



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
NOTICE OF COMMISSION MEETING AND AGENDA  
JUNE 26, 2012 – 5:00 p.m.  
DART MULTI-PURPOSE ROOM, 1100 DART Way**

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**The June 26, 2012 DART Commission Meeting will serve as the DART Commission’s Annual Meeting.**

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

**1100 DART Way – Des Moines, IA 50309  
May 22, 2012**

**ROLL CALL**

Commissioners Present: Skip Conkling, Angela Connolly, Christine Hensley, Gaye Johnson, Bob Mahaffey (5:10pm), Steve Van Oort

Commissioner Absent: Ted Boesen, Steve Brody, Tom Gayman

Alternates Present: Matt Anderson, Ben Champ, Steve Peterson

Staff Present: Elizabeth Presutti, General Manager; Jamie Schug, Chief Financial Officer; Kirstin Baer-Harding, Advertising Manager; Mike Kaiser, Service Management Manager; Gunnar Olson, Public Information Officer; Tom Reynolds, Chief Operating Officer; Paula Covington, RideShare; Greg Schmitt, Training Manager; Chet Bor, Paratransit Director; Claire Celsi, Marketing & Community Partnerships Director; Deb Meyer, Capital Grants Manager; Jim Tishim, Planning Director; Randy McKern, Transportation Manager; Cheryl Wolfe, Operator & ATU; Paula Dierenfeld, Alternate DART Commissioner; Nolden Gentry, Attorney, Brick Gentry, P.C.

Others Present: Mark Trost, TDS, LLC; Alexander Grgurich, DART TRAC; Linda Reynolds, Bus Rider; Tim (No last name) Bus Rider; John Halsband, Bus Rider; Minda Wyant, Bus Rider; Serena Intzeler, Bus Rider; Judy Vandermark, Bus Rider; Kathy Green, Bus Rider; Cecil Calvert, Bus Rider

**CALL TO ORDER**

The meeting was called to order by Angela Connolly at 5:02 p.m. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF MINUTES**

Ms. Connolly called for corrections to the April 24, 2012 meeting minutes.

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

## **PUBLIC COMMENT**

Ms. Linda Reynolds who lives at 7906 Southwest 9<sup>th</sup> Street in Des Moines addressed the commission regarding service to the South side of Des Moines. Ms. Reynolds provided a copy of her notes and her plan for continued service for the #7 and #8 along with letters of support for each route.

It was moved by Ms. Hensley and seconded by Mr. Conkling that Ms. Reynolds information be accepted for the record.

Ms. Mary Little, 2<sup>nd</sup> shift supervisor of the Ft. Des Moines Correctional Facility spoke on behalf of the offenders who rely on bus service to and from the facility.

Ms. Cathy Green spoke in favor of keeping the #7 route.

Mr. Cecil Calbert provided suggestions on South side bus routing.

Ms. Cerinder Ucer, a member of Passageway spoke in favor of keeping service along South Union.

Mr. Mark Bierman of Ft. Des Moines Correctional Facility spoke in favor of keeping the #7 route.

Ms. Connolly addressed the public regarding the number of public meetings that have been held over the last 13 months to gain input. She went on to say that we have had 24 meetings where over 500 people were in attendance. Some changes, based on public input have been implemented in the lower Beaver area and to the airport to provide better service.

Ms. Hensley also addressed the public regarding the service changes. She went on to suggest that a meeting be set up to help look at further options (i.e. non-profit, paratransit, Bus Plus). Jim Tishim and his staff will schedule a meeting for the end of June to explore other options. Those attendees who wish to attend the meeting were asked to sign up and leave contact information.

## **TRANSIT RIDERS ADVISORY COMMITTEE UPDATE**

Alexander Grgurich, TRAC Chair gave the committee an update from TRAC's most recent meeting. He went on to say that they had two visitors for the first time who are new to the area, and they applauded us on our bus service compared to other cities they have lived in.

- Talked about the new schedules and their design
- Greg Schmitt gave a presentation to TRAC on the new AVL System
- Discussed the service changes for 2012

## **CONSENT ITEMS**

### **7-A - April 2012 Financial Reports**

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

## **ACTION ITEMS**

### **Action Item 8A – Des Moines Public Schools Contract**

Ms. Connolly gave a brief update on the Des Moines Public Schools Contract. The contract is for approximately \$20,000 more than previous due to rising wages and cost of fuel.

It was moved by Mr. Conkling and seconded by Ms. Johnson that the Commission approve the Des Moines Public Schools Contract with Des Moines Area Regional Transit Authority (DART). The motion carried unanimously.

## **DISCUSSION ITEMS**

### **9A – DART Central Station Update**

Mr. Trost gave an update on the progress of DART Central Station:

- No safety issues
- A solar product has been established. Waiting on confirmation from the engineer, should be confirmed in the next couple of weeks
- Big canopy is up, and the only canopies remaining to go up are along the building and on the South side
- Wall has been started around the back building
- Main building is fully enclosed
- Starting work on the inside of the building

Ms. Presutti gave an update on the sprinkler system related to code. A meeting will be scheduled with the city. Ms. Hensley and Mr. Mahaffey have asked to be present at the meeting.

### **9B – AVL Project Update**

Tom Reynolds, Chief Operating Officer gave a presentation to the commission on the status and functionality of the AVL project. The project is going very smoothly at this time.

### **9C – April 2012 Performance Reports**

Elizabeth Presutti, General Manager informed the commission that we are still doing well on ridership this year. We are up about 11% over last year.

## **MONTHLY REPORTS**

### **Operations Report**

Tom Reynolds, Chief Operating Officer highlighted that one of our operators went to the International Bus Rodeo Conference in Long Beach. The operator placed 9<sup>th</sup> in the nation. Tom also reminded the commission that the DART Rodeo is scheduled for Saturday, June 2<sup>nd</sup> on SW 11<sup>th</sup> Street and MLK.

### **Marketing Report**

Claire Celsi, Marketing and Community Partnerships Director gave an update to the commission:

- Customer Service Satisfaction Survey is currently going on. A crew of surveyors are currently on the Fixed Route buses handing out surveys. Paratransit surveys are being done via mail,

and Rideshare riders were e-mailed the survey. Survey should be complete in June and expect to report results to the commission in June or July.

- A series of Public Open Houses are currently scheduled along with 9 Grab and Go events for the unlimited access customers regarding the June Service Changes.

### **Planning Report**

No update

### **General Manager**

Elizabeth Presutti, General Manager welcomed Whitney Davidson the new Executive Coordinator and Commission Clerk at DART. Elizabeth gave an update on the DART Triennial review as it was just completed last week. Out of the 24 areas, we had findings in 2 areas. Procurement was the first area and we will need to add to our documentation. The second item is with satisfactory continuing control in the Center Street Park & Ride. The FTA would like DART to assume more oversight on that Park & Ride in terms of its maintenance and programs associated with it. Overall the review went well and we are pleased with the outcome. The formal letter will be provided within 30 days.

### **FUTURE AGENDA ITEMS**

No discussion

### **COMMISSIONER ITEMS**

Ms. Presutti discussed that we will need to nominate at least three members who will serve on the nominating committee for the various seats on the DART Commission per the bylaws. The members will be responsible for recommending the Chair, Vice Chair and Secretary Treasurer for next year. Steve Peterson, Skip Conkling and Gaye Johnson volunteered as members of the nominating committee and will be responsible for having a meeting, and bringing back a recommendation to the June Commission Meeting.

### **OTHER – Communications**

Mr. Gentry, Attorney mentioned that there are four vacancies coming up after the end of June. The board of supervisors appointment, Commissioner Gaye Johnson's term is up at the end of June, along with three other commission seats. Letters will be going out to the involved city Mayors with copies to the City Managers and City Clerks. The mayors and councils will need to get together to make appointments for July 1.

### **Next Meeting**

June 26, 2012 at 5:00pm

### **ADJOURNMENT**

The meeting was adjourned at 5:48 p.m.

2012 Meeting Dates

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

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Chair

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Secretary/Treasurer

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Date

## ACTION ITEM



<b>6A:</b>	<b>Disadvantaged Business Enterprise (DBE) Plan Amendment</b>
<b>Action:</b>	<b>Approve an update to DART's DBE plan to include a Small Business Participation set-aside</b>

**Staff Resource:** Debra Meyer, DART Capital Planning Manager

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### **Background:**

- As a requirement for receiving federal financial assistance, transit agencies must have a DBE plan approved by the Federal Transit Administration (49 CFR, Part 26).
- Agencies are also required to submit a three-year DBE goal to FTA and file the Uniform Report of DBE Awards or Commitments and Payments at specified intervals.
- New regulations were issued in 2011 that required DBE plans to include a section for fostering small business participation in contracting opportunities by February 28, 2012.
- DART's amended DBE plan establishes a race-neutral small business set-aside program for prime contracts under \$250,000. Staff expects to awards four contracts annually starting in FY2013.
- DART submitted an amended plan by the deadline, but was waiting for FTA approval before presenting the amended plan to the commission. The FTA Civil Rights Officer is still in the process of reviewing the plans submitted in Region VII, but FTA has listed race-neutral set-asides as as an option for meeting the new requirements.
- The race-neutral small business set-aside does not restrict competition based solely on race or gender, but is open to all small businesses.

### **Staff Recommendation:**

- Approve an update to DART's Disadvantaged Business Enterprise plan to include Small Business Participation set-asides.

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## POLICY STATEMENT

The Des Moines Area Regional Transit Authority (DART) has established a Disadvantaged Business Enterprise (DBE) program in accordance with regulations of the U.S. Department of Transportation (DOT), 49 CFR Part 26. DART has received Federal financial assistance from the Department of Transportation, and as a condition of receiving this assistance, DART has signed an assurance that it will comply with 49 CFR Part 26.

It is the policy of DART to ensure that DBEs are defined in part 26, have an equal opportunity to receive and participate in DOT-assisted contracts. It is also our policy:

1. To ensure nondiscrimination in the award and administration of DOT - assisted contracts;
2. To create a level playing field on which DBEs can compete fairly for DOT-assisted contracts;
3. To ensure that the DBE Program is narrowly tailored in accordance with applicable law;
4. To ensure that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate as DBEs;
5. To help remove barriers to the participation of DBEs in DOT assisted contracts;
6. To assist the development of firms that can compete successfully in the market place outside the DBE Program.

The DART Chief Finance Officer has been delegated as the DBE Liaison Officer. In that capacity, the Finance Officer is responsible for implementing all aspects of the DBE program. Implementation of the DBE program is accorded the same priority as compliance with all other legal obligations incurred by DART in its financial assistance agreements with the Department of Transportation.

DART has disseminated this policy statement to the DART Commission and all of the components of our organization. DART has distributed this statement to DBE and non-DBE business communities that perform work for us on DOT-assisted contracts. The statement will be distributed through the bidding process. DART also has distributed to its current vendors shown through our contractor's list.

Signature: \_\_\_\_\_

  
General Manager

Date : July 1, 2012

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### **GENERAL REQUIREMENTS**

DART will never exclude any person from participation in, deny any person the benefits of, or otherwise discriminate against anyone in connection with the award and performance of any contract covered by 49 CFR part 26 on the basis of race, color, sex, or national origin. In administering its DBE program, DART will not, directly or through contractual or other arrangements, use criteria or methods of administration that have the effect of defeating or substantially impairing accomplishment of the objectives of the DBE program with respect to individuals of a particular race, color, sex, or national origin.

