

CyRide Signals

June 6, 2013

ADMINISTRATION:

Paul Klimesh wins First Place: Paul Klimesh received first place among operators of 40-foot buses at the 38th Annual American Public Transit Association International Bus Roadeo held in Indianapolis, Indiana, in May 2013.

Out of a total of 700 possible points, Klimesh received 632 points. For his outstanding efforts, Klimesh received a trophy, winner's ring, and cash award. "We are very proud of Paul and recognize the great job that he does in safely providing service to Ames residents each and every day. This international honor highlights the great job our drivers, dispatchers, and trainers do in delivering quality service to the Ames community," said Sheri Kyras, CyRide Transit Director.



Pictured: Sponsor Representative (VIGIL Solutions), Shari Atwood (CyRide Transit Planner), Rob Holm (CyRide Asst. Operations Supervisor), Paul Klimesh (CyRide Operator), Sponsor Representative (VIGIL Solutions), Michael Mcphancy (APTA President & CEO) (Photo by: Rob Banayote)

Customer Appreciation Letter: I just wanted to share with you a letter from a very grateful customer that I received regarding the outstanding job that CyRide drivers provide every day. Your dedication to safely providing the best service possible is noticed by not only CyRide employees, but the community. Thank you for all that you do! (Sheri K.)

Hello Sheri,

May I start by asking you to pass on my warmest congratulations to Paul Klimesh for his first place finish in the American Public Transit Association's 38th Annual International Bus Roadeo. That's quite an achievement!!

Second, I would like to share the fact that I'm so incredible proud of our bus system here in Ames. We may not have been the first city bus system to have bike racks on the front of every bus, but we were certainly an "early adopter" for them. I'm thrilled to see that they're getting so much use. And we were also early in acquiring hybrid

buses. *I know some Ames residents/taxpayers have grouched about the increased cost of the “CyBrid” fleet, but the truth is that if city bus systems don’t buy them, there is no incentive for the manufacturers to continue to develop the technology.*

And lastly, I’ve lived in Ames, all told, for about 50 years. I go back to the days before anybody even thought of CyRide and the city had two “Crosstown” buses which crossed paths every half hour at the Rainbow Café on Fifth Street. I still well remember Stan the bus driver whom, when you said “thank you” as you exited the bus, would always reply, “You bet.” I was happy to see the write-up about him in the Tribune when he finally retired.

In all of my years of riding CyRide, I have only encountered one CyRide driver that was not utterly and unfailingly polite. And I think that’s saying something because I have literally traveled the world and have ridden city buses in such diverse places as Mons, Belgium, London, England, and New Orleans, Louisiana.

In New Orleans, I wasn’t familiar with the fare/change system and, when I had to insert my ticket the first time, didn’t know which way the magnetic ink stripe was supposed to go. The driver acted like I was obviously some sort of idiot who wasn’t smart enough to be riding a city bus. (Fortunately, all the other bus/street-car drivers I rode with in New Orleans seemed happy to have a lone tourist exploring their lovely city via public transportation.)

But, with Ames being home to Iowa State University, I know we have a lot of foreign students living here. Most of them do not have cars of their own when they first arrive, and I’m guessing quite a few never do. And I’m sure quite a few are not fluent English speakers when they arrive. It makes me happy to know, with few exceptions, that our public bus drivers do their best to help folks navigate their way around our city. And, for that, I would like to express my gratitude to all CyRide drivers.

Flooding Preparation Thanks: Thank you to all the employees that interrupted their holiday weekend over Memorial Day and throughout the week to help plan and implement those preparations to CyRide’s facility and fleet. CyRide was ready to move buses, button up the facility with floodgates and sandbags, move necessary equipment to higher ground as well as continue operations throughout Ames with ready to go detours as a result of these efforts.

For employees that were not working at CyRide or those that choose to forget, CyRide’s most recent and worst flood was in August 2010 where it was unable to keep water out of the maintenance facility and new LEED Gold CyRide office building due to water surrounding the facility lapping up past lane 13! After the water receded, CyRide spent approximately six months with all staff being housed on the second floor while reconstruction occurred on the first floor,



gutting the administrative office up to three feet where the water seeped up drywall. Trailers served as the breakroom and a meeting area for staff.

This summer a flood wall/berm is being constructed to hopefully avoid future flooding concerns and it cannot be built fast enough! Again, thanks for your tireless efforts over the past week to protect the facility and to ensure our customers will have a ride in spite of the high waters.

(Sheri K.)

Iowa Public Transit Association Meeting and State Bus Rodeo: This year, CyRide will be hosting the state transit association and state bus rodeo from Wednesday, June 19th through Saturday, June 22nd. Transit Managers will be in meetings the first two days at the Gateway Hotel/Reiman Gardens with the Driver of the Year Recognition Banquet on Friday evening at Hickory Hall. The bus rodeo will begin around 8 am on Saturday and conclude around 1 pm.

If you're interested or curious, please stop out for the state rodeo event or let Joanne Van Dyke know if you would like to judge the event (free t-shirts). It is very similar to our local rodeo just held in May but there are both large and small bus competitions with a separate course set up for each bus type. In addition, the large bus competition has a pre-trip inspection event whereas the small bus competition has a wheelchair securement event. Those event scores are added to the overall bus rodeo scores. Good luck to Kevin Gries, Paul Klimesh, Nathan Shimanek and Jason Lippard who will be representing CyRide at the event! (Sheri K.)

ISU Enrollment Predictions/Service Impact: A number of employees have asked me what I'm hearing about ISU enrollment next year. The best answer is that no one knows until August when classes begin. With two-thirds of ISU students housed in apartments around the community and not affiliated with the university, it's difficult to know exact enrollment. However, everyone agrees that enrollment will increase above last year's numbers, but the guess as to how much is pretty subjective. The ISU representative on our Transit Board has indicated that it could be around 32,400 students, compared to last year's 31,040. If these numbers hold true, we could be looking at 1,400 more students this fall, which turns into more than 200,000 more rides that we potentially would need to carry. This year we will provide just under 5.9 million rides, so this increase would put us over 6.0 million rides next year.

To plan and pay for this increase, CyRide staff will be discussing the need for more service to address this increase at a university committee on June 10th. Staff will be proposing that the students, through their fees, pay for up to 10 more hours of service each weekday to address the additional rides generated by students. If approved, CyRide Dispatchers would be able to add "extra's" to routes where buses are behind schedule and/or overcrowding is occurring. In comparison, we added about this much additional service this past year to carry the approximately 200,000 more rides from the previous year. We will also be reactivating the four buses from our contingency fleet (bus #'s: 768, 769, 963, and 965) to provide this level of service. These buses are currently housed at the City's Fleet Services office in east Ames.

We know it will be a busy year and encourage everyone to communicate the challenges they are experiencing on the street so that we can address the issues as much as possible when they occur. Together we can continue to meet these ridership challenges and safely meet and exceed our customer's expectations. (Sheri K.)

Bus Stop Improvements: One project we continue to work on is improvements to our 425+ bus stop locations. CyRide maintains an inventory of our bus stops as well as a prioritization of improvements to these stops. CyRide prioritizes stop improvements based on five criteria:

- Number of Boardings and Alightings
- Proximity to a Sheltered Location
- ADA Access
- Safety
- Customer Comments/Requests

The goal is to complete both major and minor improvements each summer with the limited funding we have available. Major improvements usually involve working with other departments (ISU, City of Ames, Ames Community Schools, etc) and require more and/or changes to amenities. Minor improvements are usually concrete pads or areas that require little discussions with other departments. Below is a list of recent improvements as well as our next bus stop projects to complete. (Barb)

Recently Completed Bus Stop Improvement Projects -

Stop #	Bus Stop Location	Routes	Improvements
2012			
1055	Beach Ave & Sunset	#3 Blue, #23 Orange, #4 & 4A Gray	Concrete pad
1065	S. 5th St. & S. Duff	#3 Blue	Concrete pad
1196	Mortensen & Dickenson - E	#1, 1A & 1B Red, #7 Purple	Concrete pad, New CyRide Solar shelter.
2011			
1170	Hazel & Lincoln Way-NE	#1 Red	Concrete pad
1251	Storm & Welch-S.	#6 & 6A Brown	Shelter & trash can installed
1018	Stotts Rd./Lot J	#3 Blue	Concrete pad
1017	Blankenburg Dr./UV Laundry- S	#3 Blue	Concrete pad
1049	Blankenburg Dr./UV Laundry- N	#3 Blue	Concrete pad
1053	Pammel Dr./Meats Lab	#1A Red, #3 Blue, #6 & 6B Brown, #21 Cardinal, #22 Gold	Concrete pad
1092	Bissell Rd./Design -BRL	#1A Red, #2 Green, #3 Blue, #6 Brown & #7 Purple	Raised concrete pad to address shelter flooding
Stop #	Bus Stop Location	Routes	Improvements

1124	Osborn Dr./Parks Library	#1A Red, #2 Green, #3 Blue, #6, 6A & 6B Brown & #21 Cardinal	Raised concrete pad, Re-laid brick paving
1089	Osborn Dr./Science I	#1A Red, #2 Green, #3 Blue, #4 & 4A Gray, #6 Brown, #7 Purple & #23 Orange/VM	Brick paving on crushed stone base
2010			
1273	Morrill/Parks Library-W	#23 Orange/VM, #4 & 4A Gray, #6A Brown	Concrete pad with brick overlay
1274	Morrill Road/Beardshear Hall	#23 Orange/VM, #4 & 4A Gray, #6A Brown	Brick on concrete paving
1376	Union Drive/Morrill Road- NE	#21 Cardinal, #6B Brown	Relocated bus stop
1309	Christiansen Dr./Vet Med	#23 Vet Med	Sidewalk, curb ramp, and curb & gutter improvements

Upcoming Bus Stop Improvements -

Stop #	Bus Stop Location	Routes	Improvements
1193	Mortensen/Ames Middle School- NW	#1, 1A & 1B Red	Concrete pad
1202	Lincoln Way/Beedle- SE	#1, 1A & 1B Red, #7 Purple	Shelter with concrete pad
1124	Osborn/Parks Library- S	#1A Red, #2 Green, #3 Blue, #6, 6A & 6B Brown & #21 Cardinal	CyRide: Solar shelter; concrete under brick pad to light pole ISU: Raise concrete pad, relay brick paving
Various	Improvements for Articulated Buses		Concrete pad
1287	Bloomington and Hyde	#6, 6A & 6B Brown	Concrete pad

CyRide Successes: CyRide has done a lot in the last six years. Below are just a few of the many things we have accomplished together as a team:

- **Record Ridership each year since 2009 to nearly 5.8 million passengers!**

- **Vehicle Purchases – 72% of fleet purchased since 2006! (60 buses)**
 - 2006 Orion VII (4)
 - 2008 Gilligs (4)
 - 2010 LD Ford Eldorado (6)
 - 2010 Gillig hybrids (12)
 - 2010 Gillig lowfloor (3)
 - 2012 Gillig lowfloor (6)
 - 2013 Nova Articulated (2)
 - 2012 LD Ford Eldorado (2)
 - 2013/2014 – Pending purchase via State of Good Repair Grant? (6)
 - Used Expansion buses
 - Iowa City (2) – delivered in 2007
 - Fresno (7) – delivered in 2010
 - Des Moines (5) – delivered in 2010
 - Sioux City (1) – delivered in 2013
 - Support Vehicles (2009 Impala, 2009 Prius, 2012 Escape)
 - Maintenance Trucks (2008 Ford F-250; 2006 Ford F-450)
- **Policy Changes**
 - Part-time Hours Bank
 - Complaint committee creation
 - Outstanding Record Award name change
- **Improved image**
 - Bike racks on buses - 2008
 - Facebook/Twitter social networking - 2009
 - New paint scheme design for buses – 2010-2012
 - New Shelter design & implementation – 2011/2012
 - New website design - 2011
 - Bus stop improvements - ongoing
- **Technological Advances**
 - Maintenance software - 2006
 - Security access/timeclock fob (administration building) - 2008
 - Digital Boards by dispatch - 2008
 - Google Transit - 2009
 - INIT Run-cutting/Scheduling Software – 2011
 - Nextbus (LED signs and new signage at stops) - 2013
- **Construction**
 - CyRide facility LEED Gold building – 2008
 - Ames Intermodal Facility – 2012
 - Steam cleaning lane rehabilitation - 2010
 - West façade siding replacement - 2010
 - Shop Exhaust Removal System/HVAC installed in shop -2009
 - Boiler Replacement - 2013
 - Raised Bus Storage Indoor Ceiling Height for Cybrid fleet – 2013
- **State/Federal Reviews**
 - Completed numerous reviews with little compliance issues (Triennial Reviews- every 3 yrs.; 2010 Substance Abuse Program Audit; 2011 Title VI Compliance Review, 2012 IDOT Procurement Review, ARRA Review)

- **Additional Service/Contract Restructuring**

- #4A Gray mid-day - 2006
- #6A Brown Towers – 2006
- #6B Brown Weeknights - 2007
- #6B Brown Summer - 2007
- #24 Silver - 2008
- #2 Green (added Sunday morning trip) – 2008
- Summer Fare Free – 2009
- #1 Red/#3 Blue added frequency – 2009
- #8 Aqua - 2010
- #10 Pink - 2010
- CyRide ended Airport Shuttle over ISU breaks; Coordinated with Private Operator when they began daily service in Ames - 2009
- Fixed-route Tripper service Contractor change (CIT to Durham) - 2010
- Dial-A-Ride Service Contractor Change (HSS to HIRTA) - 2012
- Fuel contracts implemented to help provide budget stability as opposed to buying via the market price - 2009

(Shari A.)

CyRide Communication with ISU

At the last Labor Management Committee meeting, a topic of communication between CyRide and Iowa State University (ISU) was discussed. The following information was shared with the group on the type and frequency of discussions with ISU regarding issues that impact CyRide.

- **Bus stops** – CyRide is responsible for all 425+ bus stops in the system. When a snow event occurs, it is difficult to get to all of the stops before they turn to ice and are impossible to clear, especially when CyRide’s parking lot and turnarounds at the end of routes have to be completed first so that service can begin. As a result, CyRide contracts with a private firm to help staff with clearing stops. Iowa State University also helps as they can to clear university stops. It is a combined effort by numerous resources to do the best we can. It was noted in the meeting that several busier stops on campus could be cleaned better. CyRide will visit with ISU next fall as preparations by both organizations are beginning for the winter season and determine if they can assist us in these locations. Also, as a reminder, drivers are trained in winter conditions to leave space between the curb and bus if customers are not able to safely board at the concrete pad/stop. This procedure should be followed at transfer locations where multiple buses are stopped to allow for the safe transfer of passengers between buses that may not have access to the curb.
- **Construction** - CyRide owns the building and ISU owns the land on which it sits. Therefore, as we expand/improve our facility, we are required to gain approval from ISU as the changes are being designed. This can be a reiterative process with numerous give and takes to accomplish what we need for the operations, but also make it something that fits with the university’s image.
- **Trees/Potholes/Parking** – CyRide also communicates with several different ISU departments to address concerns that they observe or that drivers communicate or write up on maintenance cards. Rob Holm reviews these cards and makes sure that all issues are addressed, if possible. Unfortunately, we do not have control over others

work so the most we are able to do is to bring our concerns to others attention. A majority of the time, ISU responds to CyRide requests if possible.

- **Studies** – The Orange route is an example of a study that both CyRide and ISU work on together to balance the needs of CyRide and ISU.
- **Other Issues** – As issues are identified, staff (Dispatchers, Operation's Supervisor or Assistants, or Director) communicates these to ISU to determine if there are solutions for both organizations. Sometime there is a compromise that needs to occur to improve the situation, but maybe not exactly as CyRide has proposed.

As a reminder, drivers are encouraged to always fill out maintenance cards if there are maintenance or safety concerns or talk directly with a supervisor if a previous concern is still an issue. Rob Holm indicated in the meeting that there are many issues that drivers bring up that are being corrected. (Sheri K.)

OPERATIONS:

INIT Scheduling Software Update: Summer shifts have been entered into Perdis and the dispatchers and I are utilizing the software. Once we learn how to use it effectively, we will expand its capabilities to include remote access. Eventually, drivers should be able to access it to see their schedule and a basic run sheet. (Tom D.)

Thunderstorms and Tornadoes: Late spring and summer in Iowa heralds the arrival of severe weather. During severe weather, the dispatcher will monitor radio and television broadcasts and will notify drivers of dangerous conditions. Drivers should notify the dispatcher if they must stop due to poor visibility caused by heavy rain or hail. Drivers should also call the dispatcher for instructions if a detour is required due to street flooding. In the event of winds in excess of 70mph or a tornado the outdoor warning system will be activated, drivers should stop the bus in a safe location. Drivers should then direct their passengers to the nearest building for shelter. If no building is available, drivers should instruct their passengers to stay on the bus and remain below window level. Once the sirens have stopped, drivers should contact the dispatcher for further instructions. (Dorothy and Toto)

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)

Caution, Road Construction Ahead: Major road construction projects that impact CyRide operations are as follows:

- **Lincoln Way from Hyland to Franklin:** This is a mill and replacement project that will start ASAP. The phasing of this project isn't finalized, but we have met with the City and contractor regarding the turn on Hyland. Both are willing to work with us to ensure there is enough room for buses to operate.

- Lincoln Way at Dotson: They will be widening Lincoln Way to the north, adding turn lanes and a stop light. This construction will start in June and will continue into September.
- Ridgewood from 16th – 20th Street: This project will take approximately two weeks to complete and will include the intersection of 16th street. This construction will start in July.

Be patient. Expect delays. Drive with caution through construction zones and notify the dispatcher if you need assistance. If you have further questions, contact your friendly dispatcher. Detour information will be posted at the Dispatch Office.

HIRING AND TRAINING:

New Hires: There are many new faces here at CyRide. Thanks to everyone for extending a warm welcome to all who have been hired in the last few weeks. There will be many more new faces the goal is 28 before the fall schedule begins. We are looking for qualified applicants. If you know people who may be interested in working here at CyRide, encourage them to apply. It could be worth \$50. (Tom and George)

Can you train a lot? With lots of new hires comes the need for lots of 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 lots of new trainees in the door over the next three months. (Tom and George)

FLEET AND FACILITIES

Facility Construction: Henkel Construction is making quite a bit of progress on the site. The biggest accomplishment thus far is that our Cybrid fleet can now drive throughout the entire storage facility without fear of hitting the ceiling! As the knowledge of which bus employees are driving through the garage is less important, the decision has been made to remove the green vines from the Cybrid steering wheels to avoid constant replacement when the vehicles are serviced. The vines will be removed at inspections once they are in need of replacement.

As the construction project continues, we will continue the Friday posting each week notifying employees of work to be done the following week on the project. Thank you for your continued patience as the construction for a flood wall/berm, bus circulation lane, bus storage expansion (11 buses), and parking reconfiguration proceeds throughout the summer. With any luck and less rainfall, we will be finished by early August as planned. (Rich L.)

Sioux City Bus Begins Service: CyRide plans on putting our newest used bus from Sioux City, vehicle 948, into service beginning in July 2013. This additional bus will help with the increased ridership from the additional 1,400 students that will attend ISU this fall. Putting the bus into service this summer allows time for the shop to repair any bugs that may still remain on the vehicle. The major known issue with 948 is its lack of acceleration from a stop. The bus will lack full acceleration until about 5 mph. Once the bus hits 5 mph it will accelerate quickly to make up time. In time trials the bus was less than 1 second slower to 20 mph than a 2012 Gillig lowfloor. This shouldn't affect normal operation but the bus will see limited service on certain routes due to the acceleration issue. It is unlikely that this issue will be able to be

changed due to emissions restrictions but the shop will look into it. However if you receive this vehicle on your run this summer, please let the shop know if there are additional tweaks beyond this acceleration issue that can be made for fall service. (James R.)

BREAK ROOM COMMITTEE CHIRPS AND CLIPS:

CyRide Roadeo Results: Thanks to everyone that participated, judged, scored, grilled, organized and cheered at CyRide's Annual Roadeo on Saturday, May 18th! The weather was fabulous that day which made it even more enjoyable. It was a great day to celebrate CyRide and for drivers to strengthen their technical skills! Congratulations to the CyRide Roadeo winners pictured below!



Pictured (left to right): Jason Lippard (3rd place tie – 414 pts.), Kevin Gries (1st place – 486 pts.), Paul Klimesh (2nd place – 450 pts.), Adam Wiederholt (5th place – 407 pts.), and Nathan Shimanek (3rd place tie – 414 pts.)