



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
NOTICE OF COMMISSION MEETING AND AGENDA
APRIL 26, 2011 – 5:00 p.m.
DART MULTI-PURPOSE ROOM, 1100 DART Way**

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
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14. NEXT MEETING: Regular DART Meeting Tuesday, May 31, 2011 – 5:00 p.m.	
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**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES**

**1100 DART Way – Des Moines, IA 50309
March 29, 2011**

ROLL CALL

Commissioners Present: Bob Mahaffey, Gaye Johnson, Larry Hulse for Christine Hensley, Tom Gayman, Angela Connolly, Paula Dierenfeld for Steve Van Oort, Ted Boesen; Steve Peterson for Steve Brody

Commissioners Absent: Steve Brody, Skip Conkling, Christine Hensley, Steve Van Oort

Alternates Present: Steve Peterson, Larry Hulse, Paula Dierenfeld

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

Others Present: Dana Conn, TMA; Dylan Mullenix, MPO; Jeff Glaze, Des Moines Register; Alexander Grgurich, TRAC Committee; Alane Houck, citizen

CALL TO ORDER

The meeting was called to order by Chair Angela Connolly at 5:02 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 22, 2011, meeting minutes. General Manager Brad Miller stated that minor corrections were made that did not change overall meaning. There being no further comments on the minutes, it was moved by Mr. Ted Boesen and seconded by Mr. Bob Mahaffey that the minutes be approved as corrected. The minutes were approved as corrected.

PUBLIC COMMENTS SECTION

None

TRAC UPDATE

Mr. Alexander Grgurich, the new Chair of the TRAC Committee, presented a summary of their recent meeting. He stated that the committee approved their previously compiled 2011 goals, discussed the 2035 Planning Study, looked into the placement of certain DART bus stops and had previews of e-mail management software. He said that their next meeting would include a presentation with the DART planning consultant.

CONSENT ITEMS

7A – Hoist Replacement Contract

7B – February 2011 Financial Reports

Chair Connolly announced that there would be a delay in approving the hoist contract, so it will not be voted on until a later commission meeting. Mr. Miller added that there was a protest of the award, and that DART legal counsel is currently reviewing it.

It was moved by Mr. Boesen and seconded by Ms. Johnson that the consent item 7B be approved. The motion carried unanimously.

ACTION ITEMS

Action Item 8A – Liability Settlement

Mr. Miller said that this settlement represents the last of the pedestrian accidents to be settled. He said that the settlement was arrived at through the mediation process, and that it is less than the amount projected. He stated that this settlement will use up the remaining bond funds. Mr. Miller added that the DART accident rate is down about 50% of what it was in 2009.

It was moved by Mr. Mahaffey and seconded by Mr. Peterson that the Commission approve a settlement agreement with Mr. Roger Christenson in an amount of \$350,000 to Mr. Christenson's conservatorship.

The motion carried unanimously.

Action Item 8B – Transit Hub Land Acquisition Resolution

Chair Connolly announced that the Polk County Board of Supervisors have approved the Transit Hub land acquisition at their last weekly meeting for a purchase price of \$1.00. Ms. Presutti added that Wells Fargo accepted the DART offer at the appraised value of \$650,000 for their parcel of land at the Transit Hub site, with a 60-day closing. Chair Connolly asked her if the 60-day time frame would be a problem. Ms. Presutti responded by saying that the FTA will allow DART to begin the project prior to the formal closing, so it won't impact the schedule.

It was moved by Mr. Boesen and seconded by Ms. Johnson that the Commission approve a purchase agreement with Polk County for \$1.00, and a purchase agreement with Wells Fargo Bank for the appraised value (\$650,000) of the property. Chair Connolly abstained from this vote. All other commissioners voted Aye. The Resolution passed.

Action Item 8C – Nationwide Performance Benchmarking Consortium Participation

Mr. Miller requested approval for DART to join a consortium, originally conceived through APTA, that would be comprised of mid-sized bus systems from around the U.S. such as DART. The consortium makes it possible to share data and processes that other systems use to improve performance. Mr. Miller explained that comparisons with other Iowa transit systems are not often valid, because of the big size differential, and that will make the outcomes that are presented to the consortium members especially worthwhile.

Mr. Miller said that DART will play an active part in the consortium, with the first meeting of the consortium, now numbering approximately 12-15 members, taking place in Rochester, New York. Funding for this project will come from the Federal Transit Administration's planning dollars, and thus within the DART budget.

It was moved by Ms. Johnson and seconded by Mr. Peterson that the Commission approve DART's participation in the new mid-sized Bus Performance Benchmarking Group at an annual cost not to exceed \$20,000.

The motion carried unanimously.

Action Item 8D – Political Activity Policy

Due to the upswing in political activity that is a part of the Iowa Caucus process, DART staff have fashioned a policy that is based on the one approved by the City of Des Moines to handle any requests from candidates about the use of the DART buses, logo, facilities, etc. for political purposes. While paid political advertisements on the DART buses are allowed by the DART Advertising Policy, including pictures, video or other images of DART buses or facilities in political advertisements or materials cannot be fairly allocated or governed, so the policy entirely prohibits this use.

Mr. Peterson asked about filming of news or ads where buses may be in the picture. Mr. Miller explained that a bus that is casually in the background in such film is not prohibited, since it is not "staged", and that such an event as a press conference held on the Walnut Street Transit Mall, with its incidental bus presence in the background, is also not prohibited. Mr. Hulse added that this policy has served the City of Des Moines well for the ten years it has been in effect.

It was moved by Mr. Mahaffey and seconded by Ms. Johnson that the commission adopt the Political Activity Policy.

The motion carried unanimously.

DISCUSSION ITEMS

9A – Title VI and Limited English Proficiency Plan (LEP)

Ms. P.J. Sass, DART's Customer Service Manager, presented a Power Point updating the commission on Title VI Civil Rights Act provisions and DART's LEP Program. Ms. Sass stated that the General Manager, management, and all employees share the responsibility for carrying out DART's commitment to Title VI by implementing the following:

- Completion of perform a service and fare equity analysis prior to each service change affecting 25% of ridership and all fare increases.

- Ensure communication with DART seeks to integrate the needs and views of all transit customers, especially those of minority, low-income and LEP populations—people who may have comparatively fewer resources to present their concerns about transit.
- Receive and thoroughly investigate Title VI complaints that come through the complaint procedures process

And also by continuing to work through implementation of the LEP plan by doing the following:

- Increase knowledge and comfort level of the non-English speaking rider on DART services.
- Set-up an account with a language service to allow for non-English speaking customers to access to schedule information.

Chair Connolly added that the MPO, with its Transit Roundtable, has also discussed these issues in regard to mobility topics, and that the topics do overlap in such a way that this resource can be used by DART as well.

Discussion Item 9B – DART Website Redesign

Mr. Miller said that several years ago, DART’s website design had received a ranking in a transit magazine as coming in approximately 80th out of 160 transit systems’ websites. Since then, DART’s Advertising Manager, Kirstin Baer-Harding, has been working to redesign the website to make it easier for DART’s customers to navigate the site, and to find answers to their questions. Ms. Baer-Harding presented a Power Point (attached) showing the new features, which include:

- A scalable System Map
- Updated RideShare Mapping
- Improved search engine
- Better site resolution
- Ability for customers to make text size changes
- Quick links
- Links to Social Media

Chair Connolly thanked Ms. Baer-Harding for her presentation, and advised commissioners and guests to visit the re-vamped website and use it frequently. www.ridedart.com

9C – DART Forward 2035 Guiding Principles

Ms. Presutti’s Power Point on the DART Forward 2035 Update (attached) highlighted the consultants’ findings from their review of the DART system. She briefly gave an overview of the current system, its strengths and weaknesses, and the guiding principles that will help the commission to focus on what decisions they need to make to update DART service for the coming years. She detailed the next steps in the process now that the data collection is completed and tabulated. She said that the consultants, with DART staff input, are working on their final report, and that the public input process is next on the calendar, with meetings scheduled for the public, DART staff, the MPO, TRAC and the Transportation Roundtable.

Mr. Hulse asked if the DART Forward Plan would include recommendations regarding land use linked to transit needs, and Ms. Presutti responded that while the DART Forward Consultants were certainly keeping land use patterns in mind as they made their recommendations, most of those recommendations would come out of the MPO’s Sustainable Transportation Plan funded by the Federal HUD. DART’s planning study is being carefully coordinated with the MPO’s efforts.

Ms. Presutti announced that the the plan will be discussed at greater detail, and the Commission's work will then begin on April 26, 2011, with a Retreat that starts at 11:00 a.m., followed by the regular Commission meeting which will start at 4:00 p.m. after the Retreat is over.

Ms. Presutti said that the timeline for the project after the conclusions reached at the Retreat begin with a draft of the final plan to be completed in late May or early June, and public input will be commenced in mid-July.

9D – Performance Reports

Ridership in February was down, due in part to one day less of school service, and a glut of bad weather which always depresses ridership. He also mentioned that express service ridership held up better than regular route. Mr. Mahaffey asked about the overall large decrease in ridership year-to-date, and Mr. Miller said it is due to the service cuts that were made last summer and fall.

Mr. Miller stated that after a review of the Customer Service department's processes, it was found that out of a month's 80 complaints received, investigation found that 70% of the complaints were invalid, a statistic that puts a different light on the monthly report's figures.

MONTHLY REPORTS

Mr. Miller thanked Chair Connolly for attending the APTA Legislative Conference in Washington DC during the month, and added that her input was invaluable in the discussions with the Congressional delegation. He also thanked Mr. Mahaffey and Mr. Conkling for attending the Iowa Public Transit Association breakfast at the Iowa Legislature.

COMMISSION ITEMS

None

ADJOURNMENT

The meeting was adjourned at 6:12 p.m.

2011 Meeting Dates

Apr 26 Retreat at Noon and Commission meeting at 4:00 p.m., May 24, Jun 28, Jul 26,
No Commission Meeting in August, Sep 27, Oct 25, Nov 22, Dec 20

Date: _____

Chair: _____

Secretary: _____

CONSENT ITEM



7A: March FY2011 Consolidated Financial Report

Action: Approve the March FY2011 Consolidated Financial Report

Staff Resource: Jamie Schug, Chief Financial Officer

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue through nine months remains strong at 10% greater than budgeted. It is expected that operating revenue will be near budgeted levels for the fiscal year despite the State of Iowa no longer funding the Unlimited Access program for State employees.
- Fixed Route Non-Operating Revenue is approximately 2% greater than budgeted through nine months of the fiscal year. Fixed route non-operating revenue is expected to be near budgeted levels for the fiscal year.
- Paratransit Operating Revenue is 8% below budget through nine months of the fiscal year, primarily in the area of Medicaid reimbursement.
- Rideshare Revenues are approximately 11% below budget through the first nine months of the fiscal year. Corresponding expenditures are approximately 11% under budget, primarily in the areas of fuel and vehicle repair parts leading to a small surplus through nine months of FY2011. Rideshare fare revenue is expected to increase in April as more riders have joined vanpools due to rising fuel prices.

Operating Expense:

- Fixed Route Budget Summary - Through nine months of the fiscal year, actual operating expenses are 2.8% below budget. Fuel has been an area of significant savings through the first part of the fiscal year, that savings will diminish if fuel prices continue to rise. Staff is closely monitoring the fuel market.
- Paratransit Budget Summary- Through nine months the Paratransit program has expenses lower than budgeted. Taxicab expenses continue to be an area of substantial savings with actual expenses 36% below budget year to date. Vehicle repair parts are 36% below budget year to date.
- Rideshare Expenses are approximately 11% below budgetary expectations through nine months. Savings are predominantly in vehicle repairs and fuel expenses.

**** TOTAL Un-Audited Year-End March FY2011 as Compared to Budget:**

Fixed Route	\$ 839,025	Reserve For Accidents	(See Balance Sheet):
Paratransit	\$ 446,755		FY2011 - \$ 992,098
Rideshare	\$ 4,854		Prior- \$ -58,637
Total	\$ 1,290,634		

FY2011 Financials:

March 2011

FIXED ROUTE	March 2011			Year-To-Date-(9) Months Ending 03/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	302,907	336,866	(33,959)	3,329,330	3,031,794	297,536
Non-Operating Revenue	1,076,922	1,110,941	(34,019)	10,202,262	9,998,469	203,793
Subtotal	1,379,829	1,447,807	(67,978)	13,531,593	13,030,263	501,330
Operating Expenses	1,281,797	1,310,077	28,279	11,455,011	11,792,707	337,695
Gain/(Loss)	98,032	137,730	(39,698)	2,076,581	1,237,556	839,025

PARATRANSIT	March 2011			Year-To-Date-(9) Months Ending 03/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	201,077	213,413	(12,336)	1,767,111	1,920,717	(153,606)
Non-Operating Revenue	58,126	63,063	(4,937)	753,417	567,567	185,850
Subtotal	259,203	276,476	(17,273)	2,520,528	2,488,284	32,244
Operating Expenses	328,299	385,485	57,185	3,054,851	3,469,362	414,511
Gain/(Loss)	(69,096)	(109,009)	39,913	(534,323)	(981,078)	446,755

RIDESHARE	March 2011			Year-To-Date-(9) Months Ending 03/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	71,201	84,583	(13,382)	676,091	761,247	(85,156)
Non-Operating Revenue	-	-	-	125	-	125
Subtotal	71,201	84,583	(13,382)	676,216	761,247	(85,031)
Operating Expenses	89,224	92,134	2,910	739,325	829,209	89,885
Gain/(Loss)	(18,023)	(7,551)	(10,472)	(63,108)	(67,962)	4,854

ACTION ITEM



8A:	Contract with McDonald Transit Associates, Inc.
Action:	Extend the Current Contract with McDonald Transit Associates, Inc., for 12 additional months at a cost <u>Not to Exceed</u> \$45,000.

Staff Resource: Brad Miller, General Manager

Background:

- As the Commission knows, DART has had a positive relationship with McDonald Transit Associates, Inc. for more than six years working on important projects such as:
 - DART Tax Levy Workshop Facilitation
 - Safety Plan Development
 - DART Tax Levy Workshop Facilitation
 - West Des Moines Human Service Coordination
 - General Manager Search
- Led by Mr. John P. Bartosiewicz, McDonald Transit has most recently served as DART's lead during this past year's labor negotiations with DART's largest union, the Amalgamated Transit Union.
- In the coming year, it is expected that the majority of Mr. Bartosiewicz's efforts will be associated with:
 - Personnel recruitment
 - ATU Labor Negotiations for Contract Expiring June 1, 2012
 - Paratransit Program Cost Analysis

Proposed Costs:

- McDonald Transit has proposed to continue the \$3,000 monthly retainer fee plus direct travel and subsistence expenses. This arrangement has been consistent for the past four years.
- These consultant expenses are reimbursed 80% by Federal Transit Administration Planning grant funds.
- The term of the contract is proposed to extend through May 31, 2012 which will allow the 2012 ATU labor negotiations to conclude. Additional work on planning tasks or other labor issues beyond FY2012 would be subject to future Commission approval.

Recommendation:

- Extend the Current Contract with McDonald Transit Associates, Inc., for 12 additional months at a total cost not to exceed \$45,000.

DISCUSSION ITEM



9A:	Census Redistricting & DART's Commission Districts
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Staff Resource: Brad Miller, General Manager
Nolden Gentry, DART's Legal Counsel

DART's 28M Agreement:

- Article III, Section 2.b.6 of DART's enabling 28M Agreement calls for the Commission to:
In the year following an Iowa legislative redistricting, the Commission shall establish new boundaries for transit districts, as near as reasonably practicable to the newly established state senate districts for the boundaries of the cities and counties who are then Participating Communities under this Agreement.
- Seven of the Commission's nine members are appointed by their home local government to represent the DART regional district. The other two Commissioners are appointed by Polk County.
- It appears as if the intent of the authors of the 28M Agreement was for DART to maintain a DART Commission of nine members, until such time as additional communities or Counties joined with sufficient population to add a district as outlined in other sections of the agreement.

New Senate Districts Approved:

- Recently, Governor Branstad signed the redistricting plan that created nine whole or partial Senate districts in Polk County.
- Three of the new Senate districts have no current DART Commissioners residing in them.
- Commissioners Boesen and Mahaffey now live in what will be the same Commission District.
- Attached are copies of the current and new Polk County Iowa Senatorial Districts with the current Commissioner's names identified.

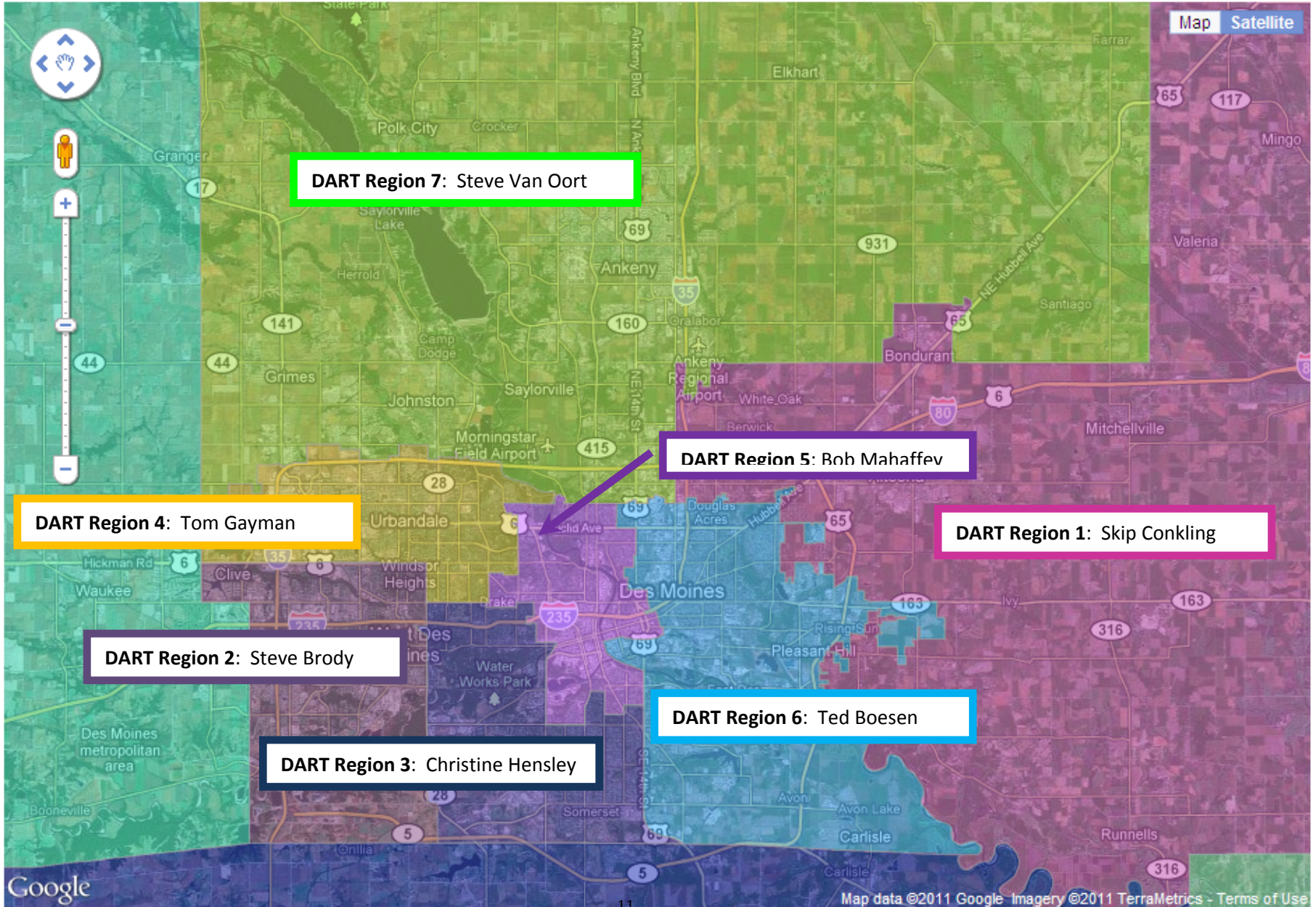
Legal Opinion Requested:

- DART's Legal Counsel Nolden Gentry is drafting a legal opinion for the Commission to consider that will help to decide:
 - Whether or not the Commission should add members to represent one or more of the new senatorial districts.
 - What process might be implemented to reasonably establish new boundaries that meet the intent of the 28M legislation but maintain the 7 district Commission seats.
- The Commission will need to identify the new districts by January 1, 2012.

Attachment: Old and New Senate Districts

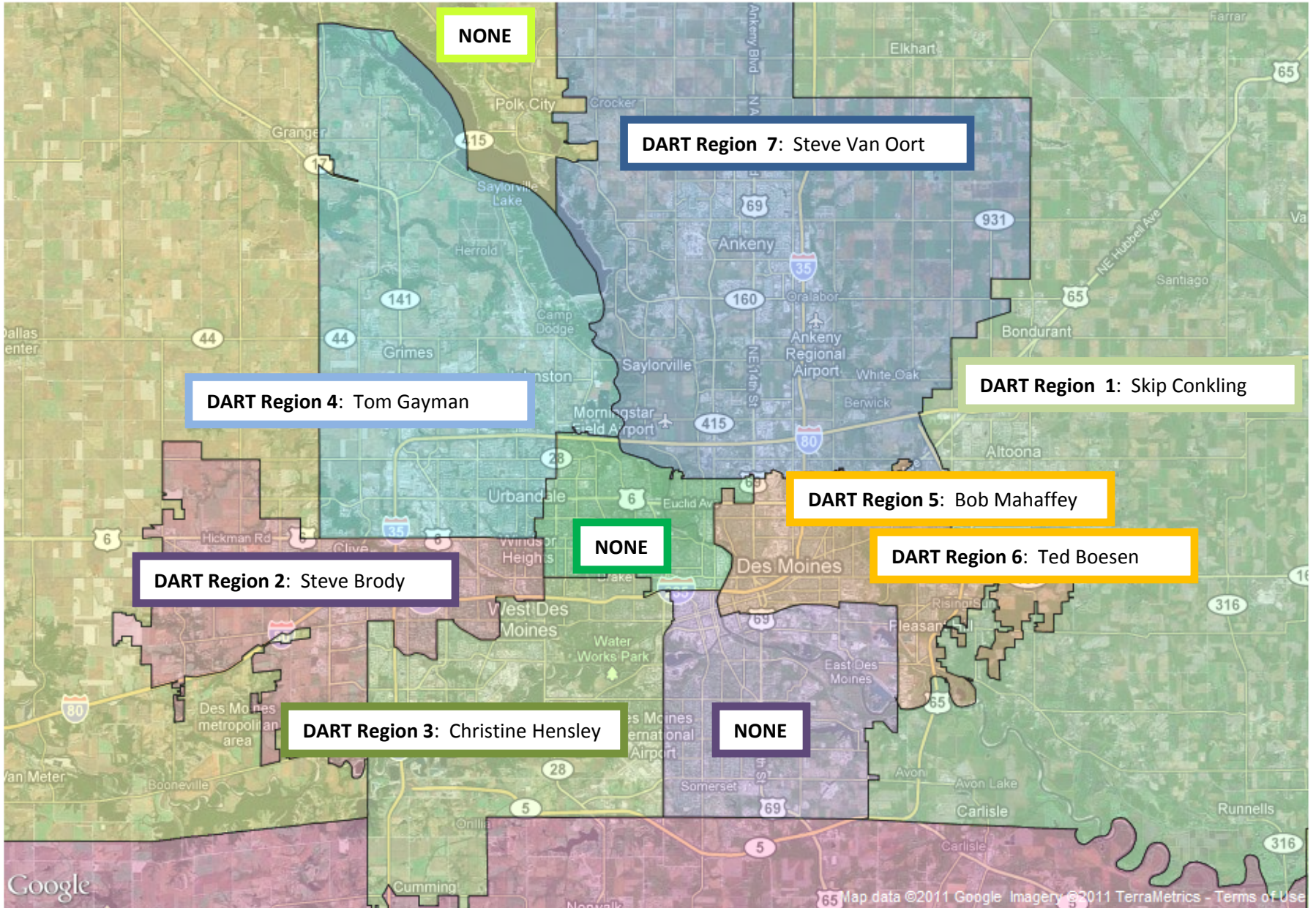
The Legislative Services Agency and the Iowa General Assembly cannot assure the accuracy of any information originating from Google Maps.

Year: 2003 Type: Senate Address: Update Map



The Legislative Services Agency and the Iowa General Assembly cannot assure the accuracy of any information originating from Google Maps.

Year: 2011 Proposed ▾ Type: Senate ▾ Address: Update Map



DISCUSSION ITEM



9B: Quarterly Safety Report

Staff Resource: Mike Kaiser, Safety Training Manager

Analysis of accidents for the 3rd Quarter of FY2011:

ACCIDENTS BY TYPE:	3rd QTR <u>FY11</u>	3rd QTR <u>FY 10</u>	YTD <u>FY11</u>	YTD <u>FY 10</u>
BUS INTO FIXED OBJECT	5	16	25	36
PERSONAL INJURY	2	3	2	9
BUS INTO VEHICLE	3	15	12	25
VEHICLE INTO BUS	12	32	40	69
OTHER	1	6	7	18
MAINTENANCE	0	0	0	0
VANDALISM	1	0	1	0
TOTALS	24	72	87	157

ACCIDENTS BY ROUTE:	3rd QTR <u>FY11</u>	3rd QTR <u>FY 10</u>	YTD <u>FY11</u>	YTD <u>FY 10</u>
#1 - WDM/FAIRGROUNDS	0	5	1	12
#3 - UNIV/HIGH OAK PARK	3	11	14	18
#4 - URBANDALE/E 14TH	3	5	6	8
#5 - CLARK/E 6TH & 9TH	0	5	2	11
#6 - DOUG/IND HEIGHTS	2	5	6	10
#7 - FORT DSM/WALKER	1	0	2	2
#8 - HAVENS/S UNION	1	2	1	8
#9 - EXPRESSES	2	7	6	8
#10 - PLEASANT HILL	0	0	0	1
#11 - JORDAN CREEK	0	0	3	2
#12 - CHRTR/ON PROPERTY	1	0	3	8
40 - LINK	0	2	4	4
#42 STATE CAPITAL/D-LINE	2	0	3	2
#SS - SCHOOL ROUTES	1	4	3	8
#20 - PARATRANSIT	3	10	14	29
#R - RIDESHARE	4	15	14	19
#A- ADMIN	0	3	2	4
SF- STATE FAIR	0	0	1	3
Training	1	0	2	0
TOTALS	24	72	87	157

DISCUSSION ITEM
9B: Quarterly Safety Report



ACCIDENTS BY CHARGEABILITY

CODE:	3rd QTR <u>FY11</u>	3rd QTR <u>FY10</u>	YTD <u>FY11</u>	YTD <u>FY10</u>
NON PREVENTABLE	11	38	40	77
PREVENTABLE	6	32	30	69
NOT GRADED	7	2	17	11
TOTALS	24	72	87	157

Accident Costs October Thru December FY 09, 10 and 11:

	DART <u>Repair Costs</u>	DART <u>Paid Out</u>	Claims <u>Collected</u>	Total DART <u>Cost</u>	YTD DART <u>Cost</u>
FY2009	\$24,214	\$811,173	\$769	\$104,618	\$131,215
FY2010	\$3,397	\$371,763	\$6,820	\$368,340	\$2,413,411*
FY2011	\$2,449	\$70,017	\$12,840	\$59,626	\$1,528,715#

*Includes \$2M injury payout July of 2009

#Includes \$1.1M payout in Oct. 2010 and 90th payout in Nov. 2010 for pedestrian claims



System Summary Performance Report March 2011

	September 2010	October 2010	November 2010	December 2010	January 2011	February 2011	March 2011	March 2010	Percent Change 2011/2010	FY11 Year To Date	FY10 Year To Date	Percent YTD Change 2011/2010
DART Fixed Route												
Total Ridership	324,370	324,015	294,347	278,278	300,404	285,233	322,732	351,807	-8.26%	2,819,191	3,109,027	-9.32%
OTT Ridership	16,596	17,852	18,115	16,718	15,639	17,768	20,463	14,812	38.15%	157,918	115,483	36.75%
Unlimited Access Ridership	46,290	46,033	41,197	40,709	45,047	42,829	49,278	54,722	-9.95%	398,541	479,679	-16.92%
Bike Rack Usage	3,945	3,862	2,623	1,316	636	868	2,252	1,683	33.81%	24,101	21,931	9.89%
Passengers/Revenue Hour	21.76	20.77	20.06	18.52	19.26	19.91	20.09	20.02	0.37%	16.31	16.99	-4.02%
Avg. Passengers Weekday	14,432	14,093	13,640	13,079	13,251	13,150	13,049	14,240	-8.36%	10,795	15,195	-28.95%
Avg. Passengers Weekend Day	2,662	2,807	2,394	1,669	2,213	2,780	2,826	3,036	-6.91%	3,217	3,116	3.25%
Complaints/100,000 Riders	41.24	26.02	23.09	19.11	42.04	30.80	25.66	18.62	37.75%	30.68	24.96	22.92%
Commendations/100,000 Riders	4.62	1.01	1.10	3.44	3.59	3.04	1.00	2.44	-59.08%	2.85	3.05	-6.32%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.01	1.47	1.04	1.53	0.00	0.52	1.90	2.00	-4.88%	1.17	1.94	-39.51%
Non-Preventable/100,000 Miles	1.52	1.47	1.04	5.09	1.51	2.61	0.48	2.00	-76.22%	1.17	1.89	-37.97%
Maintenance:												
Total Miles Operated	197,384	203,593	192,993	196,375	198,988	191,894	210,140	249,860	-15.90%	1,790,711	2,063,263	-13.21%
Road Calls/100,000 Miles	15.20	16.21	25.91	21.90	25.63	30.75	13.80	22.81	-39.51%	21.33	19.53	9.22%
Active Vehicles in Fleet	117	117	117	117	117	117	117	134	-12.69%	117	117	0.00%
DART Paratransit												
Total Ridership	13,035	12,964	12,059	11,918	12,248	11,196	13,660	15,522	-12.00%	114,097	122,579	-6.92%
Passengers/Revenue Hour	3.14	3.14	3.08	3.02	3.08	3.05	3.17	3.23	-1.86%	3.10	3.14	-1.17%
Average Trip Length	5.94	5.92	6.00	6.07	5.91	6.19	5.71	5.65	1.13%	6.34	5.45	16.49%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.39	1.41	0.00	2.95	1.48	0.00	0.00	1.24	-100.00%	1.01	2.40	-58.03%
Non-Preventable/100,000 Miles	2.78	0.00	1.48	0.00	0.00	1.52	0.00	0.00	#DIV/0!	0.80	1.50	-46.27%
Maintenance:												
Total Miles Operated	72,014	71,083	67,356	67,684	67,560	65,856	74,316	80,647	-7.85%	637,246	667,646	-4.55%
Active Vehicles in Fleet	29	29	29	29	29	29	29	28	3.57%	29	27	8.75%
DART RideShare												
Total Ridership	22,998	21,478	21,730	21,978	23,254	21,690	29,000	28,480	1.83%	208,240	222,074	-6.23%
Total Vans in Circulation	95	92	92	93	91	91	94	101	-6.93%	93	100	-6.56%
Total Rideshare Customers	814	786	803	822	818	822	842	865	-2.66%	822	866	-5.18%
Accident Frequency Rate by Service:												
Preventable	0.00	0.00	0.00	0.00	0.00	0.65	0.00	0.00	#DIV/0!	0.07	0.00	#DIV/0!
Non-Preventable	0.57	1.19	1.23	0.00	0.00	0.00	0.53	1.94	-72.59%	0.46	0.86	-47.10%
Maintenance:												
Total Miles Operated	176,635	168,289	161,986	167,901	160,904	153,619	187,862	205,994	-8.80%	\$1,536,223	1,625,394	-5.49%
Active Vehicles in Fleet	116	116	116	116	116	116	116	106	9.43%	114	107	6.98%



System Performance Ridership Report March 2011

	September 2010	October 2010	November 2010	December 2010	January 2011	February 2011	March 2011	March 2010	Percent Change 2011/2010	FY11 Year To Date	FY010 Year To Date	Percent YTD Change 2011/2010
DART Fixed Route Ridership	324,370	324,015	294,347	278,278	300,404	285,233	322,732	351,807	-8.26%	2,819,191	2,765,798	1.93%
Local Routes:												
#1 - Fairgrounds	20,004	18,584	16,435	15,032	17,144	14,827	16,955	46,873	-63.83%	304,833	436,581	-30.18%
#3 - University	65,136	64,783	59,014	56,603	59,219	56,131	63,564	72,439	-12.25%	550,295	534,813	2.89%
#4 - Urbandale	31,198	31,858	28,996	26,832	28,819	26,976	30,673	30,618	0.18%	256,776	229,107	12.08%
#5 - Clark	16,269	15,998	15,430	14,314	15,977	15,585	17,352	23,242	-25.34%	136,982	156,745	-12.61%
#6 - Douglas	47,165	48,535	44,244	42,422	43,671	42,999	47,365	46,278	2.35%	392,623	349,721	12.27%
#7 - Ft. Des Moines	41,201	41,346	38,444	34,879	36,609	37,284	44,957	41,081	9.44%	340,549	311,225	9.42%
#8 - South Union	10,077	9,373	8,607	7,426	9,152	8,557	9,389	10,448	-10.14%	74,883	70,814	5.75%
#10 - Pleasant Hill**	0	0	0	0	0	0	0	548	-100.00%	0	67,342	-100.00%
#11 - Ingersoll/WDM	22,126	24,370	18,578	20,635	22,125	21,657	24,274	1,854	1209.28%	192,984	15,623	1135.26%
#12 - Urbandale Business Park	0	0	0	0	0	0	0	505	-100.00%	0	3,625	-100.00%
#13 - SE Park Ave.	7,784	7,383	7,119	5,938	6,991	6,290	5,760	5,022	14.70%	49,951	36,612	36.43%
#71 - Ankeny/Delaware**	951	746	764	651	649	782	1,079	862	25.17%	8,013	6,617	21.10%
Shuttle Routes:												
Link Shuttle	1,835	1,905	1,648	1,513	1,678	1,030	1,444	8,872	-83.72%	13,872	77,772	-82.16%
Dline	19,061	17,867	16,691	15,398	14,674	14,594	15,651	19,842	-21.12%	147,114	146,104	0.69%
DMACC	271	204	161	102	169	147	101	89	13.48%	1,327	967	37.23%
Lincoln/McCombs	9,852	8,978	8,557	6,736	8,556	7,339	6,585	7,379	-10.76%	58,653	55,217	6.22%
Express Routes:												
#90 - Airport South Business Park	896	1,039	967	1,039	1,014	612	849	1,217	-30.24%	8,556	7,496	14.14%
#91 - Northwest	1,383	1,274	1,210	1,254	1,502	1,280	1,770	1,717	3.09%	12,739	13,358	-4.63%
#92 - Urbandale	3,269	3,164	2,395	2,556	3,296	2,654	3,168	3,786	-16.32%	27,448	25,147	9.15%
#93 - NW 86th Express	3,660	3,574	3,488	3,568	4,070	3,831	4,637	3,587	29.27%	33,229	27,705	19.94%
#94 - Westown	1,160	1,184	1,225	1,287	1,632	1,333	1,607	1,454	10.52%	13,483	11,218	20.19%
#95 - Vista	3,156	3,217	2,961	2,653	3,134	3,181	3,566	2,762	29.11%	28,225	22,709	24.29%
#96 - E.P. True	3,458	3,566	3,001	3,092	3,694	3,355	3,829	4,625	-17.21%	32,718	35,177	-6.99%
#98 - Ankeny	7,369	7,429	7,106	6,970	8,380	7,312	8,784	9,132	-3.81%	65,522	64,623	1.39%
#99 - Altoona	2,025	2,126	2,067	2,299	2,636	2,198	3,266	2,812	16.15%	20,950	20,239	3.51%
On-Call Routes (Operated by Paratransit):												
On-Call: Ankeny	162	170	176	166	152	152	146	204	-28.43%	1,465	1,961	-25.29%
On-Call: Des Moines	238	235	255	299	332	307	368	335	9.85%	2,528	2,459	2.81%
On-Call: Urbandale	2,459	2,568	2,406	2,372	2,670	2,478	2,927	2,161	35.45%	22,372	18,217	22.81%
On-Call: West Des Moines	1,472	1,634	1,640	1,687	1,680	1,608	1,801	1,522	18.33%	14,337	11,867	20.81%
On-Call: Clive	602	750	638	465	653	596	680	365	86.30%	4,893	3,235	51.25%
On-Call: REGIONAL	131	155	124	90	126	138	185	176	5.11%	1,871	1,502	24.57%
DART Paratransit Ridership	13,035	12,964	12,059	11,918	12,248	11,196	13,660	15,522	-12.00%	114,097	122,573	-6.92%
Bus/Van	12,119	12,002	11,223	11,158	11,432	10,639	13,006	14,274	-8.88%	106,615	111,994	-4.80%
Cab	916	962	836	760	816	557	654	1,248	-47.60%	7,482	10,579	-29.27%
DART RideShare Ridership	22,998	21,478	21,730	21,978	23,254	21,690	29,000	28,480	-23.84%	208,240	222,074	-6%
TOTAL RIDERSHIP	360,403	358,457	328,136	312,174	335,906	318,119	365,392	395,809	-7.68%	3,141,528	3,110,445	1.00%

* Last day of operation 4/23/10

** April 23 was the last day of operation. Is now route 1.

MONTHLY REPORT



10A: Development Department

Staff Resource: Elizabeth Presutti, Chief Development Officer

March Employer Presentations:

- Principal (3 visits)
- EMC Benefit Fair

March Customer Service Statistics:

- 115 email replies were provided.
 - 79 complaints were received.
 - 3 commendations were received.
-

- Comments were down slightly for the month of March.
- Driving Skill was up this month however through video 10 were found to be unproven. The 3 proven comments one was regarding the driver not kneeling the bus another was driver had trouble slowing down a bus.
- We saw an increase in Rude and Customer Relations. In reviewing the comments most were caused by customer not wanting to pay additional fares. Several of the comments the drivers were following policy and could have communicated the situation in a more positive way.
- 75% of the comments closed in the month of March were found to be unproven.
- Driving skills, in more than half of the complaints a video was pulled and the driver did nothing wrong. I caller claims the bus stopped to many time while on route. Only 3 of the 13 entered were found to be proven.
- Overall a good month.

Public Information and Communications:

- Staff worked with Transportation Management & Design to hold four public meetings as part of the first round of public involvement for the DART Forward 2035 planning study. The meetings were fairly attended by riders, interested members of the public and officials of member cities.
- Staff also promoted the online survey for the DART Forward 2035 planning study through press releases, social media, rider emails, interior bus ads and in earned media. Nearly 1,300 respondents completed the survey.
- Staff continued work on organizing and planning Earth Day promotions and activities, including free rides on Earth Day, through social media and press releases. Staff also organized a team to participate in the 2011 Trash Bash.

MONTHLY REPORT
10A: Development Department



- Staff met multiple times with the organizers of Bike Month to plan DART sponsorship of and participation in the month-long event. Activities include:
 - DART is offering free bus rides for cyclists who use DART's bike racks during Bike to Work Week (May 16-20) and have coupon, to be available at local bike shops and elsewhere.
 - DART staff members will participate in the "Two Wheel Caucus" on Monday, May 16, with Congressman Leonard Boswell and local officials. In addition, DART will have a bus and information on display at the starting location for the ride.
 - Article on DART's bike racks in a special Bike Month section of Cityview.
 - DART's two new bike rack displays will be stationed at four bike shops throughout the metro.
 - DART will have displays at other events, as well.
- Staff continued planning for the transit hub ground-breaking ceremony scheduled for 11 a.m. on Friday, May 20. Activities include:
 - Remarks from Commissioners and other key officials.
 - Ceremonial Ground-Breaking.
 - Unveiling of new name for the facility.

Bus Storage Garage Addition:

- DART is in the final stages of the Bus Garage Expansion Project.
- The first buses pulled into the new bus garage on March 15, 2011.
- Completed this past month:
 - The step into the Sign Shop has been installed and approved by the Building Inspector. This was required to fulfill the limitations spelled out in the Temporary Partial Occupancy Permit.
 - The building lighting system specified 62 light fixtures. Only 57 fixtures were used by the lighting contractor. Two of the remaining lights were requested to be placed in areas not covered adequately by light. The two lights have been installed.
 - Weather stripping for the top exterior of the doors to provide a better seal.
 - Electrical panels received new seals and locks.
- Main Punchlist Items to be Completed:
- The Parsons Brinkerhoff Architect will be at DART April 26, 2011 for an inspection and approval of the building punchlist items.
- To be completed in the spring:
 - Pre-cast texture and stain refinishing. The stain has been approved and in the process of being completed.
 - South side of the bus garage finish grade, rock and concrete paving. The finish grade and rock is 80% completed.
 - West retaining wall. The retaining wall block color has been approved and will be installed once the finish grade, rock and the west side concrete paving are completed.

MONTHLY REPORT

10A: Development Department



- Replacement of the expandable Emseal joint on the west side.
- Sod the Hubbell property line according to the agreement.

D-Line Service Change March 14, 2011:

- On March 14, 2011 the D-Line service reduction went into effect to accommodate the elimination of State funding.
- The D-Line route on the east side was cut back from operating on E. 12th St. around the State Capitol Complexes to end E. 6th & Grand Ave. in order to maintain the current 10 minute frequencies between buses.
- One all day bus was removed from the system. Currently, two buses operate from 7:00 a.m. – 7:00 p.m. The additional bus over the lunch hour from 11:00 a.m. – 2:00 p.m. remained in tacked.
- A public hearing was held on March 10th at the State Capitol.
- The service change went into effect without any problems.

Trapeze Trip Planner:

- DART staff kicked off the new Trapeze Trip Planner computer program with an Operational Review on April 11-13, 2011.
- The Trapeze Project Manager and Technical Specialist received input from every department to develop the program to DART specifications.
- A demonstration of each aspect of the program was impressive. The Trip Planner will be an exciting asset to DART's customer service.
- The Trapeze Trip Planner will eventually be connected to the Trapeze AVL/RTIS system. The integration will provide DART passengers with real time bus positioning and trip planning without having to contact DART for assistance.
- The Operation Review is the first phase in the program implementation.

DART Transit Hub Project:

- Construction documents were made available on April 12, 2011 and the pre-bid was on April 20, 2011. The due date for bids is on May 10, 2011.
- Over 250 applications were submitted for the Transit Hub public art program. A selection committee has been established to review the applications and make a recommendation on an artist team.
- DART has issued an RFP for a hazardous materials survey of the building on the Polk county property.

RideShare:

- Continued interest in vanpools; to date 27 new agreements have been signed for April.
- One new vanpool started after April training class.
- Two new vanpools leaving from Des Moines park and ride locations serving West Des Moines.

MONTHLY REPORT
10A: Development Department



DART Advertising Program – New March Advertisers:

- Central IA Saves- United Way

Other Marketing Activities:

- May - Bike to Work Month
- May – Senior Program
- June – Dump the Pump

MONTHLY REPORT



10B: Operations (Fixed Route & Maintenance) Department

Staff Resource: Tom Reynolds, Chief Operating Officer

Operations:

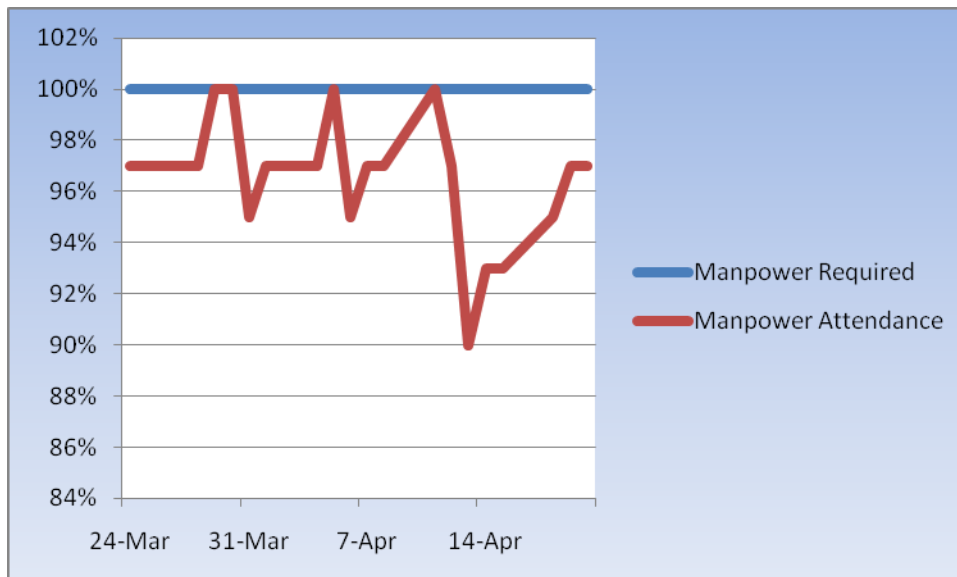
While State Fair is months away, the preparations for it have already begun. Transportation Manager Randy McKern and Planning Manager Jim Tishim are working on the summer run bid that will allow Bus Operators to bid on State Fair work early. This allows employees the first opportunity to work this extremely busy time and gives DART time to plan for the extra resources it may need from the outside.

June 1st is the beginning of a new collective bargaining agreement with the ATU (Local 441). In the next few weeks, printed contract books will be distributed to all bargained for employees and other staff as necessary. Operations staff will be reviewing and preparing to implement, and abide by, the new terms and conditions.

Working with Human Resources and other departments, DART is in the process of hiring a new Information Technology Manager. The new Manager will play a key role in the Automated Vehicle Location project, as well as overseeing the IT infrastructure that many of DART's functions rely on.

Transportation:

Manpower Report - Attendance for AM Pull-outs showed favorable performance early in the period, but slipped a bit during the week of April 11th. Despite this minor dip, Transportation continues to meet service requirements with extra board personnel, using supervisors and mandatory overtime.



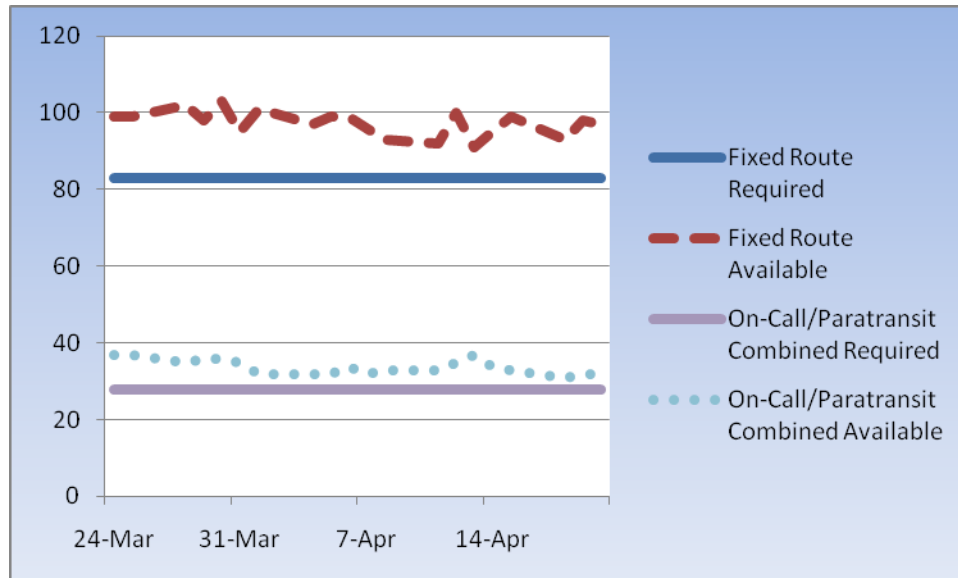
MONTHLY REPORT
10B: Operations Department



The Human Resources Department is nearing its goal to meet DART's full complement of Bus Operators. Over the last few months DART has hired and trained a steady stream of new staff to meet our service demands.

Maintenance:

Vehicle availability has continued to be very favorable considering Maintenance is also tasked with Summer Prep (A/C) work. The Maintenance team has completed Summer Prep on about 25% of the fleet. The Turn Signal retrofit was completed on schedule. Kudos go to Maintenance Technician Kevin Clement for his work on designing/installing the signal controls on the different bus types.



Purchasing:

Purchasing finalized another asset sale during the week of April 11th. Decommissioned buses and Rideshare Vans were sold along with obsolete part inventories for \$51,660.00. Manager Mike Drottz will continue to utilize this effective method of asset disposal. The Maintenance Shop's Roof Project is progressing and it is expected to finish on-time and within budget.

Buildings & Grounds:

A true sign of Spring is when the snowplows are taken off the trucks. We are confident Des Moines will not see any more snow and will complete that task this week. DART is seeking a new Facilities Manager to manage this busy department, our appreciation must go out to Maintenance Manager Scott Reed for overseeing the Buildings & Grounds crew in the interim.

The efforts of Building & Grounds employees Eric Grund and Randy Pace are worth noting because of their work on cleaning our indoor pond. It was time to get the work done, they stepped up and many DART employees are happy with their finished product.

MONTHLY REPORT



10C:	General Manager
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Staff Resource: Brad Miller, General Manager

Meetings:

- **Congressman Boswell's New Chief of Staff** - I was pleased to meet with Ms. Julie Stauch, Congressman Boswell's new Chief of Staff and give her a tour and introduction to DART on April 20, 2011.
- **National Association for the Blind** - I enjoyed talking with some of DART's most loyal customers and informing them about DART's Transit Hub, new AVL technology, and DART Forward Planning study.
- **Ames to Des Moines Bus Service** - I am scheduled to meet with IDOT, Trans-Iowa, and CyRide representatives on Friday, April 22, 2011 to discuss possibly partnering to implement an Ames to Des Moines transit service.
- Otherwise, the past week or so has been pretty uneventful for me and my family....



Future DART Commission Items April 26, 2011

May 31, 2011 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Transit Hub Construction Contract - DART Forward 2035 Guiding Principles 	<ul style="list-style-type: none"> - RideShare Fare Increase Policy - DART Budget Update
June 28, 2011 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - DART Forward 2035 Draft Plan for Public Input 	
July 26, 2011 5:00 P.M.*	
Action Items	Information Items
<ul style="list-style-type: none"> *May move meeting to following week (August 2). 	<ul style="list-style-type: none"> - Quarterly Safety Report
September 27, 2011 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - DART Forward 2035 Plan Adoption 	
October 25, 2011 5:00 P.M.	
Action Items	Information Items

<u>Key Meetings/Dates:</u>
<ul style="list-style-type: none"> - June 1-3 – Benchmarking Kick-Off Meeting, Rochester, NY - May 11-13 – DM Partnership DC Trip - Mid-May – City Managers’ DART Budget Update - May 20, 2011 – Transit Hub Groundbreaking Ceremony - June 11 – DART Bus Roadeo - June 19-22 – APTA Risk Management Seminar, Des Moines, IA - June 22-25 – IPTA Annual Conference & State Bus Roadeo – Lake Okoboji, IA
<u>Other Future Items:</u>