



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
FEBRUARY 3, 2015 – 12:00 PM

	PAGE #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF FEBRUARY 3, 2015 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE	
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B. Property Tax Levy	
14. OTHER – Communications	
15. NEXT MEETING: Regular DART Meeting Tuesday, March 3, 2015 – 12:00 p.m.	
16. 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.



DISCUSSION ITEM



7: Federal Lobbyist Update

Staff Resource: Elizabeth Presutti, General Manager

- DART's Federal Lobbyist, Federal Advocates, will be providing a presentation. Both Sante Esposito and Michael Esposito will be available at the meeting.



DES MOINES AREA REGIONAL TRANSIT AUTHORITY COMMISSION MEETING MINUTES



620 Cherry Street – Des Moines, Iowa 50309

January 6, 2015

ROLL CALL

Commissioners Present: Skip Conkling, Angela Connolly, Tom Gayman (12:01pm), Chris Hensley, Gaye Johnson, Bob Mahaffey, Joann Muldoon, Steve Peterson and Steve Van Oort

Commissioner Absent:

Alternates Present:

CALL TO ORDER

The meeting was called to order by Vice Chair, Steve Peterson at 12:01 pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

Mr. Gayman arrived at 12:01pm.

APPROVAL OF AGENDA

Mr. Van Oort asked for a motion to amend the agenda to not include Mr. Peterson called for approval of the December 2, 2015 meeting agenda.

It was moved by Ms. Hensley and seconded by Mr. Mahaffey to approve the December 2, 2014 Agenda. The motion carried unanimously.

PUBLIC COMMENT

No comments.

CONSENT ITEMS

6A – MPO and CIRPTA Representation

6B – FY 2019 Federal STP Funding Request

6C – Commission Meeting Minutes – December 2, 2014

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

ACTION ITEMS

7A – New DART Fare Policy

This item has been moved to next month.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – JANUARY 6, 2014**



7B – FY 2014 Audit

Jodi Dobson of Baker Tilly provided a presentation on the FY14 audit. The Commissioners were provided a bound copy of the audit findings.

It was moved by Ms. Hensley and seconded by Ms. Connolly that the Commission approve the FY 2014 Audited Financial Statements. The motion carried unanimously.

Mr. Van Oort commended Jamie and Amber on their efforts working on the audit.

7C – November 2014 Financials

Amber Dakan, Finance Manager, provided a presentation on the November 2014 Financials. Fixed Route performed near budget projections at 40.55% for the first five months of the year. Expenses are on target at 2.69% below budget projections year to date. Paratransit revenue is 5.96% lower than budget and operating expenses are currently 7.92% under forecasted levels. RideShare revenue is 16.23% below budget levels year to date with expenses 14.98% below budgetary expectations.

It was moved by Mr. Peterson and seconded by Mr. Mahaffey that the Commission approve the November FY 2015 Consolidated Financial Report. The motion carried unanimously.

DISCUSSION ITEMS

8A – FY 2016 Budget

Ms. Dakan provided a review of the FY 2016 budget development process. Ms. Hensley requested to see a report on the change of personnel from when DART Central Station opened versus current at the Budget Retreat.

8B – DART Customer Satisfaction Survey

The Commission heard a presentation by Chris Tatham with ETC Institute regarding the DART Customer Satisfaction Survey that was conducted in September 2014.

- Overall Satisfaction with DART Services is Very High and has improved in most areas compared to the 2012 DART Customer Satisfaction Survey.
- Nearly 9 out of 10 (83%) Customers were either "very satisfied" or "satisfied" with the quality of service provided by DART.
- 91% of DART's current customers think they will probably still be using DART's service next year
- The availability of service, timeliness of service, and adequate number of benches and shelters were the service attributes that riders thought were very important.

8C – November 2014 Performance Report

Ms. Presutti reviewed the second page of the November Performance Report with the Commission. The Express and D-line are down. She made note of Route 52 that continues to grow and that it truly takes 18-24 months to the show the true numbers.

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MONTHLY REPORTS

9A – Operations Report

No update

9B – Marketing Report

No update

9C – Planning Report

No update

9D – Procurement

No update

9E – General Manager

Ms. Presutti thanked the Commissioners who were able to attend the presentations in December. She also updated that we have submitted all required information to the FTA for the Triennial Review.

Mr. Van Oort thanked Jamie and Elizabeth on their work for the presentations last month.

FUTURE AGENDA ITEMS

No Update

COMMISSIONER ITEMS

The Budget Retreat is scheduled on January 22nd at 11:30am.

Ms. Connolly updated that our Federal Lobbyist will be at the next meeting on February 3rd.

OTHER – Communications

No Update

CLOSED SESSION

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

Roll Call: Conkling-Yea, Connolly-Yea, Gayman-Yea, Hensley-Yea, Johnson-Yea, Mahaffey-Yea, Muldoon-Yea, Peterson-Yea, Van Oort-Yea. The motion carried unanimously. Chair Van Oort recessed the meeting at 1:05 pm.

Mr. Gayman and Ms. Muldoon departed the meeting at 1:20pm.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – JANUARY 6, 2014**



At 1:23 pm it was moved by Mr. Peterson and seconded by Ms. Hensley that the closed session be adjourned. The motion carried unanimously.

Meeting Reconvened in Open Session:

The regular Commission meeting was resumed at 1:23 pm. Mr. Van Oort stated for the record that no action was taken during the closed session.

Action Item:

Mr. Van Oort asked for a motion for a 3% pay increase for the General Manager.

It was moved by Mr. Peterson and seconded by Ms. Johnson that the Commission approve the compensation adjustment for the General Manager retroactive to July 1, 2014. The motion carried unanimously.

NEXT MEETING

February 3, 2015 at 12:00pm

ADJOURNMENT

A motion by Mr. Mahaffey and second by Mr. Peterson to adjourn the regular Commission Meeting was made at 1:25pm. The motion carried unanimously.

Future 2015 Meeting Dates

Feb 3, Mar, 3, Apr 7, May 5, Jun 2, Jul 7, Aug 4, Sept 1, Sept 29, Nov 3, Dec 1

Chair

Clerk

Date



ACTION ITEM



9A: Rideshare Minivan Purchase

Action: Approve the purchase of six (6) Rideshare minivans for the Rideshare Program at a cost of \$151,730.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- DART conducted an Invitation for Bid for a Rideshare minivans provider in the spring of 2013.
- DART awarded the Rideshare minivan contract to Stew Hansen's Dodge City.
- The contract provided for the purchase of minivans for three model years: 2013, 2014, and 2015.
- Unit prices are \$24,084 per vehicle over the three year term.

Funding:

- Funding will come from budgeted Rideshare capital funds.

Recommendation:

- Approval of the purchase of six (6) 2015 model year Rideshare minivans from Stew Hansen's Dodge City for the amount of \$151,730. The total amount includes 5% contingency.



ACTION ITEM



9B: Maintenance Lift Replacement Contract

Action: Approve a contract with Woodruff Construction for the Maintenance Lift Replacement Project in the amount of \$188,000.

Staff Resource: *Mike Tiedens, Procurement Manager*

Background:

- As part of the ongoing rehabilitation and updates to the facilities at 1100 DART Way, DART is replacing two (2) lifts in the Maintenance Department. DART previously replaced four (4) lifts with new ones in 2011.
- The work for this project includes:
 - Selective demolition of existing concrete and equipment
 - New cast-in-place concrete pit and floor slabs
 - Epoxy floor coating and striping
 - Associated mechanical and electrical modifications

Procurement:

- DART conducted an Invitation for Bid for the Maintenance Lift Replacement Project. The IFB was published on December 29, 2014 and bids were opened on January 23, 2015.
- Four bids were received:
 - Edge Commercial
 - Woodruff Construction
 - A&B Contracting
 - Breiholz Construction
- Woodruff Construction submitted the lowest responsive, responsible bid at \$163,700.

Funding:

- Funding is from budgeted capital funds for facility upgrades.

Recommendation:

- Approve a Contract with Woodruff Construction for the Maintenance Lift Replacement Project for the amount of \$188,000. This amount includes the total lump sum for demolition, construction, and any contingencies.



ACTION ITEM



9C:	Amalgamated Transit Union (ATU) Local 441 Labor Contract Agreement
Action:	Approve a one-year labor agreement with ATU Local 441.

Staff Resource: *Steve Hansen, Human Resources Director*
Matt Brick, Brick Gentry, PC

Background:

- DART management staff along with our Labor Attorney, Mr. Matt Brick of Brick Gentry, PC, and Doug Fulton of Brick Gentry, PC, along with the negotiating team from the Amalgamated Transit Union (ATU) Local 441, worked on the renewal of the collective bargaining agreement.
- A tentative agreement was reached between the two parties following a January 23, 2015 mediation session provided by the Iowa Public Employees Relation Board (PERB).
- The ATU Local 441 will vote on the agreement on January 31, 2015.
- The agreement's financial implications are within the cost assumptions included in the FY2016 proposed DART budget.

Employees Covered & Term:

- The agreement covers the following DART employees:
 - Full time and Part time Fixed Route Operators
 - Maintenance and Service laborers
 - Buildings and Grounds laborers
 - Parts Room laborer
- The one-year agreement runs from July 1, 2015 to June 30, 2016.

Agreement Highlights:

Wage Increase

- All employees covered under the ATU labor agreement will receive a four (4) percent pay increase effective the first pay period in July 2015.

Health Insurance

- No changes.

Other Provisions

- Changes to the grievance process as well as the probationary for new operators were agreed upon.



ACTION ITEM

9C: Amalgamated Transit Union (ATU) Local 441 Labor Contract Agreement

Recommendation:

- Approve General Manager to sign the one-year labor agreement with the Amalgamated Transit Union (ATU) Local 441.
- Copies of the full agreement will be available upon request



ACTION ITEM



9D: FY2016 Proposed Budget Public Hearing

Action: Approve a Public Hearing on the FY2016 Budget

Staff Resource: *Jamie Schug, Chief Financial Officer*

Background:

- A presentation will be made at the Commission meeting further outlining the details associated with the proposed FY2016 Budget.
 - A workshop was held with Commission members on January 22nd where staff outlined the proposed FY2016 Budget in detail.
 - The service and budget committee met on January 27th following the same format as the commission workshop.

