



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
NOTICE OF COMMISSION MEETING AND AGENDA  
OCTOBER 25, 2011 – 5:00 p.m.  
DART MULTI-PURPOSE ROOM, 1100 DART Way**

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
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**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES**

**1100 DART Way – Des Moines, IA 50309  
September 27, 2011**

**ROLL CALL**

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

Commissioners Absent:

Alternates Present: Paula Dierenfeld, Ruth Randleman

Staff Present: Elizabeth Presutti, General Manager; Tom Reynolds, Chief Operating Officer; Rebecca Lovig, RideShare Manager; Jamie Schug, Chief Financial Officer; Randy Ross, HR Director; Kirstin Baer-Harding, Advertising Manager; Randy McKern, Transportation Manager; Teresa Cashman, Scheduling Manager; Gunnar Olson, Public Information Officer; Jim Tishim, Planning Director; Chet Bor, Paratransit Director; P.J. Sass, Customer Service Manager; Nolden Gentry, Legal Counsel; Suzanne Robinson, Clerk to the Commission;

Others Present: Dana Conn, TMA; Mark Trost; Dylan Mullenix, MPO; Rox Laird and Todd Erzen, Des Moines Register; Greg Boeschen, TRAC, Nathan Goldberg, MPO; Nick Wuertz, Lutheran Services in Iowa; Greg Schmitt, DART Supervisor; John Halsband, DART customer; Gretchen Tegeler, Taxpayers Assoc. of Central Iowa

**CALL TO ORDER**

The meeting was called to order by Chair Angela Connolly at 5:01 p.m. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF MINUTES**

Chair Connolly called for corrections to the August 2, 2011, meeting minutes. There being no comments on the minutes, it was moved by Mr. Boesen and seconded by Ms. Hensley that the minutes be approved. The minutes were approved as written.

**TRAC UPDATE**

TRAC member Greg Boeschen described the September meeting of the TRAC. He said members were advised of the 5 year anniversary of DART's beginning, and the festivities planned to celebrate. He said they also heard an update on DART Central Station, the State Fair ridership figures, and a rundown of the new service plan. He said that members were concerned about those areas that will be losing service, but were very pleased with the plans for increases in service frequency, more service to the western suburbs, possible crosstown service and other provisions

that are taking DART in the right direction. He said the committee approved the service changes by a unanimous vote.

## **PUBLIC COMMENTS SECTION**

Steve Balderson of the Waterbury neighborhood spoke in favor of the proposed Ingersoll/University loop, but suggested that the west edge of the loop be moved to Polk Boulevard instead of 42<sup>nd</sup> Street to encompass more of the neighborhood.

Gretchen Tegeler, of the Taxpayers Association of Central Iowa thanked the commissioners for their work on the DART Forward 2035 Transit Services Plan, saying that the outreach by DART and the commission to the community in presenting the plan has been extraordinary, and adding that the Association understands the need for a thriving public transit system. The questions the Taxpayers Association have are to do with how much the plan will cost and who will be paying. She asked if the commission had an alternative scenario if the Plan couldn't be implemented, and asked that the commission keep in mind the tax capacity of the community, stating that Des Moines was fourth in the nation in the level of property taxation (check this figure – doesn't seem right to me).

Chair Connolly thanked Mr. Balderson and Ms. Tegeler for their input, adding that she is glad the Taxpayers Association realizes that the region needs good public transit. The Chair stated that the DART Forward 2035 plan gives a framework for needed changes, and added that a survey taken for research purposes by the consultants showed that 80% of 1,400 people in the community who were interviewed (half of whom were not DART riders) said that the region needs more and better public transit. Chair Connolly reminded those present that the changes will be implemented gradually, and that there will be plenty of opportunity for public input. She said that the commission is committed to the task of making DART a better transit system in the future.

Ms. Hensley stated that there is agreement from the City of Des Moines that it is time to take public transit to the next level in the community. She said that there were some areas that would be losing their closest transit option, but that in a meeting with Katecho, which is in her district and is losing bus service, after seeing the ridership figures they understand why service could not be continued. She added that it will be exciting to see DART increasing its regional activities.

## **EMPLOYEE RECOGNITION**

General Manager Elizabeth Presutti announced that Bobbi Jo Fellenz, DART's Customer Service Coordinator, receives the Employee Recognition award for her tireless effort and her cheerful energy in putting in long hours as manager of this year's State Fair service. This required scheduling hundreds of hours of staff time by DART volunteers, who always do such great work on the State Fair service.

## **CONSENT ITEMS**

### **8A – July 2011 and August 2011 Financial Reports**

It was moved by Mr. Van Oort and seconded by Mr. Boesen that the consent item 8A be approved.

The motion carried unanimously.

## **ACTION ITEMS**

### **Action Item 9A – Adoption of DART Forward 2035 Transit Services Plan**

Ms. Presutti brought the commission and guests up to date with a presentation (attached) that explains in detail the new service plan. She added that DART now provides approximately 3.5 million rides a year, and that after implementation of all phases of the service plan it is expected that ridership will double to 6-7 million rides. She told the commissioners that when all the plan details are finalized, a final plan and report will be provided to everyone. She added that the first of the services changes will be implemented in autumn of 2012, with the installation of the new AVL system to take place in the summer, and DART Central Station grand opening in the fall as well – all huge changes taking place in a short time span.

It was moved by Ms. Hensley and seconded by Mr. Conkling that the Commission adopt the DART Forward 2035 Transit Services Plan as outlined in the Executive Summary (attached), and upon approval, staff will proceed with the assembly of the 2035 Transit Services Plan Final Report to reflect the plan as adopted by the Commission.

Mr. Conkling stated that even with the adoption by the Commission, the plan wasn't written in stone and changes will be considered as the plan goes forward. He said that everyone should keep in mind that transit is still a very small portion of the tax rolls, and improved service is vital for the region.

Mr. Brody called the Plan an important milestone for the region which will add jobs, spur economic development and add quality of life improvements. He congratulated Ms. Presutti and DART staff for providing exceptional and very thorough information and planning reporting for member cities to study, stating that the report received favorable comment by the Clive City Council members.

Mr. Gayman commented that it is a great project for the region, and he presented a challenge to DART staff to have a detailed short-and-long-term marketing plan for the roll-out of the service improvements and changes. He said the challenge includes working on a plan to finance the changes with a public-private partnership for DART that includes the business community investing in public transit.

Mr. Boesen stated that his hat goes off to the elected officials on the DART Commission, who worked hard and worked together to make the Plan a truly regional effort that garnered everyone's approval, and he encourages the Commission to keep to the vision for the future of public transit in the region.

Mr. Van Oort said that for the past five years he has spoken in favor of a detailed Strategic Plan to move DART forward, and with the adoption of this Plan, he now is making a commitment to do everything he can to help move it forward. He said that his goal is that in two years he can ride the bus from Ankeny to the monthly DART Commission meetings. He thanked Ms. Tegeler and the Taxpayers Association for their concerns and input, and said that the Commission is resolved to look at different ways of funding DART. He added that DART's needs must be incorporated into the grand plans for the future of the region, such as the Capital Crossroads and other plans, and that all the communities in the region need to support the vision for public transit.

Ms. Johnson added her appreciation for the hard work that the DART staff and Commission have done, with input from the public and private sectors as well as the citizens of the community and DART's loyal ridership.

Mr. Mahaffey thanked the consultants and the member city managers, and stated that the DART Commission will address cost issues by looking at other revenue sources. He added that he thinks the plan is an excellent start and fully supports its implementation.

Chair Connolly congratulated DART staff, stating that it has been a long time coming, and it's a great day for public transit!

The motion carried unanimously.

#### **Action Item 9B – Transit Advertising Rate Increase**

Ms. Baer-Harding said that every two years, advertising rates are reviewed to make sure that rates are comparable with those in other transit markets. She said that a rate increase of 5% will bring the Des Moines market into line with the industry.

Ms. Hensley asked how much in additional funding will the increase add to DART revenues. Ms. Presutti said that staff will do an analysis and report the findings to the commission.

It was moved by Mr. Boesen and seconded by Mr. Mahaffey that the Commission approve a transit advertising rate increase of 5 percent effective January 1, 2012.

The motion carried unanimously.

### **DISCUSSION ITEMS**

#### **Discussion Item 10A – DART Central Station Construction Update**

Mark Trost, DART's Owner Representative for the construction project, gave a brief update on DART Central Station. He said that the pile of rubble has now been removed from the property and the old buildings have been demolished. Existing utilities have been uncovered, and installation of the geothermal system has begun. He said that next month the footings for the basement will be laid. He stated that there are currently no safety issues to be addressed, and that there is one change order to be approved for Mid-American. He added that the selection of artists for the public art portion of the space has been made and that a real estate company has been picked for managing the rental of the retail space in the Station. Ms. Presutti said that she must submit a report to the FTA monthly, and she will share that report with the Commission.

#### **Discussion Item 10B – DART's Fifth Birthday**

Ms. Baer-Harding provided information on the activities that will take place to celebrate DART's fifth year in operation.

#### **Discussion Item 10C – Refugee and School Student Pass Program**

Ms. Sass gave a presentation (attached) explaining the new reduced-fare pass program for refugees and for students in DART's member cities. She said that there has been support for many years for these services, and it is now time to offer them. Mr. Nick Wuertz from Lutheran Social Services

spoke in support of the program for refugees, and he presented letters of support from other social service agencies in the community.

Mr. Brody asked if all schools, including private school students, are a part of the program. Ms. Presutti said they were included. Ms. Hensley asked if there were any reason not to move the start time for these programs from January 1<sup>st</sup> 2012 to the current month. Ms. Sass stated that staff will get to work to implement the programs to start right away after Commission action at the October meeting.

### **9C – Performance Reports**

Ms. Presutti reminded the Commission that the August figures differ significantly from other months because of the State Fair, which added 30,000 more riders this summer. She thanked the City of Des Moines for helping increase ridership to the State Fair by allowing free parking at the Center Street Park and Ride for the whole duration of the Fair. She said that the promotion for fairgoers to ride for half fare if they bought their tickets in advance was very successful as well. Mr. Mahaffey added that the Southeast Polk parking lot was filled most days, and cars had to be turned away. Mr. Brody asked what the DART revenue stream looked like for the rest of the year, and Ms. Presutti said that the end of September would show a better view. She said that it is encouraging that the Ankeny Express ridership is back to its original levels even though we cut service.

### **MONTHLY REPORTS**

Ms. Presutti announced that Ms. Baer-Harding's entries in the prestigious APTA Adwheel Awards received two first place prizes, and are now eligible for the Grand Prize to be presented at the APTA Annual Meeting in New Orleans in October. She stated that Chair Connolly will accept the prizes in New Orleans.

Ms. Presutti described some changes to the DART Organizational Chart, with the addition of a Director of Marketing position taking the place of the Chief Development Officer. She said that this change will greatly enhance the ability of DART to move the 2035 Plan forward effectively. She also announced that dispatcher Ron Cheatom is leaving DART to pursue his education, and he will be missed. She reminded the Commission that negotiations on the ATU contract will begin next month.

### **COMMISSION ITEMS**

Legal Counsel Nolden Gentry asked for feedback from the Commission on the changing of the DART districts to follow the changes due to redistricting of the Iowa Senate Districts in Polk County. Mr. Boesen asked about the timeline to introduce the changes. Mr. Gentry replied that we have until spring, but since the process to get approval from all the DART communities is a long and tedious one, it needs to begin soon.

**ADJOURNMENT**

The meeting was adjourned at 6:27 p.m.

2011 Meeting Dates

Oct 25, Nov 29, Dec 20

2012 Meeting Dates

Jan 31, Feb 28, Mar 27, Apr 24, May 22, Jun 26, Jul 31, no meeting in August  
Sep 25, Oct 23, Nov 27, Dec 18

Date: \_\_\_\_\_

Chair: \_\_\_\_\_

Secretary: \_\_\_\_\_

## CONSENT ITEM



<b>6A:</b>	<b>FY2016 Federal STP Funding Request</b>
<b>Action:</b>	<b>Authorize submission of applications to the MPO for Federal STP Funds</b>

**Staff Resource:** Debra Meyer, Capital Planning Manager

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### **Background:**

- Applications for FY2016 Federal Surface Transportation Program (STP) funding are due to the MPO in November 2011.
- The total STP funding available for FY2016 is approximately \$8 million with MPO policy dictating the distribution to Alternative Transportation (Trails and Transit) at 5-15% of the total, which is \$400,000 to \$1,200,000. If the MPO's estimate is understated, the 2016 unallocated portion will most likely be distributed to projects that were partially funded, but only up to the original application amount.
- DART requested \$1,760,000 in STP funds for FY2015, which was above the 15% maximum. DART was awarded \$900,000, which was later reduced to \$800,211 when the funding projections were revised.

### **Proposed Request:**

- DART will request \$1,200,000 in FY2016 STP funds to be used towards the purchase of two heavy-duty articulated buses.

### **Recommendation:**

- Approve the submission of the grant as presented to the DMAMPO.

## CONSENT ITEM



**6B: September FY2012 Consolidated Financial Report**

**Action: Approve the September FY2012 Consolidated Financial Report**

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

### Year-to-Date Budget Highlights:

#### *Revenue:*

- Fixed Route Operating Revenue for the quarter of FY2012 is greater than anticipated but the \$245,941 surplus year to date is largely due to accounting for the Iowa State Fair revenues during the month of August. Monthly budgets in the current fiscal year were formed under the premise that each month would generate approximately 1/12<sup>th</sup> of the revenue for the year. This assumption does not hold true for the month of August which includes additional revenues and expenses related to the Iowa State Fair. During the next budget cycle, more emphasis will be placed upon recognizing the seasonality associated with revenues and expenses and budgeting accordingly.
- Fixed Route Non-Operating Revenue is within 1% of budget for the first quarter of FY2012.
- Paratransit Operating Revenue is approximately 22% below budgetary expectations through the first quarter. Medicaid reimbursements during the first quarter were below amounts for the prior fiscal year.
- Rideshare Revenues are near budgetary expectations through the first quarter of the fiscal year.

#### *Operating Expense:*

- Fixed Route Budget Summary – Through three months, actual expenses are 1.6% over budget. Injuries and Damages paid out is \$344,254 over budget for the month of September, reflecting the payment of \$350,000 for the Christenson settlement, which was approved by the commission in March of 2011.
- Paratransit Budget Summary – Through the first quarter, the Paratransit program has expenses lower than budgeted. The lower than budgeted operating expenses make up for part of the decrease in revenue as compared to budget. Year to date the Paratransit program is showing a deficit of \$29,171.
- Rideshare Expenses are approximately 8% below budgetary expectations through the first quarter. The savings are primarily in the area of equipment repair parts, which is 61% below budget.

#### **\*\* TOTAL Un-Audited Year-End August FY2012 as Compared to Budget :**

Fixed Route	\$ 152,653	Reserve For Accidents (See Balance Sheet):
Paratransit	\$ - 29,171	FY2012 - \$1,112,024
Rideshare	\$ 22,816	
Total	\$ 146,298	

**FY2012 Financials:**

**September 2011**

FIXED ROUTE	September 2011			Year-To-Date-(3) Months Ending 09/30/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	367,117	344,706	22,411	1,280,059	1,034,118	245,941
Non-Operating Revenue	1,175,473	1,135,760	39,713	3,383,045	3,407,280	(24,235)
Subtotal	1,542,590	1,480,466	62,124	4,663,104	4,441,398	221,706
Operating Expenses	1,497,386	1,475,524	(21,862)	4,470,625	4,401,572	(69,053)
Gain/(Loss)	45,204	4,942	40,262	192,479	39,826	152,653

PARATRANSIT	September 2011			Year-To-Date-(3) Months Ending 09/30/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	196,544	252,895	(56,351)	595,424	758,685	(163,261)
Non-Operating Revenue	59,452	64,982	(5,531)	177,868	194,946	(17,079)
Subtotal	255,996	317,877	(61,881)	773,291	953,631	(180,340)
Operating Expenses	301,911	375,501	73,590	975,334	1,126,503	151,169
Gain/(Loss)	(45,915)	(57,624)	11,709	(202,043)	(172,872)	(29,171)

RIDESHARE	September 2011			Year-To-Date-(3) Months Ending 09/30/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	77,781	79,166	(1,385)	235,282	237,498	(2,216)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	77,781	79,166	(1,385)	235,282	237,498	(2,216)
Operating Expenses	88,041	99,399	11,358	273,166	298,197	25,031
Gain/(Loss)	(10,261)	(20,233)	9,972	(37,883)	(60,699)	22,816

## ACTION ITEM



**7A: Refugee and Student Reduced Fare Program**

**Action: Approval of Reduced Fare Program for Refugees and Students**

**Staff Resource:** PJ Sass, Customer Service Manager

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### **Background:**

- The Commission heard a presentation on the proposed new Reduced Fare Programs for Refugees and Students during the September 27, 2011 meeting.
  - Commissioners asked for staff to implement the plan as quickly as possible.
  - Staff worked with agencies and Des Moines Public Schools to develop process and a timeline for the implementation of the programs. We met with the agencies on October 13<sup>th</sup> and DMPS on October 19<sup>th</sup>. Together we identified several critical steps to take to assure a successful launch.
    - Establish policies for agencies, school districts, and DART
    - Set procedures for the programs within the agencies.
    - Create ID cards for Refugee program
    - Develop marketing materials including translation into multiple languages.
    - Train appropriate agency staff.
    - Distribute information about school program to school districts throughout the metro.

### **Reduced Fare Program Recommendation:**

- The authorization to implement two new reduced fare programs:
  - Reduced Fare for Refugees
  - Reduced Fare for Students
- The programs would be implemented in tandem on the following timeline:
  - NOVEMBER
    - Finalize policy and procedures
    - Finalize all marketing materials
    - Translate all written materials
    - Contact all metro schools
  - NOVEMBER/DECEMBER
    - Train agency staff on program and use of DART services
    - Schedule group visits to DART for each refugee agency in program
    - Provide program information to Pass Sales Outlets and DART staff
  - JANUARY
    - Programs would be in effect as of Monday, January 2, 2012.

## DISCUSSION ITEM



<b>8A:</b>	<b>DART Central Station Construction Update</b>
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**Staff Resource:** Elizabeth Presutti, General Manager

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### **FTA Monthly Report:**

- The September monthly report submitted to the Federal Transit Administration is attached highlighting the project status.

### **Questions:**

- Any questions regarding the report or the status of the project can be addressed at the meeting.



## **PROJECT OVERVIEW**

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The DART Central Station will serve as the spine of the transit system throughout Greater Des Moines. The facility is designed to gather public transportation services (local bus, express bus, bikes, future passenger rail, taxi services, intercity bus services) into one location. The DART Central Station will offer:

- a climate-controlled building
- 15 saw-tooth bays with covered walkways
- public waiting areas and restrooms
- a customer service center
- bike storage and changing room
- vendor space
- employee restrooms and showers
- management and administrative offices
- public art

The DART Central Station will be a unique facility that embodies the local commitment to public transit and exhibits DART's concern for the environment through its efficient design.

In addition, it is being designed to meet at least LEED Certified Gold requirements and will be an example of energy conservation and storm water management for the region.

**Project Webcam:**     <https://mds.multivista.com/webcam/18744/index.html>

## **CONSTRUCTION (WEITZ COMPANY CONSTRUCTION CONTRACT)**

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### ***Construction Work and Submittals:***

- 1) The following **construction activities have been completed or were in process** during the month of **September 2011**.
  - Demolition of existing building was completed.
  - Rough grading of site.
  - Uncovering of existing utilities.
  - Installation of new site utilities including the storm sewer and infiltration bed across the South side.
  - Installation of geo-thermal wells is in process.
  - Removal of unsuitable material.
  - Import of suitable fill.



- Installation of the sand/oil separator.
  - Excavation of the basement.
- 2) The following **construction work is anticipated** during the month of **October 2011**:
- The excavation of the basement will finish.
  - Rough grading of site is continuing.
  - Uncovering of existing utilities is continuing.
  - Begin installation of new site utilities including sanitary, water and storm.
  - Continuation of geo-thermal well installation.
  - Installation of hydrants on the South half.
  - The first footing pours.
  - Installation of drainage tile.
  - Start of underground electrical installation.
- 3) The following **shop drawings/submittals were approved** in the month of **September 2011**:
- Rainwater Cistern
  - Cistern & Pre-Filter Submittal Sand and Oil Separator/ Grease Interceptor
  - Sand and Oil Separator/ Grease Interceptor
  - Steel Rebar for Precast Footings & Curbs
  - Steel Rebar for Precast Footings & Curbs
  - All Erosion & Sediment Control Materials Specifications & Installation Details
  - LEED-Documentation
  - Unitary Heat Pump Submittal
  - Anchor Rod and Embedded Plate Layout
  - Precast Utility Electrical Vault
  - Mix Designs, Test Report, Material Certs
  - Product Data
  - Product Data & Yard Hydrant
- 4) The following **shop drawings/submittals are anticipated** in the month of **October 2011**:
- Aluminum Framed Entrances and Storefronts.
  - Glass Entrance Doors & Gates.
  - Revolving Door Entrances.
  - Rainwater collection shop drawings.
  - Air Distribution System.
  - Waterproofing and protection course.
  - Unitary Heat Pumps.
  - Micropiles.



**Safety:**

There were no safety issues during the past month. Weitz has held safety meetings with their subcontractors as work begins. Weitz has placed the job site boundary fencing to secure the site. Weitz has placed shoring long the North side of the site to allow for the safe excavation of the basement and installation of utilities along Cherry Street.

**Construction Schedule:**

To date, the project is on schedule for an August 22, 2012 substantial completion. An total project construction schedule dated 8/1/2011 is attached as well as a 6-week schedule dated 8/26/11

**Payment Applications:**

Pay application # 1 was submitted and approved in the amount of \$ 771,205 (after retainage).

**Change Orders:**

1) The following **change orders were approved** during the month of **September 2011:**

- MidAmerican Energy for revised temporary power installation, \$7,600.00

**TOTAL \$7,600.00**

<b>TOTAL CONTINGENCY</b>	<b>\$1,490,050.00</b>
Approved Change Orders Prior Months	\$0.00
Approved Change Orders This Month	\$7,600.00
<b>TOTAL CHANGE ORDERS TO DATE</b>	<b>\$7,600.00</b>
<b>TOTAL REMAINING CONTINGENCY</b>	<b>\$1,482,450.00</b>

2) The following are **potential change orders** during the month of **September 2011:**

- Storm Sewer re-routing at SW corner of the building due to City comment.
- City changes to the Private Construction Contracts for traffic signal modifications, etc.
- Small credit for product alternate relating to foam insulation.
- GFRC Panel detail revisions at the base of the curtain wall.
- Code review change at the elevator shaft.
- Foundation Elevation and GFRC details.
- Replacement of unsuitable fill.
- Credit for Weld Changes.
- Credit for Elevator Sump Pit locations.
- Credit for Solar Substitution.
- Relocation of MidAmerican Energy duct bank.



***Davis Bacon:***

Davis-Bacon interviews have started. Davis-Bacon training was conducted with the site subs during the site pull session.

***Project Issues:***

As storm pipe system installation began, unsuitable soils consisting of masonry and other old buried building materials were unearthed. Further investigation concluded that a large amount of rubble would continue to be unearthed within the foundation boundaries of the discovered building. It was determined that the most efficient way to approach was a wholesale removal of the rubble in the affected area rather than trying to remove during installation of geothermal wells, storm pipe, infiltration pipe and footings. Suitable fill is being imported to replace the rubble.

An electrical duct bank that had not been indicated on the plans provided by MidAmerican Energy was uncovered in the path of the East sanitary connection. Multiple options for relocating the sanitary line were reviewed and rejected. The duct bank was relocated.

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**OTHER PROJECT ACTIVITIES**

***Public Art:***

The Public Art Selection Committee has selected 3 artists to work with on the DART Central Station. The artists are:

- Lynn Basa
- David Dahlquist
- Troy Corliss

DART and the Team will be working with the artists to develop their concept designs over the next several weeks and enter into contracts with them for fabrication and installation of the public art.

***Joint Development:***

Commercial Real Estate brokers were selected after an RFP process. They are Shannon Morton and Aaron Hyde of Ferguson Commercial Real Estate. Work has started in earnest to obtain a tenant for the vendor space.

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**ATTACHMENTS**

- OAC Meeting Minutes 9/13/11 - including a 6 week look ahead schedule.
- OAC Meeting Minutes 9/27/11 - including a 6 week look ahead schedule.
- Full project schedule dated 8/16/11.

## DISCUSSION ITEM



**8B: FY 2013 DART Budget**

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

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**Presentation:**

- A presentation summarizing the draft FY2013 DART budget calendar will be made at the Commission meeting.

**Proposed Timeline for the FY2013 DART Budget Approval:**

<b>Preliminary Presentation of Expense &amp; Revenue Estimates</b>	November 29, 2011 DART Commission Meeting
<b>Progress Update</b>	December 20, 2011 DART Commission Meeting
<b>Set Public Hearing Date for FY2013 Tax Levies</b>	January 31, 2012 DART Commission Meeting
<b>Service and Budget Committee Meeting</b>	February 7, 2012
<b>Public Hearing Notice Delivered to Publisher</b>	February 14, 2012
<b>Public Hearing Notice Published</b>	February 17, 2012
<b>Public Hearing to Approve FY2013 Budget</b>	February 28, 2012 DART Commission Meeting
<b>FY2013 Budget Certified to County Auditor and filed with the Iowa Department of Management</b>	March 15, 2012

## DISCUSSION ITEM



<b>8C:</b>	<b>DART Forward 2035 Marketing Plan and Project Implementation Timeline</b>
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**Staff Resource:** Claire Celsi, Director of Marketing and Community Partnerships

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**Presentation:**

- A brief update on the DART Forward 2035 Marketing Plan and Project Implementation Timeline will be provided at the Commission meeting.

## DISCUSSION ITEM



<b>8D: 2012 State and Federal Legislative Priorities</b>
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**Staff Resource:** Elizabeth Presutti, General Manager

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Last year the DART Commission enacted a subcommittee to establish DART 2011 Federal and State Legislative priorities. I would like to recommend the same for this year.

***DART's 2011 State and Federal Priorities were as follows:***

**State Legislative Priorities:**

1. Continued Funding for D-Line Shuttle and State Employees Unlimited Access to DART Services – (STATE REQUEST \$220,000/year).
2. Support \$3.0 million for Public Transit Infrastructure Investment from Rebuild Iowa Infrastructure Fund (RIIF).
3. Passenger Transportation Funding Study
  - Actively encourage the legislature to reconvene the Mass Transit Interim Committee to review the completed IDOT study and develop implementation steps to achieve the study's recommendations.
4. Support "Pro-Safety" transit legislation.

**Federal Legislative Priorities:**

1. Thanking Congressional Delegation for Support for Transit Hub
2. DART Forward Strategic Plan Expansion Buses for Innovative New Suburban Service Design (FEDERAL REQUEST \$2.4 Million)
3. University Avenue Corridor Enhancements (FEDERAL REQUEST \$1.5 Million)
4. Advanced Smart Card Reader and Fare Payment System (FEDERAL REQUEST \$500,000)
5. Support IDOT's Request for \$15 million in Statewide Bus Replacement Funds.

**Federal Public Transportation Authorizing Law Priorities:**

- DART endorses the American Public Transportation Association's comprehensive list of recommendations for the upcoming new transportation legislation, and specifically:
  - APTA's support for \$123 billion for transit funding over the next 6 years, more than double the amount in the current SAFETEA-LU authorization.
  - Subject to a congressional desire to change the current "earmarking procedure" for bus and bus facility projects, endorse APTA's proposal that the grant program be reconstituted to be 50% earmark and 50% current federal formula based.
  - More funding for buses over 125% of their useful life.
  - Streamlining several ADA and senior citizen programs.
  - New Start funded programs (rail and BRT) should be funded at 80% like highways are.
  - Advocate for congestion-relief funding to flow to cities of all sizes, not just the largest metro areas.

## DISCUSSION ITEM



**8E: Quarterly Safety Report**

**Staff Resource: Mike Kaiser, Safety Training Manager**

### Analysis of accidents for the 1st Quarter of FY2012:

<b><u>ACCIDENTS BY TYPE:</u></b>	1st QTR <u>FY12</u>	1st QTR <u>FY11</u>	YTD <u>FY12</u>	YTD <u>FY11</u>
BUS INTO FIXED OBJECT	10	6	10	6
PERSONAL INJURY	0	0	0	0
BUS INTO VEHICLE	4	5	4	5
VEHICLE INTO BUS	8	10	8	10
OTHER	4	1	4	1
<b>TOTALS</b>	<b>26</b>	<b>22</b>	<b>26</b>	<b>22</b>

<b><u>ACCIDENTS BY ROUTE:</u></b>	1st QTR <u>FY12</u>	1st QTR <u>FY11</u>	YTD <u>FY12</u>	YTD <u>FY11</u>
#1 - FAIRGROUNDS	0	0	0	0
#3 - UNIV/HIGH OAK PARK	2	5	2	5
#4 - URBANDALE/E 14TH	2	1	2	1
#5 - CLARK/E 6TH & 9TH	1	0	1	0
#6 - DOUG/IND HEIGHTS	2	1	2	1
#7 - FORT DSM/HUBBELL	2	0	2	0
#8 - HAVENS/S UNION	0	0	0	0
#90's - EXPRESSES	2	3	2	3
#11 - JORDAN CREEK	2	0	2	0
#12 - CHRTR/ON PROPERTY	3	0	3	0
#13 - PARK AVENUE	0	0	0	0
#40 - LINK	0	2	0	2
#42 - D-LINE	0	0	0	0
#SS - SCHOOL SERVICES	0	0	0	0
#20 - PARATRANSIT	6	4	6	4
#R - RIDESHARE	4	3	4	3
#A- ADMIN	0	1	0	1
#M - MAINTENANCE	0	0	0	0
SF- STATE FAIR	0	1	0	1
#T - TRAINING	0	1	0	1
<b>TOTALS</b>	<b>26</b>	<b>22</b>	<b>26</b>	<b>22</b>

**ACCIDENTS BY CHARGEABILITY**  
**CODE:**

	1st QTR	1st QTR	YTD	YTD
	<u>FY12</u>	<u>FY11</u>	<u>FY12</u>	<u>FY11</u>
NON PREVENTABLE	4	9	4	9
PREVENTABLE	17	10	17	10
NOT GRADED	5	3	5	3
<b>TOTALS</b>	<b>26</b>	<b>22</b>	<b>26</b>	<b>22</b>



# System Summary Performance Report September 2011

	March 2011	April 2011	May 2011	June 2011	July 2011	August 2011	September 2011	September 2010	Percent Change 2011/2010	FY12 Year To Date	FY11 Year To Date	Percent YTD Change 2012/2011
<b>DART Fixed Route</b>												
Total Ridership	322,732	322,599	320,484	282,469	255,873	512,290	356,835	324,370	10.01%	1,124,998	1,014,182	10.93%
OTT Ridership	20,463	18,961	18,541	19,147	18,637	21,029	20,533	16,596	23.72%	60,199	51,363	17.20%
Unlimited Access Ridership	49,278	39,071	37,830	36,119	31,979	40,065	39,324	46,290	-15.05%	111,368	133,448	-16.55%
Bike Rack Usage	2,252	3,075	3,884	4,646	5,046	5,692	4,898	3,945	24.16%	15,636	12,544	24.65%
Passengers/Revenue Hour	20.09	21.15	21.02	18.67	17.40	32.64	24.35	21.76	11.88%	24.97	12.43	100.85%
Avg. Passengers Weekday	13,049	14,069	14,077	11,815	11,329	21,000	15,742	14,432	9.08%	16,252	13,857	17.29%
Avg. Passengers Weekend Day	2,826	3,016	2,764	2,817	2,930	3,663	3,281	2,662	23.26%	3,263	4,898	-33.37%
Complaints/100,000 Riders	23.86	24.18	32.45	33.63	31.27	27.33	43.16	38.54	11.99%	33.24	2.43	1270.28%
Commendations/100,000 Riders	0.93	2.79	2.50	3.19	3.52	3.32	2.52	4.32	-41.56%	3.11	3.65	-14.72%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	1.90	1.51	1.51	0.52	3.34	0.49	1.79	1.01	0.00%	1.82	1.34	35.51%
Non-Preventable/100,000 Miles	0.48	0.50	0.50	2.07	0.00	1.98	0.00	1.52	0.00%	0.36	0.59	-39.90%
<b>Maintenance:</b>												
Total Miles Operated	210,140	198,408	198,408	192,820	179,751	202,257	223,473	197,384	13.22%	605,481	596,728	1.47%
Road Calls/100,000 Miles	13.80	15.62	26.21	20.23	34.49	23.73	17.45	15.20	14.82%	24.61	19.61	25.51%
Active Vehicles in Fleet	117	117	117	117	116	116	116	117	-0.85%	116	117	-0.85%
<b>DART Paratransit</b>												
Total Ridership	13,660	13,677	12,369	12,593	11,590	13,559	13,130	13,035	0.73%	38,279	40,052	-4.43%
Passengers/Revenue Hour	3.17	3.44	3.10	3.10	3.08	3.14	3.19	3.14	1.59%	3.14	3.12	0.43%
Average Trip Length	5.71	5.26	5.89	6.09	5.87	5.73	5.54	5.94	-6.71%	5.42	5.58	-2.77%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	0.00	0.00	0.00	1.35	1.55	1.35	0.00	1.39	-100.00%	0.96	0.45	115.22%
Non-Preventable/100,000 Miles	0.00	0.00	0.00	1.35	0.00	0.00	0.00	2.78	0.00%	0.00	0.90	-100.00%
<b>Maintenance:</b>												
Total Miles Operated	74,316	69,095	69,809	73,847	64,374	73,808	69,414	72,014	-3.61%	207,596	223,391	-7.07%
Active Vehicles in Fleet	29	29	29	29	29	29	29	29	0.00%	29	29	0.00%
<b>DART RideShare</b>												
Total Ridership	29,000	24,374	24,568	25,331	21,854	25,904	23,098	22,998	0.43%	70,856	69,110	2.53%
Total Vans in Circulation	94	94	94	96	98	98	97	95	2.11%	98	96	1.74%
Total Rideshare Customers	842	856	873	885	894	889	867	814	6.51%	883	834	5.96%
<b>Accident Frequency Rate by Service:</b>												
Preventable	0.00	0.00	1.73	0.00	0.00	0.00	0.00	0.00	0.00%	0.00	0.00	0.00%
Non-Preventable	0.53	0.00	0.00	0.00	0.00	1.57	1.70	0.57	200.91%	0.00	0.37	-100.00%
<b>Maintenance:</b>												
Total Miles Operated	187,862	173,045	173,041	181,923	165,939	191,112	176,100	176,635	-0.30%	\$342,039	355,939	-3.91%
Active Vehicles in Fleet	116	116	116	116	116	116	116	116	0.00%	116	110	5.14%



# System Performance Ridership Report September 2011

	March 2011	April 2011	May 2011	June 2011	July 2011	August 2011	September 2011	September 2010	Percent Change 2011/2010	FY12 Year To Date	FY011 Year To Date	Percent YTD Change 2012/2011
<b>DART Fixed Route Ridership</b>	<b>322,732</b>	<b>322,599</b>	<b>320,484</b>	<b>282,469</b>	<b>255,873</b>	<b>512,290</b>	<b>356,835</b>	<b>324,370</b>	<b>10.01%</b>	<b>1,124,998</b>	<b>1,014,182</b>	<b>10.93%</b>
<b>Local Routes:</b>												
#1 - Fairgrounds	16,955	17,116	16,993	13,325	12,347	221,083	21,105	20,004	5.50%	254,535	205,856	76.00%
#3 - University	63,564	62,447	61,099	62,434	58,102	69,116	76,380	65,136	17.26%	203,598	190,981	6.61%
#4 - Urbandale	30,673	29,958	29,506	25,816	23,062	29,311	34,910	31,198	11.90%	87,283	82,622	5.64%
#5 - Clark	17,352	16,939	16,257	13,488	12,649	14,553	17,467	16,269	7.36%	44,669	42,326	5.54%
#6 - Douglas	47,365	48,813	49,115	43,747	39,149	46,401	56,636	47,165	20.08%	142,186	123,387	15.24%
#7 - Ft. Des Moines	44,957	45,778	45,332	37,616	34,525	40,423	47,645	41,201	15.64%	122,593	107,030	14.54%
#8 - South Union	9,389	10,643	10,976	8,277	8,476	10,857	14,206	10,077	40.97%	33,539	22,379	49.87%
#11 - Ingersoll/WDM	24,274	24,309	22,295	19,829	17,026	19,365	18,535	22,126	-16.23%	54,926	61,345	-10.46%
#13 - SE Park Ave.	5,760	6,600	6,782	1,446	548	2,690	7,812	7,784	0.36%	11,050	10,470	5.54%
#71 - Ankeny/Delaware**	1,079	987	828	884	932	965	967	951	1.68%	2,864	3,342	-14.30%
<b>Shuttle Routes:</b>												
Link Shuttle	1,444	1,600	1,463	1,401	1,381	1,500	1,239	1,835	-32.48%	4,120	4,654	-11.47%
Dline	15,651	14,385	16,422	18,274	17,096	17,821	16,824	19,061	-11.74%	51,741	52,239	-0.95%
DMACC	101	148	85	148	122	122	237	271	-12.55%	481	443	8.58%
Lincoln/McCombs	6,585	8,402	9,354	1,156	0	2,496	9,753	9,852	0.00%	12,249	11,902	2.92%
<b>Express Routes:</b>												
#90 - Airport South Business Park	849	712	717	816	866	1,073	977	896	9.04%	2,916	3,036	-3.95%
#91 - Northwest	1,770	1,407	1,569	1,534	1,455	1,630	1,587	1,383	14.75%	4,672	4,449	5.01%
#92 - Urbandale	3,168	2,644	2,487	2,702	2,436	2,760	2,700	3,269	-17.41%	7,896	10,215	-22.70%
#93 - NW 86th Express	4,637	4,422	4,595	4,775	4,392	4,741	4,592	3,660	25.46%	13,725	10,061	36.42%
#94 - Westtown	1,607	1,796	1,691	1,408	1,184	1,465	1,209	1,160	4.22%	3,858	5,215	-26.02%
#95 - Vista	3,566	3,056	2,647	3,172	2,571	3,221	2,984	3,156	-5.45%	8,776	9,513	-7.75%
#96 - E.P. True	3,829	3,470	3,664	3,729	3,550	3,964	3,585	3,458	3.67%	11,099	12,181	-8.88%
#98 - Ankeny	8,784	8,052	8,039	8,053	6,758	8,214	7,328	7,369	-0.56%	22,300	19,541	14.12%
#99 - Altoona	3,266	3,070	2,791	2,716	2,186	2,734	2,604	2,025	28.59%	7,524	6,358	18.34%
<b>On-Call Routes (Operated by Paratransit):</b>												
On-Call: Ankeny	146	145	180	124	118	224	193	162	19.14%	535	503	6.36%
On-Call: Des Moines	368	322	304	279	304	430	424	238	78.15%	1,158	732	58.20%
On-Call: Urbandale	2,927	2,594	2,438	2,322	2,004	2,316	2,225	2,459	-9.52%	6,545	6,951	-5.84%
On-Call: West Des Moines	1,801	1,923	1,998	1,863	1,564	1,825	1,757	1,472	19.36%	5,146	4,287	20.04%
On-Call: Clive	680	728	748	795	717	817	817	602	35.71%	2,351	1,111	111.61%
On-Call: REGIONAL	185	133	109	340	353	173	137	131	4.58%	663	1,053	-37.04%
<b>DART Paratransit Ridership</b>	<b>13,660</b>	<b>13,677</b>	<b>12,369</b>	<b>12,593</b>	<b>11,590</b>	<b>13,559</b>	<b>13,130</b>	<b>13,035</b>	<b>0.73%</b>	<b>38,279</b>	<b>40,052</b>	<b>-4.43%</b>
Bus/Van	13,006	13,139	11,844	12,120	10,961	12,873	12,521	12,119	3.32%	36,355	37,155	-2.15%
Cab	654	538	525	473	629	686	609	916	-33.52%	1,924	2,897	-33.59%
<b>DART RideShare Ridership</b>	<b>29,000</b>	<b>24,374</b>	<b>24,568</b>	<b>25,331</b>	<b>21,854</b>	<b>25,904</b>	<b>23,098</b>	<b>22,998</b>	<b>12.64%</b>	<b>70,856</b>	<b>69,110</b>	<b>3%</b>
<b>TOTAL RIDERSHIP</b>	<b>365,392</b>	<b>360,650</b>	<b>357,421</b>	<b>320,393</b>	<b>289,317</b>	<b>551,753</b>	<b>393,063</b>	<b>360,403</b>	<b>9.06%</b>	<b>1,234,133</b>	<b>1,123,344</b>	<b>9.86%</b>

<b>9A:</b>	<b>Development Department</b>
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**Staff Resource:** Elizabeth Presutti, General Manager

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**September Employer Presentations:**

- Principal (3 visits)
- Capitol Hill Lutheran Church How-to-Ride training 40 Refugees
- ING Unlimited Access DART Grab & Go
- ARAG® Green Fair

**September Customer Service Statistics:**

- 115 email replies were provided.
- 145 complaints were received.
- 9 commendations were received.

- 
- Customer comments were up again in September. We saw an increase in Pass Up complaints, of which over half were found to be valid.
  - Comments regarding early or late buses were up again by 10, mainly due to routes 1, 11, and route 4. We also had several issues with buses being over-crowded due the student volume.
  - Several concerns were called in regarding bike racks being full and having to wait for the next bus.
  - We received several comments regarding not pulling into Park Fair Mall due to the entrance being under construction. Several comments were received for rudeness, but were found to be caused by drivers doing their jobs and following policy.
  - Over the last couple of months we have received multiple calls about wheelchairs and how they are the reason buses are late. One individual stated that “disabled people should not be allowed to ride city buses!”

**Public Information and Communications:**

- Staff issued six press releases since the last Commission meeting. Topics included release of DART Forward 2035 Plan, celebration plans for DART’s fifth anniversary, open houses for the Alternatives Analysis, a Community Photo Contest, a \$2.1 million grant from the FTA for six new buses, and the hiring of the Director of Marketing and Community Partnerships.
- Staff organized three open houses for Thursday, October 6, for the public to give input into the Alternatives Analysis, the investment study exploring the possibility of developing bus-rapid transit along the forthcoming Route 60. Three open houses were held, one downtown, one at Drake University, and another at Plymouth Church on Ingersoll Avenue. They were moderately attended. The public provided valuable input to the planning consultants with HNTB.

## MONTHLY REPORT

### 9A: Development Department



- Staff worked with KCCI in early October on the new Route 60 and the investment study (Alternatives Analysis) for possibly developing bus-rapid transit along that line. Reporter Keri Gavin gave an overview of the coming service, as well as previewed three open houses scheduled that week for the public to provide input as part of the investment study.
- Staff organized a field trip to Kansas City for the Stakeholders Advisory Committee for the Alternatives Analysis. There, 10 members of the committee plus five DART staff members toured a bus-rapid transit service called "MAX," which has been successfully developed there over the past five years. Attendees heard from local business leaders, key staff members of the Kansas City Area Transit Authority including the General Manager, and civic leaders including Kansas City Council Member Jan Marcason. Attendees rode the MAX between meetings. Topics included funding, operating, branding, marketing, and all aspects of launching a successful bus-rapid transit line. HNTB and KCATA were excellent hosts. Attendees reported having a very positive, informative trip.
- Staff worked with the *Des Moines Business Record* on a feature article on the DART Forward 2035 Plan and its implications for the region. Staff arranged interviews between reporter Kyle Oppenhuizen and Chair Angela Connolly, Commissioner Christine Hensley, Commissioner Tom Gayman, and General Manager Elizabeth Presutti.
- Staff has been included in the interviews for a new morning dispatcher to replace Ron Cheatem, in order to assess their aptitudes for speaking to the media. The new dispatcher will most likely assume the role of giving the DART Morning Report on WHO-TV. Supervisor Greg Schmitt has done an excellent job fulfilling this role in the interim.

#### **New Bus Garage Expansion Project:**

- DART completed the final Pinnacle Construction and Parsons Brinkerhoff invoice payments for the Bus Garage Expansion project.
- The Federal Transit Administration completed their on-site visit September 28, 2011 as part of their ARRA funding process.
- The project is officially completed!

#### **Trip Planner System Update:**

- Five programs make up the Trapeze Trip Planner System:
  - **INFO-Com:** A customer comment database to receive and track all customer comments.
  - **INFO-Agent:** The trip planning database for customer service agents to assist customers with their trip planning.
  - **INFO-Web/Mobile/MON:** A Web based program for customers to perform their own trip planning and receive schedule information.
  - **TransitNOW & IVR:** Web based programs that will be tied to the bus AVL/RTIS system to provide customers real-time schedule adherence information.
- The operational reviews are completed for the INFO-Agent, Com, and Web/Mobile/MON programs
- Operational reviews are currently in progress for the TransitNOW & IVR programs.

## MONTHLY REPORT

### 9A: Development Department



- Trapeze was at DART on September 27-30 to complete the INFO-Agent and INFO-Com installations and to work with Planning Director Jim Tishim, Customer Service Supervisor P.J. Sass and Scheduling Manager Teresa Cashman on the data development for each program.
- The data development was completed for INFO-Com. The Planning Department will continue with the INFO-Agent data development while Trapeze completes the required final program changes.
- Training is being planned for INFO-Agent and INFO-Com for the end of November or early December. We are working toward going live with both programs in January.
- Trapeze is in the program development stage for the INFO-Web/Mobile/MON program. We will work with Trapeze over the next few months on installation and to finalize the last changes prior to going live.

#### **Trapeze FX/OPS & StrataGen Program Upgrades:**

- Trapeze Fixed Route FX scheduling and OPS Dispatching programs are in the process of an upgrade from version 10 to version 11. This upgrade is required as part of the AVL/RTIS and Trip Planner Systems development.
- The Paratransit Scheduling Program ADEPT by StrataGen is currently in the process of being upgraded from version 5.4 to version 5.7, which is also required as part of the AVL/RTIS and Trip Planner Systems development.
- The StrataGen ADEPT program development has been completed. Paratransit Director Chet Bor will be working with Stratagen and the DART IT Department on a training schedule prior to implementation.
- The Trapeze FX & OPS programs are in the final upgrade stages and will be completed soon.
- Once both program upgrades are finalized, then Trapeze can proceed on further development of the AVL/RTIS and Trip Planner systems.

#### **AVL/RTIS System Update:**

- The Product Design Review (PDR) phase was completed in July.
- We are currently in the Final Design Review (FDR) phase of the project.
- Trapeze has been at DART on two separate occasions to work with DART staff to complete vehicle surveys on all the vehicle types that will have the AVL/RTIS system installed. This process is required prior to any of the Vehicle Technical Drawings.
- We received and reviewed the first drafts for all the Vehicle Technical Drawings. Areas requiring correction were identified and we have submitted our findings to Trapeze.
- On October 12-13 Jim Tishim, Tom Reynolds, Barb Steinback and two of our consultants for the project went to the Trapeze IT offices in Cedar Rapids to work through planning and technical areas of the project as we come to the final stages of the FDR phase.
- DART received the final list of IT equipment required for both the Trapeze AVL/RTIS and Trip Planner systems. The system requirements were combined to minimize costs. The IT Department is currently reviewing the list, started purchasing equipment and has already installed and completed program development on essential equipment for the program upgrades, installations and data development currently in progress.

**MONTHLY REPORT**  
**9A: Development Department**



**DART Advertising Program – New September Advertisers:**

- AJM Plumbing
- Greater Des Moines Habitat

**Other Marketing Activities:**

DART's "birthday" parties have been a hit so far, with 20 to 40 children and parents showing up at each one we've thrown. The kids love the story time, and especially enjoy the chance to see a DART bus, pull the stop request cord and sit in the driver's seat and honk the horn.

Special thanks to Commissioner Skip Conkling for reading "Don't let the Pigeon Ride the Bus" to about 20+ eager listeners and for handing out popcorn, DART coloring books and helping the kids on the bus.

Our downtown party was a success, with riders stopping at the Kaleidoscope at the Hub to register to win 1 of 3 gift baskets, which included a gift card to each of the area shopping malls, and to have a sweet treat of a cupcake and apple cider, or taking a to-go cup of popcorn. Thanks to PJ Sass, Paula Covington, Elizabeth Presutti and Whitney Davidson for handing out goodies, assisting with schedule questions and providing information on the upcoming DART Forward 2035 plan.

We are looking forward to heading out these next couple of weeks to Johnston, Clive, Des Moines North and South side, West Des Moines and Bondurant. We hope you are able to join us.

**9B: Operations (Fixed Route & Maintenance) Department**

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

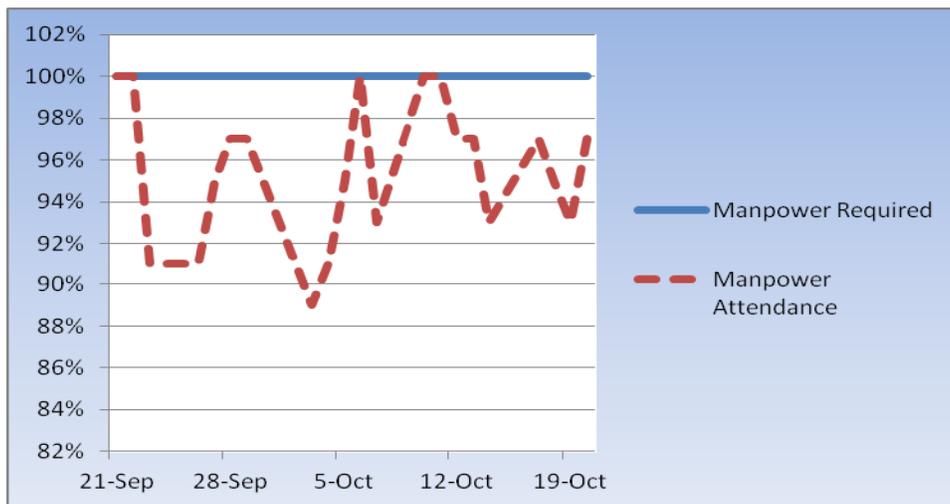
**Operations:**

- **Removal of Service to Merle Hay Mall** – On October 13<sup>th</sup>, Ms. E. Presutti and Mr. T. Reynolds met with Merle Hay Mall management. The Mall manager stated that DART transports students, referred to as “undesirables”, right to the mall doors. The Mall wants to make it more difficult for them to reach the Mall as the first step to solving their problem and improving their image as a family-friendly place to shop. Mall management stated that they want DART to stop pulling into the Mall between the hours of 3:00pm and 6:00pm. If DART did not comply, Merle Hall Mall management will eliminate bus service to its stores.

DART staff feels that service should not change for such a large portion of the day. Moving the bus stop farther from the mall will not stop students from going there. The Mall’s demand is discriminatory and creates a hardship for all riders accessing the Mall. Removing DART service creates concerns with pedestrian access. The perimeter of the Mall lacks sidewalks for all customers, include those with mobility devices. The deadline for DART to respond to Merle Hay Mall’s ultimatum is October 27<sup>th</sup>.

- **Service Management Department** – Keeping in line with the philosophy of the recent organization changes, Operations will create a new department to manage service quality. The Service Management Department will be formed by grouping the supervision and dispatching responsibilities into one area. This will allow for increased oversight of service by pooling resources to cover both fixed route and paratransit service.

**Transportation:**



Manpower Report - Attendance for AM Pull-outs was favorable over the last month.

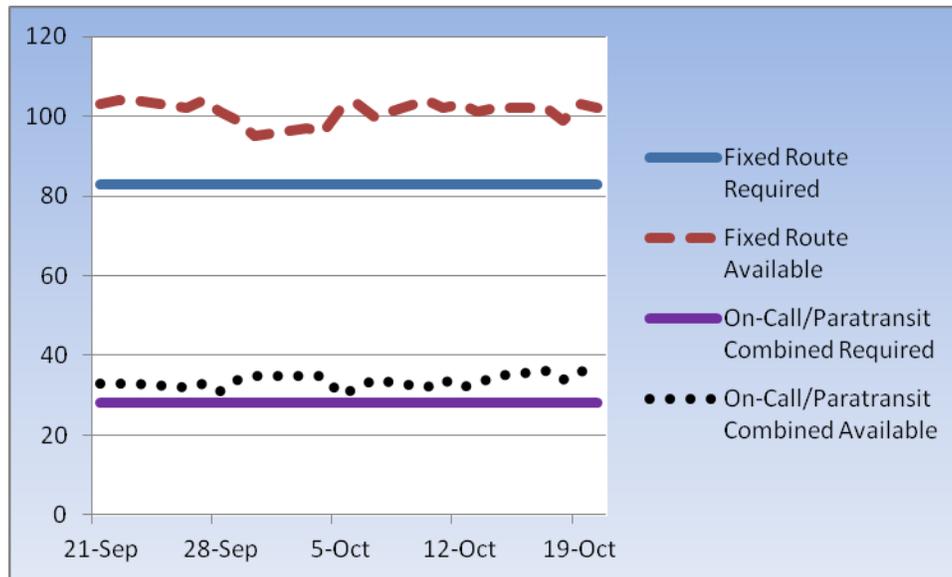
# MONTHLY REPORT

## 9B: Operations



- **AM Dispatcher** – The process to replace the morning Dispatcher is nearing an end. Human Resources is helping with this effort. A selection will be made by the end of the month. Thanks to Supervisor Greg Schmitt for filling in during the search.

### Maintenance:



Vehicle availability for AM pull-outs is very good.

- **Bus Orders** – DART received two (2) 40-foot buses from Orion last week. Efforts to procure the additional five (5) buses funded by the “State of Good Repair” program have begun.

### Buildings & Grounds:

- Concrete work will begin in and around DART property over the next few weeks. Deteriorated portions of DART’s yard will be replaced. With the lift station on the west side progressing, construction of the new exit onto SW 11<sup>th</sup> will be started.
- The intersection of DART Way and SW 9<sup>th</sup> will be widened and repaired. DART is working with the City of Des Moines to minimize the disruption to our service.
- Facilities Manager Jim Garrett completed the necessary improvements on the underground fuel tanks.
- A recent fire department inspection was performed on the Paratransit/Wellness Center building and DART passed.
- The installation of new hoists in the Maintenance Shop is nearing an end. Two hoists are being used and the other two will be installed early next month.

# MONTHLY REPORT



<b>9C:</b>	<b>Paratransit Department</b>
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**Staff Resource:** Chet Bor, Paratransit Director

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**Safety Initiatives:**

- The September safety meeting covered body mechanics and driver flexibility. Our guest presenter was a doctor of physical therapy, who provided instruction on how the body works and tips to avoid back injury. We provided drivers with a set of flexibility stretches they can do during the day to fight fatigue and reduce the chance of injury. We also touched on how to avoid deer collisions since the period from October to December is when most deer collisions occur in Iowa. Three drivers advanced to the next level of the Safe Driving Award.
- Neil Hampton (Driver Instructor and temporary Paratransit Supervisor), along with two personnel from Fixed Route completed the week-long Smith System Train-the-Trainer course to become certified defensive-driving instructors. This brings the number of Smith System instructors at DART back to eight. The Smith System is an integral part DART’s operator training program.

## MONTHLY REPORT



<b>9D:</b>	<b>General Manager</b>
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**Staff Resource:** Elizabeth Presutti, General Manager

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### **Grant Awards:**

- Good news! We learned on October 12, 2011 from the offices of Senators Tom Harkin and Charles Grassley that DART will receive a \$2.1 million State of Good Repair grant from the Federal Transit Administration to buy six new buses. This will allow us to replace six buses in DART's fleet that are 13 to 14 years old. This grant award is a result of a competitive discretionary grant application that DART submitted in late July. We will move quickly to order the buses and can expect to have them delivered in about 18 months.

### **Meetings:**

- **DART Forward 2035 Plan:** The DART Forward 2035 plan continues to be the top priority amongst staff, and countless hours have been spent ensuring its success in the community. Over the last month I have outlined the process and reviewed the recommendations with the following groups:
  - City of Ankeny City Council
  - City of Altoona City Council
- **Iowa Council of the United Blind – Des Moines Chapter:** Updated the Des Moines Chapter on the DART Forward 2035 plan and the upcoming changes to service as well as providing them an update on DART Central Station and other DART Projects.

### **A.T.U. Labor Agreement Negotiations:**

- McDonald Transit's John Bartosiewicz is working with DART management to formulate proposed changes to DART's largest collective bargaining agreement with A.T.U. Local 441 representing the Fixed Route operators and maintenance staff.
- The contract expires on May 31, 2012, but per Iowa public employee collective bargaining requirements, negotiations need to be concluded by March 15, 2012.
- DART exchanged opening proposals with the ATU on October 25, 2011 at 11:00 am.

### **New Director of Marketing and Community Partnerships for DART:**

- It is my great pleasure to introduce Claire Celsi as DART's new Director of Marketing and Community Partnerships. We had several very qualified candidates apply for the position, and Claire was the best of the best.
- Claire is exceptionally qualified to lead these efforts at DART. Not only is she a Des Moines native and transit user; she has spent her career helping businesses, government entities and nonprofits thrive by increasing brand awareness and "moving the needle" using public relations and social media. She is well connected and widely respected in the region. She has taught

business and public relations classes at Drake University, her alma mater. Most recently she owned and operated her own business, The Public Relations Project LLC.

**Bus Rapid Transit:**

- DART staff along with 10 members of the Stakeholders Committee for the Alternatives Analysis project for the Ingersoll/University Loop went to Kansas City, Missouri to tour the KCATA “Max” system on October 18, 2011.
- DART is on track to complete the Alternatives Analysis this winter so that a grant application can be submitted to the Federal Transit Administration in the Spring. In order to submit the application a source of funding for the local match needs to be identified.
- Staff is working to identify potential sources in the coming weeks.

**APTA Annual Meeting and Expo:**

- Tom Reynolds, Jamie Schug, Angela Connolly and I attended the APTA Annual Meeting and Expo in New Orleans from October 3, 2011 to October 5, 2011.
- At the meeting I graduated from the Leadership APTA program, and I appreciate the Commission’s support to allow me to participate in the program. I found it to be very beneficial both in the development of my leadership skills and now having a network of colleagues to call on. Jamie, Tom and Angela were all in the audience for the graduation ceremony, which I greatly appreciated.
- At the meeting we were all able to attend various sessions on trends in the industry as well as meet with various vendors face-to-face. That face time is invaluable to DART in the current electronic age to let our vendors know who we are and what our needs are.

**Proposed Changes to FTA Title VI and Environmental Justice Regulations:**

- The FTA has proposed numerous changes to the Title VI and Environmental Justice Regulations.
- Jim Tishim and I attended a listening session on the evening of October 18<sup>th</sup> in Kansas City to learn more about the proposed changes, as well as provide comment on the changes.
- The changes will require a substantial amount of additional analysis and data collection that DART currently does not have the capacity to take on.
- I provided comment at the session and I will be providing formal comment on behalf of DART directly to the Federal Register.



**Future DART Commission Items  
October 25, 2011**

<b>November 29, 2011 5:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
- FY 2011 Audit - 2012 Federal and State Legislative Priorities	- FY 2013 Budget - DART Central Station Update
<b>December 20, 2011 5:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
- Appointment of 2012 Officers	- FY 2013 Budget
<b>January 31, 2012 5:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
	- Quarterly Safety Report
<b>February 28, 2012 5:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
- FY 2013 Budget Approval	
<b>March 27, 2012 5:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
	- State Legislative Update

<p><b><u>Key Meetings/Dates:</u></b></p> <ul style="list-style-type: none"> <li>- November 8-10 – IPTA Mid-Year Meeting</li> </ul> <p><b><u>Other Future Items:</u></b></p>
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