



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

PAGE #

| | | |
|-----|--|----|
| 1. | CALL TO ORDER | |
| 2. | ROLL CALL AND ESTABLISHMENT OF QUORUM | |
| 3. | NOTICE OF MEETING | |
| 4. | APPROVAL OF JULY 1, 2014 AGENDA | |
| 5. | PUBLIC COMMENT (Limit 3 minutes) | |
| 6. | EMPLOYEE RECOGNITION | |
| | A. Cesar Chavez – 3rd Place Large Bus Winner at State Rodeo | |
| | B. John Bartlett – Fixed Route Driver of the Year | |
| | C. Ken Murphy – Paratransit Driver of the Year | |
| 7. | RETIREMENT RECOGNITION | |
| | A. Jerry Toms – 32 Years of Service | |
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| 13. | COMMISSIONER ITEMS | |
| 14. | OTHER – Communications | |
| 15. | NEXT MEETING: Regular DART Meeting Tuesday, September 2, 2014 – 12:00 p.m. | |
| 16. | ADJOURN | |

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

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

**620 Cherry Street – Des Moines, Iowa 50309
June 3, 2014**

ROLL CALL

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

Commissioner Absent: Chris Hensley

Alternates Present: Larry Hulse and Keith Ryan

CALL TO ORDER

The meeting was called to order by Chair, Steve Van Oort at 12:00pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

Mr. Van Oort called for approval of the June 3, 2014 meeting agenda.

It was moved by Mr. Peterson and seconded by Mr. Gayman to approve the June 3, 2014 Agenda. The motion carried unanimously.

TRANSIT RIDERS ADVISORY COMMITTEE UPDATE

Greg Boesch provided an update regarding the May TRAC Meeting:

- Received an update on the Fare Policy from Gunnar Olson
- Real Time Data Launch presentation from Kirstin Baer-Harding
- Open Data presentation from Todd Struthers
- Fiscal year changes for FY15
- Received a preview of the website changes

PUBLIC COMMENT

No comments

CONSENT ITEMS

7A – Commission Meeting Minutes – May 6, 2014

7B – Des Moines Schools Contract

7C – Sheldahl Withdrawal

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

ACTION ITEMS

8A – Farebox and Automated Fare Collection System Contract

Mike Tiedens, Purchasing Manager provided the Commission background regarding the Farebox contract for new fareboxes and an automated fare collection system that allows for the use of smart cards. DART staff have recommended award of the Contract to LECIP, Inc. for the amount not to

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JUNE 3, 2014

exceed \$3,565,000. Funding for this project is a 2013 FTA Bus and Bus Facilities Grant and the required local match.

It was moved by Mr. Peterson and seconded by Ms. Johnson that the Commission approve the Farebox and Automated Fare Collection System Contract. The motion carried unanimously.

8B – General Legal Counsel Services Contract

Mr. Tiedens provided background to the Commission on the Contract to provide general legal counsel services to support DART staff members and its Board of Directors. DART does not currently have general legal counsel on staff. Funding will come from various sources depending on the details fo the project. DART staff have recommended the award of a Contract to Brick Gentry, P.C. for a five year term with three, five year options at the proposed contracted hourly rate.

It was moved by Mr. Conkling and seconded by Ms. Connolly that the Commission approve the General Legal Counsel Services Contract.

Vote: Conkling - Yea, Connolly – Yea, Gayman – Yea, Hulse – Nay, Johnson – Yea, Mahaffey – Nay, Muldoon – Yea, Peterson – Yea, Van Oort – Yea.

8C – On-Call Planning and Management Services Contracts

Mr. Tiedens provided background on the On-Call Planning and Management Services Contract to support DART staff members and its Board of Directors with general planning activities. Funding for this contract will come from various sources depending on the type of project. DART staff recommend approving two On-Call Planning and Management Services contracts for a five year term with a Not to Exceed amount of \$1,650,000. The individual contracts will be with Transportation Management & Design (TMD) for On-Call Planning Services and Transportation Management & Design (TMD) and CH2M Hill for On-Call Management Services.

It was moved by Ms. Connolly and seconded by Mr. Conkling that the Commission approve the On-Call Planning and Management Services Contracts. The motion carried unanimously.

8D – Uniform Services Contract

Mr. Tiedens provided background on the Uniform Services Contract for uniform services for DART Operators, Maintenance, Supervisors and Dispatchers. Funding for this contract will come from the Operations budget. DART staff recommend the approval of a contract with Carpenter Uniform & Promotional Products for uniform services for two years with three, one year options with a Not to Exceed amount of \$350,000.

It was moved by Mr. Peterson and seconded by Mr. Mahaffey that the Commission approve the Uniform Services Contract. The motion carried unanimously.

8E – Fuel Distribution Piping Replacement Contract

Mr. Tiedens provided the Commission background on the Fuel Distribution Replacement Contract to replace the fule pipeling that distributes fuel from the underground tanks to the dispensers at 1100 DART Way. Funding for this contract is from 2013 state PTIG grants, FTA Formula Funds and the required local match. DART staff recommend the approval of a contract with Unified Contracting Services for the amount of \$250,000.

It was moved by Mr. Peterson and seconded by Mr. Conkling that the Commission approve the Fuel Distribution Piping Replacement Contract. The motion carried unanimously.

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8F – FY 2015 Capital Improvement Plan

Amber Dakan, Finance Manager provided a presentation on the FY2015 Capital Improvement Plan. Commissioners were provided both electronic versions of the plan in advance along with a hardcopy at the meeting. DART's capital projects are recommended in order of highest need with the primary focus being to replace buses regularly to maintain a reliable fleet. The Capital Improvement Plan will act as a spending plan for the Commission. The plan will come back to the Commission each year for adoption. Funding comes from various sources, with more than 80 percent being allocated from state and federal. Ms. Dakan discussed the calendar with the Commission and requested approval of the plan as presented.

It was moved by Mr. Conkling and seconded by Mr. Peterson that the Commission approve the FY 2015 Capital Improvement Plan. The motion carried unanimously.

8G – April 2014 Financials

Ms. Dakan, provided a presentation on the April 2014 financials to the Commission. Operating expenses are lower than budget for Fixed Route, Paratransit and RideShare.

It was moved by Mr. Gayman and seconded by Ms. Johnson that the Commission approve the April 2014 Financials. The motion carried unanimously.

DISCUSSION ITEMS

9A – DART FY 2015 Marketing Plan

Kirstin Baer-Harding, Marketing Director along with Jennifer Greiner, Marketing Coordinator provided a presentation to the Commission on the FY2015 Marketing and Communications Plan. A copy of the Marketing Plan was provided to the Commission. The goals of the plan include:

- Building support and awareness for DART services and expansion plans to increase ridership
- Promote the launch of new technologies, including real-time information on the MyDART Trip Planner
- Organize public outreach effort for new fare policy to prepare for new smart card fare boxes in 2015

Mr. Conkling departed the meeting at 12:55pm.

Mr. Gayman commented that he thought it was a great idea to join all of the member communities Chambers of Commerce, and to reach out to the economic development staff when out meeting with the various communities.

Ms. Presutti made note that we would like to offer the Try Transit Week again in October.

Ms. Presutti also followed up to a question posed by Ms. Connolly asking Commissioners that if they are doing a community newsletter to please let us know as we would be willing to contribute.

9B – Code of Ethics and Conflict of Interest Policy for DART Commission Members and Alternates

Ms. Presutti discussed the draft Code of Ethics and Conflict of Interest Policy for DART Commission Members and Alternates. Ms. Presutti asked the Commission to review the policy and provide any feedback they might have. The policy will come back for approval at the July meeting.

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9C – April 2014 Performance Report

Ms. Presutti updated that fixed route ridership is up 7% over last April. Overall, ridership is up over 5% for all services.

MONTHLY REPORTS

10A – Operations Report

Mr. Gunnar Olson gave an update to the Commission on the upcoming Bus Rodeo, and extended an invite to the event scheduled at Southridge Mall on Saturday beginning at 7:30am.

10B – Marketing Report

No update

10C – Planning Report

No update

10D – Procurement

No update

10E – General Manager

Ms. Presutti updated that she has agreed to volunteer as the Co-Chair for the government sector of the United Way Campaign.

Mr. Van Oort congratulated Elizabeth on her graduation from the Greater Des Moines Leadership Institute.

Mr. Van Oort gave an update regarding the Greater Des Moines Partnership Trip to D.C.

FUTURE AGENDA ITEMS

COMMISSIONER ITEMS

12A – FY 2015 Commissioner Officer Election

It was moved by Ms. Connolly and seconded by Ms. Muldoon that the Commission elect the following officers for FY 2015:

Mr. Steve Van Oort – Chair
Mr. Steve Peterson – Vice Chair
Mr. Bob Mahaffey – Secretary/Treasurer

The motion carried unanimously.

OTHER – Communications

CLOSED SESSION

14 – Closed Session:

It was moved by Mr. Peterson and seconded by Ms. Connolly that the Commission adjourn and reconvene in closed session pursuant to Section 21.5, Subsection (1) (c) of the Iowa Code to discuss strategy with counsel in matters that are presently in litigation or where litigation is imminent where its disclosure would be likely to prejudice or disadvantage the position of the governmental body in that litigation.

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Roll Call: Connolly-Yea, Gayman-Yea, Hulse-Yea, Johnson-Yea, Mahaffey-Yea, Muldoon-Yea, Peterson-Yea, Van Oort-Yea. The motion carried unanimously. Chair Van Oort recessed the meeting at 1:12 pm.

Alternate Keith Ryan sat in for Commissioner Conkling.

At 1:21 pm it was moved by Mr. Peterson and seconded by Mr. Gayman that the closed session be adjourned. The motion carried unanimously.

Meeting Reconvened in Open Session:

The regular Commission meeting was reconvened at 1:22 pm. Mr. Van Oort stated for the record that no action was taken during the closed session.

Action Item:

It was moved by Mr. Mahaffey and seconded by Mr. Peterson that the Commission approve the proposed settlement in the matter of Robert Pate v. Des Moines Area Regional Transit Authority and William Sanders for the total sum of \$225,000.00. The motion carried unanimously.

NEXT MEETING

July 1, 2014 at 12:00pm

ADJOURNMENT

A motion by Mr. Peterson and second by Ms. Connolly to adjourn the regular Commission Meeting was made at 1:23pm. The motion carried unanimously.

The June 3, 2014 DART Commission Meeting served as the DART Commission's Annual Meeting.

Future 2014 Meeting Dates

Jul 1, Sep 2, Oct 7, Nov 4, Dec 2

Chair

Clerk

Date

ACTION ITEM



8B: RideShare Vans

Action: Purchase of up to Eight RideShare vans not to exceed \$125,000.

Staff Resource: Jennifer Long, RideShare Program Coordinator

Background:

Vermeer Manufacturing in Pella, Iowa currently has eight company owned vanpools in operation with over 60 employees taking advantage of the service. These vans travel from Ottumwa, Oskaloosa, Chariton, Newton, Des Moines and Knoxville for an estimated 500 miles per day. Vermeer will be discontinuing their vanpool program and transitioning their employees over to RideShare with a tentative date of September 1, 2014.

Procurement:

- DART placed an order for new RideShare vans in March 2014. Due to production delays, the vans are not expected to be ready for service until October 2014.
- DART is in negotiation with Vermeer to purchase their vans as part of the transition.
- DART would only purchase as many vans as needed to transition all of the Vermeer customers into the DART RideShare program. DART does not have enough vans to support the transition without purchasing the Vermeer vans.

| | | | | KBB | NADA |
|------|------|------|---------------------|----------------------|---------------------|
| | | | Mileage | Private Party | Clean Retail |
| 2008 | FORD | E350 | 116,260 | \$11,468.00 | \$13,625.00 |
| 2008 | FORD | E350 | 92,368 | \$13,244.00 | \$14,775.00 |
| 2008 | FORD | E350 | 136,965 | \$ 9,992.00 | \$12,775.00 |
| 2008 | FORD | E350 | 145,203 | \$ 9,533.00 | \$12,400.00 |
| 2008 | FORD | E350 | 122,110 | \$11,081.00 | \$13,400.00 |
| 2012 | FORD | E350 | 47,807 | \$19,044.00 | \$21,025.00 |
| 2012 | FORD | E350 | 47,883 | \$19,044.00 | \$21,025.00 |
| 2013 | FORD | E350 | Estimated at 20,000 | \$23,334.00 | \$25,850.00 |
| | | | | \$116,740.00 | \$134,875.00 |

Funding:

- Funding is from DART's operating budget.

Recommendation:

- The approval of a purchase of up to eight used vans from Vermeer Manufacturing not to exceed \$125,000.

CONSENT ITEM



8C: Support Vehicles for Supervisors

Action: Approve the purchase of support vehicles for the Operations Supervisors not to exceed \$118,867.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- As part of the Capital Improvement Plan (Program), DART has budgeted for the replacement of four support vehicles for Operations Supervisors.
- DART purchased three (3) 2014 model year Chevrolet Tahoes from Deery Brothers Chevrolet in early June for a total cost of \$89,263. The purchase was through the State of Iowa, Department of Administrative Services contract, in which DART has the authority to purchase.
- A fourth Chevrolet Tahoe of the same year and model has become available through the Deery Brothers Chevrolet on the State of Iowa, Department of Administrative Services contract. This would allow us to purchase the fourth vehicle programmed in the CIP.
- Purchase of the fourth vehicle would extend the total purchase with Deery Brothers Chevrolet above \$100,000.
- Funding for the vehicles comes from FTA Formula Funds and DART Operating Funds.
- Total cost for the four (4) vehicles = \$118,866.60
 - 2 vehicles at \$29,829.30 each
 - 2 vehicles at \$29,604.00 each
 - Difference in price is a change to the options.

Recommendation:

- Approve the purchase of support vehicles for Operations Supervisors not to exceed \$118,867 through the State of Iowa, Department of Administrative Services Contract with Deery Brothers Chevrolet.

ACTION ITEM



9A: Boiler Replacement Contract

Action: Approve a Contract with Air-Con Mechanical Corporation for the Boiler Replacement Project for the amount of \$475,000.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

As part of the ongoing rehabilitation to portions of the facilities at 1100 DART Way, DART is replacing the boilers that provide temperature control at the Operations and Maintenance facility. The boilers are original to the building and were installed in 1978. The boilers were upgraded in 1993 after the flooding of the facility, but repair parts have become obsolete and are unavailable.

The work for this project includes:

- Demolition and removal of existing boilers, burners, gas trains, and pumps.
- Installation of new boilers.
- Installation of pumps, gas and heating water piping connections and associated valving.
- Redistribute electrical power from panels to the new equipment

Procurement:

- DART conducted an Invitation for Bid for the Boiler Replacement Project. The IFB was published on May 30, 2014 and bids were opened on June 20, 2014.
- Four bids were received:
 - Air-Con Mechanical
 - AJ Allen Mechanical Contractors
 - The Baker Group
 - Waldinger Corporation
- Air-Con Mechanical submitted the lowest bid at \$444,619.
- After review, Air-Con Mechanicals' bid was deemed responsive and responsible.

Funding:

- Funding is from a 2014 state PTIG grants, FTA Formula Funds and the required local match.

Recommendation:

- The approval of a Contract with Air-Con Mechanical Corporation for the Boiler Replacement Project for the amount of \$475,000. This amount includes the total lump sum for demolition, construction, and any contingencies.

ACTION ITEM



9B: DART Open Data Policy and Terms of Use

Action: Adopt the DART Open Data Policy and Terms of Use

Staff Resource: Todd Struthers, Information Technology Manager

Background:

- Staff presented a recommendation to provide DART's schedule and real-time data via GTFS and GTFS-R data feeds to the public, free of charge at the May 6, 2014 DART Commission meeting.
- DART will strive to develop relationships with the technology community to encourage application development.
 - Applications published by developers will be tested by DART staff to ensure functionality and that the application meets DART's terms and conditions.
 - DART will publish links to the applications on our website for riders to access.
 - Violations of the terms of service may result in removal of a developer's application link.
- The recommended policy and terms of use are attached.

Recommendation:

- Adopt the DART Open Data Policy and Terms of Use.

**OPEN DATA POLICY AND TERMS OF USE**

Policy applies to: All Employees and Open Data Users

Issued: July 1, 2014

Policy Owner: Technology

Revised: N/A

Approved by:

1. INTRODUCTION

Welcome to the Des Moines Area Regional Transit Authority ("DART") Developer website (the "Site"). The Site provides a gateway to data as provided by DART through the application programming interfaces and data feeds that consists of near-real-time DART bus locations and estimated arrival times ("DART Data"). Access to and use of the Site and the DART Data are provided to you subject to these Open Data Terms of Use (these "Terms of Use"). **IF YOU DO NOT AGREE TO THESE TERMS OF USE, YOU MAY NOT USE THE SITE OR THE DART DATA.**

2. LICENSE

Subject to your compliance with these Terms of Use, DART grants you a limited, non-exclusive, non-assignable, non-transferable and revocable license to use, reproduce, and distribute DART Data, solely for the purpose of assisting mass transportation riders and promoting public transportation .

3. FUTURE CHANGES TO TERMS OF USE

DART may at any time and from time to time change these Terms of Use. Notice of the changes will be posted on the Site. Any change is effective immediately upon posting, unless otherwise set forth.

4. COMPLIANCE WITH LAW

You assume sole responsibility for your use and reproduction of the DART Data and for compliance with all applicable laws and industry standards.

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All right, title and interest in and to patents, copyrights, trademarks, and other intellectual property and ownership rights embodied in the DART Data, including, but not limited to, any new or useful art, discovery, improvement, technical development or invention, whether or not patentable, and all related know-how, designs, mask works, formulae, processes, trade secrets, ideas, artwork, software, hardware, graphics, layout, and modules, are DART's sole and exclusive property and are protected from unauthorized use, copying and distribution by United States and international laws, regulations and international treaties. DART owns all rights in and to the DART Data, including, without limitation, any changes that you make to the DART Data. You do not acquire any rights in the DART Data by virtue of your use of the DART Data. All uses of the DART Data by you inure to the sole benefit of DART to the extent they relate to intellectual property and other proprietary rights owned by DART. You agree not to challenge, directly or indirectly, DART's rights in the DART Data or assert any right, title or interest in or to the DART Data or assist any third party in doing so.

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11. LIMITATION OF LIABILITY

YOU UNDERSTAND AND AGREE THAT IN NO EVENT WILL DART BE LIABLE FOR ANY DIRECT OR INDIRECT DAMAGES, EVEN IF DART IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES, INCLUDING WITHOUT LIMITATION LOSS OF PROFITS OR FOR ANY OTHER SPECIAL, CONSEQUENTIAL, EXEMPLARY OR INCIDENTAL DAMAGES, HOWEVER CAUSED, WHETHER BASED UPON CONTRACT, NEGLIGENCE, STRICT LIABILITY IN TORT, WARRANTY, OR ANY OTHER LEGAL THEORY, ARISING OUT OF OR RELATED TO YOUR USE OF THE SITE OR DART DATA. THE PARTIES INTEND THAT THIS LIMITATION SHOULD APPLY EVEN IF IT CAUSES ANY WARRANTY TO FAIL OF ITS ESSENTIAL PURPOSE.

12. INDEMNITY

You agree to indemnify, defend and hold harmless DART and its officers, directors, and employees from and against all fines, suits, proceedings, claims, causes of action, demands, or liabilities of any kind or of any nature arising out of or related to these Terms of Use and your use of the Site and the DART Data. You understand and agree that DART has and will have no duty to indemnify you (and is and will not be liable to you) for, from and against any fines, suits, proceedings, claims, causes of action demands, or liabilities of any kind or of any nature arising out of or related to these Terms of Use, the Site and DART Data.

13. TERMINATION

DART, in its sole discretion, may terminate or suspend your access to or use of the Site and the DART Data, including but not limited to termination of your password, account (or any part thereof) or removal of any content, for any reason, including, without limitation, DART's belief that you have violated or acted inconsistently with these Terms of Use. Any termination of your access to or use of the Site or the DART Data under any provision of these Terms of Use may occur without prior notice to you. DART will not be liable to you for any termination of your access to or use of the Site or the DART Data. Any access to or use of the Site or the DART Data by you after termination of your account shall constitute an act of trespass.

Upon any termination by DART, you shall promptly delete all DART Data from your Application, computer systems or other storage devices and discontinue all use of the DART brand assets. You agree



to certify in writing that you have performed your obligations under this paragraph if DART requests such a certification.

14. SEVERABILITY

To the extent a court of competent jurisdiction determines that any part or provision of these Terms of Use are unenforceable as a matter of law, such part or provision of these Terms of Use will be deemed severable and the remainder of these Terms of Use will survive and remain enforceable.

15. NO WAIVER

If DART does not exercise or enforce any legal right or remedy contained in these Terms of Use (or that DART has under any applicable law), such inaction will not be taken to be a formal waiver of DART’s rights and those rights or remedies will still be available to DART. Any waiver of any provision of these Terms of Use will be effective only if DART expressly states in a written and signed document that DART is waiving a specified provision.

16. JURISDICTION AND GOVERNING LAW

To the fullest extent permitted by law, any proceeding arising out of or relating to these Terms of Service, including but not limited to your use of the Site, shall be instituted in a state or federal court sitting in Polk County, State of Iowa. You expressly waive any objection that you may have now or hereafter to the venue or jurisdiction of any such proceeding. To the fullest extent permitted by law, these Terms of Use are governed by the laws of the State of Iowa.

Policy and Procedure Revision Log

| Revision | Date |
|----------|------|
| | |

Related policies/forms

ACTION ITEM



| | |
|----------------|--|
| 9C: | Code of Ethics and Conflict of Interest Policy for DART Commission Members and Alternates |
| Action: | Approve the Code of Ethics and Conflict of Interest Policy for DART Commission Members and Alternates |

Staff Resource: Elizabeth Presutti, General Manager
Kyle McCann, DART Legal Counsel

Background:

- The current Code of Ethics and Conflict of Interest Policy for DART Commission Members and Alternates has not been updated in many years.
- DART staff presented a proposed draft of the Code of Ethics and Conflict of Interest Policy for DART Commission Members and Alternates at the May 6, 2014 DART Commission Meeting, which proposed draft constitutes a substantial revision to the current policy.
- DART's Commissioners were asked to review the proposed draft and provide staff with comments or requested revisions.
- No comments or requested revisions were received from DART's Commissioners.
- The proposed final Code of Ethics and Conflict of Interest Policy for DART Commission Members and Alternates is attached.

Recommendation:

- Approve the attached Code of Ethics and Conflict of Interest Policy for DART Commission Members and Alternates.



**CODE OF ETHICS AND CONFLICT OF INTEREST POLICY
FOR DART COMMISSION MEMBERS AND COMMISSION ALTERNATES**

Commission Approval Date:

Purpose:

It is DART’s policy that Commissioners and Alternates shall: (a) avoid any conflicts of interest as well as the appearance of any conflicts of interest that may interfere with proper management and operation of DART; (b) not use his/her position as a Commissioner or Alternate for personal advancement or gain or for avoidance of personal detriment or loss; and (c) act in the best interest of DART in performance of his/her duties and responsibilities for DART.

This Code of Ethics and Conflict of Interest Policy for DART Commission Members and Commission Alternates (this “Policy”) is applicable to all Commissioners and Alternates, and this Policy shall be deemed to have incorporated by this reference the applicable laws set forth in Iowa Code Chapter 68B. This Policy is intended to: (a) act as a guide for Commissioners and Alternates to properly administer the functions of DART in a manner that best illustrates independent, impartial, and responsible management of DART; (b) provide a guide for Commissioners and Alternates in avoiding situations that may give rise to an appearance of impropriety even if there is no actual or implied impropriety; and (c) provide protection for DART, its Commission, its employees, and the citizens being served by DART against public decisions that may be affected by undue influence or conflicts of interest.

Definitions:

For purposes of this Policy, the following terms or phrases shall have the following meanings:

- **“Alternate” or “Alternates”** shall mean a duly elected Commission alternate or the duly elected Commission alternates.
- **“Commission”** shall mean DART’s duly elected policy-making and governing body.
- **“Commissioner” or “Commissioners”** shall mean a duly elected member or the duly elected members of the Commission.
- **“DART”** shall mean Des Moines Regional Transit Authority, an Iowa Code Chapter 28E entity.
- **“Financial interest”** shall mean any legal or equitable interest that would provide a financial benefit.
- **“Immediate family”** shall mean a person’s spouse, child, parent, sibling, grandchild, or grandparent, as well as the various combinations of half, step, foster, in-law, and adopted relationships that can be derived from such family members.

Conflicts of Interest:

DART is committed to the highest standards of integrity in conducting its affairs, and Commissioners and Alternates shall not engage in any act that is in conflict with his/her performance of their duties and



responsibilities for DART. In the event a Commissioner or Alternate is involved in a conflict of interest or a situation that may potentially evolve into a conflict of interest, he/she shall make prompt, full disclosure in writing to the Chair of the Commission and the Clerk of the Commission. Commissioners and Alternates shall be deemed to have a conflict of interest if he/she:

- A. Receives or has any financial interest in any transaction with DART involving services, materials, equipment, or property when such financial interest is obtained with prior knowledge that DART intends to enter into a transaction for such services, materials, equipment, or property.
- B. Accepts or seeks on behalf of others any service, information, or item of material value on more favorable terms than those granted to the public generally from DART or any person, firm, or organization providing any services, materials, equipment, or property to DART.
- C. Accepts any gratuity, gift, favor, or any other item of material value from any person, firm, or organization providing services or seeking to provide services, materials, equipment, or property to DART. A conflict of interest is deemed to exist where a reasonable and prudent person would believe that it was given for the purpose of obtaining special consideration or influence. In certain circumstances, Commissioners and Alternates are authorized to receive certain items (e.g., gifts) for the purpose of redistribution of such items to the employees, passengers, and general public in order to promote goodwill among such employees, passengers, and general public. DART's General Manager or his/her designee shall designate the events for which such gifts may be received.
- D. Influences or participates in the selection or non-selection of, or the course of doing business with, an organization, person, or firm having or seeking a business relationship with DART if he/she, personally or through his/her immediate family, has a financial interest in said person, organization, or firm.
- E. Remains an employee, officer, partner, member, shareholder, director, or consultant of any organization or firm or an employee or business associate of any person contracting with or providing any services, materials, equipment, or property to DART.
- F. Uses or discloses confidential information acquired by reason of his/her position as a Commissioner or Alternate in such a way as to obtain a financial interest or other benefit for himself/herself or any member of his/her immediate family.
- G. Engages in or accepts private employment or renders services for a person, firm, or organization when such employment or service is incompatible with the proper discharge of his/her duties and responsibilities as a Commissioner or Alternate or would impair the independent judgment or actions in the performance of such duties and responsibilities.
- H. Appears on behalf of a private interest before any governmental agency regulating or funding the operations of DART or represents a private interest in any litigation to which DART is a party, unless the Commissioner or Alternate has a personal interest and this personal interest has been disclosed to the Chair of the Commission and the Clerk of the Commission.
- I. Knows, or, in the exercise of reasonable care, should have known that he/she directly or indirectly possesses a financial interest in any business entity which contracts with or provides any services, equipment, materials, or property to DART without disclosing such financial interest to the Chair of the Commission and the Clerk of the Commission.



- J. Participates in a transaction involving the appointment, termination, promotion, demotion, discipline, approval of a salary increase or decrease or the supervision of the work of a member of the immediate family or any other person in whom the Commissioner or Alternate has a financial interest.
- K. Engages in any arrangement or transaction, whether personally or through his/her immediate family, that might dissuade the Commissioner or Alternate from acting in DART's best interests.

It will be the responsibility of each Commissioner and Alternate to be aware of an actual or potential conflict of interest. It will also be the responsibility of each Commissioner and Alternate to take the action necessary to disclose or eliminate such a conflict of interest. Should a conflict of interest arise for a Commissioner or Alternate, such Commissioner or Alternate should not participate in any Commission action or discussion relating to the issue.

Resolution of Conflicts of Interest:

Commissioners and Alternates may request in writing, or may be directed to provide information in writing on any matters that pertain to any real or potential conflict of interest. Requests for information are channeled through the Chair of the Commission and the Clerk of the Commission and will be addressed by an official body composed of appointed members of the Commission, DART's General Manager and legal counsel who have the responsibility to investigate the issues and take appropriate corrective measures.

The Chair of the Commission will appoint a committee of Commission members to review any real, implied, or potential conflict of interest of any Commissioner or Alternate. The committee will act as a fact-finding body and shall present the findings of fact to the entire Commission for discussion, deliberation, and formal action upon such matter consistent with the Commission's policy-making duties and Iowa law.

Enforcement:

Any Commissioner or Alternate who violates this Policy may be subject to disciplinary action, including termination and removal from the Commission. The disciplinary action permitted under this Policy shall be in addition to, and shall not supersede, any other rights or remedies provided by law. Commissioners and Alternates having knowledge of any violation of this Policy shall promptly report such violation to the Chair of the Commission. When questions regarding this Policy arise, contact the Chair of the Commission or DART's General Manager.

Policy Review:

This Policy should be reviewed annually and the attached Conflict of Interest Declaration for DART Commissioners and Alternates should be completed annually by each Commissioner and Alternate.



CONFLICT OF INTEREST DECLARATION FOR DART COMMISSIONERS AND ALTERNATES

In accordance with the CODE OF ETHICS AND CONFLICT OF INTEREST POLICY FOR DART COMMISSION MEMBERS AND COMMISSION ALTERNATES (the "Policy"), all Commissioners and Alternates shall identify his/her affiliation with other firms or organizations in which there may be a actual or apparent conflict of interest.

I have read and understand the Policy. At this time, I am a Commissioner or Alternate and maintain a professional relationship with or financial interest in the following firms or organizations:

| <u>ORGANIZATION</u> | <u>CONFLICT OF INTEREST</u> |
|---------------------|-----------------------------|
| | |
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| | |

This Conflict of Interest Declaration for DART Commissioners and Alternates is to certify that, except as described above, I do not now nor at any time during the past year have I had an actual or apparent conflict of interest in my position as a Commissioner or Alternate.

To the best of my knowledge and belief, I have no conflicts of interests nor am I aware of any violations or other matters to be reported in accordance with the Policy other than what has been reported herein. I will advise the Chair of the Commission of any subsequent circumstances that arise and which may come within the spirit of the Policy. In signing this Conflict of Interest Declaration for DART Commissioners and Alternates, I have considered all of my business relationships and financial interests.

Signature Commission Member or Alternate

Date

ACTION ITEM



9D: May FY2014 Consolidated Financial Report

Action: Approve the May FY2014 Consolidated Financial Report

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

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue year to date is 2% lower than budget projections. This is a slight down trend over the prior month.
- Fixed Route Non-Operating Revenue remains on target with a 0.74% higher than budget level. State operating assistance has come in higher than budget levels resulting in slightly higher revenue than projected.
- Paratransit Operating Revenue is 6.9% lower than budget expectations. Cash fares are above target while contracted trips are lower than forecasted.
- Rideshare Revenues are 11.4% below budgeted levels year to date. Rideshare expense savings year to date continue to offset the decrease in revenue.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses for Fixed Route are 5.67% below budget year to date. Savings continue to be seen in multiple categories including Salaries, Wages, and Fringes, Fuel and Lubricants, and Insurance.
- Paratransit Budget Summary – Year to date, Paratransit expenses are 5.93% under projected levels. Fuel and Salaries, Wages, and Fringes are the two categories experiencing savings.
- Rideshare Expenses are below budgetary expectations by 11.83%. Fuel and Equipment Repair Parts are the two main categories contributing to the savings.

Recommendation:

- Approve the May FY2014 Consolidated Financial Report.

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

| | | | | |
|-------------|----|--------------|--|--------------|
| Fixed Route | \$ | 1,212,429 | Reserve For Accidents (See Balance Sheet): | |
| Paratransit | \$ | 28,791 | FY2014 | \$196,891.58 |
| Rideshare | \$ | <u>7,103</u> | | |
| Total | \$ | 1,248,323 | | |

FY2014 Financials:

May 2014

| FIXED ROUTE | May 2014 | | | Year-To-Date-(11) Months Ending 05/31/2014 | | |
|-----------------------|-----------------|-----------------|-----------------|---|-----------------|-----------------|
| | Actual | Budgeted | Variance | Actual | Budgeted | Variance |
| Operating Revenue | 263,390 | 375,033 | (111,643) | 4,043,338 | 4,125,363 | (82,025) |
| Non-Operating Revenue | 1,540,634 | 1,526,571 | 14,063 | 16,916,795 | 16,792,281 | 124,514 |
| Subtotal | 1,804,024 | 1,901,604 | (97,580) | 20,960,133 | 20,917,644 | 42,489 |
| Operating Expenses | 1,934,500 | 1,876,725 | (57,775) | 19,474,030 | 20,643,970 | 1,169,941 |
| Gain/(Loss) | (130,476) | 24,880 | (155,355) | 1,486,103 | 273,674 | 1,212,429 |

| PARATRANSIT | May 2014 | | | Year-To-Date-(11) Months Ending 05/31/2014 | | |
|-----------------------|-----------------|-----------------|-----------------|---|-----------------|-----------------|
| | Actual | Budgeted | Variance | Actual | Budgeted | Variance |
| Operating Revenue | 169,228 | 173,750 | (4,522) | 1,779,404 | 1,911,250 | (131,846) |
| Non-Operating Revenue | 64,583 | 68,833 | (4,250) | 743,396 | 757,167 | (13,770) |
| Subtotal | 233,811 | 242,583 | (8,772) | 2,522,801 | 2,668,417 | (145,616) |
| Operating Expenses | 252,996 | 267,405 | 14,408 | 2,767,045 | 2,941,452 | 174,407 |
| Gain/(Loss) | (19,185) | (24,821) | 5,636 | (244,245) | (273,036) | 28,791 |

| RIDESHARE | May 2014 | | | Year-To-Date-(11) Months Ending 05/31/2014 | | |
|-----------------------|-----------------|-----------------|-----------------|---|-----------------|-----------------|
| | Actual | Budgeted | Variance | Actual | Budgeted | Variance |
| Operating Revenue | 71,052 | 85,685 | (14,634) | 835,363 | 942,540 | (107,176) |
| Non-Operating Revenue | 25 | - | 25 | 2,773 | - | 2,773 |
| Subtotal | 71,077 | 85,685 | (14,609) | 838,137 | 942,540 | (104,403) |
| Operating Expenses | 69,812 | 85,685 | 15,873 | 831,034 | 942,540 | 111,506 |
| Gain/(Loss) | 1,264 | - | 1,264 | 7,103 | - | 7,103 |

DISCUSSION ITEM



| |
|--|
| 10A: Art on DART (Art Bus) Update |
|--|

Staff Resource: Kirstin Baer-Harding, Marketing Director

- An update on the Art on DART bus will be provided at the meeting.

DISCUSSION ITEM



| | |
|-------------|---------------------------|
| 10B: | BRT Project Update |
|-------------|---------------------------|

Staff Resource: Jim Tishim, Planning Director

- An update on the BRT Project will be provided at the meeting.

DISCUSSION ITEM



| | |
|-------------|---------------------------------------|
| 10C: | New DART Website Demonstration |
|-------------|---------------------------------------|

Staff Resource: Jennifer Greiner, Marketing Coordinator

- A demonstration of the new DART website will be conducted at the meeting.

DISCUSSION ITEM



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|-------------|--------------------------------------|
| 10D: | Real-Time Data Rollout Update |
|-------------|--------------------------------------|

Staff Resource: Jennifer Greiner, Marketing Coordinator

- An update on the rollout of real-time data will be provided at the meeting.



System Summary Performance Report May 2014

| | November 2013 | December 2013 | January 2014 | February 2014 | March 2014 | April 2014 | May 2014 | May 2013 | Percent Change 2014/2013 | FY14 Year To Date | FY13 Year To Date | Percent YTD Change 2014/2013 |
|--|------------------|------------------|-----------------|------------------|---------------|---------------|-------------|-------------|--------------------------------|-------------------------|-------------------------|------------------------------------|
| DART Fixed Route | | | | | | | | | | | | |
| Total Ridership | 349,845 | 316,984 | 330,804 | 331,061 | 345,246 | 380,216 | 368,948 | 349,345 | 5.61% | 4,028,524 | 3,777,303 | 6.65% |
| OTT Ridership | 23,121 | 22,903 | 23,582 | 22,830 | 26,461 | 25,996 | 23,869 | 19,283 | 23.78% | 254,796 | 192,309 | 32.49% |
| Unlimited Access Ridership | 32,135 | 27,739 | 31,293 | 31,786 | 32,555 | 34,378 | 32,143 | 37,174 | -13.53% | 367,973 | 396,484 | -7.19% |
| Bike Rack Usage | 3,804 | 2,260 | 1,565 | 1,031 | 2,026 | 3,179 | 4,370 | 5,095 | -14.23% | 45,026 | 39,445 | 14.15% |
| Passengers/Revenue Hour | 21.38 | 18.29 | 18.46 | 20.03 | 19.66 | 21.19 | 21.10 | 21.05 | 0.24% | 21.04 | 21.52 | -2.22% |
| Avg. Passengers Weekday | 16,467 | 13,610 | 13,701 | 15,100 | 14,625 | 15,846 | 15,724 | 14,783 | 6.37% | 15,736 | 15,004 | 4.88% |
| Avg. Passengers Weekend Day | 3,698 | 3,465 | 3,674 | 3,633 | 3,813 | 3,950 | 4,306 | 3,016 | 42.76% | 3,772 | 3,088 | 22.14% |
| Complaints/100,000 Riders | 23.15 | 26.50 | 33.25 | 33.83 | 29.54 | 26.83 | 26.56 | 25.19 | 5.45% | 27.83 | 26.66 | 4.38% |
| Commendations/100,000 Riders | 3.43 | 4.42 | 4.23 | 3.02 | 6.08 | 4.47 | 3.25 | 3.72 | -12.60% | 3.82 | 3.55 | 7.76% |
| Accident Frequency Rate by Service: | | | | | | | | | | | | |
| Preventable/100,000 Miles | 0.85 | 2.75 | 2.65 | 1.22 | 2.31 | 1.86 | 1.15 | 1.34 | -13.79% | 1.88 | 1.81 | 4.17% |
| Non-Preventable/100,000 Miles | 2.13 | 3.93 | 2.27 | 4.89 | 1.16 | 0.75 | 1.15 | 0.45 | 158.64% | 1.49 | 1.01 | 48.05% |
| Maintenance: | | | | | | | | | | | | |
| Total Miles Operated | 234,669 | 254,515 | 264,090 | 245,360 | 259,466 | 268,240 | 260,366 | 224,466 | 15.99% | 2,763,292 | 2,435,759 | 13.45% |
| Road Calls/100,000 Miles | 16.19 | 13.75 | 23.10 | 18.75 | 15.03 | 14.91 | 20.36 | 17.37 | 17.16% | 16.83 | 17.74 | -5.12% |
| Active Vehicles in Fleet | 126 | 126 | 126 | 126 | 126 | 126 | 126 | 117 | 7.69% | 117 | 113 | 3.22% |
| DART Paratransit | | | | | | | | | | | | |
| Total Ridership | 10,658 | 11,307 | 11,090 | 10,708 | 11,487 | 12,266 | 11,617 | 12,180 | -4.62% | 127,667 | 128,845 | -0.91% |
| Passengers/Revenue Hour | 2.92 | 2.89 | 2.93 | 2.91 | 2.98 | 3.05 | 2.98 | 3.06 | -2.61% | 2.99 | 3.01 | -0.75% |
| Average Trip Length | 6.04 | 6.02 | 5.94 | 5.87 | 5.81 | 5.69 | 5.71 | 5.79 | -1.43% | 5.89 | 5.97 | -1.25% |
| Accident Frequency Rate by Service: | | | | | | | | | | | | |
| Preventable/100,000 Miles | 0.00 | 1.47 | 3.03 | 1.59 | 4.50 | 1.43 | 1.51 | 0.00 | 0.00% | 2.39 | 1.43 | 67.24% |
| Non-Preventable/100,000 Miles | 1.55 | 5.88 | 0.00 | 0.00 | 1.50 | 0.00 | 0.00 | 0.00 | 0.00% | 1.06 | 0.78 | 36.27% |
| Maintenance: | | | | | | | | | | | | |
| Total Miles Operated | 64,422 | 68,060 | 65,917 | 62,857 | 66,726 | 69,817 | 66,293 | 70,514 | -5.99% | 752,239 | 768,826 | -2.16% |
| Active Vehicles in Fleet | 20 | 20 | 23 | 20 | 20 | 20 | 20 | 29 | -31.03% | 23 | 29 | -21.00% |
| DART RideShare | | | | | | | | | | | | |
| Total Ridership | 19,066 | 18,922 | 21,658 | 19,574 | 20,064 | 20,590 | 19,092 | 22,514 | -15.20% | 225,850 | 240,670 | -6.16% |
| Total Vans in Circulation | 93 | 93 | 94 | 93 | 92 | 91 | 90 | 93 | -3.23% | 93 | 93 | -0.49% |
| Total RideShare Customers | 758 | 744 | 732 | 739 | 714 | 697 | 690 | 807 | -14.50% | 746 | 824 | -9.50% |
| Accident Frequency Rate by Service: | | | | | | | | | | | | |
| Preventable | 0.00 | 0.64 | 0.00 | 1.32 | 0.00 | 0.60 | 0.64 | 0.00 | 0.00% | 0.67 | 0.11 | 501.94% |
| Non-Preventable | 1.34 | 0.64 | 0.60 | 0.00 | 0.62 | 0.60 | 1.28 | 0.00 | 0.00% | 0.62 | 0.00 | 0.00% |
| Maintenance: | | | | | | | | | | | | |
| Total Miles Operated | 148,730 | 155,563 | 166,124 | 151,071 | 161,329 | 166,693 | 156,668 | 172,387 | -9.12% | 1,778,207 | 1,783,966 | -0.32% |
| Active Vehicles in Fleet | 93 | 100 | 108 | 100 | 100 | 100 | 100 | 100 | 0.00% | 106 | 100 | 5.55% |



System Performance Ridership Report May 2014

| | November 2013 | December 2013 | January 2014 | February 2013 | March 2014 | April 2014 | May 2014 | May 2013 | Percent Change 2014/2013 | FY14 Year To Date | FY013 Year To Date | Percent YTD Change 2014/2013 |
|---|------------------|------------------|-----------------|------------------|----------------|----------------|----------------|----------------|--------------------------------|-------------------------|--------------------------|------------------------------------|
| DART Fixed Route Ridership | 349,845 | 316,984 | 330,804 | 331,061 | 345,246 | 380,216 | 368,948 | 349,345 | 5.61% | 4,028,524 | 3,777,303 | 6.65% |
| Local Routes: | | | | | | | | | | | | |
| #1 - Fairgrounds | 21,386 | 18,126 | 19,135 | 20,355 | 19,836 | 22,861 | 21,665 | 21,557 | 0.50% | 432,017 | 406,024 | 6.40% |
| #3 - University | 35,274 | 32,258 | 31,503 | 31,738 | 34,426 | 37,117 | 36,698 | 38,353 | -4.32% | 390,923 | 564,957 | -30.80% |
| #4 - Urbandale | 18,682 | 16,787 | 17,632 | 16,126 | 17,405 | 18,958 | 18,488 | 17,411 | 6.19% | 197,160 | 240,622 | -18.06% |
| #5 - Clark | 3,438 | 3,375 | 3,269 | 3,298 | 2,972 | 3,549 | 3,424 | 4,103 | -16.55% | 35,960 | 105,860 | -66.03% |
| #6 - Indianola | 24,401 | 22,622 | 21,519 | 20,639 | 23,453 | 25,093 | 25,177 | 22,309 | 12.86% | 262,702 | 377,038 | -30.32% |
| #7 - Ft. Des Moines | 34,116 | 31,574 | 33,777 | 32,147 | 32,818 | 37,896 | 38,572 | 33,621 | 14.73% | 369,071 | 420,698 | -12.27% |
| #8 - South Union | 5,288 | 4,784 | 4,641 | 5,174 | 4,629 | 5,303 | 5,396 | 5,711 | -5.52% | 53,868 | 99,811 | -46.03% |
| #11 - Ingersoll Ave. | 2,199 | 2,410 | 1,788 | 1,998 | 1,788 | 2,146 | 2,220 | 2,861 | -22.40% | 25,324 | 107,306 | -76.40% |
| #13 - SE Park Ave. | 6,154 | 5,173 | 6,166 | 6,244 | 4,846 | 6,744 | 5,956 | 7,246 | -17.80% | 59,678 | 65,734 | -9.21% |
| #14 - Beaver Ave. | 21,784 | 19,383 | 20,850 | 22,198 | 22,182 | 24,347 | 23,194 | 20,815 | 11.43% | 236,825 | 120,407 | 96.69% |
| #15 - 6th Ave. | 27,181 | 24,661 | 25,594 | 26,197 | 26,331 | 28,231 | 28,162 | 25,215 | 11.69% | 292,661 | 146,846 | 99.30% |
| #16 - Douglas Ave. | 36,082 | 32,541 | 32,752 | 33,385 | 36,547 | 40,382 | 37,942 | 37,263 | 1.82% | 392,620 | 217,960 | 80.13% |
| #17 - Hubbell Ave. | 18,955 | 16,831 | 17,641 | 17,583 | 18,935 | 20,287 | 20,950 | 16,800 | 24.70% | 203,096 | 99,697 | 103.71% |
| #51 - Merle Hay Crosstown | 1,987 | 1,904 | 2,248 | 2,307 | 2,506 | 3,522 | 2,551 | 0 | 0.00% | 22,206 | 0 | 0.00% |
| #52 - Valley West/Jordan Creek | 12,220 | 11,228 | 10,644 | 10,648 | 12,580 | 12,258 | 13,293 | 10,027 | 32.57% | 130,548 | 58,738 | 122.25% |
| #60 - Ingersoll/University | 28,983 | 26,354 | 31,034 | 31,934 | 34,152 | 36,758 | 35,311 | 26,620 | 32.65% | 336,840 | 139,506 | 141.45% |
| #71 - Ankeny/Delaware** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00% | 0 | 3,294 | -100.00% |
| Shuttle Routes: | | | | | | | | | | | | |
| Link Shuttle | 676 | 871 | 1,008 | 1,037 | 1,118 | 1,003 | 834 | 944 | -11.65% | 9,596 | 11,958 | -19.75% |
| Dline | 14,886 | 12,612 | 13,142 | 12,507 | 14,423 | 14,605 | 13,923 | 20,446 | -31.90% | 183,711 | 190,416 | -3.52% |
| Lincoln/McCombs | 9,491 | 7,295 | 8,871 | 9,326 | 6,961 | 9,162 | 8,215 | 8,943 | -8.14% | 85,262 | 88,035 | -3.15% |
| Express Routes: | | | | | | | | | | | | |
| #91 - Merle Hay Express | 859 | 771 | 722 | 794 | 1,007 | 1,165 | 1,033 | 1,035 | -0.19% | 10,253 | 10,751 | -4.63% |
| #92 - Hickman Express | 3,016 | 2,905 | 3,113 | 3,141 | 2,983 | 3,385 | 3,006 | 3,408 | -11.80% | 33,977 | 34,543 | -1.64% |
| #93 - NW 86th Express | 2,584 | 2,814 | 2,873 | 2,766 | 2,816 | 3,094 | 2,877 | 3,531 | -18.52% | 33,027 | 39,831 | -17.08% |
| #94 - Westtown | 1,144 | 1,114 | 1,064 | 1,018 | 1,214 | 1,139 | 984 | 1,294 | -23.96% | 12,680 | 15,570 | -18.56% |
| #95 - Vista | 1,830 | 1,615 | 1,930 | 2,013 | 2,150 | 2,202 | 1,994 | 2,011 | -0.85% | 21,718 | 22,811 | -4.79% |
| #96 - E.P. True | 2,405 | 2,634 | 2,585 | 2,729 | 3,068 | 3,316 | 2,963 | 3,260 | -9.11% | 30,956 | 30,991 | -0.11% |
| #98 - Ankeny | 8,104 | 7,369 | 8,620 | 7,588 | 7,729 | 8,606 | 7,431 | 8,268 | -10.12% | 91,945 | 90,202 | 1.93% |
| #99 - Altoona | 1,704 | 2,263 | 1,885 | 1,780 | 1,719 | 1,952 | 1,702 | 1,816 | -6.28% | 20,226 | 21,480 | -5.84% |
| On-Call/Flex Routes (Operated by Paratransit): | | | | | | | | | | | | |
| On-Call: Ankeny | 167 | 160 | 253 | 181 | 199 | 267 | 250 | 203 | 23.15% | 2,416 | 1,906 | 26.76% |
| On-Call: Des Moines | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 263 | -100.00% | 422 | 3,317 | -87.28% |
| On-Call: Johnston/Grimes | 415 | 417 | 502 | 383 | 334 | 315 | 256 | 687 | -62.74% | 4,660 | 6,658 | -30.01% |
| #73 Flex: Urbandale/Windsor Heights | 667 | 598 | 558 | 565 | 620 | 731 | 698 | 683 | 2.20% | 6,961 | 8,737 | -20.33% |
| #72 Flex: West Des Moines/Clive | 3,682 | 3,451 | 3,379 | 3,167 | 3,391 | 3,732 | 3,670 | 2,563 | 43.19% | 37,911 | 23,908 | 58.57% |
| On-Call: REGIONAL | 85 | 84 | 106 | 95 | 108 | 90 | 113 | 78 | 44.87% | 1,304 | 1,691 | -22.89% |
| DART Paratransit Ridership | 10,658 | 11,307 | 11,090 | 10,708 | 11,487 | 12,266 | 11,617 | 12,180 | -4.62% | 127,667 | 128,845 | -0.91% |
| Bus/Van | 9,888 | 10,584 | 10,426 | 10,103 | 10,802 | 11,440 | 10,602 | 11,500 | -7.81% | 119,465 | 122,861 | -2.76% |
| Cab | 770 | 723 | 664 | 605 | 685 | 826 | 1,015 | 680 | 49.26% | 8,202 | 5,984 | 37.07% |
| DART RideShare Ridership | 19,066 | 18,922 | 21,658 | 19,574 | 20,064 | 20,590 | 19,092 | 22,514 | -15.20% | 225,850 | 240,670 | -6.16% |
| TOTAL RIDERSHIP | 379,569 | 347,213 | 363,552 | 361,343 | 376,797 | 413,072 | 399,657 | 384,039 | 4.07% | 4,382,041 | 4,146,818 | 5.67% |

| |
|-----------------------------------|
| 11A: Operations Department |
|-----------------------------------|

Staff Resources: Anthony Lafata, Chief Operating Officer

Transportation - Randy McKern, Manager

- A General Bid was conducted and successfully completed on Monday, June 2, 2014. Operators will begin their new work assignments Sunday, June 8, 2014.
- DART's Roadeo was held on June 7, 2014 at Southridge Mall. Cesar Chavez placed 1st, Abay Mengistu 2nd, and Bill Smith 3rd in the 35 foot competitive class. Cesar and Abay will compete in the IPTA State Roadeo in Davenport, Iowa on June 21, 2014. DART will be hosting the IPTA State Roadeo next year.
- Fixed Route had its Safety Meeting on June 11, 2014. Jim Burch was recognized for driving safely for 26 years! Steve Hansen and Holmes Murphy presented an overview of changes to DART's medical insurance, and review of existing benefits that will not be changing July 1, 2014.

Maintenance - Scott Reed, Manager

- The Maintenance Safety Meeting was held on Wednesday June 18th, 2014. Major items on the agenda included a presentation by Holmes Murphy regarding changes to the employee health plan. We also covered heat illness prevention during the meeting.
- The Maintenance department has again reached another safety goal and will be receiving a safety meal for completing 120 days with no work related injuries.
- Bus specification development continues in the department in an effort to achieve standardization within our fleet.
- The Maintenance Department has begun development of a Predictive Maintenance program as opposed to Preventive Maintenance. This program will be utilized on all new bus purchases and the old program will remain in place for our existing fleet.

Paratransit - Georgia Parkey, Manager

- At the Paratransit Safety meeting on June 10, Steve Hansen, along with Sarah Bradshaw from Holmes Murphy, presented to the operators the upcoming changes to their Health Insurance.
- Mark Graeve was honored at the meeting for eleven (11) years safe driving.
- On Wednesday June 18th Paratransit Operators enjoyed hamburgers, hotdogs, brats and side dishes at a BBQ celebrating another 120 days of working injury free. They have worked without a reportable injury since March 21, 2013.
- Four (4) Paratransit operators graduated from training.

Training - Mike Kaiser, Interim

- Fixed Route graduated two operators from training and placed actively in service. Current transitions stand at two operators currently in the cadetting phase, two operators in classroom training and three operators in CDL training.

MONTHLY REPORT
11A: Operations Department



- Paratransit has graduated two operators from training and placed in active service. There are two additional operators in the cadetting phase of training.
- DART is looking to host the TSI (Transportation Safety Institute) Train the Trainer Fixed Route and Paratransit Instructor courses in the coming year.

Facilities - Matt Pitstick, Manager

- Construction projects are progressing. The money room is complete, the barn portals is at 70% and the piping is at 20%.
- We have completed various sidewalk repairs and landscaping at 1100 DART Way.
- We are preparing several projects for bid to include: 2 in-ground hoists, technician latrine remodel, parts room walkthrough door and hazardous material storage huts.

Service Management - Mike Kaiser, Lead Supervisor

- Service Management staff has been keeping an active on-street presence throughout our service area.
- Service staff is collaborating with the training department in assisting with operator retraining and operator evaluations.
- Service Management personnel are working diligently with Customer Service staff to create and disseminate detour routes and information to our customers caused by the events and road repairs throughout our service area.

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

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

Marketing Updates:

- DART participated in the National Dump the Pump Day on Thursday, June 19, by offering free rides by providing a gas receipt as their fare. The event was promoted with on the bus flyers, website information, email and social media pushes.
- Staff coordinated with Paratransit the Ankeny Senior Expo on Thursday, June 19. Georgia Parkey, Paratransit Manager, was available for questions and a bus was on hand for assisting everyone with how to ride questions.
- DART participated in the 24rd Annual Iowa Juneteenth Observance on Saturday, June 21. PJ Sass and a DART operator were available during the event to answer questions. A bus was onsite for event goers to hop on and check out. A free ride pass was distributed to assist riders getting to and from the event.
- Staff participated in the Grimes Governors Day Parade on Saturday, June 14, and the Johnston Green Days Parade on Saturday, June 21. A special thanks to Paratransit, Fixed Route, Maintenance and Customer Service departments for all their assistance at the parades.
- “Art on DART” the pilot project kicked off on Thursday, June 26, in conjunction with the beginning of the 2014 Des Moines Arts Festival. This project concept was presented to the commission by Edward Kelley and Emily Newman in January and approved moving forward at that time. “Art on DART” contributors are Rachel Buse, artist and educator; Benjamin Gardner, Associate Professor of Art at Drake University; Gary Hoff, Des Moines University Associate Professor and Chair; and Emily Newman, artist and educator. The project and exhibition were organized by artists Edward Kelley and Emily Newman with help from The Greater Des Moines Public Art Foundation and DART. The exhibition will run through August 17. Staff is promoting the bus through social media, website, email and bus signage.
- Staff prepared materials for the DART Date Night on Friday, June 27, to promote trips to the Des Moines Arts Festival. DART Local and Flex Routes will be FREE beginning at 5 p.m. until the end of service.
- Staff participated in Bondurant Touch-A-Truck event on Friday, June 27. PJ Sass and staff were available at the event to answer questions for area children, and their parents.
- Staff has been promoting the D-Line service extensions for the Yankee Doodle Pops Concert on Thursday, July 3. The event is being promoted with interior bus signage, exterior bus boards, business flyers, website information, email and social media pushes.
- Staff continues working with Trapeze on product development for the upcoming technology deployment which includes MyDART Phones, Real Time Map and MyDART Alerts (TransitNow).

MONTHLY REPORT

11B: Marketing and Communications, Customer Service and RideShare



- Staff is coordinating a detour communication committee in developing guidelines and processes for detours and to review and establish streamlined process as we look incorporating upcoming technology upgrades.
- Staff is preparing for the launch of the redesigned ridedart.com website on Sunday, July 6, pending successful integration of technology products. Communications are planned to riders, public, and DART partners to highlight the enhancements.

Advertising Program:

New June Advertiser

- University of Wisconsin - Platteville

Communication Updates – Gunnar Olson:

- Staff organized and executed a preview event for the 2014 DART Bus Roadeo. For the preview event, West Des Moines City Council member Kevin Trevillyan and Windsor Heights City Council member Tony Timm competed in a bus-driving contest. On Wednesday, June 4, Trevillyan and Timm each attempted to drive a 35-foot bus through an abbreviated roadeo obstacle course. Several staff supported the event, including Elizabeth Presutti, Jim Tishim, Randy McKern, Cindy Nelson and Carl Saxon. The preview event, as well as the main event, was publicized in a press release. KCCI, WHO, and WOI all covered the preview event.
- Staff gave a presentation on DART to Elderberries group of Windsor Heights Lutheran Church.
- Staff supported the Marketing Department with completing applications for the 2014 APTA AdWheels, an annual contest put on by the American Public Transportation Association to recognize excellent advertising and promotions in the industry.
- Staff planned, organized and led the development of the June edition of The DART Board newsletter with assistance from the Marketing Department.
- Staff spoke on the importance of public transit to a group of nonprofit representatives during a luncheon put on June 10 by the Des Moines East and South Chamber of Commerce at the Wakonda Club in Des Moines.
- Staff made contacts within RideScout, a young and fast-growing app company whose app helps people plan trips on various modes of transportation, including personal vehicles, taxis, bicycles, walking and public transit. In June, RideScout entered the Des Moines market and used DART schedule data available online to support the transit functionality in Greater Des Moines. Staff made an effort to develop a good working relationship between DART and RideScout.
- Staff has been working with a staff committee dedicated to improving the process of communicating detours. Staff identified and began developing a method for measuring the impact of a detour in a quantifiable way. This would allow DART to consistently assign appropriate levels of communications to detours depending on their severity.
- Staff participated in the semiannual meeting of the Des Moines Age-Friendly City Advisory Council on June 19 at Des Moines University. DART has been involved in this initiative because public transit is critical to supporting seniors' ability to live healthy, productive lives in Des Moines.
- Staff participated in a committee convened June 20 at Des Moines City Hall to support the B-cycle bike-sharing program.

MONTHLY REPORT

11B: Marketing and Communications, Customer Service and RideShare



- Staff updated the DART Commission District Maps packets for distribution to Commissioners and other stakeholders to coincide with the start of new terms for several Commission members.

Customer Service Report – PJ Sass:

May Employer and Group Presentations:

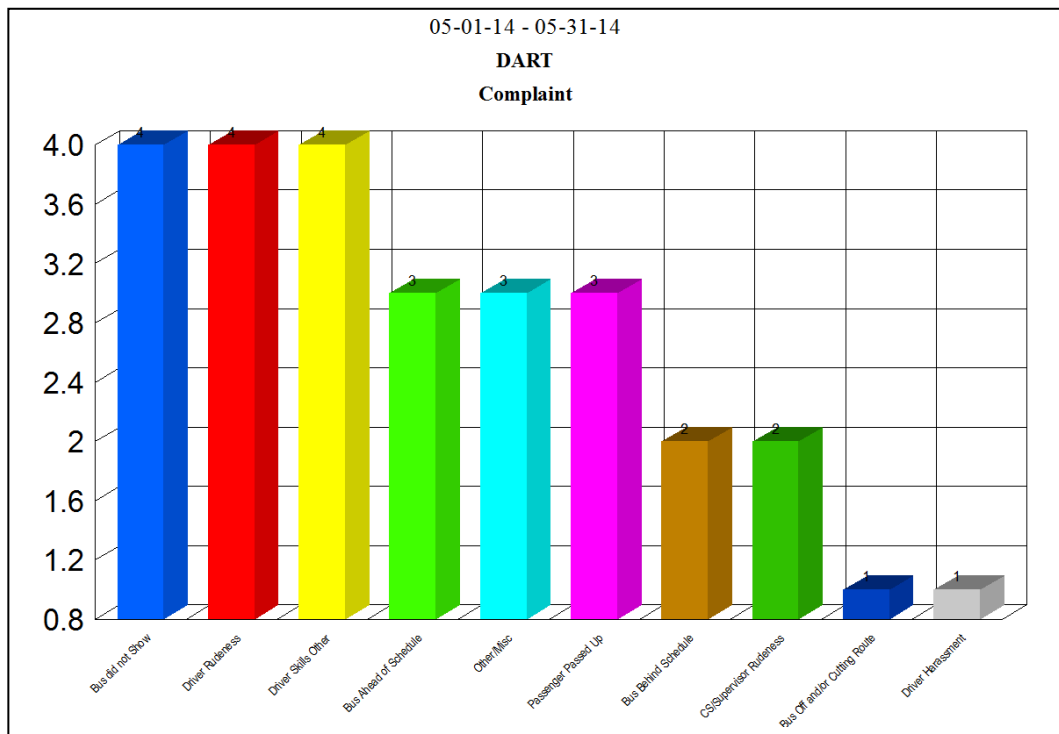
- Principal Orientation (4 visits)
- Head Start/Early Head Start -How to Ride Training
- River Place West Conference
- Senior Fair

May Website Communication and Messages

- Answered/Completed – 34
- Contact/Feedback Form – 27
- Customer Service Request – 35
- Other/Misc. – 41
- Voicemails – 79 (24 of which required a response)

Total Calls for May 2014

- Schedule Information – 9199
- Spanish Line – 33
- Receptionist – 466
- RideShare – 273



MONTHLY REPORT

11B: Marketing and Communications, Customer Service and RideShare



- The top five comments for May were: Bus did not Show, Driver Rudeness, Driver Skills Other, Bus a Head of Schedule, Other Misc.
- In summary we had 98 complaints, 12 commendations and 18 suggestions. Out of the 98 complaints 5 are still being investigated, 28 complaints were founded which is about 30% of the total completed complaints for the month of May 2014.

Travel Training

- Travel Training class on June 17 had 8 attendees. The next class is July 16th currently we have 2 people signed up.

RideShare - Jennifer Long:

April 2014

- Staff set up a display at TPI Composites on May 27 and 28 from 4:00 pm to 6:00 pm.
- Staff took delivery of eight new minivans. Staff is working to get the vehicles registered, decaled and ready to put into service.

Staff Commendations:

DART had several comments in May recognizing DART staff:

- Dr. Paul Knupp from Bradlawns Medical Center said that is going to start riding the bus more often and actually buying a monthly pass for June because of two particular DRIVERS NAMED WILLIE AND OMAR. He is not sure on their last names but said that they are very helpful, courteous and friendly. He said he gets on the 92 express near Waukee and that he did not know where to transfer or where to get off so he asked the 92 driver and the 16 driver question after question and they were very helpful and patience answering them. He is very happy with their knowledge and friendliness. Great drivers! He said.
- Darlene wanted us to know how very much she appreciates the service. It helps out so much and everyone is great. Many of her appointments are "in Timbuktu" and without the service it would be very difficult for her.
- Denise came up to the customer service window and stated "Brandi is very good at her job, she helps me every time I have a question about buses (Express). She is very well informed and very good at her job. She's a 10!!

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| 11C: | Planning Department |
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Staff Resource: Jim Tishim – Planning Director

Transit Master AVL/RTIS and Trip Planner Update:

- **Version 14 Installation:** We are in the process of upgrading all the Trip Planner programs to the new version 14. The version 14 release became available on May 30, 2014. The MyDART Trip Planner (Info-Web/Mobile) was the first program on which Trapeze tested version 14 using DART's data. Trapeze completed their testing and the new version was installed on June 10 for testing by DART. Upgrading will resolve an inherent problem in the current programming and provide additional functionality to improve the overall customer experience. We are working with Trapeze to upgrade each program in one release, which means the Spanish version also has to be completed for each program before installation. The status of each program is as follows:
 - MyDART Trip Planner (INFO-Web/Mobile): Version 14 has been installed and is currently being tested by staff. We are making final adjustments with a planned release soon.
 - Real-Time Map: A few functionality problems are currently in Trapeze development. The Spanish version is completed. Version 14 has been tested by Trapeze and is ready for installation. Once the last corrections are complete, then it will be installed for final testing by staff.
 - MyDART Alerts (TransitNOW): The final Spanish changes were sent to Trapeze. Once the Real-Time Map is completed, we will be able to install version 14 for final testing by staff.
 - MyDART Phones (INFO-IVR): Staff is currently testing for final program changes. DART received the Trapeze Spanish version to be evaluated by our interpreters. Once completed, version 14 can be installed for final testing by staff.
- **TransitMaster Public Announcement (PA) System Updated:** The new mobile software to resolve the internal PA system problem was completed. The internal PA system is now working properly. However, the external system is now not working. Trapeze is attempting to fix the problem.

Planning Department Projects:

- **August 2014 Service Changes:** The DART Commission approved the FY 2015 Service Enhancements on May 6, 2014. The Planning Department started the process of developing the changes required for implementation on Sunday, August 17, 2014.
- **Johnston Survey:** DART worked with the City of Johnston to formulate a targeted survey to residents in the new development area north of the Johnston City Hall. The survey was sent out to the residents on June 1, 2014. We have allowed 30 days to complete the survey.
- **Transit Planner Hiring:** We have completed the first round of interviews for the open Transit Planner position.
- **Bus Rapid Transit (BRT) Project:** On June 10, 2014, DART, our consultants HNTB, and representatives with the City of Des Moines' Traffic and Transportation, and Economic Development Departments completed an on-site visit to each proposed BRT shelter site location. The purpose was to evaluate each location to determine if it is a viable location that

MONTHLY REPORT
11C: Planning Department



would qualify with city traffic, planning and zoning regulations, and work effectively for our customers and DART. A few sites require alternative locations. All locations will be vetted through the final evaluation process.

- HNTB completed the calibration of the FTA's new ridership forecasting model called STOPS (Simplified Trip-On-Project Software) for the BRT project. DART submitted the average ridership numbers for #60 University/Ingersoll Loop, #3 University Ave and #11 Valley Junction/Ingersoll routes that we collected through our Automatic Passenger Counters (APC) for the entire month of May. On June 20, HNTB presented the first draft of the ridership forecast.

Substance Architecture completed the Architectural Historic Survey, which was submitted to the FTA on May 28, 2014. The Architectural Historic Survey identifies properties that have or may have architectural or historic significance within the Area of Potential Effect (APE) of approximately 100 feet on either side of the BRT route #60 University/Ingersoll Loop. The FTA determined the project will result in "no adverse effect". The FTA submitted their findings to the State Historical Preservation Office (SHPO). DART was notified on June 24, 2014 that the Architectural Historical Survey has received concurrence from SHPO.

- On-Call Planning Projects: The selection process for the On-Call Planning Request for Proposal (RFP) was completed on May 30, 2014. The DART Commission approved Transportation Management & Design Inc. (TMD) for both the On-Call Strategic and Management Planning categories and CH2MHill for the On-Call Management Planning category on June 3, 2014.

On June 16, 2014, staff held a meeting with TMD to begin preliminary discussions on three projects to be completed this fall; the Title VI Fare Equity Analysis, Customer Satisfaction Survey and the DART Central Station FTA TIGER Grant Performance Measurements.

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| 11D: | Procurement Department |
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Staff Resources: Mike Tiedens, Procurement Manager

Procurements in Process:

Bus Video Surveillance System – *DART is seeking an experienced Contractor to furnish and install surveillance and security equipment on its vehicles and provide functionality for the back office system.*

- RFP was released on June 24, 2014.
- Proposals are due on July 25, 2014, 2 PM CST.
- Intending to present to the DART Commission for approval on September 2, 2014.

Contracts and Task Orders Approved in May:

Substance Architecture, Architecture & Engineering Task Order Contract

- Boiler Replacement – 1100 DART Way – *Plans and specifications to facilitate the procurement, demolition, and installation of new equipment*
 - Task Order was approved on May 6, 2014 for the amount of \$17,620.

Upcoming Procurements:

- Applicant Tracking / Talent Management Systems
- Articulated Buses (Remanufactured)
- Drug and Alcohol Testing Services
- Taxi Cab Services
- Heavy Duty Bus Manufacturer
- Banking Services
- Advertising Services
- Employee Benefit Broker Services
- Heavy Duty Bus Manufacturer



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| 11E: | General Manager |
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Staff Resource: Elizabeth Presutti, General Manager

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- **APTA International Practicum on Transit Funding and Finance** – Jamie Schug and I participated in the APTA International Practicum on Transit Funding and Finance in Montreal June 12-13, 2014. It was a good conference and we had the opportunity to learn about funding strategies used in other parts of the county and world.
 - **Opportunity Summit** – I participated in the United Way’s “Opportunity Summit” to overcome poverty in Greater Des Moines June 16-17, 2014. It was a very valuable workshop with many civic, business and non-profit leaders in attendance. I applaud the United Way’s effort to further this discussion. I look forward to working with them on how transportation access affects poverty in the region and how DART can make an impact.
 - **Iowa Public Transit Association Annual Meeting and State Bus Roadeo** – Jamie Schug joined me in attending the IPTA Annual meeting in Davenport June 18-21, 2014. The meeting offered updates from the IDOT, FTA and APTA along with a training session on leadership. Tony Lafata and Carl Saxon attended the State Roadeo and Driver of the Year recognition.
 - **Regional Infrastructure Coordinating Committee** – DART was asked to participate in the MPO’s Regional Infrastructure Coordinating Committee. Other members of the committee include Des Moines Water Works, Metro Waste and the Wastewater Reclamation Authority. This committee will meet quarterly to discuss partnership opportunities and how to better coordinate and leverage projects within the region.



FUTURE DART COMMISSION ITEMS

JULY 1, 2014

| September 2, 2014 - 12:00 P.M. | |
|---|---|
| Action Items | Information Items |
| <ul style="list-style-type: none"> - Bus Video Surveillance System - Drug and Alcohol Testing - FY 2015 State Application & PTIG - Procurement Manual | <ul style="list-style-type: none"> - Financial Policies - 1100 DART Way Project Update |
| October 7, 2014 - 12:00 P.M. | |
| Action Items | Information Items |
| <ul style="list-style-type: none"> - RideShare Van Contract - Remanufactured Articulated Bus Contract - Bus Advertising Contract - Banking Services - Financial Policies | <ul style="list-style-type: none"> - FY 2016 Budget - Fare Policy Recommendation |
| November 4, 2014 - 12:00 P.M. | |
| Action Items | Information Items |
| <ul style="list-style-type: none"> - Taxi Cab Contract - Benefits Administration Services - Insurance Broker Services | <ul style="list-style-type: none"> - FY 2016 Budget |
| December 2, 2014 - 12:00 P.M. | |
| Action Items | Information Items |
| | <ul style="list-style-type: none"> - FY 2016 Budget |
| January 6, 2015 - 12:00 P.M. | |
| Action Items | Information Items |
| | <ul style="list-style-type: none"> - FY 2016 Budget - Open Records Policy - Records Retention Policy |
| February 3, 2015 - 12:00 P.M. | |
| Action Items | Information Items |
| <ul style="list-style-type: none"> - 5-Year Heavy Duty Bus Contract | <ul style="list-style-type: none"> - FY 2016 Budget |

Key Meetings/Dates:

- October 8-10, 2014: American Bus Benchmarking Group Annual Meeting, Austin, TX
- October 12-15, 2014: APTA Annual Meeting & EXPO, Houston, TX

Other Future Items: