



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
NOTICE OF COMMISSION MEETING AND AGENDA  
OCTOBER 30, 2012 – 12:00 p.m.  
DART MULTI-PURPOSE ROOM, 1100 DART Way**

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF OCTOBER 30, 2012 AGENDA	
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13. OTHER – Communications	
14. NEXT MEETING: Regular DART Meeting Tuesday, November 27, 2012 – 12:00 p.m.	
15. ADJOURN	

## EMPLOYEE RECOGNITION



**6: Recognition of Retirement**  
**Jack R. Beminio, Paratransit Operator**  
**28 Years of Service, 1984 - 2012**

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

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Jack Beminio is a paratransit original. Literally. Jack is number one on the seniority list, a position he has held for many, many years. Jack began his career with DART when it was known as the MTA. In fact, Jack's tenure predates the ADA and the dramatic impact it had on paratransit. Jack was a pioneer when the concept of paratransit was still in its infancy. When Jack started, there were only a handful of vans in service and the practices and procedures we take for granted today were still being formulated through trial and error.

Over the course of Jack's career, it is estimated that Jack has driven in excess of 872,000 miles, safely transporting more than 140,000 passengers.

Jack's service as a paratransit operator has contributed to the quality of life for countless paratransit patrons. Jack provided the freedom of travel to those otherwise unable. The work Jack did has had a real and meaningful impact- far greater than these words can convey. So, in recognition of Jack's 28 years of dedicated and faithful service, we celebrate Jack and his contribution to our community.

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

**1100 DART Way – Des Moines, IA 50309  
September 25, 2012**

**ROLL CALL**

Commissioners Present: Steve Brody, Angela Connolly, Christine Hensley, Gaye Johnson, Bob Mahaffey, Steve Van Oort

Commissioner Absent: Skip Conkling, Tom Gayman

Alternates Present: Paula Dierenfeld, Keith Ryan

Staff Present: Elizabeth Presutti, General Manager; Jamie Schug, Chief Financial Officer; Chet Bor, Paratransit Manager; Kirstin Baer-Harding, Advertising Manager; Mike Kaiser, Service Management Manager; Gunnar Olson, Public Information Officer; Tom Reynolds, Chief Operating Officer; Greg Schmitt, Training Manager; Jim Tishim, Planning Director; Randy McKern, Transportation Manager; Randy Ross, HR Director; John Clark, Customer Service Supervisor; Debra Meyer, Capital Grants Manager; PJ Sass, Customer Service Manager; Teresa Cashman, Scheduling Manager; Jennifer Long, RideShare Program Coordinator; Georgia Parkey, Paratransit Operations Manager; Mark Burkman, Purchasing Manager; Nolden Gentry, Attorney, Brick Gentry, P.C.

Others Present: Mark Trost, TDS, LLC; Matt Rodekamp, Substance Architecture; Todd Garner, Substance Architecture; Robert Parks, Citizen; Alexander Grgurich, DART TRAC

**CALL TO ORDER**

The meeting was called to order by Steve Van Oort at 5:00pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

Mr. Van Oort called for approval of the August 28, 2012 meeting agenda.

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

**PUBLIC COMMENT**

No public comments.

## **EMPLOYEE RECOGNITION**

Georgia Parkey, Paratransit Operations Manager was recognized for her hard work organizing the 2012 State Fair. Mr. Van Oort and Ms. Presutti presented Georgia with a gift card and a plaque.

## **TRANSIT RIDERS ADVISORY COMMITTEE UPDATE**

Alexander Grgurich gave an update to the Commission on TRAC's last meeting:

- Reviewed the TRAC Bylaws related to the redistricting and made some changes
- Reviewed the Customer Satisfaction Survey. Members liked how all DART Services were included in the survey
- Reviewed the Marketing and Communications Plan

## **CONSENT ITEMS**

### **8-A - August 28, 31 2012 Minutes**

### **8-B - Prairie Meadows Legacy Grant for BRT**

### **8-C - August 2012 Financial Report**

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

## **ACTION ITEMS**

### **Action Item 9A - New Farebox System Consulting Assistance**

Jamie Schug, Chief Financial Officer presented to the Commission a request to amend the CH2M Hill contract to exceed \$350,000 agreement cap in one year, and approve a task order with CH2M Hill to provide consulting assistance not to exceed \$425,000.

It was moved by Ms. Connolly and seconded by Ms. Johnson that the Commission approve a task order with CH2M Hill for consulting assistance with the New Farebox System. The motion carried unanimously.

### **Action Item 9B - DART Rules of Conduct for Transit Vehicles, Facilities and Properties**

Tom Reynolds, Chief Operating Officer presented to the Commission the DART Rules of Conduct for Transit Vehicles, Facilities and Properties Policy. The policy outlines an extensive list of conduct that is prohibited at the facility along with the enforcement and liability.

It was moved by Ms. Hensley and seconded by Ms. Connolly that the Commission approve the DART Rules of Conduct for Transit Vehicles, Facilities and Properties. The motion carried unanimously.

### **Action Item 9C - DART Central Station Bike Storage Facility Rules and Fee**

Elizabeth Presutti, General Manager presented to the Commission the DART Central Station Bike Storage Facility Rules and Fee Policy. The policy outlines rules for members as well as the \$50 annual fee to utilize the facility.

It was moved by Mr. Mahaffey and seconded by Ms. Hensley that the Commission approve the DART Central Station Bike Storage Facility Rules and Fee. The motion carried unanimously.

**Action Item 9D – DART Central Station Meeting Room Policy**

Elizabeth Presutti, General Manager presented to the Commission the DART Central Station Meeting Room Policy. Other local meeting room policies were reviewed along with ones from other transit agencies in formulating the proposed policy.

It was moved by Ms. Hensley and seconded by Ms. Connolly that the Commission postpone the approval of the DART Central Station Meeting Room Policy to the October meeting . The motion carried unanimously.

**Action Item 9E – DART Central Station Change Order #7 and Project Update**

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

- Roof is now complete
- Bus bay slabs and platforms are done
- City approaches on the East side are done and the North and West sides are in progress
- South art wall has begun installation
- Furniture installation is still planned for the 27<sup>th</sup>
- 2<sup>nd</sup> floor has been fully punched and West half of 1<sup>st</sup> floor has been punched
- Soil and landscaping is being worked on
- Photovoltaic film/panels are here and will begin install
- October 8<sup>th</sup> is on schedule for a substantial completion
- Hanging glass art piece will begin installation on October 2<sup>nd</sup>

The change order includes two large items; fire sprinkler at the North canopy and the fire smoke dampers with miscellaneous other small items in the amount of \$156,987.

It was moved by Ms. Hensley and seconded by Ms. Johnson that the Commission approve the DART Central Station Change Order #7. The motion carried unanimously.

**DISCUSSION ITEMS**

**10A – DART Refugee Pass Program Update**

PJ Sass, Customer Service Manager presented to the Commission that we have issued 316 ID cards since the program began last year.

DART was recognized for our creativity and commitment to refugees on September 5<sup>th</sup> by the US Committee for Refugees and Immigrants and was presented a plaque.

**10B – TRAC Bylaws and Appointments**

Gunnar Olson, Public Information Officer provided a presentation on the effects that redistricting had on TRAC, amendments to TRAC's bylaws, and a status update on member appointments.

Mr. Olson provided each Commissioner with a letter updating them of their appointee, and a second letter to those Commissioners who have a member who is eligible for re-appointment.

Solicitations will be provided to the public in October/November asking for candidates. In November applications will be presented to the Commissioners of qualifying candidates one to two weeks prior to the November Commission Meeting.

Orientation for new TRAC Members will occur in December.

### **10C – Paratransit Review and Action Plan**

Tom Reynolds, Chief Operating Officer and Chet Bor, Paratransit Director presented the Commission a review and action plan of the Paratransit Operations to address opportunities for efficiency based on the potential negative projections for FY2013.

### **10D – DART Procurement Manual**

Jamie Schug, Chief Financial Officer introduced Mark Burkman, DART's new Purchasing Manager. Ms. Schug provided the Commission a DRAFT Procurement Manual for their review. The manual has been revamped to address concerns during the Triennial Review conducted in May 2012 by the FTA. The staff will request the Commission to approve the manual at the October 30, 2012 meeting.

### **10E – August 2012 Performance Report**

Elizabeth Presutti, General Manager gave an update to the Commission on the August Performance Reports. There was a significant dip in July on several routes; however August was a big turnaround. We are up 2% over last year. State Fair revenue is included in August numbers.

Some tweaks were made to some of the schedules in August to time points, and we have definitely seen the call volume decrease regarding concerns that the times weren't quite right.

## **MONTHLY REPORTS**

### **Operations Report**

Tom Reynolds, Chief Operating Officer updated the Commission that Keith Welch has joined DART as DART Central Station's Facility Supervisor.

### **Marketing Report**

PJ Sass, Customer Service Manager introduced two new staff members to her team. John Clark has joined as Customer Service Supervisor and Jennifer Long has joined as RideShare Program Manager.

Kirstin Baer-Harding, Marketing and Advertising Manager gave an update to the Commission regarding the ribbon cutting scheduled for October 23<sup>rd</sup> and the Staff and Public Open Houses scheduled for October 27<sup>th</sup> and 28<sup>th</sup>.

### **Planning Report**

No update

### **General Manager**

Elizabeth Presutti, General Manager updated that she will be out of the office for the bus benchmarking meeting and will be traveling onto the APTA Annual Meeting September 26<sup>th</sup> through October 3<sup>rd</sup>. Tom Reynolds, Chief Operating Officer will be acting General Manager in her absence.

## **FUTURE AGENDA ITEMS**

The October meeting has been moved from the 23<sup>rd</sup> to the 30<sup>th</sup> at Noon to accommodate the ribbon cutting at DART Central Station.

DART staff would like to move the November 27<sup>th</sup> meeting to Noon to allow staff to serve as Ambassadors during the rush hour commute that evening for the November Service Change. An e-mail will go out to check on schedules.

## **COMMISSIONER ITEMS**

### **13A – Meeting Dates and Times**

Mr. Van Oort asked that this discussion be held until the next meeting to include Tom Gayman in the dialog. Mr. Gayman has a conflict with the Urbandale City Council Meetings on Tuesday's, and it was suggested that we look at alternate times to hold the DART Commission Meetings to accommodate.

### **OTHER – Communications**

#### **CLOSED SESSION**

It was moved by Ms. Connolly and seconded by Mr. Brody that the Commission adjourn and reconvene in closed session pursuant to Section 21.5, Subsection 1, Paragraph i of the Iowa code to evaluate the professional competency of an individual whose appointment, hiring, performance, or discharge is being considered when necessary to prevent needless and irreparable injury to that individuals reputation and that individual requests a closed session.

Roll Call: Brody yes, Connolly yes, Ryan yes, Dierenfeld yes, Hensley yes, Johnson yes, Mahaffey yes, Van Oort yes. The motion carried unanimously. Chair Van Oort recessed the meeting at 6:40 pm.

At 6:52 pm it was moved by Ms. Hensley and seconded by Ms. Connolly that the closed session be adjourned.

Roll Call: Brody yes, Connolly yes, Hensley yes, Johnson yes, Mahaffey yes, Van Oort yes. The motion carried unanimously.

#### **Meeting Reconvened in Open Session:**

The regular Commission meeting was resumed at 6:53 pm. Chair, Van Oort stated for the record that no action was taken during the closed session.

A motion was made by Ms. Connolly and second by Mr. Brody that the Commission approve the General Manager's contract.

Roll Call: Brody yes, Connolly yes, Hensley yes, Johnson yes, Mahaffey yes, Van Oort yes. The motion carried unanimously.

## **ADJOURNMENT**

A motion by Ms. Connolly and second by Ms. Johnson to adjourn the regular Commission Meeting was made at 6:55pm. The motion carried unanimously.

### **Next Meeting**

October 30, 2012 at 12:00pm

### **2012 Meeting Dates**

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

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Chair

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Clerk

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Date



## CONSENT ITEM



**7B: September FY2013 Consolidated Financial Report**

**Action: Approve the September FY2013 Consolidated Financial Report**

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

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### **Year-to-Date Budget Highlights:**

#### *Revenue:*

- Fixed Route Operating Revenue for FY2013 exceeds budget by \$67,679. This is due to higher than budgeted farebox revenue.
- Fixed Route Non-Operating Revenue is below budget for FY2013, due to timing of grant related revenue versus budget.
- Paratransit Operating Revenue is approximately 15% below budgetary expectations for the fiscal year. Polk County funding is approximately 27% below budget year to date.
- Rideshare Revenues are approximately 3% below budgetary expectations for the first quarter of the fiscal year. Terminations during the first three months were higher than anticipated. Additions for the month of October will bring revenues closer to projected levels.

#### *Operating Expense:*

- Fixed Route Budget Summary – Fixed Route expenses are approximately 15% below budget for the first quarter of the fiscal year. Fuel costs are an area of significant savings, DART has been able to lock in fuel prices below budgeted levels for a majority of the fiscal year's usage.
- Paratransit Budget Summary – Paratransit expenses for the first quarter of the fiscal year are 8% below budgetary expectations. Expenditure categories below budget include fuels, lubricants and vehicle repair parts.
- Rideshare Expenses are approximately 19% below budgetary expectations for the fiscal year to date. The savings are primarily in fuels, lubricants and vehicle repair parts.

#### **\*\* TOTAL Un-Audited Year-End September FY2013 as Compared to Budget:**

Fixed Route	\$	501,262	Reserve For Accidents (See Balance Sheet):
Paratransit	\$	3,073	FY2013 - \$1,380,296
Rideshare	\$	40,571	
Total	\$	544,906	

**FY2013 Financials:**

**September 2012**

FIXED ROUTE	September 2012			Year-To-Date-(3) Months Ending 09/30/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	365,411	387,019	(21,608)	1,228,736	1,161,057	67,679
Non-Operating Revenue	1,135,471	1,331,818	(196,347)	3,590,809	3,995,454	(404,645)
Subtotal	1,500,882	1,718,837	(217,955)	4,819,545	5,156,511	(336,966)
Operating Expenses	1,257,529	1,730,539	473,010	4,448,319	5,286,547	838,228
Gain/(Loss)	243,353	(11,702)	255,055	371,226	(130,036)	501,262

PARATRANSIT	September 2012			Year-To-Date-(3) Months Ending 09/30/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	165,280	209,683	(44,403)	534,446	629,049	(94,603)
Non-Operating Revenue	61,763	48,972	12,791	180,455	146,916	33,539
Subtotal	227,042	258,655	(31,613)	714,901	775,965	(61,064)
Operating Expenses	194,775	258,636	63,861	711,771	775,908	64,137
Gain/(Loss)	32,267	19	32,248	3,130	57	3,073

RIDESHARE	September 2012			Year-To-Date-(3) Months Ending 09/30/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	79,864	83,333	(3,469)	242,603	249,999	(7,396)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	79,864	83,333	(3,469)	242,603	249,999	(7,396)
Operating Expenses	64,141	82,829	18,688	200,520	248,487	47,967
Gain/(Loss)	15,723	504	15,219	42,083	1,512	40,571

## ACTION ITEM



**8A: DART Central Station Meeting Room Policy**

**Action: Approve the DART Central Station Meeting Room Policy.**

**Staff Resource:** Whitney Davidson, Executive Coordinator and Commission Clerk

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### **Background:**

- With the opening of DART Central Station, DART will have meeting room space that can be made available for public use.
- Other local meeting room policies were reviewed along with ones from other transit agencies in formulating the proposed policy.
- DART staff presented the policy at the September DART Commission Meeting. There were some concerns over the food and beverage section of the policy.
- Staff has revised the policy and is recommending that DART have a list of approved caterers for groups to choose from with the appropriate food and beverage permits. This is a common practice for many public meeting rooms in the region.
- DART staff will work over the next month to select a list of approved caterers for DART Central Station.

### **Staff Recommendation:**

- Approve the revised DART Central Station Meeting Room Policy.



**DART Central Station Meeting Room Policy**

**Date Issued:** November 1, 2012

**Responsible Department(s):** Executive

**Revision:**

**PURPOSE:**

In keeping with DART's mission and core values, DART provides a meeting room located within the DART Central Station for use by non-profit community organizations at no charge and by individuals and for-profit groups for a fee. DART does not discriminate in making its meeting rooms available for use on the basis of race, color, national origin, religion, gender, military status, age, sexual orientation, or physical limitation.

Use of the DART Transit Station meeting room or facilities by any group in no way constitutes endorsement and/or sponsorship by the DART staff or Commission of the viewpoints, policies or beliefs of the group by DART.

The use of a meeting room or facilities by a non-DART group shall not be publicized in such a way as to imply DART sponsorship of the group's activities unless the activity is being co-sponsored by DART. Rooms may not be booked by for-profit groups to hold open public workshops or seminars with a business presenter, even if the program is educational in nature.

**ELIGIBILITY:**

Local non-profit groups, units of government and appointed or elected government officials may use meeting rooms or facilities in DART Central Station without charge during hours DART Central Station is open if room is available. Any DART designated use will preempt any outside use.

The meeting room will not be available for rental outside the daily business hours (8:00 am to 6:00 pm) of the DART Central Station for free. Any rental outside of regular business hours will be charged the for-profit rates. At the discretion of the General Manager this fee could be reduced if the purpose is to conduct a public meeting by one of DART's partner organizations.

In cases where a non-profit designation is not readily apparent, proof of tax-exempt status may be required to establish eligibility for fee waiver. In that case, the group must qualify as a tax-exempt organization and must submit a copy of a current letter of exemption to DART.

For-profit businesses and individuals may use DART Central Station meeting rooms for a fee. (Please refer to the Fees for DART Central Station Meeting Room Use section of this policy.)

**MEETING/EVENT HOURS:**

Meeting or event participants using DART Central Station meeting rooms must vacate them promptly at the end of the reserved time. DART Central Station facilities are not available on days when the DART Central Station is closed unless prior arrangements are made.



**PUBLICITY:**

All publicity about the meeting or event must clearly state that the DART Central Station is merely the site of the meeting or event and not its sponsor.

