

# Appreciating Bourne and CyRide

## TO THE EDITOR

All of us count on a certain predictability in our everyday lives. The light will go on when we flip the switch, the water will come out of the faucet when we turn the tap, the newspaper will be at our door when we look for it and the bus will arrive at our stop when we expect.

We'll always notice when something goes wrong, but when things are going smoothly we rarely stop to think about the people involved. So many services we take for granted are the result of the effort of teams of people.

Our family moved to Ames in 1987. We arrived with three small children, all of

whom are now in college. Ames has been a great place to raise our family, and one of the services we have counted on throughout these years has been CyRide.

We have relied on CyRide to get us to school, to work, to grocery stores and movie theaters, to doctor appointments and department stores, to restaurants, to polling places, and many more destinations. We are all great fans of this wonderful system. Ames is fortunate to have the best transit system in the state.

We want to commend CyRide, not merely for having an efficient service that serves the community so well in so many ways, but also for the courtesy, knowledge and expertise of their drivers.

These individuals, many of whom we have come to know very well, are great drivers, and truly nice people. They go out of their way to help those new to the system, and will do their best to aid anyone trying to find an unfamiliar address.

The buses are clean and well-maintained, and drivers communicate with each other and the dispatcher by radio so transfers are not missed and emergencies can be reported. We relied on transit systems in several major cities before moving here, and we think CyRide is the best.

Try to consider what life would be like in Ames without mass transit. How would all the thousands of us who use it every day get around? The streets would be clogged,

the parking lots overflowing, and the air dirtier. We have always maintained that all of Ames benefits from the existence of CyRide, even those who never set foot on a bus. Thank you, CyRide, for all you do to help our lives run smoothly.

Thank you, Bob Bourne, for all the years you have served as CyRide director. Under your leadership for the past 25 years, the system has grown up and we all reap the benefits. We wish you well in your retirement.

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