



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
NOTICE OF COMMISSION MEETING AND AGENDA  
June 28, 2011 – 5:00 p.m.  
DART MULTI-PURPOSE ROOM, 1100 DART Way**

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
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13. NEXT MEETING: Regular DART Meeting Tuesday, August 2, 2011 – 5:00 p.m.	
14. ADJOURN	

**RECEPTION FOR BRAD MILLER TO FOLLOW CONCLUSION OF COMMISSION MEETING**

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

**1100 DART Way – Des Moines, IA 50309  
May 31, 2011**

**ROLL CALL**

Commissioners Present: Bob Mahaffey, Gaye Johnson, Tom Gayman, Angela Connolly, Ted Boesen; Steve Brody, Steve Van Oort

Commissioners Absent: Christine Hensley, Skip Conkling

Alternates Present: Larry Hulse for Christine Hensley

Staff Present: Brad Miller, General Manager; Elizabeth Presutti, Chief Development Officer; Kirstin Baer-Harding, Advertising Manager; Jamie Schug, Chief Financial Officer; Tom Reynolds, Chief Operating Officer; Rebecca Lovig, RideShare Manager; Kirstin Baer-Harding, Advertising Manager; Gunnar Olson, Public Information Officer; Jim Tishim, Planning Director; Chet Bor, Paratransit Director; Randy McKern, Transportation Manager; P.J. Sass, Customer Service Manager; Nolden Gentry, Legal Counsel; Suzanne Robinson, Clerk to the Commission;

Others Present: Dana Conn, TMA; Katie Stinson, Des Moines Register; Alexander Grgurich, TRAC; Dylan Mullenix, MPO; Matt Rodekamp, Substance Architecture; John Halsband, customer and DART employees Greg Schmitt and Barb Steinback

**CALL TO ORDER**

The meeting was called to order by Chair Angela Connolly at 5:01 p.m. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF MINUTES**

Chair Connolly called for corrections to the April 26, 2011, meeting minutes. There being no comments on the minutes, it was moved by Mr. Steve Van Oort and seconded by Mr. Ted Boesen that the minutes be approved. The minutes were approved as written.

**PUBLIC COMMENTS SECTION**

None

## **TRAC UPDATE**

Alexander Grgurich reported that at the previous TRAC meeting a DART driver made a presentation regarding the various dilemmas faced by the bus drivers on a regular basis. He said they also heard a report on the upcoming RideShare fare increase and met with the consultants about the DART Forward 2035 plan.

## **EMPLOYEE RECOGNITION AWARDS**

Mr. Miller introduced Mr. Marion Butts, a Maintenance Department employee at DART, and presented him with the Employee Recognition Award for his great customer service skills on DART's behalf.

Mr. Miller introduced Jim Tishim, DART's Planning Director, a longtime DART employee who started out as a bus operator. Mr. Miller presented the award to Jim for the great job that he has done in managing the construction project of the storage barn facility at the same time as Jim was managing DART's scheduling function for bus service changes and the redesign of the work assignment process for the State Fair.

## **CONSENT ITEMS**

**8A – Bus Shelter Fabrication Contract**

**8B – Iowa DOT Office of Public Transit Statewide ITS Grant**

**8C – April 2011 Financial Reports**

It was moved by Mr. Boesen and seconded by Mr. Peterson that the consent items be approved. The motion carried unanimously.

## **ACTION ITEMS**

### **Action Item 9A – DART Central Station Construction Contract**

Ms. Elizabeth Presutti announced that four bids were received for the DART Central Station construction project. The bid included a base-bid for a 22,000 square-foot facility that will accommodate 15 buses, as well as alternates for additional solar capacity and deducts for landscaping and software options with the Weitz Company being the lowest base bidder at \$14,682,000 and at \$14,905,000 with the selected alternates. The base bid and the alternates are below the estimated construction budget of \$15,134,500. Included is \$1,490,050 for a ten-percent (10%) contingency for any unexpected issues that may arise. The alternates selected for inclusion of the project include:

- Utilizing FSC certified wood for all interior architectural woodwork (1 LEED point).
- Installation of additional Photovoltaics to generate seven percent of the power usage on site (4 LEED points).

She stated there is \$252,450 remaining of construction contingency that is unauthorized as part of the project. As part of contract negotiations DART will be asking the Weitz Company to not fully execute the alternates until after excavation of the site is complete, due to the site unknowns, to ensure we have enough contingency to complete the project. Once Commission approval is received and the contract is negotiated successfully, DART will issue notice to proceed so that The

Weitz Company can begin mobilizing on the site. She said the Wells Fargo land will be closed on within the next 10 days, so that should not impact the schedule.

She added that the DART General Manager will have authorization to approve construction change orders within the authorized construction contract of \$16,395,500. If additional construction funds are needed in the future for unforeseen issues, DART Commission Authorization will be necessary.

Chair Connolly thanked all the participants at the Groundbreaking Ceremony and expressed the Commission's approval of the DART Central Station name, thanking Mr. Olson for his work on the naming project.

It was moved by Mr. Van Oort and seconded by Mr. Mahaffey that the Commission award a contract to The Weitz Company for general construction services for a value not to exceed \$16,395,500, pending successful contract negotiations.

The motion carried unanimously.

### **Action Item 9B – DART Forward 2035 Guiding Principles**

Ms. Presutti explained that five Guiding Principles were adopted by the DART Commission at its Retreat held in April, to provide direction to DART's consulting team at Transportation Management and Design, Inc., as they develop specific service change recommendations. These principles are reflected in the attached presentation, summarized as:

- Transit lifestyle corridors and key travel needs should be an important component in the development of the plan.
- Striking a balance among transit dependent, lifestyle, and work riders. Commute trips occur throughout the day, not just during peak periods.
- Travel and development patterns that have changed and reconfigure the transit network to also provide cross-town types of services.
- Developing partnerships with local businesses and community groups should be an on-going component as DART implements the plan.
- Be sure that transit is an integral component of the Sustainable Communities planning process. Important to use a transition plan to prepare riders for reductions in non-performing routes and services.
- Productivity factors should be included in the development of the plan and in the provision of service as the system evolves.

Ms. Presutti added that after the guiding principles are approved, the consulting team at Transportation Management and Design can move forward with drafting specific service recommendations. The recommendations would be unveiled to the public at a series of public meetings this summer, likely in July.

It was moved by Mr. Boesen and seconded by Ms. Johnson that the Commission adopt the DART Forward 2035 Guiding Principles as presented.

The motion carried unanimously.

### **Action Item 9C – RideShare Fare Adjustment and Public Hearing Date:**

Ms. Rebecca Lovig stated that RideShare staff has been reviewing fare policies of other vanpool programs as well as our current fare structure for the last six months. Based upon this review and the current market conditions, RideShare staff is proposing a onetime fare adjustment of 10 percent

to be implemented in October 2011. The adoption of a fare policy includes a provision whereby fares would be increased bi-annually at a rate of 5 percent. In FY2012, this fare increase is projected to generate an additional \$76,253 in revenues based on the number of vans in operation to date and fuel prices of \$2.90 per gallon. Vanpool riders pay fares based on a sliding scale depending on the number of passengers in the van and mileage traveled. Additional mileage brackets have been added to reflect vanpools from greater distances (over 151 miles per day; no current riders are in these fare brackets).

Ms. Lovig said that the Commission is being asked to approve a public hearing to be held on June 15, 2011, and then to approve the fare policy at the June 28, 2011 Commission meeting. Mr. Brody asked about the savings in the budget, and Ms. Lovig said there were some savings on fuel costs from being under budget for part of the year. Chair Connolly asked about FTA approval for the fare policy change, and Ms. Lovig said it has been approved.

It was moved by Mr. Hulse and seconded by Ms. Johnson that the Commission approve the advertisement of a Public Hearing for a RideShare fare adjustment based on the recommended proposal.

The motion carried unanimously.

## **DISCUSSION ITEMS**

### **Discussion Item 10A – Update for City Managers on FY-2012 and Future Budgets:**

Ms. Jamie Schug said that on May 17, 2011 DART Staff met with the Service and Budget Committee (City Managers and Finance Directors) from member communities to update them on the status of DART's budget, the DART Forward 2035 Transit Plan and the General Manager search. She gave a summary of the presentation the Service and Budget Committee saw at the meeting (attached).

She stated that the managers agreed to reconvene later this summer to get another update on the budget and how new services to be recommended through the DART Forward 2035 Planning process might be organized and funded. Ms. Schug added that the Service and Budget Committee members agreed that DART staff is on top of the situation going forward into the budget year. Chair Connolly asked Ms. Schug if she would report monthly on the status of the budget, and Ms. Schug agreed to do so.

### **Discussion Item 10B – Performance Reports:**

Mr. Miller explained that ridership was down due to one fewer weekdays in April, but that all routes were somewhat flat. He said that May is looking much better, and that May's figures will be the first comparison with last year's that will be an "apples to apples" comparison since the service cuts last year.

## **MONTHLY REPORTS**

Mr. Reynolds introduced DART's new IT Manager, Ms. Barbara Steinbeck, and said that DART is happy to have her expertise as the AVL project gets going.

Mr. Reynolds announced that DART driver Cesar Chavez placed 18<sup>th</sup> in the National Bus Rodeo in Memphis, beating drivers with lots more experience on the national stage.

Mr. Miller said that Commission members are invited to participate or come as spectators to the 2011 DART Bus Roadeo to be held June 11 beginning at 8 a.m., or 7 a.m. as report time for judges.

Mr. Bor announced that all of DART was excited to find out that it has been presented with the American Public Transportation Association's (APTA) Gold Award in recognition of Bus Safety Program Excellence in 2011. This prestigious award represents the success of DART's ongoing efforts to direct and maintain a true Safety Culture at DART. The Award was presented at the APTA Bus and Paratransit Conference in Memphis, with DART COO Tom Reynolds accepting on behalf of DART. Mr. Miller added that the award is a true testament to the hard work by everyone at DART on this ongoing project.

Mr. Miller announced that DART's Chief Financial Officer, Jamie Schug, earned her Certified Public Finance Officer (CPFO) accreditation by the Government Finance Officers Association this spring by completing the last exam of a 5 exam series. She is one of only 459 CPFO's in the country to earn this designation.

Mr. Miller brought the Commission up to date on the search for a new General Manager for DART, stating that over 100 resumes were received in response to the job posting, and that 20 of these were being more closely examined with the Commission's Selection Committee and consultant John Bartosiewicz of McDonald Transit Associates narrowing the field in preparation for phone interviews in the upcoming week.

## **COMMISSION ITEMS**

Chair Connolly expressed the DART Commission and Staff's sympathy to former long-time MTA Board member Bob Parks, on the loss of his wife, Charlotte.

The DART Commission will not meet at the previously posted July 26, 2011 date, and instead will meet on Tuesday, August 2, 2011, at 5:00 p.m.

## **ADJOURNMENT**

The meeting was adjourned at 5:59 p.m.

### 2011 Meeting Dates

May 31, Jun 28, August 2

Sep 27, Oct 25, Nov 22, Dec 20

Date: \_\_\_\_\_

Chair: \_\_\_\_\_

Secretary: \_\_\_\_\_

## CONSENT ITEM



**6A: DART Interim Signatory Designee for Checks**

**Action: Approve Interim Signatory Designee for Checks**

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

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### **Background:**

- General Manager Brad Miller's last day at DART is June 28<sup>th</sup>, with the expectation that a new General Manager will be named soon.
- Currently, DART Checks are either automatically stamped with the General Manager's signature or hand-signed by Brad and Secretary Ted Boesen if they are over \$50,000.
- Until a new General Manager is named, it is recommended that Chief Financial Officer Jamie Schug serve as the interim signatory for checks.
- This will avoid duplicate efforts of signing a signature card for the interim and signature card when the new General Manager is on board. Each time an authorized signer is added or removed from the signature card all the existing signers need to sign again on the same card.
- Current authorized signers are as follows: Angela Connolly, Ted Boesen, Brad Miller and Jamie Schug.

### **Invoice Approvals:**

- Invoice approval process will remain unchanged with all invoices over \$5,000 being signed by Interim General Manager, Elizabeth Presutti.

## CONSENT ITEM



**6B: May FY2011 Consolidated Financial Report**

**Action: Approve the May FY2011 Consolidated Financial Report**

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

### Year-to-Date Budget Highlights:

#### *Revenue:*

- Fixed Route Operating Revenue through eleven months remains strong at 7.9% greater than budgeted. It is expected that operating revenue will be near budgeted levels for the fiscal year despite the State of Iowa no longer funding the Unlimited Access program for State employees.
- Fixed Route Non-Operating Revenue is on target to meet budgetary expectations through eleven months of the fiscal year.
- Paratransit Operating Revenue is 9.1% below budget through eleven months of the fiscal year, primarily in the area of Medicaid reimbursement.
- Rideshare Revenues are approximately 10.8% below budget through the eleven months of the fiscal year. Rideshare fare revenue increased nearly \$3,500 over the previous month in May as more riders have joined vanpools due to rising fuel prices.

#### *Operating Expense:*

- Fixed Route Budget Summary – Through eleven months of the fiscal year, actual operating expenses are 2.4% below budget. Fuel has been an area of significant savings during fiscal year, that savings continues to diminish as fuel prices rise. Staff is closely monitoring fuel prices and exploring long term contract options.
- Paratransit Budget Summary- Through eleven months, the Paratransit program has expenses lower than budgeted. Taxicab expenses continue to be an area of substantial savings with actual expenses 41% below budget year to date. Vehicle repair parts are 33% below budget year to date.
- Rideshare Expenses are 8.5% below budgetary expectations through eleven months. Savings are predominantly in vehicle repairs.

#### **\*\* TOTAL Un-Audited May FY2011 as Compared to Budget:**

Fixed Route	\$ 826,542	Reserve For Accidents (See Balance Sheet):
Paratransit	\$ 470,398	FY2011 - \$ 998,412
Rideshare	\$ -13,369	
Total	\$ 1,283,571	



**FY2011 Financials:**

**May 2011**

FIXED ROUTE	May 2011			Year-To-Date-(11) Months Ending 05/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	337,862	336,866	996	4,001,921	3,705,526	296,395
Non-Operating Revenue	1,123,239	1,110,941	12,298	12,395,349	12,220,351	174,998
Subtotal	1,461,100	1,447,807	13,293	16,397,270	15,925,877	471,393
Operating Expenses	1,289,977	1,309,651	19,674	14,056,860	14,412,009	355,149
Gain/(Loss)	171,124	138,156	32,968	2,340,410	1,513,868	826,542

PARATRANSIT	May 2011			Year-To-Date-(11) Months Ending 05/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	183,443	213,413	(29,970)	2,133,588	2,347,543	(213,955)
Non-Operating Revenue	44,793	63,063	(18,270)	856,336	693,693	162,643
Subtotal	228,236	276,476	(48,240)	2,989,924	3,041,236	(51,312)
Operating Expenses	317,809	385,485	67,676	3,718,622	4,240,332	521,710
Gain/(Loss)	(89,573)	(109,009)	19,436	(728,698)	(1,199,096)	470,398

RIDESHARE	May 2011			Year-To-Date-(11) Months Ending 05/31/2011		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	78,653	84,583	(5,930)	829,927	930,413	(100,486)
Non-Operating Revenue	-	-	-	125	-	125
Subtotal	78,653	84,583	(5,930)	830,052	930,413	(100,361)
Operating Expenses	94,406	92,134	(2,271)	926,486	1,013,478	86,992
Gain/(Loss)	(15,752)	(7,551)	(8,201)	(96,434)	(83,065)	(13,369)

## ACTION ITEM



<b>7A:</b>	<b>Release of the DART Forward 2035 draft recommendations to the public for review and comment</b>
<b>Action:</b>	<b>Approval to release the DART Forward 2035 draft recommendations to the public for review and comment</b>

**Staff Resource:** Elizabeth Presutti, Chief Development Officer

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### **Background:**

- The five guiding principles for the development of the plan recommendations were approved by the DART Commission on May 31, 2011.
- On June 15, 2011, the Steering Committee for the DART Forward 2035 plan met to review the draft recommendations being proposed by Transportation Management and Design, Inc.
- Feedback from the Steering Committee was positive regarding the proposed recommendations.

### **Next Steps:**

- DART Commission Workshop on Recommendations – July 12th
- Meeting with Member Community City Managers on Recommendations – July 13th (morning)
- Meeting with DART Transit Riders Advisory Committee – July 13th (afternoon)
- Public Meetings – week of July 18th at various locations around the metro

### **Staff Recommendation:**

- Approve the release the DART Forward 2035 recommendations to the public for review and comment.

## ACTION ITEM



**7B: RideShare Fare Increase**

**Action: Approval of a one-time 10% Fare Increase for RideShare and Adoption of a Fare Policy to include bi-annual fare increase not to exceed 5%**

**Staff Resource:** Rebecca Lovig, RideShare Manager

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### **Background:**

- At the DART Commission Meeting on May 24, 2011 the Commission approved the advertisement of a public hearing and opportunity for public comment for RideShare customers in addition to written comment:
  - June 2, 2011 all active customers were notified of the proposed change and upcoming hearing. Customers were offered the opportunity to submit comment by mail or email in lieu of attending the public hearing.
    - Thirteen comments were received by email.
  - Public Comment Hearing was held on Wednesday, June 15, 2011, at 12:00 p.m. noon at the Central Library in Des Moines.
    - One person in attendance
- Copies of the comments will be provided at the DART Commission meeting.
- DART staff worked with the FTA to confirm the Title VI fare equity analysis would not apply to RideShare.

### **Fare Increase Recommendation:**

- Staff recommends a onetime fare adjustment of 10 percent to be implemented with the October 2011 fares.
- The adoption of a fare policy whereby fares would be increased bi-annually at a rate not to exceed 5 percent per adjustment period to be in alternating years beginning July 2013.
- The addition of new fare brackets for increased commute distance
- Personal mile allotment for those driving seven passenger vehicles decreased from 200 per month to 150 personal miles per month.
  - No change for those driving larger vehicles
- Increase the fee charged for going over the monthly allotment from the current rate of \$0.55 per mile to the rate posted by the IRS each year.
  - Rate will be adjusted each year in July to the current IRS rate.

## DISCUSSION ITEM



<b>8A:</b>	<b>DART Central Station Construction Update</b>
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**Staff Resource:** Elizabeth Presutti, Chief Development Officer

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**Presentation:**

- A brief update on the status of construction of DART's Central Station will be made at the Commission meeting.



# System Summary Performance Report May 2011

	November 2010	December 2011	January 2011	February 2011	March 2011	April 2011	May 2011	May 2010	Percent Change 2011/2010	FY11 Year To Date	FY10 Year To Date	Percent YTD Change 2011/2010
<b>DART Fixed Route</b>												
Total Ridership	294,347	278,278	300,404	285,233	322,732	322,599	320,484	303,341	5.65%	3,462,274	3,757,370	-7.85%
OTT Ridership	18,115	16,718	15,639	17,768	20,463	18,961	18,541	13,814	34.22%	195,420	145,043	34.73%
Unlimited Access Ridership	41,197	40,709	45,047	42,829	49,278	39,071	37,830	44,947	-15.83%	475,442	575,581	-17.40%
Bike Rack Usage	2,623	1,316	636	868	2,252	3,075	3,884	3,333	16.53%	31,060	33,004	-5.89%
Passengers/Revenue Hour	20.06	18.52	19.26	19.91	20.09	21.15	21.02	18.57	13.20%	17.02	17.37	-2.02%
Avg. Passengers Weekday	13,640	13,079	13,251	13,150	13,049	14,069	14,077	13,789	2.09%	12,593	15,014	-16.13%
Avg. Passengers Weekend Day	2,394	1,669	2,213	2,780	2,826	3,016	2,764	2,757	0.24%	3,158	8,575	-63.17%
Complaints/100,000 Riders	23.09	19.11	42.04	30.80	25.66	26.40	35.18	41.70	-15.64%	30.70	26.64	15.24%
Commendations/100,000 Riders	1.10	3.44	3.59	3.04	1.00	3.05	2.71	1.45	86.58%	2.86	2.87	-0.33%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	1.04	1.53	0.00	0.52	1.90	1.51	1.51	3.13	-51.74%	1.23	1.97	-37.32%
Non-Preventable/100,000 Miles	1.04	5.09	1.51	2.61	0.48	0.50	0.50	1.57	-67.83%	1.02	1.68	-39.51%
<b>Maintenance:</b>												
Total Miles Operated	192,993	196,375	198,988	191,894	210,140	198,408	198,408	191,498	3.61%	2,187,527	2,488,518	-12.10%
Road Calls/100,000 Miles	25.91	21.90	25.63	30.75	13.80	15.62	26.21	20.89	25.47%	21.26	19.93	6.65%
Active Vehicles in Fleet	117	117	117	117	117	117	117	134	-12.69%	117	120	-2.57%
<b>DART Paratransit</b>												
Total Ridership	12,059	11,918	12,248	11,196	13,660	13,677	12,369	13,578	-8.90%	140,143	150,921	-7.14%
Passengers/Revenue Hour	3.08	3.02	3.08	3.05	3.17	3.44	3.10	3.27	-5.20%	3.13	3.16	-0.89%
Average Trip Length	6.00	6.07	5.91	6.19	5.71	5.26	5.89	5.56	5.93%	6.14	5.39	13.81%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	0.00	2.95	1.48	0.00	0.00	0.00	0.00	2.86	-100.00%	0.64	2.46	-73.79%
Non-Preventable/100,000 Miles	1.48	0.00	0.00	1.52	0.00	0.00	0.00	2.86	-100.00%	0.52	1.47	-65.05%
<b>Maintenance:</b>												
Total Miles Operated	67,356	67,684	67,560	65,856	74,316	69,095	69,809	70,028	-0.31%	776,150	743,707	4.36%
Active Vehicles in Fleet	29	29	29	29	29	29	29	28	3.57%	29	27	7.77%
<b>DART RideShare</b>												
Total Ridership	21,730	21,978	23,254	21,690	29,000	24,374	24,568	22,600	8.71%	257,182	270,708	-5.00%
Total Vans in Circulation	92	93	91	91	94	94	94	98	-4.08%	94	100	-6.20%
Total RidesShare Customers	803	822	818	822	842	856	873	861	1.39%	829	866	-4.22%
<b>Accident Frequency Rate by Service:</b>												
Preventable	0.00	0.00	0.00	0.65	0.00	0.00	1.73	0.58	199.19%	0.21	0.05	323.23%
Non-Preventable	1.23	0.00	0.00	0.00	0.53	0.00	0.00	0.00	#DIV/0!	0.37	0.75	-50.62%
<b>Maintenance:</b>												
Total Miles Operated	161,986	167,901	160,904	153,619	187,862	173,045	173,041	172,576	0.27%	\$1,882,309	1,991,628	-5.49%
Active Vehicles in Fleet	116	116	116	116	116	116	116	103	12.62%	114	106	7.70%



# System Performance Ridership Report May 2011

	November 2010	December 2011	January 2011	February 2011	March 2011	April 2011	May 2011	May 2010	Percent Change 2011/2010	FY11 Year To Date	FY010 Year To Date	Percent YTD Change 2011/2010
<b>DART Fixed Route Ridership</b>	<b>294,347</b>	<b>278,278</b>	<b>300,404</b>	<b>285,233</b>	<b>322,732</b>	<b>322,599</b>	<b>320,484</b>	<b>303,341</b>	<b>5.65%</b>	<b>3,462,274</b>	<b>3,414,141</b>	<b>1.41%</b>
<b>Local Routes:</b>												
#1 - Fairgrounds	16,435	15,032	17,144	14,827	16,955	17,116	16,993	19,047	-10.78%	338,942	497,967	-31.93%
#3 - University	59,014	56,603	59,219	56,131	63,564	62,447	61,099	63,866	-4.33%	673,841	670,352	0.52%
#4 - Urbandale	28,996	26,832	28,819	26,976	30,673	29,958	29,506	28,830	2.34%	316,240	289,347	9.29%
#5 - Clark	15,430	14,314	15,977	15,585	17,352	16,939	16,257	16,387	-0.79%	170,178	192,671	-11.67%
#6 - Douglas	44,244	42,422	43,671	42,999	47,365	48,813	49,115	43,470	12.99%	490,551	441,464	11.12%
#7 - Ft. Des Moines	38,444	34,879	36,609	37,284	44,957	45,778	45,332	39,970	13.42%	431,659	392,936	9.85%
#8 - South Union	8,607	7,426	9,152	8,557	9,389	10,643	10,976	9,509	15.43%	96,502	91,023	6.02%
#10 - Pleasant Hill**	0	0	0	0	0	0	0	0	#DIV/0!	0	67,680	-100.00%
#11 - Ingersoll/WDM	18,578	20,635	22,125	21,657	24,274	24,309	22,295	16,961	31.45%	239,588	37,673	535.97%
#12 - Urbandale Business Park	0	0	0	0	0	0	0	0	#DIV/0!	0	4,036	-100.00%
#13 - SE Park Ave.	7,119	5,938	6,991	6,290	5,760	6,600	6,782	5,448	24.49%	63,333	48,150	31.53%
#71 - Ankeny/Delaware**	764	651	649	782	1,079	987	828	855	-3.16%	9,828	8,354	17.64%
<b>Shuttle Routes:</b>												
Link Shuttle	1,648	1,513	1,678	1,030	1,444	1,600	1,463	7,817	-81.28%	16,935	93,404	-81.87%
Dline	16,691	15,398	14,674	14,594	15,651	14,385	16,422	11,515	42.61%	177,921	173,091	2.79%
DMACC	161	102	169	147	101	148	85	57	49.12%	1,560	1,110	40.54%
Lincoln/McCombs	8,557	6,736	8,556	7,339	6,585	8,402	9,354	8,093	15.58%	76,409	72,040	6.06%
<b>Express Routes:</b>												
#90 - Airport South Business Park	967	1,039	1,014	612	849	712	717	772	-7.12%	9,985	9,249	7.96%
#91 - Northwest	1,210	1,254	1,502	1,280	1,770	1,407	1,569	1,520	3.22%	15,715	16,611	-5.39%
#92 - Urbandale	2,395	2,556	3,296	2,654	3,168	2,644	2,487	3,105	-19.90%	32,579	31,591	3.13%
#93 - NW 86th Express	3,488	3,568	4,070	3,831	4,637	4,422	4,595	3,658	25.62%	42,246	34,957	20.85%
#94 - Westown	1,225	1,287	1,632	1,333	1,607	1,796	1,691	1,968	-14.08%	16,970	14,969	13.37%
#95 - Vista	2,961	2,653	3,134	3,181	3,566	3,056	2,647	3,040	-12.93%	33,928	29,195	16.21%
#96 - E.P. True	3,001	3,092	3,694	3,355	3,829	3,470	3,664	3,798	-3.53%	39,852	43,294	-7.95%
#98 - Ankeny	7,106	6,970	8,380	7,312	8,784	8,052	8,039	6,990	15.01%	81,613	79,799	2.27%
#99 - Altoona	2,067	2,299	2,636	2,198	3,266	3,070	2,791	2,198	26.98%	26,811	24,991	7.28%
<b>On-Call Routes (Operated by Paratransit):</b>												
On-Call: Ankeny	176	166	152	152	146	145	180	152	18.42%	1,790	2,281	-21.53%
On-Call: Des Moines	255	299	332	307	368	322	304	247	23.08%	3,154	2,960	6.55%
On-Call: Urbandale	2,406	2,372	2,670	2,478	2,927	2,594	2,438	2,260	7.88%	27,404	22,574	21.40%
On-Call: West Des Moines	1,640	1,687	1,680	1,608	1,801	1,923	1,998	1,363	46.59%	18,258	14,593	25.11%
On-Call: Clive	638	465	653	596	680	728	748	254	194.49%	6,369	3,903	63.18%
On-Call: REGIONAL	124	90	126	138	185	133	109	191	-42.93%	2,113	1,876	12.63%
<b>DART Paratransit Ridership</b>	<b>12,059</b>	<b>11,918</b>	<b>12,248</b>	<b>11,196</b>	<b>13,660</b>	<b>13,677</b>	<b>12,369</b>	<b>13,578</b>	<b>-8.90%</b>	<b>140,143</b>	<b>150,915</b>	<b>-7.14%</b>
Bus/Van	11,223	11,158	11,432	10,639	13,006	13,139	11,844	12,586	-5.90%	131,598	138,061	-4.68%
Cab	836	760	816	557	654	538	525	992	-47.08%	8,545	12,854	-33.52%
<b>DART RideShare Ridership</b>	<b>21,730</b>	<b>21,978</b>	<b>23,254</b>	<b>21,690</b>	<b>29,000</b>	<b>24,374</b>	<b>24,568</b>	<b>22,600</b>	<b>7.85%</b>	<b>257,182</b>	<b>270,708</b>	<b>-5%</b>
<b>TOTAL RIDERSHIP</b>	<b>328,136</b>	<b>312,174</b>	<b>335,906</b>	<b>318,119</b>	<b>365,392</b>	<b>360,650</b>	<b>357,421</b>	<b>339,519</b>	<b>5.27%</b>	<b>3,859,599</b>	<b>3,835,764</b>	<b>0.62%</b>

\* Last day of operation 4/23/10

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

# MONTHLY REPORT



<b>9A:</b>	<b>Development Department</b>
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**Staff Resource:** Elizabeth Presutti, Chief Development Officer

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**May Employer Presentations:**

- Principal (3 visits)
- Des Moines Capitol Hill Lutheran Church presentation
- Des Moines Public Housing Presentation/Training
- Freedom for Youth Presentation/ Training
- Senior Centers, 5 locations Presentation/Training
  - Southview Manor, Royal View Manor, Highland Park, Oak Park, Eastview
- Grandview College
- Senior Health Fair

**May Customer Service Statistics:**

- 53 email replies were provided.
  - 96 complaints were received.
  - 8 commendations were received.
- 
- Comments entered were up considerably from 69 in April to 96 in May.
  - Driving Skill comments were up significantly this month. Several were due to construction areas where the maneuvering the buses was very difficult and they experienced some challenges. Several comments for reckless driving called in, however we were able to view the video from the bus and the comments were determined to be unfounded.
  - The “Rude and Customer Relations” category saw an increase in May. We have had some confusion with the fare structure and will be defining it for the drivers so we have better consistency.
  - 8 commendations were received this month. Some for good driving and others were because the drivers are excellent with their customers.
  - In the month of April, 60% of the comments closed were found to be unproven. Again we had many comments where a message was left for the customer to call us back but there was no response by the customer.

**MONTHLY REPORT**  
**9A: Development Department**



**Public Information and Communications:**

- DART Customers and staff are participating in the Yankee Doodle Pops Drive Against Hunger Food Drive. Donations are being accepted on the D-Line buses from June 20 – July 1 and staff have the opportunity to donate in the drivers’ lounge.
- Staff also worked with multiple media outlets, including The Des Moines Register and the Des Moines Business Record, to set up exit interviews with outgoing General Manager Brad Miller. Articles had not been published as of Wednesday, June 22.
- Staff worked with John Bartosiewicz of McDonald Transit Associates to coordinate the release to the press of information regarding the finalist for the DART General Manager position.
- Staff worked with multiple media outlets, including The Des Moines Register and the Des Moines Business Record, on articles about the finalists for DART General Manager position. Articles were published both before and after the public meet and greet with the candidates.
- Staff worked with DART Dispatcher Ron Cheatem and WHO-TV to coordinate a special edition of the DART’s morning report to promote and preview DART’s fourth-annual Bus Roadeo. On the Friday, June 10, the day before the main event, Cheatem issued a bus roadeo challenge to Traffic Reporter Brad Ehrlich during the morning report. Cheatem surprised the morning crew by appearing in person at the studio to deliver the challenge, and he was invited to finish out the morning newscast with the crew, appearing with them on air three times that morning.
  - WHO’s crew shot a segment with Ehrlich and Cheatem, both trying their best to drive through a shortened roadeo course. Veteran Roadeo Competitor Cesar Chavez coached them.
  - Cheatem beat Ehrlich by a respectable margin.
  - Ehrlich joined DART staff and volunteers at the Roadeo on Saturday.
  - The segment showing Cheatem and Ehrlich’s challenge was aired the following Monday in conjunction with DART’s morning report.
  - The winners of the main event were announced on air that Tuesday.

**New Bus Garage Construction Project:**

- The building is finished. Only exterior projects yet to be completed.
- Completed this past month:
  - Pre-Cast stain refinishing
  - Electrical panel locks replaced
  - Data and electrical lines installed
  - Light sensor adjustments
  - West retaining wall.
- Exterior projects to be completed:
  - Finish landscape grade and seed
  - Replacement of the expandable Emseal joint on the west side



**MONTHLY REPORT**  
**9A: Development Department**



**AVL Kick-Off:**

- On May 17-18, 2011 Trapeze ITS was at DART for the AVL/RTIS project kick-off.
- DART staff and our consultants Dave Jackson and Mark Kean from Booz Allen worked with the group from Trapeze ITS to formalize our understanding of the project, set goals and finalize the project schedules.
- Bi-weekly Project Meetings were established to facilitate and move the project forward.

**Drake University & the East Village Bus Stop Enhancement Projects:**

- DART worked with the Des Moines Traffic & Transportation Department to enhance the DART bus stops in two areas:
  - Drake University area on University Ave. from 32nd St. to 23rd St.
  - East Village area between Penn Ave. and Robert Ray Dr. and from Grand Ave. to Walnut St.
- Our goal was to improve ADA accessibility, improved bus stop locations, allow for safe pull-ins and exits from every bus stop, while maximizing the on-street parking.
- Both projects were very successful and maximized our goals.

**RideShare:**

- Conducted a lunch and learn at Grinnell Mutual in Grinnell, Iowa.
- Started a new vanpool from Ames to Ankeny
- Leasing a van to Urbandale Parks and Recreation for the summer.