**RESPONSIBILITIES:**

All meetings and events held in the Transit Station must be conducted in an orderly manner and in full compliance with applicable laws, regulations, and DART rules (see DART Rules of Conduct). Failure to comply may result in the meeting or event participants being asked to leave DART Central Station immediately and in the group being prohibited from using DART facilities in the future. DART Central Station staff and security personnel reserve the right to remove any person from DART property for failing to follow patron behavior guidelines or other DART Central Station policies and procedures.

Meeting room or facilities use may be denied to anyone giving false information or failing to comply with this policy. Repeated cancellations may result in future requests being denied.

Any group using Transit Station meeting rooms or facilities must pay for any and all damage to Transit Station property resulting from the group's use. This includes but is not limited to walls, floors, grounds, equipment, and furniture. Damage to DART property may result in the group being prohibited from using Transit Station facilities in the future.

DART is not responsible for loss of or damage to non-DART property before, during, or after the meeting or event. DART cannot supervise exhibits or group displays.

If the organization engages a speaker, the organization is responsible for all arrangements regarding the speaker.

Gambling, bingo, casinos, or wagering of any kind is prohibited.

All normal DART rules and regulations apply to all people using or visiting DART Central Station.

**RESERVATIONS:**

Reservations for the meeting room involving DART-sponsored activities receive the first priority. These activities include but are not limited to; trustee meetings; staff meetings; and other events sponsored by the DART that encourage use of DART materials and services. All others have second priority on all dates.

All reservations are PENDING, until approved via e-mail by DART. DART reserves the right to re-assign meeting room use based on projected attendance and requirements. Persons applying for rooms must be 18 years of age or older. DART reserves the right to ask for verification of age.

Reservations for meeting rooms in DART Central Station may be made up to three months in advance and at least 2 weeks prior to the event. Please allow for set-up and clean-up time when making a reservation. To reserve the meeting room, please speak with administrative personnel at the 620 Cherry Street Facility.



In reserving a Transit Station meeting room, a group assumes the risk that the DART may need to preempt the space for its own purposes.

Permission to use a meeting room is not transferable.

**DART CENTRAL STATION MEETING ROOM USE:**

***Limits on Use***

No sales or soliciting is allowed. Meetings planned by a company or individual to promote, advertise, or lead to a sale of a product or service are not permitted.

No fees can be charged to and no contributions solicited from those attending meetings, programs or events in the meeting rooms. When rooms are provided to a non-profit group, meetings must be free and open to the public.

DART reserves the right to cancel the use of the meeting room or cancel any reservation at any time if the meeting room is needed for DART use, maintenance or due to a situation warranting an emergency closing of the DART Central Station. All fees will be refunded.

All activities conducted in the Transit Station are subject to the policies of DART.

The meeting rooms are accessible to people with disabilities in accordance with the Americans with Disabilities Act.

Each group is responsible for the set-up of the room.

Animals (with the exception of service animals) may not be brought onto the DART Central Station premises or grounds.

Use of the meeting rooms shall not cause a disturbance to the operation of the DART Central Station.

Groups using a meeting room shall not use excessive bandwidth that affects the operation of the Transit Station's computer system.

***Supervision***

Minors using a meeting room must be under the direct supervision of a responsible adult.

DART reserves the right to limit the maximum number of times any one group may reserve the use of Transit Station meeting facilities is twelve times per year. Additional bookings are subject to the same fees charged to individuals and for-profit groups.

***Decorations***

Decorations which do not damage the walls, ceiling, or furniture are permitted. No scotch tape or masking tape may be used to hang items.



Wall decorations are limited to a tackable surface, if available, or can be hung by the use of putty tack.

Helium balloons, candles, or open flames are not permitted.

All decorations must be removed when the event is over.

***Food and Beverages***

Food and non-alcoholic beverages are permitted in DART Central Station meeting room.

Only light refreshments such as coffee, tea, soda, and cookies may be brought into DART Central Station. Permission must be secured at the time the application is approved and a \$25.00 cleaning fee will be assessed.

Other food and meal service, including alcoholic beverage service, must be provided by one of the DART's contracted concessionaires and a \$25.00 cleaning fee will be assessed. Any organization approved by DART to serve alcohol at an event is required to have a Des Moines police officer present during the hours alcohol is being served. DART will make arrangements for this security, and the additional cost must be paid by the organization.

***Clean-Up***

Clean-up of the room is required. Groups or individuals using a meeting room are responsible for picking up all trash in the room. Damage, stains or spills needing clean-up should be reported to staff immediately. Failure to do so may result in additional cleaning fees.

A cleaning fee of \$25.00 will be assessed to all meetings having food and beverage services in the meeting room.

Failure to leave the room neat and clean may result in the assessment of an additional cleaning fee or loss of future meeting room privileges.

**FEES FOR DART CENTRAL STATION MEETING ROOM USE:**

DART Commission approves the fees charged to use the DART Central Station meeting room and other facilities. Fees allow DART to recover the costs associated with usage of the meeting room facilities.

The fees listed below are per hour. When DART Central Station is closed, a three hour minimum usage fee will be charged.



Fee Structure	During Business Hours DART Central Station Hourly Rate	After Business Hours DART Central Station Hourly Rate
Non-Profit	Free	\$200/Hour
For-Profit	\$60/Hour	\$200/Hour
Cleaning Fee (if food and beverage is served)	\$25.00	\$25.00
Additional Security Service	\$40.00	\$40.00

Appropriate security, as defined by DART, is required for all after hours events and will be provided by DART at the group’s expense.

All fees are due fourteen days prior to the meeting or event. All monies paid are refunded if the event is cancelled by the applicant ten or more calendar days prior the day of the event.

**CANCELLATIONS:**

A full refund of a fee will be credited to the account used to pay the fee, if cancellation is received by DART no later than 48 hours before the room reservation date. If the reservation is cancelled within 48 hours, no refund will be given.

Groups or individuals, who need to cancel a reservation and are not paying a fee for the room, are asked to do so as soon as possible, so others may use the room.

**IMPORTANT NOTES:**

Failure to abide by these Meeting Room Guidelines or giving false information is justification for immediate cancellation and /or the loss of future meeting room privileges.

DART is not liable for injuries to people, damage to their property, or loss of property belonging to individuals or groups using the meeting rooms.

All groups must comply with fire and access codes that regulate use of DART. Maximum capacity regulations must be observed, adequate aisle space must be provided and doors must not be blocked.

The group/individual booking the room agrees to assume full responsibility for the group’s behavior and any damages to the facility or loss or damage to equipment that may occur as a result of the group’s use of the meeting room.





# DART Central Station Meeting Room Application

Apply at the DART Central Station Administrative Office  
620 Cherry Street, Des Moines, IA 50309,  
Office 515-283-5030, Fax 515.283-8135,  
E-mail - [w davidson@ridedart.com](mailto:w davidson@ridedart.com)

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

Date of Meeting: \_\_\_\_\_ Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_

Name of Organization: \_\_\_\_\_

Does this organization have tax exempt or non-profit status? \_\_\_\_\_ No \_\_\_\_\_ Yes **If yes, attach a letter of exemption to this application.**

Is the meeting open to the public? \_\_\_\_\_ No \_\_\_\_\_ Yes Number of attendees: \_\_\_\_\_

Purpose of meeting: \_\_\_\_\_

Application made by: \_\_\_\_\_ Organization: \_\_\_\_\_

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

Telephone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

## OTHER INFORMATION:

Do you plan to have food and drink? \_\_\_\_\_ No \_\_\_\_\_ Yes

*\$25 cleaning fee applies for events with food & drink.*

Do you plan to have alcohol? \_\_\_\_\_ No \_\_\_\_\_ Yes

Caterer: \_\_\_\_\_

\_\_\_\_\_ I hereby acknowledge that I have read and agree to the DART Central Station Meeting Room Policy.

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

## OFFICE USE ONLY:

Approved By: \_\_\_\_\_ Date: \_\_\_\_\_

Amount Due: \_\_\_\_\_ Amount Paid: \_\_\_\_\_

## DISCUSSION ITEM



<b>9A:</b>	<b>DART Central Station Construction Update</b>
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**Staff Resource:** Elizabeth Presutti, General Manager

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### **FTA Monthly Report:**

- The September monthly report submitted to the Federal Transit Administration is attached highlighting the project status.

### **Questions:**

- Mark Trost, DART's Owners Representative, will make a presentation on the status of the project at the DART Commission meeting.



## **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:**

<https://mds.multivista.com/index.cfm?fuseaction=webcampub.page&wcpp=5a0bad47-0f7b-4696-a4c8-389224eac05f>

## **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 **September 2012**.
  - Installation of the zinc roofing is complete
  - Bus bay concrete pours are complete
  - Interior painting is in nearly complete
  - Ceiling grid installation is complete
  - Carpet installation nearly complete
  - Ceiling tile installation is nearly complete
  - Light installation is complete
  - Planter walls stone in process



- HVAC startup continuing
- Commissioning has started
- Photovoltaic installation started
- Structured soil installation in process
- Paver installation in process
- South Art Wall installation has started
- Furniture installation started 9/27

2) The following **construction work is anticipated** during the month of **October 2012**:

- Bus bay slab pours will conclude
- Bus platform pours will conclude
- City approaches and sidewalks will be complete
- South wall art installation will conclude
- 2<sup>nd</sup> floor glass art installation will be complete
- Punchlist walkthru's started 9/14
- Furniture installation will concluded
- Paver installation will conclude
- Structured soil installation will conclude
- Photovoltaic installation will conclude
- Substantial completion will be achieved

3) The following **shop drawings/submittals were approved** in the month of **September 2012**:

- On-going LEED-Documentation
- Misc. product data
- Misc. product data
- Commissioning checklists

4) The following **shop drawings/submittals are anticipated (or under continued review)** in the month of **October 2012**:

- Structured soil test reports
- Closeout documents

***Safety:***

No safety incidents were reported.

***Construction Schedule:***

To date, the project is scheduled for an early October substantial completion.

***Payment Applications:***

Pay application # 13 was submitted and approved in the amount of \$1,193,304 (after retainage). The architect and owners representative were in agreement on the approval.



**Change Orders:**

1) A change order was approved during the month of **September 2012:**

**TOTAL \$156,987.00**

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	\$980,194.00
Approved Change Orders This Month	\$156,987.00
<b>TOTAL CHANGE ORDERS TO DATE</b>	<b>\$1,137,181.00</b>
<b>REMAINING CONTINGENCY</b>	<b>\$120,359.00</b>

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

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

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

**Davis Bacon:**

Davis-Bacon interviews continue.

**DBE:**

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

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

DBE participation committed under the General Construction Contract is \$51,885 for steel and \$1,808 to date for barricades and \$800 for paving joint layout within general requirements.

**Project Issues:**

No new significant issues.

Good weather has allowed for a steady pace of construction.

**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



- David Dahlquist
- Troy Corliss

Installation of the terrazzo floor art piece is complete. The other artists will be installing their pieces in October.

***Joint Development:***

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

**ATTACHMENTS**

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- OAC Meeting Minutes 09/11/12, including a look ahead schedule.

## DISCUSSION ITEM



<b>9B:</b>	<b>November 2012 Service Change Update</b>
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**Staff Resource:** Gunnar Olson, Public Information Officer  
Tom Reynolds, Chief Operating Officer

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- A presentation on the November 2012 Service Change and the efforts being made to prepare the public will be given at the meeting.

**Public Outreach Methods:**

- Website updates
- Hang Tags
- Rider emails
- Interior Bus Ads
- Outdoor Bus Ads (shelters and bus boards)
- Radio ads (Drive time and Spanish radio)
- Print ads (Des Moines Register, Polk County Senior Newsletter, City of DM Newsletter, Bystander, Viento del Tropicico and Glasnik)
- TV Ads
- Social Media (Facebook, Twitter)
- Videoing informational meeting and posting to DART website.
- Information to IRIS and the NFB-NEWSLINE for customers with visual impairments
- Posters and fliers are being provided to social agencies and pass sales outlets.
- Informational material will be sent out to DART's Title VI email list.

**Grab and Go's at Unlimited Access Company's**

- **Iowa Health Systems at Methodist** - Monday, November 5 - 11 a.m. to 1 p.m.
- **Davis Brown Law Firm** - Tuesday, November 6 - 11 a.m. to 12 p.m.
- **Wellmark** - Wednesday, November 7 - 11 a.m. to 1 p.m.
- **Pioneer** - Thursday, November 8 - 11:30 a.m. to 1 p.m.
- **Iowa Lutheran Hospital** - Friday, November 9 - 11 a.m. to 1 p.m.
- **EMC** - Monday, November 12 - 11:30 a.m.-1 p.m.
- **Principal** - Tuesday, November 13 - 11 a.m. to 1 p.m.

## DISCUSSION ITEM

### 9B: November 2012 Service Change Update



- **Nationwide, 1200 Locust** - Wednesday, November 14 - 11:30 a.m.-1 p.m.
- **Nationwide, 1100 Locust** - Thursday, November 15 - 11:30 a.m.-1 p.m.

#### Public Informational Sessions

- **Wednesday, November 7**
  - 4:30 p.m.-6 p.m., Franklin Library, 5000 Franklin Ave., Des Moines
  - 7 p.m.-8:30 p.m., South Side Community Center, 100 Payton Avenue, Des Moines
- **Thursday, November 8**
  - 2 p.m.-3:30 p.m., Des Moines Central Library, 1000 Grand Avenue, Des Moines
  - 5 p.m.-6:30 p.m., West Des Moines Community Center, 217 5th Street, Des Moines
- **Tuesday, November 13**
  - 12 p.m.-1:30 p.m., Des Moines Central Library, 1000 Grand Avenue, Des Moines
  - 4 p.m.-5:30 p.m., Forest Avenue Library, 1326 Forest Avenue, Des Moines
  - 6 p.m.-7:30 p.m., East Side Library, 2559 Hubbell Ave., Des Moines
- **Wednesday, November 14**
  - 5 p.m.-6:30 p.m., Des Moines North Side Library, 3516 5th Avenue, Des Moines
  - 7 p.m.-8:30 p.m., North Side Senior Center, Park Fair Mall, 100 East Euclid Avenue, Suite 107, Des Moines
- **Thursday, November 15**
  - 12 p.m.-1:30 p.m., Des Moines Central Library, 1000 Grand Avenue, Des Moines
  - 7 p.m.-8:30 p.m., West Des Moines Library, 4000 Mills Civic Parkway, West Des Moines

#### Ambassadors

- **At Walnut Street Transit Mall**
  - Monday, November 19, to Wednesday, November 21
- **At DART Central Station**
  - Friday, November 23, to Friday, November 30





## NOVEMBER 2012 SERVICE CHANGE PUBLIC OUTREACH SCHEDULE

### November 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5 Iowa Health System 11 a.m. – 1 p.m.	6 Davis Brown Law Firm 11 a.m. – 12 p.m.	7 Wellmark 11 a.m. – 1 p.m. Franklin Library 4:30-6pm South Side Community Center 7-8:30pm	8 Pioneer Hi-Bred International 11:30 a.m. – 1 p.m. Central Library 2-3:30pm West Des Moines Community Center 5-6:30pm	9 Iowa Lutheran Hospital 11 a.m. – 1 p.m.	10
11 EMC Insurance 11:30 a.m. – 1 p.m.	12	13 Principal 11 a.m. – 1 p.m. Central Library 12-1:30 p.m. Forest Ave Library 4-5:30 p.m. East Side Library 6-7:30 p.m.	14 Nationwide 11:30 a.m. – 1 p.m. North Side Library 5-6:30 p.m. North Side Senior Center 7-8:30 p.m.	15 Nationwide 11:30 a.m. – 1 p.m. Central Library 12-1:30 p.m. West Des Moines Library 7-8:30 p.m.	16	17
18 Walnut Street Mall	19 Walnut Street Mall	20 Walnut Street Mall	21 Walnut Street Mall	22	23 DART Central Station	24 DART Central Station
25 DART Central Station	26 DART Central Station	27 DART Central Station	28 DART Central Station	29 DART Central Station	30 DART Central Station	

As of October 26, 2012

**DISCUSSION ITEM**



**9C: Quarterly Safety Report**

**Staff Resource:** Mike Kaiser, Service Management Manager

**Analysis of accidents for the 1st Quarter of FY2013:**

<b><u>ACCIDENTS BY TYPE:</u></b>	1st QTR <u>FY13</u>	1st QTR <u>FY12</u>	YTD <u>FY13</u>	YTD <u>FY12</u>
BUS INTO FIXED OBJECT	12	10	12	10
PERSONAL INJURY	0	0	0	0
BUS INTO VEHICLE	3	4	3	4
VEHICLE INTO BUS	9	8	9	8
OTHER	1	4	1	4
<b>TOTALS</b>	<b>25</b>	<b>26</b>	<b>25</b>	<b>26</b>

<b><u>ACCIDENTS BY ROUTE:</u></b>	1st QTR <u>FY13</u>	1st QTR <u>FY12</u>	YTD <u>FY13</u>	YTD <u>FY12</u>
#1 - FAIRGROUNDS	1	0	1	0
#3 - UNIV/HIGH OAK PARK	2	2	2	2
#4 - URBANDALE/E 14TH	2	2	2	2
#5 - CLARK/E 6TH & 9TH	1	1	1	1
#6 - DOUG/IND HEIGHTS	2	2	2	2
#7 - FORT DSM/HUBBELL	1	2	1	2
#8 - HAVENS/S UNION	0	0	0	0
#90's - EXPRESSES	2	2	2	2
#11 - JORDAN CREEK	2	2	2	2
#12 - CHRTR/ON PROPERTY	2	3	2	3
#13 - PARK AVENUE	1	0	1	0
#40 - LINK	0	0	0	0
#42 - D-LINE	1	0	1	0
#SS - SCHOOL SERVICES	0	0	0	0
#20 - PARATRANSIT	4	6	4	6
#R - RIDESHARE	1	4	1	4
#A- ADMIN	1	0	1	0
#M - MAINTENANCE	0	0	0	0
SF- STATE FAIR	3	0	3	0
#T - TRAINING	0	0	0	0
<b>TOTALS</b>	<b>25</b>	<b>26</b>	<b>25</b>	<b>26</b>

**ACCIDENTS BY CHARGEABILITY**  
**CODE:**

	1st QTR	1st QTR	YTD	YTD
	<u>FY13</u>	<u>FY12</u>	<u>FY13</u>	<u>FY12</u>
NON PREVENTABLE	8	4	8	4
PREVENTABLE	16	17	16	17
NOT GRADED	1	5	1	5
<b>TOTALS</b>	<b>25</b>	<b>26</b>	<b>25</b>	<b>26</b>



## System Summary Performance Report September 2012

	March 2012	April 2012	May 2012	June 2012	July 2012	August 2012	September 2012	September 2011	Percent Change 2012/2011	FY13 Year To Date	FY12 Year To Date	Percent YTD Change 2013/2012
<b>DART Fixed Route</b>												
Total Ridership	338,268	346,404	361,450	278,515	263,187	524,609	339,496	356,835	-4.86%	1,127,292	1,124,998	0.20%
OTT Ridership	18,642	18,890	20,696	19,333	18,837	19,910	14,501	20,533	-29.38%	53,248	60,199	-11.55%
Unlimited Access Ridership	38,210	35,946	36,213	31,206	33,373	40,894	34,530	39,324	-12.19%	108,797	111,368	-2.31%
Bike Rack Usage	3,160	3,901	4,574	4,781	5,156	5,952	4,168	4,898	-14.90%	15,276	15,636	-2.30%
Passengers/Revenue Hour	21.88	23.34	23.68	18.57	17.55	32.74	#DIV/0!	24.35	#DIV/0!	36.34	23.24	56.35%
Avg. Passengers Weekday	14,074	15,274	15,267	11,900	11,246	21,668	16,126	15,742	2.44%	12,185	16,246	-25.00%
Avg. Passengers Weekend Day	3,182	2,851	3,197	3,179	3,001	3,280	3,677	3,281	12.07%	3,321	3,279	1.27%
Complaints/100,000 Riders	21.58	9.53	24.90	36.62	32.68	19.82	25.04	43.16	-41.99%	24.39	33.24	-26.62%
Commendations/100,000 Riders	2.66	0.58	1.94	3.59	1.14	5.53	2.65	2.52	5.11%	3.64	3.11	16.90%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	1.98	1.01	2.45	1.54	0.51	1.51	1.02	1.79	-42.98%	2.12	1.82	16.92%
Non-Preventable/100,000 Miles	1.48	1.01	0.98	0.51	1.01	1.88	0.51	0.00	#DIV/0!	0.71	0.36	99.59%
<b>Maintenance:</b>												
Total Miles Operated	202,318	197,892	204,321	194,227	197,437	265,668	195,965	21,105	828.52%	659,070	605,481	8.85%
Road Calls/100,000 Miles	15.82	17.18	33.77	30.38	25.32	21.83	20.92	17.45	19.89%	22.61	24.61	-8.13%
Active Vehicles in Fleet	114	113	113	109	107	107	109	129	-15.50%	108	129	-16.54%
<b>DART Paratransit</b>												
Total Ridership	12,339	11,036	11,820	11,124	11,351	12,528	10,818	13,130	-17.61%	34,697	38,279	-9.36%
Passengers/Revenue Hour	3.08	2.92	2.90	3.01	3.08	2.99	2.95	3.19	-7.52%	3.04	3.14	-3.24%
Average Trip Length	5.98	6.33	6.33	6.46	6.46	6.40	6.44	5.54	16.20%	6.20	5.42	14.24%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	0.00	0.00	1.43	4.38	0.00	1.29	1.50	0.00	#DIV/0!	0.93	0.96	-3.43%
Non-Preventable/100,000 Miles	0.00	1.49	1.43	0.00	1.41	0.00	0.00	0.00	0.00%	0.47	0.00	#DIV/0!
<b>Maintenance:</b>												
Total Miles Operated	70,854	67,076	70,036	68,512	70,799	77,470	66,697	69,414	-3.91%	214,966	207,596	3.55%
Active Vehicles in Fleet	29	29	29	29	29	29	29	29	0.00%	29	29	0.00%
<b>DART RideShare</b>												
Total Ridership	25,232	24,242	24,380	22,846	21,840	23,152	20,142	23,098	-12.80%	65,134	70,856	-8.08%
Total Vans in Circulation	95	96	95	94	93	92	93	97	-4.12%	93	98	-5.12%
Total Rideshare Customers	865	881	865	854	852	823	825	867	-4.84%	833	883	-5.66%
<b>Accident Frequency Rate by Service:</b>												
Preventable	0.00	0.00	0.00	1.82	0.00	0.00	0.00	0.00	0.00%	0.00	0.00	0.00%
Non-Preventable	0.00	1.17	1.15	0.00	0.00	0.00	0.00	1.70	-100.00%	0.00	1.13	-100.00%
<b>Maintenance:</b>												
Total Miles Operated	177,716	170,621	174,358	165,175	162,124	175,048	148,781	176,100	-15.51%	485,953	533,151	-8.85%
Active Vehicles in Fleet	99	100	100	100	100	100	100	116	-13.79%	100	116	-13.79%



# System Performance Ridership Report September 2012

	March 2012	April 2012	May 2012	June 2012	July 2012	August 2012	September 2012	September 2011	Percent Change 2012/2011	FY13 Year To Date	FY012 Year To Date	Percent YTD Change 2013/2012
<b>DART Fixed Route Ridership</b>	<b>338,268</b>	<b>346,404</b>	<b>361,450</b>	<b>278,515</b>	<b>262,592</b>	<b>523,792</b>	<b>339,048</b>	<b>356,835</b>	<b>-4.98%</b>	<b>1,125,432</b>	<b>1,124,998</b>	<b>0.04%</b>
<b>Local Routes:</b>												
#1 - Fairgrounds	20,007	20,991	21,441	14,814	13,327	213,812	19,548	21,105	-7.38%	246,687	254,535	-3.08%
#3 - University	69,812	70,752	74,507	64,156	59,404	71,668	74,618	76,380	-2.31%	205,690	203,598	1.03%
#4 - Urbandale	33,744	32,513	35,042	26,061	24,619	29,278	28,837	34,910	-17.40%	82,734	87,283	-5.21%
#5 - Clark	17,495	18,510	18,564	13,987	13,847	16,532	17,702	17,467	1.35%	48,081	44,669	7.64%
#6 - Douglas	53,437	55,043	57,031	44,460	42,059	52,391	54,118	56,636	-4.45%	148,568	142,186	4.49%
#7 - Ft. Des Moines	46,284	48,091	50,315	40,914	37,477	46,431	46,889	47,645	-1.59%	130,797	122,593	6.69%
#8 - South Union	13,301	14,705	15,390	9,323	10,009	14,265	15,514	14,206	9.21%	39,788	33,539	18.63%
#11 - Ingersoll/WDM	19,711	19,028	20,572	18,482	17,890	19,619	19,482	18,535	5.11%	56,991	54,926	3.76%
#13 - SE Park Ave.	5,122	6,708	7,182	628	584	3,879	7,129	7,812	-8.74%	11,592	11,050	4.90%
#71 - Ankeny/Delaware**	1,060	924	995	806	689	820	641	967	-33.71%	2,150	2,864	-24.93%
<b>Shuttle Routes:</b>												
Link Shuttle	1,098	940	941	636	937	1,173	1,125	1,239	-9.20%	3,235	4,120	-21.48%
Dline	16,785	16,834	18,545	16,900	16,363	19,869	17,633	16,824	4.81%	53,865	51,741	4.11%
DMACC	213	203	135	18	0	0	0	237	-100.00%	0	481	-100.00%
Lincoln/McCombs	6,208	8,447	8,842	76	0	4,644	10,555	9,753	8.22%	15,199	12,249	24.08%
<b>Express Routes:</b>												
#90 - Airport South Business Park	834	880	869	174	0	0	0	977	-100.00%	0	2,916	-100.00%
#91 - Merle Hay Express	1,628	1,589	1,511	1,021	677	849	698	1,587	-56.02%	2,224	4,672	-52.40%
#92 - Hickman Express	2,794	2,819	2,824	2,785	2,797	3,079	2,751	2,700	1.89%	8,627	7,896	9.26%
#93 - NW 86th Express	4,519	4,465	4,533	4,247	3,861	4,450	3,493	4,592	-23.93%	11,804	13,725	-14.00%
#94 - Westown	1,386	1,412	1,471	1,383	1,488	1,478	1,281	1,209	5.96%	4,247	3,858	10.08%
#95 - Vista	3,132	2,858	2,614	2,318	2,227	2,479	1,972	2,984	-33.91%	6,678	8,776	-23.91%
#96 - E.P. True	3,620	3,372	3,221	2,837	2,826	3,066	2,768	3,585	-22.79%	8,660	11,099	-21.97%
#98 - Ankeny	7,587	7,252	6,801	6,524	6,458	8,401	7,966	7,328	8.71%	22,825	22,300	2.35%
#99 - Altoona	2,804	2,634	2,649	2,165	1,945	2,276	1,803	2,604	-30.76%	6,024	7,524	-19.94%
<b>On-Call/Flex Routes (Operated by Paratransit):</b>												
On-Call: Ankeny	162	176	165	175	172	177	159	193	-17.62%	508	535	-5.05%
On-Call: Des Moines	479	472	461	392	438	432	302	424	-28.77%	1,172	1,158	1.21%
#73 Flex: Urbandale/Windsor Heights	2,246	2,193	2,285	1,426	683	855	660	2,225	-70.34%	2,198	6,545	-66.42%
#72 Flex: West Des Moines/Clive	1,537	1,459	1,485	1,234	1,273	1,627	1,295	1,757	-26.29%	4,195	5,146	-18.48%
On-Call: Clive ** (Ran for one week then combined with Flex Rout	1,130	995	911	0	0	0	0	817	-100.00%	0	2,351	-100.00%
On-Call: REGIONAL	133	139	148	573	542	242	109	137	-20.44%	893	663	34.69%
<b>DART Paratransit Ridership</b>	<b>12,339</b>	<b>11,036</b>	<b>11,588</b>	<b>11,116</b>	<b>11,351</b>	<b>12,528</b>	<b>10,818</b>	<b>13,482</b>	<b>-19.76%</b>	<b>34,697</b>	<b>38,279</b>	<b>-9.36%</b>
Bus/Van	11,856	10,590	11,070	10,606	10,956	12,112	10,354	12,873	-19.57%	33,422	36,355	-8.07%
Cab	483	446	518	510	395	416	464	609	-23.81%	1,275	1,924	-33.73%
<b>DART RideShare Ridership</b>	<b>25,232</b>	<b>24,242</b>	<b>24,380</b>	<b>22,846</b>	<b>21,840</b>	<b>23,152</b>	<b>20,142</b>	<b>23,098</b>	<b>0.23%</b>	<b>65,134</b>	<b>70,856</b>	<b>-8.08%</b>
<b>TOTAL RIDERSHIP</b>	<b>375,839</b>	<b>381,682</b>	<b>397,418</b>	<b>312,477</b>	<b>295,783</b>	<b>559,472</b>	<b>370,008</b>	<b>393,415</b>	<b>-5.95%</b>	<b>1,225,263</b>	<b>1,234,133</b>	<b>-0.72%</b>

# MONTHLY REPORT

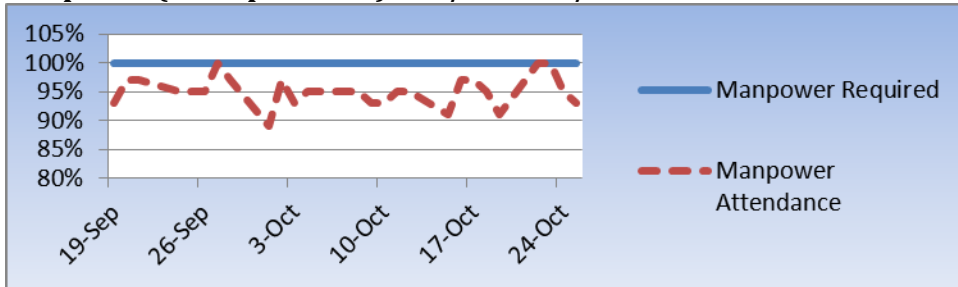


**10A: Operations Department**

**Staff Resources:** Tom Reynolds, Chief Operating Officer

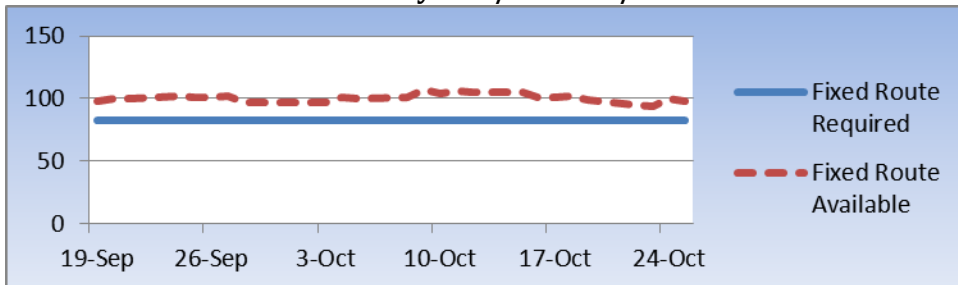
**Operations Performance:**

**Manpower (Transportation) - 09/18 to 10/25:**

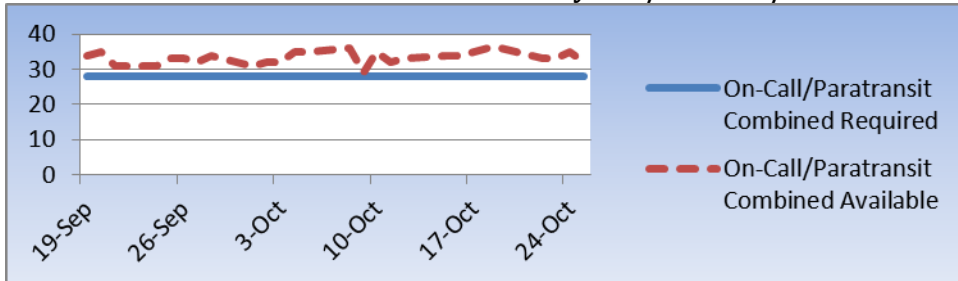


Service needs were meet 100% for AM Pullouts with the Extra Board.

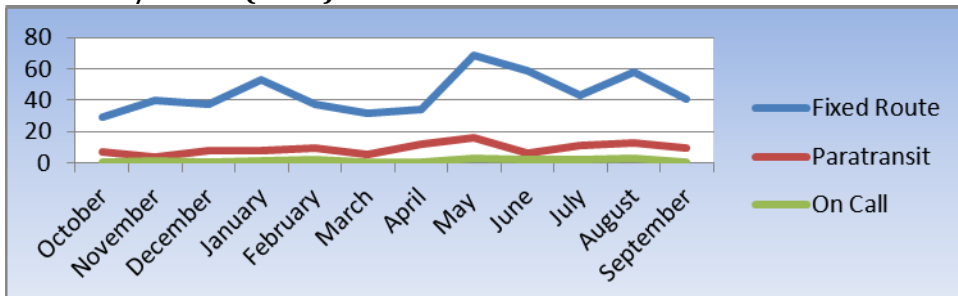
**Fixed Route Vehicle Availability - 09/18 to 10/25:**



**Paratransit and On-Call Vehicle Availability - 09/18 to 10/25:**



**Roadcalls/Month (Fleet) - Past 12 Months:**



**MONTHLY REPORT**  
**10A: Operations**



**Transportation - Randy McKern, Manager**

- This month two (2) Fixed Route Operators received Safe Driving Awards; Tiene Lovanrack received one for ten (10) years of safe driving.
- Ten (10) Operators received Service Awards; Operator Jim Burch received an award for twenty-five (25) years.

**Maintenance - Scott Reed, Senior Manager**

- Purchasing and Maintenance staff recently returned from the pre-production meetings at New Flyer Bus. The six (6) hybrid buses are scheduled for production in late December and should arrive in late January 2013.
- Five (5) Orion buses have been delivered to DART and should be rolling into service in early November.
- The recent vehicle disposal netted over \$147,000.00 as retired vehicles from Fixed Route, Paratransit and Rideshare were sold.

**Service Management - Mike Kaiser, Manager**

- Kudos to Supervisor Brad Deaton for working on the large number of detours that result from the many events going on in the Des Moines area. The Marathon and other events did impact service. Brad and the rest of Service Management did a great job keeping the buses moving for our customers.

**Paratransit - Chet Bor, Director**

- On September 18<sup>th</sup> & 20<sup>th</sup>, Paratransit conducted a first ever system-wide shift bid. In the past, only the open, modified, new and changed shifts were put out to bid. In this process, we analyzed our historical trip patterns and trips per hour by day of week to ensure that the planned service levels matched passenger demand. There are twenty-two (22) full time shifts and twenty-five (25) part time shifts.
- DART has renewed its contract with TMS, the state-wide Medicaid brokerage. New in this contract, DART will be reimbursed the fully allocated cost per trip. In FY12, DART provided 2,378 trips for TMS.
- In the first week of October, Paratransit Director, Chet Bor and Paratransit Scheduler, Jim Cline attended the StrataGen User's Conference and Training in Seattle. As a result of this, we are in the process of updating our system parameter files. This will maximize the functionality of the software as we transition from paper manifests to mobile data terminals and real time trip performance.
- This month two (2) operators earned Safe Driving Awards.

**Safety - Chet Bor, Director, Paratransit**

- The October Safety meetings covered the following topics:
  - Maintenance, Fixed Route and Paratransit all covered the recent DART customer satisfaction survey results.
  - Paratransit conducted instruction on intersection safety and procedures; breakdown procedures; tire safety; and continued AVL/MDT procedures.

**MONTHLY REPORT**  
**10A: Operations**



- Fixed Route concentrated on the November service changes and procedure for DART Central Station.
- Maintenance covered continued training on personal protective equipment; distracted driving; and shop procedures.
- September saw an improvement in the accident frequency rate (AFR) improving to 1.86 accidents per 100,000 miles, down sharply from 2.35 the previous month. Paratransit had another good month with an accident frequency rate of 150,696 miles between preventable accidents. The September AFR report:

FY13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD AFR
<b>Fixed Route</b>													
Accidents	2	9	5										16
Mileage	203,354	267,742	197,066										668,162
AFR	101,677	29,749	39,413	0	0	0	0	0	0	0	0	0	41,760
Per 100K Miles	0.98	3.36	2.54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.39
<b>Paratransit</b>													
Accidents	0	1	1										2
Mileage	100,080	107,517	93,794										301,391
AFR	100,080	107,517	93,794	0	0	0	0	0	0	0	0	0	150,696
Per 100K Miles	0.00	0.93	1.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.66
<b>DART</b>													
Accidents	2	10	6	0	0	0	0	0	0	0	0	0	18
Mileage	303,434	375,259	290,860	0	0	0	0	0	0	0	0	0	969,553
AFR	151,717	37,526	48,477	0	0	0	0	0	0	0	0	0	53,864
Per 100K Miles	0.66	2.66	2.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.86

**Training - Greg Schmitt, Manager**

- Two (2) Fixed Route Operators have graduated from training. Currently five (5) students are in training for Fixed Route.
- The Marketing Team and Planning Department assisted the Training Department with development of an, **Operator's Guide - November 2012 Service Change**. This new booklet provides turn-by-turn detail with maps for all the routes that are changing as well as the two new routes; Route 52 and Route 60. The Operator's Guide is a comprehensive set of instructions and will be an essential tool in preparing the operators for the upcoming service changes.
- The training process for the November service changes is well underway. Table top reviews and route familiarization are required of all fixed route operators. Training sessions will last three (3) hours and will begin with a review of the Operator's Guide and instruction on the changes for each route. The second part of the session will be a tour route familiarization of the new routes and areas that are unfamiliar or new.
- Fixed route operators will also receive required training on DART Central Station (DCS). Operations. It is scheduled for the middle of November and will last for a minimum of two (2) hours on site at DCS. Sessions will begin with a presentation reviewing safety procedures and navigation to the platforms. The second part of the session will consist of operators practicing safety procedures and procedures for entering, boarding/alighting and exiting DART Central Station.





**MONTHLY REPORT**  
**10A: Operations**



- The Quarterly Instructor's Roundtable was held on October 24, 2012. Instructors were introduced to the Operator's Guide and the outline for the Table Top Review and Tours that are currently underway in preparation for the November service changes.

**Buildings & Grounds - Jim Garrett, Manager**

- Building Supervisor Keith Welch and Jim Garrett have been very busy getting DART Central Station ready for the ribbon-cutting and occupancy. They done a great job!
- DART's contractor has been very busy replacing sections of deteriorated concrete on the property. The work performed in the front of the building is a good improvement.
- The older section of the bus storage facility is undergoing work to change the air handlers. This will be a cost-efficient way to improve the heating systems and emissions monitoring.

<b>10B: Marketing and Communications, Customer Service and RideShare Departments</b>
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## **DART Central Station Grand Opening**

The ceremonies for the opening of DART Central Station were held in late October. Here is a brief summary of the ceremonies:

**Tuesday, October 23 – A Ribbon Cutting Ceremony** was held at 2 p.m. for stakeholders, supporters and allies of DART. The event include remarks by Senator Tom Harkin, Congressman Leonard Boswell, FTA Region VII Administrator Mokhtee Ahmad, Senator Matt McCoy, Greater Des Moines Partnership CEO Jay Byers, the Commissioners, and General Manager Elizabeth Presutti. A ceremonial cutting of the ribbon was held. A reception followed, with self-guided tours of the facility. Staff members were on hand as tour hosts to help answer questions.

**Saturday, October 27 – An Employee Open House** will be held to give all of DART’s employees and their families a chance to explore the new facility before it is opened to the general public.

**Sunday, October 28 – A Customer Open House** will be held for DART’s customers, providing them an opportunity to see the facility before it opens to bus traffic as well as see parts of the facility that will be closed to the general public in the future.

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

- Staff is finalizing the materials for the informational sessions for November service change. Rider hang tags, “MyDART Book” guide and other materials are being printed and will be delivered the next week in preparation for the informational meetings.
- Public outreach for the information meetings has started to rollout with print ads, interior bus ads, shelters ads. Staff will be utilizing emails, social media and radio to assist in getting the word out about the meetings. Staff will be videoing one of the informational meetings to be able to post on the website and will be accessible to customers not able to attend one of the meetings.
- Staff is finalizing marketing materials for the new services including Routes 52 and 60 that will be available during the Thanksgiving weekend, starting on “Black Friday.” DART is offering free rides Friday through Sunday that weekend to help people reach shopping destinations and to promote DART’s new services.
- Staff is making the final changes on the new maps and schedules for the November schedule changes and preparing the files for the printer.
- Staff is working diligently on all the last details with the rebranding of DART material. New business cards, letterhead, envelopes, folders and other marketing brochures are being finalized.
- Marketing, Customer Service, Planning and Trapeze are meeting weekly on DART’s new technologies and preparing all the data and information ready for deployments over the next 6 months.

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

*September Employer and Group Presentations:*

- Principal Orientation – 4 visits
- Downtown Farmers Market/Thursday

# MONTHLY REPORT

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

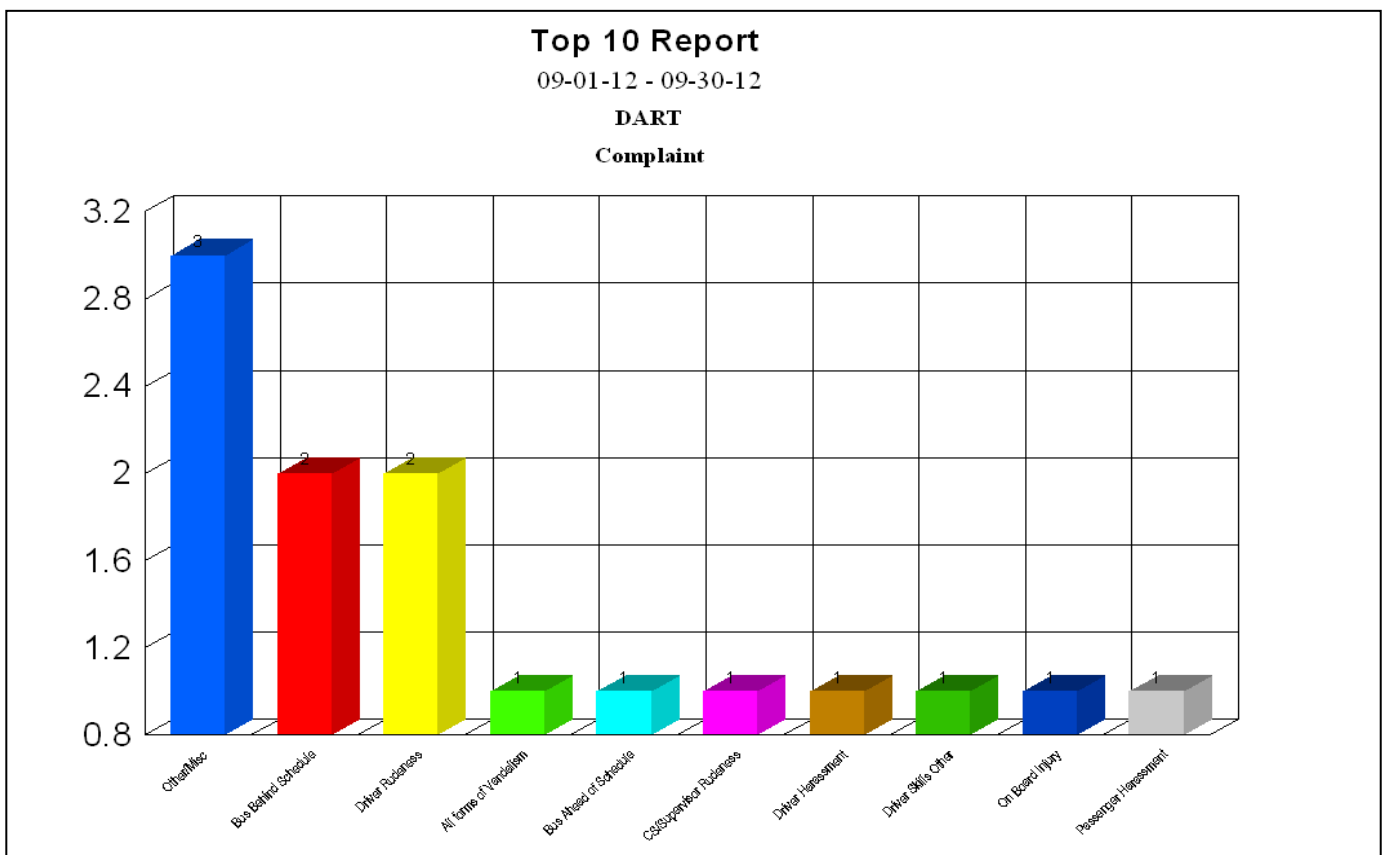


- Wellmark Grab & Go
- Downtown Farmers Market/Saturday

### September Customer Service Statistics:

- 107 emails
- 281 voicemails answered
- 85 complaints received
- 9 commendations received
- 26 inquiries/suggestions

Comments were down this month. The top five comments for September were: Other Misc., Bus Behind Schedule, Driver Rudeness, Vandalism and Bus Ahead of Schedule. Out of the 85 comments, 4 are still in the investigation process and 12 were founded which is 14.8% of the total comments for this month. D-Line ran smoothly this month, transportation continues to monitor the service very closely and utilizing the GPS system. Several complaints regarding trash at a bus stop, some concerns with Route 11 running behind schedule.



## MONTHLY REPORT

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



**Customer Service Enhancements:** Trapeze is working on the final changes for the Integrated Voice Response (IVR) we will be integrating the MyDART Schedule into the IVR system that will go live in November. The customer service staff is learning more every day about the AVL system.

**Point of Sale** machine (POS) the two additional machines will be installed at DART Central Station on October 22, 2012.

**Half Fare Photo Program** we will be integrating our Point of Sale (POS) machine. The new photo program will allow customer service to track all participants, run reports and reprint replacement cards easier.

#### **RideShare: Jennifer Long**

- Ellye Kovner was hired as the new RideShare Program Specialist.
- Ridership continues to increase with seven new riders to date in October and several pending contracts.
- Staff is getting ready to send out the quarterly newsletter. Staff will look at doing a monthly newsletter as we move forward.
- Staff is scanning files to move into a paperless environment.
- Staff is working on new marketing strategies including putting magnets on the back of vans showing where they are coming from.

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

- Staff manned a booth at the September 29<sup>th</sup> Downtown Farmers Market to invite people to the public open house at DART Central Station and the informational sessions in the second and third week of November. Staff spoke with or gave away DART materials to 88 people.
- Staff coordinated with the City of Des Moines on interview responses to Reconnecting America, a national organization focused on the connection between transportation and community development. The organization is using Greater Des Moines as a case study in bus-rapid transit, and focused the interview on the efforts to date on developing BRT in Greater Des Moines.
- Staff met Tuesday, October 16, with members of the Riverbend Neighborhood Association at the Salvation Army on 6<sup>th</sup> Avenue. Planning Director Jim Tishim attended, as well. Residents in the area expressed disappointment in the planned change to Route 6 on 9<sup>th</sup> Street, which will change to Route 16 and move to 13<sup>th</sup> Street beginning Friday, November 23. Staff gave a presentation on the overall changes and also addressed the changes directly affecting the neighborhood. Some residents will be required to walk farther to catch a bus; there will be two quality bus lines within a quarter mile in either direction of 9<sup>th</sup> Street. The association meeting was covered by *The Des Moines Register*.
- Staff responded to requests from *The Des Moines Register* for information on the Center Street Park and Ride, which was the focus of a finding of a recent Triennial Review by the FTA. Staff provided documents including a copy of the Triennial Review and the agreements between DART and the City of Des Moines on the operation of the parking garage and the related shuttle service. The reporter conducted several interviews with sources outside DART, as well. The resulting *Register* article focused on the finding and speculated on the possible implications of the finding. At this time, the FTA's review is ongoing.
- Staff worked with Michael Gartner of *Cityview* on an article in which he reflected on Greater Des Moines' transit history. The timing of the article was very appropriate, providing a "look back" before the turning of a major milestone in local transit history.

## MONTHLY REPORT

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



- Staff issued a media advisory on the DART Central Station ceremonies planned for October. Staff then worked with multiple media outlets on stories previewing the DART Central Station Ribbon Cutting Ceremony. These included WHO Radio, WHO TV, and KCCI. Each station broadcast stories prior to the event.
- Staff worked with multiple media outlets on the day of the ribbon-cutting ceremony. Members of the media were provided media kits with relevant information, given tours of the facility, and provided interviews with DART Commissioners and staff. The event was attended and reported on by several media outlets including WHO TV, KCCI, ABC 5 and *The Des Moines Register*.
- Staff worked with *The Des Moines Register* and the Public Art Foundation of Greater Des Moines to arrange interviews with the three artists who produced pieces for DART Central Station. The interviews have not been published at this time.
- Staff issued a press release on the ribbon cutting that recapped the significance of the event. The release included statements from the guest speakers and from DART Commission Chair Steve Van Oort.

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

#### *New September Advertisers*

- Camerlot
- Strategic America

<b>10C: Planning Department</b>
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**Staff Resource:** Jim Tishim – Planning Director

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## AVL/RTIS & Trip Planner Update

- Vehicle installation:
  - Seven new 2011 and 2012 Eldorado Aerotech Paratrasnit buses have been surveyed for wiring and AVL equipment placement. DART is working with Trapeze on an installation date.
- INFO-IVR Trip Planner Program:
  - DART received the first round of system changes.
  - The second round of changes was delivered to Trapeze and is currently in final development.
- TransitNOW Trip Planner Program:
  - The Trapeze development of this program was delayed extensively due to development problems. This summer, Trapeze scrapped their current development and went back to the drawing board.
  - DART received the new TransitNOW product on September 14, 2012.
  - Our first round of changes was delivered to Trapeze for further development.
- INFO-Agent Trip Planner Program:
  - Schedule Information and Planning Department staff have been troubleshooting the system and making adjustments as required.
- Real Time Map Module:
  - The Real-Time Map Module completed Trapeze development and was installed into the system. Testing is in progress.
- Training Schedules:
  - Maintenance Onboard Equipment Training was completed on September 18-20, 2012.
  - Maintenance Fixed Site Equipment Training was completed on September 24, 2012. Training also included all the radio equipment in the Principal 801 Grand Ave tower.
- DART Central Station AVL Equipment:
  - The 15 exterior platform signs, 6 platform display signs and interior display monitors were all delivered and installed and operational for the Grand Opening Ceremonies on October 23, 2012.
  - Progress is being made to resolve a couple remaining system problems.

**Planning Department Projects**

- The Planning Department is working extensively on the development of the November 23, 2012 service changes.
- Four New Park & Ride Locations were finalized:
  - Dahl's Foods at E. P. True Pkwy and 50<sup>th</sup> on route #96 E.P. True Express.
  - Polk County River Place at 2309 Euclid Ave on route #6 W 9<sup>th</sup> & Douglas. This route halve will become the new #16 Douglas Ave on November 23, 2012.
  - Westchester Evangelical Free Church at 4919 Aurora Ave. on new route #14 Beaver Ave.
  - Lutheran Church of Hope at 925 Jordan Creek Pkwy on new route #52 Valley West/Jordan Creek.

## MONTHLY REPORT



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

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- DART Central Station - Working through punch lists, move plans and final ribbon cutting preparations for the DART Central Station were the main focus this month for me and many staff members.

The DART Central Station Ribbon Cutting Event which was held on October 23<sup>rd</sup> at 2:00 pm was very successful and we heard numerous positive comments about the facility. Over 150 people attended the event.

The staff move to DART Central Station will occur on Thursday, November 8, 2012. The first day of official business at DART Central Station will be on November 12, 2012. Building hours between November 12 and November 23 will be from 8:00 am to 5:00 pm.





## FUTURE DART COMMISSION ITEMS OCTOBER 30, 2012

November 27, 2012 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>- DART Security Contract</li> <li>- Legislative Priorities</li> <li>- STP Application Consent</li> <li>- Paratransit No-Show Policy</li> <li>- DART Central Station Change Order and Update</li> <li>- Electronic Document Management System</li> </ul>	<ul style="list-style-type: none"> <li>- TRAC Update</li> <li>- Establish Records Retention Committee</li> <li>- November Service Change Update</li> <li>- FY 2014 Budget</li> </ul>
December 18, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>- FY 2012 Audit</li> </ul>	<ul style="list-style-type: none"> <li>- DART Central Station Update</li> <li>- Records Retention Policy</li> <li>- November Service Change update</li> <li>- FY 2014 Budget</li> </ul>
January 29, 2012 - 5:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> <li>- FY 2014 Budget</li> <li>- TRAC Update</li> <li>- Quarterly Safety Report</li> </ul>
February 26, 2012 - 5:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>- FY 2014 Budget</li> <li>- FY 2014 Grants</li> </ul>	
March 26, 2012 - 5:00 P.M.	
Action Items	Information Items

### Key Meetings/Dates:

- November 14-16, 2012: IPTA Mid-Year Meeting - West Des Moines, IA

### Other Future Items:

## COMMISSIONER ITEM



<b>12A: Commission Meeting Dates And Times</b>
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**Staff Resource:** Whitney Davidson, Executive Coordinator & Commission Clerk

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- Based on current meeting dates the proposed 2013 DART Commission Meeting dates are:

**Commission Meeting Dates 2013:**

- **January 29**
  - **February 26**
  - **March 26**
  - **April 30**
  - **May 28**
  - **June 25**
  - **July 30**
  - **August 27**
  - **September 24**
  - **October 29**
  - **November 26**
  - **December 17**
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- The meeting time for the November 27, 2012 Commission Meeting has been moved to 12:00 pm.

## COMMISSIONER ITEM



<b>12B:</b>	<b>Legislative Committee</b>
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**Staff Resource:** Elizabeth Presutti, General Manager

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- Historically, the DART Commission has established a Legislative Committee to develop and discuss the upcoming year's Legislative agenda. The committee last year included Commissioners Christine Hensley, Skip Conkling and Steve Brody.
- Staff is seeking to establish a committee to determine the DART 2013 Legislative Priorities.
- On December 7, 2012 – staff would like to hold a breakfast for the State Representatives in the DART Service area at DART Central Station. Staff will provide an overview of DART as well as discuss our legislative priorities. Invitations will be sent out in early November.