

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

**1100 DART Way – Des Moines, IA 50309
March 27, 2012**

ROLL CALL

Commissioners Present: Steve Brody, Ted Boesen, Skip Conkling, Angela Connolly, Tom Gayman, Christine Hensley, Gaye Johnson

Commissioners Absent: Bob Mahaffey, Steve Van Oort

Alternates Present:

Staff Present: Elizabeth Presutti, General Manager; Jamie Schug, Chief Financial Officer; Claire Celsi, Director of Marketing and Community Partnerships; Chet Bor, Paratransit Director; Randy Ross, HR Director; Debra Meyer, Capital Grants Manager; Kirstin Baer-Harding, Advertising Manager; Jim Tishim, Planning Director; Teresa Cashman, Scheduling Manager; Mike Kaiser, Service Management Manager; P.J. Sass, Customer Service Manager; Gunnar Olson, Public Information Officer; Randy McKern, Transportation Manger; Ivan Thompson, Paratransit Operator; Neil Hampton, Transportation Supervisor; Georgia Parkey, Paratransit Operations Manager; Paula Covington, RideShare; Kyle McCann, Legal Counsel;

Others Present: Nathan Goldberg, MPO; Mark Trost, TDS, LLC; Todd Garner, Substance; Greg Boeschen, TRAC; Mandi Holcomb, Denman & Co; Jerry Heinzler, Denman & Co; Alexander Grgurich, TRAC; John Halsband

EMPLOYEE RECOGNITION

The commission recognized Paratransit Operator Ivan Thompson. Ivan was scheduled to pick up a regular customer. When the customer wasn't ready, Ivan went to the door to inquire if she was going. That's when Ivan noticed that the customer was in a diabetic coma and needed immediate assistance. Ivan instructed the customer's grandson to call 911. The customer is very grateful to Ivan and believes that his quick thinking saved her life. The commission congratulated Ivan for his outstanding service.

CALL TO ORDER

The meeting was called to order by Chair Angela Connolly at 3:23 p.m. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF MINUTES

Chair Connolly called for corrections to the February 28, 2012 meeting minutes.

There being no comments on the minutes, it was moved by Ms. Hensley and seconded by Mr. Brody that the minutes be approved. The minutes were approved as written.

PUBLIC COMMENT

None

TRANSIT RIDERS ADVISORY COMMITTEE UPDATE

TRAC Chair Alexander Grgurich updated the commission on TRAC's most recent meeting. Topics included a photo and video tour of DART Central Station progress, 2012 service changes, and Paratransit services.

CONSENT ITEMS

8-A - Trapeze ITS AVL Contract

8-B - February 2012 Financial Reports

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

ACTION ITEMS

Action Item 9A - FY 2011 Audit

Mandi Holcomb from Denman & Co presented the commission an overview of the FY 2011 audit report. Ms. Holcomb directed the commissioners to the independent auditor's report and explained that Denman issued a clean, unqualified opinion again this year on the financial statements.

Ms. Holcomb highlighted a few of the items that were discussed with the audit committee previously. Total assets remained relatively consistent from year to year, decreasing approximately \$117,000. Two important items were pointed out in the liabilities, accrued self-insurance claims decreased about a million dollars over the prior year, primarily due to the settlement of some large claims, and decreased activity overall in the claims during the year. There was no new long-term debt issue during the year. Only payments made on the capital leases and the general obligation to bond, so those are decreasing. Invested in capital assets, net of related debt increased by approximately \$354,000 due to two items, additions in net assets, in capital assets, and then payments on the capital leases related to those assets. Total unrestricted net assets increased about \$990,000, primarily due to total revenues, which does include any federal and state grant revenues exceeding total expenses for the year.

Ms. Holcomb discussed the statement of revenues, expenses and changes in net assets. Overall operating revenues were down about \$850,000 this year, primarily resulting from a couple of different items, decreased ridership overall and decreased fares due to some of the service line reductions that had been put into place at the end of FY 2010. FY 2011 reflects an entire year of those service line reductions. In the Other Revenues section, approximately \$434,000 was recorded as

income during the year, and that was related to the acquisition of the abandoned railroad right-of-way.

Capital grant revenue from federal and state grants decreased approximately \$4.5 million, primarily due to the fact last year DART received a large sum of stimulus money, which was a one-time payment.

Denman noted one internal control deficiency, which is similar to the one noted last year related to reconciliation of certain accounts to the general ledger. This did result in a slight delay in the audit process because those reconciliations were needed to complete testing. Since that process, procedures have been put in place by management to have those reconciliations performed and reviewed on a monthly basis. Therefore, the deficiency has already been remediated. Any adjustments that Denman suggested during the year were reviewed and were booked by management, so there were no unrecorded errors or misstatements to report. There were no changes in any of DART's accounting policies during 2011.

It was moved by Ms. Hensley and seconded by Mr. Boesen that the Commission receive and file the audit report. The motion carried unanimously.

Action Item 9B – DART Forward Year One Service Changes

Public Information Officer Gunnar Olson presented on the DART Forward Year One Service Changes. Mr. Olson reviewed the timeline and outlined the changes that were made since hearing public feedback during the February public meetings.

Timeline

- **February 2012** – Present proposed changes at public meetings and collect feedback.
- **March 2012** – Finalize schedules and routes of proposed changes, based on public feedback.
- **May 2012** – Hold open houses to share maps and schedules for Express, Flex and Shuttles.
- **June 2012** – Implement changes to Express, Flex and Shuttles.
- **September/October 2012** – Hold open houses to share maps and schedules for local routes.
- **November 2012** – Implement changes to local routes, coinciding with DART Central Station opening.

Notable Changes

- **Route 8 (Route 90)** – Planning staff has proposed to extend a peak-only spur off of the new Route 8 on the south side of Des Moines. The spur would branch off Fleur and run into the Airport Business Park near Army Post Road. It would provide service to customers currently riding on Route 90, which will be discontinued in June. These customers include employees of Katecho, The Des Moines Register, and Hewlett-Packard, as well as customers using the Park and Ride at Gannett Avenue and SW 42nd Street. Restoring service to this area was one of the most requested adjustments to the 2012 service changes.
- **Route 16 (Routes 4 and 91)** – Planning staff has proposed to extend a peak-only spur off of the new Route 16 (currently Route 6) on the northwest side of Des Moines. The spur would branch off of Douglas Avenue and run along Lower Beaver Road. This would serve customers currently riding on Route 91, which will no longer run on Lower Beaver Road after it is realigned onto Merle Hay Road in June. In addition, the spur would extend to 50th Street and

Meredith Drive. There is a pocket of customers in this area who would otherwise lose service. Restoring service to these areas was one of the most requested adjustments to the 2012 service changes.

- **Route 96** – Planning staff has proposed a modest realignment Route 96 on the east side of West Des Moines. The realigned portion of the route would utilize 13th Street, Ashworth Road, 11th Street, and Office Park Road to 8th Street -- rather than run straight through on Grand Avenue to 8th Street. This would provide better access for a pocket of more than 30 customers from apartment complexes in this area. Also, it provides better access to DART customers in this area who have sight impairments.
- **Other Route Changes** – Minor routing changes were made on Route 11 – Ingersoll Avenue/Valley Junction, Route 98 – Ankeny Express, Route 72 – West Des Moines Flex Route and the Route 73 – Urbandale Flex Route.

Next Steps

- Complete schedules and maps.
- Post general bid for operators.
- Reschedule regular On Call customers in West Des Moines and Urbandale to the new “flex” shuttle services.
- Schedule open houses for the week of May 21st.
- Develop bus hangtags and other materials to raise awareness of the changes.

Commission members thanked staff for all their hard work thus far. It was moved by Mr. Boesen and seconded by Mr. Brody that the Commission approve the DART Forward Year One Service Changes. The motion carried unanimously.

Action Item 9C – DART Central Station Public Art

Todd Garner from Substance Architecture made a presentation outlining two of the pieces of artwork to be included in the construction of DART Central Station.

It was moved by Mr. Brody and seconded by Ms. Johnson that the Commission approve the contract with Troy Corliss not to exceed \$60,000 and the contract with Lynn Basa not to exceed \$60,000. The motion carried unanimously.

DISCUSSION ITEMS

10A – DART Central Station Update

Mark Trost presented an update on the status of the project. Work on the upper canopy is scheduled to begin in mid-April. The zinc roofing will start going up as well. Mr. Trost updated the commission on the solar film issue. Two products are currently under evaluation by the architects, electrical engineer, the contractor and the electrical subcontractor. Mr. Trost expects a solution to be reached in the next few weeks.

10B – February 2012 Performance Reports

The General Manager informed the commission that ridership is up 13 percent over last year at this time. RideShare is up over 5 percent over last year.

MONTHLY REPORTS

Marketing

Claire Celsi, Director of Marketing and Community Partnerships informed the commission regarding plans for a customer satisfaction survey. This effort is to try to establish a benchmark for customer satisfaction prior to implementing all of the changes that are going to occur in the next year with technology, the new facility and the enhanced services and try and get a perception from the public prior to the improvements, and then we'll do one a year after the improvements are in place, and then we would look to do this on a biannual basis.

General Manager

The General Manager informed the commission about the upcoming triennial review by the Federal Transit Administration (FTA). DART's response to requested information is due back in mid-April and FTA representatives will be on site in May.

COMMISSIONER ITEMS

None

ADJOURNMENT

The meeting was adjourned at 3:56 p.m.

Next Meeting Date:

April 24, 2012

2012 Meeting Dates

Apr 24, May 22, Jun 26, Jul 31, no meeting in August

Sep 25, Oct 23, Nov 27, Dec 18

Chair

Secretary/Treasurer

Date