

## DES MOINES AREA REGIONAL TRANSIT AUTHORITY NOTICE OF COMMISSION MEETING AND AGENDA JANUARY 8, 2013 – 4:00 p.m. DART MULTIMODAL ROOM, 620 CHERRY STREET

		PAGE #
1.	CALL TO ORDER	
2.	ROLL CALL AND ESTABLISHMENT OF QUORUM	
3.	NOTICE OF MEETING	
4.	APPROVAL OF JANUARY 8, 2013 AGENDA	
5.	PUBLIC COMMENT (Limit 3 minutes)	
6.	EMPLOYEE RECOGNITION	
7.	CONSENT ITEMS	
	A. November 27, 2012 Minutes	2
	B. RideShare Passenger Vans	6
	C. MPO & CIRPTA Committee Appointees	8
8.	ACTION ITEMS	
	A. November 2012 Financials	9
9.	DISCUSSION ITEMS	
	A. FY 2014 Budget Development	11
	B. DART Central Station Update	12
	C. NCAA Wrestling Tournament	16
	D. November 2012 Performance Report	17
10.	DEPARTMENTAL MONTHLY REPORTS (By Exception)	
	A. Operations	19
	B. Marketing	23
	C. Planning	27
	D. General Manager	29
11.	FUTURE AGENDA ITEMS	30
12.	COMMISSIONER ITEMS	
13.	OTHER – Communications	
14.	NEXT MEETING: Regular DART Meeting Tuesday, February 5, 2013 – 4:00 p.m.	
15.	ADJOURN	

# DES MOINES AREA REGIONAL TRANSIT AUTHORITY COMMISSION MEETING MINUTES

## 1100 DART Way – Des Moines, IA 50309 November 27, 2012

## **ROLL CALL**

Commissioners Present: Steve Brody, Angela Connolly, Tom Gayman, Christine Hensley, Gaye

Johnson, Bob Mahaffey, Steve Van Oort

Commissioner Absent: Skip Conkling

Alternates Present: Keith Ryan

Staff Present: Elizabeth Presutti, General Manager; Jamie Schug, Chief Financial

Officer; Chet Bor, Paratransit Manager; Gunnar Olson, Public Information Officer; Tom Reynolds, Chief Operating Officer; Jim Tishim, Planning Director; Randy Ross, HR Director; Debra Meyer, Capital Grants Manager; PJ Sass, Customer Service Manager; Jennifer Long, RideShare Program Coordinator; Mark Burkman, Purchasing Manager; Amber Dakan, Staff Accountant; Greg Schmitt, Training

Manager; Nolden Gentry, Attorney, Brick Gentry, P.C.

Others Present: Matt Rodekamp, Substance Architecture; Todd Garner, Substance

Architecture; Bill Wimmer, Lobbyist; Alexander Grgurich, TRAC

#### **CALL TO ORDER**

The meeting was called to order by Steve Van Oort at 12:02pm. 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 November 27, 2012 meeting agenda.

It was moved by Mr. Mahaffey and seconded by Ms. Johnson to approve the November 27, 2012 Agenda. The motion carried unanimously.

#### **PUBLIC COMMENT**

No public comments.

#### TRAC

Alexander Grgurich, TRAC chair gave an update to the Commission on their last meeting. TRAC was given an overview of the AVL System, discussed goals of TRAC and recognized the 5 founding members of TRAC with a plaque. A new chair will be appointed at the next meeting.

#### **CONSENT ITEMS**

- 7-A October 30, 2012 Minutes
- 7-B DART Security Guard Services for DART Facilities
- 7-C STP Application Consent
- 7-D October 2012 Financial Report

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

#### **ACTION ITEMS**

## Action Item 8A - DART Central Station Change Order and Project Update

Todd Garner, of Substance Architecture gave an update to the Commission.

- The project ended up where we thought in regards to the contingency budget
- Substantial completion was on October 22
- An ADA accessible door will be added at the top of the stairs
- A heat pump may need to be added to the vendor space until we have a tenant in the space
- The thermostat at the bottom of the stairs will need to be moved up
- The B-Cycle contract will go through Weitz Construction

It was moved by Ms. Hensley and seconded by Ms. Johnson that the Commission approve the DART Central Station Change Order #8. The motion carried unanimously.

## Action Item 8-B - 2013 State and Federal Legislative Priorities

Bill Wimmer, DART's Lobbyist addressed the Commission in regards to the 2013 Legislative priorities. Mr. Wimmer also mentioned that DART will be hosting a Legislative breakfast at DART Central Station on December  $7^{th}$  at 7:30am.

- Bus Rapid Transit Pursue new funding opportunities for large-scale transit projects in Iowa such as bus-rapid transit.
- Protect DART's Civil Servants Work to steepen penalties on assailants of DART employees.
- Commercial Property Tax Reform Monitor and, where appropriate, make comments on efforts to reform commercial property taxes to minimize impacts to DART.

It was moved by Ms. Hensley and seconded by Mr. Mahaffey that the Commission approve the 2013 State and Federal Legislative Priorities. The motion carried unanimously.

## 8-C - Paratransit Bus Plus No-Show Policy Revision

Chet Bor, Paratransit Director addressed the Commission on the updated policy.

It was moved by Mr. Mahaffey and seconded by Ms. Hensley that the Commission approve the revised Paratransit Bus Plus No-Show Policy. The motion carried unanimously.

#### **DISCUSSION ITEMS**

## 9A - November 2012 Service Change

Gunnar Olson, Public Information Officer updated the Commission regarding the service change and the Public Open Houses. We've gone through 4,000+ of the 5,000 My DART Books that were ordered. Tweak's will be made and more books will be ordered to use as an ongoing tool.

Tom Reynolds, Chief Operations Officer gave an update to the Commission. Tom recognized Greg Schmitt for his efforts preparing the Operators. Customers were very appreciative of the soft opening and being able to ride for free. Having Transit Ambassadors was a big success again. We are working to create a new culture of safety. Cutting between the busses and smoking are being addressed by staff and security.

## 9B - October 2012 Performance Report

Elizabeth Presutti, General Manager updated that ridership was up by 1.5% over last year. Ankeny Express showed a huge increase in part to the addition of mid-day service and the extension to the DMACC campus.

Ms. Hensley suggested taking the financials off of the consent agenda and moving them to the main agenda/Action Items.

Ms. Schug will follow up with Mr. Mahaffey regarding the budget.

#### MONTHLY REPORTS

## **Operations Report**

Tom Reynolds, Chief Operating Officer updated that we will be having the decorated trolley again this year.

## **Marketing Report**

No update

#### **Planning Report**

No update

#### **General Manager**

Elizabeth Presutti, General Manager commended staff for all their hard work on all of the service changes this year and with all of the work on the new building.

