



10 Most respected transit Managers in U.S., Canada

METRO readers, advisory board nominate transit managers whose leadership help make their agency successful.

IT IS EASY TO see why these 10 were chosen as the most respected managers. All have a similar style of management that believes you are only as good as the people you have working for you. They put a premium on safety and being involved in local and national organizations. They are concerned with the issue of dedicated funding for their agencies and, most of all, they love their jobs.

We solicited nominations by mail to 2,000 of our subscribers chosen at random by computer. We also asked for candidates from our Editorial Advisory Board. We thank those groups for their assistance.

BY LESLIE DAVIS
Senior Editor

METRO editors narrowed the 64 nominations down to 10. Some of the things we took into consideration were the number of submissions we received per nominee and the information provided to us by those who submitted. Our definition of manager was broad, covering everything from maintenance to bus operations.

Here are our 10 most respected transit managers in alphabetical order. Congratulations. →

Robert Bourne

Director of Transportation
Cyride, Ames, Iowa

Not content to be the type of manager always sitting behind a desk, Bourne often doubles as a bus driver or passenger.

"It gives me a perspective of service from the customer's viewpoint," Bourne says. "It's fun to get out and drive."

To keep Cyride's 48 buses on time and on schedule, drivers are asked to call for backup if their bus is delayed or breaks down. The reliability of the buses might have helped Cyride's ridership grow to about three million since the operation began in 1976.

For nearly 20 of those years, Bourne has been at the helm of an agency that has ridership equivalent to a big-city operation and has 100% name recognition by Ames residents. Public support is so high, that of Cyride's \$3.7 million operating budget, \$2.2 million comes from local support and \$700,000 comes from farebox revenue.

As a manager at a small transit property, Bourne says it is important to know something about everything regarding transit. He does that in part by sitting on public transportation committees for APTA and in Iowa.

"Half of management is about storytelling," Bourne says. "It's about putting things into perspective."

Bourne says he has held an interest in transit since childhood, maybe because his father worked for a railroad.

"I've always been enthralled with public transportation of any



"He has been a mentor to many now successful transit managers. Many of the awards Cyride has received have made it possible for Bob's staff to receive personal credit for achievements that only a manager like Bob can empower his team to undertake," says J.P. Golinvaux from the Iowa Department of Transportation.

kind," Bourne says.

Within the next couple of years, Bourne says he hopes to expand the bus system and garage space, as well as provide unlimited service to students in the area. Iowa State University students and officials provide a good percentage of funding to Cyride and even helped coin the term Cyride, based on the university's basketball team, the Cyclones.

For more on Cyride, visit www.city.ames.ia.us/cyrideweb.