



**NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
JANUARY 7, 2020 – 12:00 PM**



DART ANNUAL MEETING

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1. CALL TO ORDER	
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12. COMMISSIONER ITEMS	
A. Transit Optimization Study Commission Workshop – Friday, January 10 – 7:30 A.M.	
B. FY21 Budget Workshop – Friday, January 17, 2020 – 7:30 A.M	
C. Commission Workshop - Property Tax Formula – Friday, January 24, 2020 – 8:45 A.M	
13. NEXT MEETING: Regular DART Meeting - Tuesday, February 4, 2020 – 12:00 P.M.	
14. 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.



ACTION ITEM



5: DART Commission Officer Election
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Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

Rules Governing Commission Officer Elections:

- Based on the Substituted and Restated DART 28E agreement that commenced on October 1, 2017 and the *proposed* Restated Bylaws the officer elections should be conducted based on the following:
 - The Nominating Committee should nominate for the Chair, Vice Chair, Secretary/Treasurer and two At-Large positions.
 - Each officer must be from a different member community.
 - Each officer is elected to serve until the next annual meeting (January 2021).
 - Each office shall be elected for a one (1) year term, with a possible second term available.
 - Commission alternates are not eligible to serve as officers.
 - The Nominating Committee shall offer nominations for each office at the meeting.
 - Nominations for each office shall also be accepted from any Commissioner present at the meeting.
 - All nominees, including those offered by the Nominating Committee, must receive a second in order to be considered a candidate and voted on for office.

Nominations Received and Seconded:

- The Nominating Committee, which consisted of Commissioner Bales-Henry, Commissioner Elrod and Commissioner Hamp, will provide the list of candidates at the January 2020 meeting.
- Nominations shall also be accepted from the Commissioners present at the meeting.
- Once all nominations have been received, the Commission Chair will ask for the nominations to be seconded.

Vote:

- The Commissioners present shall vote on each officer position.
- The newly elected officers will assume their roles upon being elected.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
620 CHERRY STREET – DES MOINES, IOWA 50309
DECEMBER 3, 2019**



ROLL CALL

Commissioners/Alternates Present and Voting:

Vern Willey, Gary Lorenz, Doug Elrod, Josh Mandelbaum (arrived 12:03pm), Jeremy Hamp, Paula Dierenfeld, Ross Grooters, Angela Connolly, Tom Gayman, and Zac Bales-Henry (arrived 12:07pm)

Commissioners Absent:

Michael McCoy, Frank Cownie, Sara Kurovski, and Russ Trimble

CALL TO ORDER

Tom Gayman, Chair called the meeting to order at 12:01p.m. Roll call was taken, and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

Tom Gayman, Chair requested a motion to approve the agenda as presented.

It was moved by Doug Elrod and seconded by Angela Connolly to approve the December 3, 2019 agenda. The motion carried unanimously.

PUBLIC COMMENT

Ms. Hall shared some concerns about the Des Moines Public School students that ride the buses. Staff will follow up appropriately on concerns shared.

TRANSIT RIDERS ADVISORY COMMITTEE UPDATE

Hayley Anderson, TRAC Chair, shared that in the November 6 TRAC meeting, outgoing TRAC Chair Teresa Volchek was given an award for her years of service on the committee. A marketing and communications update were given as well as information on the member community library visits. Business and Community Partnership update was provided which included new unlimited access riders as well as an update on Customer Service call levels, quality and common customer requests.

PRESENTATION

7A – Property Tax Formula

Scott Raecker presented the findings from the recent Stakeholder Interviews conducted as part of the DART Commission Property Tax Formula Initiative.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – DECEMBER 3, 2019**



RECOGNITION OF OUTGOING COMMISSIONERS

Elizabeth Presutti thanked and presented appreciation awards to the outgoing DART Commissioners - Tom Gayman (City of Urbandale), Jeremy Hamp (City of Grimes) and Zac Bales-Henry (City of Windsor Heights).

CONSENT ITEMS

9A – Commission Meeting Minutes – November 3, 2019

9B – FY2024 Transportation Alternatives Program (TAP) Grant

9C – Transit Riders Advisory Committee (TRAC) Member Recruitment

9D – October FY2020 Consolidated Financial Report

It was moved by Vern Willey and seconded by Ross Grooters to approve the consent items as presented. The motion carried unanimously.

ACTION ITEMS

10A – FY2019 Audited Financial Statements

Amber Dakan, Finance Manager, shared that the audited financial statements were shared with the Executive Committee at their November meeting. Jodi Dobson, Partner with Baker Tilly Virchow Krause, LLP, DART's auditor was introduced, and she summarized the findings and recommendations as part of the completed FY 2019 Annual Audit.

It was moved by Angela Connolly and seconded by Doug Elrod to approve the FY2019 audited financial statements as presented. The motion carried unanimously.

10B – Heavy Duty Bus Purchase

Mike Tiedens, Procurement Manager shared the background, procurement and pricing for the five (5) buses which are replacements for the 40-foot vehicles that have met their useful life and are due for replacement.

It was moved by Vern Willey and seconded by Doug Elrod to approve a purchase order with New Flyer of America for five (5) Heavy Duty Buses for the Amount Not to Exceed \$2,510,000. The motion carried unanimously.

10C – February 2020 Service Changes

Luis Montoya, Planning and Development Manager shared that each winter, DART implements a service change in order to make any necessary route and/or schedule changes to continue to improve service for its customers and identified the minor changes occurring in February. Changes proposed for February 2020. In most cases schedules are being adjusted for a limited number of trips, therefore the majority of customers on affected routes would not experience a change. Due to the relatively minor nature of the proposed changes, staff do not anticipate a change or update needed to VI.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – DECEMBER 3, 2019**



It was moved by Vern Willey and seconded by Jeremy Hamp to approve the February 2020 Service Changes. The motion carried unanimously.

DISCUSSION ITEMS

11A – Customer Experiences Service Metrics

Steve Wright, Customer Experience Manager reviewed call volumes, quality assurance, complaint trending and service levels as it relates to the Customer Service department at DART.

11B – FY2021 DART Budget Update

Jamie Schug, Chief Financial Officer shared an update regarding DART's upcoming FY 2021 Budget Process.

11C – DART Operations and Maintenance Facility Update

Jamie Schug, Chief Financial Officer shared an update regarding the DART Operations and Maintenance Facility project.

8F – Performance Report – October 2019

Elizabeth Presutti, Chief Executive Officer reminded the Commission of last month's safety strategy update and shared that during the month of October we only had one preventable accident which proves our new safety initiatives have been affective. Ridership year to date has increased and is up 1.1% from last year. Fixed Route shows on par and Paratransit has increased ridership. It was noted that we will see a decrease in November due to less school days in the month, compared to last year.

MONTHLY REPORTS

10A – Operations

No Update

10B – External Affairs

No Update

10C – Procurement

No Update

10D – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer shared that we have reached a tentative agreement with Teamsters which we will bring to the January Commission meeting for approval.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – DECEMBER 3, 2019**



FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

Jeremy Hamp, Chair of the DART Nominating Committee updated the Commission on the proposed Officer slate for 2020 and advised that the Commission will take a vote for Officers at the January meeting.

Tom Gayman, Chair adjourned the meeting at 1:48 p.m.

Chair

Clerk

Date

*****OFFICIAL NOTICE OF THE NEXT DART COMMISSION MEETING DATE IS HEREBY PUBLISHED:**

The next regular DART monthly Commission Meeting is scheduled for January 7, 2020 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



CONSENT ITEM



7B:	Des Moines Area MPO and CIRTPA Staff Representation for DART
Action:	Appoint DART Staff representatives to serve at MPO and CIRTPA meetings

Staff Resource: *Vicky Barr, Executive Coordinator and Commission Clerk*

Background:

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

MPO

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

CIRTPA

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

Recommendation:

- Appoint the following DART staff members to serve in 2020 on the MPO and CIRTPA Committees:

MPO:

- Voting Member on Policy Committee
 Representative: Elizabeth Presutti, Chief Executive Officer
 Alternate 1: Amanda Wanke, Chief External Affairs Officer
 Alternate 2: Jamie Schug, Chief Financial Officer
- Voting Member on Technical Committee
 Voting Member: Luis Montoya, Planning and Development Manager
 Alternate 1: Tony Filippini, Senior Transit Planner
 Alternate 2: Amanda Wanke, Chief External Affairs Officer

CIRTPA:

- Advisory Member on Policy Committee
 Representative: Luis Montoya, Planning and Development Manager
 Alternate: Tony Filippini, Senior Transit Planner
- Voting Member on Technical Committee
 Voting Member: Luis Montoya, Planning and Development Manager
 Alternate: Tony Filippini, Senior Transit Planner



CONSENT ITEM



7C:	November FY2020 Consolidated Financial Report
Action:	Approve the November 2020 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue year to date is 2.80% ahead of budget projections. Mobile Ticketing, Unlimited Access Revenue, and Other Contracted Services are all trending ahead of budget.
- Fixed Route Non-Operating revenue is 1.05% under budget. Interest Income, State Operating Assistance and State Backfill are trending above budget year to date.
- Paratransit Operating revenue is under budget by 22.3%. Other Contracted Services trips account for the majority of the shortfall in revenue. The exit of MCO broker United Healthcare and entrance of Iowa Total Care has caused new disruption to the Paratransit division.
- Paratransit Non-Operating revenue is 5.30% under budget resulting from grant timing as well as less eligible expenses tied to 5310 Funds.
- Rideshare revenues are 22.56% below budget. Rideshare's revenue budget has increased 9% from prior year in anticipation of continued partnership growth. The Rideshare department is currently working on a targeted marketing plan to increase revenue.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are tracking with budget projections. Currently operating expenses are at 41.36%.
- Paratransit Budget Summary – Operating expenses are 9.13% under budget. Equipment Repair Parts, Insurance Expense, Fuel, and Purchased Transportation Services are the top categories seeing savings.
- Rideshare Budget Summary – Rideshare has a budget savings of 20.61% year to date. Many categories are seeing savings year to date.

Recommendation:

- Approve the November 2019 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of November FY2020 Year to Date as Compared to Budget:**

Fixed Route	\$ 57,534	Reserve for Accidents (See Balance Sheet):
Paratransit	\$ (40,499)	\$240,501.01
Rideshare	\$ (5,171)	
Total	\$ 11,864	

FY2020 Financials:

November 2019

FIXED ROUTE	November 2019			Year-To-Date-(5) Months Ending 11/30/2019		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	345,158	471,419	(126,262)	2,423,059	2,357,097	65,962
Non-Operating Revenue	1,969,164	2,116,809	(147,645)	10,472,569	10,584,045	(111,477)
Subtotal	2,314,321	2,588,229	(273,907)	12,895,627	12,941,143	(45,515)
Operating Expenses	2,533,351	2,586,020	52,669	12,827,052	12,930,101	103,049
Gain/(Loss)	(219,030)	2,208	(221,238)	68,575	11,041	57,534

PARATRANSIT	November 2019			Year-To-Date-(5) Months Ending 11/30/2019		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	76,880	108,583	(31,703)	421,835	542,917	(121,082)
Non-Operating Revenue	175,330	161,913	13,417	766,663	809,566	(42,903)
Subtotal	252,210	270,497	(18,286)	1,188,498	1,352,483	(163,984)
Operating Expenses	226,916	270,497	43,580	1,228,997	1,352,483	123,486
Gain/(Loss)	25,294	-	25,294	(40,499)	-	(40,499)

RIDESHARE	November 2019			Year-To-Date-(5) Months Ending 11/30/2019		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	57,504	77,958	(20,455)	301,867	389,792	(87,924)
Non-Operating Revenue	-	-	-	2,400	-	2,400
Subtotal	57,504	77,958	(20,455)	304,267	389,792	(85,524)
Operating Expenses	56,602	77,958	21,357	309,438	389,792	80,354
Gain/(Loss)	902	-	902	(5,171)	-	(5,171)

Summary	November 2019			Year-To-Date-(5) Months Ending 11/30/2019		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	479,542	657,961	(178,419)	3,146,761	3,289,805	(143,045)
Non-Operating Revenue	2,144,493	2,278,722	(134,229)	11,241,632	11,393,611	(151,979)
Subtotal	2,624,035	2,936,683	(312,648)	14,388,393	14,683,417	(295,024)
Operating Expenses	2,816,869	2,934,475	117,606	14,365,487	14,672,375	306,888
Gain/(Loss)	(192,834)	2,208	(195,042)	22,906	11,041	11,864



ACTION ITEM



8A:	2020 DART Commission Weighted Voting
Action:	Approve the 2020 weighted votes for each DART participating community

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

Background:

- Per the restated DART 28E agreement, the following procedures are required for a weighted vote.
 - Any Participating Community represented at that meeting may request a population weighted vote on matters regarding: (1) the DART budget, (2) funding, (3) transit service levels, or (4) composition of the Commission, whereupon the vote on that item will automatically be continued to the next regularly scheduled or specially called meeting of the Commission, and notice of the impending population weighted vote will be given in the agenda for that meeting, unless notice of the request for such weighted vote has been given to the Chair of the Commission by the requesting Participating Community at least seven (7) days prior to the date of the scheduled meeting. At such meeting, if a quorum is present, the decision on the question that is the subject of the population weighted vote shall be determined by a vote of at least three-fourths (3/4) of the votes of the members present at such meeting. Each Participating Community shall make its vote during a called weighted vote by and through its elected official member on the Commission from said Participating Community.
 - Each year, the Executive Committee shall review the most recently available census data for each Participating Community, as adopted annually by the Metropolitan Planning Organization, and shall report this to the Commission.
 - Upon Commission approval of the population data and proportional assignments to Commission representatives, such populations and proportional assignments shall be binding on all Participating Communities. For each 25,000 in population or portion thereof a Participating Community shall be awarded one (1) vote when a population weighted vote of the Commission is called. Where the Participating Community is a county, such population shall be that of the unincorporated portion of the county.
- The DART Commission Executive Committee reviewed the population information and corresponding weighted vote calculation at their meeting on Friday, December 13, 2019.



ACTION ITEM

8A: 2020 DART Commission Weighted Voting

Current MPO Assessment Population Numbers and Resulting Weighted Vote:

DART Participating Community	FY 2020 MPO Population	Population per 25,000	Weighted Vote 25,000
Altoona	18,844	0.75	1
Ankeny	65,284	2.61	3
Bondurant	6,646	0.27	1
Clive	17,097	0.68	1
Des Moines	216,853	8.67	9
Grimes	13,562	0.54	1
Johnston	22,040	0.88	1
Pleasant Hill	10,064	0.40	1
Urbandale	43,949	1.76	2
West Des Moines	66,641	2.67	3
Windsor Heights	4,898	0.20	1
Polk County (MPO unincorp)	22,443	0.90	2
Total	514,630		27

Recommendation:

- Approve the 2020 weighted votes for each DART participating community.



ACTION ITEM



8B:	International Brotherhood of Teamsters Local 238 Labor Contract Agreement
Action:	Approve the Tentative Agreement with Teamsters Local 238

Staff Resource: *Erica Foreman, Chief Human Resources Officer*
Matt Brick, Brick Gentry, PC

Background:

- The Teamsters Local 238 represent DART's Paratransit Operators.
- The duration of the current DART and Teamsters Local 238 labor agreement expires June 30, 2020.
- DART's labor agreements fall under the federal 13C requirements, so the changes to the state made to collective bargaining agreements do not entirely apply to DART's contracts.
- DART and the Teamsters negotiated over the course of two (2) days in November regarding its contract and a tentative agreement was reached.
- The tentative agreement was ratified by the Teamsters Union on December 8, 2019.
- The new agreement, if approved by the Commission, will be for three years from July 1, 2020 through June 30, 2023.

Overview of the changes:

- A base wage market adjustment of \$.69 per hour to \$15.50 after 90 days and 1.72 per hour to \$17.00 after year 1 of service for Paratransit Operators. These changes will be effective July 1, 2020.
 - Current employees will increase by 1.75% over the new base wage amount. Wages will increase by 2.5% in 2021 and 2.5% in 2022.
 - Eliminated the annual bonus payment.
- Adjusted employee health insurance premium percentages to better reflect market and equity with ATU contract and in turn eliminated stipends paid to employees who don't take DART insurance.
- Increased the annual uniform allowance.
- The overall increase to DART on an annual basis for the duration of the contract is projected to be approximately 2% overall.
- There are also several minor language changes to further clarify the intent of provisions in the contract.

New Tentative Agreement:

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



ACTION ITEM

8B: International Brotherhood of Teamsters Local 238 Labor Contract Agreement

A. ECONOMIC CHANGES

Medical Insurance:

• Article 12.3 Hospital, Medical, Surgical and Dental Insurance

Omit paragraph of:

Effective July 1, 2014, any increase or decrease in the premium charged by the insurance company compared to the rates in effect for 2013 will be split equally by the employee and the Employer—up to a maximum yearly premium increase of fifteen percent (15%)—and the employer's monthly contribution will be increased by the Employer's share of the increase.

Lowered employee share of single coverage premium in each plan:

- Full time \$1,000 deductive Plan: 31% to 25% (Monthly premium lowers from \$193.48 to \$155.09)
- Full time \$3000 High Deductible Health Plan: 13% to 10% (Monthly premium lowers from \$70.20 to \$52,29)
- Part time \$5000 High Deductible Health Plan: 35% to 25% (Monthly premium lowers from \$150.59 to \$107.17)

MEDICAL PLAN TYPES OFFERED

Elected Plan	Coverage Level	Employee Share
Teamsters Full Time \$1,000 Plan	Single	25%
	EE/Spouse	54%
	EE/Child	52%
	Family	58%

Teamsters Full Time \$3,000 HDHP	Single	10%
	EE/Spouse	45%
	EE/Child	42%
	Family	47%

Teamsters Part Time \$5,000 HDHP	Single	25%
	EE/Spouse	51%
	EE/Child	51%
	Family	51%



ACTION ITEM

8B: International Brotherhood of Teamsters Local 238 Labor Contract Agreement

- **Article 12.4 Election of Non-Employer Insurance**

Remove payment of \$150 for those employees not on DART's healthcare insurance.

- **Article 18 Uniforms and License**

Increase uniform allowance for full time employees from \$300 to \$350 per year. Increase uniform allowance for part time employees from \$200 to \$300 per year.

- **Article 20 – Job Classifications and Wage Rates**

Remove bonus payment of \$300 for full time paratransit operators and \$200 for part-time paratransit operators.

Wage Rates:

Effective July 1, 2020: Current employees will receive an increase of 1.75% or to the minimum of the chart below based on their tenure.

Effective July 1, 2020: New employees will receive new wages of:

Full Time	Current Wage Rates	7/1/2020 Wage Rates
Student Pay	\$ 14.81	\$ 13.50
First 90 Days	\$ 14.81	\$ 15.00
91 Days - 1 Year	\$ 14.81	\$ 15.50
1+ Year	\$ 15.28	\$ 17.00

Part Time	Current Wage Rates	7/1/2020 Wage Rates
Student Pay	\$ 14.81	\$ 13.50
First 90 Days	\$ 14.81	\$ 15.00
91 Days - 1 Year	\$ 14.81	\$ 15.50
1+ Year	\$ 15.30	\$ 16.00

Effective July 1, 2021: All employees will receive an increase of 2.5%

Effective July 1, 2022: All employees increase of 2.5%

B. CONTRACT LANGUAGE CHANGES

- **Article 3 Non-Discrimination in Employment**

Add language to include unlawful discrimination against marital status, veterans, sexual orientation, gender identity.



ACTION ITEM

8B: International Brotherhood of Teamsters Local 238 Labor Contract Agreement

- **Article 6 Union Stewards**

Update Human Resources Director to Chief Human Resources Officer.

- **Article 9 Discipline**

Will be revised to read:

The Company has the right to discipline employees for just cause, including violations of reasonable Company rules and regulations or any act of conduct, which is contrary to the provision of this Agreement. Employees being disciplined for violations shall have the right to a hearing prior to discipline.

All written warnings and complaints, which are twenty-four (24) months old or older, will not be used by the Company in disciplinary actions against employees. This time limit does not apply to safety violations and accidents.

- **Article 10 Grievance Procedure and Arbitration**

Language change to be consistent with ATU grievance procedures.

Will be revised to read:

A grievance is defined as a dispute an employee or group of employees may have with the Employer concerning the interpretation, application, or violation of the terms of this Agreement by the Employer. Should an employee or group of employees have a grievance, it shall be adjusted in the following manner.

STEP 1 – An employee who claims a grievance shall present such grievance in writing, with or without their representative, to the Human Resources Manager, or their designee within five (5) working days (Saturdays, Sundays and Holidays excluded) of the occurrence upon which the grievance is based. The grievance must be presented on a Union Employee Grievance Form, signed by the aggrieved employee and the Union presentative, and should specifically state the ARTICLE(S) of this Agreement alleged to have been violated. The HR Manager, or designee shall give their written answer to the Union representative and employee within five (5) working days (Saturdays, Sundays and Holidays excluded) after the grievance has been presented to him or her.

STEP 2 – When a grievance of an employee cannot be settled by the foregoing grievance procedure, the employee and/or union representative may refer such disagreement or grievance to the Chief Operating Officer for final disposition. The Union representative desiring to submit the question to the Chief Operating Officer shall serve written notice of their intention to do so within five (5) working days (Saturdays, Sundays and Holidays excluded) after receipt of the answer in Step Two. The Chief Operating Officer shall render a determination within a reasonable time not to exceed fifteen (15) days of submission.

STEP 3 – Within five (5) working days (Saturdays, Sundays and Holidays excluded) after receipt of the Chief Operating Officer's Step Two answer, the grievance may be submitted to



ACTION ITEM

8B: International Brotherhood of Teamsters Local 238 Labor Contract Agreement

arbitration by the Union representative. Notice to the Employer of such submission shall be in writing, signed by a representative of the Union, and stating the specific ARTICLE(S) of the Agreement, which is to be considered by the arbitrator. Upon receipt of a grievance submitted to arbitration according to Step Three of the grievance procedure, representatives of the Union and the Employer shall select a mutually agreeable arbitrator to hear and determine the grievance. If the representatives of the parties are unable to agree upon the selection of an arbitrator, either may request Federal Mediation and Conciliation Service to submit a list or lists of arbitrators from which one will be selected by the parties. Such request for list(s) of arbitrators must be made within thirty (30) days of the initiation of Step Three. Upon receipt of the list of arbitrators, the representative of the Union and a representative of the Employee shall alternately strike names from the list until one name remains, and this individual shall be the arbitrator. The representative of the parties shall decide, by a flip of a coin, who shall eliminate the first name on the list. On each individual grievance, said time limits referred to in step 3 may be extended by mutual agreement of the Chief Operating Officer and Union representative.

Powers of the Arbitrator

A decision of an arbitrator, within the scope of his/her authority, shall be final and binding on the Union, the Employer, and the aggrieved employee. The arbitrator shall have no power to add to, subtract from, or modify any of the terms of this Agreement. The arbitrator may not hear more than one grievance unless the presentation of more than one grievance is mutually agreed to by the Employer and the Union.

Arbitration Expenses

The Union and the Employer shall share equally the expenses and fees of the arbitrator, and any expenses, including fees for a court reporter and transcript. Each shall pay its own expenses during the grievance and arbitration procedures.

- **Article 11 Seniority**

Update Human Resources Director to Chief Human Resources Officer.

- **Article 12 Medical**

Update Human Resources Director to Human Resources.

- **Article 12.3 Hospital, Medical, Surgical, and Dental Insurance**

Omit language in reference to ACA.

Will be revised to read:

Coverage will be provided to all eligible part-time and full-time employees including their families. All employees insured by the Employer agree to participate in an Annual Health Screen and online assessment paid for by the Employer.



ACTION ITEM

8B: International Brotherhood of Teamsters Local 238 Labor Contract Agreement

- **Article 15 – Legal Holidays**

Add Veterans day for all who are eligible under the Iowa Law.

- **Article 16 Leaves of Absence**

Add language to limit the number of personal unpaid leaves approved at one time to 5% of workforce.

- **Article 21 Duration**

Replace 1st paragraph with “This agreement shall be effective from July 1,2020 through June 30, 2023.”

Recommendation:

- Approve the Tentative Agreement with Teamsters Local 238.



ACTION ITEM



8C:	Bravo Greater Des Moines Memorandum of Understanding for Art Shelter Funding
Action:	Approve MOU with Bravo to support funding for art shelters up to \$250,000

Staff Resource: *Matt Harris, Business & Community Partnerships Manager*

Background:

- Bus shelters are one of the most frequently requested service enhancements that DART receives. In a recent survey, 45% of survey local respondents said that bus shelters would make them more likely to begin using public transit. Bus shelters provide seating, lighting and protection from inclement weather for DART customers. These improvements make for easier boarding and alighting for customers as access to the adjoining sidewalk or trail is made ADA compliant.
- New shelters not only improve the functionality of DART stops, but they also improve the attractiveness of the stops and project a positive image of DART in the community.
- DART has also seen growing demand from the community to incorporate public art into bus shelters to enhance the aesthetic quality of neighborhoods throughout both urban and suburban communities alike.
- In August 2018, DART staff shared a vision with the DART Commission for adding more than 100 bus shelters at the busiest bus stops, key transfer locations and nodes. Part of that vision included the opportunity to upgrade the standard shelter design at select locations by incorporating two-dimensional art into the glass of DART bus shelters.
- DART staff have been working toward this vision by seeking outside funding partners and coordinating with member communities to include bus shelters as part of streetscape and private development projects. Two pilot projects are slated for installation in Spring 2020.
- Support from Bravo recognizes the alignment DART's vision with the regional priority of expanding access to every day, everywhere art and provides a catalytic investment that will help attract additional funding partners to future shelter projects.

Overview of Memorandum:

- The purpose of this Memorandum is to establish a timeline and process for the distribution and release of up to \$250,000 allocated by Bravo upon submission of a written project plan by June 30, 2020.
- Funds allocated by Bravo may only be used for expenses related to the addition of public art into DART bus shelters, with no more than 50% of available funds from Bravo to be used for shelters within a single Bravo/DART member community until interest in pursuing art shelters has been confirmed by all other communities.

Recommendation:

- Approve a Memorandum of Understanding between DART and Bravo allocating up to \$250,000 to support art-related shelter expenses upon submission of a project plan by June 30, 2020.



**MEMORANDUM OF UNDERSTANDING
BETWEEN
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
AND
BRAVO GREATER DES MOINES**

This Memorandum of Understanding (the Memorandum) is made on _____ ("Effective Date"), by and between Des Moines Area Regional Transit Authority, an entity created pursuant to Chapter 28E of the Iowa Code ("DART"), whose address is 620 Cherry Street, Des Moines, Iowa 50309, hereinafter referred to as DART, and Bravo Greater Des Moines (Bravo), whose address is 1101, Locust Street, Suite 309, Des Moines, Iowa 50309 herein referred to as Bravo for the purpose of *Art Shelter Funding* ("Project").

WHEREAS DART and Bravo Greater Des Moines desire to enter into an agreement in which the parties will work together to complete the Project;

AND WHEREAS the parties desire to enter into a Memorandum of Understanding between them, setting out obligations that each of the partners agree are necessary to complete the Project;

Purpose

The purpose of this Memorandum is to establish a timeline and process for the distribution and release of up to \$250,000 allocated by Bravo in support of DART's art shelter project that includes appropriate reporting milestones and expectations to ensure accountability and achievement of desired project goals.

Obligations of the Partners

The Partners agree to work together in the true spirit of partnership to ensure that there is a united visible and responsive leadership of the Project and to demonstrate financial, administrative, and managerial commitment to the Project by means of the following expectations.

Expectations of DART

- Funds managed by Bravo may only be used for expenses related to the addition of public art into new DART bus shelters planned after the execution date of this MOU.
- A Bravo/DART partner community is defined as those member communities that both Bravo and DART share via their respective municipal agreements.
- DART must supply Bravo with a written project plan by June 30, 2020. The project plan shall:
 - Specify details regarding how the first 50% of the Bravo funds will be allocated, with use of the remaining 50% to be determined ("TBD") until December 31, 2020.
 - No more than 50% of available funds from Bravo can be used for shelters within a single Bravo/DART partner community until interest in pursuing art shelters has been confirmed by all other communities.



- All Bravo funds must be expended by June 30, 2022.
- A written final report must be submitted to Bravo by September 1, 2022.

Release of funds

Bravo funds will be released to DART following:

- Bravo receipt of a plan meeting the terms identified above in the Expectations of DART Section.
- Documentation of DART outreach to each Bravo/DART partner community inviting participation in the Project, specifically indicated funds available from Bravo to offset the cost of adding public art to the DART bus shelters.
- DART signed commitments which shall affirm funding for the non-art portion of the planned shelter expenses in which Bravo funds will be used.

Marketing of the Project

Marketing of the project vision, with respect to the funding allocated by Bravo, and any media or other public relations contact should always be consistent with the aims of the Project and only undertaken with the express agreement of both parties. Where it does not breach any confidentiality protocols, a spirit of open and transparent communication should be adhered to. Coordinated communications should be made with external organizations to elicit their support and further the aims of the project.

Term

The arrangements made by the Partners by this Memorandum shall remain in place from the Effective Date until December 31, 2022. The term can be extended only by agreement of the Partners.

Understanding

It is mutually agreed upon and understood by and among the Partners of this Memorandum that:

- a. Each Partner will work together in a coordinated fashion for the fulfillment of the Project.
- b. In no way does this agreement restrict involved Partners from participating in similar agreement with other partners.
- c. To the extent identified in this Memorandum, each Partner will participate in the development of the Project.
- d. This Memorandum is not intended to and does not create any right, benefit, or trust responsibility.
- e. Either Partner may terminate its participation in this Memorandum by providing written 30-day notice to the other Partner.



IN WITNESS WHEREOF, the authorized signatories named below have executed this Memorandum on behalf of the parties as of the Effective Date.

BRAVO:

DART:

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____



ACTION ITEM



8D: Transit Bus Shelter Purchase

Action: Approve the purchase of twelve (12) Transit Bus Shelters from Brasco International, Inc. at a cost Not to Exceed \$172,000.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- In February 2018, the Commission approved a five (5) year contract with Brasco International to provide transit bus shelters. At that time, the Commission also approved the initial purchase of ten (10) shelters with associated amenities.
- This order will consist of five (5) of the standard style and seven (7) of the slim profile style shelters. All shelters will have solar power and the B style shelters will have art glass installed.
- All twelve (12) shelters are scheduled to be installed in the calendar year 2020.
- Useful life of the bus shelters is ten (10) years.

Procurement:

- DART conducted an Invitation for Bid in December 2017 for the contract to produce and deliver transit bus shelters and associated amenities (i.e., glass, art glass, solar power option).
- Brasco International, Inc. submitted the lowest bid and was awarded the contract to provide the shelters.
- Pricing:
 - Standard Style shelter = \$12,575.00 (average)
 - Slim Profile Style shelter = \$14,375.00 (average)
 - 5% contingency

Funding:

- Funding for the shelters will come from DART's capital improvement budget and the corresponding local match, as well as revenue generated from the Center Street Parking Garage.
- Funding for the addition of art to the shelter glass will be provided by the public art sponsors.

Recommendation:

- Approve the purchase of twelve (12) Transit Bus Shelters with options for solar and art display panels for Not to Exceed Amount of \$172,000.



DISCUSSION ITEM



9A: FY 2021 DART Budget Update

Staff Resource: Jamie Schug, Chief Financial Officer

- Staff will provide an update regarding DART's FY 2021 Budget Process.



DISCUSSION ITEM



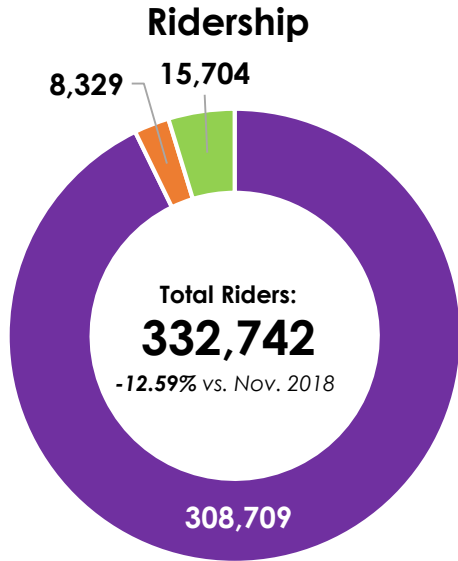
9B: E-Scooter Update

Staff Resource: *Luis Montoya, Planning and Development Manager*

- Staff will provide an update on DART's involvement in discussions about how to potentially structure a system to allow shared electric scooters (e-scooters) to operate locally in a way that fosters innovation and improves transportation options while protecting public interests.
- Eight proposals were received from companies interested in operating or supporting e-scooters in Des Moines.
- DART staff is working with City of Des Moines staff and other regional partners to access the proposals, collect input from local stakeholders, and evaluate best practices from peer communities to develop recommendations for the Des Moines City Council.

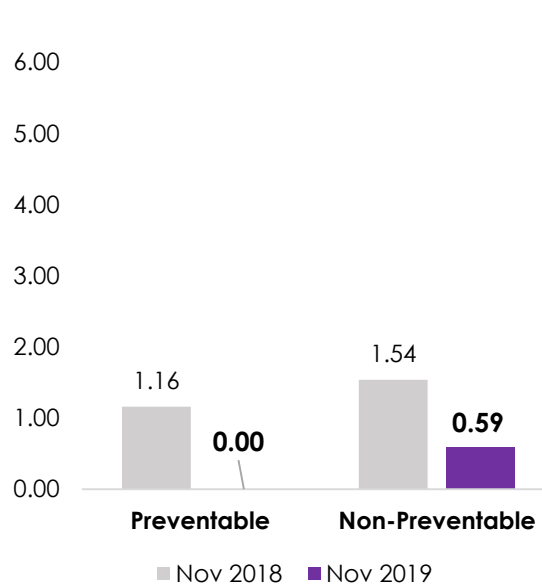


Performance Summary – November 2019

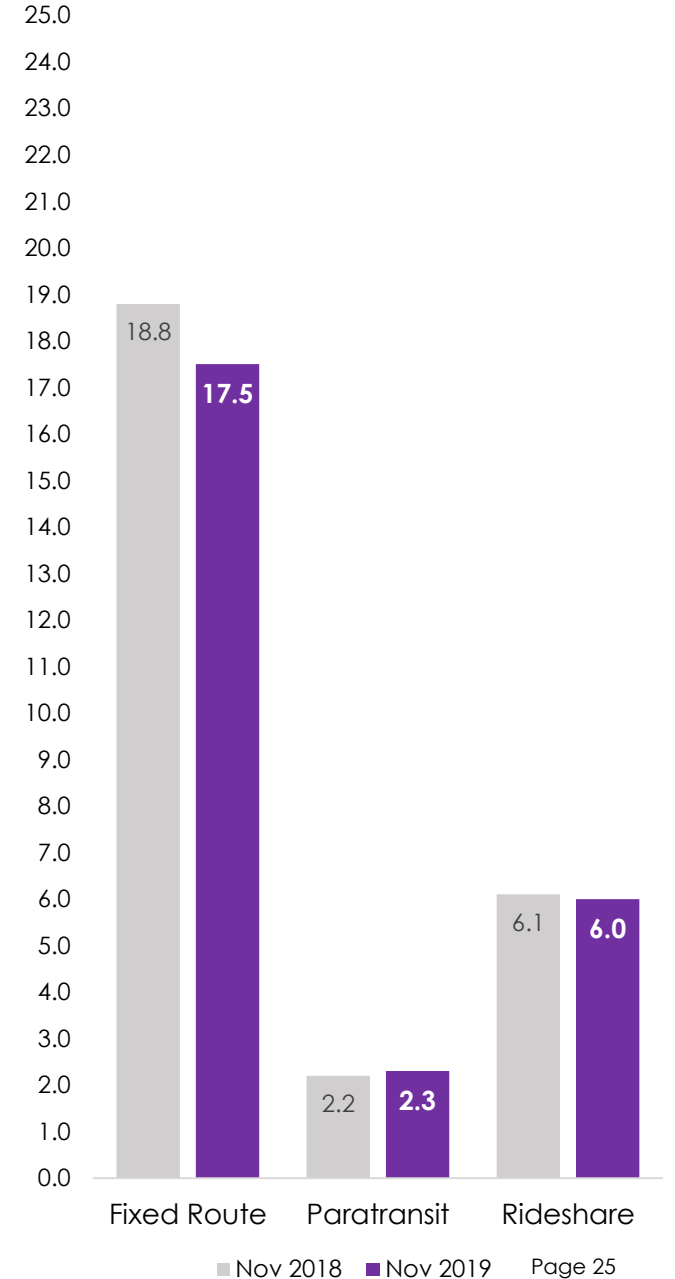


■ Fixed Route ■ Paratransit ■ Rideshare

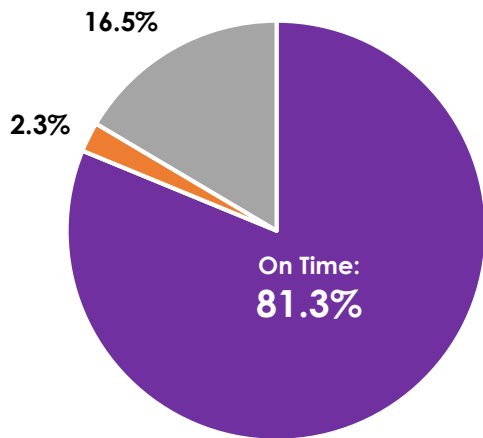
Accidents / 100K Miles



Passengers Per Revenue Hour

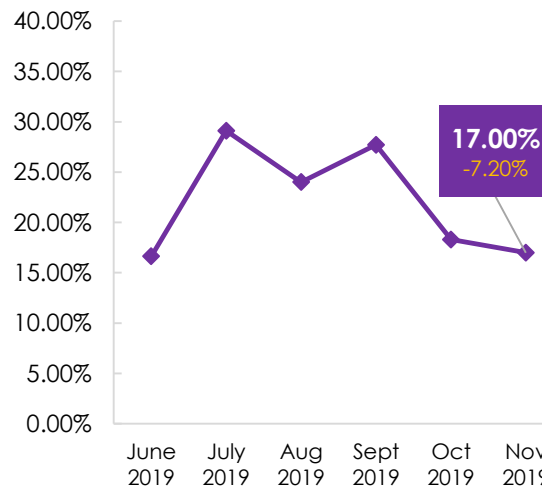


On Time Performance



■ On Time ■ Early ■ Late

Cost Recovery Ratio



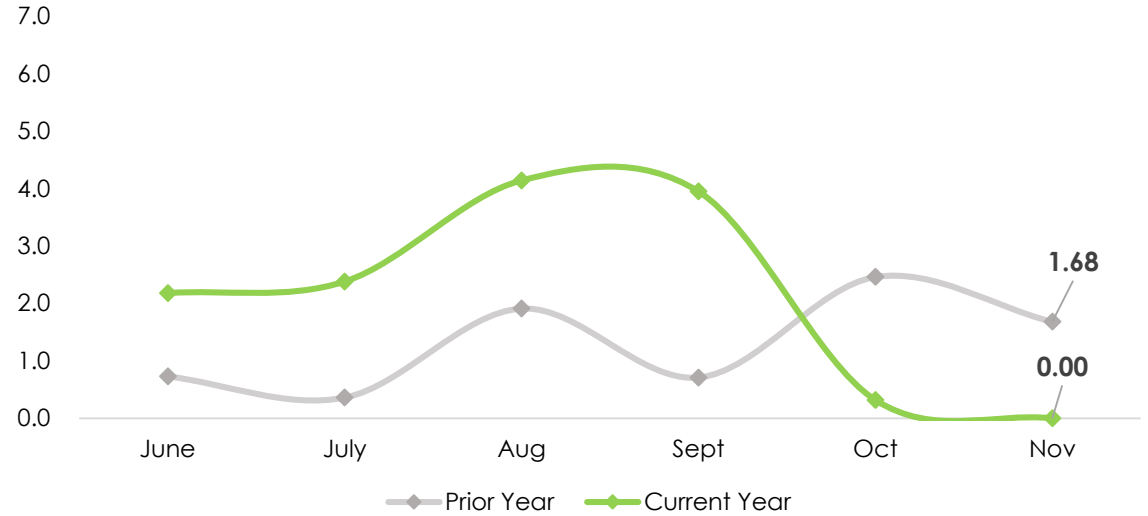


Safety Performance – November 2019

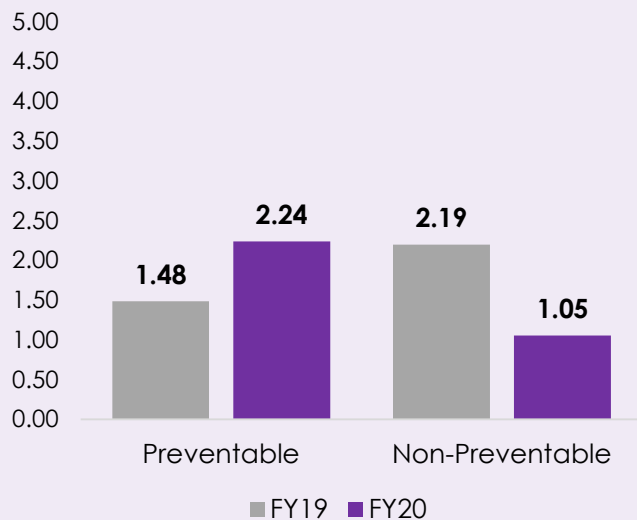
Preventable Accident Report November 2019

	Accidents	Per 100,000 Miles
June 2019	8	2.43
July 2019	10	1.66
Aug 2019	16	1.95
Sept 2019	12	2.79
Oct 2019	1	2.43
Nov 2019	0	0.19
YTD 2020	39	1.48
YTD 2019	32	1.20
YTD Change	+7	+23.6%

Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route

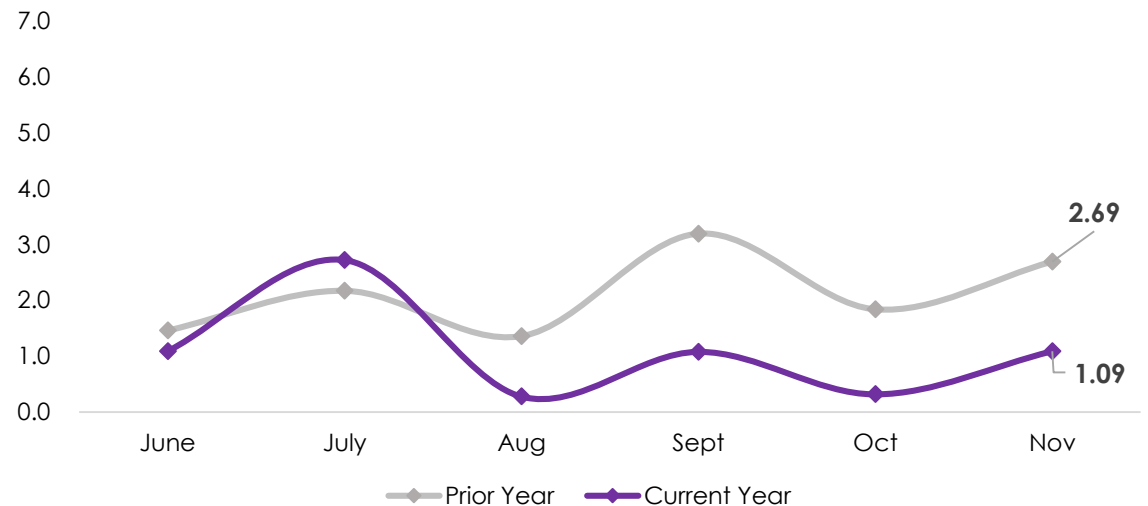


Year To Date – Fixed Route Accidents Per 100,000 Miles



DART Commission Agenda Packet - January 7, 2020

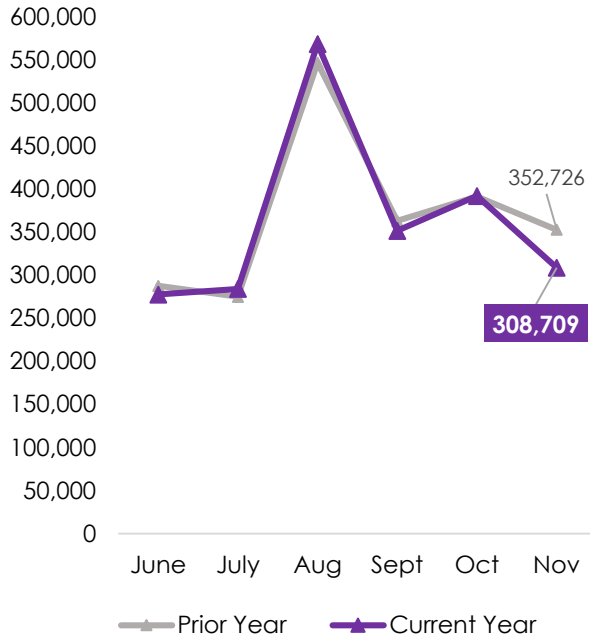
Non-Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



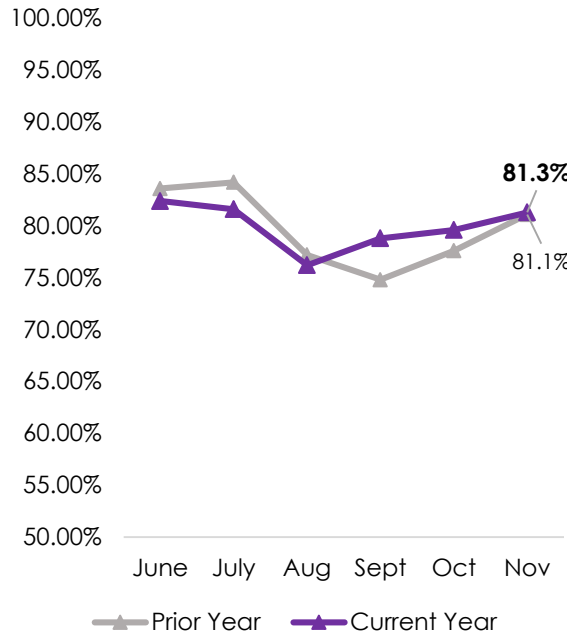


Fixed Route Performance – November 2019

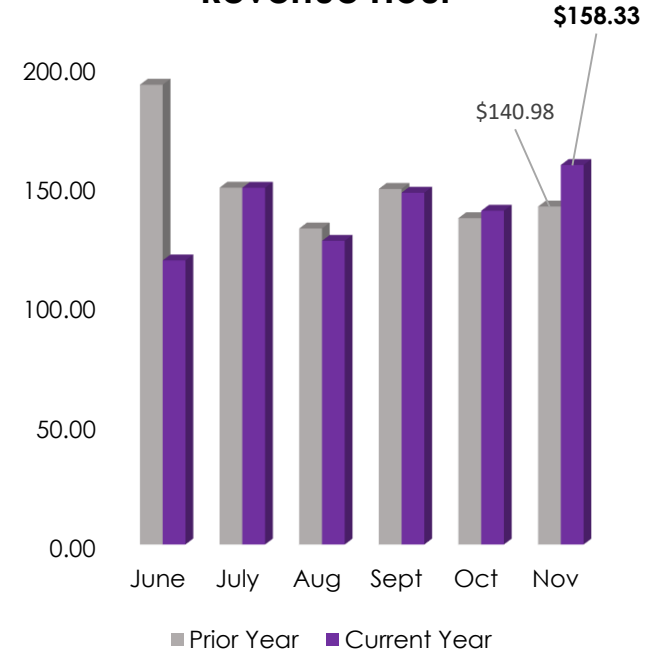
Total Ridership



On Time Performance



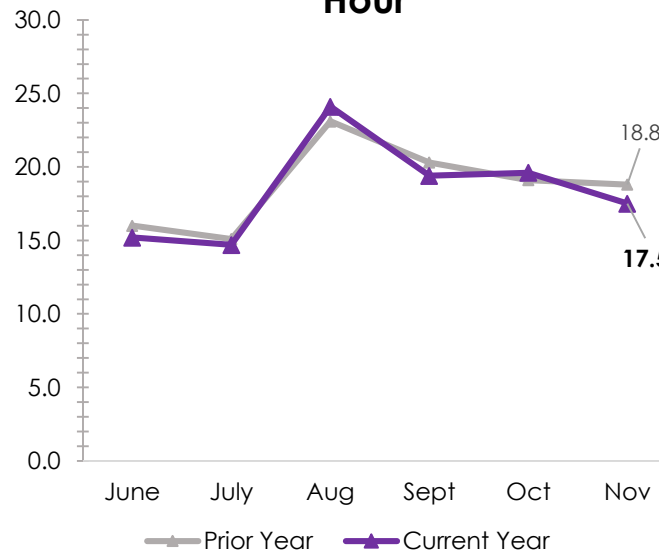
Operating Cost Per Revenue Hour



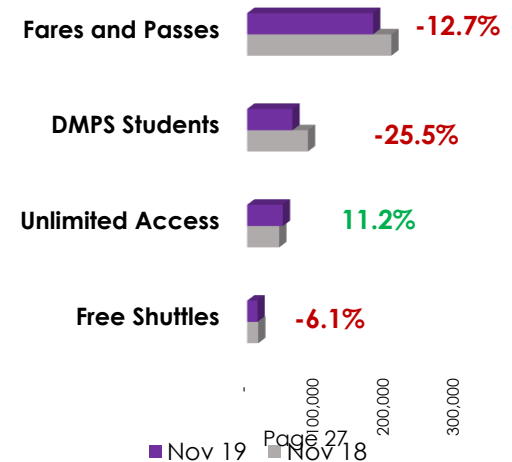
YTD Report – Fixed Route

Metrics	FY19	FY20	% Change
Customer Service			
On Time Performance	78.96%	79.49%	0.68%
Complaints p/100K Cust.	17.21	11.87	-31.06%
Roadcalls p/100K Miles	17.69	15.39	-12.97%
Passengers Per Revenue Hour	19.5	19.3	-0.99%
Financial			
Cost Per Revenue Hour	\$140.55	\$142.88	1.66%
Ridership			
Fixed Route Ridership	1,928,896	1,904,579	-1.26%

Passengers Per Revenue Hour



Ridership Change by Fare Type

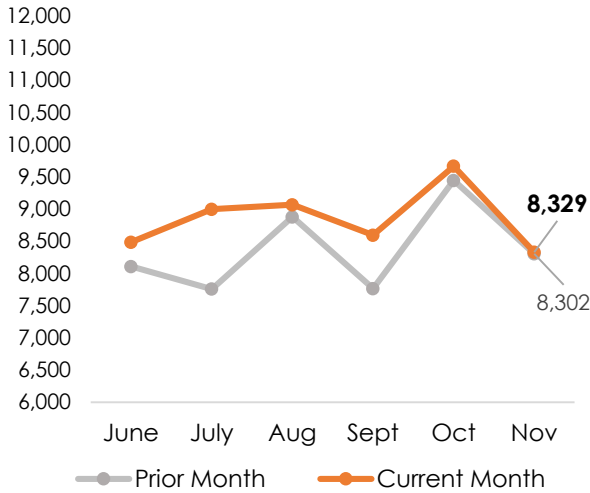




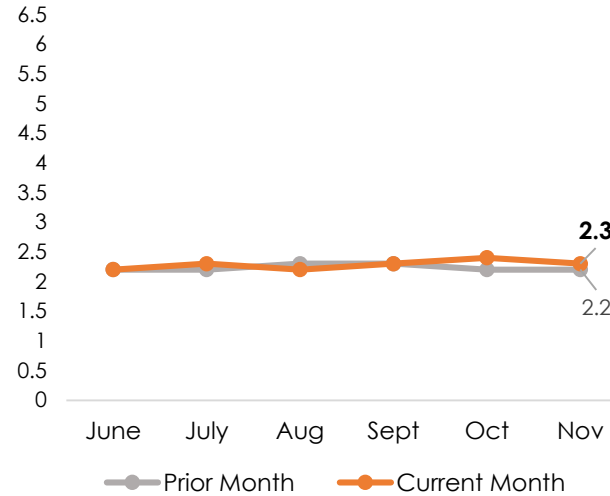
Paratransit & Rideshare Performance – November 2019

Paratransit

Total Ridership



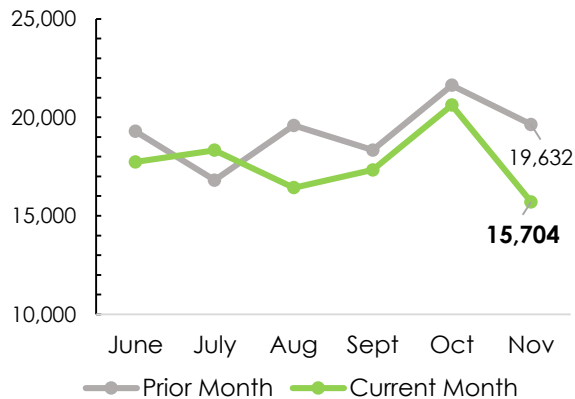
Passengers Per Revenue Hour



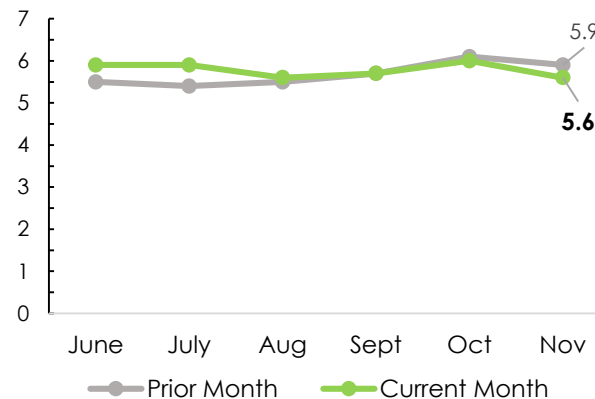
YTD Report	FY19	FY20	% Change
Customer Service			
On Time Performance	82.76%	88.90%	7.42%
Complaints p/100K Cust.	144.74	131.88	-8.88%
Roadcalls p/100K Miles	5.45	3.69	-37.89%
Passengers Per Revenue Hour	2.2	2.3	3.37%
Financial			
Operating Cost Per Run	\$416.06	\$394.55	-5.17%
Ridership			
Total Passengers	42,144	44,737	6.15%

Rideshare

Total Ridership



Passengers Per Revenue Hour



YTD Report	FY19	FY20	% Change
Customer Service			
Passengers Per Revenue Hour	5.7	5.8	0.65%
Financial			
Operating Cost Per Passenger	\$5.80	\$6.19	6.72%
Ridership			
Total Passengers	96,083	88,406	-7.99%



Detailed Ridership Report – November 2019

	19-Aug	19-Sep	19-Oct	19-Nov	18-Nov	Nov % Change FY19	FY20 Nov YTD	FY19 Nov YTD	YTD % Change FY20
Fixed Route	568,422	351,430	391,932	308,709	352,726	-12.48%	1,904,579	1,928,896	-1.26%
1. Local									
#1 - Fairgrounds	269,646	18,248	20,658	14,937	17,500	-14.65%	335,445	316,809	5.88%
#3 - University	35,121	34,208	37,384	31,040	33,108	-6.25%	170,902	161,452	5.85%
#4 - E. 14th	16,047	15,878	18,514	14,115	16,245	-13.11%	81,014	81,701	-0.84%
#5 - Franklin Ave/Johnston	8,744	11,766	13,429	9,921	10,254	-3.25%	51,597	49,703	3.81%
#6 - Indianola	25,307	29,977	34,468	26,772	29,298	-8.62%	137,821	136,221	1.17%
#7 - SW 9th St	30,802	36,436	41,710	31,635	35,552	-11.02%	166,025	164,061	1.20%
#8 - Fleur Dr	2,359	3,919	4,217	2,924	5,990	-51.19%	15,022	22,007	-31.74%
#10 - East University	2,689	3,327	2,811	1,490	3,348	-55.50%	13,150	15,149	-13.20%
#11 - Ingersoll/Valley Junction	1,916	1,904	2,167	1,879	1,857	1.18%	9,713	10,111	-3.94%
#13 - Evergreen	2,054	6,097	6,544	4,423	7,513	-41.13%	19,825	26,631	-25.56%
#14 - Beaver Ave	14,707	19,378	21,406	16,824	19,092	-11.88%	84,611	94,120	-10.10%
#15 - 6th Ave	20,710	26,726	29,743	21,801	28,990	-24.80%	115,524	125,792	-8.16%
#16 - Douglas Ave	31,684	33,920	37,398	31,068	36,451	-14.77%	162,786	174,282	-6.60%
#17 - Hubbell Ave/Altoona	21,150	21,549	24,319	20,274	23,663	-14.32%	108,049	123,877	-12.78%
#50 - Euclid	5,327	5,238	5,670	4,303	4,001	7.55%	26,046	12,650	105.90%
#52 - Valley West/Jordan Creek	12,807	12,373	13,383	12,213	12,755	-4.25%	63,563	66,561	-4.50%
#60 - Ingersoll/University	29,919	33,633	37,424	29,131	33,218	-12.30%	157,045	159,957	-1.82%
#72 - West Des Moines Loop	3,570	3,468	4,039	4,158	3,374	23.24%	18,891	17,890	5.60%
#74 - NW Urbandale	620	525	781	724	561	29.06%	3,237	3,423	-5.43%
2. Shuttle									
Hy-Vee Shuttle	0	0	0	0	0		0	1,560	-100.00%
D-Line	15,345	14,974	16,117	13,480	13,231	1.88%	76,766	73,665	4.21%
Link Shuttle	1,104	600	661	534	325	64.31%	3,760	2,168	73.43%
3. Express									
#92 - Hickman	2,325	2,404	2,880	1,983	2,321	-14.56%	11,764	11,755	0.08%
#93 - NW 86th	2,748	2,614	3,123	2,761	2,625	5.18%	13,942	14,669	-4.96%
#94 - Westown	1,031	991	976	823	980	-16.02%	4,818	5,258	-8.37%
#95 - Vista	854	1,009	920	664	920	-27.83%	4,339	5,351	-18.91%
#96 - E.P. True	2,233	2,845	3,065	2,519	1,914	31.61%	12,484	10,503	18.86%
#98 - Ankeny	5,889	5,963	6,512	5,105	6,107	-16.41%	28,696	32,560	-11.87%
#99 - Altoona	1,271	1,113	1,398	1,070	1,167	-8.31%	6,097	6,978	-12.63%
4. Flex									
#73 - Urbandale/Windsor Heights	216	161	66	0	180		640	827	-22.61%
5. On Call									
Deer Ridge	2	11	1	0	0		29	63	-53.97%
Ankeny	95	77	101	138	106	30.19%	516	530	-2.64%
Johnston/Grimes	108	98	47	0	78	-100.00%	399	561	-28.88%
Regional	22	0	0	0	2	-100.00%	63	51	23.53%
Paratransit	9,098	8,606	9,699	8,329	8,302	32.52%	44,737	42,144	6.15%
Medicaid	1,059	925	1,001	909	1,445	-37.09%	5,054	6,501	-22.26%
ADA BusPlus	4,853	4,530	5,153	4,694	4,514	3.99%	23,835	21,541	10.65%
Rideshare	16,430	17,331	20,617	15,704	19,632	-20.01%	88,406	96,083	-7.99%
Total Ridership	593,950	377,367	422,248	332,742	380,660	-12.59%	2,037,722	2,067,123	-1.42%
Flex Connect			144	204			348		
Taxi			16	0			16		
Uber			128	204			332		



MONTHLY REPORT



10A: Operations Team Report

Staff Resources: *Amanda Wanke, Interim Chief Operating Officer*

- **Safety Record:** We are pleased to report the following safety updates, effective as of the end of the day Monday, December 30:
 - The last preventable accident with an occupied motor vehicle was on 9/21/19 or more than 90 days ago.
 - The last preventable accident with an unoccupied motor vehicle was on 10/08/19 or more than 80 days ago.
 - The last preventable fixed object accident on the street was on 10/24/19 or more than 60 days ago.

To be able to achieve these types of results takes a team effort that starts with human resources and the hiring process, then continues with training with both in the classroom and behind the wheel. Also, day-in, day-out, dispatchers, supervisors, the maintenance team, and operators diligently prioritize safety.

- **Emergency Response Assistance:**
 - On December 11, DART provided a bus to shelter residents at the scene of an apartment fire. We provided shelter for 18 people, two cats and one dog. The supervisor on scene also transported one resident and her service animal to a local motel.
- **Outstanding driver response recognition:** DART operators often serve as eyes and ears for our community. One specific instance occurred in December when DMPD worked with DART to ask all operators to be on the lookout for a missing child. Later that evening, a DART bus operator spotted the girl on a bench and convinced her to come onto the bus. She transported the child to DART Central Station where police met the vehicle and took care of the child. We are grateful for the operator's attention and care in this matter, and she will be recognized at the January Commission meeting.



MONTHLY REPORT



10B: External Affairs Team Report

Staff Resources: Amanda Wanke, Chief External Affairs Officer

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

- **RAYGUN collaboration:** RAYGUN is featuring limited-time shirt supporting public transportation, available in stores in January 2020. DART, IDOT and IPTA will be promoting the collaboration throughout the month.
- **PayNearMe:** The marketing and IT team tested PayNearMe in Decmeber. This feature allows individuals who are unbanked to visit a participating retail location and purchase a bus pass in the app. Staff will be working on an implementation plan for Q1 in 2020.
- **December E-Newsletter:** DART's December e-newsletter featured its holiday e-card, highlights from 2019, a link to the Read to Succeed library tour photos and a look ahead at 2020. The newsletter had a 30% open rate and 10% click-through rate.
- **Social media campaign:** A new social media campaign will run January-March featuring central Iowa residents sharing how they benefit from using DART.



Marketing Analytics Report

Metric	June 2019	July 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Nov. 2018	Year Prior
MyDART App Accounts	11,860	12,655	15,929	16,960	17,791	18,472	8,503	117%
Website Unique Visitors	38,115	38,745	32,904	35,843	39,894	29,413	28,825	2%
Facebook Likes	4,078	4,216	4,245	4,310	4,357	4,359	3,561	22%
Twitter Followers	2,230	2,236	2,243	2,255	2,268	2,278	2,155	6%
Instagram Followers			1,206	1,210	1,235	1,243		100%
LinkedIn Followers					329	344		100%
Email Subscribers	14,800	14,690	14,750	14,780	14,810	14,860	8,810	69%
Trip Plans	30,210	30,073	43,110	41,483	42,821	38,984	20,671	89%
Real-time Map	21,532	19,400	28,555	24,911	29,913	24,949	31,807	-22%
Next DART Bus	175,433	207,145	243,074	205,723	255,069	255,132	133,539	91%
SMS Text Messaging	239,536	138,611	154,160	150,011	172,406	140,734	204,657	-31%
IVR Phone Calls	8,372	8,541	9,447	8,893	9,309	7,218	7,381	-2%

MONTHLY REPORT
10B: External Affairs



MyDART App Report

Metric	June 2019	July 2019	Aug. 2019	Sept. 2019	Oct. 2019	Nov. 2019	TOTAL
Downloads	747	984	3,213	1,473	747	681	21,620
iOS	254	232	1,127	320	286	235	7,134
Android	493	752	2,086	1,153	461	411	14,451
Accounts Created	675	795	3,274	1,031	831	681	18,472
Orders Placed	5,504	3,613	7,216	3,479	3,311	3,427	69,461
Passes Purchased	6,852	4,429	12,960	4,437	4,816	4,399	100,972
Revenue	\$22,698	\$23,970	\$32,162	\$23,186	\$22,956	\$21,583	\$457,694

DART in the News

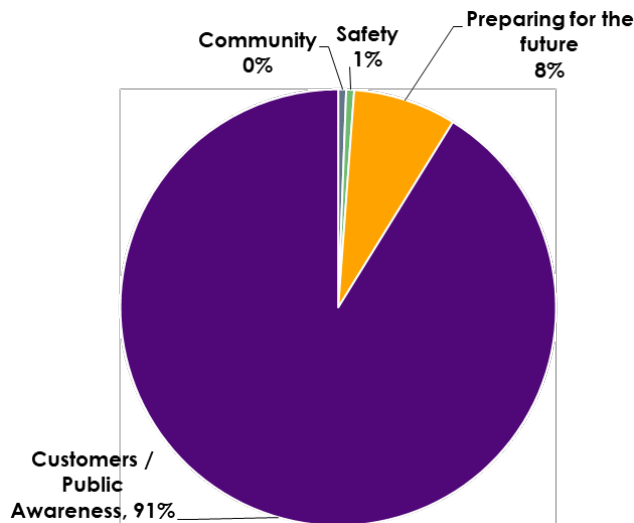
Date	Headline	Source	Medium	Reach	Sentiment	Strategic Priority
17-Dec-19	Sgt. Greg Wessels mentioned in excessive force process	techballad	Online	6,037	Negative	Customers / Public Awareness
17-Dec-19	Des Moines police sergeant who cost the city \$800,000 last year accused of excessive force again	The Des Moines Register	Online	1,357,821	Negative	Customers / Public Awareness
13-Dec-19	Lawsuit alleges DMPD sergeant used excessive force on minors in 2018	KCCI Channel 8	Online	1,170,869	Negative	Customers / Public Awareness
13-Dec-19	Survey Asks What Des Moines Area Residents Think Of E-Scooters	Iowa Patch.com	Online	1,012	Neutral	Customers / Public Awareness
13-Dec-19	Survey Asks What Des Moines Area Residents Think of E-scooters	City of Des Moines, IA	Online	32,370	Neutral	Community
11-Dec-19	Fire damages Des Moines building, that was site of 2017 deadly fire	WHO Radio	Online	38,250	Neutral	Safety
6-Dec-19	Fleur Drive Lanes Reopen; Reconstruction Project on Time	WHOTV.com	Online	385,834	Neutral	Customers / Public Awareness
25-Nov-19	DART awarded \$17 million federal grant to move operations center	The Des Moines Register	Online	1,625,961	Positive	Preparing for the future
13-Dec-19	KCCI 8 News at Ten	KCCI-DM (CBS)	Broadcast	22,020	Negative	Customers / Public Awareness
13-Dec-19	The Ellen DeGeneres Show	KCCI-DM (CBS)	Broadcast	15,210	Negative	Customers / Public Awareness
13-Dec-19	The D. Q. Show	KCCI-DM (CBS)	Broadcast	11,382	Negative	Customers / Public Awareness

**MONTHLY REPORT
10B: External Affairs**



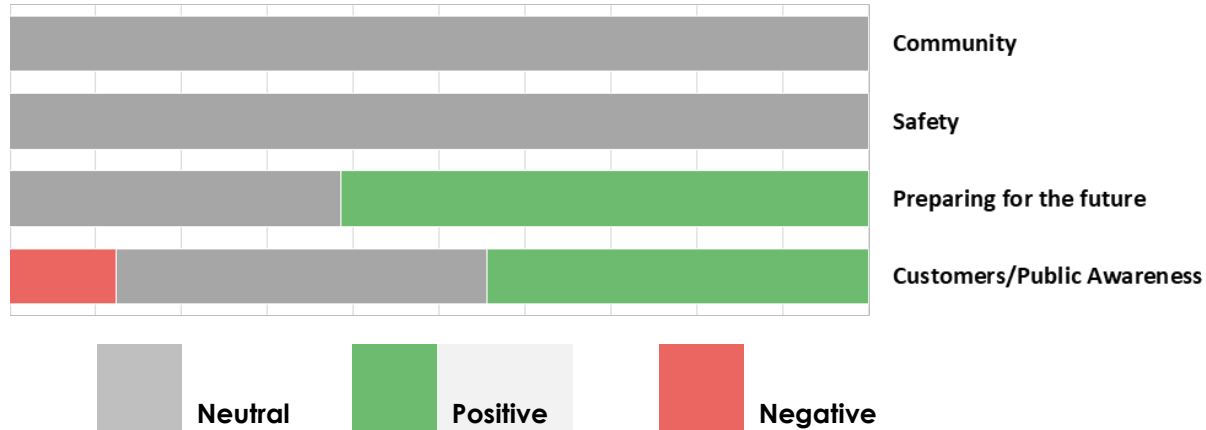
28-Nov-19	KCCI 8 News This Morning	KCCI-DM (CBS)	Broadcast	25,283	Positive	Customers / Public Awareness
28-Nov-19	Today in Iowa at 6	WHO-DM (NBC)	Broadcast	17,160	Positive	Customers / Public Awareness
26-Nov-19	Today in Iowa at 6	WHO-DM (NBC)	Broadcast	18,735	Positive	Preparing for the future
26-Nov-19	Today in Iowa at 6	WHO-DM (NBC)	Broadcast	18,735	Positive	Preparing for the future
26-Nov-19	Today in Iowa at 4:30am	WHO-DM (NBC)	Broadcast	5,923	Positive	Preparing for the future
26-Nov-19	Today in Iowa at 4:30am	WHO-DM (NBC)	Broadcast	5,923	Positive	Preparing for the future
26-Nov-19	Today in Iowa at 4:30am	WHO-DM (NBC)	Broadcast	5,923	Positive	Preparing for the future
25-Nov-19	KCCI 8 News at Five	KCCI-DM (CBS)	Broadcast	47,787	Positive	Preparing for the future
Total Reach				4,812,235		

DART NEWS AND SOCIAL MEDIA COVERAGE BY TOPIC





DART NEWS AND SOCIAL MEDIA SENTIMENT BY TOPIC



Planning – Luis Montoya, Planning and Development Manager

- **Transit Optimization Study:** DART staff and the consultant team are exploring how DART can best provide regional mobility services, including exploring alternative business models. The consultant team has drafted an existing conditions analysis of DART's service, as well as regional land use, demographics and travel patterns. A workshop with the full commission to review emerging mobility service models and discuss how they might be applied locally will be held in January.
- **Uber Microtransit Technology Pilot:** DART staff will be testing new technology developed by Uber to allow transit agencies to book and deliver on-demand transit service through Uber's platform. Uber representatives will visit Des Moines in February and observe as operations, training, customer service, and planning staff test the technology to see whether it might be appropriate to use locally. The pilot comes at no cost to DART and allows DART to better understand the opportunities and constraints of this emerging technology and service model.
- **February Service Change:** Staff are in the process of implementing bus schedule changes approved by the Commission in December to improve on-time performance and respond to customer and operator feedback. The minor modifications will be implemented as part of the next scheduled service change in February.
- **Electric Scooter Sharing:** DART staff issued a request for qualifications to formally collect information from electric scooter companies who wish to operate in our region. Eight proposals were received from a range of potential local and nationally based entities. DART staff will work with the City of Des Moines and local partners to review the proposals, continue to collect feedback from stakeholders, and develop recommendations for how best to design a system that fosters innovation and promotes mobility while protecting public interests.

**MONTHLY REPORT
10B: External Affairs**



Business and Community Partnerships – Matt Harris, Business and Community Partnerships Manager

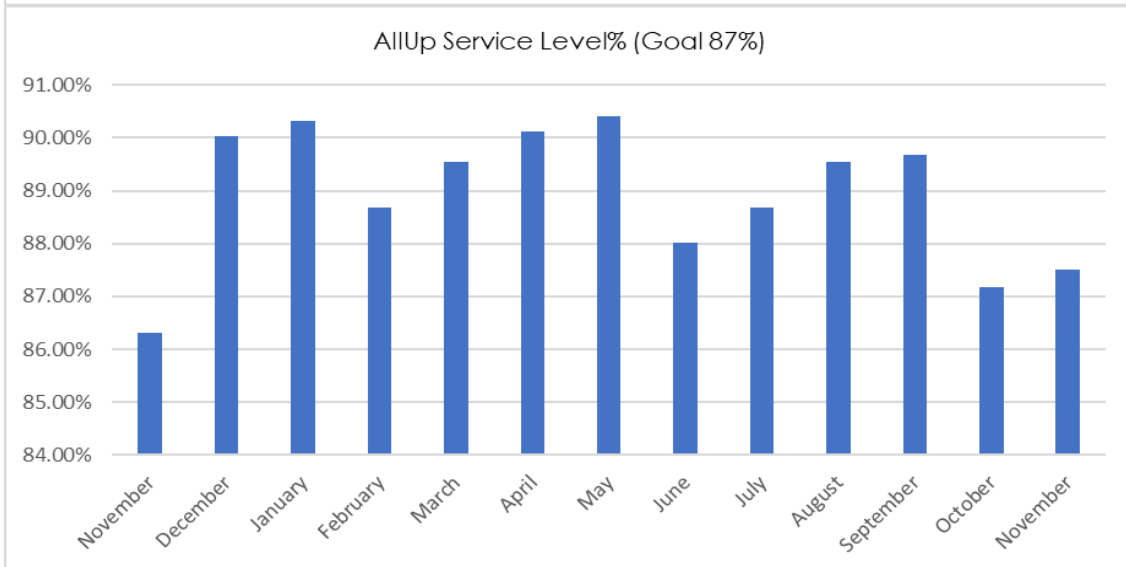
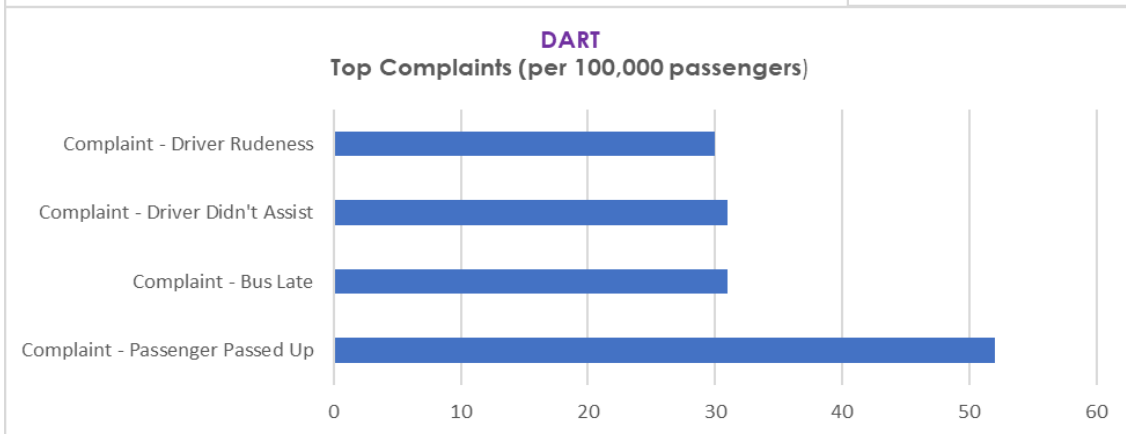
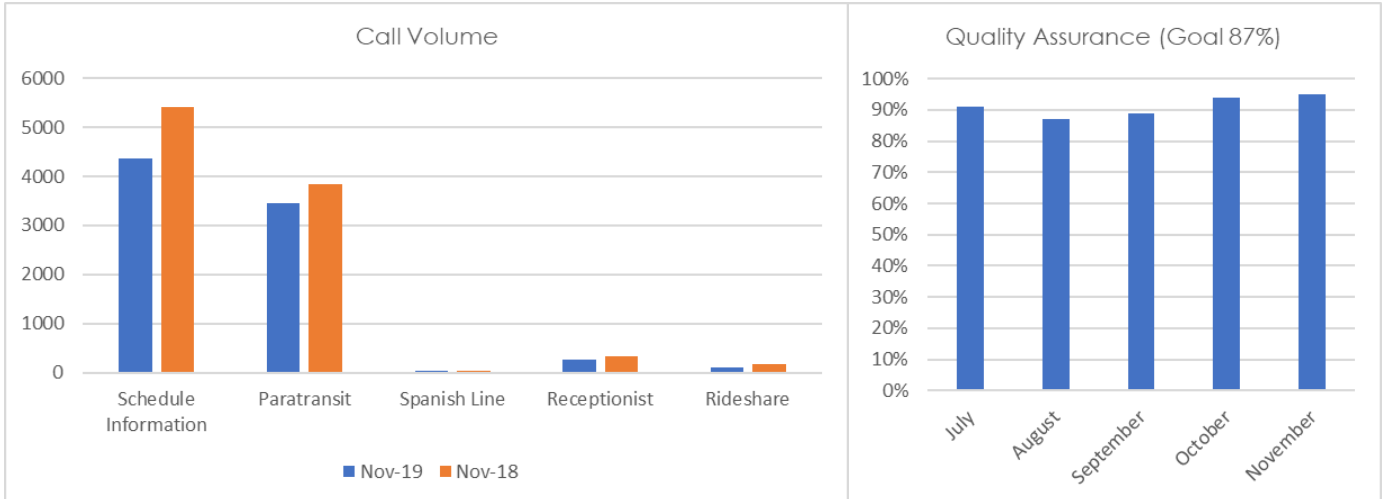
- **Art Shelters:** DART staff continue to engage local and regional stakeholders in planning for art shelters as part of upcoming streetscape improvement projects and other private development opportunities.
- **Fundraising Feasibility Study:** Community stakeholder conversations will take place in early 2020 as part of a feasibility study to identify potential fundraising opportunities for art shelters and other DART programs.
- **Mobility Coordination Outreach:** DART's mobility coordination outreach is a collaboration with the Polk County Division of Children, Family and Youth Services. Efforts include transportation resource coordination and public education through ongoing travel training and human services outreach as well as participation in transit stakeholder meetings and community engagement events.
- **Reduced Fare Task Force:** An internal review of DART's reduced fare programs is underway and will identify opportunities for streamlining processes to reduce barriers to transit for populations in need of access. Task force input, along with feedback from external partners, will inform recommendations to be brought to the DART Commission in 2020.
- **Unlimited Access Partnerships:** Agreements with six current Unlimited Access partners are up for renewal in calendar year 2020, including the Des Moines Street Collective, Grandview University, Principal, Ruan Transportation, the Des Moines MPO and Wellmark.

FY2020 Mobility Coordination Training & Outreach Totals	Dec 2019	FY20 YTD
Education/Schools	102	258
General Public	4	50
Human Services	13	419
Re-Entry	107	606
Refugee	16	163
Senior	0	108
Total Participants	242	1,604

MONTHLY REPORT
10B: External Affairs



Customer Experience – Stephen Wright, Customer Experience Manager



- Quality Assurance: Measures Customer Service representatives average scores for the month. Scoring includes accuracy of information and appropriate soft skills used with customers.



MONTHLY REPORT



10C:	Procurement
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Staff Resource: *Mike Tiedens, Procurement Manager*

Upcoming Procurements:

RideShare Mini-Vans – DART is soliciting quotes from qualified firms to provide up to 16 mini-vans for its RideShare Program. The vans will be minimum six (6) passenger, will full access slide doors, and will replace full size vans and mini-vans that have me their useful life and are due to come out of service. The mini-vans must comply with Buy America requirements.

- Invitation for Bid to be published in January 2020/February 2020

Heat Pump Replacement (DART Central Station) – DART is soliciting quotes from qualified contractors to replace a heat pump above the server room at DART Central Station. The existing heat pump is under-sized has periodic failures. The work will include, but not be limited to: demolition and removal of existing heat pump, purchase and installation of a new heat pump and all associated hook-ups, piping etc.

- Request for Quotes to be published in January 2020/February 2020

Contracts and Task Orders Approved Recently:

Background Check and Verification Services – DART solicited quotes for a firm to provide employee background checks in the following systems: United States Department of Health and Human Services (US DHHS), Office of Inspector General (OIG), List of Excluded Individuals and Entities (LEIE), United States GSA System for Award Management (SAM) and the standard state exclusion lists.

- The winning bidder is Verify Comply the bid price is \$480.00/annual

Future Procurements:

- | | |
|------------------------------|-------------------------------|
| • Outdoor Signage Displays | • E-Procurement System |
| • Marketing Support Services | • Heat Pump Replacement (DCS) |
| • State Lobbying Services | • RideShare Vans |
| • Federal Lobbying Services | |



MONTHLY REPORT



10D: Chief Executive Officer

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

- **DART Executive Committee:** The DART Executive Committee met on Friday, December 13, 2019. The discussion items presented during the meeting included:
 - FY2020 Budget
 - Teamsters Contract
 - E-Scooter Update
 - FY20 Weighted Vote calculation

The next DART Executive Committee meeting is scheduled for Friday, January 24, 2020 at 7:30 a.m.
- **Property Tax Formula Commission Workshop:** Thank you to those of you that attended the December 13, 2019 Property Tax Formula workshop. We had a good representation from the DART Commission which aided Scott Raecker to moderate a meaningful discussion. We will continue this at our next planned Property Tax workshop which will be held on Friday, January 24, starting at 8:45 am.
- **DART Chief Operating Officer (COO) Search:** We have started the search for the new DART COO. Amanda Wanke, DART's Chief External Affairs Officer will serve as the interim COO until we have a new COO.
- **New DART Commissioners:** I would like to welcome the newly appointed DART Commissioners and Alternates whose terms will start in January.
 - New DART Commissioners:
 - Kelly Whiting – City of Ankeny
 - Eric Johansen – City of Grimes
 - Bridget Montgomery – City of Urbandale
 - New DART Alternate Commissioners:
 - Jake Anderson – City of Grimes
 - Suresh Reddy – City of Johnston
 - Len Murray – City of Pleasant Hill
 - Michael Loffredo – City of Windsor Heights



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

February 4, 2020 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> FY 2021 Budget Public Hearing Date Transit Technology Consulting Contract Planning Consulting Services Contract 	<ul style="list-style-type: none"> Quarterly Investment Report Quarterly Financial Update Quarterly Safety Report Electric Bus Project Update
March 3, 2020 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> FY 2021 Budget RideShare Minivan Contract 	<ul style="list-style-type: none"> Mobility Coordinator Update
April 7, 2020 – 12:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> DART Operations and Maintenance Facility Update

Other Future Agenda Items:

- Departure Sign Replacements

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
Transit Optimization Study Commission Workshop	January 10, 2020	7:30 a.m.	DART Central Station
FY 2021 Budget Workshop	January 17, 2020	7:30 a.m.	DART Central Station
DART Executive Committee	January 24, 2020	7:30 a.m.	DART Central Station
Property Tax Formula Commission Workshop #2	January 24, 2020	8:45 a.m.	DART Central Station
Property Tax Formula Commission Workshop #3	February 7, 2020	8:00 a.m.	DART Central Station