



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

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF FEBRUARY 7, 2017 AGENDA	
5. TRANSIT RIDERS ADVISORY COMMITTEE UPDATE	
6. PUBLIC COMMENT (Limit 3 minutes)	
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A. FTA Voluntary Bus Safety Review Report	
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14. COMMISSIONER ITEMS	
A. DART Governance Task Force	
15. OTHER – Communications	
16. NEXT MEETING: Regular DART Meeting <b>Tuesday, March 7, 2017 – 12:00 p.m.</b>	
17. 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  
JANUARY 10, 2017**



**ROLL CALL**

Commissioners Present: Skip Conkling (arrived at 1:01 pm), Angela Connolly, Tom Gayman, Chris Hensley, Gaye Johnson, Gary Lorenz, Steve Peterson, Skip Moore and Joann Muldoon

**CALL TO ORDER**

The meeting was called to order by Vice Chair, Tom Gayman at 11:58 am. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

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

It was moved by Ms. Hensley and seconded by Mr. Peterson to approve the January 10, 2017 Agenda as presented. The motion carried unanimously.

**PUBLIC COMMENT**

There were various individuals who spoke and asked DART to provide service or extend routes to their businesses.

- Mark Harpenau, A+ Lawn & Landscape
- Blake Wilkerson, UPS
- Ron Lorenz, Indianola Community School District
- Melissa Spiegel, Iowa DOT

**COMMISSIONER ITEMS**

Ankeny Mayor Gary Lorenz is now the DART Commissioner serving District 7 following the resignation of Polk County Supervisor Steve Van Oort. The change in representation also prompted the need to fill the position of Commission Chair, left vacant by Van Oort's resignation. Commissioner Peterson motioned and Commissioner Hensley seconded the nomination of Commissioner Gayman for Chair of the DART Commission. The motion was approved by Ms. Connolly, Ms. Hensley, Ms. Johnson, Ms. Muldoon, Mr. Peterson and Mr. Lorenz, and opposed by Mr. Moore. Commissioner Conkling was absent during this vote. Commissioner Tom Gayman was elected Chair of the DART Commission. He had served as Vice Chair prior to Tuesday's election.

Commissioner Muldoon motioned to elect Commissioner Moore as Vice Chair. This motion died due to lack of a second. Commissioner Peterson motioned and Commissioner Connolly seconded the motion to elect Commissioner Hensley as the Vice Chair of the DART Commission. The motion was approved by Ms. Connolly, Mr. Gayman, Ms. Johnson, Mr. Peterson and Mr. Lorenz, and opposed by Mr. Moore and Ms. Muldoon. Commissioner Conkling was absent during this vote. Commissioner Christine Hensley was elected Vice Chair. Both will serve through June 2017.

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**CONSENT ITEMS**

7A – Commission Meeting Minutes – December 13, 2016

7B – RideShare Van Purchase

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

**ACTION ITEMS**

8A – FTA State of Good Repair Targets

Tim Sanderson, Chief Operating Officer, presented the State of Good Repair Targets. Tim gave the background of the Transit Asset Management and the State of Good Repair. This is something that is required by the FTA and transit systems. This applies to Rolling Stock, Equipment, and Facilities.

It was moved by Ms. Hensley and seconded by Mr. Peterson to approve the FTA State of Good Repair Targets. The motion carried unanimously.

8B – DART Drug and Alcohol Policy

Katie Stull, Chief Human Resources Officer, presented the updated DART Drug and Alcohol Policy. The DART Commission most recently approved the most recent DART Drug and Alcohol Policy in September 2015. The last FTA audit of DART's Drug and Alcohol Policy was 2012. In order to be compliant with the FTA, DART is wanting to update the DART Drug and Alcohol Policy.

It was moved by Mr. Peterson and seconded by Ms. Johnson to approve the updated DART Drug and Alcohol Policy. The motion carried unanimously.

8C – Van Donation Policy

The Commission approved donating one RideShare van to each of three organizations through the RideShare Van Donation program. The program was created by the Commission in 2014 to meet transit needs in the community by donating vans that are being retired from DART service. Nineteen organizations applied for a van, and the three selected organizations are Genesis Inc., Community Youth Concepts, and ChildServe. Those organizations not selected will have the opportunity to buy a DART RideShare van.

It was moved by Ms. Connolly and seconded by Mr. Moore that the Commission approve the Van Donation Policy. The motion carried unanimously.

8D – DART Funding Study Request to Greater Des Moines Partnership

There a correction to this action item and each Commissioner received the updated document. There was an "and" versus "an" on the document explaining this item in the Commission packet.

It was moved by Ms. Hensley and seconded by Ms. Johnson that the Commission approve sending a letter to the Greater Des Moines Partnership requesting that they conduct an independent transit funding study in partnership with DART. The motion was approved by Ms. Connolly, Mr.

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Moore, Ms. Hensley, Ms. Johnson, Ms. Muldoon, Mr. Peterson, Mr. Lorenz and Mr. Gayman. Mr. Conkling abstained from voting.

**8E – DART Governance Task Force and Facilitation Services**

The Commission approved the formation of an independent task force on governance, which will have assistance from the Community Foundation of Greater Des Moines, to evaluate DART's governance structure and provide governance recommendations to the DART Commission in spring 2017. The task force will be made up of the following communities and organizations:

**Cities:** Altoona, Ankeny, Des Moines, Grimes, Johnston, Pleasant Hill, Urbandale, West Des Moines

**Community Partners:** Greater Des Moines Partnership, DART Unlimited Access Partner, United Way of Central Iowa, Central Iowa Taxpayers Association

It was moved by Mr. Lorenz and seconded by Mr. Conkling to let the DART Governance Task Force form and take the restrictions out. The motion was approved by Mr. Conkling and Mr. Lorenz. It was opposed by Ms. Connolly, Ms. Hensley, Mr. Moore, Ms. Johnson, Ms. Muldoon, Mr. Peterson and Mr. Gayman.

It was moved by Mr. Peterson and seconded by Ms. Muldoon that the Commission approve the DART Governance Task Force and Facilitation Services as written in the agenda item. The motion was approved by Ms. Connolly, Ms. Hensley, Ms. Johnson, Ms. Muldoon, Mr. Peterson and Mr. Gayman and opposed by Mr. Conkling, Mr. Moore and Mr. Lorenz.

**8F – November 2016 Financials**

Amber Dakan, Finance Manager, gave a presentation on the November FY 2016 Financials. Fixed Route Operating Revenue is 7.56 above budget levels. Fixed Route Non-Operating Revenue ended the fiscal year 2.29% above budget levels. Paratransit Operating Revenue is 19.5 % lower than budget expectations. Contracted trips continue to be below budget levels. Paratransit Non-Operating Revenue ended FY16 at 0.7% lower than budget. Rideshare Revenues were 21.7% below budgeted levels for November. Rideshare revenue continues to cover expenses. Rideshare Expenses are below budget by 28.95%.

It was moved by Mr. Peterson and seconded by Mr. Conkling to approve the November 2016 Financials. The motion carried unanimously.

**DISCUSSION ITEMS**

**9A – DART Customer Satisfaction Survey**

The program will start December 19 through the end of the 2016-17 school year. The ETC Institute presented on the biannual Customer Satisfaction Survey it conducts for DART. The statistically significant survey looks at all three of DART's service areas: Fixed Route, Paratransit and Rideshare. ETC Institute representatives shared that DART's customer satisfaction rankings were very positive, and that DART met its strategic goal by increasing overall customer satisfaction from 83% to 84%.

**9B – Fare Collection Project Update**

DART Chief Financial Officer Jamie Schug presented to the Commission the Fare Collection Project Update. She gave the background on this project. The RFP will be issued sometime in February and be brought back to the Commission in March.

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COMMISSION MEETING MINUTES – JANUARY 10, 2017**



9C – FY 2018 Budget

DART Chief Financial Officer Jamie Schug presented the FY 2018 Budget to the Commission. Ms. Schug provided updates to the budget assumptions. The DART Commission Budget Workshop will be January 30 at DART Way. The Proposed FY 2018 DART Budget will be presented at this time.

9D – Performance Report – November 2016

Elizabeth Presutti, Chief Executive Officer, reviewed the Performance Report for November 2016. Ridership was up over last November, however, down for the year by 3%.

**MONTHLY REPORTS**

10A – Operations

No update.

10B – Engagement

No update.

10C – Procurement

No update.

10D - Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, based on discussions with DART member governments and Commissioners in December, staff and the DART lobbying team will not pursue moving forward with funding opportunities related to local option sales tax.

**FUTURE AGENDA ITEMS**

No update.

**COMMISSIONER ITEMS**

There was discussion about Hy-Vee buses and the lack of DART branding.

**OTHER – COMMUNICATIONS**

No update.

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**FUTURE 2017 MEETING DATES:**

February 7, 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 1:53 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 February 7, 2017 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



## ACTION ITEM



**9A: FY2018 Proposed Budget Public Hearing**

**Action: Approve a Public Hearing on the FY2018 Budget**

**Staff Resource:** *Jamie Schug, Chief Financial Officer*

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### **Background:**

A presentation will be made at the Commission meeting further outlining the details associated with the proposed FY2018 Budget.

- A workshop was held with Commission members on January 30th where staff outlined the proposed FY2018 Budget in detail.
- The staff also met with the member government managers on February 3rd following the same format as the commission workshop.

### **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.

### **Timeline:**

Per the 28M Agreement, 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.



**ACTION ITEM**

**9A: FY2018 Proposed Budget Public Hearing**

A public hearing on the proposed budget is scheduled for:

Tuesday, March 7, 2017  
12:00 P.M.  
DART Offices – 620 Cherry Street  
Des Moines, Iowa 50309

The hearing will be held immediately prior to the regular DART Commission meeting where the Commission will consider adoption of the FY2018 budget in advance of the 28M Agreement's deadline of March 15, 2017.

**Recommendation:**

- Approve a Public Hearing on the FY2018 Budget.





## ACTION ITEM



**9B:** Participating Community Status for Carlisle

**Action:** Approve extending the withdrawal of City of Carlisle as a Participating Community of DART for an additional 12 months.

**Staff Resource:** *Elizabeth Presutti, Chief Executive Officer*  
*Paul Drey, DART Legal Counsel*

### Background:

- DART received a letter from the City of Carlisle dated December 5, 2015, requesting to withdraw from DART.
- Letters to all of DART's participating communities notifying them of the City of Carlisle's request was sent out in December 2015.
- Accordingly, Carlisle's anticipated withdrawal would be effective June 30, 2017.
- Over the last year DART staff has met with the City of Carlisle on numerous occasions to discuss concerns, options for service and impacts of the withdrawal to the City of Carlisle.
- DART received a letter from the City of Carlisle dated January 14, 2017 requesting that DART allow Carlisle to extend its withdrawal as a participating community for 6 to 12 months.
- The terms of DART's 28E Agreement do not specifically address this request for an extension to a proposed withdrawal date. In the absence of direction from the 28E Agreement, the DART Commission should make a decision based in alignment with what the 28E Agreement permits. As such, the DART Commission, in the absence of direction from the 28E Agreement, is able to make a good faith decision on whether to grant a request for any extension such as Carlisle's request.
- Allowing an extension of only six months creates financial/debt servicing issues for DART's finance team.
- Should the Commission decide to approve the withdrawal extension, then DART would levy property taxes from the City of Carlisle at their FY 2018 rate for the next 12-months as revenue for DART's Operating Program. Carlisle's withdrawal from DART would now be effective June 30, 2018.

### Recommendation:

- Approve extending the withdrawal request of City of Carlisle as a Participating Community of DART for an additional 12 months.
- Request that Carlisle send out a notice to all Participating Communities regarding the extension of their withdrawal period.



**ACTION ITEM**



<b>9C:</b>	<b>December FY2017 Consolidated Financial Report</b>
<b>Action:</b>	<b>Approve the December FY2017 Consolidated Financial Report</b>

*Staff Resource: Amber Dakan, Finance Manager*

**Year-to-Date Budget Highlights:**

**Revenue:**

- Fixed Route Operating Revenue is 5.62% above budget levels. Other contracted services are currently exceeding budget expectations.
- Fixed Route Non-Operating Revenue is .86% above budget levels year to date.
- Paratransit Operating Revenue is 19.86% lower than budget expectations. Contracted trips are showing below budgeted levels.
- Paratransit Non-Operating Revenue is 0.7% lower than budget.
- Rideshare Revenues were 22.4% below budgeted levels for November. Rideshare revenue continues to cover expenses.

**Operating Expense:**

- Fixed Route Budget Summary – Operating expenses are 2.16% below budget projections year to date. Fuel and Lubricants and Insurance Expense are seeing the most savings year to date.
- Paratransit Budget Summary – Operating expenses are currently showing 18% budget savings. Many categories are continuing to show savings including Fuel and Lubricants and Equipment Repair Parts.
- Rideshare Budget Summary – Rideshare Expenses are below budgetary expectations by 25.2%. Many categories are also showing savings within this division and in alignment with the lower levels of revenue received versus budget.

**Recommendation:**

- Approve the December FY2017 Consolidated Financial Report.

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

Fixed Route	\$	522,496	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	96,615	FY2017
Rideshare	\$	<u>12,511</u>	\$390,712.53
Total	\$	631,622	

**FY2017 Financials: December 2016**

FIXED ROUTE	December 2016			Year-To-Date-(6) Months Ending 12/31/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	393,658	423,250	(29,592)	2,682,264	2,539,500	142,764
Non-Operating Revenue	1,676,988	1,789,594	(112,606)	10,829,850	10,737,561	92,289
Subtotal	2,070,646	2,212,844	(142,198)	13,512,114	13,277,061	235,053
Operating Expenses	1,989,340	2,212,844	223,504	12,989,619	13,277,061	287,442
Gain/(Loss)	81,306	-	81,306	522,496	-	522,496

PARATRANSIT	December 2016			Year-To-Date-(6) Months Ending 12/31/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	132,053	169,083	(37,030)	813,034	1,014,500	(201,466)
Non-Operating Revenue	110,888	111,722	(833)	665,331	670,331	(5,000)
Subtotal	242,941	280,805	(37,864)	1,478,365	1,684,831	(206,466)
Operating Expenses	215,963	280,805	64,842	1,381,749	1,684,831	303,081
Gain/(Loss)	26,978	-	26,978	96,615	-	96,615

RIDESHARE	December 2016			Year-To-Date-(6) Months Ending 12/31/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	55,409	75,000	(19,591)	349,019	450,000	(100,981)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	55,409	75,000	(19,591)	349,019	450,000	(100,981)
Operating Expenses	70,059	75,000	4,941	336,507	450,000	113,493
Gain/(Loss)	(14,650)	-	(14,650)	12,511	-	12,511



## DISCUSSION ITEM



10A: Quarterly Investment Review

*Staff Resource: Amber Dakan, Finance Manager*

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- A presentation regarding the investment performance from October 1, 2016 – December 31, 2016 will be given by Amy Mitchell, Director with Miles Capital.



## DISCUSSION ITEM



10B: Mobile Ticketing Branding

*Staff Resource: Erin Hockman, Marketing and Communications Manager*

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- A presentation and update on the preliminary branding of DART's mobile ticketing app will be provided at the meeting.



## DISCUSSION ITEM



10C: DART Paratransit Software Project

*Staff Resource: Matt Johnson, Paratransit Manager*

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- A presentation and update on DART's Paratransit Software Project will be provided at the meeting.



## DISCUSSION ITEM



**10D: FTA Voluntary Bus Safety Review**

**Staff Resource:** *Tim Sanderson, Chief Operating Officer*

- At the request of DART, the Federal Transit Administration (FTA) conducted a Voluntary Bus Safety Program Review from November 13-17, 2016.
- This review combined a traditional safety assessment as well as a Safety Management System (SMS) pre-assessment.
- A previous review was completed in October 2009 and contained 59 voluntary recommendations.
- The report states that “Although DART still faces many safety related challenges, particularly in the area of resource availability, the agency has made significant improvements since 2009”
- This review consisted of interviews with members of the Leadership and Management teams, Supervisors, Union Officials, Bus Operators, administrative staff and Maintenance Personnel. A number of field observations were also made.
- This review provides a list of 49 Voluntary recommendations in 8 categories:

Technical Assessment Category	Technical Assessment Subcategory	Recommendations	Category Total
<b>Leadership and Management</b>	<i>Organizational Structure and Staffing</i>	2	7
	<i>Plans and Policies</i>	3	
	<i>Safety Committees and Meetings</i>	2	
<b>Operations</b>	<i>Service Design</i>	3	8
	<i>Service Delivery</i>	3	
	<i>Internal Emergency Response</i>	1	
	<i>Customer Service</i>	1	
<b>Vehicles and Maintenance</b>	<i>Revenue Vehicles</i>	3	7
	<i>Vehicle Maintenance Planning</i>	2	
	<i>Vehicle Maintenance Procedures</i>	1	
	<i>Material and Tool Control</i>	1	
<b>Facilities and Maintenance</b>	<i>Shops</i>	4	5
	<i>Hazardous Material Program</i>	1	
<b>Personnel</b>	<i>Personnel Management</i>	2	4
	<i>Personnel Checks and Evaluations</i>	2	
<b>Training</b>	<i>Operator/Driver Training</i>	3	8
	<i>Scheduler and Dispatcher Training</i>	1	
	<i>Mechanic Training</i>	1	
	<i>Supervisor Training</i>	2	
	<i>Training Documentation</i>	1	

**ACTION ITEM**  
**10D: FTA Voluntary Bus Safety Review**



Technical Assessment Category	Technical Assessment Subcategory	Recommendations	Category Total
<b>Public Safety</b>	<i>On-Vehicle Security</i>	3	5
	<i>Transit Facility Security</i>	2	
<b>Community Emergency Preparedness</b>	<i>External Relationships</i>	1	5
	<i>Planning</i>	3	
	<i>Response</i>	1	
<b>Total Recommendations:</b>			<b>49</b>

- Of these recommendations, 13 have already been implemented, or are in the process of being implemented.
- The remaining 36 recommendations will be analyzed and if appropriate resources are available implemented in a timely fashion.
- By implementing these recommendations, DART will be well positioned to comply with the requirements of SMS, once they are finalized.
- A full copy of the report will be available for you at the meeting.
- Also, Commission will be asked to receive and file the FTA Voluntary Bus Safety Review as a subsequent agenda item at the Commission Meeting.





## DISCUSSION ITEM



10E: DART February Service Change

*Staff Resource: Tim Sanderson, Chief Operating Officer*

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- A presentation and update on DART's February Service Change will be provided at the meeting.



## DISCUSSION ITEM



**10F: Quarterly Safety Report**

*Staff Resource: Patrick Daly, Safety and Training Manager*

**Analysis of accidents for the 2<sup>nd</sup> Quarter of FY2017:**

<b>ACCIDENTS BY ROUTE:</b>	<b>2<sup>nd</sup> QTR FY17</b>	<b>2<sup>nd</sup> QTR FY16</b>	<b>YTD FY17</b>	<b>YTD FY16</b>
#1 – FAIRGROUNDS	2	2	5	3
#3 – UNIVERSITY	2	3	5	3
#4 – 14TH	0	0	0	1
#5 – FRANKLIN AVE	0	0	1	0
#6 – INDIANOLA AVE	1	0	1	0
#7 – SW 9 <sup>th</sup> ST	4	1	4	2
#8 – FLEUR DR	1	0	1	0
#9 - EXPRESSES	3	2	9	5
#10 – EAST UNIVERSITY	0	0	0	0
#11 – INGERSOLL/VALLEY JCT	0	0	0	0
#12 - ON PROPERTY	2	4	7	9
#13 – PARK AVE	0	1	0	1
#14 - BEAVER AVE	2	2	6	2
#15 – 6 <sup>th</sup> AVE	2	5	3	5
#16 – DOUGLAS AVE	1	3	2	5
#17 – HUBBELL AVE/ALTOONA	1	2	2	4
#52 – VALLEY WEST/JORDAN CR	0	0	2	1
#60 – INGERSOLL/UNIVERSITY	4	3	4	5
#72 – WDM/CLIVE FLEX	0	0	0	0
#73 – URBAN DALE/WHTS FLEX	1	0	1	0
#74 – NW URBAN DALE FLEX	0	0	0	0
#40 - LINK	1	0	1	0
#42 - STATE CAPITAL/D-LINE	0	0	2	5
#SS - SCHOOL ROUTES	1	2	1	2
#20 - PARATRANSIT	6	9	16	19
#R - RIDESHARE	1	5	3	9
#A - ADMIN	0	0	0	0
#M – MAINTENANCE	1	0	1	0
SF- STATE FAIR	0	0	2	2
Training	0	1	0	1
<b>TOTALS</b>	<b>36</b>	<b>45</b>	<b>79</b>	<b>84</b>



DISCUSSION ITEM

10F: Quarterly Safety Report

<b>ACCIDENTS BY TYPE:</b>	2 <sup>nd</sup> QTR	2 <sup>nd</sup> QTR	YTD	YTD
	<u>FY17</u>	<u>FY16</u>	<u>FY17</u>	<u>FY16</u>
BUS INTO FIXED OBJECT	13	13	32	26
PERSONAL INJURY	0	6	0	6
BUS INTO VEHICLE	4	10	12	20
VEHICLE INTO BUS	18	12	33	26
OTHER	0	4	1	6
MAINTENANCE	0	0	0	0
STRUCK ANIMAL	1	0	1	0
VANDALISM	0	0	0	0
<b>TOTALS</b>	<b>36</b>	<b>45</b>	<b>79</b>	<b>84</b>

**ACCIDENTS BY CHARGEABILITY  
CODE:**

	2 <sup>nd</sup> QTR	2 <sup>nd</sup> QTR	YTD	YTD
	<u>FY17</u>	<u>FY16</u>	<u>FY17</u>	<u>FY16</u>
NON PREVENTABLE	19	22	41	36
PREVENTABLE	17	23	38	48
NOT GRADED	0	0	0	0
<b>TOTALS</b>	<b>36</b>	<b>45</b>	<b>79</b>	<b>84</b>



# System Summary Performance Report

December 2016

	June 2016	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	December 2015	December % Change FY17	FY17 December YTD	FY16 December YTD	YTD % Change FY17
<b>Fixed Route</b>												
Passengers	308,552	272,117	550,448	378,099	394,537	351,537	315,266	334,460	(5.74%)	2,262,004	2,340,675	(3.36%)
OTT Ridership	20,694	19,236	21,923	20,428	15,190	21,021	20,199	21,542	(6.23%)	117,997	131,507	(10.27%)
Unlimited Access Ridership	27,736	24,976	28,856	31,805	27,192	27,210	24,104	26,834	(10.17%)	164,143	174,362	(5.86%)
Bike Rack Usage	6,480	5,686	6,529	6,237	6,064	4,758	2,647	2,685	(1.42%)	31,921	30,443	4.85%
Passengers Per Revenue Hour	17.1	16.0	24.2	21.4	21.7	19.9	17.0	18.2	(6.36%)	20.2	21.0	(3.81%)
Average Passenger Trip Length	4.06	4.33	2.51	4.27	4.27	4.27	4.28	3.96	8.08%	3.85	4.53	(15.03%)
Complaints Per 100,000 Passengers	17.50	16.54	10.36	11.64	8.62	6.83	10.47	20.03	(47.75%)	10.48	22.47	(53.38%)
Commendations Per 100,000 Passengers	1.62	2.57	1.45	1.32	1.01	1.42	1.27	1.49	(15.12%)	1.46	2.14	(31.70%)
On-Time Performance	84.07%	85.67%	80.71%	81.31%	82.25%	83.20%	83.21%	83.02%	0.24%	82.67%	82.36%	0.37%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	1.10	1.56	0.58	2.94	1.43	1.09	0.00	1.40	(100.00%)	1.22	1.59	(23.24%)
Non-Preventable/100,000 Miles	1.83	2.73	1.45	2.94	2.85	2.18	2.10	0.70	199.19%	2.33	1.42	64.49%
<b>Maintenance:</b>												
Total Service Miles	273,656.5	256,449.0	345,381.6	272,492.7	280,699.5	274,854.9	285,999.5	285,226.7	0.27%	1,715,877.2	1,693,458.7	1.32%
Roadcalls/100,000 Miles	33.62	45.62	33.88	37.07	35.98	31.65	33.92	16.83	101.54%	36.13	19.01	90.03%
Active Vehicles In Fleet	126	126	123	123	126	129	127	124	2.42%	126	123	2.17%
<b>Paratransit</b>												
Passengers	9,737	8,903	10,134	8,625	9,212	8,812	9,302	9,904	(6.08%)	54,988	60,839	(9.62%)
Passengers Per Revenue Hour	2.6	2.6	2.6	2.7	2.6	2.4	2.5	2.5	0.97%	2.6	2.7	(4.99%)
Average Passenger Trip Length	8.87	9.03	9.07	9.06	9.06	9.05	9.06	8.88	2.02%	9.05	8.85	2.30%
Complaints Per 100,000 Passengers	71.89	44.93	29.60	57.97	43.42	22.70	75.25	30.29	148.43%	45.46	78.90	(42.37%)
Commendations Per 100,000 Passengers	10.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.00	13.15	(100.00%)
On-Time Performance	92.15%	93.25%	93.15%	0.00%	0.00%	0.00%	0.00%	92.87%	(100.00%)	93.20%	92.38%	0.89%
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	0.00	2.94	1.30	3.09	1.38	2.79	1.37	0.00	0.00%	2.11	2.27	(7.30%)
Non-Preventable/100,000 Miles	0.00	4.42	1.30	4.63	0.00	0.00	0.00	1.33	(100.00%)	1.64	0.91	80.26%
<b>Maintenance:</b>												
Total Service Miles	75,967.0	67,940.5	77,089.1	64,769.9	72,367.7	71,706.1	72,968.4	75,079.9	(2.81%)	426,841.7	439,653.8	(2.91%)
Roadcalls/100,000 Miles	5.27	14.72	6.49	9.26	9.67	11.16	8.22	5.33	54.34%	9.84	4.78	106.00%
Active Vehicles In Fleet	23	23	22	22	22	22	22	21	4.76%	22	21	5.56%
<b>Rideshare</b>												
Passengers	16,735	14,395	17,450	15,512	15,471	14,948	13,862	16,343	(15.18%)	91,638	103,056	(11.08%)
Passengers Per Revenue Hour	5.2	4.4	5.5	5.1	5.1	5.3	4.9	6.1	(19.40%)	5.0	5.6	(10.27%)
Rideshare Customers	608	558	566	561	561	548	560	623	(10.11%)	559	632	(11.53%)
Rideshare Vans In Circulation	87	84	85	84	83	83	84	87	(3.45%)	84	88	(4.37%)
Average Passenger Trip Length	39.83	40.18	40.33	39.91	39.98	40.31	40.01	40.45	(1.09%)	40.13	40.63	(1.25%)
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	0.00	0.79	0.00	0.73	0.00	0.00	0.00	1.45	(100.00%)	0.25	0.35	(28.93%)
Non-Preventable/100,000 Miles	0.00	0.00	0.00	0.73	0.00	0.80	0.00	0.73	(100.00%)	0.25	0.59	(57.35%)
<b>Maintenance:</b>												
Total Service Miles	142,662.5	125,830.0	147,973.1	136,772.9	134,065.6	125,359.0	126,431.8	137,728.6	(8.20%)	796,432.4	849,222.2	(6.22%)
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	97	11.53%
<b>System Total</b>												
Farebox Recovery Ratio	15.68%	15.86%	21.96%	23.97%	25.85%	19.79%	20.25%	24.30%	(16.68%)	21.31%	22.28%	(4.34%)



# System Performance Ridership Report

December 2016

	June 2016	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	December 2015	December % Change FY17	FY17 December YTD	FY16 December YTD	YTD % Change FY17
<b>Fixed Route</b>	308,552	272,117	550,448	378,099	394,537	351,537	315,266	334,460	(5.74%)	2,262,004	2,340,675	(3.36%)
<b>1. Local:</b>												
#1 - Fairgrounds	15,877	13,726	250,887	20,982	22,043	18,829	15,834	19,214	(17.59%)	342,301	365,019	(6.22%)
#3 - University	34,016	31,668	34,896	37,041	37,790	33,318	29,250	32,108	(8.90%)	203,963	208,586	(2.22%)
#4 - E. 14th	15,864	15,067	15,529	17,211	18,929	16,521	15,652	17,322	(9.64%)	98,909	107,034	(7.59%)
#5 - Franklin Ave	6,504	4,988	7,124	10,008	9,329	8,216	7,675	7,303	5.09%	47,340	40,596	16.61%
#6 - Indianola Ave	26,189	23,279	26,537	34,198	36,086	30,706	26,793	28,347	(5.48%)	177,599	178,690	(0.61%)
#7 - SW 9th St	27,252	24,286	28,616	36,835	38,889	34,438	31,235	33,131	(5.72%)	194,299	199,512	(2.61%)
#8 - Fleur Dr	1,924	1,534	2,987	5,836	5,364	5,275	4,324	4,301	0.53%	25,320	25,004	1.26%
#10 - East University	0	0	0	0	0	794	2,455	0	0.00%	3,249	0	0.00%
#11 - Ingersoll Ave	2,229	2,133	2,582	2,445	2,161	1,894	1,820	1,964	(7.33%)	13,035	12,208	6.77%
#13 - Evergreen/SE Park Ave	1,044	427	2,656	8,284	8,157	7,632	6,211	6,300	(1.41%)	33,367	33,639	(0.81%)
#14 - Beaver Ave	14,625	12,575	16,182	22,767	24,042	21,100	18,636	20,388	(8.59%)	115,302	124,651	(7.50%)
#15 - 6th Ave	20,803	17,349	21,347	26,775	28,550	25,890	22,731	23,492	(3.24%)	142,642	149,456	(4.56%)
#16 - Douglas Ave	30,659	26,074	31,473	38,581	41,755	37,647	33,443	35,500	(5.79%)	208,973	220,655	(5.29%)
#17 - Hubble Ave	23,242	20,413	22,868	24,383	27,748	24,001	21,450	20,744	3.40%	140,863	136,965	2.85%
#52 - Valley West/Jordan Creek	15,026	13,798	15,035	14,250	15,275	14,351	14,177	15,397	(7.92%)	86,886	91,306	(4.84%)
#60 - Ingersoll/University	30,212	26,539	29,351	37,127	37,047	32,785	28,368	30,718	(7.65%)	191,217	197,157	(3.01%)
<b>2. Shuttle:</b>												
Dline	14,449	14,230	14,037	14,421	13,942	12,590	11,615	12,342	(5.89%)	80,835	81,712	(1.07%)
Link Shuttle	1,314	968	1,152	992	1,005	918	879	1,371	(35.89%)	5,914	7,714	(23.33%)
<b>3. Express:</b>												
#91 - Merle Hay Express	901	786	1,002	1,058	1,083	1,014	951	920	3.37%	5,894	6,305	(6.52%)
#92 - Hickman Express	2,921	2,447	2,831	2,536	2,557	2,386	2,290	2,294	(0.17%)	15,047	16,165	(6.92%)
#93 - NW 86th Express	3,565	3,143	3,607	3,468	3,777	3,363	2,941	2,498	17.73%	20,299	16,769	21.05%
#94 - Westtown	1,244	1,194	1,436	1,380	1,208	988	875	951	(7.99%)	7,081	5,369	31.89%
#95 - Vista	1,721	1,513	1,707	1,455	1,344	1,190	1,084	1,771	(38.79%)	8,293	11,939	(30.54%)
#96 - E.P. True	2,656	2,090	2,303	2,200	2,384	2,303	1,954	2,409	(18.89%)	13,234	17,336	(23.66%)
#98 - Ankeny	7,167	5,748	7,229	7,225	7,108	6,452	6,206	6,924	(10.37%)	39,968	45,476	(12.11%)
#99 - Altoona	1,556	1,285	1,648	1,690	1,862	1,785	1,654	1,495	10.64%	9,924	8,861	12.00%
<b>4. Flex:</b>												
#72 Flex: West Des Moines/Clive	3,750	3,398	3,845	3,635	3,828	3,640	3,390	3,901	(13.10%)	21,736	22,985	(5.43%)
#73 Flex: Urbandale/Windsor Heights	284	237	237	233	226	179	192	307	(37.46%)	1,304	1,942	(32.85%)
#74 Flex: NW Urbandale	610	428	578	436	482	703	575	569	1.05%	3,202	3,304	(3.09%)
<b>5. On Call:</b>												
On-Call: Ankeny	203	222	231	251	161	226	209	263	(20.53%)	1,300	1,584	(17.93%)
On-Call: Johnston/Grimes	263	209	276	271	276	247	215	134	60.45%	1,494	1,077	38.72%
On-Call: Regional	482	363	259	125	129	156	182	82	121.95%	1,214	1,659	(26.82%)
<b>Paratransit</b>	9,737	8,903	10,134	8,625	9,212	8,812	9,302	9,904	(6.08%)	54,988	60,839	(9.62%)
Cab	866	735	875	977	998	884	897	968	(7.33%)	5,366	5,183	3.53%
Bus/Van	8,871	8,168	9,259	7,648	8,214	7,928	8,405	8,936	(5.94%)	49,622	55,656	(10.84%)
<b>Rideshare</b>	16,735	14,395	17,450	15,512	15,471	14,948	13,862	16,343	(15.18%)	91,638	103,056	(11.08%)
<b>Total Ridership</b>	335,024	295,415	578,032	402,236	419,220	375,297	338,430	360,707	(6.18%)	2,408,630	2,504,570	(3.83%)



## MONTHLY REPORT



### 11A: Operations

*Staff Resources: Tim Sanderson, Chief Operating Officer*

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#### Ice Storm:

- On January 16, 2016 the Des Moines Area suffered a significant ice storm that brought with it treacherous road conditions.
- Although most major thoroughfares were in passable condition, side streets and parking lots were extremely slippery and hazardous.
- Building and grounds worked diligently through the night in preparation for the storm to ensure that both DCS and Dart Way were safe and passable.
- Operations Supervisory and Management staff were out early responding to problem areas and shuttling passengers from areas that were impassable by bus.
- By approximately 9:00 AM the worst of the storm was over and regular operations resumed.
- Despite the treacherous conditions DART only experienced two very minor collisions with no injuries and minimal property damage (Fire hydrant and mailbox).

#### DCS Staffing:

- On January 25, 2016 DART's Building and Grounds Supervisor for DCS, Pat Halsey, deployed with his reserve unit overseas until November 2016.
- The team at DART wishes him safe travels and thanks him for his service.
- In his absence, Operations Supervisor Dennis Klinge will providing supervision at the facility.



<b>11B:</b>	<b>Engagement</b>
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*Staff Resources: Amanda Wanke, Chief Engagement and Communications Officer*

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**Engagement**

- **Funding Analysis:** Amanda is working with the Greater Des Moines Partnership to identify potential consultants for the funding analysis and determine timeframe and next steps.
- **Public Affairs:** The engagement team is planning 2018 public affairs efforts to improve non-riders' awareness and perception of DART.
- **Government Affairs:** Amanda and Elizabeth continued to meet with local legislators to share DART Forward 2035 survey results and keep legislators aware of DART's opportunities and challenges.

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

- **Mobile Ticketing:** The marketing team continued to refine mobile ticketing app name and icons based on feedback from internal and external stakeholders. An update will be provided to the Commission at the February meeting.
- **Media Relations:** A press release summarizing public input from DART Forward was issued January 17. A press release, including a link to a short video, announcing DART's 27 new buses will be issued at the end of January.
- **Customer Relations Management (CRM):** DART launched its CRM database in December following a final round of training with Tribridge December 12-14. DART marketing and communications, customer and community relations, and admin staff were trained on how to manage their contacts in the system. All stakeholder contact information will be maintained in the CRM database moving forward.
- **Presentation for Cedar Rapids:** DART Communications Coordinator developed a presentation about DART's transition from MTA to a Regional Transit Authority for a meeting with Cedar Rapids officials.
- **February Service Change:** Staff is updating maps and schedules for the service change on Sunday, February 19, and communicating to riders through the website, on-the-bus marketing, social media, community newsletters, media outreach and email marketing.
- **Wi-Fi Pilot:** The pilot begins on Sunday, February 19 and will run for one year on Routes 52 and 98. The team is planning a two-phase approach to the marketing planning, first promoting to current riders and a second phase in late-March or April, promoting to potential riders along the routes. DART will utilize earned media and owned media outlets, in addition to digital advertising on mobile devices and Facebook to promote the pilot.



### Marketing Analytics Report

Metric	August 2016	Sept. 2016	Oct. 2016	Nov. 2016	Dec. 2016	Dec. 2015	% Change 2015 - 2016
Website Unique Visitors	41,167	32,172	32,619	28,971	29,136	31,569	-8.97%
Facebook	2,373	2,427	2,522	2,598	2,645	1,442	44.50%
Twitter	1,797	1,800	1,821	1,820	1,831	1,637	10.05%
Email Subscribers	3,590	4,000	4,090	4,160	4,220	3,217	22.67%
Trip Plans	12,192	10,083	10,628	8,313	7,905	10,220	-22.94%
Next Bus	2,320	3,108	3,292	3,057	2,889	2,870	6.12%
Schedules	2,237	1,588	2,038	1,429	1,475	2,424	-69.63%
RideTime App	24,664	30,030	31,689	30,384	30,395	19,131	37.04%
SMS Text Messaging	55,731	62,296	64,820	62,974	56,641	51,138	18.80%
IVR	10,408	9,543	9,897	8,680	7,889	7,837	9.71%

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

**December 2016 Website Communication and Messages:**

- Contact/Feedback Form – 57
- Bus Stop/Shelter Requests - 1
- Voicemails – 118, voicemails requiring response – 9 (8%)

**Total Calls for December 2016:**

- Schedule Information – 6769
- Spanish Line – 56
- Receptionist – 507
- RideShare – 267

**Total of Community Events Performed for December 2016:**

***Mobility Coordination***

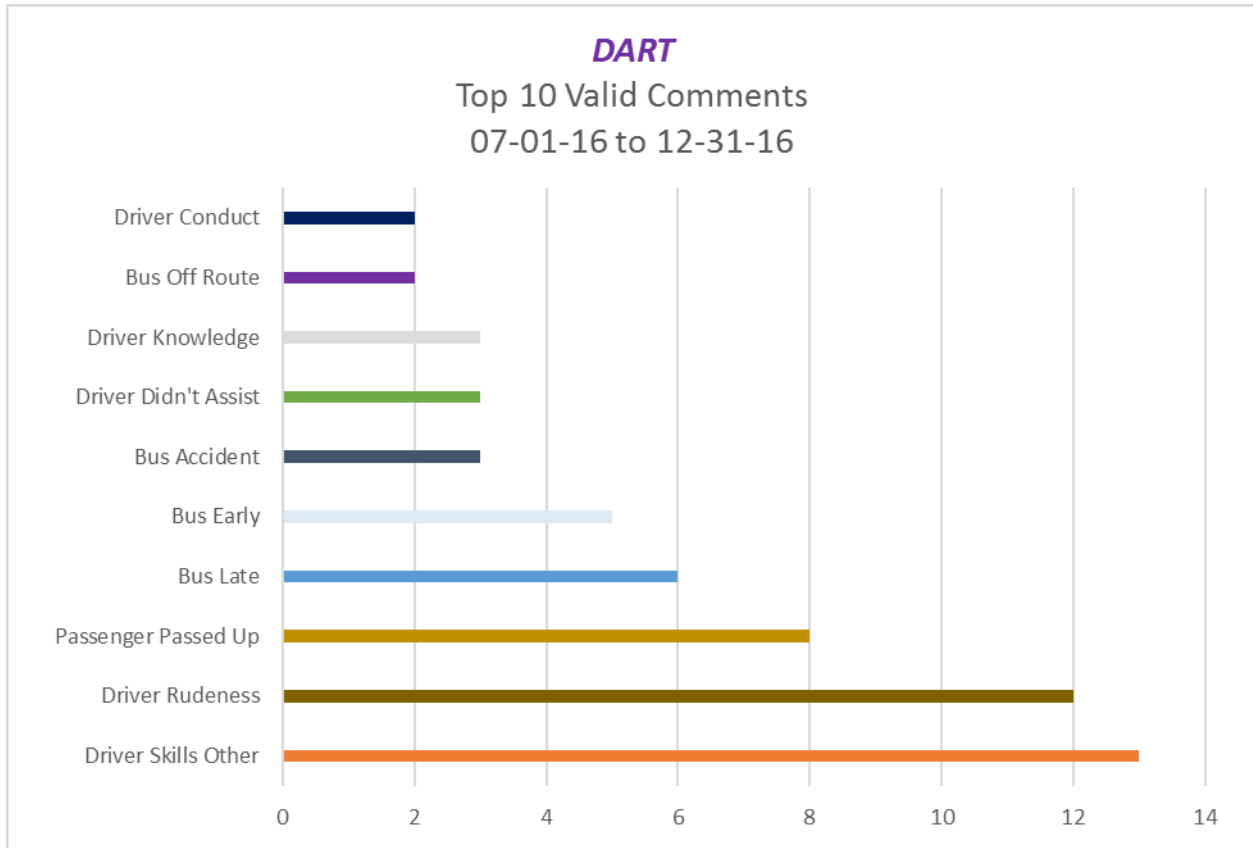
- How to Ride Fresh Start Women’s Facility (7)
- Refugee Alliance Housing Meeting
- Refugee Ten Toes (10)
- Polk County Quarterly Provider Meeting
- Hiatt Middle School assembly
- Hiatt Middle School teacher meeting
- How to Ride Valley High School (17)
- CareMore How to Ride (20)
- 501c3 Forum meeting

***Community Relations***

- Completed Customer Service Satisfaction Survey
- DART Forward Grab & GO – Nationwide
- DART Forward Grab & Go - Principal



*Top 10 Valid Complaints (per 100,000 passengers) as of December 31, 2016*



**RideShare – December 2016**

- Van Donation process completed.
- Continued contract negotiations with TPI for a trial RideShare program.

**Business Development – December 2016**

- Added the Greater Des Moines Partnership as an Unlimited Access partner.

**Planning**

- Prepared for the February 19 service change. The major change will be the rerouting of Route 5 to stay along Woodlawn, better serving Sherman Hill and Iowa Methodist Medical Center.
- Analyzing potential cost-neutral route changes or other scenario models to meet requests received by the planning department.
- Finalizing shelter/BCycle station locations for 2017.
- Working on various shelter location identifications and the permitting/installation process.



# MONTHLY REPORT



11C:	Procurement
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*Staff Resource: Mike Tiedens, Procurement Manager*

**Upcoming Procurements:**

**Fareboxes** – DART is seeking a contractor to provide a farebox / fare collection system. The farebox will replace the old, existing fareboxes and fully integrate with the upcoming mobile ticketing product as well as DART's existing fare media.

- Request for Proposals tentatively to be published in February 2017

**Brochure Cabinet** – DART is seeking a contractor to build and install a custom brochure cabinet. The cabinet will store and organize bus schedules and other documents that the operators have access to. The brochure holder will be located in the newly remodeled operators' and drivers' lounge at 1100 DART Way.

- Request for Quotes published in January 2017

**Contracts and Task Orders Approved Recently:**

**Trilix, On-Call Public Relations and Marketing Services Contract**

- WIFI Marketing Campaign – Creation of advertising and public relations materials to support the rollout of the DART WIFI pilot project.
  - Task order was approved for the Amount Not to Exceed \$16,000

**RSM McGladrey, On-Call Information Technology Services Contract**

- Mobile Ticketing and Farebox Design, Consulting and Implementation Services – RSM McGladrey will oversee deployment of the new mobile ticketing system and assist in developing specifications to support the design, purchase, and implementation of the remaining fare collection goals.
  - Task order was approved for the Amount Not to Exceed \$91,000

**Future Procurements:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Taxi Cab Services</li> <li>• Occupational Health Services</li> <li>• Bus Wash</li> <li>• Mystery Shopper Services</li> </ul> | <ul style="list-style-type: none"> <li>• Bus Shelters</li> <li>• Employment Services</li> <li>• Armored Car / Courier Services</li> <li>• Printing Services</li> </ul> |
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## MONTHLY REPORT



11D: Chief Executive Officer

*Staff Resource: Elizabeth Presutti, Chief Executive Officer*

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- **DART Governance Task Force:** The first meeting of the Governance Task Force was on February 3, 2017. We have established a website to assist in disseminating information about the meetings. The link is: <https://www.ridedart.com/dart-governance-task-force>
- **Service and Budget Meeting with City Manager's:** DART staff presented the FY 2018 DART budget to the City Manager's from DART's member governments on February 3, 2017. They were pleased that DART's proposed FY 2018 budget did not have an associated property tax levy increase.
- **Cedar Rapids Regional Transit Authority Discussion:** The Corridor MPO in the Cedar Rapids metro has been facilitating a conversation in their region on establishing a Regional Transit Authority. They invited DART to their meeting on January 12, 2017 to discuss DART and how we made the transition to a Regional Transit Authority along the associated opportunities and challenges. I made the presentation on DART along with Jamie Schug, DART's Chief Financial Officer.



# FUTURE DART COMMISSION ITEMS



## FUTURE AGENDA ITEMS:

March 7, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>FY 2018 Budget</li> </ul>	<ul style="list-style-type: none"> <li>Transit Ambassador Training Program</li> <li>Medium Duty Buses</li> <li>Mobility Coordinator Update</li> <li>Fare Policy Update</li> </ul>
April 4, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>FY2018 State Grant Application</li> <li>Fare Policy Update</li> </ul>	<ul style="list-style-type: none"> <li>Safety Management System (SMS) Requirements</li> </ul>
May 2, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>Occupational Medical Services</li> <li>Capital Plan</li> </ul>	<ul style="list-style-type: none"> <li>DART Cyber Security Program</li> <li>Quarterly Safety Report</li> <li>Quarterly Investment Report</li> </ul>
June 7, 2017 – 12:00 P.M. – ANNUAL MEETING	
Action Items	Information Items
<ul style="list-style-type: none"> <li>Taxi Services Award</li> </ul>	