



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
MAY 5, 2015 – 12:00 PM



	PAGE #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF MAY 5, 2015 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. RETIREMENT RECOGNITION	
A. Art Flatt – 26.5 Years of Service	
7. CONSENT ITEMS	
A. Commission Meeting Minutes – April 7, 2015	2
8. ACTION ITEMS	
A. DART Operations Facility Admin Renovation Construction Contract	6
B. DART Operations Facility Admin Renovation Furniture Purchase	8
C. August 2015 Service Change Title VI Service Equity Analysis	9
D. Route #5 and #51 Realignment	27
E. Ingersoll/University Bus Rapid Transit TIGER Application	29
F. March 2015 Financials	31
9. DISCUSSION ITEMS	
A. State Legislative Update	33
B. March 2015 Performance Report	34
10. DEPARTMENTAL MONTHLY REPORTS (By Exception)	
A. Operations	37
B. Marketing	39
C. Planning	43
D. Procurement	45
E. General Manager	46
11. RECEIVE AND FILE	
A. Petition to Allow Veterans to Ride DART for Free	
12. FUTURE AGENDA ITEMS	47
13. COMMISSIONER ITEMS	
14. OTHER – Communications	
15. NEXT MEETING: Regular DART Meeting Tuesday, June 2, 2015 – 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

April 7, 2015, 12:00 p.m.



ROLL CALL

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

Commissioner Absent: Angela Connolly

Alternates Present: Mark Wandro

CALL TO ORDER

The meeting was called to order by Mr. Van Oort, Commission Chair, at 12:03 pm. 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 April 7, 2015 meeting agenda.

It was moved by Mr. Peterson and seconded by Ms. Johnson to approve the April 7, 2015 Agenda. The motion carried unanimously.

PUBLIC COMMENT

Mr. John Tenikat, a Des Moines resident, expressed concerns regarding ADA compliance and public records accessibility.

TRANSIT RIDERS ADVISORY COMMITTEE UPDATE

Mr. Jay Peterson, TRAC Chair, reported that TRAC received information on the approved 2016 Budget and financial modeling for DART. TRAC goals have been approved for the year. TRAC discussion items included: capital improvements, purchase of the new Champion buses, IPTA Roadeo and the Wal-Mart transit stop.

CONSENT ITEMS

7A – *Commission Meeting Minutes – March 3, 2015*

7B – FY 2016 State Application & Public Transit Infrastructure Grants (PTIG)

Ms. Elizabeth Presutti, General Manager, provided an explanation of PTIG. It is the money that is allocated from the state for the Public Transit Infrastructure Program. DART will be applying, for the third year, to complete the phase III remodel at the 1100 DART Way facility, including the drivers lounge, dispatch and offices. The application is for \$600,000 of state funds with required local match.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – April 7, 2015**



Mr. Van Oort called for a motion to approve the consent agenda items. It was moved by Ms. Hensley and seconded by Mr. Conkling that the consent agenda items be approved. The motion carried unanimously.

ACTION ITEMS

8A – February 2015 Financials

Ms. Amber Dakan, Finance Manager, provided a presentation on the February FY 2015 Financials. Fixed Route performed 6.4% below budget projections as of February year to date. Operating expenses are 5.60% below budget projections year to date.

Paratransit revenue is 6.17% lower than budget expectations. Operating expenses are currently 7.82% under forecasted levels.

Rideshare revenues are 16.95% below budgeted levels at year to date. Expenses are below budgetary expectations by 22.53%.

It was moved by Ms. Hensley and seconded by Mr. Mahaffey that the Commission approve the February 2015 Financials as presented. The motion carried unanimously.

DISCUSSION ITEMS

9A – Quarterly Investment Report

Ms. Dakan provided a quarterly update regarding the investment policy, which was adopted by the Commission in December 2014. Bankers Trust is currently exploring a variety of potential investment vehicles.

9B – Predictive Maintenance Program

Mr. Tony Lafata, COO, presented on the differences between a preventive maintenance system vs. a predictive maintenance system. The benefit of predictive maintenance (condition based maintenance) is predictable repairs based on manufacturer recommendations. Scheduling repairs based upon what is predicted to be necessary at given intervals. This lessens inventory needs, eliminates failure of parts when the bus is in route, towing charges and time inconvenience. The transition to predictive maintenance would begin with newer vehicles.

9C – Proposed Route #5 and #51 Route Realignment

Mr. Jim Tishim, Planning Director, presented the analysis on the realignment of routes #5 Franklin Ave and #51 Merle Hay Rd. Public Information Meetings are planned for April 22-24 for the proposed route realignment.

9D – Mobility Manager Report

Ms. Ellye Kovner, Mobility Manager, provided an overview of her various opportunities within the community in presenting travel training to customers of DART services. Some upcoming projects are with the USDA Healthy Living Grant and a grant through the National Center of Mobility Management.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – April 7, 2015**



9E – February 2015 Performance Report

Ms. Presutti reviewed the System Performance Ridership Report for February 2015. Ridership has risen as compared to last February. For fixed route services year to date, there has been an increase of about 3%. All modes combined, the increase has been about 2%. The preliminary numbers for March are looking good. Ms. Presutti anticipates an upward trend as we close out the end of the fiscal year.

MONTHLY REPORTS

10A – Operations Report

No update

10B – Marketing Report

Ms. Kirsten Baer-Harding, Marketing Director, provided an update of agenda details for the Stand Up 4 Transportation event scheduled for Thursday, April 9th. Panel discussions with local leaders will take place at the library with Congressman Young expected to speak to the attendees on the importance of infrastructure and transit.

10C – Planning Report

No update

10D – Procurement

No update

10E – General Manager

Ms. Presutti reminded everyone of the meeting on April 13th to review the preliminary results of our financial model. This will be presented in more detail to the Commission the afternoon of the 13th with the strategist speaking about considerations moving forward. Staff is beginning to work on strategic planning and identifying goals/priorities for the organization over the next 5 years to make sure we are deliberate in our efforts on projects and where we are spending our dollars.

RECEIVE AND FILE

11A – DART and ATU Local 441 Interest Arbitration Award

Mr. Van Oort called for a motion to receive and file the DART and ATU Local 441 Interest Arbitration. It was moved by Mr. Wandro and seconded by Mr. Conkling to receive and file the DART and ATU Local 441 Interest Arbitration Award. The motion carried unanimously.

FUTURE AGENDA ITEMS

Information provided in Commission packets.

COMMISSIONER ITEMS

No Update

DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – April 7, 2015



OTHER – Communications

No Update

NEXT MEETING

May 5, 2015 at 12:00 pm

ADJOURNMENT

It was moved by Mr. Peterson and seconded by Ms. Johnson to adjourn the meeting at 1:27 pm. The motion carried unanimously.

Future 2015 Meeting Dates

May 5, Jun 2, Jul 7, Aug 4, Sept 1, Sept 29, Nov 3, Dec 1

Chair

Clerk

Date



ACTION ITEM



8A: DART Operations Facility Renovation Construction Contract

Action: Approve a contract to Breiholz Construction Company for the Operations Facility Renovation Project in the amount Not to Exceed \$1,442,700.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- As part of the ongoing rehabilitation and updates to the facilities at 1100 DART Way, DART's main office administration and support area (approx. 10,000 square feet) will be undergoing a renovation.
- The work for this project includes:
 - Demolition of existing space
 - New exterior stoop and ramp
 - New entrance vestibule and windows
 - Moving air handlers to building roof
 - Associated mechanical and electrical work

Procurement:

- DART conducted an Invitation For Bid for the project. The IFB was published on March 30, 2015 and bids were opened on April 24, 2015.
- The Planholders List included 16 construction firms, of which 4 submitted bids.

Bid Results:

PROJECT COST	EDGE CONSTRUCTION	WEITZ CONSTRUCTION	NEUMANN BROTHERS	BREIHOLZ CONSTRUCTION
BASE BID	\$1,429,800.00	\$1,413,000.00	\$1,386,000.00	\$1,368,000.00
Alternate Bid #1	\$5,100.00	\$3,300.00	\$7,500.00	\$6,000.00
GRAND TOTAL	\$1,434,900.00	\$1,416,300.00	\$1,393,500.00	\$1,374,000.00

Breiholz Construction

- Breiholz Construction submitted the lowest responsive, responsible bid at \$1,368,000.
- Breiholz Construction is a General Contractor and Construction Management Firm located in Des Moines, Iowa and has been in business locally for 70 years.
- List of potential subcontractors for the project:



ACTION ITEM

8A: DART Operations Facility Renovation Construction Contract

- Forrest & Associates
- Johnson Machine Works
- US Erectors, Inc.
- Performance Display & Millwork
- Academy Roofing
- Doors, Inc.
- Forman Ford
- Allied Construction
- Gold Standard Granite & Tile
- Allied Construction
- Wes Jarnagin, Inc.
- ASI Signage
- Roofscreen
- EPCO
- Premier Edge
- Viking Automatic Sprinkler
- Corn States Metal Fabricators
- Wolin Electrical

Funding:

- Funding will come from a combination of state and federal capital funds: DART's budgeted capital funds and the State of Iowa, Department of Transportation PTIG Grant, along with the corresponding local match for each.

Recommendation:

- Approval of a contract with Breiholz Construction for the DART Operations Facility Renovation Project for the amount Not to Exceed \$1,442,700. This amount includes the total lump sum for demolition, construction, and 5% for any contingencies.



ACTION ITEM



8B:	DART Operations Facility Admin Renovation Furniture Purchase
Action:	Approve a contract with Saxton Inc. for the furnishing of the newly renovated admin area of the Operations Facility. The contract amount is for \$310,000.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- In coordination with the upcoming renovation project of the admin area of the operations facility at 1100 DART Way, DART will be purchasing furniture and other associated items to furnish the space.
 - Furniture will be Knoll brand
 - Style and aesthetic will mirror DART Central Station
 - Focus on high durability
 - Products meet Buy America standards
 - Locations to be furnished are open office space, closed perimeter offices, Multipurpose Room, new training room, kitchen/break room

Procurement:

- DART will be utilizing the U.S. Communities Contract for the purchase of the furniture.
 - Knoll brand furniture is approved on the U.S. Communities Contract
 - Saxton, Inc. is the local vendor for Knoll brand furniture
- DART has reviewed the U.S. Communities purchasing documentation and determined that the solicitation meets DART's procurement policies and Saxton has been determined to be a responsive and responsible vendor.

Funding:

- Funding will come from budgeted capital funds and the corresponding DART local match.

Recommendation:

- Approval of a contract with Saxton Inc. for the furnishing of the newly renovated admin offices in the Operations Facility. The contract amount will be Not to Exceed \$310,000.



ACTION ITEM



8C:	August 2015 Service Change Title VI Service Equity Analysis
Action:	Approve the Title VI Service Equity Analysis for the August 2015 Service Change

Staff Resource: Ethan Standard, Transit Planner

BACKGROUND:

- DART's Title VI Program defines a Major Service Change as any change that affects 25 percent or more riders of a route that is planned for headway reduction, route realignment, or headway improvements.
- The route changes to Route 5 and 51 planned for August 2015 were determined to be a Major Service Change, impacting 25 percent or more of the riders on Route 5 on weekdays.
- A Service Equity Analysis was prepared to compare the benefits of the added service between non-minority riders and minority riders; also comparing the benefits between low-income riders and non-low-income riders.
- DART staff assessed alternatives to the proposed realignment, and determined that the proposed routing is the most feasible alternative. This determination is due to historically low productivity of previously explored routing options, and the number of available services that DART customers may access as an alternative to Route 5.
- The finding of the Service Equity Analysis is that minority and low-income populations will not experience a disparate impact or disproportionate burden by the implementation of the August 2015 Service Changes and associated mitigation measures.
- Attached is the Service Equity Analysis for the August 2015 Service Changes.

Recommendation:

- Approve the August 2015 Service Change Service Equity Analysis.

Definition of a Major Service Change

Compliance with Title VI regulations requires a comprehensive review of any service reductions or additions considered to be “major service changes.” DART defines a major service change as one affecting 25 percent of a route’s ridership. In addition to a required review of major service changes, Title VI regulations also mandate an analysis of any changes in fares or fare structures.

All modifications were assessed individually by route to determine if they constituted a “Major Service Change”. Ridership impacts were calculated based on alignment changes, frequency reductions, and frequency improvements on an absolute basis.

- **Alignment Changes:** Ridership impacts were assessed on a stop-by-stop basis. Riders were considered to be impacted if the stop was no longer located directly on the route’s alignment as a result of the service change. Alternative service options within walking distance were not considered at this stage of the analysis.
- **Frequency Reductions:** Where a service change would result in a reduction in frequency ridership loss was calculated based on a frequency elasticity which captures the impact of reduced service levels.
- **Frequency Improvements:** Where a service change would result in an improvement in frequency additional ridership was calculated by adding the existing average number of boardings per trip multiplied by the number of additional trips.
- **On Call:** Existing boardings in areas outside the new flex service area were defined as impacted ridership.

Conclusion

The August 2015 service change proposes one alignment change, no reduction of trips, and the addition of trips. Based on DART’s adopted policies, the proposed alignment change in the August 2015 service change will affect more than 25% of existing Route 5 ridership, and is therefore determined to be a “major service change”.

August 2015 Service Change Service Equity Analysis

PREPARED BY: DES MOINES AREA REGIONAL TRANSIT AUTHORITY

Contents

Purpose	3
Background.....	3
DART Today	3
DART Forward 2035 Transit Services Plan	3
Overview.....	3
Plan Approach and Recommendation Development	4
Data-Driven Plan	4
Market	4
Service.....	4
Outreach	4
Proposed Service Changes	5
Definition of a Major Service Change.....	6
Effects of Major Service Changes on Minority and Low-Income Populations:.....	8
Service Equity Analysis.....	8
Identification of Geographic Concentrations of Minority and Low-Income	8
Route Realignments	12
Route Analysis	12
Demographic Comparisons	14
Assessment of Alternatives	15
Assessment of Service Changes.....	157

August 2015 Service Change Title VI Analysis

FIGURES AND MAPS

Figure 1 Major Service Change Determination 7
Figure 2 Existing Network Demographics..... 9
Figure 3 Proposed Network Demographics..... 10
Figure 4 Routes Identified as a Major Service Change with Title VI Census Tracts 11
Figure 5 Route 5 Realignment Illustration..... 12
Figure 6 Route 51 Realignment Illustration..... 13
Figure 7 Ridership by Ethnicity 14
Figure 8 Ridership by Income 14
Figure 9 Existing Ridership by Bus Stop..... 17

Purpose

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Des Moines Area Regional Transit Authority (DART) has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1, ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color or national origin.

This analysis was conducted in compliance with 49 CFR Section 21.5 (b) (7) Appendix C to 49 CFR Part 21 and FTA Circular 4702.1B that was issued on October 1, 2012. As required by these FTA requirements, DART evaluated its service changes to comply with Title VI requirements and to receive financial assistance from the FTA.

Background

DART Today

As the largest public transit agency in Iowa, DART has a service area including eighteen cities and unincorporated areas in Polk County. DART utilizes approximately 105 peak vehicles, operates roughly 184,698 annual revenue hours, and 2,400,741 annual vehicle revenue miles.

DART Forward 2035 Transit Services Plan

Overview

Des Moines has recently begun to reinvest in transit, envisioning the development of a robust regional network. Along these lines, DART developed and adopted the *DART Forward 2035 Transit Services Plan*, a blueprint for building better public transit system in Greater Des Moines.

The *DART Forward 2035* recommendations were based on data analysis, stakeholder input, and public participation to create a truly regional transit system. The recommendations aim to both increase the availability of public mobility for customers and build a financial sustainability network for the region by accomplishing the following objectives:

- Create a faster travel experience with less waiting time.
- Introduce new services and invest in successful established services.
- Build a network for non-downtown transfer opportunities.
- Serve more places and more customers.
- Invest in future enhanced transit service.

Plan Approach and Recommendation Development

The *DART Forward 2035* plan is the result of collaboration between DART and the community. The combination of data-driven market research and an extensive public outreach campaign drove development of a planning context for the Greater Des Moines region which in turn informed the final *DART Forward 2035* plan.

Development of the *DART Forward 2035* plan included market analysis, evaluation of existing DART service, extensive public outreach, collaborative development of guiding principles and design guidelines, network and route design recommendations, and a corresponding financial plan.

Data-Driven Plan

In order to assess and evaluate current market conditions and DART's existing services, a wide variety of data was collected about the Greater Des Moines metropolitan area and the DART system. Data and reports reviewed included 2000 census (at the time of data collection, 2010 numbers were not yet available), population and employment projections from Des Moines Area Metropolitan Planning Organization (DMAMPO), travel demand data from Iowa Department of Transportation (IDOT), system-wide ridership counts (collected in Fall 2010), and an on-board survey (conducted in Fall 2010), as well as previous studies provided by DART.

Market

An assessment of the market for transit in Greater Des Moines provided a market context for the DART system in addition to identifying opportunities for DART to increase system ridership. Understanding of the new regional development paradigm and emerging regional growth patterns will better position DART to capture additional ridership potential for transit service.

Service

The Service Evaluation provided comprehensive analysis of the DART network prior to February 2011, with separate analyses of fixed-route and on-call services, in order to identify opportunities to increase ridership and revenue for DART, while preparing for expanded service options should new opportunities arise.

Outreach

Public participation played a key role in the development and review of the *DART Forward 2035* plan. The *DART Forward 2035* plan included two stages of participation to inform and seek input from the public and key stakeholders. DART received comments and suggestions from nearly 1,500 citizens during two rounds of public meetings held throughout the metro area and through an online survey. The first stage of public meetings, in conjunction with the online survey, collected more than 1,300 comments. The second stage of public meetings generated attendance in excess of 200 individuals and collected more than 160 comments. Input from elected officials and business leaders was also incorporated into the recommendations.

Proposed Service Changes

DART is proposing to implement the following service change recommendations based on ongoing monitoring of route performance and public participation. The following chart reflects the proposed service changes.

Route	Proposed Service Changes
Route 1	No changes.
Route 3	No changes.
Route 4	No changes.
Route 5	Route realignment, expanded service hours.
Route 6	No changes.
Route 7	No changes.
Route 8	No changes.
Route 11	No changes.
Route 13	No changes.
Route 14	No changes.
Route 15	No changes.
Route 16	No changes.
Route 17	No changes.
Route 51	Route realignment, reduced peak frequency.
Route 52	No changes.
Route 60	No changes.
Route 72	No changes.
Route 73	No changes.
Route 74	No changes.
Route 91	No changes.
Route 92	No changes.
Route 93	No changes.
Route 94	No changes.

Route 95	No changes.
Route 96	No changes.
Route 98	No changes.
Route 99	No changes.
D-Line	No changes.
LINK	No changes.
Ankeny On-Call	No changes.
Alleman/Bondurant/Mitchellville On-Call	No changes.
Carlisle/Easter Lake On-Call	No changes.
Granger/Grimes/Polk City On-Call	No changes.
Grimes/NW Johnston On-Call	No changes.

Definition of a Major Service Change

Compliance with Title VI regulations requires a comprehensive review of any service reductions or additions considered to be “major service changes.” DART defines a major service change as one affecting 25 percent of a route’s ridership. In addition to a required review of major service changes, Title VI regulations also mandate an analysis of any changes in fares or fare structures.

All of the proposed service changes were assessed individually by route to determine if they constituted a “Major Service Change”. Ridership impacts were calculated based on alignment changes, frequency reductions, and frequency improvements on an absolute basis.

- **Alignment Changes:** Ridership impacts were assessed on a stop-by-stop basis. Riders were considered to be impacted if the stop was no longer located directly on the route’s alignment as a result of the service change. Alternative service options within walking distance were not considered at this stage of the analysis.

Figure 1 outlines the ridership determined to be potentially impacted by service changes categorized by route. This takes into account those affected by alignment changes based on existing ridership by stop, as well as the number of people affected by frequency reductions or improvements based on average daily route ridership. Average daily route ridership is taken from total farebox counts by route, divided by the number of days the route operated during the month, or special ridership counts conducted over multiple days.

Based on DART’s 25 percent affected ridership threshold, the proposed realignment of Route 5 classified as a major service change.

		DART Ridership Impacts											
		Weekday				Saturday				Sunday			
Current route	Proposed route	Number of Existing Riders	Number of Riders Impacted	% of Riders Impacted	Number of Existing Riders	Number of Riders Impacted	% of Riders Impacted	Number of Existing Riders	Number of Riders Impacted	% of Riders Impacted	Number of Existing Riders	Number of Riders Impacted	% of Riders Impacted
1	1	429	0	0%	149	0	0%	78	0	0%	0	0	0%
3	3	668	0	0%	474	0	0%	260	0	0%	0	0	0%
4	4	371	0	0%	146	0	0%	80	0	0%	0	0	0%
5	5.2	65	24	37%									
6	6	502	0	0%	213	0	0%	125	0	0%	0	0	0%
7	7	713	0	0%	261	0	0%	150	0	0%	0	0	0%
8	8	101	0	0%									
11	11	52	0	0%									
13	13	122	0	0%									
14	14	473	0	0%	192	0	0%	101	0	0%	0	0	0%
15	15	527	0	0%	227	0	0%	115	0	0%	0	0	0%
16	16	788	0	0%	257	0	0%	139	0	0%	0	0	0%
17	17	405	0	0%	208	0	0%	123	0	0%	0	0	0%
51	5.2	81	3	4%									
52	52	281	0	0%	166	0	0%	94	0	0%	0	0	0%
60	60	676	0	0%	462	0	0%	147	0	0%	0	0	0%
91	91	21	0	0%									
92	92	71	0	0%									
93	93	70	0	0%									
94	94	24	0	0%									
95	95	45	0	0%									
96	96	67	0	0%									
98	98	185	0	0%									
99	99	40	0	0%									
Grims/NW Johnston On Call	Grims/NW Johnston On Call	6	0	0%									
72	72	77	0	0%	36	0	0%	25	0	0%	0	0	0%
73	73	13	0	0%									
74	74	4	0	0%									
40	40	21	0	0%									
42	42	331	0	0%									

Key:
 -- Refers to a new route
 Discontinued Refers to a discontinued route
 100.00% Indicates that further Title VI analysis is necessary

Figure 1 Major Service Change Determination

Effects of Major Service Changes on Minority and Low-Income Populations:

Service Equity Analysis

DEFINITIONS

Minority populations were defined by people who are American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, native Hawaiian and other Pacific Islander. Low-income populations were defined as being populations identified as falling below federal poverty thresholds as defined by the U.S. Census 2010.

Identification of Geographic Concentrations of Minority and Low-Income

Demographic analysis of the service area and individual route assessment is done using 2010 Census data at the Census Tract level. Geographic concentrations of minority and low-income populations were assessed at the modal level, with separate analysis for local service, express service, on-call services, and shuttle services. Census tracts were selected for the analysis if they met any of the following criteria: within a half-mile of local route alignments excluding interstate travel, half-mile of open door service along an express route, or within the one-mile flex/on-call zone.

Results of the analysis are presented on a route-by-route basis below, with any concentrations of minority or low-income populations above the modal network average highlighted in red. Figure 2 shows the ridership demographic for current routes in the system by service group. Figure 3 shows the ridership demographic for new or changed routes in the system.

In all of the maps, localized rates of poverty and of minority ethnicities at the census tract level were compared to DART's service area averages. The following maps illustrate the census tracts with concentrations of minority and low-income populations above the service area average with an overlay of the system network with service improvements highlighted.

- Figure 4 – Routes identified as a Major Service Change with Title VI Census Tracts
- Figure 5 – Routes with service changes with Title VI Census Tracts
- Figure 6 – Route 5 Realignment Illustration
- Figure 7 – Route 51 Realignment Illustration

Existing Network Demographics						
Route	Total Population	Population "In Poverty"	Population "In Poverty" - % of total population	Minority Population	Minority Population - % of total population	
Entire System	454,690	43,527	9.6%	86,110	18.9%	
Local Network	314,314	38,295	12.2%	74,131	23.6%	
1	70,464	10,917	15.5%	18,668	26.5%	
3	81,260	14,066	17.3%	26,344	32.4%	
4	55,731	11,025	19.8%	18,479	33.2%	
5	61,977	12,008	19.4%	21,998	35.5%	
6	59,899	10,600	17.7%	18,262	30.5%	
7	57,241	9,410	16.4%	15,293	26.7%	
8	56,337	7,981	14.2%	12,872	22.8%	
11	54,307	7,582	14.0%	11,738	21.6%	
13	31,437	4,317	13.7%	9,850	31.3%	
14	78,307	13,032	16.6%	24,390	31.1%	
15	51,909	12,923	24.9%	22,943	44.2%	
16	75,860	12,625	16.6%	24,602	32.4%	
17	77,348	14,699	19.0%	26,273	34.0%	
51	76,863	11,575	15.1%	26,274	34.2%	
52	76,842	11,764	15.3%	23,393	30.4%	
60	63,846	12,971	20.3%	23,042	36.1%	
Express Network	297,057	22,775	7.7%	47,556	16.0%	
91	98,183	13,347	13.6%	26,731	27.2%	
92	106,078	12,188	11.5%	25,215	23.8%	
93	108,700	14,437	13.3%	29,390	27.0%	
94	91,523	14,321	15.6%	27,890	30.5%	
95	84,108	13,458	16.0%	25,793	30.7%	
96	104,310	14,508	13.9%	28,863	27.7%	
98	89,975	11,245	12.5%	20,556	22.8%	
99	52,135	6,812	13.1%	9,811	18.8%	
Flex/On-Call Network	322,681	20,151	6.2%	40,050	12.4%	
Ankeny	73,174	3,108	4.2%	5,253	7.2%	
Grimes/Johnston	32,832	1,357	4.1%	2,850	8.7%	
72	103,236	6,210	6.0%	14,471	14.0%	
73	75,469	3,794	5.0%	9,750	12.9%	
74	33,222	1,965	5.9%	2,435	7.3%	
Shuttle Network	34,951	8,616	24.7%	16,410	47.0%	
LINK	19,693	6,361	32.3%	10,530	53.5%	
D-Line	28,653	6,729	23.5%	11,943	41.7%	

Figure 2 Existing Network Demographics

Proposed Network Demographics						
Entire System	Route	Total Population	Population "In Poverty"	Population "In Poverty" - % of total population	Minority Population	Minority Population - % of total population
Local Routes	Entire System	Compare to Existing Network Averages				
	Local Network	Service Unchanged				
	1					
	3					
	4					
	5.2	59,776	8,133	13.6%	10,292	17.2%
	6					
	7					
	8					
	11					
	13					
	14					
	15					
	16					
	17					
	51	0	0	0.0%	0	0.0%
	52					
60						
Express Routes	Express Network	Compare to Existing Network Averages				
	91					
	92					
	93					
	94					
	95					
	96					
	98					
	99					
	Flex/On-Call	Flex/On-Call Network	Compare to Existing Network Averages			
Ankeny						
Grimes/Johnston						
72						
73						
Shuttle	Shuttle Network	Compare to Existing Network Averages				
	LINK					
	D-Line					

Figure 3 Proposed Network Demographics

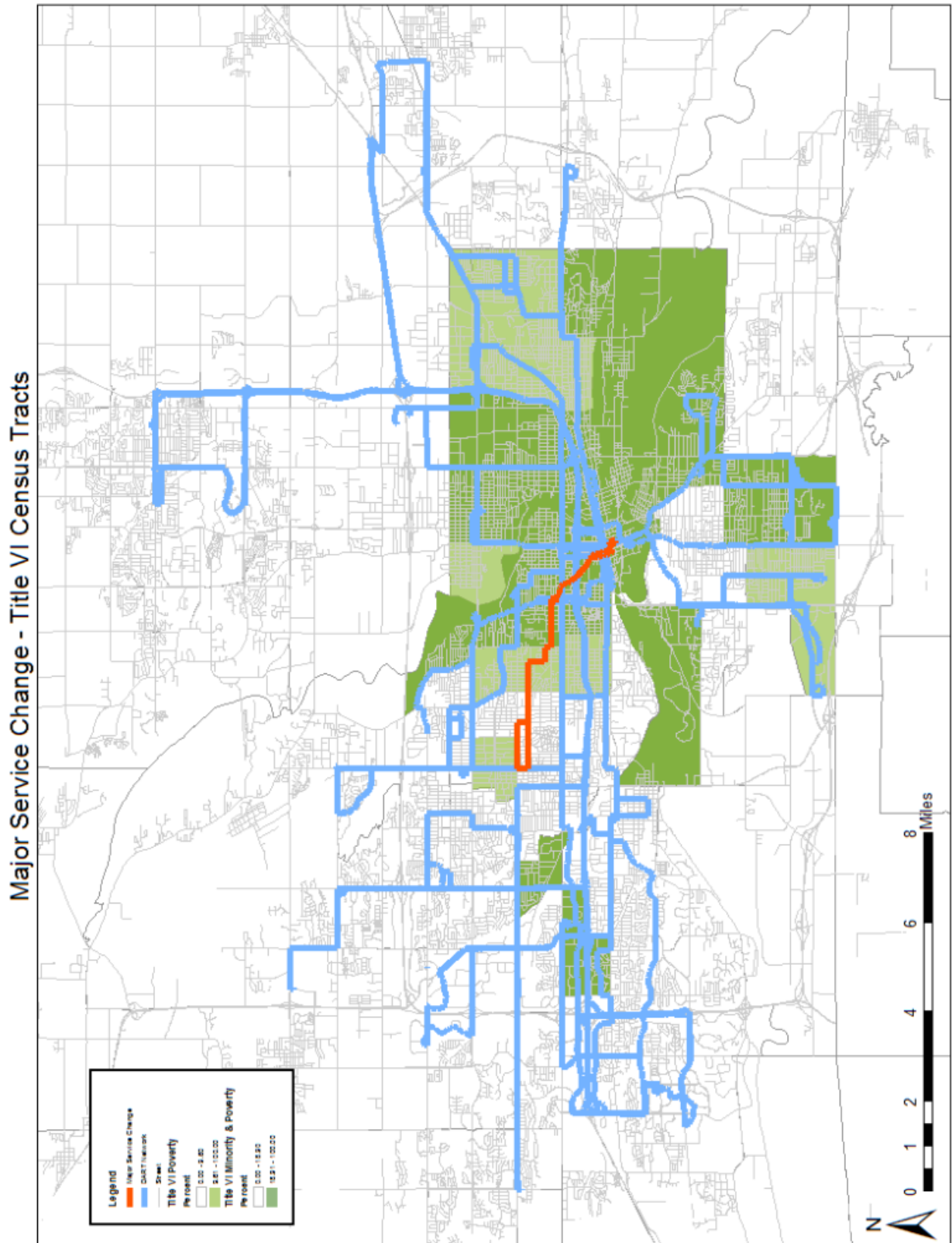


Figure 4 Routes Identified as a Major Service Change with Title VI Census Tracts

Route Realignment

The proposed service changes include two route realignments: Route 5 – Franklin Ave and Route 51 – Merle Hay Crosstown.

Route Analysis

ROUTE 5 – Franklin Ave

Route 5 is being combined with Route 51 to provide all day service between Merle Hay Mall and DART Central Station at a 60 minute frequency, and expansion of the current peak only service hours.

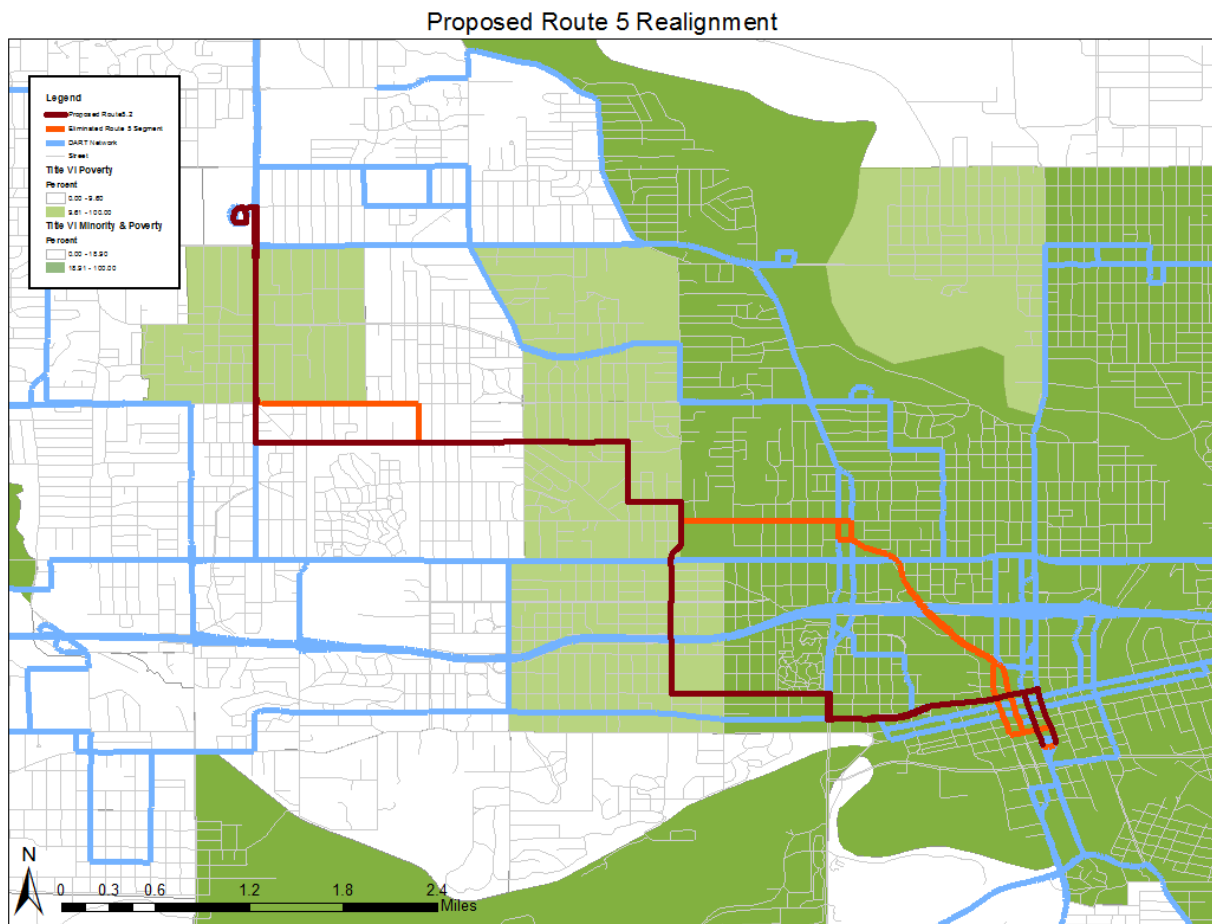


Figure 5 Route 5 Realignment Illustration

The percentage of riders affected by the proposed realignment of Route 5 was 37.0%. This percentage meets the threshold of 25% of the total route ridership, and therefore qualifies as a “Major Service Change” and requires further analysis.

The bus stops along 48th St, Hickman Road, Forest Avenue, Keo Way, and 9th/8th Streets are all within a ½ mile of current bus stops along Franklin Avenue, University Avenue, Martin Luther King Jr Parkway, 19th Street, 13th Street, and 9th Street. Although the discontinued segment is within Census tracts with both above-average minority and low-income populations, the eliminated

August 2015 Service Change Title VI Analysis

stops are either served by other routes or have existing or new bus stops for numerous alternative routes available within ½ mile. It is determined that the realignment will have no adverse impact on Title VI populations greater than the whole population.

ROUTE 51 – Merle Hay Crosstown

Route 51 is being combined with Route 5 to provide all day service between Merle Hay Mall and DART Central Station at a 60 minute frequency. This will reduce the peak frequency of the existing route from 30 minutes during the peak to 60 minutes. Service on Express Route 91, which travels the same path as the existing Route 51, will remain unchanged and continue to provide peak hour service to the segments of Route 51 proposed for elimination.

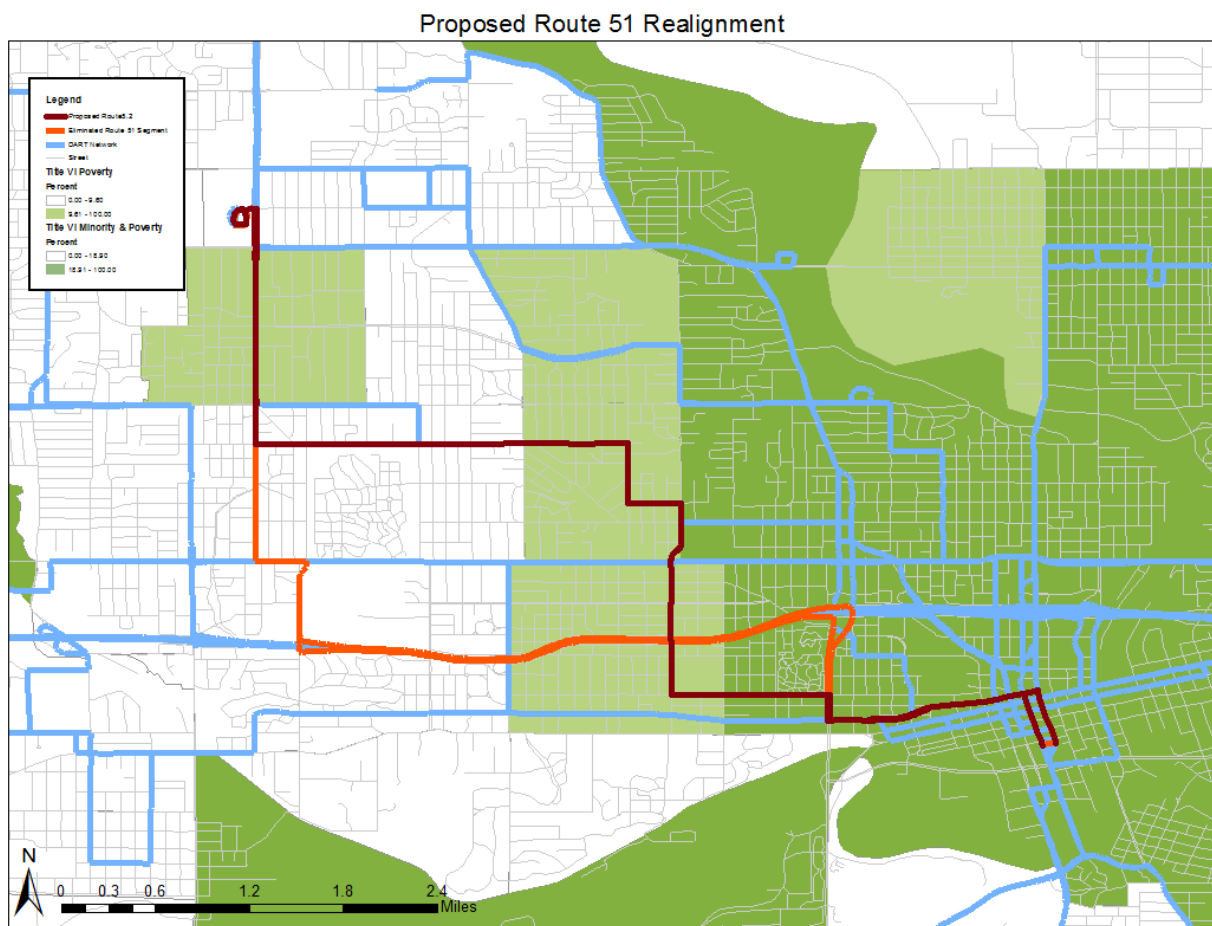


Figure 6 Route 51 Realignment Illustration

The percentage of riders affected by the proposed realignment of Route 51 was 3.70%. This percentage does not meet the threshold of 25% of the total route ridership, and therefore does not require further analysis.

Demographic Comparisons

The proposed service changes consist of one route realignment. Route 5 has a service change that will impact at least 25 percent of its riders and is classified as a “major service change” route. Comparison of minorities and non-minorities in figure 6, shows that the route with a “major service change” serves minorities at a higher percentage than the modal network average.

DART Ridership by Ethnicity				
<i>Current Route</i>	<i>White/Caucasian</i>	<i>Minority Total</i>	<i>Overall % of Minorities</i>	<i>Overall Totals</i>
5	39,979	21,998	35.5%	61,977
5.2	49,484	10,292	17.2%	59,776
Percent of minority population in combined "Major Service Change" Area				
5	39,979	21,998	35.5%	61,977
Percent of minority population in DART Service Area			18.9%	

Figure 7 Ridership by Ethnicity

A comparison of low-income and non-low-income populations on the route with a major service adjustment shows that the “major service change” route serves low-income populations at a higher percentage than the system-wide total.

DART Ridership by Income				
<i>Current Route</i>	<i>Not Low-Income</i>	<i>Low-Income Total</i>	<i>Overall % Low-Income</i>	<i>Overall Totals</i>
5	49,969	12,008	19.4%	61,977
5.2	51,643	8,133	13.6%	59,776
Percent of low income population in combined "Major Service Change" Area				
5	49,969	12,008	19.4%	61,977
Percent of minority population in DART Service Area			9.6%	

Figure 8 Ridership by Income

Assessment of Alternatives

Since the proposed realignment of existing Route 5 has been found to meet DART's threshold to potentially place a disparate impact on minority populations, alternative service options that still accomplish DART's legitimate program goals must be evaluated.

Pre-2012 Route 5 service: Prior to November of 2012, Route 5 traveled from the Walnut Street Transit Mall to Merle Hay Mall via 8th/9th Streets, University Avenue, 13th Street, Clark Street, 25th Street, Forest Avenue, 30th Street, Clark Street, 34th Street, Franklin Avenue, and Merle Hay Road. This service was realigned with the opening of DART Central Station as part of the Year 1 recommendations of the DART Forward 2035 Transit Services Plan. The service hours were also reduced to peak only service at a frequency of 60 minutes.

Current Route 5 service: Since November of 2012, Route 5 has traveled from DART Central Station to Merle Hay Road & Franklin Avenue via 8th/9th Streets, Keo Way, 19th Street, Martin Luther King Jr Parkway, Forest Avenue, 30th Street, Clark Street, 34th Street, Franklin Avenue, 48th Street, Hickman Road, and Merle Hay Road. Productivity on the route has remained below DART's adopted policy standards since the realignment occurred, leading staff to examine other alternative routing options that have the potential to produce additional ridership.

Determination of Alternatives:

Due to the historically low productivity of previously explored routing options, and the number of available services that DART customers may access as an alternative to Route 5 service, it is determined that the proposed routing is the most feasible alternative.

The bus stops along Forest Avenue, Keo Way, and 9th/8th Streets are within a ½ mile of current bus stops along University Avenue, Martin Luther King Jr Parkway, 13th Street, and 9th Street. Although the discontinued segment is within Census tracts with both above-average minority and low-income populations, the eliminated stops are either served by other routes or have existing or new bus stops for numerous alternative routes available within ½ mile.

Figure 9 shows the existing ridership by bus stop for routes 5 and 51, which illustrates the most productive parts of both routes and aided staff during discussions on new routing.

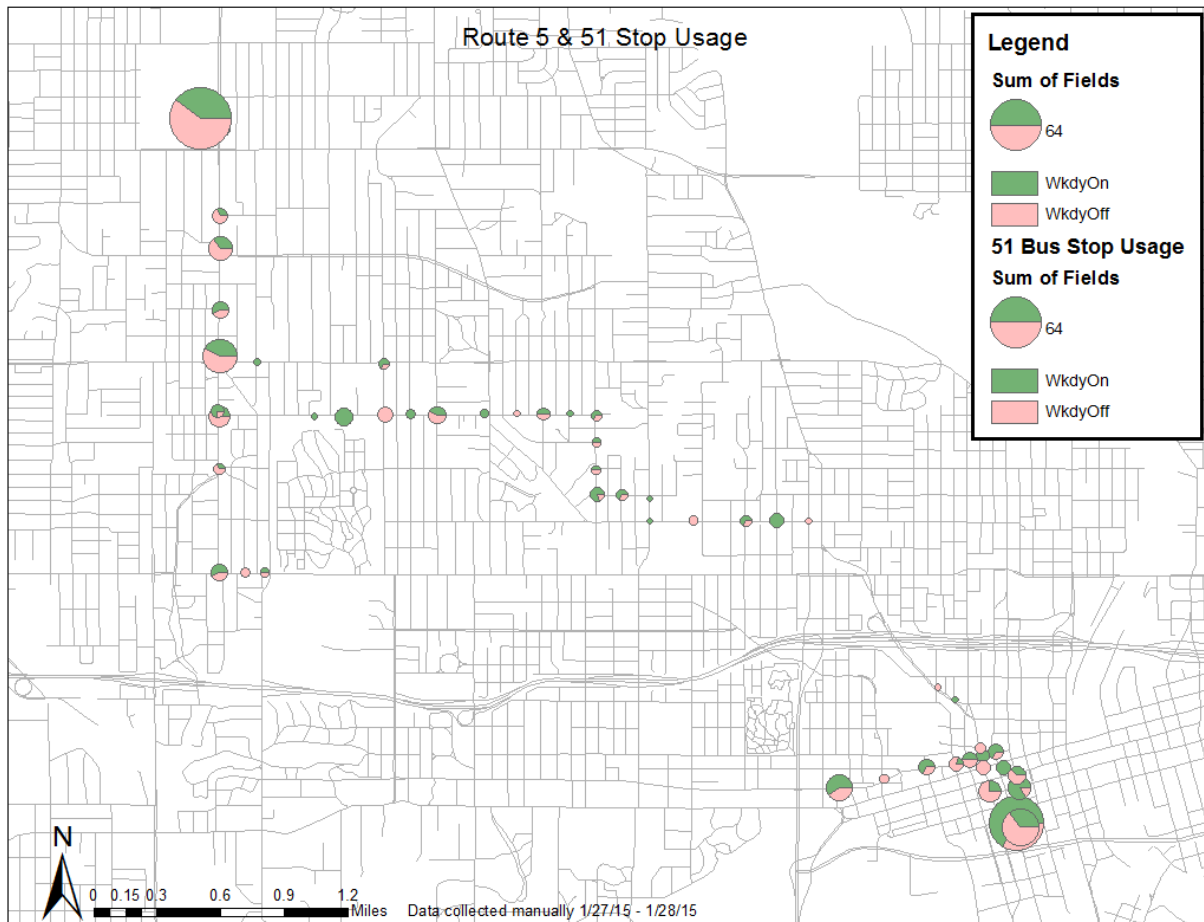


Figure 9 Existing Ridership by Bus Stop

DART will also be implementing the following mitigating measures:

- Outreach to all individual neighborhood associations affected by the route realignment.
- Enhanced marketing efforts including a promotional event after the realignment occurs that will involve free service on the new route.

Assessment of Service Changes

These system changes improve two underperforming services within the DART network. In accordance with the DART Forward 2035 plan, the new proposed routing is a result of ongoing monitoring of the performance of DART services in order to continue developing, maintaining, and improving a market-based network. Based on the data and analysis, DART concludes that the proposed August 2015 Service Changes will result in a disparate impact on minority passengers, but will not place a disproportionate burden on low-income passengers. By implementing mitigation measures, DART will ensure full compliance with the Department of Transportation's Title VI regulations as established the Civil Rights Act of 1964.



ACTION ITEM



8D: Routes #5 and #51 Realignment

Action: Approve the Realignment of Routes #5 and #51

Staff Resource: Jim Tishim, Planning Director

BACKGROUND:

- The DART Forward 2035 Transit Services Plan outlines the Service Performance Standards that were approved by the DART Commission.
- The 5 Franklin Ave route changes were implemented in the first year of the DART Forward 2035 Transit Service Plan in November 2012. The 51 Merle Hay Crosstown was implemented in year 2 of the DART Forward 2035 Transit Service Plan in August 2013. DART staff has been monitoring their performance since their implementation.
- The performance indicators for both routes continue to fall well short of the established performance standards. The Planning Department completed a full analysis of each service. Our findings are as follows:
 - Without both routes there is a definite gap in the service area.
 - Route 5 and 51 are not capable of producing the recommended performance standards on their own.
 - There are productive sections of each route that could be combined.
 - There are productive trips and time periods.
 - There are areas of duplicated service and other routes that are in close proximity that these customers are currently utilizing.
- In order to provide the necessary density and demographics required to improve the ability to meet the recommended Service Performance Standards, staff aligned the route to travel in a new area on 31st Street and Woodland Avenue. This will provide service directly to Callanan Middle School, Scottish Rite Park Senior Living Center and Child Service. It will also provide a direct transfer connection to routes 3 University and 60 University/Ingersoll at 31st Street and University Avenue to provide additional service options for the area.
- The proposed realignment of local routes 5 Franklin Ave and 51 Merle Hay Crosstown was presented to the DART Commission at the April meeting.
- Public participation was provided to allow for public input into the development of the service recommendations. Five Public meetings were held on April 22-24, 2015:
 - April 22: Northwest Community Center 5110 Franklin Ave at 6:00 p.m.
 - April 23: DART Central Station 620 Cherry Street at 12:00 p.m.
DART Central Station 620 Cherry Street at 4:00 p.m.
 - April 24: Franklin Ave Library 5000 Franklin Ave at 5:00 p.m.



ACTION ITEM

8D: Routes #5 and #51 Realignment

Callanan Middle School 3010 Center Street at 7:00 p.m.

- A survey was available at all public meetings, as well as on the DART website and at DART Central Station Customer Service for public input into the proposed realignment. The public meeting PowerPoint presentation, with recording was placed on the DART Website for those unable to attend the meeting. Staff placed information about the public meetings on multiple venues to reach as many people as possible.
- Attempts were made to contact all Neighborhood Associations in the current route 5 and 51 service area, as well as those along the new route alignment to inform them of the proposed realignment and public meetings. In addition, we contacted the Des Moines Public Schools, Scottish Rite Park Senior Living Center and Child Serve, which are all located in the proposed new route alignment along 31st Street and Woodland Ave.
- Staff recommendations are as follows:
 - Realign routes 5 and 51 into one single route
 - Extend the route south on 30th/31st Street and Woodland Avenue
 - Maintain weekday only service
 - Minimum hours of service: 6:00 a.m. – 6:45 p.m.
 - Minimum frequency of service: 60 minutes.
- The new route will operate between Merle Hay Mall and DART Central Station using Merle Hay Road, Franklin Avenue, 34th Street, Clark Street, 30th/31st Street, Woodland Avenue, M.L. King Jr Pkwy, Ingersoll Avenue, High Street, then 6th Avenue and 7th Street to and from DART Central Station.

Recommendation:

- Approve the Realignment of Local Routes 5 and 51.



ACTION ITEM



8E:	University/Ingersoll Bus Rapid Transit TIGER Grant Application
Action:	Approve a TIGER grant submission for the University/Ingersoll Bus Rapid Transit project in the amount of \$20 million

Staff Resource: Elizabeth Presutti, General Manager

Background:

- The University/Ingersoll corridor (current DART Route 60) was identified as a potential Bus Rapid Transit corridor in the DART Forward 2035 plan.
- DART completed the Alternatives Analysis for the corridor and the DART Commission approved the “Locally Preferred Alternative” for the corridor in January 2012.
- Staff worked with City of Des Moines staff to establish potential the station locations in June 2014.
- The project cleared the necessary environmental, archeological and historic preservation reviews in July 2014.
- Substance Architecture has developed three potential concept designs for the various station types. Staff conducted three public meetings on September 29, 2014 seeking input on the designs and station locations.
- In an effort to advance the project, staff has identified the TIGER discretionary grant program as an opportunity for funding. The TIGER grant program is focused on capital projects that generate economic development and improve access to reliable, safe and affordable transportation, while emphasizing improved connection to employment, education, services and other opportunities, workforce development, or community revitalization.
- The 2015 TIGER grant applications are due June 5, 2015. DART previously submitted a non-binding pre-application that was due May 4, 2015.
- The maximum TIGER grant amount in an urban area is 80 percent of the total project budget. The Ingersoll/University Bus Rapid Transit project is estimated to cost \$25 million. A \$20 million TIGER grant award will require a \$5 million local match.
- Local-match commitments from DART constituents currently total \$2,825,000. The City of Des Moines has committed \$1.5 million, \$600,000 from DART, \$100,000 from Polk County and the remaining commitments are from private companies (Nationwide, Ruan/Banker's Trust, Wells Fargo, Mercy and Unity Point). Staff will also continue to seek other local and private funds to reduce the actual amount that DART would need to provide.
- With the submission of the TIGER grant, DART will be committing to the following:
 - Funding the remaining \$2,175,000 needed in additional local match funds should DART get an award of the full \$20 million.
 - Providing the necessary annual operating funds to improve the frequency of service to the required levels for a Bus Rapid Transit project upon completion of the capital improvements. This is estimated to cost \$900,000 annually.



ACTION ITEM

8E: University/Ingersoll Bus Rapid Transit TIGER Grant Application

Recommendation:

- Approve the preparation and submittal of a TIGER grant application for the University/Ingersoll Bus Rapid Transit project.



ACTION ITEM



8F: March FY2015 Consolidated Financial Report

Action: Approve the March FY2015 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue performed 7.34% below budget projections as of March year to date. Cash Fares and Advertising are below budgeted levels while Unlimited Access and Other Contracted Services continued above budget.
- Fixed Route Non-Operating Revenue is performing on target.
- Paratransit Operating Revenue is 6.12% lower than budget expectations. Cash fares are above target while contracted trips are currently lower than forecasted.
- Rideshare Revenues are 17.3% below budgeted levels at year to date. Currently, Rideshare revenue has exceeded its year to date expenses.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 4.76% below budget projections year to date. Fuel and liability insurance are currently two large drivers of the savings.
- Paratransit Budget Summary – Operating expenses are currently 8.41% under forecasted levels. Fuel and Equipment Repairs are two categories seeing the most savings.
- Rideshare Expenses are below budgetary expectations by 23.79%. Fuel and Accident Repairs are driving the budget savings year to date.

Recommendation:

- Approve the March FY2015 Consolidated Financial Report.

**** TOTAL Un-Audited Year-End March FY2015 as Compared to Budget:**

Fixed Route	\$	567,177	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	131,370	FY2015
Rideshare	\$	<u>53,082</u>	\$77,109.37
Total	\$	751,629	

FY2015 Financials:

March 2015

FIXED ROUTE	March 2015			Year-To-Date-(9) Months Ending 03/31/2015		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	365,897	413,208	(47,311)	3,446,043	3,718,870	(272,827)
Non-Operating Revenue	1,815,921	1,596,964	218,956	14,350,659	14,372,678	(22,019)
Subtotal	2,181,818	2,010,172	171,646	17,796,702	18,091,548	(294,846)
Operating Expenses	1,999,069	2,010,172	11,103	17,229,525	18,091,548	862,023
Gain/(Loss)	182,749	-	182,749	567,177	-	567,177

PARATRANSIT	March 2015			Year-To-Date-(9) Months Ending 03/31/2015		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	164,122	174,167	(10,045)	1,471,515	1,567,500	(95,985)
Non-Operating Revenue	110,130	107,516	2,614	981,728	967,643	14,086
Subtotal	274,252	281,683	(7,430)	2,453,243	2,535,143	(81,900)
Operating Expenses	261,888	281,683	19,795	2,321,873	2,535,143	213,270
Gain/(Loss)	12,364	-	12,364	131,370	-	131,370

RIDESHARE	March 2015			Year-To-Date-(9) Months Ending 03/31/2015		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	67,948	85,685	(17,737)	637,234	771,169	(133,935)
Non-Operating Revenue	-	-	-	3,518	-	3,518
Subtotal	67,948	85,685	(17,737)	640,752	771,169	(130,417)
Operating Expenses	56,599	85,685	29,086	587,670	771,169	183,499
Gain/(Loss)	11,349	-	11,349	53,082	-	53,082



DISCUSSION ITEM



9A: State Legislative Update

Staff Resource: Elizabeth Presutti, General Manager

- A presentation will be provided at the meeting by Bill Wimmer, DART's State Lobbyist.



Customer Engagement Report

March 2015

	July 2014	August 2014	September 2014	October 2014	November 2014	December 2014	January 2015	February 2015	March 2015	FY15 Year To Date
Total System Monthly Ridership	336,574	578,156	419,408	473,935	360,507	364,357	372,237	363,395	394,472	3,268,569
Total Fixed Route Ridership	305,523	549,220	387,342	439,025	332,964	334,381	341,476	333,946	362,393	3,023,877
Website										
Unique Visitors	40,898	49,900	42,583	41,187	34,366	32,230	36,111	35,168	32,641	345,084
Social Media										
Facebook Page Likes	692	703	716	757	778	778	837	864	857	
Twitter Followers	1,205	NA	NA	1,275	1,302	1,361	1,398	1,418	1,420	
Email										
Subscribers	NA	NA	NA	NA	3,027	3,039	3,073	3,091	3,161	
MYDART Trip Planner										
Trip Plans	12,823	20,326	19,399	21,582	16,142	14,229	16,577	16,418	13,590	151,086
Next Bus	668	1,143	1,660	2,990	1,301	2,938	5,689	4,626	3,405	24,420
Schedules	4,985	8,973	6,917	4,077	2,769	2,818	3,580	3,097	2,855	40,071
Real-Time Tools										
On-Time App sessions	NA	NA	NA	NA	NA	NA	NA	1,274	3,520	4,794
SMS Text Messaging	NA	NA	NA	NA	NA	NA	NA	15,743	27,072	42,815
IVR - Automated Phone Information	NA	NA	NA	NA	NA	NA	NA	NA	NA	-



System Summary Performance Report March 2015

	September 2014	October 2014	November 2014	December 2014	January 2015	February 2015	March 2015	March 2014	Percent Change 2015/2014	FY15 Year To Date	FY14 Year To Date	Percent YTD Change 2015/2014
DART Fixed Route												
Total Ridership	387,342	439,025	332,964	334,381	341,476	333,946	362,393	345,246	4.97%	3,386,270	3,279,515	3.26%
OTT Ridership	20,494	21,217	23,539	25,335	24,677	19,922	27,316	26,461	3.23%	211,775	204,931	3.34%
Unlimited Access Ridership	33,906	34,738	30,421	29,723	30,296	28,528	31,141	32,555	-4.34%	282,187	301,452	-6.39%
Bike Rack Usage	5,874	6,337	3,596	3,158	2,275	1,287	3,366	2,026	66.14%	36,969	37,477	-1.36%
Passengers/Revenue Hour	21.73	22.73	20.45	18.56	18.90	19.52	19.41	19.66	-1.26%	20.61	20.74	-0.62%
Avg. Passengers Weekday	16,856	17,463	16,244	14,326	14,547	15,112	14,748	14,625	0.84%	15,656	15,232	2.79%
Avg. Passengers Weekend Day	4,170	4,673	3,688	3,354	3,999	3,963	4,216	3,813	10.57%	5,275	4,879	8.11%
Complaints/100,000 Riders	35.89	31.43	29.43	21.83	26.06	30.84	21.52	29.54	-27.15%	29.27	28.08	4.21%
Commendations/100,000 Riders	2.07	3.19	1.20	2.09	2.34	3.29	2.21	6.08	-63.71%	2.60	3.81	-31.82%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.46	1.68	0.81	1.08	2.17	2.28	1.75	2.26	-22.74%	1.63	1.88	-13.26%
Non-Preventable/100,000 Miles	2.92	1.34	0.81	0.00	2.53	4.18	1.05	1.13	-7.29%	5.73	1.68	241.61%
Maintenance:												
Total Miles Operated	274,417	298,021	248,339	278,147	276,807	263,213	285,783	264,942	7.87%	2,509,980	2,336,578	7.42%
Road Calls/100,000 Miles	24.42	14.43	12.89	12.94	25.65	21.28	15.75	14.72	6.97%	19.52	15.92	22.62%
Active Vehicles in Fleet	126	126	126	126	126	126	126	126	0.00%	126	115	9.99%
DART Paratransit												
Total Ridership	11,502	12,536	9,862	11,086	10,563	10,416	11,579	11,487	0.80%	101,349	103,784	-2.35%
Passengers/Revenue Hour	2.82	2.83	2.92	2.88	2.78	2.80	2.88	2.98	-3.36%	2.85	2.98	-4.65%
Average Trip Length	5.44	5.40	5.56	5.62	5.93	6.05	5.96	5.81	2.58%	14.35	8.48	69.23%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.00	0.00	0.00	0.00	3.19	4.76	2.90	4.50	-35.52%	1.40	2.60	-46.04%
Non-Preventable/100,000 Miles	1.60	1.48	3.65	0.00	0.00	1.59	0.00	1.50	-100.00%	2.28	1.30	75.38%
Maintenance:												
Total Miles Operated	62,609	67,675	54,785	62,313	62,661	63,003	68,993	66,726	3.40%	570,868	616,129	-7.35%
Active Vehicles in Fleet	20	20	20	20	21	21	21	20	5.00%	20	24	-13.68%
DART RideShare												
Total Ridership	20,564	22,374	17,681	18,890	20,198	19,033	20,500	20,064	2.17%	175,422	186,168	-5.77%
Total Vans in Circulation	95	95	94	94	94	94	93	92	1.09%	93	93	0.24%
Total RideShare Customers	721	726	710	727	708	708	689	714	-3.50%	703	758	-7.23%
Accident Frequency Rate by Service:												
Preventable	0.00	0.56	0.00	0.62	0.00	0.00	0.00	0.00	0.00%	0.21	0.77	-73.17%
Non-Preventable	0.61	1.11	0.00	0.62	0.62	0.00	0.00	0.62	-100.00%	0.48	0.55	-11.98%
Maintenance:												
Total Miles Operated	165,201	180,022	142,972	161,112	161,301	152,187	169,704	161,329	5.19%	1,446,266	1,454,846	-0.59%
Active Vehicles in Fleet	100	100	100	100	100	100	100	100	0.00%	100	107	-6.35%



System Performance Ridership Report March 2015

	September 2014	October 2014	November 2014	December 2014	January 2015	February 2015	March 2015	March 2014	Percent Change 2015/2014	FY15 Year To Date	FY14 Year To Date	Percent YTD Change 2015/2014
DART Fixed Route Ridership	386,842	438,432	332,578	333,900	340,908	333,390	362,393	345,246	4.97%	3,386,270	3,279,515	3.26%
Local Routes:												
#1 - Fairgrounds	22,505	24,770	18,721	18,186	20,219	19,876	22,258	19,836	12.21%	406,144	387,491	4.81%
#3 - University	36,362	41,313	32,079	33,368	31,843	30,612	34,631	34,426	0.60%	310,348	317,108	-2.13%
#4 - E. 14th	19,712	22,056	17,498	17,240	17,018	16,319	18,059	17,405	3.76%	159,858	159,714	0.09%
#5 - Franklin Ave	3,879	4,069	3,489	3,071	3,000	3,274	3,285	2,972	10.53%	27,520	28,987	-5.06%
#6 - Indianola Ave.	26,807	31,256	23,603	24,208	24,808	23,623	27,216	23,453	16.04%	228,888	212,432	7.75%
#7 - SW 9th St.	36,980	41,883	32,484	32,389	33,508	32,454	34,745	32,818	5.87%	303,356	292,603	3.67%
#8 - Fleur Dr.	5,302	5,716	3,933	3,501	4,202	3,974	3,687	4,629	-20.35%	35,628	43,169	-17.47%
#11 - Ingersoll Ave.	2,489	2,573	1,912	2,087	2,143	2,102	2,192	1,788	22.60%	20,458	20,958	-2.39%
#13 - Evergreen/SE Park Ave.	7,879	8,450	6,189	5,179	6,541	7,119	5,516	4,846	13.83%	50,519	46,978	7.54%
#14 - Beaver Ave.	26,469	30,323	23,720	23,246	23,718	23,828	22,720	22,182	2.43%	211,961	189,284	11.98%
#15 - 6th Ave.	27,773	31,269	23,324	24,247	24,771	24,456	25,805	26,331	-2.00%	224,408	236,268	-5.02%
#16 - Douglas Ave.	42,304	49,027	36,569	36,816	35,779	34,795	38,431	36,547	5.16%	339,883	314,296	8.14%
#17 - Hubbell Ave.	22,046	25,991	18,806	19,661	19,128	18,059	21,835	18,935	15.32%	185,335	161,859	14.50%
#51 - Merle Hay Crosstown	2,465	2,958	2,767	2,266	2,269	2,550	2,902	2,506	15.80%	22,964	16,133	42.34%
#52 - Valley West/Jordan Creek	16,322	19,603	14,942	15,141	14,841	13,502	14,603	12,580	16.08%	140,091	104,997	33.42%
#60 - Ingersoll/University	33,883	37,864	28,113	28,850	30,594	31,064	34,049	34,152	-0.30%	280,719	264,771	6.02%
Shuttle Routes:												
Link Shuttle	752	1,038	863	980	825	862	879	1,118	-21.38%	7,625	7,759	-1.73%
Dline	14,172	15,675	11,118	11,891	12,174	11,256	14,743	14,423	2.22%	122,694	155,183	-20.94%
Lincoln/McCombs	10,764	10,760	8,025	7,104	7,956	8,784	8,015	6,961	15.14%	65,492	67,885	-3.53%
Express Routes:												
#91 - Merle Hay Express	746	1,104	713	832	814	842	872	1,007	-13.41%	7,614	8,055	-5.47%
#92 - Hickman Express	3,190	3,385	2,373	2,671	2,705	2,719	2,915	2,983	-2.28%	25,867	27,586	-6.23%
#93 - NW 86th Express	3,217	3,612	2,891	2,749	2,715	2,627	2,919	2,816	3.66%	26,832	27,056	-0.83%
#94 - Westown	1,014	1,228	898	791	788	855	936	1,214	-22.90%	8,408	10,557	-20.36%
#95 - Vista	1,914	1,943	1,686	1,842	1,907	1,906	1,940	2,150	-9.77%	16,528	17,522	-5.67%
#96 - E.P. True	2,774	3,166	2,608	2,567	2,827	2,665	2,715	3,068	-11.51%	24,613	24,677	-0.26%
#98 - Ankeny	8,281	9,850	7,058	6,860	7,662	7,392	7,552	7,729	-2.29%	69,171	75,908	-8.88%
#99 - Altoona	1,661	1,572	1,523	1,329	1,608	1,686	1,472	1,719	-14.37%	14,312	16,572	-13.64%
On-Call/Flex Routes (Operated by Paratransit):												
On-Call: Ankeny	203	209	258	251	208	179	211	199	6.03%	1,945	1,899	2.42%
On-Call: Des Moines	0	0	0	0	0	0	0	0	0.00%	0	422	-100.00%
On-Call: Johnston/Grimes	313	328	310	254	291	272	315	334	-5.69%	2,634	4,089	-35.58%
#73 Flex: Urbandale/Windsor Height	401	398	291	318	319	307	330	620	-46.77%	3,611	5,532	-34.73%
#72 Flex: West Des Moines/Clive	4,130	4,948	3,737	3,928	3,638	3,377	3,917	3,391	15.51%	35,635	30,509	16.80%
#74 Flex: NW Urbandale	500	593	386	481	568	556	641	0	100.00%	3,912	0	100.00%
On-Call: REGIONAL	133	95	77	77	89	54	87	108	-19.44%	1,297	1,256	3.26%
DART Paratransit Ridership	11,502	12,536	9,862	11,086	10,563	10,416	11,579	11,487	0.80%	101,349	103,789	-2.35%
Bus/Van	10,545	11,585	9,146	10,329	9,815	9,819	10,948	10,802	1.35%	94,119	97,423	-3.39%
Cab	957	951	716	757	748	597	631	685	-7.88%	7,230	6,366	13.57%
DART RideShare Ridership	20,564	22,374	17,681	18,890	20,198	19,033	20,500	20,064	2.17%	175,422	186,168	-5.77%
TOTAL RIDERSHIP	418,908	473,342	360,121	363,876	371,669	362,839	394,472	376,797	4.69%	3,663,041	3,569,472	2.62%



MONTHLY REPORT



10A: Operations Department

Staff Resources: Anthony Lafata, Chief Operating Officer

Transportation - Randy McKern, Manager

- Fixed Route conducted a monthly safety meeting Wednesday, April 15, 2015 with updates from our Facilities and Scheduling Managers. Savu Cirligel, Fixed Route Operator, was recognized for driving 21 years safely. Great job Savu!
- Recruiting efforts have begun for the 2015 DART Roadeo, Saturday, May 30, 2015 at Southridge Mall. Operators are being encourage to showcases their professionalism and driving skills that make them one of the best transit drivers in the state. The top two (2) winners in each division earn a spot to represent DART in the State Transit Roadeo June 13th. Driver of the Year nominations are also being solicited.
- Plans are moving along with the 2015 IPTA State Roadeo hosted by DART on June 13, 2015 at Southridge Mall. Invitations were sent on April 6, 2015 to the various state transit agencies and organizations. Approximately 140+ people are expected to attend the event. Additionally, the Driver of the Year Awards Ceremony will take place Friday, June 12th at the Science Center of Des Moines.

Maintenance - Scott Reed, Manager

- The Maintenance Safety meeting was held on April 29th. Major items covered were distracted driving and vehicle dynamics.
- Matthew Matz from Cummins Central Power was on site April 9th and 10th to provide training on valve adjustments. Twelve technicians we able to attend the training including four who are currently participating in our apprenticeship training program.
- A purchase order was issued to Hogle Bus for the purchase of six 27 foot medium duty buses. Three for the Paratransit fleet and three for the On Call/Flex fleet. Delivery is expected in December 2015

Paratransit - Georgia Parkey, Manager

- At our April Safety Meeting Steve Zimmerman, Human Resources Generalist, presented information on Blood borne Pathogens. Steve covered the do's and don'ts when dealing with incidents or injury and the importance of protecting yourself. This is a topic that we cover annually and as usual was met with many questions from the operators.

Training - Mike Kaiser, Interim

- The Training Department currently has three (3) Fixed Route and two (2) Paratransit Cadets currently in training.
- The Training Department graduated four (4) Fixed Route Operator's from CDL training.

MONTHLY REPORT
10A: Operations



Facilities – Matt Pitstick, Manager

- The two bus hoists were installed and the technician restroom is progressing. The operations Admin remodel will begin once approved and.
- Spring cleaning is progressing well. Mulching was completed early due to the warm weather. Bus stop sign upgrade/replacement is progressing ahead of schedule.

Service Management - Mike Kaiser, Lead Supervisor

- Service staff has been working diligently to keep ahead of the various road repairs and Detours routes in the downtown metro area as well as surrounding DART service areas. Staff continue their efforts to keep customers well informed of the changes as well as assisting riders and Operators when needed.



10B:	Marketing
------	-----------

Kirstin Baer-Harding, Marketing Director

Staff Resources: John Clark, Customer Service Manager

Jennifer Long, RideShare Program Coordinator

Marketing and Communications Updates:

- On April 9, 2015, Stand Up for Transportation Day, a powerful message was sent to Congress: It is time for a long-term investment in our roads, bridges and public transportation! More than 150 events were held across the country to advocate for sustainable and reliable federal transportation funding before current funding expires on May 31, 2015.

DART, along with partners, hosted a panel discussion with guest speaker Congressman David Young who gave a brief talk and answered questions on federal transportation issues. Young serves on the U.S. House Appropriations Subcommittee on Transportation, Housing and Urban Development.

The panel discussion included Ben McLean, Ruan Transportation; John Cinealis, The Toro Company; and Jake Christensen, Christensen Development. Panel members discussed how transportation infrastructure and the need for long-term funding affects their company, their employees and Greater Des Moines.

We also hosted an open street event on 12th Street in Downtown Des Moines. Attendees were able to grab lunch from local food trucks, sign a DART bus in support and speak with local organizations about the importance of transportation.

A special thanks to DART staff, event partners and sponsors who assisted in making this event a success. The event had a reached more than 82,000 impressions through DART's website, social media posts and paid advertising. Along with earned media coverage in Patch.com, Mass Transit Magazine, Business Record and the Des Moines Register.

- Staff has been developing and coordinating marketing material for targeted Express Routes, Regional On Call and D-Line. Marketing efforts include direct mail, email notifications, business mailings, flyers, social media and community outreach.
- Staff has been coordinating and deploying the Spring RideShare Ridership Special with reasons to ride in a vanpool and all the benefits. The campaign launched April 1 and materials continue to be distributed in May.
- Staff has been coordinating with the Bike Collective and the Downtown Chamber for a B-Cycle downtown tour in conjunction with this year's National Bike Month activities. The tour is scheduled for May 22 from 1:00 – 3:00 p.m. DART Central Station will be the starting and ending point of the tour. DART will also offer free rides to cyclists, boarding with their bike, during Bike to Work Week, May 11 - 15.
- Staff has been assisting with the production of a short video on Standing Up for Transportation. The video will be shown May 12 to an audience of regional business and civic leaders as part of the Greater Des Moines Partnership's annual trip to Washington, D.C. DART is the sponsor of the lunch, during which the video will be shown.



MONTHLY REPORT 10B: Marketing

- Staff worked with the Planning Department on the material and outreach for the five public meetings in April to collect public feedback on DART's proposed routing changes for Routes 5 and 51. Materials included interior bus signage, DART Central Station signage, print advertising, social media, bus audio, website articles and email communications.
- Staff is coordinating with Operations on materials for the Iowa DOT/IPTA State Roadeo on Saturday, June 13 and the DART Roadeo on Saturday, May 30.

Customer Service Report – John Clark:

March 2015 Employer and Group Presentations:

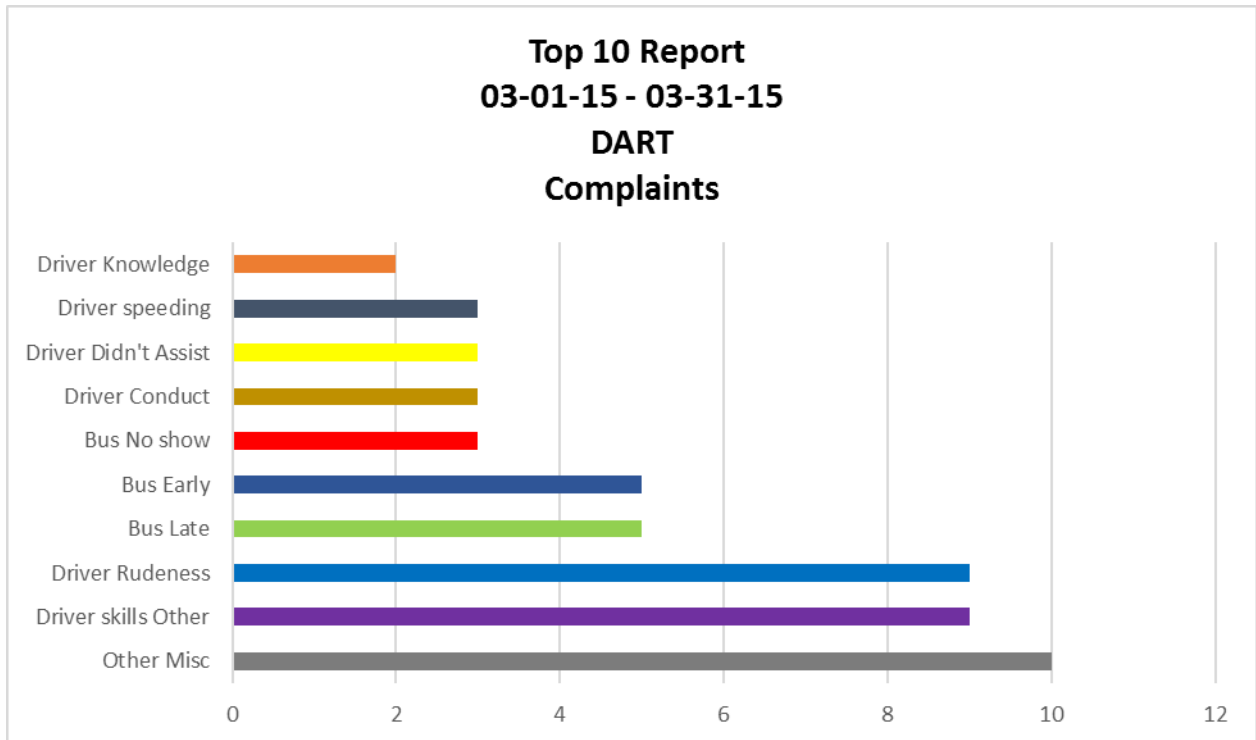
- Principal Orientation (4 visits)
- Train The Trainer
- Polk County Judicial System (1 visit)

March 2015 Website Communication and Messages:

- Completed Answered emails – 6
- Bus Stop/Shelter Requests – 0
- Contact/Feedback Forms – 49
- Customer Service Requests – 0
- Other/Misc. – 6
- Voicemails – 80, voicemails requiring response – 19 (24%)

Total Calls for March 2015:

- Schedule Information – 6706
- Spanish Line – 180
- Receptionist – 634
- RideShare – 272



The top five comments for March 2015 were: Other Misc., Driver Skills Other, Driver Rudeness, Bus Late and Bus Early.

- In summary, in March 2015 we had 78 complaints, 8 commendations and 8 Inquiry/suggestions. Out of the total 78 complaints for March 2015, all have been investigated and closed.

RideShare - Jennifer Long:

- Staff worked with Marketing Department to plan the Spring 2015 Ridership Special.
- Staff took delivery of 4 new minivans, which are being prepped for service.
- Staff met with Iowa Premium Beef in Tama to discuss formation of vanpools from Des Moines, Marshalltown and Waterloo.
- Staff worked with the IT Department to implement an upgrade to the RidePro software. New features include vanpool route wait lists, marketing milestone report functionality and enhanced park and ride lot administration.
- Four individuals attended driver's training this month.

Staff Commendations:

DART had several comments in March 2015 recognizing DART staff:

- "I took the Altoona Express (99) on Wednesday, February 25th to and from downtown. I want to compliment the bus driver which drove the 3rd route to Altoona (which arrives at

MONTHLY REPORT
10B: Marketing



Wal-Mart at 5:14 approximately). I sometimes walk to the bus stop - if the weather is bad since the roads are terrible in Altoona and they don't clear them very well. It is easier to walk since I live in Rock Creek Condos (behind Target) than to clear off the car and drive in Altoona. I was walking the parking lot at Wal-Mart and was waiting for the bus driver to pass buy and he stopped me. He asked me where I was going and I stated I needed to get across the street by Casey's. He told me he could do that for me. I was so grateful because that is the majority of the battle if I walk to Wal-Mart is crossing 8th Street since people don't like to wait for people to cross the street even though the walk sign is there. I only had a 10 minute walk instead of 25 minutes. I know he had to drive on 8th Street to Scenic View but that stop at Casey's was greatly appreciated. THANK YOU VERY MUCH!!!!"

- Margaret sent in a personal letter commending Georisha Pope (Customer Service) for doing a great job and being cordial.
- "When I stepped onto the bus, it was warm. When the driver started the bus; there was no jerking, stopping or starting all. It was a good ride. He didn't run over any curbs. It was very satisfying. I told the driver this also, but wanted to have him recognized."
- "I want to express our appreciation for the outstanding service we have received from one of your employees. Tim Ruggles (Accounting) followed up on a phone call I made to your office on an issue I brought to the attention of a former employee. Tim has been more than helpful in finding the answers to a variety of questions on our current contract as well as reporting of our usage on our unlimited ridership contract. These are issues I had been expecting a response from the previous contact at DART going back to September so having this information now is extremely helpful. Thank you for the attention to our business relationship. We are in a much better place today at DMU with our relationship with DART than we were a week ago because of Tim. Please pass along our appreciation to Tim for his exception support and thank you to DART for providing us with a better solution."
- "The On Time app works very well so far on my Android phone for fixed route. I am still working on adding my most used bus stops. It would be great if there was an app for Paratransit. Maybe the programming for something like "Go Taxi" would be similar. A Paratransit app would save me from having to call for an ETA or Paratransit employees giving me a five minute call."
- "Passenger phoned in and spoke with Amber. She felt Amber went above and beyond to help her retrieve personal information. Amber took the time to call dispatch to locate the missing information and called her right back with the information of when the bus would be back and which platform to go to so she could retrieve her personal items."
- "There is a driver is on light duty (Nico Barnhill) helping customer Service with phones. He has excellent customer service skills and I'm grateful he went the extra mile to help me."
- "The driver of Route 15 (William Fudge) has quick skills. If he had not had quick reaction, it could have been a bad accident. Kudos to the driver! That car cut right in front of the bus."



MONTHLY REPORT



10C:	Planning
------	----------

Staff Resource: Jim Tishim, Planning Director

Transit Master AVL/RTIS and Trip Planner Update:

- **IT'S FINISHED!** The last of the AVL/RTIS and Trip Planner programs have been finalized, the final milestone sign-off documents have been submitted to Trapeze and the last retainage invoice is being paid.

Planning Department Projects:

- Title VI Analysis for the Proposed Realignment of Local Routes 5 & 51: The Planning Department completed the Title VI Analysis of the proposed realignment of route 5 and 51. A presentation for final approval the realignment of local routes 5 and 51 will be given at the May 5, 2015 DART Commission Meeting.
- Proposed Realignment of Local Routes 5 & 51: The proposed realignment of local route 5 Franklin Ave and 51 Merle Hay Crosstown was presented to the DART Commission at the April 7, 2015 meeting.

Five Public meetings were held on April 22-24, 2015:

- April 22: Northwest Community Center 5110 Franklin Ave at 6:00 p.m.
- April 23: DART Central Station 620 Cherry Street at 12:00 p.m.
DART Central Station 620 Cherry Street at 4:00 p.m.
- April 24: Franklin Ave Library 5000 Franklin Ave at 5:00 p.m.
Callanan Middle School 3010 Center Street at 7:00 p.m.

A survey was available at all public meetings, as well as on the DART website and at DART Central Station Customer Service for public input into the proposed realignment. The public meeting PowerPoint presentation, with recording was placed on the DART Website for those unable to attend the meeting. Staff placed information about the public meetings on multiple venues to reach as many people as possible. I attempted to contact all Neighborhood Association Presidents to inform them of the proposed realignment and public meetings. In addition, I contacted the Des Moines Public Schools, Scottish Rite Park Senior Living Center and Child Serve, which are all located in the proposed new route alignment along 31st Street and Woodland Ave.

A presentation for final approval the realignment of local routes 5 and 51 will be given at the May 5, 2015 DART Commission Meeting.

- DSM Public School District 2015-2016 Contract: DART and the Des Moines Public School District have started our annual contract discussions to finalize service costs for the 2015-2016 school year. The Des Moines Public School Transportation Department and DART have been evaluating all our services to find areas to improve efficiency and reduce cost.



MONTHLY REPORT 10C: Planning

DART held a meeting with Des Moines Public School Transportation Department on April 22 to present our initial findings. DART will be looking into additional options requested by Des Moines Public School prior to a final contact proposal.

- **Cowles Commons:** The construction of the bump-out and installation of the new DART shelter has been completed at Cowles Commons on Locust and 4th Street.
- **Trapeze Version 14 Upgrade:** The Planning Department has been diligently testing the new Trapeze Version 14 of the FX Scheduling, BlockBuster Rostering and OPS Dispatching programs prior to implementation, Staff is testing the new programs in conjunction with the development of the June 7, 2015 service changes.
- **Urbandale Douglas Ave Construction and Streetscape Projects:** The City of Urbandale has approved plans to complete work on Douglas Ave between the I-35/80 Interchange and 100th St to urbanize the corridor. The existing roadway will be improved with storm sewer, curb and gutter, filled ditches, raised medians and sidewalks. They are also working on plans for streetscape improvements on Douglas Ave between 64th Street and 71st Street. The Planning Department is working with the Urbandale Director of Economic Development and the City Engineers to include designs to improve bus stop access in the corridor.
- **Altoona Towers Apartment Complex:** The Planning Department is working with the Altoona City Engineers and the Altoona Towers Apartments to install accessible sidewalks and pads for a new bus stop at their facility.



MONTHLY REPORT



10D: Procurement

Staff Resource: Mike Tiedens, Procurement Manager

Procurements in Process:

A/V Services and Support – DART is seeking an experienced Contractor to provide Audio-Visual Services and support for the Operations Admin Area Remodel Project. Work includes, but is not limited to providing and installing projectors, screens, monitors and associated connections and controls.

Contracts and Task Orders Approved in March:

None

Upcoming Procurements:

- Taxi Cab Services
- Heavy Duty Bus Manufacturer
- Schedule Printing Services
- Benefits Administration Services
- Insurance Broker Services
- Housekeeping Services (DART Central Station)
- Security Services (DART Central Station)
- State and Federal Lobbyist Services
- Occupational Medical Services
- COO Executive Search Firm



MONTHLY REPORT



10E: General Manager

Staff Resource: Elizabeth Presutti, General Manager

- **FTA Triennial Review** – The Federal Transit Administration staff were at DART April 15 and 16 to conduct the onsite portion of the Triennial Review. The review went very well and there were only a few minor findings as part of the exit interview. We anticipate receiving the draft report in the next week in which staff will address any findings. Thank you to Jamie Schug, DART CFO, for being the staff liaison during the onsite visit.
- **IPTA DC Legislative Meeting** – On April 23, 2015 the Iowa Public Transit Association met with staff from our Congressional delegation in Washington DC to discuss the IPTA's priorities for the upcoming year as well as the impacts of the MAP-21 reauthorization.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

June 2, 2015 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> FY 2016 Capital Plan Paratransit Software Upgrade 	<ul style="list-style-type: none"> Quarterly Safety Report DBE Program Drug and Alcohol Policy
July 7, 2015 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Taxi Cab Contract Drug and Alcohol Policy 	<ul style="list-style-type: none"> Mobility Manager Update Quarterly Investment Report
August 4, 2015 - 12:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> Quarterly Safety Report
September 1, 2015 - 12:00 P.M.	
Action Items	Information Items

Key Meetings/Dates:

- May 10-12: Greater Des Moines Partnership Trip, Washington, D.C.
- May 30: DART Bus Operator Rodeo
- June 10-13: IPTA Annual Meeting and State Bus Operator Rodeo, Des Moines, IA

Other Future Items:

- Benefits Administration Services
- Insurance Broker Services
- Heavy Duty Buses
- Open Records Policy
- Records Retention Policy