



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
JANUARY 9, 2018 – 12:00 PM



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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF JANUARY 9, 2018 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. 2018 STATE LEGISLATIVE PRIORITIES	
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A. FY19 Budget Workshop – Friday, January 19, 2018 – 8.00 A.M.	
13. NEXT MEETING: Regular DART Meeting - Tuesday, February 6, 2018 – 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



6: DART's 2018 State Legislative Priorities

Action: Approve the recommended 2018 State Legislative Priorities

Staff Resource: *Amanda Wanke, Chief External Affairs Officer*

Background:

- Staff consulted with the Iowa Public Transit Association and DART lobbyists John Cacciatore and Christopher Rants in the development of the DART's 2018 State Legislative Priorities.
- The DART Executive Committee reviewed the priorities outlined below at their meeting on December 15, 2017 and endorsed them moving forward to the full DART Commission for approval.
- DART lobbyists John Cacciatore and Christopher Rants will be in attendance at the DART Commission meeting and provide an overview of the upcoming State Legislative session.

Recommended State Legislative Priorities:

- **Long-term Funding Groundwork:** Due to several factors, including the newness of the DART Commission and the findings of the Transit Funding Analysis by HNTB, DART does not intend to seek legislative action on long-term funding this year. However, we recommend that staff and lobbyists be authorized to have conversations about the findings of the HNTB report and solicit feedback and input from legislators to help hone in on the best long-term funding solution.
- **Property Tax Backfill:** The elimination of the property tax backfill would mean a loss in revenue of more than \$600,000 annually for DART. Staff and lobbyists should encourage legislators to maintain the backfill.
- **Medicaid:** Any legislative fix to current Medicaid challenges should ensure that the cost of transportation for trips previously funded by Medicaid should not be transferred to local transit authorities, and thereby, local property taxpayers.

Recommendation:

- Approve the recommended 2018 State Legislative Priorities.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
620 CHERRY STREET – DES MOINES, IOWA 50309
DECEMBER 5, 2017**



ROLL CALL

Commissioners Present: Vern Willey, Gary Lorenz, Ruth Randleman, Frank Cownie (arrived at 12:04pm), Michael Just, Mike Bakous, Jon Woods, Sara Kurovski, Angela Connolly, Tom Gayman, Steve Gaer, Zac Bales-Henry

Commissioners Absent: John Hathaway, Doug Elrod, Michael McCoy, Jeremy Hamp, Jason Morse, Gerald Lane

Alternates Present: Marketa Oliver (arrived at 12.12pm), Tom Cope

CALL TO ORDER

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

Notice of the meeting was duly published.

APPROVAL OF AGENDA

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

It was moved by Ms. Connolly and seconded by M to approve the December 5, 2017 agenda. The motion carried unanimously

PUBLIC COMMENT

No Comments

TRANSIT RIDERS ADVISORY COMMITTEE UPDATE

Teresa Volcheck, Vice Chair of the Transit Riders Advisory Committee, gave an update of the recent TRAC Meeting to the Commission. The TRAC members received updates from DART staff on the shelter and mobility hubs and how they work in other cities of our size. Also the committee received information on the Route 5 update as related to the minor adjustments being made. Discussion on PASS and MyDart app. There has been a good uptake on the app and good advertising. The committee is moving forward with making a training video for the Operators. Further discussion is needed on reorganizing the committee to make it more efficient.

CONSENT ITEMS

7A – Commission Meeting Minutes – November 7, 2017

7B – Signature Stamp Policy

It was moved by Mr. Cownie and seconded by Mr. Willey to approve the consent items as presented. The motion carried unanimously.



ACTION ITEMS

8A – FY2017 Audited Financial Statements

Jamie Schug, Chief Financial Officer introduced Jodie Dobson from Baker Tilly Virchow Krause who performed the FY17 audit. Jodi presented a “clean audit opinion.” That designation is the highest level of assurance they can give of DART’s financial statements.

It was moved by Mr. Willey and seconded by Ms. Connolly to approve the FY2017 Audited Financials as presented. The motion carried unanimously.

8B – Van Donation Program Recipients Recommendation

Amanda Wanke, Chief External Affairs Officer introduced Brandon Pollard, Rideshare Specialist, who provided the Commission background into the annual van donation program and the application process for organizations to receive a van. Twelve applications were received and the committee recommended three (3) of these applications to the Commission. If approved each of these organizations will be donated retired Rideshare vehicles. The organizations are Latinas/Latinos Al Exito, Eyerly Ball Community Mental Health Services, and Helping Our Veterans with Everyday Living in accordance with the Van Donation Program.

It was moved by Mr. Cope and seconded by Mr. Just to approve the donation of the three (3) Rideshare vehicles to the organizations as outlined above. The motion carried unanimously.

8C – February 2018 Service Change

Amanda Wanke, Chief External Affairs Officer shared the background of the yearly DART service changes explaining that these changes are necessary to improve service for our customers along with allowing operations to change work assignments. The service changes were shared.

It was moved by Ms. Oliver and seconded by Mr. Bales-Henry to approve the February service changes. The motion carried unanimously.

8D - September 2017 Financials

Jamie Schug, Chief Financial Officer introduced Timothy Ruggles, Staff Accountant who provided a presentation on the October 2017 Financials. Fixed Route Operating revenue is 6.76% over budget projections. Operations expenses are 5.11% below budget projections year to date.

Paratransit Operating revenue is 12.71% lower than budget expectations. Operating expenses are currently showing budget savings of 6.01%.

Rideshare revenues were 8.90% below budget. Operating expenses are below budgetary expectations by 11.61%.

It was moved by Mr. Cownie and seconded by Mr. Just to approve the September 2017 Financials. The motion carried unanimously.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – DECEMBER 5, 2017**



DISCUSSION ITEMS

9A – FY 2019 DART Budget Development Update

Jamie Schug, Chief Financial Officer updated the Commission on the budget process for FY2019, including the revenue and expenditure assumptions and possible tax levy implications. The budget calendar was discussed sharing that the process begins this month, then January is the Commission Budget Workshop then several meetings and a public hearing in March. The budget needs to be finalized by March 15, 2018.

Recommendations for future information to the Commission included the dollar amount for the multifamily and to present the budget to include the backfill.

9B – DART's Fare Programs and Partnerships

Amanda Wanke, Chief External Affairs Officer shared a presentation with information about our current fare programs and partnerships and next steps to make sure these programs remain efficient and have the ability to increase awareness to a larger population that may utilize these programs.

9C – Electric Bus Pilot Funding Plan

Tim Sanderson, Chief Operating Officer provided information to the Commission sharing information about applied grants, shared benefits and the electric bus company that we will be partnering with. Two funding considerations were shared which will be brought back to the Commission in early 2018 for approval.

9E - Performance Report – September 2017

Elizabeth Presutti, Chief Executive Officer, reviewed the Performance Report for September, 2017. Overall DART Ridership was down a little and YTD we are down less than 1%. We are seeing an uptake in the Route 5 (this is where we made the route changes in Johnston) and Route 91. Route 8 we are seeing a lot of ridership growth. We have heard from a lot of businesses in this area that are needing transit service to accommodate their workers. Rideshare and Paratransit continue to see an increase in ridership. Reduction in road calls YTD by 20%.

MONTHLY REPORTS

10A – Operations

Tim Sanderson, Chief Operating Officer updated the Commission on the effects of the recent changes in the MCO's. DART carries seventy to one hundred passengers daily just for AmeriHealth Caritas Iowa. Up until the December 1st transition date, we have been proactive in making sure that transportation is still provided for those workers that need it. As of December 1st the transition was smooth. Our applications have increased for our "Bus Plus" program.

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COMMISSION MEETING MINUTES – DECEMBER 5, 2017**



10B – Engagement

Amanda Wanke, Chief External Affairs Officer shared that 300 free rides were taken on our “Veteran Free” bus rides on November 10th and 11th, 2017. The next bus unveiling will be at Drake on Monday, December 11th at 11am.

10C – Procurement

No Update

10D - Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer brought to the Commission the copy of the notice letter from the City of Allerman, requesting their withdrawal from DART. Their contribution is not overly significant. The effective date for withdrawal will be June, 2019.

FUTURE AGENDA ITEMS

Mayor Gary Lorenz requested future discussions on timeline of Future Funding and Strategic direction of DART. Chair Tom Gayman acknowledged that work has begun on these projects so that the Commission will be able to have future discussions on these and other topics related to the future of DART.

COMMISSIONER ITEMS

Executive Committee items shared with Commission.

FUTURE 2018 MEETING DATES:

January 9, February 6, March 6, April 2, May 1, June 5, July 10, August 7, September 4, October 2, November 6 and December 4.

Mr. Gayman adjourned the meeting at 1:39 p.m.

Chair

Clerk

Date

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

The next regular DART monthly Commission Meeting has been scheduled for January 9, 2018 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



CONSENT ITEM



7B: DART Drug and Alcohol Policy Required Update

Action: Approve the updated DART Drug and Alcohol Policy

Staff Resource: Katie Stull, Chief Human Resources Officer

Background:

- The Omnibus Transportation Employee Testing Act of 1991 requires FTA to issue regulations requiring recipients of Federal transit funds under 49 U.S.C. 5307, 5309, and 5311, and 23 U.S.C. 103(e)(4) to test safety sensitive employees for the use of alcohol or drugs in violation of law or federal regulation. As a condition of FTA funding, the Act requires recipients to establish alcohol and drug testing programs. The Act mandates four types of testing: pre-employment, random, reasonable suspicion, and post-accident. In addition, the Act permits return-to- 4 duty and follow-up testing under specific circumstances. The Act requires that recipients follow the testing procedures set out by the Department of Health and Human Services (DHHS).
- The DART Commission approved the most recent DART Drug and Alcohol Policy in January 2017 to comply with FTA requirements.
- FTA periodically audits DART's Drug and Alcohol Policy and the application of the procedures outlined in that policy. The last such audit occurred in 2012.
- Effective January 2018 DOT added a sixth drug category, "semi-synthetic opioids," to the prohibited drugs testing panel.
- The attached DOT Drug and Alcohol Policy adds "semi-synthetic opioids" to the list of prohibited drugs within our policy and will keep us in compliance with FTA requirements.
- We posted a DOT Drug Testing: Part 40 – Employee Notice to make current employees aware of the regulatory change; all new employees will acknowledge the updated policy upon your approval.

Recommendation:

- Approve the updated DART Drug and Alcohol Policy.



Drug and Alcohol Policy



Scope:	All Employees
Responsible Department:	Human Resources
Effective Date:	January 9, 2018
Approved By:	DART Commission

Purpose

This policy complies with 49 CFR Part 655, as amended and 49 CFR Part 40, as amended. Copies of Parts 655 and 40 are available in the Drug and Alcohol Program Manager's office and can be found on the internet at the Federal Transit Administration (FTA) Drug and Alcohol Program website <http://transit-safety.fta.dot.gov/DrugAndAlcohol/>.

All covered employees are required to submit to drug and alcohol tests as a condition of employment in accordance with 49 CFR Part 655.

Portions of this policy are not FTA-mandated, but reflect Des Moines Area Regional Transit Authority's policy. These additional provisions are identified by **bold text**.

In addition, DOT has published 49 CFR Part 29, implementing the Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA.

All Des Moines Area Regional Transit Authority employees are also subject to the provisions of the Drug-Free Workplace Act of 1998.

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the workplace. An employee who is convicted under any criminal drug statute for a violation occurring in the workplace shall notify a DART Designated Employer Representative (DER) or the Drug and Alcohol Program Manager (DAPM) no later than five days after such conviction. DART's Designated Employer Representative (DER) and Drug and Alcohol Program Manager (DAPM) are listed in Appendix B

Policy

Covered Employees

This policy applies to every person, including an applicant or transferee, who performs or will perform a "safety-sensitive function" as defined in Part 655, section 655.4.

You are a covered employee if you perform any of the following:

- Operating a revenue service vehicle, in or out of revenue service
- Operating a non-revenue vehicle requiring a commercial driver's license
- Controlling movement or dispatch of a revenue service vehicle
- Maintaining (including repairs, overhaul and rebuilding) of a revenue service vehicle or equipment used in revenue service
- Carrying a firearm for security purposes

See Appendix A for a list of covered positions by job title.



Prohibited Behavior

Use of illegal drugs is prohibited at all times. All covered employees are prohibited from reporting for duty or remaining on duty any time there is a quantifiable presence of a prohibited drug in the body above the minimum thresholds defined in Part 40. Prohibited drugs include:

- Marijuana
- phencyclidine (PCP)
- amphetamines
- cocaine
- opiates
- semi-synthetic opioids

All covered employees are prohibited from performing or continuing to perform safety-sensitive functions while having an alcohol concentration of 0.04 or greater.

All covered employees are prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called to report for duty. If the on-call employee claims the ability to perform his or her safety-sensitive function, he or she must take an alcohol test prior to performance.

All covered employees are prohibited from consuming alcohol within four (4) hours prior to the performance of safety-sensitive job functions.

All covered employees are prohibited from consuming alcohol for eight (8) hours following involvement in an accident or until he or she submits to the post-accident drug and alcohol test, whichever occurs first.

Consequences for Violations

Following a positive drug or alcohol (BAC at or above 0.04) test result or test refusal, the employee will be immediately removed from safety-sensitive duty and referred to a Substance Abuse Professional.

Following a BAC of 0.02 or greater, but less than 0.04, the employee will be immediately removed from safety-sensitive duties for at least eight hours unless a retest results in the employee's alcohol concentration being less than 0.02.

Zero Tolerance

Per Des Moines Area Regional Transit Authority policy, any employee who tests positive for drugs or alcohol (BAC at or above 0.04) or refuses to test will be referred to a Substance Abuse Professional (SAP) and terminated from employment

CIRCUMSTANCES FOR TESTING

Pre-Employment Testing

- A negative pre-employment drug test result is required before an employee can first perform safety-sensitive functions. If a pre-employment test is cancelled, the individual will be required to undergo another test and successfully pass with a verified negative result before performing safety-sensitive functions.
- If a covered employee has not performed a safety-sensitive function for 90 consecutive calendar days, and has not been in the random testing pool during that time, the employee must take and pass a pre-employment test before he or she can return to a safety-sensitive function.



- A covered employee or applicant who has previously failed or refused a DOT pre-employment drug and/or alcohol test must provide proof of having successfully completed a referral, evaluation, and treatment plan meeting DOT requirements.

Reasonable Suspicion Testing

- All covered employees shall be subject to a drug and/or alcohol test when Des Moines Area Regional Transit Authority has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse. A reasonable suspicion referral for testing will be made by a trained supervisor or other trained company official on the basis of specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee.
- Covered employees may be subject to reasonable suspicion drug testing any time while on duty. Covered employees may be subject to reasonable suspicion alcohol testing while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions.

Post-Accident Testing

Covered employees shall be subject to post-accident drug and alcohol testing under the following circumstances:

- Fatal Accidents - As soon as practicable following an accident involving the loss of a human life, drug and alcohol tests will be conducted on each surviving covered employee operating the public transportation vehicle at the time of the accident. In addition, any other covered employee whose performance could have contributed to the accident, as determined by Des Moines Area Regional Transit Authority using the best information available at the time of the decision, will be tested.
- Non-fatal Accidents - As soon as practicable following an accident not involving the loss of a human life, drug and alcohol tests will be conducted on each covered employee operating the public transportation vehicle at the time of the accident if at least one of the following conditions is met:
 - (1) The accident results in injuries requiring immediate medical treatment away from the scene, and the covered employee may have contributed to the accident
 - (2) One or more vehicles incurs disabling damage and must be towed away from the scene, and the covered employee may have contributed to the accident
 - (3) DART deems it to be in the best interest of the employer or employee

In addition, any other covered employee whose performance could have contributed to the accident, as determined by Des Moines Area Regional Transit Authority using the best information available at the time of the decision, will be tested.

A covered employee subject to post-accident testing must remain readily available, or it is considered a refusal to test. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident or to prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

Employees who are not in covered positions but who have an accident while driving a DART owned vehicle will be subject to the testing guidelines outlined in the Post Accident Testing section of this policy.



Random Testing

Random drug and alcohol tests are unannounced and unpredictable, and the dates for administering random tests are spread reasonably throughout the calendar year. Random testing will be conducted at all times of the day when safety-sensitive functions are performed.

Testing rates will meet or exceed the minimum annual percentage rate set each year by the FTA administrator. The current year testing rates can be viewed online at <http://www.dot.gov/odapc/random-testing-rates>.

The selection of employees for random drug and alcohol testing will be made by a scientifically valid method, such as a random number table or a computer-based random number generator. Under the selection process used, each covered employee will have an equal chance of being tested each time selections are made.

A covered employee will only be randomly tested for alcohol misuse while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions. A covered employee may be randomly tested for prohibited drug use anytime while on duty.

Each covered employee who is notified of selection for random drug or random alcohol testing must immediately proceed to the designated testing site.

Random Testing – End of Shift

Random testing may occur anytime an employee is on duty so long as the employee is notified prior to the end of the shift. Employees who provide advance, verifiable notice of scheduled medical or child care commitments will be random drug tested no later than three hours before the end of their shift and random alcohol tested no later than 30 minutes before the end of their shift. Verifiable documentation of a previously scheduled medical or child care commitment, for the period immediately following an employee's shift, must be provided no later than the beginning of the shift.

TESTING PROCEDURES

All FTA drug and alcohol testing will be conducted in accordance with 49 CFR Part 40, as amended.

Dilute Urine Specimen

Dilute negative results with a creatinine concentration of greater than 5 mg/dL require an immediate recollection and test. Dilute negative results with a creatinine level greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL require an immediate recollection under direct observation (see 49 CFR Part 40, section 40.67).

The results of the second test will be treated as the test of record. If the results of the second test are also negative and dilute, the test results will be documented as negative.

If the employee declines to take a test directed under this policy, the employee has refused the test for purposes of this part and DOT agency regulations.

Split Specimen Test

In the event of a verified positive test result, or a verified adulterated or substituted result, the employee can request that the split specimen be tested at a second laboratory. Des Moines Area



Regional Transit Authority guarantees that the split specimen test will be conducted in a timely fashion.

Test Refusals

As a covered employee, you have refused to test if you:

- (1) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by Des Moines Area Regional Transit Authority.
- (2) Fail to remain at the testing site until the testing process is complete. An employee who leaves the testing site before the testing process commences for a pre-employment test has not refused to test.
- (3) Fail to attempt to provide a breath or urine specimen. An employee who does not provide a urine or breath specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.
- (4) In the case of a directly-observed or monitored urine drug collection, fail to permit monitoring or observation of your provision of a specimen.
- (5) Fail to provide a sufficient quantity of urine or breath without a valid medical explanation.
- (6) Fail or decline to take a second test as directed by the collector or Des Moines Area Regional Transit Authority for drug testing.
- (7) Fail to undergo a medical evaluation as required by the MRO or Des Moines Area Regional Transit Authority's Designated Employer Representative (DER).
- (8) Fail to cooperate with any part of the testing process.
- (9) Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly-observed test.
- (10) Possess or wear a prosthetic or other device used to tamper with the collection process.
- (11) Admit to the adulteration or substitution of a specimen to the collector or MRO.
- (12) Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
- (13) Fail to remain readily available following an accident.

As a covered employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.

As a covered employee, if you refuse to take a drug and/or alcohol test, you incur the same consequences as testing positive and will be immediately terminated from employment, and referred to a SAP.

VOLUNTARY SELF-REFERRAL

Any employee who has a drug and/or alcohol abuse problem and has not been selected for reasonable suspicion, random or post-accident testing or has not refused a drug or alcohol test may voluntarily refer her or himself to a DART Designated Employer Representative (DER) or the DART Drug and Alcohol Program Manager (DAPM), who will refer the individual to a substance abuse counselor for evaluation and treatment.

The substance abuse counselor will evaluate the employee and make a specific recommendation regarding the appropriate treatment. Employees are encouraged to voluntarily seek professional substance abuse assistance before any substance use or dependence affects job performance.



Any safety-sensitive employee who admits to a drug and/or alcohol problem will immediately be removed from his/her safety-sensitive function and will not be allowed to perform such function until successful completion of a prescribed rehabilitation program.

PRESCRIPTION DRUG USE

The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to the employee's supervisor before safety sensitive duties are performed. Medical advice should be sought, as appropriate, while taking such medication and before performing safety-sensitive duties.

CONTACT PERSON

For questions about Des Moines Area Regional Transit Authority's anti-drug and alcohol misuse program, contact the Drug and Alcohol Program Manager (DAPM) listed in Appendix B of this policy.



Appendix A: Safety Sensitive Positions

This list is not intended to be an all-inclusive list of safety-sensitive positions, and is subject to change without requiring the revision and reapproval of this entire policy. Employees performing safety-sensitive functions as defined in 49 CFR Part 655 are considered to be in safety-sensitive positions, regardless of whether their job title is listed below.

- Body Shop Technician
- Buildings and Grounds Person
- Fixed Route Bus Operator (Full-Time)
- Fixed Route Bus Operator (Part-Time)
- Journey Level Technician
- Interior Cleaner
- Maintenance Manager
- Maintenance Specialist
- Maintenance Supervisor
- Master Technician
- Operations Dispatcher
- Operations Instructor
- Operations Manager
- Operations Supervisor
- Paratransit Bus Operator (Full-Time)
- Paratransit Bus Operator (Part-Time)
- Paratransit Dispatcher (Full-Time)
- Paratransit Dispatcher (Part-Time)
- Safety & Training Manager
- Senior Maintenance Manager
- Service Person Technician (Probation)
- Technician I
- Technician II
- Technician III
- Technician IV
- Tire Person
- Transit Police Officer
- Utility Person



Appendix B: Drug and Alcohol Program Duties

Des Moines Area Regional Transit Authority's anti-drug and alcohol misuse program is administered by the Drug and Alcohol Program Manager (DAPM) with the assistance of Designated Employer Representatives (DERs). The persons performing these duties are appointed by the Chief Executive Officer. The Chief Executive Officer may change the persons appointed to these duties change without requiring the revision and reapproval of this entire policy.

The following persons administer DART's anti-drug and alcohol misuse program:

Drug and Alcohol Program Manager (DAPM)

Katie Stull
Chief Human Resources Officer
(515) 246-2539
kstull@ridedart.com

Designated Employer Representatives (DERs)

Emily McMahon
Human Resources
Manager (515) 283-8126
emcmahon@ridedart.com

Cindy Nelson
Human Resources Specialist
(515) 283-5004
cnelson@ridedart.com



Appendix C: Signs and Symptoms of Drug and Alcohol Misuse

Drugs and alcohol can result in such work-related problems as absenteeism and tardiness, lower productivity, missed deadlines, poor work quality, unsafe driving, and increased injuries and accidents. Problems relating to or communicating with supervisors, co-workers or customers, following directions, concentrating or remembering things may also indicate a drug or alcohol problem.

Drugs and alcohol slow reaction times, cause confusion, harm coordination and motor skills and can impair decision-making and memory. People misusing alcohol and using illegal drugs may be withdrawn, lethargic, depressed, erratic, "hyper" or unusually anxious, hostile or paranoid.

Drugs and alcohol misuse can also result in health problems like chronic gastritis, headaches, chronic respiratory infections and liver problems. They may also show up as poor hygiene, a sloppy appearance, financial problems, DUIs or family problems.

Evidence of use can include paraphernalia such as pipes, syringes, foil packets, pills, powders and empty alcohol containers. Physical symptoms of use can include:

1. Marijuana and alcohol odors
2. Puffy or droopy eyelids, bloodshot eyes, dilated or pinpoint pupils
3. Nosebleeds, excessive sniffing, chronic sinus problems, nasal sores
4. Needle tracks or blood spots on clothing
5. Tremors, racing or irregular heartbeats
6. Slurred or incoherent speech
7. Confusion, anxiety, paranoia
8. Coordination problems
9. Lethargy and sleepiness

EFFECTS OF DRUGS AND ALCOHOL

Drugs and alcohol can harm health and the workplace in a variety of ways.

Alcohol

Alcohol is a central nervous system depressant that acts like a poison if used in large quantities. Each year the lives of tens of thousands of Americans are shortened or ended by alcohol misuse.

Alcohol quickly reaches the brain after drinking. It impairs self-control and other learned behaviors. This loss of self-control can lead to aggressive driving (or overly cautious driving), as well as the other kinds of aggressive behaviors associated with drinking. Even small doses of alcohol, i.e. a single drink, can harm driving performance. In large doses, alcohol significantly impairs coordination, memory and judgment.

Over time, alcohol misuse damages the liver, the heart, the digestive system and can cause permanent brain damage. On average, alcoholics shorten their life span by about 10 years. Alcohol misuse harms the ability to think clearly, harms judgment and can affect the ability to get

along with and work constructively with co-workers and customers. Alcoholics often have attendance and work performance problems and get fired because of the consequences of



alcohol misuse. Because of its adverse effects on coordination, reflex time, vision, driving ability, judgment and the ability to evaluate and quickly process information, alcohol is especially dangerous for drivers of commercial motor vehicles.

A small glass of wine, a can of beer and a one and one-half ounce shot of liquor all contain about the same amount of alcohol. It takes the body about one hour to metabolize and eliminate each "drink" of alcohol. Coffee, exercise and cold showers do not speed up this process or magically produce sobriety. While individuals differ greatly, each drink on an empty stomach by an average-sized adult male may lead to an alcohol concentration of about .02. Thus, drinking more than two drinks raises a serious risk of having an alcohol concentration in excess of DOT rules, especially for people with low body weights. Any drinking while on duty or during the 4 hours before working violates DOT rules.

Cocaine

Cocaine is a powerful stimulant that can be inhaled up the nose, injected or smoked. It greatly increases heart rate and blood pressure. Partly because of its effects on the circulatory system, cocaine use can lead to seizures. Every time cocaine is used, there is some unquantifiable risk of a fatal stroke or heart attack. Cocaine can also cause tremors, convulsions, vomiting and raises body temperature to dangerous levels. Repeated snorting damages nasal tissues, sometimes permanently. Needle use carries risks of infection and overdose.

Initially, cocaine use brings a rush of euphoria and exaggerated overconfidence. Sometimes these effects are so strong that safe driving is impossible. Cocaine wears off in about an hour after it is snorted and in just a few minutes after it is smoked. When it wears off, the user may become depressed, anxious, paranoid and exhausted.

Cocaine users may exhibit rapid mood swings and changes in activity level. They may grind their teeth, repeatedly wash their hands or engage in other compulsive behaviors.

Amphetamines

Amphetamines, also known as "speed," are powerful stimulants that are often abused by truck drivers because they make it easy to stay awake. Amphetamines, however, are dangerous drugs with a high potential for abuse. Amphetamines may also be known as uppers, black beauties, white crosses or dexies.

Use brings feelings of alertness and a loss in appetite. The user may also become very talkative or physically active or feel very strong after ingesting amphetamines. In a few hours however, the amphetamines wear off and restlessness, anxiety, paranoia and headaches set in.

In large doses, amphetamines can produce serious toxic effects. The user's blood pressure can rise to the point where strokes or heart attacks occur. Long-term users often have acne, tooth problems and may exhibit symptoms of permanent brain damage.

Marijuana

Marijuana is a hallucinogen that alters the user's sense of time and reduces the user's ability to perform tasks requiring coordination, swift reactions and concentration. Taken in large quantities, marijuana can act like a depressant.

While some people may regard marijuana as harmless, there is evidence its use is unhealthy and dangerous for the driver. Marijuana causes significant increases in blood pressure and pulse rate



and, thus, can aggravate or cause heart disease. Marijuana smoke also contains a number of known carcinogens. Many experts believe that marijuana is actually unhealthier to smoke than tobacco.

Studies have shown that smoking marijuana affects the ability to perform tasks like driving, which require both thinking and motor skills, for at least 24 hours. Users, however, often believe that all the impairing effects of smoking have worn off after 4 to 6 hours. Marijuana significantly impairs short-term memory and can harm the user's ability to concentrate or plan for and achieve long-term goals. There is also significant evidence that marijuana harms the reproductive systems of men and women and is dangerous for children and non-smokers who live with the user.

Opiates

Opiates are a class of narcotics and sedatives derived from the opium poppy plant. Heroin is the strongest opiate. Heroin use has been increasing in recent years because of the availability of cheap, strong heroin from Asia. This new stronger heroin can be smoked or snorted. Heroin can also be injected using needles.

Morphine and codeine are opiates that are often used to relieve pain or induce sleep. However, they can be stolen from hospitals or pharmacies and abused.

Opiate misuse causes a number of health problems. Because of variations in dosages and strength, heroin use carries a risk of overdose and death. Addicts who use needles also risk contracting AIDS or hepatitis. Heroin is often contaminated with other drugs or toxins or combined with other narcotics.

Opiate use slows down and depresses a number of body functions, including brain functioning. Heroin users may act sleepy or euphoric for a while and then become anxious or irritated after the heroin wears off. Heroin users tend to have a number of related health problems and tend to also abuse alcohol and tobacco. Together, these drugs and the unhealthy lifestyles of heroin users result in decreased life expectancy.

PCP

Phencyclidine, or PCP, is also called angel dust or dust. PCP is an extremely dangerous hallucinogen that has unusual and unpredictable side effects. It was developed as an anesthetic in the late 1950's and used for a while as a tranquilizer both for humans and animals. Because of its dangers, it now has no legal uses and is no longer legally manufactured. Rather, PCP is manufactured in underground laboratories. It often contains dangerous adulterants but is very dangerous all by itself.

PCP can produce violence and bizarre behavior in anyone who uses it. Occasionally, PCP users attack nurses and policemen or jump out of windows because they believe they can fly. PCP somehow scrambles the brain's internal stimuli and seriously changes how users feel, see and deal with their environment.

In low doses, PCP produces a feeling of numbness. Increased doses produce excitement, confusion and delirium. The user's body may become rigid or go into convulsions. Routine activities like driving become dangerous and unpredictable.

Users may walk with strange uncoordinated steps. PCP users may have a blank stare, sweat heavily, have thick slurred speech or engage in some of the violent and bizarre behaviors mentioned above.

REVISION LOG:

DATE: January 2018



ACKNOWLEDGEMENT OF RECEIPT OF POLICY

I hereby acknowledge that I have received, read, and understand my Company's Drug-Free Workplace Program Policy required by Department of Transportation (DOT) regulations. I understand that I am subject to and must adhere to the DOT regulations, and must abide by the terms of the Company's Policy as a condition of employment.

I understand that during my employment I may be required to submit to drug and/or alcohol tests based on Department of Transportation regulations as directed by the Company. I agree to comply with the Company's Policy on drugs and/or alcohol and understand failure to comply is grounds for disciplinary action, up to and including termination, in addition to any action required by DOT regulations.

I also understand that refusal to submit to a controlled substances or alcohol test is a violation of DOT regulations, as well as the Company's Policy, and may result in disciplinary action, including but not limited to suspension (with or without pay) or termination of employment, in addition to action required by DOT regulations. I further understand the consequences related to controlled substances use or alcohol misuse as prohibited by Company's Policy.

I understand the laboratory test results will be released in accordance with the Company Policy to the selected Medical Review Officer (MRO). In doing so, I understand that I will be given an opportunity to discuss a positive drug test result with the MRO before the result is reported to the Company as a verified positive test result. Furthermore, I authorize the release of the results of a saliva or breath alcohol test by a certified technician to the Company.

I acknowledge that the provisions of Company's Drug-Free Workplace Program Policy are part of the terms and conditions of my employment, and that I agree to abide by them.

THE UNDERSIGNED STATES THAT HE OR SHE HAS READ THE FOREGOING ACKNOWLEDGEMENT AND UNDERSTANDS THE CONTENTS THEREOF.

Employee Name: _____ Date: _____

Employee Number: _____

Employee Signature: _____

Company Name: Des Moines Area Regional Transportation Authority

If applicable:

I am the parent/guardian of _____, and I acknowledge that I understand the Company's Drug-Free Workplace Policy. I hereby consent to his/her participation in the Company's drug and alcohol testing program.

Parent/Guardian Signature: _____ Date: _____



CONSENT ITEM



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

Staff Resource: *Vicky Barr, Executive Coordinator and Commissions 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 Transportation/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 2018 on the MPO and CIRTPA Committees:

MPO:

- Voting Member on Policy Committee
 Representative: Elizabeth Presutti, General Manager
 Alternate 1: Jamie Schug, Chief Financial Officer
 Alternate 2: Amanda Wanke, Chief External Affairs Officer
- Voting Member on Technical Committee
 Voting Member: DART Planning Manager
 Alternate 1: Carl Saxon, Transit Planner
 Alternate 2: Amanda Wanke, Chief External Affairs Officer

CIRTPA:

- Advisory Member on Policy Committee
 Representative: DART Planning Manager
 Alternate: Carl Saxon, Transit Planner
- Voting Member on Technical Committee
 Voting Member: DART Planning Manager
 Alternate: Carl Saxon, Transit Planner



ACTION ITEM



8A: Taxi Services Contract

Action: Approve a three (3) year contract with two (2), one (1) year options with Translowa LC, for On-Call Taxi and Paratransit Services for the amount Not to Exceed \$1,400,000.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- DART is seeking a qualified firm or firms to provide the operation and management of taxi cab and other types of overflow transportation service in support of paratransit services and other general public services.
- The other purposes for having a transportation service contractor are to gain efficiencies in scheduling, minimize cost based on capacity, insulate against fluctuations in demand and volume, and coordination with human service organizations.
- Non-exclusive contract.
- Contractor must comply with (at a minimum):
 - FTA Drug and Alcohol Guidelines
 - DART safety and service guidelines
 - DART reporting requirements, including NTD (National Transit Database)
 - DART data privacy and security requirements

Procurement:

- DART conducted a Request for Proposals (RFP) for the project. The RFP was published on September 15, 2017 and proposals were due at 2:00 PM Central on October 13, 2017.
- One (1) proposal was received, and it was deemed responsive.
 - Translowa LC (dba Yellow Cab Company)
- Due to receiving only one bid, DART staff conducted an investigation to determine that there were no factors limiting competition.
 - Solicited 10 local companies including 1 company registered in Iowa as a DBE (Disadvantaged Business Enterprise)
 - Some of the reasons provided:
 - Can't comply with the drug and alcohol testing requirements
 - Does not have enough capacity or vehicles available to meet DART's service requirements
 - Only provide party and/or limousine services
 - Can't meet the reporting requirements



ACTION ITEM

8A: Taxi Services Contract

Translowa LC Background:

- Largest taxi cab service company in central Iowa
- Providing service to DART since early 1980s
- Local customers include:
 - Polk County Health Services
 - Access2Care (non-emergency medical transportation service)

Prior Expense and Usage:

FY2016	\$251,175	10,870	Rides
FY2017	\$253,100	10,401	Rides
FY2018 (projected)	\$245,000	10,884	Rides

Submitted Rates:

Service Type	Basis	Years 1 - 2	Year 3 (Option Year 1)	Year 4 (Option Year 2)	Year 5 (Option Year 3)
Ambulatory Transportation	Per Mile	\$2.50	\$2.60	\$2.70	\$2.75
Wheelchair Transportation	Per Trip	\$75.00	\$79.00	\$83.00	\$87.00
No Show	Flat	\$12.00	\$12.00	\$15.00	\$15.00
Minimum Charge	Flat	\$12.00	\$12.00	\$15.00	\$15.00

*No flag drop charge

Funding:

- Funding will come from budgeted operating funds.

Recommendation:

- Approve a three (3) year contract with two (2), one (1) year options with Translowa LC, for On-Call Taxi and Paratransit Services for the amount Not to Exceed \$1,400,000. This includes 10% contingency.



ACTION ITEM



8B:	Letter to DART Member Communities Seeking Withdrawal from DART
Action:	Approve sending the letter to DART member communities seeking withdrawal from DART

Staff Resource: Elizabeth Presutti, Chief Executive Officer

Background:

- At the December DART Commission Executive Committee meeting, the Committee discussed sending another letter to the DART member cities seeking withdrawal. The purpose of this letter would be to make clear the cost to rejoin DART at a later date, based on the discussion at the November DART Commisison meeting.
- The letter outlines that any community that withdraws from DART will need to pay an amount equal to the property taxes that would have been levied for the time between when they left DART and when they rejoin.
- A draft of the proposed letter to be sent to DART member communities seeking withdrawal is attached.
- Upon approval by the DART Commission the letter would be sent to the communities that have formally submitted their desire to withdraw from DART, these include: Alleman, Carlisle, Elkhart, Granger, Mitchellville, Polk City and Runnells.
- Letter would be sent individually to the Mayor, Council Members and City Manager/Clerk of the cities seeking withdrawal from DART.

Recommendation:

- Approve sending the letter to DART member communities seeking withdrawal from DART.



January X, 2017

Address 1
Address 2
Address 3
Address 4

Re: Update regarding the Status of the City of XXXXXXX's Proposed
Withdrawal from Des Moines Regional Transit Authority (DART)

Dear Mayor XXXXXXXXXXXX and Honorable Council Members:

This letter is intended to provide the City of XXXXXXX ("XXXXX") an update regarding DART's continuing review and consideration of XXXXXXXXXXXX's proposed withdrawal from DART.

One of the questions we have heard from member communities considering withdrawing from DART is "How much will it cost if we want to join DART again?" At its January 9, 2017, meeting, the DART Commission clarified that any community that withdraws will need to pay an amount equal to the property taxes that would have been levied for the time between when they left DART and when they rejoin. In other words, the city will need to repay what it would have cost to remain a member of DART during the years it was not a member.

It is important to note that XXXXXXXXXXXX's withdrawal shall not become effective until DART's Commission formally approves such withdrawal. This vote will likely happen at the Commission's XXXXXXX meeting.

We will continue to keep you apprised of the pertinent information and developments with respect to XXXXXXXXXXXX's proposed withdrawal from DART. Please do not hesitate to contact me with any questions or concerns.

Sincerely,

Elizabeth Presutti
Chief Executive Officer

**Des Moines
Area Regional
Transit Authority**

620 Cherry Street
Des Moines, Iowa
50309-4530

515-283-8100
Fax 515-283-8135
ridedart.com



DISCUSSION ITEM



8C: Deer Ridge Apartment Complex Transportation

Action: Approve up to \$20,000 for a Deer Ridge Community Shuttle Pilot

Staff Resource: *Amanda Wanke, Chief External Affairs Officer*

Background:

- Staff have received numerous requests for transit service to and from the Deer Ridge Apartment Complex. Many refugees and low-income families with limited transportation options live at the complex.
- Over the last six months, staff have worked with community partners to:
 - Survey residents about their transit needs in order to identify the best transportation solutions;
 - Partner with Greater Des Moines Leadership Institute Community Leadership Program participants and USCRI to determine ways to help refugees in the community better access transit.
- Many of the needs of residents relate to accessing jobs and medical appointments at various days and times, which will require extensive service in the area. Staff are working on options, including potentially changes to nearby fixed routes, to serve the area and meet these needs. However, changes to Fixed Route service will likely require a public input process and the identification of additional funding and/or cost savings from other routes. This major change will need to be a part of one of DART's three annual Fixed Route service changes. That process will take six- to- nine months to complete.
- In addition, another primary need is access to shopping and services, many of which can be accessed at large stores such as Wal-Mart. An occasional shuttle service to meet these needs can be offered at a relatively low cost and implemented fairly quickly through DART's on-call and paratransit branch of service. This would be an interim option for the apartment complex until a fixed route service concept can be established.
- Some community partners have indicated a willingness to help fund such a service which would reduce the overall cost to DART.

Recommendation

- Authorize staff to implement an interim community shuttle, at a cost of up to \$20,000 to DART over the next twelve months, to transport citizens from the Deer Ridge Apartment Complex to a shopping area, such as Wal-Mart, two to three times a week. Staff should work with potential partners to finalize the service, finalize funding partners, and implement the service by early February, while also bringing long-term service options to the Commission for consideration as part of the August 2018 or February 2019 Fixed Route service changes



ACTION ITEM



8D: November FY2018 Consolidated Financial Report

Action: Approve the November FY2018 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue is on target with 0.74% over budget projections. Other Contracted Services continues to outperform budget which is offsetting Cash Fares operating under budget.
- Fixed Route Non-Operating revenue is currently 3.93% above budget. This is largely attributed to State Contracts and Municipal Operating Assistance revenue received in October, timing of CMAQ Funds, as well as treatment of FTA Lease Funds.
- Paratransit Operating revenue is 13.86% lower than budget expectations. All three categories are lower than expected. Primarily, Other Contracted Services trips makes up the largest variance.
- Paratransit Non-Operating revenue is on target.
- Rideshare revenues are 8.28% below budget. Rideshare revenue continues to cover expenses.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 6.68% below budget projections year to date. Fuel and Lubricants, Insurance, and Equipment Repair Parts are seeing the largest savings.
- Paratransit Budget Summary – Operating expenses are currently showing budget savings of 7.64%. Fuel and Lubricants, Salaries, Wages & Fringes, and Equipment Repair Parts are the categories seeing the most savings.
- Rideshare Budget Summary – Rideshare expenses are below budgetary expectations by 6.75%. Fuel & Lubricants, Salaries, Wages & Fringes, and Miscellaneous Departmental Expenses are the three categories seeing the most savings.

Recommendation:

- Approve the November FY2018 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of November FY2018 Year to Date as Compared to Budget:**

Fixed Route	\$	1,152,451	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(7,334)	\$296,285.73
Rideshare	\$	<u>(5,268)</u>	
Total	\$	1,139,848	

FY2018 Financials: November 2017

FIXED ROUTE	November 2017			Year-To-Date-(5) Months Ending 11/30/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	353,292	463,642	(110,349)	2,335,280	2,318,208	17,072
Non-Operating Revenue	2,104,578	1,848,126	256,452	9,603,323	9,240,628	362,695
Subtotal	2,457,870	2,311,767	146,103	11,938,603	11,558,837	379,767
Operating Expenses	2,000,598	2,311,767	311,169	10,786,153	11,558,837	772,684
Gain/(Loss)	457,272	-	457,272	1,152,451	-	1,152,451

PARATRANSIT	November 2017			Year-To-Date-(5) Months Ending 11/30/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	123,098	150,983	(27,885)	650,291	754,917	(104,625)
Non-Operating Revenue	113,468	113,417	52	563,410	567,084	(3,674)
Subtotal	236,567	264,400	(27,833)	1,213,701	1,322,000	(108,299)
Operating Expenses	226,955	264,400	37,445	1,221,035	1,322,000	100,965
Gain/(Loss)	9,611	-	9,611	(7,334)	-	(7,334)

RIDESHARE	November 2017			Year-To-Date-(5) Months Ending 11/30/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	64,394	68,792	(4,397)	315,488	343,958	(28,470)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	64,394	68,792	(4,397)	315,488	343,958	(28,470)
Operating Expenses	77,484	68,792	(8,692)	320,757	343,958	23,202
Gain/(Loss)	(13,090)	-	(13,090)	(5,268)	-	(5,268)



DISCUSSION ITEM



9A: FY 2019 DART Budget Development Update

Staff Resource: Jamie Schug, Chief Financial Officer

- A presentation regarding DART's FY19 Budget Development.



DISCUSSION ITEM



9B: DART Procurement Process

Staff Resource: Mike Tiedens, Procurement Manager

- A presentation regarding DART's Procurement Policy and Process will be provided at the meeting.



System Summary Performance Report

November 2017

	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	November 2017	November 2016	November % Change FY18	FY18 November YTD	FY17 November YTD	YTD % Change FY18
Fixed Route												
Passengers	360,328	287,355	265,741	554,545	366,183	383,886	353,416	351,537	0.53%	1,923,771	1,946,738	(1.18%)
Mobile Ticketing Ridership	0	0	0	264	254	1,160	7,066	0	0.00%	8,744	0	0.00%
OTT Ridership	18,849	19,236	18,154	20,542	20,390	21,931	21,284	21,021	1.25%	102,301	97,798	4.60%
Unlimited Access Ridership	27,407	27,011	23,968	28,678	28,746	28,198	26,099	28,121	(7.19%)	135,689	143,780	(5.63%)
Bike Rack Usage	9,324	5,995	6,160	7,141	6,369	5,652	4,386	4,758	(7.82%)	29,708	29,274	1.48%
Passengers Per Revenue Hour	20.2	15.8	15.4	24.7	21.0	20.4	19.9	19.9	(0.07%)	20.5	20.9	(1.62%)
Average Passenger Trip Length	4.34	4.42	4.65	4.49	4.59	4.56	4.57	4.34	5.27%	4.56	4.37	4.38%
Complaints Per 100,000 Passengers	11.38	11.48	12.42	14.25	21.30	19.54	18.67	6.83	173.54%	17.21	10.48	64.19%
Commendations Per 100,000 Passengers	1.39	3.13	3.39	1.62	2.46	1.82	0.85	1.42	(40.31%)	1.92	1.49	29.11%
On-Time Performance	82.02%	81.70%	82.00%	76.97%	77.69%	79.20%	83.23%	83.20%	0.03%	79.80%	82.56%	(3.34%)
<u>Accident Frequency Rate by Service:</u>												
Preventable/100,000 Miles	2.17	3.26	0.38	1.38	0.74	2.68	2.53	1.09	131.59%	1.57	1.54	1.80%
Non-Preventable/100,000 Miles	0.72	2.17	2.30	3.31	1.85	0.67	1.08	2.18	(50.37%)	1.91	2.38	(19.81%)
<u>Maintenance:</u>												
Total Service Miles	276,516.0	276,137.8	260,372.8	362,037.4	270,258.7	298,824.7	276,917.1	274,854.9	0.75%	1,468,410.7	1,429,877.7	2.69%
Roadcalls/100,000 Miles	43.40	31.51	44.55	31.21	21.46	18.74	15.53	31.65	(50.94%)	26.29	36.58	(28.13%)
Active Vehicles In Fleet	124	126	126	123	123	123	123	129	(4.65%)	124	125	(1.44%)
Paratransit												
Passengers	9,460	9,233	8,330	9,423	8,914	9,589	8,427	8,812	(4.37%)	44,683	45,686	(2.20%)
Passengers Per Revenue Hour	2.4	2.4	2.4	2.4	2.5	2.4	2.3	2.4	(5.27%)	2.4	2.6	(7.82%)
Average Passenger Trip Length	8.88	8.88	9.06	9.07	9.12	9.13	9.15	8.88	3.11%	9.11	8.88	2.54%
Complaints Per 100,000 Passengers	179.70	64.98	120.05	84.90	100.96	83.43	83.07	22.70	265.99%	94.00	39.40	138.57%
Commendations Per 100,000 Passengers	0.00	10.83	24.01	10.61	33.65	0.00	0.00	0.00	0.00%	13.43	0.00	0.00%
On-Time Performance	83.01%	85.82%	86.50%	87.25%	83.86%	83.97%	83.68%	93.56%	(10.57%)	85.08%	92.82%	(8.34%)
<u>Accident Frequency Rate by Service:</u>												
Preventable/100,000 Miles	5.04	1.28	1.34	0.00	0.00	1.30	0.00	2.79	(100.00%)	0.54	2.26	(76.19%)
Non-Preventable/100,000 Miles	0.00	2.57	1.34	1.27	0.00	1.30	0.00	0.00	0.00%	0.81	1.98	(59.19%)
<u>Maintenance:</u>												
Total Service Miles	79,345.4	77,859.2	74,451.3	79,006.7	72,027.5	76,780.0	69,367.4	71,706.1	(3.26%)	371,632.9	353,873.3	5.02%
Roadcalls/100,000 Miles	13.86	14.13	4.03	10.13	11.11	5.21	10.09	11.16	(9.55%)	8.07	10.17	(20.65%)
Active Vehicles In Fleet	22	25	25	23	23	23	23	22	4.55%	23	22	5.41%
Rideshare												
Passengers	19,782	19,195	16,083	19,429	17,612	19,518	19,205	14,948	28.48%	91,847	77,776	18.09%
Passengers Per Revenue Hour	6.1	5.5	5.1	5.5	5.4	5.4	6.4	5.3	21.94%	5.6	5.1	9.76%
Rideshare Customers	646	614	630	633	636	657	684	548	24.82%	648	559	15.96%
Rideshare Vans In Circulation	94	95	95	95	93	95	97	83	16.87%	95	84	13.37%
Average Passenger Trip Length	38.90	38.66	39.17	38.76	38.64	38.40	38.07	40.31	(5.54%)	38.59	40.15	(3.88%)
Complaints Per 100,000 Passengers	0.00	0.00	12.44	0.00	0.00	0.00	0.00	0.00	0.00%	2.18	0.00	0.00%
Commendations Per 100,000 Passengers	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.00	0.00	0.00%
<u>Maintenance:</u>												
Total Service Miles	159,248.0	157,781.0	139,814.0	166,241.0	142,285.0	163,547.0	153,024.5	125,359.0	22.07%	764,911.5	670,000.6	14.17%
Active Vehicles In Fleet	127	109	109	109	109	109	109	108	0.93%	109	108	0.93%
System Total												
Farebox Recovery Ratio	25.62%	13.42%	18.36%	25.88%	23.30%	22.98%	22.84%	24.17%	(5.49%)	22.75%	26.47%	(14.07%)



System Performance Ridership Report

November 2017

	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	November 2017	November 2016	November % Change FY18	FY18 November YTD	FY17 November YTD	YTD % Change FY18
Fixed Route	360,328	287,355	265,741	554,545	366,183	383,886	353,416	351,537	0.53%	1,923,771	1,946,738	(1.18%)
1. Local:												
#1 - Fairgrounds	19,470	13,540	13,061	247,010	19,810	20,612	18,083	18,829	(3.96%)	318,576	326,467	(2.42%)
#3 - University	31,467	30,326	28,515	31,544	32,331	33,378	32,409	33,318	(2.73%)	158,177	174,713	(9.46%)
#4 - E. 14th	16,953	15,337	14,049	16,396	16,010	16,152	16,062	16,521	(2.78%)	78,669	83,257	(5.51%)
#5 - Franklin Ave	9,554	6,574	5,090	7,164	9,374	11,016	11,491	8,216	39.86%	44,135	39,665	11.27%
#6 - Indianola Ave	30,208	21,306	19,925	26,008	30,459	32,019	29,462	30,706	(4.05%)	137,873	150,806	(8.58%)
#7 - SW 9th St	37,387	27,392	24,519	30,791	38,564	41,572	37,203	34,438	8.03%	172,649	163,064	5.88%
#8 - Fleur Dr	5,863	2,393	2,169	3,792	5,798	6,084	5,692	5,275	7.91%	23,535	20,996	12.09%
#10 - East University	3,468	2,320	1,933	2,902	3,299	3,533	3,078	794	287.66%	14,745	794	1,757.05%
#11 - Ingersoll Ave	2,009	2,151	1,594	2,031	1,924	2,019	1,780	1,894	(6.02%)	9,348	11,215	(16.65%)
#13 - Evergreen/SE Park Ave	7,332	738	623	3,170	7,873	8,715	7,828	7,632	2.57%	28,209	27,156	3.88%
#14 - Beaver Ave	21,639	15,335	13,847	18,176	22,293	23,844	21,466	21,100	1.73%	99,626	96,666	3.06%
#15 - 6th Ave	25,472	18,847	17,834	21,920	27,165	28,820	26,546	25,890	2.53%	122,285	119,911	1.98%
#16 - Douglas Ave	38,630	27,678	25,212	31,302	37,557	38,225	36,228	37,647	(3.77%)	168,524	175,530	(3.99%)
#17 - Hubbell Ave	22,987	22,344	20,920	23,365	23,307	26,596	23,709	24,001	(1.22%)	117,897	119,413	(1.27%)
#52 - Valley West/Jordan Creek	14,423	13,650	12,939	14,816	14,670	14,781	13,424	14,351	(6.46%)	70,630	72,709	(2.86%)
#60 - Ingersoll/University	33,454	28,898	26,097	31,299	34,862	36,851	33,414	32,785	1.92%	162,523	162,849	(0.20%)
2. Shuttle:												
Dline	14,299	13,828	15,017	16,165	16,583	14,875	12,822	12,590	1.84%	75,462	69,220	9.02%
Link Shuttle	1,057	1,028	771	714	632	667	620	918	(32.46%)	3,404	5,035	(32.39%)
3. Express:												
#91 - Merle Hay Express	1,267	1,280	1,065	1,380	1,056	0	0	1,014	(100.00%)	3,501	4,943	(29.17%)
#92 - Hickman Express	2,375	2,044	1,673	2,368	2,128	2,502	2,363	2,386	(0.96%)	11,034	12,757	(13.51%)
#93 - NW 86th Express	3,139	2,826	2,595	3,061	2,546	2,811	2,587	3,363	(23.07%)	13,600	17,358	(21.65%)
#94 - Westtown	993	1,068	1,041	1,265	1,023	1,100	1,383	988	39.98%	5,812	6,206	(6.35%)
#95 - Vista	1,395	1,344	1,144	1,308	1,132	1,123	880	1,190	(26.05%)	5,587	7,209	(22.50%)
#96 - E.P. True	2,267	2,346	2,190	2,500	2,097	2,403	1,985	2,303	(13.81%)	11,175	11,280	(0.93%)
#98 - Ankeny	6,786	6,422	5,667	6,799	6,617	7,122	6,477	6,452	0.39%	32,682	33,762	(3.20%)
#99 - Altoona	1,628	1,557	1,430	1,582	1,608	1,616	1,541	1,785	(13.67%)	7,777	8,270	(5.96%)
4. Flex:												
#72 Flex: West Des Moines/Clive	3,769	3,663	3,864	4,512	4,239	4,194	3,737	3,640	2.66%	20,546	18,346	11.99%
#73 Flex: Urbandale/Windsor Heights	206	198	182	213	211	245	193	179	7.82%	1,044	1,112	(6.12%)
#74 Flex: NW Urbandale	534	570	538	677	744	756	623	703	(11.38%)	3,338	2,627	27.07%
5. On Call:												
On-Call: Ankeny	130	133	77	113	121	106	112	226	(50.44%)	529	1,091	(51.51%)
On-Call: Johnston/Grimes	131	127	104	138	98	99	170	247	(31.17%)	609	1,279	(52.38%)
On-Call: Regional	36	92	56	64	52	50	48	156	(69.23%)	270	1,032	(73.84%)
Paratransit	9,460	9,233	8,330	9,423	8,914	9,589	8,427	8,812	(4.37%)	44,683	45,686	(2.20%)
Cab	793	799	717	783	989	1,015	1,031	884	16.63%	4,535	4,469	1.48%
Bus/Van	8,667	8,434	7,613	8,640	7,925	8,574	7,396	7,928	(6.71%)	40,148	41,217	(2.59%)
Rideshare	19,782	19,195	16,083	19,429	17,612	19,518	19,205	14,948	28.48%	91,847	77,776	18.09%
Total Ridership	389,570	315,783	290,154	583,397	392,709	412,993	381,048	375,297	1.53%	2,060,301	2,070,200	(0.48%)



MONTHLY REPORT



10A: Operations

Staff Resources: Tim Sanderson, Chief Operating Officer

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- Over the holiday season, DART operated in a variety of winter weather conditions with very few incidents resulting from icy roads and extreme cold, although our customers did experience periodic delays as a result of traffic, these were mitigated when possible in order to ensure a high level of service.
 - In December, DART staff hosted staff from Quad Cities MetroLink in order to exchange information related to Operational efficiencies, HR strategies and maintenance procedures. In early 2018, MetroLink will be receiving an order of Battery Electric Buses from Proterra and DART staff will be visiting their site in order to learn more about integrating this technology into our fleet.
 - On January 9, 2016, Tim Sanderson will be making a presentation at the Transportation Research Board's Annual Conference. Tim was invited to this conference in order to present our Operation Supervisor Draft, which links the Bus Operator Coaching with our strategic priorities of Safety, Service and Schedule. Over 13,000 transportation professionals from around the world attend this conference whose theme for 2018 is Transportation: Moving the Economy of the Future.



MONTHLY REPORT



10B: External Affairs Team Report

Staff Resources: *Amanda Wanke, Chief External Affairs Officer*

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

Wi-Fi on All Buses – Free Wi-Fi was made available to all routes, all buses on Tuesday, Jan. 2, 2017. This was made possible as part of the farebox project. The new fareboxes (coming summer 2018) require an internet connection, and we are able to split that connection to add Wi-Fi access on every bus. The marketing team promoted the Wi-Fi launch through interior bus signage and audio, social media posts, rider emails, paid Facebook advertising and media relations. We will monitor connections to Wi-Fi on a monthly basis through Google Analytics.

Public Art Bus Unveiling – DART and the Greater Des Moines Public Art Foundation (GDMPAF) partnered for the seventh art bus unveiling on Monday, Dec. 11, 2017. The unveiling was held at Drake University and the bus featured art by Drake Associate Professor, Benjamin Gardner. The current president of GDMPAF, Katherine Murphy, DART Commission Board Chair Tom Gayman and Drake University President Marty Martin all shared remarks in the Olmsted Center before proceeding outside for the unveiling. Since the unveiling, the bus has been traveling on several DART routes throughout several member communities.

Business Development – DART’s business partnerships coordinator held several meetings with area employers to discuss transportation, including:

- Ames Chamber of Commerce and several area businesses to follow up with area businesses interested in vanpooling to Ames.
- Presented to local business owners and human resources professionals at the Newton Develop Corp's "Workforce Luncheon".
- Formalized Unlimited Access agreement with Dee Zee manufacturing.
- Started a vanpool partnership with River Bend Industries, which has partnered with Newton Correctional Facility to create a re-entry work program.

Meetings and contract renewals with current Unlimited Access partners are ongoing.

Marketing Analytics Report

Metric	June 2017	July 2017	Aug. 2017	Sept. 2017	Oct. 2017	Nov. 2017	Nov. 2016	% Change Year Prior
MyDART App Accounts	n/a	n/a	n/a	n/a	655	1049	n/a	n/a
Website Unique Visitors	32990	30934	38943	33616	35487	30299	28971	4.38%
Facebook Likes	2801	2844	2927	3011	3039	3061	2598	15.13%
Twitter Followers	1912	1934	1953	1961	1976	1988	1820	8.45%
Email Subscribers	4890	4930	4940	4980	5470	5480	4160	24.09%
Trip Plans	8080	6852	9678	8662	8515	6453	8313	-28.82%
Next Bus	3022	2846	3618	3418	3665	3574	3057	14.47%
Schedules	2625	2155	3481	2701	2319	1978	1429	27.76%
RideTime App	33705	31530	36643	34298	38170	37331	30384	18.61%
SMS Text Messaging	59740	55761	65834	66685	87471	76266	62974	17.43%
IVR	6852	8457	10180	9963	9268	8440	8680	-2.84%



MONTHLY REPORT
10B: External Affairs

MyDART App – Usage of the new MyDART app continues to rise. As expected, we see a large increase of these metrics near the end and beginning of the month with riders purchasing monthly bus passes.

MyDART App Report

Metric	Oct. 2017	Nov. 2017	TOTAL
Downloads	1012	580	1592
iOS	437	250	687
Android	575	330	905
Accounts Created	655	394	1049
Orders Placed	428	927	1355
Passes Purchased	550	1254	1804
Revenue	\$4,645.35	\$8,846.65	\$13,492.00

Customer Experience

November 2017 Website Communication and Messages:

- Bus Stop/Shelter Requests = 0
- Contact/Feedback Form = 35
- Voicemails = 66
 - Required response = 12 (08%)

Total Calls for November 2017

- Schedule Information –5127
- Paratransit - 4626
- Spanish Line – 41
- Receptionist – 300
- RideShare – 173

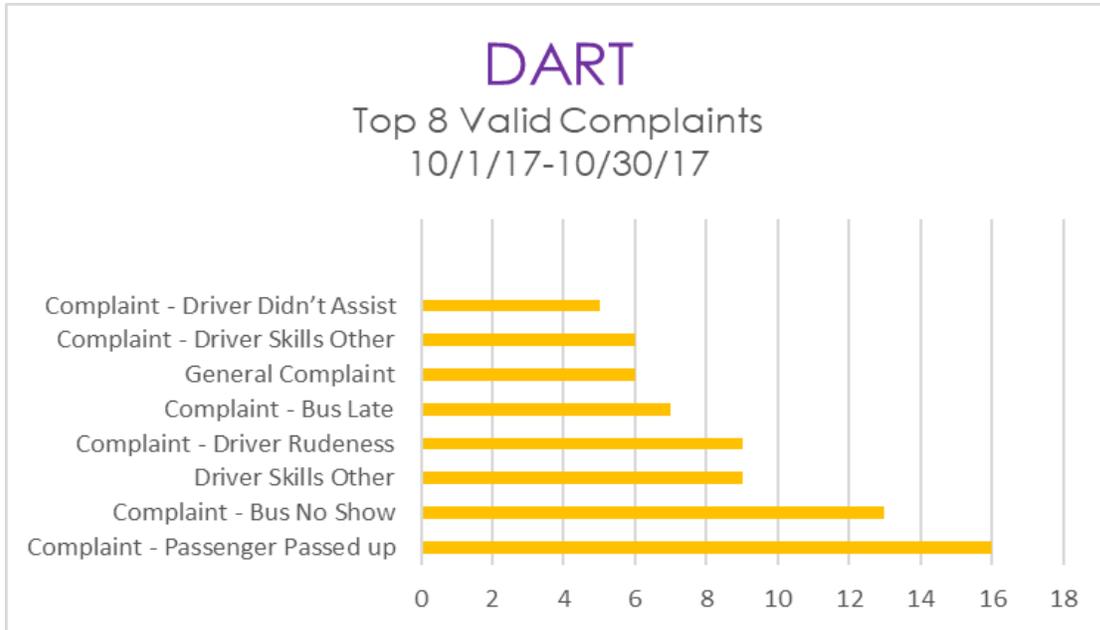
Mobility Coordination

November 2017

- How to Ride Fort DSM **(71)**
- How to Ride Bernie Lorenz **(11)**
- How to Ride Fresh Start Women's Facility **(11)**
- How to Ride Bridges of Iowa **(6)**
- How to Ride House of Mercy **(12)**
- How to Ride for Veteran's at CISS **(5)**
- How to Ride at YMCA Supportive Living for Veteran's **(12)**
- DART How to Ride **(15)**
- How to Ride Woodlawn School parents **(13)**
- How to Ride Taylor School parents **(6)**



Top 8 Valid Complaints (per 100,000 passengers) as of November 30, 2017



RideShare

November 2017

- Completed van donation program assessment process and determined recipient recommendations.
- Provided 3 driver trainings
- Added new vans to the road

Planning

February Service Change: Staff are preparing all of the schedules, maps, operator bid information and more for the February service change, which includes an extension to the Route 4 to help connect employees to jobs at businesses further north, including Dee Zee Manufacturing; schedule changes to continue to improve the Route 5; and some minor adjustments in schedules.

Schedule Analysis: Staff continue to work with Transportation, Management & Design (TMD) to do a review of DART's bus schedules in order to identify opportunities to increase ridership and customer satisfaction through schedule changes, as well as opportunities for efficiencies. The process will take several months. Recommendations will likely be brought to the Commission in the first half of 2018.



MONTHLY REPORT



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

Upcoming Procurements:

Architectural and Engineering Consulting Services – DART is seeking a Contractor to provide on-call Architectural and Engineering services that integrate architectural, design, engineering, landscaping, environmental, surveying, and other necessary services as determined for future projects.

- Request for Proposal to be published in January 2018

Financial Audit Services – DART is seeking a Contractor to provide independent financial audit services. Services will include, but not be limited to: annual independent financial audit of DART’s financial records, assist DART with preparation of audited financial statements, and Federal Transit Administration required audit and reporting related to National Transit Database statistics.

- Request for Proposal to be published in January 2018

Contracts and Task Orders Approved Recently:

Service Lane Concrete Replacement – DART solicited quotes for a vendor to demo and replace a deteriorated concrete slab located in the service lane at 1100 DART Way.

- The winning bid was \$4,350.00 which was submitted by Speck USA

Recruiting Services – DART solicited proposals for a contractor to provide short term recruiting services to assist DART in filling open positions.

- The winning proposer was Adecco, Inc. and the contract pricing is based on a sliding scale with a Not to Exceed amount of \$50,000

GIS Software – DART solicited proposals for a contractor to provide geographic information systems software. The software is used by DART staff to store, retrieve, manage, display, and analyze all types of geographic and spatial data.

- The winning proposer was Esri and the contract price is \$5,000 annually for 6 total licenses (3 standard and 3 network analysts)

Future Procurements:

- | | |
|--|--|
| <ul style="list-style-type: none"> • 5 Medium Duty Buses (4 Paratransit, 1 On Call) • Employment Services • Printing Services | <ul style="list-style-type: none"> • Data Management System (TransTrack) Maintenance Extension • Bus Wash • Portable Maintenance Lift |
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MONTHLY REPORT



10D: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **DART Executive Committee:** The DART Executive Committee met on Friday, December 15. The discussion items presented during the meeting included: FY 2019 budget development, bus shelter planning, 2018 State Legislative Priorities and the creation of a Veterans Fare Program.

As part of the FY 2019 budget discussion, the Executive Committee requested staff to draft a letter regarding the cost to rejoin DART. This letter would be sent to DART Member Communities that have submitted their request to withdraw from DART. This letter would be presented to the DART Commission for approval at the January 2018 meeting.

- **FTA Triennial Review:** DART received notice from the Federal Transit Administration (FTA) that they will be on-site for DART's next Triennial Review in April 2018. In preparation for April, staff are answering questions and compiling requested documentation on the over fifteen topic areas that will be covered in the review. This information is due to FTA by end of January 2018.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

February 6, 2018 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • FY 2019 Budget Public Hearing Date • RideShare Vans Purchase • Electric Bus Purchase • Bus Shelter Contract 	<ul style="list-style-type: none"> • Quarterly Investment Report • Quarterly Safety Report • Procurement Policy Update
March 6, 2018 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • FY 2019 Budget • Medium-Duty Bus Purchase • Financial Audit Services • Transtrack/Trapeze Contract Renewal 	
April 3, 2018 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Architecture and Engineering Services Contract 	

Other Future Agenda Items:

- Bus Shelter Planning