



DES MOINES AREA REGIONAL TRANSIT AUTHORITY
NOTICE OF COMMISSION MEETING AND AGENDA
NOVEMBER 27, 2012 – 12:00 p.m.
DART MULTIMODAL ROOM, 620 CHERRY STREET

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF NOVEMBER 27, 2012 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. TRANSIT RIDERS ADVISORY COMMITTEE UPDATE	
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A. Records Retention Committee	
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13. OTHER – Communications	
14. NEXT MEETING: Regular DART Meeting Tuesday, December 18, 2012 – 5:00 p.m.	
15. ADJOURN	

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

**1100 DART Way – Des Moines, IA 50309
October 27, 2012**

ROLL CALL

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

Commissioner Absent: Steve Brody

Alternates Present: Steve Peterson

Staff Present: Elizabeth Presutti, General Manager; Jamie Schug, Chief Financial Officer; Chet Bor, Paratransit Manager; Kirstin Baer-Harding, Advertising Manager; Gunnar Olson, Public Information Officer; Tom Reynolds, Chief Operating Officer; Jim Tishim, Planning Director; Randy McKern, Transportation Manager; Randy Ross, HR Director; John Clark, Customer Service Supervisor; Debra Meyer, Capital Grants Manager; PJ Sass, Customer Service Manager; Jennifer Long, RideShare Program Coordinator; Georgia Parkey, Paratransit Operations Manager; Mark Burkman, Purchasing Manager; Amber Dakan, Staff Accountant; Tony Filippini, Transit Planner; Cheryl Wolfe, Operator/ATU; Jack Beminio, Operator; Neil Hampton, Operations Supervisor; Katie Dale, Marketing Assistant; Ellye Kovner, RideShare Program Specialist; Brad Deaton, Operations Supervisor; Nolden Gentry, Attorney, Brick Gentry, P.C.

Others Present: Mark Trost, TDS, LLC; Matt Rodekamp, Substance Architecture; Todd Garner, Substance Architecture; Nathan Goldberg, MPO;

CALL TO ORDER

The meeting was called to order by Steve Van Oort at 12:01pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

Mr. Van Oort called for approval of the October 30, 2012 meeting agenda.

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

PUBLIC COMMENT

No public comments.

EMPLOYEE RECOGNITION

Jack Beminio, Paratransit Operator was recognized for his 28 years of service to DART. Mr. Van Oort and Ms. Presutti presented Jack with a gift card and a plaque.

CONSENT ITEMS

7-A – September 25, 31 2012 Minutes

7-B – September 2012 Financial Report

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

ACTION ITEMS

Action Item 8A – DART Central Station Meeting Room Policy

Elizabeth Presutti, General Manager presented to the Commission a revised DART Central Station Meeting Room Policy. Staff has revised the policy and has recommended that DART have a list of approved caterers for groups to choose from with the appropriate food and beverage permits.

It was moved by Mr. Peterson and seconded by Ms. Hensley that the Commission approve the revised DART Central Station Meeting Room Policy. The motion carried unanimously.

DISCUSSION ITEMS

9A – DART Central Station Change Project Update

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

- Art wall should be done by mid-November
- Air conditioning is working
- Mostly IT related items left
- There are a few credits for the last change order that will come in November
- One sandwich/coffee group looking at the vendor space
- Trying to schedule a meeting with a previous group to take a second look

9B – November 2012 Service Change Update

Gunnar Olson, Public Information Officer gave a presentation to the Commission on the upcoming service change and the preparations that are being made. Commissioners were also provided a draft version of the Service Booklet that will be made available at the Public Informational Sessions that begin on November 7th.

9C – Quarterly Safety Report

Chet Bor, Paratransit Director provided the Commission an update on the 1st quarter safety report.

9D – September 2012 Performance Report

Elizabeth Presutti, General Manager reviewed the Performance Report with the Commission and made some clarifying points on ridership based on the number of weekdays in the previous month and previous fiscal year.

MONTHLY REPORTS

Operations Report

Tom Reynolds, Chief Operating Officer updated the Commission regarding the Stratagen Software and the action items from last month's meeting.

The Paratransit No-Show or Cancellation Policy will be brought to the Commission for approval at next month's meeting.

Marketing Report

No update

Planning Report

Jim Tishim, Planning Director introduced Tony Filippini, DART's new Transit Planner.

Mr. Tishim also updated the Commission that DART has four new Park & Ride locations that will take effect with the new service change in November.

General Manager

Elizabeth Presutti, General Manager updated the Commission on the attendance at the Ribbon Cutting, the Employee Open House and the Public Open House. Both open house events were very well attended with over 300 attendees each day.

FUTURE AGENDA ITEMS

The November 27th meeting will be held at DART Central Station at Noon.

COMMISSIONER ITEMS

13A – Meeting Dates and Times

Mr. Van Oort opened the discussion with the Commission regarding future Commission meeting dates and times. It was decided that a survey would be sent out to see what works best for the Commission.

Mr. Van Oort updated the Commission on his recent trip to Seattle, WA for the Annual APTA Conference. He also updated that they have 6 BRT lines in the city and all attendees were given a bus card to use during the conference. Ms. Hensley asked if Mr. Van Oort could work with Gunnar Olson, Public Information Officer to create a guest editorial piece regarding his trip and experience on their BRT lines.

13B – Legislative Committee

Elizabeth Presutti discussed with the Commission that in the past few years DART has had a Legislative Committee that has worked with staff to develop legislative priorities. Ms. Presutti asked to have the Committee established and to hold a meeting with our state lobbyist Bill Wimmer in early November. DART would also like to host a breakfast on December 7th for state representatives.

Legislative Committee Members are: Christine Hensley, Steve Van Oort, Skip Conkling and Angela Connolly.

OTHER – Communications

ADJOURNMENT

A motion by Mr. Conkling and second by Mr. Brody to adjourn the regular Commission Meeting was made at 12:42pm. The motion carried unanimously.

Next Meeting

November 27, 2012 at 12:00pm

2012 Meeting Dates

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

Chair

Clerk

Date

CONSENT ITEM



7B:	Security Guard Services for DART Facilities
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Action:	Approve a one-year contract and two option years with American Security for Security Guard Services at DART Facilities not to exceed \$112,000 for the first year.
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Staff Resource: Mark Burkman, DART Purchasing Manager
Tom Reynolds, Chief Operating Officer

Background:

- With the opening of DART Central Station, DART required additional Security Guard services for the new facility in conjunction with after hours security at the Operations and Maintenance Facility at 1100 DART Way.
- The hired security guard services as part of this procurement will be supplemented with off-duty Des Moines Police Department officers.
- DART put out a Request for Proposal (RFP) and three security firms responded.
- DART evaluated the three firm's proposals and then interviewed the top two firms that rated the highest scores from the evaluation committee. A selection committee then rated the two remaining firms after each firm was given the opportunity for oral presentations.
- American Security was rated higher by all members of the selection committee in all four criteria used in the selection process (Experience of the Firm and the Resources Provided, Experience of the Firm's Team, Client References and Price).
- The first year of the contract includes and optional 400 hours of additional security hours beyond the base level of services should it be necessary.
- The contract will include two additional option years that will be brought back to the DART Commission for approval annually based upon the contractor's performance

Funding:

- DART operating budget.

Recommendation:

- Approve a one-year contract and two option years with American Security for Security Guard Services at DART Facilities not to exceed \$112,000 for the first year.

CONSENT ITEM



7C:	FY2017 Federal STP Funding Request
Action:	Authorize submission of applications to the MPO for Federal STP Funds in the amount of \$1,500,000.

Staff Resource: Debra Meyer, Financial Analyst

Background:

- Applications for FY2017 Federal Surface Transportation Program (STP) funding are due to the MPO on December 7, 2012.
- The total STP funding available for FY2017 is approximately \$10 million with MPO policy dictating the distribution to Alternative Transportation (Trails and Transit) at 5-15% of the total, which is \$500,000 to \$1,500,000. If the MPO's estimate is understated, the 2017 unallocated portion will most likely be distributed to projects that were partially funded, but only up to the original application amount.
- DART requested \$1,200,000 in STP funds for FY2016 and was awarded \$900,000 for replacement buses.

Proposed Request:

- DART will request \$1,500,000 in FY2017 STP funds to be used towards the purchase of three heavy-duty articulated buses.

Recommendation:

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

CONSENT ITEM



7D: October FY2013 Consolidated Financial Report

Action: Approve the October 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 for FY2013 exceeds budget by \$51,600. This is due to higher than budgeted farebox revenue.
- Fixed Route Non-Operating Revenue is below budget for FY2013, due to timing of grant related revenue versus budget.
- Paratransit Operating Revenue is approximately 20% below budgetary expectations for the fiscal year. A large contributor being Polk County funding at 43% below budget year to date.
- Rideshare Revenues are approximately 4% below budgetary expectations for the fiscal year. Fluctuations in ridership continue to vary.

Operating Expense:

- Fixed Route Budget Summary – Fixed Route expenses continue to remain below budget for the fiscal year. At the close of October, operating expenses were 13% below budget. As previously stated, fuel costs are an area of significant savings. Fuel prices have been locked in below budget for the coming months as well which will allow for continued expense savings.
- Paratransit Budget Summary – While Paratransit expenses for the month of October were over budget by 18%; year to date figures remain below budgetary expectations. Expenditure categories below budget include fuels, lubricants and vehicle repair parts.
- Rideshare Expenses are approximately 15% below budgetary expectations for the fiscal year to date. The savings are primarily in fuels, lubricants and vehicle repair parts.

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

Fixed Route	\$ 75,517	Reserve For Accidents (See Balance Sheet):
Paratransit	\$ (103,460)	FY2013 - \$1,393,161
Rideshare	\$ 37,766	
Total	\$ 9,823	

FY2013 Financials:

October 2012

FIXED ROUTE	October 2012			Year-To-Date-(3) Months Ending 10/31/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	379,759	387,019	(7,260)	1,599,676	1,548,076	51,600
Non-Operating Revenue	750,205	1,331,818	(581,613)	4,427,905	5,327,272	(899,367)
Subtotal	1,129,964	1,718,837	(588,873)	6,027,582	6,875,348	(847,766)
Operating Expenses	1,635,688	1,730,539	94,851	6,093,803	7,017,086	923,283
Gain/(Loss)	(505,724)	(11,702)	(494,022)	(66,221)	(141,738)	75,517

PARATRANSIT	October 2012			Year-To-Date-(3) Months Ending 10/31/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	139,818	209,683	(69,865)	674,234	838,732	(164,498)
Non-Operating Revenue	58,867	48,972	9,895	239,322	195,888	43,434
Subtotal	198,685	258,655	(59,970)	913,556	1,034,620	(121,064)
Operating Expenses	304,501	258,636	(45,865)	1,016,940	1,034,544	17,604
Gain/(Loss)	(105,816)	19	(105,835)	(103,384)	76	(103,460)

RIDESHARE	October 2012			Year-To-Date-(3) Months Ending 10/31/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	77,923	83,333	(5,410)	320,459	333,332	(12,873)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	77,923	83,333	(5,410)	320,459	333,332	(12,873)
Operating Expenses	80,157	82,829	2,672	280,677	331,316	50,639
Gain/(Loss)	(2,234)	504	(2,738)	39,782	2,016	37,766

ACTION ITEM



8A:	DART Central Station Construction Change Order and Project Update
Action:	Approve Change Order #8 with The Weitz Company for the construction of DART Central Station in the amount of \$65,536.09.

Staff Resource: Elizabeth Presutti, General Manager

Background:

- The DART Commission approved a contract with The Weitz Company not to exceed \$16,395,500.
- The original contract with The Weitz Company is in the amount of \$15,137,960 (which is inclusive of the base bid and selected alternates). To date DART has approved seven change orders equaling \$1,137,098, bringing the current contract value to \$16,275,141 with \$120,359 remaining in contingency.

Change Order #8:

- Approval of Change Order #8 will bring the contract value up to \$16,340,677.09 with \$54,822.91 remaining in contingency.
- The table on the following page outlines all of the various items included in change order #8.

Project Update:

- The October monthly report submitted to the Federal Transit Administration is attached, highlighting the project status.
- Mark Trost, DART's Owner's Representative, and Todd Garner from Substance Architecture will be at the meeting to answer any questions.

Recommendation:

- Approve Change Order #8 with The Weitz Company for the construction of DART Central Station in the amount of \$65,536.09.

ACTION ITEM**8A: DART Central Station Construction Change Order and Project Update**

ITEM		AMOUNT
250	Exterior wireless holes to access power data outlets	\$11,437.00
251	Gutter and downspout revisions	\$4,526.00
260	Paint all exterior speakers white	\$1,080.00
263	Building downspout support connection reinforcement	\$1,343.00
265	Change light fixture in ceiling above double doors by customer service	\$628.00
266	Flag pole foundation revisions in east planter	\$1,918.00
267	Large planter rough granite band structural support change	\$2,159.00
269	Add by pass to cistern water in case of system shut down	\$4,255.00
270	Add locking gas valve at gas service entrance	\$491.00
274	Add cork flooring to closet in breakroom on second floor	\$514.00
275	Furnish and install 2" metallic conduit between MDF room and bike storage room	\$7,276.00
276	Change warning pavers at city street crossing to city standard from specified material	\$707.00
277	Street light/signal pole relocation at 7th and Cherry	\$1,292.00
278	Add city requested striping to 7th Street	\$5,875.00
279	Add handhole for century link at 6th and Cherry	\$4,770.00
280	Wiring rework for conference room tvs and installation of tvs in 227 and 209	\$7,387.00
281	Natural Gas Monitoring at Generator	\$646.00
282	Thermostat at Reception Area change to work room	\$517.00
283	Modifications to snow melt controllers per commissioning recommendations	\$1,761.00
284	Magenta System Credit	-\$6,831.00
285	Re-wire video display to fibre from cat 6 including new media converters per trapeze	\$9,501.00
286	Sprinkler system monitoring credit for dry system monitoring	-\$1,123.00
287	Change circuit in work room to 208 from 120 volt	\$624.00
288	Add gutter to gap between canopy and building	\$19,148.00
289	Remove install of Low Emitting Vehicle signs	-\$20.00
291	Punchlist item to add pourable sealant in roof turnbuckle connection	\$706.00
292	Install black felt covering over exposed wires in multi modal room	\$565.00
293	Bike storage changing rooms paint above black and add drywall where possible	\$1,167.00
294	Water heater controls add additional controls to control flow time	\$1,185.00
295	QAS Removal	-\$44,660.00
297	Paint gaps between ceiling and walls in public lobby flat black	\$980.00
298	Paint metal trim in public lobby white around perimeter	\$185.00
299	Aluminum trim above conference rooms	\$540.00
300	Software license to move building automation to virtual server	\$643.00
304	Additional lane striping requested by City of Des Moines Staff at site meeting	\$1,587.00
305	Batteries and hole saw for soap dispensers	\$126.00
306	Mop sink / faucet revisions per Jim and Keith during punchlist	\$599.00
307	Credit on Polished Concrete floor	-\$2,844.00
308	Credit on Zinc panels north elevation	-\$6,000.00
309	Credit for glass in commission conference room	-\$1,262.00
310	Add controls system access to Outside Air unit	\$839.00
	B - Cycle	\$31,299.09
TOTAL		\$65,536.09



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.