#### **FUTURE AGENDA ITEMS**

No update

#### **COMMISSIONER ITEMS**

#### 13A - Records Retention Committee

Ms. Presutti recommended establishing a Records Retention Committee to review the Records Retention Policy for approval by the Commission.

Alternate Keith Ryan and Commissioner Gaye Johnson have volunteered to act as the Review Committee.

## 13B - Meeting Times

Mr. Van Oort opened the discussion with the Commission regarding future Commission meeting times. It was decided that 4:00pm on the first Tuesday of the month works best for the Commission.

The next meeting will be held on January  $8^{th}$  at 4:00pm. The clerk will send out meeting invites for the following year.

## **OTHER - Communications**

Mr. Van Oort updated the Commission that he will be stepping down as Mayor of the City of Ankeny effective December 7th. Mr. Van Oort will need to be re-elected by the City Council to stand as a DART Commissioner.

## **ADJOURNMENT**

The regular Commission Meeting was adjourned at 1:06pm.

Next Meeting January 8, 2013 at 4:00pm	
2013 Meeting Dates Jan 8, Feb 5, Mar 5, Apr 2, May 7, Jun 4, Jul 2, Aug 6, Sep 3, Oct 1, Nov 5, Dec 3	
Chair	Clerk
Date	

## **CONSENT ITEM**



7B:	RideShare Passenger Vans
Action:	A) Approve a two year contract with Bob Brown Chevrolet for 12 and 15- passenger vans for the RideShare Program not to exceed \$1,750,000.
	B) Approve the purchase of eleven (11) passenger vans for the RideShare Program at a cost not to exceed \$525,000.

**Staff Resource:** Mark Burkman, Purchasing Manager

## **Background:**

- DART's RideShare fleet includes minivans, 12-passenger vans and 15-passenger vans.
- DART's prior RideShare van contract for 12 and 15-passenger vans was awarded to Karl's Chevrolet of Ankeny, Iowa and the contract for minivans was awarded to Wilson Toyota of Ames. These contracts have completed their terms.
- DART's vanpool fleet of over 100 vans that need to be replaced every 5-years assuming the van has operated 100,000 miles.
- These eleven vans will be 2013 model-year vehicles and be used to replace the oldest vans in the fleet.

## **Procurement:**

• DART conducted a Request for Bid for the purchase of passenger vans in November 2012. Bob Brown Chevrolet was the lowest bidder on 12 and 15-passenger vans including 15-passenger vans retrofitted with 11 and 12 bucket seats.

	12 Passe	enger	15 Passe	enge	r	15 Passenger w/ Bucket Seats					
	Chevrole	t 3500	Chevrole	et 35	00	Chevrolet 3500					
Bob Brown	2013 Model Year	\$ 25,804.00	2013 Model Year	\$	26,964.00	2013 Model Year - 11 Seat	\$	33,465.00			
Chevrolet	2014 Model Year	\$ 26,100.00	2014 Model Year	\$	27,240.00	2013 Model Year - 12 Seat	\$	34,495.00			
						2014 Model Year - 12 Seat	\$	34,895.00			
	Chevrole	t 3500	Chevrole	et 35	00						
Karl	2013 Model Year	\$ 27,551.00	2013 Model Year	\$	28,667.00						
Chevrolet	2014 Model Year	\$ 27,671.00	2014 Model Year	\$	28,777.00						
	2015 Model Year	\$ 27,801.00	2015 Model Year	\$	28,887.00						

- Estimated delivery is 10-12 weeks
- DART did solicit quotes for minivans, however, due to the recent Buy America ruling staff is not recommending a contract award at this time for minivans.

#### **Funding:**

Adopted DART Capital Program.

#### **Recommendation:**

# **ACTION ITEM**

# **7B: RideShare Passenger Vans**



• Approve the purchase of eleven (11) passenger vans for the Rideshare Program at a cost not to exceed \$525,000.

## **CONSENT ITEM**



7C: Des Moines Area MPO and CIRTPA Staff Representation for DART

Action: Appoint the DART Staff representatives at certain MPO and

**CIRTPA** meetings

**Staff Resource:** Whitney Davidson, Executive Coordinator

## **Background:**

• The Des Moines Area Metropolitan Planning Organization (MPO) and the Central Iowa Regional Transportation Planning Alliance (CIRTPA) require annual approval of staff representatives serving as:

#### **MPO**

- A voting member to the Policy Committee.
- A voting member to the Transportation/Technical Committee.

#### **CIRTPA**

- An advisory member on the Policy Committee
- A voting member on the Technical Committee

## **Recommendation:**

Appoint the following DART staff members to serve in 2013 on the MPO and CIRTPA Committees:

#### MPO:

**Voting Member on Policy Committee** 

Representative: Elizabeth Presutti, General Manager Alternate: Jamie Schug, Chief Financial Officer

<u>Voting Member on Technical Committee</u>

Voting Member: Jim Tishim, Planning Director Alternate: Tony Filippini, Transit Planner

## **CIRTPA:**

Advisory Member on Policy Committee

Representative: Elizabeth Presutti, General Manager Alternate: Jamie Schug, Chief Financial Officer

**Voting Member on Technical Committee** 

Voting Member: Jim Tishim, Planning Director Alternate: Tony Filippini, Transit Planner

## **ACTION ITEM**



8A: November FY2013 Consolidated Financial Report

Action: Approve the November FY2013 Consolidated Financial Report

**Staff Resource(s):** Amber Dakan, Staff Accountant

Jamie Schug, Chief Financial Officer

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

#### Revenue:

- <u>Fixed Route Operating Revenue</u> for FY2013 is performing near budgetary expectations. With the holiday, fare revenue was down slightly for the month of November.
- <u>Fixed Route Non-Operating Revenue</u> for the year is at projected levels for funding. It is in within 1% of budgeted revenues year to date.
- <u>Paratransit Operating Revenue</u> was less than budgetary expectations by approximately 19%. Polk County Funding, a significant portion of Paratransit Revenue, continues to be the primary reason for the shortfall.
- <u>Rideshare Revenues</u> were just shy of budgeted dollars at \$81,377 for the month of November. Year to date, Revenues are down by approximately 5%. Ongoing promotions coupled with complimentary tax law is hoped to increase ridership.

## Operating Expense:

- <u>Fixed Route Budget Summary</u> Fixed Route expenses maintained below budget totals for the month of November. We expect expenses to increase in the coming months as a result of the November service change.
- <u>Paratransit Budget Summary</u> Year to date Paratransit expenses were below budget, however, the expense reduction was not enough to offset the decrease in revenue.
- <u>Rideshare Expenses</u> are still approximately 15% below budgetary expectations for the fiscal year to date. Savings are being enjoyed in fuels, but also in lower vehicle repairs expenditures.

