



November 14, 2013

DIRECTOR'S CORNER:

CyRide Vision: This year, CyRide has turned the page on a new chapter in its history - one where our services have grown to become an important part of the student culture at ISU. This is a new dynamic for our organization from its beginnings as a rural system, continuing to a small urban system and transit intensive one and now to become a system that helps define the student experience at Iowa State University. This redefined status comes with new challenges to not only keep up with its growth, but to balance the many pressures placed upon staffing, services, and capital equipment/facilities.

We recently received ISU's new ten-year enrollment projections that predict enrollment will increase another 1,100 students next year and then begin tapering off to a 100-150 student increase per year. This is the first time that the university has predicted long-term, sustained growth and it allows CyRide to begin important discussions with its three funders (City, ISU and students) to begin "righting" the organization to a sustain level of higher ridership. Previously the university had projected enrollment **decreases**, which makes it difficult to have discussions about additional services at budget time (Dec. – Jan. of each year). These lower enrollment projections have led funder to the philosophy of "do more with less" in light of the perceived temporary increase.

As staff has looked into the future to define what the organization will look like in ten years, realistically CyRide could grow to:

- Ridership between 6.5 and 7.5 million annual rides (current estimate at 6.3 million)
- Bus fleet between 90-100 buses (currently at 83 buses)
- Employment between 175-200 employees (currently at 160 employees)
- Budget between \$10 and \$12 million per year (currently \$8.7 million)

In the past decade, CyRide has transitioned to one of the largest transit systems providing the highest transit ridership in the state. I have been in the community and overheard people talking about riding CyRide here or there and was surprised to even see a CyRide quilt at the Iowa State Fair, both indications that we have become more than just one of many ways to get around town, but the **preferred** transportation method, particularly for students. This is an exciting new future for CyRide, but it comes with its set of challenges as well. Staff is working with the transit board to understand this new dynamic and to financially support this new desire for our services.

To that end, staff has requested the following in next year's budget beginning in July 2014:

- **Additional Hours of Service** – Ten additional hours of service each weekday to meet the 1,100 more students next year.
- **Blue Route Sunday** – One additional bus between 11 am and 5 pm between Friley and South Duff.
- **Brown/Green Additional Buses** – Two additional buses on Brown route and one on Green to allow for another sequence on these routes between 11:30 and 6 pm. This will allow the Brown route to connect with the other routes at transfer points.
- **Gray Route** – Additional bus between 7 am and 9 pm each weekday to be able to provide service every 40 minutes instead of once per hour.
- **New State Street Route** – In light of Red Route's heavy demand and to meet planned development along Mortensen and State Street, add a new route every 30 minutes during the weekday from the end of Purple, along Mortensen and State Streets into campus.
- **Mechanics** – 2 additional mechanics to meet the larger number of buses they are being required to maintain.
- **Lane Workers** – 2 additional lane workers to service buses each night.
- **Summer Trainer** – an additional full-time position in the summer months to help George and Tom meet the crunch of new employees being trained over the summer to meet the fall schedule.
- **Capital** – A total of \$800,000 in capital projects from computers to shop equipment and local funding to match future grants to building another storage facility to house the vehicles that will not be able to fit into the new facility when it's completed later this year.

In total, this is a \$1.5 million dollar request to begin getting our organization ready to meet this new, sustained, higher demand. While this is substantial, staff is aware that this represents, at a minimum, what needs to be changed to begin to not only meet our mission of providing quality transportation for the community, but also making this a more enjoyable workplace for our employees. (Sheri K.)

Hybrid Bus Performance: In the employee survey recently conducted, there were references to the hybrid buses not performing better than standard diesel buses that need some clarification. These buses in fact are operating better than diesel buses, averaging a 13% improvement in miles per gallon. This varies according to the season where this average is higher in the summer months and lower in the winter. They do provide a savings in our very large fuel budget and have a very positive image in our customer's minds. I even had a mother tell me that her daughter decided to attend Iowa State University because she felt it was more progressive than the University of Iowa due to the hybrid buses. While they have a place in our fleet and will be with us for a long time, staff understands the differences these buses have as opposed to other style buses in our fleet. In the Spring meetings, the Operations and Maintenance staff will discuss with employees how best to use these buses in the fleet as well as federal constraints CyRide must meet. (Sheri K.)

Gate Pucks: Another comment on the employee survey was to add the automatic gate openers (affectionately known as gate pucks) to all buses. Great idea ... and one which staff is currently working towards completing. For history, in the fall of 2012, CyRide purchased twelve of these openers for the Osborn Dr. gates as a demonstration project to see if they worked as promised and if drivers felt they had value in making it easier to travel through the Osborn corridor. Staff informally asked drivers what their opinion was of this equipment and

was told that they did provide a benefit to drivers. Staff is currently in the process of determining the quantity of openers needed to equip the entire fleet and will then place an order with ISU (total cost of around \$4,000). It is hoped that these will be available sometime after the beginning of the year. (Sheri K.)

Osborn Drive Discussion Update: ISU is in the process of hiring the same consultant as CyRide’s Orange Route consultant (SRF Consulting) to complete a corridor analysis of roadways on campus. A corridor analysis looks at traffic (bike, pedestrian, trucks, ISU vans, buses etc.) at certain times of the day and develops a plan that will provide better connection and separation of the various types of travel. CyRide has been invited to be part of this study along with ISU staff from Facilities Planning and Management, Parking and Administration. The study is anticipated to begin shortly after the first of the year and be completed by the end of the spring semester. This study recognizes the university’s impact on CyRide and will begin the difficult conversations to try to improve situations. (Sheri K.)

Bikes/Pedestrian/Longboard Safety on Campus: Barb Neal and Sheri Kyras are part of a new ISU Task Force to develop a safety campaign to educate students on being aware of their surroundings on campus and to obey bike laws. Barb and Sheri have shared their concerns expressed by drivers to the group and urged the committee to work toward developing the campaign to be ready around VEISHEA time. They have also shared the following two links with the group as examples of what could be developed to begin addressing this issue. (Sheri K.)

- <http://www.youtube.com/watch?v=k9cFVdWQiaw>
- <http://www.bing.com/videos/search?q=ASU+Bike+Safety+Video&FORM=VIRE7#view=detail&mid=82EBEA4BB6544E5D0D6282EBEA4BB6544E5D0D62>

OPERATIONS:

Safe Driver Awards: The following drivers have earned the Safe Driver Award from the National Safety Council or the CyRide Safe Driver Award since July. The National Safety Council award is earned for one year by driving 2,080 hours without a preventable collision as judged by the Safety Committee. The CyRide award is earned after 1,040 hours with no preventable collisions. **Congratulations to all !!** (Karen)

Phil Hodges	27 yrs.	Ashley Christensen	1 yr.
John Packwood	24 yrs.	Dave Happe	1 yr.
Ray Coffey	15 yrs.	Aleksey Kostyushko	1 yr.
Karen Goodman	14 yrs.	Charles Long	1 yr.
David Safina	13 yrs. & Million Mile Award	Nick Zahner	1 yr.
Adam Wiederholt	9 yrs.	Ralph Jones	1 yr.
Eric Ollie	8 yrs.	John Vachris	1 yr.
Rosemary Stemler	7 yrs.	Phil Lombardo	1 yr.
Roger Brown	5 yrs.	Donna Olson	1,040 hrs.
Kirk Langas	3 yrs.	Ed Keiller	1,040 hrs.
Chris Lumley	2 yrs.	Grant Olson	1,040 hrs.
Natasha Harsh	2 yrs.	Kurt Turner	1,040 hrs.
Chris Davidson	2 yrs.	James Swider	1,040 hrs.
Brian Grootveld	2 yrs.	Christina Elliott	1,040 hrs.
Helen Meyerhoff	2 yrs.		

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 dispatchers 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)

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)

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 de-boarding 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 de-boarding. 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)

Salt Free Garage Areas: As the garage construction comes to a close, pay particular attention to those areas of new concrete. In order not to damage this new pavement, the CyRide Shop will not apply any salt on it this winter. Only sand and cinders will be applied to maintain traction. Pay attention to the possibility of slick spots along driveways and in the parking lot. If you notice other areas that are hazardous, please contact the shop or a dispatcher. (George)

HIRING AND TRAINING:

Spring 2014 Run Pick: We will hold Spring Run Pick December 9-11 (after students have had a chance to pick their spring semester 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, 2013. (Tom B. and George)

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)

FLEET AND FACILITIES:

Controls for New Overhead Doors: The buttons to open and close overhead doors 9-12 will be located near the service door located on the northeast corner of the building. Doors 12 & 13 are being equipped with pavement detector loops to open the doors instead of rubber hoses. Once a bus has pulled inside, these doors can be closed with the familiar pull cord. Door 12 is being equipped with the detector loop opener so that lane 12 can act as a bypass lane instead of routing buses through the wash. Use of the bypass lane or wash lane may vary by day or even hour as bus maintenance will be performed in lane 10 and buses will need to be stored in lanes 9 - 12 throughout the day. (Rich L.)

New Parks Library Stop Shelter: Two new shelters like the one installed at Mortensen and Dickinson were delivered to CyRide in early November. One new shelter will be installed at the stop north of Parks Library by the end of November. This new shelter will have LED lights, but it will not be solar powered since the shelter is located in a shady area. The second shelter will be installed sometime next year. It was originally ordered for the stop at Student Services, but may end up at another location due to delays with the Student Services stop upgrades project. (Rich L.)

Bus Order Update: CyRide is currently in the market for both new and used buses. CyRide was successful in receiving \$2,031,840 to replace six buses. The new bus order has been delayed from earlier this year for a couple of reasons. The price of the new buses came in higher than what was budgeted for and there were also changes to the type of process used to procure new buses by the FTA. Both issues have been resolved and the next new bus order should be placed shortly.

In addition, CyRide needs to continue purchasing used buses to keep up with increasing demand for service. We're in the process of searching for buses similar to the existing fleet from warm and dry climates, but as of yet we've been unsuccessful. We'll keep searching and hopefully have something to report in the next edition of Signals. (Rich L.)

BREAK ROOM COMMITTEE CHIRPS AND CLIPS:

CyRide Holiday Party: Mark your calendar for the CyRide Holiday Party, Friday, December 13, 2013 (hmmmm, Friday the 13th) from 9:00am to 5:00pm. The Breakroom Committee planning meeting is November 18 to finalize plans so stayed tuned for postings from the Breakroom Committee. We think we will follow the same format as last year's holiday party to furnish the meat, (turkey and smoked pork loins) dressing/gravy, and hot apple cider and ask employees to bring a side dish (appetizer, main dish, vegetable, salad, or 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. Notices will be posted to keep employees informed.

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