



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
NOVEMBER 1, 2016 – 12:00 PM

	Page #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF NOVEMBER 1, 2016 AGENDA	
5. TRANSIT RIDERS ADVISORY COMMITTEE UPDATE	
6. PUBLIC COMMENT (Limit 3 minutes)	
7. CONSENT ITEMS	
A. Commission Meeting Minutes – October 4, 2016	2
B. FY2021 Surface Transportation Block Grant (STBG)	5
8. ACTION ITEMS	
A. Sale of Trolley Buses	6
B. DART Property Tax Formula Change	8
C. September 2016 Financials	10
9. DISCUSSION ITEMS	
A. Weekend Service Performance	12
B. FY 2018 Budget Calendar	13
C. Quarterly Investment Report	14
D. Quarterly Safety Report	15
E. Performance Report – August 2016	17
10. DEPARTMENTAL MONTHLY REPORTS (By Exception)	
A. Operations	19
B. Engagement	20
C. Procurement	24
D. Chief Executive Officer	25
11. FUTURE AGENDA ITEMS	26
12. COMMISSIONER ITEMS	
13. OTHER – Communications	
14. NEXT MEETING: Regular DART Meeting Tuesday, December 6, 2016 – 12:00 p.m.	
15. 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
OCTOBER 4, 2016**



ROLL CALL

Commissioners Present: Tom Gayman, Angela Connolly, Gaye Johnson, Chris Hensley, Joann Muldoon, Steve Peterson, Skip Conkling, Steve Van Oort, and Skip Moore (arrived at 12:04 p.m.)

CALL TO ORDER

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

Notice of the meeting was duly published.

APPROVAL OF AGENDA

Chair, Steve Van Oort requested a motion to approve the agenda as presented.

It was moved by Ms. Hensley and seconded by Mr. Peterson to approve the October 4, 2016 Agenda as presented. The motion carried unanimously.

PUBLIC COMMENT

No comments.

CONSENT ITEMS

6A – Commission Meeting Minutes – September 6, 2016

6B – Iowa Clean Air Attainment Program (ICAAP) Grant

This grant is through the Iowa DOT and would provide funding for Wi-Fi Access on DART Ridershare vans.

It was moved by Mr. Peterson and seconded by Ms. Connolly to approve the consent items as presented. The motion carried unanimously.

ACTION ITEMS

7A – August 2016 Financials

Ms. Amber Dakan, Finance Manager, gave a presentation on the August FY 2017 Financials. Fixed Route operating revenues are 18.4% below budget levels. This is primarily driven by timing differences related to School Funding revenue. Paratransit operating revenue is 18.44% lower than budget expectations. Contracted trips are below budgeted levels year to date. Ridershare operating revenues are 20.58% below budgeted levels year to date. Ridershare revenue continues to cover expenses. Discussion was had regarding timing differences due to being only second month of the fiscal year.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – OCTOBER 4, 2016**



It was moved by Mr. Peterson and seconded by Ms. Muldoon that the Commission approve the August 2016 Financials. The motion carried unanimously.

DISCUSSION ITEMS

8A – Performance Report – August 2016

Elizabeth Presutti, Chief Executive Officer, reviewed the Performance Report for August 2016. Ridership was down in August due to the SE Polk parking issue at the Iowa State Fair. Because of this, the ridership will be reviewed again in September. The good news is that preventable accidents are down.

MONTHLY REPORTS

10A – Operations

No update.

10B – Engagement

Amanda Wanke, Chief Engagement and Communications Officer, gave the details about the upcoming DART Public Art Bus event on October 14. She then talked about the Try Transit Week. This will be promoted through social media and occur the week of October 16. Amanda then shared that there will be an upcoming branding announcement in a few weeks.

10C - Procurement

No update.

10D - Chief Executive Officer

No update.

FUTURE AGENDA ITEMS

No update.

COMMISSIONER ITEMS

The dates for the 2017 Commission Meetings were discussed and Gina Good will be sending out meeting invites.

OTHER – COMMUNICATIONS

No update.

FUTURE 2016 MEETING DATES:

November 1 and December 6.

A motion by Mr. Peterson and second by Mr. Gayman to adjourn the regular Commission Meeting was made at 12:15 pm. The motion carried unanimously.

DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – OCTOBER 4, 2016



Chair

Clerk

Date

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

The next regular DART monthly Commission Meeting has been scheduled for November 1, 2016 at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



CONSENT ITEM



7B:	FY2021 Surface Transportation Block Grant (STBG) Request
Action:	Authorize submission of an application to the DMAMPO for federal STBG funds in the amount of \$1,400,000

Staff Resource: Debra Meyer, Financial Analyst

Background:

- Applications for the FY2021 Federal Surface Transportation Block Grant program (STBG) are due to the DMAMPO on December 1, 2016.
- The total STBG funding available for FY2021 is approximately \$11.7 million with MPO policy dictating the minimum distribution to transit at 10%, up to a maximum of 70%. If the MPO estimates are understated, the 2021 unallocated portion is distributed to projects that were either partially funded or unfunded, but only up to the original application amount.
- DART requested and was awarded \$1,350,000 in FY2020 funding to replace three heavy-duty buses.

Proposed Request:

- DART will request \$1,400,000 in FY2021 funds (12% of the total), to purchase three of the ten heavy-duty buses specified in the capital plan.

Recommendation:

- Approve the submission of the grant as presented to the DMAMPO.



ACTION ITEM



8A: Sale of Trolley Buses

Action: Authorize staff to offer four (4) 2008 Specialty Vehicles Trolley buses for sale prior to full depreciation

Staff Resource: Tim Sanderson, Chief Operating Officer

Background:

- DART currently owns four 2008 Specialty Vehicle Trolley buses that had been used to provide service on the D-Line.
- These heavy-duty buses were put into service on June 1, 2008, with a ten-year useful life, which makes an effective disposal date of June 30, 2018.
- These Trolleys have significant deficiencies from an operational perspective, including less than ideal accessibility for mobility devices, lack of reliability and high cost of operation.
- DART currently owns 35' Hybrid Heavy Duty Buses which are more appropriately designed for this duty cycle.

Discussion:

Over the past several years, DART has struggled to ensure the trolleys were available for service due to their high rate of mechanical failure, which has resulted in a high rate of downtime and a correspondingly high cost per mile for this sub-fleet. The table below illustrates this difference:

Vehicle	FY16 Cost per Mile
2013 35' New Flyer Hybrid	\$0.55
2008 Trolley	\$3.63
System Average	\$1.16

Based upon this analysis, it is evident that at greater than triple the system average, these trolleys are the most expensive sub-fleet currently active and as such, it is impractical and inefficient to keep them in service. Related to this is the loss in productivity from our maintenance department, which is required to expend an inordinate amount of labor on these vehicles, which could be allocated in a more productive manner. On average the trolleys require three minutes of repair work for every mile that they operate. Our system average is 30 seconds per mile.



ACTION ITEM
8A: Sale of Trolley Buses

Financial Considerations:

As these buses were purchased with federal funds, DART must return a proportionate amount of remaining interest in the vehicles back to FTA. The unamortized value of the vehicles total \$154,124.16 utilizing straight-line depreciation, with 83% attributed to federal funding. DART will ask for permission to apply the unamortized value in local funding to our next bus purchase instead of actually repaying FTA, essentially carrying the remaining interest to the new asset.

Fortunately there are also two factors which offset this expense:

1. The proceeds of the sale of the vehicles.
2. Cost savings incurred from not repairing these vehicles – estimated at between \$50,000 to \$100,000.

It is not permitted to simply cease operating these vehicles until their depreciation date – mileage must be incurred.

Recommendation:

- That the commission authorize staff to dispose of four 2008 Specialty Vehicles Trolleys and reimburse the remaining depreciation to the Federal Transit Administration.



ACTION ITEM



8B: DART Property Tax Formula Change

Action: Approve a Change in the DART Property Tax Formula to Freeze Small Communities Levy Rates for Three Fiscal Years Beginning in FY 2018

Staff Resource: Jamie Schug, Chief Financial Officer

Background:

- During the past several months DART staff has discussed with the DART Commission, member government's city managers and others a potential change to the property tax formula in an effort to address the concerns of smaller communities related to property tax rates and the minimal amount of service they receive.
- The attached option illustrates a formula that freezes the smaller communities and maintains the current formula for other member communities.
- The communities proposed to be frozen at FY 2017 rates are indicated in bold on the attached illustration. Those communities are Alleman, Bondurant, Carlisle, Elkhart, Granger, Grimes, Mitchellville, Polk City, unincorporated Polk County and Runnels.
- The Commission is asked to only approve this proposed new formula as set forth on the attachment and not a specific tax levy value for any year. The tax levy values shown in the attachment are estimated and illustrative and based on current services and certain additional expense and revenue assumptions. These values are subject to change upon approval by the current and future Commissions.

Recommendation:

- Approve a change in the DART property tax formula to freeze small communities levy rates for three fiscal years beginning in FY 2018.

20-Year Financial Model Projections
 DART Property Tax Formula - CURRENT FREEZE SMALL

19-Sep-16

LEVY NEEDED (Per Financial Model-
 not reflecting DART Forward Update)

FY18 \$18,080,675
 FY19 \$19,318,012
 FY20 \$20,844,292

PARTICIPATING CITY	FY 2016 TAX RATE	FY 2017 TAX RATE	FY 2017 DOLLARS	PROJECTED FY 2018 TAX RATE	PROJECTED FY 2018 DOLLARS	PROJECTED FY 2019 TAX RATE	PROJECTED FY 2019 DOLLARS	PROJECTED FY 2020 TAX RATE	PROJECTED FY 2020 DOLLARS
Alleman	0.590	0.610	12,762	0.610	13,018	0.610	13,278	0.610	13,544
Altoona	0.669	0.689	411,004	0.757	460,599	0.771	478,500	0.852	539,345
Ankeny	0.619	0.639	1,712,771	0.707	1,932,938	0.721	2,010,638	0.802	2,281,252
Bondurant	0.583	0.603	94,799	0.603	96,695	0.603	98,629	0.603	100,602
Carlisle	0.591	0.611	78,567	0.611	80,138	0.611	81,741	0.611	83,376
Clive	0.613	0.633	789,490	0.701	891,787	0.715	927,789	0.796	1,053,553
Des Moines	0.804	0.824	5,641,844	0.853	5,954,419	0.950	6,767,338	0.950	6,902,684
Elkhart	0.510	0.530	8,970	0.530	9,150	0.530	9,333	0.530	9,520
Granger	0.584	0.604	35,190	0.604	35,894	0.604	36,612	0.604	37,344
Grimes	0.582	0.602	343,614	0.602	350,486	0.602	357,496	0.602	364,646
Johnston	0.610	0.630	761,414	0.698	860,470	0.712	895,284	0.793	1,017,077
Mitchellville	0.596	0.616	29,931	0.616	30,529	0.616	31,140	0.616	31,763
Pleasant Hill	0.589	0.609	284,660	0.677	322,774	0.691	336,038	0.772	382,937
Polk City	0.558	0.578	108,761	0.578	110,936	0.578	113,155	0.578	115,418
Polk County Rural	0.517	0.537	937,064	0.537	955,805	0.537	974,921	0.537	994,420
Runnells	0.514	0.534	7,036	0.534	7,177	0.534	7,320	0.534	7,467
Urbandale	0.662	0.682	1,795,585	0.750	2,014,109	0.764	2,092,740	0.845	2,360,907
West Des Moines	0.763	0.783	3,390,879	0.851	3,759,069	0.865	3,897,329	0.946	4,347,526
Windsor Heights	0.938	0.950	191,774	0.950	195,609	0.950	199,521	0.950	203,512
			16,636,117		18,081,604		19,328,802		20,846,893

FY18 Assumptions:	FY19 Assumptions:	FY20 Assumptions:
Valuation Growth 2%	Valuation Growth 2%	Valuation Growth 2%
Levy Increase 0.068	Levy Increase 0.014	Levy Increase 0.081
DM RATE PLUS BUYDOWN EQUALS 0.95	NO DM BUYDOWN \$680,000	NO DM BUYDOWN \$680,000
	1/2 PT BACKFILL \$215,000	NO PT BACKFILL \$430,000
	Fare Increase	



ACTION ITEM



8C: September FY2017 Consolidated Financial Report

Action: Approve the September FY2017 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue is 3.61% above budget levels. Timing differences related to School Funding revenue has evened out as well as the addition of State Fair Revenue accounting for the change in performance levels.
- Fixed Route Non-Operating Revenue is 4.58% below budget levels year to date due to timing of Municipal Operating Assistance as well as grant projects.
- Paratransit Operating Revenue is 18.09% lower than budget expectations. Contracted trips are showing below budgeted levels.
- Paratransit Non-Operating Revenue is 0.75% lower than budget.
- Rideshare Revenues were 20.70% below budgeted levels for September. Rideshare revenue continues to cover expenses.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 0.82% above budget projections year to date. Iowa State Fair service and auditing expense are two areas where early budget utilization is expected.
- Paratransit Budget Summary – Operating expenses are currently showing 20.48% budget savings. Many categories are showing savings early in the fiscal year and also correlated to lower contracted trip revenue.
- Rideshare Budget Summary – Rideshare Expenses are below budgetary expectations by 32.30%. Many categories are also showing savings within this division and in alignment with the lower levels of revenue received versus budget.

Recommendation:

- Approve the September FY2017 Consolidated Financial Report.

**** TOTAL Un-Audited Year-End September FY2017 as Compared to Budget:**

Fixed Route	\$	(254,682)	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	78,222	FY2017
Rideshare	\$	<u>26,107</u>	\$401,269.11
Total	\$	(150,354)	

FY2017 Financials: September 2016

FIXED ROUTE	September 2016			Year-To-Date-(3) Months Ending 09/30/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	517,314	423,250	94,064	1,315,528	1,269,750	45,778
Non-Operating Revenue	1,699,690	1,789,594	(89,903)	5,123,004	5,368,781	(245,776)
Subtotal	2,217,004	2,212,844	4,161	6,438,532	6,638,531	(199,998)
Operating Expenses	2,169,978	2,212,844	42,866	6,693,215	6,638,531	(54,684)
Gain/(Loss)	47,027	-	47,027	(254,682)	-	(254,682)

PARATRANSIT	September 2016			Year-To-Date-(3) Months Ending 09/30/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	140,236	169,083	(28,847)	415,470	507,250	(91,780)
Non-Operating Revenue	110,888	111,722	(833)	332,665	335,165	(2,500)
Subtotal	251,125	280,805	(29,680)	748,135	842,415	(94,280)
Operating Expenses	211,657	280,805	69,148	669,913	842,415	172,502
Gain/(Loss)	39,467	-	39,467	78,222	-	78,222

RIDESHARE	September 2016			Year-To-Date-(3) Months Ending 09/30/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	59,050	75,000	(15,950)	178,433	225,000	(46,567)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	59,050	75,000	(15,950)	178,433	225,000	(46,567)
Operating Expenses	57,616	75,000	17,384	152,327	225,000	72,673
Gain/(Loss)	1,433	-	1,433	26,107	-	26,107



DISCUSSION ITEM



9A: Weekend Service Performance

Staff Resource: Ethan Standard, Transit Planner

- A presentation on DART's Weekend Service Performance will be provided at the meeting.



DISCUSSION ITEM



9B: FY 2018 Budget Calendar

Staff Resource: Jamie Schug, Chief Financial Officer

- A presentation on the FY 2018 Budget Calendar will be provided at the meeting.



DISCUSSION ITEM



9C: Quarterly Investment Review

Staff Resource: Amber Dakan, Finance Manager

- A presentation regarding the investment performance from July 1, 2016 – September 30, 2016 will be given by Amy Mitchell, Director with Miles Capital.



DISCUSSION ITEM



9D: Quarterly Safety Report

Staff Resource: Patrick Daly, Safety and Training Manager

Analysis of accidents for the 1st Quarter of FY2017:

ACCIDENTS BY ROUTE:	1 st QTR FY17	1 st QTR FY16	YTD FY17	YTD FY16
#1 –FAIRGROUNDS	3	1	3	1
#3 –UNIVERSITY	3	0	3	0
#4 –14TH	0	1	0	1
#5 –FRANKLIN AVE	1	0	1	0
#6 –INDIANOLA AVE	0	0	0	0
#7 –SW 9 th ST	0	1	0	1
#8 –FLEUR DR	0	0	0	0
#9 - EXPRESSES	6	3	6	3
#11 –INGERSOLL/VALLEY JCT	0	0	0	0
#12 - ON PROPERTY	5	5	5	5
#13 – PARK AVE	0	0	0	0
#14 - BEAVER AVE	4	0	4	0
#15 – 6 th AVE	1	0	1	0
#16 – DOUGLAS AVE	1	2	1	2
#17 – HUBBELL AVE/ALTOONA	1	2	1	2
#51 – MERLE HAY/CROSSTOWN	0	0	0	0
#52 – VALLEY WEST/JORDAN CR	2	1	2	1
#60 – INGERSOLL/UNIVERSITY	0	2	0	2
#40 - LINK	0	0	0	0
#42 - STATE CAPITAL/D-LINE	2	5	2	5
#SS - SCHOOL ROUTES	0	0	0	0
#20 - PARATRANSIT	10	9	10	9
#R - RIDESHARE	2	4	2	4
#A - ADMIN	0	2	0	2
#M – MAINTENANCE	0	0	0	0
SF- STATE FAIR	2	0	2	0
Training	0	1	0	1
TOTALS	43	39	43	39



DISCUSSION ITEM:
9D: Quarterly Safety Report

ACCIDENTS BY TYPE:	1 st QTR	1 st QTR	YTD	YTD
	<u>FY17</u>	<u>FY16</u>	<u>FY17</u>	<u>FY16</u>
BUS INTO FIXED OBJECT	19	13	19	13
PERSONAL INJURY	0	0	0	0
BUS INTO VEHICLE	8	10	8	10
VEHICLE INTO BUS	15	14	15	14
OTHER	1	2	1	2
MAINTENANCE	0	0	0	0
VANDALISM	0	0	0	0
TOTALS	43	39	43	39

ACCIDENTS BY CHARGEABILITY CODE:	1 st QTR	1 st QTR	YTD	YTD
	<u>FY17</u>	<u>FY16</u>	<u>FY17</u>	<u>FY16</u>
NON PREVENTABLE	22	14	22	14
PREVENTABLE	21	25	21	25
UNDETERMINED	0	0	0	0
TOTALS	43	39	43	39



System Summary Performance Report

September 2016

	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016	September 2016	September 2015	September % Change FY17	FY17 September YTD	FY16 September YTD	YTD % Change FY17
Fixed Route												
Passengers	359,079	393,991	357,931	308,552	272,117	550,448	378,099	388,022	(2.56%)	1,200,664	1,242,450	(3.36%)
OTT Ridership	22,674	21,741	20,430	20,694	19,236	21,923	20,428	22,785	(10.34%)	61,587	69,160	(10.95%)
Unlimited Access Ridership	29,434	27,668	26,574	27,736	24,976	28,856	31,805	32,226	(1.31%)	85,637	90,628	(5.51%)
Bike Rack Usage	3,492	4,300	3,792	6,480	5,686	6,529	6,237	6,165	1.17%	18,452	18,743	(1.55%)
Passengers Per Revenue Hour	18.9	21.7	20.1	17.1	16.0	24.2	21.4	21.7	(1.28%)	20.9	21.6	(3.17%)
Average Passenger Trip Length	3.99	3.92	3.96	4.06	4.11	2.35	3.99	3.97	0.54%	3.27	5.03	(35.10%)
Complaints Per 100,000 Passengers	15.04	8.38	17.88	17.50	16.54	10.36	11.64	29.64	(60.73%)	12.16	23.18	(47.54%)
Commendations Per 100,000 Passengers	1.67	1.78	5.87	1.62	2.57	1.45	1.32	2.83	(53.35%)	1.67	2.98	(44.07%)
On-Time Performance	85.28%	85.24%	83.59%	84.07%	85.67%	80.71%	81.31%	81.73%	(0.51%)	82.46%	82.47%	(0.02%)
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.02	0.72	2.53	1.10	1.56	0.58	2.94	1.82	61.67%	1.60	1.73	(7.55%)
Non-Preventable/100,000 Miles	1.70	3.95	2.53	1.83	2.73	1.45	2.94	2.54	15.48%	2.29	1.50	52.39%
Maintenance:												
Total Service Miles	294,606.1	278,281.8	276,149.6	273,656.5	256,449.0	345,381.6	272,492.7	275,326.8	(1.03%)	874,323.3	866,056.1	0.95%
Roadcalls/100,000 Miles	29.87	30.54	27.16	33.62	45.62	33.88	37.07	21.07	75.95%	38.32	18.59	106.11%
Active Vehicles In Fleet	123	126	126	126	126	123	123	124	(0.81%)	124	122	1.64%
Paratransit												
Passengers	10,783	10,065	9,624	9,737	8,903	10,134	8,625	10,182	(15.29%)	27,662	31,218	(11.39%)
Passengers Per Revenue Hour	2.7	2.7	2.6	2.6	2.6	2.6	2.7	2.8	(1.89%)	2.7	2.8	(4.61%)
Average Passenger Trip Length	8.85	8.86	8.89	8.87	9.01	9.04	9.03	8.86	2.01%	9.03	8.84	2.10%
Complaints Per 100,000 Passengers	46.37	39.74	20.78	71.89	44.93	29.60	57.97	78.57	(26.22%)	43.38	92.90	(53.30%)
Commendations Per 100,000 Passengers	0.00	19.87	41.56	10.27	0.00	0.00	0.00	0.00	0.00%	0.00	22.42	(100.00%)
On-Time Performance	92.45%	92.79%	93.54%	92.15%	93.25%	93.15%	0.00%	90.65%	(100.00%)	93.20%	91.94%	1.37%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	3.69	1.31	2.70	0.00	2.94	1.30	3.09	5.56	(44.44%)	2.38	2.70	(11.83%)
Non-Preventable/100,000 Miles	0.00	0.00	1.35	0.00	4.42	1.30	4.63	1.39	233.37%	3.34	0.90	270.31%
Maintenance:												
Total Service Miles	81,344.5	76,428.9	74,166.1	75,967.0	67,940.5	77,089.1	64,769.9	71,971.1	(10.01%)	209,799.5	221,983.1	(5.49%)
Roadcalls/100,000 Miles	2.46	3.93	4.05	5.27	14.72	6.49	9.26	4.17	122.24%	10.01	5.86	70.92%
Active Vehicles In Fleet	24	23	23	23	23	22	22	21	4.76%	22	21	6.35%
Rideshare												
Passengers	19,162	17,157	16,989	16,735	14,395	17,450	15,512	17,550	(11.61%)	47,357	52,077	(9.06%)
Passengers Per Revenue Hour	5.4	5.3	5.2	5.2	4.4	5.5	5.1	5.6	(9.00%)	5.0	5.6	(10.99%)
Rideshare Customers	616	594	604	608	558	566	561	639	(12.21%)	562	639	(12.15%)
Rideshare Vans In Circulation	89	88	87	87	84	85	84	88	(4.55%)	84	88	(4.17%)
Average Passenger Trip Length	40.07	40.34	41.41	39.83	40.18	40.33	39.91	40.00	(0.22%)	40.15	40.27	(0.31%)
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.00	0.00	0.00	0.00	0.79	0.00	0.73	0.00	0.00%	0.49	0.23	110.14%
Non-Preventable/100,000 Miles	0.00	0.00	0.00	0.00	0.00	0.00	0.73	0.00	0.00%	0.24	0.46	(47.45%)
Maintenance:												
Total Service Miles	158,485.0	142,556.0	139,740.8	142,662.5	125,830.0	147,973.1	136,772.9	144,520.0	(5.36%)	410,576.0	431,414.0	(4.83%)
Roadcalls/100,000 Miles	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.00	0.00	0.00%
Active Vehicles In Fleet	103	97	96	108	108	108	108	94	14.89%	108	94	14.89%
System Total												
Farebox Recovery Ratio	20.65%	20.74%	19.15%	15.68%	16.08%	21.96%	24.16%	21.16%	14.16%	20.82%	21.35%	(2.51%)



System Performance Ridership Report

September 2016

	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016	September 2016	September 2015	September % Change FY17	FY17 September YTD	FY16 September YTD	YTD % Change FY17
Fixed Route	359,079	393,991	357,931	308,552	272,117	550,448	378,099	388,022	(2.56%)	1,200,664	1,242,450	(3.36%)
1. Local:												
#1 - Fairgrounds	20,040	20,177	20,911	15,877	13,726	250,887	20,982	23,466	(10.59%)	285,595	300,668	(5.01%)
#3 - University	33,785	33,340	33,580	34,016	31,668	34,896	37,041	35,213	5.19%	103,605	103,820	(0.21%)
#4 - E. 14th	16,887	16,294	16,336	15,864	15,067	15,529	17,211	18,969	(9.27%)	47,807	52,458	(8.87%)
#5 - Franklin Ave	7,948	7,843	8,275	6,504	4,988	7,124	10,008	8,551	17.04%	22,120	18,008	22.83%
#6 - Indianola Ave	30,336	30,238	31,182	26,189	23,279	26,537	34,198	34,057	0.41%	84,014	83,829	0.22%
#7 - SW 9th St	35,617	35,861	36,851	27,252	24,286	28,616	36,835	36,949	(0.31%)	89,737	90,009	(0.30%)
#8 - Fleur Dr	4,655	5,016	4,776	1,924	1,534	2,987	5,836	5,920	(1.42%)	10,357	10,483	(1.20%)
#11 - Ingersoll Ave	2,418	1,954	2,340	2,229	2,133	2,582	2,445	2,420	1.03%	7,160	6,469	10.68%
#13 - Evergreen/SE Park Ave	6,464	7,304	7,234	1,044	427	2,656	8,284	8,627	(3.98%)	11,367	11,306	0.54%
#14 - Beaver Ave	20,295	20,925	20,151	14,625	12,575	16,182	22,767	24,386	(6.64%)	51,524	56,090	(8.14%)
#15 - 6th Ave	25,799	25,535	25,120	20,803	17,349	21,347	26,775	28,035	(4.49%)	65,471	70,744	(7.45%)
#16 - Douglas Ave	37,693	36,320	37,101	30,659	26,074	31,473	38,581	41,788	(7.67%)	96,128	104,295	(7.83%)
#17 - Hubble Ave	23,480	22,665	24,030	23,242	20,413	22,868	24,383	24,207	0.73%	67,664	68,001	(0.50%)
#52 - Valley West/Jordan Creek	15,226	14,927	13,905	15,026	13,798	15,035	14,250	14,428	(1.23%)	43,083	44,219	(2.57%)
#60 - Ingersoll/University	33,935	33,286	31,916	30,212	26,539	29,351	37,127	37,175	(0.13%)	93,017	94,356	(1.42%)
2. Shuttle:												
Dline	13,891	54,668	17,020	14,449	14,230	14,037	14,421	14,454	(0.23%)	42,688	42,627	0.14%
Link Shuttle	1,634	1,324	983	1,314	968	1,152	992	1,331	(25.47%)	3,112	3,414	(8.85%)
3. Express:												
#91 - Merle Hay Express	1,070	991	971	901	786	1,002	1,058	1,123	(5.79%)	2,846	3,243	(12.24%)
#92 - Hickman Express	2,892	2,734	2,725	2,921	2,447	2,831	2,536	3,015	(15.89%)	7,814	8,627	(9.42%)
#93 - NW 86th Express	3,594	3,316	3,260	3,565	3,143	3,607	3,468	3,053	13.59%	10,218	8,680	17.72%
#94 - Westtown	804	822	988	1,244	1,194	1,436	1,380	766	80.16%	4,010	2,582	55.31%
#95 - Vista	1,870	1,476	1,628	1,721	1,513	1,707	1,455	1,975	(26.33%)	4,675	6,305	(25.85%)
#96 - E.P. True	2,878	2,340	2,505	2,656	2,090	2,303	2,200	3,171	(30.62%)	6,593	9,250	(28.72%)
#98 - Ankeny	8,197	7,575	6,797	7,167	5,748	7,229	7,225	8,137	(11.21%)	20,202	22,559	(10.45%)
#99 - Altoona	1,538	1,348	1,524	1,556	1,285	1,648	1,690	1,441	17.28%	4,623	4,276	8.12%
4. Flex:												
#72 Flex: West Des Moines/Clive	4,452	4,081	4,172	3,750	3,398	3,845	3,635	3,724	(2.39%)	10,878	11,039	(1.46%)
#73 Flex: Urbandale/Windsor Heights	266	248	252	284	237	237	233	290	(19.66%)	707	980	(27.86%)
#74 Flex: NW Urbandale	653	576	637	610	428	578	436	633	(31.12%)	1,442	1,662	(13.24%)
5. On Call:												
On-Call: Ankeny	289	301	189	203	222	231	251	283	(11.31%)	704	813	(13.41%)
On-Call: Johnston/Grimes	232	290	345	263	209	276	271	202	34.16%	756	556	35.97%
On-Call: Regional	241	216	227	482	363	259	125	233	(46.35%)	747	1,082	(30.96%)
Paratransit	10,783	10,065	9,624	9,737	8,903	10,134	8,625	10,182	(15.29%)	27,662	31,218	(11.39%)
Cab	935	1,008	967	866	735	875	977	913	7.01%	2,587	2,491	3.85%
Bus/Van	9,848	9,057	8,657	8,871	8,168	9,259	7,648	9,269	(17.49%)	25,075	28,727	(12.71%)
Rideshare	19,162	17,157	16,989	16,735	14,395	17,450	15,512	17,550	(11.61%)	47,357	52,077	(9.06%)
Total Ridership	389,024	421,213	384,544	335,024	295,415	578,032	402,236	415,754	(3.25%)	1,275,683	1,325,745	(3.78%)



MONTHLY REPORT



10A: Operations

Staff Resources: Tim Sanderson, Chief Operating Officer

1100 DART Way Renovation:

The renovation project at 1100 Dart Way is entering the final stages and the project is progressing very well. All interior walls have been installed as well as the ceiling grid and the majority of the cabinetry. At this time, we are projected to have this project completed by the end of the year and within budget.

New 40' Buses:

As of October 28, 2016 we will have seven of the twenty seven new 40' New Flyer buses in service. These buses are performing well and have been well received by Operators and passengers.



MONTHLY REPORT



10B: Engagement

Staff Resources: Amanda Wanke, Chief Engagement and Communications Officer

All Engagement

- **DART Forward:** DART staff launched the draft DART Forward 2035 plan to the community throughout the month of October, with heavy involvement from the marketing and communications, planning and customer and community relations teams. Efforts have included:
 - Unveiling event on October 5 with more than 100 community leaders.
 - Launch of a website, dartforward2035.com, as well as various printed materials, presentations, print and digital advertisements and a social media campaign. As of October 27:
 - 738 people have completed the transit priority
 - 447 people have completed the full survey on page 3
 - Respondents are about 60% non-riders and 40% riders.
 - Presentations throughout the community including:
 - 12 public meetings occurring through November 1
 - Presentations to most of DART's member city councils
 - Stakeholder meetings including but not limited to:
 - DART Forward 2035 Advisory Committee
 - Transit Future Work Group
 - Des Moines Neighbors
 - Emerging Leaders Collaborative
 - Des Moines Network of Commercial Real Estate Professionals
 - NAACP
 - An advertising plan that will generate nearly 3,000,000 impressions throughout October and November.
 - As of October 24, DART has received 12 news media and 42 social media hits, resulting in more than 1 million impressions, more than 600 rankings of the top five priorities for the region and approximately 400 full survey results.

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

- **PRSA Prime Award** – On October 19, the marketing team received a Public Relations Society of America (PRSA) Prime Award from the Central Iowa chapter in the social media category for its Garth Brooks ad. The Facebook ad resulted in 1,795 clicks through to DART's website at a cost-per-click of 6 cents.
- **Art Bus Unveiling** – Working with the Greater Des Moines Public Arts Foundation, the marketing team held its fifth art bus unveiling on October 14. The unveiling occurred during

MONTHLY REPORT
10B: Engagement



Valley Junction's Gallery Night, making it the first unveiling event outside the city of Des Moines.

- **Member-City Events** – DART staff participated in the Des Moines Bicycle Collective's event "Bike with Her." Participants in the bike ride completed tasks along the route, one of which included loading and unloading their bike onto a DART bus. More than 100 people participated on Saturday, October 1.
- **Try Transit Week** – Try Transit Week was held October 16-22. The marketing team promoted it through a series of targeted Facebook ads, rider communication and media outreach. DART provided a total of 104,407 rides throughout the week. Ridership was up an average of 17%, compared to the previous week. Compared to 2015 Try Transit Week, ridership was down about 8,000 rides, or an average of 9%. Amanda Wanke promoted through media interviews with WHO Radio, WHO-TV, Great Day Iowa and KDFR Radio. Additionally, Try Transit week was mentioned 22 times on social media, reaching more than 230,000 people.
- **November Service Change & Route 10 Promotion** – The marketing team has updated the maps and schedules for the November Service Change. The team is also working on execution of a marketing plan to promote the new route 10, focusing on Des Moines residents living near the route and Pleasant Hill residents living near the two Park & Rides.

Marketing Analytics Report

Metric	July 2016	August 2016	September 2016	September 2015	% Change 2015 - 2016
Website Unique Visitors	30,544	41,167	32,172	35,419	-10.09%
Facebook	1,943	2,373	2,427	1,218	49.81%
Twitter	1,770	1,797	1,800	1,580	12.22%
Email Subscribers	3,580	3,590	4,000	3,183	20.43%
Trip Plans	9,191	12,192	10,083	13,434	-33.23%
Next Bus	2,477	2,320	3,108	2,537	18.37%
Schedules	1,778	2,237	1,588	2,539	-59.89%
RideTime App	26,719	24,664	30,030	14,803	50.71%
SMS Text Messaging	44,650	55,731	62,296	51,556	17.24%
IVR	7,948	10,408	9,543	8,639	9.47%

Planning

- **Broadlawns/Pleasant Hill Service:** Planning staff are preparing for the November service change that will create a new route to Pleasant Hill serving the new Broadlawns Clinic on East University including new schedules, route information for operators and riders, and more.
- **February Service Change:** Staff are identifying and prioritizing minor but necessary changes in schedules on a few routes in order to better serve customers. One routing change will be made to the Route 5 in order to run that route along Woodland longer, better serving the Sherman Hill neighborhood and the Methodist Hospital. The Sherman Hill neighborhood association has been involved in discussions.

MONTHLY REPORT
10B: Engagement



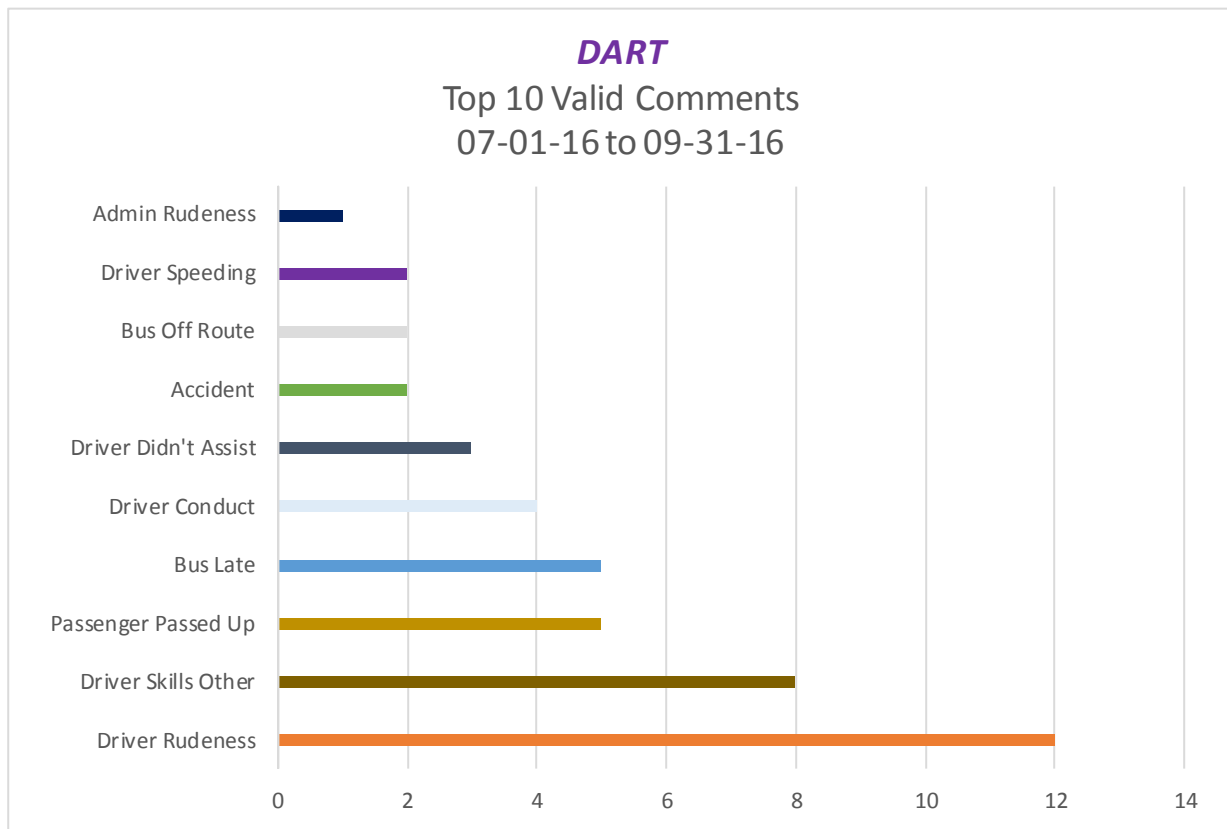
Community and Customer Relations – John Clark, Community and Customer Relations Manager

September 2016 Website Communication and Messages:

- Contact/Feedback Form – 75
- Bus Stop/Shelter Requests - 0
- Voicemails – 107, voicemails requiring response – 16 (15%)

Total Calls for September 2016:

- Schedule Information – 7,384
- Spanish Line – 72
- Receptionist – 608
- RideShare – 835





MONTHLY REPORT
10B: Engagement

Total of Community Events Performed for September 2016:

Mobility Coordination - September 2016 Activities

- How to Ride (Downtown School (18))
- How to Ride (House of Mercy (8))
- How to Ride (Fresh Start Women's Facility (9))
- How to Ride (Des Moines Girls Alternative School (9))
- How to Ride (Epilepsy Empowerment Group (27))
- DART How to Ride (10)
- How to Ride (Epilepsy Empowerment Group (27))
- Smart Steps how to Ride 3 classes (18)
- Mobility Matters Conference
- 501c3 Transportation Summit Progression
- LSI Empower Luncheon
- HIRTA Travel Training Partnership
- Polk County Provider Reach out
- Chamber Engagement Summit
- Easter Seals Inclusive Health Coalition Partner
- Stand Down for Veterans

Community Relations - September 2016 Activities

- Meeting with Wellmark
- Relations meeting with Principal Financial
- GFI Distribution and Training
- Launch Customer Satisfaction Survey
- Meeting with Anthony Paustian (Provost – DMACC West)
- Grab & Go Principal Financial

RideShare - September 2016

- Meeting with Broker's International to complete partnership.
- Progress with TPI in Newton, Iowa, on the possibility to discuss partnership that may result in as many as 18 vanpools.
- Preparation for Van Donation Program



MONTHLY REPORT



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

Upcoming Procurements:

DCS West Hall Flooring – DART is seeking quotes from qualified firms to remove carpet and replace it with polished concrete. The West Hallway is a high traffic area and the existing carpet has seen significant wear. The replacement flooring will be more durable, easier to clean, and have a longer life.

- Request for Quotes published in September 2016

Contracts and Task Orders Approved Recently:

Printing – Bus Schedules

- DART solicited quotes for printing 38,000 new bus schedules. The schedule breakdown is as follows:
 - Routes 5, 6, 14, 52, 60 – Quantity of 2,000 (each)
 - Routes 3, 4, 17, 74 – Quantity of 1,000 (each)
 - Route 72 – Quantity of 3,000
 - Route 16 – Quantity of 8,000
 - Route 1 – Quantity of 6,500
 - Route 10 – Quantity of 6,500
- The contract price was \$4,201.00 and the vendor was Integrity Printing

Power Washer

- DART solicited quotes for one (1) portable hot water pressure washer for use by the Maintenance Department. The power washer allows the Maintenance Department to effectively spot clean buses and other equipment.
- The contract price was \$8,290.00 and the vendor was Hotsy

Upcoming Procurements:

- | | |
|----------------------------|----------------------------------|
| • Fareboxes | • Armored Car / Courier Services |
| • Taxi Cab Services | • Printing Services |
| • Mystery Shopper Services | • Bus Shelters |
| • Employment Services | |



MONTHLY REPORT



10D: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **DART Forward 2035 Plan Update City Council Meetings:** We have made City Council Meeting Presentations on the DART Forward 2035 Plan to most of DART's member cities, including:
 - Waukee City Council, October 10th – Elizabeth Presutti, Amanda Wanke and Commissioner Gayman
 - Grimes City Council, October 11th – Elizabeth Presutti and Amanda Wanke
 - Ankeny City Council, October 17th – Elizabeth Presutti, Amanda Wanke and Commissioner Van Oort
 - Johnston City Council, October 17th – Elizabeth Presutti
 - Pleasant Hill City Council, October 18th – Elizabeth Presutti
 - Urbandale City Council, October 25th – Elizabeth Presutti (Commissioner Gayman is on the Council)
 - Clive City Council, October 27th – Elizabeth Presutti and Commissioner Peterson

We have meetings scheduled in the following cities in November:

 - Bondurant City Council – November 7th
 - Windsor Heights City Council – November 7th
 - West Des Moines City Council – November 14th

- **State Legislative Meetings:** We had meetings along with our State Lobbying team with State Representative Jo Oldson, Representative Rick Olson, Representative Bruce Hunter, Representative Brian Meyer and Nate Boulton. At the meetings we provided additional background on DART and discussed our current initiatives as well as our long-term financial outlook.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

December 6, 2016 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • FY 2016 Annual Audit • Business Fare Programs • Van Donation Program 	<ul style="list-style-type: none"> • Customer Satisfaction Survey • TransTrack • Fare Collection Project Update • FY 2018 Budget
January 10, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Occupational Medical Services • State of Good Repair Goals 	<ul style="list-style-type: none"> • State of Good Repair Requirements (SGR) • Safety Management System (SMS) Requirements • Transit Asset Management (TAM) Requirements • FY 2018 Budget • Transit Ambassador Training Program • Mobility Coordinator Update
February 7, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • FY 2018 Budget Public Hearing Date 	<ul style="list-style-type: none"> • Quarterly Investment Report • Quarterly Safety Report

Other DART Commission Meetings:

- November 9, 2016 at 12:00 PM: DART Executive/Audit Committee Meeting
- November 16, 2016 at 11:15 am: DART Commission Workshop