DART will create a bidders list, consisting of information about all DBE and non-DBE firms that bid or quote on DOT-assisted contracts. The purpose of this requirement is to allow use of the bidders list approach to calculating overall goals. The bidder list will include the name, address, DBE non-DBE status, age, and annual gross receipts of firms.

DART will collect this information in the following ways:

1. The Iowa Department of Transportation disseminates its DBE unified directory at least annually and updates this information quarterly to our DBELO.
2. Prime bidders are required to report the name and dollar amount of all firms who quote to them on subcontracts to DART.
3. Pro-Net may be utilized by DART to obtain addresses of SBA's in the Des Moines MSA or in Iowa for expanding DART's bidders list. Pro-Net is an electronic gateway of procurement information -- for and about small businesses. It is a search engine for contracting officers, a marketing tool for small firms and a "link" to procurement opportunities and important information. It is designed to be a "virtual" one-stop-procurement-shop. The web address is listed as follows:  
<http://pro-net.sba.gov>

DART has signed the following assurances, applicable to all DOT-assisted contracts and their administration:

DART shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of any DOT assisted contract or in the administration of its DBE Program or the requirements of 49 CFR part 26. The recipient shall take all necessary and reasonable steps under 49 CFR part 26 to ensure nondiscrimination in the award and administration of DOT assisted contracts. The recipient's DBE Program, as required by 49 CFR part 26 and as approved by DOT, is incorporated by reference in this agreement. Implementation of this program is a legal obligation and failure to carry out its terms shall be treated as a violation of this agreement. Upon notification to DART of its failure to carry out its approved program, the Department may impose sanction as provided for under part 26 and may, in appropriate cases, refer the matter for enforcement under 18 U.S.C. 1001 and/or the Program Fraud Civil Remedies Act of 1986 (31 U.S.C. 3801 et seq.). This language will appear in financial assistance agreements with sub-recipients.

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[Note: This language is to be used verbatim, as it is stated in 26.13(a).]

DART will ensure that the following clause is placed in every DOT-assisted contract and subcontract:

The contractor, sub-recipient, or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR part 26 in the award and administration of DOT assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the recipient deems appropriate.

[Note: This language is to be used verbatim, as it is stated in 26.13(b)]

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## ADMINISTRATIVE REQUIREMENTS

Since DART has received a grant of \$250,000 or more in FTA planning capital, and or operating assistance in a federal fiscal year, DART will continue to carry out this program until all funds from DOT financial assistance have been expended. DART will provide to DOT updates representing significant changes in the program.

DART has designated the following individual as our DBE Liaison Officer:

Jamie Schug, Chief Finance Officer  
1100 DART Way  
Des Moines, IA 50309  
515/283-8113  
[jschug@ridedart.com](mailto:jschug@ridedart.com)

In that capacity, the DBELO is responsible for implementing all aspects of the DBE program and ensuring that DART complies with all provision of 49 CFR Part 26. The DBELO has direct, independent access to DART's General Manager concerning DBE program matters. An organization chart displaying the DBELO's position in the organization is found in **Attachment 1** to this program.

The DBELO is responsible for developing, implementing and monitoring the DBE program, in coordination with other appropriate officials. The DBELO has a staff of 3 to assist in the administration of the program. The duties and responsibilities include the following:

### **Chief Finance Officer/DBELO – Jamie Schug**

1. Works with Capital Planning Manager to set overall annual goals.
2. Participates in pre-bid meetings.
3. Participates with the legal counsel and project director to determine contractor compliance with good faith efforts.
4. Provides DBEs with information and assistance in preparing bids, obtaining bonding and insurance.
5. Plans and participates in DBE training seminars.
6. Advises the General Manager on DBE matters and achievement.
7. Acts as liason to the continued development of the Uniform Certification Process in Iowa.

### **Capital Planning Manager – Debra Meyer**

1. Prepares annual DBE goal and DBE plan as deemed necessary.
2. Plans and participates in DBE training seminars.

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3. Analyzes DART's progress toward goal attainment and identifies ways to improve progress.

### **Accounts Payable Clerk – Elaine German**

1. Gathers and reports statistical data and other information as required by DOT.
2. Maintains the DART's updated directory on certified DBEs. This directory is the UCP Directory, which all DBE's are certified through the Iowa DOT.

### **Purchasing Manager – Mike Drottz**

1. Reviews third party contracts and purchase requisitions for compliance with this program.
2. Ensures that bid notices and requests for proposals are available to DBEs in a timely manner.
3. Identifies contracts and procurements so that DBE goals are included in solicitations (both race-neutral methods and contract specific goals attainment and identifies ways to improve progress.
4. Plans and participates in DBE training seminars.
5. Provides DBEs with information and assistance in preparing bids, obtaining bonding and insurance.
6. Maintains DBE Bidders List throughout the year.
7. The Iowa DOT retains a consultant to aid DBE firms. This aid includes:
  - Assistance in the preparation of the certification application;
  - Information about how to obtain bidding documents and plans;
  - Assistance in reading plans;
  - Assistance in dealing with contractors;
  - Information about dealing with the Iowa DOT;
  - Assistance in developing loan packages and financial statements.

The Iowa DOT consultant acts as a liaison between the project engineers and DBEs when requested by the DBE. One of the DBE consultants is Smith-Swink and Associates, 515-270-8508.

It is the policy of DART to investigate the full extent of services offered by financial institutions owned and controlled by socially and economically disadvantaged individuals in the community, to make reasonable efforts to use these institutions, and to encourage prime contractors on DOT-assisted contract to make use of these institutions. To date, DART has not identified any institutions; however, the Iowa DOT found the following banks, which were willing to work with the DBE community.

West Bank of Des Moines, IA  
Contact person: Ms. Michele Belden, VP

Bank of America in Des Moines, IA  
Contact Person: Mr. Alan E. Gross, VP

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Additional information regarding these institutions can be obtained from the IDOT DBE Liaison Officer; Director of the Office of Contracts; Iowa DOT; 800 Lincoln Way; Ames, IA 50010; 55/239-1414.

DART will include the following clause in each DOT-assisted prime contract:

The prime contractor agrees to pay each subcontractor under this prime contract for satisfactory performance of its contract no later than 30 days from the receipt of each payment the prime contract receives from DART. The prime contractor agrees further to return retainage payments to each subcontractor within 30 days after the subcontractors' work is satisfactorily completed. Any delay or postponement of payment from the above referenced time frame may occur only for good cause following written approval of DART. This clause applies to both DBE and non-DBE subcontracts.

If prompt payment does not occur, DART has the right to attach sanctions/consequences due to the noncompliance with the prompt payment clause. These sanctions are listed below:

1. Hold payment to prime contractor until subcontractor is paid.
2. If payments were still not made, DART would consider any future bids non-compliant due to a lack of good faith.

The State of Iowa released their unified statewide directory under the Iowa Department of Transportation in February 2002. DART utilizes the Iowa DOT directory identifying all firms eligible to participate as DBEs. The directory lists the firm's name, address, phone number, date of most recent certification, and the type of work the firm has been certified to perform as a DBE. The Iowa DOT revises the Directory annually.

The IDOT DBE program is generally described online at:

[http://www.iowadot.gov/contracts/contracts\\_eoaa.htmwww.dot.state.ia.us/contracts/contracts\\_eoaa.htm](http://www.iowadot.gov/contracts/contracts_eoaa.htmwww.dot.state.ia.us/contracts/contracts_eoaa.htm). DART refers all new vendors, bidders and subcontractors to the following for a DBE application or if they have questions regarding the certification process.

Civil Rights Administrator  
Iowa DOT  
Office of Contracts; EEO Section  
800 Lincoln Way  
Ames, IA 50010  
515/239-1414 (phone)  
515/239-1325 (fax)

The Iowa DOT directory may be found in **Attachment 3** to this program document or at the following website: <http://www.ia.bidx.com/lettings/dbealpha.pdf>.

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DART does not have overconcentration in one or more types of work.

**DART** has not established a business development program.

DART will take the following monitoring and enforcement mechanisms to ensure compliance with 49 CFR Part 26.

1. DART will bring to the attention of the Iowa Department of Transportation any false, fraudulent, or dishonest conduct in connection with the program, so that Iowa DOT can take the steps provided in 26.109.
2. DART will consider similar action under our own legal authorities, including responsibility determinations in future contracts. **Attachment 4** lists the regulation, provisions, and contract remedies available to us in the events of non-compliance with the DBE regulation by a participant in our procurement activities.
3. DART will also provide a monitoring and enforcement mechanism to verify that work committed to DBEs at contract award is actually performed by the DBEs. This will be accomplished through the bidding process and maintenance of reports through the accounting department for quarterly DBE process.
4. DART will keep a running tally of actual payments to DBE firms for work committed to them at the time of contract award.

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### **GOALS, GOOD FAITH EFFORTS, AND COUNTING**

DART does not use quotas in any way in the administration of this DBE program.

A description of the methodology to calculate the overall goal and the goal calculations can be found in [Attachment 5](#) to this program. This section of the program will be updated annually.

In accordance with Section 26.45(f) DART will submit its overall goal to FTA on August 1 of each year. Before establishing the overall goal each year, DART will consult with the Iowa DOT to obtain information concerning the availability of disadvantaged and non-disadvantaged businesses, the effects of discrimination on opportunities for DBEs, and DART's efforts to establish a level playing field for the participation of DBEs.

Following this consultation, DART will publish a notice of the proposed overall goals, informing the public that the proposed goal and its rationale are available for inspection during normal business hours at DART's office for 30 days following the date of the notice, and informing the public that DART and the FTA will accept comments on the goals for 45 days from the date of the notice. This publication will be posted within local Des Moines newspapers. Normally, DART will issue this notice by June 1 of each year. The notice will include addresses to which comments may be sent and addresses where the proposal may be reviewed.

Our overall goal submission to FTA will include a summary of information and comments received during this public participation process and our responses.

DART will begin using our overall goal on October 1 of each year, unless we have received other instructions from FTA. If DART establishes a goal on a project basis, we will begin using our goal by the time of the first solicitation for a FTA-assisted contract for the project.

DART will require each transit vehicle manufacturer, as a condition of being authorized to bid or propose on FTA-assisted transit vehicle procurements, to certify that it has complied with the requirements of this section. Alternatively, DART may, at its discretion and with FTA approval, establish project-specific goals for DBE participation in the procurement of transit vehicles in lieu of the TVM complying with this element of the program.

The breakout of estimated race-neutral and race-conscious participation can be found in [Attachment 6](#) to this program. This section of the program will be updated annually when the goal calculation is updated.

The Des Moines Area Regional Transit Authority will meet the maximum feasible portion of its overall goal by using race-neutral means of facilitating DBE participation. DART uses the following

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race-neutral means to increase DBE participation: lowest responsible bidder, subcontract award due proven ability to be the best/quickest work.

DART estimates that, in meeting our overall goal of 0.48%, we will obtain 0.08% from race-neutral participation and 0.40% through race-conscious measures. DART will strive to attain this goal through race-neutral measures. DART may need to adjust the estimated breakout of race-neutral and race-conscious participation in future years if this goal is not met. DART will track and report race-neutral and race-conscious participation separately. For reporting purposes, race-neutral DBE participation includes, but is not necessarily limited to, the following: DBE participation through a prime contract a DBE obtains through customary competitive procurement procedures; DBE participation through a subcontract on a prime contract that does not carry a DBE goal; DBE participation on a prime contract exceeding a contract goal; and DBE participation through a subcontract from a prime contractor that did not consider a firm's DBE status in making the award.

