



November 14, 2012

ADMINISTRATION:

Ridership Update: During the first two months of the fall semester, CyRide experienced lighter ridership numbers. Specifically, August 1 through September 30, 2012 saw ridership dip slightly by 0.4%. Staff attributes this reduction to several factors: the Iowa State-Iowa game was not in Ames and typically generates high ridership, CyRide did not operate service on Labor Day this year and the mild weather allowed more people to walk/bike to class. Final October ridership numbers are not complete yet, but totals through the third week in October indicate that this trend has reversed in October with significantly higher ridership in 2012 with an average of 30,000 rides per day as opposed to last October where 28,000 rides per day were provided. (Sheri K.)

Facility Expansion Schedule: The Transit Board has approved plans for a \$5.1 million facility construction project, which will include bus storage expansion to the north, flood protection wall/gates, and raising duct work in the oldest part of the bus storage building to allow the hybrid buses to travel in lanes 4 – 8. This project will be reviewed by the City Council in late November with the bids released in early January. This means that we will be ready to begin construction when the weather turns warmer in March-April 2013. This will be a large challenge to be under construction and still operate from the facility so staff has worked with the architects to phase the work to “minimally” disrupt how we operate. With that said, it will still be disruptive. We know that we will be without the fueling/bus wash area for a minimum of 30 days this summer as they are moving the fueling station to the new section of the building (farther north) as is required by city code. We also know that all of the parking area will be replaced in sections over the summer, which will create a challenge for employees. As the time nears, we will provide additional details about how this will unfold, but please be flexible as we move through this process. It will be better once it’s finished 12 months later! (Sheri K.)

Orange Route Study: Several years ago, CyRide received a grant to evaluate the Orange Route and determine how to most efficiently provide service along this corridor in the future. The study was delayed, but a Request of Proposal was released last month with three firms interested in assisting staff with the project. A consultant will be chosen within the next few months with the study beginning in January 2013 and completed within 12-14 months. Some of the questions this study will answer about this corridor are:

- What percentage of the Orange Route ridership comes from in-town rides that could have taken another CyRide route?
- What amenities/technology should be planned to provide CyRide customers with a better quality ride on this route – real-time bus signage, covered bus stops, etc.
- With ridership increasing an average of 3.7% each year, how do we continue to provide a quality level of service when buses are currently at standing room capacity and two minutes apart during peak times?

- How do we reduce bus congestion and bike/pedestrian conflicts on campus when enrollment and demand for CyRide continues to increase? As the Orange route significantly contributes to this congestion, do buses/bikes need to be separated, rerouted?
- Should incentives or disincentives be provided on this route in light of parking policies at ISU?
- How do we address the parking infrastructure challenges at the ISU Center/Park & Ride?
- How do the two articulated buses work on the Orange route and would additional buses provide more benefit?
- Does Ames-ISU see a benefit for an enhanced Bus Rapid Transit (BRT) route?
(Sheri K.)

OPERATIONS:

Jim Prior Retirement: Jim will be retiring from CyRide on November 30, 2012 after 30 years of service. We will honor Jim with a retirement party on his last day. Watch for a flyer to be posted in the next week for details. Jim, we will miss you!!! (Karen)

Tis the Season: CyRide's annual Holiday Open House will be Friday, December 7th, from 9.00am to 5.00pm. CyRide will provide lunch. Please bring a side dish or dessert to share. Family and friends are welcome. A flyer with additional details will be distributed to all CyRide employees. (Rob and Jenny)

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. (Rob and Jenny)

Lane 8 Garage Door Cold Weather Procedure: Much 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)

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)

Winter Driving Tips: We've all heard the saying "there are two seasons in Iowa – road construction and winter." Most years it seems that way. Iowa's snow season typically runs from November through early March.

The following tips will help in reducing the chances of becoming involved in a weather-related accident.

- * Report for work rested and alert.
- * Do a thorough pre-trip inspection. Make sure you have de-icing fluid, an ice scraper, and window cleaner.
- * Slow down. The posted speed limit may **not** be a safe speed to travel at during inclement weather. Remember safety before schedule.
- * Give yourself more stopping distance, about 15-20 feet before where you would usually stop. Bridges and shady spots can be icy when other areas are not. Avoid sudden stops and quick direction changes.
- * Turn off the transmission retarder if the bus is equipped with one.

Snow and ice create hazards for our passengers as well. The following tips can help reduce the chances of our passengers having an accident.

- * Turn your four ways on early so the passenger knows you see them at the stop.
- * Approach the stop cautiously and allow extra clearance on the right side, if necessary.
- * Choose the boarding and deboarding area carefully. If there is snow at the bus stop, select another area such as a sidewalk or driveway. If the sidewalk is icy or snow covered, give the passengers warning of the condition before they exit. If there is not a clear location keep a clearance of three to five feet from the snow bank so that passengers can use the street for boarding and deboarding. Do not move the bus until all people are safely away from the bus. Check your mirrors carefully to make sure the area is clear.
- * If your bus steps are snow or ice covered, scrape/brush the snow/ice off these steps.
- * Monitor the interior temperature of the bus for the comfort of the passengers.

