



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
NOTICE OF COMMISSION MEETING AND AGENDA
MARCH 27, 2012 – 3:00 p.m.
DART MULTI-PURPOSE ROOM, 1100 DART Way**

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF FEBRUARY 28, 2012 MINUTES	2
5. PUBLIC COMMENT (Limit 3 minutes)	
6. EMPLOYEE RECOGNITION	
7. TRANSIT RIDERS ADVISORY COMMITTEE UPDATE	
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15. NEXT MEETING: Regular DART Meeting Tuesday, April 24, 2012 – 5:00 p.m.	
16. ADJOURN	

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

**1100 DART Way – Des Moines, IA 50309
February 28, 2012**

ROLL CALL

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

Commissioners Absent: Ted Boesen

Alternates Present: Ben Champ

Staff Present: Elizabeth Presutti, General Manager; Tom Reynolds, Chief Operating Officer; Jamie Schug, Chief Financial Officer; Chet Bor, Paratransit Director; Randy Ross, HR Director; Kirstin Baer-Harding, Advertising Manager; Jim Tishim, Planning Director; Teresa Cashman, Scheduling Manager; Mike Kaiser, Service Management Manager; P.J. Sass, Customer Service Manager; Mike Drottz, Purchasing Manager; Paula Covington, RideShare; Kyle McCann, Legal Counsel;

Others Present: Nathan Goldberg, MPO; Mark Trost, TDS, LLC

CALL TO ORDER

The meeting was called to order by Chair Angela Connolly at 5:00 p.m. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF MINUTES

Chair Connolly called for corrections to the February 1, 2012 meeting minutes.

There being no comments on the minutes, it was moved by Mr. Conkling and seconded by Mr. Brody that the minutes be approved. The minutes were approved as written.

PUBLIC COMMENT

None

PUBLIC HEARING ON FY2013 BUDGET

Chair Angela Connolly announced that a public hearing to discuss the DART FY-2013 budget and the DART tax levy was convened. Chair Connolly asked for comments from the floor. There were no speakers from the floor so Chair Connolly announced that the public hearing was adjourned.

Action Item 6A – Approve FY2013 Budget and Tax Levy Rates

It was moved by Mr. Brody and seconded by Ms. Gaye Johnson that the DART FY 2013 Budget be certified as recommended and the FY-2013 Regional Transit Authority Tax Levy be approved as presented. The motion carried unanimously.

CONSENT ITEMS

7-A – FY 2013 Grant Approvals

7-B – Pond Pump Replacement

7-C – January 2012 Financial Reports

It was moved by Mr. Van Oort and seconded by Ms. Johnson that the consent items be approved. The motion carried unanimously.

ACTION ITEMS

Action Item 8A – Amalgamated Transit Union 441 Agreement

Mr. Reynolds announced that an Agreement was reached with ATU Local 441 for the Commission's approval. He summarized the top issues:

- The agreement covers about two-thirds of DART's 250 employees including:
 - Fixed route bus operators
 - Maintenance Technicians
 - Building & Grounds employees
 - Service & Cleaning Employees
 - Parts room employee
- The three-year agreement runs from June 1, 2012 to June 30, 2015.
- The agreement reduces the number of health plans from three to two. This leaves only the high premium plan and the high deductible HSA plan. It is anticipated that most employees will shift over to the more economical HSA plan.
- While this is definitely a fair agreement that was reached without confrontation within current and projected budget parameters, the greatest outstanding issue is the looming healthcare concerns. Eliminating the one plan and moving more employees to the desired HSA plan will put DART in a better position for the future.

Ms. Hensley arrived at 5:05 pm

Mr. Reynolds thanked staff and ATU negotiators for their time and hard work in making the process a productive one.

It was moved by Mr. Conkling and seconded by Mr. Brody that the Commission approve a three-year labor Agreement with the Amalgamated Transit Union Local #441.

The motion carried unanimously.

DISCUSSION ITEMS

9A – DART Central Station Update

Mr. Trost presented an update on the status of the project. The canopies are starting to take shape and the curtain wall is going up. Interior wall framing is virtually completed on the first floor and well underway on the second floor. Roof panels will be installed within the next couple of weeks and the elevator will arrive at the end of March. Mr. Trost informed the commission that the company scheduled to provide the photovoltaic solar film recently declared bankruptcy. The design team is currently exploring alternatives. Mr. Trost will keep the commission apprised of the progress.

9B – DART Customer Service Database

Ms. Sass gave the commission a presentation about the new customer service database. The INFO Com database directly interfaces with the Trapeze operational software. The database allows for enhanced reporting options. Staff began using the database in December and will present quarterly updates to the commission.

9C – FY 2013 Service Change and Public Meeting Update

Mr. Tishim gave the commission an update regarding the 2012 service change public meetings. Eleven meetings were held in February. There were 256 attendees total and 243 comments were received. Comments were received via comment cards distributed at the meetings and via e-mail; 149 comments were turned in at the meetings, 34 were later given to operators and 51 comments were submitted via e-mail.

The comments received are being evaluated and will be taken into consideration in the final recommendations. Staff will hold open houses in mid-May for the changes to flex and express services which will go into effect on June 10th. September and October open houses will be held for the fixed route changes which go into effect in November. Staff will schedule a workshop to review the recommendations with the commission prior to the March commission meeting.

9D - January 2012 Performance Reports

The General Manager noted that ridership is continuing to trend upward. Fixed Route ridership is up approximately 12% over last year.

MONTHLY REPORTS

Operations

Mr. Reynolds updated the commission on the hiring of a new supervisor, Matt Johnson. Mr. Reynolds also thanked Georgia Parkey and Chet Bor for their efforts in responding to feedback received from the public meetings regarding the flex route service changes. An update was given regarding the potential farmers' market in Beaverdale. Mr. Reynolds visited with the individual planning the market and voiced concerns regarding the proposed location which would have blocked one of the routes.

Planning

The General Manager highlighted progress on the AVL project. New equipment has been installed in the dispatch area and installation will begin on vehicles during the month of March. Testing will then begin on the mini-fleet in the next four to six weeks.

General Manager

The General Manager acknowledged Chief Financial Officer Jamie Schug for being named one of the Business Record’s Forty Under 40 for 2012. Commission members congratulated Ms. Schug on the honor. The event is scheduled for March 27th which is the date of the next commission meeting. The General Manager will explore an alternate meeting time which would allow anyone wanting to attend to be able to do so.

Prairie Meadows announced that DART was a recipient of another grant for the Opportunities Thru Transit (OTT) program. The program was awarded \$20,000 for the upcoming year.

COMMISSIONER ITEMS

Ms. Hensley and the General Manager gave an update regarding the bus-rapid transit project along the University and Ingersoll corridors. Together they have met with several businesses downtown, the City of Des Moines and legislators. Senator Matt McCoy has drafted legislation as part of the RIIF bill and has included \$2 million in the current draft of that bill. This would greatly assist DART in reaching the local match target of \$5 million. Since the legislature will still be in session when the grant application is due we need to pursue some type of documentation for the grant process.

Mr. Conkling inquired about rising fuel prices and how that will affect ridership and the budget. The General Manger reported that ridership was already up over last year and the trend would be expected to continue with rising fuel prices. The General Manager shared that we have pricing committed for the majority of our fuel needs for the remainder of the fiscal year. Staff has been directed to continue to get quotes and lock in pricing when it is below budgetary levels.

The General Manager added that she is heading to Washington DC with the Iowa Public Transit Association in order to meet with Iowa’s congressional delegation as a group.

ADJOURNMENT

The meeting was adjourned at 5:45 p.m.

Next Meeting Date:
March 27, 2012

2012 Meeting Dates
Mar 27, Apr 24, May 22, Jun 26, Jul 31, no meeting in August
Sep 25, Oct 23, Nov 27, Dec 18

Chair

Secretary/Treasurer

Date

CONSENT ITEM



8A:	Amend Trapeze ITS Contract for DART Central Station Electronic Signage Upgrade
Action:	Amend the Trapeze ITS contract by \$125,000; not to exceed \$3,548,976.

Staff Resource: Elizabeth Presutti, General Manager

Background:

- On January 25, 2011 the DART Commission approved a \$3,423,976 contract with Trapeze ITS, the highest rated vendor to provide DART's automatic vehicle location system (AVL).
- As part of the approved contract, electronic signage was to be provided and configured for DART Central Station.
- In order to improve the ADA accessibility of the facility and offer audio announcements of the signage at each bus bay, the signs needed to be upgraded for the audio component. In addition, other software and hardware configurations are needed.
- The additional contract funds will allow for DART to upgrade each of the 15 bay signs as well as purchase the other additional hardware and software to make the system functional.

Recommendation:

- Approve a revised contract value with Trapeze ITS of Cedar Rapids of \$3,548,976 to allow for the upgraded signs and software.

Funding:

- TIGER II Federal Transit Hub Grant – Transit Hub Signage

CONSENT ITEM



8B: February FY2012 Consolidated Financial Report

Action: Approve the February FY2012 Consolidated Financial Report

Staff Resource: Jamie Schug, Chief Financial Officer

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue for the first eight months of FY2012 is greater than budgeted by \$298,103. It is anticipated that fixed route operating revenue will end the year near budgeted levels.
- Fixed Route Non-Operating Revenue is slightly better than budget for through eight months of FY2012. State Transit Assistance (STA) is 5% greater than budget year to date. State fellowship reimbursements related to travel are also up year to date.
- Paratransit Operating Revenue is approximately 25% below budgetary expectations through eight months of the fiscal year. Paratransit ridership year to date is considerably less than last fiscal year. With fewer trips, Medicaid reimbursements are below budgeted levels.
- Rideshare Revenues are 4% above budgetary expectations through eight months of the fiscal year due to fare increases effective with the October invoices.

Operating Expense:

- Fixed Route Budget Summary – Through eight months, actual expenses are within budgeted levels, with total Fixed Route expenses 4% below budget. The majority of the savings are in the area of fuels and lubricants.
- Paratransit Budget Summary – Through eight months of the fiscal year, the Paratransit program has expenses lower than budgeted. The lower than budgeted operating expenses have not been able to make up for the decrease in operating revenue. Year to date, the Paratransit program is showing a deficit of \$224,131.
- Rideshare Expenses are approximately 12% below budgetary expectations through the first eight months of the fiscal year. The savings are primarily in equipment repair parts and fuels and lubricants, which are 62% and 8% below budget respectively.

**** TOTAL Un-Audited Year-End February FY2012 as Compared to Budget :**

Fixed Route	\$ 942,058	Reserve For Accidents (See Balance Sheet):
Paratransit	\$ -224,131	FY2012 - \$1,361,477
Rideshare	\$ 124,064	
Total	\$ 841,991	

FY2012 Financials:

February 2012

FIXED ROUTE	February 2012			Year-To-Date-(8) Months Ending 02/29/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	354,674	344,706	9,968	3,055,751	2,757,648	298,103
Non-Operating Revenue	1,034,342	1,135,760	(101,418)	9,162,174	9,086,080	76,094
Subtotal	1,389,015	1,480,466	(91,451)	12,217,925	11,843,728	374,197
Operating Expenses	1,325,649	1,509,839	184,190	11,596,398	12,164,259	567,861
Gain/(Loss)	63,367	(29,373)	92,740	621,527	(320,531)	942,058

PARATRANSIT	February 2012			Year-To-Date-(8) Months Ending 02/29/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	157,309	252,895	(95,586)	1,510,555	2,023,160	(512,605)
Non-Operating Revenue	58,130	64,982	(6,852)	527,140	519,856	7,284
Subtotal	215,439	317,877	(102,438)	2,037,695	2,543,016	(505,321)
Operating Expenses	249,501	316,190	66,689	2,248,330	2,529,520	281,190
Gain/(Loss)	(34,062)	1,687	(35,749)	(210,635)	13,496	(224,131)

RIDESHARE	February 2012			Year-To-Date-(8) Months Ending 02/29/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	83,022	79,166	3,856	662,017	633,328	28,689
Non-Operating Revenue	-	-	-	15	-	15
Subtotal	83,022	79,166	3,856	662,032	633,328	28,704
Operating Expenses	85,690	99,399	13,709	699,832	795,192	95,360
Gain/(Loss)	(2,668)	(20,233)	17,565	(37,800)	(161,864)	124,064

ACTION ITEM



9A:	FY2011 Audited Financial Statements
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Action:	Accept the FY2011 Audited Financial Statements
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Staff Resource: Jamie Schug, Chief Financial Officer

Background:

- Jerry Heinzler, Partner with Denman & Company, LLC, DART's auditor, as well as Mandi Holcomb will summarize the findings and recommendations as part of their completed FY2011 Annual Audit.
- The 28M Agreement creating the Regional Transit Authority requires such an annual audit be conducted per Iowa State Law. Additionally, the Federal Transit Administration requires such an audit.

ACTION ITEM



9B:	DART Forward Year One Service Changes
Action:	Approve the staff recommended service changes for June 2012 and November 2012

Staff Resource: Jim Tishim, Planning Director
Gunnar Olson, Public Information Officer

Background:

- The DART Forward 2035 Services Plan outlines major service changes that will be taking place in phases throughout 2012.
- The first major service change to Express, On-Call and D-Line routes is happening in June 2012 followed by Local route changes in November 2012 in coordination with the opening of DART Central Station.
- In accordance with the law, DART held public input meetings in the affected communities to put forth the plan, gather public advice and input, and give a full airing to any grievances.
- Nine public meetings were held the week of February 6, 2012, to present the proposed service changes that were recommended as part of the DART Forward 2035 Plan for Year 1. Two additional meetings were subsequently scheduled for February 13 and 14, 2012, for On Call riders in West Des Moines. Besides the meetings, comments were also able to be submitted via email, the website and to DART Schedule Information staff.
- In February 2012, the DART Commission adopted its FY 2013 budget which included the Year 1 service improvements outlined in the DART Forward 2035 Plan.
- Total attendance at the public meetings reached 256. DART received 234 public comments through comment cards and emails.
- DART's planning staff reviewed each comment and, based on them, is recommending several adjustments to the proposed routes.
- Staff will provide a full listing of the changes at the DART Commission meeting for your review along with a brief presentation describing the changes.

Recommendation:

- Approve the staff recommended service changes for June 2012 and November 2012 as part of the implementation of the Year 1 recommendations of the DART Forward Plan.

ACTION ITEM



9C:	DART Central Station Public Art Contracts
Action:	Approve contracts for the final design and fabrication of public art with both Troy Corliss, not to exceed \$60,000 and Lynn Basa, not to exceed \$60,000.

Staff Resource: Elizabeth Presutti, General Manager

Background:

- Over 250 applications by artists were submitted for the DART Central Station public art program.
- A selection committee was established to review the applications and make a recommendation on an artist team. Three selection passes took place and the three artists chosen are:
 - Lynn Basa
 - David Dahlquist
 - Troy Corliss
- In November 2011, the artists met with staff, the design team and members of the selection committee to present their concept designs.
- A presentation will be provided at the March Commission meeting outlining the art pieces that will be fabricated by Troy Corliss and Lynn Basa.
- At the April DART Commission meeting, staff will request approval for the public art final design and fabrication contract for David Dahlquist. It is tentatively planned that David will attend the meeting and present the concept design for his art piece to the Commission.

Recommendation:

- Approve a contract with Troy Corliss to not exceed \$60,000 and a contract with Lynn Basa not exceed \$60,000 for the fabrication of individual public art pieces.

DISCUSSION ITEM



10A:	DART Central Station Construction Update
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Staff Resource: Elizabeth Presutti, General Manager

FTA Monthly Report:

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

Questions:

- Mark Trost, DART's Owners Representative, will make a presentation on the status of the project at the DART Commission meeting.



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/webcam/18744/index.html>

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 **February 2012**.
 - Uncovering of existing utilities.
 - Installation of new site utilities including the storm sewer, cistern, and drain tile.
 - Installation North Canopy footings.
 - Steel erection at the building is complete
 - Steel erection at the canopies
 - Masonry Units at elevator shaft are complete
 - Floor slab pours are complete except for the vendor space
 - Underground electrical installation.
 - Curtain wall installation has begun.



- Framing of interior walls
 - HVAC, Plumbing and Electrical rough-ins
 - Heat Pump installation.
- 2) The following **construction work is anticipated** during the month of **March 2012**:
- On-going installation of new site utilities including sanitary, water and storm.
 - Steel erection at canopies.
 - Steel erection will start at canopies.
 - Slab pours on East half.
 - Curtain wall installation has begun.
 - Framing of interior walls
 - HVAC, Plumbing and Electrical rough-ins
 - Heat Pump installation.
- 3) The following **shop drawings/submittals were approved** in the month of **February 2012**:
- Skylight framing
 - Toilet Partitions
 - Sheet metal roofing samples
 - Pressure reducing valve data
 - Steel framing Sequences and shop drawings (on-going)
 - On-going LEED-Documentation
 - Light fixture resubmittal
 - Misc. Product Data
- 4) The following **shop drawings/submittals are anticipated (or under continued review)** in the month of **March 2012**:
- GFRC Panels at sidewalks
 - Bitumen application at columns
 - Screen shop drawings
 - Roofing details
 - Revolving door submittals
 - Structural sealant at curtain walls

Safety:

There were no safety incidents during the past month.



Construction Schedule:

To date, the project is scheduled for a late September to early October, 2012 substantial completion. It is anticipated that the schedule will improve as delivery dates are solidified. The Team continues to review ways to improve the schedule.

Payment Applications:

Pay application # 6 was submitted and approved in the amount of \$917,388 (after retainage).

Change Orders:

1) **Change order #2 was approved** during the month of **February 2012:**

TOTAL \$376,342.00

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	\$77,752.00
Approved Change Orders This Month	\$376,342.00
TOTAL CHANGE ORDERS TO DATE	\$454,094.00
REMAINING CONTINGENCY	\$803,446.00

Current Weitz Contract Value = \$15,592,054

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

- A Change Order will be issued in March 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.

Project Issues:

No new unforeseen conditions were uncovered in February. Unusually warm and dry weather has allowed for a steady pace of construction. A key supplier of the photovoltaic film has filed for bankruptcy and the team is reviewing the options to work around this issue.



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

The artists continue to work to finalize their designs.

Joint Development:

The Brokers continue to pursue potential tenants. Interest in the space is growing.

Furniture:

The DART Commission awarded a contract to Knoll, Inc. through a US Communities procurement that includes: creating brand specification, supply and installation of the required office furniture at the new DART Central Station.

ATTACHMENTS

- OAC Meeting Minutes 02/14/12, including a 6-week look ahead schedule.
- 02/28/12 6-week look ahead schedule.



System Summary Performance Report February 2012

	August 2011	September 2011	October 2011	November 2011	December 2011	January 2012	February 2012	February 2011	Percent Change 2012/2011	FY12 Year To Date	FY11 Year To Date	Percent YTD Change 2012/2011
DART Fixed Route												
Total Ridership	512,290	356,835	367,460	336,186	312,636	339,711	340,792	285,233	19.48%	2,821,783	2,496,459	13.03%
OTT Ridership	21,029	20,533	20,793	15,987	18,218	17,665	17,696	17,768	-0.41%	150,558	137,455	9.53%
Unlimited Access Ridership	40,065	39,324	37,998	34,747	31,882	37,131	37,518	42,829	-12.40%	290,644	349,263	-16.78%
Bike Rack Usage	5,692	4,898	4,777	2,858	2,034	1,772	1,799	868	107.26%	28,876	21,849	32.16%
Passengers/Revenue Hour	29.53	22.06	21.83	21.26	19.01	20.59	21.10	19.91	5.98%	21.47	15.92	34.89%
Avg. Passengers Weekday	20,991	15,742	15,884	15,548	13,665	15,023	15,089	13,150	14.75%	15,498	13,605	13.91%
Avg. Passengers Weekend Day	3,688	3,281	3,390	2,804	2,851	2,693	2,989	2,780	7.52%	3,073	3,260	-5.74%
Complaints/100,000 Riders	27.33	43.16	25.85	27.66	23.35	30.32	24.06	28.40	-15.27%	29.06	28.36	2.47%
Commendations/100,000 Riders	3.32	2.52	4.90	1.78	1.60	3.24	2.93	2.80	4.62%	3.01	2.80	7.43%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.49	1.79	1.77	1.85	2.06	1.68	1.02	0.52	0.00%	1.61	1.08	49.58%
Non-Preventable/100,000 Miles	1.98	0.00	0.88	0.46	1.03	1.12	0.51	2.61	0.00%	0.43	1.16	-63.39%
Maintenance:												
Total Miles Operated	202,257	223,473	226,339	215,644	194,536	178,827	195,210	191,894	1.73%	1,616,037	1,580,571	2.24%
Road Calls/100,000 Miles	23.73	17.45	12.81	18.09	14.91	22.37	18.95	30.75	-38.35%	21.35	22.33	-4.41%
Active Vehicles in Fleet	129	129	129	129	113	113	114	130	-12.31%	123	122	1.03%
DART Paratransit												
Total Ridership	13,559	13,130	12,392	11,680	11,609	11,792	11,530	11,196	2.98%	97,282	100,437	-3.14%
Passengers/Revenue Hour	3.14	3.19	3.04	3.10	3.03	3.04	3.03	3.05	-0.66%	3.08	3.09	-0.36%
Average Trip Length	5.73	5.54	5.94	6.01	6.09	6.16	6.21	6.19	0.32%	5.66	5.60	0.94%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.35	0.00	2.84	0.00	1.47	1.43	1.48	0.00	#DIV/0!	1.27	0.89	43.20%
Non-Preventable/100,000 Miles	0.00	0.00	1.42	0.00	0.00	4.30	1.48	1.52	0.00%	0.91	0.71	27.86%
Maintenance:												
Total Miles Operated	73,808	69,414	70,326	67,176	68,040	69,806	67,403	65,856	2.35%	550,347	562,930	-2.24%
Active Vehicles in Fleet	29	29	29	29	29	29	29	29	0.00%	29	29	0.00%
DART RideShare												
Total Ridership	25,904	23,098	23,592	22,784	22,218	24,936	24,826	21,690	14.46%	189,212	179,240	5.56%
Total Vans in Circulation	98	97	96	96	95	95	95	91	4.40%	96	93	3.08%
Total RidesShare Customers	889	867	877	884	868	864	857	822	4.26%	875	819	6.84%
Accident Frequency Rate by Service:												
Preventable	0.00	0.00	0.00	0.61	0.00	0.00	0.00	0.65	0.00%	0.00	0.07	0.00%
Non-Preventable	1.57	1.70	0.00	0.00	0.00	2.36	0.00	0.00	#DIV/0!	0.00	0.44	-100.00%
Maintenance:												
Total Miles Operated	191,112	176,100	173,981	165,274	168,921	169,212	169,495	153,619	10.33%	1,380,034	1,348,361	2.35%
Active Vehicles in Fleet	116	116	99	99	99	99	99	116	-14.66%	105	114	-7.46%



System Performance Ridership Report February 2012

	August 2011	September 2011	October 2011	November 2011	December 2011	January 2012	February 2012	February 2011	Percent Change 2012/2011	FY12 Year To Date	FY011 Year To Date	Percent YTD Change 2012/2011
DART Fixed Route Ridership	512,290	356,835	367,460	336,186	312,636	339,711	340,792	285,233	19.48%	2,821,783	2,496,459	13.03%
Local Routes:												
#1 - Fairgrounds	221,083	21,105	20,943	19,212	17,074	20,342	19,808	14,827	33.59%	351,914	287,878	76.00%
#3 - University	69,116	76,380	78,670	72,406	69,258	71,649	70,793	56,131	26.12%	566,374	486,731	16.36%
#4 - Urbandale	29,311	34,910	35,605	32,526	31,058	34,299	33,823	26,976	25.38%	254,594	226,103	12.60%
#5 - Clark	14,553	17,467	18,443	17,217	15,300	16,891	17,842	15,585	14.48%	130,362	119,630	8.97%
#6 - Douglas	46,401	56,636	59,458	52,601	49,032	52,763	53,800	42,999	25.12%	409,840	345,258	18.71%
#7 - Ft. Des Moines	40,423	47,645	49,792	44,768	43,138	46,341	45,838	37,284	22.94%	352,470	295,592	19.24%
#8 - South Union	10,857	14,206	15,505	14,355	11,153	13,570	13,715	8,557	60.28%	101,837	65,494	55.49%
#11 - Ingersoll/WDM	19,365	18,535	21,458	19,269	18,508	17,641	16,172	21,657	-25.33%	147,974	168,710	-12.29%
#13 - SE Park Ave.	2,690	7,812	7,195	6,537	5,162	7,081	6,846	6,290	8.84%	43,871	44,191	-0.72%
#71 - Ankeny/Delaware**	965	967	1,029	911	951	1,008	984	782	25.83%	7,747	6,934	11.72%
Shuttle Routes:												
Link Shuttle	1,500	1,239	1,276	1,193	1,098	1,056	1,159	1,030	12.52%	9,902	12,428	-20.33%
Dline	17,821	16,824	15,854	14,936	14,861	13,778	15,672	14,594	7.39%	126,842	131,463	-3.52%
DMACC	122	237	164	164	77	264	262	147	78.23%	1,412	1,226	15.17%
Lincoln/McCombs	2,496	9,753	8,166	8,397	6,314	8,749	8,410	7,339	0.00%	52,285	52,068	0.42%
Express Routes:												
#90 - Airport South Business Park	1,073	977	1,123	992	1,032	966	1,047	612	71.08%	8,076	7,707	4.79%
#91 - Northwest	1,630	1,587	1,735	1,646	1,356	1,467	1,748	1,280	36.56%	12,624	10,969	15.09%
#92 - Urbandale	2,760	2,700	2,924	2,687	2,560	2,909	3,037	2,654	14.43%	22,013	24,280	-9.34%
#93 - NW 86th Express	4,741	4,592	4,984	4,455	4,237	5,133	5,594	3,831	46.02%	38,128	28,592	33.35%
#94 - Westown	1,465	1,209	1,311	1,256	1,413	1,360	1,286	1,333	-3.53%	10,484	11,876	-11.72%
#95 - Vista	3,221	2,984	3,134	3,035	2,729	3,107	3,176	3,181	-0.16%	23,957	24,659	-2.85%
#96 - E.P. True	3,964	3,585	3,614	3,351	3,372	3,537	3,737	3,355	11.39%	28,710	28,889	-0.62%
#98 - Ankeny	8,214	7,328	7,367	7,146	6,194	7,734	7,635	7,312	4.42%	58,376	56,738	2.89%
#99 - Altoona	2,734	2,604	2,468	2,089	1,926	2,570	2,700	2,198	22.84%	19,277	17,684	9.01%
On-Call Routes (Operated by Paratransit):												
On-Call: Ankeny	224	193	134	171	142	188	183	152	20.39%	1,353	1,319	2.58%
On-Call: Des Moines	430	424	288	355	351	354	394	307	28.34%	2,900	2,160	34.26%
On-Call: Urbandale	2,316	2,225	2,028	1,895	1,682	2,166	2,219	2,478	-10.45%	16,535	19,445	-14.97%
On-Call: West Des Moines	1,825	1,757	1,894	1,618	1,663	1,618	1,553	1,608	-3.42%	13,492	12,536	7.63%
On-Call: Clive	817	817	786	873	906	1,070	1,252	596	110.07%	7,238	4,213	71.80%
On-Call: REGIONAL	173	137	112	125	89	100	107	138	-22.46%	1,196	1,686	-29.06%
DART Paratransit Ridership	13,559	13,130	12,392	11,680	11,609	11,792	11,319	11,196	1.10%	97,071	89,241	8.77%
Bus/Van	12,873	12,521	11,833	11,176	11,173	11,336	10,854	10,639	2.02%	92,727	82,970	11.76%
Cab	686	609	559	504	436	456	465	557	-16.52%	4,344	6,271	-30.73%
DART RideShare Ridership	25,904	23,098	23,592	22,784	22,218	24,936	24,826	21,690	14.97%	189,212	157,550	20%
TOTAL RIDERSHIP	551,753	393,492	403,444	370,650	346,463	376,439	376,937	318,119	18.49%	3,108,066	2,743,250	13.30%

MONTHLY REPORT

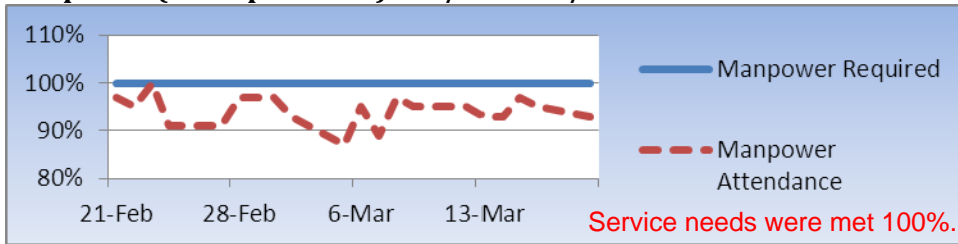


11A: Operations Department

Staff Resources: Tom Reynolds, Chief Operating Officer

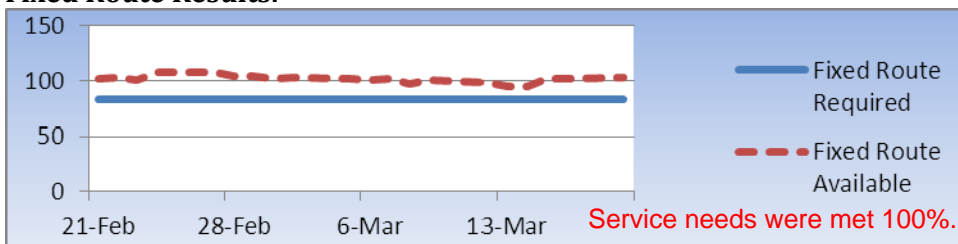
Operations Performance:

Manpower (Transportation) - 02/21 to 03/19



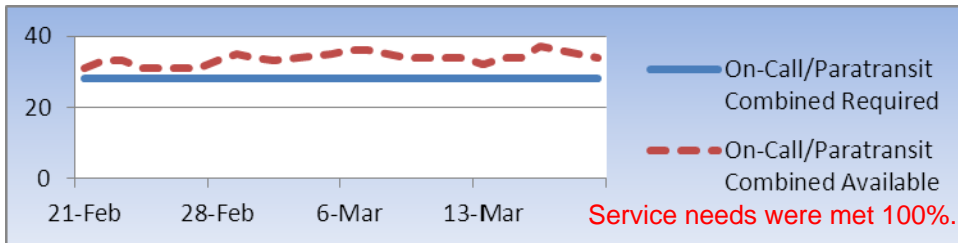
Vehicle Availability - 02/21 to 03/19

Fixed Route Results:

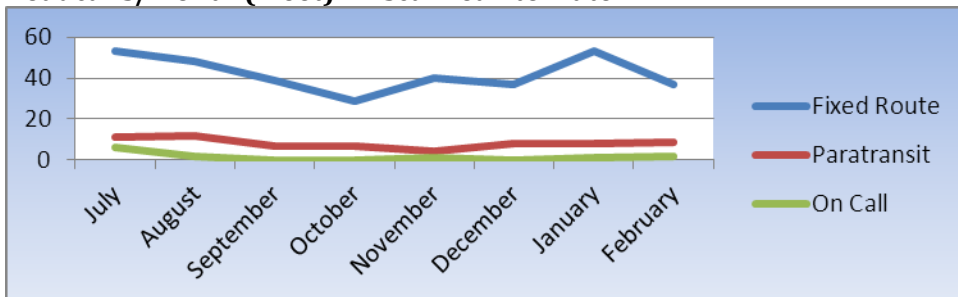


Vehicle Availability - 02/21 to 03/19

Paratransit and On-Call Results:



Roadcalls/Month (Fleet) - Fiscal Year-to-Date



MONTHLY REPORT
11A: Operations



Operations - Tom Reynolds, Chief Operating Officer

- Tom will attend a National Transit Institute Seminar on Paratransit Operations in Chicago and will not be at the Commission Meeting on 03/27/2012

Transportation - Randy McKern, Manager

- Six (3) Fixed Router Operators achieved Safe Driving Awards and six (6) celebrated their Service Anniversaries.

Maintenance - Scott Reed, Senior Manager

- The epoxy floor project is on hold. The contractor's work on a previous project is a concern and needs to be resolved before moving on this one.
- Trapeze ITS installed the Automated Vehicle Location (AVL) system on ten (10) DART vehicles. Training of operating personnel will begin in late March before the technology is activated.
- Manager Scott Reed assisted in finishing the pre-production meetings for eleven (11) new buses from Orion
- Two (2) new thirty (30) foot heavy-duty Paratransit buses were delivered in mid-March and will be made service-ready.
- Supervisor Don Matz is reforming the Safety Committee for Maintenance; a number of safety suggestions have been initiated already.

Service Management - Mike Kaiser, Manager

- A new Parade Route was put into place for St. Patrick's Day. While it was better than last year, the parade presented challenges nevertheless. Thanks to Service Management Manager Mike Kaiser, Operations Dispatcher Dave Allsup and Operations Supervisor Juan Navarro-Paz for their assistance. They did a great job.
- Operations Supervisor Neil Hampton was tasked with holding two (2) additional meetings with residents in West Des Moines apartment complexes to make them aware of the upcoming service changes (Flex Routes). Neil's extensive knowledge and reassuring manner helped those residents understand.

Paratransit - Chet Bor, Director

- Three (3) Operators received Safe Driving Awards, including Jack Beminio for twenty-one (21) years. One (1) Operator received a service award.

Safety - Chet Bor, Director, Paratransit

- DART staff is beginning to plan the 2012 Bus Roadeo that is scheduled for June 2nd.
- The February safety meetings for all three (3) operating divisions included presentations on:
 - Prescription Drug Abuse – Diana Duncan provided detailed insight into this growing concern for the nation and the transit industry.
 - Driver Fatigue – Diana Duncan reviewed the signs of fatigue and actions to take to minimize it.

MONTHLY REPORT
11A: Operations



- Use of Mobile Data Terminals (AVL) – some of the generic functions of the AVL system were reviewed in a video presentation.
- Below is the Accident Frequency Report through the end of February:

		Accident Frequency Rate (Preventable Accidents)												
FY12	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD AFR	
Fixed Route														
Accidents	6	1	4	2	5	2	4	1					25	
Mileage	181,686	244,447	201,391	206,524	194,306	201,411	203,723	200,042					1,633,529	
AFR	30,281	244,447	50,348	103,262	38,861	100,706	50,931	200,042	0	0	0	0	65,341	
Per 100K Miles	3.30	0.41	1.99	0.97	2.57	0.99	1.96	0.50	0.00	0.00	0.00	0.00	1.53	
Paratransit														
Accidents	1	4	0	2	0	1	1	1					10	
Mileage	90,343	103,611	97,291	98,029	94,220	95,242	97,775	96,381					772,892	
AFR	90,343	25,903	97,291	49,015	94,220	95,242	97,775	96,381	0	0	0	0	77,289	
Per 100K Miles	1.11	3.86	0.00	2.04	0.00	1.05	1.02	1.04	0.00	0.00	0.00	0.00	1.29	
DART														
Accidents	7	5	4	4	5	3	5	2	0	0	0	0	35	
Mileage	272,029	348,058	298,682	304,553	288,526	296,653	301,498	296,423	0	0	0	0	2,406,421	
AFR	38,861	69,612	74,670	76,138	57,705	98,884	60,300	148,212	0	0	0	0	68,755	
Per 100K Miles	2.57	1.44	1.34	1.31	1.73	1.01	1.66	0.67	0.00	0.00	0.00	0.00	1.45	

Training - Greg Schmitt, Manager

- One (1) Paratransit and two (2) Fixed Route Operators graduated from training. Currently three (3) students are in training and no others will be added before the end of the month.
- On March 3rd DART hosted the National Training Institute’s Musculoskeletal Disorder Awareness and Prevention Train the Trainer course. Participants included eleven (11) DART staff members, two (2) guests from DM Public Works, and one (1) guest from HIRTA. Information from the training session will be incorporated into the April Safety Meetings.

Buildings & Grounds - Jim Garrett, Manager

- A modification to the unleaded fuel pump was installed to reduce the need to back-up vehicles after fueling.



11B:	Marketing and Communications, Customer Service and RideShare Departments
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Staff Resource: Claire Celsi, Director of Marketing and Community Partnerships

Marketing Planning: Claire Celsi

- A new campaign focusing on riding DART due to high gas prices is being produced and will be deployed on DART bus shelters and buses in the next few weeks.
- The marketing team is preparing for a customer satisfaction survey to be administered in late April. A separate non-rider survey is planned and will be used to guide marketing efforts.

Community Outreach: Claire Celsi and Team

The following groups and organizations have been in communication with DART in regard to community outreach opportunities:

- Considering a sponsorship with Iowa Public Radio
- 80/35 Music Festival D-Line service proposal
- Des Moines Community Playhouse partnership

The marketing team is starting a new series of company outreach events in conjunction with our friends at the Downtown Community Alliance. Here is a list of the companies we have or will be visiting throughout March and April:

- ING
- State of Iowa
- Wellmark
- Meredith Corp.
- Nationwide

Customer Service Report: PJ Sass

February Employer and Group Presentations:

- Principal (4 visits)
- Sandee Tidball 2nd Vice-President NARFE DART Presentation to 35 people
- Visiting Nurses Services DART Train the Trainer 20 people

We have held five training classes for Refugee Train the Trainer classes, and additional classes have been scheduled for April.

MONTHLY REPORT

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



February Customer Service Statistics:

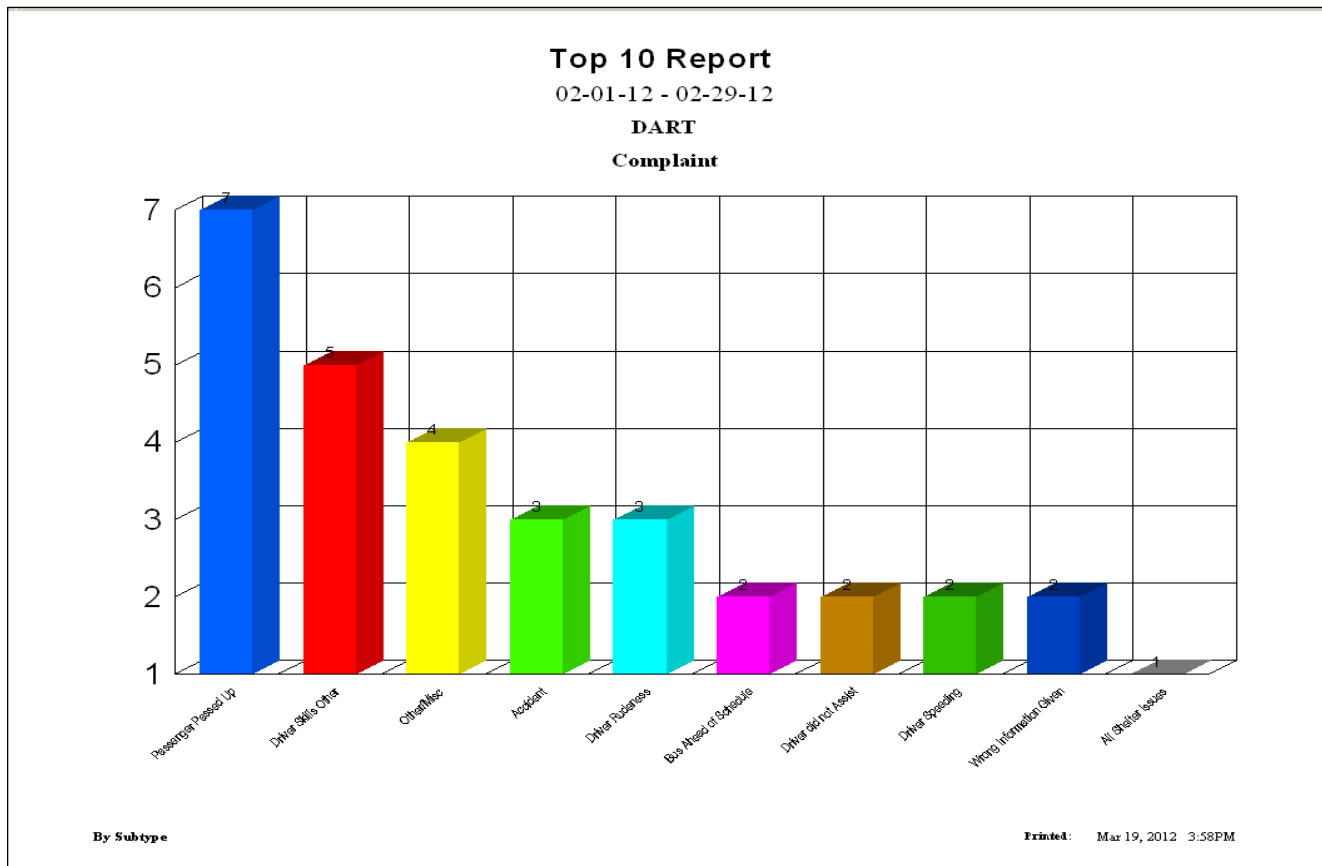
- 189 email replies were provided
- 83 complaints were received
- 10 commendations were received
- 2 inquiry/suggestions

Comments were down in February by twenty, the top 10 comments were: passed up, driver skills, other accident, driver rudeness, ahead of schedule, driver did not assist driver speeding and wrong information. Out of the 83 comments investigated, 38 were founded which is 47%.

The Top 10 Report displays the categories that have the highest numbers of comments. Passed up, driver skills, driver rudeness and bus ahead of schedule seem to be the in the top five for both January and February.

Customer Service Enhancements:

The customer service staff worked diligently through the month of March testing the Info-AGENT (the trip-planner software used by DART customer service representatives). DART went live on March 15, 2012. Customer service representatives will continue to gather and report schedule anomalies to the planning department to correct any final errors before Trip Planner is rolled out to the public.



MONTHLY REPORT

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



Public Information and Communications: Gunnar Olson

- Staff attended a three-day Marketing and Communications Workshop of the American Public Transportation Association (APTA). Staff attended many interesting and informative sessions, including ones on crisis communications and a transit security communications drill. Staff returned to DART with several great ideas and new contacts in the industry.
- Staff held the March meeting of the Transit Riders Advisory Committee (TRAC). Topics included an overview of Paratransit, an update on the construction of DART Central Station, and an overview of the public comments from the February public meetings about the 2012 service changes.
- Staff worked with Jess Knight of “Juice” magazine on an article about the future of public transit for the March 7 issue. The article gave an overview of the several important projects that DART has in the works currently, including the construction of DART Central Station and the possible development of bus-rapid transit. The article also pointed out several of public transit’s benefits, including economic development.
- Staff gave a presentation to the Windsor Heights Lions Club on Tuesday, March 6. The presentation included an overview of DART activities, including the DART Forward 2035 Service Plan, new technologies being implemented, and the construction of DART Central Station.

RideShare: Paula Covington

- DART signed up 22 new riders in the month of February, with 14 already signed up in March. We have 4 pending contracts and several more in the works for March and April.
- RideShare is venturing out of the office in March and April to visit companies in Des Moines to promote RideShare and bus service changes.
- Continued working with the accounting department to upgrade the cosmetic look of our invoices on EZPay. The invoices will display DART’s logo, due dates and postal zip codes, currently missing from invoices.
- RideShare staff now has the ability to use Trapeze (software) to utilize Google Maps and other website features to more quickly and accurately plot routes and let riders know where vans pick people up.

DART Advertising Program: Kirstin Baer-Harding

New February Advertisers

- ZLR
- Primary Health Care
- Kuster- Central Iowa Saves
- Kelly, Scott & Madison

MONTHLY REPORT



11C: Planning Department

Staff Resource: Jim Tishim – Planning Director

AVL/RTIS & Trip Planner Update

- Trapeze INFO-Agent:
 - INFO-Agent is the Trip Planner to be used by our Schedule Information and Transportation Staff to assist in scheduling and planning trips for customers. Also, INFO-Agent will be the background program used by the INFO-Web/Mobile program when it becomes available on the DART website for customers to use to plan their own trips.
 - DART was in the testing phase of the program when the new GIS maps were downloaded and implemented into the program on February 16, 2012.
 - The new GIS maps required an additional testing phase to adjust the program to the new maps.
 - The Go-Live date for INFO-Agent was scheduled for March 8-9, 2012. Due to complications created by the new mapping system and availability of Trapeze staff to come to Des Moines, the Go-Live date had to be moved to March 15-16, 2012.
 - DART staff has completed the Go-Live phase successfully.
 - We will continue rigorous testing and putting INFO-Agent through its paces until it is implemented into the INFO-Web/Mobile program.
 - It is a priority to have the program working accurately for every trip planning request.
- Final “Full-Up” Vehicle and Equipment List:
 - Chief Operating Officer Tom Reynolds, Maintenance Supervisor Scott Reed and I worked to complete the final list of vehicles to receive full-up AVL equipment.
 - Full-up vehicles will have the three additional pieces of equipment:
 - Digital Voice Announcement System and Interior Sign Displays
 - Automatic Passenger Counters
 - Vehicle Health Monitoring
 - The original contract allowed for 8 vehicles to be full-up with an additional 20 vehicles to be pre-wired for full-up capability in the future.
 - Special State Grant funding became available for technical equipment. We were able to purchase additional APC’s and fund some of our MDT’s for the project. Along with excess contingency funds, it allowed us to increase the number of full-up vehicles.
 - A total number of 47 vehicles will have full-up capability.
 - The Change Order was completed and approved.

MONTHLY REPORT

11C: Planning Department



- AVL IT Equipment Purchases:
 - The final purchases of all the required IT equipment for the Transportation Department, IT Departments and the 801 Grand tower were completed.
 - The project budget was updated and invoicing verified.
- On-Site AVL Equipment Installation:
 - On February 21-23, 2012 Trapeze was at DART to complete the installation of all the IT and dispatch radio equipment.
 - The DART property antennas, dispatchers and supervisors monitors, and radio systems were installed, and connected to the servers.
 - Also, DART received three Bus-In-A-Box (BIAB). One for maintenance to test and troubleshoot all the AVL equipment and two for training bus operators. The BIAB is set-up with all the equipment required for a full-up vehicle and functions just like a real bus.
 - All systems were tested and made operational.

Regional GIS Coordination Committee:

- The new Regional Des Moines GIS base maps were downloaded to our Trapeze FX Scheduling program and the Trapeze INFO-Agent Trip Planner on February 16, 2012.
- The Planning Department scheduled a meeting with the City of Des Moines GIS Director, Anna Whipple and her staff on February 15, 2012 to become better acquainted with each other's system and collaborate on ways to improve the regional map information.
- As a result of that meeting, the Planning Department was invited to be part of the monthly Regional GIS Coordination Committee meetings.
- Transit Planner Steve Swan attended the first meeting on March 6, 2012. Steve was asked to present the DART GIS program and the use of the regional maps for our new AVL/RTIS and Trip Planner systems.
- Steve will be creating new ArcGIS route maps for the June and November 2012 service changes and downloading them to the Regional GIS maps. We also will continue to collaborate with members of the coordination committee to improve information on the map that affects our AVL/RTIS and Trip Planner programs.

New Bus Shelters Purchased:

- The new bus shelter contract was completed and the first order of shelters was finalized.
- The new shelters will arrive at DART in late March.

City of Johnston Bus Stop Shelter Ordinance:

- The Planning Department began working with the Johnston Community Development Department in November 2011 to draft their new Bus Shelter Ordinance.
- On December 5, 2011, the Johnston City Council reviewed the draft text and unanimously approved a motion to initiate the amendment to the Zoning Ordinance.
- On January 9, 2012 the Planning and Zoning Commission completed the first of three readings required prior to final passage of the ordinance.
- The Johnston City Council approved the new ordinance on March 5, 2012.

MONTHLY REPORT



11D:	General Manager
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Staff Resource: Elizabeth Presutti, General Manager

DART Triennial Review: DART's Triennial Review by the Federal Transit Administration is scheduled for May 2012 at DART. Prior to the actual onsite review, DART staff has to prepare responses to targeted questions in over 20 focus areas as well as provide various documents regarding the DART operation. These are due in April 2012.

Meetings and Presentations:

- IPTA Legislative Meeting – The Iowa Public Transit Association Board and other transit managers were in Washington DC on February 29, 2012 to meet with staff from the Iowa Congressional Delegation to update them on transit issues in the State of Iowa.
- MPO STP Funding Subcommittee – Presented DART's request for replacement buses on Thursday, March 8, 2011 to the subcommittee.
- APTA Legislative Conference – I attended the APTA Legislative Conference in Washington DC March 9-13, 2012. There were several updates from Congressional Staff, US DOT Administrators and others.
- BRT Capital Campaign – This month we had four BRT presentations with companies; including Mercy Medical, Meredith, CenturyLink and Bankers Trust.
- Iowa In Motion Plan – Attended a public meeting in Atlantic, Iowa on March 15, 2012 regarding the State Long Range Transportation Plan and provided comment regarding public transit.



Future DART Commission Items March 27, 2012

April 24, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Public Art Contract, David Dahlquist - Des Moines MPO Planning MOU 	<ul style="list-style-type: none"> - DART Central Station Update - Quarterly Safety Report - State Legislative Update
May 29, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - DART Central Station Update - Transit Riders Advisory Committee Update - AVL System Update 	<ul style="list-style-type: none"> - DART Central Station Update - Transit Riders Advisory Committee Update - AVL System Update
June 26, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Appointment of FY 2013 Officers 	<ul style="list-style-type: none"> - DART Central Station Update - June 2012 Service Change Update
July 31, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - DART Central Station Update 	<ul style="list-style-type: none"> - DART Central Station Update
September 25, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - DART Central Station Update 	<ul style="list-style-type: none"> - DART Central Station Update

Key Meetings/Dates:

- May 6-10, 2012 – APTA Bus & Paratransit Conference and Mobility Management Conference, Long Beach, CA
- May 9-11, 2012 – Greater Des Moines Partnership Trip Washington, DC
- June 2, 2012 – DART Bus Roadeo
- June 20-23, 2012 – IPTA Annual Meeting and State Bus Roadeo Waterloo, IA
- 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: