



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

	PAGE #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF JUNE 4, 2013 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. TRANSIT RIDERS ADVISORY COMMITTEE REPORT	
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A. FY 2014 Commission Officer Election	26
13. OTHER – Communications	
14. NEXT MEETING: Regular DART Meeting Tuesday, July 2, 2013 – 5:00 p.m.	
15. ADJOURN	

The June 4, 2013 DART Commission Meeting will serve as the DART Commission's Annual Meeting.

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

**620 Cherry Street – Des Moines, IA 50309
May 7, 2013**

ROLL CALL

Commissioners Present: Steve Brody, Angela Connolly, Tom Gayman (arrived at 5:12pm), Christine Hensley (arrived at 5:08pm), Bob Mahaffey, Steve Van Oort

Commissioner Absent: Skip Conkling, Gaye Johnson

Alternates Present: Ruth Randleman

Staff Present: Elizabeth Presutti, General Manager; Jamie Schug, Chief Financial Officer; Gunnar Olson, Public Affairs Manager; Randy Ross, HR Director; PJ Sass, Customer Service Manager; Mark Burkman, Purchasing Manager; Amber Dakan, Staff Accountant; Kirstin Baer-Harding, Marketing Director; Mike Kaiser, Service Management Manager; Tony Filippini, Transit Planner; Georgia Parkey, Paratransit Operations Manager; Matt Pitstick, Facilities Manager; Randy McKern, Transportation Manager; Teresa Cashman, Scheduling Manager; Barb Edwards; Operations Supervisor; Matt Johnson, Operations Supervisor; Jennifer Long, RideShare Program Coordinator; Kyle McCann, Attorney, Brick Gentry, P.C.

Others Present: John Halsband, DART Customer; Barb Andersen, TMA/DCA; Clifford A. Leonard, Polk City Resident; Dan Rogers, Des Moines Resident; Bill Wimmer, Lobbyist

CALL TO ORDER

The meeting was called to order by Chair, Steve Van Oort at 5:04pm. Roll call was taken and a quorum was not present. Mr. Van Oort asked to move to the Discussion Items section of the agenda until a quorum was present. Discussion began with item 8B to allow time for Mr. Wimmer to arrive for presentation of item 8A.

Notice of the meeting was duly published.

DISCUSSION ITEMS

8B – Trip Planner Demo

Gunnar Olson, Public Affairs Manager provided a demonstration of the online Trip Planner.

Commissioner Hensley arrived at 5:08pm.

Commissioner Gayman arrived at 5:12pm.

The trip planner will be deployed in a BETA launch, and will be available for the public in 2-4 months. The Commission requested another demo when the trip planner is closer to completion.

APPROVAL OF AGENDA

Mr. Van Oort called for approval of the May 7, 2013 meeting agenda.

It was moved by Mr. Brody and seconded by Ms. Connolly to approve the May 7, 2013 Agenda. The motion carried unanimously.

PUBLIC COMMENT

No Comments

CONSENT ITEMS

6A – April 2, 2013 Minutes

6B – Des Moines Public Schools Contract

6C – Concrete Work at 1100 DART Way

6D – Rideshare Passenger Vans

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

Ms. Presutti mentioned that we have been working with the Des Moines Public Schools to possibly provide more service and may need to come back for approval by the Commission to amend the budget.

ACTION ITEMS

Action Item 7A – DART Public Participation Plan

Mr. Olson gave the Commission a presentation on the final version of the plan. The plan is due to FTA by June 1. The current plan expires on July 31.

It was moved by Ms. Hensley and seconded by Mr. Gayman that the Commission approve the DART Public Participation Plan. The motion carried unanimously.

Action Item 7B – 2013 DART Title VI Program Update

Tony Filippini, Transit Planner gave a presentation to the Commission on the Title VI Program Update.

It was moved by Mr. Mahaffey and seconded by Mr. Brody that the Commission approve the DART Title VI Program Update. The motion carried unanimously.

Action Item 7C – RideShare Program Fare Increase

Jennifer Long, RideShare Program Coordinator gave a presentation to the Commission on the RideShare Program Fare Increase. There is a 2% increase that is being proposed to go into effect July 1st, along with an increase in the rate for excess personal miles up to \$0.56/mile from \$0.50/mile to bring this up to the current IRS rate.

It was moved by Mr. Mahaffey and seconded by Ms. Hensley that the Commission approve the RideShare Program Fare Increase. The motion carried unanimously.

Action Item 7D – FY 2014 Service Recommendations

Mr. Olson, gave a presentation to the Commission on the FY2014 Service Recommendations. The changes will go into effect in August.

Service changes include:

- Adding night service on two east-side routes
- Expanding all night service later into the evening
- Expanding hours of operation on weekends to cover mall hours (until 9:30pm on Saturdays and 6:30pm on Sundays)

DART held six public meetings in April and conducted an online survey:

- 86 people attended the meetings
- 596 people completed the online survey
- Public feedback found widespread support for expanded hours of operation

It was moved by Ms. Hensley and seconded by Mr. Mahaffey that the Commission approve the FY 2014 Service Recommendations. The motion carried unanimously.

Mr. Van Oort moved to the State Legislative Update agenda item and asked to come back to Financials to accommodate Mr. Wimmer's schedule.

DISCUSSION ITEM

8A - State Legislative Update

Mr. Bill Wimmer, Lobbyist, provided the Commission a handout with the 2013 Bill Tracking and gave an update regarding current legislative priorities.

Mr. Wimmer went into further discussion on:

- **BRT** - We have the money in the RIFF Bill. The House and Senate need to work together to get to a number.
- **Driver Assault Bill** - This bill made it out of subcommittee; however was killed by leadership on the House side. We have to find a new approach. It's not that they don't think that we should protect bus drivers; they don't think that bus drivers are on the same list as first responders (i.e. firefighters, police officers) and the spontaneity of these types of incidents does not warrant the increase in penalty.
- **Property Tax/Reform Protection** - If there is going to be a property tax reform, we want to make sure that DART is protected. Property tax reform looks a little more optimistic over the last few days and has a better than 50/50 chance of passing.

