



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
NOTICE OF COMMISSION MEETING AND AGENDA
SEPTEMBER 27, 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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15. NEXT MEETING: Regular DART Meeting Tuesday, October 25, 2011 – 5:00 p.m.	
16. ADJOURN	

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

**1100 DART Way – Des Moines, IA 50309
August 2, 2011**

ROLL CALL

Commissioners Present: Bob Mahaffey, Gaye Johnson, Angela Connolly, Ted Boesen, Steve Peterson for Steve Brody, Steve Van Oort, Christine Hensley, Skip Conkling

Commissioners Absent: Steve Brody

Alternates Present: Steve Peterson

Staff Present: Elizabeth Presutti, General Manager; Tom Reynolds, Chief Operating Officer; Rebecca Lovig, RideShare Manager; Kelley Brady, Administrative Asst; Deb Meyer, Capital Grants Manager; Randy Ross, HR Director; Gunnar Olson, Public Information Officer; Jim Tishim, Planning Director; Chet Bor, Paratransit Director; P.J. Sass, Customer Service Manager; Nolden Gentry, Legal Counsel; Suzanne Robinson, Clerk to the Commission;

Others Present: Dana Conn, TMA; Dylan Mullenix and Zach Young, MPO; Rox Laird, Des Moines Register; Mark Trost, Trost Dev. Svcs.; Alexander Grgurich, TRAC; Greg Sparks, City Mgr West Des Moines; Madeline Allen and John Halsband, DART customers; Mike Kaiser, Greg Schmitt, Mike Drottz, , DART staff members

CALL TO ORDER

The meeting was called to order by Chair Angela Connolly at 4:01 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 June 27, 2011, Special meeting minutes. There being no comments on the minutes, it was moved by Mr. Conkling and seconded by Mr. Steve Van Oort that the minutes be approved. The minutes were approved as written.

Chair Connolly called for corrections to the June 28, 2011, regular meeting minutes. There being no comments on the minutes, it was moved by Ms. Hensley and seconded by Mr. Van Oort that the minutes be approved. The minutes were approved as written.

PUBLIC COMMENTS SECTION

None

TRAC UPDATE

Mr. Alexander Grgurich, Chair of the Transit Riders Advisory Committee, presented a summary of their meeting on July 13, 2011. He reported that the group received a trial run presentation of the DART Forward 2035 recommendations. He said that the discussion afterward centered on the Flex Route deviations, and remarked that it was a very good presentation.

CONSENT ITEMS

8-A – DART Signatory Authorization for Elizabeth Presutti, DART General Manager

8-B – Des Moines Area MPO and CIRTPA Staff Representation for DART

8-C – FY2013 ICAAP Grant Application Authorizing Resolution

8-D – RideShare Van Purchase

8-E – June 2011 Financial Reports

It was moved by Ms. Christine Hensley and seconded by Mr. Ted Boesen that the Consent Items be approved. The motion was approved unanimously.

ACTION ITEMS

Action Item 9A – DART Forward 2035 Plan Update and Alternatives Analysis Corridor Selection

General Manager Elizabeth Presutti summarized the current status of the Plan via a PowerPoint presentation (attached). She reminded the commission that presentations were made at nine public meetings, and 160 comment sheets were received and studied. She stated that the commission will be presented with the final plan for approval at its September 27 meeting.

Chair Connolly reminded the commissioners that they will be attending a workshop the morning of September 15th where they will be presented with the Final Report and recommendations for the plan. Ms. Presutti also announced that there will be a similar workshop for city managers/mayors on the afternoon of the same date. Ms. Hensley asked that commissioners be kept informed regarding meetings with various entities such as Katecho to discuss the recommendations. She also asked about the search for public art as part of the DART Central Station construction. Ms. Presutti said that both public art and new bus shelters were part of the project.

Ms. Presutti next introduced John Dobies, DART's consultant from TMD regarding the Bus Rapid Transit corridor selection process. Mr. Dobies gave a PowerPoint presentation explaining the Alternatives Analysis process as the next step in the Bus Rapid Transit project. He defined the term "Alternatives Analysis" stating that it was an "investment study" – an evaluation of costs and benefits. He said that the FTA's "Very Small Starts" program, which is for projects less than \$50 million and is targeted for Bus Rapid Transit projects, requires an Alternatives Analysis to be done in order to receive funding. Mr. Dobies said that after reviewing the study it was clear in this initial evaluation that the preferred corridor for a Bus Rapid Transit system Alternatives Analysis is the University/Ingersoll loop since it meets the most criteria for success. Ms. Presutti added that other potential corridors for Bus Rapid Transit are not being ignored, but that the University/Ingersoll loop will begin a process and its success will provide the impetus to add other corridors in the

future. Chair Connolly agreed that this recommendation should be approved by the commission so the process may begin. She stated that this was a long time coming, and that it's exciting to see the process beginning.

It was moved by Ms. Hensley and seconded by Mr. Van Oort that the Commission approve the selection of the Ingersoll/University Loop as DART's first corridor for further study as part of the FTA's Alternatives Analysis program.

The motion carried unanimously.

Action Item 9B – RideShare Program Fare Policy

Ms. Rebecca Lovig, RideShare Manager, reminded the Commissioners that they approved a new fare increase at the last commission meeting, and postponed the adoption of a new fare policy awaiting an addition to the policy of a contingency clause which takes into account the adoption of a fare increase in the event of previously unforeseen problems that might arise.

It was moved by Ms. Hensley and seconded by Ms. Johnson that the Commission approve the adoption of a fare policy to include a bi-annual fare increase not to exceed 5%, and that it can be adjusted at anytime to compensate for uncontrollable increases in operating costs.

The motion carried unanimously.

Action Item 9C – Des Moines Public School Contract

Ms. Presutti stated that this year's contract, which has already been approved by the Des Moines Public School Board, is a continuation of the fixed-price contract revised in 2007, which includes an Unlimited Access program for school employees and the 2,500 to 3,000 students that ride DART buses during the school year.

It was moved by Mr. Van Oort and seconded by Mr. Bob Mahaffey that the Commission approve a one-year extension to DART's Des Moines Public School Transportation Contract at a cost not to exceed \$657,732 for the 2011-2012 school year.

The motion carried unanimously.

DISCUSSION ITEMS

Discussion Item 10A – DART Central Station Update

Mr. Mark Trost, DART's Owner Representative for the DART Central Station project, gave his monthly summary to the Commission. He stated that the project is on schedule, with Weitz beginning work as soon as the abatement of the asbestos in the building that is being torn down has been completed. He said the fence is being constructed and utilities are being uncovered.

Chair Connolly asked about the reporting regarding change orders, and Ms. Presutti said that the Commission would only be asked for approval if the change orders were to go over the contract value, but that the Commission would get a list as a part of the bi-monthly report.

Discussion Item 10B – Quarterly Safety Report

DART’s Safety Manager, Mike Kaiser, reported that accidents were down 30% in the quarter compared to last year, and were also more minor in nature, exceeding the quarterly accident goal. Chair Connolly thanked him for an excellent report.

Discussion Item 10C – Performance Reports

Ms. Presutti said that ridership was down 7% due to service reductions. She said that complimentary comments were up, due in part to the many positive stories in the media, thanks to Public Information Officer Gunnar Olson’s hard work. Chair Connolly commented on the excellent article on Ms. Presutti that appeared in the newspaper.

MONTHLY REPORTS

Ms. Presutti asked Commissioners to take note of the legislative initiatives and letters to the DART congressional delegation that are attached to her monthly report. Mr. Skip Conkling asked about the role for DART’s lobbyist at the State Legislature, Bill Wimmer. Ms. Presutti answered that she has scheduled a meeting with Mr. Wimmer for the following week to begin work on the state legislative agenda.

COMMISSION ITEMS

Ms. Presutti asked those present to change the date of the November commission meeting from Tuesday November 22 (Thanksgiving week) to Tuesday the 29th of November because of potential absences due to vacations.

Ms. Presutti announced that it has been requested that DART Commission packets be disseminated electronically via e-mail, as is done by the MPO with their monthly meeting packet, in the future. The commission agreed with the change, which will begin with the packet for the September 27, 2011 DART Commission Meeting.

ADJOURNMENT

The meeting was adjourned at 4:45 p.m.

2011 Meeting Dates

Sep 27, Oct 25, Nov 29, Dec 20

2012 Meeting Dates

Jan 31, Feb 28, Mar 27, Apr 24, May 22, Jun 26, Jul 31, no meeting in August

Sep 25, Oct 23, Nov 27, Dec 18

Date: _____

Chair: _____

Secretary: _____

CONSENT ITEM



8A: July & August FY2012 Consolidated Financial Report

Action: Approve the July & August FY2012 Consolidated Financial Report

Staff Resource: Jamie Schug, Chief Financial Officer

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue for the first two months of FY2012 is greater than anticipated but the \$223,530 surplus year to date is largely due to accounting for the Iowa State Fair revenues during the month of August. Monthly budgets in the current fiscal year were formed under the premise that each month would generate approximately 1/12th of the revenue for the year. This assumption does not hold true for the month of August which includes additional revenues and expenses related to the Iowa State Fair. During the next budget cycle, more emphasis will be placed upon recognizing the seasonality associated with revenues and expenses and budgeting accordingly.
- Fixed Route Non-Operating Revenue The two-month surplus of nearly \$2 million is due to the receipt of most of DART's anticipated federal operating assistance for the entire year during July and August.
- Paratransit Operating Revenue is approximately 20% below budgetary expectations through the first two months. Medicaid reimbursements in July and August were below amounts for the prior fiscal year.
- Rideshare Revenues are meeting budgetary expectations through the first two months of the fiscal year.

Operating Expense:

- Fixed Route Budget Summary – Through two months, actual expenses are 1.6% over budget this is due to State Fair related expenses during the month of August.
- Paratransit Budget Summary – Through two months the Paratransit program has expenses lower than budgeted. Taxicab expenses are 43% below budget year to date.
- Rideshare Expenses are approximately 6% below budgetary expectations through two months. The savings are primarily in the area of equipment repair parts, which is 53% below budget.

