



December 21, 2018

ADMINISTRATION

Drug Testing Rate Increase: Just a reminder, effective January 1, 2019, the minimum random drug testing rate for CyRide employers will increase from 25% to 50% for all safety sensitive covered employees. This change is required by the Federal Transit Administration due to an increase in the industry's "positive rate" over 1.0 percent or greater as reflected in random drug test data for calendar year 2017. Testing rates for alcohol will remain the same at 10%. Our drug and alcohol policy will be updated in our January board meeting, to reflect the new required testing rate of 50%. Updated policies will be available during our Spring training meetings in January 2019. (B. Neal)

Passenger Transportation Plan: CyRide staff is currently completing an update to the Passenger Transportation Plan for the Ames Area Metropolitan Planning Organization due in May 2019. The PTP is a coordinated effort between the transportation providers and human service agencies providing service within the Ames community. The efforts focus on coordinating transportation for the low-income, elderly and disabled populations. This collaboration document is a federal mandate in order for CyRide to access approximately \$250,000 in federal funding to benefit the elderly and disabled community and utilize it for the best use to the community. This funding currently is utilized for the following services within Ames:

1. Dial-A-Ride contracted service (HIRTA is contractor)
2. Dial-A-Ride buses/vans (leased to HIRTA)
3. Customer Service Portal allowing Dial-A-Ride/HIRTA passengers to schedule rides and pay for trips online
4. Shelter improvements including LED signage for real-time bus information
5. Fixed-route annunciators.

(Shari A.)

OPERATIONS

Interior Temperature of Your Bus: As the weather continues to stay cold we should talk a little about the interior bus temperatures. All buses heat differently providing more heat to some areas than others. Drivers should frequently walk through the bus to monitor the temperature of the passenger seating area as well as referring to the interior thermometer. During winter, drivers should maintain their passenger compartment temperatures between 65-68 degrees F. This insures that passengers in winter clothing do not become uncomfortable. If the heater does not raise the temperature to this comfort range, the dispatcher should be notified.

Tough Snow Warning, if it comes: When curbing your bus, be on the lookout for the piles of accumulated snow that will exist at the edges of the street. The freeze-thaw cycle and road chemicals will turn this once fluffy material into something akin to concrete. Adequately survey the situation when stopping and ensure there is enough room between your bus and any snow. Hitting a frozen snow bank is a preventable accident. Striking this glacier-like substance can damaged the bus particularly mini bus step wells.

Parking Buses Outside in Cold Weather: As a reminder, when the outside temperature is 20 degrees F or colder, please keep the diesel buses idling when parking 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.

Peach Route Extended: We have had quite a few requests from the disabled community to service the Wheeler Ave./Roy Key Ave. area. Starting on January 1, 2019 we will be extending the #14 Peach Route in North Ames. This extension will be added to the southbound trips of Peach only. Once the bus leaves North Grand Mall, it will turn left onto Grand Ave., left onto Wheeler St., left onto Roy Key Ave. and right onto 30th St. back on route. There will be 3 bus stops added to this loop. The first stop is at 30th/Grand, the second at Wheeler Ave. in front of Northern Lights and the third stop is on Roy Key Ave. in front of the Keystone Apartments.

HIRING AND TRAINING

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.

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.

FLEET AND FACILITIES

2.0 Fleet Reduction: Due to the efficiencies created by CyRide 2.0 and the arrival of new buses last spring, CyRide will be disposing of several buses this fall. Plans currently call for selling nine 40-foot buses, but this number may be adjusted. The buses will be sold via online auction on Publicsurplus.com or Govdeals.com in the spring 2019. (Rich L.)

Penthouse Light: Red and green lights have been installed on the side of the penthouse above lane 13. When the green light is illuminated, it means the temperature is below 20 degrees and you should leave your bus idling when parking it outside. If the red light is on, the temperature is above 20 degrees and it is okay to shut the bus engine off. (Rich L.)

2015 Gillig Wiper Problems: Several drivers mentioned problems with the windshield wipers not shutting off on the 2015 Gillig's in the fall training meetings. Maintenance believes the problem can be attributed to a bad batch of wiper motors. Therefore, wiper motors are now being replaced in the six buses delivered with the 2015 bus order. (Rich L.)

Upcoming Construction Projects: Plans and specifications are currently being finalized for three construction projects next year. The projects will likely be bid in February 2019. The largest project calls for the replacement of the bus wash and renovation of the bus wash area. Buses will need to enter the facility through an alternate location during construction which will likely be scheduled over the summer. CyRide will also be completing another facility security project that will expand on the work completed in 2017. Finally, if the budget allows, we will be repaving the end point at the Ames Middle School and possibly the Green endpoint. (Rich L.)