



DES MOINES AREA REGIONAL TRANSIT AUTHORITY
NOTICE OF COMMISSION MEETING AND AGENDA
MARCH 4, 2014 – 12:00 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 MARCH 4, 2014 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. PUBLIC HEARING ON FY2015 Budget and Tax Levy Rates	2
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13. OTHER – Communications	
14. NEXT MEETING: Regular DART Meeting Tuesday, April 1, 2014 – 12:00 p.m.	
15. ADJOURN	

**Language, visual, hearing and transportation services are available at meetings upon request.
For requests, please call DART at 515.283.8100 at least 48 hours in advance of the meeting.**

6: Public Hearing on Proposed FY2015 DART Budget and Tax Levy
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Staff Resource: Jamie Schug, Chief Financial Officer

Background:

- Per the 28M Agreement and Section 28M.4 of the Iowa Code, the Regional Transit Authority must hold a public hearing on the proposed budget and allow any member community or the public to provide information to the Commission prior to its adoption of the budget.
- Any written correspondence received prior to the meeting will be available for review.

Public Hearing Procedures:

- Any participants wishing to speak on the proposed subject should sign up in advance on the appropriate speakers list.
- If necessary, DART staff will make a brief presentation regarding the subject of the hearing prior to receiving comment.
- Speakers will be asked to state their:
 - Name
 - Address
 - Affiliation (if any)
- Speakers will be asked to limit their remarks to 3 minutes.
- Written comments/emails received to date will be made available to anyone wishing to review them.

ACTION ITEM



6A: FY2015 Budget and Tax Levies

Action: Certify the Proposed FY2015 DART Budget and the FY2015 Regional Transit Authority Tax Levy As Presented

Staff Resource: Jamie Schug, Chief Financial Officer

Background:

- A workshop was held with Commission members on January 23rd where staff explained the proposed FY2015 Budget in detail.
- Staff met with the Service and Budget Committee on January 28th and shared the same detailed information regarding the FY2015 Budget.
- The notice of public hearing for the proposed budget was published on February 21st with a 10 cent levy increase. The rates published on February 21st are the maximum that could be approved for adoption.

Budget:

- The proposed budget:
 - Increases tax rates for all member communities by 6.5 cents.
 - Implements a modified version of Year 3 recommendations from the DART Forward 2035 plan.
 - Continues the return of Federal Transit Administration 5307 grant funds back to capital.
 - Assumes increases in wages for administrative and collective bargaining group employees, fuel costs, health insurance rates.
 - Assumes an additional 2.0 FTE's to assist with the growing number of requirements facing DART.

Proposed Tax Levies:

- Proposed tax rates listed are 6.5 cents higher than those assessed in FY2014.
- All rates are shown assuming all 19 member governments remain members of DART, which will occur as no community has provided the required notice ahead of FY2015 of their intent to withdraw.

ACTION ITEM
6A: FY2015 Budget and Tax Levies



Jurisdiction	FY2015 DART Levy	FY2015 Annual Cost for \$200K Home	Jurisdiction	FY2015 DART Levy	FY2015 Annual Cost for \$200K Home
Alleman	\$0.525	\$57.12	Johnston	\$0.545	\$59.30
Altoona	\$0.604	\$65.72	Mitchellville	\$0.531	\$57.77
Ankeny	\$0.554	\$60.28	Pleasant Hill	\$0.524	\$57.01
Bondurant	\$0.518	\$56.36	Polk City	\$0.493	\$53.64
Carlisle	\$0.526	\$57.23	Runnells	\$0.449	\$48.85
Clive	\$0.548	\$59.62	Unincorporated Polk County	\$0.452	\$49.18
Des Moines	\$0.739**	\$80.40	Urbandale	\$0.597	\$64.95
Elkhart	\$0.445	\$48.42	West Des Moines	\$0.698	\$75.94
Granger	\$0.519	\$56.47	Windsor Heights	\$0.873	\$94.98
Grimes	\$0.517	\$56.25			

** The City of Des Moines has notified DART of their intention to reduce their computed levy rate to this listed amount by providing DART \$680,000 in accordance with DART’s adopted “Levy Buy-Down” policy.

Recommendation:

- Certify the Proposed FY2015 Budget and Regional Transit Authority Tax Levies as presented.

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

**620 Cherry Street – Des Moines, Iowa 50309
February 4, 2014**

ROLL CALL

Commissioners Present: Angela Connolly, Tom Gayman, Christine Hensley, Gaye Johnson, Joann Muldoon (Arrived at 12:04), Steve Peterson and Steve Van Oort

Commissioner Absent: Skip Conkling and Bob Mahaffey

Alternates Present: Keith Ryan

CALL TO ORDER

The meeting was called to order by Chair, 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 February 4, 2014 meeting agenda.

It was moved by Ms. Hensley and seconded by Mr. Ryan to approve the February 4, 2014 Agenda. The motion carried unanimously.

PUBLIC COMMENT

No Comments

TRAC UPDATE

TRAC Chair, Greg Boesch provided an update to the Commission on their last meeting in January.

Commissioner Muldoon arrived at 12:04pm.

- Received a presentation on the DART Budget
- Discussed service increases as it related to the DART Forward 2035 Plan
- Reviewed the bus stop amenities and design guidelines

CONSENT ITEMS

7A – January 7, 2014 Minutes

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

ACTION ITEMS

8A – Financial Management Oversight Program Agreed Upon Procedures Review Response and Center Street Park & Ride Memorandum of Agreement with the City of Des Moines

Ms. Presutti provided an update to the Commission on the standing of the agreement. DART has been working with the City of Des Moines and FTA since August to draft a response.

It was moved by Ms. Hensley and seconded by Ms. Johnson that the Commission approve the Financial Management Oversight Program Agreed Upon Procedures Review Response and Center Street Park & Ride Memorandum of Agreement with the City of Des Moines. The motion carried unanimously.

8B – The Tomorrow Plan Resolution of Support

Mr. Olson provided background on the Resolution to the Commission. The DART Forward 2035 Plan was incorporated into The Tomorrow Plan in November 2013.

It was moved by Ms. Connolly and seconded by Mr. Ryan that the Commission approve The Tomorrow Plan Resolution of Support. The motion carried unanimously.