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 **October 2012**.
 - Interior painting is complete
 - Carpet installation nearly complete
 - Ceiling tile installation is complete
 - Planter walls stone is complete
 - HVAC commissioning substantially complete
 - Photovoltaic installation is complete and operational
 - Structured soil installation is complete
 - Paver installation is complete
 - South Art Wall installation is in process
 - Furniture installation complete
- 2) The following **construction work is anticipated** during the month of **November 2012**:
 - Punchlist items will be completed



- South wall art installation will conclude
- 3) The following **shop drawings/submittals were approved** in the month of **October 2012**:
- On-going LEED-Documentation
 - Misc. product data
 - Misc. product data
 - Commissioning checklists
- 4) The following **shop drawings/submittals are anticipated (or under continued review)** in the month of **November 2012**:
- Closeout documents

Safety:

No safety incidents were reported.

Construction Schedule:

Substantial completion occurred on October 22,2012. The ribbon cutting was held on October 23, 2012. The employee move-in is scheduled for the weekend of November 9, 2012.

Payment Applications:

Pay application # 13 was submitted and approved in the amount of \$1,315,885 (after retainage). The architect and owners representative were in agreement on the approval.

Change Orders:

- 1) NO change orders were approved during the month of **September 2012**:

TOTAL \$156,987.00

DART COMMISSION AUTHORIZATION	\$16,395,500.00
WEITZ BASE BID WITH ALTERMATES	\$15,137,960.00
<i>Weitz Base Bid</i>	<i>\$14,682,000.00</i>
<i>Alternates and Geothermal Wells</i>	<i>\$455,960.00</i>
CONTINGENCY	\$1,257,540.00
Approved Change Orders Prior Months	\$1,137,181.00
Approved Change Orders This Month	\$0.00
TOTAL CHANGE ORDERS TO DATE	\$1,137,181.00
REMAINING CONTINGENCY	\$120,359.00

Current Weitz Contract Value = \$16,275,141.00

- 2) The following are **potential change orders** during the month of **November 2012**:
- A Change Order will likely be issued in November consolidating a number of CLI's.



Davis Bacon:

Davis-Bacon interviews continue.

DBE:

DBE participation under the A&E contract is \$9,002.40 to date.

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

DBE participation committed under the General Construction Contract is \$1,988 to date for barricades and \$800 for paving joint layout within general requirements.

Project Issues:

No new significant issues.

OTHER PROJECT ACTIVITIES

Public Art:

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

- Lynn Basa
- David Dahlquist
- Troy Corliss

Installation of the terrazzo floor art piece is complete. The piece by Troy Corliss artists was installed in October. The South Art wall will be complete mid-November.

Joint Development:

The Brokers continue to pursue potential tenants. Interest in the space is growing. Potential tenants reviewing the space have included deli, coffee, yogurt, and convenience. A drycleaner has also expressed interest. A convenience retailer is currently reviewing the space. A new sandwich shop prospect and a potential coffee shop tenant have come forward.

ATTACHMENTS

None.

ACTION ITEM



8B: 2013 State and Federal Legislative Priorities

Action: Approval of the 2013 Federal and State Legislative Priorities

Staff Resource: Elizabeth Presutti, DART General Manager
Gunnar Olson, Public Information Officer

Background:

- Staff members consulted the American Public Transportation Association, the Iowa Public Transit Association, and DART lobbyist Bill Wimmer.
- The recommended legislative priorities were presented to the Commission's Legislative Committee on November 19th and reviewed by its members, including Commission Chair Steve Van Oort, Commissioner Christine Hensley, Commissioner Angela Connolly and Commissioner Skip Conkling.
- In addition to reviewing the legislative priorities, committee members discussed the planned breakfast on December 7th for members of the Iowa House and Senate whose districts are wholly or partially in Polk County or a city served by DART.

Recommended Priorities:

Below are the recommended priorities for DART to pursue during the upcoming state and federal legislative sessions.

State Legislative Priorities:

- 1) Thank Legislators for Their Support** – Thank legislators for their support of DART projects, including \$4 million I-JOBs grant that leveraged the full funding of the \$21 million DART Central Station and other capital projects funded through the state's Public Transportation Infrastructure Grant Program.
- 2) Bus-Rapid Transit** – Pursue new funding opportunities for large-scale transit projects in Iowa such as bus-rapid transit. DART is uniquely positioned to begin developing the first bus-rapid transit line in the state and demonstrate the economic benefits of major investments in public transit service.
- 3) Protect DART's Civil Servants** – Work with the Amalgamated Transit Union and the Iowa Public Transportation Association in support of steepening penalties on assailants of DART employees. Currently, assaults on police officers and fire fighters are felonies; the same protection should be given to bus operators, who are exposed to hundreds of members of the public every day. Eight DART operators have been assaulted in the past two years.
- 4) Commercial Property Tax Reform** – Monitor and, where appropriate, make comments on efforts to reform commercial property taxes. Seek to have regional transit authorities such as DART be eligible to use any alternative funding methods to "backfill" losses to commercial property tax base.
- 5) Need Funding Options** – Open discussion for forms of revenue for public transportation other than local property taxes, recognizing the sensitivity to over-reliance on property taxes.

ACTION ITEM

8B: 2013 State and Federal Legislative Priorities



Federal Legislative Priorities:

- 1) **Thank Congressional Delegation** – Thank Iowa’s Congressional Delegation for their support of DART projects, including \$16.5 million in federal grants for recently opened DART Central Station and, more recently, a \$3 million State of Good Repair grant from the Federal Transit Administration to purchase new fareboxes.
- 2) **Bus-Rapid Transit** – University/Ingersoll Rapid Transit Corridor -- DART is finalizing its Alternatives Analysis and is actively seeking a local match. (2013 VERY SMALL STARTS APPLICATION: \$20 million).

ACTION ITEM



8C: Bus Plus No Show Policy Revision

Action: Approve the revised Bus Plus No Show Policy.

Staff Resource: Chet Bor, Paratransit Director

Background:

- Bus Plus is the local name for complementary paratransit service for persons unable to use the fixed route system as required by the Americans with Disabilities Act of 1990.
- A No Show is when a passenger misses a scheduled trip.
- US Department of Transportation ADA regulations allow transit agencies to suspend, for a reasonable period of time, the provision of paratransit service to riders who establish a pattern or practice of missing scheduled trips, also known as No Shows.
- Persons with disabilities have variable conditions that may change from day to day. A No Show Policy must balance the needs of the ridership with DART's need to be cost effective.
- No Shows that occur due to circumstances that are beyond the passenger's control will not be counted.
- This policy includes Late Cancels, which are the functional equivalent of a No Show.
- In October, the Bus Plus No Show rate was 2.7% of trips. Anything over 5% is considered high.
- Late Cancellations in October were 1.9% of trips. The combined Late Cancels and No Show rate was 4.6% for October.

Reason for Change:

- The current Bus Plus No Show policy is no longer compliant with FTA guidelines due to the financial penalty aspect of DART's current policy.
- To create an easy to understand policy that is consistent with industry best practices.
- No Shows adversely impact DART's ability to provide reliable, on-time and cost effective service.

Recommendation:

- Approve the revised Bus Plus No Show Policy.

Attachments:

- Current Bus Plus No Show Policy.
- Proposed Bus Plus No Show Policy.



BUS PLUS NO SHOW POLICY

Responsible Department(s): Paratransit

DEFINITIONS:

Bus Plus - the local name for complementary paratransit service for persons unable to use the fixed route system as required by the Americans with Disabilities Act of 1990.

No Show - when a passenger misses a scheduled trip when the operator arrives.

POLICY:

When passengers cancel, or do not show up when they have scheduled a trip, Bus Plus service cannot serve as many passengers. Therefore a charge may be assessed to passengers having an excessive number of either. A trip is considered a “canceled trip” when a passenger calls Bus Plus between 4:00 p.m. the day before the trip, and one hour before the scheduled pick-up time. A trip is considered a “No Show” when a passenger fails to take a trip or calls less than one hour prior to the scheduled pick-up time. A charge may be assessed in the following situations:

- Each time a passenger “Cancels” more than eight (8) times per month.
- Each time a passenger “No Shows” more than four (4) times per month.

Passengers exceeding the listed number of “Cancels” or “No Shows” can be charged the actual cost of the trip, which ranges from \$18.00 - \$23.00. These passengers will receive billing at the first of each month. Payment must be received prior to the end of that same month in order to continue to be eligible for the Bus Plus service.



BUS PLUS NO SHOW POLICY

Effective Date: December 1, 2012

Responsible Department(s): Paratransit

Revised Date:

DEFINITIONS:

Bus Plus - the local name for complementary paratransit service for persons unable to use the fixed route system as required by the Americans with Disabilities Act of 1990.

No Show - when a passenger misses a scheduled trip when the operator arrives.

Late Cancel – When a passenger cancels a scheduled trip with less than one (1) hour notice to the paratransit office before the scheduled pick-up time. A Late Cancel is the functional equivalent of a No Show.

POLICY:

DART understands that, from time to time, a passenger may have a “No Show” or “Late Cancel” trip. DART endeavors to provide reliable, on-time and cost effective service and No Shows and Late Cancels adversely impact DART’s ability to do so.

If a passenger No Shows or Late Cancels the first leg of a trip, the return trip will remain an “active” trip. If the passenger will not take that leg, they must call the paratransit office to cancel the trip.

Any passenger within a calendar month that incurs five (5) or more No Show and/or Late Cancel trips will trigger a review of their trips to determine if a pattern or practice of missed trips exists.

When DART performs a review, below is the criteria for determining the number of No Show and/or Late Cancel trips that may result in a penalty:

- 1 to 14 trips per month – maximum of 2 No Shows/Late Cancels per month
- 15 to 39 trips per month – maximum of 4 No Shows/Late Cancels per month
- 40 to 59 trips per month – maximum of 6 No Shows/Late Cancels per month
- 60+ trips per month – maximum of 8 No Shows/Late Cancels per month

Following a review, the passenger will be notified of the number of No Show or Late Cancel trips for the previous month. No Shows that occur due to circumstances that are beyond the passenger’s control will not be counted. Passengers have the right to contest any particular No Show or Late Cancel trip. Passengers may contact DART by telephone, mail or e-mail.

Passengers that exceed the maximum number of No Show and/or Late Cancel trips will be subject to the following penalties:

- 1st violation – letter of warning
- 2nd violation – three day suspension of service
- 3rd violation – one week suspension of service
- 4th and succeeding violations – two week suspension of service

DISCUSSION ITEM



9A:	November 2012 Service Change Update
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Staff Resource: Tom Reynolds, Chief Operating Officer
Gunnar Olson, Public Information Officer

- An update on November 2012 Service Change and opening of DART Central Station will be given at the meeting.



System Summary Performance Report October 2012

	April 2012	May 2012	June 2012	July 2012	August 2012	September 2012	October 2012	October 2011	Percent Change 2012/2011	FY13 Year To Date	FY12 Year To Date	Percent YTD Change 2013/2012
DART Fixed Route												
Total Ridership	346,404	361,450	278,515	263,187	524,609	339,496	385,505	367,460	4.91%	1,512,797	1,492,458	1.36%
OTT Ridership	18,890	20,696	19,333	18,837	19,910	14,501	19,436	20,793	-6.53%	72,684	80,992	-10.26%
Unlimited Access Ridership	35,946	36,213	31,206	33,373	40,894	34,530	42,682	37,998	12.33%	151,479	149,366	1.41%
Bike Rack Usage	3,901	4,574	4,781	5,156	5,952	4,168	4,628	4,777	-3.12%	19,904	20,413	-2.49%
Passengers/Revenue Hour	23.34	23.68	18.35	17.77	27.59	24.59	23.80	24.47	-2.74%	23.70	23.53	0.71%
Avg. Passengers Weekday	15,274	15,267	11,900	11,246	21,668	16,126	15,677	15,884	-1.30%	16,297	16,156	0.87%
Avg. Passengers Weekend Day	2,851	3,197	3,179	3,001	3,280	3,677	3,116	3,390	-8.06%	3,273	3,310	-1.12%
Complaints/100,000 Riders	9.53	24.90	36.62	32.68	19.82	25.04	29.83	25.85	15.39%	25.78	31.42	-17.96%
Commendations/100,000 Riders	0.58	1.94	3.59	1.14	5.53	2.65	4.93	4.90	0.61%	3.97	3.55	11.69%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.01	2.45	1.54	0.51	1.51	1.02	3.58	1.77	102.47%	1.93	1.80	6.81%
Non-Preventable/100,000 Miles	1.01	0.98	0.51	1.01	1.88	0.51	1.79	0.88	102.47%	0.79	0.40	97.31%
Maintenance:												
Total Miles Operated	197,892	204,321	194,227	197,437	265,668	195,965	223,581	20,943	967.57%	882,651	831,820	6.11%
Road Calls/100,000 Miles	17.18	33.77	30.38	25.32	21.83	20.92	22.36	12.81	74.54%	22.55	21.40	5.36%
Active Vehicles in Fleet	113	113	109	107	107	109	112	129	-13.18%	109	129	-15.70%
DART Paratransit												
Total Ridership	11,036	11,820	11,124	11,351	12,528	10,818	12,941	12,392	4.43%	47,638	50,671	-5.99%
Passengers/Revenue Hour	2.92	2.90	3.01	3.08	2.99	2.95	3.02	3.04	-0.66%	3.01	3.11	-3.29%
Average Trip Length	6.33	6.33	6.46	6.46	6.40	6.44	6.32	5.94	6.32%	6.16	5.48	12.34%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.00	1.43	4.38	0.00	1.29	1.50	0.00	2.84	-100.00%	0.68	1.44	-52.66%
Non-Preventable/100,000 Miles	1.49	1.43	0.00	1.41	0.00	0.00	1.27	1.42	0.00%	0.68	0.36	89.37%
Maintenance:												
Total Miles Operated	67,076	70,036	68,512	70,799	77,470	66,697	78,563	70,326	11.71%	293,529	277,922	5.62%
Active Vehicles in Fleet	29	29	29	29	29	29	29	29	0.00%	29	29	0.00%
DART RideShare												
Total Ridership	24,242	24,380	22,846	21,840	23,152	20,142	24,266	23,592	2.86%	89,400	94,448	-5.34%
Total Vans in Circulation	96	95	94	93	92	93	93	96	-3.13%	93	97	-4.63%
Total Rideshare Customers	881	865	854	852	823	825	817	877	-6.84%	829	882	-5.95%
Accident Frequency Rate by Service:												
Preventable	0.00	0.00	1.82	0.00	0.00	0.00	0.00	0.00	0.00%	0.00	0.00	0.00%
Non-Preventable	1.17	1.15	0.00	0.00	0.00	0.00	0.00	0.00	#DIV/0!	0.00	0.85	-100.00%
Maintenance:												
Total Miles Operated	170,621	174,358	165,175	162,124	175,048	148,781	177,835	173,981	2.22%	663,788	707,132	-6.13%
Active Vehicles in Fleet	100	100	100	100	100	100	100	99	1.01%	100	112	-10.51%



System Performance Ridership Report October 2012

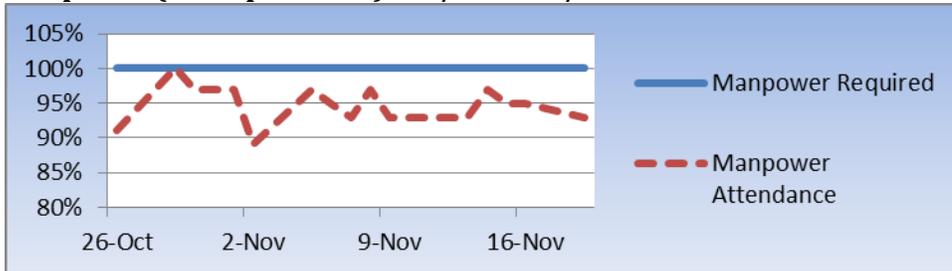
	April 2012	May 2012	June 2012	July 2012	August 2012	September 2012	October 2012	September 2011	Percent Change 2012/2011	FY13 Year To Date	FY012 Year To Date	Percent YTD Change 2013/2012
DART Fixed Route Ridership	346,404	361,450	279,056	263,187	524,609	339,496	385,505	367,460	4.91%	1,512,797	1,492,458	1.36%
Local Routes:												
#1 - Fairgrounds	20,991	21,441	14,814	13,327	213,812	19,548	22,441	20,943	7.15%	269,128	275,478	-2.31%
#3 - University	70,752	74,507	64,156	59,404	71,668	74,618	83,627	78,670	6.30%	289,317	282,268	2.50%
#4 - Urbandale	32,513	35,042	26,061	24,619	29,278	28,837	33,576	35,605	-5.70%	116,310	122,888	-5.35%
#5 - Clark	18,510	18,564	13,987	13,847	16,532	17,702	19,524	18,443	5.86%	67,605	63,112	7.12%
#6 - Douglas	55,043	57,031	44,460	42,059	52,391	54,118	59,848	59,458	0.66%	208,416	201,644	3.36%
#7 - Ft. Des Moines	48,091	50,315	40,914	37,477	46,431	46,889	53,848	49,792	8.15%	184,645	172,385	7.11%
#8 - South Union	14,705	15,390	9,323	10,009	14,265	15,514	17,439	15,505	12.47%	57,227	49,044	16.69%
#11 - Ingersoll/WDM	19,028	20,572	18,482	17,890	19,619	19,482	21,358	21,458	-0.47%	78,349	76,384	2.57%
#12 - Urbandale Business Park	0	0	0	0	0	0	0	0	0.00%	0	0	#DIV/0!
#13 - SE Park Ave.	6,708	7,182	628	584	3,879	7,129	7,717	7,195	7.26%	19,309	18,245	5.83%
#71 - Ankeny/Delaware**	924	995	806	689	820	641	709	1,029	-31.10%	2,859	3,893	-26.56%
Shuttle Routes:												
Link Shuttle	940	941	636	937	1,173	1,125	1,582	1,276	23.98%	4,817	5,396	-10.73%
Dline	16,834	18,545	16,900	16,363	19,869	17,633	20,912	15,854	31.90%	74,777	67,595	10.63%
DMACC	203	135	18	0	0	0	0	164	-100.00%	0	645	-100.00%
Lincoln/McCombs	8,447	8,842	76	0	4,644	10,555	11,681	8,166	43.04%	26,880	20,415	31.67%
Express Routes:												
#90 - Airport South Business Park	880	869	174	0	0	0	0	1,123	-100.00%	0	4,039	-100.00%
#91 - Merle Hay Express	1,589	1,511	1,021	677	849	698	999	1,735	-42.42%	3,223	6,407	-49.70%
#92 - Hickman Express	2,819	2,824	2,785	2,797	3,079	2,751	3,225	2,924	10.29%	11,852	10,820	9.54%
#93 - NW 86th Express	4,465	4,533	4,247	3,861	4,450	3,493	4,130	4,984	-17.13%	15,934	18,709	-14.83%
#94 - Westown	1,412	1,471	1,383	1,488	1,478	1,281	1,590	1,311	21.28%	5,837	5,169	12.92%
#95 - Vista	2,858	2,614	2,318	2,227	2,479	1,972	2,311	3,134	-26.26%	8,989	11,910	-24.53%
#96 - E.P. True	3,372	3,221	2,837	2,826	3,066	2,768	3,199	3,614	-11.48%	11,859	14,713	-19.40%
#98 - Ankeny	7,252	6,801	6,524	6,458	8,401	7,966	9,372	7,367	27.22%	32,197	29,667	8.53%
#99 - Altoona	2,634	2,649	2,165	1,945	2,276	1,803	2,321	2,468	-5.96%	8,345	9,992	-16.48%
On-Call/Flex Routes (Operated by Paratransit):												
On-Call: Ankeny	176	165	175	172	177	159	212	134	58.21%	720	669	7.62%
On-Call: Des Moines	472	461	392	438	432	302	269	288	-6.60%	1,441	1,446	-0.35%
On-Call: Johnston/Grimes			541	595	817	448	676	0	#DIV/0!	2,536	0	#DIV/0!
#73 Flex: Urbandale/Windsor Heights	2,193	2,285	1,426	683	855	660	994	2,028	-50.99%	3,192	8,573	-62.77%
#72 Flex: West Des Moines/Clive	1,459	1,485	1,234	1,273	1,627	1,295	1,847	1,894	-2.48%	6,042	7,040	-14.18%
On-Call: Clive ** (Ran for one week then combined with Flex Rout	995	911	0	0	0	0	0	786	-100.00%	0	3,137	-100.00%
On-Call: REGIONAL	139	148	573	542	242	109	98	112	-12.50%	991	775	27.87%
DART Paratransit Ridership	11,036	11,588	11,116	11,351	12,528	10,818	12,935	12,392	4.38%	47,632	50,671	-6.00%
Bus/Van	10,590	11,070	10,606	10,956	12,112	10,354	12,433	11,833	5.07%	45,855	48,188	-4.84%
Cab	446	518	510	395	416	464	502	559	-10.20%	1,777	2,483	-28.43%
DART RideShare Ridership	24,242	24,380	22,846	21,840	23,152	20,142	24,266	23,592	-14.62%	89,400	94,448	-5.34%
TOTAL RIDERSHIP	381,682	397,418	313,018	296,378	560,289	370,456	422,706	403,444	4.77%	1,649,829	1,637,577	0.75%

10A: Operations Department

Staff Resources: Tom Reynolds, Chief Operating Officer

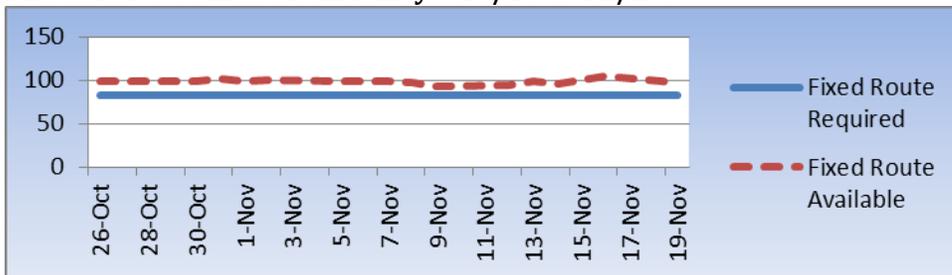
Operations Performance:

Manpower (Transportation) - 10/26 to 11/19:

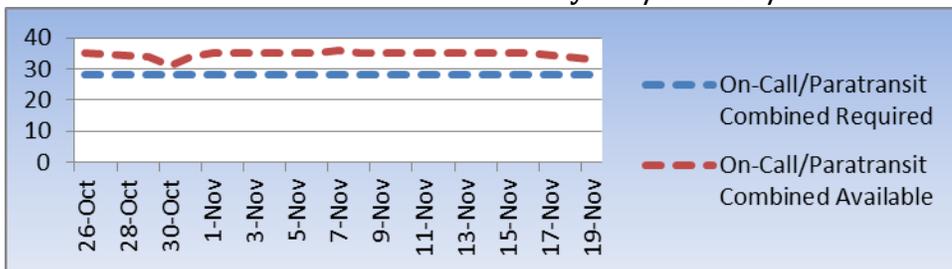


Service needs were meet 100% for AM Pullouts with the Extra Board.

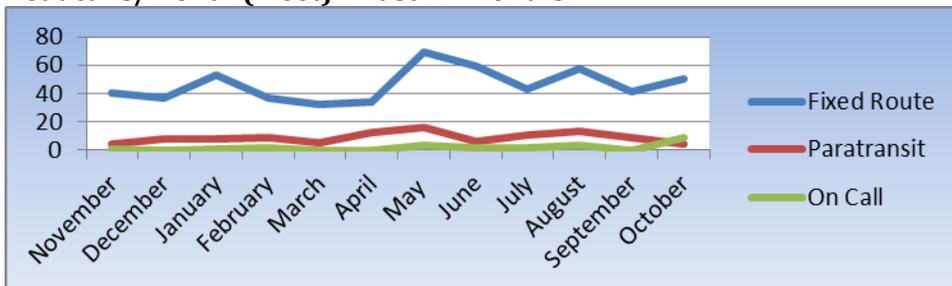
Fixed Route Vehicle Availability - 10/26 to 11/19:



Paratransit and On-Call Vehicle Availability - 10/26 to 11/19:



Roadcalls/Month (Fleet) - Past 12 Months:



Transportation - Randy McKern, Manager

- This month four (4) Fixed Route Operators received Safe Driving Awards; Operator Rich Campbell was awarded for ten (10) years of safe driving.
- Seven (7) Operators received Service Awards.
- Thanks to Operators Randy Archer, Jerry Toms, John Bartlett and Willie Richardson for volunteering for the Customer Open House at DART Central Station.
- Thanks to Transportation Administrative Assistant Melanie Carter and Manager Randy McKern for helping Planning get ready for the new Service Changes. A good example of teamwork.
- Melanie and Randy also carried out the special bid for the new service and for the days after Thanksgiving.

Maintenance - Scott Reed, Senior Manager

- Two (2) sets of portable bus lifts were delivered so Technicians can work under the buses safely. They replace ones so old the manufacturer purchased them for parts because they didn't have any for other customers.
- Despite the great weather last week, it will snow in due time. Staff is prepping the non-revenue trucks for winter duty.
- An employment offer was made for a new Maintenance Supervisor and it was accepted. He will start in early December.

Service Management - Mike Kaiser, Manager

- Thanks to Operations Supervisors for responding various problems ranging from the late notice for the Election Rally to loss of communications at 1100 DART Way. Special thanks to Tess Davidson, Russ Pamulak and Justin Hazebroek for stepping in to address the problems.
- Operations Supervisors will be playing a vital role at DART Central Station. They will be there beyond the initial customer orientation period to address any transit issues on a daily basis.

Paratransit - Chet Bor, Director

- DART and Polk County have recently hired Ms. Jennifer Roberts as the new Mobility Manager, replacing the former one that recently resigned. Jennifer comes from the DMMPO, where she worked as a planning intern. She has degrees from the University of Iowa and Iowa State University where she earned a Master's in planning. Chief among her many duties will be to establish a Travel Training program and foster system-wide coordinating of social service trips to garner efficiencies.
- Supervisor Neil Hampton conducted outreach with Everly Ball.
- This month three (3) operators earned Safe Driving Awards.

Safety - Chet Bor, Director, Paratransit

- The November Safety meetings covered the following topics:
 - Maintenance, Fixed Route and Paratransit all covered aggressive driving using a multi-media interactive presentation.
 - Fixed Route and Paratransit provided Smith System training on inclement weather driving (eg., rain, fog, snow and ice).
 - Paratransit continued learning AVL/MDT procedures.
 - Fixed Route continued training on the November service changes.

MONTHLY REPORT

10A: Operations



- Maintenance covered new safety procedures for Monday pull-outs. Maintenance also reviewed the action items from the shop safety committee.
- DART will once again deploy “Transit Ambassadors” to help customers with the November Service changes and the opening of DART Central Station. Training Manager Greg Schmitt and Director Chet Bor developed a Transit Ambassador training program uniquely for DART. The one hour training session focused on how the Transit Ambassadors can “raise the level of service” our customer receives and create a better safety culture at our new facility from the very first day. Forty-one (41) staff completed the training. Staff will wear DART safety vests or new DART Transit Ambassador jackets so that they are easily identifiable to our customers.
- October was a very good month for safety. For the month the combined accident frequency rate (AFR) was 169,348 miles between preventable accidents. Fixed Route had two preventable accidents while Paratransit had zero. Paratransit’s year-to-date AFR is at 206,206 is twice our goal of 100,000 miles between preventable accidents! The October AFR report:



FY13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD AFR
Fixed Route													
Accidents	2	9	5	2									18
Mileage	203,354	267,742	197,066	227,675									895,837
AFR	101,677	29,749	39,413	113,838	0	0	0	0	0	0	0	0	49,769
Per 100K Miles	0.98	3.36	2.54	0.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.01
Paratransit													
Accidents	0	1	1	0									2
Mileage	100,080	107,517	93,794	111,021									412,412
AFR	100,080	107,517	93,794	111,021	0	0	0	0	0	0	0	0	206,206
Per 100K Miles	0.00	0.93	1.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.48
DART													
Accidents	2	10	6	2	0	0	0	0	0	0	0	0	20
Mileage	303,434	375,259	290,860	338,696	0	0	0	0	0	0	0	0	1,308,249
AFR	151,717	37,526	48,477	169,348	0	0	0	0	0	0	0	0	65,412
Per 100K Miles	0.66	2.66	2.06	0.59	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.53

Training - Greg Schmitt, Manager

- One (1) Fixed Route Operator has graduated from training. Currently seven (7) students are in training for the Fixed Route Department and one (1) student is in training for the Paratransit Department.
- Training Manager Greg Schmitt did an outstanding job of developing and implementing a new version of an Operator Training Program for the November Service Changes. All phases of the program were completed prior to the start of the new service.
 - The **First Phase** was the Table Top Reviews of all the routes and on-road Bus Route Familiarization Tours were offered. Operators were given service manuals to help them learn about the new routes.
 - The **Second Phase** training focused on reviewing safety procedures and learning how to navigate in and out of the platforms at DART Central Station.
 - The **Third Phase** consisted of a series “open house” sessions where Instructors and staff were available to answer specific questions regarding the service. This last phase was designed to dovetail with the new shift bids to allow drivers to get training specific to their new work assignment.

MONTHLY REPORT

10A: Operations



- Training Manager Greg Schmitt participated in the *National Transit Institute's Trainers' Workshop* from October 28th – 30th in Dallas, Texas. The workshop is the only event in the nation dedicated so transit trainers can network and learn from other transit professionals from around the country. Many discussions were attended ranging from instructional design to apprenticeship program development for maintenance technicians. Much of the materials and ideas from the workshop will help to improve operations and service for DART customers.



Buildings & Grounds - Jim Garrett, Manager

- Work at DART Central Station is still ongoing up to the day service rolls into it. Building Supervisor Keith Welch and Facilities Manager Jim Garrett did another great job with staff moving in and fine-tuning various systems.
- The contractor is replacing a section of the bus right-of-way in Platform "L" due to a storm sewer that was installed improperly. The section will be replaced, but will not have to be put into service until next year.
- DART's contractor is still working on replacing sections of deteriorated concrete on the property. The work will continue as long as conditions allow.
- The older section of the bus storage facility is undergoing work to change the air handlers. This will be a cost-efficient way to improve the heating systems and emissions monitoring.

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

November Service Changes

Staff spent much of the month preparing customers for the major service changes and opening of DART Central Station occurring in November. Details of these efforts appear throughout this report. One major effort, requiring support from several staff from multiple departments, were the public informational sessions and the “Grab & Go’s” at a majority of DART’s Unlimited Access partners.

- 11 informational sessions were held November 7-8 and 13-15
 - A total of 206 people attended the sessions
 - More than 3,263 schedules were distributed
 - Roughly 16 schedules per attendee
 - The most popular schedules were for Routes 52 (181), Route 60 (167) and Route 16 (167)
- 9 Grab & Go’s were held at DART’s Unlimited Access companies
 - Principal Financial Group, EMC, Wellmark, Nationwide (twice), Iowa Methodist Medical Center, Mercy Medical Center, Davis Brown, Pioneer and Iowa Lutheran Hospital.

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

- Staff has been distributing and mailing the new schedules and “MyDART Book” guides to stake holders in preparation for the service changes.
- Public outreach for the November service change has rollout with print (English, Spanish and Bosnian papers), bus ads, radio (English and Spanish radio stations), social media, emails and updated website information.
- Marketing materials have started rolling out for the new services including Routes 52 and 60 with print ads, bus ads, radio, social media, and emails.
- Staff has been working with Saturday Manufacturing in making DART information a consistent look across all marketing material from print, email, to website design. Staff is preparing all letterhead material for the printers. The new branding material will be printed on FSC and recycled papers.
- Staff is making the final changes on the new system map and is preparing the files for the printer.
- Staff has been busy updating the DART website with all the new maps, schedules, timetables and DART Central Station information.
- Staff has been working with Planning and Trapeze on the web technologies with finalizing the information and prepping for the November service changes.

Customer Service Report: PJ Sass

October Employer and Group Presentations:

- Principal Orientation – 4 visits

MONTHLY REPORT

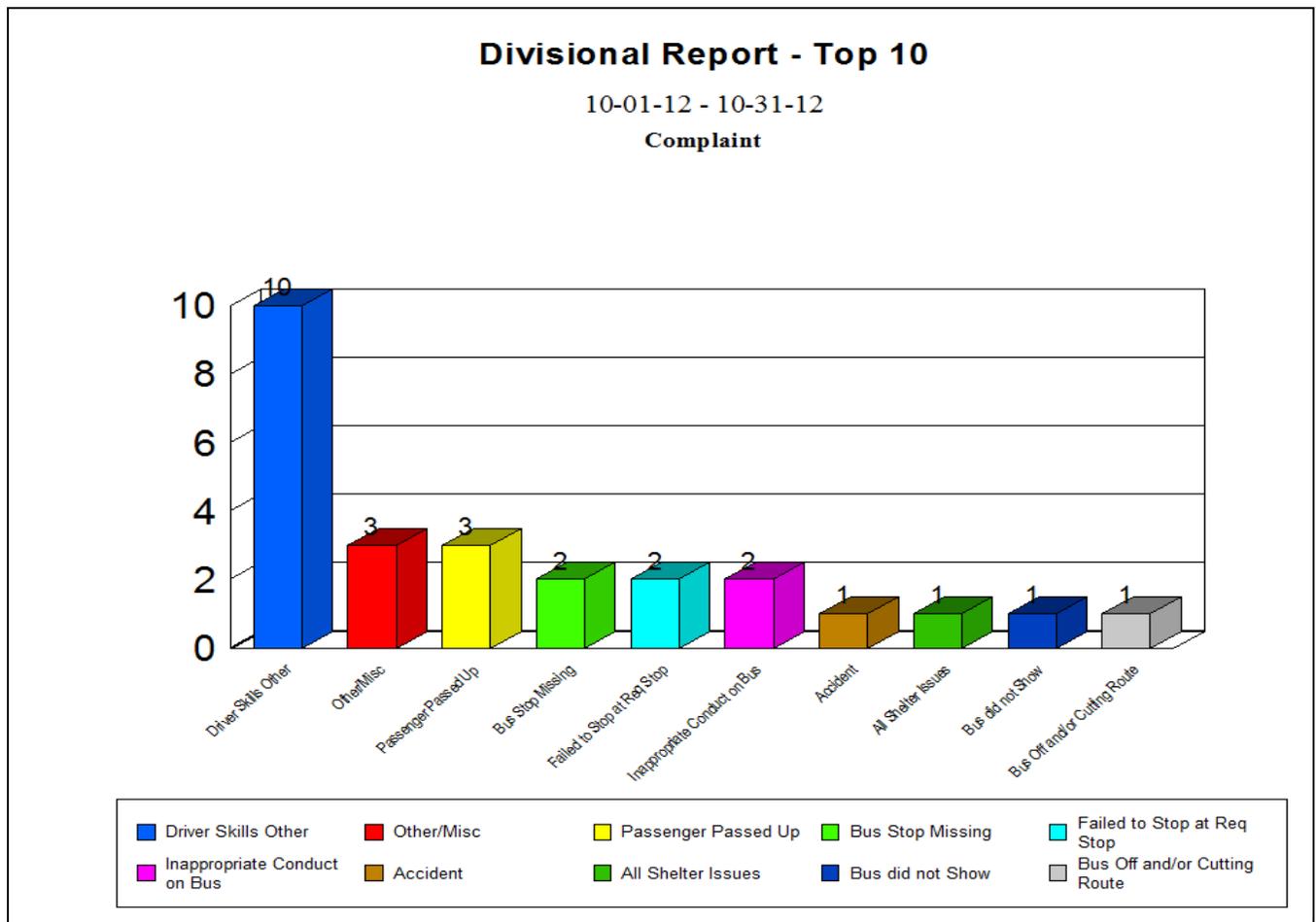
10B: Marketing and Communications, Customer Service and RideShare



- Nationwide Health Fair
- EMC Benefit Fair

October Customer Service Statistics:

- 128 emails
- 97 voicemails answered
- 115 complaints received
- 19 commendations received
- 18 inquiries/suggestions



Comments were up this month. The top five comments for September were: Driving Skills Other, Other Misc., Passenger Passed Up, Bus Stop Missing, and Failed to Stop at Requested Stop. Out of the 115 comments, 7 are still in the investigation process and 26 were founded which is 24% of the total comments for this month. We had several comments regarding Driving Skills this month, although they were minor there was some documentation and driver retraining. Several passengers were passed up this month, possibly due to the lack of daylight.

MONTHLY REPORT

10B: Marketing and Communications, Customer Service and RideShare



Customer Service Enhancements: Integrated Voice Response (IVR) is still in the completion stage we are preparing the new voice messages.

Half Fare Program: New photo program has been installed which works within the Point Of Sale (POS) this allows DART to track and store all data in a more efficient manner.

Point of Sale machines have been installed at the new location and are running smoothly. The customer service window has been very busy even with the lack of buses on site. We are looking forward to the increase once the buses transition off Walnut.

Priscilla Giron, has joined the DART Customer Service staff, we are very excited as she will be assisting all of our Hispanic customers, providing them with service information. She will also assist with the translation of the messages for the phone system.

RideShare: Jennifer Long

- There were no RideShare accidents in the month of October.
- Staff completed a Request for Bid on RideShare vehicles.
- Staff is putting together a Quick Reference Guide to put in all vehicles. The guide will contain procedures and tips for the voluntary drivers.

Public Information and Communications: Gunnar Olson

- Staff worked with the Des Moines Business Record on a paid advertising section, published Friday, November 23, about the landmark year DART is having with the launch of a redesigned bus network and the opening of DART Central Station. The special section features photos from the ribbon-cutting, two articles written by DART staff, and advertisements from members of the DART Central Station design team.
- Staff initiated a dialogue with Drake University staff about the possibility of exploring a deeper partnership between DART and Drake.
- Staff worked with Josh Hafner of The Des Moines Register to arrange an interview with General Manager Elizabeth Presutti. The interview resulted in a feature article about Elizabeth and all of the activity at DART. It was published on the front of the Metro section.
- Staff worked with a community planner with the U.S. Department of Transportation's Volpe Center on a research paper on DART Central Station. The research paper is forthcoming.
- Staff held the sixth and final Transit Riders Advisory Committee meeting of the year. It was the first TRAC meeting held at DART Central Station. It was also the final meeting for five of the founding members of the committee, Jinsong Chen, Kelly Henry, Helen Boles, Eileen Bradley and Crystal Estabrook. They each served two terms for a total of four years, the maximum allowed under the TRAC bylaws. The members given certificates of appreciation for their years of service.
- Staff responded to media inquiries following an accident involving a DART bus and a bicycle.
- Staff joined up with Substance architects Todd Garner and Matt Rodekamp to give a tour of DART Central Station to the staff of the Greater Des Moines Partnership.
- Staff arranged tour of DART Central Station for recently re-elected Congressman Tom Latham.
- Staff issued a press release on the move of DART's administrative offices and customer service window to DART Central Station from 1100 DART Way.
- Staff issued a press release with reminders for riders about making the transition through the November service changes.

MONTHLY REPORT

10B: Marketing and Communications, Customer Service and RideShare



- Staff attended a media training session at the Iowa Public Transportation Association meeting in West Des Moines.
- Staff responded to media inquiries about a “bus funeral” that was held on the Walnut Street Transit Mall on its final day of operation. A handful of riders staged the “funeral” due to the discontinuation of some underutilized route segments as part of the November 2012 service changes.
- Staff worked with the Des Moines Public Schools to push out reminders to parents and students about the changes to the school routes that take effect Monday, November 26.

DART Advertising Program: Kirstin Baer-Harding

New October Advertisers

- KSM Media

MONTHLY REPORT



10C: Planning Department

Staff Resource: Jim Tishim – Planning Director

AVL/RTIS & Trip Planner Update:

- INFO-IVR Trip Planner Program:
 - Trapeze completed development of the INFO-IVR system.
 - DART received the second round of system changes on November 16, 2012. We will be testing of the program over the next couple weeks.
- Real Time Map Module:
 - The Real-Time Map Module completed Trapeze development and was installed into the system.
 - We have not been successful testing the module. Trapeze has been working to determine the problems.
- Google Real-Time Feed (GTFS):
 - The Google Real-Time Feed Specification Plan responses were finalized by DART and submitted to Trapeze.
- System Acceptance and Availability Test Plans:
 - The System Acceptance and Availability Test Plans were reviewed and responses submitted to Trapeze for plan updates.
- Training Schedules:
 - The Planning, IT, Customer Service and Marketing Departments completed TransitNow, IVR and Google Export Program Training on October 3-4, 2012.
- DART Central Station AVL Equipment:
 - All exterior platform signs, platform display signs and interior display monitors were configured for the DART Central Station open house.

Planning Department Projects:

- The Planning Department is working extensively on the development of the November 23, 2012 service changes.
- Title VI Training Webinars:
 - The Planning Department Staff participated in two FTA sponsored Title VI Webinars on Service Equity and Fare Equity.
 - The Service Equity training was held on October 18, 2012 and the Fare Equity Training was held on October 25, 2012.

MONTHLY REPORT
10C: Planning Department



- River Bend Neighborhood Association Meeting;
 - The November service change on the new #16 Douglas Ave. route moves the route from operating on 9th St to 13th St between University Ave. and Jefferson St. This change sparked some concern from customers along that portion of 9th St. being moved.
 - DART Public Information Officer, Gunner Olsen and I were invited to a special meeting of the River Bend Neighborhood Association on October 16, 2012 to discuss the changes.
 - State Representative Ako Abdul-Samad contacted DART about the concerns and attended the meeting.

MONTHLY REPORT



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

- DART Central Station – Working through the move to DART Central Station was the main focus this month for me and many staff members.
 - The staff move to DART Central Station occurred on Thursday, November 8 and Friday, November 9, 2012.
 - The first day of official business at DART Central Station was November 12, 2012.
 - Several tours were conducted for groups since November 12th (Congressman Latham and Greater Des Moines Partnership).
 - DART will be hosting the Greater Des Moines Leadership Institute on November 27, 2012 for a tour and presentation about DART.
- Greater Dayton Regional Transit Authority – DART Staff hosted several staff members from the Dayton RTA on November 13, 2012. They wanted to learn more about our maintenance management system. They are in the process of procuring a similar system.
- Iowa Public Transit Association Mid-Year Meeting – Attended the IPTA Mid-Year meeting November 14-16, 2012. Several staff members attended the training opportunity that focused on media preparation and social media.



FUTURE DART COMMISSION ITEMS NOVEMBER 27, 2012

December 18, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - FY 2012 Audit 	<ul style="list-style-type: none"> - DART Central Station Update - Records Retention Policy - November Service Change Update - FY 2014 Budget
January 29, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Records Retention Policy 	<ul style="list-style-type: none"> - FY 2014 Budget - TRAC Update - Quarterly Safety Report
February 26, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - FY 2014 Budget - FY 2014 Grants 	
March 26, 2012 - 5:00 P.M.	
Action Items	Information Items
April 30, 2012 - 5:00 P.M.	
Action Items	Information Items

Key Meetings/Dates:

- January 31, 2013: IPTA Legislative Day at State Capitol
- February 9-12, 2013: APTA CEO's Seminar
- March 9-12, 2013: APTA Legislative Conference
- May 5-8, 2012: APTA Bus & Paratransit Conference

Other Future Items: