



February 11, 2013

ADMINISTRATION:

Facility Construction Bid Update: CyRide received five bids to expand and rehabilitate the bus facility. Henkel Construction Company located in Mason City, Iowa was the low bidder, with a price of \$4,489,000. This bid was approximately \$500,000 under budget, which will provide CyRide with funding to complete other facility improvements in the future. The various funding bodies are currently in the process of approving this bid, but if all goes well, this should be completed within the next week. As the start of the construction nears, additional information will be posted on how it will impact the operations over the next year. We anticipate construction to being in April 2013. (Sheri K.)

Record Ridership: CyRide continues to provide record ridership this school year.

- October 2012 was CyRide's all time highest **month**, providing 767,284 rides over the course of the month.
- January 23, 2013 was CyRide's all time highest **day**, providing 36,754 rides compared to 36,704 on a comparable day last January. (Sheri K.)

NEXT BUS Update: CyRide officially launched NEXT BUS on Thursday, January 31 to our customers. NextBus is a great resource for our passengers! Please continue to help spread the word by making announcements and by helping educate our passengers on how to use it. NextBus provides our passengers with real time information about when the next bus is arriving at the passenger's desired bus stop.



Passengers who use smart phones can activate their GPS to receive information about where the closest stop is and what routes service that stop. Smart phone users can also scan the QR code located on the NextBus sign at each bus stop to access real time information about the next bus arriving. If this is a frequent stop for them, they can bookmark the page and they will always have quick access to the most current info even if they are not at the stop.

Passengers without a smart phone have the option of sending a text to 41411 with CYRIDE "bus stop #", where "bus stop #" is replaced by the specific number for that stop. Note, there's a space in between CYRIDE and the bus stop #. In the example below for Green East by base, the bus stop # is 1129, so the text would be CYRIDE 1129. After sending the text, the passenger will then receive a text back with info about the next bus times.

Passengers without a cell phone can also access NextBus by using a touchtone phone to call 515-509-2609 and then enter the bus stop #.

www.cyride.com/nextbus	CyRide's NEXT BUS webpage
www.cyride.com/busstops	A listing of CyRide's 400+ bus stops by bus route.
www.cyride.com/nextbususerguide	How to call, text, browse and search maps for CyRide's NEXT BUS!
www.cyride.com/wallecards	Wallet card that passengers can write down their favorite CyRide bus stops they frequently utilize to text or call.
www.cyride.com/nextbusalerts	Sign up for alerts on NEXT BUS.

The above table provides a few “friendly” URL’s that employees can easily and quickly pass along to our customers that may help them with NEXT BUS. (Barb N.)

NEXT BUS Thank You:

A big thank you goes to CyRide employees who worked so hard to make the NEXT BUS project a huge success! Just a few of those thanks go to:

- Barb Neal for eighteen months in managing the project
- Keith Wilbur for providing the technical expertise that made this project possible
- Tom Budd for designing the NEXT BUS signage and images
- Jason Bollman, Kevin Gries, Eric Havran, Kirk Langas, Charles Long, Kathy Marshall, Seth Pace, Mallory Parmerlee, Charles Pyke, James Rendall, and Keith Wilbur who braved the winter blizzard to put the new signs at our bus stops
- Shari Atwood for creating the website information
- Drivers who have been promoting and educating customers on NEXT BUS and how to use it

This truly was a team effort and everyone should be extremely proud! (Sheri K.)

Title VI Program Changes: As required under Title VI, CyRide is committed to providing its programs and services without regard to race, color or national origin. FTA released new guidance on October 1, 2012 on how to meet these requirements. To view a full copy of the new Title VI Circular visit http://www.fta.dot.gov/documents/FTA_Title_VI_FINAL.pdf. As CyRide receives federal financial assistance from the United States Department of Transportation, we are responsible to follow these Title VI regulations. CyRide staff will be updating their Title VI Program and implementing the required changes by October 1, 2013.

The changes that employees will see include:

- **Title VI Notice to the Public:** A statement similar to what’s on CyRide’s buses and website currently, will also be installed in CyRide’s lobby area and in CyRide’s conference room. The statement reads: “CyRide operates its transit service without regard to race, color and national origin. For more information or to file a complaint or concern, e-mail cyride@cyride.com or call (515)292-1100 and ask to speak to CyRide’s Assistant Director – Operations.”
- **Title VI Complaint form:** A Title VI complaint form will need to be available to the public and posted on CyRide’s website.
- **Outreach Efforts:** Additional targeted outreach efforts will occur with minorities, people with disabilities, low-income populations, etc.

- **LEP Language Assistance Advertisement:** CyRide will need to provide notice to limited English proficient (LEP) persons about the availability of language assistance on our website and buses. The Iowa DOT has contracted with “The Big Word” allowing any Iowa transit agency access to an over-the-phone interpreter at anytime of the day.
- **Language Assistance Training:** In addition to the advertisement of the interpreter services on our buses & website, CyRide must also let our employees know that the interpreting services are available as well. Operations supervisory staff can access the “The Big Word” interpreting service 24 hours/day, 7 days per week, 365 days per year. The service supports over 250 languages and charges for the service are incurred only when the service is utilized. This service will primarily be utilized in the office with a customer over the phone and in some situations by mobile dispatch.
- **CyRide Board Title VI Program Approval:** The Title VI regulations now stipulate that all Title VI programs and policies within our program must be approved by our transit board. As a result, employees will now see the Title VI Program as an action item within CyRide’s board packets, at least every three years.

CyRide will provide more information regarding these Title VI changes in official memos as the changes are implemented. These regulations are mandated and CyRide needs to comply with them in order to continue receiving federal financial assistance. (Shari A.)

OPERATIONS:

Winter Is Officially Here: Our first major snowstorms of the season arrived in late December and mid January. Everyone did an outstanding job, especially all the new drivers –Kudos!

Interior Temperature of Your Bus: As the weather continues to stay cold we should talk a little about the interior bus temperatures. All buses heat differently, and weather conditions will affect the interior temperature of your bus. Drivers should frequently walk through the bus to monitor the temperature of the passenger seating area as well as referring to the interior thermometer. During winter, drivers will maintain their passenger compartment temperatures between 65-68 degrees F. This insures that passengers in winter clothing do not become uncomfortable. If the heater does not raise the temperature to this comfort range, the dispatcher should be notified. (Rob/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 paper towels, an ice scraper, glass cleaner, and grit.
- * 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 the steps or aisle are wet or snow covered, scrape any snow off the steps with your ice-scraper.
- * Do not use grit inside your bus. Grit can only be used outside your bus to help provide traction for passengers at a slick bus stop.
- * Monitor the interior temperature of the bus for the comfort of the passengers.
(Rob/Jenny)

Tough Snow Warning: When curbing your bus, be on the lookout for the piles of accumulated snow that will exist at the edges of the street. The freeze-thaw cycle and road chemicals will turn this once fluffy material into something akin to concrete. Adequately survey the situation when stopping and ensure there is enough room between your bus and any snow. Hitting a frozen snow bank is a preventable accident. Striking this glacier-like substance damaged several mini-bus step wells last year. (Rob/Jenny)

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)

Parking Buses Outside in Cold Weather: As a reminder, when the outside temperature is 20 degrees F or colder, keep your diesel 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)

Uniforms: Now that we may be experiencing some colder, more unpleasant weather, I want to remind you that you can get some extra uniform items to keep you warm. If you would like a stocking hat or sweater, talk to Joanne. If we do not have one on hand, we can order one for you. You should always be wearing CyRide issued items. No other jackets, caps, hats, etc. should be worn when driving. (Karen)

2012 Safe Driver Awards: The following drivers earned Safe Driver Awards in the past year. Drivers earn the award from the National Safety Council after 2,080 hours of driving without a preventable accident. A CyRide award is given after 1,040 hours of driving without a preventable accident. **Congratulations to all 2012 awardees!** (Karen)

Bruce Wilder	27 yrs.	Dave Coe	2 yrs.
John Botten	26 yrs.	Kirk Langas	2 yrs.
Phil Hodges	2 Million Mile Award	Ralph Jones	1 yr.
John Packwood	2 Million Mile Award	Matt Kennedy	1 yr.
Chris Williams	22 yrs.	Michael McCall	1 yr.
Glenn Crosswait	20 yrs.	Bruce Hanway	1 yr.
Mary Kay Snider	19 yrs.	Chuck Pille	1 yr.
John Sorbo	17 yrs.	Becky Soukup	1 yr.
Randy Lien	16 yrs.	Adam Duke	1 yr.
Paul Klimesh	15 yrs.	Jake Comstock	1yr.
Ray Coffey	14 yrs.	Chris Davidson	1 yr.
Karen Goodman	13 yrs.	Tony Mendicino	1 yr.
Julie Orning	13 yrs.	Natasha Harsh	1 yr.
Deb Damstrom	13 yrs.	Tim Thien	1 yr.
Nathan Shimanek	1 Million Mile Award & 13 yrs.	Chris Lumley	1 yr.
Barbie Hoskin	1 Million Mile Award	Dave Massarini	1 yr.
Eric Williamson	12yrs.	Reed Wu	1 yr.
David Safina	12 yrs.	Michael Zweibahmer	1,040hrs.
Tedd Devick	9 yrs.	Max Siglin	1,040 hrs.
Ron Pool	9 yrs.	Greg Fuqua	1,040 hrs.
Adam Wiederholt	8 yrs.	Jeff Graney	1,040 hrs.
Eric Ollie	7 yrs.	Tim Onstot	1,040 hrs.
Jerry Alexander	7yrs.	Dan Berg	1,040 hrs.
Rosemary Stemler	6 yrs.	Nick Zahner	1,040 hrs.
Pat Hansen	5 yrs.	Dave Happe	1,040 hrs.
Tim Baldrige	5 yrs.	Ashley Christensen	1,040 hrs.
Yvette Gahring	4 yrs.	Phil Lombardo	1,040hrs.
Kevin Gries	4 yrs.	Jacob Uptain	1,040hrs.
Rob Jennings	4 yrs.	Zach Bonner	1,040hrs.
Dennis Holland	3 yrs.	Christina Elliott	1,040hrs.
Nick Shimanek	3 yrs.	Anasia Sturdivant	1,040hrs.
Jason Bollman	3 yrs.	Mitchell Abbott	1,040hrs.
Jim Crabb	3 yrs.	Ted Mathews	1,040hrs.
Ron Sewald	3 yrs.		