8C – December 2013 Financials

Ms. Dakan provided a presentation on the December 2013 financials to the Commission. DART is seeing approximately \$500,000 in savings in operating expenses versus revenue.

It was moved by Mr. Peterson and seconded by Ms. Muldoon that the Commission approve the December 2013 Financials. The motion carried unanimously.

8D – FY 2015 Budget Public Hearing Date

Ms. Schug provided an update to the Commission on the budget for FY 2015. The Teamsters contract has been approved for six years and will come before Commission for approval at the March meeting. Staff is still in discussion with Holmes Murphy on the type of health coverage that will be offered for the part-time Operators. Staff went back through the budget at the Commissions request, and were able to make some reductions to get the tax levy rate down to 8.97. Commissioners were provided handouts comparing the budget with a 10 cent tax levy versus a 8.97 levy.

It was moved by Ms. Hensley and seconded by Mr. Gayman that the Commission set the FY 2015 Budget Public Hearing Date for Tuesday, March 4, 2014 at 12:00pm. The motion carried unanimously.

DISCUSSION ITEM

9A – Windsor Heights Wal-Mart Bus Stop

Mr. Tishim provided the Commission a presentation on the Windsor Heights Wal-Mart Bus Stop project. A committee has been formed to provide direction on the project as ridership continues to increase. Staff hopes to begin the project this summer with completion in the fall.

9B – Quarterly Safety Report

Mr. McKern provided the Commission a report on safety and accident analysis for 2nd quarter of FY 2014. There has been a rise in collisions, mostly with other vehicles into DART buses including hit and runs. DART has restructured shifts for supervisory staff to monitor the routes more closely in an effort to reduce accidents and reinforce safety.

Commissioner Gayman departed the meeting at 1:10pm.

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

FEBRUARY 4, 2014

9C - December 2013 Performance Report

Ms. Presutti made note of the recent press release as it related to increased ridership. Routes 7, 15, 60, 72 and the Ankeny Express all had large increases. We expect to see a decrease in January due to the weather and loss of school days.

MONTHLY REPORTS

10A - Operations Report

No update

10B - Marketing Report

No update

10C - Planning Report

No update

10D - Procurement

No update

10E - General Manager

Ms. Presutti made note of the new monthly report for Procurement, and that we can expect to get an update on projects that are being worked on and any task orders that are issued.

Peg Hadley, DART Customer Service Specialist participated in the APTA Call Center Challenge. Peg is a finalist and will be competing in New Orleans at the Marketing Conference for Customer Service Rep of the Year.

The IPTA Legislative Breakfast has been canceled.

Mr. Van Oort, Ms. Presutti and Mr. Olson will be traveling to Washington, DC, March 9 - 11 for the APTA Legislative Conference.

FUTURE AGENDA ITEMS

COMMISSIONER ITEMS

Ms. Hensley asked to have a meeting set up with Jay Byers, Nationwide and DART to discuss BRT prior to the meeting scheduled at the end of the month with the city.

OTHER - Communications

Next Meeting

March 4, 2014 at 12:00pm

ADJOURNMENT

A motion by Mr. Peterson and second by Mr. Ryan to adjourn the regular Commission Meeting was made at 1:16pm. The motion carried unanimously.

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

FEBRUARY 4, 2014

Future 2014 Meeting Dates

Mar 4, Apr 1, May 6, Jun 3, Jul 1,
Aug 5, Sep 2, Oct 7, Nov 4, Dec 2

Chair

Clerk

Date

ACTION ITEM



8A:	Replacement RideShare Passenger Vans Purchase
Action:	Approve the purchase of fifteen (15) passenger vans and eight (8) minivans for the RideShare Program at a cost not to exceed \$725,000.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- DART’s RideShare fleet includes minivans, 12-passenger vans and 15-passenger vans.
- On January 8, 2013, the DART Commission approved a two year contract with Bob Brown Chevrolet for 15-passenger vans for the RideShare program.
- On May 7, 2013, the DART Commission approved a three year contract with Stew Hansen Dodge for 7-passenger minivans for the RideShare program not to exceed \$1,750,000.
- DART’s vanpool fleet of over 100 vans need to be replaced every 5-years assuming the van has operated 100,000 miles.
- These twenty-three vans will be 2014 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 15-passenger vans retrofitted with 11 and 12 bucket seats. Estimated delivery is 10-12 weeks.

Bob Brown Chevrolet	Chevrolet 3500	
	2013 Model Year - 11 Seat	\$ 33,465.00
	2013 Model Year - 12 Seat	\$ 34,495.00
	2014 Model Year - 12 Seat	\$ 34,895.00

- Stew Hansen was the lowest bidder on 7-passenger vehicles. Estimated delivery is 6-8 weeks.

Stew Hansen Dodge	Dodge Grand Caravan	
	2013 Model Year	\$ 24,084.00
	2014 Model Year	\$ 24,084.00
	2015 Model Year	\$ 24,084.00

Funding:

- Adopted DART Capital Program.

Recommendation:

- Approve the purchase of fifteen (15) passenger vans and eight (8) minivans for the RideShare Program at a cost not to exceed \$725,000.



8B:	International Brotherhood of Teamsters Agreement
Action:	Approve the General Manager to Sign the 6-Year Labor Agreement with the Teamsters-Local 238 Pending Resolution of the Health Insurance Language

Staff Resource: Tony Lafata, Chief Operating Officer

Background:

- DART management staff along with our Labor Attorney, Mr. Matt Brick of Brick Gentry, PC, and the negotiating team from the Teamsters Local 238, worked on the renewal of the collective bargaining agreement.
- A tentative agreement was reached between the two parties following a January 8, 2014 mediation session provided by the Iowa Public Employees Relation Board (PERB).
- The Teamsters ratified the agreement on January 24, 2014.
- The agreement’s financial implications are within the cost assumptions included in the FY2015 proposed DART budget.
- After the Teamsters ratification of the agreement in January, new information was learned about the impending Affordable Care Act which changed DART’s position on the healthcare language included in the contract. In mid-February, DART learned that it won’t have to provide health insurance to those employees working over 30 hours per week until July 1, 2015.
- DART has since requested a revision to the language in the contract and we are awaiting confirmation that it is acceptable from the Teamsters.
- Should the Commission decide to approve the contract pending resolution of the health insurance language, no other changes to the contract shall be permitted other than the health insurance provision outlined below.

Employees Covered & Term:

- The agreement covers 51 Operators in total consisting of:
 - Full time and Part time Paratransit Operators
 - Full time and Part time On-Call Operators
 - Full time and Part time Flex Operators
- The six-year agreement runs from July 1, 2014 to June 30, 2020.

Agreement Highlights:

Wage Increase

- All Teamsters employees will receive pay increases to their hourly rate as follows:

Year One:	Full Time 3.0%	Part Time 1.0%
Year Two:	Full Time 2.5%	Part Time 1.5%
Year Three:	Full Time 2.0%	Part Time 1.5%
Year Four:	Full Time 2.0%	Part Time 1.5%

ACTION ITEM

8B: International Brotherhood of Teamsters Agreement



Year Five:	Full Time 2.25%	Part Time 1.5%
Year Six:	Full Time 2.4%	Part Time 2.0%

New Top Rates – June, 2014

Full Time Operator: \$17.32
Part Time Operator: \$16.59

Health Insurance

- Requirement for Operators who receive medical insurance through DART to participate in an annual health screening.
- Payment to full time Operators electing to receive health care coverage through a means other than the employer.

Healthcare Language Change Request to Teamsters

- Teamsters Adopted Version - Coverage will be provided to all eligible full-time employees--and beginning on January 1, 2015, all part-time employees—including their families.
- DART's Requested Language Change - Coverage will be provided to all eligible full-time employees--including their families. DART will provide part-time employees health insurance in accordance with provisions of the Affordable Health Care Act (ACA) on July 1, 2015 or when compliance is required per the ACA. The Employer will provide a plan to part-time employees that will be deemed affordable per the ACA.

Other Provisions:

- Increase floating holidays to four for full time operators.
- Modified steps in the Grievance procedure.
- Institution of an annual shift bid.
- An annual bonus paid to both full and part time operators.

Recommendation:

- Approve General Manager to sign the six-year labor agreement with the International Brotherhood of Teamsters Local 238 upon resolution of the healthcare language.
- Copies of the full agreement will be available upon request.

ACTION ITEM



8C: January FY2014 Consolidated Financial Report

Action: Approve the January FY2014 Consolidated Financial Report

Staff Resource(s): Amber Dakan, Finance Manager
Jamie Schug, Chief Financial Officer

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue comes in at 3.44% higher than budget expectations year to date. This continues to be attributed to stronger than forecasted cash fares as well as earnings from the State Fair. The other two categories, School Funding and Unlimited Access Contracts, are on target for earnings.
- Fixed Route Non-Operating Revenue year to date is 1% lower than budget. The difference is been seen primarily in Advertising Revenue.
- Paratransit Operating Revenue are 5.8% lower than budget for the month of January year to date. Cash fares is above target while Polk County Funding continues to be the driver for the below budget performance.
- Rideshare Revenues are 9% below budgeted levels year to date. Rideshare expense savings year to date continue to offset the decrease in revenue.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses for Fixed Route are 6% below budget year to date. Savings are seen in multiple categories including Insurance, Fuel and Lubricants, and Services.
- Paratransit Budget Summary – Year to date, Paratransit expenses are 4% under projected levels. Fuel and Salaries, Wages, and Fringes are two of the categories experiencing savings.
- Rideshare Expenses are below budgetary expectations by 12%. Fuel and Equipment Repair Parts are the two main categories contributing to the savings.

Recommendation:

- Approve the January FY2014 Consolidated Financial Report.

**** TOTAL Un-Audited Year-End January FY2014 as Compared to Budget:**

Fixed Route	\$	797,611	Reserve For Accidents (See Balance Sheet):	
Paratransit	\$	22,597	FY2014	\$167,199
Rideshare	\$	<u>19,662</u>		
Total	\$	839,870		

FY2014 Financials:

January 2014

FIXED ROUTE	January 2014			Year-To-Date-(7) Months Ending 01/31/2014		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	371,302	375,033	(3,732)	2,715,660	2,625,231	90,429
Non-Operating Revenue	1,759,963	1,526,571	233,392	10,608,465	10,685,997	(77,532)
Subtotal	2,131,265	1,901,604	229,661	13,324,125	13,311,228	12,897
Operating Expenses	1,825,556	1,876,725	51,169	12,352,358	13,137,072	784,714
Gain/(Loss)	305,709	24,880	280,829	971,767	174,156	797,611

PARATRANSIT	January 2014			Year-To-Date-(7) Months Ending 01/31/2014		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	150,954	173,750	(22,796)	1,145,741	1,216,250	(70,509)
Non-Operating Revenue	102,433	68,833	33,599	496,730	481,833	14,896
Subtotal	253,386	242,583	10,803	1,642,470	1,698,083	(55,613)
Operating Expenses	256,538	267,405	10,867	1,793,623	1,871,833	78,210
Gain/(Loss)	(3,152)	(24,821)	21,670	(151,153)	(173,750)	22,597

RIDESHARE	January 2014			Year-To-Date-(7) Months Ending 01/31/2014		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	72,543	85,685	(13,143)	544,545	599,798	(55,253)
Non-Operating Revenue	-	-	-	2,748	-	2,748
Subtotal	72,543	85,685	(13,143)	547,293	599,798	(52,505)
Operating Expenses	72,864	85,685	12,821	527,631	599,798	72,167
Gain/(Loss)	(322)	-	(322)	19,662	-	19,662

DISCUSSION ITEM



9A:	DART Forward 2035 Plan
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Staff Resource: Elizabeth Presutti, General Manager

- A presentation on the DART Forward 2035 Plan will be provided at the meeting.

DISCUSSION ITEM



9B:	DART Legislative Update
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Staff Resource: Elizabeth Presutti, General Manager

- A presentation on the DART's legislative initiatives will be provided at the meeting.



System Summary Performance Report January 2014

	July 2013	August 2013	September 2013	October 2013	November 2013	December 2013	January 2014	January 2013	Percent Change 2013/2012	FY14 Year To Date	FY13 Year To Date	Percent YTD Change 2014/2013
DART Fixed Route												
Total Ridership	284,305	520,188	369,520	430,464	349,845	316,984	330,804	326,769	1.23%	2,602,110	2,451,635	6.14%
OTT Ridership	21,095	22,582	23,163	19,194	23,121	22,903	23,582	17,197	37.13%	155,640	123,392	26.13%
Unlimited Access Ridership	33,715	37,097	37,430	37,702	32,135	27,739	31,293	37,527	-16.61%	237,111	251,385	-5.68%
Bike Rack Usage	6,470	6,996	6,707	6,618	3,804	2,260	1,565	1,705	-8.21%	34,420	26,957	27.68%
Passengers/Revenue Hour	17.76	25.61	21.51	22.70	21.39	18.29	18.46	19.69	-6.22%	20.27	22.12	-8.34%
Avg. Passengers Weekday	11,834	22,153	16,710	17,197	16,467	13,610	13,701	13,541	1.18%	15,957	15,343	4.00%
Avg. Passengers Weekend Day	2,994	3,647	3,925	4,368	3,698	3,465	3,674	3,609	1.79%	3,682	3,164	16.37%
Complaints/100,000 Riders	24.27	21.34	32.47	30.66	23.15	26.50	33.25	33.66	-1.22%	27.17	27.41	-0.88%
Commendations/100,000 Riders	3.87	3.08	2.16	4.41	3.43	4.42	4.23	2.75	53.66%	3.61	3.34	8.01%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.78	1.24	1.67	2.97	0.85	2.75	2.64	1.67	57.80%	2.02	1.87	8.11%
Non-Preventable/100,000 Miles	0.89	1.24	3.33	2.23	2.13	3.93	2.27	2.09	8.20%	1.54	0.82	88.43%
Maintenance:												
Total Miles Operated	225,271	241,562	240,203	269,550	234,669	254,471	264,896	238,856	10.90%	1,730,622	1,550,201	11.64%
Road Calls/100,000 Miles	11.99	15.73	16.24	18.18	16.19	13.75	23.03	13.82	66.68%	16.58	19.16	-13.44%
Active Vehicles in Fleet	83	96	96	126	126	126	126	113	11.50%	111	111	-0.13%
DART Paratransit												
Total Ridership	12,254	12,306	11,274	12,700	10,658	11,307	11,090	12,257	-9.52%	81,589	81,354	0.29%
Passengers/Revenue Hour	3.19	3.03	3.02	2.99	2.92	2.89	2.93	3.01	-2.66%	3.00	2.99	0.33%
Average Trip Length	5.86	5.81	5.91	6.16	6.04	6.02	5.94	5.73	3.79%	5.96	6.06	-1.52%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	4.18	1.40	4.51	2.56	0.00	1.47	3.03	2.85	6.49%	2.47	1.22	102.50%
Non-Preventable/100,000 Miles	0.00	0.00	3.00	0.00	1.55	5.88	0.00	0.00	0.00%	1.44	0.81	77.18%
Maintenance:												
Total Miles Operated	71,823	71,472	66,581	78,271	64,422	68,060	65,917	70,193	-6.09%	486,546	492,617	-1.23%
Active Vehicles in Fleet	29	29	25	26	20	20	23	29	-20.69%	25	29	-15.27%
DART RideShare												
Total Ridership	21,080	21,624	20,520	23,660	19,066	18,922	21,658	23,250	-6.85%	146,530	150,754	-2.80%
Total Vans in Circulation	93	93	93	93	93	93	94	93	1.08%	93	93	0.31%
Total Rideshare Customers	797	779	772	784	758	744	732	813	-9.96%	767	824	-6.97%
Accident Frequency Rate by Service:												
Preventable	1.18	0.59	1.28	1.14	0.00	0.64	0.00	0.61	0.00%	0.70	0.09	0.00%
Non-Preventable	0.59	0.59	0.00	0.57	1.34	0.64	0.60	0.00	#DIV/0!	0.61	0.00	#DIV/0!
Maintenance:												
Total Miles Operated	168,997	170,116	156,758	176,158	148,730	155,563	166,124	165,239	0.54%	1,142,446	1,122,769	1.75%
Active Vehicles in Fleet	100	120	120	120	93	100	108	100	8.00%	109	100	8.71%



