



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
MARCH 7, 2017 – 12:00 PM

	Page #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF MARCH 7, 2017 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. PRIOR DART COMMISSIONER RECOGNITION	
7. PUBLIC HEARING ON FY 2018 Budget And Tax Levy Rates	2
A. ACTION: Approve FY2018 DART Budget and Tax Levy Rates	
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13. COMMISSIONER ITEMS	
A. Nominating Committee	25
14. OTHER – Communications	
15. NEXT MEETING: Regular DART Meeting Tuesday, April 4, 2017 – 12:00 p.m.	
16. ADJOURN	

Language, visual, hearing and transportation services are available at meetings upon request. For requests, please call DART at 515.283.8100 at least 48 hours in advance of the meeting.

7: Public Hearing on Proposed FY2018 DART Budget and Tax Levy

Staff Resource: Jamie Schug, Chief Financial Officer

Background:

- Per the 28M Agreement and Section 28M.4 of the Iowa Code, the Regional Transit Authority must hold a public hearing on the proposed budget and allow any member community or the public to provide information to the Commission prior to its adoption of the budget.
- Any written correspondence received prior to the meeting will be available for review.

Public Hearing Procedures:

- Any participants wishing to speak on the proposed subject should sign up in advance on the appropriate speakers list.
- If necessary, DART staff will make a brief presentation regarding the subject of the hearing prior to receiving comment.
- Speakers will be asked to state their:
 - Name
 - Address
 - Affiliation (if any)
- Speakers will be asked to limit their remarks to 3 minutes.
- Written comments/emails received to date will be made available to anyone wishing to review them.

7A: FY 2018 Budget and Tax Levies

Action: Certify the Proposed FY 2018 DART Budget and the FY 2018 Regional Transit Authority Tax Levy As Presented

Staff Resource: *Jamie Schug, Chief Financial Officer*

Background:

- A workshop was held with Commission members on January 30th where staff outlined the proposed FY2018 Budget in detail.
- Staff also met with the member government managers on February 3rd following the same format as the commission workshop.
- The notice of public hearing for the proposed budget was published on February 24th with no levy rate increase. The rates published on February 24th are the maximum that could be approved for adoption.

Budget:

The FY18 budget and strategic priorities aim to reflect the current community dynamics and allow time for the important decisions that need to be made over the next year. The budget maintains all bus services without increasing DART's property tax levy. In order to achieve this, DART is:

- Foregoing further service investments in additional service until long-term funding for transit is identified;
- No return of \$433,000 in federal capital funding used for operating revenue back to the capital plan;
- Not funding additional safety positions recommended by the FTA nor a data analyst position to assist with regular data requests and analysis being posed by member communities;
- Not funding the re-configuration and staffing of DART's financial systems to de-couple federal funds for local funding to allow for more flexibility in programs.

These choices do have potential long-term impacts. For example, the impact of not returning additional FTA operating funds to the capital program is the loss of one replacement bus in FY18 and 57 replacement buses over the 15-year plan. Furthermore, it has an impact on preventative maintenance by increasing the fleet age, and we would strongly encourage the continued return of FTA operating funds to the capital plan in future years.

DART FY 2018 Budget	
Operating Revenue	\$8,201,000
Non-Operating Revenue	\$23,538,509
Total Revenue	\$31,739,509
Total Operating Expenses	\$31,739,509

Proposed Tax Levies:

- Proposed tax rates listed remain the same as those assessed in FY 2017.
- All rates are shown assuming all 19 member governments remain members of DART, which will occur as Carlisle has extended their request to withdraw by one year.

Jurisdiction	FY2018 DART Levy	FY 2018 Annual Cost for \$200K Home	Jurisdiction	FY2018 DART Levy	FY 2018 Annual Cost for \$200K Home
Alleman	\$0.610	\$69.46	Johnston	\$0.630	\$71.74
Altoona	\$0.689	\$78.46	Mitchellville	\$0.616	\$70.15
Ankeny	\$0.639	\$72.77	Pleasant Hill	\$0.609	\$69.35
Bondurant	\$0.603	\$68.67	Polk City	\$0.578	\$65.82
Carlisle	\$0.611	\$69.58	Runnells	\$0.534	\$60.81
Clive	\$0.633	\$72.08	Unincorporated Polk County	\$0.537	\$61.15
Des Moines	\$0.824**	\$93.84	Urbandale	\$0.682	\$77.66
Elkhart	\$0.530	\$60.35	West Des Moines	\$0.783	\$89.17
Granger	\$0.604	\$38.78	Windsor Heights	\$0.950	\$108.18
Grimes	\$0.602	\$68.55			

** The City of Des Moines has notified DART of their intention to reduce their computed levy rate to this listed amount by providing DART \$680,000 in accordance with DART's adopted "Levy Buy-Down" policy.

Recommendation:

- Certify the Proposed FY 2018 Budget and Regional Transit Authority Tax Levies as presented.



620 CHERRY STREET – DES MOINES, IOWA 50309
FEBRUARY 7, 2017

ROLL CALL

Commissioners Present: Skip Conkling, Angela Connolly, Tom Gayman, Chris Hensley, Gaye Johnson, Gary Lorenz, Skip Moore and Joann Muldoon and Steve Peterson

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.

It was moved by Mr. Peterson and seconded by Ms. Hensley to approve the February 7, 2017 Agenda as presented. The motion carried unanimously.

TRAC UPDATE

Theresa Volcheck, Chair of the TRAC Committee, provided an update from the last TRAC meeting. There were three people from DART who presented at this meeting, the TRAC Committee had a discussion about goals and they recognized outgoing TRAC Committee members for their service.

PUBLIC COMMENT

Tiffany Menke, a resident from Ankeny, talked about how important public transportation is and wanted to thank DART for the work they are doing.

FEDERAL LEGISLATIVE UPDATE

Michael Esposito, Managing Partner from Federal Advocates, Inc., talked about the current atmosphere of Washington, DC. He explained some of the changes that President Trump has implemented. There should be a clearer vision on what challenges may be for public transportation once the budget is released. The anticipated release of the budget should happen within the new few weeks.

CONSENT ITEMS

8A – Commission Meeting Minutes – January 10, 2017

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

ACTION ITEMS

9A – FY 2018 Budget Public Hearing Date

DART Chief Financial Officer, Jamie Schug, shared the fiscal year 2018 budget calendar along with revenue and expense assumptions. The proposed budget assumes there will be no property tax levy increase and the city of Carlisle will remain a participating community. The Commission approved a public hearing for the fiscal year 2018 budget on March 7, 2017 at 12:00 pm.

It was moved by Mr. Peterson and seconded by Ms. Connolly to approve the FY 2018 Budget Public Hearing Date. The motion carried unanimously.

9B – Participating Member Community Status (Carlisle)

The City of Carlisle notified DART of their intent to withdrawal as a participating member of DART in December 2015. Carlisle sent a letter on January 14, 2017, requesting an extension of their withdrawal notice for another six to 12 months. The 28E agreement does not address extending the withdrawal period. DART's legal counsel has advised the DART Commission that they can allow for an extension. DART staff recommended the Commission extend the withdrawal for a 12-month period, which the Commission approved.

It was moved by Ms. Connolly and seconded by Mr. Peterson to approve the Participating Member Community Status (Carlisle) for an additional 12 months. The motion was approved by Ms. Connolly, Ms. Hensley, Ms. Johnson, Ms. Muldoon, Mr. Peterson, Mr. Lorenz and Mr. Gayman and opposed by Mr. Conkling and Mr. Moore.

9C – December 2016 Financials

Amber Dakan, Finance Manager, gave a presentation on the December FY 2016 Financials. Fixed Route Operating Revenue is 5.62 above budget levels. Fixed Route Non-Operating Revenue ended the fiscal year .86% above budget levels. Paratransit Operating Revenue is 19.86 % lower than budget expectations. Contracted trips continue to be below budget levels. Paratransit Non-Operating Revenue is 0.7% lower than budget. Rideshare Revenues were 22.4% below budgeted levels for December. Rideshare revenue continues to cover expenses. Rideshare Expenses are below budget by 25.2%.

It was moved by Mr. Peterson and seconded by Ms. Johnson to approve the December 2016 Financials. The motion carried unanimously.

DISCUSSION ITEMS

10A – Quarterly Investment Report

Ms. Amy Mitchell, Director from Miles Capital presented the investment performance from October 1, 2016 – December 31, 2016. She reviewed the year to date investment performance with the commissioners.

10B – Mobile Ticketing Branding

DART Marketing & Communications Manager, Erin Hockman, provided an update on the Mobile Ticketing App Branding. DART will introduce this app in Fall 2017 to riders and potential riders. The software for this app is being powered by Bytemark. Because our current app is not associated with DART, we looked at what other transit systems used for their app. The possible app choices were vetted to internal and external stakeholders. Based on favorable feedback, the MyDART App was selected.

10C – Paratransit Software Implementation

DART Paratransit Manager, Matt Johnson, provided an update on the transition to PASS software in the Paratransit department. The new software, approved by the Commission in December 2015, will optimize scheduling of Paratransit service, improving operations efficiency and providing a better experience for customers. Phase 1 will implemented on or before March 19, 2017.

10D – FTA Voluntary Bus Safety Review

Tim Sanderson, Chief Operating Officer, provided the results of the Federal Transit Administration (FTA) review that was conducted November 13-17, 2016. The last time this review was conducted in 2009, it contained 59 voluntary recommendations. The review in November contained 29 recommendations. Of the recommendations, DART has already implemented 13 of them. A full copy of the report was given to each Commissioner.

10E – February Service Changes

The February service change will take effect on February 19, 2017. Minor time adjustments on Local Routes 4, 5, 6, 13, 14, 16 and 17. A downtown timepoint and bus stop location for most Express Routes moved from Locust & 3rd to Locust & 4th. Route 5 will be permanently adjusted to run on Woodland Avenue from 10th Street to Martin Luther King Jr Parkway to better serve Methodist Hospital and Sherman Hill. Route 5 is also detouring on Grand Ave/Locust St between 6th and 10th Streets until construction is completed on High Street later this year or early next year.

10F – Quarterly Safety Report

DART Safety & Training Manager, Pat Daly, provided the Quarterly Safety Report. DART. There were 50 days without a reportable accident, and 55 days without an accident on the street. DART is down by 50% regarding bus into vehicle accidents and down by six accidents from last year.