DART will use contract goals to meet any portion of the overall goal DART does not project being able to meet using race-neutral means. Contract goals are established so that, over the period to which the overall goal applies, they will cumulatively result in meeting any portion of our overall goal that is not projected to be met through the use of race-neutral means.

DART will establish contract goals only on those DOT-assisted contracts that have subcontracting possibilities. DART need not establish a contract goal on every such contract, and the size of contract goals will be adapted to the circumstances of each such contract (e.g., type and location of work, availability of DBEs to perform the particular type of work.)

DART will express our contract goals as a percentage of the total amount of a DOT-assisted contract.

### **Demonstration of good faith efforts**

The obligation of the bidder/offeror is to make good faith efforts. The bidder/offeror can demonstrate that it has done so either by meeting the contract goal or documenting good faith efforts. Examples of good faith efforts are found in Appendix A to Part 26.

The following personnel are responsible for determining whether a bidder/offeror who has not met the contract goal has documented sufficient good faith efforts to be regarded as responsible: Jamie Schug and Brad Miller.

DART will ensure that all information is complete and accurate and adequately documents the bidder/offeror's good faith efforts before we commit to the performance of the contract by the bidder/offeror.

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## **Information to be submitted**

DART treats bidder/offers' compliance with good faith efforts' requirements as a matter of responsibility – flexible and cost effective approach

Each solicitation for which a contract goal has been established will require the bidders/offers to submit the following information:

1. The names and addresses of DBE firms that will participate in the contract;
2. A description of the work that each DBE will perform;
3. The dollar amount of the participation of each DBE firm participating;
4. Written and signed documentation of commitment to use a DBE subcontractor whose participation it submits to meet a contract goal;
5. Written and signed confirmation from the DBE that it is participating in the contract as provided in the prime contractors commitment and
6. If the contract goal is not met, evidence of good faith efforts.

# DES MOINES AREA REGIONAL TRANSIT AUTHORITY

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### **Administrative reconsideration**

Within 30 days of being informed by DART that it is not responsible because it has not documented sufficient good faith efforts, a bidder/offeror may request administrative reconsideration.

Bidder/offerors should make this request in writing to the following reconsideration official:

Elizabeth Presutti  
1100 DART Way  
Des Moines, IA 50309  
515/283-8111  
[epresutti@ridedart.com](mailto:epresutti@ridedart.com)

The reconsideration official will not have played any role in the original determination that the bidder/offeror did not document sufficient good faith efforts.

As part of this reconsideration, the bidder/offeror will have the opportunity to provide written documentation or argument concerning the issue of whether it met the goal or made adequate good faith efforts to do so. The bidder/offeror will have the opportunity to meet in person with our reconsideration official to discuss the issue of whether it met the goal or made adequate good faith efforts to do. DART will send the bidder/offeror a written decision on reconsideration, explaining the basis for finding that the bidder did or did not meet the goal or make adequate good faith efforts to do so. The result of the reconsideration process is not administratively appealable to the Department of Transportation.

### **Good Faith Efforts when a DBE is replaced on a contract**

DART will require a contractor to make good faith efforts to replace a DBE that is terminated or has otherwise failed to complete its work on a contract with another certified DBE, to the extent needed to meet the contract goal. DART will require the prime contractor to notify the DBE Liaison officer immediately of the DBE's inability or unwillingness to perform and provide reasonable documentation.

In this situation, DART will require the prime contractor to obtain our prior approval of the substitute DBE and to provide copies of new or amended subcontracts, or documentation of good faith efforts. If the contractor fails or refuses to comply in the time specified, our contracting office will issue an order stopping all or part of payment/work until satisfactory action has been taken. If the contractor still fails to comply, the contracting officer may issue a termination for default proceeding.

### **Counting DBE Participation**

DART will count DBE participation toward overall and contract goals as provided in 49 CFR 26.55.

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## CERTIFICATION STANDARDS

### **SUBPART D - Certification Process**

DART no longer certifies DBE's but participates within the Unified Certification Program as described below in SUBPART E. The Iowa DOT certifies all DBE's within the State of Iowa and DART will direct any potential DBE's to certify under this unified process.

### **SUBPART E - CERTIFICATION PROCEDURES**

#### **Section 26.81 Unified Certification Programs**

DART is the member of a Unified Certification Program (UCP) administered by the Iowa Department of Transportation. The UCP meets all of the requirements of this section. DBE certification applications may be requested through the following contact at the Iowa DOT:

Civil Rights Administrator  
Iowa DOT  
Office of Contracts; EEO Section  
800 Lincoln Way  
Ames, IA 50010  
515/239-1414 (phone)  
515/239-1325 (fax)

The following is a the description of the of the UCP:

[http://www.dot.state.ia.us/contracts/dbe\\_program.pdf](http://www.dot.state.ia.us/contracts/dbe_program.pdf)

#### **Procedures for Certification Decisions**

The following information under Certification, No Change Affidavits, Denials, Removal of a DBE and Appeals is language from the Iowa DOT's UCP site as identified above:

#### **Re-certifications**

The Iowa DOT reviews the eligibility of DBE's certified under 49 CFR part 23, the former DBE regulations, to make sure these DBE's meet the eligibility standards of the new DBE regulations, 49 CFR part 26. Firms found eligible under the new regulations will be reviewed again every three years. Every review will require the completion of a new application for certification, as well as an on-site review.

#### **"No Change" Affidavits and Notices of Change (26.83(j))**

All DBE's are required to inform the Iowa DOT, in a written affidavit, of any change in circumstances affecting their ability to meet size, disadvantaged status, ownership, or control

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criteria of 49 CFR part 26. This notification must be provided within 30 days of the occurrence of the change.

Each year, all DBE's are required to submit a "no change" affidavit on each anniversary date of their certification. Each affidavit must be accompanied by documentation of the DBE's size and gross receipts. To meet the requirements of 49 CFR part 26.83(j), the text of each affidavit must read as follows:

I swear (or affirm) that there have been no changes in the circumstances of [name of DBE firm] affecting its ability to meet the size, disadvantaged status, ownership, or control requirements of 49 CFR part 26. There have been no material changes in the information provided with [name of DBE]'s application for certification, except for any changes about which you have provided written notice to the [Recipient] under 26.83(j). [Name of firm] meets Small Business Administration (SBA) criteria for being a small business concern and its average annual gross receipts (as defined by SBA rules) over the firm's previous three fiscal years do not exceed \$17,420,000.

The Iowa DOT has mailed a notice about these required affidavits to all currently certified DBEs. Specifically, the notice informed DBEs that when submitting the "no Change" affidavit, DBE owners must swear or affirm that they meet all regulatory requirements of 49 CFR part 26, including those pertaining to personal net worth. Likewise, if a DBE owner knows or should know that he, she or the DBE's firm fails to meet an eligibility requirement of the 49 CFR part 26, including any requirement pertaining to personal net worth, the DBE owner is obligated to submit a notice of change.

### **Denials of Initial Requests for Certification**

All denials of initial requests for certification would be passed through the Iowa DOT as DART follows the State of Iowa's Unified Certification Program. For an explanation of this process please go to the following website for the IDOT's DBE program procedures:

[http://www.dot.state.ia.us/contracts/dbe\\_program.pdf](http://www.dot.state.ia.us/contracts/dbe_program.pdf)

### **Removal of a DBE's Eligibility**

All removals of a DBE's eligibility would be passed through the Iowa DOT as DART follows the State of Iowa's Unified Certification Program. For an explanation of this process please go to the following website for the IDOT's DBE program procedures:

[http://www.dot.state.ia.us/contracts/dbe\\_program.pdf](http://www.dot.state.ia.us/contracts/dbe_program.pdf)

### **Certification Appeals**

Any firm or complainant may appeal our decision in a certification matter to DOT. Such appeals may be sent to:

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Department of Transportation  
Office of Civil Rights Certification Appeals Branch  
400 7th Street, SW  
Room 2104  
Washington, D.C. 20590

Please follow the Iowa DOT guidelines for the appeal process at:  
[http://www.dot.state.ia.us/contracts/dbe\\_program.pdf](http://www.dot.state.ia.us/contracts/dbe_program.pdf)

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### **COMPLIANCE AND ENFORCEMENT**

#### **Information, Confidentiality, Cooperation**

DART will safeguard from disclose to third parties information that may reasonably be regarded as confidential business information, consistent with Federal, state, and local law. Notwithstanding any contrary provisions of state or local law, DART will not release personal financial information submitted in response to the personal net worth requirement to a third party (other than DOT) without the written consent of the submitter. However, DART will no longer receive the personal net worth for DBE's and should receive the DBE directory from the Iowa DOT as part of the Unified Certification Program. All disadvantaged owners of applicants and of currently certified DBEs whose eligibility is reviewed under part 26 should comply with the Iowa DOT requirements regarding personal net worth.

#### **Monitoring Payments to DBEs**

DART will require prime contractors to maintain records and documents of payments to DBEs for three years following the performance of the contract. Any authorized representative of DART or DOT will make these records available for inspection upon request. This reporting requirement also extends to any certified DBE subcontractor.

DART will perform interim audits of contract payments to DBEs. The audit will review payments to DBE subcontractors to ensure that the actual amount paid to DBE subcontractors equals or exceeds the dollar amounts stated in the schedule of DBE participation.

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## **ATTACHMENTS**

- |              |  |
|--------------|--|
| Attachment 1 | Organizational Chart   |
| Attachment 2 | DBE Directory: <a href="http://www.ia.bidx.com/lettings/2001dbe.pdf">http://www.ia.bidx.com/lettings/2001dbe.pdf</a>   |
| Attachment 3 | Monitoring and Enforcement Mechanisms  |
| Attachment 4 | Overall Goal Calculation   |
| Attachment 5 | Breakout of Estimated Race-Neutral & Race-Conscious Participation  |
| Attachment 6 | Form 1 & 2 for Demonstration of Good Faith Efforts   |
| Attachment 7 | Certification Application Forms  |
| Attachment 8 | Procedures for Removal of DBE's Eligibility  |
| Attachment 9 | Regulations: 49 CRR part 26:<br><a href="http://www.fta.dot.gov/library/legal/frdot2299.htm">http://www.fta.dot.gov/library/legal/frdot2299.htm</a> or<br><a href="http://www.fhwa.dot.gov/hep/49cfr26.htm">www.fhwa.dot.gov/hep/49cfr26.htm</a> |

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**Attachment 1  
Organizational Chart**

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**Attachment 2**

**DBE Directory - Unified Certified Program (UCP) Directory**

<http://www.ia.bidx.com/lettings/2001dbe.pdf>

**Attachment 3**

**Monitoring and Enforcement Mechanisms**

In addition, the federal government has available several enforcement mechanisms that it may apply to firms participating in the DBE program, including, but not limited to, the following:

1. Suspension or debarment proceedings pursuant to 49 CFR part 26
2. Enforcement action pursuant to 49 CFR part 31
3. Prosecution pursuant to 18 USC 1001.

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**Forms 1 & 2 for Demonstration of Good Faith Efforts**

[Forms 1 and 2 should be provided as part of the solicitation documents.]

**FORM 1: DISADVANTAGED BUSINESS ENTERPRISE (DBE) UTILIZATION**

The undersigned bidder/offeror has satisfied the requirements of the bid specification in the following manner (please check the appropriate space):

The bidder/offeror is committed to a minimum of \_\_\_ % DBE utilization on this contract.

The bidder/offeror (if unable to meet the DBE goal of \_\_\_%) is committed to a minimum of \_\_\_% DBE utilization on this contract a submits documentation demonstrating good faith efforts.

Name of bidder/offeror's firm: \_\_\_\_\_

State Registration No. \_\_\_\_\_

By \_\_\_\_\_  
(Signature) Title

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**FORM 2: LETTER OF INTENT** (Submit this page for each DBE subcontractor.)

Name of bidder/offeror's firm: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Name of DBE firm: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

Description of work to be performed by DBE firm:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The bidder/offeror is committed to utilizing the above-named DBE firm for the work described above. The estimated dollar value of this work is \$ \_\_\_\_\_.

**Affirmation**

The above-named DBE firm affirms that it will perform the portion of the contract for the estimated dollar value as stated above.

By \_\_\_\_\_ (Signature) \_\_\_\_\_ (Title)

If the bidder/offeror does not receive award of the prime contract, any and all representations in this Letter of Intent and Affirmation shall be null and void.

# DES MOINES AREA REGIONAL TRANSIT AUTHORITY

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## Attachment 7

DART no longer certifies DBE's and therefore no application is attached. The State of Iowa is now under the Unified Certification Program and all certifications go through the Iowa Department of Transportation. DART refers all new or interested vendors/firms to contact the following for an application or explanation of the DBE program:

Civil Rights Administrator  
Iowa DOT  
Office of Contracts; EEO Section  
800 Lincoln Way  
Ames, IA 50010  
515/239-1414 (phone)  
515/239-1325 (fax)

## Attachment 8

As stated previously, DART no longer certifies DBE eligibility or removes DBE's from eligibility. This is currently the responsibility of the Iowa Department of Transportation under the Unified Certification Program, which began in February 2002. The procedures for removal can be viewed through the following Iowa DOT website address: [http://www.dot.state.ia.us/contracts/dbe\\_program.pdf](http://www.dot.state.ia.us/contracts/dbe_program.pdf) or direct questions may be asked to the above address under Attachment 7. DART's signed UCP agreement is attached.

## Attachment 9

The Final Rule of the Participation by Disadvantaged Business Enterprises in Department of Transportation Programs may be viewed at <http://www.fta.dot.gov/library/legal/frdot2299.htm> OR [www.fhwa.dot.gov/hep/49cfr26.htm](http://www.fhwa.dot.gov/hep/49cfr26.htm) OR is attached for your viewing.

## CONSENT ITEM



**6B: May FY2012 Consolidated Financial Report**

**Action: Approve the May FY2012 Consolidated Financial Report**

**Staff Resource:** Jamie Schug, Chief Financial Officer

### Year-to-Date Budget Highlights:

#### *Revenue:*

- Fixed Route Operating Revenue for eleven months of FY2012 is greater than budgeted by \$323,382. It is anticipated that fixed route operating revenue will end the year slightly higher than budgeted levels due to increased fare revenue.
- Fixed Route Non-Operating Revenue is slightly better than budget for through eleven months of FY2012. State Transit Assistance (STA) remains at 4% greater than budget year to date. State fellowship reimbursements related to travel are also up year to date.
- Paratransit Operating Revenue is approximately 26% below budgetary expectations through eleven months of the fiscal year. Paratransit ridership year to date is considerably less than last fiscal year. With fewer trips, Medicaid reimbursements are below budgeted levels.
- Rideshare Revenues are 4.5% above budgetary expectations through eleven months of the fiscal year due to fare increases effective with the October invoices.

#### *Operating Expense:*

- Fixed Route Budget Summary – Through eleven months, actual expenses are within budgeted levels, with total Fixed Route expenses 5% below budget. The majority of the savings are in the area of fuels and lubricants.
- Paratransit Budget Summary – Through eleven months of the fiscal year, the Paratransit program has expenses lower than budgeted. The lower than budgeted operating expenses have not been able to make up for the decrease in operating revenue. Year to date, the Paratransit program is showing a deficit of \$314,511.
- Rideshare Expenses are approximately 11.7% below budgetary expectations through eleven months of the fiscal year. The savings are primarily in equipment repair parts and fuels and lubricants, which are 63.8% and 6.7% below budget respectively.

#### **\*\* TOTAL Un-Audited Year-End May FY2012 as Compared to Budget:**

Fixed Route	\$ 1,262,235	Reserve For Accidents (See Balance Sheet):
Paratransit	\$ -314,511	FY2012 - \$1,321,806
Rideshare	\$ 168,514	
Total	\$ 1,116,238	

**FY2012 Financials:**

**May 2012**

FIXED ROUTE	May 2012			Year-To-Date-(11) Months Ending 05/31/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	357,712	344,706	13,006	4,115,148	3,791,766	323,382
Non-Operating Revenue	797,227	1,135,760	(338,533)	12,545,682	12,493,360	52,322
Subtotal	1,154,940	1,480,466	(325,526)	16,660,830	16,285,126	375,704
Operating Expenses	1,405,403	1,509,839	104,436	15,807,245	16,693,776	886,531
Gain/(Loss)	(250,463)	(29,373)	(221,090)	853,585	(408,650)	1,262,235

PARATRANSIT	May 2012			Year-To-Date-(11) Months Ending 05/31/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	185,062	252,895	(67,833)	2,057,603	2,781,845	(724,242)
Non-Operating Revenue	46,119	64,982	(18,863)	677,508	714,802	(37,295)
Subtotal	231,181	317,877	(86,696)	2,735,110	3,496,647	(761,537)
Operating Expenses	264,692	316,190	51,498	3,031,065	3,478,090	447,025
Gain/(Loss)	(33,511)	1,687	(35,198)	(295,954)	18,557	(314,511)

RIDESHARE	May 2012			Year-To-Date-(11) Months Ending 05/31/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	82,531	79,166	3,365	910,488	870,826	39,662
Non-Operating Revenue	-	-	-	15	-	15
Subtotal	82,531	79,166	3,365	910,503	870,826	39,677
Operating Expenses	87,912	99,399	11,487	964,551	1,093,389	128,838
Gain/(Loss)	(5,381)	(20,233)	14,852	(54,049)	(222,563)	168,514

## ACTION ITEM



<b>7A:</b>	<b>DART Central Station Construction Change Order and Project Update</b>
<b>Action:</b>	<b>Approve Change Order #4 with The Weitz Company for the construction of DART Central Station in the amount of \$374,296.</b>

**Staff Resource:** Elizabeth Presutti, General Manager

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### **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 three change orders equaling \$532,356, bringing the current contract value to \$15,670,316 with \$725,184 remaining in contingency.

### **Change Order #4:**

- Approval of Change Order #4 will bring the contract value up to \$16,044,612 with \$350,888 remaining in contingency.
- The table on the following page outlines all of the various items included in change order #4.

### **Project Update:**

- The May monthly report submitted to the Federal Transit Administration is attached, highlighting the project status.
- Both 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 #4 with The Weitz Company for the construction of DART Central Station in the amount of \$374,296.

**ACTION ITEM****7A: DART Central Station Construction Change Order and Project Update**

ITEM		AMOUNT
CLI 049	Curtainwall modifications for signage	\$10,090.00
CLI 060	Polished concrete floor mock ups and mix design revisions based on mock up	\$3,745.00
CLI 090	HVAC piping modifications	\$11,635.00
CLI 092	Additional steel structure at North Canopy	\$10,813.00
CLI 093	Spray foam insulation credit @ north curtainwall tubes	-\$69.00
CLI 095	ADA push button door access posts	\$3,156.00
CLI 096	Add closure plate at curtainwall roof intersection	\$927.00
CLI 099	Concrete sealer specification revisions	\$27,522.00
CLI 101	Change snow guards from stick on to mechanically fastened continuous guards	\$16,054.00
CLI 104	Access control upgrade to wireless system	\$77,161.00
CLI 105	Roofing modifications at high roof turnbuckles	\$1,416.00
CLI 106	Structure revisions at top of elevator shaft	\$1,269.00
CLI 107	South site bollards	\$19,588.00
CLI 109	Delete wall in customer service storage area	-\$485.00
CLI 113	DART sign revisions to perforated signs from original	\$7,309.00
CLI 114	Add wall in basement electrical gear	\$1,434.00
CLI 115	Revise sign steel structure support	\$7,912.00
CLI 116	Heat pump change in server room	\$18,078.00
CLI 119	Added access doors in ceiling for HP access	\$2,338.00
CLI 121	Add fire alarm devices per Fire Marshal request	\$3,150.00
CLI 124	High roof detail revisions - replace aluminum panel with zinc	-\$276.00
CLI 126	Change high roof gutter to stainless steel from painted metal	\$5,916.00
CLI 127	Change anchor details for planters from pins to plates	\$7,571.00
CLI 128	Replace aluminum panel on north elevation due to signage revisions	\$1,772.00
CLI 129	Bulkhead revisions at public waiting	\$2,910.00
CLI 130	Revise slot diffuser specification at multi-purpose room	\$2,200.00
CLI 131	Ginkgo Tree Substitution in size	-\$131.00
CLI 132	Infill between mullions on North Elevation where original sign supports were deleted	\$1,326.00
CLI 135	Black out shade fabric revision	-\$1,049.00
CLI 137	Heat pump 207 return air revision	\$1,413.00
CLI 138	Electrical revisions for final furniture plan in open office area	\$5,078.00
CLI 139	East / West roof overhang detail revisions	\$16,192.00
CLI 140	Signage box fabrication and delivery	\$7,240.00
CLI 141	Change siamese connection from brass to polished chrome	\$342.00
CLI 142	Finish top of foundation walls at public lobby and corridors	\$990.00
CLI 144	Change wood finish to conversion varnish from lacquer	\$4,356.00
CLI 146	Add light fixture and sprinkler to understair storage (stair no. 2)	\$1,855.00
CLI 147	Electrical / lighting controls to south wall and building	\$38,947.00
CLI 149	Add additional corner guards in public areas	\$1,364.00
CLI 150	Add S1 light fixtures in room 200	\$1,027.00
CLI 151	City of DSM / Fiber conduit for security office	\$1,597.00

**ACTION ITEM****7A: DART Central Station Construction Change Order and Project Update**

ITEM		AMOUNT
CLI 155	Tapestry artwork support	\$2,765.00
CLI 157	Revise north canopy structure to avoid window conflict	\$13,012.00
CLI 159	Adjust platform concrete bench height	\$658.00
CLI 160	Add light fixture in elevator equipment room	\$700.00
CLI 161	Disposal in Dayroom 119	\$1,562.00
CLI 163	Low canopy downspout revisions	\$2,218.00
CLI 164	Fire stop at perimeter of second floor	\$7,860.00
CLI 166	Additional framing for heat pump clearance access panels	\$1,619.00
CLI 169	Added electrical and plywood backing for AVL monitors, etc.	\$13,529.00
CLI 176	Light fixture revisions in public restrooms	\$954.00
CLI 178	North Canopy extension at main entrance	\$2,143.00
CLI 181	Delete locks from access panels/doors	-\$280.00
CLI 183	Add AVL wire to contract	\$540.00
CLI 184	Electrical power door operators / controls	\$3,909.00
CLI 185	Delete 11 3100 from project (appliances in bid documents)	-\$1,641.00
CLI 191	Ticket vending machine electrical / data	\$1,065.00
<b>TOTAL</b>		<b>\$374,296.00</b>



## **PROJECT OVERVIEW**

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The DART Central Station will serve as the spine of the transit system throughout Greater Des Moines. The facility is designed to gather public transportation services (local bus, express bus, bikes, future passenger rail and taxi service) into one location. The DART Central Station will offer:

- a climate-controlled building
- 15 saw-tooth bays with covered walkways
- public waiting areas and restrooms
- a customer service center
- bike storage and changing room
- vendor space
- employee restrooms and showers
- management and administrative offices
- public art

The DART Central Station will be a unique facility that embodies the local commitment to public transit and exhibits DART's concern for the environment through its efficient design.

In addition, it is being designed to meet at least LEED Certified Gold requirements and will be an example of energy conservation and storm water management for the region.

**Project Webcam:**     <http://bit.ly/HetkH2>

## **CONSTRUCTION (WEITZ COMPANY CONSTRUCTION CONTRACT)**

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### ***Construction Work and Submittals:***

- 1) The following **construction activities have been completed or were in process** during the month of **May 2012**.
  - Steel erection at the canopies is complete except for the final central canopy, which ties them all together, and to the building and the North canopy. Erection at the central canopy is complete with detailing continuing.
  - Underground electrical installation is nearly complete at the canopy bays
  - HVAC, Plumbing and Electrical rough-ins are nearing completion
  - HVAC ductwork is nearing completion.
  - Installation of gyp board has started.
  - Installation of zinc wall panels is substantially complete
  - Installation of the zinc roofing is in process



- 2) The following **construction work is anticipated** during the month of **June 2012**:
  - Steel erection at North canopy
  - Curtain wall installation finish
  - Installation of the zinc panels is in process
  - HVAC, Plumbing and Electrical rough-ins will be substantially complete
  - Installation of the roof panels will continue
  - Bus bay slab pours will start
  
- 3) The following **shop drawings/submittals were approved** in the month of **May 2012**:
  - Steel framing Sequences and shop drawings (on-going)
  - On-going LEED-Documentation
  - Misc. product data
  - Metal framing shop drawings and calculations
  - Resilient base data
  - Mortar color at burnished block
  - Welding certificates
  - Finish samples
  - ACT ceiling shop drawings
  - Resilient floor data and shops
  - Wall and door protection
  - Roller Window Shades
  - Entrance floor mats and frames
  - Site furnishings
  - Plumbing pumps
  - Hydronic piping systems
  - Planting submittals
  
- 4) The following **shop drawings/submittals are anticipated (or under continued review)** in the month of **June 2012**:
  - Interior storefront glass
  - EPDM roofing
  - Remaining door hardware
  - Telecommunications (ongoing)
  - Misc. electrical
  - Fire Alarm system (ongoing)
  - Revised fire protection shops



**Safety:**

There were no safety incidents during the past month.

**Construction Schedule:**

To date, the project is scheduled for a late September to early October 2012 substantial completion. It is anticipated that the schedule will improve as delivery dates are solidified. The Team continues to review ways to improve the schedule. One of the issues noted in the “Project Issues” section does have the potential to create a delay.

**Payment Applications:**

Pay application #9 was submitted and approved in the amount of \$ 1,019,213 (after retainage). The architect and owners representative were in agreement on the approval.

**Change Orders:**

1) No change orders was approved during the month of **May 2012:**

**TOTAL \$0**

DART COMMISSION AUTHORIZATION	\$16,395,500.00
WEITZ BASE BID WITH ALTERNATES	\$15,137,960.00
<i>Weitz Base Bid</i>	\$14,682,000.00
<i>Alternates and Geothermal Wells</i>	\$455,960.00
<b>CONTINGENCY</b>	<b>\$1,257,540.00</b>
Approved Change Orders Prior Months	\$532,356.00
Approved Change Orders This Month	\$0.00
<b>TOTAL CHANGE ORDERS TO DATE</b>	<b>\$532,356.00</b>
<b>REMAINING CONTINGENCY</b>	<b>\$725,184.00</b>

**Current Weitz Contract Value = \$15,670,316.00**

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

- A Change Order will likely be issued in June consolidating a number of CLI’s.

**Davis Bacon:**

Davis-Bacon interviews continue. Davis-Bacon training was conducted with the site subs during the site pull session.

**DBE:**

DBE participation under the A&E contract is \$8,822.40 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 \$51,885 for steel and \$1,268 to date for barricades within general requirements.

***Project Issues:***

Two unexpected City related issues arose in May. The City has determined that the North canopy will now require a dry sprinkler system. This issue was not listed in any of the City code reviews or permit paperwork. The City has also now determined that a fire and smoke damper will be required in the main HVAC air shaft. This issue was also not noted in any of the City code reviews or permit paperwork. This issue has the potential to cause a delay in the schedule.

Otherwise, good weather has allowed for a steady pace of construction. A key supplier of the photovoltaic film has filed for bankruptcy and the team is continuing review the options to work around this issue. A potential solution has been identified and a full evaluation of the option is underway.

**OTHER PROJECT ACTIVITIES**

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***Public Art:***

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

- Lynn Basa – terrazzo floor inset
- David Dahlquist – south fence wall
- Troy Corliss – recycled glass tapestry

The contracts for all three artists are being finalized. The terrazzo floor artwork is slated for installation in July, the south fence wall and the recycled glass tapestry are being fabricated.

***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.

**ATTACHMENTS**

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- OAC Meeting Minutes 05/08/12, including a 6-week look ahead schedule.
- OAC Meeting Minutes 05/22/12, including a 6-week look ahead schedule.

## DISCUSSION ITEM



<b>8A:</b> Paratransit Budget
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**Staff Resource:** Jamie Schug, Chief Financial Officer

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- A presentation on the Paratransit budget will be given at the meeting.

## DISCUSSION ITEM



<b>8B:</b> June 2012 Service Change Update
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**Staff Resource:** Gunnar Olson, Public Information Officer

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- A presentation on June 2012 Service Change will be given at the meeting.



# System Summary Performance Report

## May 2012

	November 2011	December 2011	January 2012	February 2012	March 2012	April 2012	May 2012	May 2011	Percent Change 2012/2011	FY12 Year To Date	FY11 Year To Date	Percent YTD Change 2012/2011
<b>DART Fixed Route</b>												
Total Ridership	336,186	312,636	339,711	342,715	338,268	346,404	361,450	320,484	12.78%	3,869,828	3,462,274	11.77%
OTT Ridership	15,987	18,218	17,665	17,696	18,642	18,890	20,696	18,541	11.62%	208,786	195,420	6.84%
Unlimited Access Ridership	34,747	31,882	37,131	37,518	38,210	35,946	36,213	37,830	-4.27%	401,013	475,442	-15.65%
Bike Rack Usage	2,858	2,034	1,772	1,799	3,160	3,901	4,574	3,884	17.77%	40,511	31,060	30.43%
Passengers/Revenue Hour	23.70	21.09	22.95	23.34	21.88	23.34	23.68	21.02	12.67%	23.11	17.02	35.72%
Avg. Passengers Weekday	15,548	13,665	15,023	15,181	14,074	15,274	15,267	14,077	8.46%	15,329	13,635	12.43%
Avg. Passengers Weekend Day	2,804	2,851	2,693	2,989	3,182	2,851	3,197	2,764	15.68%	3,073	3,158	-2.69%
Complaints/100,000 Riders	27.66	23.35	30.32	23.93	21.58	9.53	24.90	32.45	-23.27%	26.25	27.93	-6.00%
Commendations/100,000 Riders	1.78	1.60	3.24	2.92	2.66	0.58	1.94	2.50	-22.42%	2.66	2.60	2.39%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	2.06	1.68	1.02	1.98	1.01	2.45	0.00	1.51	0.00%	1.58	1.23	27.70%
Non-Preventable/100,000 Miles	1.03	1.12	0.51	1.48	1.01	0.98	0.00	0.50	0.00%	0.49	0.92	-46.88%
<b>Maintenance:</b>												
Total Miles Operated	215,644	194,536	178,827	195,210	202,318	197,892	204,321	198,408	2.98%	2,220,568	2,187,527	1.51%
Road Calls/100,000 Miles	18.09	14.91	22.37	18.95	26.20	18.70	15.66	26.21	-40.24%	47,723.92	21.26	224410.45%
Active Vehicles in Fleet	129	113	113	114	114	113	113	130	-13.08%	120	124	-2.93%
<b>DART Paratransit</b>												
Total Ridership	11,680	11,609	11,792	11,530	12,339	11,036	11,820	12,369	-4.44%	132,477	140,143	-5.47%
Passengers/Revenue Hour	3.10	3.03	3.04	3.03	3.08	2.92	2.90	3.10	-6.45%	3.05	3.13	-2.61%
Average Trip Length	6.01	6.09	6.16	6.09	5.98	6.33	6.33	5.89	7.34%	5.72	5.54	3.36%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	0.00	1.47	1.43	1.48	0.00	0.00	1.43	0.00	#DIV/0!	1.19	0.64	84.23%
Non-Preventable/100,000 Miles	0.00	0.00	4.30	1.48	0.00	1.49	1.43	0.00	0.00%	0.92	0.52	79.12%
<b>Maintenance:</b>												
Total Miles Operated	67,176	68,040	69,806	67,403	70,854	67,076	70,036	69,809	0.33%	758,313	776,150	-2.30%
Active Vehicles in Fleet	29	29	29	29	29	29	29	29	0.00%	29	29	0.00%
<b>DART RideShare</b>												
Total Ridership	22,784	22,218	24,936	24,826	25,232	24,242	24,380	24,568	-0.77%	263,066	257,182	2.29%
Total Vans in Circulation	96	95	95	95	95	96	95	94	1.06%	96	94	2.62%
Total RidesShare Customers	884	868	864	857	865	881	865	873	-0.92%	874	829	5.35%
<b>Accident Frequency Rate by Service:</b>												
Preventable	0.61	0.00	0.00	0.00	0.00	0.00	0.00	1.73	0.00%	0.00	0.21	0.00%
Non-Preventable	0.00	0.00	2.36	0.00	0.00	1.17	1.15	0.00	#DIV/0!	0.00	0.37	-100.00%
<b>Maintenance:</b>												
Total Miles Operated	165,274	168,921	169,212	169,495	177,716	170,621	174,358	173,041	0.76%	1,902,729	1,882,309	1.08%
Active Vehicles in Fleet	99	99	99	99	99	100	100	116	-13.79%	104	114	-9.29%



# System Performance Ridership Report May 2012

	November 2011	December 2011	January 2012	February 2012	March 2012	April 2012	May 2012	May 2011	Percent Change 2012/2011	FY12 Year To Date	FY011 Year To Date	Percent YTD Change 2012/2011
<b>DART Fixed Route Ridership</b>	<b>336,186</b>	<b>312,636</b>	<b>339,711</b>	<b>342,715</b>	<b>338,268</b>	<b>346,404</b>	<b>361,450</b>	<b>320,484</b>	<b>12.78%</b>	<b>3,869,828</b>	<b>3,462,274</b>	<b>11.77%</b>
<b>Local Routes:</b>												
#1 - Fairgrounds	19,212	17,074	20,342	19,808	20,007	20,991	21,441	16,993	26.18%	414,353	338,942	76.00%
#3 - University	72,406	69,258	71,649	70,793	69,812	70,752	74,507	61,099	21.94%	781,445	673,841	15.97%
#4 - Urbandale	32,526	31,058	34,299	33,823	33,744	32,513	35,042	29,506	18.76%	355,893	316,240	12.54%
#5 - Clark	17,217	15,300	16,891	17,842	17,495	18,510	18,564	16,257	14.19%	184,931	170,178	8.67%
#6 - Douglas	52,601	49,032	52,763	53,800	53,437	55,043	57,031	49,115	16.12%	575,351	490,551	17.29%
#7 - Ft. Des Moines	44,768	43,138	46,341	45,838	46,284	48,091	50,315	45,332	10.99%	497,160	431,659	15.17%
#8 - South Union	14,355	11,153	13,570	13,715	13,301	14,705	15,390	10,976	40.22%	145,233	96,502	50.50%
#11 - Ingersoll/WDM	19,269	18,508	17,641	18,095	19,711	19,028	20,572	22,295	-7.73%	209,208	239,588	-12.68%
#13 - SE Park Ave.	6,537	5,162	7,081	6,846	5,122	6,708	7,182	6,782	5.90%	62,883	63,333	-0.71%
#71 - Ankeny/Delaware**	911	951	1,008	984	1,060	924	995	828	20.17%	10,726	9,828	9.14%
<b>Shuttle Routes:</b>												
Link Shuttle	1,193	1,098	1,056	1,159	1,098	940	941	1,463	-35.68%	12,881	16,935	-23.94%
Dline	14,936	14,861	13,778	15,672	16,785	16,834	18,545	16,422	12.93%	179,006	177,921	0.61%
DMACC	164	77	264	262	213	203	135	85	58.82%	1,963	1,560	25.83%
Lincoln/McCombs	8,397	6,314	8,749	8,410	6,208	8,447	8,842	9,354	0.00%	75,782	76,409	-0.82%
<b>Express Routes:</b>												
#90 - Airport South Business Park	992	1,032	966	1,047	834	880	869	717	21.20%	10,659	9,985	6.75%
#91 - Northwest	1,646	1,356	1,467	1,748	1,628	1,589	1,511	1,569	-3.70%	17,352	15,715	10.42%
#92 - Urbandale	2,687	2,560	2,909	3,037	2,794	2,819	2,824	2,487	13.55%	30,450	32,579	-6.53%
#93 - NW 86th Express	4,455	4,237	5,133	5,594	4,519	4,465	4,533	4,595	-1.35%	51,645	42,246	22.25%
#94 - Westown	1,256	1,413	1,360	1,286	1,386	1,412	1,471	1,691	-13.01%	14,753	16,970	-13.06%
#95 - Vista	3,035	2,729	3,107	3,176	3,132	2,858	2,614	2,647	-1.25%	32,561	33,928	-4.03%
#96 - E.P. True	3,351	3,372	3,537	3,737	3,620	3,372	3,221	3,664	-12.09%	38,923	39,852	-2.33%
#98 - Ankeny	7,146	6,194	7,734	7,635	7,587	7,252	6,801	8,039	-15.40%	80,016	81,613	-1.96%
#99 - Altoona	2,089	1,926	2,570	2,700	2,804	2,634	2,649	2,791	-5.09%	27,364	26,811	2.06%
<b>On-Call Routes (Operated by Paratransit):</b>												
On-Call: Ankeny	171	142	188	183	162	176	165	180	-8.33%	1,856	1,790	3.69%
On-Call: Des Moines	355	351	354	394	479	472	461	304	51.64%	4,312	3,154	36.72%
On-Call: Urbandale	1,895	1,682	2,166	2,219	2,246	2,193	2,285	2,438	-6.28%	23,259	27,404	-15.13%
On-Call: West Des Moines	1,618	1,663	1,618	1,553	1,537	1,459	1,485	1,998	-25.68%	17,973	18,258	-1.56%
On-Call: Clive	873	906	1,070	1,252	1,130	995	911	748	21.79%	10,274	6,369	61.31%
On-Call: REGIONAL	125	89	100	107	133	139	148	109	35.78%	1,616	2,113	-23.52%
<b>DART Paratransit Ridership</b>	<b>11,680</b>	<b>11,609</b>	<b>11,792</b>	<b>11,530</b>	<b>12,339</b>	<b>11,036</b>	<b>11,588</b>	<b>12,369</b>	<b>-6.31%</b>	<b>132,245</b>	<b>140,143</b>	<b>-5.64%</b>
Bus/Van	11,176	11,173	11,336	11,065	11,856	10,590	11,070	11,844	-6.53%	126,454	131,598	-3.91%
Cab	504	436	456	465	483	446	518	525	-1.33%	5,791	8,545	-32.23%
<b>DART RideShare Ridership</b>	<b>22,784</b>	<b>22,218</b>	<b>24,936</b>	<b>24,826</b>	<b>25,232</b>	<b>24,242</b>	<b>24,380</b>	<b>24,568</b>	<b>-1.33%</b>	<b>263,066</b>	<b>257,182</b>	<b>2.29%</b>
<b>TOTAL RIDERSHIP</b>	<b>370,650</b>	<b>346,463</b>	<b>376,439</b>	<b>379,071</b>	<b>375,839</b>	<b>381,682</b>	<b>397,418</b>	<b>357,421</b>	<b>11.19%</b>	<b>4,265,139</b>	<b>3,859,599</b>	<b>10.51%</b>

# MONTHLY REPORT

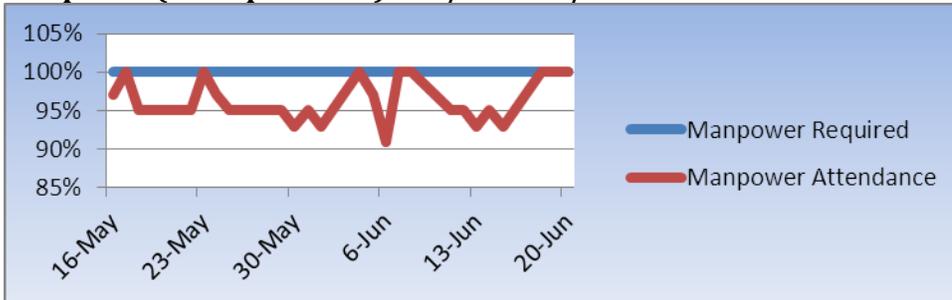


<b>9A: Operations Department</b>
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**Staff Resources:** Tom Reynolds, Chief Operating Officer

**Operations Performance**

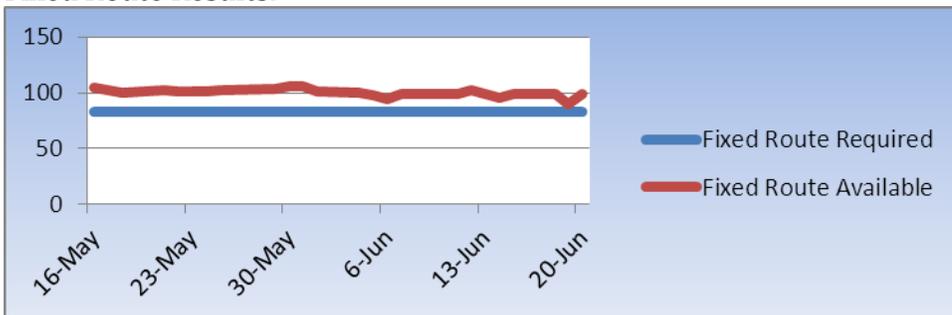
**Manpower (Transportation) - 05/16 to 06/20:**



Service needs were met 100% for AM Pullouts.

**Vehicle Availability - 05/16 to 06/20:**

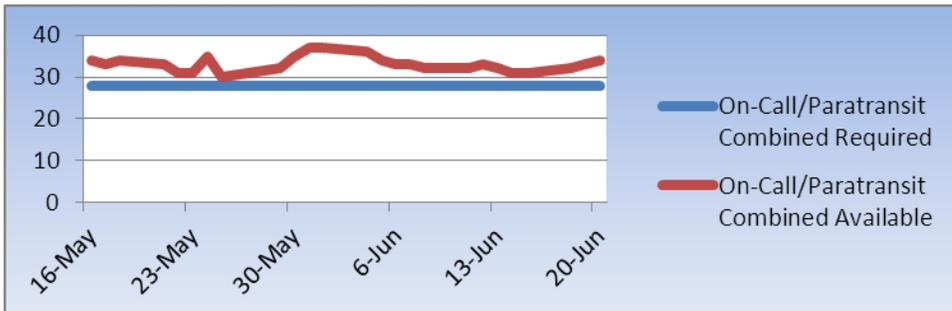
**Fixed Route Results:**



Fixed Route AM fleet needs were met 100%.

**Vehicle Availability - 05/16 to 06/20:**

**Paratransit and On-Call Results:**



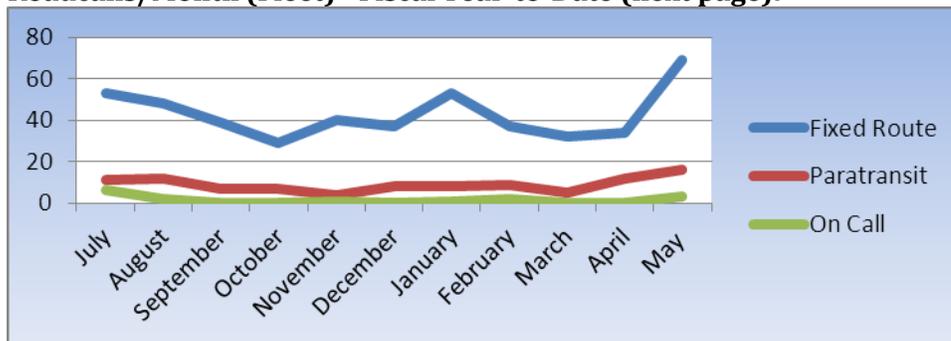
Paratransit/On-Call AM fleet needs were met 100%.

# MONTHLY REPORT

## 9A: Operations



**Roadcalls/Month (Fleet) - Fiscal Year-to-Date (next page):**



### **Transportation - Randy McKern, Manager**

- Operator Les Gunn was awarded his Fixed Route Operator of the Year Award at the IPTA Conference in Waterloo.
- Fixed Operators performed very well with the implementation of the service changes to the express routes. Training initiatives with Manager Greg Schmitt and “Ambassadors” helped with the changes.
- Labor/management discussions are ongoing with minor issues on the new ATU contract that started June 1<sup>st</sup>.
- This month eight (8) Operators received Safe Driving Awards and two (2) were awarded Service Awards.

### **Maintenance - Scott Reed, Senior Manager**

- Maintenance Road Calls hit a year-to-date high in May. Operations will be looking into why this month incurred so many.
- The hot spell early last week (Monday) taxed our resources, but Maintenance was able to recover quickly and the rest of the week ran fine.
- Automatic Vehicle Location system installs are moving along. The contractor (Trapeze) has experienced some problems with older DART radios interfacing with the system. Efforts to resolve this are underway; no significant delays were incurred. Fifty-four (54) fixed route buses have the system installed.

### **Service Management - Mike Kaiser, Manager**

- Between special events and construction projects, there are a large number of detours that are impacting service. While DART expects the increase in detours, the major work along 2<sup>nd</sup> Avenue is compounding the impact.
- Supervisors are monitoring the routes affected by the service changes to ensure timely service. Extra focus has been put on the D-Line to keep it running as smoothly as possible. The biggest impact on the D-Line service is providing service to mobility devices. Loading and unloading them can delay a bus 6 to 10 minutes. With ten minute headways, these delays can greatly impact wait times.

### **Paratransit - Chet Bor, Director**

- DART and the City of Bondurant began the “Swim Bus” on June 4th. In the first week, DART provided eighty (80) trips. The service is provided as a part of the Regional On-Call.

## MONTHLY REPORT

### 9A: Operations



- During May, Paratransit conducted extensive outreach with residents at Oak Park Senior Housing, Highland Park Senior Housing and High Park Christian Church; the meeting participants totaled thirty-six (36) individuals.
- Staff follow-up with Fair Meadows and Valley West Apartments occurred as part of the transition from On Call to Flex in West Des Moines and Urbandale. Contacting regular riders helped to assist them in making the transition.
- Operator Ivan Thompson was recognized as the Paratransit Operator of the Year at the IPTA conference in Waterloo.
- This month one (1) Operator received a Service Award and five (5) got Safety Awards.

#### Safety - Chet Bor, Director, Paratransit

- DART held its annual Rodeo on June 2. Twenty-eight participants from Fixed Route, Maintenance and Paratransit competed in this year's competition. This event provides the opportunity for drivers to sharpen their driving skills while they compete amongst themselves. Below are the top finishers in each category:
  - Forty (40) Foot Bus - Competitive: Luis Valle (1<sup>st</sup>), Meshack Koech (2<sup>nd</sup>), Abay Mengistu (3<sup>rd</sup>)
  - Forty (40) foot Bus - Open: Nermin Hasanovic (1<sup>st</sup>), Bill Mendenhall (2<sup>nd</sup>), Justin Hazebroek (3<sup>rd</sup>)
  - Cutaway Bus - Competitive: Luis Valle (1<sup>st</sup>), Meshack Koech (2<sup>nd</sup>), Cesar Chavez (3<sup>rd</sup>)
  - Cutaway Bus - Open: Andre Bundy (1<sup>st</sup>), Delmar Spence (2<sup>nd</sup>), Karla Lair (3<sup>rd</sup>)



- The following drivers proudly represented DART at the State Rodeo on June 23 in Waterloo:
  - Luis Valle
  - Meshack Koech
  - Cesar Chavez
  - Abay Mengistu
- June Safety meetings covered the following topics:
  - Bloodborne Pathogens (Paratransit Operators received an annual review of how to use their spill kits for bodily fluid incidents).
  - Annual Material Safety Data Sheet review.
  - Updates on the Service Changes; Fixed Route was informed of additional training and Paratransit received a review of the Fundamentals of Flex Service.
  - Paratransit Operators received training on pedestrian awareness.

# MONTHLY REPORT

## 9A: Operations



- Maintenance provided hands on training on use of Personal Protection Equipment (PPE).

- Below is the Accident Frequency Report through the end of May:



### Accident Frequency Rate

(Preventable Accidents)

FY12	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD AFR
<b>Fixed Route</b>													
Accidents	6	1	4	2	5	2	4	1	4	2	1		32
Mileage	181,686	244,447	201,391	206,524	194,306	201,411	203,723	200,042	208,510	205,019	208,106		2,255,165
AFR	30,281	244,447	50,348	103,262	38,861	100,706	50,931	200,042	52,128	102,510	208,106	0	70,474
Per 100K Miles	3.30	0.41	1.99	0.97	2.57	0.99	1.96	0.50	1.92	0.98	0.48	0.00	1.42

<b>Paratransit</b>													
Accidents	1	4	0	2	0	1	1	1	0	0	1		11
Mileage	90,343	103,611	97,291	98,029	94,220	95,242	97,775	96,381	100,907	96,776	100,077		1,070,652
AFR	90,343	25,903	97,291	49,015	94,220	95,242	97,775	96,381	100,907	96,776	100,077	0	97,332
Per 100K Miles	1.11	3.86	0.00	2.04	0.00	1.05	1.02	1.04	0.00	0.00	1.00	0.00	1.03

<b>DART</b>													
Accidents	7	5	4	4	5	3	5	2	4	2	2	0	43
Mileage	272,029	348,058	298,682	304,553	288,526	296,653	301,498	296,423	309,417	301,795	308,183	0	3,325,817
AFR	38,861	69,612	74,670	76,138	57,705	98,884	60,300	148,212	77,354	150,898	154,092	0	77,345
Per 100K Miles	2.57	1.44	1.34	1.31	1.73	1.01	1.66	0.67	1.29	0.66	0.65	0.00	1.29

### Training - Greg Schmitt, Manager

- Three (3) Paratransit and two (2) Fixed Route Operators graduated from training. Currently four (4) students are in training and a new class will begin before the end of the month.
- Mobile Data Terminal (MDT) training for AVL is wrapping up for the Fixed Route department. All Fixed Route operators will be prepared to use the MDTs as the vehicle installs continue.
- Several Route Review training opportunities were conducted to prepare operators for the June 10<sup>th</sup> services changes. Eight sessions were scheduled providing a total of 24 hours of opportunity.
- Vehicle familiarity training for Paratransit operators is underway for the two new 30' Gillig buses that have been put into use.

### Buildings & Grounds - Jim Garrett, Manager

- Manpower shortages department due to health and resignations have taxed the department's resources, but kudos to Manager Jim Garrett for keeping staff focused on keeping the facilities in good shape.
- Vendor work on entrance/exit gates has been necessary to maintain security and keep vehicles moving. Work on concrete problems in the yard will be a major focus in the next month.
- Manager Garrett has been heavily involved in the progress of reviewing a good deal of the work at DART Central Station to ensure better operations in the future.

## MONTHLY REPORT



<b>9B:</b>	<b>Marketing and Communications, Customer Service and RideShare Departments</b>
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**Staff Resource:** Claire Celsi, Director of Marketing and Community Partnerships

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### **Marketing Planning: Claire Celsi**

- The customer service satisfaction survey is being tabulated and the final results will be available to staff in mid-July. The vendor, ETC, will be making a final presentation at the July commission meeting.
- The brand refresh concepts have been finalized and the finished creative product will be delivered in July.
- “Summer Fun on the Bus,” the summer marketing campaign, kicked off with a live radio remote, a “Kiss the Bus” promotion, and giveaways.
- A community transportation survey was released to gather information about people’s perceptions about DART and to glean information on how new riders can be reached.

### **Community Outreach: Claire Celsi and Team**

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

- The marketing and planning staff secured a Park and Ride facility at Jordan Creek Town Center in West Des Moines. The facility will be added to schedules and signs put up as soon as the contract is executed.
- Marketing, Planning and Operations conducted a joint meeting with City Traffic and Planning dept. regarding the 2012 and 2013 Des Moines marathon. The routing for 2012 will be an extreme inconvenience (especially for our disabled customers) and after DART Central Station opens, the route will completely cut off DART Central Station. DART has been assured by the traffic and transportation department that we will be included in ongoing talks before the 2013 route is set.
- DART staff has participated in four Drake University student orientation sessions in the Olmstead Center, bringing schedules and route map information, as reassuring parents and students that DART connects well with the campus and can get students where they need to go.
- DART met with Des Moines University to talk about their new “La Clinica” which will be opening in September. The free clinic is a cooperative effort between Iowa Health Des Moines and DMU, and they are interested in partnering with DART in some way to provide transportation assistance to patients. We will be meeting with the clinic manager to learn more.
- DART staff is well underway with logistical planning of the Iowa State Fair service, which will run August 9-19.
- DART is regrouping regarding the BRT project and has an outreach plan prepared to bridge the gap in local match funding.
- Marketing, Customer Service and RideShare staff participated in the Bus Roadeo on June 2, serving as judges and in other support roles.

## MONTHLY REPORT

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



- Marketing, Customer Service and RideShare staff participated in the service change by publicizing the changes heavily in the media, staffing up the customer service area to assure phone coverage for customer inquiries, and by participating as “ambassadors” on June 11 and 12.
- Staff is preparing to welcome DART’s latest Unlimited Access customer, Iowa Health Des Moines, which will begin allowing employees to ride free by showing their employee badge on July 1, 2012. Staff is helping market the changes within Iowa Health’s campus and holding an employee outreach event on June 27 at the Iowa Methodist campus.
- Marketing staff is working closely with Yankee Doodle Pops to participate in their Drive for Hunger. DART collected canned goods for the Food Bank of Iowa on June 22 and provided a free ride on all DART buses for those who donated, then delivered the food to the Food Bank. Staff also was invited to appear at the Governor’s weekly press conference on Monday, June 18 to talk about DART’s role in the food drive.
- Met with DMACC regarding the newly configured route 98, that will serve the Urban and Ankeny campuses much more frequently.
- Marketing and communications staff spent a great deal of time answering customers’ specific inquiries on route changes via email, letter and social media.
- Social media use by DART customers is growing rapidly. Customers are using DART’s social media channels to give feedback and voice concerns on nearly a daily basis.
- Staff met with the Polk County Medical Society to discuss a transportation program they are starting for their volunteers.

#### **Customer Service Report: PJ Sass**

##### *May Employer and Group Presentations:*

- Principal Orientation – 4 visits
- EMC Grab & Go
- Principal Grab & Go
- Pioneer Grab & Go
- MPO Grab & Go
- Nationwide Grab & Go
- Davis Brown Grab & Go
- Wellmark Grab & Go

##### *May Customer Service Statistics:*

- 176 email replies were provided
  - 90 complaints were received
  - 7 commendations were received
  - 12 inquiry/suggestions
-

# MONTHLY REPORT

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



Comments were up this month driven mostly by the upcoming service changes. The top five comments were for May: On Board Injury, Driver Rudeness, Other Misc., Bus Behind Schedule and Driving Skill/Other. Out of the 90 comments, 18 are still in the investigation process and 37 were founded which is 41% of the total comments being investigated for this month. We had a total of eight "On Board Injuries," and of those, five comments were unfounded one is still under investigation. The other two will have a minor claim involved.

The suggestions were mostly driven by the June service change and were questions about the new service and how it will affect the individual.

**Customer Service Enhancements:** We are still in testing mode with Info-AGENT (the trip-planner software used by DART customer-service representatives) Customer service is still working out some of the glitches.

Integrated Voice Response (IVR) will be functional when Trapeze completes the initial data download. Once changes are complete we will review and determine the final changes before going live in late June.

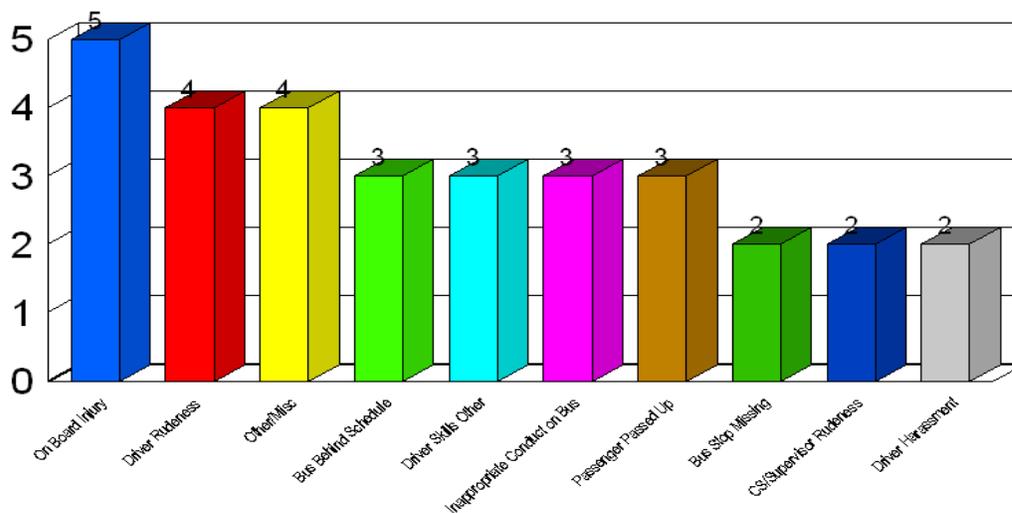
Lightedge phone system modification is complete for the June 10<sup>th</sup> service changes. All the voicemail messages and customer service messages have been re-recorded. The next phase of changes will occur when the IVR system goes live. We will have several additional adjustments throughout the rest of this year with the service changes in November and the opening of DART Central Station.

Point of Sale machine (POS) will be installed at DART's current location on Monday June 25, 2012. We will be working with POSitive Technology's project manager during the week of installation to train DART staff on function and procedures.

### Divisional Report - Top 10

05-01-12 - 05-31-12

#### Complaint



## MONTHLY REPORT

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



#### **Public Information and Communications: Gunnar Olson**

- Staff organized a series of 10 open houses across the metro area in late May in advance of the June service changes. Staff gave a presentation on the changes, handed out schedules, answered riders' questions, and otherwise tried to help riders prepare for the service changes that went into effect on Sunday, June 10. The open houses were well attended, nearly reaching 200 attendees.
- Staff made a big media push in the week prior to the June 10 service changes, reaching out to members of the media personally in addition to issuing a press release. The effort result in extensive media coverage, including:
  - WHO-TV (Channel 13) on Thursday, June 7
  - WOI (Channel 5) on Friday, June 8
  - KCCI (Channel 8) on Friday, June 8, and Sunday, June 10
  - *Des Moines Business Record* e-newsletter
  - *The Des Moines Register* Metro section on Saturday, June 9
  - *The Des Moines Register* Community sections on Tuesday, June 12
- Staff also worked with *The Des Moines Register* on an article on how the June service changes were going. The article was published as the centerpiece of the Metro section on Tuesday, June 12.
- Staff gave a presentation on Thursday, June 14, to the Rotary Club of Des Moines. An estimated 150 guests were in attendance and the presentation was well received.
- Staff gave a presentation on Friday, June 22, on DART Central Station and the push to develop bus-rapid transit in Greater Des Moines to a contingent of officials from Springfield, Missouri.
- Staff represented DART at a Transportation Conference with Congressman Leonard Boswell on Friday, June 22.

#### **RideShare: Paula Covington**

- RideShare had an even May, signing up 16 new riders for the month, with 9 already signed up in June. We have 4 pending contracts and several more in the works for July.
- RideShare is working with Marketing on a new logo.
- Staff is working on trading vans and around for the current routes to keep the mileages consistent.
- Staff implemented a new Newsletter starting in May using Constant Contact and the basis. The goal is to eventually put out a monthly newsletter, instead of quarterly.
- Staff continued working with the accounting department to upgrade the cosmetic look of our invoices on EZPay. The invoices will display DART's logo, due dates and postal zip codes, currently missing from invoices. Because of delays, this is scheduled to go live on June 21<sup>st</sup>
- Staff is working with the DART grant manager and procurement department to create an integrated fleet management plan.

## MONTHLY REPORT

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



#### **DART Advertising Program: Kirstin Baer-Harding**

*New May Advertisers*

- ROI Media
- Market Link
- ABATE

#### **Other Marketing Items:**

- Staff has been working with Carticulate (map/design vendor) on the redesign for the system route map, individual route maps and timetable schedules.

# MONTHLY REPORT



**9C: Planning Department**

**Staff Resource:** Jim Tishim – Planning Director

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## **AVL/RTIS & Trip Planner Update**

- The Vehicle List document specifying the required equipment per vehicle and any contract changes was finalized and a vehicle installation order was coordinated prior to vehicle installation.
- Mini-Fleet testing was successfully completed and vehicle installation started on May 29, 2012 with preliminary set-up. By Monday, June 4 the vehicle installations were ramped up to full production levels.
  - Currently, 51 fixed route buses, 3 Paratransit buses and 1 supervisor vehicle have been installed and placed into service. Twenty of the fixed route buses are full-up vehicles.
  - The fixed route Trolleys and Opus vehicles were completed prior to the June 10 service change to assist supervisory staff in tracking the vehicles to maintain a high level of service.
  - All the buses installed, except the 2002 and 2003 Gillig's, are in data mode and fully functional. The 2002 and 2003 Gillig's have an older model radio, which requires modification before the system will function properly. They have been placed in fall-back mode, which allows them to be used in service without AVL functionality. Currently, two radios have been modified and are being tested before we finalize it as a fix and able to place those vehicles in data mode.
- New Automatic Passenger Counter (APC) mounting systems were required for our full-up vehicles. The standard mounting systems protruded out too far and interfered with the wheelchair ramps when being cycled.
- An APC Analysis was completed on test full-up vehicles. The data received exceeded the required specifications.
- The AVL Dispatchers Workstation Operations II & III training sessions were completed May 9-10, 2012.
- The three supervisor vehicle Toughbooks were installed with the TransitMaster software and the Route Survey Tool and placed into service.
- The DART Central Station AVL Equipment Agreement was finalized on May 14, 2012.
- DART INFO-Web Trip Planner Program:
  - Staff completed changes to round one of the Trapeze program development. The program is back with Trapeze for stage two development.
- Trip Planner INFO-IVR Program:
  - Staff completed the first draft of the call-flow for the IVR system on May 11, 2012. The program is back with Trapeze for their first round of development.

**New Temporary Planning Technicians Hired:**

- Two temporary Planning Technicians were hired on May 1, 2012 to assist the Planning Department with all the bus stop changes required for the June and November 2012 service changes. Also, they will install all the new bus stop identification signs needed for the real-time information system.
- Ethan Standard and Jacob Heil are both Transportation Community Regional Planning students at Iowa State University. Ethan also is a bus driver for CyRide in Ames during the school year.
- When they complete all the bus stop changes on each route they then complete route surveys to be downloaded to the Trapeze FX scheduling software that is required for the AVL system to operate properly.

**Service Planning and Other Projects**

- June 10, 2012 Service Planning:
  - The Planning Department completed the service changes to all the new Express routes, D-Line Shuttle and the Flex routes, including all the bus stop changes that took effect on June 10.
  - Assisted in the nine open houses on May 21-24 to promote the new service changes.
  - Gunner Olson and I attended a Fort Des Moines Neighborhood Association Meeting to discuss the changes to routes #7 and #8 in November.
- The Planning Department finalized the agreement with the City of Johnston on June 4, 2012 to allow DART to pull on to their property at the Johnston City Hall to board and alight passengers on the new route #91 Merle Hay Rd. Express.
- Triennial Review May 15-17
- The new Paratransit Bus Plus service area map was upgraded for the June and November service changes.
- DART began working with the NCAA Wrestling Tournament Committee for transportation needs when the NCAA Wrestling Tournament comes to the Des Moines Wells Fargo Area on March 21-23, 2013.
- The Planning Department has been working with the Des Moines Traffic & Transportation Department on the development of a new Hubbell Ave. Bike Route from E. 18<sup>th</sup> St. to E. 33<sup>rd</sup> St.

## MONTHLY REPORT



<b>10D:</b>	<b>General Manager</b>
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**Staff Resource:** Elizabeth Presutti, General Manager

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**Iowa DOT Transit Manager Training:** I participated in Transit Manager Training offered by the Iowa DOT Office of Public Transit along with Jamie Schug and Tom Reynolds. It was an all-day training provided by Iowa DOT staff. The training provides an overview of Iowa DOT and FTA rules and procedures for transit agencies.

**Employee Appreciation Lunch:** The DART management team held an employee appreciation lunch on June 19, 2012. It was well attended by DART employees. DART water bottles were provided to staff members as a “thank you” gift for a job well done over the last year.

### **Meetings and Presentations:**

- **Des Moines Host Lions Club** – On May 31, 2012, Gunnar and I attended the Des Moines Host Lions Club meeting where I presented on the DART Forward 2035 plan and other DART initiatives.
- **Iowa Commercial Real Estate Association** – On June 7, 2012, Gunnar and I attended the Iowa Commercial Real Estate Association monthly meeting where I presented the DART Forward 2035 plan and other DART initiatives.
- **DMACC** – DART Commissioner Connolly and I presented the DART BRT project to President Denson of DMACC on June 13, 2012.
- **Drake Neighborhood Association** – Commissioner Hensley and I provided an update on the DART Forward Plan, the BRT Project and other initiatives at DART to the Drake Neighborhood Association on June 14, 2012.

**IPTA Annual Meeting:** I attended the IPTA Annual meeting along with Jamie Schug and Deb Meyer in Waterloo, Iowa. The meeting offered updates from the IDOT and FTA. I was elected to the IPTA Board as the new Urban At-Large member. I have also volunteered to participate on the IPTA Legislative Committee.



## Future DART Commission Items June 26, 2012

July 31, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>- Bus Plus Service Area and Paratransit Policy</li> <li>- Polk County Paratransit Contract</li> <li>- Money Room and Restroom Retrofit</li> <li>- DART Central Station Technology Equipment</li> <li>- ICAAP Application Consent</li> <li>- DART Central Station Services Contract</li> <li>- DART Central Station Equipment</li> <li>- Electronic Document Management System</li> <li>- Uniform Contract</li> <li>- Copier System</li> </ul>	<ul style="list-style-type: none"> <li>- DART Central Station Update</li> <li>- TRAC Update</li> <li>- Quarterly Safety Report</li> <li>- Establish Records Retention Committee</li> </ul>
September 25, 2012 - 5:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> <li>- DART Central Station Update</li> <li>- Records Retention</li> </ul>
October 23, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>- STP Application Consent</li> <li>- Records Retention</li> </ul>	<ul style="list-style-type: none"> <li>- DART Central Station Update</li> <li>- TRAC Update</li> </ul>
November 27, 2012 - 5:00 P.M.	
Action Items	Information Items
December 18, 2012 - 5:00 P.M.	
Action Items	Information Items

**Key Meetings/Dates:**

- September 27-28, 2012 – Annual Mid-Sized Bus Performance Benchmarking Meeting  
Vancouver, WA
- September 30 – October 3, 2012 – APTA Annual Meeting  
Seattle, WA

**Other Future Items:**

## COMMISSIONER ITEM



### 12A: FY 2013 Commission Officer Election

**Staff Resource:** Elizabeth Presutti, General Manager

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#### **Rules Governing Commission Officer Elections:**

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

#### **Nominations Received and Seconded:**

- The Nominating Committee, which consisted of Commissioners Conkling, Johnson, and Peterson, have nominated the following Commissioners as officers for FY 2013:
  - Chair -- Steve Van Oort
  - Vice Chair -- Steve Brody
  - Secretary/Treasurer -- Bob Mahaffey
- Nominations shall also be accepted from the Commissioners present at the annual meeting.
- Once all nominations have been received, the Commission Chair will ask for the nominations to be seconded.

#### **Vote:**

- The Commissioners present at the annual meeting shall vote on each officer position.
- The newly elected officers will assume their roles at the July 2012 Commission meeting.