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

Fixed Route	\$ 2,164,894	Reserve For Accidents (See Balance Sheet):
Paratransit	\$ - 40,881	FY2012 - \$1,088,090
Rideshare	\$ 12,844	
Total	\$ 2,136,857	

FY2012 Financials:

July 2011

FIXED ROUTE	July 2011			Year-To-Date-(1) Months Ending 07/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	274,762	344,706	(69,944)	274,762	344,706	(69,944)
Non-Operating Revenue	3,117,501	1,135,760	1,981,741	3,117,501	1,135,760	1,981,741
Subtotal	3,392,263	1,480,466	1,911,797	3,392,263	1,480,466	1,911,797
Operating Expenses	1,369,436	1,450,524	81,088	1,369,436	1,450,524	81,088
Gain/(Loss)	2,022,827	29,942	1,992,885	2,022,827	29,942	1,992,885

PARATRANSIT	July 2011			Year-To-Date-(1) Months Ending 07/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	183,063	252,895	(69,832)	183,063	252,895	(69,832)
Non-Operating Revenue	59,452	64,982	(5,531)	59,452	64,982	(5,531)
Subtotal	242,514	317,877	(75,363)	242,514	317,877	(75,363)
Operating Expenses	329,207	375,501	46,294	329,207	375,501	46,294
Gain/(Loss)	(86,693)	(57,624)	(29,069)	(86,693)	(57,624)	(29,069)

RIDESHARE	July 2011			Year-To-Date-(1) Months Ending 07/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	81,553	79,166	2,387	81,553	79,166	2,387
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	81,553	79,166	2,387	81,553	79,166	2,387
Operating Expenses	88,179	99,399	11,220	88,179	99,399	11,220
Gain/(Loss)	(6,627)	(20,233)	13,606	(6,627)	(20,233)	13,606

FY2012 Financials:

August 2011

FIXED ROUTE	August 2011			Year-To-Date-(2) Months Ending 08/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	638,181	344,706	293,475	912,942	689,412	223,530
Non-Operating Revenue	1,142,573	1,135,760	6,813	4,260,074	2,271,520	1,988,554
Subtotal	1,780,754	1,480,466	300,288	5,173,016	2,960,932	2,212,084
Operating Expenses	1,603,803	1,475,524	(128,279)	2,973,239	2,926,048	(47,191)
Gain/(Loss)	176,950	4,942	172,008	2,199,778	34,884	2,164,894

PARATRANSIT	August 2011			Year-To-Date-(2) Months Ending 08/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	215,817	252,895	(37,078)	398,879	505,790	(106,911)
Non-Operating Revenue	58,964	64,982	(6,018)	118,416	129,964	(11,549)
Subtotal	274,781	317,877	(43,096)	517,295	635,754	(118,459)
Operating Expenses	344,217	375,501	31,284	673,424	751,002	77,578
Gain/(Loss)	(69,436)	(57,624)	(11,812)	(156,129)	(115,248)	(40,881)

RIDESHARE	August 2011			Year-To-Date-(2) Months Ending 08/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	75,949	79,166	(3,217)	157,502	158,332	(830)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	75,949	79,166	(3,217)	157,502	158,332	(830)
Operating Expenses	96,945	99,399	2,454	185,124	198,798	13,674
Gain/(Loss)	(20,996)	(20,233)	(763)	(27,622)	(40,466)	12,844

ACTION ITEM



9A: DART Forward 2035 Plan Adoption

Action: Approve the Adoption of the DART Forward 2035 Transit Services Plan

Staff Resource: Elizabeth Presutti, General Manager

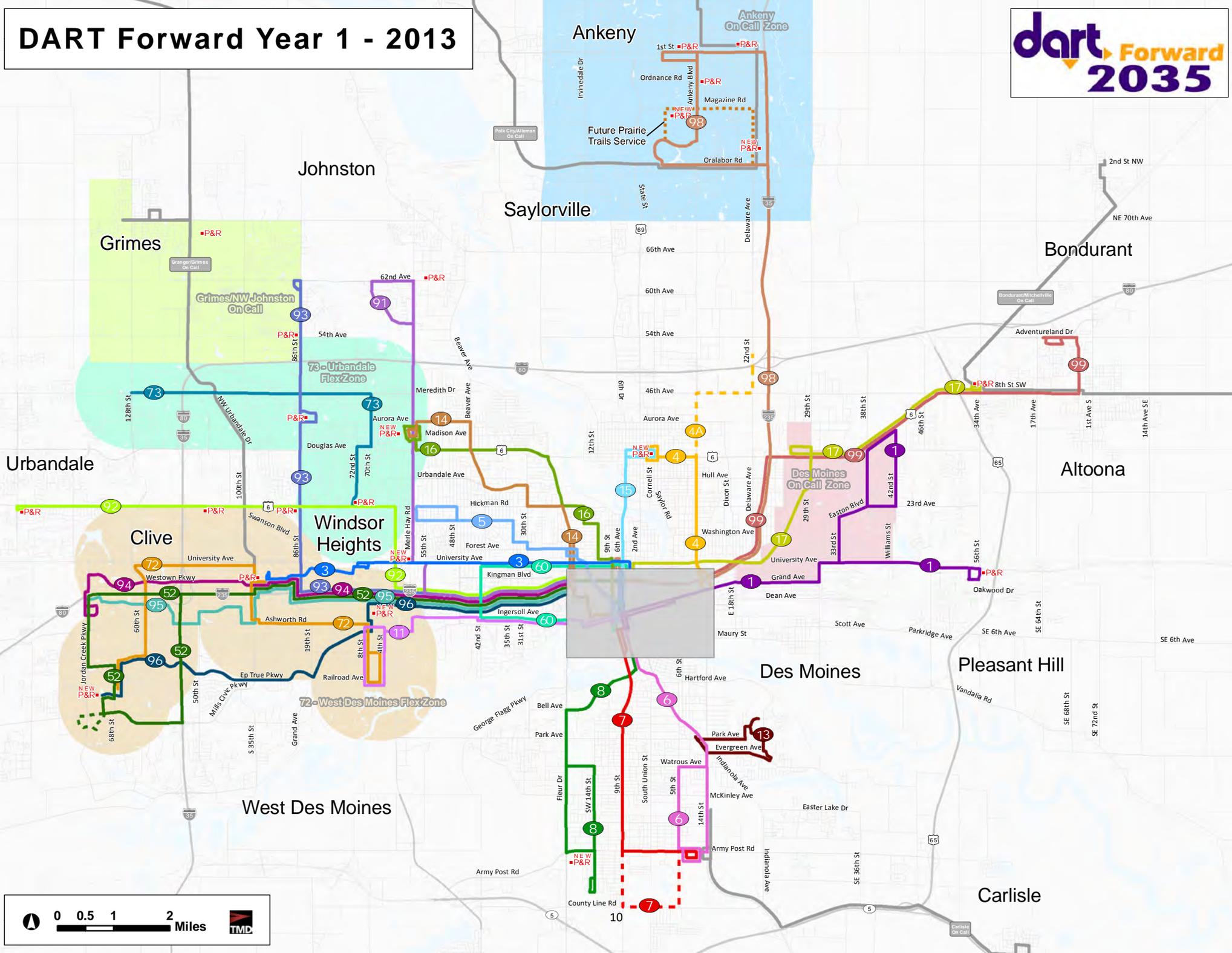
Background:

- The five guiding principles for the development of the plan recommendations were approved by the DART Commission on May 31, 2011.
- On June 28, 2011, the DART Commission approved the release of the draft recommendations to the public for review and comment.
- During the week of July 18, 2011, nine public meetings were held throughout the DART Service area to collect comment on the draft service recommendations.
 - Nearly 200 people attended the meetings and more than 160 comment cards, emails and phone calls had been received as of Thursday afternoon (July 28).
- Based on the public feedback, the consulting team and staff finalized the recommendations reinstating several services that were previously recommended to be discontinued.
- On September 15, 2011, the DART Commission held a workshop to review the final transit plan.

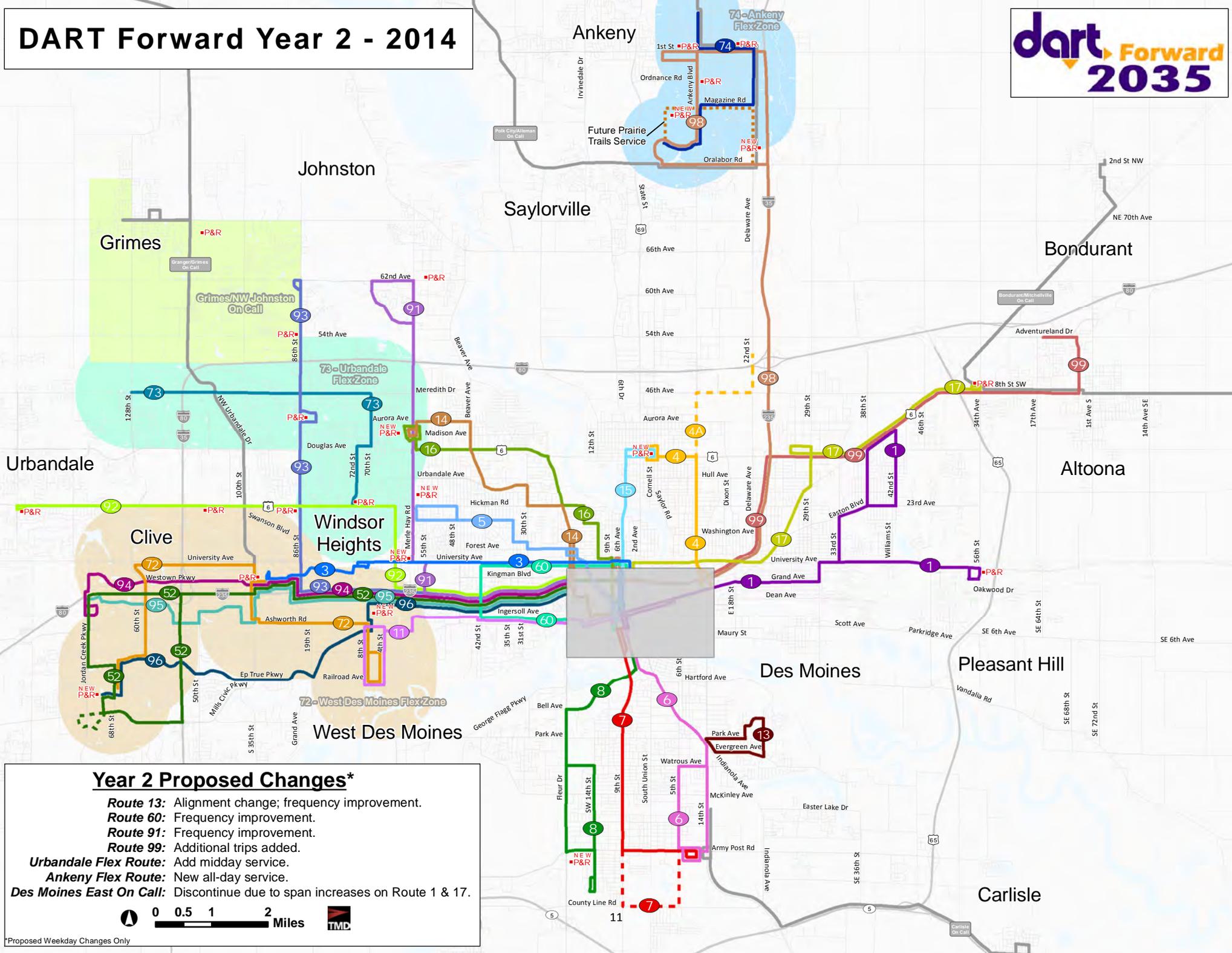
Staff Recommendation:

- Approve the adoption of the DART Forward 2035 Transit Services Plan, as outlined in the Executive Summary.
- Upon approval, staff will proceed with the assembly of the DART Forward 2035 Transit Services Plan Final Report to reflect the plan as adopted by the Commission.

DART Forward Year 1 - 2013



DART Forward Year 2 - 2014



Year 2 Proposed Changes*

Route 13: Alignment change; frequency improvement.

Route 60: Frequency improvement.

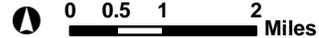
Route 91: Frequency improvement.

Route 99: Additional trips added.

Urbandale Flex Route: Add midday service.

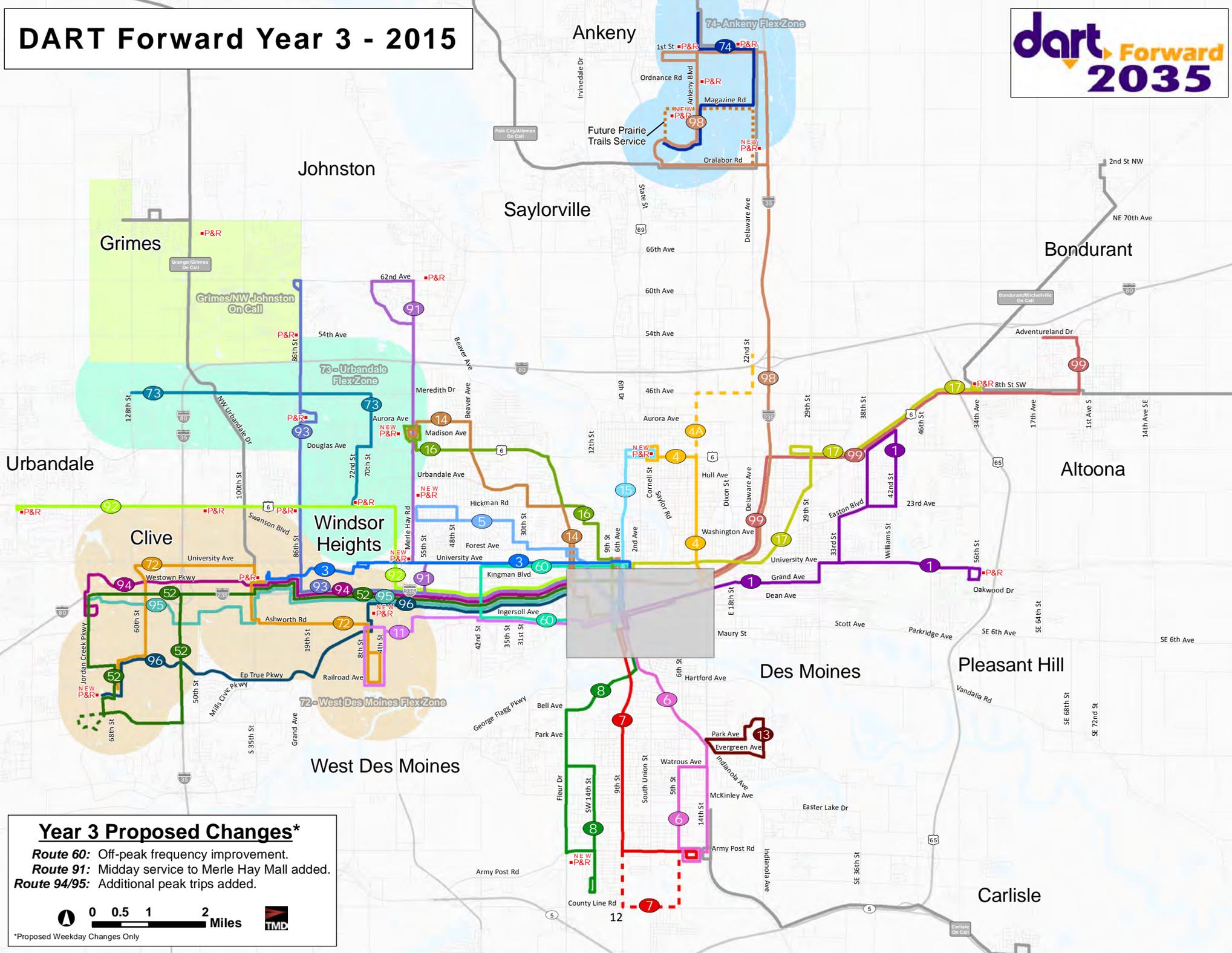
Ankeny Flex Route: New all-day service.

Des Moines East On Call: Discontinue due to span increases on Route 1 & 17.



*Proposed Weekday Changes Only

DART Forward Year 3 - 2015



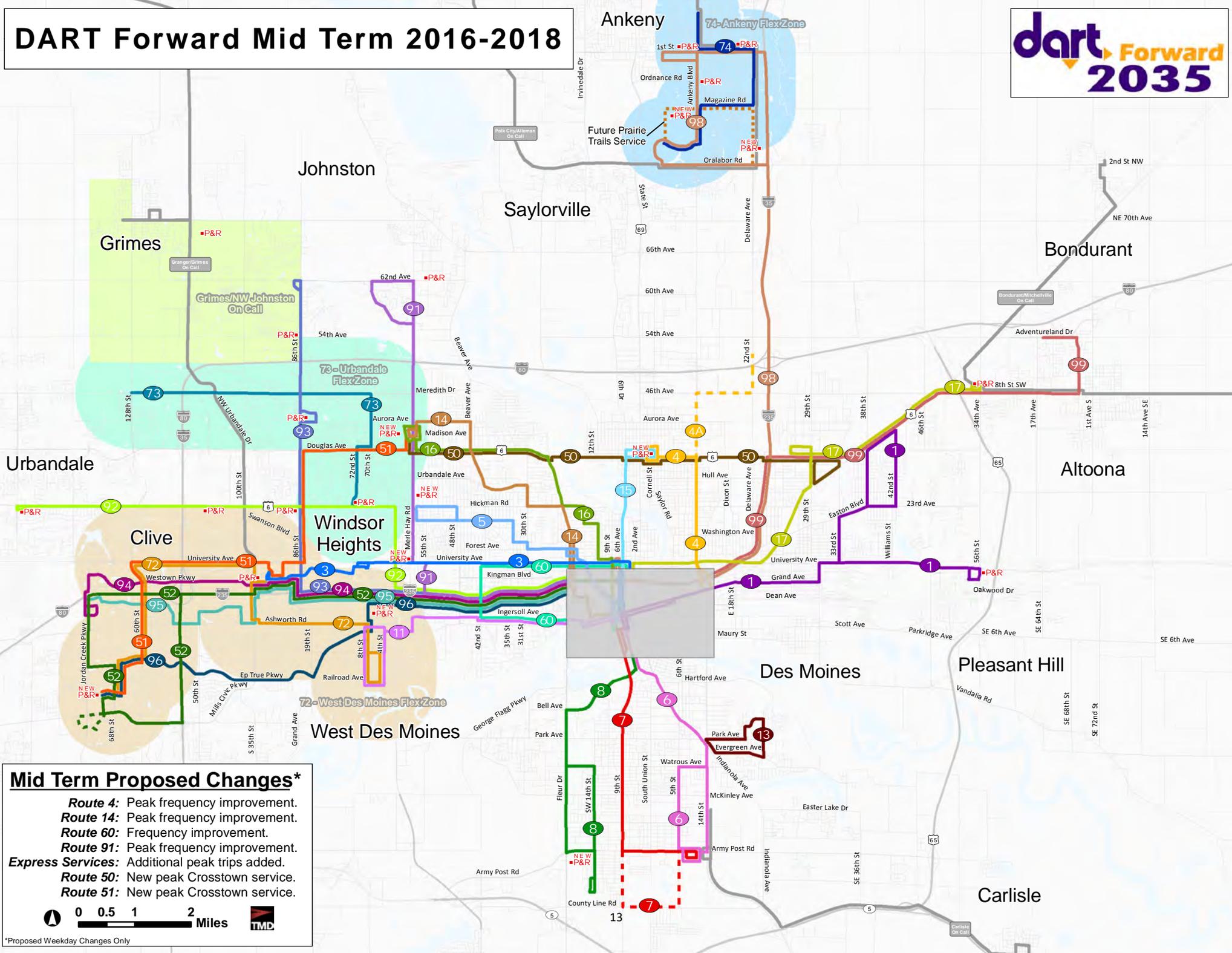
Year 3 Proposed Changes*

- Route 60:** Off-peak frequency improvement.
- Route 91:** Midday service to Merle Hay Mall added.
- Route 94/95:** Additional peak trips added.



*Proposed Weekday Changes Only

DART Forward Mid Term 2016-2018



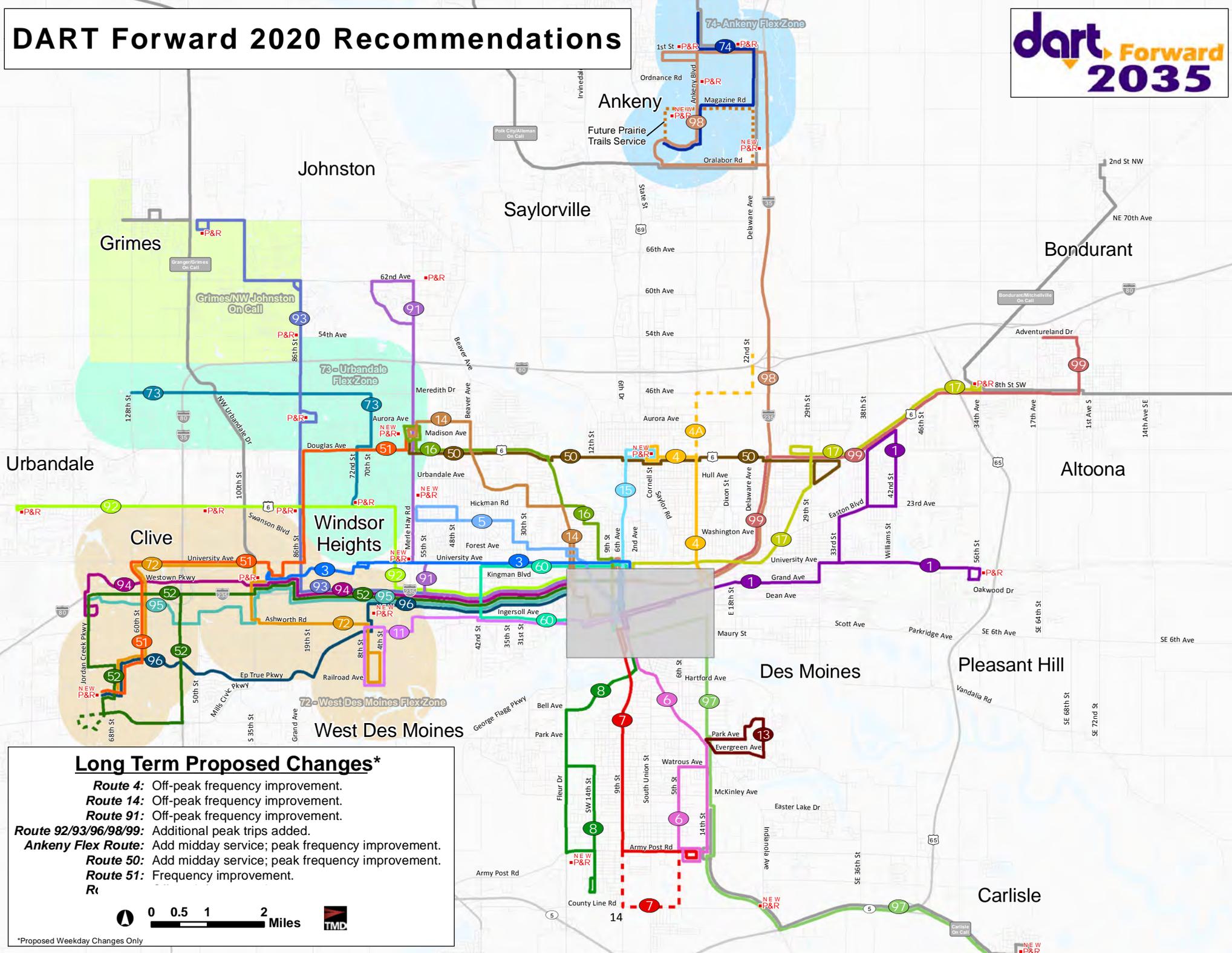
Mid Term Proposed Changes*

- Route 4:** Peak frequency improvement.
- Route 14:** Peak frequency improvement.
- Route 60:** Frequency improvement.
- Route 91:** Peak frequency improvement.
- Express Services:** Additional peak trips added.
- Route 50:** New peak Crosstown service.
- Route 51:** New peak Crosstown service.



*Proposed Weekday Changes Only

DART Forward 2020 Recommendations



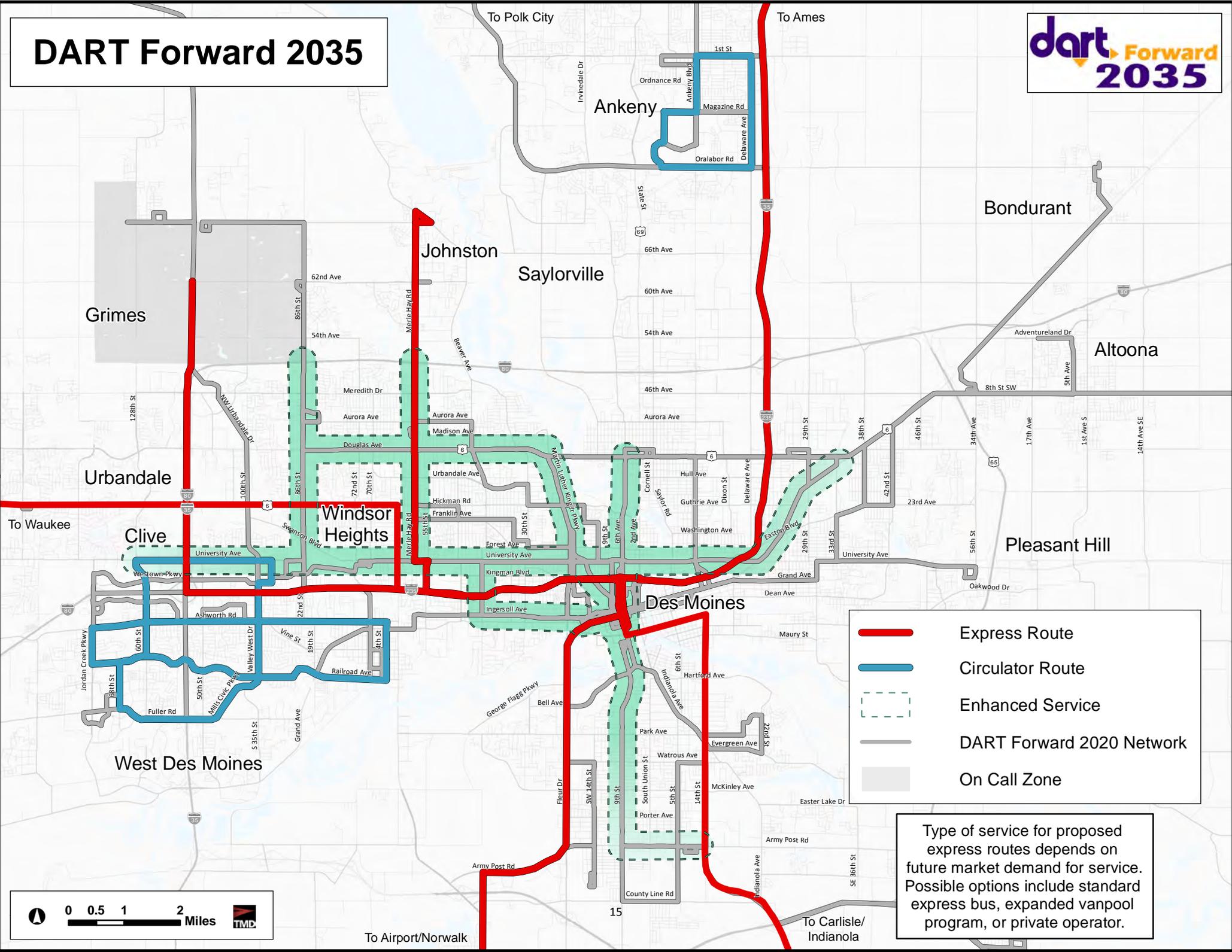
Long Term Proposed Changes*

- Route 4:** Off-peak frequency improvement.
- Route 14:** Off-peak frequency improvement.
- Route 91:** Off-peak frequency improvement.
- Route 92/93/96/98/99:** Additional peak trips added.
- Ankeny Flex Route:** Add midday service; peak frequency improvement.
- Route 50:** Add midday service; peak frequency improvement.
- Route 51:** Frequency improvement.



*Proposed Weekday Changes Only

DART Forward 2035



	Express Route
	Circulator Route
	Enhanced Service
	DART Forward 2020 Network
	On Call Zone

Type of service for proposed express routes depends on future market demand for service. Possible options include standard express bus, expanded vanpool program, or private operator.



To Airport/Norwalk

To Carlisle/
Indianola

ACTION ITEM



9B:	Transit Advertising Rate Increase
Action:	Approve a Transit Advertising Rate Increase

Staff Resource: Kirstin Baer-Harding, Advertising Manager

Background:

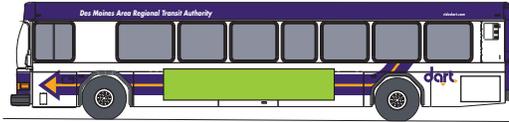
- The DART Commission adopted an updated Advertising Policy on September 3, 2009.
- On October 1, 2009, DART's advertising rates increased between 5 percent and 15 percent depending upon the length and quantity of ads as well as the Terms and Conditions of DART's Advertising Contracts.
- Every two years, staff reviews advertising rates to ensure rates are comparable with other transit advertising markets.

Staff Recommendation:

- Approve a transit advertising rate increase of 5 percent effective January 1, 2012.
 - Update rate sheet attached.

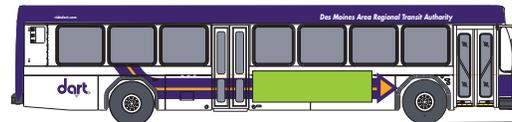
Bus Displays Monthly Rates

KINGS (144" x 30")



Number of Bus Boards	12 Months Each Bus Board	6 Months Each Bus Board	3 Months Each Bus Board	1-2 Months Each Bus Board
1-10	\$146.00	\$162.00	\$179.00	\$193.00
11-20	\$141.00	\$156.00	\$173.00	\$189.00
21 & Up	\$135.00	\$150.00	\$168.00	\$182.00

QUEENS (108" x 30")



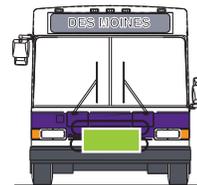
Number of Each Bus Board	12 Months Each Bus Board	6 Months Each Bus Board	3 Months Each Bus Board	1-2 Months Each Bus Board
1-10	\$124.00	\$139.00	\$150.00	\$163.00
11-20	\$118.00	\$133.00	\$145.00	\$158.00
21 & Up	\$112.00	\$127.00	\$139.00	\$151.00

TAILS (72" x 18")



Number of Each Bus Board	12 Months Each Bus Board	6 Months Each Bus Board	3 Months Each Bus Board	1-2 Months Each Bus Board
1-10	\$107.00	\$116.00	\$133.00	\$145.00
11-20	\$100.00	\$110.00	\$127.00	\$139.00
21 & Up	\$96.00	\$104.00	\$122.00	\$133.00

HEADLIGHTS (44" x 16")



Number of Each Bus Board	12 Months Each Bus Board	6 Months Each Bus Board	3 Months Each Bus Board	1-2 Months Each Bus Board
1-10	\$45.00	\$53.00	\$58.00	\$66.00
11-20	\$42.00	\$48.00	\$55.00	\$63.00
21 & Up	\$37.00	\$44.00	\$49.00	\$58.00

Rates Effective January 1, 2012

Des Moines Area Regional Transit Authority

Monthly Rates

FULL WRAPS

12 Months Contract	\$1,235.00
6 Months Contract	\$1,500.00
3 Months Contract	\$1,730.00
1-2 Months Contract	\$3,600.00



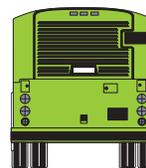
KING KONG

12 Months Contract	\$615.00
3-6 Months Contract	\$635.00
1-2 Months Contract	\$905.00



FULL BACKS

12 Months Contract	\$450.00
3-6 Months Contract	\$460.00
(3 Month Minimum contract)	



HALFBACKS

12 Months Contract	\$365.00
3-6 Months Contract	\$375.00
(3 Month Minimum contract)	



INTERIORS (26" x 10.75")



Number of Displays	12 Months	6 Months	3 Months	1-2 Months
100	\$258.00	\$289.00	\$318.00	\$357.00

SHELTERS (4' x 6')



	12 Months	6 Months	3 Months	1-2 Months
Interior	\$124.00	\$133.00	\$139.00	\$158.00
Exterior	\$158.00	\$168.00	\$173.00	\$195.00

40 Displays

20 Displays

10 Displays

100 Showing

50 Showing

25

MARKET COVERAGE

Areas Served	Cities of Altoona, Ankeny, Clive, Des Moines, Johnston, Pleasant Hill, Urbandale, West Des Moines and Windsor Heights.
Metro Population	395,000
Total number of buses	100
Daily Riders	over 15,000

Rates Effective January 1, 2012

Des Moines Area Regional Transit Authority

DISCUSSION ITEM



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

Presentation:

- A brief update on the status of construction of DART's Central Station will be provided at the Commission meeting by Mark Trost, DART Owner's Representative for the project.

DISCUSSION ITEM



10B:	DART's 5th Birthday
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Staff Resource: Kirstin Baer-Harding, Marketing and Advertising Manager

Presentation:

- A brief update on the activities planned for DART's 5th Birthday will be provided at the Commission meeting.

DISCUSSION ITEM



10C:	Refugee and School Student Pass Program
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Staff Resource: PJ Sass, Customer Service Manager

Presentation:

- A presentation on DART's proposed Refugee and School Student Pass Program will be provided at the Commission meeting.



System Summary Performance Report July 2011

	January 2011	February 2011	March 2011	April 2011	May 2011	June 2011	July 2011	July 2010	Percent Change 2011/2010	FY12 Year To Date	FY11 Year To Date	Percent YTD Change 2012/2011
DART Fixed Route												
Total Ridership	300,404	285,233	322,732	322,599	320,484	282,469	255,873	251,547	1.72%	255,873	251,547	1.72%
OTT Ridership	15,639	17,768	20,463	18,961	18,541	19,147	18,637	16,598	12.28%	18,637	16,598	12.28%
Unlimited Access Ridership	45,047	42,829	49,278	39,071	37,830	36,119	31,979	41,343	-22.65%	31,979	41,343	-22.65%
Bike Rack Usage	636	868	2,252	3,075	3,884	4,646	5,046	4,174	20.89%	5,046	4,174	20.89%
Passengers/Revenue Hour	19.26	19.91	20.09	21.15	21.02	18.67	17.40	15.12	15.07%	17.40	15.12	15.07%
Avg. Passengers Weekday	13,251	13,150	13,049	14,069	14,077	11,815	11,329	10,984	3.14%	11,329	10,984	3.14%
Avg. Passengers Weekend Day	2,213	2,780	2,826	3,016	2,764	2,817	2,930	2,320	26.29%	2,930	2,320	26.29%
Complaints/100,000 Riders	38.95	28.40	23.86	24.18	32.45	33.63	31.27	35.78	-12.61%	31.27	35.78	-12.61%
Commendations/100,000 Riders	3.33	2.80	0.93	2.79	2.50	3.19	3.52	2.78	26.40%	3.52	2.78	26.40%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.00	0.52	1.90	1.51	1.51	0.52	3.34	0.00	0.00%	3.34	0.00	#DIV/0!
Non-Preventable/100,000 Miles	1.51	2.61	0.48	0.50	0.50	2.07	0.00	0.00	0.00%	0.00	0.00	#DIV/0!
Maintenance:												
Total Miles Operated	198,988	191,894	210,140	198,408	198,408	192,820	179,751	194,705	-7.68%	179,751	194,705	-7.68%
Road Calls/100,000 Miles	25.63	30.75	13.80	15.62	26.21	20.23	34.49	17.46	97.52%	34.49	17.46	97.52%
Active Vehicles in Fleet	117	117	117	117	117	117	116	117	-0.85%	116	117	-0.85%
DART Paratransit												
Total Ridership	12,248	11,196	13,660	13,677	12,369	12,593	11,590	13,304	-12.88%	11,590	13,304	-12.88%
Passengers/Revenue Hour	3.08	3.05	3.17	3.44	3.10	3.10	3.45	3.13	10.22%	3.45	3.13	10.22%
Average Trip Length	5.91	6.19	5.71	5.26	5.89	6.09	5.87	6.01	-2.22%	5.55	5.54	0.20%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.48	0.00	0.00	0.00	0.00	1.35	1.55	0.00	#DIV/0!	1.55	0.00	#DIV/0!
Non-Preventable/100,000 Miles	0.00	1.52	0.00	0.00	0.00	1.35	0.00	0.00	0.00%	0.00	0.00	#DIV/0!
Maintenance:												
Total Miles Operated	67,560	65,856	74,316	69,095	69,809	73,847	64,374	73,745	-12.71%	64,374	73,745	-12.71%
Active Vehicles in Fleet	29	29	29	29	29	29	29	29	0.00%	29	29	0.00%
DART RideShare												
Total Ridership	23,254	21,690	29,000	24,374	24,568	25,331	21,854	22,952	-4.78%	21,854	22,952	-4.78%
Total Vans in Circulation	91	91	94	94	94	96	98	96	2.08%	98	96	2.08%
Total RidesShare Customers	818	822	842	856	873	885	894	841	6.30%	894	841	6.30%
Accident Frequency Rate by Service:												
Preventable	0.00	0.65	0.00	0.00	1.73	0.00	0.00	0.00	0.00%	0.00	0.00	0.00%
Non-Preventable	0.00	0.00	0.53	0.00	0.00	0.00	0.00	0.56	-100.00%	0.00	0.56	-100.00%
Maintenance:												
Total Miles Operated	160,904	153,619	187,862	173,045	173,041	181,923	165,939	179,304	-7.45%	165,939	179,304	-7.45%
Active Vehicles in Fleet	116	116	116	116	116	116	116	104	11.54%	116	104	11.54%



System Performance Ridership Report July 2011

	January 2011	February 2011	March 2011	April 2011	May 2011	June 2011	July 2011	July 2010	Percent Change 2011/2010	FY12 Year To Date	FY011 Year To Date	Percent YTD Change 2012/2011
DART Fixed Route Ridership	300,404	285,233	322,732	322,599	320,484	282,469	255,873	251,547	1.72%	255,873	251,547	1.72%
Local Routes:												
#1 - Fairgrounds	17,144	14,827	16,955	17,116	16,993	13,325	12,347	11,128	10.95%	12,347	11,128	10.95%
#3 - University	59,219	56,131	63,564	62,447	61,099	62,434	58,102	61,709	-5.85%	58,102	61,709	-5.85%
#4 - Urbandale	28,819	26,976	30,673	29,958	29,506	25,816	23,062	24,747	-6.81%	23,062	24,747	-6.81%
#5 - Clark	15,977	15,585	17,352	16,939	16,257	13,488	12,649	12,438	1.70%	12,649	12,438	1.70%
#6 - Douglas	43,671	42,999	47,365	48,813	49,115	43,747	39,149	36,776	6.45%	39,149	36,776	6.45%
#7 - Ft. Des Moines	36,609	37,284	44,957	45,778	45,332	37,616	34,525	31,897	8.24%	34,525	31,897	8.24%
#8 - South Union	9,152	8,557	9,389	10,643	10,976	8,277	8,476	5,772	46.85%	8,476	5,772	46.85%
#11 - Ingersoll/WDM	22,125	21,657	24,274	24,309	22,295	19,829	17,026	18,649	-8.70%	17,026	18,649	-8.70%
#13 - SE Park Ave.	6,991	6,290	5,760	6,600	6,782	1,446	548	649	-15.56%	548	649	-15.56%
#71 - Ankeny/Delaware**	649	782	1,079	987	828	884	932	1,061	-12.16%	932	1,061	-12.16%
Shuttle Routes:												
Link Shuttle	1,678	1,030	1,444	1,600	1,463	1,401	1,381	1,317	4.86%	1,381	1,317	4.86%
Dline	14,674	14,594	15,651	14,385	16,422	18,274	17,096	14,598	17.11%	17,096	14,598	17.11%
DMACC	169	147	101	148	85	148	122	91	34.07%	122	91	34.07%
Lincoln/McCombs	8,556	7,339	6,585	8,402	9,354	1,156	0	0	0.00%	0	0	#DIV/0!
Express Routes:												
#90 - Airport South Business Park	1,014	612	849	712	717	816	866	784	10.46%	866	784	10.46%
#91 - Northwest	1,502	1,280	1,770	1,407	1,569	1,534	1,455	1,433	1.54%	1,455	1,433	1.54%
#92 - Urbandale	3,296	2,654	3,168	2,644	2,487	2,702	2,436	3,223	-24.42%	2,436	3,223	-24.42%
#93 - NW 86th Express	4,070	3,831	4,637	4,422	4,595	4,775	4,392	3,816	15.09%	4,392	3,816	15.09%
#94 - Westown	1,632	1,333	1,607	1,796	1,691	1,408	1,184	1,440	-17.78%	1,184	1,440	-17.78%
#95 - Vista	3,134	3,181	3,566	3,056	2,647	3,172	2,571	2,847	-9.69%	2,571	2,847	-9.69%
#96 - E.P. True	3,694	3,355	3,829	3,470	3,664	3,729	3,550	3,376	5.15%	3,550	3,376	5.15%
#98 - Ankeny	8,380	7,312	8,784	8,052	8,039	8,053	6,758	7,072	-4.44%	6,758	7,072	-4.44%
#99 - Altoona	2,636	2,198	3,266	3,070	2,791	2,716	2,186	2,075	5.35%	2,186	2,075	5.35%
On-Call Routes (Operated by Paratransit):												
On-Call: Ankeny	152	152	146	145	180	124	118	158	-25.32%	118	158	-25.32%
On-Call: Des Moines	332	307	368	322	304	279	304	230	32.17%	304	230	32.17%
On-Call: Urbandale	2,670	2,478	2,927	2,594	2,438	2,322	2,004	2,100	-4.57%	2,004	2,100	-4.57%
On-Call: West Des Moines	1,680	1,608	1,801	1,923	1,998	1,863	1,564	1,355	15.42%	1,564	1,355	15.42%
On-Call: Clive	653	596	680	728	748	795	717	221	224.43%	717	221	224.43%
On-Call: REGIONAL	126	138	185	133	109	340	353	585	-39.66%	353	585	-39.66%
DART Paratransit Ridership	12,248	11,196	13,660	13,677	12,369	12,593	11,590	13,304	-12.88%	11,590	13,304	-12.88%
Bus/Van	11,432	10,639	13,006	13,139	11,844	12,120	10,961	12,278	-10.73%	10,961	12,278	-10.73%
Cab	816	557	654	538	525	473	629	1,026	-38.69%	629	1,026	-38.69%
DART RideShare Ridership	23,254	21,690	29,000	24,374	24,568	25,331	21,854	22,952	10.37%	21,854	22,952	-5%
TOTAL RIDERSHIP	335,906	318,119	365,392	360,650	357,421	320,393	289,317	287,803	0.53%	289,317	287,803	0.53%



System Summary Performance Report August 2011

	February 2011	March 2011	April 2011	May 2011	June 2011	July 2011	August 2011	August 2010	Percent Change 2011/2010	FY12 Year To Date	FY11 Year To Date	Percent YTD Change 2012/2011
DART Fixed Route												
Total Ridership	285,233	322,732	322,599	320,484	282,469	255,873	512,290	438,265	16.89%	768,163	689,812	11.36%
OTT Ridership	17,768	20,463	18,961	18,541	19,147	18,637	21,029	18,169	15.74%	39,666	34,767	14.09%
Unlimited Access Ridership	42,829	49,278	39,071	37,830	36,119	31,979	40,065	45,815	-12.55%	72,044	87,158	-17.34%
Bike Rack Usage	868	2,252	3,075	3,884	4,646	5,046	5,692	4,425	28.63%	10,738	8,599	24.87%
Passengers/Revenue Hour	19.91	20.09	21.15	21.02	18.67	17.40	32.64	8.76	272.68%	25.27	10.35	144.24%
Avg. Passengers Weekday	13,150	13,049	14,069	14,077	11,815	11,329	21,000	16,050	30.84%	16,501	13,576	21.55%
Avg. Passengers Weekend Day	2,780	2,826	3,016	2,764	2,817	2,930	3,663	9,462	-61.29%	3,256	5,891	-44.74%
Complaints/100,000 Riders	28.40	23.86	24.18	32.45	33.63	31.27	27.33	23.96	14.07%	28.64	28.27	1.31%
Commendations/100,000 Riders	2.80	0.93	2.79	2.50	3.19	3.52	3.32	3.65	-9.10%	3.38	3.33	1.51%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.52	1.90	1.51	1.51	0.52	3.34	0.49	2.93	0.00%	1.83	1.50	21.96%
Non-Preventable/100,000 Miles	2.61	0.48	0.50	0.50	2.07	0.00	1.98	1.47	0.00%	0.52	0.43	19.73%
Maintenance:												
Total Miles Operated	191,894	210,140	198,408	198,408	192,820	179,751	202,257	204,639	-1.16%	382,008	399,344	-4.34%
Road Calls/100,000 Miles	30.75	13.80	15.62	26.21	20.23	34.49	23.73	25.90	-8.37%	28.80	21.79	32.17%
Active Vehicles in Fleet	117	117	117	117	117	116	116	117	-0.85%	116	117	-0.85%
DART Paratransit												
Total Ridership	11,196	13,660	13,677	12,369	12,593	11,590	13,559	13,713	-1.12%	25,149	27,017	-6.91%
Passengers/Revenue Hour	3.05	3.17	3.44	3.10	3.10	3.08	3.14	3.10	1.29%	3.11	3.12	-0.16%
Average Trip Length	6.19	5.71	5.26	5.89	6.09	5.87	6.73	6.08	10.66%	5.49	5.60	-1.94%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.00	0.00	0.00	0.00	1.35	1.55	1.35	0.00	#DIV/0!	1.45	0.00	#DIV/0!
Non-Preventable/100,000 Miles	1.52	0.00	0.00	0.00	1.35	0.00	0.00	0.00	0.00%	0.00	0.00	#DIV/0!
Maintenance:												
Total Miles Operated	65,856	74,316	69,095	69,809	73,847	64,374	73,808	77,632	-4.93%	138,182	151,377	-8.72%
Active Vehicles in Fleet	29	29	29	29	29	29	29	29	0.00%	29	29	0.00%
DART RideShare												
Total Ridership	21,690	29,000	24,374	24,568	25,331	21,854	25,904	23,160	11.85%	47,758	46,112	3.57%
Total Vans in Circulation	91	94	94	94	96	98	98	97	1.03%	98	97	1.55%
Total Rideshare Customers	822	842	856	873	885	894	889	846	5.08%	892	844	5.69%
Accident Frequency Rate by Service:												
Preventable	0.65	0.00	0.00	1.73	0.00	0.00	0.00	0.00	0.00%	0.00	0.00	0.00%
Non-Preventable	0.00	0.53	0.00	0.00	0.00	0.00	1.57	0.00	#DIV/0!	0.00	0.28	-100.00%
Maintenance:												
Total Miles Operated	153,619	187,862	173,045	173,041	181,923	165,939	191,112	179,723	6.34%	\$357,051	359,027	-0.55%
Active Vehicles in Fleet	116	116	116	116	116	116	116	111	4.50%	116	108	7.91%



System Performance Ridership Report August 2011

	February 2011	March 2011	April 2011	May 2011	June 2011	July 2011	August 2011	August 2010	Percent Change 2011/2010	FY12 Year To Date	FY011 Year To Date	Percent YTD Change 2012/2011
DART Fixed Route Ridership	285,233	322,732	322,599	320,484	282,469	255,873	512,290	438,265	16.89%	768,163	689,812	11.36%
Local Routes:												
#1 - Fairgrounds	14,827	16,955	17,116	16,993	13,325	12,347	221,083	174,724	26.53%	233,430	185,852	25.60%
#3 - University	56,131	63,564	62,447	61,099	62,434	58,102	69,116	64,136	7.76%	127,218	125,845	1.09%
#4 - Urbandale	26,976	30,673	29,958	29,506	25,816	23,062	29,311	26,677	9.87%	52,373	51,424	1.85%
#5 - Clark	15,585	17,352	16,939	16,257	13,488	12,649	14,553	13,619	6.86%	27,202	26,057	4.39%
#6 - Douglas	42,999	47,365	48,813	49,115	43,747	39,149	46,401	39,446	17.63%	85,550	76,222	12.24%
#7 - Ft. Des Moines	37,284	44,957	45,778	45,332	37,616	34,525	40,423	33,932	19.13%	74,948	65,829	13.85%
#8 - South Union	8,557	9,389	10,643	10,976	8,277	8,476	10,857	6,530	66.26%	19,333	12,302	57.15%
#11 - Ingersoll/WDM	21,657	24,274	24,309	22,295	19,829	17,026	19,365	20,570	-5.86%	36,391	39,219	-7.21%
#13 - SE Park Ave.	6,290	5,760	6,600	6,782	1,446	548	2,690	2,037	32.06%	3,238	2,686	20.55%
#71 - Ankeny/Delaware**	782	1,079	987	828	884	932	965	1,330	-27.44%	1,897	2,391	-20.66%
Shuttle Routes:												
Link Shuttle	1,030	1,444	1,600	1,463	1,401	1,381	1,500	1,502	-0.13%	2,881	2,819	2.20%
Dline	14,594	15,651	14,385	16,422	18,274	17,096	17,821	18,580	-4.09%	34,917	33,178	5.24%
DMACC	147	101	148	85	148	122	122	81	50.62%	244	172	41.86%
Lincoln/McCombs	7,339	6,585	8,402	9,354	1,156	0	2,496	2,050	0.00%	2,496	2,050	21.76%
Express Routes:												
#90 - Airport South Business Park	612	849	712	717	816	866	1,073	1,356	-20.87%	1,939	2,140	-9.39%
#91 - Northwest	1,280	1,770	1,407	1,569	1,534	1,455	1,630	1,633	-0.18%	3,085	3,066	0.62%
#92 - Urbandale	2,654	3,168	2,644	2,487	2,702	2,436	2,760	3,723	-25.87%	5,196	6,946	-25.19%
#93 - NW 86th Express	3,831	4,637	4,422	4,595	4,775	4,392	4,741	2,585	83.40%	9,133	6,401	42.68%
#94 - Westtown	1,333	1,607	1,796	1,691	1,408	1,184	1,465	2,615	-43.98%	2,649	4,055	-34.67%
#95 - Vista	3,181	3,566	3,056	2,647	3,172	2,571	3,221	3,510	-8.23%	5,792	6,357	-8.89%
#96 - E.P. True	3,355	3,829	3,470	3,664	3,729	3,550	3,964	5,347	-25.86%	7,514	8,723	-13.86%
#98 - Ankeny	7,312	8,784	8,052	8,039	8,053	6,758	8,214	5,100	61.06%	14,972	12,172	23.00%
#99 - Altoona	2,198	3,266	3,070	2,791	2,716	2,186	2,734	2,258	21.08%	4,920	4,333	13.55%
On-Call Routes (Operated by Paratransit):												
On-Call: Ankeny	152	146	145	180	124	118	224	183	22.40%	342	341	0.29%
On-Call: Des Moines	307	368	322	304	279	304	430	264	62.88%	734	494	48.58%
On-Call: Urbandale	2,478	2,927	2,594	2,438	2,322	2,004	2,316	2,392	-3.18%	4,320	4,492	-3.83%
On-Call: West Des Moines	1,608	1,801	1,923	1,998	1,863	1,564	1,825	1,460	25.00%	3,389	2,815	20.39%
On-Call: Clive	596	680	728	748	795	717	817	288	183.68%	1,534	509	201.38%
On-Call: REGIONAL	138	185	133	109	340	353	173	337	-48.66%	526	922	-42.95%
DART Paratransit Ridership	11,196	13,660	13,677	12,369	12,593	11,590	11,647	13,713	-15.07%	23,237	27,017	-13.99%
Bus/Van	10,639	13,006	13,139	11,844	12,120	10,961	10,961	12,758	-14.09%	21,922	25,036	-12.44%
Cab	557	654	538	525	473	629	686	955	-28.17%	1,315	1,981	-33.62%
DART RideShare Ridership	21,690	29,000	24,374	24,568	25,331	21,854	25,904	23,160	-5.64%	47,758	46,112	4%
TOTAL RIDERSHIP	318,119	365,392	360,650	357,421	320,393	289,317	549,841	475,138	15.72%	839,158	762,941	9.99%

MONTHLY REPORT



11A: Development Department

Staff Resource: Elizabeth Presutti, General Manager

August Employer Presentations:

- Principal (3 visits)
- Nationwide Health Fair

August Customer Service Statistics:

- 92 email replies were provided.
 - 123 complaints were received.
 - 17 commendations were received.
-

- Customer comments were up significantly in August. We saw an increase across the board.
- Comments regarding early or late buses were by 12 mainly due to the numerous detours this month caused by downtown functions and road construction. We also had some issue with buses being late due the bus being over crowded due to the start of the school year.
- Other comments were up by 17 and included a mixture of comments pertaining to student issues, dogs on the bus, and riders having to wait for next bus when the bike rack was full. All were found to be unproven.
- We did receive 7 comments regarding the wait time for the State Fair Shuttle, mainly from SE Polk Park and Ride location.
- Commendations were up. Several comments were from State Fair riders who thought the operators did a great job.
- The supervisors are working hard investigating the comments called in. Of the 123 total comment in August 2011, 80 percent were found to be unproven.

Public Information and Communications:

- Staff worked with Commissioner Steve Van Oort and Steve Brody on a guest editorial about DART Forward 2035 that was published in the September 16th issue of Des Moines Business Record.
- Staff arranged a meeting with *The Des Moines Register's* editorial board to discuss the DART Forward 2035 plan in advance of the September 27th Commission meeting. General Manager Elizabeth Presutti presented the plan to the editorial board and Commissioners Angela Connolly, Christine Hensley and Steve Van Oort discussed the plan's many benefits.
- Staff organized and held the first meeting of the Stakeholders Advisory Group for the Alternatives Analysis. The group is made of representatives of key stakeholders along the proposed new Route 60 (Ingersoll and University Avenue between 42nd Street and downtown).

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11A: Development Department



The committee has representation from Drake University, Mercy Medical Center, DMACC, the Downtown Community Alliance, the Ingersoll and Dogtown business communities, multiple neighborhood associations and the Young Professional's Connection. Staff is also planning a fieldtrip to Kansas City so committee members can learn about the bus-rapid transit lines there and get ideas for what kind of service could potentially be developed here.

- Staff is also scheduling a series of public meetings about the Alternatives Analysis for October 6th at three locations along the corridor.
- Staff worked with KCCI in late September on a piece about the need for better transit connections to jobs in the western suburbs. Reporter and Anchor Amanda Lewis shed light on the "vicious cycle" that faces many people who are unemployed: They can't get a job because they don't have a car, and they can't afford a car because they don't have a car. Ms. Lewis highlighted the role that public transit can play in connecting people to jobs, and presented the DART Forward 2035 plan as adding the kind of service to the metro area that would accomplish this.

New Bus Garage Expansion Project:

- Parsons Brinckerhoff performed the final punchlist walk-through on July 27, 2011.
- The minor punchlist items found were corrected immediately.
- All the construction on the bus garage expansion project is completed.
- The only project item yet to be finalized is the grading and grass seeding of the south outlined areas. This could not be accomplished until fall temperatures arrived to allow grass seed to germinate. The areas have been graded and the grass seed was planted.
- DART is working with Parsons Brinckerhoff and Pinnacle Construction on the final invoice for the project. Final payment should be completed by the end of September.

Transit Planner Hiring:

- Transit Planner Stefanie Toftey resigned and her last day with DART was July 29, 2011.
- We are interviewing prospective candidates for the position and hope to have a Transit Planner on board by the end of October.

Service Planning:

The Planning Department has been working on several service planning projects over the past few months.

- 2011 Iowa State Fair:
 - Two major service changes were implemented for the 2011 Iowa State Fair. Both required new route designs, operational and schedule changes:
 - Expansion of the Center St. Park & Ride to all day service on every day of the fair.
 - New staging site at Fairgrounds Gate #8 on Dean Avenue.
 - The bidding of all the work by operators. This was the first year that all the available work went through a bidding process to assign the work. This required:

MONTHLY REPORT
11A: Development Department



- All the service to be developed in the Trapeze Scheduling and Operations/Dispatching programs.
- The work had to be designed to accommodate different work schedules.
- The General Bid to be posted and bid by the operators well in advance of the State Fair.
- Agreed to changes between the A.T.U. and DART in the bidding process.
- August 21, 2011 Service Changes:
 - Planning staff analyzed the past two years of Des Moines School services to improve cost and efficiency, and then worked with the Des Moines Public School District to implement several changes to existing routes.
 - Several scheduling adjustments to improve on-time performance and service connections.
- DART Forward2035:
 - Planning staff worked with TMD consultants on the 2035 DART Forward Transit Service Plan.

Trapeze Version 11 Upgrade:

- Planning and Transportation Staff are working together to bring our Trapeze FX scheduling and OPS dispatching software up to Trapeze Version 11.
- The upgrade is required to connect with the new AVL/RTIS programs.
- Transportation is currently testing all aspects of the program against our current environment to confirm accuracy.
- The upgrade is almost complete, with only a few adjustments to finalize the upgrade.

RideShare:

- One presentation made at ING – Including RideShare and Unlimited Access.
 - New Unlimited Access agreement signed for the coming year with modest increase.
- Video and conference presentation made to Principal regarding the promotion of RideShare and Unlimited Access for the coming year.
 - New Unlimited Access agreement negotiated for coming year with modest increase.
- Reviewed new minivans available for fleet purchase; meeting the FTA Buy America standards

DART Advertising Program – New July and August Advertisers:

- Century Link
- Jimmy Johns
- ZLR - ISmile

Other Marketing Activities:

- October -- DART 5th Birthday

11B: Operations (Fixed Route & Maintenance) Department

Staff Resource: Tom Reynolds, Chief Operating Officer

Operations:

Since the last Operations Report to the Commission, DART has accomplished a couple of major tasks:

- Iowa State Fair Service – The entire DART Team did a fantastic job with service to and from the State Fair. Good weather combined with a great team produced superb results. Maintenance employees kept the fleet availability high and Transportation (Operators & Supervisors) moved the customers effectively. I want to “tip my hat” to the administrative staff for their support efforts. And thanks to the State Fair management for supporting the desire to increase transit trips to the Fair. Elizabeth and I will be reviewing the service with Operators and the State Fair staff to see how we can make it even better next year.
- New DART reorganization – A well designed reorganization was proposed and implemented by the General Manager. The restructuring was based on sound principles that will allow us to be more effective in our pursuit of making the DART Forward 2035 Plan a reality.

Transportation:

Manpower Report - Attendance for AM Pull-outs has been good. Despite one day where attendance dropped dramatically (9/1/11), our performance remains above industry standards.



- State Fair – Working with the ATU (Local 441), DART adjusted the assignment of State Fair service to allow Operators a better choice of assignments. This effort increased Operator morale and I felt it paid dividends in better customer service.

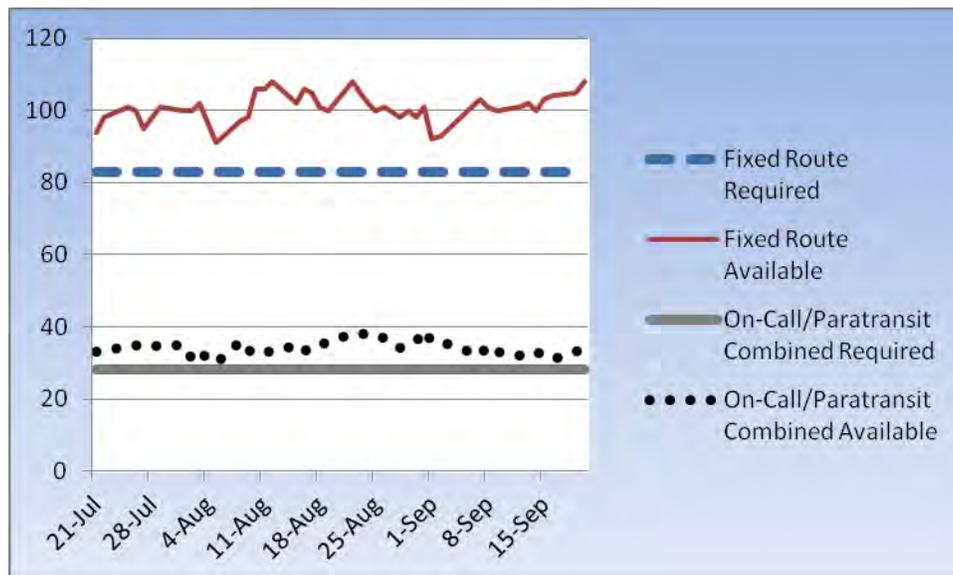
MONTHLY REPORT 11B: Operations



- Schools – Service to the Des Moines Public Schools (DMPS) started right after the State Fair ended. The day before school started, Transportation Manager Randy McKern briefed Operators on the special requirements of the school service. This briefing, along with the Operators doing a good job, contributed to a fairly smooth start to the year.
- More School Stuff – Customer Service Manager PJ Sass, Mr. McKern and I met with DMPS Principals to increase communication as a way of improving DART service.
- Merle Hay Mall/DMPS – At the end of the last school year, Merle Hay Mall approached DART with concerns over students alighting at the mall after school. DART, in a cooperative effort with Hoover High and DMPS staff, implemented a plan to ensure students are taken to their designated school stops. To date, the effort has proven to be successful.
- In order to improve DART’s ability to increase service quality by minimizing the impact of service disruptions, Transportation Dispatch and Supervisors are strategically positioning a “plug” bus with an Extra Board Operator in the downtown area. This allows for a faster response time when disruptions do occur.

Maintenance:

Vehicle Maintenance did a great job keeping fleet availability up during the State Fair. With the need for extra buses arising periodically, the higher fleet numbers allowed DART to meet the demands without impeding on the regular service.



- HVAC – As a means to increase the level of preventative maintenance for DART’s fleet, Sr. Manager Scott Reed has reworked his Summer and Winter Prep efforts into a common HVAC milestone. This task focuses on the entire heating and cooling system maintenance needs, which is a move many transit properties are implementing.
- Bus Orders – DART will receive two (2) 40’ buses from Orion in the early October. Two (2) other 30’ Paratransit buses from Gillig are finishing up the engineering phase with an early 2012 delivery date.

MONTHLY REPORT
11B: Operations



Buildings & Grounds:

- Public Transit Infrastructure Grant projects – Four projects: 1) Repairs to the Operations Washrooms, 2) Installation of a new retention pond pumping system, 3) Installation of a sewer backflow preventer, and 4) a Mid-life Rehab of DART’s Bus Washer. These are being accomplished with the efforts of Facilities Manager Jim Garrett working with Purchasing Manager Mike Drottz.
- Hoist Replacement Project – One (1) new in-ground hoist has been installed and it looks good. Two (2) additional bays are under construction. The project is behind schedule due to the additional time required to “cure” the new concrete foundations supporting the hoist equipment. The project remains within budget as DART expects to install a total of four (4) hoists and purchase additional portable lifts to replace old ones.
- Floor Enhancement – In addition to the hoist installation, there is additional funding to lay down an epoxy floor covering that will renew the Shop’s thirty-five (35) year old floor. The coating will have a lighter color that will increase the ambient lighting by allowing better light reflection under the buses that are in for repair.

11C: Paratransit Department

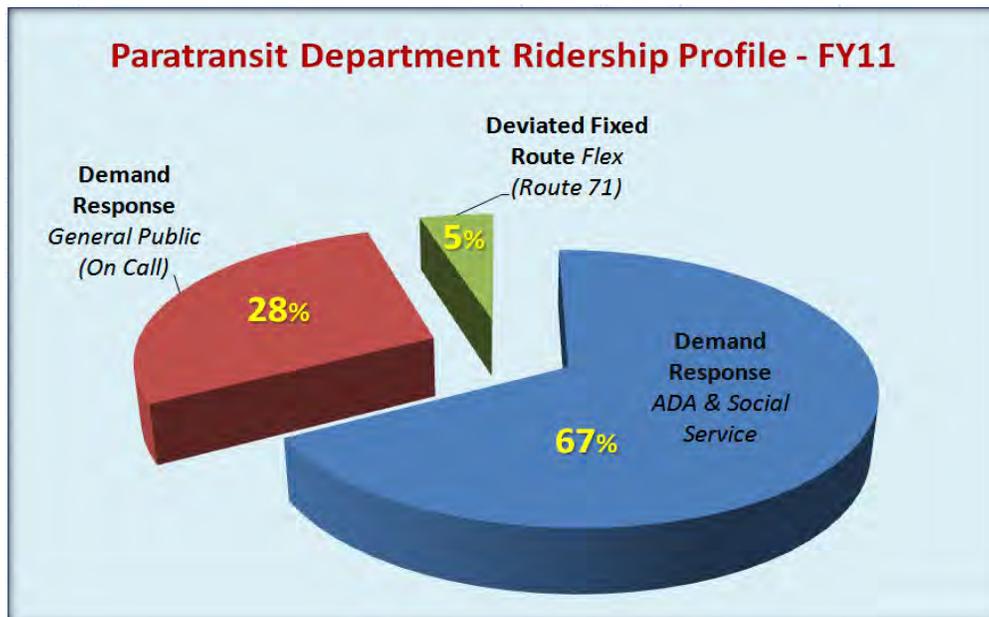
Staff Resource: Chet Bor, Paratransit Director

Safety Initiatives:

- The August safety meeting covered bloodborne pathogens and MSDS as part of our annual compliance. We also covered vehicle dynamics and how it relates to safe driving. Four drivers advanced to the next level of the Safe Driving Award.
- The September safety meeting focused on distracted driving and the latest research on the subject. Along with that we covered proper mirror adjustments to mitigate blind spots, among other topics. Three drivers earned their Safe Driving Award, including one driver at 23 years.
- Neil Hampton, Driver Instructor and temporary Paratransit Supervisor, completed an intensive two-day course on mobility device securement by the National Transit Institute.
- DART completed the 2011 Iowa State Fair with zero accidents.

Outreach and Other:

- On July 19th, DART met with staff and residents of The Gardens at Luther Park to explain paratransit and On Call services.
- Once again, Paratransit provided on-demand transportation for elderly citizens to Polk County cooling stations in July.
- Paratransit also provided transportation for volunteers to the annual Polk County volunteer recognition banquet.
- Four members of the Paratransit Department volunteered on September 15th as part of the United Way National Day of Action.
- In FY11, the Paratransit Department provided 228,085 trips. Here is the trip profile:



MONTHLY REPORT



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

Awards:

- **APTA Ad Wheels:** DART’s marketing team has been honored with not one but two First Place Awards for in the 2011 Annual AdWheel Awards by the American Public Transportation Association. We are in the running for the Grand Prize which will be announced at the APTA Annual Meeting and Expo in New Orleans next week.
- DART was recognized for the DART Central Station Groundbreaking Ceremony, when we announced the facility’s new name in dramatic fashion by pulling a sheet off of a bus wrapped with an artist’s rendering of the station. In addition, DART was separately recognized for the design of the wrapped bus itself. The AdWheel Awards are highly competitive and there were many very creative entries this year from agencies across the country. I am incredibly proud of our team.
- Please join me in congratulating Kirstin and Gunnar for putting on a great event, and especially Kirstin for her design and execution on a truly brilliant idea for a wrapped bus. Job well done.



Meetings:

- **DART Forward 2035 Plan:** The DART Forward 2035 plan continues to be the top priority amongst staff, and countless hours have been spent ensuring its success in the community. Over the last month I have outlined the process and reviewed the recommendations with the following groups:
 - MPO Policy Committee
 - Des Moines Neighbors
 - City of West Des Moines City Council
 - City of Urbandale City Council
 - City of Clive City Council
 - DART Member Community City Managers
 - The Des Moines Register Editorial Board

DART Organizational Changes:

- On August 23, 2011, DART established a new organizational structure.
- The following goals were the basis for the new organizational plan:

MONTHLY REPORT
11D: General Manager



1. Creates Key business units and functional areas.
 - o To manage resources more effectively;
 - o Allow for more cross-training opportunities and reduce departmental barriers;
 - o Allows DART to be more flexible in its organization to better address the growth with the implementation of the DART Forward 2035 plan.
 2. Prepares for transition of staff to DART Central Station and an organizational structure to support the operational change.
 3. Integrates the goals of the DART Commission for more emphasis on marketing the importance of DART and creating more partnerships in the community.
 4. Improves the communications between all business units to assure that all employees are working together as a cohesive team.
- A key executive position change that resulted from the re-organization is the creation of a Director of Marketing and Community Partnerships in lieu of the Chief Development Officer position. DART has advertised for the new position and has had incredible response. Staff is in the process of interviewing candidates and hopes to have the new team member in place by the end of October.

Ron Cheatem Departure:

- Ron Cheatem's last day at DART will be September 30, 2011. Among his many other duties, he has done a fantastic over the last year providing the morning bus status report on WHO-TV. His morning synopsis will be greatly missed by many. (DART and WHO-TV are committed to continuing the segment).
- We wish Ron well in achieving his goal of completing his degree in IT over the coming years.

A.T.U. Labor Agreement Negotiations:

- McDonald Transit's John Bartosiewicz is working with DART management to formulate proposed changes to DART's largest collective bargaining agreement with A.T.U. Local 441 representing the Fixed Route operators and maintenance staff.
- The contract expires on May 31, 2012, but per Iowa public employee collective bargaining requirements, negotiations need to be concluded by March 15, 2012.

THANK YOU!:

- DART staff did a fantastic job providing service to the Iowa State Fair this year. The level teamwork and camaraderie during this year's fair is the best it has been during my time here at DART.
- The additional Route 1 service offered carried more than 30,000 more people than last year, a 20 percent increase, which can be credited to:
 - o The advance sale ticket promotion.
 - o 7-Day a week service from the Center Street Park and Ride – Thank you City of Des Moines!
 - o Better and more advertising.



MONTHLY REPORT
11D: General Manager



- Great weather.
- This year provided its own new set of challenges, and everyone did their best to ensure that our customers were provided safe and convenient transportation to and from the fair. Even when the lines got long and the traffic was backed up, customers still said that riding DART is the best way to get to the fair, and they appreciate the friendly faces helping them board the bus and taking them to their cars.
- I have two special acknowledgements to make:
 - I would like to give a big round of kudos to Bobbi and Georgia for organizing all of the fair efforts this year. Their dedication to getting it all done deserves a “Big Thanks and Awesome Job.”
 - Bravo to all of our operations staff. DART did not have one accident related to the fair service; fantastic! In addition, DART’s maintenance staff did a great of job of making sure that buses were available for service, and taking care of any buses that were having problems while out in service.





Elizabeth Presutti
General Manager

Organizational Chart

August 23, 2011

Suzanne Robinson
Asst. to GM

Randy Ross
HR Director

Diana Duncan
H.R. Generalist

Cindy Nelson
H.R. Specialist

Jamie Schug
Chief Financial Officer

Debra Meyer
Capital Grants Mgr.

Elaine German
Accts. Payable Specialist

Carmella Comito
Risk Manager

Heidi Culbertson
Staff Accountant

Barbara Steinback
IT Manager

Doug Tripple
Contract IT

VACANT
Technology Coordinator

Mike Drottz
Purchasing Manager

Bob Wilson
Inventory Specialist

Kelley Brady
Administrative Assistant

VACANT
Marketing and
Community Partnerships
Director

PJ Sass
Cust. Service Manager

Bobbi Jo Gutierrez
Cust. Svc. Coordinator

Peg Hadley
Cust. Svc. Specialist

Michelle Law
Cust. Svc. Specialist

Georisha Pope
Cust Svc. Specialist

Rebecca Lovig
RideShare Manager

Paula Covington
RideShare Specialist

Gunnar Olson
Public Information
Officer

Kirstin Baer- Harding
Marketing & Advertising
Manager

Tom Reynolds
Chief Operating
Officer

Chet Bor
Paratransit Director

Georgia Parkey
Paratransit Operations
Manager

Ted Parry
Paratransit Ops.
Supervisor

Jim Cline
Pt. Sched. Specialist

Linda Dyson
Paratransit Dispatcher

Kristi Wood
Pt. Cust. Svc. Spec

Anita Geisler
Pt. Cust. Svc. Spec.

Tammy Rowe
Paratransit Dispatcher

Mike Kaiser
Safety Manager

Neil Hampton
Paratransit Supervisor

Scott Reed
Maintenance
Manager

Don Matz
PM Maint. Supervisor

Jim Garrett
Facilities Manager

Danielle Majors
Maintenance
Specialist

Randy McKern
Transportation Manager

Melanie Carter
Transportation
Administrative Assistant

Ron Cheatem
AM Transp. Dispatcher

Dave Allsup
PM Transp. Dispatcher

Juan Navarro-Paz
Transp. Supervisor

Teselean Davidson
Transp. Supervisor

Greg Schmitt
Transp. Supervisor

Warren Polson
Transp. Supervisor

Brad Deaton
Transp. Supervisor

Russ Pamulak
Transp. Supervisor

Jim Tishim
Planning Director

VACANT
Transit Planner

Teresa Cashman
Scheduling Manager

VACANT
AVL Data Analyst

Legend

Current
Employee

Temporary
Employee

Vacant Position



Future DART Commission Items September 27, 2011

October 25, 2011 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - FY 2011 Audit - RideShare Minivan Contract - 2011 Federal and State Legislative Priorities - Grant Applications 	<ul style="list-style-type: none"> - Quarterly Safety Report - FY 2013 Budget
November 29, 2011 5:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> - DART Central Station Update - Introduce new Director of Marketing and Community Partnerships
December 20, 2011 5:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> - FY 2013 Budget
January 31, 2012 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - FY 2013 Budget 	<ul style="list-style-type: none"> - Quarterly Safety Report
February 28, 2012 5:00 P.M.	
Action Items	Information Items

<p><u>Key Meetings/Dates:</u></p> <ul style="list-style-type: none"> - October 2-5 – APTA Annual Meeting and EXPO, New Orleans, LA - November 8-10 – IPTA Mid-Year Meeting <p><u>Other Future Items:</u></p>