10G – Performance Report – December 2016

Elizabeth Presutti, Chief Executive Officer, reviewed the Performance Report for December 2016. Ridership was down over last December, however, there were fewer weekdays than last December. Route 10, which is the partnership with Broadlawns continues to see more riders. DART is looking at other opportunities to increase ridership as well.

MONTHLY REPORTS

11A – Operations

No update.

11B – Engagement

No update.

11C – Procurement

No update.

11D - Chief Executive Officer

No update.

RECEIVE AND FILE

12A – FTA Voluntary Bus Safety Review Report

The DART Commission received and filed the FTA Voluntary Bus Safety Review Report dated January 2017.

FUTURE AGENDA ITEMS

No update.

COMMISSIONER ITEMS

The first DART Governance Task Force meeting was February 3, 2017. Most of the members were able to attend, and Scott Raecker facilitated the discussion. A project that came as a result of this meeting was all the member communities will be interviewed before the next DART Governance Task Force meeting to discuss governance, along with Waukees, Norwalk, and Warren and Dallas Counties. The next DART Governance Task Force meeting was scheduled for March 3 and was cancelled to allow for enough time for these interviews. The next meeting for the DART Governance Task Force will be on March 24, 2017. There will be an email and link sent out to all the elected officials to keep track of what is happening with the DART Governance Task Force.

OTHER – COMMUNICATIONS

There was a discussion about how the curb lanes and potholes are communicated with the communities. DART works with the Public Works Department in each city to get these issues resolved.

FUTURE 2017 MEETING DATES:

March 7, 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 Mr. Moore to adjourn the regular Commission Meeting was made at 1:22 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 March 7, 2017 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.

8B: Medium Duty Bus Purchase

Action: Approve the purchase of six (6) Medium Duty Buses for the amount Not to Exceed \$875,407.89.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- The six (6) buses will replace Paratransit and Flex/On Call vehicles that have met their useful life and are due for replacement.
- Paratransit Service Buses:
 - Four (4) 27' Champion Defenders, model year 2017
 - \$137,358.05 per bus
- Flex/On Call Service Buses:
 - Two (2) 27' Champion Defenders, model year 2017
 - \$142,144.80 per bus
- Useful life of the vehicles is seven (7) years.

Procurement:

- DART will be utilizing the State of Iowa, Department of Transportation (DOT) contract for the purchase of the six (6) medium duty buses.
- DART has reviewed the state's purchasing documentation and determined that the solicitation meets DART's procurement policies and Hoglund Bus Company is a responsive and responsible bidder.
- DART has added a specification for a rear emergency exit door to this pending purchase.

Previous Purchases:

- In March 2015, the DART Commission approved a purchase of six (6) Medium Duty Buses from the existing Iowa DOT Contract. The previous purchase amount was Not to Exceed \$809,424.00.
 - Paratransit – 3 X 27' Champion Defenders
 - Flex/On-Call – 3 X 27' Champion Defenders
- In October 2015, the DART Commission approved a purchase of six (6) Medium Duty Buses from the existing Iowa DOT Contract. The previous purchase amount was Not to Exceed \$769,306.92.
 - Paratransit – 1 X 27' Champion Defender and 2 X 31' Champion Defenders
 - Flex/On-Call – 3 X 27' Champion Defenders

Funding:

- Budgeted capital funds and the corresponding DART local match.

Recommendation:

- Approval of the purchase of six (6) 2017 model year Medium Duty Buses from Høglund Bus Company. The total purchase cost is Not to Exceed \$875,407.89. This includes 5% contingency.

9A: January FY2017 Consolidated Financial Report

Action: Approve the January FY2017 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue is 2.71% above budget. Other Contracted Services and Unlimited Access are both currently contributing to the higher performance levels.
- Fixed Route Non-Operating revenue is 2.03 % above budget levels year to date.
- Paratransit Operating revenue is 19.92% lower than budget expectations. Contracted trips are showing below budgeted 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.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 2.33% below budget projections year to date. Fuel & Lubricants, Salaries, Wages & Fringes, and Insurance Expense are seeing the most savings year to date. While Operating Revenue for Fixed Route is outpacing the budget, operating expenses will continue to be constrained by the legally adopted budget set for the fiscal year.
- Paratransit Budget Summary – Operating expenses are currently showing 18.71% 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 24.49%. Many categories are also showing savings within this division and in alignment with the lower levels of revenue received versus budget.

Recommendation:

- Approve the January FY2017 Consolidated Financial Report.

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

Fixed Route	\$	696,292	
Paratransit	\$	136,744	
Rideshare	\$	<u>7,431</u>	
Total	\$	840,467	(4.67% of January YTD Budget)

Reserve for Accidents (See Balance Sheet): \$389,726.06

FY2017 Financials:

January 2017

FIXED ROUTE	January 2017			Year-To-Date-(7) Months Ending 01/31/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	385,184	423,250	(38,066)	3,043,153	2,962,750	80,403
Non-Operating Revenue	1,951,508	1,789,594	161,914	12,781,415	12,527,155	254,261
Subtotal	2,336,692	2,212,844	123,848	15,824,568	15,489,905	334,664
Operating Expenses	2,132,221	2,212,844	80,623	15,128,276	15,489,905	361,628
Gain/(Loss)	204,471	-	204,471	696,292	-	696,292

PARATRANSIT	January 2017			Year-To-Date-(7) Months Ending 01/31/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	129,200	169,083	(39,883)	947,815	1,183,583	(235,768)
Non-Operating Revenue	121,537	111,722	9,815	786,867	782,052	4,815
Subtotal	250,737	280,805	(30,068)	1,734,683	1,965,636	(230,953)
Operating Expenses	215,862	280,805	64,943	1,597,938	1,965,636	367,697
Gain/(Loss)	34,875	-	34,875	136,744	-	136,744

RIDESHARE	January 2017			Year-To-Date-(7) Months Ending 01/31/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	54,957	75,000	(20,043)	403,870	525,000	(121,130)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	54,957	75,000	(20,043)	403,870	525,000	(121,130)
Operating Expenses	59,932	75,000	15,068	396,439	525,000	128,561
Gain/(Loss)	(4,975)	-	(4,975)	7,431	-	7,431

10A: Transit Ambassador Training Program

Staff Resource: Tim Sanderson, Chief Operating Officer

- Tim Sanderson and Pat Daly will provide a presentation on the Transit Ambassador Training Program.

10B: Mobility Coordinator Update

Staff Resource: Alison Walding, DART Mobility Coordinator

- A presentation on the Mobility Coordinator activities from September 2016 - February 2017.



System Summary Performance Report

January 2017

	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	January 2016	January % Change FY17	FY17 January YTD	FY16 January YTD	YTD % Change FY17
Fixed Route												
Passengers	272,117	550,448	378,099	394,537	351,537	315,266	334,761	337,053	(0.68%)	2,596,765	2,677,728	(3.02%)
OTT Ridership	19,236	21,923	20,428	15,190	21,021	20,199	18,465	20,463	(9.76%)	136,462	151,970	(10.20%)
Unlimited Access Ridership	24,976	28,856	31,805	27,192	27,210	24,104	24,551	27,552	(10.89%)	188,694	201,914	(6.55%)
Bike Rack Usage	5,686	6,529	6,237	6,064	4,758	2,647	2,121	1,601	32.48%	34,042	32,044	6.24%
Passengers Per Revenue Hour	16.0	24.2	21.4	21.7	19.9	17.0	18.1	19.2	(6.11%)	19.9	20.8	(4.21%)
Average Passenger Trip Length	4.31	2.49	4.24	4.24	4.24	4.25	4.27	4.00	6.69%	3.88	4.47	(13.04%)
Complaints Per 100,000 Passengers	16.54	10.36	11.64	8.62	6.83	10.47	9.56	17.50	(45.39%)	10.36	21.85	(52.58%)
Commendations Per 100,000 Passengers	2.57	1.45	1.32	1.01	1.42	1.27	1.19	1.78	(32.87%)	1.42	2.09	(31.87%)
On-Time Performance	85.67%	80.71%	81.31%	82.25%	83.20%	83.21%	84.39%	84.02%	0.44%	82.90%	82.60%	0.37%
<u>Accident Frequency Rate by Service:</u>												
Preventable/100,000 Miles	1.56	0.58	2.94	1.43	1.09	0.00	1.74	0.74	135.47%	1.30	1.48	(12.14%)
Non-Preventable/100,000 Miles	2.73	1.45	2.94	2.85	2.18	2.09	3.83	3.70	3.60%	2.55	1.73	47.01%
<u>Maintenance:</u>												
Total Service Miles	256,449.0	345,381.6	272,492.7	280,699.5	274,854.9	286,819.5	287,141.7	270,441.6	6.18%	2,003,838.9	1,963,900.3	2.03%
Roadcalls/100,000 Miles	45.62	33.88	37.07	35.98	31.65	33.82	35.87	23.67	51.58%	36.08	19.65	83.57%
Active Vehicles In Fleet	126	123	123	126	129	127	127	123	3.25%	126	123	2.32%
Paratransit												
Passengers	8,903	10,134	8,625	9,212	8,812	9,302	9,272	9,561	(3.02%)	64,260	70,400	(8.72%)
Passengers Per Revenue Hour	2.6	2.6	2.7	2.6	2.4	2.5	2.5	2.6	(4.12%)	2.6	2.7	(4.88%)
Average Passenger Trip Length	8.98	9.02	9.01	9.00	9.00	9.01	9.01	8.88	1.45%	9.00	8.86	1.68%
Complaints Per 100,000 Passengers	44.93	29.60	57.97	43.42	22.70	75.25	21.57	52.30	(58.75%)	42.02	75.28	(44.19%)
Commendations Per 100,000 Passengers	0.00	0.00	0.00	0.00	0.00	0.00	0.00	31.38	(100.00%)	0.00	15.63	(100.00%)
On-Time Performance	93.25%	93.15%	91.33%	92.70%	93.56%	92.92%	91.63%	93.18%	(1.66%)	92.66%	92.50%	0.17%
<u>Accident Frequency Rate by Service:</u>												
Preventable/100,000 Miles	2.94	1.30	3.09	1.38	2.79	1.37	2.77	2.80	(1.18%)	2.20	2.35	(6.14%)
Non-Preventable/100,000 Miles	4.42	1.30	4.63	0.00	0.00	0.00	1.38	0.00	0.00%	1.60	0.78	104.80%
<u>Maintenance:</u>												
Total Service Miles	67,940.5	77,089.1	64,769.9	72,367.7	71,706.1	72,968.4	72,234.2	71,379.6	1.20%	499,075.9	511,033.4	(2.34%)
Roadcalls/100,000 Miles	14.72	6.49	9.26	9.67	11.16	8.22	12.46	4.20	196.45%	10.22	4.70	117.59%
Active Vehicles In Fleet	23	22	22	22	22	22	22	21	4.76%	22	21	5.44%
Rideshare												
Passengers	14,395	17,450	15,512	15,471	14,948	13,862	16,110	17,615	(8.54%)	107,748	120,671	(10.71%)
Passengers Per Revenue Hour	4.4	5.5	5.1	5.1	5.3	4.9	5.4	5.4	(1.25%)	5.1	5.6	(9.00%)
Rideshare Customers	558	566	561	561	548	560	560	625	(10.40%)	559	631	(11.37%)
Rideshare Vans In Circulation	84	85	84	83	83	84	84	90	(6.67%)	84	88	(4.71%)
Average Passenger Trip Length	40.18	40.33	39.91	39.98	40.31	40.01	39.93	42.14	(5.23%)	40.10	40.85	(1.85%)
<u>Accident Frequency Rate by Service:</u>												
Preventable/100,000 Miles	0.79	0.00	0.73	0.00	0.00	0.00	0.00	1.45	(100.00%)	0.22	0.51	(57.55%)
Non-Preventable/100,000 Miles	0.00	0.00	0.73	0.00	0.80	0.00	0.00	1.45	(100.00%)	0.22	0.71	(69.68%)
<u>Maintenance:</u>												
Total Service Miles	125,830.0	147,973.1	136,772.9	134,065.6	125,359.0	126,431.8	133,410.3	137,497.0	(2.97%)	929,842.7	986,719.2	(5.76%)
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	108	103	4.85%	108	98	10.53%
System Total												
Farebox Recovery Ratio	15.86%	22.03%	23.87%	25.83%	19.71%	19.96%	18.77%	15.95%	17.73%	20.89%	21.19%	(1.39%)



System Performance Ridership Report

January 2017

	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	January 2016	January % Change FY17	FY17 January YTD	FY16 January YTD	YTD % Change FY17
Fixed Route	272,117	550,448	378,099	394,537	351,537	315,266	334,761	337,053	(0.68%)	2,596,765	2,677,728	(3.02%)
1. Local:												
#1 - Fairgrounds	13,726	250,887	20,982	22,043	18,829	15,834	17,769	19,896	(10.69%)	360,070	384,915	(6.45%)
#3 - University	31,668	34,896	37,041	37,790	33,318	29,250	29,152	29,804	(2.19%)	233,115	238,390	(2.21%)
#4 - E. 14th	15,067	15,529	17,211	18,929	16,521	15,652	16,537	17,237	(4.06%)	115,446	124,271	(7.10%)
#5 - Franklin Ave	4,988	7,124	10,008	9,329	8,216	7,675	7,750	7,526	2.98%	55,090	48,122	14.48%
#6 - Indianola Ave	23,279	26,537	34,198	36,086	30,706	26,793	27,990	27,177	2.99%	205,589	205,867	(0.14%)
#7 - SW 9th St	24,286	28,616	36,835	38,889	34,438	31,235	34,539	34,933	(1.13%)	228,838	234,445	(2.39%)
#8 - Fleur Dr	1,534	2,987	5,836	5,364	5,275	4,324	5,000	4,626	8.08%	30,320	29,630	2.33%
#10 - East University	0	0	0	0	794	2,455	2,741	0	0.00%	5,990	0	0.00%
#11 - Ingersoll Ave	2,133	2,582	2,445	2,161	1,894	1,820	2,117	1,962	7.90%	15,152	14,170	6.93%
#13 - Evergreen/SE Park Ave	427	2,656	8,284	8,157	7,632	6,211	7,184	7,195	(0.15%)	40,551	40,834	(0.69%)
#14 - Beaver Ave	12,575	16,182	22,767	24,042	21,100	18,636	20,572	21,273	(3.30%)	135,874	145,924	(6.89%)
#15 - 6th Ave	17,349	21,347	26,775	28,550	25,890	22,731	23,492	25,044	(6.20%)	166,134	174,500	(4.79%)
#16 - Douglas Ave	26,074	31,473	38,581	41,755	37,647	33,443	35,162	34,431	2.12%	244,135	255,086	(4.29%)
#17 - Hubble Ave	20,413	28,868	24,383	27,748	24,001	21,450	21,498	21,155	1.62%	162,361	158,120	2.68%
#52 - Valley West/Jordan Creek	13,798	15,035	14,250	15,275	14,351	14,177	13,099	13,153	(0.41%)	99,985	104,459	(4.28%)
#60 - Ingersoll/University	26,539	29,351	37,127	37,047	32,785	28,368	29,926	31,769	(5.80%)	221,143	228,926	(3.40%)
2. Shuttle:												
Dline	14,230	14,037	14,421	13,942	12,590	11,615	13,996	12,051	16.14%	94,831	93,763	1.14%
Link Shuttle	968	1,152	992	1,005	918	879	993	2,036	(51.23%)	6,907	9,750	(29.16%)
3. Express:												
#91 - Merle Hay Express	786	1,002	1,058	1,083	1,014	951	940	954	(1.47%)	6,834	7,259	(5.85%)
#92 - Hickman Express	2,447	2,831	2,536	2,557	2,386	2,290	2,636	2,610	1.00%	17,683	18,775	(5.82%)
#93 - NW 86th Express	3,143	3,607	3,468	3,777	3,363	2,941	3,223	2,784	15.77%	23,522	19,553	20.30%
#94 - Westtown	1,194	1,436	1,380	1,208	988	875	998	940	6.17%	8,079	6,309	28.06%
#95 - Vista	1,513	1,707	1,455	1,344	1,190	1,084	1,242	1,766	(29.67%)	9,535	13,705	(30.43%)
#96 - E.P. True	2,090	2,303	2,200	2,384	2,303	1,954	2,225	2,377	(6.39%)	15,459	19,713	(21.58%)
#98 - Ankeny	5,748	7,229	7,225	7,108	6,452	6,206	7,490	7,508	(0.24%)	47,458	52,984	(10.43%)
#99 - Altoona	1,285	1,648	1,690	1,862	1,785	1,654	1,891	1,470	28.64%	11,815	10,331	14.36%
4. Flex:												
#72 Flex: West Des Moines/Clive	3,398	3,845	3,635	3,828	3,640	3,390	3,439	3,793	(9.33%)	25,175	26,778	(5.99%)
#73 Flex: Urbandale/Windsor Heights	237	237	233	226	179	192	201	278	(27.70%)	1,505	2,220	(32.21%)
#74 Flex: NW Urbandale	428	578	436	482	703	575	386	603	(35.99%)	3,588	3,907	(8.16%)
5. On Call:												
On-Call: Ankeny	222	231	251	161	226	209	215	291	(26.12%)	1,515	1,875	(19.20%)
On-Call: Johnston/Grimes	209	276	271	276	247	215	208	182	14.29%	1,702	1,259	35.19%
On-Call: Regional	363	259	125	129	156	182	150	229	(34.50%)	1,364	1,888	(27.75%)
Paratransit	8,903	10,134	8,625	9,212	8,812	9,302	9,272	9,561	(3.02%)	64,260	70,400	(8.72%)
Cab	735	875	977	998	884	897	895	989	(9.50%)	6,261	6,172	1.44%
Bus/Van	8,168	9,259	7,648	8,214	7,928	8,405	8,377	8,572	(2.27%)	57,999	64,228	(9.70%)
Rideshare	14,395	17,450	15,512	15,471	14,948	13,862	16,110	17,615	(8.54%)	107,748	120,671	(10.71%)
Total Ridership	295,415	578,032	402,236	419,220	375,297	338,430	360,143	364,229	(1.12%)	2,768,773	2,868,799	(3.49%)

11A: Operations

Staff Resources: Tim Sanderson, Chief Operating Officer

Chapter 20 – Collective Bargaining:

On February 17, the Governor signed House File 29, which provides significant changes to labor relations in Iowa.

- Although public transit is not specifically excluded from the effect of the bill, a provision exists in order to ensure that Federal funding is not jeopardized.
 - 20.32 Transit employees – applicability

All provisions of this chapter applicable to employees described in section 20.3, subsection 10A, shall be applicable on the same terms and to the same degree to any transit employee if it is determined by the director of the department of transportation, upon written confirmation from the United States department of labor, that a public employer would lose federal funding under 49 U.S.C. §5333(b) if the transit employee is not covered under certain collective bargaining
- IPTA/IDOT is working on clarifying how this language will be operationalized. But it is a mechanism to preserve 13 (c) rights.
- These changes do not affect any contracts that are currently ratified. Our current contracts expire as follows:
 - Amalgamated Transit Union Local 44 (Fixed Route Operators and Maintenance Staff)
 - June 30, 2019
 - International Brotherhood of Teamsters Local 238 (Paratransit Operators)
 - June 30, 2020

11B:

Engagement

Staff Resources: Amanda Wanke, Chief Engagement and Communications Officer

Engagement

- **Funding Analysis:** Staff are working with the Greater Des Moines Partnership to finalize the RFP for the procurement of an independent funding analysis. The RFP will go out in March, with the goal of selecting a firm, finalizing a contract and beginning work by mid-May.
- **Government Affairs and Collective Bargaining:** Elizabeth, Amanda and other leadership team members are working closely with PolicyWorks to analyze and respond as needed to legislation that may impact DART. In February, the team closely monitored legislative changes in collective bargaining. DART currently has several-year contracts in place with the ATU and—running until June 30, 2019 and 2020, respectively—so it will be several years before any changes are required. In addition, an amendment was added to the bill to ensure that transit would not lose any federal funding due to the new legislation.

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

- **Stakeholder Newsletter:** Marketing is sending the second issue of a quarterly eight-page newsletter to a list of DART's stakeholders. The newsletter discusses the national dialogue surrounding public transit following the November 2016 elections, updates stakeholders on the next steps of the DART Forward 2035 Year Five Update and features Jeff Rommel of Nationwide as a recipient of DART's 2016 Leaders in Motion awards.
- **RideShare Marketing Plan:** Marketing and RideShare have completed a marketing plan aimed at filling empty seats on existing vans, maintaining current riders by improving customer satisfaction, and improving awareness among employers with employees using the program. Tactics include social media advertising, a quarterly newsletter to riders and bi-annual newsletter to employers among others.
- **Media Relations:** A press release announcing the February service change was issued Feb. 16 and another press release, including a link to a short video, announcing DART's 27 new buses was issued Feb. 22. The Wi-Fi pilot will be shared with media in early March.
- **Presentation for Councils of Regional Governments:** DART Communications Coordinator developed a presentation summarizing the entire DART Forward 2035 Year Five Update process for a presentation Amanda Wanke and Elizabeth Presutti gave during the Iowa Association of Councils of Governments (ICOG) staff training on Feb. 17.
- **Wi-Fi Pilot:** Wi-Fi pilot on Routes 52 and 98 started Feb. 19. Wi-Fi was promoted to current riders through email, social media, DART's website and on-the-bus marketing. As of Friday, Feb. 24, riders have connected to the Wi-Fi more than 1,700 times and DART has received several positive comments about Wi-Fi on the bus. A digital marketing campaign targeting potential riders commuting from West Des Moines and Ankeny to downtown will start in late-March. The pilot will be evaluated based on: overall data usage, number of log-ins, ridership and rider satisfaction.

Marketing Analytics Report

Metric	Sept. 2016	Oct. 2016	Nov. 2016	Dec. 2016	Jan. 2017	Jan. 2016	% Change Year Prior
Website Unique Visitors	32,172	32,619	28,971	29,136	31,719	32,076	-1.13%
Facebook	2,427	2,522	2,598	2,645	2,673	1,463	45.27%
Twitter	1,800	1,821	1,820	1,831	1,845	1,653	10.41%
Email Subscribers	4,000	4,090	4,160	4,220	4,630	3,690	20.30%
Trip Plans	10,083	10,628	8,313	7,905	9,348	11,911	-27.42%
Next Bus	3,108	3,292	3,057	2,889	3,884	3,031	21.96%
Schedules	1,588	2,038	1,429	1,475	2,026	1,962	3.16%
RideTime App	30,030	31,689	30,384	30,395	32,669	23,301	28.68%
SMS Text Messaging	62,296	64,820	62,974	56,641	64,183	50,788	20.87%
IVR	9,543	9,897	8,680	7,889	7,585	7,620	-0.46%

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

- Contact/Feedback Form – 55
- Bus Stop/Shelter Requests - 0
- Voicemails – 138, voicemails requiring response – 9 (7%)

Total Calls for January 2017:

- Schedule Information – 6431
- Spanish Line – 55
- Receptionist – 599
- RideShare – 267

Mobility Coordination - January 2017

- How to Ride Fresh Start Women’s Facility (8)
- How to Ride House of Mercy (10)
- Refugee Alliance of Central Iowa Quarterly Meeting
- TRAC Meeting
- DART How to Ride (1)
- How to Ride Ankeny Library (2)
- How to Ride Fort Des Moines (19)
- Age Friendly City Infrastructure Meeting
- How to Ride Central Iowa Shelter Services (11)
- TAG Meeting
- Meeting with EMBARC and Hiatt Refugee Coordinator

Community Relations - January 2017

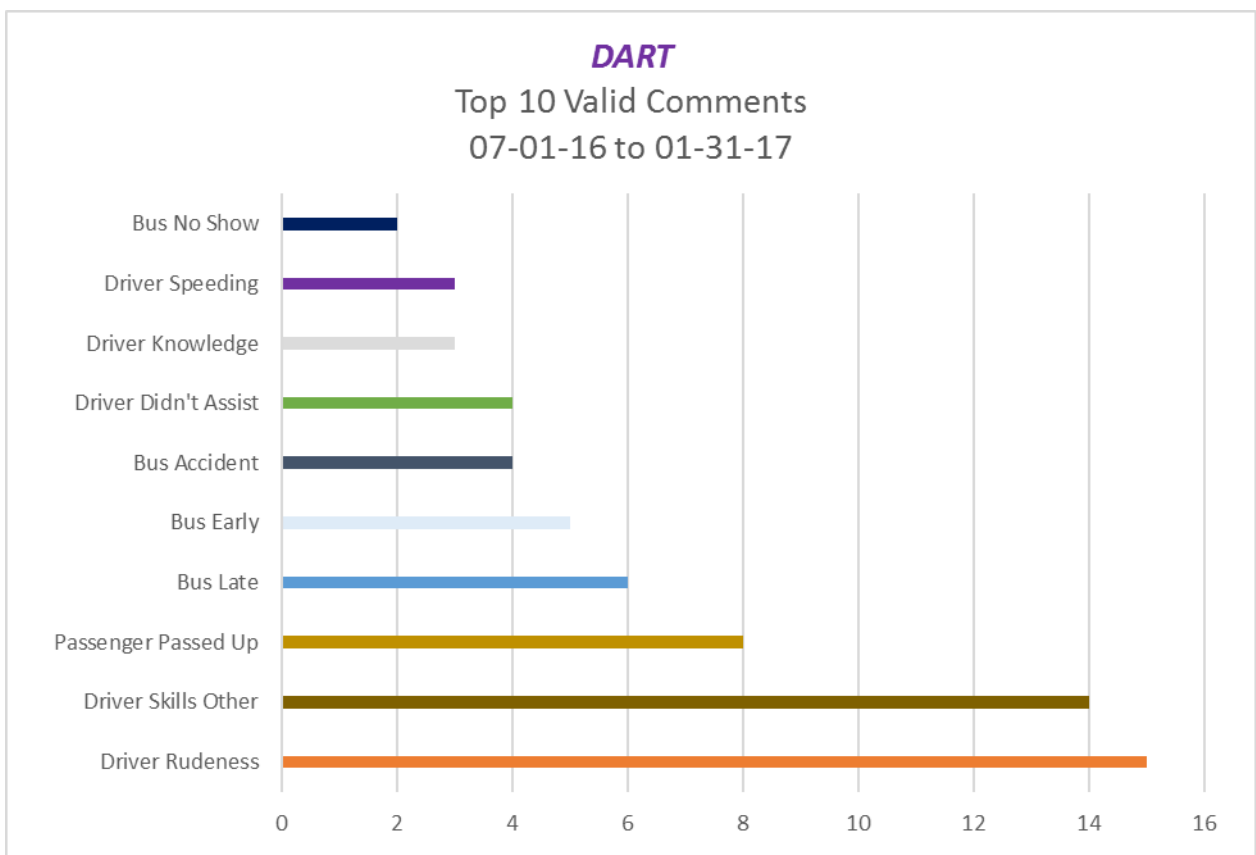
- Customer Service Satisfaction Survey
- Severe Weather Communication Plan
- Customer Service Retention Plan
- Opportunity Summit – United Way

RideShare / Business Development – January 2017

- Began a RideShare pilot program with TPI (Newton, Iowa)
- Drivers Training Program

Community Relations

Top 10 Valid Complaints (per 100,000 passengers) as of January 31, 2017



11C: Procurement

Staff Resource: *Mike Tiedens, Procurement Manager*

Upcoming Procurements:

Occupational Health Services – DART is seeking a contractor to provide occupational health medical and worker’s compensation services. The services will include (but not be limited to) DOT and non-DOT medical certifications, other medical and physical exams (pre-employment, return to duty, etc.), and drug and alcohol testing. All services will comply with DART and US DOT requirements and policies.

- Request for Proposals tentatively to be published in February 2017

Contracts and Task Orders Approved Recently:

RideShare Minivans – DART solicited quotes for the purchase of three (3) minivans for Rideshare service. The vans are replacements for existing vans that are due to come out of service.

- The contract price was \$84,960.00 and the vendor is Wilson Toyota of Ames

Facilities Truck – DART is purchasing a four-wheel drive heavy duty pick-up truck to be used by Buildings and Grounds for snow removal and de-icing on the property. Staff utilized the State of Iowa Department of Administrative Services contract to purchase the vehicle.

- The contract price was \$36,433 and the vendor is Karl Chevrolet

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

- Performance Management Training Task Order – Training and consulting for leadership and management staff to support performance management among employees.
 - Task order was approved for the Amount Not to Exceed \$19,041

Future Procurements:

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

11D:	Chief Executive Officer
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Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **Transit CEO's Seminar:** I attended the Transit CEO's Seminar in San Diego in mid-February. The seminar offered updates on collective bargaining and ridership trends across the country. It was also a good opportunity to talk with colleagues on other transit governance models.
- **IPTA Legislative Meeting:** I attended the IPTA Legislative Meeting in Washington DC held February 22-23. During the two days we met with FTA regarding discretionary grant funding, staff members of the Iowa delegation along with representatives of APTA and CTAA.
- **Community Connect Mentor:** I am serving as a mentor in the Community Connect Program again this year. It is a program offered by the Greater Des Moines Leadership Institute and am very pleased to have been asked to participate again. The program kicked off on February 6th and concludes at a graduation on April 17th.

FUTURE AGENDA ITEMS:

April 4, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • FY2018 State Grant Application • Fare Policy Update 	<ul style="list-style-type: none"> • Safety Management System (SMS) Requirements
May 2, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Occupational Medical Services • Capital Plan • Shelter Installation Contractor Award 	<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 • Farebox and Automated Fare Collection System Contract Award 	

Other DART Commission Meetings:

- March 17, 2017 at 9:00 AM: DART Executive Commission Meeting

13A:

Nominating Committee Appointments

Staff Resource: Elizabeth Presutti, Chief Executive Officer

Rules Relating to Nominating Committee Appointment:

- Per the DART Bylaws, a Nominating Committee is to be appointed by the Commission Chair at least three months in advance of the annual meeting.
- The Nominating Committee is charged with selecting and offering nominations for each office of the Commission (i.e., Chair, Vice-Chair and Secretary/Treasurer) at the annual meeting.
- The Nominating Committee shall be chaired by a representative elected by the other members of the Nominating Committee.
- Nominations for each office of the Commission will also be accepted from any Commissioner present at the annual meeting.
- The Commission shall elect the officers of the Commission at the annual meeting in June.

Nominating Committee Appointment and Proposed Schedule:

- The Nominating Committee shall meet and be prepared to make nominations at the annual meeting.
- Election of the officers of the Commission will still take place as scheduled, and in accordance with the Bylaws, at the annual meeting.