



May 15, 2012

ADMINISTRATION:

Dial-A-Ride To Be Operated By HIRTA: Beginning July 1, 2012, the Heart of Iowa Regional Transit Authority (HIRTA) will begin operating CyRide's federally-required Dial-A-Ride (DAR) service. However, this final conclusion with HIRTA operating DAR service has not been easily accomplished.

In January 2012, CyRide opted to end the long time contractual arrangement with Heartland Senior Services and released a request for proposals to operate our DAR service. Although the bid was extended until the end of March 2012, CyRide did not receive any proposals at the end of that period. In April, CyRide began negotiations with the Heart of Iowa Regional Transit Authority (HIRTA) to possibly operate DAR service as HIRTA will also directly provide public transit service to all of Story County residents as of July 1, 2012. However, HIRTA's board tabled action on contracting with CyRide for Dial-A-Ride service, pending development of contracts. The contracts were subsequently developed and were approved in May 2012 by both the CyRide's and the HIRTA Boards pending formal approval of HIRTA's attorney. Currently, both City of Ames and HIRTA attorneys are resolving language within the contract before it progresses to the Ames City Council for formal approval. CyRide is confident that HIRTA will begin the Dial-A-Ride service on July 1, 2012. (Sheri K.)

CyRide Building Flood Protection: For employees that joined CyRide after August 2010, CyRide experienced flood waters throughout the facility and reconstructed approximately three feet of our lower administrative office space two years ago. During reconstruction, dispatch, trainers and supervisors were relocated upstairs with meetings and the break room located in temporary trailers. An architectural/engineering firm, URS Corporation, has been hired to design flood protection that can easily be installed in a short amount of time to hopefully relieve any possibility of flooding in the future.



Over the last month, CyRide staff has worked with the URS to narrow the possible flood protection option from four to one. The method identified as the best option to protect CyRide was a combination of flood walls, flood gates, earthen berm and use of existing building walls.

Specifically, large flood gates are being designed for the east and west entrances to CyRide, an earthen berm/flood walls will protect CyRide along University Blvd. and CyRide's building on the west and south side will keep flood water out with some reconstruction of the walls. This protection will be able to be put in place in less than 2 hours by CyRide staff. The estimated cost, funded with federal grants, is between \$1 and \$1.5 million. As the design progresses, the cost estimate will be refined.

It is anticipated that final construction drawings for the flood protection can be developed by September 2012, with construction of this plan beginning in November and completed by the spring/summer of 2013.

URS is also working with CyRide on three other facility priorities including: bus storage expansion, raising the ceiling roof of the old 1983 storage area to accommodate our Cybrid fleet (along with installing better sprinkler system) and rehabilitating/insulating the washbay lane. Overall, CyRide has approximately \$4.9 million in approved grants to accomplish these above priorities along with the flood protection. (Sheri K.)

Ames Intermodal Facility Update:

The Ames Intermodal Facility is quickly nearing completion for June 1, 2012. A ribbon-cutting ceremony is scheduled for noon on Saturday, June 9th at the facility located at 129 Hayward Ave. All employees are welcome to join in celebrating the opening of this LEED designed facility. The Federal Transit Administration Administrator Peter Rogoff will be speaking at the grand opening as it is one of the first TIGER projects to complete construction in the nation!



The bus terminal area will include the following private carriers: Jefferson Lines, Burlington Trailways and Executive Express. They will occupy the facility as of July 1st. Executive Express will additionally house their vehicles at the facility.

While CyRide/City of Ames will own the facility, ISU's Parking Division will be managing and selling permits to park in the facility. During the months of June/July parking will be free at the facility to get Ames residents used to using these spaces. As of August 1st, annual permits, monthly permits, or hourly parking will be enforced for the 385 parking spaces. The facility will also allow for up to 20 free parking spaces for qualified vanpool/carpools. For more information about parking rates/permits go to <http://aif.parking.iastate.edu/>. (Sheri K.)

Process Improvement Team: Over the next several months a process improvement team will strive to identify more flexible solutions for part-time employees while still allowing CyRide staff to fill all the driver runs for a given day. The process improvement team members are Natasha Harsh, Rob Holm, Matthew Mottet, Ed Novashen, Eric Ollie, John Sorbo, Jen Strohm, Barb Neal, and Rick Brimeyer (Facilitator). Any CyRide employee is welcome to provide input into this process by speaking directly with a team member. (Barb N.)

OPERATIONS:

Klimesh Wins 9th at the APTA Bus Roadeo: Paul Klimesh participated in the 2012 American Public Transit Association International Bus Roadeo in Long Beach, California in May 2012. As stated on the APTA website, "This event encourages excellence and professionalism in bus operators and salutes the men and women who are the heart of our transit systems and who keep communities moving." Paul received a score of 519 attaining the 9th best score of those drivers participating. For more information on the winners and scores of the participants go to <http://www.apta.com/mc/busroadeo/Pages/default.aspx>. Congratulations Paul!

Air-conditioning Duct Temperatures: All the air-conditioned buses are equipped with a duct temperature gauge located behind the driver's modesty panel in the air conditioning duct. This gauge will determine if the air-conditioning system is cooling properly. The temperature on the duct gauge should be approximately 20 degrees below the outside ambient temperature. This reading will vary slightly due to humidity or high temperatures (above 90 degrees F). The duct temperature may not necessarily be the same as the interior cabin temperature of the bus. If the duct temperature is not at least 20 degrees below the outside ambient temperature, the dispatcher should be notified (along with the current duct temperature reading). (Rob and Jenny)

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)

Saving Fuel: With fuel prices up we want to remind everyone to help us save fuel by shutting down your bus when you can. If you do not need to keep the bus running for AC and you have more than 3 minutes at your end point please remember to shut your bus off. (Rob and Jenny)

Windows and Roof Vents: 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. (Rob and Jenny)

Additional No Service Holidays: Beginning in summer 2012, CyRide will NOT operate transit service for six holidays throughout the year as opposed to only three. This change is due to a reduction of the operating service approved by CyRide's Board of Trustees at their January 2012 board meeting (See [January 2012 Board Packet](#) for additional details.) The specific holidays CyRide will not operate each year beginning in 2012 are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas. The board opted to eliminate transit service for three additional holidays as no other Iowa transit provider operates these days (Memorial Day, Independence Day or Labor Day) nor did any of peer University systems we compared ourselves with across the nation.

In January 2012, CyRide's board had two options for consideration as they developed the operating budget for the 2012/2013 year. Option 1 reflected the current service and staffing levels as 2012/2013 prices. Option 2 reflected current service/staffing levels at 2012/13 prices with a reduction of service on three holidays and eliminating the last Gold Route trip. The Board opted to reduce the budget opting for Option 2 placing CyRide in a better position to address scheduled budget cuts that will take effect in this budget year as required by the federal deficit reduction agreement.

The Odyssey Returns! Odyssey of the Mind (OM), an educational program that fosters creative thinking and problem solving competitions from elementary through university level students worldwide will be in Ames May 23, 2012 through May 27, 2012. So, mark your calendars. This worldwide event is expecting approximately 10,000 people to attend. Last time this event was in town we carried approximately 70,000 passengers on shuttles in four days. We will again provide shuttle service for this event. Additional information about OM will be posted as it becomes available. Just a reminder that we are not guaranteed time off during these dates due to the large number of drivers necessary to make this event successful. (Barb N.)

School Tours: It is that time of year, CyRide will be helping pre-school and grade school students become better bus riders. This year, due to fare increases we are now charging a \$24 user fee. This fee can be applied toward ticket booklets. CyRide offers two individual programs: a Pre-Riders program designed for younger children and an Independent Riders program designed for older children. Each program includes a bus wash, safety talk, and several promotional items. If you are interested in being involved in school tours, please let George or Tom B know. (Barb N. and Tom B.)

VEISHEA Moonlight Express Service

Ridership: Thanks to those drivers that drove for VEISHEA's Moonlight Express bus service which had yet another record ridership year! Service operated very smoothly this year, increasing ridership yet again by 761 passengers (see table below). Additional buses were added in 2011 to provide better service for the large crowds and were operated again this year providing a five to eight minute service level during peak times on the busiest route from west Ames. CyRide is currently gathering all VEISHEA issues for Moonlight as well as regular service into an after action report. If you have comments toward service, good or bad, please let CyRide's supervisors know and we'll get your thoughts recorded as well for improving the service for next year. (Barb N.)

Year	Total Ridership	% Change
2005	2,045	
2006	4,039	+97.5%
2007	5,336	+32.1%
2008	5,904	+10.6%
2009	6,480	+9.7%
2010	9,523	+46.9%
2011	10,597	+11.3%
2012	11,358	+7.2%

Website: CyRide will officially separate from the City of Ames website by the end of May 2012. Prior to the separation, CyRide was unable to tweet or post updates on Facebook without having the links on these sites hyperlink to the City of Ames website (blue image) as opposed to CyRide's website (red image). This was unable to be corrected in having the same back-end through the CMS software. So effective June 1st, CyRide will not share any part of their website structure with the City of Ames and CyRide employees should notice that all materials posted after the above date will only reference CyRide's red pages. Additionally,

CyRide detour updates and news will no longer post to the City of Ames' website. If our employees have concerns with the website, please see Shari Atwood and we'll do our best to address each issue. (Shari A.)

