



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
MAY 1, 2018 – 12:00 PM



	Page #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF MAY 1, 2018 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. PRESENTATION/DISCUSSION	
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11. FUTURE AGENDA ITEMS	32
12. COMMISSIONER ITEMS	
13. NEXT MEETING: Regular DART Meeting - Tuesday, June 5, 2018 – 12:00 P.M.	
A. DART Vision Workshop – Friday, May 18, 2018 – 7:30 A.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.



DISCUSSION ITEM



6A: DART Vision - SWOT Analysis

Staff Resource: Elizabeth Presutti, Chief Executive Officer

The DART Commission established the following steps as part of our long-range planning efforts. These include: establishing a guiding vision for DART, adopting a long-range transit services plan and determining a long-term funding strategy.

The process and information-gathering efforts we are conducting as part of the vision process are to complete a synthesis of community surveys as they relate to public transit, having the DART staff complete a SWOT analysis in conjunction with a survey of Commissioners and lastly a Commission workshop to establish the vision. The workshop will be facilitated by Scott Raecker and Matthew Mitchell from Drake University on May 18th at 7:30 am.

At the Commission meeting, Scott Raecker will join us to provide an update on the SWOT Analysis.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
620 CHERRY STREET – DES MOINES, IOWA 50309
APRIL 3, 2018**



ROLL CALL

Commissioners/Alternates Present and Voting:

Vern Willey, Gary Lorenz, Doug Elrod, Andy Lent, Michael McCoy, Frank Cownie, Jeremy Hamp, Tom Cope, Sara Kurovski, Angela Connolly and Tom Gayman

Commissioners Absent:

John Hathaway, Michael Just, Mike Backous, Paula Dierenfeld, Jason Morse, Gerald Lane, Zacobales Henry and Steve Gaer

Other Commissioners/Alternates Present:

Josh Mandelbaum

CALL TO ORDER

Tom Gayman, Chair, called the meeting to order at 12:00 p.m. 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 Frank Cownie and seconded by Sara Kurovski to approve the April 3, 2018 agenda. The motion carried unanimously.

PUBLIC COMMENT

No Comments

TRANSIT RIDERS ADVISORY COMMITTEE UPDATE

Teresa Volcheck, Vice Chair of the Transit Riders Advisory Committee, gave an update of the recent TRAC Meeting to the Commission. The TRAC members received updates from DART staff on marketing campaign and the goal to increase ridership. In addition, the committee looked over the mobile ticketing, trip planner results as well as information about the new MYDART Trip Planner, which will go live April 11. Upcoming promotions were discussed including bike month, Veterans ride free and how well the DMARC food pantry has been received at DART Central Station. Updates on bus shelter status was given, what we currently have and what we will have in the future. The TRAC Committee will be updating their goals for 2019 as well as looking at future options for TRAC.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – APRIL 3, 2018**



RETIREMENT RECOGNITION – MARK KEUL – 21 YEARS OF SERVICE

Mark Keul was recognized by the DART Commission for his years of service and presented with an award of appreciation.

CONSENT ITEMS

8A – Commission Meeting Minutes – March 6 2018

8B – FY2019 State Grant Application

8C – Software Maintenance Renewals

It was moved by Frank Cownie and seconded by Vern Willey to approve of consent items as presented. The motion carried unanimously.

ACTION ITEMS

9A – Financial Audit Services

Mike Tiedens, Procurement Manager presented the background information in the procurement procedure for seeking a qualified contractor to provide independent financial audit services. This was presented to the Executive Committee and recommended to bring forward for approval to the full DART Commission.

Services will include, but not be limited to the annual independent audit of DART's financial records and assistance to DART with preparation of audited financial statements. After on-site interviews were conducted and evaluations were completed, Baker Tilly Virchow Krause, LLP was the recommended vendor.

It was moved by Vern Willey and seconded by Jeremy Hamp to approve a three (3) year contract with two (2), one (1) year options with Baker Tilly Virchow Krause, LLP for Financial Audit Services for the amount Not to Exceed \$238,040. The motion carried unanimously.

9B – February 2018 Financials

Amber Dakan, Finance Manager, provided a presentation on the February 2018 Financials. Fixed Route Operating revenue is 6.56% under budget projections. Operations expenses are 7.31% below budget projections year to date.

Paratransit Operating revenue is 22.11% lower than budget expectations. Operating expenses are currently showing budget savings of 8.46%.

Rideshare revenues were 5.58% below budget. Operating expenses are below budgetary expectations by 3.33%.

It was moved by Jeremy Hamp and seconded by Angela Connolly to approve the February 2018 Financials. The motion carried unanimously.



DISCUSSION ITEMS

10A – Survey Synthesis

Amanda Wanke, Chief External Affairs Officer introduced Jeff White, President of Business Development and Strategy from Flynn Wright who presented a synthesis of community surveys from the last couple of years in order to inform the DART Commission's long-term planning efforts.

10B – Upcoming Marketing and Communications Initiatives

Erin Hockman, Marketing and Communications Manager shared presentation regarding DART's upcoming marketing and communications initiatives including sharing the marketing campaign, which was reviewed with the Executive Committee last month.

10C August Service Change

Amanda Wanke, Chief External Affairs Officer reminded the Commission that each August, DART implements a service change in order to make any necessary route and/or schedule changes to continue to improve service for its customers. Staff are proposing a number of service improvements for August 2018 that will be possible thanks to an Iowa Clean Air Attainment Program grant as well as implementation of schedule efficiencies, found through a schedule analysis, that will allow for earlier bus service in the morning on several local routes as well as improved frequency on a number of routes. Next steps will be public input on the changes will be gathered in April, and staff will seek final approval on the recommended service changes from the Commission at their regularly scheduled May meeting.

10D - Performance Report – February 2018

Elizabeth Presutti, CEO shared with the Commission that February was a very snowy month in comparison to last year and it did have an impact on ridership. We are seeing a 1.69% decline on ridership and overall 0.6% decline on Fixed Route but Rideshare is growing at 23%. We are looking ahead at March and the numbers look better and on track to where we were last year.

MONTHLY REPORTS

10A – Operations

No Update

10B – Engagement

No Update

10C – Procurement

No Update

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – APRIL 3, 2018**



10D - Chief Executive Officer

Elizabeth Presutti, CEO shared that she has had continual conversations with our lobbyists about a new legislation that is being considered by State Senator Grassley around discontinuing the backfill.

The Commission will receive an email from Elizabeth later in the day with a survey link, which will be used to prepare appropriately for our May 18 Commission Vision Workshop. We ask that for responses by April 11.

FUTURE AGENDA ITEMS

Friday, May 18th - DART Vision Commission Workshop

COMMISSIONER ITEMS

None

Chair, Tom Gayman adjourned the meeting at 1:09 p.m.

Chair

Clerk

Date

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

The next regular DART monthly Commission Meeting has been scheduled for May 1, 2018 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



CONSENT ITEM



7B:	DART Annual Health Insurance Renewal
Action:	Approve a one year renewal of DART's Health Insurance Coverage through Wellmark BCBS, not to exceed \$1.8 million.

Staff Resource: *Katie Stull, Chief Human Resources Officer*

Background:

- DART has had a fully insured Medical Plan through Wellmark since July 1, 2017.
- DART's total expenditure for all medical plans is projected to move from an annual spend of \$1,556,166 to \$1,632,374. This 4.9% increase is equivalent to an increase of \$76,208.
- A breakdown of coverages, plan rates and estimated headcount per plan is attached. A contingency is included should employees add or change coverages through the year based on the estimated headcount.

Recommendation:

- Approval of a one year renewal of DART's Health Insurance Coverage through not to exceed \$1.8 million.



DART Health Insurance Renewal - July 1, 2018

Wellmark									
4-Tier Rates	\$1,000 Deductible Plan Alliance Select 1000 80 \$25/\$25 GF			\$3,000 HDHP Plan Alliance Select 3000 100 HAS OTS			\$5,000 HDHP Plan Alliance Select 5000 100 EMB HAS OTS		
	Head Count	Rate	Annualized	Head Count	Rate	Annualized	Head Count	Rate	Annualized
Single	18	\$571.91	\$123,532.56	67	\$474.80	\$381,739.20	18	\$385.24	\$83,211.84
EE/Spouse	2	\$1,171.27	\$28,110.48	24	\$972.39	\$280,048.32	2	\$788.97	\$18,935.28
EE/Child	2	\$1,082.63	\$25,983.12	11	\$898.80	\$118,641.60	3	\$729.26	\$26,253.36
Family	2	\$1,755.19	\$42,124.56	28	\$1,457.16	\$489,605.76	1	\$1,182.30	\$14,187.60
			\$219,750.72			\$1,270,034.88			\$142,588.08
Change from current			4.25%			4.91%			5.79%
Combined Total							178		\$1,632,373.68
									4.9%
Plan Design	\$1,000 Deductible Plan In Network			\$3,000 HDHP Plan In Network			\$5,000 HDHP Plan In Network		
Deductible	\$1,000 / \$2,000			\$3,000/\$6,000			\$5,000/\$10,000 (Embedded)		
Coinsurance	80%/20%			100%/0%			100%/0%		
Out of Pocket Max.	\$3,000 / \$6,000			\$3,000 / \$6,000			\$5,000/\$10,000		
Office Visit	\$25 copay			Deductible and Coinsurance			Deductible and Coinsurance		
Preventive Benefits	Paid at 100%			Paid at 100%			Paid at 100%		
Urgent Care	\$50 Copay			Deductible and Coinsurance			Deductible and Coinsurance		
Emergency Services	\$150 Copay followed by coinsurance			Deductible and Coinsurance			Deductible and Coinsurance		
Inpatient	Deductible and Coinsurance			Deductible and Coinsurance			Deductible and Coinsurance		
Outpatient	Deductible and Coinsurance			Deductible and Coinsurance			Deductible and Coinsurance		
Rx	\$10/\$20/\$40			Deductible and Coinsurance			Deductible and Coinsurance		
Lifetime Max.	Unlimited			Unlimited			Unlimited		

This is only a summary, please see Summary of Benefits and Coverage (SBC) for complete details.



CONSENT ITEM



7C:	DART Annual Workers Compensation Insurance Renewal
Action:	Approve a one year renewal of DART's Workers Compensation Insurance Coverage through West Bend, not to exceed \$600,000.

Staff Resource: Katie Stull, Chief Human Resources Officer

Background:

- DART has had a fully insured Medical Plan through West Bend since July 1, 2016.
- DART's total expenditure for all medical plans is projected to move from an annual spend of \$596,338 to \$597,433. This 0.2% increase is equivalent to an increase of \$1,095.
- A breakdown of the premium, MOD and discounts is attached.

Recommendation:

- Approval of a one year renewal of DART's Workers Compensation Insurance Coverage through not to exceed \$600,000.

Des Moines Area Regional Transit Authority
Workers Compensation Rate Comparison

<i>Classification</i>		<i>Payroll</i>			<i>Rates Per \$100</i>			<i>Premium</i>		
<i>Description</i>	<i>Code</i>	<i>2017-18</i>	<i>2018-19</i>	<i>Chg</i>	<i>2017-18</i>	<i>2018-19</i>	<i>Chg</i>	<i>2017-18</i>	<i>2018-19</i>	<i>Chg</i>
Limo Co: All Other Empl & Drivers-Scheduled	7382	9,183,217	9,536,247	4%	4.98	4.50	-10%	457,324	429,131	-6%
Automobile Rental Co: Garage Employees	8385	2,016,167	2,075,633	3%	2.74	2.43	-11%	55,243	50,438	-9%
Clerical Office Employees NOC	8810	3,246,403	3,414,653	5%	0.27	0.24	-11%	8,765	8,195	-7%
Totals		14,445,787	15,026,533	4%				521,332	487,764	-6%
Increased Limits Charge					1.1%	1.1%	0%	5,735	5,365	-6%
Waiver of Subrogation								100	100	
Rate Deviated Premium					0%	0%		527,167	493,229	-6%
Schedule Modification					12%	6%	-50%	590,427	522,823	-11%
Experience Modified Premium					1.12	1.27	13%	661,278	663,985	0%
ARAP Modified Premium-if applicable					1.00	1.00	0%	661,278	663,985	0%
Premium Discount					10.50%	10.50%	0%	69,434	69,718	0%
Discounted Premium								591,844	594,267	0%
Terrorism Charges					3%	2%		4,334	3,006	-31%
Other Charges								0	0	
Expense Constant								160	160	0%
Total Premium								596,338	597,433	0%

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ACTION ITEM



8A: Bus Shelter Installation Services

Action: Approve a one (1) year contract with three (3), one (1) year options with Southeast Contractors, Inc. for Bus Shelter Installation Services for the amount Not to Exceed \$300,000.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- DART currently has one (1) vendor under contract to provide bus shelter installation services; originally DART awarded two (2) contractors to expedite the process of installation (and demo if needed).
 - One of the original contractor's agreement has been terminated due to changes in their business structure and a lack of capacity to perform the work.
 - This agreement will be co-termed with the agreement in place with the existing contractor.
- DART is preparing to install up to (fifty) 50 new bus shelters over the next five years. All shelters will be replacements of old ones that have met their useful life or are new shelters at newly identified locations.
- The purchase and installation of bus shelters are accounted and budgeted for in DART's Capital Plan.
- Installation typically includes pouring a cement pad, erecting the shelter, and connecting power.
- Shelters will have AC power or solar power where appropriate.
- Shelters will potentially have a variety of the following features:
 - Advertising panels
 - Local artwork
 - B-Cycle Bikeshare stations

Procurement:

- DART conducted a Request for Proposals for the Bus Shelter Installation Services contract. The RFP was published on February 5, 2018 and proposals were due on March 9, 2018.
- One proposal was received and it was deemed responsive and responsible.
 - Southeast Contractors, Inc.
- Due to receiving only one bid, DART staff conducted an investigation to determine that there were no factors limiting competition.
 - Solicited 24 local companies including 2 companies registered in Iowa as a DBE's (Disadvantaged Business Enterprises)
 - 5 firms attended the Pre-Proposal Meeting
 - Some of the reasons provided:
 - Minimal workload capacity
 - Prior difficulties with permits and bonding



ACTION ITEM

8A: Bus Shelter Installation Services

- Project too small

Southeast Contractors, Inc. Background:

- DBE, Women-owned business, 8(A) Certified Small Business
- Based out of Des Moines with multiple small construction projects completed in the last 4 years (Blank Park Zoo, Walnut Trace Trail Extension, City of Des Moines concrete repair and ADA modifications).
- Iowa Department of Transportation Erosion Control Certified

Funding:

- Budgeted capital funds and the corresponding DART local match.

Recommendation:

- Approval of a contract with Southeast Contractors, Inc. for Bus Shelter Installation Services. The contract will be for 1 year with 3 X 1 year options and the total Not to Exceed will be \$300,000.



ACTION ITEM



8B: June 2018 Service Changes

Staff Resource: Amanda Wanke, Chief External Affairs Officer

Background:

- Each June, DART implements a service change in order to make any necessary route and/or schedule changes to continue to improve service for its customers. Any major changes are brought to the Commission for approval.
- Regarding DART's Fixed Route services, there are no major changes—only the removal of the Des Moines Public Schools service for the summer.
- Due to the withdrawal of the Cities of Carlisle, Elkhart, Mitchellville, Polk City and Runnells, effective June 30, 2018, removal of service to those communities must be approved.
- Currently Mitchellville, Carlisle and Polk City receive On Call service. Elkhart and Runnells do not receive service.
- Should Polk County or Medicaid request trips through our contract arrangements with them to Carlisle, Elkhart, Mitchellville, Polk City and Runnells; then DART's paratransit service is prepared to provide those trips if needed.
- This action item is to remove DART's on-call service to these cities, effective June 30, 2018.

Recommendation:

- Approve the removal of DART on-call service to the Cities of Carlisle, Elkhart, Mitchellville, Polk City and Runnells, effective June 30, 2018.



ACTION ITEM



8C: August 2018 Service Change

Staff Resource: Amanda Wanke, Chief External Affairs Officer

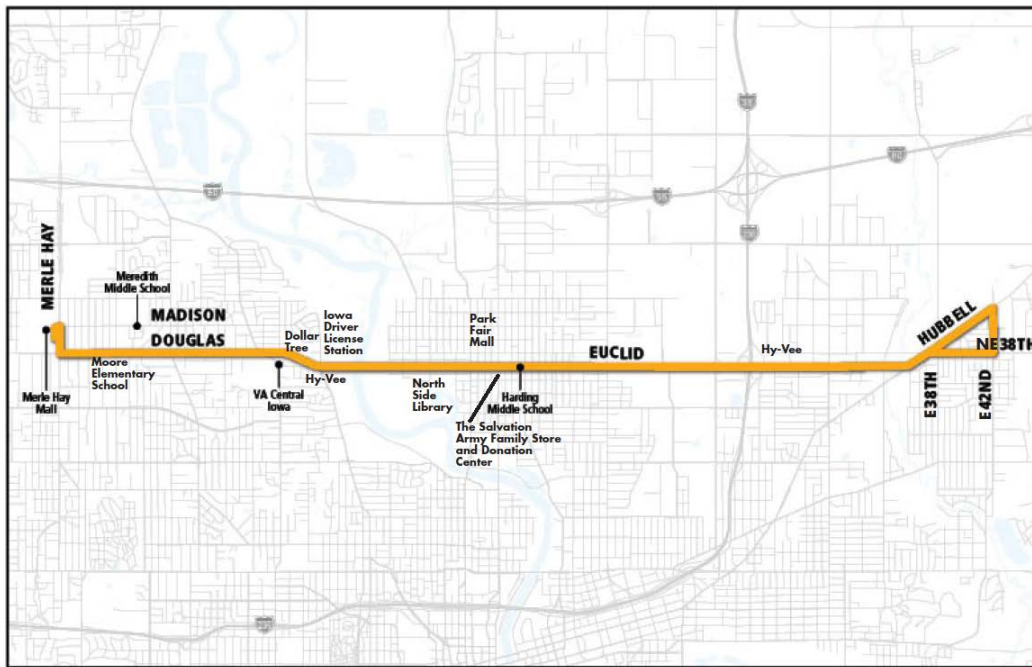
Background:

- Each August, DART implements a service change in order to make any necessary route and/or schedule changes to continue to improve service for its customers.
- Staff are proposing a number of service improvements for August 2018 that will be possible thanks to an Iowa Clean Air Attainment Program grant as well as implementation of schedule efficiencies, found through a schedule analysis, that will allow for earlier bus service in the morning on several local routes as well as improved frequency on a number of routes.
- Public input on the changes is being gathered in April and will be shared with the Commission at the May meeting.

Proposed August 2018 Service Change:

1. Implementation of the Route 50 Crosstown

- Service Level - Weekday service with 40-minute frequency
- Span - approximately 5 a.m. to 11 p.m.



ROUTE 50 - EUCLID CROSSTOWN

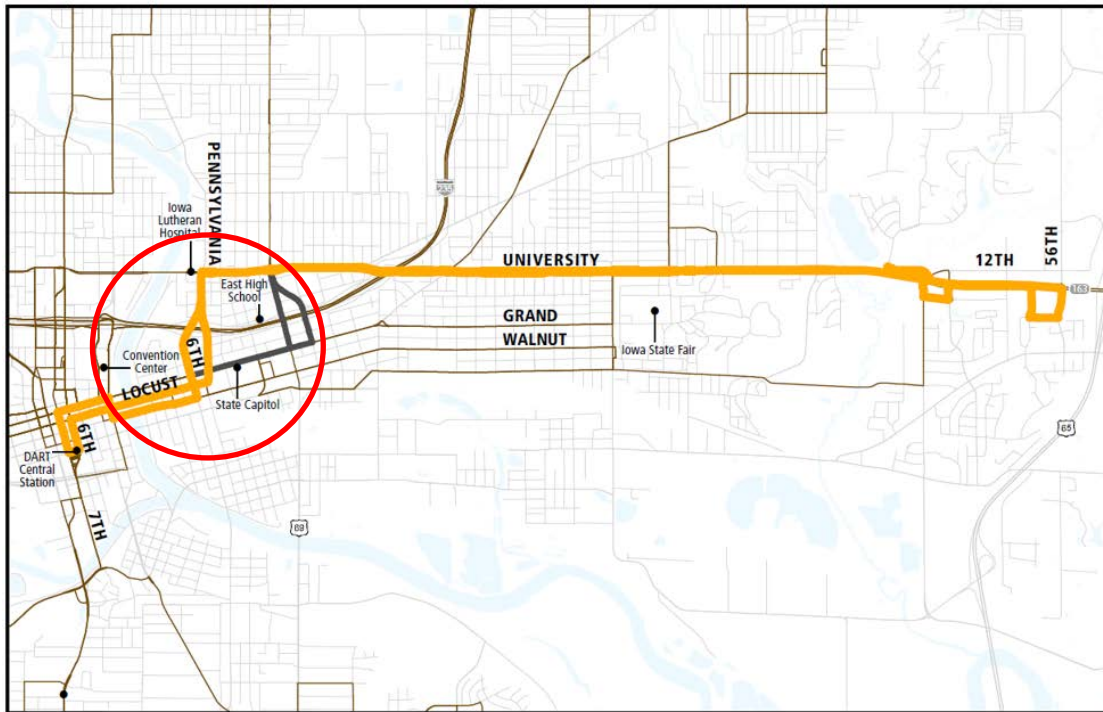
Proposed Alignment
 Discontinued Segment
 Streets



DISCUSSION ITEM
8C: August 2018 Service Change

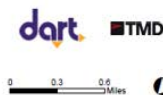


2. Minor route modifications to the Route 10 to expand coverage in Des Moines.



ROUTE 10 - UNIVERSITY AVE

— Proposed Alignment — Existing Network
— Discontinued Segment — Streets



3. Adjustments to school-related trips to accomodate the new bell times for DMPS.

4. Schedule improvements to better serve customers.

- Staff has been working to complete a comprehensive review of schedule/timetable for every route in the DART system with the assistance of DART's planning consultant Transportation Management & Design.
- As part of the analysis, staff has found opportunities to improve the level of service on the street through efficiencies found in the schedules. Through the recalibration of running times on routes and changes in frequency, DART is able to improve the level of service on key local routes without increasing the total number of revenue hours of service DART operates annually. This includes the savings needed for an additional operational support staff member to assist with dispatch to get the buses out on the road earlier each day and provide additional support in the evening.
- Furthermore, the efficiencies gained through this process will allow DART to:
 - offer service on several local routes starting earlier each weekday so that area employees are able to get to work by 6 a.m., and provide more mid-day frequency on several local routes.



DISCUSSION ITEM

8C: August 2018 Service Change

- Both of these improvements—earlier service and more mid-day frequency—are frequently requested by riders and businesses.
- Express Route riders will see slight changes in their bus schedules. The changes will better reflect current running times for the routes.

DRAFT ROUTE FREQUENCY CHANGES FOR AUGUST 2018

Route	Current Frequency	Proposed Frequency
Route 1	15-30 peak / 30 midday	30 all day*
Route 3	20 peak / 30 midday	20 all day
Route 4	30 peak / 60 midday	30 peak / 60 midday
Route 5	30 peak / 50 midday	30 peak / 60 midday
Route 6	10-20 peak/ 30 midday	20 all day
Route 7	15-20 peak/ 30 midday	20 all day
Route 10	60 all day (except 30 first hour)	60 all day (except 30 first hour)
Route 14	30 peak / 60 midday	30 all day
Route 15	15 peak / 30 midday	20 all day
Route 16	10-15 peak/ 30 midday	20 all day
Route 17	30 minute (all frequency out to Altoona, 15 minutes on Hubbell Short line in the peaks)	30 minute (all frequency out to Altoona, 15 minutes on Hubbell Short line in the peaks)
Route 52	30 peak / 60 midday	30 all day
Route 60	20 all day	20 all day
Route 50	--	40 all day

*Note that “all day” is defined as approximately 6 a.m.-6 p.m. Service before and after that timeframe is less frequent due to less demand.

Recommendation:

- Approve the following changes, effective August 19, 2018:
 - Implementation of the Route 50 Crosstown with 40-minute frequency from 5 a.m. to 11 p.m.
 - Minor route modifications to the Route 10 to better serve Pleasant Hill and expand coverage in Des Moines.
 - Adjustments in schedules to serve the new bell times for DMPS.
 - Major schedule improvements to better serve customers.



ACTION ITEM



8D: March FY2018 Consolidated Financial Report

Action: Approve the March FY2018 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue is 7.97% under budget projections. Other Contracted Services, School Funding, and Unlimited Access are meeting or exceeding budget while Cash Fares and fare pass media are under budget.
- Fixed Route Non-Operating revenue is currently 0.31% above budget.
- Paratransit Operating revenue is 23.4% lower than budget expectations. All three categories are lower than expected. Primarily, Other Contracted Services trips makes up the largest variance which is attributed to the ongoing changes with the Iowa Medicaid program.
- Paratransit Non-Operating revenue is 0.86% above budget.
- Rideshare revenues are 5.02% below budget. Rideshare revenue is continuing to climb monthly and is forecasted to meet budget expectations by year end.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 7.03% below budget projections year to date. Fuel and Lubricants, Salaries, Wages & Fringes, and Insurance are seeing the largest savings.
- Paratransit Budget Summary – Operating expenses are currently showing budget savings of 7.88%. Fuel and Lubricants, Salaries, Wages & Fringes, and Equipment Repair Parts are the categories seeing the most savings.
- Rideshare Budget Summary – Rideshare expenses are below budgetary expectations by 3.88%. Fuel & Lubricants, Salaries, Wages & Fringes, and Miscellaneous Departmental Expenses are the three categories seeing the most savings.

Recommendation:

- Approve the March FY2018 Consolidated Financial Report.

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

Fixed Route	\$	1,181,003	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(121,450)	\$278,291.43
Rideshare	\$	<u>(7,076)</u>	
Total	\$	1,052,477	

FY2018 Financials:

March 2018

FIXED ROUTE	March 2018			Year-To-Date-(9) Months Ending 03/31/2018		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	385,168	463,642	(78,474)	3,840,350	4,172,775	(332,425)
Non-Operating Revenue	1,905,100	1,848,126	56,974	16,684,021	16,633,131	50,890
Subtotal	2,290,268	2,311,767	(21,500)	20,524,371	20,805,906	(281,535)
Operating Expenses	2,179,254	2,311,767	132,513	19,343,368	20,805,906	1,462,538
Gain/(Loss)	111,014	-	111,014	1,181,003	-	1,181,003

PARATRANSIT	March 2018			Year-To-Date-(9) Months Ending 03/31/2018		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	98,837	150,983	(52,146)	1,041,204	1,358,850	(317,646)
Non-Operating Revenue	128,647	113,417	15,231	1,029,514	1,020,751	8,763
Subtotal	227,485	264,400	(36,915)	2,070,718	2,379,601	(308,882)
Operating Expenses	254,721	264,400	9,679	2,192,168	2,379,601	187,433
Gain/(Loss)	(27,236)	-	(27,236)	(121,450)	-	(121,450)

RIDESHARE	March 2018			Year-To-Date-(9) Months Ending 03/31/2018		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	69,561	68,792	770	588,027	619,125	(31,098)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	69,561	68,792	770	588,027	619,125	(31,098)
Operating Expenses	63,038	68,792	5,754	595,103	619,125	24,022
Gain/(Loss)	6,523	-	6,523	(7,076)	-	(7,076)



DISCUSSION ITEM



9A: Facilities Assessment Update

Staff Resource: Tim Sanderson: Chief Operations Officer

As the current Maintenance and Operations Facility located at 1100 Dart Way was constructed in 1976 with a useful life of 40 years. In an effort to ensure we have an understanding of the facility needs over the next 10-20 years to maintain the facility in a state of good repair, DART has undertaken a facility assessment to identify and estimate upcoming infrastructure requirements that will be required to ensure the operational capability of the facility.

In order to prepare this Facility Assessment, DART enlisted our current Architectural and Engineering firm Substance Architecture, with assistance from Transit Facility specialists WSP, to thoroughly assess the current condition of the facility from both an infrastructure perspective as well as an operational capability perspective.

Todd Garner of Substance Architecture will update the commission on the progress to date.



DISCUSSION ITEM



9B: Medicaid Update

Staff Resource: Tim Sanderson: Chief Operations Officer

Tim Sanderson will provide a presentation to the Commission on the impact that changes to the Medicaid program have had on DART Paratransit.



DISCUSSION ITEM



9C: Quarterly Safety Report – 3rd Quarter FY 2018

Staff Resource: Patrick Daly, Operations Manager - Safety

Analysis of accidents for the 3rd Quarter of FY2018:

ACCIDENTS BY ROUTE:	3 rd QTR FY18	3 rd QTR FY17	YTD FY18	YTD FY17
#1 – FAIRGROUNDS	3	1	5	6
#3 – UNIVERSITY	4	1	11	6
#4 – 14TH	1	0	3	0
#5 – FRANKLIN AVE/JOHNSTON	2	2	2	3
#6 – INDIANOLA AVE	0	1	2	2
#7 – SW 9 th ST	3	3	4	7
#8 – FLEUR DR	0	1	2	2
#9 – EXPRESSES	3	4	10	13
#10 – EAST UNIVERSITY	0	1	0	1
#11 – INGERSOLL/VALLEY JCT	0	0	1	0
#12 – ON PROPRETY	3	4	18	11
#13 – PARK AVE	0	1	0	1
#14 – BEAVER AVE.	1	3	2	9
#15 – 6 th AVE.	1	2	6	5
#16 – DOUGLAS AVE	2	4	5	6
#17 – HUBBELL AVE/ALTOONA	3	2	6	4
#52 – VALLEY WEST/JORDAN CR	1	2	3	4
#60 – INGERSOLL/UNIVERSITY	1	3	3	7
#72 – WDM/CLIVE FLEX	2	0	5	0
#73 – URBANDALE/WHTS FLEX	0	0	0	1
#74 – NW URBANDALE FLEX	0	0	1	0
#75 – NW GRIMES On-Call	0	0	0	0
#40 - LINK	0	0	1	2
#42 - STATE CAPITAL/D-LINE	1	0	4	2
#SS - SCHOOL ROUTES	3	1	4	1
#20 - PARATRANSIT	8	9	16	23
R - RIDESHARE	0	4	2	3
A - ADMIN	3	1	4	1
M – MAINTENANCE	0	0	0	1
SF – STATE FAIR	0	0	1	2
Training	2	0	3	1
TAXI	0	0	1	0
TOTALS	47	45	125	124

DISCUSSION ITEM
 9C: Quarterly Safety Report – 3rd Quarter FY 2018



ACCIDENTS BY TYPE:	3 rd QTR <u>FY18</u>	3 rd QTR <u>FY17</u>	YTD <u>FY18</u>	YTD <u>FY17</u>
BUS\DART VEHICLE INTO FIXED OBJECT	20	19	59	51
PERSONAL INJURY	0	2	0	2
BUS\DART VEHICLE INTO VEHICLE	7	15	16	27
VEHICLE INTO BUS\DART VEHICLE	20	6	48	39
OTHER	0	3	2	4
STRUCK ANIMAL	0	0	0	0
MAINTENANCE	0	0	0	1
VANDALISM	0	0	0	0
TOTALS	47	45	125	124

ACCIDENTS BY CHARGEABILITY CODE:	3 rd QTR <u>FY18</u>	3 rd QTR <u>FY17</u>	YTD <u>FY18</u>	YTD <u>FY17</u>
NON PREVENTABLE	22	23	54	64
PREVENTABLE - OPERATOR	19	15	47	53
PREVENTABLE - SYSTEM	3	2	4	2
ON PROPERTY	3	*4	18	*4
UNDETERMINED	0	1	2	1
TOTALS	47	45	125	124

* These accidents were previously included in the Preventable category

ACCIDENTS BY SERVICE	3 rd QTR <u>FY18</u>	3 rd QTR <u>FY17</u>	YTD <u>FY18</u>	YTD <u>FY17</u>
FIXED ROUTE	35	38	95	93
PARATRANSIT	8	7	15	23
RIDESHARE	0	0	2	3
ADMINISTRATION	3	0	4	1
MAINTENANCE	0	0	5	1
STATE FAIR	0	0	1	2
TAXI	0	0	1	0
TRAINING	1	0	2	1
TOTALS	47	45	125	124



System Summary Performance Report

March 2018

	September 2017	October 2017	November 2017	December 2017	January 2018	February 2018	March 2018	March 2017	March % Change FY18	FY18 March YTD	FY17 March YTD	YTD % Change FY18
Fixed Route												
Passengers	366,180	383,886	353,419	307,576	321,007	310,431	336,253	349,959	(3.92%)	3,199,038	3,289,834	(2.76%)
Mobile Ticketing Ridership	254	1,160	7,066	7,786	9,023	8,332	10,188	0	0.00%	44,073	0	0.00%
OTT Ridership	20,390	21,931	21,284	19,312	16,780	17,750	20,248	19,122	5.89%	176,391	174,626	1.01%
Unlimited Access Ridership	28,746	28,198	26,100	21,443	25,317	25,053	27,077	28,451	(4.83%)	234,580	249,849	(6.11%)
Bike Rack Usage	6,369	5,652	4,386	3,203	1,895	1,756	3,008	3,740	(19.57%)	39,570	40,936	(3.34%)
Passengers Per Revenue Hour	21.0	20.4	19.8	17.6	17.3	18.1	17.8	18.2	(2.20%)	19.3	19.8	(2.33%)
Average Passenger Trip Length	4.19	4.17	4.18	4.15	4.21	4.21	4.21	4.38	(3.97%)	4.21	4.37	(3.72%)
Complaints Per 100,000 Passengers	21.30	19.54	18.67	12.03	10.59	9.02	12.79	13.14	(2.71%)	14.79	10.82	36.64%
Commendations Per 100,000 Passengers	2.46	1.82	0.85	0.33	4.36	1.93	0.89	4.29	(79.18%)	1.91	1.85	2.84%
On-Time Performance	77.69%	79.20%	83.23%	84.19%	85.02%	82.49%	86.85%	84.59%	2.67%	82.01%	83.10%	(1.32%)
<u>Accident Frequency Rate by Service:</u>												
Preventable/100,000 Miles	1.11	2.73	2.52	1.85	0.35	3.75	2.75	1.69	63.10%	2.02	1.37	47.88%
Non-Preventable/100,000 Miles	1.48	0.68	1.08	1.11	1.39	3.00	2.06	2.70	(23.55%)	1.71	2.54	(32.62%)
<u>Maintenance:</u>												
Total Service Miles	270,161.2	292,939.7	277,902.1	270,461.1	288,119.7	266,443.2	290,930.8	296,558.8	(1.90%)	2,573,392.7	2,561,462.6	0.47%
Roadcalls/100,000 Miles	21.47	19.12	15.47	15.90	19.44	12.76	5.16	39.79	(87.04%)	20.56	36.66	(43.92%)
Active Vehicles In Fleet	123	123	123	123	123	123	123	127	(3.15%)	123	126	(2.20%)
Paratransit												
Passengers	8,904	9,586	8,417	7,772	8,329	7,543	8,850	9,913	(10.72%)	77,154	83,154	(7.22%)
Passengers Per Revenue Hour	2.5	2.4	2.3	2.3	2.2	2.2	2.2	2.5	(11.16%)	2.3	2.6	(9.85%)
Average Passenger Trip Length	8.89	8.89	8.92	8.91	8.98	9.02	8.91	8.89	0.26%	8.91	8.88	0.27%
Complaints Per 100,000 Passengers	101.08	83.46	83.17	193.00	180.09	159.09	90.40	90.79	(0.43%)	119.24	44.50	167.98%
Commendations Per 100,000 Passengers	33.69	0.00	0.00	0.00	12.01	26.51	22.60	0.00	0.00%	14.26	0.00	0.00%
On-Time Performance	81.62%	82.33%	81.88%	84.18%	81.57%	82.43%	87.38%	81.43%	7.32%	83.26%	91.96%	(9.45%)
<u>Accident Frequency Rate by Service:</u>												
Preventable/100,000 Miles	0.00	1.30	0.00	1.53	0.00	4.56	1.34	2.55	(47.38%)	1.08	2.17	(50.30%)
Non-Preventable/100,000 Miles	0.00	1.30	0.00	0.00	4.16	0.00	1.34	1.27	5.24%	1.08	1.39	(22.69%)
<u>Maintenance:</u>												
Total Service Miles	72,019.5	76,769.0	69,268.2	65,194.4	72,111.2	65,781.3	74,610.5	78,519.2	(4.98%)	649,158.0	645,236.2	0.61%
Roadcalls/100,000 Miles	11.11	5.21	10.11	12.27	4.16	9.12	5.36	10.19	(47.38%)	7.86	9.61	(18.24%)
Active Vehicles In Fleet	23	23	23	22	22	22	22	22	0.00%	23	22	3.01%
Rideshare												
Passengers	17,612	19,518	19,205	18,258	22,503	19,845	21,725	18,108	19.97%	174,178	141,499	23.09%
Passengers Per Revenue Hour	5.4	5.4	6.4	6.7	6.0	5.1	5.0	5.4	(7.98%)	5.6	5.2	7.80%
Rideshare Customers	636	657	684	713	732	707	694	564	23.05%	676	564	19.85%
Rideshare Vans In Circulation	93	95	97	97	100	99	97	86	12.79%	96	84	14.36%
Average Passenger Trip Length	38.64	38.40	38.07	38.37	38.51	38.67	37.92	39.22	(3.31%)	38.48	39.95	(3.69%)
Complaints Per 100,000 Passengers	0.00	0.00	0.00	0.00	4.44	0.00	0.00	0.00	0.00%	1.72	0.00	0.00%
Commendations Per 100,000 Passengers	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.00	0.00	0.00%
<u>Accident Frequency Rate by Service:</u>												
Preventable/100,000 Miles	0.00	0.00	0.00	1.36	0.00	0.00	0.00	0.00	0.00%	0.14	0.17	(14.65%)
Non-Preventable/100,000 Miles	0.00	0.00	0.00	1.36	0.00	0.00	0.00	0.00	0.00%	0.14	0.17	(14.65%)
<u>Maintenance:</u>												
Total Service Miles	142,285.0	163,547.0	153,024.5	147,427.1	173,751.0	156,887.0	175,302.3	150,797.1	16.25%	1,418,278.9	1,210,480.8	17.17%
Active Vehicles In Fleet	109	109	109	107	107	106	106	108	(1.85%)	108	108	0.21%
System Total												
Farebox Recovery Ratio	23.30%	22.94%	22.66%	20.13%	19.28%	22.30%	20.36%	25.19%	(19.18%)	21.68%	26.01%	(16.66%)



System Performance Ridership Report

March 2018

	September 2017	October 2017	November 2017	December 2017	January 2018	February 2018	March 2018	March 2017	March % Change FY18	FY18 March YTD	FY17 March YTD	YTD % Change FY18
Fixed Route	366,180	383,886	353,419	307,576	321,007	310,431	336,253	349,959	(3.92%)	3,199,038	3,289,834	(2.76%)
1. Local:												
#1 - Fairgrounds	19,810	20,612	18,083	15,629	15,441	16,967	18,903	17,221	9.77%	385,516	394,959	(2.39%)
#3 - University	32,331	33,378	32,409	28,845	28,315	26,607	29,749	31,905	(6.76%)	271,693	295,398	(8.02%)
#4 - E. 14th	16,010	16,152	16,062	13,742	15,122	14,432	15,806	17,468	(9.51%)	137,771	150,086	(8.21%)
#5 - Franklin Ave	9,374	11,016	11,491	8,983	9,937	9,880	9,495	8,393	13.13%	82,430	71,620	15.09%
#6 - Indianola Ave	30,459	32,019	29,462	25,578	26,405	26,297	28,313	28,873	(1.94%)	244,466	262,992	(7.04%)
#7 - SW 9th St	38,564	41,572	37,205	33,108	33,939	31,380	33,711	35,745	(5.69%)	304,789	299,872	1.64%
#8 - Fleur Dr	5,798	6,084	5,692	4,176	4,473	5,033	4,442	5,176	(14.18%)	41,659	40,719	2.31%
#10 - East University	3,299	3,533	3,078	2,778	2,867	2,704	3,358	3,201	4.90%	26,452	12,083	118.92%
#11 - Ingersoll Ave	1,924	2,019	1,780	1,476	1,677	1,579	1,807	2,133	(15.28%)	15,887	19,109	(16.86%)
#13 - Evergreen/SE Park Ave	7,873	8,715	7,828	5,891	7,095	7,360	6,112	5,931	3.05%	54,667	53,750	1.71%
#14 - Beaver Ave	22,293	23,844	21,466	18,438	19,348	18,523	18,987	21,265	(10.71%)	174,922	177,636	(1.53%)
#15 - 6th Ave	27,165	28,820	26,546	23,306	23,037	21,951	22,475	23,466	(4.22%)	213,054	213,291	(0.11%)
#16 - Douglas Ave	37,557	38,225	36,228	31,591	32,908	32,377	35,623	37,931	(6.08%)	301,023	319,478	(5.78%)
#17 - Hubbell Ave	23,307	26,596	23,709	22,076	22,071	21,339	23,502	21,914	7.25%	206,885	206,784	0.05%
#52 - Valley West/Jordan Creek	14,670	14,781	13,424	13,505	11,769	11,775	14,732	14,322	2.86%	122,411	127,184	(3.75%)
#60 - Ingersoll/University	34,862	36,851	33,414	28,870	31,378	29,860	32,811	31,869	2.96%	285,442	284,622	0.29%
2. Shuttle:												
Dline	16,583	14,875	12,822	11,345	12,970	11,560	14,218	14,823	(4.08%)	125,555	123,525	1.64%
Link Shuttle	632	667	620	523	730	545	477	904	(47.23%)	5,679	8,777	(35.30%)
3. Express:												
#91 - Merle Hay Express	1,056	0	0	0	0	0	0	1,250	(100.00%)	3,501	9,262	(62.20%)
#92 - Hickman Express	2,128	2,502	2,363	1,870	2,502	2,572	2,582	2,596	(0.54%)	20,560	22,720	(9.51%)
#93 - NW 86th Express	2,546	2,811	2,587	2,299	3,059	2,698	2,796	3,229	(13.41%)	24,452	29,951	(18.36%)
#94 - Westtown	1,023	1,100	1,383	815	943	874	868	1,262	(31.22%)	9,312	10,533	(11.59%)
#95 - Vista	1,132	1,123	881	744	954	1,005	1,018	1,603	(36.49%)	9,309	12,472	(25.36%)
#96 - E.P. True	2,097	2,403	1,985	1,618	1,902	1,664	2,017	2,552	(20.96%)	18,376	20,250	(9.25%)
#98 - Ankeny	6,617	7,122	6,477	5,191	6,883	6,685	7,090	8,066	(12.10%)	58,531	62,585	(6.48%)
#99 - Altoona	1,608	1,616	1,541	1,106	1,419	1,306	1,414	1,776	(20.38%)	13,022	15,345	(15.14%)
4. Flex:												
#72 Flex: West Des Moines/Clive	4,239	4,194	3,737	3,184	2,776	2,456	3,099	3,818	(18.83%)	32,061	32,603	(1.66%)
#73 Flex: Urbandale/Windsor Heights	211	245	193	172	228	199	158	188	(15.96%)	1,801	1,906	(5.51%)
#74 Flex: NW Urbandale	744	756	623	471	552	493	422	613	(31.16%)	5,276	4,709	12.04%
5. On Call:												
On-Call: Ankeny	121	106	112	83	127	102	96	226	(57.52%)	937	1,926	(51.35%)
On-Call: Johnston/Grimes	98	99	170	133	143	183	144	107	34.58%	1,212	2,005	(39.55%)
On-Call: Regional	49	50	48	30	37	25	28	133	(78.95%)	387	1,682	(76.99%)
Paratransit	8,904	9,586	8,417	7,772	8,329	7,543	8,850	9,913	(10.72%)	77,154	83,154	(7.22%)
Cab	999	1,014	1,022	981	1,221	1,236	1,083	888	21.96%	9,056	7,991	13.33%
Bus/Van	7,905	8,572	7,395	6,791	7,108	6,307	7,767	9,025	(13.94%)	68,098	75,163	(9.40%)
Rideshare	17,612	19,518	19,205	18,258	22,503	19,845	21,725	18,108	19.97%	174,178	141,499	23.09%
Total Ridership	392,696	412,990	381,041	333,606	351,839	337,819	366,828	377,980	(2.95%)	3,450,370	3,514,487	(1.82%)



MONTHLY REPORT



10A:	Operations
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Staff Resources: Tim Sanderson, Chief Operating Officer

- On April 22, 2018 DART was once again requested to provide emergency transportation as a result of a collision involving two Algona School buses traveling to Des Moines on I-35. DART staff responded quickly and provided transportation for the schoolchildren from the scene of the accident to the Altoona Fire Hall. In addition, DART's Operations Manager – Safety, Pat Daly assisted the Algona School District with performing some post-accident requirements.
- On May 19, 2018 DART will be holding its annual Bus Operator Rodeo at the DMAC parking lot located between 7th St and 8th St and University. Competition begins at 10AM with the fixed route class, followed by small bus. We would love to see you there to cheer on our Operators. The winner of the small and large bus competition will have the opportunity to advance to the State Rodeo, which will be hosted in Okoboji in June.



10B: External Affairs Team Report

Staff Resources: Amanda Wanke, Chief External Affairs Officer

External Affairs – All Team:

- Farmers’ Market D-Line Extension – The Downtown Farmers’ Market is partnering with DART to help fund and market the extension of the D-Line service on Saturday mornings. Starting May 6 through the end of October, the D-Line will run 7 a.m. to 5 p.m. on Saturdays.
• August Service Change Public Input – Staff gathered input from the public on the proposed August service change schedules. Outreach tactics included the agency’s first Facebook Live public meeting, an online survey, emails, bus audio, public meetings, information sessions and more. Feedback will be shared with the Commission at the May meeting.
• Transit Troubadors – In collaboration with Bravo, DART hosted “everyday, everywhere art,” through art performances on DART buses and local stops in April. The “Transit Troubadors,” as the project is known, included a variety of local performers including Drake University theater students, quick draw portrait artists, spoken word artists from Movement515 youth program and popular musicians and vocalists.

Marketing and Communications – Erin Hockman, Marketing and Communications Manager:

- Trip Planner Launch: The MyDART Trip Planner was launched on ridedart.com and in the MyDART app on Wednesday, April 11. Staff was at DART Central Station helping riders download and use the app on launch day. There were 74 downloads on April 11, which is up from an average of 11 downloads/day in March and the beginning of April. Media coverage included KCCI, ABC5 and the Business Record.
• Marketing Campaign: A new marketing campaign launched in late-April, targeting millennials in the Greater Des Moines region. Advertising placement includes the downtown skywalks, 3rd and Court District street banners, exterior bus ads as well as social media.
• Veterans promotion: DART and Polk County collaborated on a press release to announce veterans can ride DART free in May when they board with a photo ID showing veteran status. Media coverage to-date has included WHO Radio and KCWI.
• Farebox communication: Staff will begin communicating upcoming fare changes to human services agencies and riders in late April and early May. When DART installs new fareboxes in early August 2018, riders will be able to purchase a \$4 day pass on the bus and at DART Customer Service, paper transfers will be discontinued and the MyDART app passes will have a QR code to scan at the farebox. Cash, tokens and printed bus passes will still be accepted.
• Business Development: – DART’s business partnerships coordinator attended several events and continues to meet with area employers to discuss transportation, including:
o Met with La Quercia in Norwalk to discuss RideShare for their employees
o Attended the Iowa Works Annual Job Fair at the FFA Enrichment Center
o Met with Hy-Vee to discuss transit access to their new commissary in Ankeny
o Held information sessions with Principal Financial Group and Nationwide
o Led a lunch and learn with Banker’s Trust to promote transit
o Attended the Indianola Sustainability Fair to promote RideShare
o Met with the YPC Impact Downtown committee

MONTHLY REPORT
10B: External Affairs



Meetings and contract renewals with current Unlimited Access partners are ongoing. In addition, DART is continuing to work with Bytemark to develop an online portal for Unlimited Access partners to be able to distribute mobile bus passes to their employees.

Marketing Analytics Report

Metric	Oct. 2017	Nov. 2017	Dec. 2017	Jan. 2018	Feb. 2018	Mar. 2018	Mar. 2017	% Change Year Prior
MyDART App Accounts	655	1049	1287	1583	1805	2035	n/a	n/a
Website Unique Visitors	35487	30299	28421	33800	38319	37000	32977	10.87%
Facebook Likes	3039	3061	3069	3112	3130	3143	2712	13.71%
Twitter Followers	1976	1988	1992	2005	2028	2046	1866	8.80%
Email Subscribers	5470	5480	5770	5750	5750	5760	4660	19.10%
Next Bus Schedules	3665	3574	3623	3682	4211	3487	3282	5.88%
Trip Plans	2319	1978	1817	2040	2099	1860	1690	9.14%
RideTime App	8515	6453	5274	7304	6612	5944	8724	-46.77%
SMS Text Messaging	38170	37331	35067	38601	37992	37552	36145	3.75%
IVR	87471	76266	79234	78014	88738	98368	68687	30.17%
	9268	8440	8119	7696	7634	7549	8178	-8.33%

MyDART App Report

Metric	Oct. 2017	Nov. 2017	Dec. 2017	Jan. 2018	Feb. 2018	Mar. 2018	TOTAL
Downloads	1,012	580	341	407	319	354	3,013
iOS	437	250	133	170	141	153	1,284
Android	575	330	208	237	178	201	1,729
Accounts Created	655	394	238	296	222	230	2,035
Orders Placed	428	927	1,099	1,339	1,186	1,420	6,399
Passes Purchased	550	1,254	1,381	1,629	1,609	1,824	8,247
Revenue	\$4,645.35	\$8,846.65	\$10,023.00	\$13,278.50	\$11,794.25	\$12,846.25	\$61,434.00

Customer Experience – Alison Walding, Customer Experience Manager

March 2018 Website Communication and Messages:

- Bus Stop/Shelter Requests = 0
- Contact/Feedback Form = 37
- Voicemails = 127
 - Required response = 6

Total Calls for March 2018

- Schedule Information – 5852
- Paratransit - 4120
- Spanish Line – 55
- Receptionist – 320
- RideShare – 270

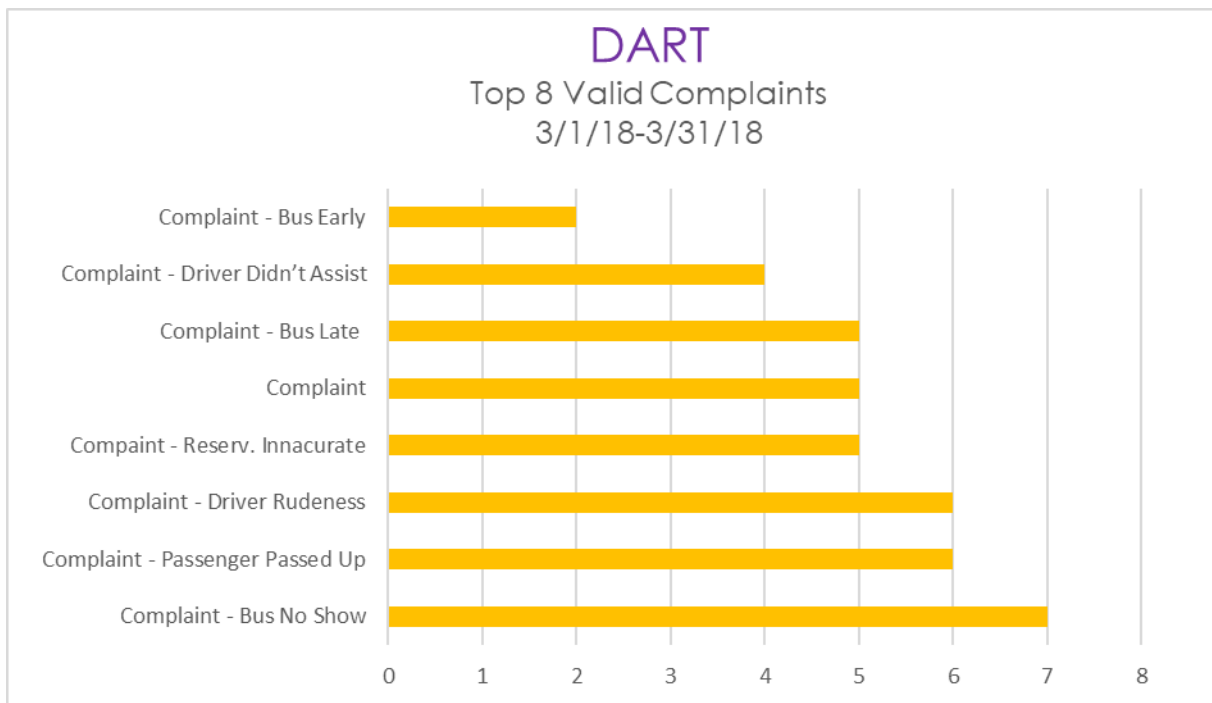


Mobility Coordination

Mobility Coordinator Activities March 2018

- How to Ride Fort DSM (55)
- STRIVE Academy – DMACC (8)
- Deer Ridge Shuttle – How to Ride @ Hanawalt Elementary School (11)
- DART Central Station (11)
- Bridges of Iowa (9)
- Des Moines Public School – McKee and Woodlawn (75)
- Candeo (7)
- Prelude Behavioral Services – Easton Blvd and Bernie Lorenz (24)
- House of Mercy (4)
- Fresh Start Women's Center (3)

Top 8 Valid Complaints (per 100,000 passengers) as of March 31, 2018



MONTHLY REPORT
10B: External Affairs



RideShare - March 2018

- Provided 2 trainings
 - March 10th and 24th for 6 drivers
- Ran 3 Facebook ads
 - March 2-6; Ames, Huxley, Boone
 - March 9-13; Indianola, Lacona
 - March 23-27; Knoxville, Pleasantville, Carlisle
 - Total Impressions: 81,963
 - Total Reached: 27,744
 - Total Clicks: 311

Planning – Luis Montoya, Planning and Development Manager

- **New Planning and Development Manager:** Luis Montoya began as DART's planning and development manager. Luis comes to DART with nine years of transportation planning experience including public outreach, managing complex projects and supervisory roles. We are excited to have him on board!
- **Schedule Analysis:** Staff are working with Transportation, Management & Design (TMD) to finalize proposed, updated bus schedules that will have the opportunity increase ridership, customer satisfaction and efficiency. The Commission reviewed the proposed recommendation in April and will consider it for approval in May as part of the August service change.
- **Upcoming Major Service Changes:** Staff continue to work on the June and August service changes. Both service changes are action items for the Commission to consider in May.
- **Long-Term Shelter Plan:** Staff are preparing a long-term shelter plan that identifies potential future locations for shelters, funding needed, and an implementation timeline.



MONTHLY REPORT



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

Upcoming Procurements:

Bus Shelter Maintenance Services – DART is seeking a Contractor to provide general cleaning and trash removal services from its bus stop shelter locations as well as other identified DART locations.

- Request for Quotes published in May 2018

Contracts and Task Orders Approved Recently:

Transportation Management & Design, Inc. (TMD), On-Call Planning Services Contract

- Title VI Analysis for August 2018 Schedule Change – Planning support that will include a Title VI and Environmental Justice Analysis. Work includes, but is not limited to:
 - Analysis how the proposed service changes impact low income and minority populations
 - Identification whether there will be a disproportionate impact on Title VI riders
 - Identification of methods to avoid, minimize, and mitigate identified disproportionate impacts
 - Task order was approved for the Amount Not to Exceed \$19,800

Transportation Management & Design, Inc. (TMD), On-Call Planning Services Contract

- Outreach Materials for August 2018 Schedule Change – Support for outreach events related to upcoming service change. Includes, but not limited to: development of survey, information boards, handouts and presentations.
 - Task order was approved for the Amount Not to Exceed \$12,010

Trapeze, PASS Operational Review

- Trapeze will collaborate with DART to provide a PASS Operational Review. The review includes identifying existing issues and configuring times and speeds, scheduling efficiency review, and training and deployment of new features.
 - Task order was approved for the Amount Not to Exceed \$13,550

Lawn Care / Lawn Maintenance Services – DART solicited quotes for a Contractor to provide lawn care and lawn maintenance services at DART Central Station and the Operations and Maintenance Facility at 1100 DART Way. Services include, but are not limited to mowing, trimming, tree trimming, fertilization, seeding and weed control.

- The winning bidder was Redbud LLC and the per hour cost is \$175 with additional pricing provided for additional services

Future Procurements:

- | | |
|--------------------------------|------------------------------------|
| • HVAC Maintenance Services | • Bus Wash |
| • Filter Replacement Services | • Concrete and Asphalt Replacement |
| • Employment/Staffing Services | • Printing Services |



MONTHLY REPORT



10D: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **DART Executive Committee:** The DART Executive Committee met on Friday, April 20, 2018. The discussion items presented during the meeting included an update on the SWOT Analysis for preparation for the May 18 Commission Vision meeting, Substance Architecture presented an update on DART facilities and a brief Medicaid Update was given.

The next DART Executive Committee meeting is being scheduled.

- **DART Triennial Review:** Last week DART successfully completed the FTA federally mandated triennial review. This review looks at every aspect of the DART business including but not limited to procurement, maintenance and grants. A few minimal findings were outlined as part of our exit interview and will be brought to the Commission at a future meeting upon receiving the draft report from FTA.
- **SWOT Analysis:** DART Managers and Leadership spent the afternoon with Matthew Mitchell and Scott Raecker at the Ray Center at Drake University on April 4 to determine the current Strengths, Weaknesses, Opportunities and Threats of the DART organization. We had a very interactive discussion with staff, which will set us up for a successful Commission vision workshop on Friday, May 18 at 7.30 am.
- **ABBG Paratransit Workshop:** DART hosted the American Bus Benchmarking Group Paratransit Workshop in Des Moines, April 10-12, 2018. The meeting was a great success and it gave us an opportunity to show off DART, our facilities and city of Des Moines to over 25 other mid-size bus organizations from around the country.
- **Mobile Food Pantry:** We have had much success with the DMARC food pantry at DART Central Station the past couple of months. They have helped 84 individuals in March and 130 in April and between the last two months, 1,783 items were distributed to individuals including food, diapers and personal items.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

June 5 2018 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Participating Community Status of Withdrawal Cities Capital Plan Facility Assessment Architecture and Engineering Services Contract Janitorial Services 	<ul style="list-style-type: none"> Quarterly Investment Report
July 10, 2018 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Safety Management Policy 	<ul style="list-style-type: none"> Quarterly Safety Report Quarterly Investment Report SWOT Analysis
August 7, 2018 – 12:00 P.M.	
Action Items	Information Items

Other Future Agenda Items:

- Bus Shelter Planning
- Bus Wash

DART Commission Vision Workshop:

- Friday, May 18, 2018 at 7:30 am
 - Location - The Robert D. and Billie Ray Center - Collier-Scripps Hall, 2702 Forest Avenue, Des Moines