



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
JANUARY 6, 2015 – 12:00 PM

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF JANUARY 6, 2015 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
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14. NEXT MEETING: Regular DART Meeting Tuesday, February 3, 2015 – 12:00 p.m.	
15. ADJOURN	

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



CONSENT ITEM



6A:	Des Moines Area MPO and CIRTPA Staff Representation for DART
Action:	Appoint DART Staff representatives to serve at certain MPO and CIRTPA meetings

Staff Resource: *Whitney Davidson, Executive Coordinator*

Background:

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

MPO

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

CIRTPA

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

Recommendation:

- Appoint the following DART staff members to serve in 2015 on the MPO and CIRTPA Committees:

MPO:

- Voting Member on Policy Committee
 Representative: Elizabeth Presutti, General Manager
 Alternate 1: Jamie Schug, Chief Financial Officer
 Alternate 2: Jim Tishim, Planning Director
- Voting Member on Technical Committee
 Voting Member: Jim Tishim, Planning Director
 Alternate 1: Ethan Standard, Transit Planner

CIRTPA:

- Advisory Member on Policy Committee
 Representative: Jim Tishim, Planning Director
 Alternate: Ethan Standard, Transit Planner
- Voting Member on Technical Committee
 Voting Member: Jim Tishim, Planning Director
 Alternate: Ethan Standard, Transit Planner



CONSENT ITEM



6B: FY2019 Federal STP Funding Request

Action: Authorize submission of applications to the DMAMPO for Federal STP Funds in the amount of \$1,300,000

Staff Resource: Debra Meyer, Financial Analyst

Background:

- Applications for FY2019 Federal Surface Transportation Program (STP) funding are due to the DMAMPO on January 23, 2015.
- The total STP funding available for FY2019 is approximately \$11.7 million with MPO policy dictating the minimum distribution to transit at 10%, up to a maximum of 70%. If the MPO estimates are understated, the 2019 unallocated portion is distributed to projects that were either partially funded or unfunded, but only up to the original application amount.
- DART requested \$1,400,000 in STP funds for FY2018 and was awarded \$1,000,000 for replacement buses.

Proposed Request:

- DART will request \$1,300,000 in FY2019 STP funds (11% of the total), to purchase three of the seven heavy-duty buses specified in the capital plan.

Recommendation:

- Approve the submission of the grant as presented to the DMAMPO.



DES MOINES AREA REGIONAL TRANSIT AUTHORITY COMMISSION MEETING MINUTES

620 Cherry Street – Des Moines, Iowa 50309
December 2, 2014



ROLL CALL

Commissioners Present: Skip Conkling, Angela Connolly, Tom Gayman, Chris Hensley, Gaye Johnson, Bob Mahaffey, Joann Muldoon and Steve Peterson

Commissioner Absent: Steve Van Oort

Alternates Present:

CALL TO ORDER

The meeting was called to order by Vice Chair, Steve Peterson at 12:03 pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

Mr. Peterson called for approval of the December 2, 2014 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

John Tenikat of Des Moines addressed the Commission regarding energy star awarding for DART Central Station, fiscal conservancy and charging of the hybrid vehicles.

PUBLIC HEARING ON FARE POLICY DRAFT

Vice Chair, Steve Peterson asked for a motion to open the public hearing to discuss the DART Fare Policy DRAFT at 12:07pm. A motion by Mr. Mahaffey and second by Ms. Muldoon was made. The motion carried unanimously. Mr. Peterson asked for comments from the floor.

The following appeared regarding the Fare Policy DRAFT:

John Tenikat of Des Moines spoke against the mitigating factors as being temporary for Title VI compliance as a way to do away with paper transfers. He would like to see more ATM type options to purchase passes at, other than the Pass Sales Outlets. He also spoke about other transit agencies who offer free transportation in their system.

A motion by Ms. Hensley and second by Mr. Mahaffey that the Commission close the public hearing at 12:17pm. The motion carried unanimously.

TRANSIT RIDERS ADVISORY COMMITTEE

Greg Boeschen provided an update to the Commission on the last TRAC meeting from November:

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- Fare Policy DRAFT – Committee provided comments regarding the expiration date on the pass and the availability of where to purchase passes
- MyDART Text and Phone (IVR) applications – Committee provided feedback regarding visually impaired option for the bus stop signs
- Departing members and election of new officers
- Adopted meeting dates for next year

CONSENT ITEMS

8A – Commission Meeting Minutes – December 2, 2014

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

ACTION ITEMS

9A – Fare Policy Equity Analysis

Gunnar Olson, Public Affairs Manager provided a presentation to the Commission on the Fare Policy Title VI Equity Analysis. A final vote on the policy will be brought to the Commission in January.

It was moved by Ms. Connolly and seconded by Ms. Hensley that the Commission approve the Fare Policy Equity Analysis. The motion carried unanimously.

The Vice Chair requested to move to item 10B to accommodate Mr. Bill Wimmer's schedule.

10B – DART State Lobbyist Update

Mr. Bill Wimmer DART's State Lobbyist provided an update to the Commission on current State Legislative priorities:

- Smart card privacy legislation was passed
- Bus Driver Assault Bill will be brought forward again this year
- BRT corridor for Ingersoll Avenue will also be brought forward again this year

9B – Van Donation Program Recommendation

Ms. Jennifer Long, RideShare Program Coordinator provided background on the recommendation of three (3) retired RideShare vehicles to Oakridge Neighborhood Services, Youth Emergency Services & Shelter (YESS) and Iowa Homeless Youth Cewnter partnering with Youth & Shelter Services in accordance with the Van Donation Program. Six applications were received and were evaluated by a panel of DART staff.

It was moved by Ms. Hensley and seconded by Ms. Connolly that the Commission approve the Van Donation Program Recommendation. The motion carried unanimously.

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9C – Federal Lobbying Services

Mr. Mike Tiedens, Procurement Manager provided background on the recommended extension for Federal Lobbying Services. Staff recommends approval of a contract extension with Federal Advocates, Inc. for Federal Lobbying Services for a six (6) month term through June 30, 2015. After the extension, DART will conduct a separate procurement project to contract with an agency for their federal lobbying service needs.

Ms. Hensley requested to have written reports provided to the Commission.

It was moved by Ms. Hensley and seconded by Mr. Mahaffey that the Commission approve the Federal Lobbying Services contract extension with Federal Advocates, Inc. for a six (6) month term through June 30, 2015. The motion carried unanimously.

9D – DART Investment Policy

Ms. Jamie Schug, Chief Financial Officer provided a review of the DART Investment Policy that was presented at the November 4th Commission meeting. DART legal staff has subsequently reviewed the draft policy. A quarterly report will be provided to the Commission on any returns.

It was moved by Mr. Conkling and seconded by Ms. Johnson that the Commission approve the DART Investment Policy. The motion carried unanimously.

9E – October 2014 Financials

Amber Dakan, Finance Manager provided a presentation on the October 2014 Financials. Fixed Route revenue ended the month 1.11% higher than budget projections and expenses are on target at 1.53% below budget projections year to date. Paratransit revenue is 3.2% lower than budget and operating expenses are currently 5.78% under forecasted levels. RideShare revenue is 16.3% below budget levels year to date with expenses 11.38% below budgetary expectations.