Budget:

- The total budget will increase 5.4 percent, to \$30.1 million from \$28.5 million. The additional property tax revenue will be allocated to cost-of-living salary and wage increases, health insurance increases, technology maintenance agreements, local match for capital expenses and a pending contract with the Amalgamated Transit Union.
- DART continues to transition federal funding used for operating expenses to capital expenses, such as regular bus replacement to maintain a state of good repair, as part of the DART Forward 2035 plan. The net effect is \$430,000 less available for operations. In addition, the elimination of two funding programs, JARC and New Freedom, resulted in a decrease of \$308,000 in non-operating revenue.
- Due to the level of increase in the property tax levy required in order to fund expected increases in the cost of doing business, DART is foregoing any service level increases in service for FY 2016.
- DART health insurance claims are increasing resulting in a projected increase for FY 2016 of thirty percent.

Timeline:

- Per the 28M Agreement, 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.
- A public hearing on the proposed budget is scheduled for:

Tuesday, March 3, 2015
 12:00 P.M.
 DART Offices – 620 Cherry Street
 Des Moines, Iowa 50309



ACTION ITEM

9D: FY2016 Proposed Budget Public Hearing

- The hearing will be held immediately prior to the regular DART Commission meeting where the Commission will consider adoption of the FY2016 budget in advance of the 28M Agreement's deadline of March 15, 2015.

Recommendation:

- Approve a Public Hearing on the FY2016 Budget.



ACTION ITEM



9E: December FY2015 Consolidated Financial Report

Action: Approve the December FY2015 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue performed near budget projections at 47.8% for the first six months of the year. Cash Fares and Monthly Passes fell slightly below budgeted levels while Unlimited Access and Other Contracted Services continued above budget.
- Fixed Route Non-Operating Revenue year to date is directly on target.
- Paratransit Operating Revenue is 5.33% lower than budget expectations. Cash fares are above target while contracted trips are currently lower than forecasted.
- Rideshare Revenues are 15.96% below budgeted levels at year to date. Rideshare revenue has experienced an uptick with the additional vanpools and expense monitoring continues to take place. As of December, Rideshares revenue has exceeded its year to date expenses.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 4.93% below budget projections year to date. Fuel and liability insurance are currently two large drivers of the savings.
- Paratransit Budget Summary – Operating expenses are currently 8.72% under forecasted levels. Fuel and Equipment Repairs are two categories seeing the most savings.
- Rideshare Expenses are below budgetary expectations by 16.68%. Fuel and Accident Repairs are driving the budget savings year to date.

Recommendation:

- Approve the December FY2015 Consolidated Financial Report.

**** TOTAL Un-Audited Year-End November FY2015 as Compared to Budget:**

Fixed Route	\$	531,611	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	105,526	FY2015
Rideshare	\$	<u>7,246</u>	\$95,429.35
Total	\$	644,383	

FY2015 Financials: December 2014

FIXED ROUTE	December 2014			Year-To-Date-(6) Months Ending 12/31/2014		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	361,736	413,208	(51,472)	2,369,373	2,479,247	(109,873)
Non-Operating Revenue	1,846,776	1,596,964	249,812	9,628,704	9,581,786	46,918
Subtotal	2,208,511	2,010,172	198,339	11,998,077	12,061,032	(62,955)
Operating Expenses	1,694,538	2,010,172	315,634	11,466,466	12,061,032	594,566
Gain/(Loss)	513,974	-	513,974	531,611	-	531,611

PARATRANSIT	December 2014			Year-To-Date-(6) Months Ending 12/31/2014		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	170,452	174,167	(3,715)	989,284	1,045,000	(55,716)
Non-Operating Revenue	113,194	107,516	5,679	658,900	645,095	13,805
Subtotal	283,646	281,683	1,964	1,648,184	1,690,095	(41,911)
Operating Expenses	245,727	281,683	35,955	1,542,658	1,690,095	147,437
Gain/(Loss)	37,919	-	37,919	105,526	-	105,526

RIDESHARE	December 2014			Year-To-Date-(6) Months Ending 12/31/2014		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	73,076	85,685	(12,610)	432,070	514,113	(82,042)
Non-Operating Revenue	-	-	-	3,518	-	3,518
Subtotal	73,076	85,685	(12,610)	435,588	514,113	(78,525)
Operating Expenses	64,103	85,685	21,583	428,342	514,113	85,770
Gain/(Loss)	8,973	-	8,973	7,246	-	7,246



DISCUSSION ITEM



10A: Windsor Heights Walmart Transit Station Project Update

Staff Resource: Ethan Standard, Transit Planner

- A presentation will be provided on the Windsor Heights Walmart Transit Station Project.



System Summary Performance Report December 2014

	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014	December 2013	Percent Change 2015/2014	FY15 Year To Date	FY14 Year To Date	Percent YTD Change 2015/2014
DART Fixed Route												
Total Ridership	290,945	305,523	549,220	387,342	439,025	332,964	334,381	316,984	5.49%	2,348,455	2,272,404	3.35%
OT Ridership	21,755	24,664	24,611	20,494	21,217	23,539	25,335	22,903	10.62%	139,860	132,058	5.91%
Unlimited Access Ridership	30,407	31,539	31,895	33,906	34,738	30,421	29,723	27,739	7.15%	192,222	205,818	-6.61%
Bike Rack Usage	5,238	5,636	5,440	5,874	6,337	3,596	3,158	2,260	39.73%	30,041	32,855	-8.56%
Passengers/Revenue Hour	17.14	17.42	25.51	21.73	22.73	20.45	18.89	18.29	3.26%	21.31	21.41	-0.43%
Avg. Passengers Weekday	12,263	12,471	19,220	16,856	17,463	16,244	14,326	13,610	5.26%	16,086	15,618	2.99%
Avg. Passengers Weekend Day	3,713	3,895	14,560	4,170	4,673	3,688	3,354	3,465	-3.21%	5,847	5,450	7.29%
Complaints/100,000 Riders	34.03	38.95	28.04	35.89	31.43	29.43	21.83	26.50	-17.62%	30.70	26.27	16.86%
Commendations/100,000 Riders	4.12	3.60	3.10	2.07	3.19	1.20	2.09	4.42	-52.60%	2.60	3.52	-26.22%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.99	1.53	1.85	1.46	1.68	0.81	1.10	2.69	-59.18%	1.43	1.80	-20.79%
Non-Preventable/100,000 Miles	1.59	0.77	1.85	2.92	1.34	0.81	0.00	3.85	-100.00%	0.94	1.50	-37.39%
Maintenance:												
Total Miles Operated	251,211	260,874	324,379	274,417	298,021	248,339	272,750	259,755	5.00%	1,678,780	1,551,439	8.21%
Road Calls/100,000 Miles	22.69	26.83	21.58	24.42	14.43	12.89	13.20	13.47	-2.04%	18.94	14.57	30.03%
Active Vehicles in Fleet	126	126	126	126	126	126	126	126	0.00%	126	109	15.77%
DART Paratransit												
Total Ridership	11,861	12,433	11,372	11,502	12,536	9,862	11,086	11,307	-1.95%	68,791	70,499	-2.42%
Passengers/Revenue Hour	3.05	2.92	2.78	2.82	2.83	2.92	2.88	2.89	-0.35%	2.86	3.01	-4.93%
Average Trip Length	5.76	5.28	5.56	5.44	5.40	5.56	5.62	6.02	-6.62%	10.01	5.97	67.85%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.00	1.52	0.00	0.00	0.00	0.00	0.00	1.47	-100.00%	0.27	2.38	-88.82%
Non-Preventable/100,000 Miles	0.00	1.52	4.75	1.60	0.00	0.00	0.00	5.88	-100.00%	1.33	1.66	-20.14%
Maintenance:												
Total Miles Operated	68,315	65,608	63,221	62,609	67,675	54,785	62,313	68,060	-8.44%	376,211	420,629	-10.56%
Active Vehicles in Fleet	20	20	20	20	20	20	20	20	0.00%	20	25	-19.46%
DART RideShare												
Total Ridership	18,622	18,618	17,564	20,564	22,374	17,681	18,890	18,922	-0.17%	115,691	124,872	-7.35%
Total Vans in Circulation	90	90	90	95	95	94	94	93	1.08%	93	93	0.00%
Total RideShare Customers	674	670	667	721	726	710	727	744	-2.28%	704	772	-8.91%
Accident Frequency Rate by Service:												
Preventable	0.65	0.62	0.00	0.00	0.56	0.00	0.62	0.64	-3.44%	0.31	0.82	-61.98%
Non-Preventable	1.94	0.62	0.65	0.61	1.11	0.00	0.62	0.64	-3.44%	0.62	0.61	1.38%
Maintenance:												
Total Miles Operated	154,259	161,031	152,736	165,201	180,022	142,972	161,112	155,563	3.57%	963,074	976,322	-1.36%
Active Vehicles in Fleet	100	100	100	100	100	100	100	100	0.00%	100	109	-8.12%



System Performance Ridership Report December 2014

	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014	December 2013	Percent Change 2015/2014	FY15 Year To Date	FY14 Year To Date	Percent YTD Change 2015/2014
DART Fixed Route Ridership	290,945	305,523	549,033	386,842	438,432	332,578	333,900	316,984	5.34%	2,348,455	2,272,404	3.35%
Local Routes:												
#1 - Fairgrounds	15,238	17,423	242,186	22,505	24,770	18,721	18,186	18,126	0.33%	343,791	328,165	4.76%
#3 - University	32,021	33,857	36,283	36,362	41,313	32,079	33,368	32,258	3.44%	213,262	219,441	-2.82%
#4 - E. 14th	15,224	15,812	16,144	19,712	22,056	17,498	17,240	16,787	2.70%	108,462	108,551	-0.08%
#5 - Franklin Ave	1,311	1,220	2,233	3,879	4,069	3,489	3,071	3,375	-9.01%	17,961	19,448	-7.65%
#6 - Indianola Ave.	21,462	23,239	24,128	26,807	31,256	23,603	24,208	22,622	7.01%	153,241	146,821	4.37%
#7 - SW 9th St.	27,725	27,791	31,122	36,980	41,883	32,484	32,389	31,574	2.58%	202,649	193,861	4.53%
#8 - Fleur Dr.	2,451	2,313	3,000	5,302	5,716	3,933	3,501	4,784	-26.82%	23,765	28,725	-17.27%
#11 - Ingersoll Ave.	2,254	2,454	2,506	2,489	2,573	1,912	2,087	2,410	-13.40%	14,021	15,384	-8.86%
#13 - Evergreen/SE Park Ave.	676	508	3,138	7,879	8,450	6,189	5,179	5,173	0.12%	31,343	29,722	5.45%
#14 - Beaver Ave.	16,654	17,702	20,235	26,469	30,323	23,720	23,246	19,383	19.93%	141,695	124,054	14.22%
#15 - 6th Ave.	19,674	20,567	22,196	27,773	31,269	23,324	24,247	24,661	-1.68%	149,376	158,146	-5.55%
#16 - Douglas Ave.	30,193	31,741	34,421	42,304	49,027	36,569	36,816	32,541	13.14%	230,878	211,612	9.10%
#17 - Hubbell Ave.	18,832	19,750	20,059	22,046	25,991	18,806	19,661	16,831	16.81%	126,313	107,700	17.28%
#51 - Merle Hay Crosstown	2,339	2,609	2,178	2,465	2,958	2,767	2,266	1,904	19.01%	15,243	9,072	68.02%
#52 - Valley West/Jordan Creek	13,241	15,368	15,769	16,322	19,603	14,942	15,141	11,228	34.85%	97,145	71,125	36.58%
#60 - Ingersoll/University	28,851	27,381	28,921	33,883	37,864	28,113	28,850	26,354	9.47%	185,012	167,651	10.36%
Shuttle Routes:												
Link Shuttle	834	684	742	752	1,038	863	980	871	12.51%	5,059	4,596	10.07%
Dline	15,105	17,564	14,101	14,172	15,675	11,118	11,891	12,612	-5.72%	84,521	115,111	-26.57%
Lincoln/McCombs	429	0	4,084	10,764	10,760	8,025	7,104	7,295	-2.62%	40,737	42,727	-4.66%
Express Routes:												
#91 - Merle Hay Express	941	887	804	746	1,104	713	832	771	7.91%	5,086	5,532	-8.06%
#92 - Hickman Express	3,086	3,074	2,835	3,190	3,385	2,373	2,671	2,905	-8.06%	17,528	18,349	-4.47%
#93 - NW 86th Express	2,805	3,175	2,927	3,217	3,612	2,891	2,749	2,814	-2.31%	18,571	18,601	-0.16%
#94 - Westown	1,073	960	938	1,014	1,228	898	791	1,114	-28.99%	5,829	7,261	-19.72%
#95 - Vista	1,740	1,743	1,647	1,914	1,943	1,686	1,842	1,615	14.06%	10,775	11,429	-5.72%
#96 - E.P. True	2,886	2,851	2,440	2,774	3,166	2,608	2,567	2,634	-2.54%	16,406	16,295	0.68%
#98 - Ankeny	7,399	7,299	7,217	8,281	9,850	7,058	6,860	7,369	-6.91%	46,565	51,971	-10.40%
#99 - Altoona	1,587	1,793	1,668	1,661	1,572	1,523	1,329	2,263	-41.27%	9,546	11,188	-14.68%
On-Call/Flex Routes (Operated by Paratransit):												
On-Call: Ankeny	235	219	207	203	209	258	251	160	56.88%	1,347	1,266	6.40%
On-Call: Des Moines	0	0	0	0	0	0	0	0	0.00%	0	422	-100.00%
On-Call: Johnston/Grimes	179	270	281	313	328	310	254	417	-39.09%	1,756	2,870	-38.82%
#73 Flex: Urbandale/Windsor Heigl	677	720	527	401	398	291	318	598	-46.82%	2,655	3,789	-29.93%
#72 Flex: West Des Moines/Clive	3,544	4,008	3,952	4,130	4,948	3,737	3,928	3,451	13.82%	24,703	20,572	20.08%
#74 Flex: NW Urbandale	0	0	187	500	593	386	481	0	100.00%	2,147	0	100.00%
On-Call: REGIONAL	279	541	144	133	95	77	77	84	-8.33%	1,067	947	12.67%
DART Paratransit Ridership	11,861	11,861	11,372	11,502	12,536	9,862	11,086	11,307	-1.95%	68,791	70,504	-2.43%
Bus/Van	10,896	11,457	10,475	10,545	11,585	9,146	10,329	10,584	-2.41%	63,537	66,092	-3.87%
Cab	965	976	897	957	951	716	757	723	4.70%	5,254	4,412	19.08%
DART RideShare Ridership	18,622	18,618	17,564	20,564	22,374	17,681	18,890	18,922	-0.17%	115,691	124,872	-7.35%
DART Commission Meeting, February 3, 2015	577,969	418,908	473,342	360,121	363,876	347,213	4.80%	2,532,937	2,467,780	2.64%		



Customer Engagement Report December 2014

	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014	FY15 Year To Date
Total System Monthly Ridership	336,574	578,156	419,408	473,935	360,507	364,357	2,532,937
Total Fixed Route Ridership	305,523	549,220	387,342	439,025	332,964	334,381	2,348,455
DART Website							
Unique Visitors	40,898	49,900	42,583	41,187	34,366	32,230	241,164
Social Media - Followers							
Facebook	692	703	716	757	778	778	
Twitter	1,205	NA	NA	1,275	1,302	1,361	
Email							
Subscribers	NA	NA	NA	NA	3,027	3,039	6,066
MYDART Trip Planner							
Trip Plans	12,823	20,326	19,399	21,582	16,142	14,229	104,501
Next Bus	668	1,143	1,660	2,990	1,301	2,938	10,700
Schedules	4,985	8,973	6,917	4,077	2,769	2,818	30,539



MONTHLY REPORT



11A: Operations

Staff Resource: Anthony Lafata, Chief Operating Officer

Transportation - Randy McKern, Manager

- A special bid for the day after Christmas was posted on December 5, 2014. The one day bid concluded December 18, 2014.
- Fixed Route Operators incurred zero (0) preventable accidents during the month of December. In addition, Fixed Route went forty (40) days without a preventable accident. The previous record was twenty-four (24) days set back in March of 2009. Operators were treated to breakfast pizza and mini subs at our Safety Meetings held Wednesday, January 14, 2015. Way to go Fixed Route Operators!

Maintenance - Scott Reed, Manager

- The Maintenance Safety meeting was held on January 21, 2015. The main topic covered at the meeting was the annual Lock out/Tag out training.
- The updated medium duty Predictive Maintenance Program has been completed and is undergoing beta testing to ensure it provides a quality inspection. Technicians have been asked to provide feedback on all the new PM's if they feel any items have been missed or are incomplete.
- We are working with Hogle Bus and Champion to develop a specification for our next medium duty purchase of six (6) On Call/Flex buses.
- The first stages of disassembly began on January 26, 2015 on the first of our six, refurbished New Flyer articulated buses. The project is expected to take approximately six months with final delivery projected the end of June 2015.

Paratransit - Georgia Parkey, Manager

- Paratransit covered Distracted Driving at the monthly Safety Meeting on January 13, 2015. We also snacked on breakfast pizza and bagels in celebration of zero (0) preventable accidents for five (5) straight months, August through December. What an accomplishment!
- The shift bid has been completed and new shifts went into effect January 25, 2015.
- Paratransit Operators reached yet another milestone celebrating 120 days injury free. A breakfast was held on January 28, 2015 in recognition of everyone's great effort. Congratulations Team!

Training - Mike Kaiser, Interim

- The Training Department currently has two (2) Fixed Route Operators undergoing cadet training.
- The Training Department graduated three employees from CDL training; one each from Maintenance, Fixed Route and Paratransit.

MONTHLY REPORT
11A: Operations



Facilities – Matt Pitstick, Manager

- Completing plans for the Technician Lavatory and Operations Admin Rehab. They will be bid shortly, construction is scheduled for spring.
- Completed installing new overhead doors in the service lane.
- Completed preventative maintenance tasks on assets and systems.

Service Management - Mike Kaiser, Lead Supervisor

- Supervisors continue with their on-street peak-time coverage, minimizing potential conflicts to service areas.
- Supervisors are participating in an Online Communication Training Course conducted by Telephone Doctor. This training is dedicated to enhancing the skills and techniques necessary for demonstrating excellent customer service and providing the kind of customer service that exceeds our customer's expectations.



MONTHLY REPORT



11B: Marketing

Kirstin Baer-Harding, Marketing Director
Staff Resources: John Clark, Customer Service Supervisor
Jennifer Long, RideShare Program Coordinator

Marketing and Communications Updates:

- Staff has been preparing the material and communications on the next MyDART tools which will consist of SMS, IVR phone system and a mobile App which will be released in the coming weeks. Also, we will be releasing the schedule information open data and sometime after the real-time information.
- Staff attended the Downtown chamber DIG event on Jan. 20. The event showcased the upcoming downtown development changes.
- Staff attended the Urbandale Chamber Membership Luncheon on Jan. 21, 2015. Staff has been preparing the schedules and marketing materials for the upcoming Feb. Service changes. Minor adjustments will be made to 17 routes. Hang tags, interior signage, email, social media and website updates will be available to customers early February.
- Staff has been preparing the material and communications for the upcoming routing changes to The LINK on Sunday, February 22, 2015. Signage, email, social media and website information will be available to customers early February.
- Staff has been preparing materials for the second annual Valentine's DART Date Night. DART Local and Flex Routes will be FREE, Friday, Feb. 13 beginning at 5 p.m. through the end of service on Saturday, Feb. 14, 2015.
- Staff has been developing and designing the DART Annual Report for FY2014. The annual report will be ready for distribution in the next month.
- Staff continues to research and develop marketing materials for community outreach.
- Staff provided an update on the next technology launches at the January TRAC and received positive feedback from TRAC members who have been assisting with the testing of the technology.

Customer Service Report – John Clark:

December Employer and Group Presentations:

- Principal Orientation (5 visits)
- Train The Trainer

December Website Communication and Messages:

- Completed Answered emails – 0
- Bus Stop/Shelter Requests – 0



MONTHLY REPORT 11B: Marketing

- Contact/Feedback Forms – 80
- Customer Service Requests – 0
- Other/Misc. – 19
- Voicemails – 137, voicemails requiring response – 25 (18%)

Total Calls for December 2014:

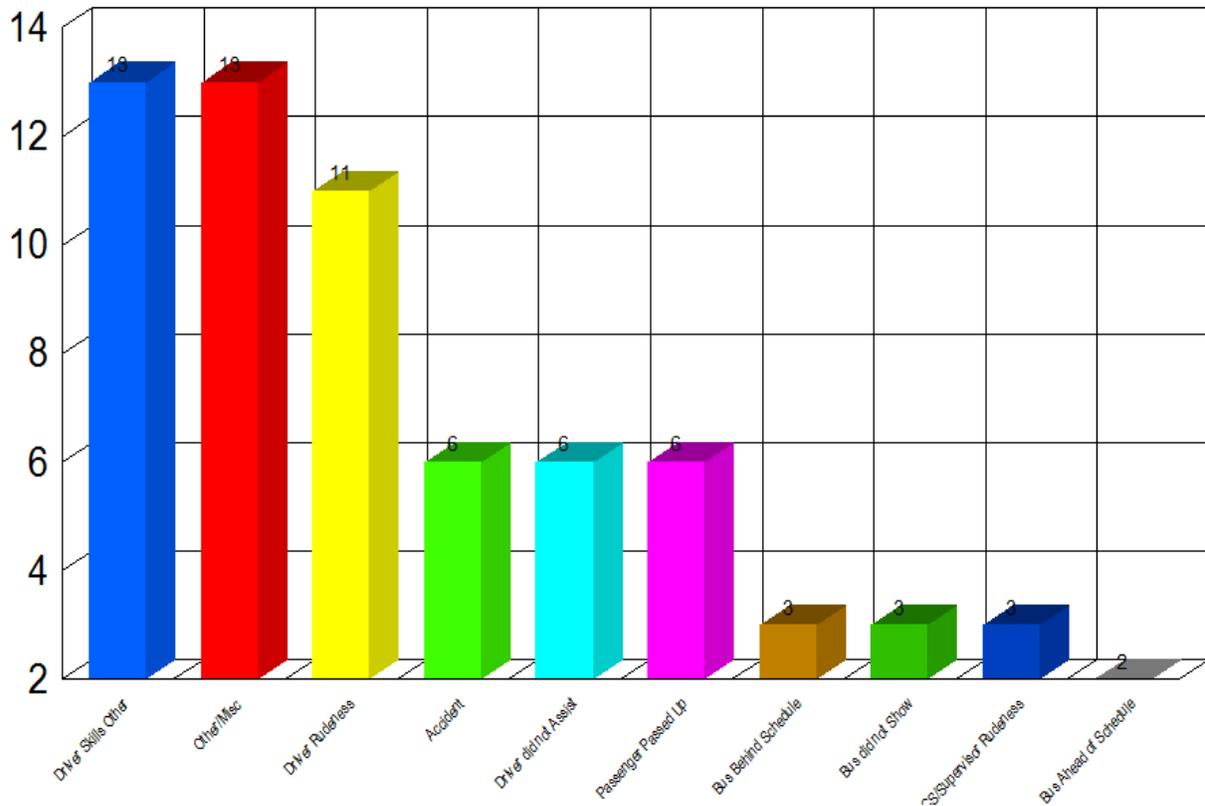
- Schedule Information – 13,263
- Spanish Line – 240
- Receptionist – 844
- Ride-Share – 388

Top 10 Report

12-01-14 - 12-31-14

DART

Complaint



MONTHLY REPORT
11B: Marketing



- The top five comments for December 2014 were: Driver Skills Other, Other Misc. Driver Rudeness, Accident and Driver Didn't Assist.
- In summary, in December we had 75 complaints, 4 commendations and 6 Inquiry/suggestions. Out of the total 75 complaints for December, 13 are still being investigated. For December a total of 23 complaints were founded which is 31% of the total completed complaints.

RideShare – Jennifer Long:

- Staff started a new vanpool from West Des Moines to Grinnell. Two existing vanpools were reorganized and now travel an additional 10 miles a day.
- RideShare held a Holiday Photo Contest. Photo submissions were posted on Facebook where voting for the winners took place.
- Three individuals attended driver's training this month.

Staff Commendations:

DART had several comments in December recognizing DART staff:

- Customer phoned in to let us know Linda Dyson took her own personal time to drop off his cane (because she knew he needed it and would have to go all weekend without it).
- Customer is in town from Omaha and needed to use some time before his Trailways bus leaves to go back to Omaha at 5 pm. Customer reached Alyson in customer service and stated she was very impressed with the way Alyson helped her get to the mall. She went on to state that Alyson is excellent, nice, accurate, very detailed, awesome and went above and beyond to make her day in Des Moines fun.
- Customer phoned in stating: The driver was gracious enough to return my purse to me. He had it in his hand with a huge smile.
- Customer would like to thank Vicky Bundy for stopping at the bus stop when it was cold out to pick her and her husband up. "We were on the wrong side of the street and she made sure we got on the bus and where we needed to go. Please commend her".



MONTHLY REPORT



11C: Planning

Staff Resource: Jim Tishim, Planning Director

Transit Master AVL/RTIS and Trip Planner Update:

- AVL/RTIS contract items are completed, except the APC report errors we have been experiencing. Another transit authority is experiencing the same problem. Trapeze and DART IT staff continue to work on it. Configuration changes have been made to 3 buses to track and capture logs to help identify the problem. This issue will not affect the closeout of the contract.
- TransitMaster 28.3 and RNC Upgrade was completed.
- MyDART Phones (IVR) License Increase: DART increased our licenses from 8 to 15 for the IVR system to allow for more capacity while using the trip planner and real-time information capabilities.
- MyDART Phones (IVR) Service: The new Interactive Voice Response service, including the Spanish version went live on Monday, January 23, 2015.
- MyDART Text: The new SMS service went live on Monday, January 23, 2015.

Planning Department Projects:

- *TRAC January 2015 Meeting:* The first TRAC meeting for 2015 was held on January 14, 2015. The new Chair, Jay Peterson and Vice-Chair, Dina Ricketts were elected to their position at the November 2014 meeting and presided over their first meeting. There were 9 new members that were selected by DART Commissioners and General Manager, Elizabeth Presutti that took their place on TRAC for the first time. The final draft of the new Fare Policy was voted on and approved unanimously. Preliminary 2015 goals were developed and discussed for final approval at the March 2015 TRAC meeting.
- *Friends of SW 9th St Corridor Planning Study:* Transit Planner, Ethan Standard has been a committee member of the Friends of SW 9th St Corridor Planning Study for the past year. The formal plans were presented at The Friends of SW 9th St Plan Review Public Meeting on January 22, 2015 at Christ the King Church.
- *Windsor Heights Walmart Transit Station and Park & Ride Update:* Staff proposed the Windsor Heights Walmart Transit Station and Park & Ride Federal Fiscal Year 2016 ICAAP application, which was approved by the DART Commission at the September 2014 meeting. DART submitted the FY 2016 ICAAP application that same month to the Iowa Department of Transportation (IDOT). The project was selected for funding and approved by the Iowa Transportation Commission at their January 2015 meeting. The approved federal (CMAQ) funding is \$200,000. Staff reached out to IDOT about the possibility of moving the project to the current Federal Fiscal Year 2015, instead of waiting until October 1, 2015. Our request was approved pending administrative requirements. DART is working with the MPO to amend the FY 2015 Transportation Improvement Plan, and once approved will be forwarded to the state and included in the State Transportation Improvement Plan.



MONTHLY REPORT
9C: Planning

Once amended, DART will work with the Iowa Office of Public Transit to include the project in a grant with FTA prior to receiving an executed contract. Once the grant is finalized, DART can begin spending the funds on project development.

- DART Forward 2035 Transit Plan – Year 4: The Planning Department developed preliminary service enhancement options, priority of implementation and service costs for the FY 2016 Budget.



MONTHLY REPORT



11D: Procurement

Staff Resource: Mike Tiedens, Procurement Manager

Procurements in Process:

Technician Latrine Remodel – DART is seeking an experienced Contractor to provide construction and enlargement of the existing Technician’s Restroom. Work includes selective demolition of existing fixtures, masonry walls, and slab-on-grade; Infill existing wall openings, installation of a new door, fixtures, toilet partitions, and accessories; associated mechanical and electrical modifications.

- Bid Issue Date was January 12, 2015.
- Pre-Bid Meeting was held on January 20, 2015, 2:00 PM, Central.
- Bid opening will be February 24, 2015, 2:00 PM, Central.

DART Central Station Kiosk – DART is purchasing and installing a kiosk in the lobby of DART Central Station which will house a phone to assist visual impaired passengers with obtaining route information.

Contracts and Task Orders Approved in December:

Substance Architecture, Architecture and Engineering Services Contract

- Route 60 – 10% Design through Public Feedback – *Provide design for station locations, develop conceptual designs and site plans for station types, prepare graphics for public input, attend local municipal coordination meetings.*
 - Task order was approved for the amount of \$60,078.10.

Upcoming Procurements:

- Taxi Cab Services
- Heavy Duty Bus Manufacturer
- Schedule Printing Services
- Benefits Administration Services
- Insurance Broker Services
- 1100 DART Way Administration Area Remodel
- Housekeeping Services
- Security Services



MONTHLY REPORT



11E: General Manager

Staff Resource: Elizabeth Presutti, General Manager

- **Budget Committee Meeting with City Manager's:** DART staff presented the FY 2016 DART budget to the City Manager's from DART's member governments on January 27, 2015.
- **Bus Operator Assault Legislation:** I have had the opportunity to join our State Lobbyists, Bill Wimmer and Angela Davis, up at the capitol several times to discuss the Bus Operator Assault Bill with Legislators. I attended the House Subcommittee as well as the Senate Committee hearing the bill. At this time the bill has successfully made its way out of committee in the House.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

March 3, 2015 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • FY 2016 Budget • DART Fare Policy • Medium Duty Buses • Paratransit Scheduling Software 	<ul style="list-style-type: none"> • Des Moines to Ames Transit Study • Quarterly Safety Report
April 7, 2015 - 12:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> • Mobility Manager Update • Predictive Maintenance Program • Quarterly Investment Report
May 5, 2015 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Taxi Cab Contract • 1100 DART Way Admin Remodel Construction • 1100 DART Way Admin Furniture 	<ul style="list-style-type: none"> • Quarterly Safety Report
June 2, 2015 - 12:00 P.M.	
Action Items	Information Items

Key Meetings/Dates:

- February 3-4, 2015: IPTA State Legislative Conference, Des Moines, IA
- February 17, 2015: IPTA Federal Legislative Meeting, Washington, D.C.
- March 8-11, 2015: APTA Legislative Conference, Washington, D.C.

Other Future Items:

- Benefits Administration Services
- Insurance Broker Services
- Heavy Duty Buses
- Open Records Policy
- Records Retention Policy



COMMISSIONER ITEM



13A: Nominating Committee Appointments
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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.
- Election of the officers of the Commission will still take place as scheduled, and in accordance with the Bylaws, at the annual meeting.