HIRING AND TRAINING:

Don't Block the Crosswalk: Drivers, when multiple buses are pulling up to Gilman Hall (Green East, Blue South, Brown South, 1A Red, Purple, etc.), please do not block the crosswalk. If the first bus is occupying the bus stop at Gilman, the trailing second bus should stop before the crosswalk at this location. Blocking the crosswalk at Gilman, or any other location, presents a safety hazard for pedestrians and increases the likelihood that your bus will contact a pedestrian. (Tom B and George)

Signal Your Intentions: Drivers, when merging left while crossing an intersection, always use your left turn signal. Using your left turn signal communicates your intentions to traffic traveling behind you and reduces the risk of collision. Always use your turn signal when crossing the following intersections: (Tom B and George)

- Union Drive and Sheldon Ave (Red & Green West, Purple)
- Welch Ave and Lincolnway (Brown South)
- Beach and Lincolnway (V/M and ISC Orange)

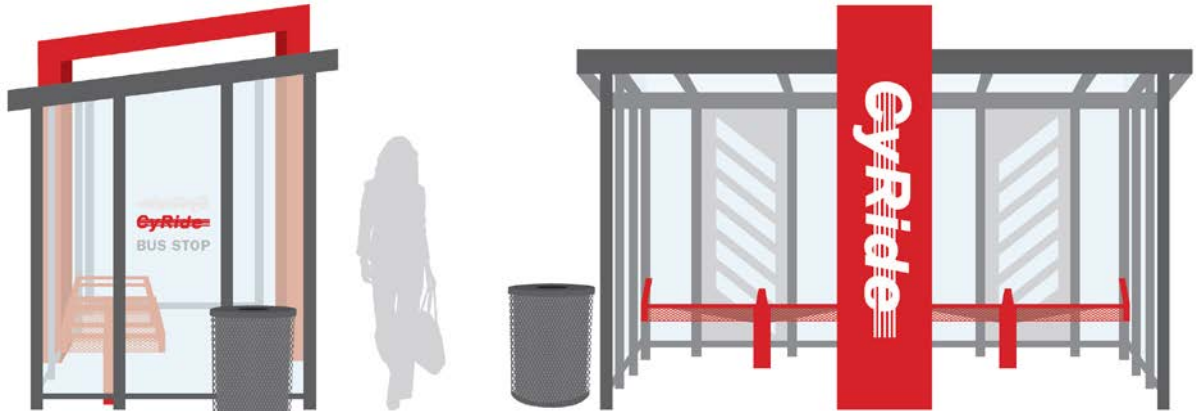
Can you train a lot? Instructors, if you are willing to train more than three shifts per week, please let Jenny know so we can plan accordingly before we get many new trainees in the door over the next 3 months. In addition, if you find yourself getting burned out on training or need a break, please talk to Jenny. We would rather reduce your training hours than have you get to the point where you do not want to train at all. (Jenny)

FLEET AND FACILITIES

Bus Delivery Update: Overall, CyRide is anticipating nine more new buses before 2012 is over including two articulated buses, five large 40-foot buses and two mini buses. The estimated delivery dates are listed below:

- **Articulated buses (60-foot)** – Two buses have been ordered from Nova Bus. The buses are scheduled for production in August and delivery in September 2012.
- **Large 40-foot Buses (40-foot)** – CyRide has ordered an additional five 40' standard diesel buses from Gillig. These vehicles are due to drive up CyRide Road in September 2012.
- **Small LD Buses (2)** – A low floor minibus was considered for the next order of two minibuses for CyRide. After months of waiting, a demonstrator low floor minibus was routed through Ames on April 25th for viewing by employees. The bus was here during the evening hours and failed to meet desired expectations. Maintenance is now in the process of evaluating standard minibuses with the hopes of having the order placed by July 1, 2012. Delivery of the new minibuses will likely occur in the fall of 2012. (Rich L.)

Shelter Design: CyRide is a step closer to implementing new bus shelters throughout Ames. CyRide has been working with Trilux Marketing, who came up with our Cybrid design, to provide some a new image for our shelters throughout the community. The basic design agreed upon is shown below. The design has been shared with the manufacturer and we've requested that they produce the first shelter to solidify that we like the design. We hope to install the shelter by summer 2012. (Rich L.)



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

CyRide Employee ROADEO Winners: On Saturday, May 12th, approximately 27 CyRide employees participated in the annual roadeo event at the Iowa State Center parking lot demonstrating their excellent driving skills to their colleagues.

This year's overall winner was Kevin Gries with a point total of 488 and bragging rights for the year! Runners up were: Second Place – Paul Klimesh - 480 points and Third Place - Eric Williamson - 473 points. These three CyRide drivers will compete in the State Roadeo June 23rd in Waterloo, Iowa.

Thank you to Nathan Shimanek for organizing the event and to our many employees for judging, cooking, baking and participating! Thanks to the Breakroom committee for additional organization and providing the meat for the tailgate!



Organizer Nathan Shimanek describes the elements of the roadeo to participants as Rich Lane follows along with the course explanation.



1st Place - Kevin Gries



2nd Place -Paul Klimesh



3rd Place - Eric Williamson