



September 5, 2012

## ADMINISTRATION:

**Ridership First Week of 2012 School Year:** Staff has had a chance to tally ridership statistics for the first week of class and it looks like we're actually carrying fewer passengers overall with the nice weather we're been experiencing. The information below compares ridership on the first week of school this year to last year.

Day	2012	2011	% Difference
1 <sup>st</sup> Day	30,947	31,622	-2.1%
2 <sup>nd</sup> Day	30,771	32,344	-4.9%
3 <sup>rd</sup> Day	33,228	33,627	-1.2%
4 <sup>th</sup> Day	32,058	31,099	+3.1%
5 <sup>th</sup> Day	31,098	30,906	+0.6%
<b>Total</b>	<b>158,102</b>	<b>159,598</b>	<b>-0.9%</b>

While the overall ridership is down slightly, the #1 Red and #6 Brown routes are significantly higher than the previous year with 1,400+ more passengers. The majority of the ridership loss has occurred within the circulator routes (#21 Cardinal, #22 Gold and #23 Orange). Dispatchers are in the process of reviewing inbound ridership counts and will be removing and moving extras' over the next few weeks to reflect ridership patterns this school year. (Sheri K. & Tom D.)

**President Obama's Rally – Behind the Scenes at CyRide:** The President's visit on Tuesday, August 28<sup>th</sup> presented some interesting and challenging situations for CyRide. The following briefly recaps the processes that went on "behind the scenes" at CyRide to prepare for his visit.

Staff was aware of the President's visit when it was announced on the news the Wednesday before his visit to Ames. Until Friday afternoon of that week, CyRide staff was unable to gain information about his visit from local planners, other than "it was going to be very disruptive". Friday afternoon about 1:00 pm, CyRide was invited to a 3:30 pm ISU meeting with rally organizers (Whitehouse staff, Obama campaign staff and Secret Service). What was anticipated to be an information meeting for CyRide, turned into a "roll up your sleeves" and design route detours and make decisions about how CyRide service would operate on the following Tuesday - without using Osborn Drive. Almost four hours later, after numerous back and forth discussions about when closures would happen and gaining more specifics about the President's travel as the meeting continued, we had a basic plan. The magnitude of the road closures and impact on service was more than CyRide had experienced in the 1995 visit of President Clinton to the Memorial Union; therefore, key staff met on Saturday morning to collectively develop detailed plans for drivers, the public and assign tasks to accomplish the

work that needed to be done on Monday. Here are just a few of the many additional activities that needed to be completed to prepare for service on Tuesday: bus stop signage (closure and directional information) needed to be created, laminated and posted at each stop; temporary bus stop signs placed; driver announcements written to announce event stops; website text need to be created and posted on the website, Twitter and Facebook; buses needed to be moved from the City lot to CyRide and then CyRide to Central Campus as a blockade; detour locations finalized and map created; every bus CyRide has was used so maintenance employees had to prepare and repair all buses possible for service on Tuesday; additional portable radios needed to be rented; staffing assignments prepared for Tuesday; memo written for drivers, etc. All in all, it was another successful CyRide event and I thank everyone for giving up their personal time and working very hard to make it a great day for our customers! (Sheri K.)

### **OPERATIONS:**

**Fall Back:** Daylight Savings Time ends November 4th. Do not forget to set your clock (or watch) back one hour. Enjoy that extra hour of sleep! (Jenny B. and Rob H.)

**Stuff the Bus:** We are participating in the tenth annual “stuff the bus” promotion with The *Iowa State Daily*, the *Tribune*, and KCCQ/KASI. We are encouraging residents to help us “stuff the bus” by donating food to MICA (Mid-Iowa Community Action). Last year we collected 20,000 lbs. of food and non-perishable items for MICA

Individuals can drop off their non-perishable food donations at one of the CyRide buses located at Fareway, both HyVee locations, both Wal-Mart locations, and Cub Foods, October 6th. (Barb N.)

**Parking Buses Outside during Nice Weather:** We are having many buses left outside with the front doors open. When buses are parked outside the front doors should be closed. Please remember to close windows and roof vents also. (Jenny B. and Rob H.)

**Bus Stop Signs, Benches, and Shelters:** When you see missing or damaged bus stop signs, rubbish strewn, or damaged bus shelters and/or benches, please record this information on a maintenance card. The maintenance card should be given to the dispatcher at the end of your shift. If damage creates a hazard to passengers, such as broken glass in the bus shelter, notify the dispatcher immediately. Your timely reporting assists us in keeping CyRide safe, clean, and professional looking. (Jenny B. and Rob H.)

**Safe Driver Awards for 2012:** CyRide drivers show that we are safe on the road every day. In July, 2012 the following drivers earned Safe Driver Awards from the National Safety Council and CyRide. CyRide added the local award for safe drivers with 1,040 hours as we believe that to be quite an accomplishment. Congratulations to all awardees listed below! Great Job! All drivers who have earned Safe Driver Awards are pictured with their years of safe driving in the hallway by Dispatch. (Karen J.)

Phil Hodges	26 yrs.	Anasia Sturdivant	1,040 hrs.
John Packwood	23 yrs.	Mitchell Abbott	1,040 hrs.
		Ted Mathews	1,040 hrs.

**Full Time Openings:** Long time employee Mark Debner is leaving CyRide this month and recently another full time driver informed us of their plans to move on in October or November. These positions will be filled as soon as both employees have finalized their plans. (Karen)

**CyHawk Tailgate Extravaganza:** Root for the Cyclones or Hawkeyes in the breakroom on Friday, September 7<sup>th</sup>, from 9.00am to 5.00pm. Start your tailgate activities a day before the lots open. The CyRide Breakroom Committee will provide brats, burgers, buns, and condiments. Drivers are encouraged to bring their favorite tailgating foods in to share. Wear your colors (cardinal & gold; black & old gold) in support of your team and join in on the festivities on the eve of the “big game”. (Hawkeye George & Cyclone Tom)

### Have a Nice Day Times Three!



Photo taken by City of Ames resident of three CyRide buses at the intersection of Lincolnway and University Blvd. prior to the morning “rush” during the first week of classes.

### HIRING AND TRAINING:

**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. (George & Tom B)

**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)

**Spring 2013 Run Pick:** We will hold Spring Run Pick in 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 new spring classes. Drivers will choose their new runs based on seniority as of October 31, 2012. (Tom B and George)

## **FLEET AND FACILITIES**

**Boiler Replacement:** CyRide's two boilers; which are original to the building, are 29 years old and at the end of their useful life. The Board just approved a proposal for replacement at the August meeting. Mechanical Comfort was chosen as the preferred vendor to replace the system for a cost of nearly \$90,000. Mechanical Comfort will interface the boiler units with CyRide's building management system (Solidyne) so that maintenance personnel can be notified day/night if problems occur with the system.

We anticipate that work will commence on the boilers in late September or early October. [As a result, there will most likely be a short period in October before the new Boilers are fully installed where the shop and bus storage areas will be a little chilly. \(Brrrr!!!\)](#) CyRide had originally intended to purchase the boilers with 100% local funding and start the project shortly after board approval in September. However, this changed when the Iowa DOT contacted CyRide in late August requesting potential facility projects for a lapsing Iowa earmark. CyRide obliged by submitting the Maintenance Expansion project, as it's currently over budget, and the Boiler replacement project. Both projects are now pending the Federal Transit Administration's approval which is expected by October 1<sup>st</sup>. (Rich L.)

## Buses Delivery Reminder:

- Two NOVA Articulated buses – October 2012
- Five Gillig 40-foot Buses – Mid-October 2012
- Two Small LD Buses – November 30, 2012  
(Rich L.)

**BREAK ROOM COMMITTEE CHIRPS AND CLIPS:** (Eric Ollie, Ray Coffey, Barbie Hoskin, James Crabb, Yvette Gahring and Joanne Van Dyke)



**Do not forget the CyRide CyHawk (State of Iowa Super Bowl) tailgate event Friday, September 7, 2012 – 9:00am – 5:00pm**



**Breakroom Committee Update:** The CyRide Breakroom Committee is always asking CyRide employees to join the committee to assist with events held throughout the year. CyRide employees John Cramer, John Vachris, Karen Goodman are helping with cleaning, wiping down tables, cleaning sinks, filling napkin holders, etc., and we thank you.

To keep employees informed, minutes from our meetings are posted in various locations around the facility for you to read. Please know our committee is always open for suggestions and ideas for the Holiday party, “Soup Day”, and CyRide Roadeo.

Thanks to Brent Klooster who has been a member of the Breakroom committee for a few years. His departure to Kansas City has left the committee looking for a treasurer. We wish you the best Brent.

**City of Ames Picnic:** An Ames Employee Picnic will be held on Saturday, September 22<sup>nd</sup> at Brookside Park, off the Green route and less a block from CyRide! This picnic is a great way to meet city employees from other departments as well as those at CyRide. Keep your eyes out for more details to be posted on CyRide’s bulletin boards over the next few weeks.

Where: Brookside Park, 1325 6th St.

When: Saturday, September 22<sup>nd</sup> 4:00pm – 7:00pm