System Performance Ridership Report January 2014

	July 2013	August 2013	September 2013	October 2013	November 2013	December 2013	January 2014	January 2013	Percent Change 2013/2012	FY14 Year To Date	FY013 Year To Date	Percent YTD Change 2014/2013
DART Fixed Route Ridership	284,305	520,188	369,520	430,464	349,845	316,984	330,804	326,769	1.23%	2,602,110	2,451,635	6.14%
Local Routes:												
#1 - Fairgrounds	14,563	223,225	23,428	27,437	21,386	18,126	19,135	19,831	-3.51%	347,300	325,468	6.71%
#3 - University	33,832	37,726	37,389	42,962	35,274	32,258	31,503	34,718	-9.26%	250,944	425,949	-41.09%
#4 - Urbandale	14,354	15,784	20,006	22,938	18,682	16,787	17,632	16,463	7.10%	126,183	173,566	-27.30%
#5 - Clark	1,729	2,102	3,898	4,906	3,438	3,375	3,269	4,165	-21.51%	22,717	88,538	-74.34%
#6 - Indianola	19,741	22,935	26,097	31,025	24,401	22,622	21,519	20,851	3.20%	168,340	292,462	-42.44%
#7 - Ft. Des Moines	23,677	27,903	34,965	41,626	34,116	31,574	33,777	33,713	0.19%	227,638	289,705	-21.42%
#8 - South Union	3,311	3,872	5,456	6,014	5,288	4,784	4,641	5,336	-13.02%	33,366	79,090	-57.81%
#11- Ingersoll Ave.	2,916	2,863	2,451	2,545	2,199	2,410	1,788	2,400	-25.50%	17,172	97,194	-82.33%
#13 - SE Park Ave.	651	2,921	7,108	7,715	6,154	5,173	6,166	7,272	-15.21%	35,888	38,338	-6.39%
#14 - Beaver Ave.	15,427	18,607	22,780	26,073	21,784	19,383	20,850	19,731	5.67%	144,904	41,737	247.18%
#15 - 6th Ave.	18,498	23,956	29,748	34,102	27,181	24,661	25,594	24,305	5.30%	183,740	50,393	264.61%
#16 - Douglas Ave.	27,911	32,215	37,277	45,586	36,082	32,541	32,752	35,999	-9.02%	244,364	75,613	223.18%
#17 - Hubbell Ave.	14,301	16,296	18,545	22,772	18,955	16,831	17,641	16,986	3.86%	125,341	35,545	252.63%
#51 - Merle Hay Crosstown		694	1,876	2,611	1,987	1,904	2,248	0	#DIV/0!	11,320	0	#DIV/0!
#52 - Valley West/Jordan Creek	10,339	11,885	11,380	14,073	12,220	11,228	10,644	8,916	19.38%	81,769	19,340	322.80%
#60 - Ingersoll/University	22,943	24,071	30,260	35,040	28,983	26,354	31,034	19,909	55.88%	198,685	40,100	395.47%
#71 - Ankeny/Delaware**	0	0	0	0	0	0	0	0	#DIV/0!	0	3,294	-100.00%
Shuttle Routes:												
Link Shuttle	861	679	652	857	676	871	1,008	984	2.44%	5,604	8,145	-31.20%
Dline	31,075	19,712	18,241	18,585	14,886	12,612	13,142	14,601	-9.99%	128,253	119,778	7.08%
Lincoln/McCombs	0	3,660	10,977	11,304	9,491	7,295	8,871	9,465	-6.28%	51,598	53,275	-3.15%
Express Routes:												
#91 - Merle Hay Express	1,001	987	849	1,065	859	771	722	1,198	-39.73%	6,254	6,331	-1.22%
#92 - Hickman Express	3,104	2,890	2,936	3,498	3,016	2,905	3,113	3,754	-17.08%	21,462	20,827	3.05%
#93 - NW 86th Express	3,456	3,324	3,002	3,421	2,584	2,814	2,873	3,614	-20.50%	21,474	25,850	-16.93%
#94 - Westtown	1,065	1,424	1,176	1,338	1,144	1,114	1,064	1,727	-38.39%	8,325	10,523	-20.89%
#95 - Vista	1,975	2,090	1,830	2,089	1,830	1,615	1,930	2,125	-9.18%	13,359	14,770	-9.55%
#96 - E.P. True	2,803	2,761	2,614	3,078	2,405	2,634	2,585	2,721	-5.00%	18,880	19,114	-1.22%
#98 - Ankeny	8,099	9,386	8,892	10,121	8,104	7,369	8,620	9,018	-4.41%	60,591	55,121	9.92%
#99 - Altoona	1,670	1,744	1,697	2,110	1,704	2,263	1,885	2,120	-11.08%	13,073	13,932	-6.17%
On-Call/Flex Routes (Operated by Paratransit):												
On-Call: Ankeny	315	209	181	234	167	160	253	146	73.29%	1,519	1,153	31.74%
On-Call: Des Moines	269	153	0	0	0	0	0	276	-100.00%	422	2,198	-80.80%
On-Call: Johnston/Grimes	518	518	471	531	415	417	502	640	-21.56%	3,372	4,030	-16.33%
#73 Flex: Urbandale/Windsor Heights	562	550	621	791	667	598	558	949	-41.20%	4,347	5,753	-24.44%
#72 Flex: West Des Moines/Clive	3,070	2,896	2,644	3,886	3,682	3,451	3,379	2,750	22.87%	23,008	13,203	74.26%
On-Call: REGIONAL	269	150	73	131	85	84	106	86	23.26%	898	1,300	-30.92%
DART Paratransit Ridership	12,254	12,254	11,274	12,700	10,658	11,307	11,090	12,257	-9.52%	81,589	81,354	0.29%
Bus/Van	11,594	11,563	10,584	11,879	9,888	10,584	10,426	11,687	-10.79%	76,518	77,861	-1.72%
Cab	660	743	690	821	770	723	664	570	16.49%	5,071	3,493	45.18%
DART RideShare Ridership	21,080	21,624	20,520	23,660	19,066	18,922	21,658	23,250	-6.85%	146,530	150,754	-2.80%
TOTAL RIDERSHIP	317,639	554,066	401,314	466,824	379,569	347,213	363,552	362,276	0.35%	2,830,229	2,683,743	5.46%

10A: Operations Department

Staff Resources: Anthony Lafata, Chief Operating Officer

Transportation - Randy McKern, Manager

- Two Fixed Route Operators were recognized for their years of safe driving during Fixed Route's Safety Meeting February 12th. Jerry Toms 29 years of safe driving, and Britt Perdue 28 years of safe driving.
- A General Bid was conducted and successfully completed on Monday February 17th. Operators began their new work assignments Sunday, February 23, 2014.
- Along with the COO, met with officials at the State Capitol on Wednesday, February 12, 2014 regarding the possibility of having a ticket booth on Capitol grounds as a means to help expedite boarding's during the State Fair. Capitol officials were receptive to the idea and tentative approval was given to move forward on the matter. Three options for the type of booth DART will use were made available to Capital officials for their review and final approval. They will notify us as soon as they reach agreement on the specific location for the booth.

Maintenance - Scott Reed, Manager

- Maintenance safety meetings were held on February 13th. The Annual Hazardous Communication and Blood-borne Pathogens were the main topics of discussion.
- As of February 14th the maintenance department has earned their 17th Safety Incentive lunch for working 120 days injury free.
- A conference call was held with the Transportation Learning Center regarding our Technician Apprenticeship Program implementation and development. Discussed DART's leveraged resources devoted to the project to date, as well as the development of a skills gap analysis for each of nine separate Technical disciplines.

Paratransit - Georgia Parkey, Manager

- Paratransit safety meetings were held on February 12th. Discussed was the Annual refresher on Blood-borne Pathogens. Operators were also informed that Hepatitis immunizations were available to them at no cost if they choose to get immunized.
- Paratransit operators were commended with an incentive breakfast held February 26th. This was Paratransit's 15th Safety Incentive breakfast having worked 120 days injury free.
- Congratulations to Paratransit operators, Fred Cardines for 27 years of service and Ivan Thompson for 12 years of safe driving.

Training - Greg Schmitt, Manager

- Currently we have five Fixed Route Operators in training.
- Next classes for new Operators are scheduled to begin on March 3, 2014 and March 17, 2014.
- Preparations have started for the Annual DART Roadeo to be held June 7th at Southridge Mall. Save the Date announcements will be publicized in the next edition of The DART Board newsletter and DART's employee weekly Communication Blast.

