



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
DECEMBER 4, 2018 – 12:00 PM



	Page #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF DECEMBER 4, 2018 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. TRANSIT RIDERS ADVISORY COMMITTEE UPDATE	
7. CONSENT ITEMS	
A. Commission Meeting Minutes – November 6, 2018	2
8. ACTION ITEMS	
A. FY 2018 Audited Financial Statements	7
B. DART Vision Statement	8
C. DART Business Plan	10
D. January Service Change	13
E. TRAC Member Recommendations	17
F. October 2018 Financials	19
9. DISCUSSION ITEMS	
A. FY 2020 DART Budget Development Update	21
B. Performance Report	22
10. DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)	
A. Operations	32
B. External Affairs	33
C. Procurement	40
D. Chief Executive Officer	41
11. FUTURE AGENDA ITEMS	42
12. COMMISSIONER ITEMS	
13. NEXT MEETING: Regular DART Meeting - Tuesday, January 8, 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.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
620 CHERRY STREET – DES MOINES, IOWA 50309
NOVEMBER 6, 2018**



ROLL CALL

Commissioners/Alternates Present and Voting:

Vern Willey (departed at 1:07pm), Gary Lorenz, Doug Elrod, Michael McCoy (arrived at 12:03pm), Josh Mandelbaum, Jeremy Hamp, Paula Dierenfeld, Sara Kurovski, Angela Connolly (participated by phone, departed at 1:05pm), Tom Gayman and Russ Trimble

Commissioners Absent:

John Hathaway and Mike Backous

Other Commissioners/Alternates Present:

Frank Cownie (arrived at 12:01pm)

CALL TO ORDER

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

Notice of the meeting was duly published.

APPROVAL OF AGENDA

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

It was moved by Vern Willey and seconded by Sara Kurovski to approve the November 6, 2018 agenda. The motion carried unanimously.

PUBLIC COMMENT

Thomas Washington, DART rider provided the Commission input regarding the recent rider survey and had suggestions on making it more accessible for people with disabilities. Amanda Wanke, Chief External Affairs Officer will follow up appropriately.

CONSENT ITEMS

- 7A – Commission Meeting Minutes – October 2 2018
- 7B – 20230 Surface Transportation Block Grant (STBG)
- 7C – Quarterly Investment Report
- 7D – DART Depository Approval Update
- 7E – Des Moines Area MPO 28E Agreement and Bylaws Amendment Approval

It was moved by Sara Kurovski and seconded by Angela Connolly to approve of consent items as presented. The motion carried unanimously.

ACTION ITEMS

8A – 2019 State Legislative Priorities

Elizabeth Presutti, Chief Executive Officer, provided the background on the undertaking efforts that have occurred to date with DART Staff and Commission and since further conversations/education with DART Member Cities, the following proposals were discussed as listed below.

1. To provide DART with access to other levies which city governments are able to levy to assist with their public transportation costs. These levies are amount necessary and include:
 - a. Liability, property and self-insurance costs
 - b. FICA and IPERS (if general fund of levy limit of \$8.10)
 - c. Other employee benefits
 - d. Debt service levy
2. To increase the property tax cap to \$1.45 from \$0.95 per 1,000 of taxable valuation. This change allows the Commission to:
 - a. Consider additional service if so deemed by the Commission
 - b. Allow Commission flexibility to change the DART property tax rate structure that may reflect different demands and rates for DART member communities if needed in future years
3. To pursue other legislative priorities:
 - a. Other Funding Diversification – Authorize staff and lobbyists to discuss any other potential revenue diversification options that may arise during the legislative session. Staff and lobbyists would bring these options to the Executive Committee for approval before moving forward.
 - b. 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.
 - c. 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 recognize DART's unique status and maintain the backfill.

As part of the discussion, staff committed to drafting a policy regarding future increases in the property tax levy for consideration by the Commission in the future in addition to completing the following:

- Complete a study, with the assistance of a consultant, to provide recommendations on a long-range service plan that employs the most efficient and effective business model for the different types of services recommended. The study would be funded as part of FY 2020 budget.
- Review the current funding formula and develop options for the Commission to consider for the future based on long-range plan recommendations.

It was moved by Paula Dierenfeld and seconded by Russ Trimble to move forward and approve the following 2019 Legislative Agenda; thereby authorizing staff and lobbyists to ask the legislature to move forward on the above proposals. The motion was approved by Vern Willey, Doug Elrod,

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – NOVEMBER 6, 2018**



Michael McCoy, Josh Mandelbaum, Jeremy Hamp, Paula Dierenfeld, Sara Kurovski, Angela Connolly, Tom Gayman and Russ Trimble and opposed by Gary Lorenz.

8B – Safety Management System Policy

Jamie Schug, Chief Financial Officer/Interim Chief Operating Officer shared that on July 19, 2018, FTA published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS). DART's Safety Management Policy was shared and information given to support it and DART's goal is to implement this by July 2020.

It was moved by Michael McCoy and seconded by Doug Elrod to approve the Safety Management System Policy as presented. The motion carried unanimously.

8C – September Financials

Amber Dakan, Finance Manager, provided a presentation on the September 2018 Financials, outlining cash flows for YTD.

Fixed Route Operating revenue ended the year at 13.02% ahead of budget projections. Operations expenses are 2.24% above budget projections year to date.

Paratransit Operating revenue is 34.20% lower than budget expectations. Operating expenses are 5.09% under budget.

Rideshare revenues were 5.9% below budget. Operating expenses has a budget savings of 6.49% year to date.

It was moved by Michael McCoy and seconded by Jeremy Hamp to approve the September 2018 Financials. The motion carried unanimously.

DISCUSSION ITEMS

9A – FY2020 DART Budget Process

Jamie Schug, Chief Financial Officer provided an update regarding DART's upcoming FY2020 Budget Process.

9B – Hy-Vee Commissary Update

Matt Harris, Business & Community Partnerships Manager shared that Hy-Vee has constructed a new 240,000 square foot facility in Ankeny and in response to interest from Hy-Vee, the DART Business & Community Partnerships team has proposed an Unlimited Access Partnership that would necessitate an extension north of the Route 4, which currently terminates at DeeZee. Contract negotiations are currently underway and will be brought to the Commission for approval at its December meeting as part of the January 2019 Service Change.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – NOVEMBER 6, 2018**



9C – Service-Planning Update

Luis Montoya, Planning and Development Manager provided an update on the DART Planning Committee's last meeting and the January Service Change, which will be brought to the Commission for approval at its December meeting.

9D – Quarterly Safety Report

Jamie Schug, Chief Financial Officer/Interim Chief Operating Officer, provided a safety report on the 1st quarter of FY2019.

9E – Performance Report Update

Jamie Schug, Chief Financial Officer shared that as of September 18 new fareboxes have been installed on DART's entire bus fleet. As with any major project, there have been a few hiccups along the way. During the 30-day system acceptance-testing period, DART staff has identified missing transaction data on several days and several buses. Staff is working with our vendor to recover the missing data and implement a long-term fix. Not wanting to provide incomplete information, the September Performance Report will be delayed until the December Commission meeting.

MONTHLY REPORTS

12A – Operations

No Update.

12B – Engagement

Amanda Wanke, Chief Engagement Officer shared that the annual rideshare donation for non-profits is open until December 19 and accepting applications. We will seek Commission approval later. We have been receiving applications for the Transit Riders Authority Committee (TRAC) and will be bringing recommendations to the Executive Committee in November and the full Commission in December. A brief update on the HIRTA RFP was provided and information on the new DART E-News Letter.

12C – Procurement

No Update.

12D – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer shared that DART made a submission to FEMA for the water event that occurred this past summer. Since the Commission Vision Workshop in May we have been continued to look at opportunities to refine the Vision Statement and in conjunction DART Leadership and Managers have been working on the ongoing Business Planning process – both will be brought to the Commission in December.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – NOVEMBER 6, 2018**



FUTURE AGENDA ITEMS

None

COMMISSION ITEMS

None

Tom Gayman, Chair adjourned the meeting at 1:42 p.m.

Chair

Clerk

Date

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

The next regular DART monthly Commission Meeting is scheduled for December 4, 2018 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



ACTION ITEM



8A: FY 2018 Audited Financial Statements

Action: Accept the FY 2018 Audited Financial Statements

Staff Resource: Amber Dakan, Finance Manager

Background:

- Jodi Dobson, Partner with Baker Tilly Virchow Krause, LLP, DART's auditor, will summarize the findings and recommendations as part of their completed FY 2018 Annual Audit.
- The audit report was discussed with the DART Executive Committee at the November 16th meeting.
- The 28M Agreement creating the Regional Transit Authority requires such an annual audit be conducted per Iowa State Law. Additionally, the Federal Transit Administration requires such an audit.

Recommendation:

- Accept the FY 2018 Audited Financial Statements.



ACTION ITEM



8B: DART Vision Statement

Action: Approve the recommended DART Vision Statement

Staff Resource: Amanda Wanke, Chief External Affairs Officer

Vision Statement Background:

- Based on the work of the DART Commission at the Vision Workshop, which was held on May 18, 2018, staff presented a draft vision statement at the June DART Commission meeting. The draft statement is below:

ORIGINAL DRAFT Vision Statement:

Facilitate convenient and seamless access to transportation options that enhance mobility for all and drive economic growth and prosperity for Greater Des Moines.

We do this by:

- Connecting people to jobs, education, and essential services
 - Leveraging data, technology and collaborative partnerships
 - Ensuring innovative and regional mobility solutions are in the right place at the right time
- Since the Commission meeting in June staff has continually been working to refine the vision statement to ensure that it is:
 - Meaningful (engaging and inspiring)
 - Short and memorable
 - Clear and simple
 - Staff prepared three refined Vision Statement options that furthered the goals above and presented them to the Executive Committee at their October meeting. The recommended Vision Statement is as follows:

RECOMMENDED Vision Statement:

Facilitate affordable, seamless mobility options that support economic prosperity for all.

We do this by:

- Connecting people to jobs, education, and essential services
- Leveraging data, technology and collaborative partnerships
- Ensuring innovative and regional mobility solutions are in the right place at the right time



ACTION ITEM

8B: DART Vision Statement

Recommendation:

- Approve the Recommended Vision Statement:

Facilitate affordable, seamless mobility options that support economic prosperity for all.

We do this by:

- *Connecting people to jobs, education, and essential services*
- *Leveraging data, technology and collaborative partnerships*
- *Ensuring innovative and regional mobility solutions are in the right place at the right time*



ACTION ITEM



8C:	DART Business Plan
Action:	Approve the recommended DART business focus areas and objectives for FY 2020

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

Background:

- Over three years ago, the DART Commission established Strategic Priority areas for the organization. These included:
 - Safety and Operational Excellence
 - Financial Stewardship and Sustainability
 - Workforce Performance, Readiness and Wellbeing
 - Partnerships and Engagement
- Objectives were established for these priority areas to ensure that staff were working on common goals, which were linked to individual annual performance plans.
- Given the changes in public transit industry, DART governance and staff it is the appropriate time to revisit our business plan moving forward.
- Since September, the DART management team has been meeting to establish business focus areas and objectives for the next 3 years, commencing in FY 2020.
- These organizational focus areas and objectives will be used to prioritize initiatives in the development of the FY 2020 budget as well as in the development of individual performance plans.
- The recommended business focus areas were reviewed with the Executive Committee at their October meeting and are as follows:

1) Safety: DART provides a safe and secure transportation environment and ensures emergency preparedness
• Keep our people safe and secure
• Ensure the security of DART facilities and information
• Plan for and execute regional emergency response
2) Customers: DART is dedicated to providing a valued-customer experience
• Plan and deliver effective service
• Prioritize the customer experience
• Improve public awareness
3) Financial Stewardship: DART is committed to using resources wisely and increasing the efficiency of its operations
• Ensure service is efficient
• Control costs
• Generate a sustainable funding structure for short- and long-term needs



ACTION ITEM

8C: DART Business Plan

4) Community: DART enhances the region and lives through mobility and access to opportunity
• Facilitate access to jobs, education and healthcare
• Support a strong, diverse, sustainable economy
• Collaborate with regional partners to enable mobility options for the region
5) Preparing For The Future: DART is prepared for the future and fostering innovation
• Build and nurture an inclusive, inspired, and high-performing workforce
• Drive and foster organizational innovation and agility
• Plan for the future mobility and facility needs for the region

- Next steps for DART's business planning process include finalizing the measurements and goals for the established organizational objectives. Departments will also be establishing measurements and goals for the established objectives.
- A DRAFT enterprise business scorecard with draft measurements for the associated objectives is attached.

Recommendation:

- Approve the recommended DART business focus areas and objectives for FY 2020.



DRAFT Enterprise Business Scorecard

Objective	DRAFT Measurements	Target
SAFETY - DART provides a safe and secure transportation environment and ensures emergency preparedness		
Keep people safe and secure	Accident rates	-
	Cost of claims and property damage	-
	Workers comp	-
	Injury reporting	-
Ensure the security of DART facilities and information	Cyber Attacks /Network Intrusion attempts	-
	Hazard reporting	-
Plan for and execute regional emergency response	Develop a disaster recovery plan (both org and tech)	-
	Conduct a emergency training exercise annually	-
CUSTOMERS – DART is dedicated to providing a valued-customer experience		
Plan and deliver effective service	On-time performance	-
	Ridership	-
Prioritize the customer experience	Satisfaction with overall quality of service (2 yrs)	-
	Customer response time	-
	Internal engagement survey (2-3yrs)	-
Improve public awareness	Awareness of DART amongst non-riders (2 yrs)	-
	Technology usage (% boardings w/ mobile app)	-
FINANCIAL STEWARDSHIP – DART is committed to using resources wisely and increasing the efficiency of its operations		
Ensure service is efficient	Farebox cost recovery ratio	-
	Passengers per hour	-
Control costs	Cost per hour	-
	Budget to actual	-
Generate a sustainable funding structure for short- and long-term needs	Partnership & Advertising revenue	-
	Grants	-
	Public Funding (legislative action)	-
COMMUNITY – DART enhances the region and lives through mobility and access to opportunity		
Facilitate access to jobs, education and healthcare	Access with core network (1/4 mile of jobs, healthcare and education)	-
	Service requests	-
Support a strong, diverse, sustainable economy	Economic impact (TBD)	-
Collaborate with regional partners to enable mobility options for the region	Alternative transportation provider partnerships	-
	Stakeholder satisfaction of DART responsiveness	-
PREPARING FOR THE FUTURE - DART is prepared for the future and fostering innovation		
Build and nurture an inclusive, inspired, and high-performing workforce	Turnover rate	-
	Vacancy rate	-
	Training and Development Plans (TBD)	-
Drive and foster organizational innovation and agility	Pilot programs - Develop, implement and evaluate	-
Plan for the future mobility and facility needs for the region	Capital/facility plan update	-
	Develop and adopt a long-range transit services plan	-
	Technology plan	-



ACTION ITEM



8D: January 2019 Service Change

Action: Approval of January 2019 service changes:

- Extend Route 4 further north into Ankeny to serve the new Hyvee Commissary.
- Reduce midday frequency on Route 6 from 20 to 30 minutes to improve on-time performance.
- Update the schedule for Route 5 to improve on-time performance without changing frequency.
- Reduce the number of morning trips on Route 92 due to low ridership.
- Modify Route 15 to improve on-time performance by no longer serving five stops in the vicinity of Park Fair Mall.
- Other schedule changes to improve the efficiency and effective of our service.

Staff Resource: Luis Montoya, Planning and Development Manager

Background:

- Each winter, DART implements a service change in order to make any necessary route and/or schedule changes to continue to improve the efficiency and effectiveness of its fixed-route service.
- Staff propose a number of modest service changes for January 2019 that will focus on improving the reliability and efficiency of fixed-route service.
- Public input on the changes was gathered via on-board and online surveys and public meetings held at DART Central Station.

Proposed January 2019 Service Change:

1. Extension of Route 4 to Ankeny

- DART is forming an Unlimited Access partnership with Hy-Vee to provide service to employees at its new Commissary in Ankeny.
- Hy-Vee and DART are finalizing a three-year contract, starting at \$39,450 in 2019, to pay for DART access for the approximately 200 employees at the Commissary. The revenue from the agreement also covers the expenses of the additional service.
- This service expansion builds on a previous route extension to Dee-Zee.



ACTION ITEM

8D: January 2019 Service Change

2. Change in midday frequency on Route 6

- In August 2018 DART improved midday frequency from 30 minutes to 20 minutes on this busy route.
- Route 6 subsequently saw a decline in on-time performance due to the limited recovery time provided by the new schedule.
- In order to address on-time performance and improve reliability for our customers without increasing costs, DART staff propose reverting the schedule back to 30-minute frequency during the midday, which is the level of service provided prior to August 2018.

3. Route 5 Schedule Changes

- In August 2018 DART changed the schedule for Route 5 to make the schedule easier to understand and remember. For example, Route 5 currently leaves the Johnston library on the hour or half hour throughout the day.
- In order to address on-time performance and improve reliability for our customers without increasing costs, DART staff propose amending the schedule to reflect the actual run-time, rather than trying to have an easy-to-remember schedule.
- While there will be slight changes in stop times, the frequency of service on this route will not be affected.

4. Express Route 92 Schedule Changes

- In order to improve the efficiency and effectiveness of this express route between Clive and Des Moines, staff recommend combining or eliminating morning trips with less than 5 average customers.
- The proposed schedule will have 5 inbound trips compared to 7 trips in the current schedule. No changes are proposed to the afternoon schedule.
- A survey was conducted of current riders, and the recommended schedule is consistent with the expressed preferences of most riders.

5. Change to Route 15 stops near Park Fair Mall

- In August 2018 DART improved midday frequency from 30 minutes to 20 minutes on this busy route.
- Route 15 subsequently saw a decline in on-time performance due to the limited recovery time provided by the new schedule.
- In order to address on-time performance and improve reliability for our customers without increasing costs, DART staff propose shortening the route and run-time by eliminating 5 stops in the vicinity of Park Fair Mall.

ACTION ITEM
8D: January 2019 Service Change



6. Various other schedule improvements

- Route 1 is proposed to get a new schedule, but still have the same 30-minute frequency in order to interline with Route 6 and improve reliability.
- Various minor changes were identified on many local routes to gain efficiencies or better serve customers.
- Changes are proposed to several school trips serving McCombs Middle School to better serve the students and improve DART's on-time performance.

Title VI Analysis:

- The proposed service changes are mostly relatively minor changes
- Local Routes 6—Indianola Ave and Express Route 92—Hickman are the only two routes that will experience a major service change
- Route 6 has both slightly-above-average minority and low-income populations living within a half-mile
- Reducing midday frequency on Route 6 will affect approximately 40% of that route's riders
- There could be a disparate impact or disproportionate burden created by the midday frequency reduction on Route 6

Recommendation: Approval of the January 2018 Service Change that includes:

- Extend Route 4 further north into Ankeny to serve the new Hyvee Commissary.
- Reduce midday frequency on Route 6 from 20 to 30 minutes to improve on-time performance.
- Update the schedule for Route 5 to improve on-time performance without changing frequency.



ACTION ITEM

8D: January 2019 Service Change

- Reduce the number of morning trips on Route 92 due to low ridership.
- Modify Route 15 to improve on-time performance by no longer serving five stops in the vicinity of Park Fair Mall.
- Other schedule changes to improve the efficiency and effective of our service.



ACTION ITEM



8E:	Approve new Transit Riders Advisory Committee (TRAC) members
Action:	Approve new TRAC members to start their two-year terms in January 2019

Staff Resource: *Catlin Curry, Mobility Coordinator*

BACKGROUND:

Following the reconstitution of the DART Commission, the Transit Riders Advisory Committee (TRAC) was restructured to reflect these changes and now consists of 11 members who utilize DART Express Routes, Local Routes, Rideshare, and Paratransit services. The committee meets bi-monthly and seeks to represent key constituencies such as veterans, refugees, senior citizens, students and more. This structure was approved by the DART Commission in August 2018.

CONTINUING TRAC MEMBERS:

First Name	Last Name	City	Representation	Term Expiration
Hayley	Anderson	Ankeny	Express Routes	12/31/2020
Teresa	Volcheck	West Des Moines	Express Routes	12/31/2019
Allen	Root	Pleasant Hill	Local Routes	12/31/2020
Emmanuel	Smith	West Des Moines	Paratransit	12/31/2020

APPLICATION PROCESS:

TRAC is looking to fill seven (7) positions. In order to fill these vacancies, DART staff are seeking approval of new members by the DART Commission at its December 4, 2018 meeting.

To fill these upcoming vacancies, below is an outline of the TRAC application process.

- Online and paper application were available the entire month of October
- Applicants were reviewed by a three-person internal panel of DART staff
- Cumulative scores were reviewed by DART's Mobility Coordinator, Chief External Affairs Officer and Chief Executive Officer.
- Recommended candidates were reviewed by the DART Commission Executive Committee.
- To determine a recommended slate, staff took into consideration application scores as well as strategic needs to ensure TRAC reflects a broad cross-section of DART customers, member communities and key constituencies.



ACTION ITEM

8E: Approve new Transit Riders Advisory Committee (TRAC) members

SUMMARY OF APPLICATIONS:

DART received 35 applications.

- Service representation breakdown:
 - 11 At-Large applicants, 17 Local Route applicants, 3 Paratransit applicants, 4 Rideshare applicants
- Member community breakdown
 - 26 Des Moines, 2 Windsor Heights, 1 Clive, 1 Johnston, 1 Urbandale, 1 West Des Moines
- Other demographics
 - Gender: 15 Male, 16 Female
 - Race: 21 White, 5 Black, 1 Hispanic, 3 Asian, 4 Multiracial, 1 Other
 - Years of Age: 2 (18-24), 8 (25-34), 3 (35-44), 7 (45-54), 12 (55-64), 3 (65+)
 - Other considerations: 12 Disabled, 8 Low-Income, 3 Refugees, 2 Veterans

PROPOSED NEW TRAC MEMBERS:

First Name	Last Name	City	Representation	Term Dates
Bal	Budathoki	Des Moines	At Large	1/1/19-12/31/20
Jennifer	Naber	Urbandale	At Large	1/1/19-12/31/20
Susan	Wells	Des Moines	At Large	1/1/19-12/31/20
Carrie	Kruse	Windsor Heights	Local Routes	1/1/19-12/31/20
Matthew	Cook	Johnston	Local Routes	1/1/19-12/31/20
Rick	Marmon	Des Moines	Paratransit	1/1/19-12/31/20
Cindy	Tonsfeldt	Ogden	RideShare	1/1/19-12/31/20

RECOMMENDATION:

Approve TRAC members as identified to start their two-year terms in January 2019.



ACTION ITEM



8F: October FY2019 Consolidated Financial Report

Action: Approve the October 2018 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue year to date is 7.74% ahead of budget projections. This is primarily due Other Contracted Services contributions received in July to support the DLine for FY19, higher than forecasted revenue on Mobile Ticket passes, and State Fair revenue in the month of August.
- Fixed Route Non-Operating revenue is higher than budget projections by 4.54% primarily due to timing of state funding and higher performing interest income.
- Paratransit Operating revenue is under budget by 32.70%. Other Contracted Services trips accounts for the shortfall to revenue.
- Paratransit Non-Operating revenue is 0.75% under budget.
- Rideshare revenues are 5.98% below budget. Rideshare revenue does cover the year to date expenses.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are .75% above budget projections. Fuel and Equipment Repair Parts are showing savings year to date.
- Paratransit Budget Summary – Operating expenses are 9.20% under budget. Insurance Expense, Salaries, Wages, and Fringes, and Fuel and Lubricants are seeing the largest savings.
- Rideshare Budget Summary – Rideshare has a budget savings of 1.54% year to date. Salaries, Wages, and Fringes and Insurance Expense are the primary categories not seeing savings.

Recommendation:

- Approve the October 2018 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of October FY2019 Year to Date as Compared to Budget:**

Fixed Route	\$	625,486	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(108,153)	\$294,251.76
Rideshare	\$	<u>9,172</u>	
Total	\$	526,504	

FY2019 Financials:

October 2018

FIXED ROUTE	October 2018			Year-To-Date-(4) Months Ending 10/31/2018		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	417,415	470,500	(53,085)	2,027,593	1,882,000	145,593
Non-Operating Revenue	2,346,945	1,952,302	394,642	8,163,583	7,809,209	354,374
Subtotal	2,764,360	2,422,802	341,558	10,191,176	9,691,209	499,967
Operating Expenses	2,163,978	2,409,538	245,560	9,565,690	9,638,153	72,463
Gain/(Loss)	600,382	13,264	587,118	625,486	53,056	572,430

PARATRANSIT	October 2018			Year-To-Date-(4) Months Ending 10/31/2018		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	95,778	133,333	(37,555)	358,960	533,333	(174,374)
Non-Operating Revenue	132,872	133,872	(1,000)	531,487	535,487	(4,000)
Subtotal	228,650	267,205	(38,555)	890,447	1,068,820	(178,374)
Operating Expenses	256,561	267,205	10,644	998,600	1,068,820	70,220
Gain/(Loss)	(27,911)	-	(27,911)	(108,153)	-	(108,153)

RIDESHARE	October 2018			Year-To-Date-(4) Months Ending 10/31/2018		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	66,807	71,283	(4,476)	268,085	285,133	(17,049)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	66,807	71,283	(4,476)	268,085	285,133	(17,049)
Operating Expenses	83,792	71,283	(12,509)	258,913	285,133	26,220
Gain/(Loss)	(16,985)	-	(16,985)	9,172	-	9,172

Summary	October 2018			Year-To-Date-(4) Months Ending 10/31/2018		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	580,000	675,117	(95,116)	2,654,637	2,700,467	(45,829)
Non-Operating Revenue	2,479,816	2,086,174	393,642	8,695,070	8,344,696	350,374
Subtotal	3,059,817	2,761,291	298,526	11,349,708	11,045,163	304,545
Operating Expenses	2,504,331	2,748,027	243,695	10,823,203	10,992,107	168,903
Gain/(Loss)	555,485	13,264	542,221	526,504	53,056	473,448



DISCUSSION ITEM



9A: FY 2020 DART Budget Development Update

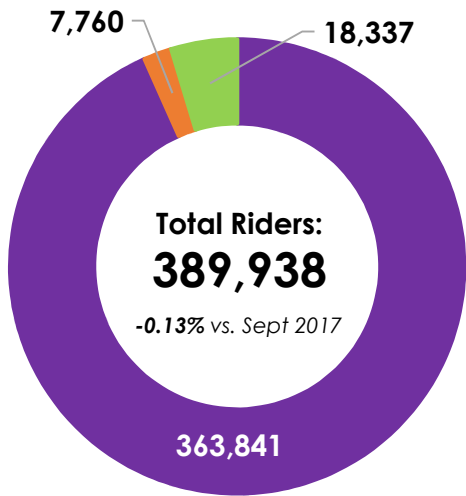
Staff Resource: Jamie Schug, Chief Financial Officer

- Staff will provide an update regarding DART's FY 2020 Budget Process.



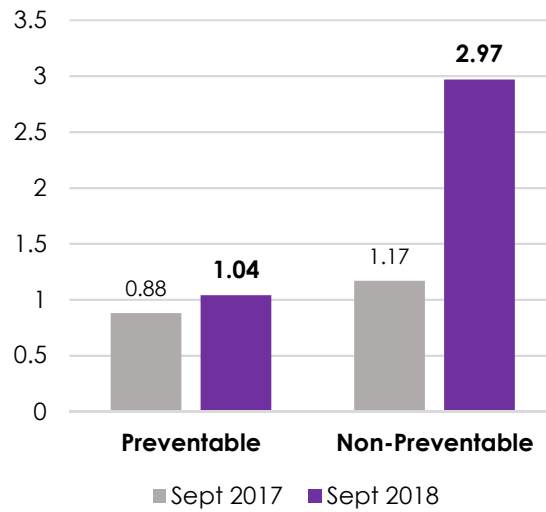
Performance Summary – September 2018

Ridership

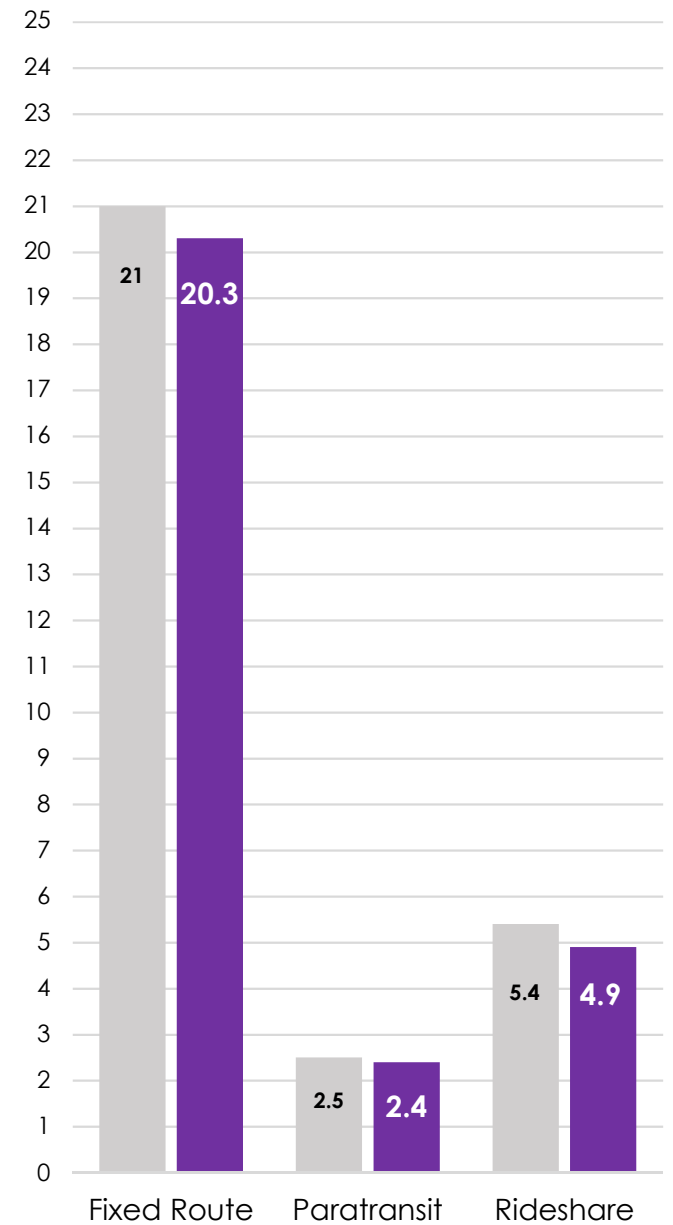


■ Fixed Route ■ Paratransit ■ Rideshare

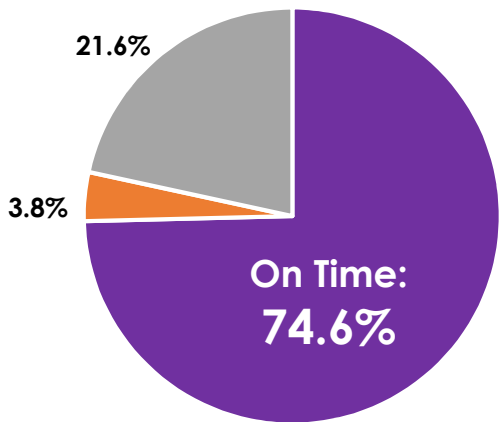
Accidents / 100K Miles



Passengers Per Revenue Hour

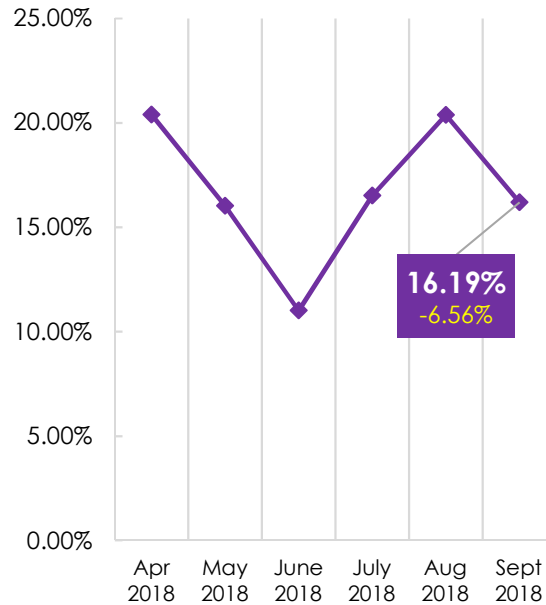


On Time Performance



■ On Time ■ Early ■ Late

Cost Recovery Ratio



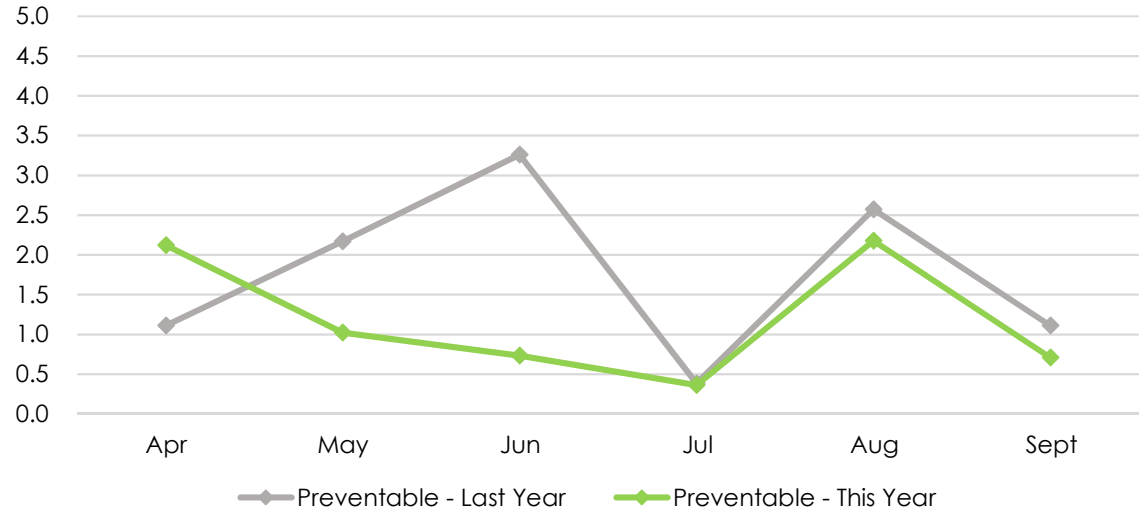


Safety Performance – September 2018

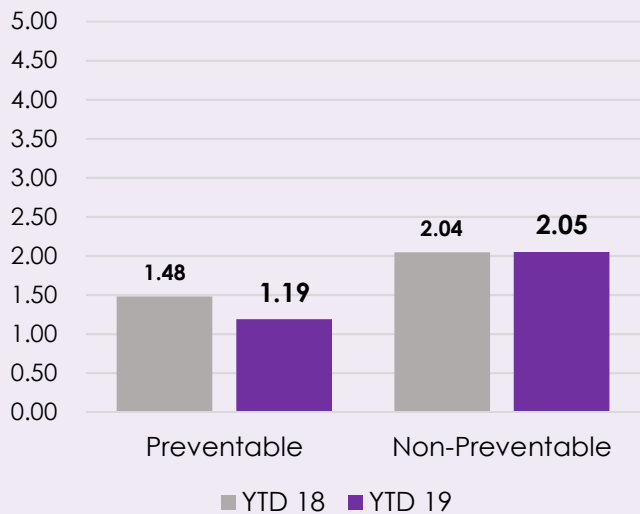
Preventable Accident Report September 2018

	Accidents	Per 100,000 Miles
Apr 2018	6	1.55
May 2018	5	1.36
June 2018	3	0.88
July 2018	1	0.30
Aug 2018	9	1.19
Sept 2018	4	1.04
YTD 2019	14	1.27
YTD 2018	14	1.27
YTD Change	0	-0.01%

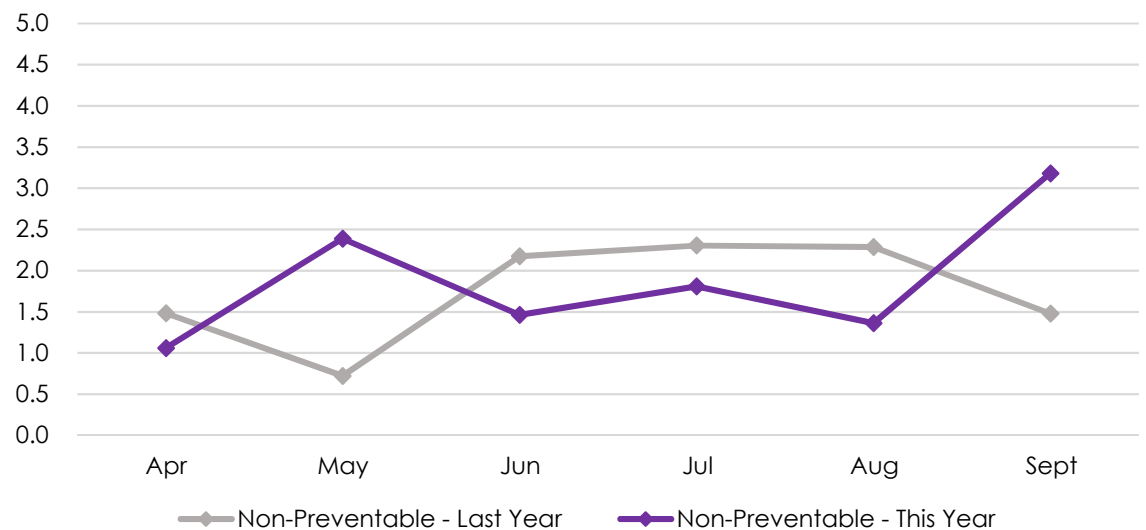
Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



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



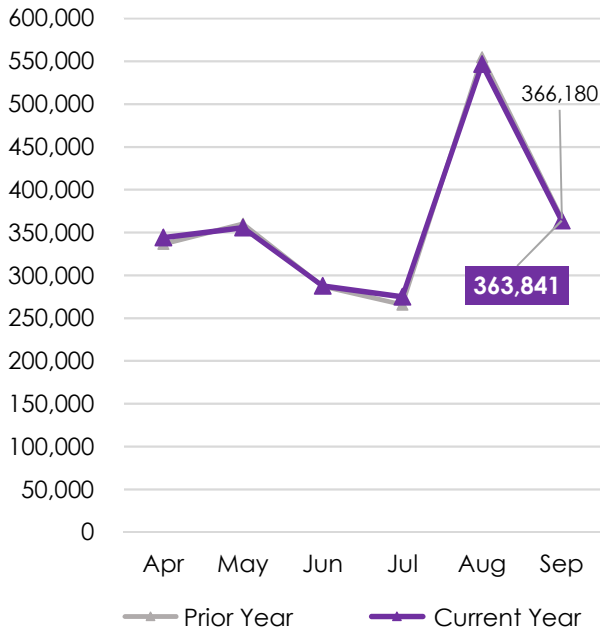
Non-Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



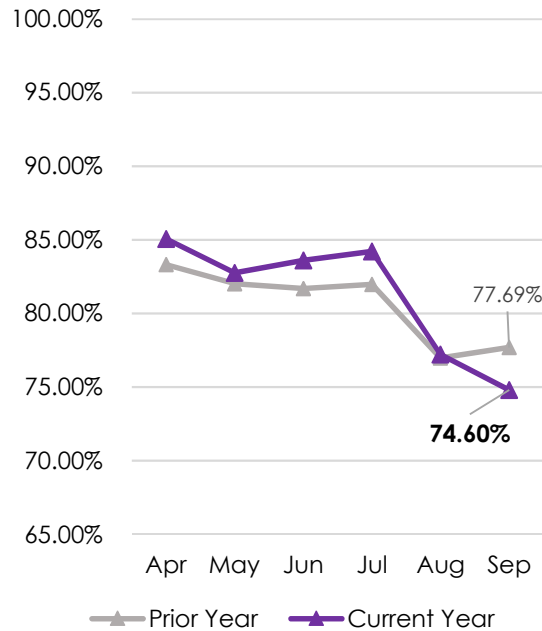


Fixed Route Performance – September 2018

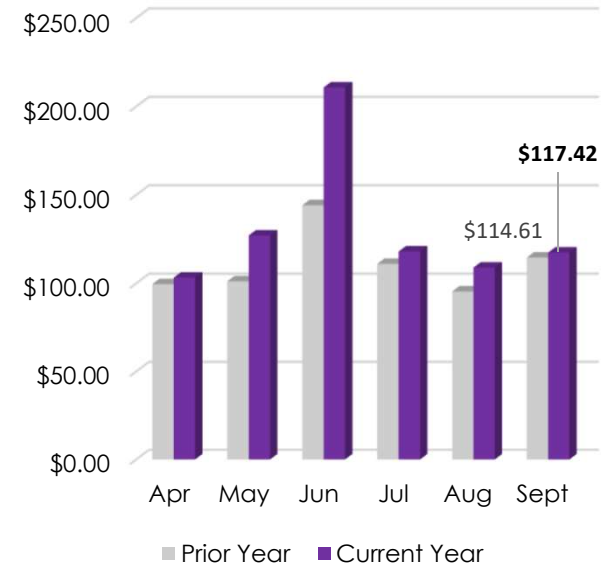
Total Ridership



On Time Performance



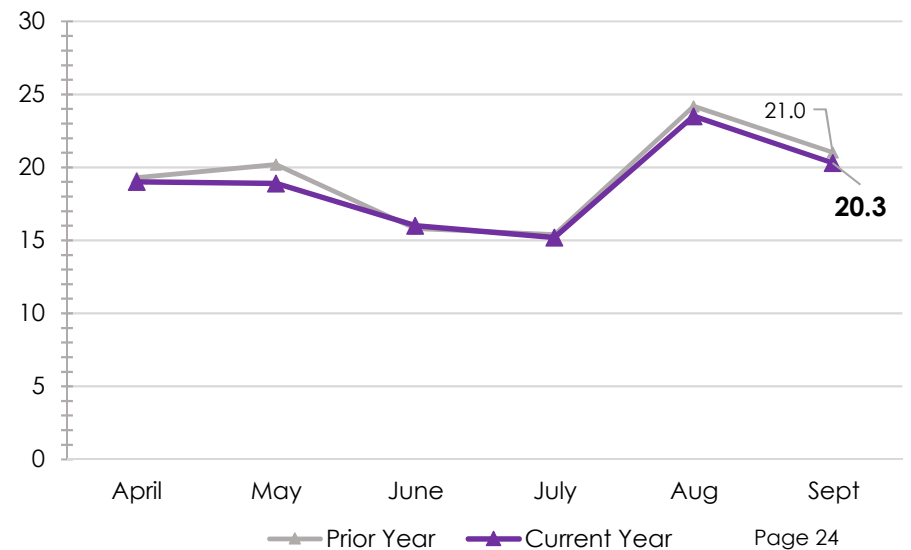
Operating Cost Per Revenue Hour



YTD Report – Fixed Route

Metrics	FY18	FY19	% Change
Customer Service			
On Time Performance	78.82%	78.72%	-0.13%
Complaints p/100K Cust.	16.01	13.50	-15.72%
Roadcalls p/100K Miles	31.80	16.41	-48.41%
Passengers Per Revenue Hour	20.6	20.0	-2.94%
Financial			
Operating Cost/Rev. Hour	\$107.03	\$114.81	7.26%
Ridership			
Fixed Route Ridership	1,186,504	1,185,505	-0.08%

Passengers Per Revenue Hour

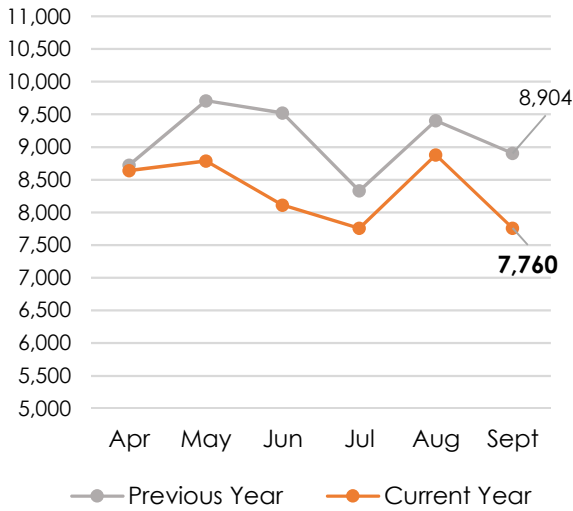




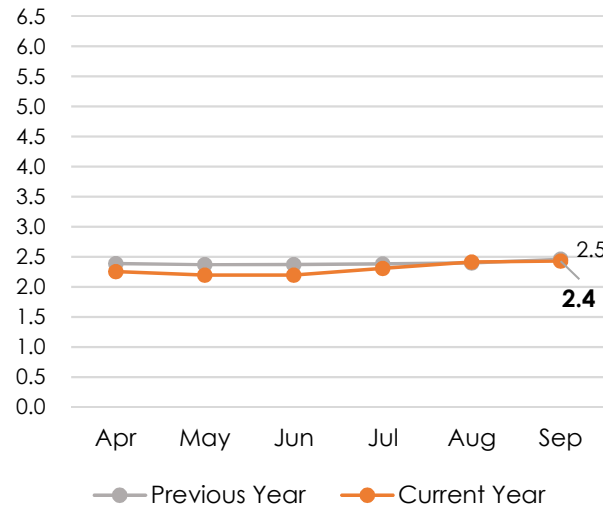
Paratransit & Rideshare Performance – Sept 2018

Paratransit

Total Ridership



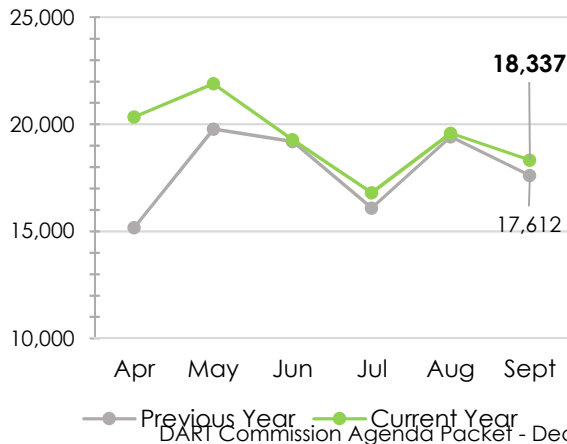
Passengers Per Revenue Hour



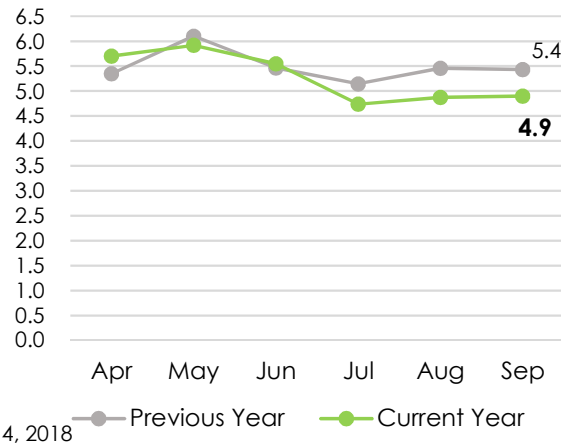
YTD Report	FY18	FY19	% Change
Customer Service			
On Time Performance	83.14%	84.97%	2.20%
Complaints p/100K Cust.	101.37	81.97	-19.13%
Roadcalls p/100K Miles	8.43	4.54	-46.17%
Passengers Per Revenue Hour	2.4	2.4	-1.25%
Financial			
Operating Cost Per Run	\$375.63	\$373.66	-0.53%
Ridership			
Total Passengers	26,636	24,398	-8.40%

Rideshare

Total Ridership



Passengers Per Revenue Hour



YTD Report	FY18	FY19	% Change
Customer Service			
Passengers Per Revenue Hour	5.4	4.8	-9.57%
Financial			
Operating Cost Per Passenger	\$5.36	\$5.66	5.60%
Ridership			
Total Passengers	53,124	54,727	3.02%



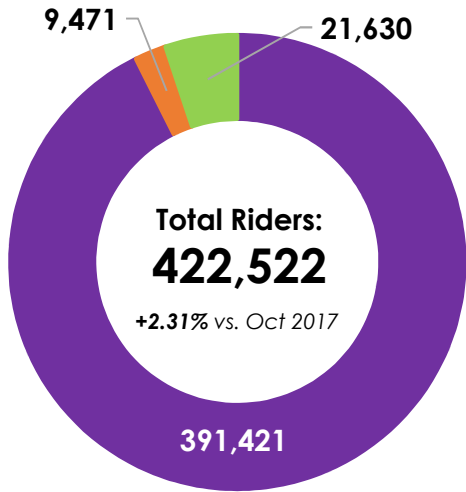
Detailed Ridership Report – September 2018

	18-Jun	18-Jul	18-Aug	18-Sep	17-Sep	Sep % Change FY19	FY19 Sep YTD	FY18 Sep YTD	YTD % Change FY19
Fixed Route	287,585	274,888	546,776	363,841	366,180	-0.64%	1,185,505	1,186,505	-0.08%
1. Local									
#1 - Fairgrounds	14,000	12,913	247,801	18,774	19,810	-5.23%	279,488	279,926	-0.16%
#3 - University	29,729	28,474	31,299	34,241	32,331	5.91%	94,014	92,390	1.76%
#4 - E. 14th	17,047	15,590	16,757	16,392	16,010	2.39%	48,739	46,455	4.92%
#5 - Franklin Ave/Johnston	8,448	9,131	8,918	10,129	9,374	8.05%	28,178	21,628	30.28%
#6 - Indianola	20,393	19,985	23,371	30,815	30,459	1.17%	74,171	76,392	-2.91%
#7 - SW 9th St	25,704	22,306	29,764	35,833	38,564	-7.08%	87,903	93,874	-6.36%
#8 - Fleur Dr	2,057	1,908	3,057	5,162	5,798	-10.97%	10,127	11,759	-13.88%
#10 - East University	2,429	2,474	2,510	3,192	3,299	-3.24%	8,176	8,134	0.52%
#11 - Ingersoll/Valley Junction	2,017	1,861	2,175	2,073	1,924	7.74%	6,109	5,549	10.09%
#13 - Evergreen	548	583	2,682	7,441	7,873	-5.49%	10,706	11,666	-8.23%
#14 - Beaver Ave	15,163	13,480	17,232	21,027	22,293	-5.68%	51,739	54,316	-4.74%
#15 - 6th Ave	17,707	16,821	21,640	27,952	27,165	2.90%	66,413	66,919	-0.76%
#16 - Douglas Ave	30,560	29,827	32,571	36,939	37,557	-1.65%	99,337	94,071	5.60%
#17 - Hubbell Ave/Altoona	24,711	23,851	25,184	24,492	23,307	5.08%	73,527	67,592	8.78%
#50 - Euclid	0	0	1,388	3,139	0	0.00%	4,527	0	0.00%
#52 - Valley West/Jordan Creek	12,887	12,744	13,063	13,662	14,670	-6.87%	39,469	42,425	-6.97%
#60 - Ingersoll/University	28,590	27,074	28,575	34,366	34,862	-1.42%	90,015	92,258	-2.43%
2. Shuttle									
Hy-Vee Shuttle	0	315	542	342	0	0.00%	1199	0	0.00%
D-Line	15,000	14,898	15,251	14,849	16,583	-10.46%	44,998	47,765	-5.79%
Link Shuttle	439	311	334	625	632	-1.11%	1270	2117	-40.01%
3. Express									
#91 - Merle	0	0	0	0	1,056	0.00%	0	3,502	0.00%
#92 - Hickman	2,292	2,194	2,368	2,275	2,128	6.91%	6,837	6,169	10.83%
#93 - NW 86th	2,601	2,759	3,396	2,933	2,546	15.20%	9,088	8,202	10.80%
#94 - Westtown	931	939	1,066	1,118	1,023	9.29%	3,123	3,329	-6.19%
#95 - Vista	1036	1,042	1,080	1,155	1,132	2.03%	3,277	3,584	-8.57%
#96 - E.P. True	1,984	1,914	2,148	2,048	2,097	-2.34%	6,110	6,787	-9.97%
#98 - Ankeny	6,027	5,961	6,426	6,654	6,617	0.56%	19,041	19,083	-0.22%
#99 - Altoona	1,229	1,276	1,444	1,484	1,608	-7.71%	4,204	4,620	-9.00%
4. Flex									
#72 - West Des Moines/Clive	3,163	3,154	3,607	3,685	4,239	-13.07%	10,446	12,615	-17.19%
#73 - Urbandale/Windsor Heights	153	111	112	190	211	-9.95%	413	606	-31.85%
#74 - NW Urbandale	453	735	748	626	744	-15.86%	2109	1959	7.66%
5. On Call									
Deer Ridge	30	0	0	19	0	0.00%	19	0	0.00%
Ankeny	107	96	120	87	121	-28.10%	303	304	-0.33%
Johnston/Grimes	109	129	141	118	98	20.41%	388	340	14.12%
Regional	41	32	6	4	49	-91.84%	42	169	-75.15%
Paratransit	8,107	7,757	8,881	7,760	8,904	-12.85%	24,398	26,636	-8.40%
Cab	558	566	710	898	999	-10.11%	2174	2499	-13.01%
Bus/Van	7,549	7,191	8,171	6,862	7,905	-13.19%	22,224	24,137	-7.93%
Rideshare	1,288	1,891	19,584	18,337	17,612	4.12%	54,727	53,126	3.02%
Total Ridership	314,980	299,451	575,241	389,938	392,696	-0.70%	1,264,630	1,266,264	-0.13%



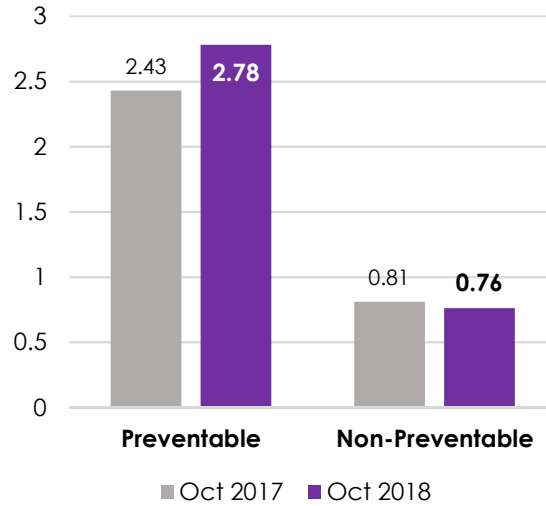
Performance Summary – October 2018

Ridership

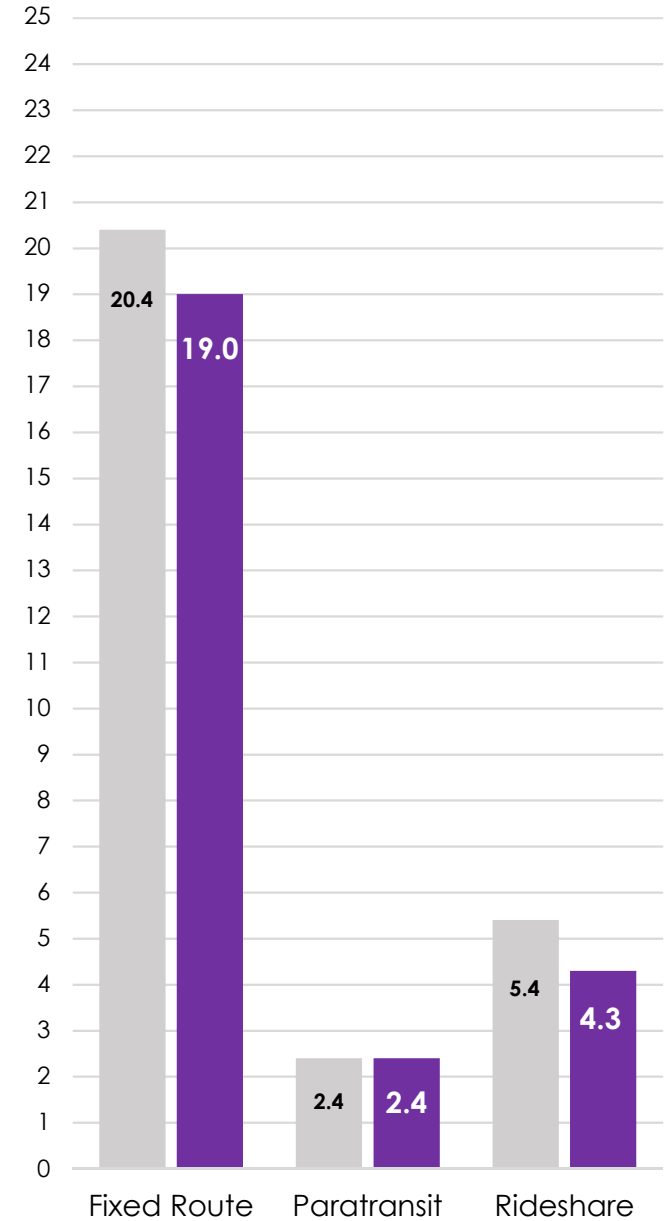


■ Fixed Route ■ Paratransit ■ Rideshare

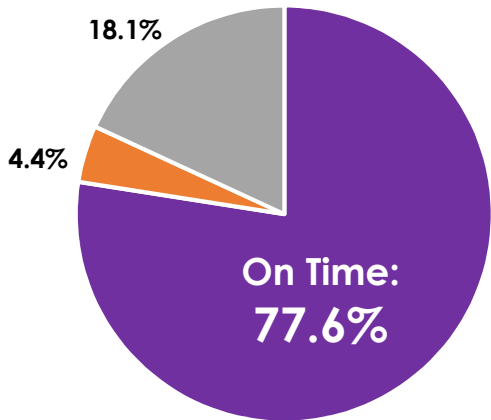
Accidents / 100K Miles



Passengers Per Revenue Hour

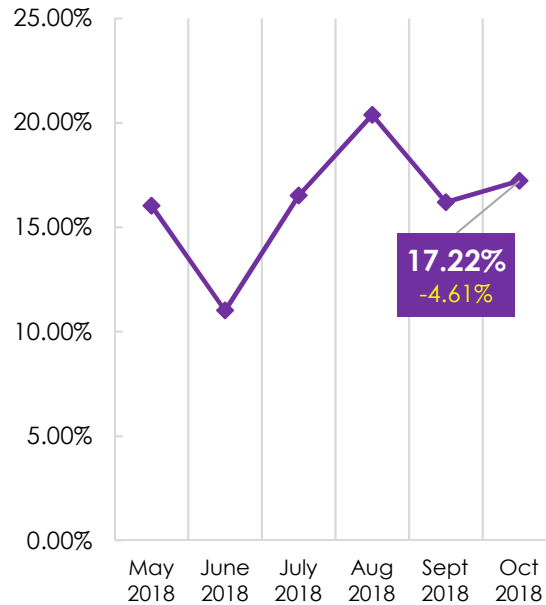


On Time Performance



■ On Time ■ Early ■ Late

Cost Recovery Ratio



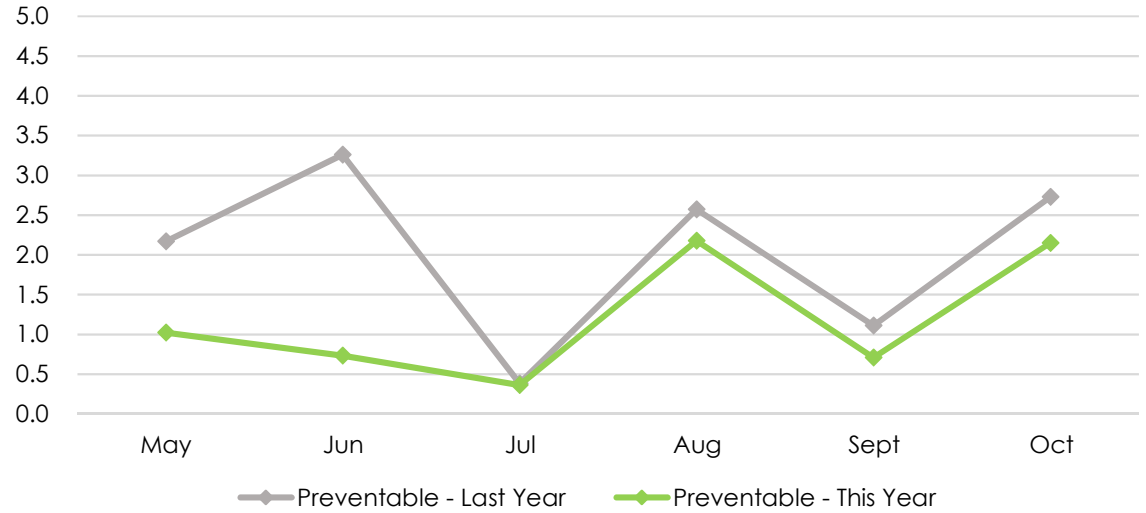


Safety Performance – October 2018

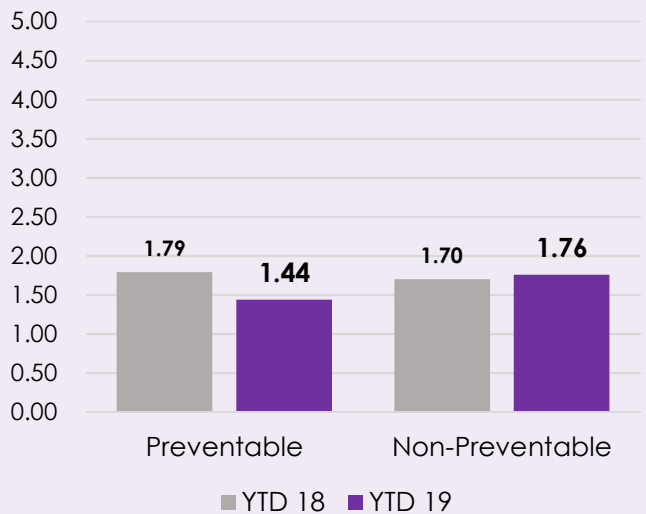
Preventable Accident Report October 2018

	Accidents	Per 100,000 Miles
May 2018	5	1.36
June 2018	3	0.88
July 2018	1	0.30
Aug 2018	9	1.19
Sept 2018	4	1.04
Oct 2018	11	2.78
YTD 2019	25	1.67
YTD 2018	23	1.56
YTD Change	+2	-7.05%

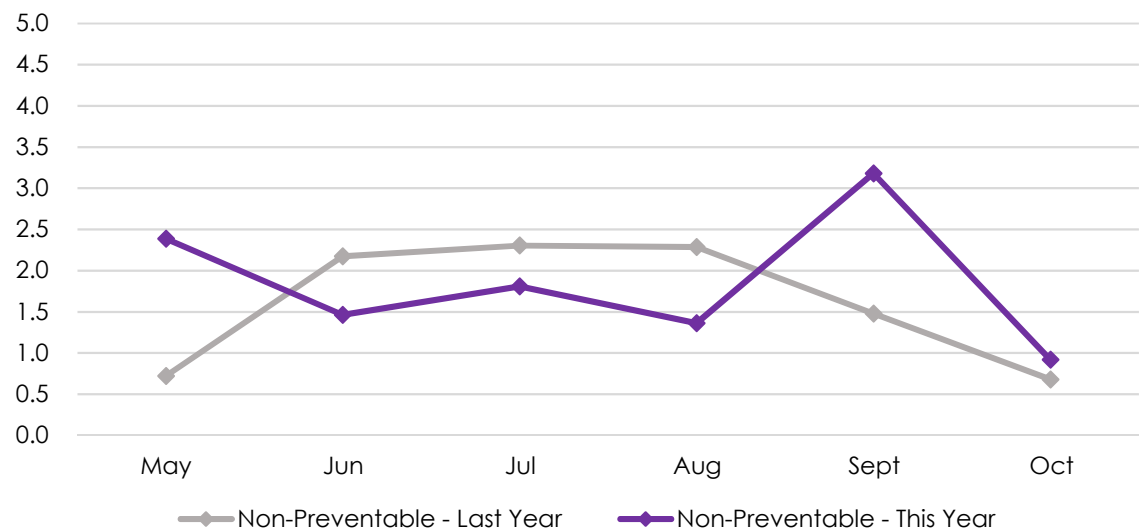
Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



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



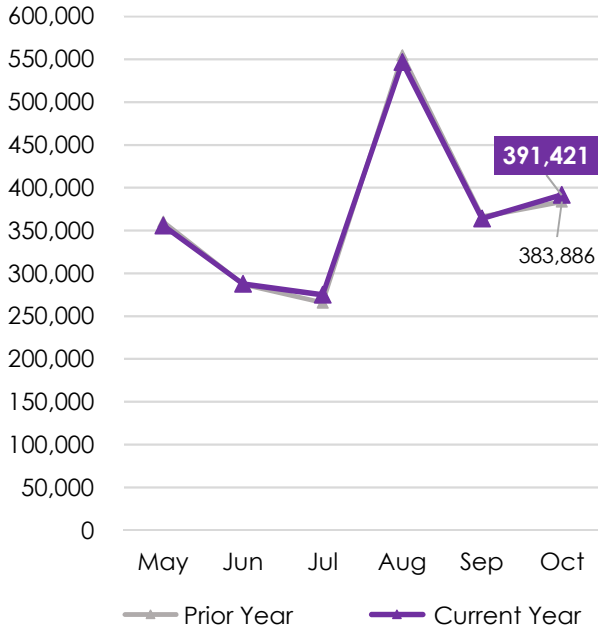
Non-Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



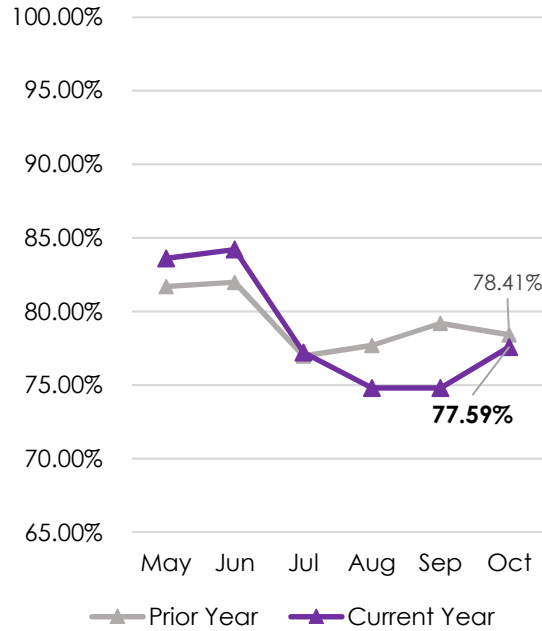


Fixed Route Performance – October 2018

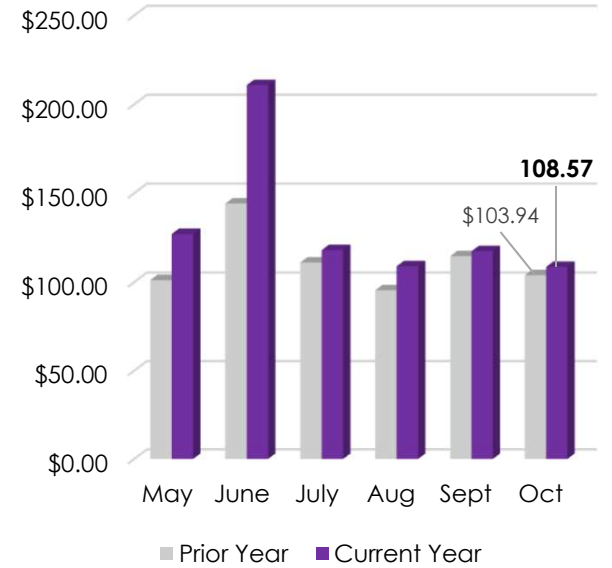
Total Ridership



On Time Performance



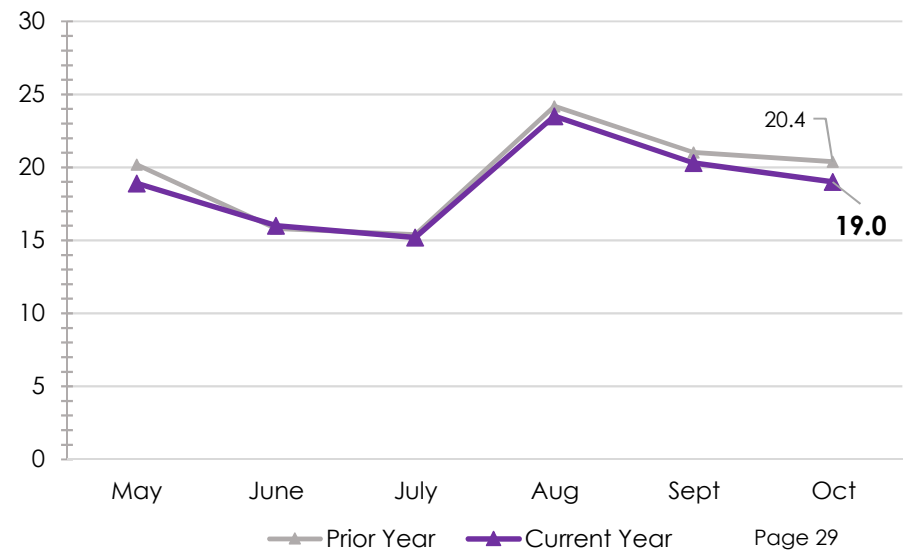
Operating Cost Per Revenue Hour



YTD Report – Fixed Route

Metrics	FY18	FY19	% Change
Customer Service			
On Time Performance	78.93%	78.41%	-0.65%
Complaints p/100K Cust.	16.81	16.30	-3.06%
Roadcalls p/100K Miles	30.17	17.80	-40.99%
Passengers Per Revenue Hour	20.6	19.7	-3.94%
Financial			
Operating Cost/Rev. Hour	\$104.03	\$109.25	7.26%
Ridership			
Fixed Route Ridership	1,570,390	1,576,926	0.42%

Passengers Per Revenue Hour

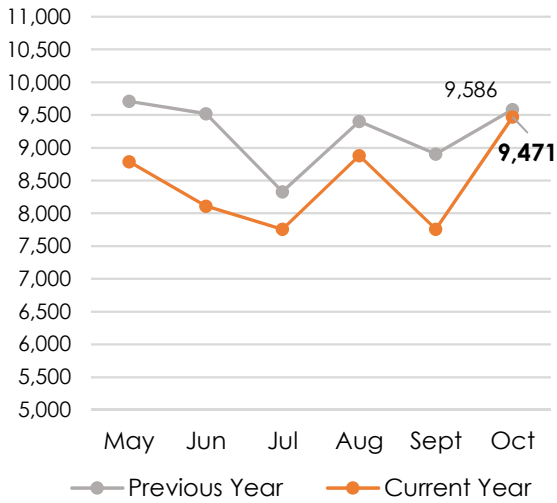




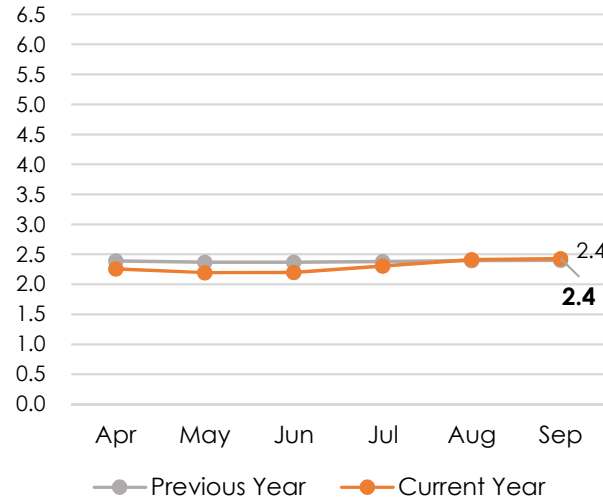
Paratransit & Rideshare Performance – Oct 2018

Paratransit

Total Ridership



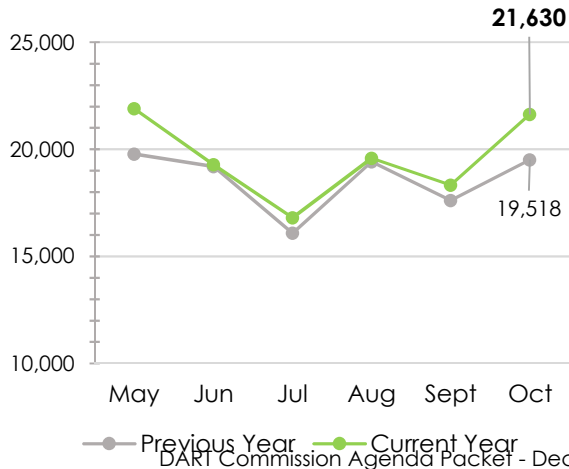
Passengers Per Revenue Hour



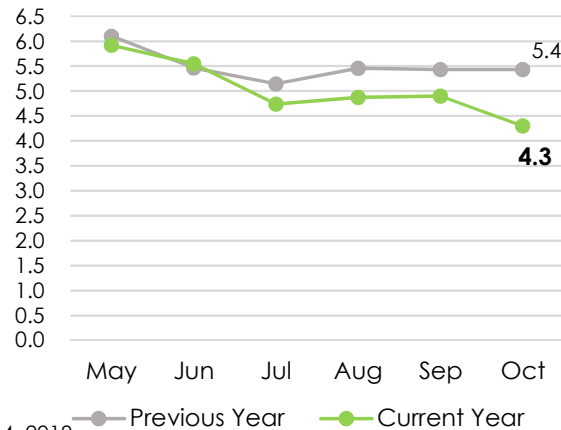
YTD Report	FY18	FY19	% Change
Customer Service			
On Time Performance	82.93%	83.19%	0.31%
Complaints p/100K Cust.	96.63	126.96	31.39%
Roadcalls p/100K Miles	7.94	6.11	-23.00%
Passengers Per Revenue Hour	2.4	2.4	-0.89%
Financial			
Operating Cost Per Run	\$383.50	\$360.25	-6.06%
Ridership			
Total Passengers	36,222	33,869	-6.50%

Rideshare

Total Ridership



Passengers Per Revenue Hour



YTD Report	FY18	FY19	% Change
Customer Service			
Passengers Per Revenue Hour	5.4	4.7	-13.24%
Financial			
Operating Cost Per Passenger	\$5.34	\$5.56	-4.12%
Ridership			
Total Passengers	72,642	76,357	5.11%



Detailed Ridership Report – October 2018

	18-Jul	18-Aug	18-Sep	18-Oct	17-Oct	Oct % Change FY19	FY19 Oct YTD	FY18 Oct YTD	YTD % Change FY19
Fixed Route	274,888	546,776	363,841	391,421	383,886	1.96%	1,576,926	1,570,390	0.42%
1. Local									
#1 - Fairgrounds	12,913	247,801	18,774	19,862	20,612	-3.64%	299,350	300,538	-0.40%
#3 - University	28,474	31,299	34,241	34,395	33,378	3.05%	128,409	125,768	2.10%
#4 - E. 14th	15,590	16,757	16,392	16,753	16,152	3.72%	65,492	62,607	4.61%
#5 - Franklin Ave/Johnston	9,131	8,918	10,129	11,297	11,016	2.55%	39,475	32,644	20.93%
#6 - Indianola	19,985	23,371	30,815	32,822	32,019	2.51%	106,993	108,411	-1.31%
#7 - SW 9th St	22,306	29,764	35,833	40,685	41,572	-2.13%	128,588	135,446	-5.06%
#8 - Fleur Dr	1,908	3,057	5,162	5,901	6,084	-3.01%	16,028	17,843	-10.17%
#10 - East University	2,474	2,510	3,192	3,633	3,533	2.83%	11,809	11,667	1.22%
#11 - Ingersoll/Valley Junction	1,861	2,175	2,073	2,149	2,019	6.44%	8,258	7,568	9.12%
#13 - Evergreen	583	2,682	7,441	8,434	8,715	-3.22%	19,140	20,381	-6.09%
#14 - Beaver Ave	13,480	17,232	21,027	23,338	23,844	-2.12%	75,077	78,160	-3.94%
#15 - 6th Ave	16,821	21,640	27,952	30,466	28,820	5.71%	96,879	95,739	1.19%
#16 - Douglas Ave	29,827	32,571	36,939	38,573	38,225	0.91%	137,910	132,296	4.24%
#17 - Hubbell Ave/Altoona	23,851	25,184	24,492	26,743	26,596	0.55%	100,270	94,188	6.46%
#50 - Euclid	0	1,388	3,139	4,131	0	0.00%	8,658	0	0.00%
#52 - Valley West/Jordan Creek	12,744	13,063	13,662	14,359	14,781	-2.86%	53,828	57,206	-5.90%
#60 - Ingersoll/University	27,074	28,575	34,366	36,800	36,851	-0.14%	126,815	129,109	-1.78%
2. Shuttle									
Hy-Vee Shuttle	315	542	342	361	0	0.00%	1,560	0	0.00%
D-Line	14,898	15,251	14,849	15,477	14,875	4.05%	60,475	62,640	-3.46%
Link Shuttle	311	334	625	573	667	-14.09%	1,843	2,784	-33.80%
3. Express									
#91 - Merle	0	0	0	0	0	0.00%	0	3,501	-100.00%
#92 - Hickman	2,194	2,368	2,275	2,599	2,502	3.88%	9,436	8,671	8.82%
#93 - NW 86th	2,759	3,396	2,933	2,960	2,811	5.30%	12,048	11,013	9.40%
#94 - Westown	939	1,066	1,118	1,157	1,100	5.18%	4,280	4,429	-3.36%
#95 - Vista	1,042	1,080	1,155	1,155	1,123	2.85%	4,432	4,707	-5.84%
#96 - E.P. True	1,914	2,148	2,048	2,481	2,403	3.25%	8,591	9,190	-6.52%
#98 - Ankeny	5,961	6,426	6,654	7,419	7,122	4.17%	26,460	26,205	0.97%
#99 - Altoona	1,276	1,444	1,484	1,608	1,616	-0.50%	5,812	6,236	-6.80%
4. Flex									
#72 - West Des Moines/Clive	3,154	3,607	3,685	4,076	4,194	-2.81%	14,522	16,809	-13.61%
#73 - Urbandale/Windsor Heights	111	112	190	234	245	-4.49%	647	851	-23.97%
#74 - NW Urbandale	735	748	626	754	756	-0.26%	2,863	2,715	5.45%
5. On Call									
Deer Ridge	0	0	19	0	0	0.00%	19	0	#DIV/0!
Ankeny	96	120	87	127	106	19.81%	430	410	4.88%
Johnston/Grimes	129	141	118	95	99	-4.04%	483	439	10.02%
Regional	32	6	4	4	50	-92.00%	46	219	-79.00%
Paratransit	7,757	8,881	7,760	9,471	9,586	-1.20%	33,869	36,222	-6.50%
Cab	566	710	898	921	1,014	-9.17%	3,095	3,513	-11.90%
Bus/Van	7,191	8,171	6,862	8,550	8,572	-0.26%	30,774	32,709	-5.92%
Rideshare	16,806	19,584	18,337	21,630	19,518	10.82%	76,357	72,642	5.11%
Total Ridership	295,451	575,241	389,938	422,522	412,990	2.31%	1,687,152	1,679,254	0.47%



MONTHLY REPORT



10A: Operations Team Report

Staff Resources: *Jamie Schug, CFO/Interim Chief Operating Officer*

- **Iowa Law Enforcement Academy** – On Thursday November 15th, DART provided assistance for a carbon monoxide incident at the Iowa Law Enforcement Academy in Johnston. A total of 53 individuals were transported to area hospitals and back to Camp Dodge.
- **FEMA Site Visit** - DART has requested reimbursement for \$31,826 in expenses related to the weather events in June 2018. DART staff met with FEMA representatives on site at 1100 DART Way to discuss the claim on November 15, 2018.
- **MakevSafe** – DART submitted a letter of support for a National Science Foundation grant for the advancement of predictive accident technology in conjunction with Iowa State University. Should the grant be successful, DART would install prototype technology on five buses and evaluate the results.
- **Amalgamated Service Union (ATU) Local 441 Contract Negotiations** – DART continued negotiations with Amalgamated Transit Union Local 441 on November 19th. Negotiations are scheduled to resume on January 3-4, 2019.



10B: External Affairs Team Report

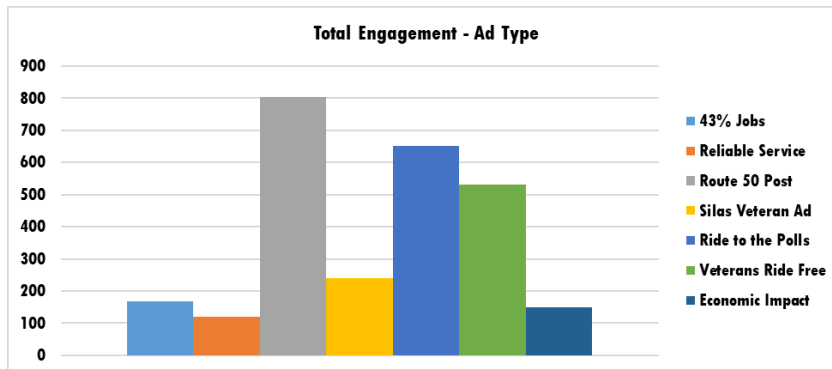
Staff Resources: Amanda Wanke, Chief External Affairs Officer

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

- **MyDART app** – The marketing team continues to promote the MyDART app and work with the IT department to make improvements based on customer feedback. Most recently, this has included updates to the trip planner’s real-time and moving from the current web-based app to a native app.
- **Marketing campaign** – Marketing worked with the advertising agency Flynn Wright on a targeted marketing campaign that ran from April to October 2018. For background, this campaign targeted adults ages 18-29 with messaging focused on the benefits of taking public transit and DART’s Park & Ride options. Campaign results included:
 - 10.5 million impressions on Facebook, Instagram, Spotify, Snapchat and digital display advertising.
 - 31,250 clicks to ridedart.com. Facebook was the most effective platform, driving 28,000 of total clicks to the website.
 - 93% increase of page views on the Park & Ride webpage and 49% increase of page views on the Trip Planner webpage, compared to the same time period the year prior.

Next steps include a refresh of the creative using new rider photography and messaging. The second phase of the campaign will run Mar. – Oct. 2019. We are including a specific ad set to target potential Unlimited Access riders.

- **Public affairs** – Staff has continued implementing a public affairs plan, including social media advertising, an e-newsletter, targeted print advertising and the development of print materials for the 2019 legislative session. The first stakeholder e-newsletter was sent on Nov. 1 to more than 500 recipients and received a 33%, higher than our average open rate of 22%. DART has been using social media to conduct informal message testing. As shown in the graph below, seven ads, each with a different message, were placed in October and November. The highest performing ad linked to a video of a Des Moines Public School teacher, Megan Sapon-Amoah, talking about the impact of Route 50. The video was viewed more than 670 times.



- **Community events** – DART staff participated in the Ankeny Chamber of Commerce’s Taste of Ankeny on Thursday, Nov. 1

MONTHLY REPORT
10B: External Affairs



Marketing Analytics Report

Metric	May 2018	June 2018	July 2018	Aug. 2018	Sep. 2018	Oct. 2018	Oct. 2017	% Change Year Prior
MyDART App Accounts	2,720	3,270	3,852	8,447	9,082	9,671	655	93.23%
Website Unique Visitors	40,261	38,698	35,799	59,932	36,657	40,060	35,487	11.42%
Facebook Likes	3,258	3,351	3,441	3,490	3,503	3,530	3,039	13.91%
Twitter Followers	2,129	2,143	2,157	2,147	2,149	2,159	1,976	8.48%
Email Subscribers	7,870	8,640	8,690	8,710	8,720	8,790	5,470	37.77%
Next DART Bus	55,846	95,996	257,746	235,599	201,171	154,082	3,665	97.62%
Real-time Map	21,284	28,755	33,173	51,364	38,242	33,182	n/a	n/a
Trip Plans	11,322	15,435	18,666	27,238	22,322	21,834	8,515	61.00%
SMS Text Messaging	96,165	81,301	92,841	116,088	186,221	218,835	87,471	60.03%
IVR	7,809	8,466	8,938	10,990	10,657	10,428	9,268	11.12%

MyDART App Report

Metric	May 2018	June 2018	July 2018	Aug. 2018	Sept. 2018	Oct. 2018	TOTAL
Downloads	628	733	716	2,751	635	590	9,672
iOS	310	215	180	973	176	162	3,567
Android	318	517	536	1,778	459	471	6,147
Accounts Created	360	535	578	3,319	467	478	8,064
Orders Placed	1,559	2,021	2,134	5,943	2,032	2,171	23,721
Passes Purchased	1,923	2,505	2,699	12,227	2,543	2,757	34,754
Revenue	\$13,456	\$14,355	\$14,864	\$24,225	\$15,856	\$17,115	\$174,320

DART in the News

Date	Headline	Source	Medium	Reach	Sentiment	Topic
21-Nov-18	Des Moines City Council Approves First Transportation Master Plan	Market Screener	Online	442,836	Positive	Member community news
20-Nov-18	Des Moines City Council Approves First Transportation Master Plan	WHOTV.com	Online	130,306	Positive	Member community news
19-Nov-18	No DART service to take place on Thanksgiving Day	Iowa Patch.com	Online	360	Positive	Holiday service
19-Nov-18	No DART Service on Thanksgiving Day	Iowa Patch.com	Online	360	Positive	Holiday service
17-Nov-18	Pedestrian struck by DART bus, confusion over right-of-way	The Des Moines Register	Online	687,200	Negative	Accident
16-Nov-18	Des Moines downtown retail resurgence should focus on neighborhoods, task force says	The Des Moines Register	Online	687,200	Positive	Member community news
15-Nov-18	Scores sickened at Iowa Law Enforcement Academy UPDATE WHO Radio	WHO Radio	Online	11,918	Positive	Polk County Emergency

MONTHLY REPORT
10B: External Affairs



Evacuation

15-Nov-18	Scores sickened at Iowa Law Enforcement Academy UPDATE WHO Radio News WHO Radio	WHO Radio	Online	11,918	Positive	Polk County Emergency Evacuation
15-Nov-18	76 Students Sent to Hospital for Carbon Monoxide Poisoning at Iowa Law Enforcement Academy	WHOTV.com	Online	130,306	Positive	Polk County Emergency Evacuation
15-Nov-18	Carbon Monoxide at Iowa Law Enforcement Academy sends 56 to hospital	WEAU 13 News	Online	60,623	Positive	Polk County Emergency Evacuation
15-Nov-18	Carbon monoxide poisoning sends 56 Iowa Law Enforcement Academy students to hospital	KTIV News Channel 4	Online	22,513	Positive	Polk County Emergency Evacuation
15-Nov-18	Carbon Monoxide Poisoning Sends 56 Iowa Law Enforcement Academy Students to Hospital	WHOTV.com	Online	130,306	Positive	Polk County Emergency Evacuation
15-Nov-18	Report: Carbon monoxide poisoning sends nearly 60 Iowa Law Enforcement Academy cadets to hospital	The Des Moines Register	Online	687,200	Positive	Polk County Emergency Evacuation
12-Nov-18	Hy-Vee's Harding Hills store reopens five months after catastrophic flooding	The Des Moines Register	Online	687,200	Positive	Hy-Vee Shuttle
9-Nov-18	Kudos to DART, Greater Des Moines YMCA for helping voters on Election Day	The Des Moines Register	Online	687,200	Positive	Election Day Promotion
8-Nov-18	DART looks to property taxes to solve revenue problems	The Des Moines Register	Online	687,200	Neutral	Funding
6-Nov-18	Politics 101 on full display at DART meeting	Business Record	Online	10,121	Negative	Funding
6-Nov-18	Companies Offering Free Services to Get People to the Polls on Election Day	WHOTV.com	Online	130,306	Positive	Election Day Promotion
5-Nov-18	Voter Preparation: What You Need to Know Before You Head to the Polls	WHOTV.com	Online	130,306	Positive	Election Day Promotion
31-Oct-18	Iowa Politics Newsletter: Rep. Steve King faces more heat for recent controversies	The Des Moines Register	Online	687,200	Positive	Election Day Promotion
31-Oct-18	DART to offer free rides to polls on Election Day	Iowa Patch.com	Online	1,032	Positive	Election Day Promotion
31-Oct-18	Here are your free, discounted ways to get to the polls on Election Day	The Des Moines Register	Online	1,004,273	Positive	Election Day Promotion
29-Oct-18	Iowa election 2018: Connolly faces Republican challenger for Polk County supervisor	The Des Moines Register	Online	1,004,273	Neutral	Member community news
19-Nov-	Channel 13 News at Noon	WHO-DM	Broadcast	17,701	Positive	Holiday

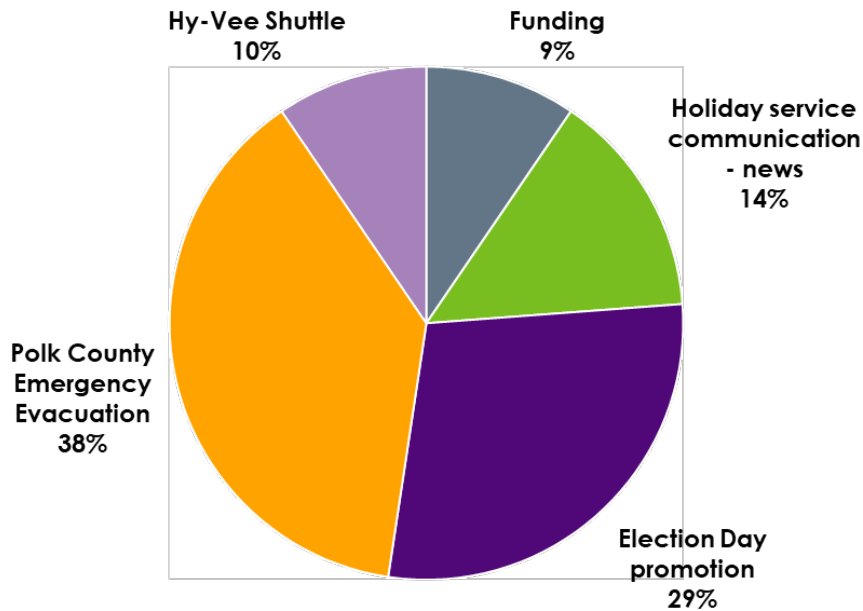
MONTHLY REPORT
10B: External Affairs



2018 12:36PM		(NBC)				service
15-Nov-2018 05:00PM	NewsWatch 7 @ 5:00	KETV (ABC)	Broadcast	46,293	Positive	Polk County Emergency Evacuation
12-Nov-2018 10:05PM	KCCI 8 News at Ten	KCCI-DM (CBS)	Broadcast	55,218	Positive	Hy-Vee Shuttle

Total Reach 8,151,369

DART News by Topic



DART News Sentiment

Count	Topic
1	Funding
3	Holiday service communication - news
3	Election Day promotion
8	Polk County Emergency Evacuation
2	Hy-Vee Shuttle

MONTHLY REPORT
10B: External Affairs



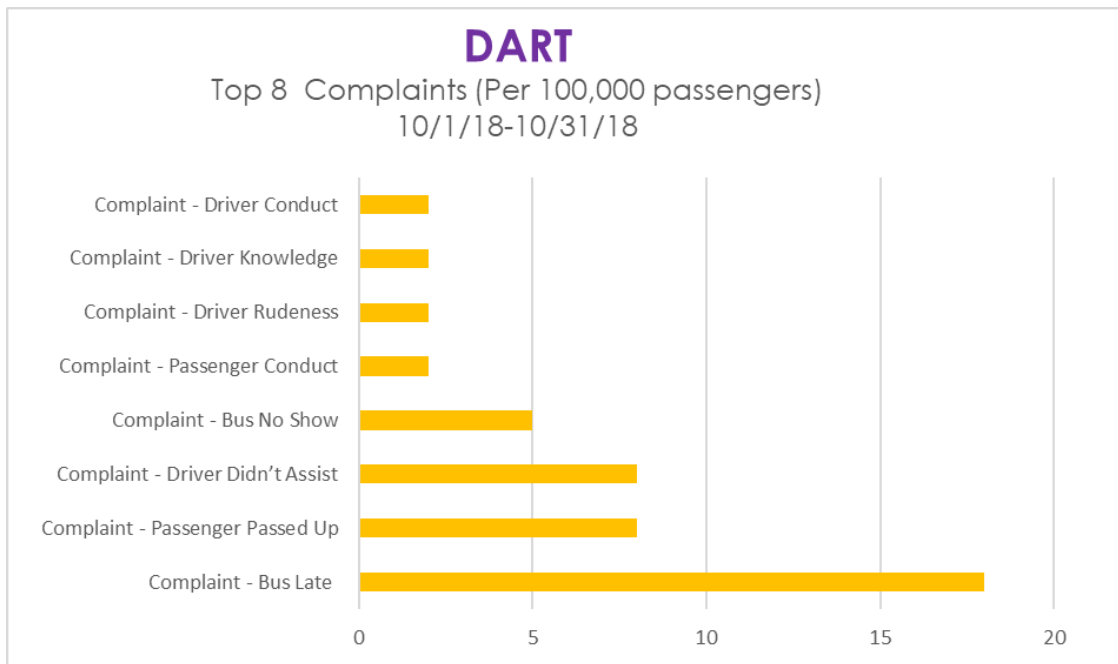
Customer Experience:

Total Calls for October 2018

- Schedule Information – 5,241
- Paratransit – 3,795
- Spanish Line – 26
- Receptionist – 332
- RideShare – 160

Website Communication and Messages for October 2018

- Bus Stop/Shelter Requests = 4
- Contact/Feedback Form = 45
- Voicemails = 74





Planning – Luis Montoya, Planning and Development Manager

- **Transit Service Planning:** Staff is in the process of conducting analysis and planning public outreach activities to study service changes to provide better and more efficient service to the Western suburbs and Ankeny. Public outreach events are scheduled and more information can be found at www.ridedart.com/August.
- **January Service Change:** As part of our regularly scheduled service change, staff have developed recommendations for modifications to fixed route service schedules to improve the reliability and cost effectiveness of our service and to extend Route 4 to the new Hy-Vee commissary in Ankeny.
- **Windsor Heights Wal-Mart Bus Stop Improvements:** Improvements to the bus stops at the Walmart in Windsor Heights are nearly complete. All concrete work is completed, and shelters will be installed in early January. DART received an Iowa Clean Air Attainment (ICAAP) grant for the improvements, which will include designated waiting areas with bus shelters and landscaping.
- **Merle Hay Mall Bus Stop Improvements:** DART is working with Merle Hay Mall and various member communities to incorporate capital improvements for DART customers as part of Merle Hay Mall's redevelopment plans. The improvements would include designated waiting areas with bus shelters and would be constructed and paid for by the property owner.

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

- **Unlimited Access Program:** Voya has signed a three-year Unlimited Access Partnership agreement through 2021. Other Unlimited Access Partners coming up for renewal prior to the end of calendar year 2018 include Cognizant, EMC Insurance Companies and the Greater Des Moines Partnership.
- **Hy-Vee Commissary:** Hy-Vee has verbally agreed to an Unlimited Access Partnership that will extend DART service along Route 4 to their new Commissary facility in Ankeny. This service extension is included in the upcoming 2019 service change.
- **MyDART Mobile App:** Internal testing on the business partnerships platform of MyDART mobile app is now underway. Mobile ticketing functionality will be piloted with select Unlimited Access Partners in early 2019.
- **RideShare Program:** Grinnell College has established its first DART RideShare vanpool serving employees commuting between the Grinnell campus and Greater Des Moines. New RideShare Supervisor Monica Stout joins the DART team December 10.
- **HIRTA RFP:** DART is developing a draft memorandum of understanding with Heart of Iowa Regional Transit Agency (HIRTA) to provide commuter vanpooling services as one of two entities selected from an RFP issued by HIRTA earlier this year. This draft memorandum will be reviewed by the DART Commission in January 2019.
- **Transit Riders Advisory Committee (TRAC):** Applications to fill seven (7) positions were accepted online throughout October 2018 with 35 applications submitted. Applicants were reviewed by an internal panel of DART staff as well as the DART executive committee. A recommended slate of new members and alternates is included as an action item with the December 4 DART Commission packet. The next TRAC meeting is scheduled for January 9, 2019.

MONTHLY REPORT
10B: External Affairs



Date	Location	Community	Participants
10/2, 10/9, 10/16, 10/23, 10/30	Fort Des Moines	Des Moines	94
10/3/2018	DCS - Public	Des Moines	17
10/5/2018	Valley High School	West Des Moines	74
10/8/2018	Iowa Department for the Blind	Des Moines	26
10/9/2018	USCRI	Des Moines	19
10/10/2018	Iowa Workforce Development	Des Moines	27
10/11/2018	Bishop Drumm Retirement Center	Johnston	16
10/12/2018	Johnston High School	Johnston	12
10/12, 10/26	Fresh Start Women's Center	Des Moines	15
10/16/2018	Immanuel Pathways	Windsor Heights	3
10/22/2018	Ankeny High School	Ankeny	10
10/23/2018	Beacon of Life	Des Moines	7
10/24/2018	SE Polk High School	Pleasant Hill	17
10/24/2018	Bridges of Iowa	Des Moines	6
10/25, 10/30	Hilltop/Riverside Apartments	Des Moines	9
10/25/2018	FOCUS High School	Des Moines	6
10/26/2018	Children & Families of Iowa	Des Moines	8
10/26/2018	Bridges of Iowa	West Des Moines	6
10/29/2018	Bureau of Refugee Services	Des Moines	3
10/29/2018	Prelude Behavioral Health	Des Moines	18
10/31/2018	House of Mercy	Des Moines	4
Total Connections:			397



MONTHLY REPORT



10C:	Procurement
-------------	--------------------

Staff Resource: *Mike Tiedens, Procurement Manager*

Upcoming Procurements:

Tire Machine – DART is seeking quotes to acquire a tire machine to be utilized in the Maintenance Department to mount and dismount bus tires. The tire machine will replace the existing unit which has met its useful life. Funding for the tire machine is included as part of the capital asset budget.

- Request for Quotes to be published in December 2018

Tire Balancer – DART is seeking quotes to acquire a tire balancer to be utilized in the Maintenance Department to balance bus tires. The tire balancer will be a new piece of shop equipment as tires currently are sent to a dealer for balancing. Funding for the tire balancer is included as part of the capital asset budget.

- Request for Quotes to be published in December 2018

Electrical Infrastructure for Electric Buses – DART is seeking a Contractor to provide electrical service addition to the facility at 1100 DART Way that will power charging stations for the electrical bus project. The work will include extensions to piping and electrical power to the south end of the bus garage facility.

- Invitation for Bid to be published in January / February 2019

Contracts and Task Orders Approved Recently:

Refrigerant Reclaim Units – DART is seeking a Contractor to provide two high-pressure refrigerant reclaim units to be utilized in the Maintenance Department to service and maintain air conditioning units on all of the vehicles.

- The lowest bidder was NEVA Corporation and the winning bid was \$24,981.00 for two (2) units

Future Procurements:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Bus Wash • Shop Drains • IT Consulting Services • Uniforms | <ul style="list-style-type: none"> • Printing Services • Electrical Infrastructure for Elec. Buses • On Call Planning Consulting Services |
|---|--|



MONTHLY REPORT



10D: Chief Executive Officer

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

- **DART Executive Committee:** The DART Executive Committee met on Friday, November 16, 2018. The discussion items presented during the meeting included:
 - FY2018 Audit
 - State Legislative Strategy
 - Planning Committee Update
 - TRAC Member Recommendations

The next DART Executive Committee meeting is scheduled for Friday, December 14, 2018 at 8:00 a.m.

- **Letters to Cities who have provided DART a notice of withdrawal:** The following DART member cities have submitted notices of withdrawal from DART at the end of FY 2019: Alleman and Granger. Staff will be sending letters to these communities this month to confirm their intent to withdraw as well as notifying them of what their share to buy out of DART is.
- **Operations Team Update:** Tim Sanderson has been on a leave of absence since early October. He has since decided to take a position with another transit system in Michigan. As we determine how best to move forward organizationally, Jamie is going to continue serving as the interim Chief Operating Officer and providing direction to the Operations team.
- **IPTA Mid-Year Meeting:** Some of our Operations and Finance staff attended the IPTA Mid-Year meeting, which was held in Ankeny. This is an opportunity be educated on State Legislative priorities, grow business partnerships and meet with key vendors.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

January 8, 2019 – 12:00 P.M. (Annual Meeting)	
Action Items	Information Items
<ul style="list-style-type: none"> Rideshare Van Donation 	<ul style="list-style-type: none"> FY2020 DART Budget Development Update ETC Institute Presentation HIRTA MOU
February 5, 2019 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> FY 2020 Budget Public Hearing Date ATU Local 441 Labor Contract 	<ul style="list-style-type: none"> Quarterly Investment Report Quarterly Safety Report
March 5, 2019 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> FY2020 Budget Withdrawal approval for Cities 	<ul style="list-style-type: none"> Mobility Coordinator Update

Other Future Agenda Items:

- IT Consulting Contract
- Planning Consulting Services Contract
- Electrical Infrastructure Upgrade

Upcoming DART Meetings:

- DART Executive Committee – Friday, December 14, 2018
 - Location - DART Central Station