



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
NOTICE OF COMMISSION MEETING AND AGENDA  
APRIL 1, 2014 – 12:00 p.m.  
DART MULTIMODAL ROOM, 620 CHERRY STREET**

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	<b>PAGE #</b>
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF APRIL 1, 2014 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. COMMISSIONER RECOGNITION	
7. TRANSIT RIDERS ADVISORY COMMITTEE UPDATE	
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14. OTHER – Communications	
15. NEXT MEETING: Regular DART Meeting Tuesday, May 6, 2014 – 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.**

## CONSENT ITEM



**8A: FY2015 State Grant Application**

**Action: Approve the FY2015 consolidated state transit funding application**

**Staff Resource:** Debra Meyer, Financial Analyst

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This consolidated resolution will summarize the individual grant programs included in the annual Iowa Consolidated Transit Funding Application. The Iowa Department of Transportation's Office of Public Transit requires this resolution to be assured that the applying transit system has the necessary local-match resources and the ability to implement the projects according to its rules and regulations. All of the projects in the application support capital and operating projects identified in the FY2015 budgets.

### **Operating**

#### State Transit Assistance Formula Funds (STA):

- The State of Iowa allocates approximately \$11.3 million of the registration fees on new vehicle sales to transit; the funds are distributed annually to the 35 rural and urban public transit agencies in Iowa.
- The state estimates the allotment for DART in FY2015 will be \$1,149,485, an increase of over \$100,000 from the current year. DART will be applying for the funds to offset operating costs.

#### 5311- Federal Rural Formula Program:

- The state distributes these federal funds annually based on populations served by DART outside the defined Des Moines Urbanized Area.
- The state estimates DART's portion for FY2015 at \$13,959, a significant decrease as service moved to the urbanized area with the latest census. DART will be applying for the funds to offset operating service costs in the non-urban portions of Polk County.

### **Capital**

#### Iowa Public Transit Infrastructure Grants (PTIG):

- The PTIG program funds vertical infrastructure projects for Iowa transit agencies. The state budget for FY2015 is \$1.5 million, with no more than 40% of the total going to an individual agency in a single year.
- DART was successful in obtaining an FY2014 grant to renovate the common areas of the 1100 DART Way Operations and Maintenance facility and to make energy efficiency improvements to the structure. Phase 2 of the project extends work to the east and perimeters of the former administrative area and includes the old boardroom, atrium, reception, and office spaces.
- DART will request \$600,000 in state funding, which requires a \$150,000 local match.
- Last year the state did not receive enough funding requests to exhaust the \$1.5 million budget, and held a second call for projects. DART is proposing to submit a second application to finish

## CONSENT ITEM

### 8A: FY2015 State Grant Application



the bus-barn portal project, but the funding request is dependent upon construction bids that are due in mid-April. At this time, staff estimates \$180,000 is needed to raise the fire suppression system and finish the remaining portals.

- DART will request no more than \$144,000 in state funding for a second priority project, which requires a \$36,000 local match.

#### 5339- PTMS Bus Replacements (transfer from CMAQ funding):

- The Iowa DOT allocates \$3 million in clean air funding to statewide transit to make up for the loss in 5309 funding (earmarks) for much-needed bus replacements. Iowa buses typically have to average 18 years of age to rank high enough to receive funding, so DART does not fare well in the PTMS selection process.
- DART will be applying for \$2,809,600 in capital funding to replace eight 2000 model buses; if selected for funding, the project requires a \$702,400 local match.

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

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

**ROLL CALL**

Commissioners Present: Skip Conkling, Angela Connolly, Tom Gayman, Christine Hensley, Gaye Johnson, Joann Muldoon (Arrived at 12:19pm), Steve Peterson and Steve Van Oort

Commissioner Absent: Bob Mahaffey

Alternates Present:

**CALL TO ORDER**

The meeting was called to order by Chair, Steve Van Oort at 12:01pm. 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 March 4, 2014 meeting agenda.

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

**PUBLIC COMMENT**

No comments

**Public Hearing on FY2015 Budget and Tax Levy Rates**

Chair, Steve Van Oort announced that a public hearing to discuss the DART FY2015 budget and tax levy rates was convened and asked for comments from the floor.

The following appeared regarding the FY2015 budget and tax levy rates:

Gary Lorenz, Mayor of Ankeny. 118 NW Countrywood Lane

**Receive and File:** Letter from City of Ankeny, 410 West 1<sup>st</sup> Street, Ankeny

Commissioner Muldoon arrived at 12:19pm

A motion by Ms. Hensley and second by Mr. Conkling that the Commission close the public hearing. The motion carried unanimously.

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

**MARCH 4, 2014**

**ACTION ITEM**

**6A: Approve FY 2015 Budget and Tax Levy Rates**

Ms. Connolly made note that we've had more discussion on this budget than we've had in the past and commended staff on all their hard work. She believes it would be appropriate to have a mid-term check to see where we are at.

Mr. Conkling voiced concerns with the budget regarding service level enhancements and cannot support a 6.5 cent tax levy increase.

Ms. Connolly thanked staff for reducing the levy. She went on to say that we will likely have to look at alternative ways to fund DART in the future. Ms. Connolly also agrees with Ms. Hensley to have a mid-point evaluation to see where we are at budget wise.

Mr. Van Oort acknowledged Elizabeth, Jamie and staff on their hard work on this year's budget. Mr. Van Oort proposed continuing to look at other revenue streams and to look at other communities and transit systems like DART to see how they operate.

Ms. Hensley recommended that we continue to look at possible collaborations between city and county to gain efficiencies as there may be some overlap.

A motion by Mr. Conkling to revise the proposed budget by decreasing the proposed 6.5 cent tax levy rate increase to 6 cents was lost without a second.

It was moved by Ms. Hensley and seconded by Mr. Peterson that the Commission approve the FY2015 budget and tax levy rates as presented.

Roll Call: Peterson – Yea, Conkling – Nay, Connolly – Yea, Gayman – Yea, Hensley – Yea, Johnson – Yea, Muldoon – Yea, Van Oort – Yea.

**CONSENT ITEMS**

**7A – February 4, 2014 Minutes**

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

**ACTION ITEMS**

**8A – Replacement RideShare Passenger Vans Purchase**

Mr. Tiedens provided an update to the Commission on the RideShare van purchase. Mr. Tiedens asked for approval to purchase 15 passenger vans with Bob Brown Chevrolet for a total of \$513,125, and 8 minivans with Stew Hansen Dodge for a total of \$192,672 at a cost not to exceed \$725,000.

Mr. Gayman inquired whether or not we do any advertising on the vans.

It was moved by Mr. Peterson and seconded by Ms. Johnson that the Commission approve the Replacement Rideshare Passenger Vans Purchase. The motion carried unanimously.

**8B – Teamsters Union Update**

Mr. Lafata provided background on the Paratransit contract negotiations with Teamsters. The Affordable Care Act made a last minute change that affected the contract. The Teamsters are still considering the change in the language as it relates to health insurance.

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

**MARCH 4, 2014**

It was moved by Ms. Johnson and seconded by Mr. Peterson that the Commission approve the International Brotherhood of Teamsters Agreement subject to resolution of the health insurance language. The motion carried unanimously.

**8C – January 2014 Financials**

Ms. Dakan provided a presentation on the January 2014 financials to the Commission.

It was moved by Ms. Connolly and seconded by Ms. Muldoon that the Commission approve the January 2014 Financials. The motion carried unanimously.

**DISCUSSION ITEM**

**9A – DART Forward 2035 Plan**

Ms. Presutti provided a presentation to the Commission on the DART Forward 2035 Plan. Ms. Presutti made note of the editorial that published Monday, and that she had received a number of commendations from colleagues across the nation given its national exposure.

Ms. Presutti also provided a copy of the FY2013 Annual Report to the Commission. An electronic version will be created and emailed out. Commissioners were asked to let staff know if there are any individuals or lists they would like it sent to.

Ms. Hensley asked that it be sent to Kandi Reindl.

Commissioner Gayman departed the meeting at 1:07pm.

Ms. Connolly and Ms. Hensley requested a one-page break down of this information.

**9A – DART Legislative Update**

Mr. Olson provided an update to the Commission on current legislative priorities:

- Operator Assault – We received more traction than in the past; however due to a language error we are at the same point for next year.
- Data Privacy – We want to make sure rider data is protected from disclosure under records requests.
- State funding for Bus Rapid Transit – Our response will be to revise the language for next year.

**9C – January 2014 Performance Report**

Ms. Presutti updated that Ridership is up over 1% for the month of January. Year to date ridership is up over 6% for Fixed Route. February ridership is trending up as well.

**MONTHLY REPORTS**

**10A – Operations Report**

No update

**10B – Marketing Report**

No update

**10C – Planning Report**

No update

**10D – Procurement**

No update

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

**MARCH 4, 2014**

**10E - General Manager**

Ms. Presutti updated the Commission that we have hired a new Human Resources Director. Steve Hansen will start on March 17<sup>th</sup>.

We will be traveling to Washington next week to meet with our congressional delegation.

Peg Hadley, DART Customer Service Specialist was a finalist in the APTA Call Center Challenge in New Orleans for Customer Service Rep of the Year. Peg represented DART very well at the conference.

**FUTURE AGENDA ITEMS**

Mr. Van Oort updated that we will be recognizing Steve Brody at the April meeting for his service on the DART Commission.

**COMMISSIONER ITEMS**

**11A - Nominating Committee Appointments**

Mr. Van Oort has asked Ms. Connolly, Ms. Hensley and Mr. Conkling to act as the Nominating Committee.

**OTHER - Communications**

**NEXT MEETING**

April 1, 2014 at 12:00pm

**ADJOURNMENT**

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

**Future 2014 Meeting Dates**

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

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Chair

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Clerk

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Date

## ACTION ITEM



**9A: Equal Employment Opportunity (EEO) Policy**

**Action: Approve the Equal Employment Opportunity (EEO) Policy.**

**Staff Resource:** Steve Hansen, Human Resources Director

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### **Background:**

- As a recipient of federal funding and having more than fifty transit employees, DART has to comply with Equal Employment Opportunity planning requirements outlined by the Federal Transit Administration.
- The EEO plan as outlined by FTA has the following purpose:
  - Establish strong company policy and commitment to equal employment opportunity
  - Assign responsibility and authority for the program to top company officials.
  - Analyze present workforce to identify jobs and departments where minorities and females are underrepresented.
  - Set specific measurable hiring and promotion goals with target dates in each area of underutilization
  - Make every manager and supervisor responsible and accountable for helping to meet these goals.
  - Re-evaluate job descriptions and hiring criteria to ensure that they include only actual job needs.
  - Find minorities and females who qualify or can become qualified to fill goals..
- The EEO plan must be submitted to FTA every three years. As part of DART's submittal that is due April 17, 2014, staff has drafted an update to the DART EEO policy. The revised policy is attached to the agenda item.
- Upon approval of the updated policy, it will be submitted along with DART's updated EEO plan to FTA prior April 17, 2014. Steve Hansen, DART HR Director, will be named DART's EEO Officer as part of the plan.

### **Staff Recommendation:**

- Approve the Equal Employment Opportunity (EEO) Policy.



**Equal Employment Opportunity Employer**

**Policy Applies to: Administrative Employees**

**Policy Owner: Human Resources**

**Issued: May 2007**

**Revised: April 1, 2014**

**Approved By:**

The Des Moines Area Regional Transit Authority (DART) is an Equal Employment Opportunity (EEO) Employer and is committed to complying with all applicable federal and state laws including the requirements of Federal Transit Administration Circular 4704.1.

**DART’s Commitment to EEO**

In accordance, DART is committed to equal opportunities for all persons regardless of race, color, creed, national origin, sex, age, sexual orientation, veterans status, or disability. The EEO program is applicable to all employment practices including, but not limited to the following:

- Recruitment
- Selection
- Training
- Promotions
- Terminations
- Transfers
- Layoffs
- Compensation
- Benefits and other terms, conditions and privileges of employment.

**Timetables and Goals**

DART is committed to undertake an Affirmative Action Program that includes goals and timetables. The successful implementation and achievement of DART’s EEO Program is expected to provide positive benefits to DART through the fuller utilization and development of previously underutilized human resources.

**Program Implementation**

Responsibility for the implementation of the EEO Program has been assigned to DART’s Human Resource Director. However, all DART managers and supervisors share in the responsibility to ensure compliance is achieved through understanding, communicating and being actively involved in the support of this program. The contribution to the success of the program of each individual manager and supervisor will be noted in their annual performance evaluation.

**Complaint Process**

DART employees or applicants for employment who feel they have been discriminated against are encouraged to bring their concerns to a supervisor, manager or the Human Resource Director. Immediate and appropriate action will be taken by DART to prevent discrimination, retaliation, and/or harassment of employees who file complaints. Employees should also feel comfortable discussing such concerns with appropriate governmental agencies without fear of retaliation from other DART employees, managers or officials.



**Vendors Contractors and Suppliers**

DART requires all contractors, vendors and suppliers to comply with appropriate federal and state laws, rules and regulations. This compliance effort includes the submission of an affidavit that the contracting party does not and will not discriminate in its employment practices on the basis of race, color, creed, national origin, sex, age, sexual orientation, veteran’s status, or disability.

**DART Service Commitment**

Consistent with the provisions of Title VI of the Civil Rights Act of 1964, no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied benefits of, or otherwise be subjected to discrimination from DART transit service and related activities. All DART operations will demonstrate a commitment to the Equal Employment and Service Equity Policy.

**Conclusion**

DART is committed to the EEO Goals outlined in this document with the full belief that the achievement of these goals will lead to the improved utilization of previously underutilized human resources that are currently available in our labor markets.

**Policy and Procedure Revision Log**

Revision	Date
	April 1, 2014

**Approval**

The Equal Employment Opportunity Employer policy needs to be approved by the DART Commission prior to any issued revisions.

## ACTION ITEM



**9B: SW 9<sup>th</sup> Street Memorandum of Understanding**

**Action: Approve the Memorandum of Understanding**

**Staff Resource:** Ethan Standard, Transit Planner

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### **Background:**

- The City of Des Moines along with several other stakeholders have begun the process of creating a corridor plan for SW 9<sup>th</sup> Street.
- The purpose of the Memorandum of Understanding is to signify DART's commitment to the SW 9<sup>th</sup> Street Revitalization Coalition.
- The SW 9<sup>th</sup> Street Revitalization Coalition is an open coalition consisting of any community partner or neighborhood resident that is committed to improving the SW 9<sup>th</sup> Street Corridor.
- Identifies DART as a member of the coalition that will work cooperatively together with other members toward outcomes developed in the Corridor Plan and the comprehensive vision for the corridor.
- SW 9<sup>th</sup> Street is a primary corridor for DART, so participating in this process is important for the organization as it relates to service along the corridor. Route 7 currently travels the entire length of the corridor, and it has also been identified in DART Forward 2035 as a primary corridor for future service enhancements.
- The link between future land use and transportation along the SW 9<sup>th</sup> Street Corridor will be one of the main topics and points of discussion for DART.

### **Staff Recommendation:**

- Approve the SW 9<sup>th</sup> Street Revitalization Coalition Memorandum of Understanding.

## ACTION ITEM



**9C: February FY2014 Consolidated Financial Report**

**Action: Approve the February 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 1.26% higher than budget expectations year to date. In addition to stronger than forecasted cash fares; School Funding and Other Contracted Services are also exceeding budget.
- Fixed Route Non-Operating Revenue year to date is 2% lower than budget. The difference is been seen primarily in Advertising Revenue and the timing of the Municipal Operating Assistance revenue.
- Paratransit Operating Revenue are 7.2% lower than budget for the month of February 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 10% 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 Salaries, Wages, and Fringes, Insurance, and Fuel and Lubricants.
- Paratransit Budget Summary – Year to date, Paratransit expenses are 6% under projected levels. Fuel and Salaries, Wages, and Fringes are two of the categories experiencing savings.
- Rideshare Expenses are below budgetary expectations by 11%. Fuel and Equipment Repair Parts are the two main categories contributing to the savings.

### Recommendation:

- Approve the February FY2014 Consolidated Financial Report.

#### **\*\* TOTAL Un-Audited Year-End February FY2014 as Compared to Budget:**

Fixed Route	\$	768,773	Reserve For Accidents (See Balance Sheet):	
Paratransit	\$	35,114	FY2014	\$176,484
Rideshare	\$	<u>7,898</u>		
Total	\$	811,786		

**FY2014 Financials:**

**February 2014**

<b>FIXED ROUTE</b>	<b>February 2014</b>			<b>Year-To-Date-(8) Months Ending 02/28/2014</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	330,828	375,033	(44,205)	3,037,948	3,000,264	37,684
Non-Operating Revenue	1,383,015	1,526,571	(143,556)	11,991,480	12,212,568	(221,088)
Subtotal	1,713,844	1,901,604	(187,761)	15,029,428	15,212,832	(183,404)
Operating Expenses	1,696,467	1,876,725	180,258	14,061,619	15,013,797	952,178
Gain/(Loss)	17,377	24,880	(7,503)	967,809	199,035	768,773

<b>PARATRANSIT</b>	<b>February 2014</b>			<b>Year-To-Date-(8) Months Ending 02/28/2014</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	147,422	173,750	(26,328)	1,290,367	1,390,000	(99,633)
Non-Operating Revenue	64,583	68,833	(4,250)	561,313	550,667	10,646
Subtotal	212,005	242,583	(30,578)	1,851,680	1,940,667	(88,987)
Operating Expenses	221,463	267,405	45,941	2,015,137	2,139,238	124,101
Gain/(Loss)	(9,458)	(24,821)	15,363	(163,457)	(198,571)	35,114

<b>RIDESHARE</b>	<b>February 2014</b>			<b>Year-To-Date-(8) Months Ending 02/28/2014</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	72,725	85,685	(12,960)	617,697	685,483	(67,786)
Non-Operating Revenue	-	-	-	2,748	-	2,748
Subtotal	72,725	85,685	(12,960)	620,445	685,483	(65,038)
Operating Expenses	84,942	85,685	744	612,547	685,483	72,936
Gain/(Loss)	(12,216)	-	(12,216)	7,898	-	7,898

## DISCUSSION ITEM



<b>10A:</b>	<b>Drake Service Proposal</b>
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**Staff Resource:** Gunnar Olson, Public Affairs Manager

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- A presentation on a Drake Service Proposal that staff has prepared will be provided at the Commission meeting.

## DISCUSSION ITEM



<b>10B:</b>	<b>FY 2015 DART Service Enhancements</b>
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**Staff Resource:** Jim Tishim, Planning Director

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- A presentation on FY 2015 DART Service Enhancements will be provided at the Commission meeting.

## DISCUSSION ITEM



<b>10C:</b>	<b>Affiliate Chamber Memberships</b>
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**Staff Resource:** Elizabeth Presutti, General Manager

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- A presentation on Affiliate Chamber Memberships will be provided at the Commission meeting.



# System Summary Performance Report February 2014

	August 2013	September 2013	October 2013	November 2013	December 2013	January 2014	February 2014	February 2013	Percent Change 2013/2012	FY14 Year To Date	FY13 Year To Date	Percent YTD Change 2014/2013
<b>DART Fixed Route</b>												
Total Ridership	520,188	369,520	430,464	349,845	316,984	330,804	331,061	306,426	8.04%	2,933,171	2,758,061	6.35%
OTT Ridership	22,582	23,163	19,194	23,121	22,903	23,582	22,830	15,976	42.90%	178,470	139,368	28.06%
Unlimited Access Ridership	37,097	37,430	37,702	32,135	27,739	31,293	31,786	37,164	-14.47%	268,897	288,549	-6.81%
Bike Rack Usage	6,996	6,707	6,618	3,804	2,260	1,565	1,031	1,738	-40.68%	35,451	28,695	23.54%
Passengers/Revenue Hour	25.61	21.51	22.70	21.39	18.29	18.46	20.03	20.14	-0.53%	20.24	21.88	-7.47%
Avg. Passengers Weekday	22,153	16,710	17,197	16,467	13,610	13,701	15,100	14,145	6.75%	15,855	15,200	4.31%
Avg. Passengers Weekend Day	3,647	3,925	4,368	3,698	3,465	3,674	3,633	2,941	23.52%	3,676	3,138	17.14%
Complaints/100,000 Riders	21.34	32.47	30.66	23.15	26.50	33.25	33.83	15.34	120.57%	5.93	26.07	-77.24%
Commendations/100,000 Riders	3.08	2.16	4.41	3.43	4.42	4.23	3.02	2.94	2.84%	3.55	3.30	7.46%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	1.24	1.67	2.97	0.85	2.75	2.65	1.22	1.83	-33.19%	1.92	1.87	3.12%
Non-Preventable/100,000 Miles	1.24	3.33	2.23	2.13	3.93	2.27	4.89	5.03	-2.82%	1.77	1.12	57.73%
<b>Maintenance:</b>												
Total Miles Operated	241,562	240,203	269,550	234,669	254,515	264,090	245,360	218,565	12.26%	1,975,220	1,768,766	11.67%
Road Calls/100,000 Miles	15.73	16.24	18.18	16.19	13.75	23.10	18.75	17.39	7.83%	16.86	18.94	-10.99%
Active Vehicles in Fleet	96	96	126	126	126	126	126	111	13.51%	113	111	1.57%
<b>DART Paratransit</b>												
Total Ridership	12,306	11,274	12,700	10,658	11,307	11,090	10,708	10,740	-0.30%	92,297	92,094	0.22%
Passengers/Revenue Hour	3.03	3.02	2.99	2.92	2.89	2.93	2.91	2.95	-1.36%	2.99	2.98	0.13%
Average Trip Length	5.81	5.91	6.16	6.04	6.02	5.94	5.87	6.00	-2.10%	5.95	6.05	-1.58%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	1.40	4.51	2.56	0.00	1.47	3.03	1.59	3.11	-48.78%	2.37	1.44	64.75%
Non-Preventable/100,000 Miles	0.00	3.00	0.00	1.55	5.88	0.00	0.00	1.55	-100.00%	1.27	0.90	41.94%
<b>Maintenance:</b>												
Total Miles Operated	71,472	66,581	78,271	64,422	68,060	65,917	62,857	64,396	-2.39%	549,403	557,013	-1.37%
Active Vehicles in Fleet	29	25	26	20	20	23	20	29	-31.03%	24	29	-17.24%
<b>DART RideShare</b>												
Total Ridership	21,624	20,520	23,660	19,066	18,922	21,658	19,574	21,076	-7.13%	166,104	171,830	-3.33%
Total Vans in Circulation	93	93	93	93	93	94	93	93	0.00%	93	93	0.27%
Total Rideshare Customers	779	772	784	758	744	732	739	805	-8.20%	763	822	-7.12%
<b>Accident Frequency Rate by Service:</b>												
Preventable	0.59	1.28	1.14	0.00	0.64	0.00	1.32	0.66	99.16%	0.77	0.16	392.15%
Non-Preventable	0.59	0.00	0.57	1.34	0.64	0.60	0.00	0.00	0.00%	0.54	0.00	0.00%
<b>Maintenance:</b>												
Total Miles Operated	170,116	156,758	176,158	148,730	155,563	166,124	151,071	150,437	0.42%	1,293,517	1,273,206	1.60%
Active Vehicles in Fleet	120	120	120	93	100	108	100	100	0.00%	108	100	7.63%



# System Performance Ridership Report February 2014

	August 2013	September 2013	October 2013	November 2013	December 2013	January 2013	February 2014	February 2013	Percent Change 2013/2012	FY14 Year To Date	FY013 Year To Date	Percent YTD Change 2014/2013
<b>DART Fixed Route Ridership</b>	<b>520,188</b>	<b>369,520</b>	<b>430,464</b>	<b>349,845</b>	<b>316,984</b>	<b>330,804</b>	<b>331,061</b>	<b>306,426</b>	<b>8.04%</b>	<b>2,933,171</b>	<b>2,758,061</b>	<b>6.35%</b>
<b>Local Routes:</b>												
#1 - Fairgrounds	223,225	23,428	27,437	21,386	18,126	19,135	20,355	19,351	5.19%	367,655	344,819	6.62%
#3 - University	37,726	37,389	42,962	35,274	32,258	31,503	31,738	31,410	1.04%	282,682	457,359	-38.19%
#4 - Urbandale	15,784	20,006	22,938	18,682	16,787	17,632	16,126	15,468	4.25%	142,309	189,034	-24.72%
#5 - Clark	2,102	3,898	4,906	3,438	3,375	3,269	3,298	4,368	-24.50%	26,015	92,906	-72.00%
#6 - Indianola	22,935	26,097	31,025	24,401	22,622	21,519	20,639	19,545	5.60%	188,979	312,007	-39.43%
#7 - Ft. Des Moines	27,903	34,965	41,626	34,116	31,574	33,777	32,147	32,513	-1.13%	259,785	322,218	-19.38%
#8 - South Union	3,872	5,456	6,014	5,288	4,784	4,641	5,174	4,982	3.85%	38,540	84,072	-54.16%
#11 - Ingersoll Ave.	2,863	2,451	2,545	2,199	2,410	1,788	1,998	2,175	-8.14%	19,170	99,369	-80.71%
#13 - SE Park Ave.	2,921	7,108	7,715	6,154	5,173	6,166	6,244	7,134	-12.48%	42,132	45,472	-7.35%
#14 - Beaver Ave.	18,607	22,780	26,073	21,784	19,383	20,850	22,198	18,676	18.86%	167,102	60,413	176.60%
#15 - 6th Ave.	23,956	29,748	34,102	27,181	24,661	25,594	26,197	22,739	15.21%	209,937	73,132	187.07%
#16 - Douglas Ave.	32,215	37,277	45,586	36,082	32,541	32,752	33,385	33,064	0.97%	277,749	108,677	155.57%
#17 - Hubbell Ave.	16,296	18,545	22,772	18,955	16,831	17,641	17,583	15,301	14.91%	142,924	50,846	181.09%
#51 - Merle Hay Crosstown	694	1,876	2,611	1,987	1,904	2,248	2,307	0	0.00%	13,627	0	0.00%
#52 - Valley West/Jordan Creek	11,885	11,380	14,073	12,220	11,228	10,644	10,648	8,689	22.55%	92,417	28,029	229.72%
#60 - Ingersoll/University	24,071	30,260	35,040	28,983	26,354	31,034	31,934	19,124	66.98%	230,619	59,224	289.40%
#71 - Ankeny/Delaware**	0	0	0	0	0	0	0	0	0.00%	0	3,294	-100.00%
<b>Shuttle Routes:</b>												
Link Shuttle	679	652	857	676	871	1,008	1,037	865	19.88%	6,641	9,010	-26.29%
Dline	19,712	18,241	18,585	14,886	12,612	13,142	12,507	14,431	-13.33%	140,760	134,209	4.88%
Lincoln/McCombs	3,660	10,977	11,304	9,491	7,295	8,871	9,326	8,416	10.81%	60,924	61,691	-1.24%
<b>Express Routes:</b>												
#91 - Merle Hay Express	987	849	1,065	859	771	722	794	1,085	-26.82%	7,048	7,416	-4.96%
#92 - Hickman Express	2,890	2,936	3,498	3,016	2,905	3,113	3,141	3,284	-4.35%	24,603	24,111	2.04%
#93 - NW 86th Express	3,324	3,002	3,421	2,584	2,814	2,873	2,766	3,441	-19.62%	24,240	29,291	-17.24%
#94 - Westtown	1,424	1,176	1,338	1,144	1,114	1,064	1,018	1,212	-16.01%	9,343	11,735	-20.38%
#95 - Vista	2,090	1,830	2,089	1,830	1,615	1,930	2,013	1,940	3.76%	15,372	16,710	-8.01%
#96 - E.P. True	2,761	2,614	3,078	2,405	2,634	2,585	2,729	2,399	13.76%	21,609	21,513	0.45%
#98 - Ankeny	9,386	8,892	10,121	8,104	7,369	8,620	7,588	8,465	-10.36%	68,179	63,586	7.22%
#99 - Altoona	1,744	1,697	2,110	1,704	2,263	1,885	1,780	1,914	-7.00%	14,853	15,846	-6.27%
<b>On-Call/Flex Routes (Operated by Paratransit):</b>												
On-Call: Ankeny	209	181	234	167	160	253	181	161	12.42%	1,700	1,314	29.38%
On-Call: Des Moines	153	0	0	0	0	0	0	294	-100.00%	422	2,492	-83.07%
On-Call: Johnston/Grimes	518	471	531	415	417	502	383	668	-42.66%	3,755	4,698	-20.07%
#73 Flex: Urbandale/Windsor Heights	550	621	791	667	598	558	565	725	-22.07%	4,912	6,478	-24.17%
#72 Flex: West Des Moines/Clive	2,896	2,644	3,886	3,682	3,451	3,379	3,167	2,492	27.09%	26,175	15,695	66.77%
On-Call: REGIONAL	150	73	131	85	84	106	95	95	0.00%	993	1,395	-28.82%
<b>DART Paratransit Ridership</b>	<b>12,306</b>	<b>11,274</b>	<b>12,700</b>	<b>10,658</b>	<b>11,307</b>	<b>11,090</b>	<b>10,708</b>	<b>10,740</b>	<b>-0.30%</b>	<b>92,297</b>	<b>92,094</b>	<b>0.22%</b>
Bus/Van	11,563	10,584	11,879	9,888	10,584	10,426	10,103	10,206	-1.01%	86,621	88,067	-1.64%
Cab	743	690	821	770	723	664	605	534	13.30%	5,676	4,027	40.95%
<b>DART RideShare Ridership</b>	<b>21,624</b>	<b>20,520</b>	<b>23,660</b>	<b>19,066</b>	<b>18,922</b>	<b>21,658</b>	<b>19,574</b>	<b>21,076</b>	<b>-7.13%</b>	<b>166,104</b>	<b>171,830</b>	<b>-3.33%</b>
<b>TOTAL RIDERSHIP</b>	<b>554,118</b>	<b>401,314</b>	<b>466,824</b>	<b>379,569</b>	<b>347,213</b>	<b>363,552</b>	<b>361,343</b>	<b>338,242</b>	<b>6.83%</b>	<b>3,191,572</b>	<b>3,021,985</b>	<b>5.61%</b>

<b>11A: Operations Department</b>
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**Staff Resources:** Anthony Lafata, Chief Operating Officer

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**Transportation - Randy McKern, Manager**

- Fixed Route Safety Meetings were held on March 12, 2014. The group was presented with a training video created by the Easter Seals Disability Services called A.C.C.E.S.S. Matters; Accessibility, Communication, Cooperation, Excellence, Sensitivity and Service. The video introduces Operators to real life scenarios they're likely to encounter on their daily route. The video presented testimonials from real people who have been affected by their Operators knowledge of and behavior towards people with disabilities. I was pleased with the discussion with our Operators during the presentation.
- State Capitol officials have approved the ticket booth to be located in Lot 13 at the Capitol. The COO and I will meet with Capitol officials soon to finalize the ticket booth location.
- March 21<sup>st</sup> - March 24<sup>th</sup>, DART operators and staff were faced with the challenge of maintaining customer service while rerouting 11 bus routes due to a water main break on 7<sup>th</sup> Street, between Locust & Mulberry. Communication of the emergency detours was expedited to our customers via the DART website as well as through the DART Customer Service Department. DART provided a temporary shuttle bus in the area to help riders connect with their buses. Service continued to run on or near to schedule during the detours. Everyone was thanked for their time and efforts in working through the challenging reroute. The team accomplished what they were set out to do, providing quality service to our customers despite the difficulties faced.

**Maintenance - Scott Reed, Manager**

- BAE Systems was on site March 18<sup>th</sup>, 19<sup>th</sup> & 20<sup>th</sup> to install data loggers on a portion of our fleet. The loggers will allow DART to view a comparison of the BAE hybrid, and Allison hybrid and three standard diesel buses (two 2010 models and one 2008 model).
- An AVL maintenance training class was held on March 22<sup>nd</sup>. The class was administered by Trapeze and will expand the maintenance departments' options regarding maintenance and repair of the AVL system.
- A two day seminar is scheduled for April 8<sup>th</sup> and 9<sup>th</sup> for Verint bus surveillance systems. Day one will involve the IT Department and Road Supervisors and day two will consist of two sessions on preventive maintenance, diagnostics and repair of the system.
- The maintenance department enjoyed their safety dinner on March 26<sup>th</sup>. This was departments' 17<sup>th</sup> award for working 120 days accident free. Our next target date is June 14<sup>th</sup>, 2014.

**Paratransit - Georgia Parkey, Manager**

- At the Paratransit Safety meetings on March 11<sup>th</sup>, we presented a video and discussed matters relating to riders with disabilities. Although, the video was geared towards Flex and On Call ridership, it was a good reminder for all Paratransit operators to respect the independence of riders with disabilities.
- Will Buckley was honored at the Safety meeting for eight (8) years of safe driving.

**MONTHLY REPORT**  
**11A: Operations Department**



- DART was awarded a two-year, FY15 & FY16, \$20,000 per year, grant by Aging Resources. This money will assist DART in providing ADA paratransit to seniors within our community.

**Training - Greg Schmitt, Manager**

- Four Fixed Route Operators have graduated from training.
- Currently we have four Paratransit Operators in training.
- The Operations Instructor position has been filled. Carl Saxon joined DART's Operations Team on March 31, 2014. Carl joins DART from The University of Iowa CAMBUS where he was the Training and Safety Supervisor.

**Facilities - Matt Pitstick, Manager**

- Keith Welch and I attended the NTI course 'Management of Transit Construction Projects', March 2-6<sup>th</sup> in Colorado Springs, CO. We found the course to be very well administered and informative.
- Installed 3 large shop fans in the maintenance facility with the purpose of energy conservation and shop comfort. Since we have been mixing the higher air in the shop, we have been able to turn the thermostat down 10 degrees; we have also had very positive responses from the shop technicians.
- We have been working with our A&E firm on designs of the Money Room Renovation, Bus Barn Portals, Fuel Distribution and Service Lane Improvements.

**Service Management - Mike Kaiser, Manager**

- Supervisors did an outstanding job in preparation and execution of detours and route assistance during the March 17<sup>th</sup> St. Patricks' Day Parade in Downtown Des Moines.
- Staff continues to strengthen their support and assistance to the operators, routes and dispatch as well as demonstrating to be an effective presence at DART Central Station.
- Supervisors worked swiftly implementing last minute detours created by emergency street closures March 21-24, by Des Moines Water Works for a water main break affecting a main downtown artery 7<sup>th</sup> Street, between Locust & Mulberry. Staff was diligent in getting the word out to key DART personnel and operators in efforts of transitioning routes to minimize service interruptions.

## 11B: 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

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### **Marketing Updates:**

- Staff has been developing, coordinating and deploying two marketing campaigns to increase awareness and ridership on Routes 51 and 91. Both routes will be free to ride April 1 – 30, 2014. Marketing efforts include direct mail, email notifications, business mailings, flyers, social media, community outreach, bus advertising and bus stop signage.
- Staff has been coordinating with the RideShare department on developing, designing and deploying two RideShare campaigns which will kick off April 1. One campaign is targeted at riders. The RideShare spring 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. The second campaign builds brand awareness and promotes reason's to ride in a vanpool and all the benefits. This campaign will roll out mid-April.
- Staff met with the Des Moines MPO and is looking at partnership marketing opportunities for their Do One Thing Campaign scheduled to kick off the end of April.
- Staff provided support to the Operations department in deploying communications for an emergency detour for 11 routes which travel on 7th St. downtown. 7th Street was closed due to a water main break between Mulberry and Walnut. The detour began on Saturday, March 22 and continued until mid-day Monday, March 24. Communication materials included bus audio, DCS signage, email notifications, social media and website updates.
- Staff continues working through final details for DART's new website. The new design will launch in the second 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 has been working with Planning on developing criteria and establishing a plan for additional transit enhancement for bus stop signs and customer information.
- Staff received the go ahead by Edward Kelly and Emily Newman for the Transit Art Project which received their funding. The Pilot Art project was presented to the DART Commission back in January 2014. Staff met with Edward Kelly and DART's Maintenance Manager, Scott Reed on the logistics for securing the artwork inside the buses. The pilot art program is slated to begin end of June 2014.

### **Advertising Program:**

#### *New March Advertiser*

- McFrank & Williams Advertising

## MONTHLY REPORT

### 11B: Marketing and Communications, Customer Service and RideShare



- DMACC
- Greater Des Moines Convention & Visitor Bureau

#### **Communication Updates – Gunnar Olson:**

- Staff joined Commission Chair Steve Van Oort and General Manager Elizabeth Presutti for the APTA Legislative Conference held March 9-11 in Washington D.C. The trip included meetings with Senators Chuck Grassley and Tom Harkin and Congressman Tom Latham, as well as with staff members of the House Transportation and Infrastructure Committee and the Senate Committee on Banking, Housing and Urban Affairs.
- Staff helped plan and organize, but was absent for, the TRAC meeting held March 12. Topics included the 2014 service changes and the Windsor Heights Wal-Mart project.
- Along with Chief Financial Officer Jamie Schug and Customer Service Manager PJ Sass, staff has been meeting with representatives of social service agencies to discuss fare policy. This is part of staff's ongoing efforts to engage the public in a dialogue about how best to shape the fare policy for the new smart-card payment system in a way that meets the many needs of DART's diverse ridership. Staff is actively working on a recommendation to the Commission.
- Staff participated in a policy committee meeting of the Greater Des Moines Partnership. The committee is working to update the Partnership's federal legislative priorities ahead of the annual trip to Washington D.C. in early May. Staff recommended an addition about federal bus and bus facility funding to a section on reauthorization of the transportation bill. Staff prepared those revisions and shared them with Partnership staff.
- Staff worked with the Planning Department to schedule five public meetings in April to collect public feedback on DART's proposed 2014 service changes.
- Staff has been working on a proposal to Drake University to potentially expand service in the Drake area.
- Staff worked with the Operations, Customer Service, Planning and Marketing departments to alert the public to emergency routing changes in downtown Des Moines as a result of a water main break that required the temporary closure of 7<sup>th</sup> Street.
- Staff worked with General Manager Elizabeth Presutti and Chief Operating Officer Tony Lafata in a response to a request for information from a Drake University student who is doing capstone project on wheelchair accessibility in Des Moines. Staff highlighted the many ways in which DART complies with the Americans with Disabilities Act, and provide examples of how DART accommodates persons who use wheelchairs.
- Staff worked with the Marketing Department on the latest issue of the DART Board Newsletter.

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

##### *February Employer and Group Presentations:*

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

**MONTHLY REPORT**

**11B: Marketing and Communications, Customer Service and RideShare**

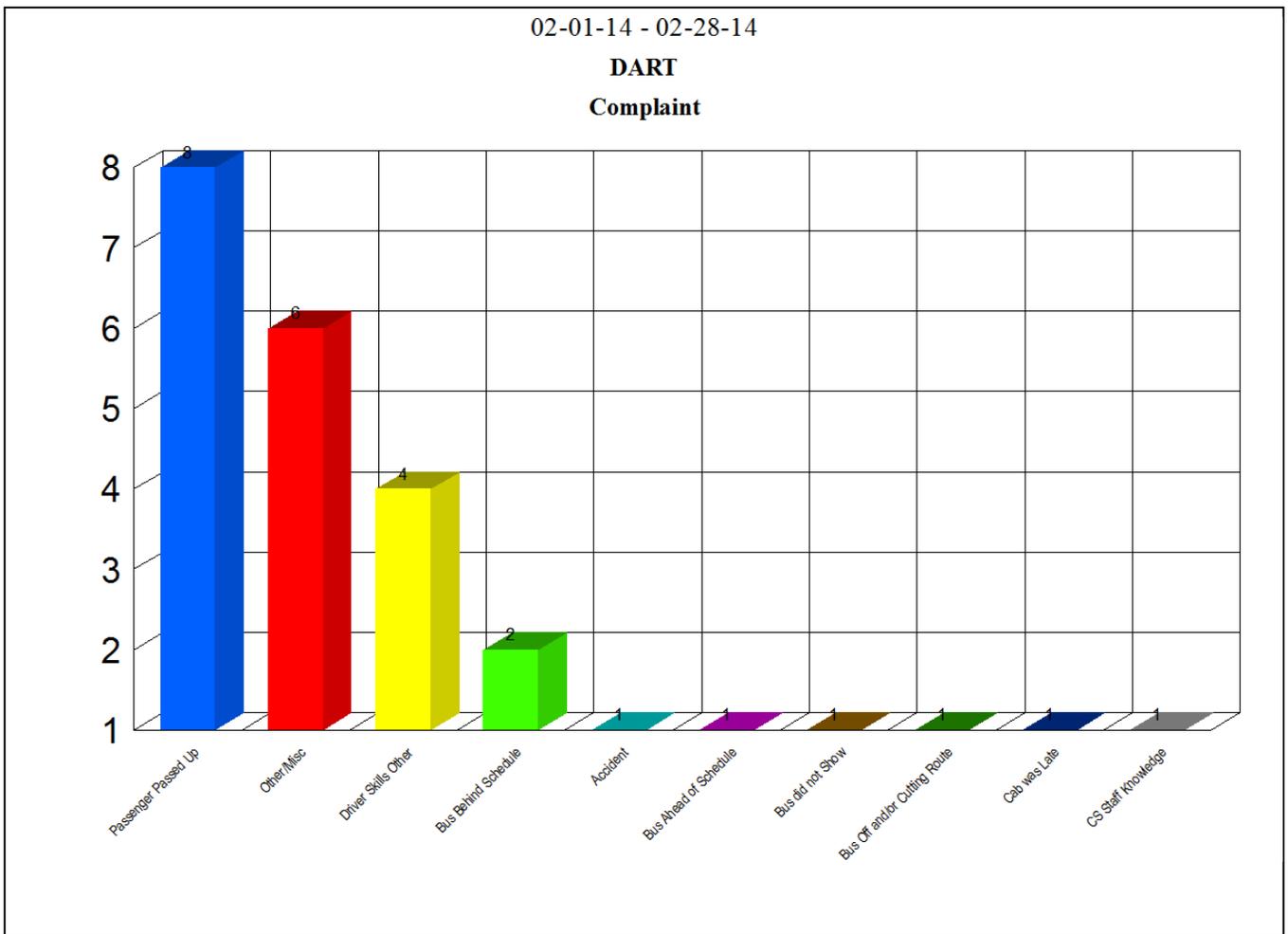


*Website Communication and Messages*

- Stop/Shelter Requests = 1
- Contact/Feedback Form = 37
- Customer Service Request = 29
- Other/Misc. = 36
- Voicemails = 98 (24 = response requested)

*Total Calls for February 2014*

- Schedule Information – 11,013
- Spanish Line – 73
- Receptionist – 365
- RideShare – 302



## MONTHLY REPORT

### 11B: Marketing and Communications, Customer Service and RideShare



The top five comments for February were: Passenger Passed Up, Other Misc., Driver Skills Other, Bus Behind Schedule and Accident

In summary we had 112 complaints, 10 commendations and 20 suggestions. Out of the 112 complaints 15 are still being investigated, 33 complaints were founded which is about 34% of the total completed complaints for the month of February.

#### *Travel Training:*

- Travel Training class was held on March 18<sup>th</sup> we had 7 attendees. The next class will be held on April 15, 2014.

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

##### **February 2014**

- RideShare held a Valentine's contest asking each vanpool to write a poem on why they love their commute.
- RideShare gave AVIVA/Athene/Global Atlantic/Commonwealth Annuity employees 50% off January and February fares to help with the loss of their employer subsidy.
- Staff implemented new preventative maintenance schedules. The schedules were sent out to all drivers along with booklets on how to check tire pressure, check oil level and check washer fluid. Staff also travelled to local service centers to go over the new schedules.
- Staff updated vehicle breakdown and accident procedures and distributed them to all vanpool drivers.
- Payment software was tokenized to meet PCI compliance requirements.
- Staff ordered a new display and tablecloth for outreach.

## MONTHLY REPORT

### 11B: Marketing and Communications, Customer Service and RideShare



#### **Staff Commendations:**

DART had several comments this month recognizing DART staff:

- I came to Des Moines on Trailways bus and was told to come down to DART bus to get around and was basically didn't know where to go or anything and I had luggage and looked like I was traveling and a guy named Neil asked me If I needed help and told him I was on Trailways and I was stranded cause the bus wouldn't go south because of the storm. Neil went and talked to Sgt. Paul and he came out and talked to me and said don't worry they would get me to a shelter. So Sgt Paul was gone for 15 to 20 minutes and comes back and said a shelter would take me and then he called Neil and he came back and took me to the shelter and I spent the night and I am very grateful for both Sgt. Paul and Neil. Thanks Keven Bills. 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, and turns - very smooth). It was a very pleasant experience.
- I didn't get this driver's name however I've seen him before and he is always thoughtful and friendly. In the past, especially during inclement weather he positions his bus to make it easier to get on. He always has a smile and a good word. This morning he had dropped off a pedestrian and apparently she had asked for directions. Once she headed the wrong way he honked at her, opened the door and pointed her in the right direction. I just wanted you to know that he has made a great impression and is an excellent representative of DART. Great job Randy Flemming
- I wanted to say thank you to all the drivers and everyone behind the scenes that were working on 02/04 and 02/05 to get us to our destinations safely. It can be stressful driving a car in the bad weather, so for them to be out on the slick roads to get us where were wanted to be is much appreciated. Thank you!!
- I just wanted to thank Paratransit for the service you have provided my father. The bus drivers, Steve and Leroy along with the reservationist's have been very kind and compassionate. I am truly thankful for all that you have done.
- Kudos to Dave Klinefeldt. This morning the bus for middle #1 route to Pleasant Hill was delayed by a train on E.19th. Dave was driving the third route. When he arrived at the stop at McDonalds, he saw riders from the earlier route waiting in the cold. He picked us up and went around the block. We came in to work later than usual, but were able to be inside out of the cold.

<b>11C: Planning Department</b>
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**Staff Resource:** Jim Tishim – Planning Director

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**Transit Master AVL/RTIS & Trip Planner Update:**

- **INFO-IVR System (Integrated Voice Response) Move:** The IT Department, Trapeze and our Lync vendor started the integration process of DART's current Lync 2010 VOIP infrastructure with the Zeacom Call Center into the new IVR product. Trapeze has never integrated their Info-IVR product with a Lync system. The team is currently working to resolve each known integration problem. The current timeline anticipates a completion date of mid-July.
- **SMS Text Messaging Quote:** The Trapeze quote to add SMS text messaging to our trip planning programs came back with a very high price tag. The IT Department is looking for optional resources to provide the text messaging capability for our customer.
- **Real-Time Map Change from Predictive to a Position-Based System:** The change to the position based system has resolved most of the problems we are having with the performance of the system. One problem still remains; how vehicle layover time is handled and how it predicts the time to customers further along the route. A possible fix to the problem was installed and tested. The fix did not work, but more information was gathered and brought back to Trapeze for further study. We were informed that they may have found the solution. Trapeze development is in the process of making the changes and testing it. We are anticipating good results shortly.
- **Trapeze Program Spanish Conversions:** DART has received the new Trapeze programs; Info-Web/Mobile, TransitNOW and Real-Time Map converted to Spanish. Currently, these programs are being reviewed by our Spanish interpreters for any required changes.

**Planning Department Projects:**

- **Route 73 Urbandale/Windsor Heights Flex Planning Study:** The Planning Department completed our study of the #73 Urbandale/Windsor Heights Flex service. The proposed solution will be presented at the April 1, 2014 Commission Meeting.
- **June 8, 2014 Service Change Planning:** Planning staff started gathering information for our next service change on June 8, 2014. After each service change, the Planning Department holds a Run Review for the bus operators to have their input into service planning and adjustments. The last service change took place on February 23, 2014. The bus operator Run Review meetings were held on March 13-14.
- **Iowa Park & Ride System:** The Planning and Rideshare Departments participated in the Iowa Department of Transportation Park & Ride System planning meeting on March 6. The discussion centered on current Park & Ride locations throughout Iowa and the new proposed locations within the Metropolitan area. The new proposed sites can be beneficial to current express services, if positioned and planned correctly.

**MONTHLY REPORT**  
**11C: Planning Department**



- Mobilizing Tomorrow: On March 4-6 the MPO Mobilizing Tomorrow public meetings were held at the following locations:
  - March 4 - YMCA Healthy Living Center, Clive
  - March 5 - DART Central Station
  - March 6 - Pleasant Hill City Hall

I attended all three meetings to assist with transit discussions. Transit services placed high in the public eye as a focus for the plan.

- Polk County Courts Construction Projects: Elizabeth Presutti and I were invited to meet with the Polk County Courts on March 4 to discuss their construction plans for the Polk County Courthouse, the old J.C. Penney building and the old Polk County jail, and how transit service can be incorporated into their plans.
- Ames-Des Moines Transportation Corridor Study: DART received the draft document for the Existing Conditions and Market Analysis for the Ames-Des Moines Transportation Corridor Study to review for comment. A review was completed and our comments submitted to Olsson Associates, the project consultants.
- Federal Transit Administration (FTA) Kansas City Trip to discuss BRT: Elizabeth Presutti, Gunner Olson, Tony Filippini and I went to Kansas City on February 27 to meet with the FTA and our consultants HNTB, on the BRT project.

<b>11D:</b> <b>Procurement Department</b>
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**Staff Resources:**     Mike Tiedens, Procurement Manager

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**Procurements in Process:**

**Uniform Services** – *Uniform services for maintenance, operators, and supervisors/dispatchers.*

- Bid was released on March 21, 2014.
- Bids are due on April 4, 2014.
- Staff intends to present their recommendation to the Commission for approval in May.

**Data Management System** – *System to aggregate data from all of DART's different sources and systems within the organization to produce reports from which DART can use to assist in high level decision making.*

- RFP was released on March 19, 2014.
- Proposals are due on April 11, 2014.
- Staff intends to present their recommendation to the Commission for approval in May.

**Storage Barn Portals** – *Removal and replacement of the headers, new overhead garage doors, and cleanup and replacement of the portal thresholds.*

- Construction bid was released on March 24, 2014.
- Bid opening will be on April 14, 2014.
- Project completion date will be August 1, 2014

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

- Construction bid was released on March 26, 2014.
- Bid opening will be on April 16, 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.*

- 11 Companies submitted proposals were received.
- DART will issue up to 5 contracts, up to two for each type of technology service.
- Staff intends to present their recommendation to the Commission for approval in May.

**MONTHLY REPORT**  
**11D: Procurement Department**



**Contracts and Task Orders Approved in March:**

**Substance Architecture, Architecture & Engineering Task Order Contract**

- Storage Barn Portal Work Order – *Develop the details and specifications for replacing the thresholds and overhead doors and headers of the vehicle storage barn.*
  - A Task Order in the amount of \$6,750 was signed on March 7, 2014.

**Upcoming Procurements:**

- Drug and Alcohol Testing Services
- Taxi Cab Services
- On-Call Planning Services
- 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



<b>11E:</b>	<b>General Manager</b>
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**Staff Resource:** Elizabeth Presutti, General Manager

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- **DART Teamster Union Contract Update** – DART and Teamster representatives resolved the outstanding language regarding health insurance. The Teamsters accepted the language as stated by DART which was included as part of the approval of the six-year contract by the DART Commission on March 4, 2014. The contract will take effect on July 1, 2014.
- **APTA Legislative Conference** – Commissioner Van Oort, Gunnar Olson and I attended the APTA Legislative Conference in Washington DC on March 9-12, 2014. While in Washington DC we met with Congressman Latham, Senator Harkin and Senator Grassley as well as several Committee staff members. All of our meetings went very well and we will continue to keep in touch with the various offices over the next few months as the Surface Transportation Reauthorization bill takes shape.
- **Bus Coalition** – Ed Redfern, the lobbyist for IPTA, has founded a national Bus Coalition to assist with the advocacy efforts in Washington DC related to reduction in Bus and Bus Facilities Funding as part of MAP-21. The dues are \$1,000 per year and DART will be considered a Founding Member. DART’s federal lobbyist, Federal Advocates, will be included on all communications from the Coalition as well.
- **City Council Presentations** –Staff along with Commissioner Conkling presented an update on DART to the Carlisle City Council on March 24, 2014. Staff will be presenting to the Grimes and Pleasant Hill City Councils in April.



# FUTURE DART COMMISSION ITEMS

## APRIL 1, 2014

<b>May 6, 2014 - 12:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>- Farebox Contract</li> <li>- Operator Uniforms</li> <li>- On-Call Technology Services</li> <li>- Bus Barn Portals</li> <li>- Data Management System</li> <li>- Title VI Analysis</li> </ul>	<ul style="list-style-type: none"> <li>- Financial Policies</li> <li>- Procurement Manual</li> <li>- Advertising Policy</li> <li>- Open Data</li> <li>- Fare Policy Update</li> <li>- FY2015 Capital Plan</li> <li>- Real-Time Data Rollout</li> </ul>
<b>June 3, 2014 - 12:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>- Taxi Cab Contract</li> <li>- On-Call Planning Services</li> <li>- Fuel Line Replacement</li> <li>- Banking Services</li> <li>- Bus Cameras</li> <li>- Drug and Alcohol Testing</li> <li>- Legal Services</li> <li>- Bus Advertising Contract</li> <li>- FY2015 Capital Plan</li> <li>- Financial Policies</li> <li>- Procurement Manual</li> <li>- Advertising Policy</li> </ul>	<ul style="list-style-type: none"> <li>- Fare Policy Update</li> <li>- FY 2015 Marketing Plan</li> </ul>
<b>July 1, 2014 - 12:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>- Fare Policy Recommendation</li> <li>- On-Call Management Services</li> <li>- Open Data</li> <li>- Fare Policy</li> </ul>	<ul style="list-style-type: none"> <li>- Open Records Policy</li> <li>- Records Retention Policy</li> </ul>
<b>August 5, 2014 - 12:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
<b>September 2, 2014 - 12:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>- FY 2015 State Application &amp; PTIG</li> </ul>	
<b>October 7, 2014 - 12:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>

<b><u>Key Meetings/Dates:</u></b>
<ul style="list-style-type: none"> <li>- May 4-7, 2014: APTA Bus &amp; Paratransit Conference, Kansas City, MO</li> <li>- June 12-13: International Practicum on Innovative Transit Funding &amp; Financing, Montreal, QC</li> <li>- June 18-21, 2014: Iowa Public Transit Association Annual Meeting and State Bus Rodeo, Davenport, IA</li> <li>- October 8-10, 2014: American Bus Benchmarking Group Annual Meeting, Austin, TX</li> <li>- October 12-15, 2014: APTA Annual Meeting &amp; EXPO, Houston, TX</li> </ul>