experiencing record breaking ridership and is expecting year-end ridership for FY2012 to be near 5.8 million passengers. (Tom D.)

Driver Run Pick Dates: Summer and Fall 2012 run picks will be on the following dates:

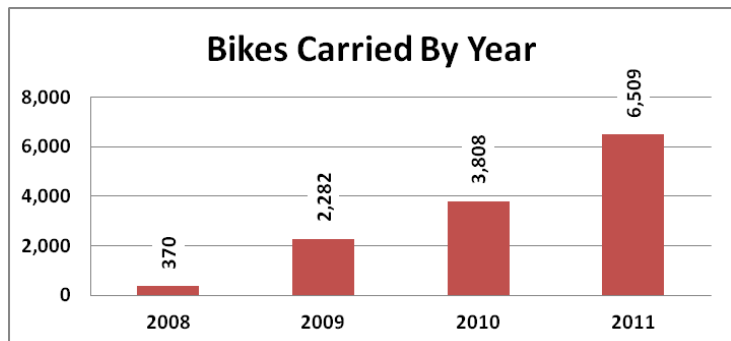
- Summer Full Time: March 30-April 5
- Summer Part Time: April 10-16
- Fall Full Time: April 6-12
- Fall Part Time: April 17-27

There will be handouts for the newer drivers along with posted information on the bulletin boards as to how run pick works and what to expect. Check the hallway bulletin board near the break room for the latest run pick news. (Tom B. & George S.)

Fall Semester Schedule Start Day Change: Traditionally, the start of the fall semester begins the Friday before ISU classes start on Monday, August 20th. Due to the difficulties of trying to operate a Summer schedule with an increased operations tempo with returning students, the start date for operating the **Fall schedule will begin Monday, August 13th**. This will provide more frequent and better service to our customers and keep driver's nerves from "fraying" when trying to run a summer schedule with fall loads. There will be more information on this during run pick. (Tom B. & George S.)

Help a Laneworker: Now that the weather is warming, when you return to base to park your bus at the end of your shift, please close all windows and roof vents. Also walk through your bus and pick-up any rubbish or lost items. Doing the above will make the laneworker's life easier when they clean and refuel your bus. (Tom B. & George S.)

Bike Carried On CyRide: CyRide began carrying bicycles on buses in September 2008 equipping a portion of the fleet with bike racks. By spring 2009, the maintenance department began equipping all buses with bike racks. However, in the past year, the number of bikes carried by CyRide has increased by 71% or 2,701 bikes! In 2011, CyRide carried over 6,500 bicycles (18 bikes/day) throughout Ames! September and October of each year are trending to be the highest ridership months for bike commuters with over 1,000 bikes in those months for 2011 (35 bikes each day!) Too bad we can't count the bikes as extra passengers! (Shari A & Julie M.)



Osborn Drive East Gate Construction: ISU will be reconstructing the east gate entrance on Osborn Drive this summer. Instead of having two separate islands to control access to campus (currently one island has the intercom and the further west island has the card reader), both systems will be merged on one new longer island. The gates, intercom, camera and card reader will be updated during this construction. Construction is expected to start the last week of May and finish in three to four weeks. Expect route detours as portions of Osborn Drive will be closed during construction. Detours will be posted as construction nears. This project will not affect the gates on the west end of Osborn Drive in front of the Armory. (George S.)

Safe Driver Awards: CyRide drivers demonstrate every day that they are safe and responsible operating throughout the Ames community and ISU campus. 2011 Safe Driver Awards were celebrated on Monday, February 27th and Tuesday, February 28th with treats in the break room. The names and award years were posted with a total of 54 drivers earning Safe Driver Awards in 2011 that are recognized by the national Safety Council or with 1,040 hours of safe driving recognized by CyRide. Congratulations to all the awardees below!

Bruce Wilder	26 yrs.	Eric Ollie	6 yrs.	Kirk Langas	1yr.
John Botten	25 yrs.	Jerry Alexander	6 yrs.	John Murray	1yr.
Phil Hodges	25 yrs.	Rosemary Stemler	5 yrs.	Jason Lippard	1yr.
Jim Prior	23 yrs.	Pat Hansen	4 yrs.	Andrew Teply	1yr.
John Packwood	22 yrs.	Tim Baldrige	4 yrs.	Elizabeth Lott	1,040 hrs.
Chris Williams	21 yrs.	Aaron Thompson	3 yrs.	Marjorie Clark	1,040 hrs.
Glenn Crosswait	19 yrs.	Ron Sewald	3 yrs.	Reed Wu	1,040 hrs.
Mary Kay Snider	18 yrs.	Dennis Holland	2 yrs.	Steve Coe	1,040 hrs.
John Sorbo	16 yrs.	Nick Shimanek	2 yrs.	Fallon Shakespeare	1,040 hrs.
Paul Klimesh	14 yrs.	Rich Lane	2 yrs.	Austin Merial	1,040 hrs.
Karen Goodman	12 yrs.	Jason Bollman	2 yrs.	Kyle Lensch	1,040 hrs.
& Million Mile Award		Jim Crabb	2 yrs.	Chris Lumley	1,040 hrs.
Julie Orning	12 yrs.	Mallory Parmerlee	1yr2 yrs.	Jake Comstock	1,040 hrs.
Deb Damstrom	12 yrs.	Charles Pyke	1yr.	Michael McCall	1,040 hrs.
Nathan Shimanek	12 yrs.	Ed Noveshen	1yr.	Matt Kennedy	1,040 hrs.
David Safina	11 yrs.	Ryan North	1yr.	Tim Thien	1,040 hrs.
Tedd Devick	8 yrs.	David Rondeau	1yr.	Damian Hosch	1,040 hrs.
Ron Pool	8 yrs.	Brian Grootveld	1yr.		
Adam Wiederholt	7 yrs.	Natasha Harsh	1yr.		

In addition, please note that Karen Goodman won her Million Mile Award in 2011! In the past month, three more drivers earned Million Mile Awards in 2012! Barbie Hoskin earned a 1 Million Mile Award along with Phil Hodges and John Packwood earning their 2 Million Mile Award. Congratulations to each of you!! The 1 Million Mile Award is earned after 25,000 hours of driving without a preventable accident (which the National Safety Council considers equivalent to a million miles over the road). The 2 Million Mile Award is earned after 50,000 hours of accident free city driving. These million miles of safe driving illustrate an impressive career accomplishment!! (Karen J.)

Annual Performance Reviews: Annual Performance Reviews will begin in April for all employees. The factors that employees are rated on are the same (Customer Service, Leadership & Organizational Commitment, Innovation/Continuous Improvement/Creativity, Relationships within Work Group & City Organization, Job Knowledge, Skills & Abilities and Work Outcomes). However, there are minor changes to the ratings used. Shown below are the changes from last year to this year: (Karen)

2011

DP – Distinguished Performance
EP – Excellent Performance
SP – Successful Performance
ND – Needs Development
FI – Failed to Improve

2012

D – Distinguished
E – Exceptional
S – Successful
DO – Development Opportunity
PI – Performance Issue

VEISHEA Update/Plans: VEISHEA 2012 is Friday, April 20 and Saturday, April 21. CyRide is expecting heavy ridership throughout those days and evenings. There will also be numerous road closings for the festivities. Typically, Welch Avenue and Lower Friley are closed Friday through Sunday. On Saturday, most of campus will be closed for the parade. We will post any detour information at dispatch as it becomes available. (George S.)

TECHNOLOGY:

AVL Technology Update: We have completed our review process for AVL/PI technology. This technology upgrade will track fixed route buses in real-time and reporting information to the dispatchers and the public via an automatic vehicle location device. Six proposals were received, and three finalists were selected to demonstrate their products to a group of CyRide, City of Ames, and Government of the Student Body representatives. The three finalists were Nextbus, MV Transportation, and Syncromatics. The Nextbus proposal and product was determined to be the best “fit” for CyRide and the Ames community. CyRide will now work with the Government of the Student Body, Transit Board of Trustees and City Council to finalize its financial commitment to this project. It is expected that this process will be completed in May 2012 and deployed in the fall of 2012. (Barb N.)

INIT Schedule Software: CyRide has awarded INIT, located in Chesapeake, Virginia, as the vendor for its purchase of scheduling and operations software. The Mobile-Plan purchase will implement scheduling, block building and run-cutting system for CyRide streamlining many of our operations and time-intensive tasks previously performed in Excel. Mobile-Perdis, the bid dispatch system, will benefit CyRide with the ability to perform automatic or manual dispatching functions. The new system will assign drivers to a work schedule and perform validation checks to ensure work rules are followed properly. The kickoff for this software will be March 30, 2012 and we expect it will be ready to use by the end of summer. However, the WebComm module may take a while longer to implement. (Tom D.)

HIRING AND TRAINING:

Thunderstorms and Tornadoes: Late spring in Iowa heralds the arrival of severe weather. During severe weather, the dispatcher will monitor weather radio, internet, and television broadcasts and will notify drivers of dangerous conditions. Drivers should notify dispatch if they must stop due to poor visibility caused by heavy rain or hail. Drivers should also call

dispatch for instructions if a detour is required due to street flooding, downed tree limbs, power lines, etc.

In the event of a tornado warning, drivers should stop the bus in a safe location. Drivers should then direct their passengers to the nearest building for shelter. If a building is unavailable, drivers should instruct their passengers to stay on the bus and remain below window level. Once the sirens have stopped, drivers should contact dispatch for further instructions. (Dorothy and Toto; aka Tom and George)

Perfecting Your Skills “Setup Turns”: Setting up turns is an important skill at CyRide. It allows us to make tight turns while keeping our right side protected from vehicle intrusions. Most of us know the mechanics of a setup turn: checking our mirror before setting up, starting the setup 25 feet from the intersection, turning the wheel back when you can see down the curb line. What is easy to forget is the critical role that speed plays in a setup turn. To be done effectively, they must be done SLOWLY. If a setup turn is done too quickly, the right side of the bus is moved away from the curb line as though you were performing a lane change. As you can imagine, if you allow enough room for a car to enter the space between you and the curb as you are proceeding around the corner, a serious collision can result. Next time you do a setup turn, carefully watch your right mirror to see how far away from the curb your rear tire travels. If you find yourself to far from the curb, try slowing down your turn. (Tom and George)

FLEET AND FACILITIES

Fuel Contract: CyRide recently completed purchasing futures contracts for fuel. Futures contracts allow CyRide to lock in a fixed price for 42,000 gallons of fuel delivered over a two month period and not be exposed to the volatility of the open market. The delivery months and prices for those months are detailed below. The prices listed do not include tax.

<u>Delivery</u>	<u>Price</u>
April, May	\$3.4416
August, September	\$3.4672
October, November	\$3.4749
December, January 2013	\$3.4409
February 2013, March 2013	\$3.3885

If the open market price exceeds the contracted amount, then CyRide saves money. Likewise, if the open market price is below the contracted amount, then CyRide loses money. With the exception of one year, CyRide has historically saved money and gained budget stability utilizing futures contracts. (Rich L.)

Articulated Buses: CyRide is in the process of finalizing specifications and pricing for two articulated buses manufactured by Nova Bus. During the specification process, maintenance staff worked to make the dash and controls as similar as possible to a 40-foot CyRide bus. Enhancements include LED headlights, slip resistant flooring with flecks of CyRide colors, and a driver’s seat with a shoulder harness. Drivers will have the option of buckling the harness. The buses are scheduled for delivery in September 2012. We are working with the manufacturer to bring in a demo bus, so that drivers can begin training for the new buses prior to their arrival. (Rich L.)

Hybrid Update / Off-Throttle Results: In mid-February, Voith (our hybrid manufacturer) brought three experts in hybrid technology from Germany to perform a complete inspection of all 12 hybrids. They checked every nut, bolt and computer program. After a complete physical check, we test drove every hybrid vehicle and made changes on-the-fly to optimize drivability and fuel economy. The two weeks the experts were here were very productive, as they took back a great deal of information and direct experience/knowledge of how CyRide's transit system operates. The final day Voith's hybrid experts were here, the hybrids acted up allowing them to view some issues while in operation and also extract the data for their analysis. Then, they came back over spring break and fixed all the physical issues that could be addressed at that time. The only repair they have left is the replacement of 431's electric motor. The motor housing wasn't sealing tight which allowed water to collect inside and had caused rust to form. The issue has been resolved on all the other hybrids.

Finally, the off-throttle testing has been finalized. The tests did not allow for any favorable gain in fuel economy and as a result CyRide will not be installing off-throttle on hybrids at this time. To maximize fuel economy on the hybrids, we all need to remember to use the first inch of the brake pedal to initially slow the bus down when it's safe to do so; this first inch uses only the electric motor to slow the bus and converts all the braking power into stored energy. If you have any questions or desire to know more about maximizing the fuel economy talk to James in the shop. Overall, we are still seeing the hybrids' fuel economy increase to 4.72 mpg, which is 10.8% improvement over our 2010 standard diesel buses. (James R.)

BREAK ROOM COMMITTEE CHIRPS AND CLIPS: (Eric Ollie, Ray Coffey, Ed Noveshen, Brent Klooster, Barbie Hoskin, and Joanne Van Dyke)

Soup Day Success: Thank you for your participation in making the 12th Annual CyRide (Leap Day) Soup Day a success. It was great to see 22 crock-pots of soup (no two were alike) and tasty treats provided by our employees. We enjoyed seeing all of you in the breakroom throughout the day enjoying soup and visiting with others. Thanks Ray, for keeping a watchful eye on the soups and anything else that needed attention. It was a Souper Soup Day!

Employee ROADEO: The CyRide Employee Rodeo will occur on Saturday, May 12th at the Iowa State Center parking lot. It's a great opportunity to demonstrate your driving prowess in maneuvering your bus through a series of timed obstacles. Coffee and pastries will be available in the morning and the Breakroom Committee will serve brats and hamburgers. For those attending, we ask that you provide side dishes, salads or desserts to share.

Nathan Shimanek will again spearhead this employee run event and is looking for volunteers to help. Last year, several employees participated by showing off their driving skills, judging the event, cooking, and of course eating. Nathan hopes more employees will participate this year. Look for the sign-up sheets and further information in the breakroom. Bragging rights will be on the line!

Breakroom Committee Meeting: The Breakroom Committee meets March 19th and again in April and May to finalize details for the CyRide Rodeo. The committee meets the first Monday of the month. Minutes from our meetings are posted in the Employee Breakroom as well as other bulletin boards to keep you informed. Your help is appreciated.