

CyRide Signals

November 1, 2016

ADMINISTRATION

CyRide's First Employee – Karen Jamison Retires



Karen Jamison, CyRide's first employee, retired from CyRide on Friday, September 30th, after four decades of public service in transit. Karen started with CyRide as our first dispatcher and ended her transit career as CyRide's Assistant Director of Operations overseeing nearly 1,700 drivers in her tenure!

Many friends, family, colleagues and bosses

attended Karen's retirement party held within CyRide's newest bus storage area to wish her well in her retirement. The party area was all decked out in photos from the 1970's, 1980's 1990's, 2000, 2010 and current decades to illustrate how CyRide has grown with Karen being part of our team. Karen received numerous gifts at her retirement including a CyRide lego bus, flowers, the first ever developed City of Ames Policies and Procedures manual, a CyRide bus signed by admin



Karen Jamison (1976-2016) with CyRide Transit Directors: Bob Bourne (1981-1995), Sheri Kyras (1995-present), and Craig Cole (1976-1980)

staff, several photo memory books, and picture colleges as well as a home drug testing kit (due to her many hours scheduling random testing for our employees)!

We certainly wish Karen well and welcome her back anytime she'd like to come drive an extra!



CyRide Celebrated 40th Anniversary: CyRide celebrated 40 years of service within the Ames community on Tuesday, September 13th, 2016. CyRide began its service with 5 buses and 20 employees in 1976 and has now grown to 105 vehicles with over 200 employees. CyRide held a few fun events for passengers including passing out cookies at various bus stops and holding an online scavenger hunt. The lucky drawn winners of the scavenger hunt were awarded \$40 gift cards to area retail establishments. Finally, all transit buses shared the “Happy 40th CyRide” message on their destination signs while everyone on ISU campus heard the catchy tune “The Wheels on the Bus” ringing from the Campanile during the ISU carillonneur’s noon hour concert! Thanks to all employees, past and present, for their service over the past 40 years of CyRide! (Shari A.)



CyRide First Two Weeks of School Ridership: As ridership trends change from year to year it is always interesting to see when passengers are riding and what routes and trips have increases, decreases or stay the same. The increasing enrollment every year can add stress to loads that are already at capacity or encourage people to choose alternative modes when the weather is nice (walking, biking, skateboards, etc.).

Comparing the first two weeks of ridership between 2015 and 2016, several routes appear to be down this year. Overall, the first two weeks of school have decreased in ridership by 3.3%. Several factors come into play when passengers are choosing when to ride including class schedules, work schedules, group studies,

weather, trip loads, etc. The movement of people can be one of the most challenging puzzles in logistics but history can show common trends and patterns. How we react to those trends is what can set us apart from other transit agencies. Peak trips also may change from year to year which challenges us to be flexible and adjust extras accordingly. Within the breakroom is a posting of the breakdown in ridership for the first two weeks by individual weeks of class by route and day for us who like to dig into the numbers a little deeper. I hope everyone is enjoying the fall semester so far and keep up the good work. (Rob J.)

Average Ridership - First Two Weeks of ISU Classes

	2015	2,016	Number Change	Percent Change
#1 Red	53,588	53,199	(390)	-0.7%
#2 Green	10,633	9,524	(1,110)	-10.4%
#3 Blue	29,416	30,123	708	2.4%
#23 Orange/#4 Gray	59,473	56,760	(2,714)	-4.6%
#5 Yellow	432	354	(79)	-18.2%
#6 Brown	24,935	22,203	(2,732)	-11.0%
#7 Purple	1,276	1,118	(158)	-12.4%
#9 Plum	3,818	5,593	1,775	100.0%
#10 Pink	76	64	(12)	-15.2%
#21 Cardinal	14,821	13,049	(1,773)	-12.0%
#22 Gold	1,876	1,580	(296)	-15.8%
Moonlight Express	1,483	1,539	56	3.8%
	-	-		
TOTAL	201,825	195,103	(6,723)	-3.3%

CyRide's System Redesign Study Update: The consultant CyRide hired to conduct the System Redesign Study is currently in the data/public input stage of the study. This phase began last month with ridership counts, stakeholder meetings, and driver and rider surveys. Public input will be the focus within the next few months with a community-wide on-line survey and four pop-up meetings on campus and in the community on October 21st and 22nd followed by formal public meetings on November 8th and 9th. It is very important that CyRide gain as much community input as possible this next month, which includes our employees as well so hopefully you will be able to attend.