(Rob and Jenny)

Safe Driver Awards: CyRide drivers show that we are safe on the road every day. In August, September and October 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)

Mary Kay Snider	19 yrs.	Rosemary Stemler	6 yrs.
Ray Coffey	14 yrs.	Chris Lumley	1 yr.
Karen Goodman	13 yrs.	Adam Vos	1,040 hrs.
David Safina	12 yrs.	David Happe	1,040 hrs.
Adam Wiederholt	8 yrs.	Nick Zahner	1,404 hrs.
Jerry Alexander	7 yrs.		

“Well, isn’t that special!” Thanks to everyone that participated in dressing up for Halloween to make it a fun holiday! Several tweets went out from our passengers on how they enjoyed our drivers’ ghoulish efforts! I know the CyRide lunch ladies enjoyed all the costumes as they passed out their “daily spam specials!”



CyRide’s Lunch Ladies: George Smith, Jenny Bethurem, Tom Budd, Barb Neal and Rob Holm



CyRide’s Lunch Ladies: Wanda Eikenberry, Gary Richey, Barb Neal (two all beef patties ‘special’ sauce, lettuce, cheese...), Rob Holm, and Jen Strohm.

Suggestions Anyone?: CyRide’s Suggestion box is located in the breakroom next to the SWAP board and available for any CyRide employee to express their thoughts and ideas of how we can do better as an organization. The box is the best place for ideas so we can be sure to respond. Suggestions can be anonymous or you can provide your name to contact if we need more information.

Typically CyRide’s Operations Supervisors gather the suggestions at the end of each month. They then begin to answer the suggestions but often the suggestions need to be circulated to other people responsible for other areas in the organization (i.e. maintenance, scheduling, human resources, website, and administration). Responses to the suggestions are typically posted within two weeks of gathering the suggestions, or the middle of the month. This posting process can be delayed, if staff is busy with other projects or need time to investigate a solution. In the past, we have waiting for responses to all suggestions before posting responses. However, we have received comments from employees that would like us to change this practice. So, staff will post responses the middle of each month with the responses we have. Those responses not addressed in that month, will then be responded to in the next month’s posting. Hopefully this will allow a more timely Suggestion Replies post for those that are suggesting ways to improve the organization. (Barb N.)

TECHNOLOGY:

NextBus Update: We discussed the NextBus implementation in fall training meetings; however, since that time several additional things have occurred. First, we have finalized a bus stop design. The new design, shown below, will be located below our current bus stop sign. Each of the 425+ signs will include a specific bus stop number and information on how to text, call, or access information from your phone. These signs are being printed in two stages to reduce costs. The physical installation of the signs will hopefully be done over the Holiday break. We have also added additional computer monitors in the dispatch office so dispatchers can easily see the information displayed by NextBus. Dispatchers have also been testing our new I Pad’s while mobiling to figure out the best way to help late buses. Additionally, Nextbus will also be embedded into CyRide’s website so passengers can find their next buses at a stop by visiting www.cyrider.com as well. Finally, we are currently still using AT&T as our provider and working through the internal testing. The plan is to switch to Verizon in December and to conduct an internal test in January. Our public “Go Live” tentative date is February 15. (Barb N.)



Perdis Update: A new version of Perdis (scheduling software) will be installed soon. There are still a few bugs to work out, but we are getting closer to using the program. Once the new version is installed, we will get all the shifts entered into the program and hopefully have time over semester break to explore the new program. (Tom D.)

HIRING AND TRAINING:

Spring 2013 Run Pick: We will hold Spring Run Pick December 3-5 (after students have had a chance to pick their spring classes.) Run Pick 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 S.)

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 S.)

FLEET AND FACILITIES

New Bus Shelter: Our newly designed bus shelter has been installed at the corner of Mortensen and Dickinson. The shelter features a distinctive red pylon and solar powered lighting. This is the first new shelter the system has installed in over 20 years. (Rich L.)

New Boilers Running: The new boilers in the building were started last Friday, which means the entire facility is now heated. Please help save energy by keeping all of the external doors closed. (Rich L.)

Buses Delivery Update:

- Two NOVA Articulated buses – December 2012
 - Two Small LD Buses – November 30, 2012
- (Rich L.)

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

CyRide Holiday Party: Mark your calendar for the CyRide Holiday Party on Friday, December 7, 2012 from 9:00am to 5:00pm. The Breakroom Committee will follow the same format as last year's holiday party and will furnish the meat, (turkey and smoked pork loins) dressing/gravy, and hot apple cider. We ask that employees bring a side dish of your choice (main dish, salad, appetizer, dessert) to share with your co-workers. This is a great event to enjoy the company of your co-workers, friends, and family, and share the many delicacies of the holiday season provided by our employees.

Welcome New Breakroom Committee Members & Thank you: Welcome new members Yvette Gahring and John Cramer who have graciously agreed to serve on the Breakroom Committee. Thank you!

When you see these CyRide employees, Karen Goodman, John Vachris, and John Cramer tell them thank you for assisting with breakroom duties. They refill napkin dispensers, salt and pepper shakers, replenish breakroom supplies, sweep, refrigerator and coffee duties, and other miscellaneous duties that might go undone. Your help is appreciated as well as those individuals that have helped in the past that I may not have mentioned.

“Many thanks” to our employees for your donation to the candy machine fund. The candy machine was purchased, has arrived, and is set up and operational in the Breakroom. Our CyRide employees are awesome!

Thank you CyRide employees for supporting and helping with the quarterly events. We value your support and your continued suggestions.