## **Recommendation:**

• Approve the November FY2013 Consolidated Financial Report.

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

Fixed Route	\$ 1,062,966	Reserve	For	Accidents	(See	Balance	Sheet):
Paratransit	\$ (162,320)				FY20	)13 \$1	,378,967
Rideshare	\$ 42,305						
Total	\$ 942,951						

FIXED ROUTE	N	lovember 2012		Year-To-Date-(5) Months Ending 11/30/2012					
	Actual	Budgeted	Variance	Actual	Budgeted	Variance			
Operating Revenue	324,425	387,019	(62,594)	1,931,173	1,935,095	(3,922)			
Non-Operating Revenue	1,299,728	1,331,818	(32,090)	6,703,729	6,659,090	44,639			
Subtotal	1,624,153	1,718,837	(94,684)	8,634,901	8,594,185	40,716			
Operating Expenses	1,490,264	1,729,539	239,275	7,732,374	8,754,623	1,022,249			
Gain/(Loss)	133,889	(10,702)	144,591	902,528	(160,438)	1,062,966			

PARATRANSIT	N	lovember 2012		Year-To-Date-(5) Months Ending 11/30/2012					
	Actual	Budgeted	Variance	Actual	Budgeted	Variance			
Operating Revenue	177,670	209,683	(32,013)	852,588	1,048,145	(195,557)			
Non-Operating Revenue	51,368	63,263	(11,895)	290,690	316,315	(25,625)			
Subtotal	229,038	272,946	(43,908)	1,143,278	1,364,460	(221,182)			
Operating Expenses	224,879	258,636	33,757	1,234,317	1,293,180	58,863			
Gain/(Loss)	4,159	14,310	(10,151)	(91,040)	71,280	(162,320)			

RIDESHARE	N	lovember 2012			Year-To-Date-(5) Months Ending 11/30/2012		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance	
Operating Revenue Non-Operating Revenue	81,377	83,333 -	(1,956)	397,123 -	416,665 -	(19,542) -	
Subtotal	81,377	83,333	(1,956)	397,123	416,665	(19,542)	
Operating Expenses	71,592	82,829	11,237	352,299	414,145	61,846	
Gain/(Loss)	9,785	504	9,281	44,825	2,520	42,305	

# **DISCUSSION ITEM**



9A: FY 2014 DART Budget Development

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

## **Presentation:**

• A presentation updating the Commission on the status of the FY2014 DART budget will be made at the Commission meeting.

## **DISCUSSION ITEM**



9B: DART Central Station Construction Update

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

## FTA Monthly Report:

• The November 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.

# **DART CENTRAL STATION**



# FTA MONTHLY STATUS REPORT WORK COMPLETED -NOVEMBER 2012

#### **PROJECT OVERVIEW**

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

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

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

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

#### **Project Webcam:**

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

## CONSTRUCTION (WEITZ COMPANY CONSTRUCTION CONTRACT)

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

- 1) The following construction activities have been completed or were in process during the month of November 2012.
  - Carpet installation nearly complete
  - HVAC commissioning is complete
  - Photovoltaic installation is complete
  - South Art Wall installation is in process
- 2) The following construction work is anticipated during the month of **December 2012**:
  - Punchlist items will be completed
  - South wall art installation will conclude

Page **1** of **3** 



- 3) The following shop drawings/submittals were approved in the month of November 2012:
  - On-going LEED-Documentation
  - Commissioning checklists
- 4) The following **shop drawings/submittals are anticipated (or under continued review)** in the month of **December 2012**:
  - Closeout documents
  - Commissioning checklists

## Safety:

No safety incidents were reported.

#### **Construction Schedule:**

The employee move-in occurred the weekend of November 9, 2012. Bus service began at the facility November 23, 2012.

## **Payment Applications:**

Pay application # 15 was submitted and approved in the amount of \$538,871.00 (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 November 2012:

TOTAL \$65,536.09

DART COMMISSION AUTHORIZATION	\$16,395,500.00
WEITZ BASE BID WITH ALTERMATES	\$15,137,960.00
Weitz Base Bid	\$14,682,000.00
Alternates and Geothermal Wells	\$455,960.00
CONTINGENCY	\$1,257,540.00
Approved Change Orders Prior Months	\$1,136,641.00
Approved Change Orders This Month	\$65,536.09
TOTAL CHANGE ORDERS TO DATE	\$1,202,717.09
REMAINING CONTINGENCY	\$54,822.91

Current Weitz Contract Value = \$16,340,677.91

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

#### Davis Bacon:

Davis-Bacon interviews have concluded.

January 8, 2013

Page **2** of **3** 



#### DBE:

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

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

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

#### **Project Issues:**

No new significant issues.

#### **OTHER PROJECT ACTIVITIES**

#### **Public Art:**

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

- Lynn Basa
- David Dahlquist
- Troy Corliss

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

## Joint Development:

The Brokers continue to pursue potential tenants. Interest in the space is growing.

There are currently 5 active prospects that are exploring the space – including coffee and sandwich shops as well as a hybrid convenience and food establishment.

## **ATTACHMENTS**

# **DISCUSSION ITEM**



9C: NCAA Wrestling Tournament

**Staff Resource:** Kirstin Baer-Harding, Marketing Director

Jim Tishim, Planning Director

 A presentation on DART's service plan for the NCAA Wrestling Tournament will be given at the meeting.



# System Summary Performance Report November 2012

	May	June	July	August	September	October	November	November	Percent Change	FY13 Year To	FY12 Year To	Percent YTD Change
	2012	2012	2012	2012	2012	2012	2012	2011	2012/2011	Date	Date	2013/2012
DART Fixed Route												
Total Ridership	361,450	279,056	263,187	524,609	339,496	385,505	337,521	336,186	0.40%	1,850,318	1,828,644	1.19%
OTT Ridership	20,696	19,333	18,837	19,910	14,501	19,436	16,885	15,987	5.62%	89,569	96,979	-7.64%
Unlimited Access Ridership	36,213	31,206	33,373	40,894	34,530	42,682	35,943	34,747	3.44%	187,422	184,113	1.80%
Bike Rack Usage	4,574	4,781	5,156	5,952	4,168	4,628	3,295	2,858	15.29%	23,199	23,271	-0.31%
Passengers/Revenue Hour	23.68	18.38	17.77	27.59	24.59	23.80	23.27	23.70	-1.81%	23.62	23.56	
Avg. Passengers Weekday	15,267	11,926	11,246	21,668	16,126	15,677	15,520	15,548	-0.18%	16,150	16,040	0.68%
Avg. Passengers Weekend Day	3,197	3,179	3,001	3,280	3,677	3,116	3,014	2,804	7.51%	3,219	3,209	0.31%
Complaints/100,000 Riders	24.90	36.55	32.68	19.82	25.04	29.83	22.52	27.66	-18.60%	25.18	30.73	-18.05%
Commendations/100,000 Riders	1.94	3.58	1.14	5.53	2.65	4.93	1.48	1.78	-17.00%	3.51	3.23	8.88%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	2.45	1.54	0.51	1.51	1.02	3.58	1.73	1.85	-6.50%	1.89	1.72	9.77%
Non-Preventable/100,000 Miles	0.98	0.51	1.01	1.88	0.51	1.79	0.00	0.46	-100.00%	0.65	0.38	69.42%
Maintenance:												
Total Miles Operated	204,321	194,227	197,437	265,668	195,965	223,581	230,630	215,644	6.95%	1,113,281	1,047,464	6.28%
Road Calls/100,000 Miles	33.77	30.38	25.32	21.83	20.92	22.36	19.08	18.55	2.85%	21.83	20.81	4.88%
Active Vehicles in Fleet	113	109	107	107	109	112	125	129	-3.10%	112	129	-13.18%
DART Paratransit												
Total Ridership	11,820	11,124	11,351	12,528	10,818	12,941	11,554	11,680	-1.08%	59,192	62,351	-5.07%
Passengers/Revenue Hour	2.90	3.01	3.08	2.99	2.95	3.02	2.98	3.10	-3.87%	3.00	3.11	-3.41%
Average Trip Length	6.33	6.46	6.46	6.40	6.44	6.32	6.31	6.01	5.02%	6.13	5.53	10.80%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.43	4.38	0.00	1.29	1.50	0.00	1.44	0.00	#DIV/0!	0.83	1.45	-42.96%
Non-Preventable/100,000 Miles	1.43	0.00	1.41	0.00	0.00	1.27	1.44	0.00	0.00%	0.83	0.29	185.21%
Maintenance:												
Total Miles Operated	70,036	68,512	70,799	77,470	66,697	78,563	69,461	67,176	3.40%	362,990	345,098	5.18%
Active Vehicles in Fleet	29	29	29	29	29	29	29	29	0.00%	29	29	0.00%
DART RideShare												
Total Ridership	24,380	22,846	21,840	23,152	20,142	24,266	20,752	22,784	-8.92%	110,152	117,232	-6.04%
Total Vans in Circulation	95	94	93	92	93	93	93	96	-3.13%	93	97	-4.33%
Total RidesShare Customers	865	854	852	823	825	817	823	884	-6.90%	828	882	-6.14%
Accident Frequency Rate by Service:												
Preventable	0.00	1.82	0.00	0.00	0.00	0.00	0.00	0.61	0.00%	0.00	0.11	0.00%
Non-Preventable	1.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	#DIV/0!	0.00	0.69	-100.00%
Maintenance:												
Total Miles Operated	174,358	165,175	162,124	175,048	148,781	177,835	156,349	165,274	-5.40%	820,137	872,406	-5.99%
Active Vehicles in Fleet	100	100	100	100	100	100	93	99	-6.06%	100	109	-8.42%



# System Performance Ridership Report November 2012

									Percent	FY13	FY012	Percent YTD
	May	June	July	August	September	October	November	November	Change	Year To	Year To	Change
	2012	2012	2012	2012	2012	2012	2012	2011	2012/2011	Date	Date	2013/2012
DART Fixed Route Ridership	361,450	279,056	263,187	524,609	339,496	385,505	337,521	336,186	0.40%	1,850,318	1,828,644	1.19%
Local Routes:												
#1 - Fairgrounds	21,441	14,814	13,327	213,812	19,548	22,441	20,842	19,212	8.48%	289,970	294,690	-1.60%
#3 - University	74,507	64,156	59,404	71,668	74,618	83,627	65,711	72,406	-9.25%	355,028	354,674	0.10%
#4 - Urbandale	35,042	26,061	24,619	29,278	28,837	33,576	26,822	32,526	-17.54%	143,132	155,414	-7.90%
#5 - Clark	18,564	13,987	13,847	16,532	17,702	19,524	13,460	17,217	-21.82%	81,065	80,329	0.92%
#6 - Douglas	57,031	44,460	42,059	52,391	54,118	59,848	44,881	52,601	-14.68%	253,297	254,245	-0.37%
#7 - Ft. Des Moines	50,315	40,914	37,477	46,431	46,889	53,848	44,200	44,768	-1.27%	228,845	217,153	5.38%
								· ·		-		
#8 - South Union	15,390	9,323	10,009	14,265	15,514	17,439	12,396	14,355	-13.65%	69,623	63,399	9.82%
#11- Ingersoll Ave.	20,572	18,482	17,890	19,619	19,482	21,358	14,482	19,269	-24.84%	92,831	95,653	-2.95%
#13 - SE Park Ave.	7,182	628	584	3,879	7,129	7,717	6,931	6,537	6.03%	26,240	24,782	5.88%
#14 - Beaver Ave.	0	0	0	0	0	0	5,152	0	100.00%	5,152	0	#DIV/0!
#15 - 6th Ave.	0	0	0	0	0	0	6,530	0	100.00%	6,530	0	#DIV/0!
#16 - Douglas Ave.	0	0	0	0	0	0	9,208	0	100.00%	9,208	0	#DIV/0!
#17 - Hubbell Ave.	0	0	0	0	0	0	4,764	0	100.00%	4,764	0	#DIV/0!
#52 - Valley West/Jordan Creek	0	0	0	0	0	0	2,154	0	100.00%	2,154	0	#DIV/0!
#60 - Ingersoll/University	0	0	0	0	0	0	4,428	0	100.00%	4,428	0	#DIV/0!
#71 - Ankeny/Delaware**	995	806	689	820	641	709	435	911	-52.25%	3,294	4,804	-31.43%
Shuttle Routes:												
Link Shuttle	941	636	937	1,173	1,125	1,582	1,478	1,193	23.89%	6,295	6,589	-4.46%
Dline	18,545	16,900	16,363	19,869	17,633	20,912	16,347	14,936	9.45%	91,124	82,531	10.41%
DMACC	135	18	0	0	0	0	0	164	-100.00%	0	809	-100.00%
Lincoln/McCombs	8,842	76	0	4,644	10,555	11,681	10,367	8,397	23.46%	37,247	28,812	29.28%
Express Routes:	-,		•	-,0		,	,	5,51	2011070	J.,		
#90 - Airport South Business Park	869	174	0	0	0	0	0	992	-100.00%	0	5,031	-100.00%
#91 - Merle Hay Express	1,511	1,021	677	849	698	999	1,062	1,646	-35.48%	4,285	8,053	-46.79%
#92 - Hickman Express	2,824	2,785	2,797	3,079	2,751	3,225	2,698	2,687	0.41%	14,550	13,507	7.72%
#93 - NW 86th Express	4,533	4,247	3,861	4,450	3,493	4,130	3,455	4,455	-22.45%	19,389	23,164	-16.30%
#94 - Westown	1,471	1,383	1,488	1,478	1,281	1,590	1,534	1,256	22.13%	7,371	6,425	14.72%
#94 - Westown #95 - Vista												
	2,614	2,318	2,227	2,479	1,972	2,311	2,032	3,035	-33.05%	11,021	14,945	-26.26%
#96 - E.P. True	3,221	2,837	2,826	3,066	2,768	3,199	2,672	3,351	-20.26%	14,531	18,064	-19.56%
#98 - Ankeny	6,801	6,524	6,458	8,401	7,966	9,372	7,830	7,146	9.57%	40,027	36,813	8.73%
#99 - Altoona	2,649	2,165	1,945	2,276	1,803	2,321	1,894	2,089	-9.33%	10,239	12,081	-15.25%
On-Call/Flex Routes (Operated by Paratra	•		4.50		4 110	0.10			0.5404	0.05	0.40	<b>=</b> 0.404
On-Call: Ankeny	165	175	172	177	159	212	165	171	-3.51%	885	840	5.36%
On-Call: Des Moines	461	392	438	432	302	269	250	355	-29.58%	1,691	1,801	-6.11%
On-Call: Johnston/Grimes		541	595	817	448	676	474	1,895	-74.99%	3,010	0	#DIV/0!
#73 Flex: Urbandale/Windsor Heights	2,285	1,426	683	855	660	994	887	1,618	-45.18%	4,079	10,468	-61.03%
#72 Flex: West Des Moines/Clive	1,485	1,234	1,273	1,627	1,295	1,847	1,858	873	112.83%	7,900	8,658	-8.75%
On-Call: Clive ** (Ran for one week then combined with Flex Rou	911	0	0	0	0	0	0	125	-100.00%	0	4,010	-100.00%
On-Call: REGIONAL	148	573	542	242	109	98	122	0	0.00%	1,113	900	23.67%
DART Paratransit Ridership	11,588	11,116	11,351	12,528	10,818	12,941	11,554	11,680	-1.08%	59,192	62,351	-5.07%
Bus/Van	11,070	10,606	10,956	12,112	10,354	12,433	11,004	11,176	-1.54%	56,859	59,364	-4.22%
Cab	518	510	395	416	464	508	550	504	9.13%	2,333	2,987	-21.89%
DART RideShare Ridership	24,380	22,846	21,840	23,152	20,142	24,266	20,752	22,784	6.50%	110,152	117,232	-6.04%
TOTAL RIDERSHIP	397,418	313,018	296,378	560,289	370,456	422,712	369,827	370,650	-0.22%	2,019,662	2,008,227	0.57%

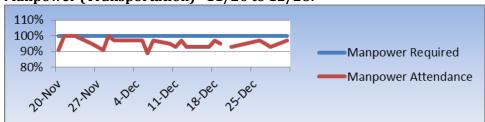


10A: Operations Department

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

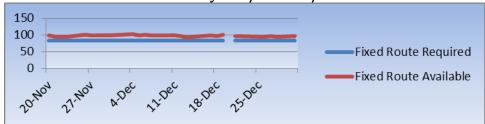
## **Operations Performance:**

## Manpower (Transportation) -11/20 to 12/28:

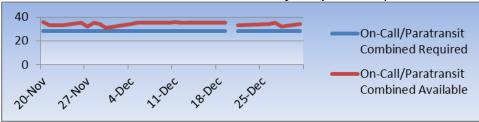


Service needs were meet 100% for AM Pullouts with the Extra Board.

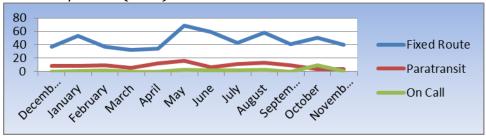
## Fixed Route Vehicle Availability - 11/20 to 12/28:



## Paratransit and On-Call Vehicle Availability - 11/20 to 12/28:



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



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

Many thanks goes out to Training Manager Greg Schmitt and Trainers Mike Kinney and Greg
Moore for training for all Operators in the new service changes and how to safely operator at
DART Central Station. Quality training reduced the number of problems encountered during
the first month of service.

# MONTHLY REPORT 10A: Operations



- Operator Jerry Toms celebrated thirty (30) years with DART in December; twenty-seven (27) of those years were accident free.
- December 20-21, 2012 were very trying days for Operations. Thanks to the Operators that showed up for work; it is amazing considering many others in the region didn't even consider going to work. The Operators and other employees should be commended for their dedication.
- Many thanks to IT for keeping computers and programs running for Dispatch.
- Dispatchers, Supervisors and Operations Admin staff attended a Trapeze Transit Master (AVL/MDT Dispatch Release 28.2 Upgrade) upgrade session December 12-13, 2012.
- Thanks to Operators Milton King, Joe Waltz, Bill Sanders and Karla Lair (Paratransit) for volunteering to assist with the evacuation of Elliott's Apartments in downtown Des Moines. There was a major water main break in the basement area which caused flooding to the boilers.

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

- Maintenance staff was on-hand when the 12/20 blizzard hit and worked hard to keep the fleet running to meet service requirements despite the partial lack of power in the Shop.
- DART's order of six (6) hybrid buses are on New Flyer's production line. DART is deploying contract inspectors, as well as its own technicians, to provide quality control services at this time. Delivery of the buses should be completed by early February.
- Mr. Lyle Maberry accepted the position as DART's Maintenance Supervisor. Lyle has years of vehicle maintenance experience and recently worked as the regional manager of a national truck leasing firm.

## Service Management - Mike Kaiser, Manager:

- Operations Supervisors did a great job of managing the service during the blizzard. Despite being down a PM Dispatcher, Supervisors picked up the slack and made sure service continued.
- Since the start of operations at DART Central Station, Manager Mike Kaiser has scheduled a
  Supervisor at the new facility as much as possible. The positioning of his staff there has been
  well-received by customers. The presence of Supervision, security and Customer Service staff
  has made the transition to the new service work very well.

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

- The recent blizzard caused a rare disruption of Paratransit services:
  - On 12/20, there was complete shutdown of services in the morning and 1100 DART Way was operating on limited auxiliary power. Paratransit provided four (4) medically necessary dialysis trips. All other trips were cancelled. The Flex Routes and limited On Call resumed service in the afternoon.
  - O The Des Moines Schools cancelled school again on Friday, December 21, leading to a partial shutdown of Paratransit services. Bus Plus, On Call and the Flex Routes continued to operate. Paratransit trips dropped dramatically with approximately 100 trips left on schedule. A typical weekday is 650+ paratransit trips. As the day progressed, there was a high number of No Shows and Cancellations as would be expected.
- Mobility Manager Jennifer Roberts is off to a busy and productive start, making contacts and receiving training:
  - o Attended twenty-six (26) meetings with DART, MPO, CICIL, CISS, PCHS/CY&FS, HIRTA, Refugee Services, IDOT, Lutheran Services, TMS, Dept of the Blind, Golden Circle/Eyerly



- Ball, Aging Advocates, Broadlawns, CSA, Trans Iowa, Midwest Ambulance, Child Serve, EndureIowa and Link Associates.
- o Training included overview of DART paratransit scheduling & dispatching, client management training with Link Associates and webinars with Easter Seals ProjectACTION and StrataGen.
- o Twenty-seven (27) hours of ride-alongs on both paratransit and fixed route to understand DART's services in preparation for development of a travel training program.
- Continued coordination with DART, HIRTA, Broadlawns, IDOT and University of Iowa Hospitals & Clinics for *Iowa Cares* trips that are, in part, funded by IDOT under the *Transit Cares* program.
- Supervisor Neil Hampton conducted outreach with Mainstream Living. Neil Hampton, Georgia Parkey and Chet Bor again attended the various DART Open House meetings for the November service changes.
- This month four (4) operators earned Safe Driving Awards.

## <u>Safety - Chet Bor, Director, Paratransit:</u>

- The following topics were covered at the December Safety meetings:
  - o Maintenance, Fixed Route and Paratransit had guest presenters from the Iowa Methodist Sleep Center. In light of the impending changes to DOT medical standards, they provided a comprehensive overview of sleep apnea and other sleep disorders.
  - o All three operating departments provided follow-up training for DART Central Station and a variety of other department specific operational procedures.
  - o Fixed Route and Paratransit conducted training on the personal pre-trip to ensure fitness for duty as an operator.
  - o Paratransit provided Smith System training on accident prevention, focusing on lane changing and merging.
- Over an eleven (11) day period between November 19th and November 30th, DART staff provided approximately 336 hours serving as "Transit Ambassadors" at DART Central Station and other strategic locations to assist passengers during the service changes. This is in addition to the ever present support provided by uniformed DART Operations Supervisors.
- There were four (4) preventable accidents in November for a combined accident frequency rate (AFR) of 76,522 miles between preventable accidents. Fixed Route had three (3) preventable accidents while Paratransit had one (1). The November AFR report:

					. ,				-				
FY13	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD AFR
Fixed Route													
Accidents	2	9	5	2	3								21
Mileage	203,354	267,742	197,066	227,675	206,504								1,102,341
AFR	101,677	29,749	39,413	113,838	68,835	0	0	0	0	0	0	0	52,492
Per 100K Miles	0.98	3.36	2.54	0.88	1.45	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.91
			•	•				•	•				
Paratransit													
Accidents	0	1	1	0	1								3
Mileage	100,080	107,517	93,794	111,021	99,583								511,995
AFR	100,080	107,517	93,794	111,021	99,583	0	0	0	0	0	0	0	170,665
Per 100K Miles	0.00	0.93	1.07	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.59
				•	'					'		'	
DART													
Accidents	2	10	6	2	4	0	0	0	0	0	0	0	24
Mileage	303,434	375,259	290,860	338,696	306,087	0	0	0	0	0	0	0	1,614,336
AFR	151,717	37,526	48,477	169,348	76,522	0	0	0	0	0	0	0	67,264
ary 8,2013 Mile	0.66	2.66	2.06	0.59	1.31	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.49

# MONTHLY REPORT 10A: Operations



## **Training - Greg Schmitt, Manager:**

- Six (6) Fixed Route Operators have graduated from training. Currently four (4) students are in training for the Fixed Route Department and one (1) student is in training for the Paratransit Department.
- Greg Schmitt, Training Manager, conducted an assessment of the Operator Training Program as a part of the Training Department's FY2013 goals. The assessment is under review by Operations Management and recommendations will be implemented pending approval.

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

- 1100 DART Way the 12/20 blizzard knocked out the power to the Garage. The emergency generator provided back-up power for partial operations functions. Buildings & Grounds staff worked diligently through the snowfall to keep the Garage open. After power was restored, the Buildings & Grounds team worked to double-check the functionality of all systems that were impacted by the outage.
- 1100 DART Way DART's concrete contractor finished up its work this year replacing sections of the yard. The last sections to be replaced did block access to the service lane. This prevented bus washing, but the Service team was still able to fuel buses thanks to pre-planning efforts.
- 1100 DART Way the updating of the air handlers in older section of the bus storage facility is almost complete and the contractor is refining the settings for optimizing the system. This will be a cost-efficient way to improve the heating systems and emissions monitoring.
- 1100 DART Way Manager Jim Garrett took on a side project to correct the Bus Wash. Increased water use concerned him and after working with his team the system is recycling water as designed.
- DART Central Station with the building under operations, Supervisor Keith Welch and Manager Garrett are working with the design team and contractors to adjust various systems (door access, heat pumps, etc.). The colder weather is providing an opportunity to test the capabilities of the geo-thermal heating system.
- DART Central Station snow removal at the new facility is under contract with C. Green Snow Removal. The company responded well to the aftermath of the recent blizzard.
- DART Central Station security and housekeeping services at the new facility are working well.
   American Security and the off-duty DMPD officers are keeping up with the goal to making the station a secure place for customers. Marsden's housekeeping efforts are keeping the station looking good.



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

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

- Staff has been distributing and mailing the new Express and Flex schedules to Apartment complexes throughout the metro area. Staff has been working with management on making the material accessible to tenants.
- Routes 52 and 60 are currently being promoted with print ads, bus ads, radio, and TV. We have teamed up with the TMA on promoting the new services with radio and TV ads.
- Staff is preparing print material (letterhead, business cards, envelopes, and brochures) for the printers. The new branding material will be printed on FSC and recycled papers.
- Staff has been working with Planning and Trapeze on the web technologies with finalizing the information and preparing for the roll outs.
- Staff assisted the Feed the Need event by providing passes for participants to use the day of the
  event.
- Staff distributed Thank You gifts to agencies, pass sales outlets and advertisers.
- Staff has been working with the Iowa Events Center, City of Des Moines and the Convention and Visitors Bureau on the upcoming NCAA Wrestling tournament, March 2013.

## **Customer Service Report: PI Sass**

*November Employer and Group Presentations:* 

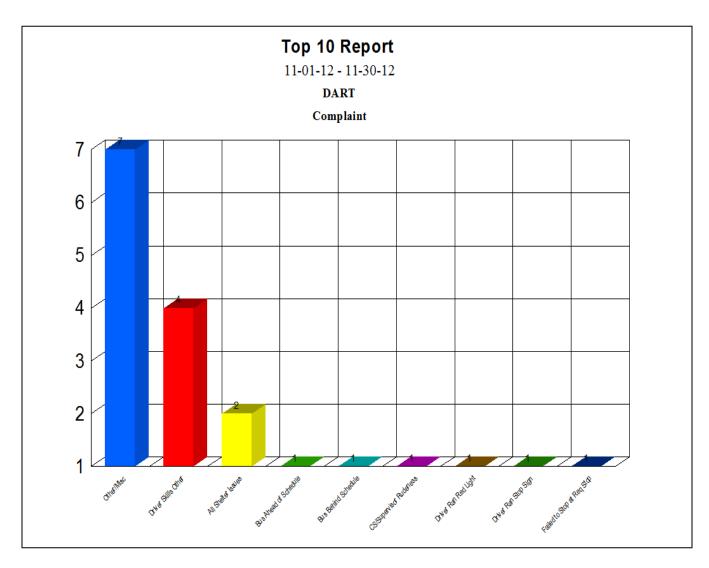
- Principal Orientation 4 visits
- Royal View Manor
- EMC
- Principal
- Nationwide 2 visits
- Wellmark

November Customer Service Statistics:

- 118 emails
- 89 voicemails answered
- 76 complaints received
- 5 commendations received
- 35 inquiries/suggestions

- Davis Brown Law Firm
- Iowa Lutheran Hospital
- Methodist Hospital
- Refugee Resettlement Program-train the trainer





Comments were up this month. The top five comments for September were: Other Miscellaneous, Driving Skills, Shelter Issues, Bus Ahead of Schedule and Bus Behind Schedule. Out of the 76 comments, 12 are still in the investigation process and 19 were founded which is 25% of the total comments for this month.

We did receive a few comments regarding route #5, #8 and #4 being changed. Several comment with regards to route #11 only running mid-days. With the new service and the transition off of Walnut we did receive several calls regarding lack of help. Customer Service phones had a long wait even with all staff taking calls. It has started to calm down to normal business levels as riders become more comfortable with the changes. We also received many calls regarding the extra staff we had on the platforms instructing riders where to go to catch their bus, customers were very appreciative.

<u>Customer Service Enhancements:</u> Integrated Voice Response (IVR) final stages have been completed. New voice messages have been updated for the new phone system; Lync and Seacom are working very well in the call centers.

<u>Half Fare Program:</u> The new program is working very well we now have the capability of reprinting photo ID's when needed.

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



<u>Walnut Street Transition:</u> the transition has gone very smoothly, after the first two weeks riders have become familiar with the bus platforms and where their bus/buses pull in out. The My DART books are very popular with the riders and are a frequent request.

## **RideShare: Jennifer Long**

- Staff is selecting 5-10 vans each month to do inspections, update route information and verify mileage.
- Staff is compiling a Quick Reference Guide for all the vans to include warranty info, accident procedures, basic maintenance and more.
- RideShare staff will be changing the department hours to accommodate their customers. Someone will be available from 7 am to 5 pm Monday through Friday starting January 2, 2013.
- RideShare had two accidents, four vehicles collided with a deer, one van was attacked by an owl for a total of seven accidents for the month of November.

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

- Staff executed its Severe Weather Communications Plan on Thursday, December 20, due to the "Blizzard of 2012," which dumped about 12 inches of snow on the metro causing icy roads and widespread power outages. DART was forced to suspend service for about six hours. It was only the third time in at least 19 years DART suspended service; the flood of 1993 and the blizzard of 2009 caused the two previous suspensions. DART's communication efforts included phone calls to major news outlets including WHO-TV, KCCI, ABC5, the Des Moines Register and Iowa Public Radio; updates on Facebook and Twitter; rider emails; website updates; and press releases.
- Staff responded to media inquiries into an advertising campaign by the Humane Society of the United States that included a wrapped-bus ad on a DART bus. The ad depicts pigs in pens and says, "Do you want to spend the rest of your life in a space as small as a bus seat? It's what Big Pork wants for pigs. But together we can change that." The Humane Society issued a press release Friday, December 14, announcing the ad campaign in Des Moines and Washington D.C. Several media outlets pursued the story, including the Des Moines Register and ABC 5. Staff provided factual information to reporters about the ad and DART's advertising policy. Staff stressed that, while DART's policy permits political and issue advertising, DART does not endorse the advertisers' views that, in short, the message in the ad was the Humane Society's, not DART's.
- Staff hosted the December meeting of the Downtown Council in the Multimodal Room of DART Central Station. The event was well attended with nearly 50 people. DART gave a brief presentation at the beginning of the meeting and gave a pair of tours of the new station at the end of the meeting. Those in attendance spoke highly of the new facility.
- Staff worked with Chad Taylor of Cityview on a brief year-end review on DART, which was a follow-up to a previous article in which he reported on his experiences riding the bus for two weeks. In the follow-up, he reported that a trip that previously took him one hour and 52 minutes had been shortened to 55 minutes.
- Staff worked with Kyle Oppenhuizen of the Des Moines Business Record on a year-end review of transportation issues, which highlighted the massive transformation to the regional transit system in 2012.
- Staff presented eligible applicants to the Transit Riders Advisory Committee (TRAC) to the appropriate Commissioners and General Manager Elizabeth Presutti. Once the appointments had been made, staff informed the new members and schedule an orientation session for Wednesday, January 2. The first TRAC meeting of 2013 is scheduled for Wednesday, January 9.

10B: Marketing and Communications, Customer Service and RideShare



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

New November Advertisers

- Trilix
- DM Social Club
- University of Iowa



**10C:** Planning Department

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

## AVL/RTIS & Trip Planner Update:

• INFO-IVR Trip Planner Program:

- o DART received the second round of system changes on November 16, 2012. The program has been tested and it is working as designed. We discovered a couple words that need to be changed, which is quick and a minor process.
- o An upgrade to the program is going to be installed shortly. The system will require another thorough testing for any changes prior to final implementation.
- Transit Master AVL System Upgrade to Version 28.2:
  - o DART has waited for several months to upgrade the Transit Master AVL System to the new 28.2 version. The new version has been in development with Trapeze and was to be installed earlier this fall.
  - o The new version resolved current problems in the program, as well as additional functionality and enhancements.
  - O DART and our consultants worked with Trapeze to establish a formal cutover plan for installation and testing of the system, and a rollback plan in case problems with the new system required rollback to the existing 27.1 version. The installation process was completed in two stages:
    - > Stage #1 The new V28.2 installation of the program that operates the platform signs and display monitors. This portion of the program was installed, configured and tested the week of December 3-7, until it was operating as specifications required.
    - > Stage #2 The remaining Transit Master System was moved and upgraded on the new servers at DART Central Station. The program was installed and tested the week of December 10-16. The cutover to the new servers was scheduled for Sunday, December 17 after normal service hours, when the system was no longer in service.
  - The cutover resulted in a couple minor problems that were resolved by Tuesday, December 19, 2012.

#### • Training Schedules:

o On December 12-13, 2012 Fixed Route and Paratransit Operations Staff completed training on the new Version 28.2 Transit Master AVL system upgrade.

## **Planning Department Projects:**

• The November 23, 2012 service changes required the entire Trapeze FX Scheduling System to be rebuilt from square one. The Planning Department started immediately to rebuild the system. Every level of the program will be used to operate the Info-Agent Trip Planner Program, the AVL Transit Master Program and Real-Time systems. This is a major project that will require all the Planning staff to build, test and adjust until every aspect is functioning accurately.

## **10C:** Planning Department



- All the new bus stop signs were in place for the November service change. We are now working
  on the elimination of all the old signs in areas where service changed to a new alignment, and
  route segments were discontinued.
  - o All the new bus stop signs need to be added and geo-coded in the Trapeze FX Scheduling Program and the old signs removed as part of the program rebuilding project. Once completed, new route surveys measuring the distance between bus stops for every route will be required as part of the AVL and Trip Planner programs.
  - We are also working on installation of all the ID number signs to every bus stop in the system. These ID numbers will be used when the Trip Planner is implemented. Customers will be able to use the ID number off their bus stop to plan their trips, as well as for realtime schedule information.
  - o In addition, all new route numbers are being placed on every bus stop sign with a new 2 inch number to comply with new ADA regulations. The bus route numbers will be more visible and easier to read from a distance.
- The Planning Department started developing new service standards and a tracking process for evaluation of the new services.
- The Planning Department is working with the Des Moines Traffic and Transportation Department on the realignment of all the bus stops in the downtown area to make them more accessible.
  - o An ArcGIS document depicting all the downtown bus stops no longer in service and all the new bus stops implemented with the service changes was developed and submitted to the Des Moines Traffic and Transportation Department for their evaluation.
  - $\circ~$  A meeting will be schedule to begin finalization of all the downtown bus stops and a plan developed for implementation.
  - We will also be discussing locations for possible shelters.
- The Federal Transit Administration (FTA) required a Railroad Derailment Plan for DART Central Station as part of the building construction plans. The plan was to detail how DART will operate in the event of a train derailment that would block service on 6<sup>th</sup> Avenue or SW 7<sup>th</sup> Street or compromise DART Central Station.
  - The Planning Department completed the plans and submitted them to the FTA prior to completion of DART Central Station and starting operations out of the facility.



10D: General Manager

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

• <u>Financial Management Oversight Review</u> - DART has been notified by the Federal Transit Administration that it will undergo a Financial Management Oversight Review in response the Satisfactory Continuing Control Triennial Review finding. The primary focus will be on the financial oversight of the Center Street Park and Ride. DART will need to work closely with the City of Des Moines in this process as they will be providing much of the documentation. As part of this process, FTA will also be reviewing DART's overall financial practices.

- <u>Organizational Changes</u> Effective January 1, 2013 I have made the following organizational changes:
  - <u>Kirstin Baer-Harding, Director of Marketing</u>: Has been promoted to DART's Director of Marketing. Kirstin has worked at DART for 10 years as the Marketing and Advertising Manager. She has done a great job in leading the DART's Marketing efforts, most recently with the successful opening of DART Central Station and the November service change.
  - o <u>Gunnar Olson, Public Affairs Manager</u>: Has been promoted to DART's Public Affairs Manager. In Gunnar's new role he will continue as spokesperson for DART but will have expanded responsibility for all communications, working with DART's member governments and legislative initiatives. Gunnar has done a great job in improving DART's image with the media and informing the public of DART's many benefits since he joined DART three years ago. Gunnar will report to Kirstin as part of the Marketing team.
  - o <u>PJ Sass, Customer Service and RideShare Manager</u>: Has been promoted to DART's Customer Service and RideShare Manager. She has worked very closely with the RideShare program and promoting it with the Unlimited Access program over the past several years that it is a sound transition for the program and the new RideShare staff members. Customer Service and RideShare will report to Jamie Schug, DART's Chief Financial Officer.
- <u>City of Sheldahl</u> DART received a letter from the City of Sheldahl requesting to withdraw from DART. I sent letters to all of DART's member communities notifying them of Sheldahl's request as well as a letter to the City of Sheldahl outlining DART's next steps.
  - In the coming weeks staff will work legal counsel and the bond consultants to review DART's bond and credit obligations and related issues to determine the appropriate measures to be taken and the appropriate amounts to be paid by the City of Sheldahl in order for the City of Sheldahl's proposed withdrawal from DART to become effective.
  - We regret to be losing a member community at a time when DART is making major strides in expanding the regional transit system.
- IPTA Legislative Day at the State Capitol and Washington, D.C. On January 30, 2013, IPTA will be hosting a legislative breakfast at the State Capitol. Also, on February 20, 2013, IPTA members will be travelling to Washington, D.C. to meet with staff members from our Congressional Delegation regarding federal transportation programs.



# FUTURE DART COMMISSION ITEMS JANUARY 8, 2013

February 5, 2013 - 4:00 P.M.	
Action Items	Information Items
- FY 2012 Audit	- Records Retention Policy - FY 2014 Budget - TRAC Update - Quarterly Safety Report
March 5, 2013 - 4:00 P.M.	
Action Items	Information Items
<ul><li>Records Retention Policy</li><li>FY 2014 Budget</li><li>FY 2014 Grants</li></ul>	
April 2, 2013 - 4:00 P.M.	
Action Items	Information Items
May 7, 2013 - 4:00 P.M.	
Action Items	Information Items
June 4, 2013 - 4:00 P.M.	
Action Items	Information Items

# **Key Meetings/Dates:**

- January 31, 2013: IPTA Legislative Day at State Capitol
- February 9-12, 2013: APTA CEO's Seminar
- February 20, 2013: IPTA Federal Legislative Briefing, Washington, D.C.
- March 9-12, 2013: APTA Legislative Conference, Washington, D.C.
- May 5-8, 2013: APTA Bus & Paratransit Conference, Indianapolis, IN

# **Other Future Items:**