

CyRide Signals

May 24, 2019

ADMINISTRATION

CyRide Director Retires: CyRide's Transit Director, Sheri Kyras, retired on March 29, 2019 after 12 years with the organization. During Sheri's tenure, CyRide's ridership grew 58.5% from 4.1 million passengers to over 6.5 million. In addition to the ridership growth, Sheri greatly altered the make-up of CyRide's bus fleet (35-40 foot buses by adding hybrid buses (12) dubbed "CyBrids", articulated (6) or "bendy" buses as well as adding bike racks to the entire fleet making it multi-modal. In addition to fleet modifications, bus routes were completely redesigned under Sheri's leadership and implemented in the summer/fall of 2018 with CyRide 2.0 branding. Overall, eleven new routes were initiated under Sheri's direction in her 12 years. Sheri brought extensive grant writing skills to CyRide which garnered the transit agency a plethora of facility expansions and renovations as well as the new Ames Intermodal Facility, where residents can find regional transportation options.



CyRide Transit Director (2006 – 2019) Sheri Kyras at her retirement party pictured with son Nick and husband Richard

To view a taped [video](#) of Sheri's retirement sendoff visit CyRide's Past & Present on Facebook: Ames community leaders as well as transit industry professionals were present to bid farewell and congratulate Sheri on her retirement. Moments from speakers' accolades are below:

- **Mohktee Ahmad (Administrator, Federal Transit Administration – Region VII) remarks:** "Thank you; we've had a wonderful relationship over more than 20 years. You should be proud of all the projects that were completed and we thank you for all the hospitality whenever FTA staff came to Ames for dedications. I've seen the growth of the system through Bob's days and (you've) taken it to the next level. The next person that comes in.... I feel sorry for!"
- **Carl Lingren (Director, Iowa Public Transit Association) remarks:** "I would not be where I am without your leadership, expertise and patience. You are one of the few that have taken the time to invest in this (IPTA) association to make all (Iowa) transit systems better throughout the State of Iowa."
- **Juan Bibiloni-Rivera (Iowa State Student Government) remarks:** "I always remember this advice from past student representative Steven Valentino telling me, 'Sheri's your best friend.' This attribute of 'best friend' just goes to show the confidence that we have in Sheri and her expertise. Whenever there is an issue involving the students, she is always contacting us to seek our advice."

Student representatives take extreme pride and ownership of CyRide to the point of being “overly excited” about transit!”

- **Ames Mayor John Haila (City of Ames) remarks:** “I’ll never forget the consultant commenting in our recent system redesign study that CyRide “IS” the standard that we compare everything else to within the nation for our studies. Ames and ISU can be proud that people look to us to see how it is being done (well). Thank you for your 12 years of leadership as a Transit Director. You have left your mark with your fingerprints all over it. As we continue to move forward, we won’t forget about you as the progress you’ve made for CyRide has been nothing short of remarkable. We wish you well in your retirement and hope you enjoy the next chapter of your life.”

- **Barb Neal (Assistant Director of Operations, CyRide) remarks:** “There is no doubt in my mind that CyRide couldn’t have grown and accomplished this much in twelve years without your leadership and guidance. Thank you for being the first female CyRide Transit Director. In traditional fashion,



CyRide Transit Director Sheri Kyras (right) at her retirement party pictured with Barbara Neal (CyRide Assistant Director of Operations)

CyRide drivers will exit their last day of driving with a 10 code message. Sheri, we wish we could just 10-66 (disregard) this day, however starting Monday you’ll be 10-7 (out of service). Everyone here can 10-4 (agree) that you’ve been a 10-88 (valuable asset) to CyRide.”

Before exiting the building, Sheri thanked everyone for attending her retirement. Sheri touted, “This transit system is an outstanding system. It was outstanding when I came and I think that through the 12 years that I’ve been here, with the outstanding staff that CyRide has, we’ve accomplished a lot and have been able to maintain that standard to the City of Ames residents and (ISU) students. To the transit staff.... Thanks for being on a journey with me. We’ve tried lots of different things; things that worked; things that didn’t work maybe as well as we hoped or thought they would.’ This is an outstanding group of people that will still be here to provide the service on a daily basis (well) after I leave. To the City team...I’ve never worked in a place that has been so supportive throughout the entire organization.”



