



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
NOTICE OF COMMISSION MEETING AND AGENDA
AUGUST 28, 2012 – 5:00 p.m.
DART MULTI-PURPOSE ROOM, 1100 DART Way**

	PAGE #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF AUGUST 28, 2012 AGENDA	1
5. PUBLIC COMMENT (Limit 3 minutes)	
7. TRANSIT RIDERS ADVISORY COMMITTEE UPDATE	
8. CONSENT ITEMS	
A. July 31, 2012 Minutes	2
B. July 2012 Financial Report	6
9. ACTION ITEM	
A. Fixed Route Replacement Hybrid Bus Purchase	7
B. DART Central Station Change Order #6 and Project Update	8
10. DISCUSSION ITEMS	
A. DART 2012 Customer Satisfaction Survey	14
B. Rider Rules of Conduct for DART Central Station	15
C. July 2012 Performance Report	16
11. DEPARTMENTAL MONTHLY REPORTS (By Exception)	
A. Operations	18
B. Marketing	22
C. Planning	26
D. General Manager	28
12. FUTURE AGENDA ITEMS	29
13. COMMISSIONER ITEMS	
14. OTHER – Communications	
15. NEXT MEETING: Regular DART Meeting Tuesday, September 25, 2012 – 5:00 p.m.	
16. ADJOURN	

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

**1100 DART Way – Des Moines, IA 50309
July 31, 2012**

ROLL CALL

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

Commissioner Absent: Steve Brody

Alternates Present: Steve Peterson

Staff Present: Elizabeth Presutti, General Manager; Jamie Schug, Chief Financial Officer; Chet Bor, Paratransit Manager; Kirstin Baer-Harding, Advertising Manager; Mike Kaiser, Service Management Manager; Gunnar Olson, Public Information Officer; Tom Reynolds, Chief Operating Officer; Greg Schmitt, Training Manager; Deb Meyer, Capital Grants Manager; Jim Tishim, Planning Director; Randy McKern, Transportation Manager; PJ Sass, Customer Service Manager; Todd Struthers, IT Manager; Nolden Gentry, Attorney, Brick Gentry, P.C.

Others Present: Mark Trost, TDS, LLC; Matt Rodekamp, Substance Architecture; Todd Garner, Substance Architecture; John Halsband, Customer; TJ Bangs, LightEdge Solutions; Steve DenHerder, LightEdge Solutions

CALL TO ORDER

The meeting was called to order by Steve Van Oort at 5:01 p.m. 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 July 31, 2012 meeting agenda.

It was moved by Mr. Peterson and seconded by Mr. Conkling that the agenda be approved. The motion carried unanimously.

PUBLIC COMMENT

No public comments.

EMPLOYEE RECOGNITION

Jose Alvizures was recognized by Mr. Mahaffey, Ms. Presutti and Mr. Reynolds for his attention to detail and noticing that there was a problem with our oil supply.

Jose was presented with a plaque and a gift certificate for his efforts.

TRANSIT RIDERS ADVISORY COMMITTEE UPDATE

Update has been moved to the August 28, 2012 meeting.

CONSENT ITEMS

8-A – June 26, 2012 Minutes

8-B – Make-up Air Units, Heaters and Air Quality Sensors

8-C – IT Server and Storage Equipment for DART Central Station

8-D – IT Network Equipment for DART Central Station

8-E – Polk County Paratransit Contract

8-F – June 2012 Financial Reports

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

ACTION ITEMS

Action Item 9A – DART Central Station Change Order and Project Update

Mr. Trost gave the Commission an update on the change orders and the project to date:

- Big drives will be done in August
- Sidewalks will be going in late August
- Roofing will be completed in August
- HVAC will start up
- Stairwell 1 is in
- Early October is still on track, and confirmed for a September completion
- Anticipate a Letter of Intent from interested tenant this week; broker will continue to send out e-mails regarding the Open House on the 10th
- The B-Cycle will remain in storage throughout the winter and will be installed in the spring

It was moved by Ms. Hensley and seconded by Mr. Peterson that the Commission approve the DART Central Station Change Order. The motion carried unanimously.

Action Item 9B – Bus Plus Service Area Change

It was moved by Ms. Connolly and seconded by Ms. Johnson that the Commission approve the Bus Plus Service Area Map Change. The motion carried unanimously.

DISCUSSION ITEMS

10A – November Service Change – Review of Route 7 and Route 8

Gunnar Olson, Public Information Officer, gave a presentation to the Commission regarding the findings of a staff review of the recommended and adopted changes for Routes 7 and 8 that are to go into effect in November.

The staff review found that the changes to Routes 7 and 8 were in keeping with the guiding principles laid out by the DART Commission as part of the DART Forward 2035 planning study. Staff recommended proceeding with the changes as recommended by staff and adopted by the Commission.

10B – FY 2013 DART Marketing and Communications Plan

Gunnar Olson, Public Information Officer, and Kirstin Baer-Harding, Marketing and Advertising Manager, gave a presentation to the Commission regarding the FY 2013 Marketing and Communications Plan.

The plan aims to provide consistent, accurate and relevant information to the customers, public, ambassadors and stakeholders whom DART serves.

10C – MAP-21 Impacts to DART

Jamie Schug, Chief Financial Officer, gave a presentation to the Commission on the new surface transportation bill, MAP 21 and the impact to DART.

10D – Quarterly Safety Report

Mike Kaiser, Service Management Manager, gave an update to the Commission on the Quarterly Safety Report.

10E – June 2012 Performance Reports

Elizabeth Presutti, General Manager gave an update to the Commission on the June Performance Reports. We still have an 11% ridership increase over last year.

MONTHLY REPORTS

Operations Report

No update

Marketing Report

No update

Planning Report

Jim Tishim, Planning Director gave a brief update to the Commission regarding the AVL System. All of the AVL is up and running in the current fleet. Seven new vehicles will be added after the State Fair and will take approximately 1-2 days to install. The rollout to the public will most likely be after the first of the year.

General Manager

Elizabeth Presutti, General Manager updated the Commission in regards to receiving the State of Good Repair Grant to help fund the replacement of our current fare box system.

