



October 9, 2017

ADMINISTRATION

System Redesign Update: CyRide staff continues to work on projects to prepare for the System Redesign Changes next May and August. Here is the status of work over the last couple of months:

- Rob Jennings and several operations staff have been working on taking the consultant's preliminary school-year schedule and, from this one schedule, develop nine schedules for:
 - Weekday School Year
 - Saturday School Year
 - Sunday School Year
 - Weekday Break
 - Saturday Break
 - Sunday Break
 - Weekday Summer
 - Saturday Summer
 - Sunday Summer

The additional challenge is that the combined hours for all these schedules need to have relatively the same number of revenue hours as we currently operate with the board's requirement for a fiscally-constrained service change. Modifications are currently being done to make these schedules the best they can be for drivers and our customers. The group is aiming for a first draft of this for the drivers by the end of October and will schedule a public meeting with these schedules for November. Copies of the summer schedules will be posted for drivers to review first, followed by the fall schedules once everyone has had a chance to see the summer schedules as we have limited space to display these.

- A group of staff are working on marketing the new services to educate riders on what is changing and begin familiarizing riders on how to use the service next year. The marketing firm Trilix was hired to assist staff. They have branded this service change "CyRide 2.0, the next generation of transit service in Ames". All materials will direct customers to our website, which will have a new section on these changes. Staff has not developed this information yet, but will have it ready by January 1, 2018. The marketing firm is also working on helping to come up with ideas on a name for the "ITS" (innovation Transit Service zone), with the CyRide group hoping to have a name selected by the end of October. Staff will also be taking a field trip to Des Moines to see how a similar service works in their system, as staff begins to determine how, specifically, this service will work at CyRide.

were to purchase new technology to automate these stop announcements. CyRide's first look at this cost is approximately \$750,000, but we may be able to reduce this cost using NextBus technology. Barb Neal, Rich Leners and Keith Wilber will be researching this when they attend the APTA convention in early October. (Sheri K.)

New State Law's Impact on CyRide's Collective Bargaining Requirements Update:

Information was posted earlier this year about the state's new collective bargaining law. There has been a great deal of activity since this legislation was passed in February as the new law is contrary to CyRide's federal grant agreements, which require a wider array of bargaining topics. To make a very long story short, CyRide was part of a six month negotiation with the IUOE and Department of Labor regarding this topic. As a result, a new federal collective bargaining agreement has been signed between CyRide and IUOE that makes no changes to the existing contract (that expires June 30, 2019) and a commitment to bargain on the same terms as are in the current agreement when it expires. To do this, CyRide, and other transit systems around the state, are invoking a never-before-used state law that allows agencies, whose federal funding is jeopardized by a state law, to be bound by the federal requirements instead, which are included in this new agreement signed last month.

There is still a great deal of discussion to be held on how the next round of labor negotiations will unfold as CyRide employees are part of the larger IUOE bargaining unit. As a result, non-CyRide employees, covered by the unit, will be subject to the state law with more limited bargaining rights, as opposed to CyRide employees who will be bound by this new Department of Labor agreement with more bargaining rights. The good news is that we have eighteen months to work with IUOE on how to conduct the next negotiations. (Sheri K.)

Website Design Update: The transition of the existing website to the new design is currently underway. Our website provider, Vision, is currently migrating content from the existing pages to the "new" redesigned site. As part of that process, our 100+ schedules are being reformatted from Excel to the new format by CyRide staff. The schedule format changes are anticipated to be complete in the upcoming weeks. After that is done and quality checks have been completed, we will have more information about a go live date for the new design. CyRide staff has been trained on the new interface and is excited to showcase this new, user friendly design! Stay tuned for more information! (Shari A., Julie, Rob J.)

First and Second Week Ridership: The first two weeks of ridership have been posted outside the breakroom. Even though ridership patterns shift throughout the semester the first two weeks can be an indicator if ridership will be up, plateaued or down for the year. Iowa State University's enrollment seems to be leveling off or even lowering which directly affects CyRide's ridership. The official enrollment this semester is 36,321 which is down from last fall's 36,660 student population. The #1 Red route ridership has the largest change since last year. It is down 8.2% for the first week and down 8.8% the second week which raises some questions as we approach the system redesign. Are students moving closer to campus? Or is living in West Ames less desirable than it has been in the past? Ridership on the #3 Blue route has increased steadily over the past school year as the first three of five Stadium View apartments on South 4th Street have been completed. As buildings four and five get completed and occupied I would expect to see Blue route ridership continue to grow. Ridership on the Orange and Blue routes are increasing as all the other routes are decreasing gives us an overall decrease in ridership.

Revenue miles and hours are up from last year which means that we are running more extras as ridership decreases. Decreasing ridership isn't a trend that we have seen much in the past ten years. Shifting our way of thinking from where can we add a bus for higher loads and

demand to where can we pull underutilized buses that don't carry many passengers. Monitoring loads and extra's for decreasing demand is as important as increasing demands. (Rob J.)

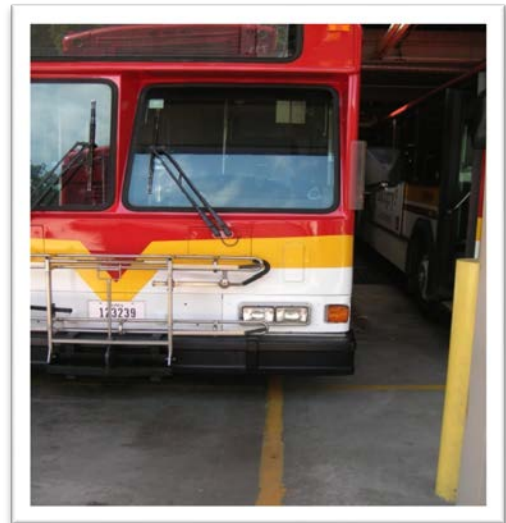
OPERATIONS

Safe Driver Awards: Congratulations to the following drivers, who earned Safe Driver Awards in April, May, June, July, and August, 2017. (Barb)

Phil Hodges	31 years	Charles Long	5 years	Clevon Reed	1 year
John Botten	28 years	Kirk Langas	4 years	Aalariah Waters	1 year
John Packwood	28 years	Grant Olsen	4 years	Andrew Holden	1 year
Chris Williams	26 years	Adam Duke	3 years	Michael Schuster	1 year
Adam Wiederholt	13 years	Michael Hlavacek	3 years	Nate Wing	1 year
Tedd Devick	12 years	Andrew Ragusi	3 years	Jeremiah Cornell	1 year
Eric Ollie	12 years	Sterling Lipscomb	2 years	Marcie Cleland	1,040 hrs.
Jason Lippard	6 years	Don Knowles	2 years	Themos Pavlis	1,040 hrs.
Natasha Harsh	5 years	Craig Sheehy	2 years	Russ Moore	1,040 hrs.
Randy Lien	19 years	Heidi Kalina	2 years	Jonah DeGeest	1,040 hrs.
Ted Mathews	5 years	Tim Thien	1 year	Christian O'Banion	1,040 hrs
Ashley Mathews	5 years	Isaac Deford	1 year		

Fall Back: Daylight Savings Time ends Sunday, November 5th. 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 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.

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 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.

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 deboarding 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 deboarding. 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)

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.

HIRING AND TRAINING

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.

Spring 2018 Run Pick: We will hold Spring Run Pick December 2-6 (after students have had a chance to pick their spring semester classes.) Spring 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 this 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, 2017.

FLEET AND FACILITIES

Bus Exhaust Smoke: Some drivers have observed that a few of the newer buses have been putting out more dark exhaust smoke than they should. This excessive dark smoke is caused by the bus engine emission equipment failing. Specifically, the problem is caused by a ceramic brick within the system cracking and allowing diesel particulate to exit through the exhaust pipe. An intact brick is designed to trap diesel particulate and then incinerate it during the engine regeneration phase. The brick is one part of a complicated engine emissions system that is proving challenging for us and other transit agencies to maintain.

CyRide buses use the same engine as trucks. Our current theory on why these systems are problematic is that the emission systems are adequate for trucks operating at highway speeds but they do not work well for transit buses. Our buses are constantly starting and stopping and never operate at sustained high RPMs. The problem will be ongoing for maintenance. We anticipate engine emission system and associated problems will become the single largest maintenance expense on a transit bus. Please write a maintenance card if you do observe one smoking excessively so we can get it in and correct the problem. (Rich)

Radio Update: Thank you all for your patience as we work through the various issues with the bus radios. CyRide is in a difficult position when it comes to radios. The Federal Government requires new radios purchased or leased by local governments be capable of communicating with all other government entities. We have literally been waiting for years for the City of Ames to purchase a new radio system. The City in turn has been waiting for years for the State of Iowa to purchase a new system. So, we were trying to use the old radios until new ones could be purchased. Time ran out last spring with the old radios because they haven't been manufactured in years and spare parts were running out. The contractor that supplies the radios said we had to switch to new radios or risk not having parts to repair existing ones.

We reluctantly agreed to rent the digital radios (not capable of communicating with all government entities) year to year while we wait for new ones to be leased or purchased by the City (which are capable of communicating with all government entities). Digital radios were presented as having better quality, more features, and more consistent coverage. It has been a struggle ever since. As of this writing, Motorola (the manufacturer) is now involved and they are trying to correct the various issues. (Rich)

BREAK ROOM COMMITTEE CORNER

CyRide Holiday Event: CyRide Holiday Party scheduled for December 8, 2017 with details to be finalized at the November Breakroom Committee meetings. Notices will be posted as the date nears and once again ask for employee participation to make this another successful event. Per the committee's normal request, we suggest employees bring something to share (vegetable, salad, relish, appetizer, dessert, candy) with your co-workers. This annual event has a long history and a time to relax before finals and the holidays, visit with co-workers, retirees, and family plus gives you an opportunity to enjoy the holiday foods and party.

CyHawk Tailgate Party: The Breakroom Committee and CyRide employees thank CyRide for purchasing the new grill, James Rendall for putting it together, and Emily Nguyen for grilling for the tailgate.

Thank you Breakroom Committee members, Karen Goodman, Yvette Gahring, Tim Thien, Dave Happe, Emily Nguyen, Donna Olson, and John Vachris. A shout out to James Rendall and Chris Lumley and anyone else I missed for the tasks and behind the scene jobs you take on to keep the Breakroom functioning. It is truly appreciated by all.

If interested in joining the Breakroom Committee, please speak with one of the members:

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