Former CyRide employees: Bob Bourne, Karen Jamison, Tom Davenport, Sheri Kyras, and Rick Maxwell.

Service Updates: Service level changes for this summer and fall are as follows:

- **Summer 2019 (May 11 – August 18, 2019)**
 - **#2 Green** – Will operate an extra trip of Green starting at North Grand Mall at 6:53 a.m. that arrives on campus by 7:16 a.m. This new trip is displayed online at cyride.com.
 - **#6 Brown** – Will operate every 40 minutes between North Grand Mall and Towers Residence Halls on Sunday. This schedule is only noted online; not in printed brochure as the transit board just approved this modification on May 9th.
 - **#9 Plum** – Will deviate on its inbound trip to campus through the Vet/Med complex providing 20 minute service to this ISU facility.
 - **#14 Peach** – Will be shortened (and continue through the school year) to provide service between the North Grand Mall and campus. This route will be conducted in a minibus at a 30 minute service level.
 - **#25 Gold** – Will operate every 40 minutes between Schilletter Village and campus.

- **Fall 2019 (Begins August 19 or 26, 2019)**
 - **#11 Cherry** – Extend service from 6:30pm to 8:30pm operating every 40 minutes.
 - **#25 Gold** – In addition to summer service, Gold will operate at a 40 minute service level during breaks. Service will be extended from 10:30pm to 12:30am also at a 40 minute service level. Weekday service during the school year will be reduced from operating every 10 minutes to every 12 minutes.
 - **#6 Brown** – Service hours will be extended from 8:30pm to 10:30pm weekdays at a 40 minute service level.
 - **#12 Lilac Route** – The mid-day “gap” in service will be filled from approximately 10am to 2pm with service every 40 minutes.

Public Transit Infrastructure Grant Submission: In May 2019, CyRide submitted a public transit infrastructure grant (PTIG) to the Iowa Department of Transportation (DOT) to help update CyRide’s facility beginning next year. Transit agencies are limited to submitting projects that are only 40% of the overall allocation, \$1.5 million, available. PTIG has helped fund several projects for CyRide over the past decade including: Administrative LEED Building (May 2008), Shop Heating Ventilation & Air Conditioning (April 2010), West Wall EIFS Replacement (July 2010), Maintenance Facility Renovation/Sprinklers (Dec. 2014), Bus Storage Addition (Dec. 2014), Roof Replacement (April 2017), Shop Hoists (Dec. 2018) and Bus Washer to be completed in summer 2019.

CyRide’s 2020 request is for heating, ventilation and air conditioning (HVAC) improvements within five areas of the facility including: Bus Wash Bay, 1989 Storage Area, Maintenance Shop Office, 1983 Restrooms/Storage area as well as the multi-stack unit replacement that heats the administrative building and lanes 1&2. The total cost of this request was \$651,373 total; \$521,098 federal (80%). The transit board would fund the 20% local portion of the project, \$130,275, which is identified within their FY2020 capital plan. The Iowa DOT will award PTIG projects mid-summer 2019. (Shari A.)

Low-No Emission National Grant Submission: CyRide submitted a national grant application to FTA in Washington, D.C. for battery electric buses (BEB) to hopefully move the agency forward in implementing zero emission buses into the fleet by spring 2022. Overall, the grant requested funding for two (2) battery electric buses, equipment (transformer – 480 volt, dispensing station & chargers) and

facility modifications (wiring, conduit, connections to transformer to dispensers/chargers), project management and employee training on the new equipment. This project is anticipated to eliminate 205 short tons of greenhouse gases, 46 lbs. of PM10, 24 lbs. of PM2 and 2.4 Terajoules of energy usage per year. The total project cost is \$2,137,800, with a federal request of \$1,660,180 (78%) as detailed below:

Item	Est. Tot. Cost	Federal Share	VW Grant	COA Electric	CyRide Share
Depot Charging Station and Dispensers	\$100,000	\$85,000	\$10,000	\$0	\$5,000
Spare Parts and Tools	\$50,000	\$40,000	\$0	\$0	\$10,000
Facility Construction (From Transformer to Charging/Dispensing Stations)	\$152,200	\$129,370	\$0	\$0	\$22,830
Transformer*	\$22,000	\$0	\$0	\$22,000	\$0
Engineering Design/Construction	\$48,000	\$40,800	\$0	\$0	\$7,200
Two, 40' Electric Buses (\$800,000 ea.)	\$1,610,000	\$1,240,000	\$350,000	\$0	\$20,000
Mechanic/Driver Training	\$10,600	\$9,010	\$0	\$0	\$1,590
Consultant – Deployment Consultation/ Reporting ¹	\$145,000	\$116,000	\$0	\$0	\$29,000
Total Cost	\$2,137,800	\$1,660,180	\$360,000	\$22,000	\$95,620
Percent		78%	17%	1%	4%

Overall, \$85 million is available within this highly competitive national grant opportunity and the Federal Transit Administration should announce awards by August 2019. Ames Municipal Electric Services plans to support the project in kind by providing a Transformer (updating to 480 volt) estimated at \$22,000 for the project. If the Low-No Emission grant is approved, CyRide plans to submit a [Volkswagen grant](https://iowadot.gov/vwsettlement/default.aspx) (https://iowadot.gov/vwsettlement/default.aspx) within Iowa's second available round likely in January 2020 to request additional funding to support this project as identified in the above budget. Volkswagen provided settlement funding nationally to all states to remedy allegations that it violated the Clean Air Act. If denied a VW grant, CyRide's transit board has committed to the full \$455,620 (\$360,000+\$95,620) in local funding requirements for the project.

OPERATIONS

Change of Address: If you have moved over the summer be sure to fill out a change of address form. You can get these forms from the dispatchers and please return them to dispatch after filling them out.

Thunderstorms and Tornadoes: Late spring in Iowa heralds the arrival of severe weather. During severe weather, the dispatcher will monitor weather radio, internet, 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, downed tree limbs, etc. In the event of a tornado warning, 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.

Uniform Policy: Enforcement of the driver uniform policy has ramped up this spring. It may seem trivial to be strict on adherence to the uniform policy, but there are good reasons behind it. Wearing your uniform properly is an exercise in attention to detail, a very important skill to all drivers. If a driver can't be bothered to do something as simple as checking their uniform in the bathroom mirror before work, how can we expect them to do something as important as checking their clearance in the bus mirrors before merging? Wearing a proper uniform is part of what you get paid for, it is part of being a professional, and it is part of what you agreed to do when you accepted this job. Make sure that you are wearing your uniform correctly every day.

Speaking of uniforms...in light of driver feedback, I have updated the name tag policy to let you decide where you would like to wear it. There are now four options: right chest, right collar, the right side of your CyRide hat, or your right sleeve (if you're wearing short sleeves). To see the exact policy, you can check out the updated version of the *Driver's Manual* located on the S: drive in the totals room (S:\Driver Manual.pdf). If you have any questions or feedback about uniforms, please don't hesitate to talk to me. And if you need a new name tag, be sure to tell Joanne. Thanks! (Kevin)

HIRING AND TRAINING

Can You Train a Lot? Instructors, if you are willing to train more than three shifts per week, please let Jenny know so we can plan accordingly before we get many new trainees in the door over the next 3 months. In addition, if you find yourself getting burned out on training or need a break, please talk to Jenny. We would rather reduce your training hours than have you get to the point where you do not want to train at all.

Help a Laneworker: Now that the weather is warming, 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.

Perfecting Your Skills "Setup Turns": Setting up turns is an important skill at CyRide. It allows us to make tight turns while keeping our right side protected from vehicle intrusions. Most of us know the mechanics of a setup turn: checking our mirror before setting up, starting the setup 25 feet from the intersection, turning the wheel back when you can see down the curb line. What is easy to forget is the critical role that speed plays in a setup turn. To be done effectively, they must be done SLOWLY. If a setup turn is done too quickly, the right side of the bus is moved away from the curb line as though you were performing a lane change. As you can imagine, if you allow enough room for a car to enter the space between you and the curb as you are proceeding around the corner, a serious collision can result. Next time you do a setup turn; carefully watch your right mirror to see how far away from the curb your rear tire travels. If you find yourself too far from the curb, try slowing down your turn.

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! (Tom, George & Jason)



FLEET AND FACILITIES

AVL/Annunciators: CyRide continues to move forward with procuring a new automatic vehicle location (AVL) and stop annunciation system. We received excellent feedback during the annunciator pilot that has helped shape how we developed the request for proposals (RFP). Thank you to everyone who submitted maintenance cards during that portion of the project. The RFP has been released and the deadline for vendors to respond was May 8th. If everything stays on track, CyRide is expecting for hardware installation to proceed during the month of July into early August, with the system going live before the school year starts up this fall. Please feel free to talk to Keith or Rich if you have any questions about how this project is proceeding. (Keith)

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. (Rich L.)

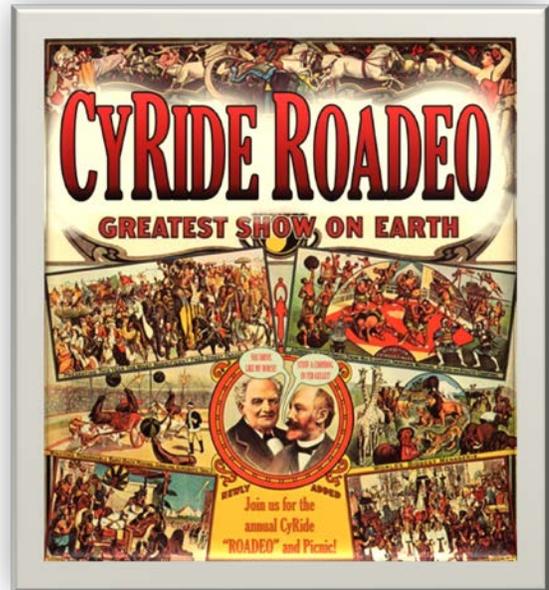
Summer Facility Construction: There are two construction projects planned for this summer. Lane 13 will be closed in late May or early June so the bus wash can be replaced. Plans call for the removal and replacement of the existing bus wash and replacing much of the concrete floor in the surrounding area. Corroded doors and mechanical equipment will also be replaced. The scheduled completion date for this project is the middle of August.

Reconstruction of the Green Endpoint Turnaround: Reconstruction is scheduled to begin June 3rd. Plans call for completely removing the existing roadway and replacing it. Plans also call for making the slope of the road more gradual on the west side of the turnaround. Weather permitting, construction is estimated to take three weeks.

New Buses: CyRide recently received funding to purchase three 40' buses. We are planning to purchase Gillig buses again and they should be almost identical to the newest bus (1139) in the fleet. The manufacturer of the driver's seat recently told us the seat can be ordered with an optional three-point seat belt. Based on driver input, we again plan on ordering the seat with the optional three point belt. The buses will be delivered in late 2020 or early 2021.

BREAK ROOM COMMITTEE CORNER

CyRide Employee Roadeo: Join us for the annual CyRide "ROADEO" and picnic on Saturday, June 8th held in CyRide's parking lot! This is your opportunity to illustrate your driving skills and compete against the best drivers within the State of Iowa! The course walk through begins at 8:30AM with the competition following at 9:00AM. To review the course prior to the event courtesy of Kevin Gries, visit www.tinyurl.com/busroadeoguide. CyRide transit operators that place in the top four will be eligible to attend the Iowa Public Transit Association (IPTA) Roadeo on June 29th to compete in the large or small bus competitions against drivers from around the state. Those operators that win this IPTA competition can move on to compete nationally at either APTA or CTAA.



Rich Lane has graciously volunteered to organize and set up the course for the event. On Friday, June 7, the cones will be set up and drivers may practice the course from 9:00AM through 3:00PM. Rich and his committee will be finalizing details for this event so watch for signs to be posted with times and additional information. Volunteers are invited to help set up and tear down the obstacle course, judge, and anything else Rich needs help with the day of the event so please look for information and posted sign-up sheets. Everyone is encouraged to bring their lawn chairs to the event.

CyRide will provide coffee, juice, and pastries in the morning starting at 8:00 AM and the Breakroom Committee will supply meat (hot dogs and hamburgers), buns, drinks, and condiments for the picnic lunch after the CyRide Roadeo concludes. Participants and attendees can bring a side dish or dessert to share with attendees. Whether you compete in the Roadeo, judge an event skill, or help chase barrels, we hope everyone attends this fun event. It is going to be the 'greatest show on earth'.... well, at least in Ames.

Just as a reminder, Breakroom Committee meeting minutes as well as all events are posted in the breakroom to keep employees informed.

Thank you from the Breakroom Committee:

Yvette Gahring, Karen Goodman, Dave Happe, Emily Nguyen, Donna Olson, Sara Scheiding, Trevin Ward, and Joanne Van Dyke