FUTURE AGENDA ITEMS

- There will be an August meeting this year
- A discussion regarding Commission Meeting dates and times will be added to the September agenda
- Mr. Van Oort requested that Ms. Presutti submit a request for an Executive Session to discuss the results of her evaluation and make any recommendations

COMMISSIONER ITEMS

- The August meeting is scheduled for Tuesday the 28th at 5:00pm. The Clerk was requested to send meeting invites to the Commissioners.
- Mr. Gayman requested that a news release be issued regarding the 11% increase in ridership.
- Mr. Gayman and Mr. Mahaffey extended congratulations to Jose for the potential cost savings that his efforts saved DART

OTHER – Communications

Next Meeting

August 28, 2012 at 5:00pm

ADJOURNMENT

The meeting was adjourned at 6:23 p.m.

2012 Meeting Dates

Apr 24, May 22, Jun 26, Jul 31, Aug 28,
Sep 25, Oct 30, Nov 27, Dec 18

Chair

Clerk

Date

CONSENT ITEM



8B:	July FY2013 Consolidated Financial Report
Action:	Approve the July FY2013 Consolidated Financial Report

Staff Resource: Jamie Schug, Chief Financial Officer

Financial statement printing has been delayed due to technical difficulties requiring support from the financial system software vendor. Copies will be provided at the meeting.

ACTION ITEM



9A: Fixed Route Replacement Hybrid Bus Purchase

Action: Approve the purchase of Four (4) 35-Foot Diesel-Electric Hybrid Buses and Two (2) 40-foot Diesel Buses from New Flyer Industries at a cost not to exceed \$3,724,000.00

Staff Resource: Tom Reynolds, Chief Operating Officer

Background:

- In December 2011, the DART Commission approved the purchase of ten (10) heavy duty transit buses from Daimler Buses of North American (also known as Orion). In January 2012, the DART Commission approved the hybrid upgrade on six (6) buses and the purchase of an additional 40-foot bus.
- In the spring 2012, Daimler buses announced that they would cease the production of buses by the end of the year. After discussions with Daimler management, DART decided to continue with the production of the five (5) non-hybrid buses. However, DART staff has cancelled the production of the six hybrids with Daimler.
- DART staff is recommending to purchase of the remaining six hybrid buses from New Flyer Industries.
- DART has joined the Minnesota Cooperative Purchasing Agreement (MCPA) to remain compliant with the competitive pricing requirements for bus procurement. DART has utilized the MCPA to purchase buses on previous orders.
- DART will purchase four (4) 35-foot diesel-electric hybrid buses at a cost not to exceed \$617,000 each and two (2) 40-foot diesel-electric hybrid buses at a cost not to exceed \$620,000 each.
- DART has seven (7) New Flyer Articulated Buses from 2000 in it's fleet. The hybrid drives for the buses will be from Allison. New Flyer has extensive experience installing Allison hybrid drives into its buses. DART has an ongoing relationship with New Flyer for parts, support and training.
- These six (6) new buses will replace six (6) of the 1998 Gillig buses.
- DART received Clean Fuels Funding of \$1,250,000 for the upgrade of the buses to diesel/electric hybrids.

Funding:

- MPO-allocated FY2011 Federal STP funds, FY2012 Federal STP funds, DART's Federal Formula capital funds, FY2011 State of Good Repair Funds, FTA's FY2011 Clean Fuels program (5307) plus budgeted local match dollars.

ACTION ITEM



9B:	DART Central Station Construction Change Order and Project Update
Action:	Approve Change Order #6 with The Weitz Company for the construction of DART Central Station in the amount of \$38,934.

Staff Resource: Elizabeth Presutti, General Manager

Background:

- The DART Commission approved a contract with The Weitz Company not to exceed \$16,395,500.
- The original contract with The Weitz Company is in the amount of \$15,137,960 (which is inclusive of the base bid and selected alternates). To date DART has approved five change orders equaling \$941,260, bringing the current contract value to \$16,079,220 with \$316,280 remaining in contingency.

Change Order #6:

- Approval of Change Order #6 will bring the contract value up to \$16,118,154 with \$277,346 remaining in contingency.
- The table on the following page outlines all of the various items included in change order #6.

Project Update:

- The July monthly report submitted to the Federal Transit Administration is attached, highlighting the project status.
- The design team has estimated that there will be an estimated \$50,280 remaining in contingency at the end of the project.
- Both Mark Trost, DART's Owner's Representative, and Todd Garner from Substance Architecture will be at the meeting to answer any questions.

Recommendation:

- Approve Change Order #6 with The Weitz Company for the construction of DART Central Station in the amount of \$38,934.

ACTION ITEM**9B: DART Central Station Construction Change Order and Project Update**

ITEM		AMOUNT
CLI 177	High Canopy Light Fixture Mounting Conflict Resolution	\$739.00
CLI 190	AVL Monitor revisions in lower level hallway	\$147.00
CLI 202	Elevator Shaft Lighting per state inspector	\$4,209.00
CLI 213	Access doors to heat pump above 105A	\$2,401.00
CLI 219	2nd Floor atrium detail at head of storefront	\$1,999.00
CLI 220	Fire Smoke Damper Access resolution per RFI 327	\$951.00
CLI 223	Ceiling and diffusers in second floor	\$11,867.00
CLI 224	Geothermal Well Water By Pass to facilitate cleaning	\$1,339.00
CLI 229	Cistern Manhole raise to meet 4" above grade requirement	\$2,796.00
CLI 230	Keyed switch to sump pump	\$1,905.00
CLI 231	Add condensate pumps to 2 heat pumps	\$2,155.00
CLI 232	Drain Pan at Water Heater per inspector	\$1,016.00
CLI 233	Delete server racks - owner builds and installs own racks	-\$56.00
CLI 234	North window flashing color change from white to zinc	\$5,170.00
CLI 238	Add base cabinet in dayroom for driver ice/water machine	\$1,207.00
CLI 237	Keyed switch in elevator	\$814.00
CLI 241	Paint upstairs walls at elevator core nacho cheese color	\$275.00
TOTAL		\$38,934.00



PROJECT OVERVIEW

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 and taxi service) 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/index.cfm?fuseaction=webcampub.page&wcpp=5a0bad47-0f7b-4696-a4c8-389224eac05f>

CONSTRUCTION (WEITZ COMPANY CONSTRUCTION CONTRACT)

Construction Work and Submittals:

- 1) The following **construction activities have been completed or were in process** during the month of **July 2012**.
 - Steel erection at the canopies is complete
 - HVAC, Plumbing and Electrical rough-ins are substantially completion
 - Installation of gyp board is nearly complete
 - Installation of zinc wall panels is complete
 - Installation of the zinc roofing is in process
 - Bus bay concrete pours in process



- Interior painting is in process
 - Ceiling grid installation is in process
- 2) The following **construction work is anticipated** during the month of **August 2012**:
- Zinc roofing installation
 - Installation of the roof panels will conclude
 - Bus bay slab pours will conclude
 - Bus platform pours will conclude
- 3) The following **shop drawings/submittals were approved** in the month of **July 2012**:
- On-going LEED-Documentation
 - Misc. product data
 - Misc. product data
 - Paint drawdowns
 - Photovoltaic submittals
 - Door hardware wiring
- 4) The following **shop drawings/submittals are anticipated (or under continued review)** in the month of **August 2012**:
- Structured soil test reports
 - Misc. product data
 - Additional millwork shops
 - Card reader shop drawings

Safety:

There was a minor safety incident during the past month resulting in 5 stitches.

Construction Schedule:

To date, the project is scheduled for an early October 2012 substantial completion. The Team continues to review ways to improve the schedule. One of the issues noted in the “Project Issues” section does have the potential to create a delay.

Payment Applications:

Pay application # 11 was submitted and approved in the amount of \$ 1,232,211 (after retainage). The architect and owners representative were in agreement on the approval.



Change Orders:

1) A change order was approved during the month of July 2012:

TOTAL \$34,608.00

DART COMMISSION AUTHORIZATION	\$16,395,500.00
WEITZ BASE BID WITH ALTERNATES	\$15,137,960.00
<i>Weitz Base Bid</i>	\$14,682,000.00
<i>Alternates and Geothermal Wells</i>	\$455,960.00
CONTINGENCY	\$1,257,540.00
Approved Change Orders Prior Months	\$906,652.00
Approved Change Orders This Month	\$34,608.00
TOTAL CHANGE ORDERS TO DATE	\$941,260.00
REMAINING CONTINGENCY	\$316,280.00

Current Weitz Contract Value = \$16,079,220.00

2) The following are **potential change orders** during the month of **August 2012**:

- A Change Order will likely be issued in August or September consolidating a number of CLI's.

Davis Bacon:

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

DBE:

DBE participation under the A&E contract is \$8,822.40 to date.

DBE participation under the A&E Construction Administration is \$10,865.00 to date.

DBE participation committed under the General Construction Contract is \$51,885 for steel and \$1,628 to date for barricades and \$800 for paving joint layout within general requirements.

Project Issues:

No new significant issues.

Good weather has allowed for a steady pace of construction. A solution to the failure of the original photovoltaic film supplier has been identified and is being implemented.



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

Installation of the terrazzo floor art piece is scheduled for early August. The other artists are finalizing installation dates.

Joint Development:

The Brokers continue to pursue potential tenants. Interest in the space is growing. Potential tenants reviewing the space have included deli, coffee, yogurt, and convenience. A coffee shop/deli is currently preparing a fit plan and a Letter of Interest is expected in the next week. An open house is also scheduled for August 10, 2012.

ATTACHMENTS

- OAC Meeting Minutes 06/03/12, including a 6-week look ahead schedule.
- OAC Meeting Minutes 07/17/12, including a 6-week look ahead schedule.
- OAC Meeting Minutes 07/31/12, including a 6-week look ahead schedule.

DISCUSSION ITEM



10A:	Customer Satisfaction Survey
-------------	-------------------------------------

Staff Resource: PJ Sass, Customer Service Manager

- A presentation will be provided by Chris Tathum of ETC Institute on the results of the Customer Satisfaction Survey conducted in May 2012.

DISCUSSION ITEM



10B:	Rider Rules of Conduct for DART Central Station
-------------	--

Staff Resource: Tom Reynolds, Chief Operating Officer
Nolden Gentry, DART Legal Counsel

- A presentation on the proposed Rules of Conduct for DART Central Station will be provided at the meeting.
- Based on comments received the Rules of Conduct will be revised for approval at the September DART Commission meeting.



System Summary Performance Report July 2012

	January 2012	February 2012	March 2012	April 2012	May 2012	June 2012	July 2012	July 2011	Percent Change 2012/2011	FY13 Year To Date	FY12 Year To Date	Percent YTD Change 2013/2012
DART Fixed Route												
Total Ridership	339,711	342,715	338,268	346,404	361,450	278,515	263,187	255,873	2.86%	263,187	255,873	2.86%
OTT Ridership	17,665	17,696	18,642	18,890	20,696	19,333	18,837	18,637	1.07%	18,837	18,637	1.07%
Unlimited Access Ridership	37,131	37,518	38,210	35,946	36,213	31,206	33,373	31,979	4.36%	33,373	31,979	4.36%
Bike Rack Usage	1,772	1,799	3,160	3,901	4,574	4,781	5,156	5,046	2.18%	5,156	5,046	2.18%
Passengers/Revenue Hour	22.95	23.34	21.88	23.34	23.68	18.57	17.55	17.96	-2.28%	17.55	17.96	-2.28%
Avg. Passengers Weekday	15,023	15,181	14,074	15,274	15,267	11,900	11,246	11,318	-0.63%	11,246	11,318	-0.63%
Avg. Passengers Weekend Day	2,693	2,989	3,182	2,851	3,197	3,179	3,001	2,952	1.69%	3,001	2,952	1.69%
Complaints/100,000 Riders	30.32	23.93	21.58	9.53	24.90	36.62	32.68	31.27	4.51%	32.68	31.27	4.51%
Commendations/100,000 Riders	3.24	2.92	2.66	0.58	1.94	3.59	1.14	3.52	-67.59%	1.14	3.52	-67.59%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.68	1.02	1.98	1.01	2.45	1.54	0.51	3.34	-84.83%	1.01	3.34	-69.65%
Non-Preventable/100,000 Miles	1.12	0.51	1.48	1.01	0.98	0.51	1.01	0.00	#DIV/0!	0.76	0.00	#DIV/0!
Maintenance:												
Total Miles Operated	178,827	195,210	202,318	197,892	204,321	194,227	197,437	179,751	9.84%	197,437	179,751	9.84%
Road Calls/100,000 Miles	29.64	18.95	15.82	17.18	33.77	30.38	25.32	34.49	-26.58%	25.32	34.49	-26.58%
Active Vehicles in Fleet	113	114	114	113	113	109	107	129	-17.05%	107	129	-17.05%
DART Paratransit												
Total Ridership	11,792	11,530	12,339	11,036	11,820	11,124	11,351	11,590	-2.06%	11,351	11,590	-2.06%
Passengers/Revenue Hour	3.04	3.03	3.08	2.92	2.90	3.01	3.08	3.08	0.00%	3.08	3.08	0.00%
Average Trip Length	6.16	6.09	5.98	6.33	6.33	6.46	6.46	5.87	10.03%	6.24	5.55	12.30%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.43	1.48	0.00	0.00	1.43	4.38	0.00	1.55	-100.00%	0.00	1.55	-100.00%
Non-Preventable/100,000 Miles	4.30	1.48	0.00	1.49	1.43	0.00	1.41	0.00	#DIV/0!	1.41	0.00	#DIV/0!
Maintenance:												
Total Miles Operated	69,806	67,403	70,854	67,076	70,036	68,512	70,799	64,374	9.98%	70,799	64,374	9.98%
Active Vehicles in Fleet	29	29	29	29	29	29	29	29	0.00%	29	29	0.00%
DART RideShare												
Total Ridership	24,936	24,826	25,232	24,242	24,380	22,846	21,840	21,854	-0.06%	21,840	21,854	-0.06%
Total Vans in Circulation	95	95	95	96	95	94	93	98	-5.10%	93	98	-5.10%
Total RidesShare Customers	864	857	865	881	865	854	852	894	-4.70%	852	894	-4.70%
Accident Frequency Rate by Service:												
Preventable	0.00	0.00	0.00	0.00	0.00	1.82	0.00	0.00	0.00%	#DIV/0!	0.00	0.00%
Non-Preventable	2.36	0.00	0.00	1.17	1.15	0.00	0.00	0.00	#DIV/0!	0.00	0.00	#DIV/0!
Maintenance:												
Total Miles Operated	169,212	169,495	177,716	170,621	174,358	165,175	162,124	165,939	-2.30%	162,124	165,939	-2.30%
Active Vehicles in Fleet	99	99	99	100	100	100	100	116	-13.79%	100	116	-13.79%



System Performance Ridership Report July 2012

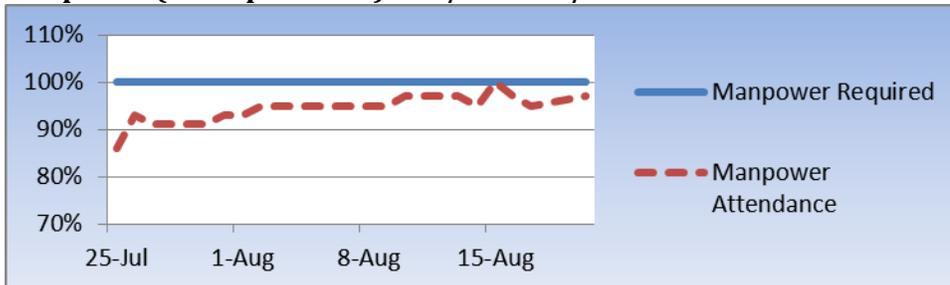
	January 2012	February 2012	March 2012	April 2012	May 2012	June 2012	July 2012	July 2011	Percent Change 2012/2011	FY13 Year To Date	FY012 Year To Date	Percent YTD Change 2013/2012
DART Fixed Route Ridership	339,711	342,715	338,268	346,404	361,450	278,515	262,592	255,873	2.63%	262,592	255,873	2.63%
Local Routes:												
#1 - Fairgrounds	20,342	19,808	20,007	20,991	21,441	14,814	13,327	12,347	7.94%	13,327	12,347	7.94%
#3 - University	71,649	70,793	69,812	70,752	74,507	64,156	59,404	58,102	2.24%	59,404	58,102	2.24%
#4 - Urbandale	34,299	33,823	33,744	32,513	35,042	26,061	24,619	23,062	6.75%	24,619	23,062	6.75%
#5 - Clark	16,891	17,842	17,495	18,510	18,564	13,987	13,847	12,649	9.47%	13,847	12,649	9.47%
#6 - Douglas	52,763	53,800	53,437	55,043	57,031	44,460	42,059	39,149	7.43%	42,059	39,149	7.43%
#7 - Ft. Des Moines	46,341	45,838	46,284	48,091	50,315	40,914	37,477	34,525	8.55%	37,477	34,525	8.55%
#8 - South Union	13,570	13,715	13,301	14,705	15,390	9,323	10,009	8,476	18.09%	10,009	8,476	18.09%
#11 - Ingersoll/WDM	17,641	18,095	19,711	19,028	20,572	18,482	17,890	17,026	5.07%	17,890	17,026	5.07%
#13 - SE Park Ave.	7,081	6,846	5,122	6,708	7,182	628	584	548	6.57%	584	548	6.57%
#71 - Ankeny/Delaware**	1,008	984	1,060	924	995	806	689	932	-26.07%	689	932	-26.07%
Shuttle Routes:												
Link Shuttle	1,056	1,159	1,098	940	941	636	937	1,381	-32.15%	937	1,381	-32.15%
Dline	13,778	15,672	16,785	16,834	18,545	16,900	16,363	17,096	-4.29%	16,363	17,096	-4.29%
DMACC	264	262	213	203	135	18	0	122	-100.00%	0	122	-100.00%
Lincoln/McCombs	8,749	8,410	6,208	8,447	8,842	76	0	0	#DIV/0!	0	0	#DIV/0!
Express Routes:												
#90 - Airport South Business Park	966	1,047	834	880	869	174	0	866	-100.00%	0	866	-100.00%
#91 - Northwest	1,467	1,748	1,628	1,589	1,511	1,021	677	1,455	-53.47%	677	1,455	-53.47%
#92 - Urbandale	2,909	3,037	2,794	2,819	2,824	2,785	2,797	2,436	14.82%	2,797	2,436	14.82%
#93 - NW 86th Express	5,133	5,594	4,519	4,465	4,533	4,247	3,861	4,392	-12.09%	3,861	4,392	-12.09%
#94 - Westown	1,360	1,286	1,386	1,412	1,471	1,383	1,488	1,184	25.68%	1,488	1,184	25.68%
#95 - Vista	3,107	3,176	3,132	2,858	2,614	2,318	2,227	2,571	-13.38%	2,227	2,571	-13.38%
#96 - E.P. True	3,537	3,737	3,620	3,372	3,221	2,837	2,826	3,550	-20.39%	2,826	3,550	-20.39%
#98 - Ankeny	7,734	7,635	7,587	7,252	6,801	6,524	6,458	6,758	-4.44%	6,458	6,758	-4.44%
#99 - Altoona	2,570	2,700	2,804	2,634	2,649	2,165	1,945	2,186	-11.02%	1,945	2,186	-11.02%
On-Call/Flex Routes (Operated by Paratransit):												
On-Call: Ankeny	188	183	162	176	165	175	172	118	45.76%	172	118	45.76%
On-Call: Des Moines	354	394	479	472	461	392	438	304	44.08%	438	304	44.08%
Flex: Urbandale/Windsor Heights	2,166	2,219	2,246	2,193	2,285	1,426	683	2,004	-65.92%	683	2,004	-65.92%
Flex: West Des Moines/Clive	1,618	1,553	1,537	1,459	1,485	1,234	1,273	1,564	-18.61%	1,273	1,564	-18.61%
On-Call: Clive ** (Ran for one week then combined with Flex Rou	1,070	1,252	1,130	995	911	0	0	717	-100.00%	0	717	-100.00%
On-Call: REGIONAL	100	107	133	139	148	573	542	353	53.54%	542	353	53.54%
DART Paratransit Ridership	11,792	11,530	12,339	11,036	11,588	11,116	11,351	11,590	-2.06%	11,351	11,590	-2.06%
Bus/Van	11,336	11,065	11,856	10,590	11,070	10,606	10,956	10,961	-0.05%	10,956	10,961	-0.05%
Cab	456	465	483	446	518	510	395	629	-37.20%	395	629	-37.20%
DART RideShare Ridership	24,936	24,826	25,232	24,242	24,380	22,846	21,840	21,854	4.54%	21,840	21,854	-0.06%
TOTAL RIDERSHIP	#REF!	376,177	375,839	381,682	397,418	312,477	295,783	289,317	2.23%	295,783	289,317	2.23%

11A: Operations Department

Staff Resources: Tom Reynolds, Chief Operating Officer

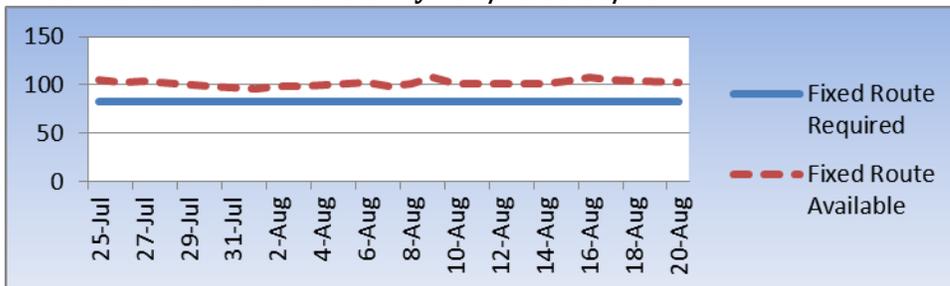
Operations Performance:

Manpower (Transportation) - 07/25 to 08/20:

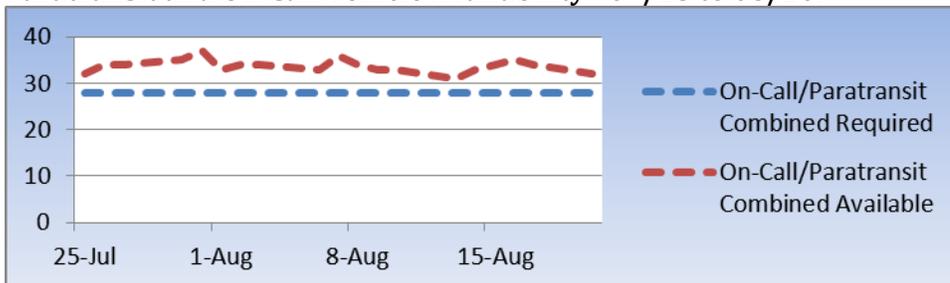


Service needs were met 100% for AM Pullouts with the Extra Board.

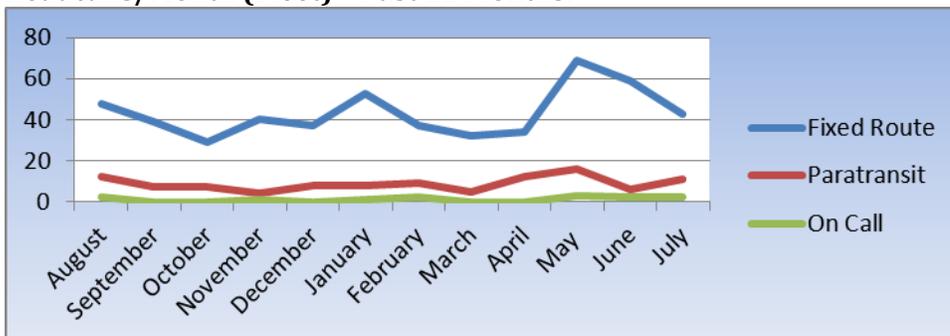
Fixed Route Vehicle Availability - 07/25 to 08/20:



Paratransit and On-Call Vehicle Availability - 07/25 to 08/20:



Roadcalls/Month (Fleet) - Past 12 Months:



**MONTHLY REPORT
11A: Operations**



Transportation - Randy McKern, Manager:

- This month six (6) Fixed Route Operators received Safe Driving Awards. Art Flatt received an award for 23 years of safe driving.
- Extra Service provided by DART in August was for the State Fair. DART Operators stepped up to fill the need to run a successful service.
- The Fall Schedule change occurred on August 19th. Randy McKern and Melanie Carter ran a good bid selection while handling the extra State Fair work demands.

Maintenance - Scott Reed, Senior Manager:

- Vehicle availability for the State Fair service was good. Scott Reed and Don Matz were focused on maintaining the availability for regular service along with the extra needs required for the State Fair.
- Maintenance staff (Technicians/Servicers/etc.) did a great job of servicing the fleet during this demanding time.
- Orion has offered DART the opportunity to purchase a 2010 hybrid drive bus that’s been used for demonstrative purposes. The price quoted is a sixth of the normal cost of a new bus.
- Five (5) Orion buses are nearing the production phase at Orion’s manufacturing plant in Upstate New York. The buses are expected to be delivered in September.

Service Management - Mike Kaiser, Manager:

- The new Automated Vehicle Location (AVL) system changed the way the State Fair service was managed. Mike Kaiser scheduled staff as State Fair Dispatchers and it improved the way DART managed the bus flows.
- The Supervisors and Dispatchers at DART stepped up to manage the State Fair service; their effort was appreciated.

Paratransit - Chet Bor, Director:

- During the heat waves, DART supported the County’s Health Department with emergency transportation to the overnight cooling center. A record thirty-five (35) trips to the cooling center were provided at a cost of \$824.44. Typically, DART provides only 3-4 trips.
- The figures for the Bondurant Swim Bus to the Altoona Aquatic Center are provided below. The Bondurant Swim bus is part of the Regional On-Call service.



dart 2012 Swim Bus (One Way Trips & Swimmers)			
	One Way Trips	Swimmers	
Week 1	102	51	6/4 - 6/8
Week 2	152	76	6/11 - 6/15
Week 3	101	51	6/18 - 6/23
Week 4	80	40	6/25 - 6/29
Week 5	115	58	7/2 - 7/6
Week 6	115	58	7/9 - 7/13
Week 7	119	60	7/16 - 7/20
Week 8	56	28	7/23 - 7/27
Week 9	108	54	7/30 - 8/3
Week 10	54	27	8/6 - 8/10
TOTAL:	1002	501	
Weekly Average:	100.2	50.1	



MONTHLY REPORT
11A: Operations



- Paratransit provided outreach to:
 - City of Sheldahl – eight (8) residents
 - Fort Des Moines Senior Housing – thirty (30) residents
 - Easter Seals - Staff
- This month three (3) operators earned Safe Driving Awards.

Safety – Chet Bor, Director, Paratransit:

- Once again DART had a successful Iowa State Fair from a safety stand point. There were only three minor scrapes with fixed objects. Unfortunately, the minor ones are being addressed fully as accidents.
- The August Safety meetings covered the following topics:
 - Paratransit and Fixed Route covered the Circle of Safety – 360° awareness.
 - Paratransit had Polly Johnston, Alzheimer’s Association, present to Operators the practical knowledge to enable them to better serve customers with various forms of dementia.
 - Paratransit hosted the Easter Seals (Camp Sunnyside) Director, Becky Hedges. She provided training in conflict resolution/de-escalation that is the industry standard for professionals that work with persons with intellectual disabilities. In FY2012, Paratransit provided more than 47,000 trips to persons with disabilities of this nature.
 - Paratransit and Fixed Route covered AVL radio use procedures
 - Fixed Route covered operational procedures for both the Iowa State Fair service and the Des Moines school service.
 - Fixed Route also covered the guidelines regarding media interactions.
 - Maintenance covered shop procedures, State Fair support and action items from the Safety Committee.
- FY2013 is off to a good start! We are starting off with an accident frequency rate (AFR) of 0.66 accidents per 100,000 miles compared to last year’s start at 2.57. Below is the AFR report for July:

FY13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD AFR
Fixed Route													
Accidents	2												2
Mileage	203,354												203,354
AFR	101,677	0	0	0	0	0	0	0	0	0	0	0	101,677
Per 100K Miles	0.98	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.98
Paratransit													
Accidents	0												0
Mileage	100,080												100,080
AFR	100,080	0	0	0	0	0	0	0	0	0	0	0	100,080
Per 100K Miles	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DART													
Accidents	2	0	0	0	0	0	0	0	0	0	0	0	2
Mileage	303,434	0	0	0	0	0	0	0	0	0	0	0	303,434
AFR	151,717	0	0	0	0	0	0	0	0	0	0	0	151,717
Per 100K Miles	0.66	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.66

MONTHLY REPORT
11A: Operations



Training - Greg Schmitt, Manager:

- Four (4) Fixed Route Operators graduated from training. Currently, four (4) students are in training for Fixed Route.
- The Commercial Driver's License (CDL) Pre-trip Study Guide used by Operators in training to obtain their CDL was recently updated by Greg Schmitt along with input from Instructors Greg Moore and Mike Kinney. The updated is necessary to better prepare Operators for the changes in Iowa DOT's CDL testing.
- The Quarterly Instructors Roundtable was held on August 6th and Instructors discussed the recent TSI Instructors Course in Operator Training. The Instructors brainstormed and shared best practices in customer service skills and coaching operators in training. Instructors were introduced to new training ideas and the revised CDL Pre-trip Study Guide.

Buildings & Grounds - Jim Garrett, Manager:

- Jim Garrett and his crew did a great job setting up for the State Fair. The Park-n-Ride at Southeast Polk School had to be switched out for two days due to school activities. The crew did so without any delays to service.
- Work on updating the employee restrooms/lockers is underway with an outside contractor.
- The bus wash has had intermittent problems and that has lead to our buses looking a bit shabby. The main pump motor failed and the vendor has had problems providing a new one.
- Concrete work also began to repair the critical areas within DART's facility. The west exit gate work required a major change in the vehicle flows. Kudos to the Operations staff for coordinating the changes to make it happen.

11B: Marketing and Communications, Customer Service and RideShare Departments
--

Community Outreach: Team

- Staff participated in the “future fair” that was put on by the organizers of The Tomorrow Plan. The event showcased the results of the interactive “Design My DSM” online tool that was used to collect public input into the region’s future. DART staff handed out information about DART services and shared photographs of construction at DART Central Station.
- Staff met with a citizens committee in Indianola regarding the steps required for the city to join DART. The session was informational only; the committee is not officially affiliated with the municipal government there.

Marketing Planning: Kirstin Baer-Harding, Advertising and Marketing Manager

- DART staff serviced the Iowa State Fair and promoted the DART’s services to the fair through brochures, newspaper ads, radio, email and social media pushes.
- DART has been working with DMACC on promoting Route #98 to students. Staff developed posters and table tents and updated the DMACC website information.
 - Staff will be attending DMACC’s Welcome Back Students event on August 28 & 29. Route and schedule information will be available for students along with a free ride coupon.
- Staff prepared and distributed all the material for the August 19 Route and Schedule change.
- Staff continues to work on the new bus maps and schedules for the November schedule changes.
- The creative phase of the brand refresh marketing is being finalized and will be incorporated in print materials in time for the November service changes.
- Marketing and Planning departments are in the final stages on the Online Trip Planner and have been developing the roll out plan for all the DART technology.
- Staff has been promoting the Route #91 through newspaper advertising and working with area apartment complexes on distributing schedules and information to tenants.
- Staff is working on a Fall RideShare Marketing campaign to promote the joining of new riders.

Customer Service Report: PJ Sass

July Employer and Group Presentations:

- Principal Orientation – 3 visits
- Orchard Place
- Jazz in July @ Jordan Creek

July Customer Service Statistics:

- 124 emails
- 130 voicemails answered
- 86 complaints were received
- 3 commendations were received

MONTHLY REPORT

11B: Marketing and Communications, Customer Service and RideShare

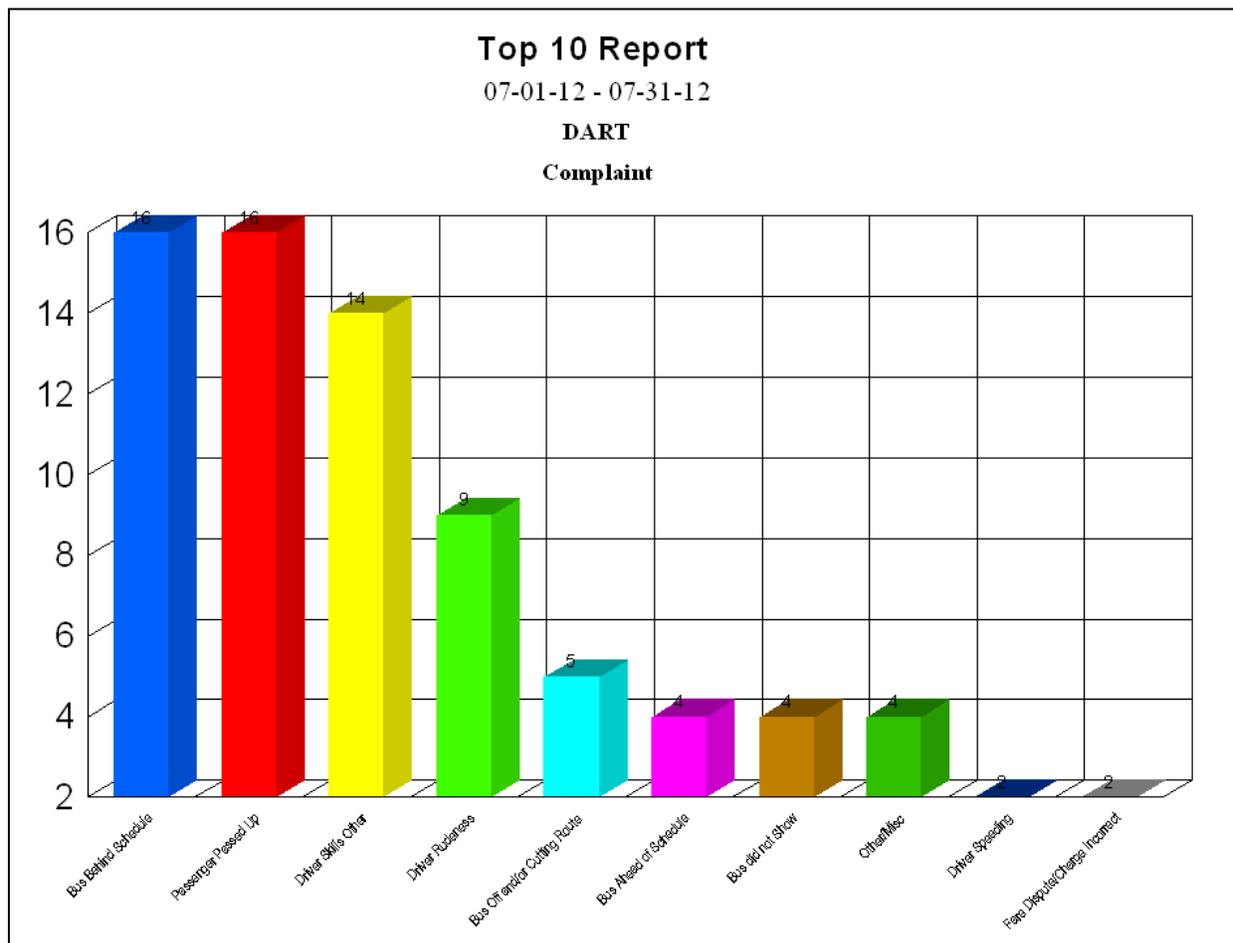


- 16 inquiry/suggestions

Comments were down significantly this month the top five comments were for July: Bus behind schedule, Passenger Passed Up, Driver Skills/other, driver rudeness and bus off route. Out of the 86 comments, 9 are still in the investigation process and 36 were founded which is 41% of the total comments for this month. We had multiple comments regarding the D-Line running behind which was making it difficult for Express riders to catch their connecting bus primarily in the afternoon. Transportation has increase service and is monitoring the service very closely utilizing the GSP system. We have the extra buses in the Capitol area during peak times in the afternoon to insure the riders are making their connections.

We had 56 inquiries and suggestions, several bus stop requests and a few regarding the service change in November, most were general suggestions.

Our new Customer Service Supervisor John Clark started with DART on August 6th.



MONTHLY REPORT

11B: Marketing and Communications, Customer Service and RideShare



Customer Service Enhancements: Customer Service staff is now utilizing the AVL system for locating buses to provide more accurate information on the location of buses to our riders. They also have the ability to do an instant play back to see if a bus was running on schedule and to determine if the customer was actually at the bus stop when the bus went by. This will help to decrease the amount of cab and Supervisors trips.

Integrated Voice Response (IVR) is in the 2nd round of change, we will be making final changes to data.

Point of Sale machine (POS) is working great, and we now accept credit cards. This has improved how we serve our customer.

RideShare: PJ Sass

- Staff is working on ways to increase ridership. A new van will be going into service on September 1.
- Staff is preparing a draft of the 5-year fleet plan.
- In an effort to be more customer focused with RideShare participants, staff will call 10 random riders every month to show our continued commitment to customer service and see if there are any areas the program can be improved.
- RideShare paid out 10 referral bonuses in the month of July. In order to receive a bonus, the rider that they referred must be a member of a vanpool for at least 90 days.

Public Information and Communications: Gunnar Olson

- Staff publicized DART's service to the Iowa State Fair. News of the service was widely carried, with regular TV mentions and multiple printed materials including the Des Moines Register's guide to the fair.
- Staff worked with Juice magazine to identify a young bus operator to feature in the "What I'm Into" section. Juice interviewed and photographed Operator Adam Weiss, 25, and published the article in the August 15th edition. Mr. Weiss said several riders have recognized him as the operator in the magazine.
- Staff worked with Downtown Living magazine on an article about the soon-to-open DART Central Station. The article provided a thorough summary of the building's features and future benefits and included interviews with General Manager Elizabeth Presutti and Commissioner Angela Connolly.
- Staff has also been working with a reporter with Cityview on a story that is expected to be published sometime in August. The reporter is living without a car and plans to rely nearly exclusively on the bus. Once the experiment is over, the reporter will write about his experiences, including what works well with the transit system and what could work better.
- Staff submitted an article for the August issue of the Iowa Public Transportation Association's newsletter. The article focused on the lessons that staff learned from going through a long-range planning process.
- Staff gave a presentation on the future plans of DART to the local chapter of the International Facilities Management Association.
- Staff participated in panel discussion on the question "Can Des Moines Attract Next Gen Workers." The event was held at the World Food Prize and was attended primarily by interns in Greater Des Moines. The panel also included Greater Des Moines Partnership CEO Jay Byers, Des Moines Mayor Frank Cownie, West Des Moines Mayor Steven Gaer, and Rachel Flint of Hubbell Homes.

MONTHLY REPORT

11B: Marketing and Communications, Customer Service and RideShare



DART Advertising Program: Kirstin Baer-Harding

New July Advertisers

- Food Bank of Iowa
- Iowa State Fair

11C: Planning Department

Staff Resource: Jim Tishim – Planning Director

AVL/RTIS & Trip Planner Update:

- Vehicle installation was completed on July 27, 2012:
 - 10 addition radios were discovered to require a modification in order to function properly. They have a slight variation in the radios than the other 31 radios that required a modification. The radio modifications were completed on July 27, 2012.
 - The 7 new buses that have arrived at DART will require a vehicle survey before any installation can be completed.
 - We are working on cleaning up any outstanding problems with individual vehicles. The main open item is with the Engine Control Module (ECM). Trapeze has been trying to determine why the program is not functioning properly. The ECM is used to monitor the vehicle health and does not prevent the use of the AVL system.
 - Trapeze will be on site the week of August 20 to survey the 7 new buses and to work to resolve the ECM programing problems.
- INFO-Web/Mobile Trip Planner Program:
 - Staff is completing the final test of the program.
- INFO-IVR Trip Planner Program:
 - Trapeze has completed the first draft of the IVR program and has downloaded it to our system for evaluation, testing and recommended changes.

Service Planning and Other Projects:

- August 19, 2012 Service Changes:
 - The Planning Department completed an evaluation of the June 10, 2012 service changes to make adjustments for the August 19, 2012 service change. For the first time, we were able to use the new AVL system to provide actual real-time information.
 - All school services were placed back into service.
- DART is working with the Des Moines Traffic and Transportation Department on several projects:
 - DART Central Station lane stripping on 6th Ave, 7th St. and Cherry St. for bus access to and from the facility.
 - Speed circles and other options for the SW 14th Street Quiet Street Bike Route Project.
 - Downtown bus stops and shelter locations.
 - Drake Area bus stop placement changes
- DART is working with Southridge Mall on their building redesign and the addition of the Des Moines Area Community College to their mall.

MONTHLY REPORT
11C: Planning Department



- 2012 Iowa State Fair Planning:
 - An analysis was completed of the past two years of the Iowa State Fair services and adjustments were made to the system.
 - Additional service was developed for a 6:00 a.m. start time for the special promotion on the first day of the Iowa State Fair. Also, service was built to accommodate two evenings of extended hours for the planned late concert dismissals.
 - All the routes were built into the Trapeze FX Scheduling Software, routes surveyed and the system developed in the new AVL system in order to monitor all the Iowa State Fair services by computer using the real-time information.

Transit Planner, Steve Swan Resigned:

- The current Transit Planner, Steve Swan resigned to move back to Utah. His last day with DART was August 13, 2012.
- The Planning Department is in the process of searching for a new Transit Planner.

MONTHLY REPORT



11D:	General Manager
-------------	------------------------

Staff Resource: Elizabeth Presutti, General Manager

FTA Triennial Review: Staff is working to resolve the findings that were raised by the FTA. The status on the two findings are as follows:

- 1) Satisfactory Continuing Control
 - Staff has been working with legal counsel and the City of Des Moines on a Memorandum of Understanding for the requirements to satisfy the Satisfactory Continuing Control. Attached is a draft of the MOU. Staff will be sending it to FTA for their review and comment. Once the MOU is finalized it will be presented to the DART Commission for approval.
- 2) Procurement
 - DART's interim procurement consultant has completed a draft of the procurement manual. Staff is currently reviewing and will be finalize prior to the end of September to meet the October FTA deadline.

Meetings and Presentations:

- Iowa Department of Transportation – On August 21, Commissioner Connolly, Commissioner Hensley and I met with the Director of Transportation, Paul Trombino as well as staff members Stew Anderson and Michelle McEnany regarding the BRT project.
- Capital Crossroads Neighborhood Improvement Implementation Sub-Committee – On August 23, 2012, I presented the DART Forward 2035 plan and other DART initiatives to the sub-committee.

Congressional Staff Visits: DART has had the pleasure of giving tours to staff from Congressman Boswell's and Senator Harkin's offices. Ross Meridian from Congressman Boswell's office visited with us on August 13, 2012 and Richard Bender from Senator Harkin's office visited us on August 21, 2012. Both visits went very well and both enjoyed getting to see the new facility.



FUTURE DART COMMISSION ITEMS AUGUST 28, 2012

September 25, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - DART Central Station Services Contracts - DART Central Station Rules of Conduct 	<ul style="list-style-type: none"> - DART Central Station Update - TRAC Update
October 30, 2012 - TBD	
Action Items	Information Items
<ul style="list-style-type: none"> - Electronic Document Management System - STP Application Consent 	<ul style="list-style-type: none"> - DART Central Station Update - Quarterly Safety Report
November 27, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Legislative Priorities - STP Application Consent 	<ul style="list-style-type: none"> - DART Central Station Update - TRAC Update - Establish Records Retention Committee - November Service Change update - FY 2014 Budget
December 18, 2012 - 5:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> - DART Central Station Update - Records Retention Policy - November Service Change update - FY 2014 Budget
January 29, 2012 - 5:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> - FY 2014 Budget

Key Meetings/Dates:

- September 27-28, 2012 – Annual Mid-Sized Bus Performance Benchmarking Meeting
Vancouver, WA
- September 30 – October 3, 2012 – APTA Annual Meeting
Seattle, WA

Other Future Items: