



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
NOTICE OF COMMISSION MEETING AND AGENDA  
DECEMBER 3, 2013 – 5:00 p.m.  
DART MULTIMODAL ROOM, 620 CHERRY STREET**

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	<b>PAGE #</b>
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF DECEMBER 3, 2013 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. DART CENTRAL STATION LEED STATUS PRESENTATION	
7. TRAC UPDATE	
8. CONSENT ITEMS	
A. November 5, 2013 Minutes	2
9. ACTION ITEMS	
A. Medium-Duty Bus Purchase	6
B. Heavy-Duty Bus Purchase	8
C. Bus Shelter Vandalism Policy	10
D. Revised 2013 DART Title VI Program Update	12
E. October 2013 Financials	13
10. DISCUSSION ITEMS	
A. FY 2015 Budget	16
B. Route 73 Planning Study	17
C. October 2013 Performance Report	18
11. DEPARTMENTAL MONTHLY REPORTS (By Exception)	
A. Operations	20
B. Marketing	22
C. Planning	26
D. General Manager	28
12. FUTURE AGENDA ITEMS	29
13. COMMISSIONER ITEMS	
14. OTHER – Communications	
15. NEXT MEETING: Regular DART Meeting Tuesday, January 7, 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  
November 5, 2013**

**ROLL CALL**

Commissioners Present: Angela Connolly, Tom Gayman, Christine Hensley, Gaye Johnson, Bob Mahaffey, Joann Muldoon, Steve Van Oort

Commissioner Absent: Steve Brody, Skip Conkling

Alternates Present: Steve Peterson, Keith Ryan

Staff Present: Elizabeth Presutti, General Manager; Jamie Schug, Chief Financial Officer; Gunnar Olson, Public Affairs Manager; Mark Burkman, Buyer; Amber Dakan, Staff Accountant; Kirstin Baer-Harding, Marketing Director; Debra Meyer, Financial Analyst; Jim Tishim, Planning Director; Mike Tiedens, Purchasing Manager; PJ Sass, Customer Service Manager; Georgia Parkey, Paratransit Operations Manager; Randy McKern, Transportation Manager; Teresa Cashman, Scheduling Manager; Tony Filippini, Transit Planner; Tony Lafata, Chief Operations Officer; Ethan Standard, Transit Planner; Jennifer Long, RideShare Program Coordinator; Kyle McCann, Attorney, Brick Gentry, P.C.

**CALL TO ORDER**

The meeting was called to order by Chair, Steve Van Oort at 5:00pm. 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 November 5, 2013 meeting agenda.

It was moved by Ms. Connolly and seconded by Mr. Mahaffey to approve the November 5, 2013 Agenda. The motion carried unanimously.

**PUBLIC COMMENT**

No Comments

**CONSENT ITEMS**

**6A – October 8, 2013 Minutes**

**6B – FY2018 Federal STP Funding Request**

The Commission was provided a copy of the MPO excess surface transportation program funding award letter dated October 29, 2013. Ms. Presutti updated the Commission that DART has been awarded excess STP funds in the amount of \$454,400 to the DART Replacement Vehicle Purchase application for FY2016.

Ms. Presutti went on to thank the MPO for their continued support of DART.

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

### **ACTION ITEMS**

#### **7A – DART Advertising Rates for 2014 and 2015**

Ms. Baer-Harding provided an update to the Commission on the proposed advertising rates for 2014 and 2015. The advertising policy will come back for Commission approval at the December meeting.

It was moved by Ms. Hensley and seconded by Mr. Mahaffey that the Commission approve the 2014 and 2015 DART Advertising Rates. The motion carried unanimously.

#### **7B – September 2013 Financials**

Ms. Amber Dakan presented the September financials to the Commission.

It was moved by Mr. Mahaffey and seconded by Mr. Peterson that the Commission approve the September 2013 Financials. The motion carried unanimously.

Ms. Hensley stepped out of the meeting.

### **DISCUSSION ITEM**

#### **8A – Route 73 Planning Study**

Mr. Tishim provided a presentation to the Commission on the findings of the Route 73 Planning Study. The purpose of the study was to improve the system performance to Urbandale and Windsor Heights. Three public meetings were held along with a service evaluation.

Findings:

- Customers would like faster trips
- More connections to primary destinations
- Ability to connect with express routes
- Home pickups are still very important to customers
- Close bus stops and short walks

Mr. Tishim made note that the Park & Ride ridership has increased.

Mr. Gayman expressed that we need to continue to come up with alternatives and has offered assistance with communicating with the businesses in the Urbandale Business Park.

Ms. Hensley returned to the meeting at 5:21pm.

Ms. Presutti suggested possibly setting up a meeting with the Chamber to discuss options and to gain further information from the businesses on how best to serve the area.

#### **8B – Bus Schedule and Real Time Data**

The Commission received an update from Mr. Olson based on feedback we received at the last meeting. Mr. Olson provided a presentation and discussed the options DART has in regards to releasing the two sets of data. He also went on to explain the timeline for making a recommendation and plans to bring this back to the Commission for approval at the December meeting.

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

**NOVEMBER 5, 2013**

**8C – September 2013 Performance Report**

Ms. Presutti updated that ridership is up 8% over last September and up 4% over last month. The routes are really starting to mature with all of the changes. We did see a lot of new riders trying the service during “Try Transit Week”.

**MONTHLY REPORTS**

**Operations Report**

No update

**Marketing Report**

Ms. Baer-Harding updated that we are doing a Java Joe’s welcome event from 7:00am – 9:00am on Friday. Free coffee and cinnamon rolls are being offered.

DART will be hosting a business after hours event on December 4<sup>th</sup>, and that a Save the Date will be coming out this week.

Staff has recommended doing a one day event where all of the fares would be donated to the Food Bank of Iowa. The Commission agreed to move forward with the event.

Mr. Olson updated that we are keeping an eye on the funding concepts at the Iowa DOT.

Mr. Van Oort asked that the Commission be kept in the loop on this as we enter the legislative session.

Ms. Hensley requested to have the concepts sent to her.

**Planning Report**

No update

**General Manager**

Ms. Presutti updated that we are still working closely with the City of Des Moines on a response to the FTA regarding the financial management oversight review from last February. The response will be brought back to the Commission for final approval. A telephonic meeting of the Commission may need to be scheduled in November.

**FUTURE AGENDA ITEMS**

No update

**COMMISSIONER ITEMS**

**11A – 2014 Commission Meeting Dates and Time**

The Commission has agreed to move the meeting times to Noon beginning with the January 2014 meeting.

**OTHER – Communications**

**CLOSED SESSION**

It was moved by Ms. Connolly and seconded by Ms. Johnson that the Commission adjourn and reconvene in closed session pursuant to Section 21.5, Subsection I of the Iowa code to evaluate the professional competency of an individual whose appointment, hiring, performance, or discharge is

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

**NOVEMBER 5, 2013**

being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session.

Roll Call: Peterson-Yea, Connolly-Yea, Gayman-Yea, Hensley-Yea, Johnson-Yea, Mahaffey-Yea, Muldoon-Yea, Ryan-Yea, Van Oort-Yea. The motion carried unanimously. Chair Van Oort recessed the meeting at 5:55 pm.

At 6:15 pm it was moved by Mr. Peterson and seconded by Ms. Hensley that the closed session be adjourned. The motion carried unanimously.

**Meeting Reconvened in Open Session:**

The regular Commission meeting was resumed at 6:17 pm. Mr. Van Oort stated for the record that no action was taken during the closed session.

**ACTION ITEM**

It was moved by Ms. Hensley and seconded by Ms. Connolly that the Commission approve the compensation adjustment for the General Manager retroactive to July 1, 2013. The motion carried unanimously.

**Next Meeting**

December 3, 2013 at 5:00pm

**ADJOURNMENT**

A motion by Mr. Gayman and second by Mr. Mahaffey to adjourn the regular Commission Meeting was made at 6:17pm. The motion carried unanimously.

**Future 2014 Meeting Dates**

Jan 7, Feb 4, Mar 4, Apr 1, May 6, Jun 3,  
Jul 1, Aug 5, Sep 2, Oct 7, Nov 4, Dec 2

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Clerk

\_\_\_\_\_  
Date

## ACTION ITEM



**9A: Medium Duty Bus Purchase**

**Action: Approve the purchase of ten (10) Medium Duty Buses from Hoglund Bus Company at a cost not to exceed \$1,350,000.**

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

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**Project Lead:** Tony Lafata, DART Chief Operating Officer

### **Background:**

- The ten (10) buses are replacements for a mix of Paratransit and Flex/On Call vehicles that are due for replacement.
- Paratransit Service
  - Three (3) x 27' Defender Champions, model year 2014
    - Passenger capacity = 19 with no wheelchairs, 11 with maximum of 3 wheelchair spots
    - Replacing three (3) Light Duty Buses that are 6.5 years old
    - The unit price is \$126,514 for a total of \$379,543
  - Three (3) x 31' Defender Champions, model year 2014
    - Passenger capacity = 27 with no wheelchairs, 11 with maximum of 4 wheelchair spots
    - Replacing three (3) Medium Duty Buses that are 14 years old
    - The unit price is \$135,136 for a total of \$405,409
- Flex/On-Call Service
  - Four (4) x 27' Defender Champions, model year 2014
    - Passenger capacity = 19 with no wheelchairs, 11 with maximum of 3 wheelchair spots
    - Replacing four (4) Medium Duty Buses that are 6 years old
    - The unit price is \$130,197 for a total of \$520,787
- A contingency of \$44,261 is being requested for unforeseen needs as we work through the final design of the vehicle.
- All vehicles will have a Freightliner chassis, Cummins diesel engine, and Allison transmission.
- All ten buses are identified in DART's Capital Investment Program.
- The ten medium duty buses will have a useful life of seven (7) years.

### **Funding:**

- The ten (10) medium duty buses will be funded with FTA 5307 formula funds, FTA 5309/5339 discretionary funds, and the corresponding DART local match.

## **ACTION ITEM**

### **9A: Medium Duty Bus Purchase**



#### **Solicitation Process:**

DART will be utilizing the State of Minnesota Cooperative Purchase Venture (CPV) for the purchase of the ten medium duty buses. DART has been a member of the Minnesota CPV since December 2011 and has previously purchased vehicles through this state contract.

The Minnesota CPV has a contract with Høglund Bus Company out of Monticello, MN for Medium Duty Buses.

#### **Procurement Process Review:**

DART has reviewed the State of Minnesota CPV procurement documents and contract. During evaluation of the procurement documents, DART has determined:

- All applicable Federal procurement clauses and certifications were included in the solicitation (including Buy America) (requirement)
- A price analysis was performed by the State of Minnesota (requirement)
- All proposals received were evaluated properly
- The vendor has the technical and physical capacity to complete the work
- The vendor shows financial responsibility
- The vendor has produced references to past performance of work

#### **Recommendation:**

Approve a Purchase Order with Høglund Bus Company not to exceed \$1,350,000 for the purchase of ten (10) Medium Duty Buses. Model = 2014 Champion Defender. The Purchase Order will be through a contract in place between State of Minnesota Cooperative Purchase Venture (CPV) and Høglund Bus Company. DART has the authority to purchase on this contract.

## ACTION ITEM



**9B: Heavy Duty Bus Purchase**

**Action: Approve the purchase of six (6) Heavy Duty Buses from New Flyer at a cost not to exceed \$2,700,000.**

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

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**Project Lead:** Tony Lafata, DART Chief Operating Officer

### **Background:**

- The six (6) buses are replacements for Fixed Route buses that have exceeded their useful life.
- All vehicles will be New Flyer Excelsior XD40, Model year 2014. The unit price per vehicle will not exceed \$450,000.
- Three vehicles being replaced have or will exceed their useful life upon replacement. Two of the vehicle are 9 years old and have a 10 year useful life, and three of the vehicle are 14 years old with a 12 year useful life.
- All six buses are identified in DART's Capital Investment Program.
- The six buses will have a useful life of twelve (12) years.
- DART currently has 13 New Flyer model buses in the fleet (6 of them are hybrids purchased in 2012)

### **Funding:**

- The heavy duty buses will be funded with FTA 5307 formula funds, FTA 5309/5339 discretionary funds, and the corresponding DART local match.

### **Solicitation Process:**

DART will be utilizing the State of Minnesota Cooperative Purchase Venture (CPV) for the purchase of the six heavy duty buses. DART has been a member of the Minnesota CPV since December 2011 and has previously purchased vehicles through this state contract.

The Minnesota CPV has a contract with New Flyer of America, Inc. for Heavy Duty Buses.

### **Procurement Process Review:**

DART has reviewed the State of Minnesota CPV procurement documents and contract. During evaluation of the procurement documents, DART has determined:

- All applicable Federal procurement clauses and certifications were included in the solicitation (including Buy America) (requirement)
- A price analysis was performed by the State of Minnesota (requirement)
- All proposals received were evaluated properly
- The vendor has the technical and physical capacity to complete the work

## **ACTION ITEM**

### **9B: Heavy Duty Bus Purchase**



- The vendor shows financial responsibility
- The vendor has produced references to past performance of work

#### **Recommendation:**

Approve a Purchase Order with New Flyer not to exceed \$2,700,000 for the purchase of six (6) Heavy Duty Buses. Model = 2014 New Flyer Excelsior XD40. The Purchase Order will be through a contract in place between State of Minnesota Cooperative Purchase Venture (CPV) and New Flyer of America, Inc. DART has the authority to purchase on this contract.

## ACTION ITEM



**9C:** DART Bus Shelter Vandalism Policy

**Action:** Adopt the DART Bus Shelter Vandalism Policy

**Staff Resource:** Ethan Standard, Transit Planner  
Jim Tishim, Planning Director

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### **Background:**

- Update needed to establish a procedure to address any vandalism that occurs at passenger shelters in a consistent, fair, and equitable manner.
  - Current Policy: DART reserves the right to remove panels without replacement or to remove passenger shelters entirely where repeated instances of vandalism or other damage or defacement occurs.
  - Proposed Policy: At shelters where repeated instances of vandalism or defacement occur DART reserves the right to remove glass panels or to remove shelters entirely. If glass panels at a shelter are broken or defaced beyond repair, they will be replaced up to three occurrences in one calendar year before the glass panels are converted to metal mesh panels specifically designed and retrofitted for the shelter. If vandalism continues to occur at the shelter after the metal mesh panels have been installed, the shelter may be removed altogether.
  - The full proposed policy is attached.

### **Recommendation:**

- Adopt the DART Bus Shelter Vandalism Policy.



## Shelter Vandalism Policy

Date: December 3, 2013

Responsible Division: Planning

### Purpose:

The purpose of the policy is to establish a procedure to address any vandalism that occurs at passenger shelters.

### Scope:

Occasionally, DART shelters will experience some form of vandalism or defacement. A procedure to address these occurrences of vandalism at shelters is needed to ensure they are dealt with in a consistent, fair, and equitable manner.

### Policy:

- At shelters where repeated instances of vandalism or defacement occur DART reserves the right to remove glass panels, or to remove shelters entirely.
- If glass panels at a shelter are broken or defaced beyond repair, they will be replaced up to three occurrences in one calendar year before the glass panels are converted to metal mesh panels specifically designed and retrofitted for the shelter.
- If vandalism continues to occur at the shelter after the metal mesh panels have been installed, the shelter may be removed altogether.

## ACTION ITEM



**9D: Revised 2013 DART Title VI Program Update**

**Action: Adopt the Revised 2013 DART Title VI Program**

**Staff Resource:** Tony Filippini, Transit Planner  
Jim Tishim, Planning Director

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### **Background:**

- As a recipient of federal funding, DART is required to operate its programs and activities in accordance with the Civil Rights Act of 1964 and its amendments, collectively known as Title VI, which prohibit discrimination on the basis of race, color or national origin.
- DART's Title VI Program is updated every three years and submitted to the Federal Transit Administration (FTA) Region VII Civil Rights Officer to verify DART's compliance.
- The 2013 Title VI Program Update has been produced consistent with FTA's most recent guidelines, published in October 2012.
- The update is a comprehensive document, including the Title VI public notices, complaint procedures and complaint forms; a list of Title VI investigations, lawsuits and complaints; table of racial composition of non-elected bodies, where membership is selected by DART; locations of DART stations and facilities; customer demographics and travel patterns; and system performance measures.
- The 2013 Title VI Program Update includes several plans and policies, including:
  - Transit Service Policies
  - Social Equity Policies
  - Limited English Proficiency Plan
  - Public Participation Plan
- The Title VI Program Update was approved by the Commission on May 7, 2013 and authorizing staff to make minor revisions if recommended by FTA after submittal.
- DART Staff provided an update to the Commission meeting on September 8, 2013 resulting from FTA comments. Revisions included:
  - Removing documentation not specific to Title VI
  - Removing all attachments and summarizing the required information within the document
  - Organizing the document to match the organization of the FTA guidance for ease of finding information, and
  - Formatting changes to emphasize major policies and elements of the program.
- On August 20<sup>th</sup>, 2013, FTA asked three for clarifications including:
  - A brief summary of outreach efforts conducted during 2011-2013
  - Where in the Program we document where LEP related notices were posted, and

## **ACTION ITEM**

### **9D: Revised 2013 DART Title VI Program Update**



- Clarification on how DART evaluates when there is a need to revise the LEP program.
- On November 19, 2013, FTA Regional VII Civil Rights Officer concurred that DART's Title VI program was determined to meet the requirements set out in FTA Title VI Circular, 4702.1B.
- This Title VI Program is set to expire on August 1, 2016. An updated program will be due by June 1, 2016 for review.
- The Revised 2013 DART Title VI Program Update can be found at: [http://www.ridedart.com/dart\\_commission\\_items/Title%20VI%20Program%202013-2016.pdf](http://www.ridedart.com/dart_commission_items/Title%20VI%20Program%202013-2016.pdf)

### **Recommendation:**

- Adopt the approved 2013 DART Title VI Program.

## ACTION ITEM



**9E: October FY2014 Consolidated Financial Report**

**Action: Approve the October FY2014 Consolidated Financial Report**

**Staff Resource(s):** Amber Dakan, Staff Accountant  
Jamie Schug, Chief Financial Officer

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### **Year-to-Date Budget Highlights:**

#### *Revenue:*

- Fixed Route Operating Revenue comes in at 9.6% higher than budget expectations year to date. Stronger than forecasted cash fares as well as earnings from the State Fair are the primary drivers.
- Fixed Route Non-Operating Revenue year to date is 7% lower than budget. This is attributed to lower than budgeted levels in Advertising Revenue as well as timing in the Municipal Operating Assistance category.
- Paratransit Operating Revenue are 2% higher than budget for the month of October. Cash fares are higher than projected year to date.
- Rideshare Revenues are 7% below budgeted levels year to date. Rideshare expense savings year to date more than offset the decrease in revenue.

#### *Operating Expense:*

- Fixed Route Budget Summary – Operating expenses for Fixed Route are 7% below budget year to date. Savings are seen in multiple categories including Contracted Services, Fuel, and Insurance.
- Paratransit Budget Summary – Year to date, Paratransit expenses are 5% under projected levels. Fuel and Purchased Transportation are two of the categories experiencing savings.
- Rideshare Expenses are below budgetary expectations by approximately 9.8%. Fuel and Equipment Repair Parts are the two main categories contributing to the savings.

### **Recommendation:**

- Approve the October FY2014 Consolidated Financial Report.

#### **\*\* TOTAL Un-Audited Year-End October FY2014 as Compared to Budget:**

Fixed Route	\$	265,084	Reserve For Accidents (See Balance Sheet):	
Paratransit	\$	61,375	FY2014	\$122,427.33
Rideshare	\$	13,736		
Total	\$	340,555		

**FY2014 Financials:**

**October 2013**

FIXED ROUTE	October 2013			Year-To-Date-(4) Months Ending 10/31/2013		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	372,433	375,033	(2,601)	1,644,574	1,500,132	144,442
Non-Operating Revenue	1,411,560	1,526,571	(115,011)	5,695,667	6,106,284.00	(410,617)
Subtotal	1,783,993	1,901,604	(117,611)	7,340,240	7,606,416	(266,176)
Operating Expenses	1,670,094	1,874,058	203,964	6,964,972	7,496,231.67	531,260
Gain/(Loss)	113,899	27,546	86,353	375,268	110,184	265,084

PARATRANSIT	October 2013			Year-To-Date-(4) Months Ending 10/31/2013		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	182,963	173,750	9,213	709,388	695,000	14,388
Non-Operating Revenue	70,700	68,833	1,867	264,451	275,333	(10,882)
Subtotal	253,663	242,583	11,080	973,839	970,333	3,505
Operating Expenses	262,379	267,405	5,026	1,011,389	1,069,619	58,230
Gain/(Loss)	(8,716)	(24,821)	16,106	(37,551)	(99,286)	61,735

RIDESHARE	October 2013			Year-To-Date-(4) Months Ending 10/31/2013		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	78,384	85,685	(7,302)	320,195	342,741.67	(22,546)
Non-Operating Revenue	-	-	-	2,748	-	2,748
Subtotal	78,384	85,685	(7,302)	322,943	342,742	(19,798)
Operating Expenses	72,384	85,685	13,302	309,207	342,741.67	33,535
Gain/(Loss)	6,000	-	6,000	13,736	-	13,736

## DISCUSSION ITEM



<b>10A:</b>	<b>FY 2015 Budget Development</b>
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**Staff Resource:** Jamie Schug, Chief Financial Officer

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- A presentation on the development of the FY 2015 Budget will be provided at the meeting.

## DISCUSSION ITEM



<b>10B:</b>	<b>Route 73 Planning Study Update</b>
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**Staff Resource:** Jim Tishim, Planning Director

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- An update on the Route 73 Planning Study will be provided at the Commission meeting.



# System Summary Performance Report October 2013

	April 2013	May 2013	June 2013	July 2013	August 2013	September 2013	October 2013	October 2012	Percent Change 2013/2012	FY14 Year To Date	FY13 Year To Date	Percent YTD Change 2014/2013
<b>DART Fixed Route</b>												
Total Ridership	354,582	349,345	270,790	284,305	520,188	369,520	430,464	385,505	11.66%	1,604,477	1,512,797	6.06%
OTT Ridership	16,501	19,283	19,820	21,095	22,582	23,163	19,194	19,436	-1.25%	86,034	72,684	18.37%
Unlimited Access Ridership	33,494	37,174	32,488	33,715	37,097	37,430	37,702	42,682	-11.67%	145,944	151,479	-3.65%
Bike Rack Usage	3,549	5,095	5,370	6,470	6,996	6,707	6,618	4,628	43.00%	26,791	19,904	34.60%
Passengers/Revenue Hour	21.36	21.05	17.40	18.43	31.12	21.90	23.12	23.81	-2.91%	23.28	23.70	-1.79%
Avg. Passengers Weekday	14,990	14,783	12,041	11,834	22,153	16,710	17,197	15,677	9.69%	16,982	16,297	4.21%
Avg. Passengers Weekend Day	3,102	3,016	2,996	2,994	3,647	3,925	4,368	3,116	40.15%	3,736	3,273	14.16%
Complaints/100,000 Riders	27.07	25.19	26.22	24.27	21.34	32.47	30.66	29.83	2.79%	26.92	25.78	4.44%
Commendations/100,000 Riders	3.38	3.72	4.43	3.87	3.08	2.16	4.41	4.93	-10.44%	3.37	3.97	-15.14%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	2.24	1.34	3.51	1.78	1.24	1.67	2.97	1.34	121.19%	1.95	1.93	1.01%
Non-Preventable/100,000 Miles	1.79	0.45	1.50	0.89	1.24	3.33	2.23	1.79	24.42%	1.18	0.79	49.29%
<b>Maintenance:</b>												
Total Miles Operated	223,608	224,466	199,368	225,271	241,562	240,203	269,550	223,581	20.56%	976,586	882,651	10.64%
Road Calls/100,000 Miles	14.76	17.37	22.57	11.99	15.73	16.24	18.18	22.36	-18.71%	15.67	22.55	-30.51%
Active Vehicles in Fleet	117	117	116	117	117	117	130	112	16.07%	120	109	10.57%
<b>DART Paratransit</b>												
Total Ridership	12,511	12,180	11,335	12,254	12,306	11,274	12,700	12,941	-1.86%	48,534	47,638	1.88%
Passengers/Revenue Hour	3.13	3.06	3.12	3.19	3.03	3.02	2.99	3.02	-0.99%	3.06	3.01	1.58%
Average Trip Length	6.11	6.13	6.35	6.19	6.18	6.29	6.59	6.32	4.27%	5.94	6.16	-3.65%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	4.14	0.00	4.45	4.18	1.40	4.51	2.56	0.00	#DIV/0!	3.12	0.68	358.41%
Non-Preventable/100,000 Miles	1.38	0.00	1.48	0.00	0.00	3.00	0.00	1.27	0.00%	0.69	0.68	1.87%
<b>Maintenance:</b>												
Total Miles Operated	72,441	70,514	67,344	71,823	71,472	66,581	78,271	78,563	-0.37%	288,147	293,529	-1.83%
Active Vehicles in Fleet	29	29	29	29	29	25	26	29	-10.34%	27	29	-6.03%
<b>DART RideShare</b>												
Total Ridership	23,780	22,514	20,086	21,080	21,624	20,520	23,660	24,266	-2.50%	86,884	89,400	-2.81%
Total Vans in Circulation	93	93	93	93	93	93	93	93	0.00%	93	93	0.27%
Total RideShare Customers	882	807	799	797	779	772	784	817	-4.04%	783	829	-5.58%
<b>Accident Frequency Rate by Service:</b>												
Preventable	0.00	0.00	0.00	1.18	0.59	1.28	1.14	0.00	0.00%	1.04	0.00	0.00%
Non-Preventable	0.00	0.00	0.00	0.59	0.59	0.00	0.57	0.00	#DIV/0!	0.45	0.00	#DIV/0!
<b>Maintenance:</b>												
Total Miles Operated	174,504	172,387	155,224	168,997	170,116	156,758	176,158	177,835	-0.94%	672,029	663,788	1.24%
Active Vehicles in Fleet	100	100	100	100	120	120	120	100	20.00%	115	100	15.00%



# System Performance Ridership Report October 2013

	April 2013	May 2013	June 2013	July 2013	August 2013	September 2013	October 2013	October 2012	Percent Change 2013/2012	FY14 Year To Date	FY013 Year To Date	Percent YTD Change 2014/2013
<b>DART Fixed Route Ridership</b>	<b>354,582</b>	<b>349,345</b>	<b>270,790</b>	<b>284,305</b>	<b>519,494</b>	<b>367,644</b>	<b>427,853</b>	<b>385,505</b>	<b>10.99%</b>	<b>1,604,477</b>	<b>1,512,797</b>	<b>6.06%</b>
<b>Local Routes:</b>												
#1 - Fairgrounds	21,273	21,557	14,141	14,563	223,225	23,428	27,437	22,441	22.26%	288,653	269,128	7.25%
#3 - University	36,919	38,353	34,560	33,832	37,726	37,389	42,962	83,627	-48.63%	151,909	289,317	-47.49%
#4 - Urbandale	17,646	17,411	14,156	14,354	15,784	20,006	22,938	33,576	-31.68%	73,082	116,310	-37.17%
#5 - Clark	4,126	4,103	1,517	1,729	2,102	3,898	4,906	19,524	-74.87%	12,635	67,605	-81.31%
#6 - Indianola	22,664	22,309	19,951	19,741	22,935	26,097	31,025	59,848	-48.16%	99,798	208,416	-52.12%
#7 - Ft. Des Moines	34,111	33,621	24,481	23,677	27,903	34,965	41,626	53,848	-22.70%	128,171	184,645	-30.59%
#8 - South Union	5,601	5,711	3,029	3,311	3,872	5,456	6,014	17,439	-65.51%	18,653	57,227	-67.41%
#11 - Ingersoll Ave.	2,785	2,861	2,456	2,916	2,863	2,451	2,545	21,358	-88.08%	10,775	78,349	-86.25%
#13 - SE Park Ave.	7,761	7,246	1,272	651	2,921	7,108	7,715	7,717	-0.03%	18,395	19,309	-4.73%
#14 - Beaver Ave.	20,681	20,815	15,674	15,427	18,607	22,780	26,073	0	100.00%	82,887	0	100.00%
#15 - 6th Ave.	25,480	25,215	19,152	18,498	23,956	29,748	34,102	0	100.00%	106,304	0	100.00%
#16 - Douglas Ave.	37,598	37,263	28,324	27,911	32,215	37,277	45,586	0	100.00%	142,989	0	100.00%
#17 - Hubbell Ave.	16,541	16,800	14,543	14,301	16,296	18,545	22,772	0	100.00%	71,914	0	100.00%
#51 - Merle Hay Crosstown					694	1,876	2,611	0	100.00%	5,181	0	100.00%
#52 - Valley West/Jordan Creek	10,138	10,027	10,028	10,339	11,885	11,380	14,073	0	100.00%	47,677	0	100.00%
#60 - Ingersoll/University	32,401	26,620	21,098	22,943	24,071	30,260	35,040	0	100.00%	112,314	0	100.00%
#71 - Ankeny/Delaware**	0	0	0	0	0	0	0	709	-100.00%	0	2,859	-100.00%
<b>Shuttle Routes:</b>												
Link Shuttle	1,023	944	797	861	679	652	857	1,582	-45.83%	3,049	4,817	-36.70%
Dline	18,429	20,446	17,916	31,075	19,712	18,241	18,585	20,912	-11.13%	87,613	74,777	17.17%
Lincoln/McCombs	8,993	8,943	750	0	3,660	10,977	11,304	11,681	-3.23%	25,941	26,880	-3.49%
<b>Express Routes:</b>												
#91 - Merle Hay Express	1,113	1,035	935	1,001	987	849	1,065	999	6.61%	3,902	3,223	21.07%
#92 - Hickman Express	3,668	3,408	2,910	3,104	2,890	2,936	3,498	3,225	8.47%	12,428	11,852	4.86%
#93 - NW 86th Express	3,551	3,531	3,289	3,456	3,324	3,002	3,421	4,130	-17.17%	13,203	15,934	-17.14%
#94 - Westown	1,311	1,294	1,090	1,065	1,424	1,176	1,338	1,590	-15.85%	5,003	5,837	-14.29%
#95 - Vista	2,000	2,011	1,925	1,975	2,090	1,830	2,089	2,311	-9.61%	7,984	8,989	-11.18%
#96 - E.P. True	3,153	3,260	2,700	2,803	2,761	2,614	3,078	3,199	-3.78%	11,256	11,859	-5.08%
#98 - Ankeny	8,743	8,268	7,663	8,099	9,386	8,892	10,121	9,372	7.99%	36,498	32,197	13.36%
#99 - Altoona	1,842	1,816	1,630	1,670	1,744	1,697	2,110	2,321	-9.09%	7,221	8,345	-13.47%
<b>On-Call/Flex Routes (Operated by Paratransit):</b>												
On-Call: Ankeny	204	203	193	315	209	181	234	212	10.38%	939	720	30.42%
On-Call: Des Moines	291	263	224	269	153	0	0	269	-100.00%	422	1,441	-70.71%
On-Call: Johnston/Grimes	611	687	522	518	518	471	531	676	-21.45%	2,038	2,536	-19.64%
#73 Flex: Urbandale/Windsor Heights	784	683	615	562	550	621	791	994	-20.42%	2,524	3,192	-20.93%
#72 Flex: West Des Moines/Clive	3,045	2,563	2,878	3,070	2,896	2,644	3,886	1,847	110.40%	12,496	6,042	106.82%
On-Call: REGIONAL	96	78	371	269	150	73	131	98	33.67%	623	991	-37.13%
<b>DART Paratransit Ridership</b>	<b>12,511</b>	<b>12,511</b>	<b>11,335</b>	<b>12,254</b>	<b>12,306</b>	<b>11,274</b>	<b>12,700</b>	<b>12,941</b>	<b>-1.86%</b>	<b>48,534</b>	<b>47,638</b>	<b>1.88%</b>
Bus/Van	11,863	11,500	10,605	11,594	11,563	10,584	11,879	12,433	-4.46%	45,620	45,855	-0.51%
Cab	648	680	730	660	743	690	821	508	61.61%	2,914	1,783	63.43%
<b>DART RideShare Ridership</b>	<b>23,780</b>	<b>22,514</b>	<b>20,086</b>	<b>21,080</b>	<b>21,624</b>	<b>20,520</b>	<b>23,660</b>	<b>24,266</b>	<b>-2.50%</b>	<b>86,884</b>	<b>89,400</b>	<b>-2.81%</b>
<b>TOTAL RIDERSHIP</b>	<b>390,873</b>	<b>384,370</b>	<b>302,211</b>	<b>317,639</b>	<b>553,424</b>	<b>399,438</b>	<b>464,213</b>	<b>422,712</b>	<b>9.82%</b>	<b>1,739,895</b>	<b>1,649,835</b>	<b>5.46%</b>

<b>11A: Operations Department</b>
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**Staff Resources:** Anthony Lafata, Chief Operating Officer

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**Transportation - Randy McKern, Manager**

- Safety Meeting for Fixed Route was held on Wednesday, November 6, 2013. State Trooper, James Karp, was our featured speaker for Adverse Driving Conditions.
- Fixed Route had three (3) bids that occurred relatively close to one another; vacation, special general, and day after Thanksgiving bids.
- A second meeting occurred on Monday, November 18, 2013 with Des Moines Public School officials at 1100 DART Way to continue sharing ideas and strategies regarding student fights onboard buses.

**Maintenance - Scott Reed, Manager**

- Our safety meeting was held on November 7<sup>th</sup>. Major items covered were; how to safely deal with driving during inclement weather, specifically snow and ice conditions. We also had a Power Point presentation on personal protective equipment. The PPE training is required annually.
- On November 20<sup>th</sup> the maintenance department underwent our general shift bid. This bid is required as part of our agreement with ATU Local 441 and is held annually in November. A 2014 vacation bid is scheduled in December.
- Management staff met with representatives of the ATU Local 441 and the Transportation Learning Center to discuss DART's proposed Maintenance Technician Apprenticeship Program. The program involves extensive on the job training and the utilization of ASE testing to advance apprentices through the program. An agreement was reached and will be implemented immediately.

**Paratransit - Georgia Parkey, Manager**

- At our last safety meeting on November 5, 2013 we had a guest speaker, Trooper James Karp, who did a presentation on Winter Driving. We also gave out (3) three services awards, one of which went to Toney Jenkins for 16 years of service.
- Paratransit Operators 2014 vacation bid is underway.

**Training - Greg Schmitt, Manager**

- Currently we have three Fixed Route Operators in training. A group of new Operators began on December 2, 2013.
- An internal posting was made to seek out more Route Instructors for the Fixed Route training program. Route Instructors are experienced Operators who provide instruction to new Operator trainees learning how to provide safe services to our customers. Interested candidates needed to provide a letter of interest and those submitted are currently under review.

**Facilities - Matt Pitstick, Manager**

- Performed cyclic maintenance on the boilers and air handlers at 1100. DART Central Station had similar preventative maintenance on the coolant system and heat pumps.

**MONTHLY REPORT**  
**11A: Operations Department**



- We are testing a new high bay LED light for the old bus barn. The LED fixture will use half the energy of the old high pressure sodium fixtures. The unit is testing well, many positive comments regarding the distribution and intensity of the light.
- Working with the A&E firm on several projects that we are currently funded for. The Service Lane Improvements, Fuel Distribution Replacement and Barn Portals are a few of the approved projects we are designing.
- We had a loss control walk through on 11 November 2013 with our provider, United Heartland. They inspected for any safety and health related issues at the 1100 complex. No issues were noted and we received many positive comments for the improvements we have implemented.

**Service Management - Mike Kaiser, Manager**

- The open Supervisor position was filled by Patrick Daly. Pat is a recent graduate from our fixed route operator program and has an extensive background in supervision, training and customer service skills with the City of Clive Firefighter and Paramedic programs. Pat started his new position on November 25<sup>th</sup> and is a welcome addition to the Service Management team.

## 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

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### Marketing Updates:

- DART welcomed Java Joes CoffeeHouse to DART Central Station with an open house event from 7 to 9 a.m. on Friday, November 8. Thanks to Steve Peterson for riding the bus to the event and joining us for a cup of coffee. 150 customers enjoyed a free cinnamon roll and cup of coffee during the event.
- Staff developed and deployed marketing material for the November 15 announcement of DART schedule information being available on Google Maps and Bing Maps.
- Staff has been working on route specific marketing materials for Altoona/Pleasant Hill, Ankeny, Carlisle, Johnston and West Des Moines. Newsletter articles, newspaper ads, posters and direct mail will be distributed to promote DART services within the areas.
- Staff developed designed and deployed materials for the November Fare Policy Public Meetings. Website, social media, emails, newspaper ads, interior signage and hang tags were distributed.
- Staff is preparing for the Business After Hours at DART Central Station event scheduled for Wednesday, December 4 from 4:30 to 7 p.m. A short presentation will be at 5:30 p.m. Hors d'oeuvres and beverages will be served and staff will be available for tours.
- Staff developed and is working to distribute communications and materials about the DART holiday charity event on Thursday, December 12. DART will donate all cash fares, and any amount beyond a standard fare, collected from Local, Express, Flex and On Call services to the Food Bank of Iowa. A check presentation is scheduled for December 18.
- Staff has been working on the 'Tis the Season to Ride for a Reason 2013 holiday gifts. Staff will distribute the gifts to the Pass Sales Outlets as a thank you for all their assistance throughout the year.
- Staff has been working with Transportation and Maintenance on the new bus designs for the upcoming flex and heavy duty bus order.
- Staff continues working with Trapeze on product development for the upcoming technology deployment which includes Real Time Map and MyDART Alerts (TranistNow).
- Staff continues working with RideShare on upcoming marketing materials.
- Staff continues to work on the final touches for its brand standards templates which will be distributed to staff to provide a standard look and feel for all internal and external documents. DART's Brand Standard Guide continues to build and strengthen DART's identity through consistency.
- Staff has been working on materials for the Route 11 detour communications. The route will remain on detour until all five lanes on the bridge open, which is slated for the end of December.

## MONTHLY REPORT

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



#### **Communication Updates – Gunnar Olson:**

- Staff publicized public meetings on fare policy with release. Staff did interview with WHO Radio on Monday, November 11. The meetings were covered by The Des Moines Register and Patch.
- Staff coordinated 11 public meetings regarding new fare policy. The meetings were held over four days, November 18-21, at locations throughout the metro area. Attendance at the public meetings total 47, with the most appearing at DART Central Station. Additionally, a survey is being conducted, available online and in paper form, and so far it has been filled out by more than 330 people.
- Staff publicized the LEED Platinum certification of DART Central Station via press release, website, rider email and online. The story was covered by WHO Radio, KCCI, the Des Moines Business Record and Passenger Transport.
- Staff facilitated a tour of DART Central Station for a tour of facilities with solar technology. The tour included state Sen. Brad Zaun and state Rep. Kevin Koester. The tour coincided with the announcement of the station's certification of LEED Platinum.
- Staff supported General Manager Elizabeth Presutti in giving a presentation on November 18 about the recent transformation of DART to the Windsor Heights City Council.
- Staff gave a presentation on DART's partnership with Drake University to the university's Sustainability Committee on November 18.
- Staff publicized the recent addition of DART's schedule information to Google Maps and to Bing Maps. The news was covered by WHO Radio and Juice Magazine.
- Staff coordinated the sixth and final Transit Riders Advisory Committee meeting of 2014. The committee elected new leadership. Greg Boesch of Urbandale was elected Chair and Cyrilla Gregory of Altoona was elected Vice Chair.

#### **Advertising Program:**

##### *New November Advertisers*

- Des Moines Radio Group
- Dicks Sporting Goods
- Des Moines Social Club

#### **Customer Service Report – PJ Sass:**

##### *October Employer and Group Presentations:*

- Principal Orientation (four visits)
- EMC Benefit Fair
- Home School Parents/Students How to Ride Training
- How to Ride Training

Bus Stop/Shelter Request = 2

Customer Service Request = 72

Contact/Feedback Form = 35

Other/Misc. = 12

Voicemails = 102 (approx. 26 required reply)

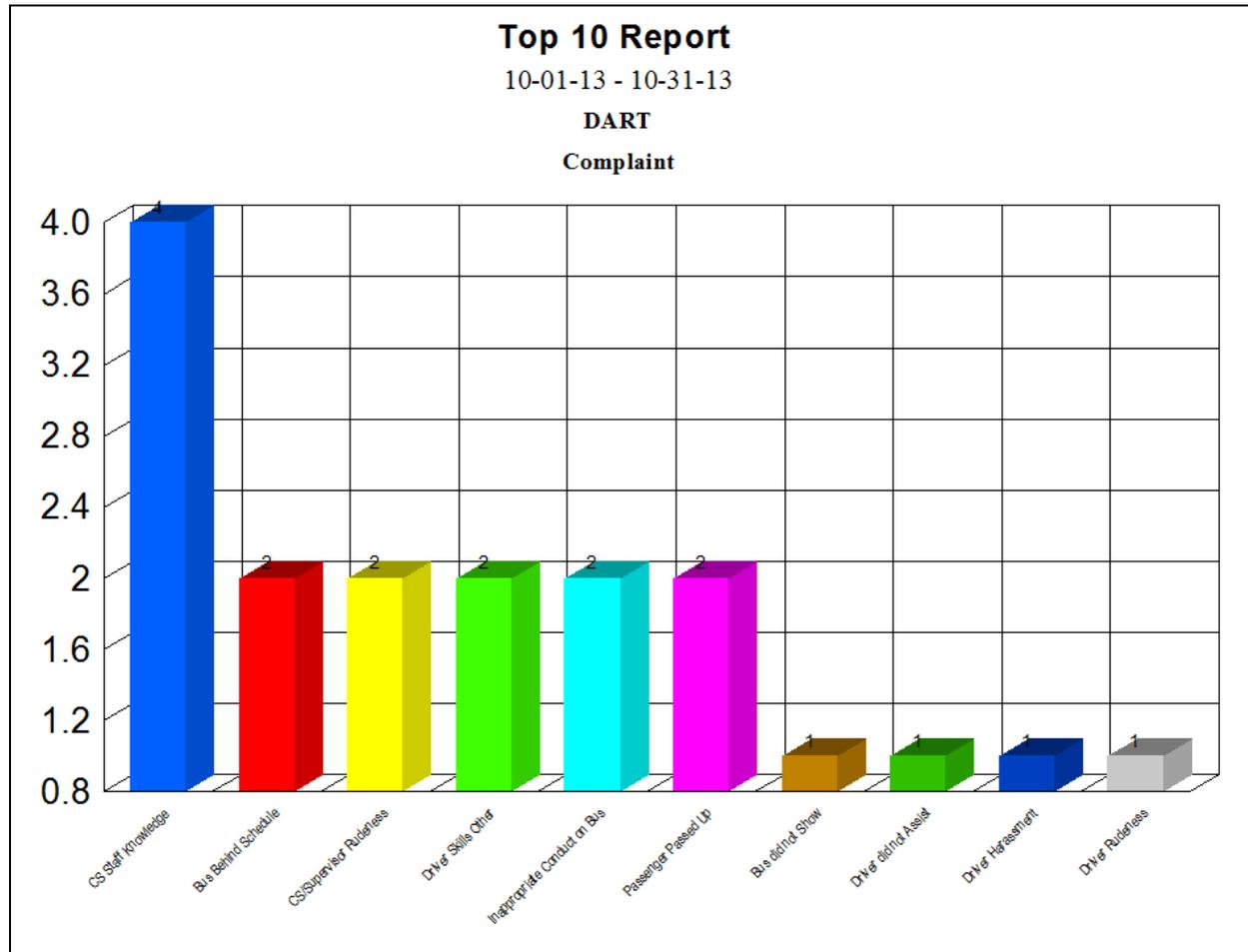
**MONTHLY REPORT**

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



*Total Calls for October 2013*

- Schedule Information - 13,842
- Spanish Line - 165
- Receptionist - 644
- RideShare - 594



The top five comments for September were: Passenger Passed Up, Bus behind schedule, Other Misc., Driver Didn't Assist and Driver Skills/Other, In summary we had 120 complaints, 8 commendations and 17 suggestions. Out of the 120 complaints 2 are still being investigated and 17 were founded which is 14% of the total completed complaints for this month.

*Travel Training:*

Travel Training class was held on November 25 we had 7 attendees. The next class will be held on December 14, 2013

## MONTHLY REPORT

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



#### **RideShare – Jennifer Long:**

- Staff held a van swap event to distribute the new vans. Van drivers came out for lunch and learned how to use all the features on their vans. We are thankful for the help of salesmen from Bob Brown Chevrolet and Stew Hansen Dodge in teaching our drivers about their new vehicles. Hosting this lunch saved staff many man hours in scheduling and delivering each individual van.
- October is the first month all vanpool drivers were required to use the new online logsheet reporting.
- Eight people attended driver's training this month.

#### **Staff Commendations:**

DART had several comments this month pertaining to the fair service and how awesome our drivers and administration staff is.

- THIS IS NOT A COMPLAINT!!!! It's a kudos, I had the best customer service I've had in years from Peg Hadley. She took time and seemed like she really cared to get me where I was going. 5 Stars of excellent customer service receives the recognition he deserves for his acts. I hope this reaches the correct person.
- "You guys do a great job! I'm new to Iowa and have been so impressed by the efficiency of the routes and the drivers on the #14 and #16 have been great! Please let them all know."
- After my last complaint of what went wrong with the DART driver, I thought I should tell you what went right. Yesterday, the bus driver, Corey, picked me up on time and dropped me off at work on time. This made for a more pleasant day for me. Thank you Corey! Caller just wanted us to know that this driver was extremely kind to a lady in a wheelchair. Said it was neat to see someone make that extra effort to assist her.

<b>11C: Planning Department</b>
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**Staff Resource:** Jim Tishim – Planning Director

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**Transit Master AVL/RTIS & Trip Planner Update:**

- A Press Release was issued on November 15, 2013 to announce that DART is now on Google Maps and Bing Maps Trip Planners.
- The TransitNOW real-time customer alerts and the Real-Time Map trip planner programs are in development. Staff is working with Trapeze on the remaining open action items to complete the programs.
- New Bus AVL/RTIS Vehicle Parts Installation: Twelve new buses were installed with AVL/RTIS equipment in early September. During the installation we discovered that some of the parts were not designed for the new style of buses. Trapeze modified the parts they had on hand to work properly until the new parts arrived. The new parts were installed on November 21, 2013.

**Planning Department Projects:**

- Three General Bids took place in November:
  - The annual Vacation Bid for Full-Time Bus Operators.
  - Special General Bid: Due to time constraints and Trapeze FX Scheduling Software issues, the August General Bid with the new expanded services that went into effect on August 19, 2013 were not developed to our expectations. The scheduling parameters were not performing optimally to develop the best options for the bus operators. It was determined prior to the August General Bid that a special bid would be created, once the problems were resolved. The Planning Department worked with Trapeze to resolve the problems. We were able to develop a couple different scenarios. A meeting was held with ATU Union representatives and a new option was chosen. The new General Bid will go into effect on November 24, 2013. There were no passenger schedules changed and this will not affect our customers.
  - The Day after Thanksgiving Day Bid: Each year DART operates Saturday service on the Friday after Thanksgiving. This change requires a special General Bid of all Bus Operators. They can elect to bid a run to work or apply a vacation day as desired.
- The Planning Department developed a vehicle rotation process that will go into effect on December 1, 2013. The process will help DART comply with Title VI requirements to insure all service areas receive an equitable disbursement of newer buses throughout the transit system. Also, the rotation process was designed to place the 57 fixed route buses equipped with Automatic Passenger Counters (APC) strategically throughout our system to gather reliable boarding and alighting data. Reliable APC data will be highly beneficial to the Planning Department for system analysis.

## MONTHLY REPORT

### 11C: Planning Department



- Missed Trips Incident Reports: The Planning Department worked with The Transportation Department on developing incident reports generated by the AVL/RTIS TransitMaster system that will track missed trips. The Federal Transit Administration (FTA) requires documenting all total missed trips on our annual National Transit Database (NTD) Report. In addition, the Transportation staff will be documenting partial missed trips to monitor developing patterns that will be beneficial to improving service reliability.
- SW 14<sup>th</sup> Quiet Street Project: The Des Moines Traffic and Transportation Department presented us with a new type of traffic calming design that they want to use in four locations on SW 14<sup>th</sup> Street. The design raised questions on our ability to maneuver through the obstacle safely and still maintain a reasonable schedule. I scheduled a test of the design on November 7 with DART Transportation staff and the Des Moines Traffic Engineers assigned to the project. A cone obstacle course was set-up according to the design specification and we maneuvered a DART bus through the obstacle. Based on our observations, the design required some adjustments to meet our bus specification. A SW 14<sup>th</sup> Quiet Street Project Meeting was held on November 12 to refine any concerns prior to the scheduled public meeting on November 25.
- I have been working to install safe bus stops on the #91 Merle Hay Rd Express route on Merle Hay Rd at Sutton Avenue and possibly Meredith Drive. In order to provide a bus stop at these locations it will require infrastructure changes from both the City of Urbandale and the City of Des Moines. A meeting was held on November 7 to discuss and work out any problems. Both cities are currently investigating options.
- DART Planning Staff held a meeting with Pleasant Hill Planning staff on November 7<sup>th</sup> to discuss the possibility of including the new Fareway Store at NE 56<sup>th</sup> Street and NE 12<sup>th</sup> Avenue as a Park and Ride to the #1 Fairgrounds route. We toured the site and surrounding area. Also, we were informed that a new property owner has purchased the Copper Creek strip mall on the northeast corner of Copper Creek Drive and NE 12<sup>th</sup> Avenue. Having a Park and Ride at that location was not an option with the previous owner. A Park and Ride in the area of Copper Creek has been a request from Copper Creek residents. Staff is currently in the process of contacting Fareway and the Copper Creek mall owners.
- The Planning Department National Transit Database (NTD) quarterly and year-end reporting was completed.
- New Bus Stop & Amenity Design Guidelines: Planning staff has been working on updating our Bus Stop & Amenity Design Guidelines. The new Bus Stop & Amenity Design Guidelines will be presented at the January 2014 Commission Meeting.
- The DART 2013-2016 Title VI Program received our Letter of Concurrence from the Federal Transit Administration (FTA) on November 19, 2013. Planning Staff will present the final DART 2013-2016 Title VI Program document at the December 3, 2013 Commission Meeting for final Commission approval.

## MONTHLY REPORT



<b>11D:</b>	<b>General Manager</b>
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**Staff Resource:** Elizabeth Presutti, General Manager

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- **DART Commission Bus Rides** – I had had the opportunity to take a bus ride on Route 60 with Commissioners Connolly and a ride with Commissioner Muldoon on Route 52. Both rides were very informative about how customers use the service.
- **City Council Presentations** – In November staff presented to the Windsor Heights City Council. In December we are scheduled to present to the Des Moines City Council, Urbandale City Council, Altoona City Council and Ankeny City Council.
- **Federal Lobbyist** – Commissioner Van Oort and staff met with our Federal Lobbyist, Federal Advocates on November 21<sup>st</sup> to discuss strategy on the BRT project.
- **DART Teamster Union Contract** – On November 22<sup>nd</sup>, collective bargaining began with the Teamsters Local 238 which represents DART's Paratransit Operators.

