



June 13, 2017

ADMINISTRATION

System Redesign Update: On April 13th, the Transit Board took the final step to approve the System Redesign Plan. Copies of the adopted plan are available in the break room as well as at www.cyride.com/system-redesign.

Staff will be developing an implementation plan over the summer and then begin working toward executing the following service changes next year as follows:

- **May 2018:** Yellow, Gray, Pink and Innovative Transit Service Zone
- **August 2018:** Red, Cherry, Purple, Lilac, Gold (new), Blue, Brown, Green, Orange, Peach

The Cardinal, Plum, Aqua and Silver routes will remain unchanged. Some of the activities that staff will be working on over this next year as a result of this plan, and the staff member(s) responsible for its completion, are as follows:

Activity	Lead Staff Member
Bus Stop Changes – Additions, Deletions, Modifications	Rich/Barb
Shelter Information Changes	Barb
Towers Turnaround Construction/Funding	Sheri K./Rich/Barb
Route/Schedule Map	Rob J.
Schedule/Run Pick Development	Rob J.
Drivers Needed (# of revenue hours)	Rob J.
Business Coordination – Target, Mall	Sheri K.
Education Campaign – Internal for staff/drivers	Barb
Education Campaign – External for customers	Shari A.
Bus Needs	Rich
Title VI Analysis	Shari A.
City Parking Changes – Elimination of parking to assist with turning movements on certain routes	Barb

The changes by route can be viewed on the following page. For any questions regarding the system redesign process or changes, please stop by and see one of the implementation team members.

System Redesign Route By Route Changes

1 Red	<ul style="list-style-type: none"> ▪ Operates from Ames Middle School to ISU via Mortensen and S. Dakota (eliminates difficult left turn at Steinbeck/S. Dakota) ▪ More frequent service during peak times (every 15 minutes) ▪ Serves south portion of ISU campus only
2 Green	<ul style="list-style-type: none"> ▪ No change in hours of service or frequency ▪ To improve speed and reliability, only deviate to Ames High School for two morning and two afternoon trips
3 Blue	<ul style="list-style-type: none"> ▪ Shorten route to operate between South Duff and ISU campus only (see 26 Peach) ▪ Extend route to serve Target and Walmart more directly ▪ More frequent service during peak times (every 10 minutes)
4 Gray	<ul style="list-style-type: none"> ▪ Eliminate route (provide new all-day "Innovative Transit Service" zone in eastern Ames) ▪ Eliminate 4A Gray midday service (more frequent 5 Yellow)
5 Yellow	<ul style="list-style-type: none"> ▪ Provide all-day service from Southdale to Downtown via South Duff, with shortened route coverage in Southdale area ▪ More frequent service on weekdays all day (every 30 minutes)
6 Brown	<ul style="list-style-type: none"> ▪ Midday and afternoon frequency adjusted to every 30 minutes; morning service provided every 20 minutes from 8 a.m. to 10 a.m. ▪ Service hours improved to extend to 9 p.m. on weekdays ▪ Adds weekend service to Research Park (8am -9pm Saturday; 8:30am-8:30pm Sunday)
7 Purple	<ul style="list-style-type: none"> ▪ More frequent service during peak times (every 15-30 minutes) ▪ Additional 1.5 hours of service during peak times ▪ Serves south portion of ISU campus only
8 Aqua	<ul style="list-style-type: none"> ▪ No changes are recommended
9 Plum	<ul style="list-style-type: none"> ▪ No changes are recommended
10 Pink	<ul style="list-style-type: none"> ▪ Eliminate route (provide new all-day "Innovative Transit Service" zone in eastern Ames)
11 Cherry (NEW)	<ul style="list-style-type: none"> ▪ Rebrand 1A Red as 11 Cherry ▪ Operate to ISU via Mortensen, S. Dakota, and Lincoln Way ▪ More frequent service during peak times (every 7-15 minutes) ▪ Serves south portion of ISU campus only ▪ Service hours: 7:00am –10:00am & 2:30pm-5:30pm
12 Lilac (NEW)	<ul style="list-style-type: none"> ▪ New peak hour express service from West Ames to ISU ▪ Serves south portion of ISU campus only ▪ Service hours: 7:30am – 6:30pm
21 Cardinal	<ul style="list-style-type: none"> ▪ No changes are recommended
22 Gold	<ul style="list-style-type: none"> ▪ Eliminate route (deviate #6 Brown via Knapp to Lynn)
23 Orange	<ul style="list-style-type: none"> ▪ Show more trips on schedule ▪ Route shortened to no longer serves Vet Med due to articulated buses on this route
24 Silver	<ul style="list-style-type: none"> ▪ No changes are recommended
25 Peach (NEW)	<ul style="list-style-type: none"> ▪ New route between Vet Med and North Grand Mall via Stange Rd. and 24th Street ▪ Will operate with a smaller vehicle ▪ Service hours: 7:00am – 7:00pm; 60-minute frequency
26 Gold (NEW)	<ul style="list-style-type: none"> ▪ New all-day 10-minute service between The Towers (Wallace/Wilson Residence Halls) and Schilleter Village ▪ Replaces Blue Route and Brown Route service between these two locations ▪ New bus turnaround to be constructed at The Towers ▪ Service hours: 7:00am – 10:30pm
East Ames Innovative Transit Service (NEW)	<ul style="list-style-type: none"> ▪ Service between City Hall and “zone area” in East Ames on an hourly basis ▪ Provides door-to-door service within the zone ▪ Passengers will call CyRide for a return trip from East Ames back to City Hall ▪ Will operate with a smaller vehicle ▪ Service hours: 7:00am – 7:00pm; 60-minute frequency

Award of Excellence Received: CyRide received the “Award of Excellence” from the Federal Transit Administration’s Region VII Office for the “Highest Ridership of 6,785,479 riders and the Highest Increase in Ridership of 64,880 Rides Among Public Transit Systems in Iowa from 2015-2016. Sheri Kyras, Transit Director, received the award during the Iowa Public Transit Association annual meeting in Des Moines on June 1, 2017. (Sheri K.)

2017 Triennial Review Results: Every three years for Federal Transit Administration (FTA) examines CyRide’s performance and adherence to current FTA requirements and policies. Federal contractors are hired to scrutinize every aspect of our operation from procurement and maintenance to our fare structure and employment practices.

This year’s triennial review began with a ‘desk review’ of compliance with 17 areas including: Financial Management, Technical Capacity, Maintenance, ADA, Title VI, Procurement, DBE, Legal, Satisfactory Continuing Control, Planning, Public Comment, Half Fare, Charter Bus, School Bus, Security, Drug Free Workplace/Drug & Alcohol, and EEO. While this review is not an “audit”, the effort needed to document compliance with federal regulations is certainly equal of an audit. CyRide submitted a document over 200 pages of answers to prepared questions and the documents to support those answers for this portion of the review!

After the desk review was completed, the federal contractor then visited Ames in May to perform a two-day intensive on-site review asking additional follow-up questions for areas of concern. CyRide received two findings detailed below in which they must respond with a schedule to correct these deficiencies by October 3, 2017:

- Planning/Program of Projects (POP) –No current agreement with metropolitan planning organization (MPO)
- Drug Free Workplace/Drug and Alcohol Program – Drug and alcohol contractors not properly monitored for their D&A program

FTA stated within the exit conference that any transit agency with less than four findings is an “outstanding outcome” and CyRide is to be congratulated for this result.

OPERATIONS

National Rodeo Results: Kevin Gries recently competed in the APTA International Bus Rodeo 40ft. bus division in Reno, NV, where he placed 19th out of 61 contestants. This was Kevin’s second time competing at the national level and out of a possible 700 points he received 602. We would like to congratulate Kevin on this accomplishment and thank him for his excellent representation of CyRide and the State of Iowa at this national event! (Sheri K. & Barb N.)



