



**NOTICE OF COMMISSION MEETING AND AGENDA**  
**DES MOINES AREA REGIONAL TRANSIT AUTHORITY**  
**DART MULTIMODAL ROOM, 620 CHERRY STREET**  
**DECEMBER 1, 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 DECEMBER 1, 2015 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE	
7. DES MOINES AREA METROPOLITAN PLANNING ORGANIZATION (MPO) PRESENTATION	
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13. COMMISSIONER ITEMS	
12. OTHER – Communications	
14. NEXT MEETING: Regular DART Meeting <b>Tuesday, January 5, 2015 – 12:00 p.m.</b>	
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.*



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES  
620 CHERRY STREET – DES MOINES, IOWA 50309  
NOVEMBER 3, 2015 12:00 P.M.**



**ROLL CALL**

Commissioners Present: Skip Conkling, Angela Connolly, Christine Hensley, Gaye Johnson, Joann Muldoon, Steve Peterson and Steve Van Oort  
Commissioner Absent: Tom Gayman, Bob Mahaffey  
Alternates Present: Paula Dierenfeld (12:10 pm)

**CALL TO ORDER**

The meeting was called to order by Mr. Peterson, Commission Chair, at 12:00 pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

Mr. Peterson, the Commission Chair, called for a motion to approve the November 3, 2015 agenda. It was moved by Mr. Conkling and seconded by Ms. Connolly to approve the November 3, 2015 agenda. The motion carried unanimously.

**PUBLIC COMMENT**

No Public Comment.

**MPO RECOGNITION OF DART COMMISSIONER**

The Association of Metropolitan Planning Organizations (AMPO) named Polk County Supervisor and DART Commissioner Angela Connolly as this year's recipient of the national Award for Outstanding Elected Official Leadership, recognizing her leadership roles in The Tomorrow Plan, Capital Crossroads and DART Forward 2035. Todd Ashby, Executive Director with the Des Moines Metropolitan Planning Organization (MPO) presented Ms. Connolly with the award.

**CONSENT ITEM**

7A – Commission Meeting Minutes – September 29, 2015

It was moved by Mr. Van Oort and seconded by Ms. Johnson to approve the consent items. The motion carried unanimously.

**ACTION ITEMS**

8A – Heavy Duty Bus Purchase

It was moved by Ms. Connolly and seconded by Ms. Hensley to approve the purchase of twenty (20) Heavy Duty Buses from New Flyer of America at a cost NOT to exceed \$9,050,000. The motion carried unanimously.

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8B – Housekeeping Contract

It was moved by Ms. Hensley and seconded by Ms. Johnson to approve a three (3) year contract with two (2), one (1) year options with FBG (First National Buildings, Inc.) for Housekeeping Services for the amount NOT to exceed \$600,000. The motion carried unanimously.

8C – Van Donation Program

It was moved by Mr. Conkling and seconded by Ms. Johnson to approve the donation of three (3) retired RideShare vehicles in accordance with DART's Van Donation Program. The donation of retired RideShare vehicles were awarded to U.S. Committee for Refugees and Immigrants, Iowa Arts in Education DBA Art Force Iowa, and Central Iowa Shelter and Services. The motion carried unanimously.

8D – September 2015 Financials

Ms. Amber Dakan, Finance Manager, provided a presentation on the September FY 2015 Financials. Fixed Route revenues performed 5.93% below budget projections as of September year to date. Operating expenses are 5.24% below budget projections year to date.

Paratransit revenue is 11.05% lower than budget expectations. Operating expenses are currently 9.77% below forecasted levels.

Rideshare revenues are 14.15% below budgeted levels year to date. Operating expenses are below budgetary expectations by 15.74%.

It was moved by Ms. Hensley and seconded by Ms. Muldoon that the Commission approve the September FY 2015 Consolidated Financials as presented. The motion carried unanimously.

**DISCUSSION ITEMS**

9A – DART Forward 2035 Plan Update

Ms. Amanda Wanke, Chief Engagement and Communication Officer, presented an update on the DART Forward 2035 Plan initiatives. The focus areas included:

- Phase 1 of Public Outreach; surveys, focus groups, public meeting
- Establish Project Advisory Committee. Suggested participant groups include; Schools, Developers, Transit Future Work Group, MPO, Unlimited Access, Human Services, Young Professionals and AARP
- Outreach Techniques; community open house meetings, stakeholder workshops, targeted surveys and social media
- Next steps: Invite to Project Advisory Committee, TRAC feedback on Public Outreach Plan, Establish Staff Advisory Committee and Express route survey

9B – Quarterly Safety Report

Randy McKern, Transportation Manager provided a brief update on the 4<sup>th</sup> quarter analysis of accidents for FY2015. There has been a slight uptick in accidents year to date in preventable accidents. Strategies to help reduce these occurrences will be to focus on operator retraining,

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increasing operator awareness and having staff perform more diligent ride-alongs to observe and educate operators in areas of potential concern.

9C – September 2015 Performance Reports

Ms. Elizabeth Presutti, General Manager, reviewed the System Performance Ridership Report for September 2015. Overall, ridership for September has seen an increase of .25% from last year. For Fixed Route services, there has been an increase of about .1% year to date. September 2015 performance started light compared to last year. Ms. Presutti stated that in speaking with other transit agencies, bus ridership is down nationally while DART is doing well maintaining their ridership numbers.

**MONTHLY REPORTS**

10A – Operations Report

No update.

10B – Engagement

Kirstin Baer-Harding provided an update on future marketing initiatives. Topics included:

- Development of targeted marketing materials for outreach in the regional communities
- Communication and marketing material for the upcoming Merle Hay Mall bus stop move
- Fares for Food Event, December 10, 2015
- 'Tis the Season to Ride for a Reason 2015 Holiday gifts
- Thanksgiving holiday service

No update.

10C – Procurement

No update.

10D – General Manager

Ms. Elizabeth Presutti, General Manager, and Jamie Schug, Chief Financial Officer attended the Bus Benchmarking Group (ABBG) annual meeting in Sacramento, CA, September 30 - October 2, 2015. Ms. Presutti and Ms. Schug were able to review data sets and benchmarking results for FY 2014.

Ms. Presutti, Ms. Schug and Commissioner Peterson attended the APTA Annual Meeting in San Francisco, CA, October 3 - 7, 2015. Ms. Presutti was voted on the board as a member at large for a three (3) year term. Additionally, Kirstin Baer-Harding, Marketing Director graduated from the Leadership APTA program.

DART and ATU Local 441 will begin second round negotiations on November 10, 2015. Initial proposals were heard in October with the anticipation of finalizing all negotiations in the November meetings. ATU Local 441 represents DART's fixed route bus operators and DART's maintenance personnel.

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Along with the Greater Des Moines Partnership, Ms. Presutti, Commissioner Peterson, Commissioner Muldoon, Commissioner Van Oort and Amada Wanke, Communication and Engagement Officer visited Kansas City, Mo to learn about their transit system and bus rapid transit lines. Overall the trip was very informative and provided great insight into future Kansas City transit plans and initiatives.

Ms. Presutti updated the Commission on the future Medicaid changes relating to the state's intent to modernize and privatize Medicaid transportation trips. Ms. Presutti stated that she was unsure of what the outcome would be regarding Medicaid transportation and how the changes would impact DART trips. DART handles approximately a million dollars in Medicaid trips on an annual basis.

**FUTURE AGENDA ITEMS**

No update.

**COMMISSIONER ITEMS**

No update.

**OTHER – Communications**

No update.

**NEXT MEETING**

December 1, 2015 at 12:00 pm

**ADJOURNMENT**

A motion by Mr. Conkling and second by Ms. Connolly to adjourn the regular Commission Meeting was made at 1:20 pm. The motion carried unanimously.

**Future 2015 Meeting Dates**

Dec 1

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Clerk

\_\_\_\_\_  
Date



## CONSENT ITEM



<b>8B:</b>	<b>FY2020 Federal Surface Transportation Program (STP) Funding Request</b>
<b>Action:</b>	<b>Authorize submission of applications to the DMAMPO for Federal FY 2020 STP Funds in the amount of \$1,350,000</b>

*Staff Resource: Debra Meyer, Financial Analyst*

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### Background:

- Applications for FY2020 Federal Surface Transportation Program (STP) funding are due to the DMAMPO on December 1, 2015.
- The total STP funding available for FY2020 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 2020 unallocated portion is distributed to projects that were either partially funded or unfunded, but only up to the original application amount.
- DART requested and was awarded \$1,300,000 in STP funds for FY2019 to replace three heavy-duty buses.

### Proposed Request:

- DART will request \$1,350,000 in FY2020 STP funds (11.5% of the total), to purchase three of the nine heavy-duty buses specified in the capital plan.

### Recommendation:

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



## CONSENT ITEM



<b>8C:</b>	<b>FY2020 Federal Transportation Alternatives Program (TAP) Funding Request</b>
<b>Action:</b>	<b>Authorize submission of a joint application to the DMAMPO for Federal FY 2020 TAP Funds to expand the BCycle</b>

*Staff Resource: Debra Meyer, Financial Analyst*

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### **Background:**

- Applications for FY2020 Transportation Alternatives Program (TAP) funding are due to the DMAMPO on December 1, 2015.
- The total TAP funding available for FY2020 is approximately \$1,200,000.
- DART was asked to partner with the BCycle on an expansion project to construct five bicycle stations near bus stops.
- The five locations are identified as 17th Street between Locust and Grand, SW9th Street at Murphy or DART Way (Cityville), and three at Drake University, including one located along University Avenue.
- Bicycles are a natural fit with transit as they fill gaps in coverage and frequently provide the first and last mile home for commuters.

### **Proposed Request:**

- DART will request \$249,658 in FY2020 TAP funds to construct and outfit five BCycle stations near metro area bus stops.
- The grant requires a 20% local match of \$62,415, which will be primarily funded through BCycle. DART will assist with the local match related to the installation of stations at locations where bus shelters can be installed.

### **Recommendation:**

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



## ACTION ITEM



<b>9A:</b>	<b>Amalgamated Transit Union (ATU) Local 441 Labor Contract Agreement</b>
<b>Action:</b>	<b>Approve Tentative Agreements with ATU Local 441</b>

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

### Background:

- The duration of the current DART and the Amalgamated Transit Union Local 441 (ATU) labor agreement extends until June 30, 2016.
- On October 13, 2015 DART and the ATU met in a public meeting to exchange proposals for requested changes to the labor agreement.
- DART and the ATU began negotiations later in the day of October 13 and continued negotiating on October 14<sup>th</sup> and 15<sup>th</sup>.
- Negotiations resumed on November 10, 2015 and concluded on November 11<sup>th</sup> at the end of the day with the parties reaching a tentative agreement.

### New Tentative Agreement:

The new tentative agreement includes the following changes to the existing labor agreement:

#### **A. Economic Changes**

##### Wages:

- **Effective July 1, 2016:** Across the board increase of 2.0%.
- **Effective July 1, 2017:** Across the board increase of 2.5%
- **Effective July 1, 2018:** Across the board increase of 3.0%

##### Medical Benefits:

ATU agreed that all members covered by a DART Medical Plan will participate in Mandatory Health Screens. Accordingly, the portion of premiums paid by employees enrolled in a DART Medical Plan will change as follows:

**ACTION ITEM**

**9A: Amalgamated Transit Union Local 441 Labor Contract Agreement**



Plan 1	Current % Paid by Employee	% to be Paid Effective 07/01/16
Single	22.7%	17.5%
Single + Spouse	45%	40%
Single + Child	45%	40%
Family	45%	40%
<b>High Deductible Health Plan (Full Time)</b>		
Single	8%	7%
Single + Spouse	10%	9%
Single + Child	11%	10%
Family	24%	23%
<b>High Deductible Health Plan Part Time)</b>		
Single	30%	25%
Single + Spouse	50%	45%
Single + Child	50%	45%
Family	50%	45%

**Tool Allowance:**

**Effective July 1, 2016:**

The tool allowance will be increased by \$50 bringing it up to the \$550 per year level for Technicians. Total Cost \$1,200. Driver Instructor pay will increase by \$0.75/hour bringing their total premium rate to \$1.25/hour while they are working with new drivers.

**Instructor Pay:**

**Effective July 1, 2016:**

Driver Instructor pay will increase by \$0.75/hour bringing their total premium rate to \$1.25/hour while they are working with new drivers.

**Lead Person Pay:**

**Effective July 1, 2016:**

Lead persons in the Technician and Service Groups shall receive an additional \$0.25 per hour above their normal rate of pay bringing total lead pay to \$1.25/hour.



## ACTION ITEM

### 9A: Amalgamated Transit Union Local 441 Labor Contract Agreement

#### Uniform Allowance:

Effective July 1, 2016:

The uniform allowance will be increased by \$25 per year. In addition, during the fiscal year 2016-2017 only, employees will receive an additional \$100 towards their uniform allowance.

**The total 1<sup>st</sup> Year Cost as a % of Current Budgeted Wages and Statutory Expenses will be approximately 2.94%. This does not include any annual increases for health insurance premiums.**

## B. CONTRACT LANGUAGE CHANGES

- **Article 5.3d (Full Time Pay Periods)**

**Section 5.3d of the current agreement reads:**

d) Contribution level:

Employee contributions to health and dental premiums will be deducted bi-weekly from payroll deduction.

**Will be revised to read:**

d) Contribution level:

Employee contributions to health and dental premiums will be deducted over 24 pay periods annually (or twice per month) from payroll deductions.

- **Article 5.4b (Part Time Pay Periods)**

**Section 5.4b of the current agreement reads:**

b) Contribution level:

The following amounts will be deducted bi-weekly from payroll deduction for the employee's share of health premiums."

**Will be revised to read:**

b) Contribution level:

Employee contributions to health and dental premiums will be deducted over 24 pay periods annually (or twice per month) from payroll deductions."

- **Article 7.2b**

**Section 7.2(b) of the current agreement, reads:**

Employees shall have the right to spread their vacations into one-week increments. No part of their vacation shall be less than one week



## ACTION ITEM

### 9A: Amalgamated Transit Union Local 441 Labor Contract Agreement

#### **Will be revised to read:**

Full-time employees who earn two (2) weeks or more of vacation shall be permitted to use one (1) week of vacation to be taken in daily increments. Each vacation day taken in this manner may be selected at the employee's convenience in the same manner in which they would select a floating holiday as described in Section 9.3 of this Agreement. All remaining weeks shall be taken in full week increments.

- **Article 7.2f**

#### **Section 7.2(f) of the current agreement reads:**

Full-time employees who earn two (2) weeks of vacation shall be permitted to split up to one (1) week of vacation to be taken in daily increments. Each vacation day taken in this manner may be selected at the employee's convenience in the same manner in which they would select a floating holiday as described in Section 9.3 of this Agreement.

#### **Will be revised to read:**

Section 7.2(f) of the current agreement will be eliminated.

- **Art. 16.3 (Employment Levels)**

#### **The second paragraph of Section 16.3 of the current agreement, reads:**

It is in the interest of the Company to maintain maximum full-time employment levels as long as practicable. To that extent, the Company will not fall below sixty (60) full-time operators unless as a result of service cuts or contracting certain parts of the operation. Effective with the November 2012 service expansion, the Company will not fall below sixty-six (66) full-time operators unless as a result of service cuts or contracting certain parts of the operation. Before such cuts occur, the Company will meet with the Union representatives to examine other means of achieving the same savings.

#### **Will be revised to read:**

It is in the interest of the Company to maintain maximum full-time employment levels as long as practicable. To that extent, the Company will not fall below sixty-six (66) full-time operators unless as a result of service cuts or contracting certain parts of the operation. Before such cuts occur, the Company will meet with the Union representatives to examine other means of achieving the same savings.

- **Art. 26.4 (Apprenticeship Program)**

The entirety of Section 26.4 of the current agreement, as set forth in pages forty-three (43) through forty-five (45), will be removed and the parties will enter into a letter of understanding stating that:

The parties adopt the DART Journeyman Apprenticeship Program 11/14/2013, for the duration of this contract unless extended by mutual agreement.



**ACTION ITEM**

**9A: Amalgamated Transit Union Local 441 Labor Contract Agreement**

**Recommendation:**

- Grant Approval for the General Manager to sign the three (3)-year labor agreement with the Amalgamated Transit Union Local 441 which includes the changes listed previously in this document.
- Copies of the full agreement will be available upon request



## ACTION ITEM



**9B: Security Services Contract**

**Action: Approve a three (3) year contract with two (2), one (1) year options with American Security and Investigations for Security Services for the amount Not to Exceed \$775,000.00.**

**Staff Resource: Mike Tiedens, Procurement Manager**

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### Background:

- DART is seeking a qualified firm to provide security services at DART Central Station and 1100 DART Way. The services will ensure the safety of DART employees and passengers on and around all DART facilities. Services include (but are not limited to):
  - Monitoring admittance of personnel and authorized visitors to DART facilities
  - Making rounds/inspections to ensure fences, gates, doors, and windows are properly closed and secured
  - General enforcement of DART rules and security regulations
  - Responding to emergencies and/or alarms
  - Reporting any unsafe or dangerous conditions or circumstances to appropriate personnel
- The current Security Services contract is with American Security and Investigations. The contract term is three (3) years and expires in December 2015. The current cost is a fixed annual rate of \$107,980.08 plus hourly rates to account for extra coverage if requested (currently at approximately \$36,230.40 annualized).

### Procurement:

- DART conducted a Request for Proposals (RFP) for the project. The RFP was published on September 23, 2015 and proposals were due at 2:00 PM CDT on October 21, 2015.
- Five (5) proposals were received, and all proposals were deemed responsive:
  - American Security and Investigations
  - G4S Secure Solutions (USA) Inc.
  - Global Security Services
  - NPI Security
  - Per Mar Security Services
- The scoring is as follows (on a 5 point scale):
  1. American Security = 4.18
  2. NPI Security = 3.28
  3. Per Mar Security = 3.19



**ACTION ITEM**

**9B: Security Services Contract**

4. G4S Secure Solutions = 3.05
5. Global Security = 2.93

**Funding:**

- Funding will come from budgeted operating funds.

**Recommendation:**

- Approval of a three (3) year contract with two (2), one (1) year options with American Security and Investigations for Security Services for the amount Not to Exceed \$775,000.00.
  - Contract Pricing Summary:
    - \$144,210.48 for Year 1
    - \$147,105.60 for Year 2
    - \$150,108.48 for Year 3
    - \$156,108.48 for Year 4 (Option Year 1)
    - \$156,108.48 for Year 5 (Option Year 2)



## ACTION ITEM



<b>9C:</b>	<b>1100 DART Way Operations Area Renovation Architecture &amp; Engineering Services Task Order</b>
<b>Action:</b>	<b>Approve a task order with Substance Architecture for the Architecture and Engineering for the 1100 DART Way Operations Area Renovation. The task order will be for the amount Not to Exceed \$110,250.</b>

**Staff Resource:** *Mike Tiedens, Procurement Manager*

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### Background:

- DART is currently working on preliminary design and engineering for the 1100 DART Way Operations Area Remodel. This is the next phase of the entire remodel of the administration area, including operations offices, dispatch, operators and mechanics lounges, restrooms, and associated areas.
- Work in the task order includes:
  - Design documentation
  - Demolition and construction plans, drawings and specifications
  - Bidding documentation
  - Project management services
- Work for the remodel includes:
  - Mechanical, electrical, and IT system replacement
  - Updates to all areas to comply with ADA requirements
  - New finishes for all areas
  - Update building automated control systems
- Design for the project will include options to complete construction in phases if necessary
- Total estimated budget for the remodel project = \$850,000 (including A&E)

### Procurement:

- A contract with Substance Architecture was approved by the DART Commission for on-call Architectural and Engineering Services at the July 2013 Commission meeting.

### Funding:

- Project funding will be from combined portions of DART's current State of Iowa PTIG Grant for the project, budgeted formula funds and the required local match.

### Recommendation:

- Approve a task order with Substance Architecture for the Architecture and Engineering for the 1100 DART Way Operations Area Renovation. The task order will be for the amount Not to Exceed \$110,250.



## ACTION ITEM



9D: 2016 State Legislative Priorities

Action: Approval Of The 2016 State Legislative Priorities

*Staff Resource: Amanda Wanke, Chief Engagement and Communication Officer*

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### Background:

- DART staff worked with DART's state lobbyist team of John Cacciatore and Christopher Rants to determine the recommended priorities.
- The recommended legislative priorities are being presented based on conversations at DART's commission workshop held on October 27, 2015.

### State Legislative Priorities:

- 1) **Long-term Funding Options** – DART is facing future financial limitations to the services we can provide due to the maximum \$.95/\$1,000 property tax cap, so DART is working with its state lobbyist to build relationships with legislators and identify and evaluate various long-term funding options to ensure DART can meet the needs of our region's people for the years ahead.
- 2) **Protect DART's Civil Servants** – Work with the Amalgamated Transit Union and the Iowa Public Transportation Association in support of steepening penalties on assailants of DART operators.



## ACTION ITEM



**9E:** FY 2015 Audited Financial Statements

**Action:** Accept the FY 2015 Audited Financial Statements

*Staff Resource: Jamie Schug, Chief Financial Officer*

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**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 2015 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 2015 Audited Financial Statements.



## ACTION ITEM



**9F: October FY2016 Consolidated Financial Report**

**Action: Approve the October FY2016 Consolidated Financial Report**

**Staff Resource: Amber Dakan, Finance Manager**

### Year-to-Date Budget Highlights:

#### **Revenue:**

- Fixed Route Operating Revenue is on target at .71% below budget levels.
- Fixed Route Non-Operating Revenue is currently 1.96% higher than budget. Grant timing as well as Municipal Operating Assistance timing has been rectified.
- Paratransit Operating Revenue is 10.19% lower than budget expectations. Contracted trips were below budgeted levels while cash fares are outpacing budget expectations.
- Rideshare Revenues were 18.48% below budgeted levels year to date. Rideshare revenue continues to cover expenses.

#### **Operating Expense:**

- Fixed Route Budget Summary – Operating expenses are 4.84% below budget projections. Fuel and Lubricants, Insurance Expense, and Salaries, Wages, and Fringes are the top three drivers of savings.
- Paratransit Budget Summary – Operating expenses are 11.47% below forecasted levels. Fuel and Lubricants, Insurance Expense, and Salaries, Wages, & Fringes were the largest drivers of savings.
- Rideshare Budget Summary – Rideshare Expenses are below budgetary expectations by 19.50%. Fuel and Lubricants, Equipment Repair Parts, and Services are the top three categories showing the most savings.

### Recommendation:

- Approve the October FY2016 Consolidated Financial Report.

#### **\*\* TOTAL Un-Audited Year-End October FY2016 as Compared to Budget:**

Fixed Route	\$	539,715	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	55,351	FY2016
Rideshare	\$	<u>2,448</u>	\$25,472.33
Total	\$	597,515	

**FY2016 Financials: October 2015**

FIXED ROUTE	October 2015			Year-To-Date-(4) Months Ending 10/31/2015		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	494,706	423,250	71,456	1,680,970	1,693,000	(12,030)
Non-Operating Revenue	2,279,676	1,729,248	550,427	7,052,441	6,916,993	135,448
Subtotal	2,774,382	2,152,498	621,884	8,733,412	8,609,993	123,418
Operating Expenses	2,072,317	2,152,498	80,182	8,193,696	8,609,993	416,297
Gain/(Loss)	702,065	-	702,065	539,715	-	539,715

PARATRANSIT	October 2015			Year-To-Date-(4) Months Ending 10/31/2015		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	156,250	169,083	(12,833)	607,442	676,333	(68,891)
Non-Operating Revenue	107,481	108,564	(1,083)	431,162	434,257	(3,095)
Subtotal	263,731	277,648	(13,916)	1,038,604	1,110,590	(71,986)
Operating Expenses	231,692	277,648	45,955	983,253	1,110,590	127,337
Gain/(Loss)	32,039	-	32,039	55,351	-	55,351

RIDESHARE	October 2015			Year-To-Date-(4) Months Ending 10/31/2015		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	52,254	76,250	(23,996)	248,636	305,000	(56,364)
Non-Operating Revenue	-	208	(208)	-	833	(833)
Subtotal	52,254	76,458	(24,205)	248,636	305,833	(57,197)
Operating Expenses	52,887	76,458	23,572	246,188	305,833	59,645
Gain/(Loss)	(633)	-	(633)	2,448	-	2,448



## DISCUSSION ITEM



10A: DART Strategic Planning – Organization Priorities

*Staff Resource: Elizabeth Presutti, General Manager*

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- A presentation on the Organizational Priorities developed as part of the Strategic Planning process will be provided at the meeting.



## DISCUSSION ITEM



10B: DART Paratransit Medicaid Modernization Analysis

*Staff Resource: Matt Johnson, Paratransit Manager*

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- A presentation on the potential impacts DART may face as a result of Medicaid Modernization will be provided at the meeting.



## DISCUSSION ITEM



10C:                    FY 2017 Budget Development

*Staff Resource:    Jamie Schug, Chief Financial Officer*

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- A presentation on the development of the FY 2017 Budget will be provided at the meeting.



# System Summary Performance Report October 2015

	April 2015	May 2015	June 2015	July 2014	August 2015	September 2015	October 2015	October 2014	Percent Change 2016/2015	FY16 Year To Date	FY15 Year To Date	Percent YTD Change 2016/2015
<b>DART Fixed Route</b>												
Total Ridership	382,661	354,258	305,947	297,601	556,841	388,100	420,174	439,025	-4.29%	1,662,716	1,681,110	-1.09%
OTT Ridership	26,899	25,703	24,193	23,667	22,799	22,819	19,161	21,217	-9.69%	88,446	90,986	-2.79%
Unlimited Access Ridership	32,008	28,892	28,741	28,628	29,871	32,277	29,027	34,738	-16.44%	119,803	132,078	-9.29%
Bike Rack Usage	4,359	4,873	5,591	6,162	6,421	6,163	5,670	6,337	-10.53%	24,416	23,287	4.85%
Passengers/Revenue Hour	20.55	20.17	16.83	16.34	25.87	22.51	23.11	22.73	1.67%	22.12	22.06	0.27%
Avg. Passengers Weekday	15,892	15,600	12,360	12,296	19,264	16,690	17,076	17,463	-2.21%	16,293	16,478	-1.12%
Avg. Passengers Weekend Day	4,130	4,226	4,253	3,386	15,230	4,701	4,944	4,673	5.80%	7,471	7,280	2.63%
Complaints/100,000 Riders	18.82	21.74	27.46	29.57	19.75	36.59	21.90	31.43	-30.34%	25.98	32.72	-20.59%
Commendations/100,000 Riders	1.57	1.69	1.96	3.02	4.49	2.83	1.19	3.19	-62.68%	3.01	2.97	1.11%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	1.04	0.37	0.36	0.36	0.91	2.20	0.00	1.68	-100.00%	0.86	1.64	-47.61%
Non-Preventable/100,000 Miles	0.70	1.12	2.54	2.18	1.52	2.57	0.00	1.34	-100.00%	1.08	1.19	-9.00%
<b>Maintenance:</b>												
Total Miles Operated	287,329	269,011	275,103	274,858	328,484	272,499	287,281	298,021	-3.60%	1,163,122	1,157,691	0.47%
Road Calls/100,000 Miles	14.27	14.50	19.99	17.10	18.87	19.08	16.36	14.43	13.39%	17.88	24.51	-27.05%
Active Vehicles in Fleet	126	126	126	126	126	126	126	126	0.00%	126	126	0.00%
<b>DART Paratransit</b>												
Total Ridership	11,598	10,315	11,763	10,988	10,665	11,476	12,536	12,536	0.00%	45,665	47,843	-4.55%
Passengers/Revenue Hour	2.89	2.79	2.98	2.59	2.66	3.05	4.05	2.83	43.11%	3.09	2.84	8.81%
Average Trip Length	5.99	6.02	5.58	6.08	5.59	5.26	4.95	5.40	-8.33%	5.45	5.42	0.65%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	1.44	4.83	0.00	8.97	0.00	4.97	0.00	0.00	100.00%	3.62	0.39	836.83%
Non-Preventable/100,000 Miles	1.44	3.22	0.00	1.50	0.00	1.66	0.00	1.48	-100.00%	0.80	2.32	-65.30%
<b>Maintenance:</b>												
Total Miles Operated	69,454	62,122	65,610	66,858	59,624	60,409	62,036	67,675	-8.33%	248,927	259,113	-3.93%
Active Vehicles in Fleet	21	21	21	21	21	21	21	20	5.00%	21	20	5.00%
<b>DART RideShare</b>												
Total Ridership	20,138	16,976	18,573	17,527	17,056	17,550	18,578	22,374	-16.97%	70,711	79,120	-10.63%
Total Vans in Circulation	93	92	89	88	88	88	88	95	-7.37%	88	93	-4.86%
Total RideShare Customers	684	670	645	643	636	639	635	726	-12.53%	638	696	-8.30%
<b>Accident Frequency Rate by Service:</b>												
Preventable	0.60	0.00	1.36	1.29	0.00	0.00	0.00	0.56	-100.00%	0.33	0.30	7.16%
Non-Preventable	0.00	0.00	0.68	0.65	0.00	0.66	0.63	1.11	-42.97%	0.49	0.76	-35.70%
<b>Maintenance:</b>												
Total Miles Operated	167,405	146,899	146,935	154,604	150,020	152,501	157,836	180,022	-12.32%	614,961	658,990	-6.68%
Active Vehicles in Fleet	100	100	100	100	100	100	100	100	0.00%	100	100	0.00%



# System Performance Ridership Report October 2015

	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	October 2014	Percent Change 2016/2015	FY16 Year To Date	FY15 Year To Date	Percent YTD Change 2016/2015
<b>DART Fixed Route Ridership</b>	<b>382,661</b>	<b>354,258</b>	<b>305,947</b>	<b>297,601</b>	<b>556,841</b>	<b>388,100</b>	<b>420,174</b>	<b>439,025</b>	<b>-4.29%</b>	<b>1,662,716</b>	<b>1,679,830</b>	<b>-1.02%</b>
<b>Local Routes:</b>												
#1 - Fairgrounds	23,604	21,378	16,671	15,328	261,876	23,396	24,874	24,770	0.42%	325,474	306,884	6.06%
#3 - University	34,493	33,363	33,348	33,786	34,821	35,213	40,265	41,313	-2.54%	144,085	147,815	-2.52%
#4 - E. 14th	19,428	19,182	17,004	16,752	16,740	18,970	20,510	22,056	-7.01%	72,972	73,724	-1.02%
#5 - Franklin Ave	3,586	3,441	1,356	1,323	2,666	8,551	8,260	4,069	103.00%	20,800	11,401	82.44%
#6 - Indianola Ave.	28,778	27,424	24,574	24,480	25,269	34,067	36,688	31,256	17.38%	120,504	105,430	14.30%
#7 - SW 9th St.	37,020	34,074	25,602	25,669	27,354	36,949	41,193	41,883	-1.65%	131,165	137,776	-4.80%
#8 - Fleur Dr.	4,635	4,202	1,970	1,966	2,597	5,920	5,973	5,716	4.50%	16,456	16,331	0.77%
#11 - Ingersoll Ave.	2,226	2,129	2,142	2,023	2,026	2,420	2,066	2,573	-19.70%	8,535	10,022	-14.84%
#13 - Evergreen/SE Park Ave.	7,211	6,382	743	634	2,045	8,627	8,735	8,450	3.37%	20,041	19,975	0.33%
#14 - Beaver Ave.	24,875	22,493	16,364	15,180	16,511	24,392	26,162	30,323	-13.72%	82,245	94,729	-13.18%
#15 - 6th Ave.	27,178	24,752	20,707	20,686	22,023	28,035	30,391	31,269	-2.81%	101,135	101,805	-0.66%
#16 - Douglas Ave.	41,037	37,045	31,777	30,476	32,192	41,788	44,768	49,027	-8.69%	149,224	157,493	-5.25%
#17 - Hubbell Ave.	23,269	21,927	22,358	21,924	21,870	24,207	26,567	25,991	2.22%	94,568	87,846	7.65%
#51 - Merle Hay Crosstown	2,997	2,896	2,971	2,611	2,983	0	0	2,958	-100.00%	5,594	10,210	-45.21%
#52 - Valley West/Jordan Creek	14,114	13,396	14,229	14,895	14,896	14,428	17,308	19,603	-11.71%	61,527	67,062	-8.25%
#60 - Ingersoll/University	35,878	32,270	29,467	27,745	29,436	37,174	39,859	37,864	5.27%	134,214	128,049	4.81%
<b>Shuttle Routes:</b>												
Link Shuttle	805	774	1,011	898	1,185	1,331	1,557	1,038	50.00%	4,971	3,216	54.57%
Dline	13,636	13,969	15,261	14,660	13,374	14,540	15,640	15,675	-0.22%	58,214	61,512	-5.36%
Lincoln/McCombs	10,299	9,442	469	0	0	0	0	10,760	-100.00%	0	25,608	-100.00%
<b>Express Routes:</b>												
#91 - Merle Hay Express	966	802	1,017	1,058	1,061	1,123	1,177	1,104	6.61%	4,419	3,541	24.80%
#92 - Hickman Express	2,959	2,766	2,925	2,854	2,763	3,015	2,888	3,385	-14.68%	11,520	12,484	-7.72%
#93 - NW 86th Express	2,964	2,371	3,040	2,935	2,691	3,110	3,104	3,612	-14.06%	11,840	12,931	-8.44%
#94 - Westtown	831	882	1,147	955	855	761	1,008	1,228	-17.92%	3,579	4,140	-13.55%
#95 - Vista	2,113	1,885	2,211	2,175	2,142	2,003	2,203	1,943	13.38%	8,523	7,247	17.61%
#96 - E.P. True	2,733	2,388	3,088	3,047	3,032	3,184	3,218	3,166	1.64%	12,481	11,231	11.13%
#98 - Ankeny	7,919	6,606	7,680	6,952	7,452	8,225	8,483	9,850	-13.88%	31,112	32,647	-4.70%
#99 - Altoona	1,603	1,389	1,432	1,373	1,462	1,427	1,616	1,572	2.80%	5,878	6,694	-12.19%
<b>On-Call/Flex Routes (Operated by Paratransit):</b>												
On-Call: Ankeny	255	233	269	292	230	285	274	209	31.10%	1,081	838	29.00%
On-Call: Des Moines	0	0	0	0	0	0	0	0	0.00%	0	0	0.00%
On-Call: Johnston/Grimes	338	238	223	169	185	202	219	328	-33.23%	775	1,192	-34.98%
#73 Flex: Urbandale/Windsor Heights	414	378	386	355	371	299	377	398	-5.28%	1,402	2,046	-31.48%
#72 Flex: West Des Moines/Clive	3,737	3,227	3,774	3,595	3,821	3,756	4,079	4,948	-17.56%	15,251	17,038	-10.49%
#74 Flex: NW Urbandale	629	475	400	487	542	633	610	593	2.87%	2,272	1,280	77.50%
On-Call: REGIONAL	131	79	331	318	370	69	102	95	7.37%	859	913	-5.91%
<b>DART Paratransit Ridership</b>	<b>11,598</b>	<b>10,315</b>	<b>11,763</b>	<b>10,988</b>	<b>10,665</b>	<b>11,476</b>	<b>12,536</b>	<b>12,536</b>	<b>0.00%</b>	<b>45,665</b>	<b>47,843</b>	<b>-4.55%</b>
Bus/Van	10,954	9,650	11,064	10,192	9,860	10,545	11,585	11,585	0.00%	42,182	44,062	-4.27%
Cab	644	665	699	796	805	931	951	951	0.00%	3,483	3,781	-7.88%
<b>DART RideShare Ridership</b>	<b>20,138</b>	<b>16,976</b>	<b>18,573</b>	<b>17,527</b>	<b>17,056</b>	<b>17,550</b>	<b>18,578</b>	<b>22,374</b>	<b>-16.97%</b>	<b>70,711</b>	<b>79,120</b>	<b>-10.63%</b>
<b>TOTAL RIDERSHIP</b>	<b>414,397</b>	<b>381,549</b>	<b>336,283</b>	<b>326,116</b>	<b>584,562</b>	<b>417,126</b>	<b>451,288</b>	<b>473,935</b>	<b>-4.78%</b>	<b>1,779,092</b>	<b>1,806,793</b>	<b>-1.53%</b>



## Customer Engagement Report September 2015

	December 2014	January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	October 2015	FY16 Year To Date	FY15 Year To Date
<b>Total System Monthly Ridership</b>	364,557	372,440	363,514	394,598	414,501	381,481	336,215	325,964	584,422	416,894	451,133	<b>1,779,092</b>	<b>1,806,793</b>
<b>Total Fixed Route Ridership</b>	334,381	341,476	333,946	362,393	382,661	354,258	305,947	297,601	556,841	388,100	420,174	<b>1,662,716</b>	<b>1,679,830</b>
<b>Website</b>													
Unique Visitors	32,230	36,111	35,168	32,641	32,344	32,640	33,355	31,579	42,312	35,419	36,643	145,953	174,568
<b>Social Media</b>													
Facebook Page Likes	778	837	864	857	903	1,047	1,066	1,100	1,185	1,218	1,318		
Twitter Followers	1,361	1,398	1,418	1,420	1,443	1,476	1,509	1,522	1,560	1,580	1,598		
<b>Email</b>													
Subscribers	3,039	3,073	3,091	3,161	2,947	2,963	2,972	2,984	3,009	3,183	3,191		
<b>MYDART Trip Planner</b>													
Trip Plans	14,229	16,577	16,418	13,590	11,620	11,734	12,166	11,181	16,312	13,434	13,161	54,088	74,130
Next Bus	2,938	5,689	4,626	3,405	2,686	2,415	2,508	2,370	2,630	2,537	2,836	10,373	6,461
Schedules	2,818	3,580	3,097	2,855	2,574	1,964	2,468	2,391	3,284	2,539	2,663	10,877	24,952
<b>Real-Time Tools</b>													
RideTime App sessions	NA	NA	1,274	3,520	4,216	5,074	9,907	11,514	13,581	14,803	16,788	56,686	-
SMS Text Messaging	NA	NA	15,743	27,072	32,448	39,252	47,862	51,697	47,434	51,556	52,872	203,559	-
IVR - Automated Phone Information	NA	1,497	5,440	5,952	6,307	6,531	7,467	7,797	9,065	8,639	9,400	34,901	-



## MONTHLY REPORT



11A: Operations Department

*Staff Resources: Timothy Sanderson, Chief Operating Officer*

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- DART Operations staff was on hand on Sunday, November 15, in the Merle Hay Mall area in order to ensure that the transition from Merle Hay Mall to Hay Market Mall occurred with minimal impact. Staff is pleased to report that no major issues were identified and that as a result of outreach and communication efforts, the majority of the public was aware of the change and did not require assistance.
- On Monday November 23, Operations and Human Resources staff were pleased to move into the renovated office space at 1100 DART Way. Not only has this renovation vastly improved both the aesthetics and the operational functionality of this space, but mechanical and IT infrastructure have also been upgraded.



11B:	Engagement
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*Staff Resources: Amanda Wanke, Chief Engagement and Communications Officer*

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**Engagement – Amanda Wanke, Chief Engagement and Communications Officer**

- **Team Structure Changes:** Some structural changes were recently made to the engagement team in order to create clear job responsibilities for the management and coordination of DART's relationship efforts. I've asked John Clark to take on these responsibilities under the new role of Customer and Community Relations Manager. In addition, to unify the relationship building that happens in the RideShare department and in the Mobility Coordinator position, John is taking on management responsibilities for these areas.
- **DART Forward 2035 Transit Service Plan Update:**
  - Staff worked with Transportation Management & Design, Inc. (TMD) to development an online Express Route Survey that has begun and will close on December 18. An Express Route Survey Distribution Plan, with extensive marketing efforts, was developed to maximize our impact on acquiring the most return on completed surveys.
  - A transfer analysis was completed and all the data collected was sent to TMD.
  - Staff are finalizing the Public Participation and Outreach Plan and finalizing the Project Advisory and Staff Advisory Committees.
  - Planning staff is continuing to work with TMD to provide all necessary data.

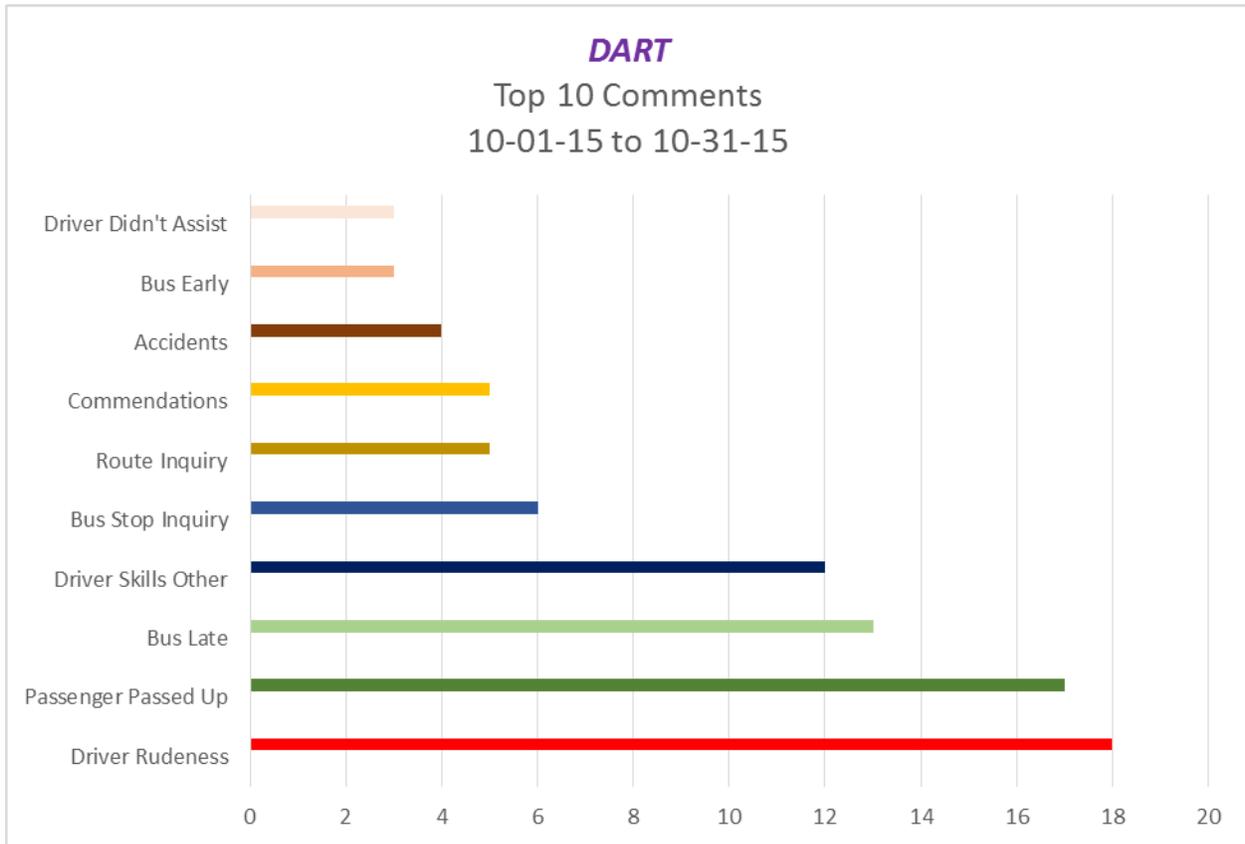
**Customer and Community Relations - John Clark, Customer and Community Relations Manager**

**October 2015 Website Communication and Messages:**

- Answered/Completed Requests - 21
- Contact/Feedback Form - 59
- Other/Misc. - 5
- Voicemails – 45, voicemails requiring response – 14 (31%)

**Top 5 Customer Comments for October 2015 (Out of 111 total comments):**

- Driver Rudeness – 18
- Passenger Passed Up – 17
- Bus Late - 13
- Driver Skills – 12
- Bus Stop Inquiry - 6
- Route Inquiry – 5



**Total Calls for October 2015:**

- Schedule Information – 8618
- Spanish Line – 103
- Receptionist – 780
- RideShare – 374

**Total of Community Events Performed for October 2015:**

- Smart Steps – 2
- How to Ride – 1
- Community Resource Fair – 1
- Grab & GO - 1

**Marketing and Communications - Kirstin Baer-Harding, Marketing and Communications Manager**

- Staff will be visiting the communities of Ankeny, Bondurant, Carlisle, Granger, Grimes, and Polk City, during the next month, promoting the On Call services, providing marketing materials and answering questions. Staff will continue outreach throughout the regional communities and promote DART services.
- Staff is coordinating communications and materials about DART's "Fares for Food" event on Thursday, December 10, 2015. DART will donate all cash fares, and any amount beyond a

MONTHLY REPORT  
11B: Engagement



standard fare, collected from Local, Express, Flex and On Call services to DMARC in support of Hunger Free Polk County. A check presentation will be scheduled the following week.

**Planning - James Tishim, Planning Manager**

- **New West Des Moines bus bench accessible sidewalk extensions:** Planning staff worked with the City of West Des Moines to have accessible sidewalks installed at all the bus bench locations in West Des Moines.
- **Bus Shelter Installations:** The old style bus shelter was removed and a new bus shelter was installed at Hubbell Ave & 18<sup>th</sup> St. Planning staff also secured approval from Brixmor Holdings, the owner of Hay Market Mall to install a bus shelter at the new bus staging area and Park & Ride Lot that went into effect on Sunday, November 15, 2015.
- **TRAC:** The sixth TRAC meeting for 2015 was held on November 11, 2015. In addition to several discussion items, TRAC re-elected Jay Peterson as TRAC Chair, and Mark Hutchens was elected as the new Vice Chair.

**RideShare - Jennifer Long, RideShare Supervisor**

- Staff took delivery of 11 new vans and prepped them for service.



## MONTHLY REPORT



11C: Procurement

*Staff Resource: Mike Tiedens, Procurement Manager*

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### Procurements in Process:

**Compensation Study** – DART is seeking a contractor to perform a Compensation Study

- RFP Published on September 23, 2015
- Proposals were due on October 14, 2015
- Six Proposals were received and are currently under evaluation:
  - Gallagher, Global BSA, Innis Consulting, McGladrey, MGT of America, Segal Waters Consulting

### Contracts and Task Orders Approved Recently:

#### **Hot Water Heating Units – Tire Room at 1100 DART Way**

- Purchase and install two hot water unit heaters in the tire room at 1100 DART Way. Work includes, but is not limited to: disconnect hot water supply to current non-operable heater, run new hot water supply and return piping to location of new unit heaters, install unit heaters, install thermostats and wiring, provide insulation to hot water supply, and perform start up and testing of new units.
  - 2 quotes were received for the project
  - A.J. Allen submitted the lowest responsible bid at \$12,950.00
  - Funding is from budgeted capital funds

#### **10 Ton Floor Jack – Maintenance (1100 DART Way)**

- Purchase an air hydraulic service jack for lifting vehicles. This will provide additional tool capacity in the maintenance department.
  - Purchase is from Grainger through the State of Iowa, Department of Administrative Services contract
  - Price = \$5,011.20

#### **Air Compressor Installation (1100 DART Way)**

- Contractor will set up, install, and connect the new air compressor for use by the Maintenance Shop, as well as provide power to the fire suppression system should the Maintenance Shop not have air pressure.
  - 2 quotes were received for the project
  - Ingersoll Rand submitted the lowest responsible bid at \$19,009.00
  - Funding is from budgeted capital funds

**MONTHLY REPORT**  
**11C: Procurement**



**Updates and Corrections:**

At the May 2015 DART Commission Meeting, the Commission passed Consent item 8B to order fourteen (14) 2016 model year RideShare passenger vans. The mix of vans itemized in the Consent Item was four (4) 12-seat configuration vans and ten (10) 11-seat configuration vans. Due to a change in Chevrolet's production and a sliding side door no longer being available on the 12-seat configuration van, DART is changing its order and all fourteen vans will be of the 11-seat configuration. The difference in pricing is a reduction of \$3,160.

**Upcoming Procurements:**

- Taxi Cab Services
- Armored Car / Courier Services
- RideShare Minivans
- Schedule Printing Services
- Benefits Administration Services
- Occupational Medical Services
- Mobile Video Surveillance Systems
- Bus Shelters



## MONTHLY REPORT



11D: General Manager

*Staff Resource: Elizabeth Presutti, General Manager*

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- **Member Community Meetings** – In an effort to strengthen relationships and enhance communications with DART member communities, I have been meeting with the Mayor and City Manager of member communities along with Amanda Wanke, DART Chief Engagement and Communications Officer and the representing DART Commissioner. The meetings have fostered a lot of good discussion along with many good ideas to further improve DART's efforts. To date we have met with the following communities: Ankeny, Altoona, Clive, Des Moines, Johnston, Urbandale, West Des Moines and Windsor Heights. Thank you to all of the DART Commissioners who have attended meetings with us.
- **DART Executive Committee Meeting** - The DART Executive Committee meeting met on Friday, November 20, 2015. The agenda included a review of the FY 2015 Audit as well as updates on DART's Strategic Planning process and organizational priorities, FY 2017 budget development and Medicaid.