MONTHLY REPORT
10A: Operations Department



Facilities - Matt Pitstick, Manager

- Continuing winter weather operations at 1100 and DCS. The cold weather has been hard on the older overhead doors and entry gates. Most repairs have been broken springs and gears.
- The money room upgrade is out to bid. We expect award in March and construction to begin in April. Next project is the Barn Portal project. It will be out to bid early March.
- Replaced the main water pump on the bus wash. Changed out two HID fixtures with LED. Repaired three portable bus hoists. Repaired water line in the boiler room.

Service Management - Mike Kaiser, Manager

- Service Management Staff have been reporting in early on snow event days and working to get streets ready prior to pull out. This has helped to reduce stuck buses and maintain a better on time performance.
- The Service Management Department has activated a more accurate system for reporting staff assignments and time allocations within each task. Data will be analyzed to help identify areas shown to have higher concentrations of focus as well as identifying areas lacking visibility that may require greater attention.

MONTHLY REPORT



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

Staff Resources: Kirstin Baer-Harding, Marketing Director
Gunnar Olson, Public Affairs Manager
PJ Sass, Customer Service and RideShare Manager

Marketing Updates:

- On February 14th, Valentine's Day, DART Date Night offered free rides on all Local Routes beginning at 5 p.m. until the end of service on the 14th. Over 2,200 rides were provided during this promotion. Marketing materials included hang tags, interior signage, bus audio, DCS signage, email notifications, social media and website updates.
- Staff deployed the schedules and marketing materials for the February service changes. Minor adjustments were made to 10 routes. Information was distributed to customers through hang tags, interior signage, bus audio, DCS signage, email notifications, social media and website updates.
- Staff is finalizing and preparing the DART FY2014 Annual Report for the printer. The annual report will be ready for distribution in March.
- Staff is preparing the final details for DART's new website. The new design will launch in first quarter of 2014.
- Staff continues working with Trapeze on product development for the upcoming technology deployment which includes Real Time Map and MyDART Alerts (TransitNow).
- Staff is developing and coordinating second quarter marketing efforts which include event marketing, ridership campaigns and route specific marketing materials for additional community outreach.
- Staff is coordinating with RideShare on developing a spring ridership campaign, recruitment flyers and promotional items. The marketing efforts will be targeting new riders to existing vanpools through flyers, email marketing, social media, gas pump toppers, and paid and earned media.
- Staff is preparing a mailing of route and schedule information to West Des Moines Apartment complexes near or on bus routes. Materials included posters, panel cards and new route schedules.

Advertising Program:

New February Advertisers

- Godfather's Pizza
- Flynn Wright
- MarketLink Inc.
- Social Wise Media Group
- Iowa Speedway
- CACI Integrated Communications

MONTHLY REPORT

10B: Marketing and Communications, Customer Service and RideShare



Communication Updates – Gunnar Olson:

- Staff joined General Manager Elizabeth Presutti in meetings with Iowa Senator Matt McCoy and Iowa Representative Chris Hagenow to discuss DART legislative priorities, including Bus Rapid Transit, data privacy, and operator assaults.
- Staff is leading discussions between DART and the MPO on the development of a joint presentation during the annual Greater Des Moines Partnership to Washington DC.
- Staff is supporting presentations being made by General Manager Elizabeth Presutti, including an Engaged Citizen Conference and a group of mayors from Central Iowa.
- Staff helped coordinate and plan a staff visit to Kansas City to meet with FTA Region 7 staff members about Bus Rapid Transit.
- Staff assisted Marketing Department in publicizing the DART Date Night promotion. A press release was issued, and three media outlets requested interviews. Interviews were arranged with Marketing Director Kirstin Baer-Harding.
- Staff coordinated a meeting with Des Moines Register editorial writer Rox Laird.
- Staff attended Steering Committee meeting at the Des Moines Area Metropolitan Planning Organization about the upcoming implementation and launch party of The Tomorrow Plan.

Customer Service Report – PJ Sass:

January Employer and Group Presentations:

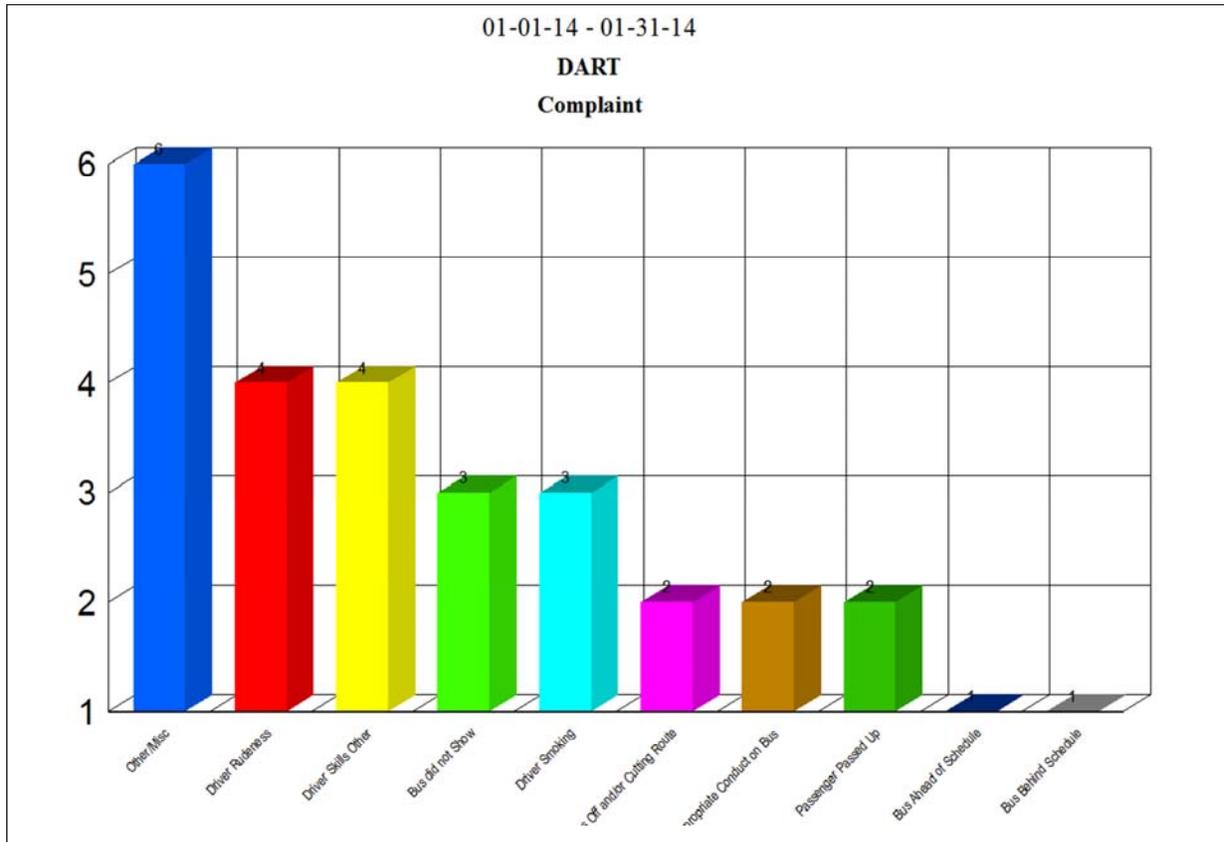
- Principal Orientation (three visits)
- Agency at WACBS Train the Trainer training
- DART How to Ride Training (22 attendees)

Website Communication and Messages

- Bus Stop/Shelter Requests – 0
- Contact/Feedback Form – 36
- Customer Service Requests – 39
- Other/Misc – 17
- Voicemails – 99 (27 requiring a response)

Total Calls for January 2014

- Schedule Information – 12,385
- Spanish Line – 133
- Receptionist – 530
- RideShare – 347



The top five comments for December were: Other Misc., Driver Rudeness, Driver Skills Other, Bus did not show and Driver Smoking

In summary we had 110 complaints, 14 commendations and 8 suggestions. Out of the 110 complaints 11 are still being investigated, 32 complaints were founded which is about 32% of the total completed complaints for the month of January.

Travel Training:

- Travel Training class was held on February 19, we had 22 attendees. The next class will be held on March 18, 2014; currently we have 8 registered for the class.

RideShare - Jennifer Long:

January 2014

- New vanpool started from Newton to West Des Moines. After two months, vanpool will travel from Newton to Kinze in Williamsburg.
- Staff had breakfast with Holiday Photo Contest winners.

MONTHLY REPORT

10B: Marketing and Communications, Customer Service and RideShare



- RideShare gave AVIVA/Athene/Global Atlantic/Commonwealth Annuity employees 50% off January and February fares to help with the loss of their employer subsidy.
- Payment software was tokenized to meet PCI compliance requirements.
- Staff ordered a new display and tablecloth for outreach.

Staff Commendations:

DART had several comments this month pertaining to the fair service and how awesome our drivers and administration staff are:

- A gentlemen that rode the #99 wanted to let us know that Kathy Stevens was an awesome driver. Very nice, great personality!
- Caller wanted us to know what a great job this driver did. He was very professional. His driving skills were excellent in every aspect (starts, stops, turns - very smooth). It was a very pleasant experience.
- Mr. Trover phoned in to advise he wanted to commend Peg Hadley and John Clark for doing a great job. They both provide great assistance and are friendly to work with. They make my DART experience a pleasant one.
- Customer left her purse on the # 1. She called to ask if we could help to get it back for her.

She came to get it at the DART Station and she left this comment...

"I don't know the driver whom returned my purse to the station but THANK HIM FOR ME PLEASE ALSO, Priscilla customer service was wonderful on the phone. She took care of everything for me". Thanks for the wonderful service.

APTA Call Center Challenge 2014:

Congratulations to Peg Hadley for competing in the APTA Call Center Challenge (Initial competition consisted of sixty challengers who competed for one of the seven slots). Peg achieved one of the seven slots and went on to New Orleans to compete. Even though she was not chosen as the winner, she represented DART well, and we are very proud of her!

10C: Planning Department

Staff Resource: Jim Tishim – Planning Director

Transit Master AVL/RTIS & Trip Planner Update:

- **INFO-IVR System (Integrated Voice Response) Move:** The INFO-IVR system-move change order has been finalized with Trapeze. Trapeze has upgraded their program to correspond to our new phone system. DART is finalizing the Lync vendor contract to integrate DART's current Lync 2010 VOIP infrastructure with the Zeacom Call Center into the new IVR product. This is the final key to moving the IVR system to DART Central Station and integrating it with our phone system. Once the IVR system is installed, staff will test and make final changes for going live with the system.
- **Platform Display Monitors Warranty Repairs:** Over the past several months, DART and Trapeze have been working with the manufacturer of the platform-display monitors to find a solution for the overheating problem, and had to test, rebuild and install the repaired display monitors. These display monitors are DART-specific, which made using temporary monitors impossible. This required Trapeze to ship the display monitor to the manufacturer to incorporate the fix, test and then ship them back for installation. We shipped 2 or 3 signs at a time in order to have enough display monitors on the platforms to continue providing schedule information to our customers. The last of the display monitors were installed on February 3, 2014.

Planning Department Projects:

- **Route 73 Urbandale/Windsor Heights Flex Planning Study:** The Planning Department has been evaluating all the information from our meetings with businesses in the Urbandale Business Park area. We have completed some routing scenarios and gathered supporting data to narrow down our alternatives. We now have three possible alternatives. Our plan is to come to a final solution before presenting it to the public and submitting it to the Commission for approval.
- **Windsor Heights Wal-Mart Staging Area and Platform Project:** A meeting was held on February 13 to approve the preliminary plans and estimated project costs. The General Manager of Wal-Mart requested that we put together a PowerPoint presentation for the project to assist him with presenting it to Wal-Mart Corporate.

The project is continuing to move forward. Wal-Mart held their preliminary meeting with their Corporate Headquarters. Windsor Heights has been talking with the individual businesses. I also did a presentation at the Windsor Heights City Council Meeting on February 17.

- **February 23, 2014 Service Changes:** Service adjustments were made on several routes in the system that became effective on February 23, 2014. The implementation of a two-hour late start scenario for the Des Moines Public Schools was also built into the system.
- **Accident Occurrences to ArcGIS:** The Planning Department input all DART 2013 accident information into our ArcGIS database to plot the locations on a map. This information has been used to evaluate our bus-stop locations for safety. It can also be used to determine problem areas and can point us in the right direction to find possible solutions to minimizing accidents.

MONTHLY REPORT
10C: Planning Department



- Ames-Des Moines Transit Study: The Planning Department is working with the consultants for the Ames-Des Moines Transit Study, Olsson Associates, to provide information that will be vital for the development of the study.
- 2014 Iowa State Fair: A preliminary planning meeting was held February 6, 2014.

MONTHLY REPORT



10D: Procurement Department

Staff Resources: Mike Tiedens, Procurement Manager

Procurements in Process:

Money Room Addition – *Environmentally controlled room/transfer area where the new fareboxes will interface with the new vault.*

- Construction bid was released on February 24, 2014.
- Bid opening will be on March 17, 2014.
- Project completion date will be June 30, 2014

IT On-Call Consulting Services – *Technology professional services contracts for Information Management, Enterprise Systems, Network Infrastructure, ITS Projects, Business Continuity, Unified Communications, and Enterprise Risk Management. Task orders will be issued on an as needed basis, based on projects.*

- Proposals are due on March 24, 2014.
- DART will issue up to 5 contracts, one for each type of technology service.
- Staff intends to present their recommendation to the Commission for approval in May.

Contracts and Task Orders Approved in February:

Substance Architecture, Architecture & Engineering Task Order Contract

- Route 60 Detailed Environmental Analysis – *Review and analysis for the project to identify potential environmental constraints and to estimate the potential impacts of the proposed project.*
 - A Notice to Proceed for A&E services was sent to substance architecture on February 27, 2014.

Upcoming Procurements:

- Uniform Services
- Drug and Alcohol Testing Services
- Taxi Cab Services
- On-Call Planning Services
- Bus Barn Portal Rehab
- Fuel Piping Replacement
- On-Call Management Services
- Banking Services
- Legal Services
- Advertising Services
- Employee Benefit Broker Services
- Bus Advertising Production and Installation Services
- Heavy Duty Bus Manufacturer
- Remanufactured Articulated Bus Manufacturer

10E:	General Manager
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Staff Resource: Elizabeth Presutti, General Manager

- **Human Resources Director Search** – DART staff along with HR One Source interviewed candidates for the Human Resources Director position in February. An offer was extended to and accepted by Steve Hansen who is working as the HR Director at the University of Iowa Hospital. He will start his new position on March 17, 2014. We are very excited to have him join the DART Team.
- **APTA CEO's Seminar** – I attended the APTA CEO Seminar from February 8-11, 2014. It was an interesting and valuable training opportunity as well as an exchange of ideas between other transit CEO's. The FTA Deputy Administrator was able to join us for an afternoon and outlined new initiatives at FTA. Other training included media training, safety and security along with leadership development.
- **IPTA Legislative Meeting** - On February 19, 2014, the Iowa Public Transit Association met with staff from our Congressional delegation to discuss the IPTA's transit priorities for the upcoming year as well as the impacts of the Map-21 reauthorization.
- **FTA Visit to FTA** –Staff (Jim Tishim, Gunnar Olson, Tony Filippini and myself) met with FTA staff in Kansas City on February 27, 2014 to discuss DART's BRT Project along Ingersoll and University Avenue's. We learned about the new process per Map-21 for Small Starts and how to begin to move forward under the new rules.
- **Engaged Citizens Conference** – I spoke on February 28, 2014 at the Engaged Citizen's Conference at Drake University on the benefits of public transit and improvements being made at DART. The other speakers on the panel were Creighton Cox, Home Builders Association of Greater Des Moines and Josh Hellyer, Polk County Housing Trust Fund.
- **APTA Legislative Conference** – Commissioner Van Oort, Gunnar Olson and I will be attending the APTA Legislative Conference in Washington DC on March 9-12, 2014. While in Washington DC we will be meeting with Congressman Latham, Senator Harkin and Senator Grassley.



FUTURE DART COMMISSION ITEMS

MARCH 4, 2014

April 1, 2014 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Operator Uniforms - Taxi Cab Contract - Farebox Contract - Route 73 Service Improvements - FY 2015 State Application & PTIG 	<ul style="list-style-type: none"> - Procurement Manual - Advertising Policy - Open Data
May 6, 2014 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Fuel Line Replacement - On-Call Technology Services - On-Call Planning Services - Procurement Manual - Advertising Policy - Bus Advertising Contract 	<ul style="list-style-type: none"> - Financial Policies
June 3, 2014 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - On-Call Management Services - Banking Services - FY2015 Capital Plan - Financial Policies 	<ul style="list-style-type: none"> - Fare Policy Update - FY 2015 Marketing Plan
July 1, 2014 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> - Fare Policy Recommendation - Legal Services 	<ul style="list-style-type: none"> - Open Records Policy - Records Retention Policy
August 5, 2014 - 12:00 P.M.	
Action Items	Information Items
September 2, 2014 - 12:00 P.M.	
Action Items	Information Items

<u>Key Meetings/Dates:</u>
<ul style="list-style-type: none"> - March 9-11, 2014: APTA Legislative Conference, Washington, D.C. - May 4-7, 2014: APTA Bus & Paratransit Conference, Kansas City, MO

12A: Nominating Committee Appointments

Staff Resource: Elizabeth Presutti, General Manager

Rules Relating to Nominating Committee Appointment:

- Per the DART Bylaws, a Nominating Committee is to be appointed by the Commission Chair at least three months in advance of the annual meeting.
- The Nominating Committee is charged with selecting and offering nominations for each office of the Commission (i.e., Chair, Vice-Chair and Secretary/Treasurer) at the annual meeting.
- The Nominating Committee shall be chaired by a representative elected by the other members of the Nominating Committee.
- Nominations for each office of the Commission will also be accepted from any Commissioner present at the annual meeting.
- The Commission shall elect the officers of the Commission at the annual meeting.

Nominating Committee Appointment and Proposed Schedule:

- The Nominating Committee shall meet and be prepared to make nominations at the annual meeting in June.
- Election of the officers of the Commission will still take place as scheduled, and in accordance with the Bylaws, at the annual meeting.