Additionally, we hope each CyRide employee will be able to complete the on-line "Design Your Transit System" survey, which is not a typical survey. This survey requires each person to prioritize certain strategies over others that you would like to see while staying within a \$20 budget. Strategies differ from more frequent evening weekday service to service to new areas to extended hours of service. There are also opportunities to spend money on updated capital items such as shelters, more Nextbus LED signage or new vehicles. Strategies have a dollar value between \$1 and \$5 with all of the options together totaling \$59! Therefore, not every option you desire can be selected and you will likely prioritize many strategies over others.

Please take a few minutes and complete this survey and ask everyone you know to do the same so that we gain a good understanding of what is important for CyRide to include in its service in the future. The link to this survey is <http://cyridesurvey.com/>. Updates on specific locations and times of the pop-up and formal meetings will be listed on CyRide's website, facebook and twitter sites as they are confirmed. Results from the data/public input received will be included in service proposals that will be shared in early 2017.

OPERATIONS

Fall Back: Daylight Savings Time ends Sunday, November 6th. Do not forget to set your clock (or watch) back one hour. Enjoy that extra hour of sleep!

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!



Parking Buses Outside during Nice Weather: We are having many buses left outside with the front doors open. When buses are parked outside the front doors should be closed. Please remember to close windows and roof vents also.

Parking Buses Outside during Cold Weather: When parking buses outside the garage in cold weather, the following procedures must be done:

Leave the transmission in neutral

Set the parking brake (do not use the rear door interlock as a parking brake)

Close all windows and roof vents

Turn off all interior lights and fans

Turn off the 4-way flashers

Close the front door by reaching through the driver's window

Close the driver's window

When parking a big bus outside and the outside temperature is 20 degrees or below, do not turn off the bus engine. When parking a minibus outside and the outside temperature is 0 degrees or below, do not turn off the bus engine. The high idle and front heat or defrost should be left on all buses. This procedure will prevent the front windows from frosting over and diesel fuel from gelling and clogging both fuel lines and filters.

HIRING AND TRAINING

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 Orange route drivers should make this announcement **after** they leave the parking lot, so there is room for passengers boarding at Maple Hall.

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.

FLEET AND FACILITIES

Four Articulated Buses Arrive: The four new articulated buses arrived as fall classes started at ISU. The Maintenance Division did an excellent job of getting the buses ready for service while simultaneously dealing with all of the other maintenance issues associated with the start of fall service. Few problems have been reported with the new buses to date.



Rear Door Sensors: After receiving feedback from drivers and passengers, the rear door sensor decals on newer 40' Gilligs will again be modified to better communicate how to get the rear doors to open. Maintenance staff has also continued to work with the door manufacturer to improve cycle times on the doors.

NextBus Signs Go Vertical: Recently, the NextBus bus stop signs have been modified to be vertically oriented, as pictured to the right, instead of horizontally. This change should make it easier for passengers to read the signs and cut down on sign theft.



BREAK ROOM COMMITTEE (BRC) CORNER

CyRide Holiday Party – Friday, December 9th: The CyRide Breakroom Committee will meet in the upcoming weeks to make and finalize details for the CyRide Holiday Party to be held on Friday, December 9th. As we always ask, if “you” have suggestions or ideas, please, please contact one of the committee members, leave a suggestion in a breakroom committee member’s mailbox, or with Joanne.

Holiday party notices will be posted a couple weeks before the date and will ask for your participation to make the holiday party a successful event. The committee asks employees to bring a hot dish, vegetable, salad, appetizer, or dessert to share with your co-workers. This is an annual event for co-workers, friends, and family, and gives us time to share your or our favorite delights of the season.

Thank you Emily Nguyen: The Breakroom Committee and CyRide employees extend our thanks to Emily Nguyen for your expert grilling at the CyHawk Tailgate. The hamburgers and hot dogs were enjoyed by all.

We appreciate your support and suggestions.

CyRide hosts these quarterly events working together!

CyRide Breakroom Committee

Ray Coffey, John Cramer, Yvette Gahring,

Dave Happe, Emily Nguyen, Donna Olson, Tim Thien,

John Vachris and Joanne Van Dyke