



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
APRIL 4, 2017 – 12:00 PM



	Page #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF APRIL 4, 2017 AGENDA	
5. TRANSIT RIDERS ADVISORY COMMITTEE Update	
6. PUBLIC COMMENT (Limit 3 minutes)	
7. CONSENT ITEMS	
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13. NEXT MEETING: Regular DART Meeting Tuesday, May 2, 2017 – 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
MARCH 7, 2017**



ROLL CALL

Commissioners Present: Angela Connolly, Tom Gayman, Chris Hensley (arrived in room at 12:03 pm), Gary Lorenz, Skip Moore and Joann Muldoon and Steve Peterson

Commissioners Absent: Skip Conkling and Gaye Johnson

CALL TO ORDER

The meeting was called to order by Chair, Tom Gayman at 12:02 pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

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

It was moved by Mr. Peterson and seconded by Ms. Connolly to approve the March 7, 2017 Agenda with a correction of agenda item 10C. It should be January 2017 versus December 2016 for the month and year. The motion carried unanimously.

PUBLIC COMMENT

No comments.

PRIOR DART COMMISSIONER RECOGNITION

The DART Commission recognized former commissioner Steve Van Oort for 11 years of service on the DART Board of Commissioners. Van Oort was presented with an award for his years of service.

PUBLIC HEARING ON FY 2018 BUDGET AND TAX LEVY RATES

Chair, Tom Gayman requested a motion to announce that a public hearing to discuss the DART FY2018 budget and tax levy rates was convened and asked for comments from the floor.

No public comment was heard regarding the FY2018 Budget and Tax Levy Rates.

Chair, Tom Gayman requested a motion to close the public hearing of the FY2018 Budget and Tax Levy Rates.



ACTION ITEM 6A: APPROVE FY2018 BUDGET AND TAX LEVY RATES

The DART Board of Commissioners approved DART's budget for FY2018. The budget maintains all bus services without increasing DART's property tax levy rates by retaining \$433,000 in federal funding in the operating budget instead of returning it to the capital program as originally planned. While community feedback has indicated a need for additional transit service, this plan does not add additional service due to funding constraints.

It was moved by Mr. Peterson and seconded by Ms. Hensley that the Commission approve the FY2018 budget and tax levy rates as presented. The motion carried unanimously.

CONSENT ITEMS

8A – Commission Meeting Minutes – February 7, 2017

8B – Medium Duty Bus Purchase

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

ACTION ITEMS

9A – January 2017 Financials

Amber Dakan, Finance Manager, gave a presentation on the January FY 2017 Financials. Fixed Route Operating Revenue is 2.71% above budget levels. Fixed Route Non-Operating Revenue is 2.03% above budget levels. Paratransit Operating Revenue is 19.92% lower than budget expectations. Contracted trips continue to be below budget levels. Paratransit Non-Operating Revenue is 0.6% above budget. Rideshare Revenues were 23% below budgeted levels for January. Rideshare revenue continues to cover expenses. Rideshare Expenses are below budget by 23%. While Operating Revenue for Fixed Route is outpacing the budget, operating expenses will continue to be constrained by the legally adopted budget for the fiscal year.

It was moved by Mr. Peterson and seconded by Ms. Connolly to approve the January 2017 Financials. The motion carried unanimously.

DISCUSSION ITEMS

10A – Transit Ambassador Training Program

Pat Daly, Safety and Training Manager, gave a presentation about the Transit Ambassador Training Program. DART has begun implementing this program—a specialized transit service customer service training program that is used by 144 transit systems worldwide. The program provides training to bus operators and other DART personnel on how to best deescalate any challenging situations that may arise. This program is available for DART employees that have been with DART for at least six months.

10B – Mobility Coordinator Update

DART Mobility Coordinator Alison Walding updated the Commission on her work training more than 1,200 people how to ride in the last several months. Walding discussed her focus on rider

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trainings for refugees and updated the commission on a pilot project between DART, The United Way of Central Iowa and Amos Hiatt Middle School.

10G – Performance Report – January 2017

Elizabeth Presutti, Chief Executive Officer, reviewed the Performance Report for January 2017. Ridership was down, and DART is down three percent overall. Route 10, 93 and the Altoona Express are all seeing increased ridership. Elizabeth did share that while at a conference recently, other transit organizations are down 10% in ridership.

MONTHLY REPORTS

11A – Operations

Tim Sanderson, Chief Operating Officer, gave an update on the Collective Bargaining impact to DART. DART has followed this closely. The union signs that the 13 (c) rights were preserved and the federal funding is released. DART has contracts for the next two years with the Amalgamated Transit Union and three years with the International Brotherhood of Teamsters. There have been conversations with the State of Iowa and the Department of Labor, but DART don't know the outcome yet. Tim also discussed an item that was presented at the Voluntary Safety Audit by the FTA. This would be the use of seatbelts in smaller vehicles used for Paratransit, Flex and On Call. DART will make this change on May 1, 2017. There will a communication sent out to notify customers of this change.

11B – Engagement

Amanda Wanke, Chief Engagement and Communications Officer, gave an update on the Funding Analysis. The Greater Des Moines Partnership is working on the RFP and hopes to have this out soon to gather responses. The selection will take place in April, and the committee consists of Jay Byers, Todd Ashby, Tom Hadden, Scott Sanders and Elizabeth Presutti. The goal is start work in May and hopefully have this completed in five months. There are numerous things that will be looked at in this study. Amanda also discussed branding on DART buses. She researched this and showed an example of how the DART logo will not be on three sides of the bus. The bus number will be on all sides of the bus also. The last thing Amanda discussed was the Wi-Fi Pilot. DART's Wi-Fi pilot on routes 52 and 98 began in mid-February. As of Monday, March 6, 2017, riders have connected to the free Wi-Fi on DART buses more than 3,600 times, 243 times per day or 15 times per passenger hour. Rider feedback has been extremely positive, and the pilot will continue through Feb. 20, 2018, in order to evaluate the impact on ridership and customer satisfaction. There will be updates to the Commission throughout this project.

11C – Procurement

No update.

11D - Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, will be at the APTA Legislative Conference March 10-14, 2017. She will be meeting with Congressman Young and DART's federal lobbyists also.

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FUTURE AGENDA ITEMS

No update.

COMMISSIONER ITEMS

Chair, Tom Gayman let the Commissioners know that a nominating committee was formed for selecting and offering nominations for each office of the Commission at the annual meeting. Commissioner Peterson, Commissioner Lorenz and Commissioner Johnson will take on this task.

OTHER – COMMUNICATIONS

There was a discussion about the upcoming Governance Task Force Meetings. These meetings will be held on March 24 and 31. The meeting on March 24 will review different governance models and all the materials from the interviews will be discussed. On March 31, the meeting will hope to formulate draft recommendations for governance.

FUTURE 2017 MEETING DATES:

April 4, May 2, June 6, July 11, August 1, September 1, October 3, November 7 and December 5.

A motion by Mr. Peterson and second by Ms. Connolly to adjourn the regular Commission Meeting was made at 1:09 pm. The motion carried unanimously.

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 April 4, 2017 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



ACTION ITEM



7B: FY2018 State Grant Application

Action: Approve the FY2018 consolidated state transit funding application

Staff Resource: Debra Meyer, Financial Analyst

Background:

This consolidated resolution will summarize the individual grant programs included in the annual Iowa Consolidated Transit Funding Application. The Iowa Department of Transportation's Office of Public Transit requires this resolution to be assured that the applying transit system has the necessary local-match resources and the ability to implement the projects according to its rules and regulations. All of the projects in the application support capital and operating projects identified in the FY2018 budgets.

Operating:

State Transit Assistance Formula Funds (STA):

- The State of Iowa allocates approximately \$14.4 million of the registration fees on new vehicle sales to transit; the funds are distributed annually to the 35 rural and urban public transit agencies in Iowa.
- The state estimates the allotment for DART in FY2018 will be \$1.64 million, an increase of over \$82,000 from the current year. DART will be applying for the funds to offset operating costs.

5311– Federal Rural Formula Program:

- The state distributes these federal funds annually based on populations served by DART outside the defined Des Moines Urbanized Area.
- The state lists DART's portion for FY2018 at \$11,486, a 34% decrease from the current year. DART will be applying for the funds to offset paratransit operating costs in the non-urban portions of Polk County.

Capital:

Iowa State Public Transit Infrastructure Grants (PTIG):

- The PTIG program funds vertical infrastructure projects for Iowa transit agencies. The state budget for FY2018 is \$1.2 million, with no more than 40% of the total going to an individual agency in a single year.
- DART was successful in obtaining prior year grants to renovate the offices of the 1100 DART Way Operations and Maintenance facility. The next project is the renovation of the parts office and storage room, located in the maintenance garage.
- DART will request \$160,000 in state funding, which requires \$40,000 in local match.



ACTION ITEM

7B: FY2018 State Grant Application

5339– PTMS Bus Replacements:

- DART buses are eligible to compete for replacement through the state's Public Transit Equipment and Facilities Management System (PTMS), which is funded with clean air or discretionary 5339 funding. Iowa buses typically have to average over 18 years of age to rank high enough to receive funding, so DART does not score well in the PTMS selection process.
- DART will be applying for \$4,480,520 in capital funding to replace four 2002 and seven 2003 model buses; if selected for funding, the project requires a \$790,680 local match.



ACTION ITEM



8A: RideShare Minivan Purchase

Action: Approve the purchase of eight (8) Rideshare minivans from Joe Machens Toyota for the amount Not to Exceed \$241,243.20.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- The eight (8) minivans are replacements for vehicles that have met their useful life.
- DART's Capital Investment Program calls for the replacement of a RideShare minivan every five (5) years. This will allow the fleet to stay near the target age of 2.5 years.
- DART's most recent RideShare minivan purchase was in February, 2015.
- In January 2016, staff recommended the purchase of the eight minivans to the DART Commission, pending an approved Buy America Waiver by the Federal Transit Administration (FTA).
 - Currently no minivans comply with the Buy America requirement.
 - The commission approved DART to apply for Buy America Waiver for the minivans.
 - Subsequently, a blanket waiver was issued by FTA waiving the domestic content requirement, but not the final assembly requirement.
 - The blanket waiver identifies only 4 vehicles that comply with the current Buy America Waiver: Ford Expedition, GMC Acadia, Toyota Sienna, and Honda Odyssey.
- None of the compliant vehicles are available for purchase on any State of Iowa contracts.
- The FAST Act allows sub-grantees to make capital purchases from other state contracts, as long as they comply with FTA procurement guidelines.

Procurement:

- DART will be utilizing the State of Missouri – Department of Transportation contract for the purchase of the minivans.
 - The State of Missouri contract was put into place to allow transit systems to purchase minivans for vanpool service.
- The model is the Toyota Sienna and the contracted vendor is Joe Machens Toyota.
 - Base unit price = \$27,414.00
 - Allowance for 10% contingency for options and make ready costs
- DART has reviewed the State of Missouri's purchasing documentation and determined that the solicitation meets DART's procurement policies and Joe Machens Toyota is a responsive and responsible bidder.

Funding:

- Budgeted capital funds and the corresponding DART local match.



ACTION ITEM

8A: RideShare Van Purchase

Recommendation:

- Approval of the purchase of eight (8) 2017 model year Toyota Sienna minivans from Joe Machens Toyota. The total purchase cost is Not to Exceed \$241,243.20. This includes 10% contingency.



ACTION ITEM



8B: February FY2017 Consolidated Financial Report

Action: Approve the February FY2017 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue is 1.28% above budget. Other Contracted Services and Unlimited Access are both currently contributing to the higher performance levels.
- Fixed Route Non-Operating revenue is 0.68 % above budget levels year to date.
- Paratransit Operating revenue is 20.59% lower than budget expectations. Contracted trips are showing below budgeted levels.
- Paratransit Non-Operating revenue is 0.45% above budget.
- Rideshare revenues were 23.52% below budgeted levels for February. Rideshare revenue continues to cover expenses.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 4.81% below budget projections year to date. Fuel & Lubricants, Salaries, Wages & Fringes, and Insurance Expense are seeing the most savings year to date.
- Paratransit Budget Summary – Operating expenses are currently showing 18.6% budget savings. Many categories are continuing to show savings including Fuel & Lubricants, Salaries, Wages & Fringes, and Equipment Repair Parts.
- Rideshare Budget Summary – Rideshare expenses are below budgetary expectations by 24.60%. Many categories are also showing savings within this division and in alignment with the lower levels of revenue received versus budget.

Recommendation:

- Approve the February FY2017 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of February FY2017 Year to Date as Compared to Budget:**

Fixed Route	\$	992,079
Paratransit	\$	138,493
Rideshare	\$	<u>6,484</u>
Total	\$	1,137,056

Reserve for Accidents (See Balance Sheet): \$385,979.28

FY2017 Financials: February 2017

FIXED ROUTE	February 2017			Year-To-Date-(8) Months Ending 02/28/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	384,069	423,250	(39,181)	3,429,265	3,386,000	43,265
Non-Operating Revenue	1,632,285	1,789,594	(157,309)	14,414,129	14,316,748	97,381
Subtotal	2,016,354	2,212,844	(196,489)	17,843,394	17,702,748	140,646
Operating Expenses	1,714,163	2,212,844	498,681	16,851,316	17,702,748	851,432
Gain/(Loss)	302,192	-	302,192	992,079	-	992,079

PARATRANSIT	February 2017			Year-To-Date-(8) Months Ending 02/28/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	121,217	169,083	(47,866)	1,069,287	1,352,667	(283,380)
Non-Operating Revenue	110,888	111,722	(834)	897,756	893,774	3,982
Subtotal	232,105	280,805	(48,700)	1,967,043	2,246,441	(279,398)
Operating Expenses	230,611	280,805	50,194	1,828,550	2,246,441	417,891
Gain/(Loss)	1,494	-	1,494	138,493	-	138,493

RIDESHARE	February 2017			Year-To-Date-(8) Months Ending 02/28/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	54,937	75,000	(20,063)	458,906	600,000	(141,094)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	54,937	75,000	(20,063)	458,906	600,000	(141,094)
Operating Expenses	55,983	75,000	19,017	452,422	600,000	147,578
Gain/(Loss)	(1,046)	-	(1,046)	6,484	-	6,484



DISCUSSION ITEM



9A: BCycle Partnership

Staff Resource: Amanda Wanke, Chief Engagement and Communications Officer

- A presentation on DART's partnership with BCycle will be provided at the meeting.



DISCUSSION ITEM



9B: Safety Management System (SMS) Requirements

Staff Resource: Tim Sanderson – Chief Operating Officer

Background:

- The Safety Management System (SMS) initiative currently being instituted by the FTA pertains to the establishment of structures and processes to ensure that Safety plays the leading role in transit agencies.
- Authorized under 49 USC 5329.
- SMS is a model that has been used successfully in the airline and maritime sectors to promote and sustain a strong culture of safety.
- Defined by FTA as:
 - A formal, **top-down, organization-wide, data-driven** approach to **managing safety risk** and assuring the effectiveness of safety mitigations. It includes systematic policies, procedures, and practices for the management of safety risk
- Four pillars of an SMS system:
 - Safety Management Policy
 - Safety Risk Management
 - Safety Assurance
 - Safety Promotion
- Strong accountability is a prominent feature of SMS system with the CEO being the accountable executive and strongly defined roles for all levels of the organization.
- Processes will be put into place to ensure that reporting, communication and feedback loops are in place. Accountability exists in all directions.
- SMS establishes processes to evaluate risk in order to determine whether hazards present either an acceptable or unacceptable risk to employees or the public at large.
- Phase 1 of SMS to be completed by December 2017.
 - Adopt SMS Policy Statement
 - Identify accountable executive
 - Establish SMS implementation team
 - Analyze agency's existing safety processes and compare to SMS requirements
 - Develop an SMS Implementation Plan
 - Establish key office/person responsible for SMS administration and maintenance
 - Establish SMS training program
 - Initiate SMS communication channels



DISCUSSION ITEM

9B: Safety Management System (SMS) Requirements

- Phase 2 to be completed by December 2018:
 - Implement audit processes
 - Implement change management processes
 - Turn information into analysis
 - Public safety integration



System Summary Performance Report

February 2017

	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	February 2016	February % Change FY17	FY17 February YTD	FY16 February YTD	YTD % Change FY17
Fixed Route												
Passengers	550,448	378,099	394,537	351,537	315,266	334,761	343,090	349,835	(1.93%)	2,939,855	3,027,563	(2.90%)
OTT Ridership	21,923	20,428	15,190	21,021	20,199	18,465	19,042	20,383	(6.58%)	155,504	172,353	(9.78%)
Unlimited Access Ridership	28,856	31,805	27,192	27,210	24,104	24,551	25,701	29,476	(12.81%)	214,395	231,390	(7.34%)
Bike Rack Usage	6,529	6,237	6,064	4,758	2,647	2,121	3,154	1,917	64.53%	37,196	33,961	9.53%
Passengers Per Revenue Hour	24.2	21.4	21.7	19.9	17.0	18.1	20.4	19.8	2.62%	20.0	20.7	(3.43%)
Average Passenger Trip Length	2.53	4.28	4.27	4.28	4.29	4.32	4.30	3.99	7.78%	3.97	4.41	(10.08%)
Complaints Per 100,000 Passengers	10.36	11.64	8.62	6.83	10.47	9.56	11.95	17.44	(31.47%)	10.54	21.34	(50.58%)
Commendations Per 100,000 Passengers	1.45	1.32	1.01	1.42	1.27	1.19	2.62	2.29	14.71%	1.56	2.11	(25.98%)
On-Time Performance	80.71%	81.31%	82.25%	83.20%	83.21%	84.39%	82.95%	83.71%	(0.90%)	82.91%	82.73%	0.21%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.58	2.94	1.43	1.09	0.00	1.74	0.77	1.83	(58.06%)	1.24	1.52	(18.64%)
Non-Preventable/100,000 Miles	1.45	2.94	2.85	2.18	2.09	3.83	1.15	1.83	(37.09%)	2.38	1.74	36.79%
Maintenance:												
Total Service Miles	345,381.6	272,492.7	280,699.5	274,854.9	286,819.5	287,141.7	261,065.9	273,728.0	(4.63%)	2,264,904.8	2,237,628.3	1.22%
Roadcalls/100,000 Miles	33.88	37.07	35.98	31.65	33.82	35.87	32.56	28.50	14.26%	35.67	20.74	72.04%
Active Vehicles In Fleet	123	123	126	129	127	127	127	123	3.25%	126	123	2.44%
Paratransit												
Passengers	10,134	8,625	9,212	8,812	9,302	9,272	8,981	9,706	(7.47%)	73,241	80,106	(8.57%)
Passengers Per Revenue Hour	2.6	2.7	2.6	2.4	2.5	2.5	2.6	2.7	(2.45%)	2.6	2.7	(4.59%)
Average Passenger Trip Length	9.00	8.99	8.98	8.98	8.99	8.99	8.98	8.86	1.37%	8.98	8.86	1.45%
Complaints Per 100,000 Passengers	29.60	57.97	43.42	22.70	75.25	21.57	11.13	61.82	(81.99%)	38.23	73.65	(48.09%)
Commendations Per 100,000 Passengers	0.00	0.00	0.00	0.00	0.00	0.00	0.00	20.61	(100.00%)	0.00	16.23	(100.00%)
On-Time Performance	93.15%	91.33%	92.70%	93.56%	92.92%	91.63%	0.00%	92.87%	(100.00%)	92.66%	92.54%	0.13%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.30	3.09	1.38	2.79	1.37	2.77	1.48	0.00	0.00%	2.12	2.06	2.96%
Non-Preventable/100,000 Miles	1.30	4.63	0.00	0.00	0.00	1.38	0.00	2.76	(100.00%)	1.41	1.03	37.28%
Maintenance:												
Total Service Miles	77,089.1	64,769.9	72,367.7	71,706.1	72,968.4	72,234.2	67,641.1	72,457.9	(6.65%)	566,717.0	583,491.3	(2.87%)
Roadcalls/100,000 Miles	6.49	9.26	9.67	11.16	8.22	12.46	4.44	4.14	7.12%	9.53	4.63	105.92%
Active Vehicles In Fleet	22	22	22	22	22	22	22	21	4.76%	22	21	5.36%
Rideshare												
Passengers	17,450	15,512	15,471	14,948	13,862	16,110	15,643	17,623	(11.24%)	123,391	138,294	(10.78%)
Passengers Per Revenue Hour	5.5	5.1	5.1	5.3	4.9	5.4	5.5	5.6	(1.79%)	5.1	5.6	(8.14%)
Rideshare Customers	566	561	561	548	560	560	600	621	(3.38%)	564	630	(10.38%)
Rideshare Vans In Circulation	85	84	83	83	84	84	86	89	(3.37%)	84	88	(4.54%)
Average Passenger Trip Length	40.33	39.91	39.98	40.31	40.01	39.93	39.82	40.03	(0.54%)	40.06	40.75	(1.68%)
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.00	0.73	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.19	0.44	(57.44%)
Non-Preventable/100,000 Miles	0.00	0.73	0.00	0.80	0.00	0.00	0.00	0.00	0.00%	0.19	0.62	(69.60%)
Maintenance:												
Total Service Miles	147,973.1	136,772.9	134,065.6	125,359.0	126,431.8	133,410.3	129,841.0	141,005.0	(7.92%)	1,059,683.7	1,127,724.2	(6.03%)
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	108	108	108	108	108	108	105	103	1.94%	108	98	9.40%
System Total												
Farebox Recovery Ratio	22.03%	23.87%	25.83%	19.71%	19.96%	18.77%	21.36%	20.43%	4.57%	20.95%	21.10%	(0.72%)



System Performance Ridership Report

February 2017

	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	February 2016	February % Change FY17	FY17 February YTD	FY16 February YTD	YTD % Change FY17
Fixed Route	550,448	378,099	394,537	351,537	315,266	334,761	343,090	349,835	(1.93%)	2,939,855	3,027,563	(2.90%)
1. Local:												
#1 - Fairgrounds	250,887	20,982	22,043	18,829	15,834	17,748	17,689	20,879	(15.28%)	377,738	405,794	(6.91%)
#3 - University	34,896	37,041	37,790	33,318	29,250	29,144	30,387	31,324	(2.99%)	263,494	269,714	(2.31%)
#4 - E. 14th	15,529	17,211	18,929	16,521	15,652	16,637	17,072	17,173	(0.59%)	132,618	141,444	(6.24%)
#5 - Franklin Ave	7,124	10,008	9,329	8,216	7,675	7,895	7,963	8,092	(1.59%)	63,198	56,214	12.42%
#6 - Indianola Ave	26,537	34,198	36,086	30,706	26,793	27,996	28,682	28,567	0.40%	234,277	234,434	(0.07%)
#7 - SW 9th St	28,616	36,835	38,889	34,438	31,235	34,437	35,391	35,519	(0.36%)	264,127	269,964	(2.16%)
#8 - Fleur Dr	2,987	5,836	5,364	5,275	4,324	5,030	5,194	5,142	1.01%	35,544	34,772	2.22%
#10 - East University	0	0	0	794	2,455	2,744	2,889	0	0.00%	8,882	0	0.00%
#11 - Ingersoll Ave	2,582	2,445	2,161	1,894	1,820	2,117	1,824	2,306	(20.90%)	16,976	16,476	3.03%
#13 - Evergreen/SE Park Ave	2,656	8,284	8,157	7,632	6,211	7,161	7,291	7,282	0.12%	47,819	48,116	(0.62%)
#14 - Beaver Ave	16,182	22,767	24,042	21,100	18,636	20,474	20,595	20,862	(1.28%)	156,371	166,786	(6.24%)
#15 - 6th Ave	21,347	26,775	28,550	25,890	22,731	23,357	23,826	26,359	(9.61%)	189,825	200,859	(5.49%)
#16 - Douglas Ave	31,473	38,581	41,755	37,647	33,443	35,312	37,112	36,412	1.92%	281,397	291,498	(3.47%)
#17 - Hubbell Ave	22,868	24,383	27,748	24,001	21,450	21,498	22,509	21,836	3.08%	184,870	179,956	2.73%
#52 - Valley West/Jordan Creek	15,035	14,250	15,275	14,351	14,177	13,049	12,927	13,776	(6.16%)	112,862	118,235	(4.54%)
#60 - Ingersoll/University	29,351	37,127	37,047	32,785	28,368	29,926	31,610	32,697	(3.32%)	252,753	261,623	(3.39%)
2. Shuttle:												
Dline	14,037	14,421	13,942	12,590	11,615	13,996	13,871	11,937	16.20%	108,702	105,700	2.84%
Link Shuttle	1,152	992	1,005	918	879	993	966	2,264	(57.33%)	7,873	12,014	(34.47%)
3. Express:												
#91 - Merle Hay Express	1,002	1,058	1,083	1,014	951	908	1,210	1,009	19.92%	8,012	8,268	(3.10%)
#92 - Hickman Express	2,831	2,536	2,557	2,386	2,290	2,664	2,413	2,831	(14.77%)	20,124	21,606	(6.86%)
#93 - NW 86th Express	3,607	3,468	3,777	3,363	2,941	3,234	3,189	3,086	3.34%	26,722	22,639	18.04%
#94 - Westtown	1,436	1,380	1,208	988	875	1,008	1,182	905	30.61%	9,271	7,214	28.51%
#95 - Vista	1,707	1,455	1,344	1,190	1,084	1,249	1,327	1,775	(25.24%)	10,869	15,480	(29.79%)
#96 - E.P. True	2,303	2,200	2,384	2,303	1,954	2,207	2,256	2,484	(9.18%)	17,697	22,197	(20.27%)
#98 - Ankeny	7,229	7,225	7,108	6,452	6,206	7,490	7,061	8,166	(13.53%)	54,519	61,150	(10.84%)
#99 - Altoona	1,648	1,690	1,862	1,785	1,654	1,888	1,757	1,523	15.36%	13,569	11,854	14.47%
4. Flex:												
#72 Flex: West Des Moines/Clive	3,845	3,635	3,828	3,640	3,390	3,439	3,610	4,083	(11.58%)	28,785	30,861	(6.73%)
#73 Flex: Urbandale/Windsor Heights	237	233	226	179	192	201	213	326	(34.66%)	1,718	2,546	(32.52%)
#74 Flex: NW Urbandale	578	436	482	703	575	386	508	590	(13.90%)	4,096	4,497	(8.92%)
5. On Call:												
On-Call: Ankeny	231	251	161	226	209	215	185	180	2.78%	1,700	2,055	(17.27%)
On-Call: Johnston/Grimes	276	271	276	247	215	208	196	244	(19.67%)	1,898	1,503	26.28%
On-Call: Regional	259	125	129	156	182	150	185	206	(10.19%)	1,549	2,094	(26.03%)
Paratransit	10,134	8,625	9,212	8,812	9,302	9,272	8,981	9,706	(7.47%)	73,241	80,106	(8.57%)
Cab	875	977	998	884	897	895	842	922	(8.68%)	7,103	7,094	0.13%
Bus/Van	9,259	7,648	8,214	7,928	8,405	8,377	8,139	8,784	(7.34%)	66,138	73,012	(9.41%)
Rideshare	17,450	15,512	15,471	14,948	13,862	16,110	15,643	17,623	(11.24%)	123,391	138,294	(10.78%)
Total Ridership	578,032	402,236	419,220	375,297	338,430	360,143	367,714	377,164	(2.51%)	3,136,487	3,245,963	(3.37%)



MONTHLY REPORT



10A: Operations

Staff Resources: Tim Sanderson, Chief Operating Officer

- In honor of Transit Driver Appreciation Day, on March 17, DART staff were on hand with cookies, donuts, coffee and popcorn to recognize the hard work and dedication of our Transit Operators. Starting at 5:00AM and throughout the rest of the day, administrative staff was on hand to say thanks and show our appreciation.
- In mid-March, DART began receiving the latest order of six (6) medium duty paratransit buses. These buses are currently being prepared for service and will be on the road in early April.



10B:	Engagement
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Staff Resources: Amanda Wanke, Chief Engagement and Communications Officer

Engagement

- **Funding Analysis:** The Greater Des Moines Partnership, with assistance from DART, has finalized and distributed the RFP for the procurement of an independent funding analysis. The firm conducting the RFP will be selected by the end of April, with work to be completed in fall 2017.
- **Transit Future Work Group:** DART staff continue to work with the Greater Des Moines Partnership and Transit Future Work Group to raise awareness and support for mobility options in the region. The next Transit Future Work Group meeting will be a luncheon with representatives of the Indianapolis Chamber of Commerce sharing about their experiences in advancing transit in the region.
- **Presentation to Iowa Association of Regional Councils:** Amanda and Elizabeth presented on DART Forward 2035 to attendees at the Iowa Association of Regional Councils.
- **Public affairs planning:** The engagement team is undergoing an extensive planning effort, including meeting with and learning from representatives of other transit agencies, to help communicate the value of public transit in the region.
- **Route 98 Detour:** Planning, marketing and communications, and customer service worked together to make sure customers are aware of a detour on the Route 98 due to construction. Riders were made aware of the detour through email, social media, and signage on buses, on bus stops and at DART Central Station.

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

- **Annual ABBG Customer Satisfaction Survey:** DART participates in the annual ABBG Customer Satisfaction survey, which is open Monday, April 24 through Sunday May 21, 2017. The marketing team will collect responses by promoting to DART riders via email, social media, on the bus audio and text, signage at DART Central Station and website content. The survey will be made available online and in print.
- **Bike Month:** DART will offer free Bike & Ride trips during the month of May 2017 to celebrate National Bike Month and promote alternative transportation. Staff is working closely with the Des Moines Bicycle Collective to be more involved with Bike Month events, as well as reach the Collective's active audience.
- **Transit Operator Appreciation Day:** Staff helped plan Transit Operator Appreciation Day to show thanks to our operators on Friday, March 17. Donuts and coffee were provided in the breakrooms throughout the day and admin staff signed a poster to be displayed at DART Way.



Marketing Analytics Report

Metric	Oct. 2016	Nov. 2016	Dec. 2016	Jan. 2017	Feb. 2017	Feb. 2016	% Change Year Prior
Website Unique Visitors	32,619	28,971	29,136	31,719	28,686	33,037	-15.17%
Facebook Likes	2,522	2,598	2,645	2,673	2,689	1,540	42.73%
Twitter Followers	1,821	1,820	1,831	1,845	1,848	1,676	9.31%
Email Subscribers	4,090	4,160	4,220	4,630	4,570	4,000	12.47%
Trip Plans	10,628	8,313	7,905	9,348	6,994	10,157	-45.22%
Next Bus	3,292	3,057	2,889	3,884	3,677	2,832	22.98%
Schedules	2,038	1,429	1,475	2,026	1,156	2,202	-90.48%
RideTime App	31,689	30,384	30,395	32,669	34,107	28,588	16.18%
SMS Text Messaging	64,820	62,974	56,641	64,183	66,960	52,363	21.80%
IVR	9,897	8,680	7,889	7,585	7,186	7,115	0.99%

Community and Customer Relations – John Clark, Community and Customer Relations Manager
February 2017 Website Communication and Messages:

- Contact/Feedback Form – 60
- Bus Stop/Shelter Requests - 0
- Voicemails – 82, voicemails requiring response – 9 (11%)

Total Calls for February 2017:

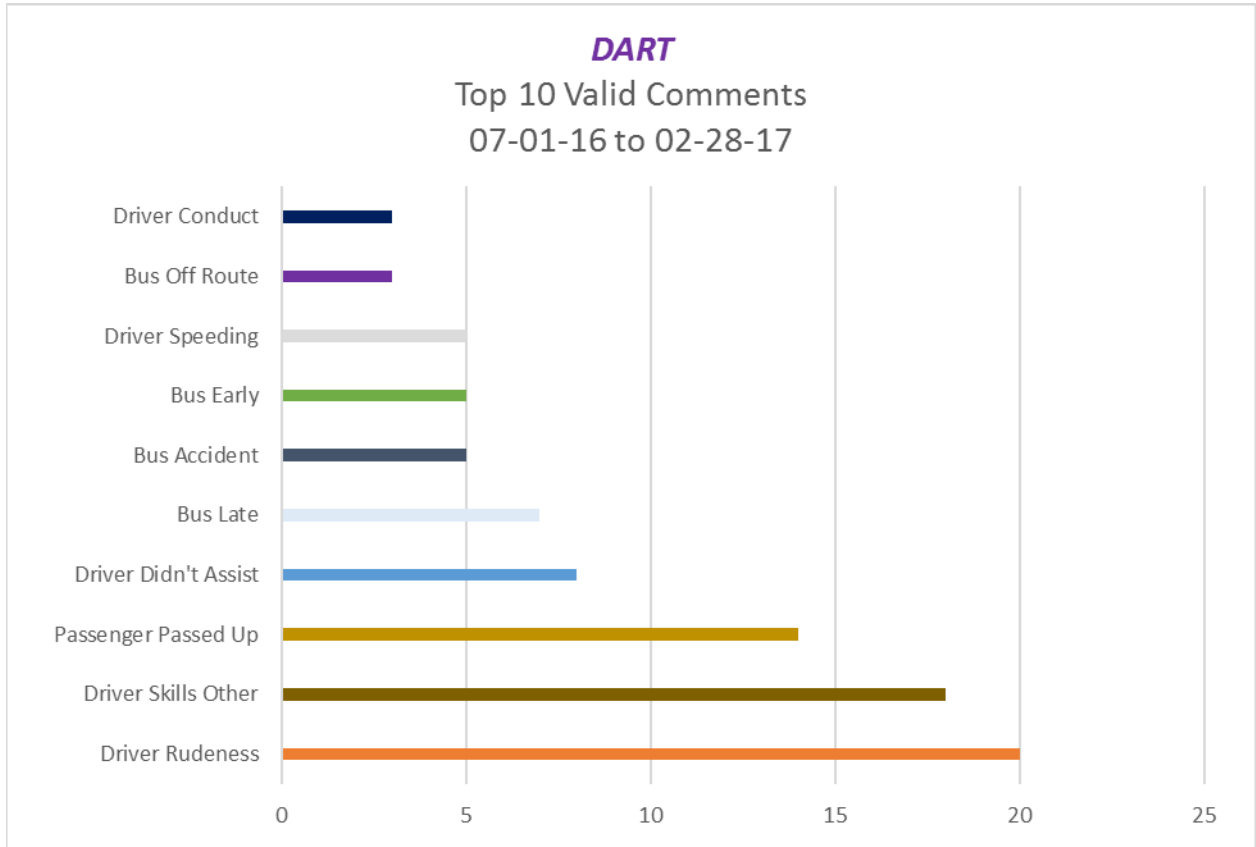
- Schedule Information – 6594
- Spanish Line – 66
- Receptionist – 280
- RideShare – 852

Mobility Coordination – February 2017 Activities

- How to Ride Fresh Strat Women's Facility (8)
- How to Ride Fort Des Moines (74) men total for 4 weeks
- Hiatt Middle School Train the Trainer
- How to Ride Hiatt Middle School
- How to Ride VA (25)
- DART How to Ride (12)
- RACI February Steering and Executive Committee meeting
- How to Ride Aging Resources
- How to Ride CISS
- United Way staff regarding refugee summit
- How to Ride House of Mercy (7)
- How to Ride Easter Seals (9)
- How to Ride Visiting Nurses Services (30)
- How to Ride DMACC (7)



Top 10 Valid Complaints (per 100,000 passengers) as of February 28, 2017



Community Relations – February 2017 Activities

- DMACC West Campus – Discuss transit needs
- Drake – Discuss Unlimited Access ridership
- Mobile Ticketing
- City of West Des Moines – Quality of Life Council
- CICS Board Meeting
- Partnered with Operations to discuss next steps for Customer Satisfaction Survey 2019

RideShare / Business Development – February 2017

- Community RideShare Van Usage
- Business Products
- Completed contract negotiations with TPI
- Drivers Training Program
- Greater Des Moines Partnership – Unlimited Access Partner

MONTHLY REPORT
10B: Engagement



Planning

- **New transit planner:** Carl Saxon has recently assumed the position of transit planner for DART. Ethan Standard recently held the role and left in the fall to pursue other opportunities. Carl has worked with DART for three years as a trainer, has a bachelor's degree in Geography from Iowa State University where he also worked at the University of Iowa Cambus, and is graduate of the American Public Transportation Association's Emerging Leaders program.
- **Shelter progress:** Carl is working closely with city staff and others to improve DART's shelter placement process. Several shelter placements are in progress, and a full plan for future shelter placements is being completed.
- **Service planning:** Several efforts are underway to prepare for the June and August service changes—possibly including some minor route modifications to improve the customer experience, and if needed, preparing to adapt service to the new Des Moines Public Schools start times. Changes will be brought to the Commission when more information is available.



MONTHLY REPORT



10C: Procurement

Staff Resource: Mike Tiedens, Procurement Manager

Upcoming Procurements:

On Call Taxi and Paratransit Services – DART is seeking a Contractor or Contractors for the operation and management of taxi cab and other types of overflow services in support of demand response for general public and public paratransit services as well as other DART programs, using Contractor provided vehicles.

- Request for Proposals tentatively to be published in April 2017

Marketing and Public Affairs Services – DART is seeking one or more firms to assist with research, strategy, message development and execution for marketing and public affairs.

- Request for Proposals tentatively to be published in April 2017

Contracts and Task Orders Approved Recently:

Substance Architecture, On-Call Architecture and Engineering Services Contract

- Floor Drain Study – Study the existing floor drain and oil separation system conditions and prepare recommendations for improvement.
 - Task order was approved for the Amount Not to Exceed \$8,250

Substance Architecture, On-Call Architecture and Engineering Services Contract

- On Demand Civil Engineering Consulting – Hubbell's "Gray's Station" Development – Review drawings and information related to the development and provide DART feedback as requested.
 - Task order was approved for the Amount Not to Exceed \$15,000

Other Information:

Adobe E-Signature

- Utilizing our existing Adobe software, DART has recently implemented e-signatures to replace physical signatures.
 - E-signatures will be used where feasible.
 - The functionality previously existed in the software, but has recently been implemented with no added cost.
 - We save 1 – 2 days for internal signatures and 5 – 10 days for external signatures. We are also anticipating a savings of \$500 - \$1,000 in savings on printing and postage.
 - The E-signatures have been reviewed and are safe, secure and legally binding.

MONTHLY REPORT
10C: Procurement



Future Procurements:

- Taxi Cab Services
- Bus Wash
- Mystery Shopper Services
- Bus Shelters
- Employment Services
- Armored Car / Courier Services
- Printing Services



MONTHLY REPORT



10D: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **Small Community Meetings:** We met with the Mayor and City Administrator for several of the smaller communities that have submitted letters of withdrawal to DART. The DART Commissioner and a member of DART Executive Committee also attended each meeting.
 - March 20 - City of Elkhart
 - March 21 - City of Mitchellville
 - March 22 - City of Polk City
- **DART Governance Task Force:** The second and third meetings of the DART Governance Task Force were held in March. The meeting on March 24th focused on the results of the interviews and a review of other governance models. The meeting on March 31st was centered on draft governance recommendations.
- **APTA Legislative Conference:** The APTA Legislative Conference was March 12 – 14, 2017. While in DC we had the opportunity to meet with Congressman Young. Commissioner Moore, who was also in DC for another conference, also joined us for the visit with the Congressman.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

May 2, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Bus Shelter Installation Services Award • Capital Plan • Janitorial Contracts • Polk County/Metro Area Mutual Aid Agreement 	<ul style="list-style-type: none"> • DART Cyber Security Program • Quarterly Safety Report • Quarterly Investment Report
June 7, 2017 – 12:00 P.M. – ANNUAL MEETING	
Action Items	Information Items
<ul style="list-style-type: none"> • Taxi Services Award • Fare Policy Update • Occupational Medical Services Award • Farebox and Automated Fare Collection System Contract Award 	
July 11, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Marketing and Public Affairs Services Award 	