It was moved by Ms. Hensley and seconded by Ms. Johnson that the Commission approve the October FY2015 consolidated financial report. The motion carried unanimously.

DISCUSSION ITEMS

10A – FY 2016 Budget

Ms. Schug provided a presentation on the development of the FY 2016 Budget. Revenue assumptions account for commercial rollback decreasing to 90% and residential rollback increasing to 55.7%, a decrease of \$365,000 in federal funds for operating and no fare increase for RideShare. City Managers have been invited to a budget update on December 3rd, and elected officials and City Managers are invited to a stakeholder breakfast on December 10th.

Mr. Conkling requested that the formula for the tax levy rate be discussed and explained to the City Manager's at tomorrow's meeting.

10C – Mobility Manager Update

Ms. Ellye Kovner, Mobility Coordinator/Travel Trainer provided an update to the Commission since she started in the role in July 2014.

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- The Mobility Coordinator provides travel training to various groups throughout the region
- She recently provided training to refugees, English language learners, seniors and employees of DART's corporate partners
- Acts as a liaison and source of information on transportation alternatives that are available in the community

10D – October 2014 Performance Report

Ms. Presutti updated that ridership continues to increase. Fixed Route is up just shy of 3%.

Mr. Gayman and Mr. Conkling departed the meeting at 1:32pm.

MONTHLY REPORTS

10A – Operations Report

No update

10B – Marketing Report

Kirstin Baer-Harding, Marketing Director provided an update about the Food for Fares event on December 10th with a check presentation on December 17th. SMS is being tested this month and will be deployed in about a month.

10C – Planning Report

Jim Tishim, Planning Director, provided an update on the LINK route re-alignment for the Principal Financial Group employee move. The move date will occur on February 22nd with our next service change.

10D – Procurement

No update

10E – General Manager

Ms. Presutti updated that we received notice for our next Triennial review. The information is due to the FTA on December 22nd. The on-site review is currently scheduled for the second week in April.

FUTURE AGENDA ITEMS

No Update

COMMISSIONER ITEMS

No Update

OTHER – Communications

No Update

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NEXT MEETING

January 6, 2015 at 12:00pm

ADJOURNMENT

A motion by Ms. Muldoon and second by Mr. Mahaffey to adjourn the regular Commission Meeting was made at 1:43pm. The motion carried unanimously.

Future 2015 Meeting Dates

Jan 6, 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



7A: New DART Fare Policy

Action: Adopt the new DART Fare Policy for implementation with the roll-out of the new smart-card fare collection system.

Staff Resource: *Jamie Schug, Chief Financial Officer*

Background:

- DART is preparing a new fare box policy to prepare for the implementation of a new farebox system on DART buses in late 2015 or early 2016.
- The new policy will provide guidance for the consistency and fairness of DART's fare-collection process on fixed-route service and addresses fare structure, types of fare media and payment options.
- DART presented a fare policy concepts to the public at a series of public meetings and a survey in November 2013, as well as with stakeholder groups such as social service agencies during individual meetings during late 2013 and early 2014.
- DART presented reaction to the policy concepts to the Commission at the January 2014 meeting.
- DART presented a recommended policy to the Commission as a discussion item during the May 2014 meeting.
- DART conducted a Fare Policy Revenue and Ridership Analysis, which found that the new fare policy would have minimal impact on revenue or ridership.
- DART conducted a Fare Policy Title VI Analysis, which found that the new fare policy will comply with the U.S. DOT's Title VI Regulations under the Civil Rights Act of 1964. This is contingent on executing some mitigation measures that DART has planned.
- An updated draft of the policy is attached and includes two modifications from the version presented during the public meetings in November 2014 and the public hearing in December 2014. The updated policy adds a 24-hour day pass and a 31-day pass, replacing the day pass and 30-day pass, respectively.
- DART is currently exploring a potential partnership with Dwolla to offer additional payment functionality. If the partnership moves forward, a revision to the DART Fare Policy will be necessary.

Recommendation:

- Adopt the new DART Fare Policy for implementation with the roll-out of the new smart-card fare collection system.



DART Fare Policy

Policy applies to: DART Customers
Policy Owner: Finance
Approved by:

Issued:
Revised: TBD

1. Purpose

The purpose of this Fare Collection Policy is to establish guidance for the consistency and fairness of DART's fare collection process on fixed-route service. This policy addresses DART's fare structure, types of fare media, and payment options.

2. Goals

The goal of the policy is to establish a fare collection system that is adaptable to the changing market conditions and technology in order to meet the varied needs of DART riders, operations, and community partners in business, government and social services.

Objectives relating to riders and community partners:

- Improve rider experience
- Expand payment options
- Speed up service by encouraging faster payment methods
- Ensure a clear, equitable and consistent fare structure
- Make the payment of fare as simple and convenient as possible
- Provide a variety of fare purchase options while respecting customers' privacy and ensuring security of personal payment information

Objectives related to operations:

- Improve system performance and increase ridership
- Minimize driver and customer interactions relating to fare payment
- Improve fare recovery
- Reduce fraudulent transactions and fare disputes with operators
- Simplify fare collection reporting, improve data collection and ridership use evaluation
- Decrease fare payments by cash on board buses and increase use of other payment methods to improve efficiency
- Replace use of tokens with single-use passes
- Eliminate use of paper transfers by offering free transfers on smart card products only

3. Fare Structure and Passes

DART riders can pay their fares onboard buses in the following ways:

A. Smart Card

A smart card is a plastic card with a computer chip that can be programmed in two basic ways – stored cash value and/or pass products.



Cash Value

- The amount of cash value on a card is tracked on the card in a “transit purse” (t-purse). If the user has created an account and linked the card to the account, a record of the cash value on the card will be stored in the user’s account
- Cash Value can be recovered for registered cards
- Can be drawn down over time
- Free transfers
- Eligible for bonus trips (Attachment A)
- A maximum amount on the card can be stored, including cash value and number of unused pass products. See Fare Schedule (Attachment A).
- Eligible for “pass backs,” meaning the value can be used to pay for multiple people boarding

Pass Products

- ~~3031~~-day pass (Local)
 - Activated on first use
 - Covers full fare on all Local routes
 - Covers partial fare on Express, On Call and Flex routes; difference must be paid in cash or with cash value on smart card
 - Valid for any ~~3031~~ consecutive days, ~~not counting~~including holidays with no DART service
 - Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time
- ~~3031~~-day pass (Express)
 - Activated on first use
 - Covers full fare on all Local, Express, On Call and Flex routes
 - Valid for any ~~3031~~ consecutive days, ~~not counting~~including holidays with no DART service
 - Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time
- 7-day pass (Local)
 - Activated on first use
 - Covers full fare on all Local routes
 - Covers partial fare on Express, On Call and Flex routes; difference must be paid in cash or with cash value on smart card
 - Valid for any 7 consecutive days, not counting holidays with no DART service
 - Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time
- 24-Hour Day pass (Local and Express)



- o Activated on first use
- o Covers full fare on all Local and Express Routes.
- o Covers non-flex trips on Flex Routes.
- o Pass plus an upcharge (See Attachment A) for On Call trips and flex trips on Flex Routes
- o Valid for duration 24-hour period starting at the minute of the first use, including hours when DART is not in service including holidays with no DART service of service day in which card was activated
- o Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time

Purchase of Smart Cards

Smart cards can be purchased at DART Central Station and DART pass sales outlets. Cards can also be reloaded through DART's website. To ensure access to sales locations and adequate time for sales to be updated in the system, smart card holders will be allowed to have a negative balance equivalent to one ride. The negative balance will be required to be repaid before another transaction will be allowed.

Smart cards cannot be purchased on the bus. Value cannot be added to smart cards on the bus.

Registration of Smart Cards

Smart cards can be registered with DART, allowing the user to add value or passes, and loss protection. Benefits include:

- Registered smart cards may be reloaded any number of times.
- If a registered smartcard is lost or stolen, riders should report the loss to DART Customer Service, and a new card will be issued with the value associated with their account, minus a card-replacement fee. See Attachment A.
- Riders who register their cards will be able to view their recent transaction history on DART's website through a secure account with log-in.

B. Special Programs with ID Smart Cards

Employers, colleges and universities, and other organizations and agencies can partner with DART to provide fare payment by allowing the use of their own issued identification cards, as feasible, to also function as DART smart cards for use by their employees, affiliates and students riding DART. Alternatively, if using their own issued cards is not an option, organizations can adhere stickers with chips to their own issued IDs that allow them to function as DART smart cards.

- **Unlimited Access** – Employers, colleges and universities, and other organizations and agencies participating in DART's Unlimited Access program.
- **Employee Support Program (ESP)** – Employers, colleges and universities, and other organizations and agencies participating in the Employee Support Program.
- **Opportunities Thru Transit (OTT)** – The implementation of smart cards for income-eligible residents enrolled in the OTT program will be developed in collaboration partner agencies.



- **Other Special Programs** – The implementation of smart cards for other special programs (~~such as Des Moines Public Schools and West Des Moines Human Services~~) will be developed in collaboration with staff members from the organization.

C. Limited-Use Smart Card

A limited-use smart card is a plastic or paper card with a computer chip. A limited-use smart card comes preprogrammed with a specific fare product already on it. A limited-use smart card is meant to be disposable after use; it cannot be reprogrammed or have value added to it.

- 7-day pass (Local and Express)
 - Activated on first use
 - ~~Valid for any 7 consecutive days, not counting holidays with no DART service~~
 - Covers full fare on all Local routes and non-flex trips on Flex Routes
 - Covers partial fare on Express, On Call and Flex routes; difference must be paid in cash or with cash value on smart card
 - Valid for any 7 consecutive days, ~~not counting including~~ holidays with no DART service
 - Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time
- 24-Hour Day pass (Local and Express)
 - Activated on first use
 - Valid for 24-hour period starting at the minute of the first use, including hours when DART is not in service, including holidays with no DART service duration of service day in which card was activated
 - Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time
- Single-use passes (Local)
 - Activated on first use
 - Valid for any one trip, including transfers between routes within two hours of first use
 - Covers full fare on Local Routes
 - Covers partial fare on Express, On Call and Flex routes; difference must be paid in cash or with cash value on smart card
 - Can be used by only one person for one ride at a single boarding

D. Cash (U.S. currency)

- Exact fare is required. No change will be given when paying cash.
- Can be used to pay for a single, one-bus fare
- The farebox will accept currency in the following US denominations: 1¢, 5¢, 10¢, 25¢, 50¢, \$1 coins – Susan B. Anthony (SBA) and "Golden Dollar" (Sacagawea and Presidential), \$1, \$2, \$5, \$10 and \$20. All other denominations will be rejected by the farebox.
- Does not include free transfer. (Note: Free transfers are offered on smart cards, only.)



4. Fare Levels

- A. Fares may vary to reflect operational characteristics and average trip length:
- 1) Local route bus trips are considered standard fixed-route service and are assessed a base fare rate.
 - 2) Express bus trips operating primarily in peak traffic periods are assessed higher single and period pass fares than standard fixed-route local service. Riders transferring from Local to Express service will be required to pay the difference between the Local and Express fare. See Attachment A. The additional Express fare will be deducted automatically from smart cards that have available stored value. Users who do not have enough stored value in the t-purse of their smart card will be asked to pay the additional Express fare with cash.
 - 3) On Call and Flex Route trips are assessed higher single and period pass fares than standard fixed-route local service. Riders transferring from local to On Call or Flex Route services will be required to pay the difference between the local and On Call or Flex Route fare. See Attachment A. The additional Express fare will automatically be deducted from smart cards that have available stored value. Users who do not have a smart card with available stored value will be asked to pay the additional Express fare in cash.
 - 4) Shuttle services operating within downtown Des Moines are assessed no fares. See Attachment A.
- B. Reduced fares are offered to persons with disabilities, seniors, students and or refugees and OTT program participants. The reduced fare will not exceed one-half of the adult full fare.
- 1) Seniors, persons with disabilities, refugees, OTT program participants and students outside the Des Moines Public Schools District who meet the relevant program criteria will be issued DART smart cards that are personalized with the individual's photo ID. These cards will be programmed to charge the appropriate reduced rates for single trips and passes.
- C. Reduced fares are offered to children when riding with adults.
- 1) Children 5 years old and younger accompanied by an adult ride fare-free.
 - 2) Children ages 6 to 10 years old ride at no more than one-half the adult full fare.

5. Transfer Trips

- A. Customers who use stored value on DART smart cards will be provided unlimited transfers within two hours of their initial trip without additional fare deducted. After two hours, another full fare will be deducted.
- B. Cash-paying riders will NOT receive free transfers. Alternatively, riders can receive free transfers by purchasing a limited-use smart card or put value on a smart card at a pass sales outlet; these products will not be available onboard DART buses.
- C. This transfer fare structure is meant to encourage the use of smart cards, which speed up boarding times on buses and shorter dwell times at stops, resulting in service that is more efficient.

6. Fare Disputes

Disputes over payment of fare will be resolved through the following process:



- DART bus operators will default to message on the fare box.
- Fare disputes will be resolved by a DART Supervisor or at DART Central Station’s Customer Service.

7. Fare Changes

- A. DART will adhere to local and federal public involvement guidelines including the DART Public Participation Plan and Title VI of the Civil Rights Act of 1964 when considering fare increases.
- B. When fares change, passes will be honored at purchased value through expiration.

8. Distribution of Fare Media

- A. DART fare media will be available for purchase online at www.ridedart.com. DART will also continue to partner with retail outlets (see Attachment B) to meet demand and make purchasing DART fare media accessible throughout DART’s service area.
- B. To encourage the use of smart cards, DART will provide smart cards free of charge to riders who purchase of smart card media. In other words, when a customer makes a purchase of a DART fare product on a smart card, DART will waive the cost of the actual physical card. To receive a free card, customers must purchase the value of at least a 24-Hour day pass on the card. DART smart cards will be available online, at DART Central Station or at DART pass sales outlets.
- C. Following the initial distribution of free cards, there will be a cost to buy a new smart card. However, when a customer registers their new smartcard for the first time the cost of the card will automatically be added to the card as stored value for use as bus fare.
- D. The cards can be purchased online using credit or debit cards issued by major banks. The cards can be purchased at pass sales outlets and DART Central Station using cash, check, or credit or debit cards issued by major banks. Neither checks nor credit or debit cards are accepted aboard DART buses.

Policy and Procedure Revision Log

Revision	Date

Related policies/forms:



 **ATTACHMENT A**
DART FARE SCHEDULE

DART's fare schedule reflects current pricing for use of DART service through the various fare products available. The schedule is laid out in four parts:

1. Cash
2. Smart card pass products
3. Smart card stored value
4. Limited-use smart cards

DRAFT



ATTACHMENT A

DART FARE SCHEDULE – CASH

Cash

Service Type	Full fare	Half-Fare	Children 6-10	Children 5 and younger	Transfer
Local Routes	\$1.75	\$0.75	\$0.75	FREE	No free transfer
Express Routes	\$2.00	\$0.75	\$0.75	FREE	No free transfer
On Call	\$3.50	\$0.75	\$0.75	FREE	No free transfer
Flex Route (regular route without flex trip)	\$1.75	\$0.75	\$0.75	FREE	No free transfer
Flex Route (off route for flex trip)	\$3.50	\$0.75	\$0.75	FREE	No free transfer
Shuttles (D-Line and Link)	FREE	FREE	FREE	FREE	No free transfer



ATTACHMENT A

DART FARE SCHEDULE – Smart Card Pass Products

Smart Card -- Pass Products

Service Type	30-day Express Pass	30-day regular	30-day Half Fare	7-day Local	7-day Half Fare	Day pass	Day pass Half-Fare
	\$58.00	\$48.00	\$24.00	\$16.00	\$7.00	\$4.00	\$2.00
Local Routes	Pass	Pass	Pass	Pass	Pass	Pass	Pass
Express Routes	Pass	Pass + \$0.25	Pass	Pass	Pass + \$0.25	Pass	Pass
On Call	Pass	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.50	Pass + \$1.50
Flex Route (regular route without flex trip)	Pass	Pass	Pass	Pass	Pass	Pass	Pass
Flex Route (off route for flex trip)	Pass	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.50	Pass + \$1.50
Shuttles (D-Line and Link)	FREE	FREE	FREE	FREE	FREE	FREE	FREE



ATTACHMENT A

DART FARE SCHEDULE – Smart Card Stored Value

**Smart Card -- Stored Value
 (Maximum value: \$250)**

Service Type	Full fare	Half-Fare	Children 6-10	Children 5 and younger	Bonus Trips	Transfer
Local Routes	\$1.75	\$0.75	\$0.75	FREE	Every 11th Trip FREE	FREE
Express Routes	\$2.00	\$0.75	\$0.75	FREE	Every 11th Trip FREE	FREE
On Call	\$3.50	\$0.75	\$0.75	FREE	Every 11th Trip FREE	FREE
Flex Route (regular route without flex trip)	\$1.75	\$0.75	\$0.75	FREE	Every 11th Trip FREE	FREE
Flex Route (off route for flex trip)	\$3.50	\$0.75	\$0.75	FREE	Every 11th Trip FREE	FREE
Shuttles (D-Line and Link)	FREE	FREE	FREE	FREE	Every 11th Trip FREE	FREE



ATTACHMENT A

DART FARE SCHEDULE – Limited-Use Smart Cards

Limited-Use Smart Card

Service Type	7-Day Local	7-Day Half-Fare	Day Pass	Day Pass Half-Fare	Single Use	Single-Use Half-Fare
	\$16.00	\$7.00	\$4.00	\$2.00	\$17.50	\$7.50
Local Routes	Pass	Pass	Pass	Pass	Pass	Pass
Express Routes	Pass	Pass + \$0.25	Pass	Pass	Pass + \$0.25	Pass
On Call	Pass	Pass + \$1.75	Pass + \$1.50	Pass + \$1.50	Pass + \$1.75	Pass + \$1.75
Flex Route (regular route without flex trip)	Pass	Pass	Pass	Pass	Pass	Pass
Flex Route (off route for flex trip)	Pass	Pass + \$1.75	Pass + \$1.50	Pass + \$1.50	Pass + \$1.75	Pass + \$1.75
Shuttles (D-Line and Link)	FREE	FREE	FREE	FREE	FREE	FREE



ATTACHMENT B
Pass Sales Outlets

DART's pass sales outlets show locations where DART fare media is available.

Organization	Address	City	Weekly Local	Monthly Local	Express	Tokens	Smart Cards	Limited Use cards
DAHL'S JOHNSTON	5440 NW 86TH STREET	JOHNSTON	yes	yes	yes	yes	yes	yes
DAHL'S 50TH & EP TRUE	5003 EP TRUE PARKWAY	WEST DES MOINES	yes	yes	yes	yes	yes	yes
DAHL'S 86TH & HICKMAN	8700 HICKMAN ROAD	CLIVE	yes	yes	yes	yes	yes	yes
DAHL'S BEAVER	1819 BEAVER AVENUE	DES MOINES	yes	yes	yes	yes	yes	yes
DAHL'S EAST 33RD	3400 EAST 33RD	DES MOINES	yes	yes	yes	yes	yes	yes
DAHL'S EUCLID	1320 EAST EUCLID AVENUE	DES MOINES	yes	yes	yes	yes	yes	yes
DAHL'S FLEUR	4121 FLEUR DRIVE	DES MOINES	yes	yes	yes	yes	yes	yes
DAHL'S INGERSOLL	3425 INGERSOLL AVENUE	DES MOINES	yes	yes	yes	yes	yes	yes
DAHL'S MERLE HAY	4343 MERLE HAY ROAD	DES MOINES	yes	yes	yes	yes	yes	yes
DAHLS WEST	15500 HICKMAN	CLIVE	no	no	yes	no	yes	no
HY-VEE 86TH & DOUGLAS	8701 DOUGLAS AVE	URBANDALE	yes	yes	yes	yes	yes	yes
HY-VEE ALTOONA	100 8TH STREET SW	ALTOONA	yes	yes	yes	yes	yes	yes
HY-VEE ANKENY	410 NORTH ANKENY BLVD	ANKENY	yes	yes	yes	yes	yes	yes
HY-VEE ANKENY	2510 SW STATE ST.	ANKENY	yes	yes	yes	yes	yes	yes
HY-VEE EUCLID	2540 EAST EUCLID AVENUE	DES MOINES	yes	yes	yes	yes	yes	yes