Ms. Hensley asked to be provided contact information for individuals on the conference committee. Mr. Wimmer said he would be able to provide leadership cell phone numbers to Elizabeth.

- **IPTA** - The RIFF bill has \$5.5 million dollars in it for public transit.
- **Standings Bill** - Still has \$5 million for vehicle replacement and also has a multimodal piece in there. The \$2.5 million for BRT did not go in the Multimodal. It has been pulled out and put in a separate line item.

ACTION ITEM

Action Item 7E - March 2013 Financials

Ms. Jamie Schug, Chief Financial Officer gave a presentation to the Commission on the March Financials.

It was moved by Ms. Connolly and seconded by Mr. Mahaffey that the Commission approve the March 2013 Financials. The motion carried unanimously.

DISCUSSION ITEMS

8C – Quarterly Safety Report

Mr. Mike Kaiser, Service Management Manager, gave an update to the Commission. There has been an increase in vehicles into buses. We tend to see fewer accidents on worse weather days and an uptick when the weather clears up.

Mr. Brody departed the meeting at 6:08pm.

8D – DART Ridership Trends

Ms. Elizabeth Presutti, General Manager, provided a handout and gave an update on Ridership trends since the major route network overhaul and expansion in June and November. April saw an uptick in ridership. Some routes will need to be marketed a little heavier.

8E – March 2013 Performance Report

Ms. Presutti updated that we are seeing a significant jump in ridership in April. The preliminary numbers for Route 60 show that we carried about 12,000 addition rides for the month with the promotion. The D-Line is also trending up.

MONTHLY REPORTS

Operations Report

Mr. Kaiser introduced Barb Edwards, DART's new Service Management Supervisor.

Marketing Report

Kirstin Baer-Harding, Marketing Director introduced Jennifer Greiner, DART's new Marketing Coordinator.

Planning Report

No update

General Manager

Elizabeth Presutti, General Manager thanked Mr. Van Oort, Ms. Hensley and Ms. Connolly for their participation with the Polk County Housing Trust Fund Bus Tour on April 19th. The Architectural & Engineering RFQ is out on the street.

Ms. Hensley requested that staff prepare a letter to the City of Des Moines regarding the JD Byrider bench ads that are placed at a few DART Bus stops in the metro.

FUTURE AGENDA ITEMS

No update

COMMISSIONER ITEMS

11A – Nominating Committee Appointments

Mr. Van Oort, Chair asked that Ms. Connolly, Ms. Hensley and Mr. Conkling act as the committee to provide recommendations to the Commission for next fiscal year's appointments.

OTHER – Communications

Mr. Van Oort gave an update that there is a meeting scheduled tomorrow with Congressmen Bruce Braley at 1:45pm while in DC, and to please let him know if you are able to attend.

Ms. Presutti updated that DART is sponsoring the lunch on Thursday afternoon. The video that will be played at Thursday's lunch was presented to the Commission.

Next Meeting

June 4, 2013 at 5:00pm

ADJOURNMENT

The regular Commission Meeting was adjourned at 6:20pm. It was moved by Ms. Connolly and seconded by Ms. Randleman. The motion carried unanimously.

Future 2013 Meeting Dates

Jun 4, Jul 2, Aug 6, Sep 3, Oct 1, Nov 5, Dec 3

Chair

Clerk

Date

CONSENT ITEM



7B: FY2014 Infrastructure Grant Applications

Action: Authorize re-submission of applications to the Public Transit Infrastructure Grant Fund of the Iowa Department of Transportation (IDOT).

Staff Resource: Debra Meyer, Financial Analyst

Background:

DART staff recommends re-submitting our original grant application at a higher amount and submitting a second, smaller project for the State of Iowa's Public Transit Infrastructure Grant program.

1. Facility Renovations and Energy Efficiency Improvements - (\$600,000 state).

- **Facility Renovations** – The recent move of administration offices to DART Central Station has provided the ideal opportunity for maintenance and operations functions to expand into the front portion of the facility. The project scope is to reconfigure and expand the number of offices by removing the ornamental pond, remodel the break room and front restrooms for ADA compliance, install drywall in the IT area and replace low-voltage wiring due to safety concerns.
- **Energy Efficiency Improvements** - The second part of the project is to increase energy efficiency at the facility by replacing the windows and HVAC system, including air handlers, cooling towers and boilers. The air handlers and cooling towers will be moved to the roof, which will allow removal of the existing enclosure and the extension of pavement.

2. Rehab Wash Bay - (\$36,000 state).

- **Walls & Floor** – Repairs were made to the mechanical systems of the wash bay in 2012, but the infrastructure is original. The project scope is to tuck-point and seal the concrete walls & floor to prevent moisture from penetrating the adjoining body shop and to prevent employee slippage on the slick, concrete floor.

Recommendation:

- Approve the submission of both grant applications as presented to the Iowa DOT.

ACTION ITEM



8A: Final Acceptance of DART Central Station Construction

Action: Approve the final acceptance of DART Central Station

Staff Resource: Elizabeth Presutti, General Manager
Jamie Schug, Chief Financial Officer

Background:

- The total construction cost for DART Central Station was \$16,340,872 which was paid through federal and state grants.
- The Weitz Company was contracted as the general contractor for the construction of the station on May 31, 2011, following a competitive bidding process.
- Substantial completion was completed on October 22, 2012.
- Final completion was completed on May 22, 2013, and is being presented to the DART Commission for final acceptance.
- DART staff is actively working with Weitz Company to resolve all of the outstanding warranty items. In addition, there will be an 11-month walk through in September to address any other warranty items.

Recommendation:

- Approve the final acceptance of DART Central Station.

**RESOLUTION
ACCEPTING WORK FOR THE DART CENTRAL STATION PROJECT**

WHEREAS, the Des Moines Area Regional Transit Authority (DART) entered into an agreement with The Weitz Company, LLC in connection with the DART Central Station Project (the "Project"); and

WHEREAS, the work has now been completed under the Project; and

WHEREAS, in the judgment of the DART Commission, the work appears to meet the requirements of the plans and specifications for the Project, and DART staff has recommended the acceptance of such Project.

NOW, THEREFORE, BE IT RESOLVED BY THE DART COMMISSION:

The work on the Project is hereby accepted, and except for the remaining retainage to be held by DART for not less than thirty (30) days after acceptance of the Project, the amount due to the contractor is hereby ordered paid from available funds from which payment for the Project may be made.

Passed and adopted this 4th day of June, 2013

Commissioner Steve Van Oort

ATTEST:

Commissioner Bob Mahaffey

ACTION ITEM



8B: Vendor Space Lease Agreement

Action: Approve the proposed lease agreement for the vendor space at DART Central Station subject to Federal Transit Administration (FTA) approval.

Staff Resource: Elizabeth Presutti, General Manager

Background:

- As part of the programming for DART Central Station, DART included vendor space with the hopes of securing a coffee or sundries shop as an added amenity to the facility for customers, employees as well as neighboring businesses and residents.
- DART has been working with Shannon Morton, Ferguson Real Estate Services to market the space and find a tenant over the last 24 months.
- DART was approached by a prospective tenant late last year and they submitted a proposal for consideration by DART in January 2013. Since then DART has negotiated terms for the lease and agreement with the tenant.
- DART sent the initial version of the lease to FTA for review, they only had one question and no changes. We are working to answer FTA's question and don't anticipate any problems in approving the lease.
- As of Friday, May 31, 2013 we are still working on a couple of last minute details and plan to send the lease out to the Commissioners prior to the meeting. Copies of the lease will also be available at the Commission meeting.

Recommendation:

- Approve the lease agreement for the vendor space at DART Central Station, subject to FTA approval.

ACTION ITEM



8C: April FY2013 Consolidated Financial Report

Action: Approve the April FY2013 Consolidated Financial Report

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

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue year to date comes in at 2.6% under projected levels; a small improvement over the prior two months.
- Fixed Route Non-Operating Revenue year to date is 2% higher than budget; resulting primarily from a timing matter.
- Paratransit Operating Revenue continues to operate approximately 17% below budgetary expectations. Polk County Funding, a significant portion of Paratransit Revenue, continues to be the primary reason for the shortfall. FY14 Budget projections have been adjusted for the change in revenue levels.
- Rideshare Revenues remain approximately 4% under projected totals for the fiscal year to date. Monthly revenue continues to remain steady at this level, with April seeing a small decrease from Spring Sale Discounts.

Operating Expense:

- Fixed Route Budget Summary – Fixed Route continues to maintain a 10% below budget level for the month of April and year to date. Savings are primarily attributed to Fuels and Lubricants and within and Equipment Repairs.
- Paratransit Budget Summary – Year to date, Paratransit expenses were below budget by approximately 6.3% from projected levels and will continued to be closely monitored for opportunities to increase revenue and reduce expenses through the completion of FY2013.
- Rideshare Expenses year to date are below budgetary expectations by approximately 12%. As in prior months, this continues to offset the 4% revenue shortfall. Continued savings are accounted for in the Fuel and Lubricants categories as well as Equipment Repair Parts, and Salaries.

Recommendation:

- Approve the April FY2013 Consolidated Financial Report.

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

Fixed Route	\$	1,875,510	Reserve For Accidents	(See Balance Sheet):
Paratransit	\$	(262,258)		FY2013 \$1,387,014.82
Rideshare	\$	60,989		
Total	\$	1,674,241		

FY2013 Financials:

April 2013

FIXED ROUTE	April 2013			Year-To-Date-(10) Months Ending 04/30/2013		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	376,995	387,019	(10,024)	3,767,189	3,870,190	(103,001)
Non-Operating Revenue	1,661,761	1,331,818	329,943	13,947,789	13,658,180	289,609
Subtotal	2,038,756	1,718,837	319,919	17,714,978	17,528,370	186,608
Operating Expenses	1,805,438	1,770,116	(35,322)	16,150,973	17,839,875	1,688,902
Gain/(Loss)	233,318	(51,279)	284,597	1,564,005	(311,505)	1,875,510

PARATRANSIT	April 2013			Year-To-Date-(10) Months Ending 04/30/2013		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	166,017	209,683	(43,666)	1,730,690	2,096,830	(366,140)
Non-Operating Revenue	50,410	63,263	(12,853)	572,763	632,630	(59,867)
Subtotal	216,427	272,946	(56,519)	2,303,452	2,729,460	(426,008)
Operating Expenses	250,750	258,705	7,955	2,426,274	2,590,024	163,750
Gain/(Loss)	(34,323)	14,241	(48,564)	(122,821)	139,436	(262,258)

RIDESHARE	April 2013			Year-To-Date-(10) Months Ending 04/30/2013		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	72,260	83,333	(11,073)	792,840	833,330	(40,490)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	72,260	83,333	(11,073)	792,840	833,330	(40,490)
Operating Expenses	97,162	83,345	(13,817)	732,946	834,425	101,479
Gain/(Loss)	(24,903)	(12)	(24,891)	59,894	(1,095)	60,989

DISCUSSION ITEM



9A:	2013 State Legislature Summary
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Staff Resource: Gunnar Olson, Public Affairs Manager

A presentation will be given on the many effects that the 2013 session of the Iowa Legislature had on DART. Topics will include penalties for assailants of operators, funding for bus rapid transit, and the impacts of property tax reform.

DISCUSSION ITEM



9B:	Sheldahl's Participating Community Status
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Staff Resource: Kyle McCann, DART Legal Counsel
Elizabeth Presutti, General Manager

- DART received a letter from the City of Sheldahl dated November 5, 2012, requesting to withdraw from DART.
- Letters to all of DART's member communities notifying them of Sheldahl's request as well as a letter to the City of Sheldahl outlining DART's next steps were sent out in December 2012.
- DART's Legal Counsel and Public Financial Management (PFM) have worked to determine the financial impact to Sheldahl by withdrawing from DART.
- DART's Legal Counsel and PFM will be at the DART Commission Meeting to outline the proposal.



System Summary Performance Report

April 2013

	October 2012	November 2012	December 2012	January 2012	February 2012	March 2013	April 2013	April 2012	Percent Change 2013/2012	FY13 Year To Date	FY12 Year To Date	Percent YTD Change 2013/2012
DART Fixed Route												
Total Ridership	385,505	337,521	274,548	326,769	306,426	315,315	354,582	346,404	2.36%	3,427,958	3,508,378	-2.29%
OTT Ridership	19,436	16,885	16,626	17,197	15,976	17,157	16,501	18,890	-12.65%	173,026	188,090	-8.01%
Unlimited Access Ridership	42,682	35,943	26,436	37,527	37,164	37,267	33,494	35,946	-6.82%	359,310	364,800	-1.50%
Bike Rack Usage	4,628	3,295	2,053	1,705	1,738	2,106	3,549	3,901	-9.02%	34,350	35,937	-4.42%
Passengers/Revenue Hour	23.81	21.93	18.25	19.69	20.14	19.40	21.36	23.34	-8.47%	21.57	23.05	-6.41%
Avg. Passengers Weekday	15,677	15,520	12,930	13,541	14,145	13,688	14,990	15,274	-1.86%	15,027	15,336	-2.02%
Avg. Passengers Weekend Day	3,116	3,014	2,625	3,609	2,941	2,786	3,102	2,851	8.80%	3,095	10,145	-69.49%
Complaints/100,000 Riders	29.83	22.52	34.97	33.66	15.34	32.98	27.07	9.53	184.20%	26.81	26.39	1.57%
Commendations/100,000 Riders	4.93	1.48	2.91	2.75	2.94	5.71	3.38	0.58	486.16%	3.53	2.74	29.00%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.34	1.73	2.02	1.67	1.83	1.37	2.24	1.52	47.50%	1.85	1.69	9.95%
Non-Preventable/100,000 Miles	1.79	0.00	1.51	2.09	5.03	0.91	1.79	1.01	77.00%	1.08	0.44	144.51%
Maintenance:												
Total Miles Operated	223,581	230,630	198,064	238,856	218,565	218,919	223,608	197,892	12.99%	2,211,293	2,016,247	9.67%
Road Calls/100,000 Miles	22.36	19.08	10.60	13.82	17.39	11.42	14.76	17.18	-14.10%	17.77	20.38	-12.81%
Active Vehicles in Fleet	112	125	107	113	111	118	117	113	3.54%	113	121	-7.10%
DART Paratransit												
Total Ridership	12,941	11,554	9,905	12,257	10,740	12,060	10,810	11,036	-2.05%	114,964	120,657	-4.72%
Passengers/Revenue Hour	3.02	2.98	2.87	3.01	2.95	3.10	3.13	2.92	7.19%	3.01	3.07	-1.86%
Average Trip Length	6.32	6.31	6.38	6.01	6.31	6.02	7.13	6.33	12.55%	6.07	5.70	6.48%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.00	1.44	1.68	2.85	3.11	0.00	4.14	0.00	#DIV/0!	1.58	1.02	54.88%
Non-Preventable/100,000 Miles	1.27	1.44	1.68	0.00	1.55	0.00	1.38	1.49	0.00%	0.86	0.87	-1.44%
Maintenance:												
Total Miles Operated	78,563	69,461	59,434	70,193	64,396	68,858	72,441	67,076	8.00%	698,312	688,277	1.46%
Active Vehicles in Fleet	29	29	29	29	29	29	29	29	0.00%	29	29	0.00%
DART RideShare												
Total Ridership	24,266	20,752	17,352	23,250	21,076	22,546	23,780	24,242	-1.91%	218,156	238,686	-8.60%
Total Vans in Circulation	93	93	93	93	93	94	93	96	-3.13%	93	96	-3.23%
Total Rideshare Customers	817	823	815	813	805	805	882	881	0.11%	826	875	-5.56%
Accident Frequency Rate by Service:												
Preventable	0.00	0.00	0.00	0.61	0.66	0.00	0.00	0.00	0.00%	0.12	0.06	0.00%
Non-Preventable	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.17	-100.00%	0.00	0.69	-100.00%
Maintenance:												
Total Miles Operated	177,835	156,349	137,393	165,239	150,437	163,869	174,504	170,621	2.28%	1,611,579	1,728,371	-6.76%
Active Vehicles in Fleet	100	100	100	100	100	100	100	100	0.00%	100	104	-4.03%



System Performance Ridership Report

April 2013

	October 2012	November 2012	December 2012	January 2012	February 2012	March 2013	April 2013	April 2012	Percent Change 2012/2011	FY13 Year To Date	FY012 Year To Date	Percent YTD Change 2013/2012
DART Fixed Route Ridership	385,505	337,521	274,548	326,769	306,426	315,315	354,582	346,404	2.36%	3,427,958	3,508,378	-2.29%
Local Routes:												
#1 - Fairgrounds	22,441	20,842	15,667	19,831	19,351	18,375	21,273	20,991	1.34%	384,467	392,912	-2.15%
#3 - University	83,627	65,711	36,203	34,718	31,410	32,326	36,919	70,752	-47.82%	526,604	706,938	-25.51%
#4 - Urbandale	33,576	26,822	13,971	16,463	15,468	16,531	17,646	32,513	-45.73%	223,211	320,851	-30.43%
#5 - Clark	19,524	13,460	3,308	4,165	4,368	4,725	4,126	18,510	-77.71%	101,757	166,367	-38.84%
#6 - Douglas	59,848	44,881	18,314	20,851	19,545	20,058	22,664	55,043	-58.82%	354,729	518,320	-31.56%
#7 - Ft. Des Moines	53,848	44,200	27,147	33,713	32,513	30,748	34,111	48,091	-29.07%	387,077	446,845	-13.38%
#8 - South Union	17,439	12,396	4,131	5,336	4,982	4,427	5,601	14,705	-61.91%	94,100	129,843	-27.53%
#11 - Ingersoll Ave.	21,358	14,482	1,963	2,400	2,175	2,291	2,785	19,028	-85.36%	104,445	188,636	-44.63%
#13 - SE Park Ave.	7,717	6,931	4,826	7,272	7,134	5,255	7,761	6,708	15.70%	58,488	55,701	5.00%
#14 - Beaver Ave.	0	5,152	16,854	19,731	18,676	18,498	20,681	0	100.00%	99,592	0	#DIV/0!
#15 - 6th Ave.	0	6,530	19,558	24,305	22,739	23,019	25,480	0	100.00%	121,631	0	#DIV/0!
#16 - Douglas Ave.	0	9,208	30,406	35,999	33,064	34,422	37,598	0	100.00%	180,697	0	#DIV/0!
#17 - Hubbell Ave.	0	4,764	13,795	16,986	15,301	15,510	16,541	0	100.00%	82,897	0	#DIV/0!
#52 - Valley West/Jordan Creek	0	2,154	8,270	8,916	8,689	10,544	10,138	0	100.00%	48,711	0	#DIV/0!
#60 - Ingersoll/University	0	4,428	15,763	19,909	19,124	21,261	32,401	0	100.00%	112,886	0	#DIV/0!
#71 - Ankeny/Delaware**	709	435	0	0	0	0	0	924	-100.00%	3,294	9,731	-66.15%
Shuttle Routes:												
Link Shuttle	1,582	1,478	866	984	865	981	1,023	940	8.83%	11,014	11,940	-7.76%
Dline	20,912	16,347	14,053	14,601	14,431	17,332	18,429	16,834	9.47%	169,970	160,461	5.93%
DMACC	0	0	0	0	0	0	0	203	-100.00%	0	1,828	-100.00%
Lincoln/McCombs	11,681	10,367	6,563	9,465	8,416	8,408	8,993	8,447	6.46%	79,092	66,940	18.15%
Express Routes:												
#90 - Airport South Business Park	0	0	0	0	0	0	0	880	-100.00%	0	9,790	-100.00%
#91 - Merle Hay Express	999	1,062	848	1,198	1,085	1,187	1,113	1,589	-29.96%	9,716	15,841	-38.67%
#92 - Hickman Express	3,225	2,698	2,523	3,754	3,284	3,356	3,668	2,819	30.12%	31,135	27,626	12.70%
#93 - NW 86th Express	4,130	3,455	2,847	3,614	3,441	3,458	3,551	4,465	-20.47%	36,300	47,112	-22.95%
#94 - Westtown	1,590	1,534	1,425	1,727	1,212	1,230	1,311	1,412	-7.15%	14,276	13,282	7.48%
#95 - Vista	2,311	2,032	1,624	2,125	1,940	2,090	2,000	2,858	-30.02%	20,800	29,947	-30.54%
#96 - E.P. True	3,199	2,672	1,862	2,721	2,399	3,065	3,153	3,372	-6.49%	27,731	35,702	-22.33%
#98 - Ankeny	9,372	7,830	6,076	9,018	8,465	9,605	8,743	7,252	20.56%	81,934	73,215	11.91%
#99 - Altoona	2,321	1,894	1,573	2,120	1,914	1,976	1,842	2,634	-30.07%	19,664	24,715	-20.44%
On-Call/Flex Routes (Operated by Paratransit):												
On-Call: Ankeny	212	165	122	146	161	185	204	176	15.91%	1,703	1,691	0.71%
On-Call: Des Moines	269	250	231	276	294	271	291	472	-38.35%	3,054	3,851	-20.70%
On-Call: Johnston/Grimes	676	474	380	640	668	662	611	2,193	-72.14%	5,971	0	#DIV/0!
#73 Flex: Urbandale/Windsor Heights	994	887	725	949	725	792	784	1,459	-46.26%	8,054	20,974	-61.60%
#72 Flex: West Des Moines/Clive	1,847	1,858	2,553	2,750	2,492	2,605	3,045	995	206.03%	21,345	16,488	29.46%
On-Call: Clive ** (Ran for one week then combined with Flex Rout	0	0	0	0	0	0	0	139	-100.00%	0	9,363	-100.00%
On-Call: REGIONAL	98	122	101	86	95	122	96	0	0.00%	1,613	1,468	9.88%
DART Paratransit Ridership	12,941	11,554	9,905	12,257	10,740	12,060	10,810	11,036	-2.05%	114,964	120,657	-4.72%
Bus/Van	12,433	11,004	9,315	11,687	10,206	11,431	10,162	10,590	-4.04%	109,660	115,384	-4.96%
Cab	508	550	590	570	534	629	648	446	45.29%	5,304	5,273	0.59%
DART RideShare Ridership	24,266	20,752	17,352	23,250	21,076	22,546	23,780	24,242	-1.91%	218,156	238,686	-8.60%
TOTAL RIDERSHIP	422,712	369,827	301,805	362,276	338,242	349,921	389,172	381,682	1.96%	3,761,078	3,867,721	-2.76%

10A: Operations Department

Staff Resources: Elizabeth Presutti, General Manager

Transportation - Randy McKern, Manager

- IPTA Professional Driver of the Year (2013): Aaron Johnson, Fixed Route Operator/Instructor, was selected as DART's IPTA Professional Driver of the Year.
- Safe Driver Awards for April 2013:
 - Jim Burch – 25 years, Radoslav Mrkajic – 14 years, Gary Cozad – 6 years, Les Vanden Burg – 5 years, Chris Weston – 1 year
- The May safety meeting presentations focused on the following:
 - Dental Health provided by Delta Dental, Distracted Driving, and Vehicle Dynamics.
- Operators began wearing their new uniforms on May 13, 2013. Everyone is looking great!

Maintenance - Scott Reed, Senior Manager

- Trainers from New Flyer Bus were on site to provide training on the 2013 Excelsior buses. Training consisted of:
 - Vansco Multiplex Electrical Systems, Man Axle Disc Brake Theory, Man Axle ABS Brake System, EMP Cooling Fan System, New Flyer Wheelchair Ramps
 - A total of eighty (80) hours of training was divided between the day and evening shifts
- Maintenance Manager Scott Reed and ATU-representative/DART-technician Jose Alvizures attended the FTA Innovative Workforce Grant Conference in Silver Springs, Maryland on May 29 – 30, 2013

Paratransit - Georgia Parkey, Manager

- IPTA Professional Driver of the Year (2013): Cherie Shippy was selected for Paratransit Operator of the Year.
- Operators, Ron Beasley, Cesar Flores and Kurt Mackel-Wienderanders all received their 1 year safe driving award.
- Polk County had their Annual Senior Health Fair on May 15, 2013. Paratransit, with the help of 4 Fixed route buses/operators, transported over 200 seniors to the State Fairgrounds.

Training - Greg Schmitt, Manager

- Two Fixed Route Operators graduated from training. Currently there are no Operators in training for the Fixed Route Department or the Paratransit Department.
- Training Manager Greg Schmitt represented DART at the American Public Transportation Association Bus and Paratransit Conference in Indianapolis, IN on May 4 – 8, 2013. During the conference, Greg attended committee meetings, sessions pertaining to operations, and participated in the National Transit Institute's "Leading as a Mid-Manager in Today's Public Transportation Environment" course.

MONTHLY REPORT
10A: Operations Department



- Operations Supervisors Tess Davidson and Russ Pamulak attended the USDOT: Transportation Safety Institute's Transit Supervisor Certification course in Rockford, IL on May 20 – 24, 2013.
- The quarterly Instructors' Roundtable meeting was held on May 24, 2013. The main topic for discussion was "Tip-offs – the clues experienced professional transit operators notice that indicate building danger." The discussion was then directed to review how this valuable information can be conveyed to Operators in Training.

Facilities – Matt Pitstick, Manager

- The concrete replacement project has started. A&B Construction has been doing a fine job keeping us informed with schedule and progress. We are at 15% completion with no significant issues to date.
- As a part of our spring cleanup at 1100 DART Way, we contracted two River Birch trees out front, replanted a flower feature, tilled up some areas and replanted grass. A general cleanup and parking-line painting was completed in May.
- Continuing to monitor warranty items at Dart Central Station. The general contractor has been making progress toward the issues identified.
- Receiving proposals June 3rd from A&E firms wishing to contract with DART for several projects we will have over the next few years. Packet reviews and interviews will be conducted in June, and a recommendation to the Commission will be ready for the July meeting.
- We have purchased energy-efficient fixtures for the maintenance shop, the paint booth and the bus-wash bay. They will be installed over the next few weeks.

Service Management - Mike Kaiser, Manager

- We are in the process of interviewing for a new Service Management Supervisor position.
- Staff is being proactive in setting up detours for the threat of severe weather, flooding, road work, parades, races and other detour-season events.

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

Staff Resources: Kirstin Baer-Harding, Marketing Director

Marketing Updates:

- Final preparations are wrapping up for the upcoming schedule change on June 9. Communications have been sent out to customers via hang tags in the buses, emails, and information has been posted to the website along with the new schedules.
- Materials for the DART Roadeo on Saturday, June 8, are being delivered and the final preparations are being made.
- Staff continues to work with the Unlimited Access companies and organizations on improving distribution of DART information.
- Staff is coordinating with the Des Moines Symphony on extending the D-Line service for Yankee Doodle Pops on Wednesday, July 3. Materials will be finalized within the next week.
- Staff is working with 80/35 on extending the D-Line service for the 80/35 Music Festival, July 5 - 6. Materials will be finalized within the next week.
- Staff is beginning to prepare and develop all the materials for the upcoming service changes on August 18.
- Staff continues to work with Trapeze on product development. (Info-Web/Mobile, TransitNow, IVR, Real-Time maps)

Communication Updates – Gunnar Olson:

- Traveled with General Manager Elizabeth Presutti to Washington, D.C., with the contingency from the Greater Des Moines Partnership. Staff made many contacts among local leaders and provided information about DART to key stakeholders.
- Staff premiered a new video on the benefits of DART during an event at the Greater Des Moines Partnership's trip last month to Washington, D.C. The video was well received by the audience of more than 100 people, comprised of regional leaders in business, government and nonprofit organizations. Alternative edits of the video are in production.
- Staff met with Eric Woolson and Fern Klemm of the St. Vincent de Paul Society of Des Moines, which among other things provides a food pantry that is located off of DART Route 15. Staff coordinated a meeting among DART and St. Vincent staff and, meeting together, discussed ways of partnering to provide St. Vincent clients better access to vital services by increasing their access to DART. Several possibilities were identified. Talks are ongoing.
- Staff organized the third Transit Riders Advisory Committee meeting of the year. A summary of the meeting will be given at the meeting by the TRAC Chair.
- Staff participated in playing host to a group of officials from the transit agency in Rochester, New York, which in the coming months is going to go through a transition similar to the one DART did in past year. Namely, Rochester is moving off a transit mall and into a new transit center. Staff learned as much from the visitors as they did from staff.
- Staff assisted with a presentation to the Ankeny City Council on Monday, May 20.

MONTHLY REPORT

10B: Marketing and Communications, Customer Service and RideShare



- Staff attended training for board members offered by Iowa DOT.

Advertising Program:

New May Advertisers

- Marshall's
- Strategic America

Customer Service Report -- PJ Sass

April Employer and Group Presentations:

- Pioneer Grab & Go
- Mercy Des Moines Grab & Go
- ING Grab & Go
- EMC Grab & Go
- Nationwide Grab & Go
- Lutheran Services of Iowa- Train the trainer
- Travel Training

April Customer Service Statistics:

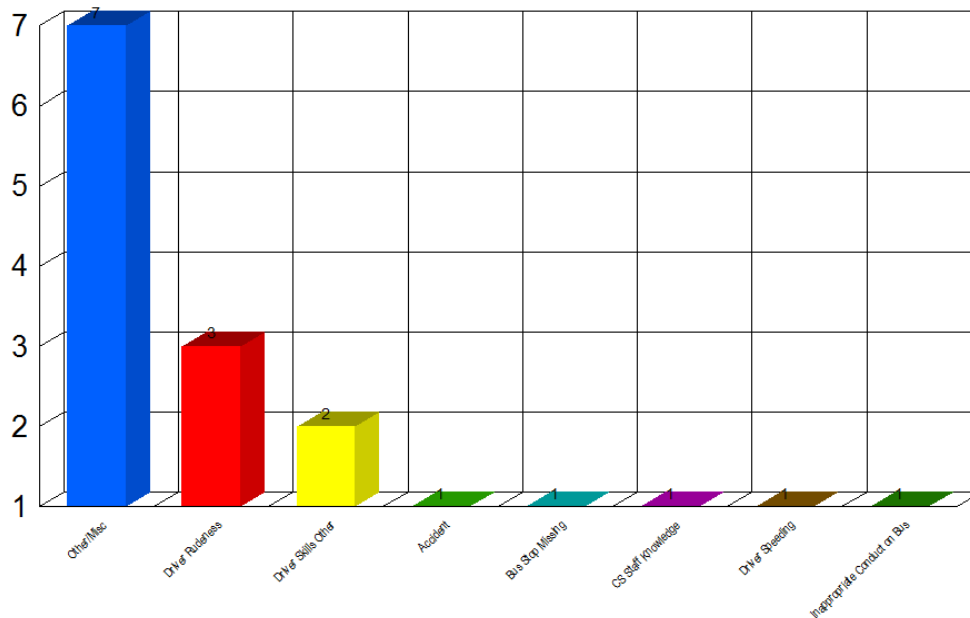
- Bus Stop/Shelter Requests = 1
- Customer Service Requests = 56
- Contact/Feedback Form = 46
- Other/Misc. = 43
- Total Emails for April = 145
- Total Voicemails for April = 138 (approx. 10% required response or forward)
-

Top 10 Report

04-01-13 - 04-30-13

DART

Complaint



MONTHLY REPORT

10B: Marketing and Communications, Customer Service and RideShare



- Comments were up in April. The top five comments for April were: other/misc, driver rudeness, accident and bus stop missing. The other/misc was driven by a Brody school issue; the driver has since been removed from that route. We also had some confusion by a rider about what the approved container for beverages is.
- We had 96 complaints, 13 suggestions, seven bus stop request and three route inquiries. Out of the 131 comments 11 are still being investigated, and 41 were founded which is about 31% of the total comments.

Travel Training:

- The monthly travel training class at DCS will be held on May 30. There are currently 22 attendees registered. The interest in the training is increasing and individuals attending feel more comfortable about riding the bus. I have received two calls from previous attendees thanking DART for the training.

RideShare -- Jennifer Long

- Ellye Kovner went to the Trapeze User's Conference to learn about more features in our software and talk with other vanpool programs.
- RideShare had a spring special. Everyone who joined a vanpool in the month of April received 50% off their first month's fare.
- Staff accompanied Customer Service on several Grab and Gos.
- Jennifer Long attended Project Management for Transit Professionals Training offered by NTI.
- RideShare had another large group attend Driver's Training this month.
- Staff completed testing for the upgrade to the EZPay payment system. Upgrade is set to go live early this month.

Staff Accommodations:

- Bobbi, a customer service rep, went to Mercy to do a Grab & Go. After visiting with several riders about their routes she found a \$50 bill lying on the display table. She went into the cafeteria and checked with several people she recognized and after several question to insure she had the right person the \$50 was returned to its owner. Thank you, Bobbi!
- Rider wanted Juan to get recognized for being a great driver. States "If I pull the stop early he knows that I need the next one. He is friendly and always a pleasure to see. Even my three year old now says 'I like him.' Please do what it takes to keep him." Thank you, Jaun Navarro!
- Hello! I just wanted to make a comment about one of your drivers: I ride the number 7 Southbound at 4:45 every day after work and the woman who's been driving the bus this week is the most courteous bus driver I've ever had. I recently saw her help a handicapped person out of her bus to another bus and then apologized to us for holding us up. She's always smiling and she always says thank you when I exit the bus. Thank you, Vicky Bundy!

MONTHLY REPORT



10C: Planning Department

Staff Resource: Jim Tishim – Planning Director

Transit Master AVL/RTIS & Trip Planner Update

- The Change Order to install the Transit Master AVL/RTIS system on the seven new Paratransit Aerotech Eldorado vehicles was finalized. The installations were completed May 20-24, 2013.
- The Change Order to install the Transit Master AVL/RTIS system on twelve new Fixed Route buses was finalized with Trapeze:
 - 6 - 2012 New Flyer Hybrids
 - 5 - 2012 Orions
 - 1 - 2010 Orion Hybrid
 - Parts are currently being ordered. Installation is planned for some time in August.
- An overheating problem was discovered with the DART Central Station exterior display signs. One sign was sent back to the manufacture for evaluation. They were able to duplicate the problem and a solution was determined. The display sign was returned to DART for further testing. The sign was tested over a period of time without any further problems. The five remaining signs will require the same corrections to prevent the overheating. DART worked with Trapeze and the manufacturer on a plan to fix the remaining signs.
- Trapeze Transit Master AVL/RTIS System Training:
 - Administrative I training was completed May 6-10, 2013. The training was primarily for the Planning and IT Departments. The training was an overview of the entire AVL and Trip Planner systems. The next level of training, Administrative II, is schedule for June 10-14.

Planning Department Projects

- The 2013 Service Recommendations were finalized. The recommendations covered the Year #2 DART Forward 2035 Transit Plan, as well as additional service expansions.
 - Six public meetings were held April 15-18 and a public survey was offered through April 28, 2013. The surveys and information from the public meetings were evaluated. Both generated very useful information to guide the planning process to the final recommendations.
 - The final recommendations were approved by the Commission on May 7, 2013.
- The Planning Department worked with the Des Moines Public School District to finalize the 2013-2014 service contract.
 - The Des Moines Schools requested that DART evaluate several of their current routes to see if further options were available for placing students on DART services.
 - A few areas were found in which an easy transition to fixed route services may be made, without having to add vehicles to prevent overcrowding.

MONTHLY REPORT
10C: Planning Department



- There were other options that require more evaluation to determine if they will reduce costs for the Des Moines Schools.
- The Planning Department will continue working with the Des Moines Public School District for possible changes for August 22, 2013 school service implementation.
- Staff Development Opportunities:
 - Transit Planner Tony Filippini attended the American Planning Association (APA) Conference in Chicago, IL on April 13-17, 2013.
 - Scheduling Manager Teresa Cashman attended the Trapeze User Conference in Carlsbad, CA on April 14-17, 2013
- A complete dismantling and redevelopment of the Trapeze Scheduling FX Data Base was required for all the November 23, 2013 service changes.
 - The Trapeze Scheduling FX Data Base is the primary program from which information is drawn to operate the Transit Master AVL/RTIS and Trip Planner systems.
 - All the development was completed and tested against the Info-Agent and Info-Web Trip Planner programs.

MONTHLY REPORT



10D:	General Manager
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Staff Resource: Elizabeth Presutti, General Manager

- Executive Search Firm for Chief Operating Officer – KL Executive Search, LLC continues to work on the recruitment for a Chief Operating Officer. They received over 20 resumes and are completing the initial screenings of the applicants. Their top recommendations will be provided to DART the week of June 3rd and DART will continue with the interviewing process.
- Ankeny City Council - Commissioner Van Oort and I, along with Gunnar Olson, presented to the Ankeny City Council on May 20, 2013. The presentation outlined the creation of DART, goals of the organization, the DART Forward Plan, DART Central Station as well as DART's plans for technology. We also had one of our new hybrid buses on display for the council members to see.
- Greater Des Moines Partnership Trip, Washington D.C. – DART sponsored the Thursday Lunch in Washington DC. I presented the BRT project to Congressional Staff during the featured priorities presentation. In addition, we met with Congressman Braley and his staff to discuss DART's legislative priorities.
- Rochester Genesee Regional Transportation Authority (RGRTA -Rochester, NY) Visit – DART hosted a group of six staff members from the RGRTA on May 22nd and 23rd for a tour of DART Central Station and a de-briefing with them on our lessons-learned with opening a new transit center facility. It was a beneficial visit for RGRTA and DART staff.



FUTURE DART COMMISSION ITEMS

JUNE 4, 2013

July 2, 2013 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - On-call Architecture and Engineering Services Contract - Audit Services Contract 	<ul style="list-style-type: none"> - Fare Policy
August 6, 2013 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - On-call Planning Services Contract 	<ul style="list-style-type: none"> - Open Records Policy - Records Retention Policy
September 3, 2013 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Fare Policy 	<ul style="list-style-type: none"> - Fare Policy
October 1, 2013 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Farebox System Replacement 	<ul style="list-style-type: none"> - Fare Policy
November 5, 2013 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Fare Policy 	<ul style="list-style-type: none"> - Fare Policy
December 3, 2013 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Fare Policy 	<ul style="list-style-type: none"> - Fare Policy

Key Meetings/Dates:

- June 8, 2013 – DART Bus Rodeo
- June 19-22, 2013 – IPTA Annual Meeting and State Bus Rodeo - Ames, IA
- July 20-23, 2013 - Transit Board Members Seminar & Board Support Employee Development Workshop – Austin, TX
- August 4-7, 2013 – Midwest Transit Conference Kansas City, MO
- September 16-18, 2013 – Annual Mid-Sized Bus Performance Benchmarking Meeting – St. Petersburg, FL
- September 29–October 2, 2013 – APTA Annual Meeting Chicago, IL

COMMISSIONER ITEM



12A: FY 2014 Commission Officer Election

Staff Resource: Elizabeth Presutti, General Manager

Rules Governing Commission Officer Elections:

- The three officers of the Commission are Chair, Vice Chair and Secretary/Treasurer.
- Each officer must be from a different member community.
- Each officer is elected to serve until the next annual meeting or until his or her successor has been duly elected.
- Officers may serve multiple terms if so elected.
- Commission alternates are not eligible to serve as officers.
- The Nominating Committee shall offer nominations for each office at the annual meeting.
- Nominations for each office shall also be accepted from any Commissioner present at the annual meeting.
- All nominees, including those offered by the Nominating Committee, must receive a second in order to be considered a candidate and voted on for office.

Nominations Received and Seconded:

- The Nominating Committee, which consisted of Commissioners Conkling, Hensley and Connolly, have nominated the following Commissioners as officers for FY 2014:
 - Chair -- Steve Van Oort
 - Vice Chair -- Steve Brody
 - Secretary/Treasurer -- Bob Mahaffey
- Nominations shall also be accepted from the Commissioners present at the annual meeting.
- Once all nominations have been received, the Commission Chair will ask for the nominations to be seconded.

Vote:

- The Commissioners present at the annual meeting shall vote on each officer position.
- The newly elected officers will assume their roles at the July 2013 Commission meeting.