



September 8, 2014

DIRECTOR'S CORNER

First Day Ridership: It takes awhile to gather up and enter tally sheets, but we have recently been able to complete ridership for the first day of school on August 25, 2014. We provided 41,549 rides this year compared to 38,938 on the first day in 2013 for a 6.7% one-day increase. A few of the larger impacts are: the two new apartments on Maricopa that is affecting both the Red and Orange routes, the new apartments at Frederiksen Court on Cardinal route and Copper Beech on the Orange-Gray Route. The following provides ridership by route for the first day.

<u>Route</u>	<u>Fall 2013</u>	<u>Fall 2014</u>	<u>% Change</u>
#1 Red Route	9,871	11,038	+11.8%
#2 Green Route	2,042	2,215	+8.5%
#3 Blue Route	7,099	6,791	-4.4%
#4/#23 Orange-Gray Routes	11,697	12,457	+6.5%
#5 Yellow Route	114	133	+16.7%
#6 Brown Route	4,524	5,059	+11.8%
#7 Purple Route	328	296	-9.8%
#10 Pink Route	7	12	+71.4%
#21 Cardinal Route	2,695	3,085	+14.5%
#22 Gold Route	<u>561</u>	<u>463</u>	<u>-17.5%</u>
TOTAL	38,938	41,549	+6.7%

To put this into perspective, CyRide's previous **highest ridership day ever** occurred in February 2014 where 43,266 rides were provided.

On the first day CyRide pulled out 73 large buses of 73 available large buses (in other words, there were no buses in the garage that were operational). Thanks to everyone for collectively making the start of school so successful under these challenging conditions! (Sheri K.)

CIT Project: In light of ISU's ever increasing enrollment as well as the challenge we have in finding qualified drivers and buses, CyRide staff has begun looking for ways that other organizations can help us meet this demand for bus service. Within the last year, CIT Signature Transportation has purchased two Gillig buses for their charter business. Staff is discussing the possibility of a demonstration project with them to see if it is beneficial to contract with a private operator to operate transit-style buses in CyRide service (with their

drivers) to ease the pressure CyRide is currently experiencing with year-after-year of higher demand. Discussions to date are to try this for one semester on the Cardinal Route for a five hour period during our busiest time of the day (mornings) and to then evaluate the benefits or challenges it creates.

This project is similar to using the Durham school buses on the Cardinal route, only with transit buses and for a longer period of the day. The CIT buses would be placed on CyRide's regularly scheduled service as opposed to "extras". Every aspect of this project is being discussed (equipment and driver training needs, communication with CIT, federal requirements, etc.) to ensure that the trial service does not disrupt our service and is given the best possible chance to be successful.

No decision has been made one way or the other at this point, only discussions to see if it is even feasible for the two organizations to try. However, if the decision is to try it, it could be implemented for the spring 2015 or fall 2015 semesters. (Sheri K.)

ADMINISTRATION

Ray Coffey Receives IPTA Professional Driver of the Year Award: Ray Coffey was recognized by his colleagues as CyRide's nominee for the Iowa Public Transit Association (IPTA) Professional Driver of the Year Award during the State transit conference in June. Ray demonstrated the following required criteria in order to be considered for this award:

- Worked at least 780 hours in the last 12 months
- Worked at least 95% of all scheduled work
- Had no "at fault" accidents or moving violations
- No documented incidents or complaints
- No attendance violations (lates or no shows)

Overall, CyRide had 39 drivers this year that qualified for the award based on the above criteria which illustrates how outstanding CyRide's drivers are on an everyday basis. Based off of that listing, all of CyRide's drivers voted that Ray best demonstrated the qualities of a professional driver at CyRide. Some of the comments from Ray's colleagues were:

- ***"Ray is very friendly with all passengers, a helpful trainer of new drivers, works hard on break room committee and is dedicated to CyRide"***
- ***"Ray is always friendly, polite, helpful and considerate"***
- ***"Great trainer and does so much for the break room"***
- ***"Kind to passengers and communicates well with other drivers. He has a positive attitude and sets a good example for new drivers"***

Congratulations Ray! (Karen J.)

CyRide Employee Recognition: CyRide has some of the most outstanding drivers not only in the State of Iowa but throughout the nation and we would like to once again applaud those that have received local, state and national awards as shown to the right. These individuals were also recognized during the fall meetings but, in case you missed it, here they are again!

Below are photos of the top four CyRide's 2014 Roadeo winners held in May. Thanks to everyone that participated in the competition, set up the course, judged, barrel chased, scored, programmed the buses (nice to see CyRide drivers' names in lights), designed the plaques, readied the buses with protective gear, helped set-up/tear-down, stomped the concrete divots or just came to watch! A special thanks to Nathan for coordinating it all! (Karen J.)



1st Place: Kevin Gries



2nd Place: Paul Klimesh



3rd Place: Rob Jennings



4th Place: Adam Weiderholt

EMPLOYEE RECOGNITION

CyRide Roadeo

- 1st Place: Kevin Gries
 - 2nd Place: Paul Klimesh
 - 3rd Place: Rob Jennings
 - 4th Place Adam Wiederholt
 - 5th Place: Jason Bollman
 - 6th Place: Nathan Shimanek
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Iowa Public Transit Association (IPTA) Roadeo

- 40-foot bus
- 1st Place: Paul Klimesh

- Small bus
- 2nd Place: Nathan Shimanek

Professional Driver of the Year:
Ray Coffey

Community Transportation Association (CTAA) Roadeo

- Small bus
- 1st Place: Nathan Shimanek

Rookie of the Year:
Nathan Shimanek

American Public Transit Association (APTA) Roadeo

- 15 Appearances achieving
 - 1st – 30th Place (40-foot bus):
 - Paul Klimesh
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National Safety Council Driver of the Year

- Award of Honor – John Sorbo
 - Award of Honor – Glenn Crosswait
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In addition to the NSC Driver of the Year, CyRide acknowledges all of our safe drivers that receive the National Safety Council Safe Driver Award by placing them within a photo board downstairs in the

hallway by the dispatch with the number of safe driving years. We are truly proud of all of our drivers in how we provide safe service out on the road everyday! (Karen J.)

National Safety Council Driver of the Year: CyRide submitted nominees for a new award with the National Safety Council this year. The “Driver of the Year” recognition is awarded to a driver in each region of the United States. CyRide is in the West North Central region and the criteria for this award are:

- Organization must be a member of National Safety Council.
- Nominees must be full time drivers.
- Nominees must meet the minimum requirement of 15 years (consecutive) driven without a preventable accident.

John Sorbo and Glenn Crosswait were the only two drivers to meet the criteria and they received an “Award of Honor” certificate from the National Safety Council. Congratulations to John and Glenn! Nice job! (Karen J.)



Take Care Beware Campaign: In CyRide’s fall training meetings we shared information about several of the committees tasked with looking at the congestion on Osborn Drive. One of those committees was an awareness/education committee. This committee met this month and shared with us the new campaign they will be rolling out soon on ISU campus. The campaign is entitled “Take Care Be Aware” and it is aimed at individuals traveling via all modes of transportation. We train CyRide’s drivers to have safety as their first priority when out on the road so “being aware” through campus is nothing new for our drivers. The focus of this campaign is to help make ALL people aware of the role they play in the congestion as well as how to be more aware of others as they travel. Look for the logo and more information being pushed out through social media, orientations, ads, and TV spots in the next few months. (Barb N.)

CyRide Achieves Outstanding Success During Triennial Review: CyRide’s most recent accolade comes from our oversight agency, the Federal Transit Administration (FTA), who provides CyRide with a substantial amount of financial assistance through a grants process each year. FTA hires a consultant to conduct a federal review of all their grantees every three years in a process called a “[Triennial Review](#).” CyRide’s Triennial Review was conducted this summer and virtually every aspect of our operations from procurement, to grants management, to maintenance, to its fare structure and employment practices were reviewed for compliance with federal regulations in over [17 areas](#).

The preparation for the review was more extensive than ever, requiring administrative staff to answer 158 pages of questions, submit over 225 digital documents as well as compile boxes of procurement/maintenance files for on-site analysis. The end result of the review was extremely positive identifying “no deficiencies” within CyRide’s programs! A regional FTA representative shared that CyRide is only the third transit system in the region in eight years to accomplish a “no deficiency” review.

This “no deficiencies” result just further confirms the quality transit system we all provide for the Ames community and it starts with all the great employees we have working for CyRide! CyRide now provides safe rides to over 40,000 passengers throughout Ames on a daily basis! This kind of quality public transit cannot happen without each and every one of our employees doing their part. The outstanding level of service we provide shines through in every level and position of the organization. CyRide’s Board of Trustees applauded CyRide on a job well done in this accomplishment! Congratulations everyone! (Sheri K.)

OPERATIONS

Fall Back: Daylight Savings Time ends Sunday, November 2nd. Do not forget to set your clock (or watch) back one hour. Enjoy that extra hour of sleep! (Jenny B. and Rob H.)

Mind the Line: Please pay particular attention to the yellow line painted within the garage. They serve a useful purpose. These lines help drivers move safely within the parking lanes and into and out of the garage. When parking your bus in the garage, keep the left side of your bus positioned parallel along the line. The left rear and front tires of your bus should be positioned next to or within two inches of the yellow line. Parking along the guide line ensures your bus is properly positioned and safely away from other buses and fixed objects like walls, water lines, air hoses, etc. Parking askew of the guide line (see photo) makes it more difficult for other drivers to park and sets your bus up for a preventable accident. Do not be sloppy when parking. Take the time to properly align your bus up when parking. Keep your bus straight and mind the line! (George and Tom B.)



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.)

HIRING AND TRAINING

Many New Faces: Maybe you’ve noticed a lot of new faces on the picture board this summer. George, Tom, and Rob J. have been very busy hiring and training 30 drivers for the start of the fall semester. Take a minute to welcome them aboard! (Tom and George)

A Well Deserved Thank you: Thanks to everyone's hard work helping to get all of our new drivers through training and ready for fall. We really appreciate all of the work that the instructors have done to help with our additional drivers. (Tom and George)

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 #23 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)

Flu Shots: Flu Shots will be offered at CyRide on **Thursday, October 16, from 1:30pm-4:00pm** in the training room. Signup sheets will be posted on the bulletin board by the employee mail boxes. Please sign up for a time outside your shift if possible. You will be relieved from your run to get your flu shot if you work during this time. (Karen J.)

FLEET AND FACILITIES

Bus Update & More: Maintenance staff is hoping to have the last bus of the first group of five Minnesota buses ready shortly for service. As most of you are aware, we are operating with very few spare buses. Mechanics have been focusing on keeping buses already in-service running and haven't had much time to finish preparation work on the last bus. Bids for painting three more MN buses are due Friday, September 12th. We are hoping to get these buses in-service before the end of the semester. The last two MN buses will be used for parts.

The pre-production meeting for the next new bus order is scheduled for the week of October 20th. This group of six Gillig buses will be delivered in the spring of 2015. If you have any suggestions or recommendations for improving the next order, please see James or myself prior to the October meeting.

Two new driver supply cabinets have been installed in the building. One is located in the southwest corner near the electric equipment. The other new cabinet is located between lanes

10 and 11 in the new addition near the tire storage area. Finally, a new bus shelter is being installed at the Student Service stop as this article is being written.

BREAK ROOM COMMITTEE CORNER

The CyRide Employees' Fifth CyHawk tailgate event to be held on Thursday, September 11, 9:00am – 5:00pm. Hot dogs, hamburgers, buns, condiments, plates and plastic ware will be provided. We ask that employees bring a side dish, salad, casserole, vegetable, relish tray, dessert, or your favorite tailgate food to share with fellow employees.



You scream, I scream, we all, maybe not all, scream for ice cream. At the end of the summer schedule, as a suggestion from an employee, members of the committee purchased “many” flavors of ice cream and toppings for an Ice Cream Social. Many gallons later, toppings too, the event was enjoyed by all who love ice cream and the committee felt it was a major success. Remember to pass along your ideas or suggestions as this event would not have been held if not for the suggestion of an employee.

The Employee BRC will soon begin planning the December holiday party. If you would like to see a change to the holiday party format, Soup Day and CyRide Employee Rodeo events, please contact one of us.

The breakroom is at full capacity with overflow into the “Quiet Room” during certain times of the day. As a reminder, it takes additional hands (besides the cleaning crew) to keep the sinks clean; refill the napkin holders, salt and pepper shakers; replace/fill the soap dispenser, dish washing detergent, candy dispenser; and clean up the refrigerator and counters. Thank you all the CyRide employees who do their part to keep our breakroom picked up and tidy for everyone to enjoy.

Minutes from the Breakroom Committee (BRC) meetings are posted on the bulletin board in the Break Room. For those that purchase products from the vending machines and deposit money into the farebox for popcorn, coffee and hot drinks, those proceeds directly support the many CyRide events throughout the year.

Thank you to those employees that purchase products from the vending machines as well as deposit money into the farebox for popcorn, coffee, and hot drinks as this money helps support CyRide’s many employee events throughout the year. We appreciate your support.

The BRC members: Ray Coffey, James Crabb, John Cramer, Yvette Gahring, Karen Goodman, Dave Happe, Donna Olson, Tim Thien, John Vachris, and Joanne Van Dyke.