Organization	Address	City	Weekly Local	Monthly Local	Express	Tokens	Smart Cards	Limited Use cards
HY-VEE WINDSOR HEIGHTS	7101 UNIVERSITY	WINDSOR HEIGHTS	yes	yes	yes	yes	yes	yes
HY-VEE 35TH	1700 VALLEY WEST DRIVE	WEST DES MOINES	yes	yes	yes	yes	yes	yes
HY-VEE DRUGSTORE	4100 UNIVERSITY AVENUE	DES MOINES	yes	yes	yes	yes	yes	yes
HY-VEE FLEUR	4605 FLEUR DRIVE	DES MOINES	yes	yes	yes	yes	yes	yes
HY-VEE GRAND WDM	1990 GRAND AVENUE	DES MOINES	yes	yes	yes	yes	yes	yes
HY-VEE MILLS CIVIC PKWY	555 SOUTH 51ST STREET	WEST DES MOINES	yes	yes	yes	yes	yes	yes
HY-VEE MLK	3330 MARTIN LUTHER KING PKWY	DES MOINES	yes	yes	yes	yes	yes	yes
HY-VEE PARK AVENUE	3221 SE 14TH STREET	DES MOINES	yes	yes	yes	yes	yes	yes
HY-VEE PLEASANT HILL	4815 MAPLE DRIVE	PLEASANT HILL	yes	yes	yes	no	yes	no
HY-VEE SOUTHRIDGE	1107 EAST ARMY PSOT ROAD	DES MOINES	yes	yes	yes	yes	yes	yes
HYVEE WEST DES MOINES	1725 JORDAN CREEK PKWY	WEST DES MOINES	no	yes	yes	no	yes	no
WALMART ANKENY	1002 SE NATIONAL DRIVE	ANKENY	yes	yes	yes	no	yes	no
WALMART WINDSOR HEIGHTS	1001 73RD ST.	WINDSOR HEIGHTS	yes	yes	yes	no	yes	no
E-Z MONEY CHECK CASHING	904 ARMY POST ROAD	DES MOINES	yes	yes	yes	yes	yes	yes
E-Z MONEY CHECK CASHING	1238 EAST 14TH STREET	DES MOINES	yes	yes	yes	yes	yes	yes
E-Z MONEY CHECK CASHING	2910 EAST UNIVERSITY	DES MOINES	yes	yes	yes	yes	yes	yes



ACTION ITEM



7B: FY 2014 Audited Financial Statements

Action: Accept the FY 2014 Audited Financial Statements

Staff Resource: Jamie Schug, Chief Financial Officer

Background:

- Jodi Dobson, Partner with Baker Tilly Virchow Krause, LLP, DART's auditor, will summarize the findings and recommendations as part of their completed FY 2014 Annual Audit.
- The 28M Agreement creating the Regional Transit Authority requires such an annual audit be conducted per Iowa State Law. Additionally, the Federal Transit Administration requires such an audit.

Recommendation:

- Accept the FY 2014 Audited Financial Statements.



ACTION ITEM



7B: November FY2015 Consolidated Financial Report

Action: Approve the November 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 40.55% for the first five months of the year. Cash fares were on target while Unlimited Access and Other Contracted Services were better than budget.
- Fixed Route Non-Operating Revenue year to date is 2.30% below budget.
- Paratransit Operating Revenue is 5.96% lower than budget expectations. Cash fares are above target while contracted trips are currently lower than forecasted.
- Rideshare Revenues are 16.2% below budgeted levels at year to date. Rideshare revenue has experienced an uptick with the additional vanpools and expense monitoring continues to take place.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are on target at 2.69% below budget projections year to date.
- Paratransit Budget Summary – Operating expenses are currently 7.92% under forecasted levels. Fuel and Equipment Repairs are the two categories seeing the most savings.
- Rideshare Expenses are below budgetary expectations by 14.98%. Fuel and Accident Repairs are driving the budget savings year to date.

Recommendation:

- Approve the November FY2015 Consolidated Financial Report.

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

Fixed Route	\$	31,948	Reserve For Accidents (See Balance Sheet):
Paratransit	\$	67,821	FY2015
Rideshare	\$	<u>(1,748)</u>	\$95,429.35
Total	\$	98,021	

FY2015 Financials: November 2014

FIXED ROUTE	November 2014			Year-To-Date-(5) Months Ending 11/30/2014		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	349,908	413,208	(63,300)	2,010,662	2,066,039	(55,377)
Non-Operating Revenue	1,509,134	1,626,932	(117,798)	7,951,773	8,134,662	(182,889)
Subtotal	1,859,042	2,040,140	(181,098)	9,962,435	10,200,701	(238,266)
Operating Expenses	1,852,214	2,010,172	157,958	9,780,647	10,050,860	270,213
Gain/(Loss)	6,828	29,968	(23,141)	181,789	149,841	31,948

PARATRANSIT	November 2014			Year-To-Date-(5) Months Ending 11/30/2014		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	146,021	174,167	(28,146)	818,953	870,833	(51,880)
Non-Operating Revenue	90,340	77,548	12,792	395,865	387,738	8,126
Subtotal	236,361	251,714	(15,354)	1,214,818	1,258,572	(43,754)
Operating Expenses	259,592	281,683	22,091	1,296,838	1,408,413	111,574
Gain/(Loss)	(23,231)	(29,968)	6,737	(82,020)	(149,841)	67,821

RIDESHARE	November 2014			Year-To-Date-(5) Months Ending 11/30/2014		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	72,234	85,685	(13,451)	358,995	428,427	(69,432)
Non-Operating Revenue	-	-	-	3,518	-	3,518
Subtotal	72,234	85,685	(13,451)	362,512	428,427	(65,915)
Operating Expenses	67,659	85,685	18,026	364,260	428,427	64,167
Gain/(Loss)	4,575	-	4,575	(1,748)	-	(1,748)



DISCUSSION ITEM



8A: FY 2016 Budget Development

Staff Resource: Jamie Schug, Chief Financial Officer

- A presentation on the development of the FY 2016 Budget will be provided at the meeting.



DISCUSSION ITEM



8B: Customer Satisfaction Survey

Staff Resource: Ethan Standard, Transit Planner

- A presentation will be provided by ETC Institute on the results of the Customer Satisfaction Survey conducted in September 2014.



System Summary Performance Report November 2014

	May 2014	June 2014	July 2014	August 2014	September 2014	October 2014	November 2014	November 2013	Percent Change 2015/2014	FY15 Year To Date	FY14 Year To Date	Percent YTD Change 2015/2014
DART Fixed Route												
Total Ridership	368,948	290,945	305,523	549,220	387,342	439,025	332,964	349,845	-4.83%	2,014,074	1,955,420	3.00%
OTT Ridership	23,869	21,755	24,664	24,611	20,494	21,217	23,539	23,121	1.81%	114,525	109,155	4.92%
Unlimited Access Ridership	32,143	30,407	31,539	31,895	33,906	34,738	30,421	32,135	-5.33%	162,499	178,079	-8.75%
Bike Rack Usage	4,370	5,238	5,636	5,440	5,874	6,337	3,596	3,804	-5.47%	26,883	30,595	-12.13%
Passengers/Revenue Hour	21.10	17.14	17.42	25.51	21.73	22.73	20.45	21.38	-4.34%	21.78	22.01	-1.07%
Avg. Passengers Weekday	15,724	12,263	12,471	19,220	16,856	17,463	16,244	16,467	-1.35%	16,438	16,016	2.63%
Avg. Passengers Weekend Day	4,306	3,713	3,895	14,560	4,170	4,673	3,688	3,698	-0.26%	6,402	5,857	9.31%
Complaints/100,000 Riders	26.56	34.03	38.95	28.04	35.89	31.43	29.43	23.15	27.12%	32.17	26.23	22.64%
Commendations/100,000 Riders	3.25	4.12	3.60	3.10	2.07	3.19	1.20	3.43	-64.98%	2.68	3.38	-20.56%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.13	1.99	1.53	1.85	1.46	1.68	0.81	0.83	-3.54%	1.49	1.63	-8.13%
Non-Preventable/100,000 Miles	1.13	1.59	0.77	1.85	2.92	1.34	0.81	2.09	-61.42%	1.09	1.23	-11.00%
Maintenance:												
Total Miles Operated	265,844	251,211	260,874	324,379	274,417	298,021	248,339	239,543	3.67%	1,406,030	1,291,684	8.85%
Road Calls/100,000 Miles	19.94	22.69	26.83	21.58	24.42	14.43	12.89	15.86	-18.77%	20.06	14.79	35.64%
Active Vehicles in Fleet	126	126	126	126	126	126	126	126	0.00%	126	105	19.54%
DART Paratransit												
Total Ridership	11,617	11,861	12,433	11,372	11,502	12,536	9,862	10,658	-7.47%	57,705	59,192	-2.51%
Passengers/Revenue Hour	2.98	3.05	2.92	2.78	2.82	2.83	2.92	2.92	0.00%	2.85	3.03	-5.81%
Average Trip Length	5.71	5.76	5.28	5.56	5.44	5.40	5.56	6.04	-8.10%	8.55	5.96	43.54%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.51	0.00	1.52	0.00	0.00	0.00	0.00	0.00	0.00%	0.32	2.55	-87.52%
Non-Preventable/100,000 Miles	0.00	0.00	1.52	4.75	1.60	0.00	0.00	1.55	-100.00%	1.59	0.85	87.20%
Maintenance:												
Total Miles Operated	66,293	68,315	65,608	63,221	62,609	67,675	54,785	64,422	-14.96%	313,898	352,569	-10.97%
Active Vehicles in Fleet	20	20	20	20	20	20	20	20	0.00%	20	26	-22.48%
DART RideShare												
Total Ridership	19,092	18,622	18,618	17,564	20,564	22,374	17,681	19,066	-7.26%	96,801	105,950	-8.64%
Total Vans in Circulation	90	90	90	90	95	95	94	93	1.08%	93	93	-0.22%
Total Rideshare Customers	690	674	670	667	721	726	710	758	-6.33%	699	778	-10.18%
Accident Frequency Rate by Service:												
Preventable	0.64	0.65	0.62	0.00	0.00	0.56	0.00	0.00	0.00%	0.25	0.85	-70.76%
Non-Preventable	1.28	1.94	0.62	0.65	0.61	1.11	0.00	1.34	-100.00%	0.62	0.61	2.34%
Maintenance:												
Total Miles Operated	156,668	154,259	161,031	152,736	165,201	180,022	142,972	148,730	-3.87%	801,962	820,759	-2.29%
Active Vehicles in Fleet	100	100	100	100	100	100	100	93	7.53%	100	111	-9.58%



System Summary Performance Report November 2014

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Active Vehicles in Fleet	100	100	100	100	100	100	100	93	7.53%	100	111	-9.58%



MONTHLY REPORT



9A: Operations

Staff Resource: Anthony Lafata, Chief Operating Officer

Transportation - Randy McKern, Manager

- Fixed Route conducted their Safety Meeting on Wednesday, December 10, 2014. Highlights of the meeting were; Des Moines Public Schools utilizing the Late Start protocol in cases of inclement weather. Operators were informed to review his/her current work assignments to ensure understanding of how a late start would affect their report times. Additionally, a Smith System refresher video was reviewed on the programs of 5 Keys to Safe Driving as well as a review of how to make transfer requests to other vehicles/routes through the Mobile Data Terminal (MDT/AVL).
- A Special Bid for the day after Christmas was posted on December 5, 2014 with bidding starting on December 17, 2014 and concluding December 18, 2014.
- Seventh (7th) Street reopened to traffic the evening of December 18, 2014 with DART buses returning to regular routing Friday, December 19, 2014. Operation Supervisors were stationed on Locust Street at 9th Street, 7th Street at High Street, High Street at 9th Street, and on Grand Avenue at 4th Street to assist customers and Operators if needed. Operations Supervisors also monitored a temporary bus stop on Mulberry at 8th Street installed after the 7th Street closure for any customers that were not aware of the reopening of 7th Street.

Maintenance - Scott Reed, Manager

- The Maintenance Safety Meeting was conducted on December 17th, 2014. Main topics of conversation were; harassment in the workplace refresher and proper documentation of warranty repair orders.
- Nine of the ten medium duty buses are currently operating in revenue service. The final 27 foot Paratransit bus should be placed in service the week of December 29th. Operator feedback has been very positive and we are working with Champion to secure pricing for replacement of six 2009 On Call/Flex buses.
- We have been working on development of the new medium duty predictive maintenance program for these buses. The light and heavy duty programs are in place and fully operational.
- Shift and vacation bids have been completed per our contract with the ATU. New shifts will begin on January 4th.

Paratransit - Georgia Parkey, Manager

- Paratransit held their safety meeting on December 9, 2014. Carl Saxon led the meetings and covered the topic of Winter Driving. Dale Spencer was honored for Twelve (12) years of safe driving.
- Paratransit Operator vacation bids for 2015 have been completed.



MONTHLY REPORT

9A: Operations

- Per the Teamsters contract, Paratransit will be conducting the annual shift bid during the week of January 5, 2015.

Training – Mike Kaiser, Interim

- The Training Department currently has two (2) Fixed Route Operators in classroom training. Additionally, one (1) Fixed Route and one (1) Paratransit Operators are undergoing cadet training.
- The Training Department graduated one Maintenance employee from CDL training.

Facilities – Matt Pitstick, Manager

- All facilities are prepared for winter weather. We are continuing the program of pretreating our concrete. Results in a faster and more complete removal of snow.
- Boiler startup went smooth; we are expecting energy savings with the new system in place.
- Planning projects for the 1100 Operations Admin Remodel; 2 lift in the maintenance shop and the Tech Latrine remodel.

Service Management - Mike Kaiser, Lead Supervisor

- Supervisors continue to work closely with day and evening operators to maintain on-time service standards and running accident free routes.
- With the reopening of 7th street in the downtown area on Friday 12/19/2014, Supervisors were stationed at key locations to provide assistance to passengers and Operators for a smooth transition back to our regular routes.
- Supervisor Vehicles with the new "DART Supervisor" branding are helping staff continue to provide a visible on-street presence.



MONTHLY REPORT



9B: Marketing

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

Marketing Updates:

- Staff distributed communications and materials for the DART's Fares for Food event on Thursday, December 11. DART donated all cash fares, and any amount beyond a standard fare, collected in the fare boxes to DMARC. \$3,861.31 was collected from the Fare Boxes and a check was presented to DMARC on Wednesday, December 17.
- Staff prepared and deployed materials for the opening of 7th St and the returning of ten bus routes to regular route on December 19. Website, social media, emails, bus stop signs, bus audio announcements, arrival/departure displays, and panel cards were distributed.
- Staff developed, designed and deployed materials for the Holiday Service hours. Website, social media, emails, mailing, bus audio announcements, and interior signage were distributed.
- Staff is beginning to prepare materials for the next schedule change slated for February 22, 2015. Staff will be updating the system map and route schedules at this time.
- Staff developed and is working to distribute communications and materials about the DART "Fares for Food" event on Thursday, December 11, 2014. DART will donate all cash fares, and any amount beyond a standard fare, collected from Local, Express, Flex and On Call services to DMARC. A check presentation will be scheduled the following week.
- Staff has been working on the 'Tis the Season to Ride for a Reason 2014 holiday gifts. Staff will distribute the gifts to the Pass Sales Outlets as a thank you for all their assistance throughout the year.
- Staff continues working with Trapeze and a local translator on the Spanish version of the MyDART Phone (IVR) which will launch in January 2015.
- Staff has been working on the next technology tools which consist of SMS, a mobile App and the open data release which will include schedule information deploying first and the real-time information sometime after. Staff has been working on testing, marketing collateral and signage. Staff is coordinating with all departments as we prepare the launch.

Communication Updates – Gunnar Olson:

- Staff completed all applicable sections of the Triennial Review in coordination with Planning Director Jim Tishim.
- Staff attended the luncheon at which the Greater Des Moines Partnership unveiled its 2015 State Legislative Agenda. Staff had participated on the committee that guided the development of the agenda.



MONTHLY REPORT

9B: Marketing

- Staff joined General Manager Elizabeth Presutti and Commissioner Christine Hensley in a meeting with Don Pearson of Wells Fargo to provide an update on the Bus Rapid Transit project.
- Staff compiled the results of the survey and public comments regarding the draft fare policy that was presented at the November public meetings and December public hearing. The results were reviewed with staff and a final recommendation was developed for the Commission.
- Staff compiled the results of the survey and public comments regarding the proposed station locations and designs for the planned Bus Rapid Transit project on the University/Ingersoll corridor for staff review.
- Staff supported General Manager Elizabeth Presutti in preparing a presentation to the Taxpayer Association of Central Iowa.
- Staff supported the Marketing team in communicating the reopening of 7th Street in downtown Des Moines and the return to regular route for several bus routes that had been on extended detour since the Younkers fire in late March.
- Staff helped publicize Fares for Food Day prior to the event, as well as the results. The event was covered by numerous radio and TV stations.
- Staff coordinated the solicitation of applications for new members of the Transit Riders Advisory Committee and organized the returned applications for consideration by the appointing Commissioners.
- Staff supported the Marketing team by drafting text for the FY2014 Annual Report.
- Lastly, I want to say thank you to everyone for five great years at DART. My last day was December 31, and it has been a bitter-sweet month as I wound down my time at DART and looked ahead to my new position at the Des Moines Area Metropolitan Planning Organization. I look forward to continuing to work with the staff and policymakers at DART in my new role at the MPO.

Customer Service Report – John Clark:

November Employer and Group Presentations:

- Principal Orientation (4 visits)
- Train The Trainer

November Website Communication and Messages:

- Completed Answered emails – 3
- Bus Stop/Shelter Requests – 0
- Contact/Feedback Forms – 56
- Customer Service Requests – 2
- Other/Misc. – 7
- Voicemails – 177, voicemails requiring response – 35 (20%)

MONTHLY REPORT
9B: Marketing



Total Calls for November 2014:

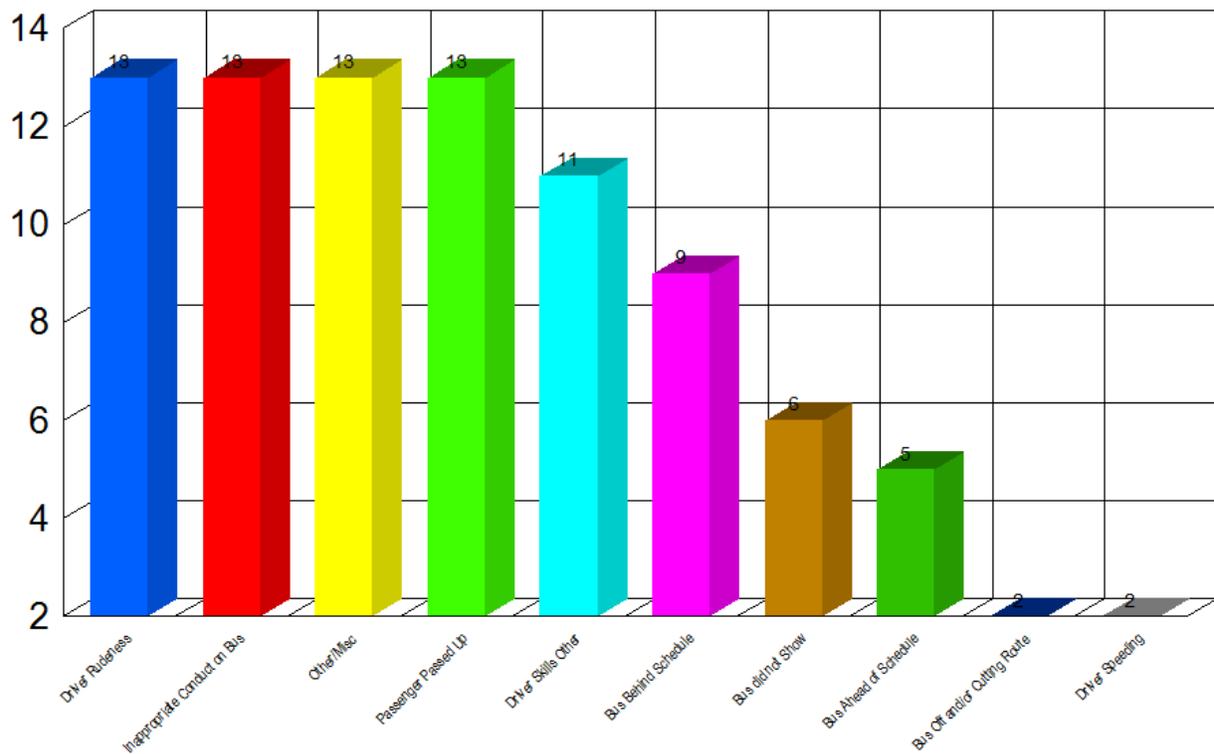
- Schedule Information – 13,057
- Spanish Line – 325
- Receptionist – 904
- Ride-Share – 388

Top 10 Report

11-01-14 - 11-30-14

DART

Complaint



- The top five comments for November 2014 were: Passenger's Passed Up, Bus behind schedule, Driver Skills Other, Other/Misc. and Driver Rudeness.
- In summary, November we had 98 complaints, 4 commendations and 16 Inquiry/suggestions. Out of the total 98 complaints for November, 9 are still being investigated. For November a total of 22 complaints were founded which is about 22% of the total completed complaints.

MONTHLY REPORT
9B: Marketing



RideShare – Jennifer Long:

November 2014

- Staff took delivery of 4 new passenger vans and are prepping them for service.
- Staff held a referral competition for current riders from September 1 to November 30, 2014. There were 22 entries for a prize of an Apple iPad Air.
- Seven individuals attended driver's training this month.

Staff Commendations:

DART had several comments in November 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



9C: Planning

Staff Resource: Jim Tishim, Planning Director

Transit Master AVL/RTIS and Trip Planner Update:

- Real-Time Map: The Real-Time Map, including the Spanish version was completed on December 16, 2014.
- MyDART Phones (IVR): The Spanish version was completed on December 19, 2014.

Planning Department Projects:

- Shelter Easement Template: DART worked with the City of Des Moines and DART Attorneys to finalize a Shelter Easement Template to be used for all shelter installations.
- Bus Shelter Update: Two DART bus shelters were installed this past month. The first shelter was placed on Euclid Avenue between 2nd Avenue and Oxford Street outside of Park Fair Mall. The old shelter on Park Fair Mall property was removed. The second shelter was installed on Hubbell Avenue at Douglas Avenue in cooperation with Hilltop Senior Limited Partnership.
- 6th Avenue Streetscape: The Planning Department attended the 6th Ave Streetscape Open House on November 10, 2014. Planning staff worked with the 6th Avenue Corridor and the City of Des Moines a few years ago on preliminary streetscape design for the corridor. Several things have changed since the preliminary designs were developed. DART held a separate meeting with the City of Des Moines to review and coordinate all the bus stop and bus shelter locations on 6th Avenue between I-235 and Hickman Avenue.
- Triennial Review: Planning staff worked through four sections of the Triennial Review; School Bus, Half Fare, Public Comment on Fare and Service Changes and Title VI.
- US DOT Secretary Foxx Bicycle, Pedestrian & Transit Assessment: On November 24 DART hosted the US DOT Secretary Foxx Bicycle, Pedestrian & Transit Assessment at DART Central Station. Representatives from the Iowa Department of Transportation, City of Des Moines, Des Moines Metropolitan Planning Organization, National Highway Transportation Safety Administration, Federal Motor Carrier Safety Administration, Federal Highway Administration, Iowa Governor's Traffic Safety Bureau, Des Moines Bike Collective and DART evaluated all the street infrastructure, bike lanes and DART bus stops within the Downtown area and connecting with DART Central Station for safety and other required improvements.
- 2014 Customer Satisfaction Surveys: The Planning Department worked with Transportation Management & Design, Inc. (TMD) and ETC Institute on the Fixed Route, Paratransit and Rideshare 2014 Customer Satisfaction Surveys. The final report was completed in December. ETC will present the final report to the Commission at the January 6, 2015 Commission Meeting.



MONTHLY REPORT



9D: Procurement

Staff Resource: Mike Tiedens, Procurement Manager

Procurements in Process:

Paratransit Scheduling System – DART is seeking an experienced Contractor to provide a state-of-the-art Paratransit Scheduling System. Features should include automated scheduling, billing, reporting, workforce management, trip-type tracking, forecasting future requirements, incident management, and full integration with current DART systems.

- Request for Proposals was released on December 29, 2014 and proposals are due on January 30, 2015.
- On-site interviews and demonstrations will be held the week of February 9, 2015.
- Intend to recommend contract award at the March 2015 DART Commission Meeting.

Installation of Lifts – Maintenance Shop Update - Update – DART is seeking an experienced Contractor to provide construction for installation of two (2) new lifts in the Maintenance Shop. Work includes selective demolition of existing concrete and equipment; new cast in place concrete pit and floor slabs; steel at new edge of pit; epoxy floor coating and striping; associated mechanical and electrical modifications.

- Bid opening was held on December 4, 2014.
- Only 1 bid was received for the original bid opening. Due to a lack of competition, DART is re-issuing the Invitation for Bid.
- Bid Issue Date was December 29, 2014.
- Pre-Bid Meeting will be January 5, 2015, 2:00 PM, Central.
- Bid opening will be January 23, 2015, 2:00 PM, Central.
- The lifts will be purchase from Steril Koni through the State of Iowa, Department of Administrative Services existing contract. The lifts will match the most recently installed ones in the Maintenance Shop.

Service Lane Upgrade – Upgrade the surfaces of the walls, floor, metal structure, and trim. Work includes removal of existing coatings, cleaning of surfaces, abrading or roughening of surfaces, applying new high performance coating system.

- Currently receiving bids for work.

Air Compressors (Maintenance Area) – Installation of new air compressors that service the Maintenance Department. Work includes installing compressors, utility connection and testing.

- Currently receiving bids for work.

Contracts and Task Orders Approved in December:

- None

MONTHLY REPORT
9D: Procurement



Upcoming Procurements:

- Taxi Cab Services
- Heavy Duty Bus Manufacturer
- Schedule Printing Services
- Employee Benefit Broker Services
- Insurance Broker Services
- 1100 DART Way Administration Area Remodel



MONTHLY REPORT



9E: General Manager

Staff Resource: Elizabeth Presutti, General Manager

- **DART Financial Model:** The DART Financial Model is in its final stages of completion. Staff looks forward to reviewing the preliminary results at the end of January. At that time, staff along with TMD and HNTB will also review the model assumptions with DART member community's staff members for final calibration. Staff hopes to have the model ready to present to the Commission in March.
- **DART Department Budget Meetings:** Budget meetings occurred with all DART departments along with Jamie Schug, CFO and Amber Dakan, Finance Manager. All department heads were well prepared in presenting their budget recommendations for the coming year.
- **MPO Transportation Funding Task Force:** I have been asked to serve as a staff resource to the MPO Transportation Funding task force formed at the December MPO meeting.
- **Triennial Review Submittal:** DART submitted responses to all of the triennial review questions as well as requested supplemental documentation this month. DART's on-site review will take place in early April 2015.
- **Presentations:**
 - West Des Moines City Council – I presented to the West Des Moines City Council on December 1, 2014. Thank you to Commissioner Peterson for also attending the presentation.
 - DART Stakeholders Group – I presented along with Jamie Schug, CFO to the DART Member Communities elected officials and city managers in attendance at the meeting. A copy of the presentation was sent out to all invited stakeholders after the meeting. Thank you to all of the Commissioners in attendance.
 - Central Iowa Taxpayers Association – I presented to the Central Iowa Taxpayers Association on December 11, 2014. There were approximately forty people in attendance at the meeting. There was great discussion and questions about DART and the material presented. Thank you to Commissioner Van Oort, Peterson, Mahaffey and Muldoon as well as Jamie Schug and Gunnar Olson for attending the event.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS

February 3, 2015 - 12:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> FY 2016 Budget Quarterly Safety Report
March 3, 2015 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> FY 2016 Budget 	
April 7, 2015 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> 5-Year Heavy Duty Bus Contract Taxi Cab Contract 	<ul style="list-style-type: none"> Mobility Manager Update
May 5, 2015 - 12:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> Quarterly Safety Report

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
- Open Records Policy
- Records Retention Policy



CLOSED SESSION



13: Closed Session – General Manager Performance Review

Action: The Commission meeting be recessed and reconvened in closed session pursuant to Section 21.5, Subparagraph I of the Iowa Code.

Staff Resource: *Elizabeth Presutti, General Manager*

Background:

- In order to adjourn for a closed session, an affirmative vote must be taken of the Commission of either two-thirds of the commission or all of the members present at the meeting.

Procedures for Closed Session at Commission Meetings:

1. The Chairman asks for a motion to recess the meeting and reconvene in closed session.
2. Motion is made with following language:
 "I move that the Commissioners of the Des Moines Area Regional Transit Authority go into closed session 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."
3. Motion is seconded.
4. Roll Call Vote is taken.
5. All visitors leave the room.
6. A special tape must be recorded and kept by the commission clerk for a period of one year of the closed session.
7. No action may be taken in a closed session.
8. The Chair will adjourn the closed session when discussion is over.
9. The Chair will state for the record that no action was taken during the closed session.
10. Action may be taken at this time on any discussion made in the closed session.

Closed Session:

- The Commission will discuss and consider approving a compensation level adjustment for the General Manager.