State Rodeo Results: On June 3rd, CyRide drivers yielded the following results from the state bus rodeo competition held in Des Moines:

Large Bus Division

Kevin Gries – 1st Place
Paul Klimesh – 2nd Place

Small Bus Division

Nathan Shimanek – 1st Place
Jason Bollman – 6th Place



Scores from the State Rodeo are available on the boards by the breakroom for those interested in additional details. In winning the large bus division, Kevin will compete next on the behalf of CyRide and the State of Iowa in Tampa, Florida in early May 2018 at the APTA convention. With Nathan winning the small bus division, he will be competing in a “yet-to-be-determined location” in June 2018 for the Community Transportation Association of America (CTAA) bus competition. Congratulations everyone as this demonstrates the skills and talent CyRide drivers possess in operating service in Ames! (Sheri K.)

CyRide Professional Driver of the Year: Dave Happe was selected as CyRide’s Professional Driver of the Year, with an outstanding performance record and recognition by his peers. Dave received a “Professional Driver of the Year” certificate and pin for his achievement at an award banquet dinner at the annual IPTA meeting on Friday, June 2, 2017. The following accolades were read at the dinner:

Dave has been employed as a Transit Driver with CyRide for the past 5 ½ years; is a very dependable and conscientious employee and an inspiration, role model and mentor to many drivers within the organization. He has also earned a 4 year Safe Driver Award from the National Safety Council and is a training instructor for CyRide’s new drivers. He shows a sincere interest in the new drivers and is highly regarded by them as a source of knowledge and expertise. A few comments that were noted on the ballot nomination forms from his peers were: “Dave’s indomitable spirit (and cookies) give us inspiration to do our best even on the most difficult



days”; “Dave always has a positive attitude and is willing to help”; Many mentioned how “happy” he is.

One thing that can always be counted on with Dave is that every day he has a smile on his face and greets every employee and passenger he interacts with kindly. This kind of thoughtfulness and kindheartedness has made CyRide a better place. Dave is a valuable member of CyRide and a great example of a dedicated transit employee. Congratulations Dave! (Sheri K. & Barb N.)

Time off Without Pay: The Labor Management Committee has recently come to an agreement about the number of hours employees can have time off without pay. Beginning July 1, 2017, drivers will be able to take a maximum of 40 hours of time off without pay during the fiscal year, unless prior approval is obtained from the Director of Transit, Sheri Kyras. It was agreed that certain situations would not count toward the 40 hour maximum, including:

- Banked Time Requests
- Interviews (other rules still apply to these)
- Exams
- Swaps

It will be each employee’s responsibility to monitor their own time off, including any limitations such as the 40 hour maximum of time off without pay. In efforts to help individuals monitor this, a listing will be posted with the accrual listing in the hallway by the breakroom at the end of each month. It will be very important that Requests for Time Off (RTO’s) have the enough information listed, specifically the situations that are excluded from the 40 hour count. This information may be marked in the “reason” box of the RTO form, so it isn’t listed in the payroll system incorrectly. If you have any questions do not hesitate to ask! (Julie and Rob J)

School Year Schedule Changes: School year schedule changes for August 2017 have been developed and are currently at the printer to be incorporated into our schedule. The changes are as follows:

- **#6 Brown North:** The #6 Brown route from the Core into campus was modified. Many drivers suggested to look at the time it took to travel northbound into campus from the Core. Not only did it take additional time than anticipated to travel through the Core parking lot, but a new signal light on University Boulevard near Highway 30 made the travel time longer as well. In addition, staff anticipates more ridership on the south end of the Brown route due to the new apartments being built south of Wessex as well as the Core building being more heavily utilized. All times from Wilson to the Mall were all delayed by two minutes.
- **#9 Plum:** The time points were observed on the #9 Plum route from campus out to the endpoint per a suggestion that waiting at the Memorial Union as well as along South 16th were areas of concern. As a result, times were adjusted to help keep the buses moving through these two time point areas.
- **#7 Purple:** The #7 Purple route endpoint will be extended further west on Mortensen Road this fall. CyRide buses will no longer have to turn around at the intersection of Mortensen Road and Miller Avenue as a new bus turnaround is being constructed just south of Clemens Blvd. The new turnaround should look similar to the #2 Green endpoint.

- **Bessey Hall:** The Bessey Hall bus stop is slated to reopen mid-August and as a result all transfer points on the school year schedule will go back to Bessey Hall instead of the current MacKay Hall. When this happens, MacKay and Agronomy Hall bus stops will close once again. The fall schedule is being modified with this change.

Thank you to everyone that provided suggestions or stopped by to share your thoughts on our current bus system and schedule. I really appreciate all the comments in how to make our service better. However, keeping any changes and suggestions within the budget can be a challenge but it is a challenge that I enjoy working through. (Rob J.)

HIRING AND TRAINING

Referral Program: Please continue to refer qualified applicants to apply to be a driver! Current employees who refer someone to be a driver receive a **\$500 bonus** after the referred person works just 400 hours! Since the implementation of this bonus program, 7 employees have received this bonus and 4 more are getting closer to receiving the bonus. Simply tell the person applying to put your name down on the application—it is that easy!

New Hires: There are some 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 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. Remember the referral program mentioned above! (Tom and George)

Change of Address: If you have moved be sure to fill out a change of address form. You can get these forms from the Dispatchers or on the bulletin board in the hallway by Dispatch and please return them to Dispatch after filling them out.

Thunderstorms and Tornadoes: Summer in Iowa equals 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 70 mph 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. (Tom and George)

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 H and Jenny)

FLEET AND FACILITIES

Jon Buss Retirement: For any employee that has worked for CyRide, you know that we have a hard time parting with our buses. While it's true that CyRide lacks the federal funding to replace our buses when they reach their useful life of 12 years, we genuinely love our vintage fleets. CyRide typically keeps our "buses" running in service for twice their useful life or over 24 years! Jon Buss is no exception retiring from CyRide after 27 ½ years on March 31, 2016!

Most CyRide employees knew Jon was an excellent body and paint repair person, but few outside of his immediate work group knew he was an excellent mechanic as well. For example, Jon had the patience to perform long complex wiring repairs. His skill set will be very difficult to replace."

- James Rendall, Maintenance Coordinator



Jon joined CyRide in August 1989 and has helped to keep our buses moving since that time. Jon developed a flair for bodywork over his tenure and has made our buses sparkle like they were brand new. Jon will be missed by everyone at CyRide but especially throughout the Shop.





27 1/2 years at CyRide

Over 7000 days
Hundreds of buses to repair
Countless projects
Unforgettable friendships
Everlasting memories



*What do these
Buses (Busses)
have in common?*



They are all retired buses (Busses)!

They are all retired buses (Busses)!

Gillig Bus Order: CyRide staff will start work on the next Gillig bus order of three buses in June. A small group of drivers will be asked for their input on the order. We will do our best incorporate recommended changes into the new vehicles. Production of the vehicles is scheduled for Spring 2018. (Rich L.)

New Relief Vehicle: A new Ford Escape relief vehicle will be delivered to CyRide by the time Signals is published. The new Escape will be equipped with a rear camera, reverse sensing system, and blind spot monitoring (BLISS) to help prevent accidents. Look for the new vehicle to go into service later this summer. (Rich L.)

Facility Improvements: East end paving improvements should be complete by the 15th of June. Work continues to progress on the pit replacement project. The pit project should wrap up by the end of July. Finally, the tire maintenance area and west side of the shop are being improved with new paint. (Rich L.)



BREAK ROOM COMMITTEE CORNER

Little happens during the summer months for the Breakroom Committee so stay tuned for the first event this fall, which will be the CyHawk Tailgate event, Friday, September 8. Details and notices will be displayed as time gets closer so relax and enjoy summer until we are ready to "Hike the Ball"!

Breakroom Committee Members

Yvette Gahring, Karen Goodman, Dave Happe, Emily Ngyuen, Donna Olsen, Tim Thien, John Vachris and Joanne Van Dyke