**DART Advertising Program – New May Advertisers:**

- Houck Advertising

**Other Marketing Activities:**

- June 20 to July 1- Yankee Doodle Pops Drive Against Hunger Food Drive
- August 11 to 21 – Iowa State Fair

# MONTHLY REPORT



<b>9B: Operations (Fixed Route &amp; Maintenance) Department</b>
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**Staff Resource:** Tom Reynolds, Chief Operating Officer

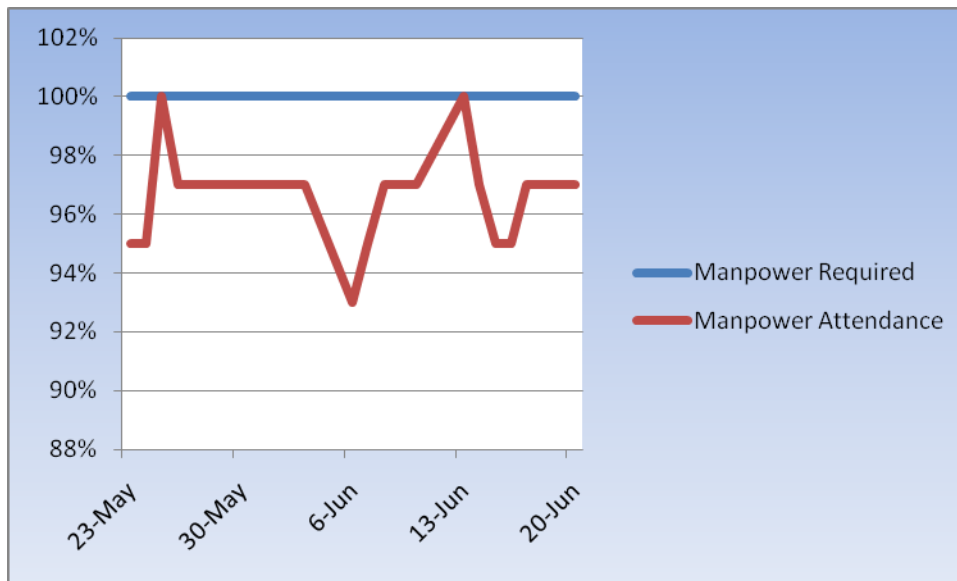
**Operations:**

The leadership provided by our General Manager, Brad Miller, has been a crucial component of DART’s continued success. Members of the executive team know that we could never rest on our laurels as long as Brad Miller had his little notebook. While our leader is leaving DART, he’s left behind a competent team that includes the managers, supervisors and employees who will continue to make it work day after day. Good luck Brad.

A new member of DART’s team is Mr. James (Jim) Garrett, who has come aboard as DART’s new Facilities Manager. Jim’s previous facility management positions were with Iowa Methodist Hospitals, Marriot (Downtown) and the Indianola Public Schools. Jim’s years of experience will be very helpful as we look to maintain our current facility, while opening up DART Central Station.

**Transportation:**

Manpower Report - Attendance for AM Pull-outs were very favorable for the last few weeks.



DART’s Bus Roadeo took place on Saturday, June 11<sup>th</sup>. The competition was as exciting as the match between our AM Dispatcher Ron Cheatem and WHO-TV Traffic Reporter Brad Erich (Ron won that match). Many thanks must go to the DART employees and family members who came out to be judges or help with the activities. They all did a great job to make the event a success. The top two winners in the 40’ bus and cutaway categories will move on to the State Roadeo on Saturday, June 25<sup>th</sup>. The Operators going to the State competition were:

**MONTHLY REPORT**  
**9B: Transportation Department**

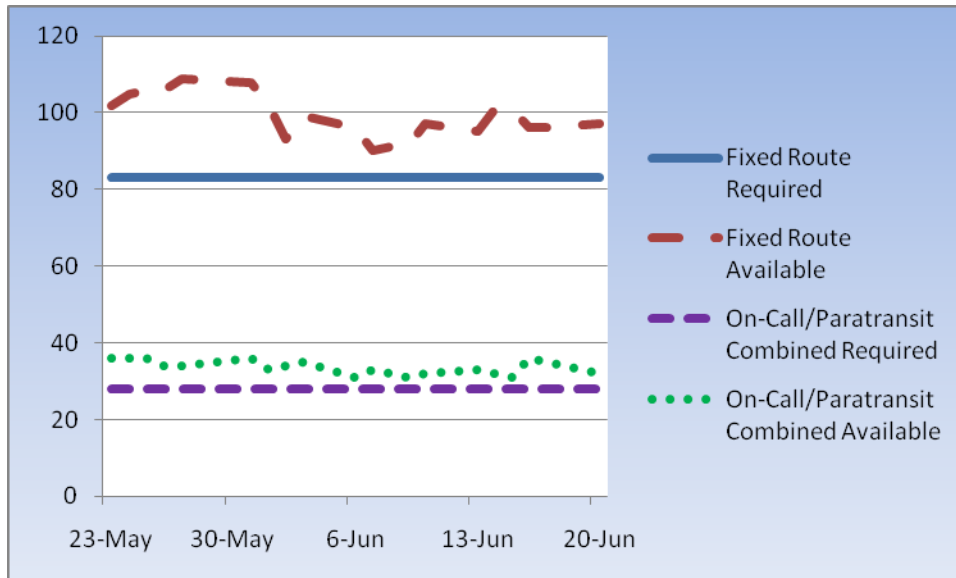


40' Bus:           1<sup>st</sup> Place:       Louis Valle                           Cutaway Bus: 1<sup>st</sup> Place:       Louis Valle  
                       2<sup>nd</sup> Place:       Meshack Koech                           2<sup>nd</sup> Place:       Paul Flohrs

DART sent Operator Cesar Chavez to the APTA International Roadeo in Memphis on May 21<sup>st</sup>. Mr. Cesar Chavez place 18<sup>th</sup> over other drivers from cities like Chicago, Washington DC and Boston.

**Maintenance:**

With a scorching hot spell and above average rainfall impacting service, Vehicle Maintenance met its service goals. Summer Prep (A/C) work is continuing and is slightly over 87% completed.



**Purchasing:**

The Pre-production Meeting with Gillig Bus for two 30' vehicles began on Tuesday, June 21<sup>st</sup>. Bus manufacturers usually want to handle this in person at their factory, but Purchasing Manager M. Drottz and I decided to take care of the issues over the telephone. It is a process that worked well for the Orion Bus purchase.

Mr. Drottz is working with Academy Roofing on the final punch list for the roof project. With the tremendous amount of rain we have had, the new roof was put to the test and it passed. DART's hoist replacement project will be starting in July. Updates will be provided.

**Buildings & Grounds:**

Minor flooding occurred on DART property with the heavy rainfall June 9<sup>th</sup> and 10<sup>th</sup>. Sanitary service was affected. Portable toilets were brought in to keep operations going. DART employees were very cooperative during this time.

# MONTHLY REPORT



**9C: Paratransit Department**

**Staff Resource:** Chet Bor, Paratransit Director

**Safety Initiatives:**

- The June safety meeting covered DART’s Title VI and LEP plans, as well as the sexual harassment policy. Other training topics included pre & post trip inspections, backing and DART’s Safety Culture Statement. Five drivers advanced to the next level of the Safe Driving Award.
- DART (both fixed route and paratransit) is in full swing with the new **On Board and Road Observation** program that began on May 1st. The purpose of the program is to provide drivers with feedback on their performance while they are in service. The goal is to help drivers become better operators while also recognizing the good work they do serving our passengers safely. To date, there have been 112 observations conducted (84 for fixed route and 28 for paratransit). As part of the roll out, we are awarding prizes randomly to drivers that have received observations. To date, we have presented 39 prizes, ranging from a free pop to a \$25 fuel card.
- On June 11<sup>th</sup>, DART held its 4<sup>th</sup> annual roadeo since we reinstated them in 2008. There were 10 competitors in the cutaway buses and 20 competitors in the 40’ bus division. Below are the top finishers in each class:

<b>SMALL BUS DIVISION (Cutaway)</b>	
<b>OPEN CLASS</b>	<b>Standings</b>
Tammy Rowe	<b>1st Place</b>
Yassine Elboujarfaoui	<b>2nd Place</b>
<b>COMPETITION CLASS</b>	
	<b>Standings</b>
Luis Valle	<b>1st Place</b>
Paul Flohrs	<b>2nd Place</b>
Les Vanden Berg	<b>3rd Place Tie</b>
Cesar Chavez	<b>3rd Place Tie</b>

<b>LARGE BUS DIVISION (40’ Bus)</b>	
<b>OPEN CLASS</b>	<b>Standings</b>
Abay Mengistu	<b>1st Place</b>
Gene Mendicki	<b>2nd Place</b>
Doug Gasperi	<b>3rd Place</b>
<b>COMPETITION CLASS</b>	
	<b>Standings</b>
Luis Valle	<b>1st Place</b>
Meshack Koech	<b>2nd Place</b>
Justin Hazebroek	<b>3rd Place</b>



The top two finishers in the Competition Class for both the small bus and large bus divisions will be representing DART are the State Roadeo at Lake Okoboji on June 25<sup>th</sup>.



**Paratransit Outreach:**

- June 17<sup>th</sup>, Neil Hampton visited with 75+ seniors and case managers at the American Parkinson Disease Association conference here in Des Moines to share information about DART services.
- I was invited to make the opening presentation for the APTA Risk Manager’s Conference being held in Des Moines on June 20<sup>th</sup>. I gave a presentation on DART’s safety culture and the improvements to our safety climate.

## MONTHLY REPORT



<b>9D:</b>	<b>General Manager</b>
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**Staff Resource:** Brad Miller, General Manager

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### **Meetings:**

- **American Bus Benchmarking Group Inaugral Meeting-** In Rochester, NY on June 1-2, 2011, Debra Meyer, DART's Capital Project Manager and I participated in the first of what will be annual meetings of currently nine mid-sized U.S. public transit systems to compare operating statistics and learn from each other. It was a great first meeting and I hope to continue to participate with my new Pinellas County, Florida system joining. The next meeting will be in February, 2012 in Ft. Worth, Texas.
- **National Academy of Science's Transit Cooperative Research Panel Oversight Board Meeting** – I spent Thursday, June 9, 2011 in Woods Hole, MA reviewing the status of the federally funded transit research program. I am honored to be one of about 30 transit professionals to sit on the panel overseeing approximately \$10M in annual federal transportation research funding.
- **APTA Risk Management Seminar** – I was honored to welcome about 35 transit risk management officials in Des Moines on June 20<sup>th</sup> to their annual seminar. DART's Risk Manager Carmella Comito is the current Vice Chair of APTA's Risk Management Committee and was the lead organizer for the successful conference. Interestingly, Carmella tells me that next year's seminar will be in St. Petersburg, Florida!

### **Thank You:**

- I will be forever grateful to DART. I know no matter where my career takes me, I will think about, and remember fondly, my years working with you.

Brad Miller



## Future DART Commission Items June 28, 2011

<b>July 12, 2011 12:30 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
- DART Forward 2035 Plan Recommendations Workshop	
<b>August 2, 2011 5:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
	- Quarterly Safety Report
<b>September 27, 2011 5:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
- DART Forward 2035 Plan Adoption	
<b>October 25, 2011 5:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
- 2011 Federal and State Legislative Priorities	- Quarterly Safety Report
<b>November 29, 2011 5:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>

**Key Meetings/Dates:**

- June 28, 2011 – Brad Miller’s Last Day at DART
- Week of July 18 – DART Forward 2035 Plan Recommendations Public Input
- October 2-5 – APTA Annual Meeting and EXPO, New Orleans, LA

**Other Future Items:**

- DART Commission Redistricting