Perfect Record Awards: Drivers can earn a CyRide Perfect Record Award by meeting the following criteria in the past calendar year:

- No preventable accidents
- No lates
- No complaints

- No reprimands or suspensions
- No violations or accidents on State Driving Record
- 5 or fewer sick days

Perfect Record Awardees for 2012 are:

Glenn Crosswait	20 yrs.	Mallory Parmerlee	2 yrs.
David Safina	11 yrs.	Tim Baldrige	1 yr.
Paul Klimesh	9 yrs.	Zach Bonner	1 yr.
John Packwood	9 yrs.	Brian Grootvelt	1 yr.
Chris Williams	9 yrs.	Pat Hansen	1 yr.
Nathan Shimanek	8 yrs.	Dennis Holland	1 yr.
Adam Wiederholt	8 yrs.	Phil Lombardo	1 yr.
Kevin Gries	3 yrs.	Chris Lumley	1 yr.
Eric Ollie	3 yrs.	Max Siglin	1 yr.
Ron Pool	3 yrs.	John Sorbo	1 yr.
Damian Hosch	2 yrs.	Tim Thien	1 yr.
Ralph Jones	2 yrs.	Nick Zahner	1 yr.
Jason Lippard	2 yrs.		

The name of the Perfect Record Award will be changed to Outstanding Performance Award for next year. This came as a result of discussion recently in the Labor Management Meeting to better reflect the criteria. Along with the name change there may be some minor changes to the criteria for next year as well. Once finalized, we will notify you of any changes. (Karen)

HIRING AND TRAINING:

New Instructors: With the students on break and a majority of the buses in the garage, four drivers took the opportunity to enroll in the Instructor Training Program offered over the holiday breaks. This group participated in classroom sessions and on the road training. We want to welcome and congratulate Reed Wu, Mike McCall, Ted Mathews, and Ryan North on their completion and new positions as New Driver Instructors. (Tom B/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’ 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 B. and George)

FLEET AND FACILITIES

Buses Update:

- Two NOVA 60 foot articulated buses – Anticipated Delivery Date March 2013
- Two LD buses – In Service Date February/March 2013
- Sioux City bus – In Service Date March 2013. Currently, the interior seats are being recovered in CyRide material. (Rich L.)

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

Souper 2013 Soup Day: Monday, March 4 from 9:00 a.m. until 5:00 p.m. will be the 13th Annual Employee Soup Day. Can CyRide employees break last year's record of 22 crock-pots? The great thing was there were no two of kinds (soups that is) the same. Employees will have the weekend to pull out your crock-pot and make your favorite soup recipe to share. Feel free to bring desserts to complement the soups, which is always "the" added bonus. We hope to see you and your crock there on March 4th!

Third Annual CyRide Roadeo: CyRide Roadeo committee has set the date for CyRide's Employee Roadeo on Saturday, May 18, 2013 at the Iowa State Center parking lots. Nathan Shimanek will organize the employee ran event and is working on the posters and details. Volunteers will set up and tear down the course, judge driving skills, scoring, and anything else Nathan needs help with for the event. CyRide will provide the cup of Joe, juice, and pastries for the morning and the Breakroom Committee will supply the Brats and Hamburgers, and ask attendees to bring side dishes, salads, or desserts to complete the lunch.

Employees participated in this event the past two years by showing their driving skills, judging, delivering contestant results to the scorer's table, grilling, cooking, and of course eating. Nathan encourages CyRide employees to participate, as CyRide will choose up to two drivers to compete in the large bus competition and two different drivers to compete in the small bus competition, for a maximum of four ROADEO participants eligible from CyRide at the upcoming IPTA State Roadeo competition in Ames, June 21-22, 2013. Weather wise, Nathan will request a beautiful sun shiny day with no rain, and no wind.

Breakroom Committee Meetings: Our next Breakroom Committee meeting is scheduled for Monday, February 11, 6:00 p.m. Dates for future meetings have not been scheduled. Breakroom meeting minutes are posted on the Employee Breakroom board, as well as other bulletin boards within the facility, to keep employees informed. Suggestions always welcomed.

Thank you Karen Goodman and John Vachris for cleaning and keeping supplies stocked in the Breakroom; to our maintenance employees for helping the Breakroom committee with their many requests and predicaments we sometimes get ourselves in to; and, to all other employees that we might forget to acknowledge, Thank You. A special thanks to Ray, James, and Charles for cleaning the popcorn popper which is hard, tedious and not so pleasant job. The popper looks great and everyone who enjoys popcorn really appreciates your efforts. Thank you for your contributions and support.