



DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
NOTICE OF COMMISSION MEETING AND AGENDA  
FEBRUARY 5, 2013 – 4:00 p.m.  
DART MULTIMODAL ROOM, 620 CHERRY STREET

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	PAGE #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF FEBRUARY 5, 2013 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. TRANSIT RIDERS ADVISORY COMMITTEE REPORT	
7. CONSENT ITEMS	
A. January 8, 2013 Minutes	2
B. Microsoft Dynamics GP Upgrade	5
C. FY2014 ICAAP Applications	6
8. ACTION ITEMS	
A. December 2012 Financials	7
B. FY 2014 Budget Public Hearing	9
9. DISCUSSION ITEMS	
A. Upcoming Marketing Plans	10
B. Farebox System Replacement	11
C. Quarterly Safety Report	12
D. December 2012 Performance Report	14
10. DEPARTMENTAL MONTHLY REPORTS (By Exception)	
A. Operations	16
B. Marketing	20
C. Planning	24
D. General Manager	27
11. FUTURE AGENDA ITEMS	28
12. COMMISSIONER ITEMS	
13. OTHER – Communications	
14. NEXT MEETING: Regular DART Meeting Tuesday, March 5, 2013 – 4:00 p.m.	
15. ADJOURN	

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES**

**620 Cherry Street – Des Moines, IA 50309  
January 8, 2013**

**ROLL CALL**

Commissioners Present: Steve Brody, Skip Conkling, Angela Connolly, Tom Gayman, Christine Hensley, Gaye Johnson, Bob Mahaffey, Steve Van Oort

Commissioner Absent:

Alternates Present:

Staff Present: Elizabeth Presutti, General Manager; Jamie Schug, Chief Financial Officer; Chet Bor, Paratransit Manager; Gunnar Olson, Public Information Officer; Tom Reynolds, Chief Operating Officer; Jim Tishim, Planning Director; Randy Ross, HR Director; Debra Meyer, Capital Grants Manager; PJ Sass, Customer Service Manager; Jennifer Long, RideShare Program Coordinator; Mark Burkman, Purchasing Manager; Amber Dakan, Staff Accountant; Greg Schmitt, Training Manager; Nolden Gentry, Attorney, Brick Gentry, P.C.

Others Present: Joe Timmish, DART Customer; Mark Trost, TDS; Zach Young, MPO; Barb Andersen, TMA

**CALL TO ORDER**

The meeting was called to order by Chair, Steve Van Oort at 4:04pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

Mr. Van Oort called for approval of the January 8, 2013 meeting agenda.

It was moved by Mr. Brody and seconded by Ms. Johnson to approve the January 8, 2013 Agenda. The motion carried unanimously.

**PUBLIC COMMENT**

Joe Timmish, customer addressed the Commission regarding the security at DART Central Station, Route 16 and drivers.

Mr. Van Oort asked that the General Manager follow up with a phone call to Mr. Timmish.

**EMPLOYEE RECOGNITION**

Greg Schmitt, Training Manager was commended by Mr. Van Oort and Ms. Presutti on his service to DART for training of 100+ operators in preparation for the move off of the Walnut Street Transit Mall to DART Central Station.

## **CONSENT ITEMS**

### **7-A – November 27, 2012 Minutes**

### **7-B – RideShare Passenger Vans**

### **7-C – MPO & CIRPTA Committee Appointees**

It was moved by Mr. Conkling and seconded by Mr. Mahaffey that the consent items be approved. The motion carried unanimously.

## **ACTION ITEMS**

### **Action Item 8A – November 2012 Financials**

Jamie Schug gave a presentation to the Commission regarding the November financials.

It was moved by Mr. Brody and seconded by Mr. Mahaffey that the Commission approve the November 2012 Financials. The motion carried unanimously.

It was noted by the Commission that they will want financials presented in this way going forward.

## **DISCUSSION ITEMS**

### **9A – FY 2014 Budget Development**

Jamie Schug gave a presentation to the Commission regarding the budget development for FY 2014.

Mr. Van Oort asked the General Manager to do a review of the 2<sup>nd</sup> phase of the DART Forward 2035 Plan at the next meeting.

### **9B – DART Central Station Update**

Ms. Presutti gave an update to the Commission regarding DART Central Station. Staff has fully moved into the building, and we are finishing up on the punch list. The B-Cycle will be done in the spring. We are in the process of finalizing the expenses and identifying how to use the surplus. We will be adding additional gutters on the canopy to address drainage issues.

Mark Trost gave the Commission an update on the vendor space. We are expecting an RFP this week and will work with DART's legal staff and the FTA on language and how to respond.

### **9C – NCAA Wrestling Tournament**

Mr. Tishim gave an update to the Commission on the NCAA Wrestling Tournament that will be in Des Moines March 21-23 at Wells Fargo Arena. The area will expect up to 20,000 spectators daily for the tournament. Polk County has requested assistance on transportation. DART staff has been working with the tournament committee and will plan for expanded service during this time. NCAA is providing private shuttles from Principal Park for their volunteers and staff.

Ms. Hensley departed the meeting at 4:43pm.

### **9D – November 2012 Performance Report**

Elizabeth Presutti, General Manager updated that ridership was up by 1% over last year.

## **MONTHLY REPORTS**

### **Operations Report**

Tom Reynolds, Chief Operating Officer introduced Lyle Maberry, DART's new Maintenance Supervisor.

**Marketing Report**

No update

**Planning Report**

No update

**General Manager**

Elizabeth Presutti, General Manager updated the Commission on staffing changes and promotions at DART:

- Kirstin Baer-Harding has been promoted to Director of Marketing
- Gunnar Olson has been promoted to Public Affairs Manager
- PJ Sass has been promoted to Customer Service and RideShare Manager

The clerk will send out a meeting invite to the Commission for the IPTA Legislative Day Breakfast at the State Capital on January 31, 2013.

**FUTURE AGENDA ITEMS**

No update

**COMMISSIONER ITEMS**

No update

**OTHER - Communications**

No update

**ADJOURNMENT**

The regular Commission Meeting was adjourned at 4:47pm. It was moved by Mr. Mahaffey and seconded by Mr. Conkling. The motion carried unanimously.

**Next Meeting**

February 5, 2013 at 4:00pm

Future 2013 Meeting Dates

Feb 5, Mar 5, Apr 2, May 7, Jun 4, Jul 2, Aug 6, Sep 3, Oct 1, Nov 5, Dec 3

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Clerk

\_\_\_\_\_  
Date

## CONSENT ITEM



**7B: Microsoft Dynamics GP Upgrade**

**Action: Approve the Microsoft Dynamics GP Upgrade project, for an amount not to exceed \$180,000.**

**Staff Resource:** Jamie Schug, Chief Financial Officer

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### **Background:**

- DART's financial system software Microsoft Dynamics GP version 10.0 was installed in 2009. Version 10.0 is no longer supported by Microsoft.
- Working with our current software vendor, Tribridge, staff proposes to upgrade to Microsoft Dynamics GP version 2013. Version 2013 offers more than 125 feature and capability enhancements to the solution's comprehensive business management functionality. These enhancements optimize daily operational and financial processes, improve collaboration, business intelligence and reporting, and deepen interoperability with other Microsoft products and technologies, such as Microsoft Office.

### **Recommendation:**

- Approve the Microsoft Dynamics GP upgrade project for an amount not to exceed \$180,000.

### **Funding:**

- Information Technology operating budget

## CONSENT ITEM



**7C: FY2014 ICAAP Applications**

**Action: Approve the submission of two applications to the Iowa Clean Air Attainment Program (ICAAP) Fund to the Iowa Department of Transportation (IDOT) and the Des Moines Area MPO (DMAMPO).**

**Staff Resource:** Debra Meyer, Financial Analyst

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### **Background:**

DART staff recommends submitting two grant applications for the State of Iowa's Clean Air Attainment Program (Federal CMAQ funds) to support the initiatives described below:

#### **1. Route #91 Merle Hay Express Service Improvements**

DART is requesting funding to expand the hours of operation on Route #91 Merle Hay Express as presented in year two of the DART Forward plan. All day service will be implemented on Route 91 with 60-minute frequencies during the off-peak period and 15-minute frequencies during the peak period from Merle Hay to Downtown. The route intersects with the #3 University which allows passengers to travel to/from the Merle Hay corridor to West Des Moines without having to go downtown.

#### **2. Fare System Equipment – Ticket Vending Machines**

DART is requesting funding to purchase additional ticket vending machines (TVM) as part of its fare system replacement project. Staff has already budgeted for one TVM inside DART Central Station as part of the State of Good Repair award, but additional machines will offer added convenience for customers which will encourage ridership. DART would like to secure a TVM machine for outside of DCS and one for back-up. The estimated cost for each TVM is \$100,000.

The deadline for submitting these applications to the DMAMPO is March 1, 2013.

### **Recommendation:**

- Approve the submission of all two grant applications as presented to the Iowa DOT and DMAMPO.

**ACTION ITEM**



<b>8A:</b>	<b>December FY2013 Consolidated Financial Report</b>
<b>Action:</b>	<b>Approve the December FY2013 Consolidated Financial Report</b>

**Staff Resource(s):** Amber Dakan, Staff Accountant  
 Jamie Schug, Chief Financial Officer

**Year-to-Date Budget Highlights:**

*Revenue:*

- Fixed Route Operating Revenue- Fixed Route revenue year to date is on target with budgetary expectations. Budget and actual figures were nearly identical with a variance of .2% higher than anticipated.
- Fixed Route Non-Operating Revenue – Non operating revenue continues to meet budget goals as we complete the first half of the fiscal year. Variance in budget and actual goals are less than 1%.
- Paratransit Operating Revenue – Paratransit revenue was less than budgetary expectations by approximately 16%. Polk County Funding, a significant portion of Paratransit Revenue, continues to be the primary reason for the shortfall.
- Rideshare Revenues – Year to date revenues are consistently holding at about 5% below budget.

*Operating Expense:*

- Fixed Route Budget Summary – Fixed Route expenses maintained below budget totals for the month of December. The majority of the savings were from Fuel and Vehicle Maintenance budget segments.
- Paratransit Budget Summary –Paratransit expenses are below budget by about 6% year to date; although the department continues to maintain an overall deficit.
- Rideshare Expenses are still approximately 15% below budgetary expectations for the fiscal year to date. Savings in operating expenses are more than offsetting the lower than anticipated revenue numbers.

**Recommendation:**

- Approve the November FY2013 Consolidated Financial Report.

**\*\* TOTAL Un-Audited Year-End December FY2013 as Compared to Budget:**

Fixed Route	\$	1,104,411	Reserve For Accidents (See Balance Sheet):
Paratransit	\$	(138,555)	FY2013 \$1,380,044.71
Rideshare	\$	53,226	
Total	\$	1,019,122	

**FY2013 Financials:**

**December 2012**

FIXED ROUTE	December 2012			Year-To-Date-(6) Months Ending 12/31/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	335,019	387,019	(52,000)	2,328,996	2,322,114	6,882
Non-Operating Revenue	1,555,856	1,671,818	(115,962)	8,258,873	8,330,908	(72,035)
Subtotal	1,890,876	2,058,837	(167,961)	10,587,869	10,653,022	(65,153)
Operating Expenses	1,636,904	1,768,477	131,574	9,389,810	10,559,375	1,169,564
Gain/(Loss)	253,972	290,360	(36,387)	1,198,059	93,647	1,104,411

PARATRANSIT	December 2012			Year-To-Date-(6) Months Ending 12/31/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	147,722	209,683	(61,961)	1,057,741	1,258,098	(200,357)
Non-Operating Revenue	51,368	63,263	(11,895)	342,058	379,578	(37,520)
Subtotal	199,090	272,946	(73,856)	1,399,799	1,637,676	(237,877)
Operating Expenses	221,360	261,679	40,319	1,455,882	1,555,204	99,322
Gain/(Loss)	(22,270)	11,267	(33,538)	(56,083)	82,472	(138,555)

RIDESHARE	December 2012			Year-To-Date-(6) Months Ending 12/31/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	78,747	83,333	(4,586)	475,871	499,998	(24,127)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	78,747	83,333	(4,586)	475,871	499,998	(24,127)
Operating Expenses	71,074	84,320	13,246	423,652	501,045	77,393
Gain/(Loss)	7,673	(987)	8,660	52,219	(1,047)	53,266

## ACTION ITEM



**8B: FY2014 Proposed Budget Public Hearing**

**Action: Approve a Public Hearing on the FY2014 Budget**

**Staff Resource:** Jamie Schug, Chief Financial Officer

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### **Background:**

- A presentation will be made at the Commission meeting further outlining the details associated with the proposed FY2014 Budget.
  - Preliminary estimates of this budget have been presented to the DART Commission at their last meeting.
  - A workshop will be held with Commission members on February 8th where staff will explain the proposed FY2014 Budget in detail.

### **Budget:**

- In September 2011, the DART Commission adopted the DART Forward 2035 Plan. The first year of the DART Forward 2035 Plan was implemented in FY 2013 and we look to continue the implementation of the plan in FY 2014.
- Staff will also be proposing the addition of a number of full-time and part-time employees to assist with the growing number of requirements facing DART.

### **Timeline:**

- Per the 28M Agreement, the Regional Transit Authority must hold a public hearing on the proposed budget and allow any member community or the public to provide information to the Commission prior to its adoption of the budget.
- A public hearing on the proposed budget is scheduled for:

**Tuesday, March 5, 2013  
4:00 P.M.  
DART Offices – 620 Cherry Street  
Des Moines, IA 50309**

- The hearing will be held immediately prior to the regular DART Commission meeting where the Commission will consider adoption of the FY2014 budget in advance of the 28M Agreement's deadline of March 15, 2013.

### **Recommendation:**

1. Approve a Public Hearing on the FY2014 Budget.

## DISCUSSION ITEM



<b>9A:</b> Upcoming DART Marketing Plans
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**Staff Resource:** Kirstin Baer-Harding, Marketing Director

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- A presentation on DART's upcoming marketing efforts will be provided at the meeting.

## DISCUSSION ITEM



<b>9B:</b> Farebox System Replacement
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**Staff Resource:** Jamie Schug, Chief Financial Officer

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- A presentation on DART's Farebox System Replacement project will be provided at the meeting.

**DISCUSSION ITEM**



**9C: Quarterly Safety Report**

**Staff Resource:** Mike Kaiser, Service Management Manager

**Analysis of accidents for the 2<sup>nd</sup> Quarter of FY2013:**

<b><i>ACCIDENTS BY ROUTE:</i></b>	2nd QTR	2nd QTR	YTD	YTD
	<u>FY13</u>	<u>FY12</u>	<u>FY13</u>	<u>FY12</u>
#1 -FAIRGROUNDS	0	1	1	1
#3 -UNIVERSITY	4	4	6	5
#4 -14TH	1	0	3	2
#5 -FRANKLIN AVE	1	0	2	1
#6 -INDIANOLA AVE	1	3	3	5
#7 -SW 9 <sup>th</sup> ST	0	3	1	5
#8 -FLUER DR	1	1	1	1
#9 -EXPRESSES	4	1	6	3
#11 -INGERSOLL/VALLEY JCT	1	0	3	2
#12 - ON PROPERTY	3	3	4	6
#13 - PARK AVE	1	0	2	0
#14 - BEAVER AVE	0	0	0	0
#15 - 6 <sup>th</sup> AVE	1	0	1	0
#16 - DOUGLAS AVE	2	0	2	0
#17 - HUBBELL AVE/ALTOONA	0	0	0	0
#52 - VALLEY WEST/JORDAN CR	0	0	0	0
#60 - INGERSOLL/UNIVERSITY	0	0	0	0
#40 - LINK	2	0	2	0
#42 - D-LINE	1	0	2	0
#SS - SCHOOL ROUTES	0	3	0	3
#20 - PARATRANSIT	6	4	10	10
#R - RIDESHARE	1	5	2	9
#A - ADMIN	2	0	3	0
#M - MAINTENANCE	0	0	0	0
SF- STATE FAIR	0	0	3	0
Training	0	0	0	1
<b>TOTALS</b>	<b>32</b>	<b>28</b>	<b>57</b>	<b>54</b>

**DISCUSSION ITEM**  
**9C: Quarterly Safety Report**



<b><i>ACCIDENTS BY TYPE:</i></b>	2nd QTR	2nd QTR	YTD	YTD
	<u>FY13</u>	<u>FY 12</u>	<u>FY13</u>	<u>FY 12</u>
BUS INTO FIXED OBJECT	12	12	24	22
PERSONAL INJURY	2	1	2	1
BUS INTO VEHICLE	4	4	7	8
VEHICLE INTO BUS	14	8	23	16
OTHER	0	3	1	7
MAINTENANCE	0	0	0	0
VANDALISM	0	0	0	0
<b>TOTALS</b>	<b>32</b>	<b>28</b>	<b>57</b>	<b>54</b>

<b><i>ACCIDENTS BY CHARGEABILITY</i></b>	2nd QTR	2nd QTR	YTD	YTD
<b><i>CODE:</i></b>	<u>FY13</u>	<u>FY12</u>	<u>FY13</u>	<u>FY12</u>
NON PREVENTABLE	15	7	23	11
PREVENTABLE	16	16	32	33
NOT GRADED	1	5	2	10
<b>TOTALS</b>	<b>32</b>	<b>28</b>	<b>57</b>	<b>54</b>



# System Summary Performance Report December 2012

	June 2012	July 2012	August 2012	September 2012	October 2012	November 2012	December 2012	December 2011	Percent Change 2012/2011	FY13 Year To Date	FY12 Year To Date	Percent YTD Change 2013/2012
<b>DART Fixed Route</b>												
Total Ridership	279,056	263,187	524,609	339,496	385,505	337,521	274,548	312,636	-12.18%	2,124,866	2,141,280	-0.77%
OTT Ridership	19,333	18,837	19,910	14,501	19,436	16,885	16,626	18,218	-8.74%	106,195	115,197	-7.81%
Unlimited Access Ridership	31,206	33,373	40,894	34,530	42,682	35,943	26,436	31,882	-17.08%	213,858	215,995	-0.99%
Bike Rack Usage	4,781	5,156	5,952	4,168	4,628	3,295	2,053	2,034	0.93%	25,252	25,305	-0.21%
Passengers/Revenue Hour	18.38	17.77	27.59	24.59	23.80	23.27	16.86	21.09	-20.06%	22.46	23.17	-3.06%
Avg. Passengers Weekday	11,926	11,246	21,668	16,126	15,677	15,520	12,930	13,665	-5.38%	15,661	15,645	0.10%
Avg. Passengers Weekend Day	3,179	3,001	3,280	3,677	3,116	3,014	2,625	2,851	-7.95%	3,098	3,149	-1.63%
Complaints/100,000 Riders	36.55	32.68	19.82	25.04	29.83	22.52	34.97	23.35	49.75%	26.45	29.66	-10.81%
Commendations/100,000 Riders	3.58	1.14	5.53	2.65	4.93	1.48	2.91	1.60	82.20%	3.44	2.99	14.94%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	1.54	0.51	1.51	1.02	3.58	1.73	1.51	2.06	-26.34%	1.91	1.61	18.39%
Non-Preventable/100,000 Miles	0.51	1.01	1.88	0.51	1.79	0.00	1.51	1.03	47.33%	0.71	0.42	67.95%
<b>Maintenance:</b>												
Total Miles Operated	194,227	197,437	265,668	195,965	223,581	230,630	198,064	194,536	1.81%	1,311,345	1,242,000	5.58%
Road Calls/100,000 Miles	30.38	25.32	21.83	20.92	22.36	19.08	10.60	19.02	-44.25%	20.13	20.53	-1.95%
Active Vehicles in Fleet	109	107	107	109	112	125	107	113	-5.31%	111	126	-12.01%
<b>DART Paratransit</b>												
Total Ridership	11,124	11,351	12,528	10,818	12,941	11,554	9,905	11,609	-14.68%	69,097	73,960	-6.58%
Passengers/Revenue Hour	3.01	3.08	2.99	2.95	3.02	2.98	2.87	3.03	-5.28%	2.98	3.10	-3.71%
Average Trip Length	6.46	6.46	6.40	6.44	6.32	6.31	6.38	6.09	4.77%	6.11	5.59	9.44%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	4.38	0.00	1.29	1.50	0.00	1.44	1.68	1.47	14.48%	0.95	1.21	-21.76%
Non-Preventable/100,000 Miles	0.00	1.41	0.00	0.00	1.27	1.44	1.68	0.00	0.00%	0.95	0.24	291.21%
<b>Maintenance:</b>												
Total Miles Operated	68,512	70,799	77,470	66,697	78,563	69,461	59,434	68,040	-12.65%	422,424	413,138	2.25%
Active Vehicles in Fleet	29	29	29	29	29	29	29	29	0.00%	29	29	0.00%
<b>DART RideShare</b>												
Total Ridership	22,846	21,840	23,152	20,142	24,266	20,752	17,352	22,218	-21.90%	127,504	139,450	-8.57%
Total Vans in Circulation	94	93	92	93	93	93	93	95	-2.11%	93	97	-4.00%
Total RideShare Customers	854	852	823	825	817	823	815	868	-6.11%	826	880	-6.14%
<b>Accident Frequency Rate by Service:</b>												
Preventable	1.82	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.00	0.10	0.00%
Non-Preventable	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	#DIV/0!	0.00	0.58	-100.00%
<b>Maintenance:</b>												
Total Miles Operated	165,175	162,124	175,048	148,781	177,835	156,349	137,393	168,921	-18.66%	957,530	1,041,327	-8.05%
Active Vehicles in Fleet	100	100	100	100	100	100	100	99	1.01%	100	108	-6.98%



# System Performance Ridership Report

## December 2012

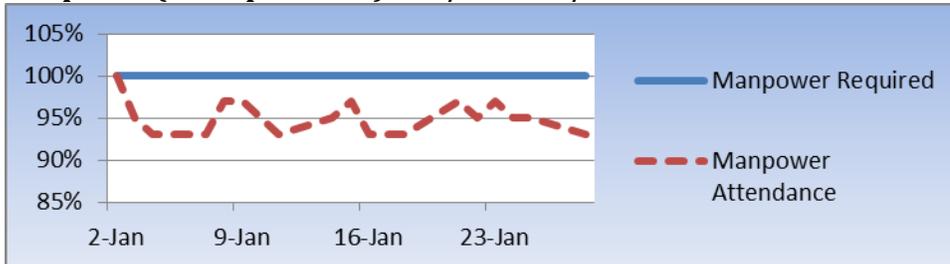
	June 2012	July 2012	August 2012	September 2012	October 2012	November 2012	December 2012	December 2011	Percent Change 2012/2011	FY13 Year To Date	FY012 Year To Date	Percent YTD Change 2013/2012
<b>DART Fixed Route Ridership</b>	<b>279,056</b>	<b>263,187</b>	<b>524,609</b>	<b>339,496</b>	<b>385,505</b>	<b>337,521</b>	<b>274,548</b>	<b>312,636</b>	<b>-12.18%</b>	<b>2,124,866</b>	<b>2,141,280</b>	<b>-0.77%</b>
<b>Local Routes:</b>												
#1 - Fairgrounds	14,814	13,327	213,812	19,548	22,441	20,842	15,667	17,074	-8.24%	305,637	311,764	-1.97%
#3 - University	64,156	59,404	71,668	74,618	83,627	65,711	36,203	69,258	-47.73%	391,231	423,932	-7.71%
#4 - Urbandale	26,061	24,619	29,278	28,837	33,576	26,822	13,971	31,058	-55.02%	157,103	186,472	-15.75%
#5 - Clark	13,987	13,847	16,532	17,702	19,524	13,460	3,308	15,300	-78.38%	84,373	95,629	-11.77%
#6 - Douglas	44,460	42,059	52,391	54,118	59,848	44,881	18,314	49,032	-62.65%	271,611	303,277	-10.44%
#7 - Ft. Des Moines	40,914	37,477	46,431	46,889	53,848	44,200	27,147	43,138	-37.07%	255,992	260,291	-1.65%
#8 - South Union	9,323	10,009	14,265	15,514	17,439	12,396	4,131	11,153	-62.96%	73,754	74,552	-1.07%
#11 - Ingersoll Ave.	18,482	17,890	19,619	19,482	21,358	14,482	1,963	18,508	-89.39%	94,794	114,161	-16.96%
#13 - SE Park Ave.	628	584	3,879	7,129	7,717	6,931	4,826	5,162	-6.51%	31,066	29,944	3.75%
#14 - Beaver Ave.	0	0	0	0	0	5,152	16,854	0	100.00%	22,006	0	#DIV/0!
#15 - 6th Ave.	0	0	0	0	0	6,530	19,558	0	100.00%	26,088	0	#DIV/0!
#16 - Douglas Ave.	0	0	0	0	0	9,208	30,406	0	100.00%	39,614	0	#DIV/0!
#17 - Hubbell Ave.	0	0	0	0	0	4,764	13,795	0	100.00%	18,559	0	#DIV/0!
#52 - Valley West/Jordan Creek	0	0	0	0	0	2,154	8,270	0	100.00%	10,424	0	#DIV/0!
#60 - Ingersoll/University	0	0	0	0	0	4,428	15,763	0	100.00%	20,191	0	#DIV/0!
#71 - Ankeny/Delaware**	806	689	820	641	709	435	0	951	-100.00%	3,294	5,755	-42.76%
<b>Shuttle Routes:</b>												
Link Shuttle	636	937	1,173	1,125	1,582	1,478	866	1,098	-21.13%	7,161	7,687	-6.84%
Dline	16,900	16,363	19,869	17,633	20,912	16,347	14,053	14,861	-5.44%	105,177	97,392	7.99%
DMACC	18	0	0	0	0	0	0	77	-100.00%	0	886	-100.00%
Lincoln/McCombs	76	0	4,644	10,555	11,681	10,367	6,563	6,314	3.94%	43,810	35,126	24.72%
<b>Express Routes:</b>												
#90 - Airport South Business Park	174	0	0	0	0	0	0	1,032	-100.00%	0	6,063	-100.00%
#91 - Merle Hay Express	1,021	677	849	698	999	1,062	848	1,356	-37.46%	5,133	9,409	-45.45%
#92 - Hickman Express	2,785	2,797	3,079	2,751	3,225	2,698	2,523	2,560	-1.45%	17,073	16,067	6.26%
#93 - NW 86th Express	4,247	3,861	4,450	3,493	4,130	3,455	2,847	4,237	-32.81%	22,236	27,401	-18.85%
#94 - Westown	1,383	1,488	1,478	1,281	1,590	1,534	1,425	1,413	0.85%	8,796	7,838	12.22%
#95 - Vista	2,318	2,227	2,479	1,972	2,311	2,032	1,624	2,729	-40.49%	12,645	17,674	-28.45%
#96 - E.P. True	2,837	2,826	3,066	2,768	3,199	2,672	1,862	3,372	-44.78%	16,393	21,436	-23.53%
#98 - Ankeny	6,524	6,458	8,401	7,966	9,372	7,830	6,076	6,194	-1.91%	46,103	43,007	7.20%
#99 - Altoona	2,165	1,945	2,276	1,803	2,321	1,894	1,573	1,926	-18.33%	11,812	14,007	-15.67%
<b>On-Call/Flex Routes (Operated by Paratransit):</b>												
On-Call: Ankeny	175	172	177	159	212	165	122	142	-14.08%	1,007	982	2.55%
On-Call: Des Moines	392	438	432	302	269	250	231	351	-34.19%	1,922	2,152	-10.69%
On-Call: Johnston/Grimes	541	595	817	448	676	474	380	1,682	-77.41%	3,390	0	#DIV/0!
#73 Flex: Urbandale/Windsor Heights	1,426	683	855	660	994	887	725	1,663	-56.40%	4,804	12,150	-60.46%
#72 Flex: West Des Moines/Clive	1,234	1,273	1,627	1,295	1,847	1,858	2,553	906	181.79%	10,453	10,321	1.28%
On-Call: Clive ** (Ran for one week then combined with Flex Rout	0	0	0	0	0	0	0	89	-100.00%	0	4,916	-100.00%
On-Call: REGIONAL	573	542	242	109	98	122	101	0	0.00%	1,214	989	22.75%
<b>DART Paratransit Ridership</b>	<b>11,116</b>	<b>11,351</b>	<b>12,528</b>	<b>10,818</b>	<b>12,941</b>	<b>11,554</b>	<b>9,905</b>	<b>11,609</b>	<b>-14.68%</b>	<b>69,097</b>	<b>73,960</b>	<b>-6.58%</b>
Bus/Van	10,606	10,956	12,112	10,354	12,433	11,004	9,315	11,173	-16.63%	66,174	70,537	-6.19%
Cab	510	395	416	464	508	550	590	436	35.32%	2,923	3,423	-14.61%
<b>DART RideShare Ridership</b>	<b>22,846</b>	<b>21,840</b>	<b>23,152</b>	<b>20,142</b>	<b>24,266</b>	<b>20,752</b>	<b>17,352</b>	<b>22,218</b>	<b>-6.60%</b>	<b>127,504</b>	<b>139,450</b>	<b>-8.57%</b>
<b>DART Commission Meeting</b>	<b>13,018</b>	<b>296,378</b>	<b>560,289</b>	<b>370,456</b>	<b>422,715</b>	<b>369,827</b>	<b>301,805</b>	<b>346,463</b>	<b>-12.89%</b>	<b>2,321,467</b>	<b>2,355,203</b>	<b>-1.41%</b>

**10A: Operations Department**

**Staff Resources:** Tom Reynolds, Chief Operating Officer

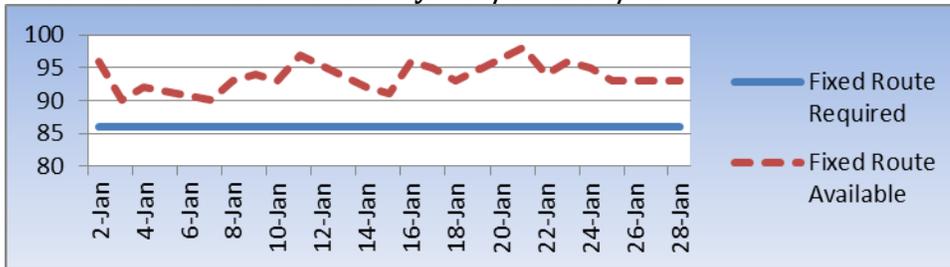
**Operations Performance:**

**Manpower (Transportation) - 01/02 to 01/28:**

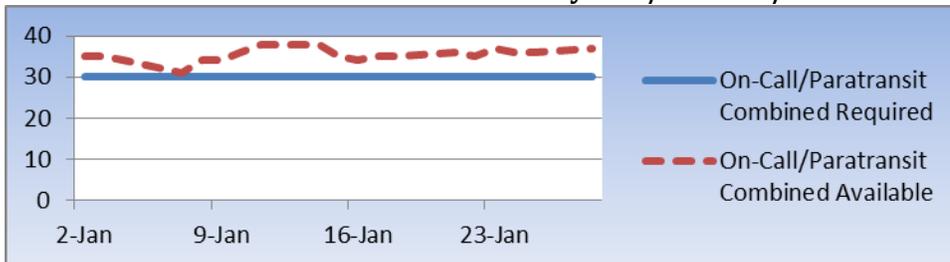


Service needs were met 100% for AM Pullouts with extra personnel.

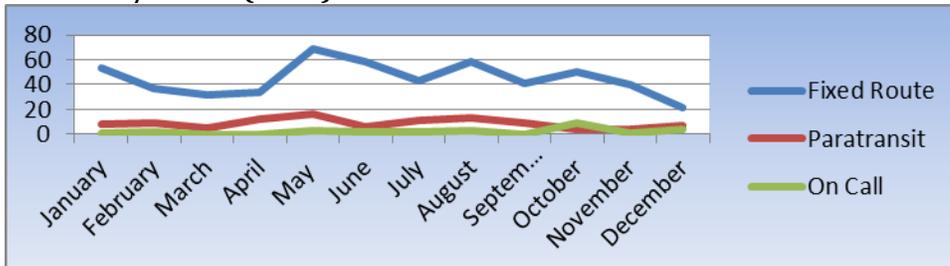
**Fixed Route Vehicle Availability - 01/02 to 01/28:**



**Paratransit and On-Call Vehicle Availability - 01/02 to 01/28:**



**Roadcalls/Month (Fleet) - Past 12 Months:**



**Transportation - Randy McKern, Manager**

- Eight (8) Fixed Route Operators received Safe Driving Awards; Operator Luther Smith's award was for twenty-one (21) years and Operator Luis DeAvila had one for twelve (12) years.
- At the Fixed Route Safety Meeting in January, Manager Randy McKern provided Operators with reminders on operating procedures at DART Central Station that increase customer service and security. Winter boarding/alighting courtesy tips were also provided.
- Randy McKern will be working with Planning and Service Management on filling the service needs for the NCAA Wrestling Championships being held in Des Moines during March.

**Maintenance - Scott Reed, Senior Manager**

- The six (6) Fixed Route hybrid buses from New Flyer Industries are in the final stages of production and inspection. The buses will be delivered in early February. Technician, Mark Tiedeman is in St. Cloud, MN performing the final inspection. Mark's maintenance experience at DART spans thirty-five (35) years and he has performed this task very well in the past.
- DART's other hybrid bus purchased last year will be put into service in February. Maintenance has had to modify certain subsystems to make the vehicle compatible to the rest of the fleet.
- In February, Senior Maintenance Manager, Scott Reed, will be looking to begin the procurement process to acquire three (3) heavy-duty Fixed Route buses, four (4) medium-duty truck buses for Paratransit and seven (7) light-duty vehicles for Paratransit and On-Call service. Authorizations for the procurements will be coming to the Commission soon.
- The Maintenance Shop Floor Project will begin in February. An epoxy coating will be applied to the floor after a thorough cleaning. The project will be staged to minimize the impact on operations. The new flooring will improve the aesthetics of the facility as well as increase visibility and safety.

**Service Management - Mike Kaiser, Manager**

- The department was seeking to hire a new Dispatcher for the afternoon/evening shift. As a result of working with Transportation and Human Resources, DART is happy to welcome Mike Chapman to the position. Mike was a Fixed Route Operator with DART prior to his new position. Back in the late 80's, Mike worked in the Paratransit Department before he left to work in various roles in the school bus transportation industry. His experience and leadership will be a valuable tool to increase our service oversight.
- Manager Mike Kaiser represented DART at the City of Des Moines Street Closure meeting where he provided input on future events including the Drake Relays and parades. Follow-up from Transportation and Service Management will be made to ensure all events have minimal impact on service.

**Paratransit - Georgia Parkey, Manager**

- Paratransit Manager Georgia Parkey is heading this department after the recent departure of the Director. Supervisor Neil Hampton is on loan from Service Management to assist with the day-to-day operations.
- With the departure of the Director, the action items listed in the McDonald Transit report on Paratransit Operations will continue to be worked on; however, there will be delays. Operations will be reporting back to the Commission on the progress.
- Four (4) Paratransit Operators received Service Awards in the month of January.

**MONTHLY REPORT**  
**10A: Operations**



- The first set of notices to those Paratransit customers meeting the criteria set in the recently approved No Show/Cancellation Policy will be going out in February. The notices inform the customers of the number of No Shows or Cancellations they have and the intent of DART to act upon them if they continue to occur.

**Safety – Tom Reynolds, COO**

- The following topics were covered at the January Safety meetings:
  - Fixed Route: Use of three (3) points of contact when entering or exiting a bus and winter driving hazards.
  - Paratransit: Winter driving hazards and safety at intersections.
  - Maintenance: OSHA Lock-out/Tag-out review.
- The Accident Frequency Rate year-to-date review is shown below:



**Accident Frequency Rate**  
*(Preventable Accidents)*

FY13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD AFR
<b>Fixed Route</b>													
Accidents	2	9	5	2	3	4							<b>25</b>
Mileage	203,354	267,742	197,066	227,675	206,504	200,024							<b>1,302,365</b>
AFR	101,677	29,749	39,413	113,838	68,835	50,006	0	0	0	0	0	0	<b>52,095</b>
Per 100K Miles	0.98	3.36	2.54	0.88	1.45	2.00	0.00	0.00	0.00	0.00	0.00	0.00	<b>1.92</b>
<b>Paratransit</b>													
Accidents	0	1	1	0	1	1							<b>4</b>
Mileage	100,080	107,517	93,794	111,021	99,583	87,468							<b>599,463</b>
AFR	100,080	107,517	93,794	111,021	99,583	87,468	0	0	0	0	0	0	<b>149,866</b>
Per 100K Miles	0.00	0.93	1.07	0.00	1.00	1.14	0.00	0.00	0.00	0.00	0.00	0.00	<b>0.67</b>
<b>DART</b>													
Accidents	2	10	6	2	4	5	0	0	0	0	0	0	<b>29</b>
Mileage	303,434	375,259	290,860	338,696	306,087	287,492	0	0	0	0	0	0	<b>1,901,828</b>
AFR	151,717	37,526	48,477	169,348	76,522	57,498	0	0	0	0	0	0	<b>65,580</b>
Per 100K Miles	0.66	2.66	2.06	0.59	1.31	1.74	0.00	0.00	0.00	0.00	0.00	0.00	<b>1.52</b>

**Training - Greg Schmitt, Manager**

- Four (4) Fixed Route Operators and one (1) Paratransit Operator have graduated from training. Currently four (4) students are in training for the Fixed Route Department.
- On January 8th, Carmella Comito (Risk Manager), Justin Hazebroek (Operations Supervisor) and Matt Johnson (Operations Supervisor) participated in the four (4) hour Railroad Grade Crossing Collision Investigation course presented by Operation Lifesaver and Polk County EMS.

**Buildings & Grounds - Vacant**

- Mr. Jim Garrett recently resigned from his duties when he accepted a new job in his hometown of Indianola. Jim played a big role in the construction of DART Central Station and making things better at 1100 DART Way. some projects he was in the process of finishing up was:
  - This year's concrete rehabilitation (finished for the winter season).
  - Air-handler for the Bus Storage Barn (finished).
  - Installation of key-card access to the parking lots and buildings at 1100 DART Way (finished – phase 1).
- Both DCS Building Supervisor Keith Welch and Sr. Maintenance Manager Scott Reed are filling in until a new Manager is selected. Applicant interviews are underway.

<b>10B: Marketing and Communications, Customer Service and RideShare Departments</b>
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**Staff Resources:** Kirstin Baer-Harding, Marketing Director

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**Marketing Updates:**

- DART and TMA has teamed up on promoting new services through radio and TV ads. Route 60 ads have been running and will be wrapping up in the next couple of weeks with TV and web ads on KCCI Channel 8.
- Staff held the first Transit Riders Advisory Committee (TRAC) meeting of 2013 on Wednesday, January 9. The 13-person committee has seven new members, so the much of the meeting was spent getting everyone up to speed. The committee provided feedback on possible new fare structures that will be made possible with the new fareboxes. Lastly, the committee elected officers for 2013. Rod Van Genderen, last year's Vice Chair, was elected Chair. Second-term member Greg Boeschen was elected Vice Chair.
- Staff has begun preparing and updating print material and communications for the upcoming March 3, 2013 schedule. Schedules will be finalized in the next couple of weeks and be ready for the distribution mid- February.
- Staff has been preparing information and schedules for the NCAA Wrestling Tournament, March 21-23, 2013. Information about DART services will begin to be distributed the first of February. DART staff has been working with the Iowa Events Center, City of Des Moines and the Convention and Visitors Bureau in preparing for the event.
- Staff continued discussions with Drake University leaders on the possibility of expanding the partnership between DART and Drake.
- Staff has been developing and finalizing route specific marketing materials for Routes 60, 52 and Ankeny. The material and information will be ready for campaigns beginning in April.
- Staff has been working with the RideShare staff in developing marketing material for a Reason to Ride Spring campaign to promote DART's RideShare vanpools services. Marketing efforts will be assist potential new riders in joining a vanpool and along with promoting the vanpools in to rural communities.

**Communication Updates :**

- Staff joined up with Matt Rodekamp of Substance Architecture and Martha Norbeck of C-Wise to give a tour of DART Central Station to members of the Iowa Chapter of the US Green Building Council. As expected, much of the focus of the tour was on the station's environmental sustainable features. The attendees said they were impressed by the station.
- Staff gave a presentation on Saturday, January 26, at the Iowa Bicycle Summit. The presentation focused on DART's efforts to make Greater Des Moines accessible by bike and bus.
- Staff shot a video with the City of Des Moines' Communications Department on DART and its services. The show will air on DMTV in February. During taping, staff covered many aspects of DART, including its various areas of operations, the service changes in 2012, and the opening of DART Central Station.

## MONTHLY REPORT

### 10B: Marketing and Communications, Customer Service and RideShare



- Staff worked with Bravo Greater Des Moines on a video for the Bravo Annual Gala on Saturday, February 2. The co-chairs of the gala, Kum & Go CEO Kyle Krause and Casey's General Stores CEO Robert Meyers, are starring in a short film that includes a scene on a DART bus. Staff won't play the spoiler and reveal the plot here, but suffice it to say that the video will reinforce DART's image as an essential service among several of the region's leaders.
- Staff provided a tour of DART Central Station to approximately 20 people with disabilities from Easter Seals.
- Staff attended the "What If" Capitol Crossroads neighborhood meetings the week of January 21. Staff participated in the discussions and was available for questions in regards to DART services and the DART Forward 2035 plan.

#### **Legislative Updates - Gunnar Olson:**

- Staff attended a pair of receptions for legislators on the opening night of the 2013 Iowa Legislative Session. The first was put on by the Greater Des Moines Partnership, the second by DART's lobbyists at Wasker, Dorr, Wimmer & Marcouiller.
- Staff updated handout materials on DART's planned bus-rapid transit line. These will be used in staff and lobbyists' ongoing efforts to raise local funding for the project.

#### **Advertising Program:**

##### *New December and January Advertisers*

- Humane Society
- Media One

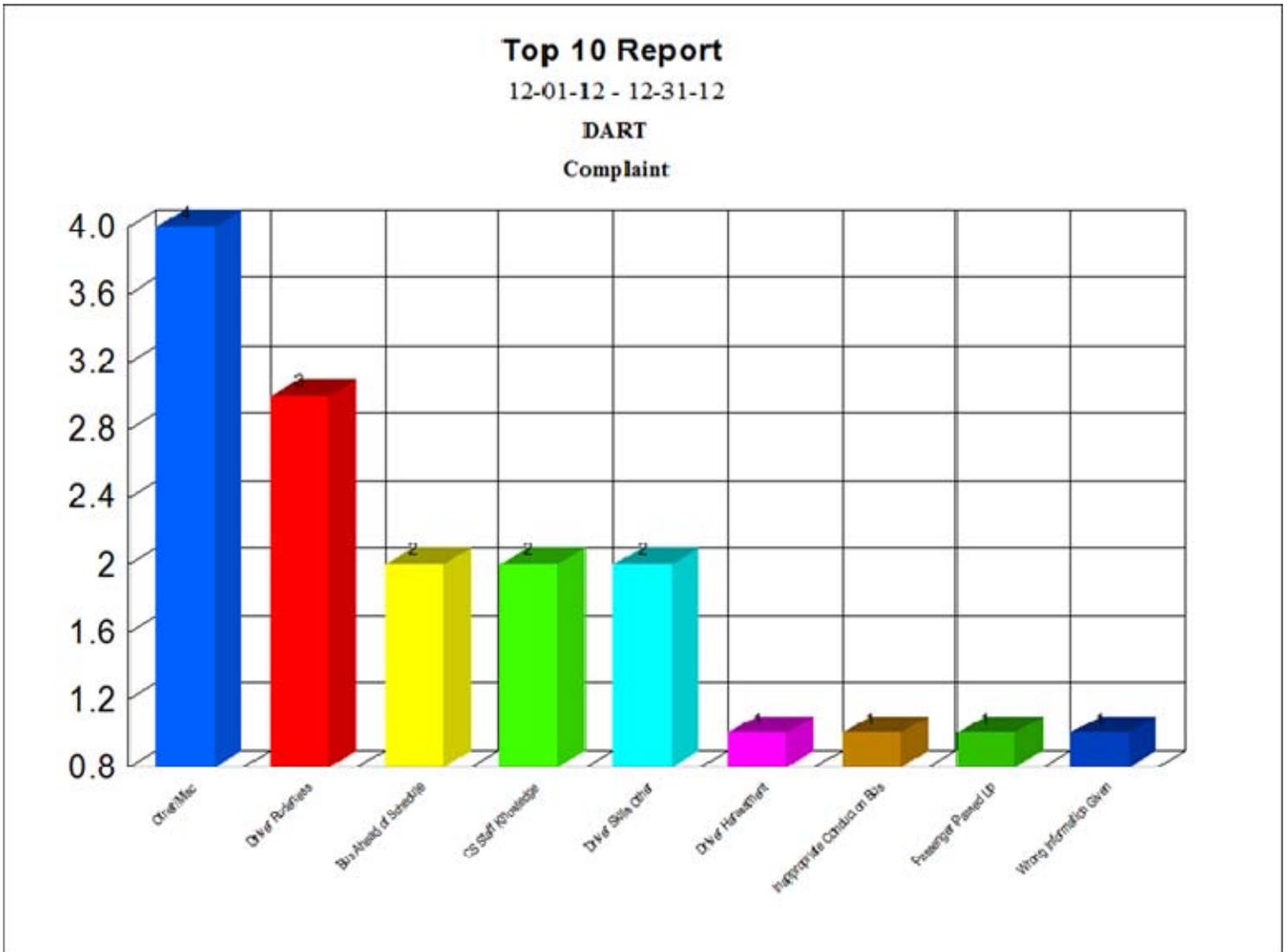
#### **Customer Service Report: PJ Sass**

##### *December Employer and Group Presentations:*

- Principal Orientation – 4 visits
- Probation and Parole - 2 visits presentation to clients

##### *December Customer Service Statistics:*

- 124 emails
- 456 voicemails answered 40 required some type of response
- 96 complaints received
- 8 commendations received
- 35 inquiries/suggestions



- Comments were up this month. The top five comments for December were: Other Miscellaneous, Driver Rudeness, Bus Ahead of Schedule, CS Staff Knowledge and Driver Skills Other.
- Out of the 96 comments, 13 are still in the investigation process and 17 were founded which is 21% of the total completed comments for this month.
- We receive several comments in December regarding the service changes, specifically route #5, #8 and #11 being reduced.
- After a month of high call volumes customer service phones are back to normal volume with wait time ranging around 2 to 5 minutes during most of the day.

*Driver Accommodations: two of the eight comments for DART drivers. Great job*

- Ms. Arnold is one of our senior passengers. Since she has been using our service she is so happy with what she can do. Our service has worked so well for her. Ms. Arnold says this is a great service for her that allows her to get many places she couldn't otherwise.

## MONTHLY REPORT

### 10B: Marketing and Communications, Customer Service and RideShare



- When operator was picking up Ms. Erskin he noticed a special needs person trying to catch on of the fixed route buses. Jeff assisted the individual in trying to stop the bus. Ms. Erskin thought this was a very caring act on the part of our operator going above and beyond with his assistance.

**Customer Service Enhancements:** Integrated Voice Response (IVR) Spanish Conversion is being done we are close to completion.

**Half Fare Program:** The new program is working very well we now have the capability of reprinting photo ID's when needed.

**Customer Service Training:** transportation and customer service is working on a training program for staff. This would be offered monthly at the safety meeting as well as class for administration staff working directly with the public.

#### **RideShare: Jennifer Long**

- Currently working with marketing department to put adverting magnet on the rear of the van to promote RideShare.
- Planning a marketing push within the Unlimited Access business to increase ridership.
- New rideshare van will be ordered in February

<b>10C: Planning Department</b>
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**Staff Resource:** Jim Tishim – Planning Director

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## **AVL/RTIS & Trip Planner Update**

- INFO-IVR Trip Planner Program:
  - Phase #2 of Trapeze development is complete and the IVR phone system is ready for deployment.
  - We will begin to complete the Spanish version.
  - The IT Department will be working with Trapeze to deploy an upgrade to the program around March.
  
- INFO-Web / Mobile Trip Planner Program:
  - The I Frame designed for the DART website that was specified for the project would not work appropriately. New Headers and Footers were required and submitted to Trapeze for development.
  - Once completed, the program will be ready for deployment.
  - We will begin to complete the Spanish version.
  
- Trapeze Transit Master AVL/RTIS System:
  - The System Acceptance Test (SAT) Plans are finalized.
  - We have been working with Trapeze to finalize the project Close-Out Plan. All the required changes to the plan have been agreed upon and submitted to Trapeze to finalize the Close-Out Plan document.
  - On January 21-25 Trapeze was on-site to begin the SAT testing and working through some of the remaining open items:
    - Vehicle-to-Vehicle radio communications across channels.
    - The program's Fallback function to open radio channels when there is a system interruption or failure. The fallback capability did not function correctly on two separate occasions. This is a safety feature to maintain open communications between the dispatchers and vehicles.
    - Trapeze OPS Dispatching program integration issues.
    - DART Central Station sign configuration issues.
    - Engine Control Module (ECM) – Complete testing of all vehicle types using the engine health monitoring system.
  
- Trapeze Transit Master AVL/RTIS System Move to DART Central Station:
  - The IT Department worked with Trapeze to move the entire Trapeze Transit Master AVL/RTIS System to the new servers at DART Central Station.

## MONTHLY REPORT

### 10C: Planning Department



- Training Schedules:
  - The only training courses not completed are System Administration I & II, and the DART Central Station Sign Configuration training. We are working with Trapeze to schedule the training in March and April.

#### **Planning Department Projects:**

- Service Development Process:
  - The Planning Department outlined a new Service Development Process for evaluating new service requests and options.
- Bus Operator Run Review:
  - The Planning and Transportation Departments held a Bus Operators' Run Review on January 7-9, 2013.
  - A run review is completed after every run change to gain input from the bus operators on any further system adjustments or changes.
- Title VI Preliminary Outline.
  - DART is required to submit our annual Title VI Report to the Federal Transit Administration (FTA) on June 1, 2013.
  - This year several changes to Title VI and Environmental Justice Reports have been adopted by the FTA.
  - The Planning Department, as well as other staff, attended webinars offered by the FTA on the changes to both programs.
  - DART Transit Planner, Tony Filippini, has reviewed the FTA report documents and completed an outline of all the requirements to be included in our report to the FTA. The requirements will be distributed to the appropriate department for their report development.
  - A Title VI project timeline has been developed to guide us through the project and to submit the report on time.
- New Quik Trip Site Plans for 6th Ave & University:
  - The Quik Trip on the northeast corner of 6th Avenue & University Avenue has purchased the properties on the southwest corner of that same intersection to build a new larger Quik Trip.
  - The Planning Department staff has been working with Quik Trip and the City of Des Moines to provide a bus station on the site.
  - This area was part of the DART Alternatives Analysis for the Bus Rapid Transit (BRT) Plans for one of the bus stations for the project.
  - This is a great opportunity to solidify the site for our new November 2012 transfer area, as well as for the future BRT system.
- 6th Avenue Corridor Study – Phase #2:
  - Last year the Planning Department worked with the City of Des Moines on the 6th Avenue Street Scape Plan for 6th Avenue between University Avenue and Hickman Road.

**MONTHLY REPORT**  
**10C: Planning Department**



- Phase #2 of the plan is to start with a corridor study for the section on 6th Avenue between University Avenue and I-235 to the south.
- The Planning Department held a preliminary meeting with the City of Des Moines to present our needs for the area.
- The new Quik Trip plans worked in well with this study.
- The Hub Tower Project:
  - EMC purchased the Hub Tower on Walnut Street and is in the process of remodeling the building.
  - The replacement of the current heating and air-conditioning units on top of the building are part of the remodeling project. Changing out the units was expected to take approximately two weeks to complete and required a very large crane.
  - The preferred placement of the crane was on Walnut Street between 6th Avenue and 7th Street. EMC and Neumann Construction Company worked with DART to coordinate their project with the DART move from the Walnut Transit Mall to the new DART Central Station.
  - The size of the crane required the removal of the two large DART bus shelters in that location. EMC agreed to bear the entire cost of the removal, disposal and repair to Walnut Street for both shelters.

## MONTHLY REPORT



<b>10D:</b>	<b>General Manager</b>
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**Staff Resource:** Elizabeth Presutti, General Manager

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- IPTA Legislative Day at the State Capitol and Washington, D.C. – On January 31, 2013, the Iowa Public Transit Association hosted a legislative breakfast at the State Capitol. I would like to thank Commissioner Van Oort and Commissioner Hensley for joining Gunnar and I at the breakfast. We had the opportunity to speak with several representatives in the DART Service Area.
- Young Professional of the Year – Gunnar Olson, DART’s Public Affairs Manager, was nominated as one of the 2012 finalists for Young Professional of the Year. We are very proud of Gunnar and his accomplishments, while he was not the “winner” of the award – he is a winner to us all at DART. Congratulations Gunnar!



# FUTURE DART COMMISSION ITEMS

## FEBRUARY 5, 2013

March 5, 2013 - 4:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>- FY 2012 Audit</li> <li>- FY 2014 Budget</li> <li>- FY 2014 Grants</li> </ul>	<ul style="list-style-type: none"> <li>- Records Retention Policy</li> </ul>
April 2, 2013 - 4:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>- Records Retention Policy</li> <li>- On-call Architecture and Engineering Services Contract</li> </ul>	<ul style="list-style-type: none"> <li>- Fare Policy</li> </ul>
May 7, 2013 - 4:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>- Title VI Program</li> </ul>	<ul style="list-style-type: none"> <li>- Fare Policy</li> </ul>
June 4, 2013 - 4:00 P.M.	
Action Items	Information Items
July 2, 2013 - 4:00 P.M.	
Action Items	Information Items
August 6, 2013 - 4:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>- Farebox System Replacement</li> <li>- Fare Policy</li> </ul>	

### Key Meetings/Dates:

- February 9-12, 2013: APTA CEO's Seminar
- February 20, 2013: IPTA Federal Legislative Briefing, Washington, D.C.
- March 9-12, 2013: APTA Legislative Conference, Washington, D.C.
- May 5-8, 2013: APTA Bus & Paratransit Conference, Indianapolis, IN

### Other Future Items: