



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
NOVEMBER 3, 2015 – 12:00 PM

1.	CALL TO ORDER	
2.	ROLL CALL AND ESTABLISHMENT OF QUORUM	
3.	NOTICE OF MEETING	
4.	APPROVAL OF NOVEMBER 3, 2015 AGENDA	
5.	PUBLIC COMMENT (Limit 3 minutes)	
6.	MPO RECOGNITION OF DART COMMISSIONER	
7.	CONSENT ITEMS	
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13.	OTHER – Communications	
14.	NEXT MEETING: Regular DART Meeting Tuesday, December 1, 2015 – 12:00 p.m.	
15.	ADJOURN	

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



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
620 CHERRY STREET – DES MOINES, IOWA 50309
SEPTEMBER 29, 2015 12:00 P.M.**



ROLL CALL

Commissioners Present: Skip Conkling, Angela Connolly, Tom Gayman, Bob Mahaffey, Joann Muldoon, Steve Peterson and Steve Van Oort

Commissioner Absent: Christine Hensley, Gaye Johnson

Alternates Present: Larry Hulse, Ruth Randleman

CALL TO ORDER

The meeting was called to order by Mr. Peterson, Commission Chair, at 12:00 pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

Mr. Peterson, the Commission Chair, called for a motion to approve the September 29, 2015 agenda.

It was moved by Mr. Mahaffey and seconded by Ms. Connolly to approve the September 29, 2015 agenda. The motion carried unanimously.

PUBLIC COMMENT

No Public Comment.

TRANSIT RIDERS ADVISORY COMMITTEE UPDATE

Jay Peterson provided the Commission an update on the September 9, 2015 meeting. Topics included:

- Reasonable Modification Policy
- DART Employee Management
- Upcoming Events and Promotions
- 2015 TRAC Leadership Elections

10th ANNIVERSARY OF BIKE & RIDE UPDATE

Mr. Carl Voss, co-founder of the Des Moines Bike Collective, was acknowledged for being instrumental in starting the Bike and Ride Program and his continued advocacy for the program. The Bike and Ride Program began October 3, 2005 and is available on every Local, Express and On Call Route.

CONSENT ITEM

- 8A – Commission Meeting Minutes – September 1, 2015
- 8B – Medium Duty Bus Purchase

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It was moved by Mr. Conkling and seconded by Mr. Mahaffey to approve the consent items. The motion carried unanimously.

ACTION ITEMS

9A – State Lobbying Services

It was moved by Mr. Mahaffey and seconded by Ms. Muldoon to approve a three (3) year contract with two (2), one (1) year options with PolicyWorks for State Lobbying Services. The motion carried unanimously.

9B – Bus Lease Financing

It was moved by Mr. Gayman and seconded by Mr. Mahaffey to approve the Equipment Lease-Purchase Agreement with Bank of America for a 12 year term at a 3.445% interest rate for the purchase of twenty (20) heavy duty fixed route buses. The motion carried unanimously.

9C – DART Forward 2035 Transit Service Plan Update

It was moved by Mr. Mahaffey and seconded by Ms. Connolly to approve the task order with Transportation Management and Design, Inc. for the completion of the DART Forward 2035 Transit Service Plan Update with a Not to Exceed Amount of \$300,000. The motion carried unanimously.

9D – DART Fare Collection System

It was moved by Mr. Conkling and seconded by Ms. Muldoon to approve termination of the contract with LECIP INC. for the DART Fare Collection System. The motion carried unanimously.

9E– August 2016 Financials

Ms. Amber Dakan, Finance Manager, provided a presentation on the August FY 2016 Financials. Fixed Route operating revenues performed 2.20% below budget projections as of August year to date. Operating expenses are 8.13% below budget projections year to date.

Paratransit operating revenue is 10.61% lower than budget expectations. Operating expenses are currently 12.01% under forecasted levels.

Rideshare operating revenues are 14.26% below budgeted levels at year to date. Operating expenses are below budgetary expectations by 12.90%.

It was moved by Ms. Connolly and seconded by Mr. Mahaffey that the Commission approve the August FY 2016 Consolidated Financials as presented. The motion carried unanimously.

DISCUSSION ITEMS

10A – Try Transit Week and RideShare Anniversary

Kirstin Baer-Harding, Marketing Director, provided presentations on the Try Transit Week community events, October 4-10, 2015. The week-long event will focus on increasing ridership, building public awareness and getting into local communities promoting the many tools and

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social media resources DART has to offer. DART staff and Commissioners will be promoting Try Transit Week in Ankeny, Altoona, Johnston, West Des Moines and the local downtown area.

RideShare will be celebrating their 20th Anniversary with a special luncheon celebration, October 14, 2015 at the Temple of Performing Arts from 11am - 1:30pm. Fifteen (15), twenty-year riders will be honored for their commitment and longevity to the Rideshare program.

10B – Quarterly Safety Report

Ms. Presutti, General Manger, provided a brief update on the FY15 4Q Safety Report. Overall, FY15 trended in the right direction with eleven (11) less accidents reported, creating a six percent (6%) reduction from FY14. More notably, preventable accidents were reduced by five percent (5%) from FY14. Ms. Presutti cited efforts in training and recognized trends in the types of accidents attributed to the reduction efforts.

10C – August 2015 Performance Reports

Ms. Presutti, General Manager, reviewed the System Performance Ridership Report for August 2015. Fixed route ridership for August has seen an increase of nearly 1.83% over last August with year to date trending upward at .25%. For Paratransit and RideShare services, the system has seen little change in overall performances. Ms. Presutti stated she was looking forward to Try Transit Week and watching September numbers to see where ridership numbers end up.

MONTHLY REPORTS

11A – Operations Report

No update.

11B – Marketing Report

No update.

11C – Planning Report

No update.

11D – Procurement

No update.

11E – General Manager

Ms. Presutti thanked the Commissioners and staff who attended the Leaders in Motion Luncheon on Thursday, September 17, 2015. Turnout for the event was good and well received by those in attendance. Congressman Latham and Congressman Boswell appreciated their awards and were pleased with the event. Guests commented on how they are looking forward to next year's honoree participants.

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Ms. Presutti announced that the new Chief Operating Officer, Tim Sanderson would be starting at DART on Monday, October 5, 2015. Mr. Sanderson comes to DART from Brandon, Manitoba. We look forward to having Tim in the DART family.

Commissioner Van Oort, Amanda Wanke, Chief Engagement and Communications Officer and Ms. Presutti traveled to Grand Rapids Michigan on September 24, 2015, along with the Greater Des Moines Partnership to observe their transit system and bus rapid transit service. Takeaways from the trip included the strong grass roots advocacies among the local businesses and public support of the bus rapid transit system.

Ms. Presutti proposed a meeting between Gretchen Tegeler, President of the Central Iowa Taxpayers and the Commission. The Commission agreed not to meet with Ms. Tegeler as part of the monthly DART Commission meeting but as a separate meeting to be held in open session. Ms. Presutti will schedule the meeting as directed.

Ms. Presutti and Ms. Jamie Schug, Chief Financial Officer will attend the ABBG Annual Meeting hosted by San Joaquin, RFTD September 30 – October 2, 2015.

Ms. Presutti and Ms. Schug will attend the APTA Conference in San Francisco, CA, October 4-7, 2015 along with Commissioner Peterson and Kirstin Baer-Harding, Marketing Director. Ms. Baer-Harding graduates from Leadership APTA. Steve Hansen is the acting General Manger in Ms. Presutti's absence.

FUTURE AGENDA ITEMS

COMMISSIONER ITEMS

OTHER – Communications

No Update

NEXT MEETING

November 3, 2015 at 12:00 pm

ADJOURNMENT

A motion by Mr. Conkling and second by Mr. Gayman to adjourn the regular Commission Meeting was made at 1:29pm. The motion carried unanimously.

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COMMISSION MEETING MINUTES – SEPTEMBER 29, 2015



Future 2015 Meeting Dates

Nov 3, Dec 1

Chair

Clerk

Date



ACTION ITEM



8A: Heavy Duty Bus Purchase

Action: Approve the purchase of twenty (20) Heavy Duty Buses from New Flyer of America at a cost not to exceed \$9,050,000.

Staff Resource: *Mike Tiedens, Procurement Manager*

Background:

- The twenty (20) buses are replacements for vehicles that have met their useful life and are due for replacement.
- DART Commission has previously approved a twelve (12) year lease with Bank of America to fund the purchase.
- Useful life of the vehicles is twelve (12) years per the Federal Transit Administration (FTA).

Procurement:

- DART will be utilizing the State of Iowa, Department of Transportation contract for the purchase of the buses.
- The model is the 40 foot New Flyer Xcelsior which will match the previous Heavy Duty Bus purchases by DART.
 - Base bus price = \$404,627.00
 - Price after adding in DART options = \$436,379.07
 - Total cost per bus with contingency = \$452,500 per bus
 - Allows 3.7% contingency for make ready costs
- DART has reviewed the state's purchasing documentation and determined that the solicitation meets DART's procurement policies and New Flyer of America is a responsive and responsible bidder.

Funding:

- Funding will come from the approved twelve (12) year lease with Bank of America. The lease will be paid with budgeted capital funds and the corresponding DART local match.

Recommendation:

- Approval of a purchase order with New Flyer of America for twenty (20) 2016 model year Heavy Duty Buses for the amount not to exceed \$9,050,000.



ACTION ITEM



8B:	Housekeeping Services Contract
Action:	Approve a three (3) year contract with two (2), one (1) year options with FBG (First National Buildings, Inc.) for Housekeeping Services for the amount Not to Exceed \$600,000.00.

Staff Resource: *Mike Tiedens, Procurement Manager*

Background:

- DART is seeking a qualified firm to provide them housekeeping and cleaning services at DART Central Station. The services will ensure the cleanliness and safety of the interior and exterior of the facility. Services include (but are not limited to):
 - Cleaning and maintenance of all surfaces, windows, and floors
 - Picking up trash and debris on DART property
 - Heavy cleaning of the administration areas during the evenings
 - Light cleaning throughout the day time hours
 - Periodic heavier cleaning and special events

Procurement:

- DART conducted a Request for Proposals (RFP) the project. The RFP was published on August 28, 2015 and proposals were due at 2:00 PM CDT on September 25, 2015.
- Five (5) proposals were received, and all proposals were deemed responsive:
 - Cleaning Connection
 - FBG (First National Buildings)
 - Marsden Bldg. Maintenance
 - Midwest Janitorial
 - Nationwide Office Care
- Four of the proposers were in the competitive range. The scoring is as follows (on a 5 point scale):
 1. FBG = 4.25
 2. Marsden = 3.61
 3. Nationwide Office Care = 3.58
 4. Cleaning Connection = 3.49
 5. Midwest Janitorial = 2.75



ACTION ITEM

8B: Housekeeping Services Contract

Funding:

- Funding will come from budgeted operating funds.

Recommendation:

- Approval of a three (3) year contract with two (2), one (1) year options with FBG (First National Buildings, Inc.) for Housekeeping Services for the amount Not to Exceed \$600,000.00.
 - Contract Pricing Summary:
 - \$100,378.50 for Year 1
 - \$100,558.50 for Year 2
 - \$103,472.50 Year 3
 - \$103,720.50 for Year 4 (Option Year 1)
 - \$106,690.50 for Year 5 (Option Year 2)
 - Consumables
 - \$11,000 per year (Estimate only)
 - \$55,000 estimate over 5 Years



ACTION ITEM



8C:	Van Donation Program Recommendation
Action:	Approve the donation of three (3) retired RideShare vehicles in accordance with Van Donation Program.

Staff Resource: *Jennifer Long, RideShare Program Coordinator*

Background:

- The DART Commission approved implementation of the RideShare Van Donation Program at their September 2, 2014 meeting.
- This annual program will provide up to three passenger vans to eligible nonprofit organizations and governmental agencies to enhance transportation service provided within DART's service area.

Application Process:

- DART issued a press release and distributed application packets to the City Managers of all of DART's member governments, DART's Title VI email list, and the United Way who forwarded it to their mailing list of 80 agencies.
- Seventeen applications were received:
 - U.S. Committee for Refugees and Immigrants
 - Monsoon United Asian Women of Iowa in partnership with Nisaa African Family Services
 - Trinity United Methodist Church
 - Visiting Nurse Services of Iowa
 - Joppa Outreach, Inc.
 - The Salvation Army at 520 35th Street
 - Ethnic Minorities of Burma Advocacy and Resource Center (EMBARC)
 - Lutheran Services in Iowa
 - Easter Seals of Iowa
 - Ruth Harbor
 - Heartland Presbyterian Church
 - New Horizons Adult Day Center
 - The Salvation Army at 133 E 2nd St
 - Community Support Advocates, Inc.
 - Child Future International, Inc. in partnership with Multicultural Educational Program
 - Central Iowa Shelter and Services (CISS)
 - Iowa Arts in Education DBA Art Force Iowa



ACTION ITEM

8C: Van Donation Program Recommendation

- All agencies submitted copies of their 501(c)(3) documentation.
- The selection panel consisted of Amanda Wanke, Chief Engagement and Communications Officer, Jamie Schug, Chief Financial Officer, John Clark, Customer Service Manager; Timothy Ruggles, Staff Accountant; and Jennifer Long, RideShare Program Coordinator.
 - After evaluating the applications, the panel decided to award the three vans to the U.S. Committee for Refugees and Immigrants, Iowa Arts in Education DBA Art Force Iowa, and Central Iowa Shelter & Services.

Recommendation:

- Approve donation of three (3) retired RideShare vehicles to U.S. Committee for Refugees and Immigrants, Iowa Arts in Education DBA Art Force Iowa, and Central Iowa Shelter & Services.



ACTION ITEM



8D: September FY2016 Consolidated Financial Report

Action: Approve the September FY2016 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue is 5.93% below budget projections. A timing difference with School Funding and Other Contracted Services are the two largest drivers of the difference.
- Fixed Route Non-Operating Revenue is currently 8% under projections. This is also a timing issue largely related to the Municipal Operating Assistance and grant schedules.
- Paratransit Operating Revenue is 11.05% lower than budget expectations. Contracted trips were just below budgeted levels.
- Rideshare Revenues were 14.15% below budgeted levels year to date.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 5.24% below budget projections. Fuel and Lubricants, Insurance Expense, and Services are the top three drivers of savings.
- Paratransit Budget Summary – Operating expenses are 9.77% below forecasted levels. Fuel and Lubricants, Insurance Expense, and Salaries, Wages, & Fringes were the largest drivers of savings.
- Rideshare Budget Summary – Rideshare Expenses are below budgetary expectations by 15.74%. Fuel and Lubricants, Equipment Repair Parts, and Office Supplies are the top three categories showing the most savings.

Recommendation:

- Approve the September FY2016 Consolidated Financial Report.

**** TOTAL Un-Audited Year-End September FY2016 as Compared to Budget:**

Fixed Route	\$	(152,026)	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	23,313	FY2016
Rideshare	\$	<u>3,314</u>	\$26,642.33
Total	\$	(125,399)	

FY2016 Financials: September 2015

FIXED ROUTE	September 2015			Year-To-Date-(3) Months Ending 09/30/2015		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	372,330	423,250	(50,920)	1,194,486	1,269,750	(75,264)
Non-Operating Revenue	1,476,369	1,729,248	(252,879)	4,772,766	5,187,745	(414,979)
Subtotal	1,848,699	2,152,498	(303,799)	5,967,252	6,457,495	(490,243)
Operating Expenses	1,941,737	2,152,498	210,761	6,119,278	6,457,495	338,217
Gain/(Loss)	(93,038)	-	(93,038)	(152,026)	-	(152,026)

PARATRANSIT	September 2015			Year-To-Date-(3) Months Ending 09/30/2015		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	148,874	169,083	(20,209)	451,191	507,250	(56,059)
Non-Operating Revenue	108,720	108,564	155	323,681	325,693	(2,011)
Subtotal	257,594	277,648	(20,054)	774,873	832,943	(58,070)
Operating Expenses	257,578	277,648	20,070	751,560	832,943	81,382
Gain/(Loss)	16	-	16	23,313	-	23,313

RIDESHARE	September 2015			Year-To-Date-(3) Months Ending 09/30/2015		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	65,685	76,250	(10,565)	196,383	228,750	(32,368)
Non-Operating Revenue	-	208	(208)	-	417	(417)
Subtotal	65,685	76,458	(10,774)	196,383	229,167	(32,784)
Operating Expenses	59,151	76,458	17,308	193,277	229,375	36,098
Gain/(Loss)	6,534	-	6,534	3,106	-	3,314



DISCUSSION ITEM



9A: DART Forward 205 Plan Update

Staff Resource: Amanda Wanke, Chief Engagement and Communications Officer

- A presentation on the public participation plan for the DART Forward 2035 Plan Update will be provided at the meeting.



DISCUSSION ITEM



9B: QUARTERLY SAFETY REPORT

Staff Resource: Mike Kaiser, Lead Supervisor

Analysis of accidents for the 1st Quarter of FY2016:

ACCIDENTS BY ROUTE:	1 st QTR	1 st QTR	YTD	YTD
	FY16	FY15	FY16	FY15
#1 – FAIRGROUNDS	1	2	1	2
#3 – UNIVERSITY	0	1	0	1
#4 – 14TH	1	2	1	2
#5 – FRANKLIN AVE	0	0	0	0
#6 – INDIANOLA AVE	0	2	0	2
#7 – SW 9 th ST	1	1	1	1
#8 – FLUER DR	0	1	0	1
#9 - EXPRESSES	3	4	3	4
#11 – INGERSOLL/VALLEY JCT	0	1	0	1
#12 - ON PROPERTY	5	4	5	4
#13 – PARK AVE	0	0	0	0
#14 - BEAVER AVE	0	0	0	0
#15 – 6 th AVE	0	1	0	1
#16 – DOUGLAS AVE	2	0	2	0
#17 – HUBBELL AVE/ALTOONA	2	3	2	3
#51 – MERLE HAY/CROSSTOWN	0	2	0	2
#52 – VALLEY WEST/JORDAN CR	1	0	1	0
#60 – INGERSOLL/UNIVERSITY	2	3	2	3
#40 - LINK	0	0	0	0
#42 - STATE CAPITAL/D-LINE	5	1	5	1
#SS - SCHOOL ROUTES	0	1	0	1
#20 - PARATRANSIT	9	6	9	6
#R - RIDESHARE	4	4	4	4
#A - ADMIN	0	2	0	2
#M – MAINTENANCE	0	0	0	0
SF - STATE FAIR	3	0	3	0
Training	0	1	0	1
TOTALS	39	42	39	42



DISCUSSION ITEM:

9B: Quarterly Safety Report

<i>ACCIDENTS BY TYPE:</i>	1st QTR	1st QTR	YTD	YTD
	<u>FY16</u>	<u>FY 15</u>	<u>FY16</u>	<u>FY 15</u>
BUS INTO FIXED OBJECT	13	13	13	13
PERSONAL INJURY	0	0	0	0
BUS INTO VEHICLE	10	5	10	5
VEHICLE INTO BUS	14	19	14	19
OTHER	2	5	2	5
MAINTENANCE	0	0	0	0
VANDALISM	0	0	0	0
TOTALS	39	42	39	42

*ACCIDENTS BY CHARGEABILITY
CODE:*

	1st QTR	1st QTR	YTD	YTD
	<u>FY16</u>	<u>FY15</u>	<u>FY16</u>	<u>FY15</u>
NON PREVENTABLE	14	21	14	21
PREVENTABLE	25	16	25	16
NOT GRADED	0	5	0	5
TOTALS	39	42	39	42



System Summary Performance Report September 2015

	March 2015	April 2015	May 2015	June 2014	July 2015	August 2015	September 2015	September 2014	Percent Change 2016/2015	FY16 Year To Date	FY15 Year To Date	Percent YTD Change 2016/2015
DART Fixed Route												
Total Ridership	362,393	382,661	354,258	305,947	297,601	556,841	388,100	387,342	0.20%	1,242,542	1,242,085	0.04%
OTT Ridership	27,316	26,899	25,703	24,193	23,667	22,799	22,819	20,494	11.34%	69,285	69,769	-0.69%
Unlimited Access Ridership	31,141	32,008	28,892	28,741	28,628	29,871	32,277	33,906	-4.80%	90,776	97,340	-6.74%
Bike Rack Usage	3,366	4,359	4,873	5,591	6,162	6,421	6,163	5,874	4.92%	18,746	16,950	10.60%
Passengers/Revenue Hour	19.41	20.55	20.17	16.83	16.34	25.87	22.51	21.73	3.56%	21.80	21.83	-0.13%
Avg. Passengers Weekday	14,748	15,892	15,600	12,360	12,296	19,264	16,690	16,856	-0.98%	16,024	16,125	-0.62%
Avg. Passengers Weekend Day	4,216	4,130	4,226	4,253	3,386	15,230	4,701	4,170	12.72%	8,346	8,081	3.27%
Complaints/100,000 Riders	21.52	18.82	21.74	27.46	29.57	19.75	36.59	35.89	1.96%	27.36	33.17	-17.51%
Commendations/100,000 Riders	2.21	1.57	1.69	1.96	3.02	4.49	2.83	2.07	37.23%	3.62	2.90	24.95%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.75	1.04	0.37	0.36	0.36	0.91	2.20	1.46	51.06%	1.14	1.63	-29.89%
Non-Preventable/100,000 Miles	1.05	0.70	1.12	2.54	2.18	1.52	2.57	2.92	-11.88%	1.45	1.29	12.46%
Maintenance:												
Total Miles Operated	285,783	287,329	269,011	275,103	274,858	328,484	272,499	274,417	-0.70%	875,841	859,670	1.88%
Road Calls/100,000 Miles	15.75	14.27	14.50	19.99	17.10	18.87	19.08	24.42	-21.84%	18.38	25.59	-28.18%
Active Vehicles in Fleet	126	126	126	126	126	126	126	126	0.00%	126	126	0.00%
DART Paratransit												
Total Ridership	11,579	11,598	10,315	11,763	10,988	10,665	10,433	11,502	-9.29%	32,086	35,307	-9.12%
Passengers/Revenue Hour	2.88	2.89	2.79	2.98	2.59	2.66	3.05	2.82	8.16%	2.77	2.84	-2.58%
Average Trip Length	5.96	5.99	6.02	5.58	6.08	5.59	5.79	5.44	6.37%	5.82	5.42	7.43%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	2.90	1.44	4.83	0.00	8.97	0.00	4.97	0.00	100.00%	4.82	0.52	821.90%
Non-Preventable/100,000 Miles	0.00	1.44	3.22	0.00	1.50	0.00	1.66	1.60	3.64%	1.07	2.61	-59.03%
Maintenance:												
Total Miles Operated	68,993	69,454	62,122	65,610	66,858	59,624	60,409	62,609	-3.51%	186,891	191,438	-2.38%
Active Vehicles in Fleet	21	21	21	21	21	21	21	20	5.00%	21	20	5.00%
DART RideShare												
Total Ridership	20,500	20,138	16,976	18,573	17,527	17,056	17,550	20,564	-14.66%	52,133	56,746	-8.13%
Total Vans in Circulation	93	93	92	89	88	88	88	95	-7.37%	88	92	-4.00%
Total RideShare Customers	689	684	670	645	643	636	639	721	-11.37%	639	686	-6.80%
Accident Frequency Rate by Service:												
Preventable	0.00	0.60	0.00	1.36	1.29	0.00	0.00	0.00	0.00%	0.44	0.21	109.56%
Non-Preventable	0.00	0.00	0.00	0.68	0.65	0.00	0.66	0.61	8.33%	0.44	0.63	-30.15%
Maintenance:												
Total Miles Operated	169,704	167,405	146,899	146,935	154,604	150,020	152,501	165,201	-7.69%	457,125	478,968	-4.56%
Active Vehicles in Fleet	100	100	100	100	100	100	100	100	0.00%	100	100	0.00%



System Performance Ridership Report September 2015

	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	September 2014	Percent Change 2016/2015	FY16 Year To Date	FY15 Year To Date	Percent YTD Change 2016/2015
DART Fixed Route Ridership	362,393	382,661	354,258	305,947	297,601	556,841	388,100	387,342	0.20%	1,242,542	1,241,398	0.09%
Local Routes:												
#1 - Fairgrounds	22,258	23,604	21,378	16,671	15,328	261,876	23,396	22,505	3.96%	300,600	282,114	6.55%
#3 - University	34,631	34,493	33,363	33,348	33,786	34,821	35,213	36,362	-3.16%	103,820	106,502	-2.52%
#4 - E. 14th	18,059	19,428	19,182	17,004	16,752	16,740	18,970	19,712	-3.76%	52,462	51,668	1.54%
#5 - Franklin Ave	3,285	3,586	3,441	1,356	1,323	2,666	8,551	3,879	120.44%	12,540	7,332	71.03%
#6 - Indianola Ave.	27,216	28,778	27,424	24,574	24,480	25,269	34,067	26,807	27.08%	83,816	74,174	13.00%
#7 - SW 9th St.	34,745	37,020	34,074	25,602	25,669	27,354	36,949	36,980	-0.08%	89,972	95,893	-6.17%
#8 - Fleur Dr.	3,687	4,635	4,202	1,970	1,966	2,597	5,920	5,302	11.66%	10,483	10,615	-1.24%
#11 - Ingersoll Ave.	2,192	2,226	2,129	2,142	2,023	2,026	2,420	2,489	-2.77%	6,469	7,449	-13.16%
#13 - Evergreen/SE Park Ave.	5,516	7,211	6,382	743	634	2,045	8,627	7,879	9.49%	11,306	11,525	-1.90%
#14 - Beaver Ave.	22,720	24,875	22,493	16,364	15,180	16,511	24,392	26,469	-7.85%	56,083	64,406	-12.92%
#15 - 6th Ave.	25,805	27,178	24,752	20,707	20,686	22,023	28,035	27,773	0.94%	70,744	70,536	0.29%
#16 - Douglas Ave.	38,431	41,037	37,045	31,777	30,476	32,192	41,788	42,304	-1.22%	104,456	108,466	-3.70%
#17 - Hubbell Ave.	21,835	23,269	21,927	22,358	21,924	21,870	24,207	22,046	9.80%	68,001	61,855	9.94%
#51 - Merle Hay Crosstown	2,902	2,997	2,896	2,971	2,611	2,983	0	2,465	-100.00%	5,594	7,252	-22.86%
#52 - Valley West/Jordan Creek	14,603	14,114	13,396	14,229	14,895	14,896	14,428	16,322	-11.60%	44,219	47,459	-6.83%
#60 - Ingersoll/University	34,049	35,878	32,270	29,467	27,745	29,436	37,174	33,883	9.71%	94,355	90,185	4.62%
#71 - Ankeny/Delaware**	0	0	0	0	0	0	0	0	0.00%	0	0	0.00%
Shuttle Routes:												
Link Shuttle	879	805	774	1,011	898	1,185	1,331	752	76.99%	3,414	2,178	56.75%
Dline	14,743	13,636	13,969	15,261	14,660	13,374	14,540	14,172	2.60%	42,574	45,837	-7.12%
Lincoln/McCombs	8,015	10,299	9,442	469	0	0	0	10,764	-100.00%	0	14,848	-100.00%
Express Routes:												
#91 - Merle Hay Express	872	966	802	1,017	1,058	1,061	1,123	746	50.54%	3,242	2,437	33.03%
#92 - Hickman Express	2,915	2,959	2,766	2,925	2,854	2,763	3,015	3,190	-5.49%	8,632	9,099	-5.13%
#93 - NW 86th Express	2,919	2,964	2,371	3,040	2,935	2,691	3,110	3,217	-3.33%	8,736	9,319	-6.26%
#94 - Westtown	936	831	882	1,147	955	855	761	1,014	-24.95%	2,571	2,912	-11.71%
#95 - Vista	1,940	2,113	1,885	2,211	2,175	2,142	2,003	1,914	4.65%	6,320	5,304	19.16%
#96 - E.P. True	2,715	2,733	2,388	3,088	3,047	3,032	3,184	2,774	14.78%	9,263	8,065	14.85%
#98 - Ankeny	7,552	7,919	6,606	7,680	6,952	7,452	8,225	8,281	-0.68%	22,629	22,797	-0.74%
#99 - Altoona	1,472	1,603	1,389	1,432	1,373	1,462	1,427	1,661	-14.09%	4,262	5,122	-16.79%
On-Call/Flex Routes (Operated by Paratransit):												
On-Call: Ankeny	211	255	233	269	292	230	285	203	40.39%	807	629	28.30%
On-Call: Des Moines	0	0	0	0	0	0	0	0	0.00%	0	0	0.00%
On-Call: Johnston/Grimes	315	338	238	223	169	185	202	313	-35.46%	556	864	-35.65%
#73 Flex: Urbandale/Windsor Heights	330	414	378	386	355	371	299	401	-25.44%	1,025	1,648	-37.80%
#72 Flex: West Des Moines/Clive	3,917	3,737	3,227	3,774	3,595	3,821	3,756	4,130	-9.06%	11,172	12,090	-7.59%
#74 Flex: NW Urbandale	641	629	475	400	487	542	633	500	26.60%	1,662	687	141.92%
On-Call: REGIONAL	87	131	79	331	318	370	69	133	-48.12%	757	818	-7.46%
DART Paratransit Ridership	11,579	11,598	10,315	11,763	10,988	10,665	10,433	11,502	-9.29%	32,086	35,307	-9.12%
Bus/Van	10,948	10,954	9,650	11,064	10,192	9,860	9,502	10,545	-9.89%	29,554	32,477	-9.00%
Cab	631	644	665	699	796	805	931	957	-2.72%	2,532	2,830	-10.53%
DART RideShare Ridership	20,500	20,138	16,976	18,573	17,527	17,056	17,550	20,564	-14.66%	52,133	56,746	-8.13%
TOTAL RIDERSHIP	394,472	414,397	381,549	336,283	326,116	584,562	416,083	419,408	-0.79%	1,326,761	1,333,451	-0.50%

DART Ridership Commission Meeting Agenda Packet November 9, 2015



Customer Engagement Report September 2015

	November 2014	December 2014	January 2015	February 2015	March 2015	April 2015	May 2015	June 2015	July 2015	August 2015	September 2015	FY16 Year To Date	FY15 Year To Date
Total System Monthly Ridership	360,688	364,557	372,440	363,514	394,598	414,501	381,481	336,215	325,964	584,422	415,851	1,326,761	1,241,398
Total Fixed Route Ridership	332,964	334,381	341,476	333,946	362,393	382,661	354,258	305,947	297,601	556,841	388,100	1,242,542	1,333,451
Website													
Unique Visitors	34,366	32,230	36,111	35,168	32,641	32,344	32,640	33,355	31,579	42,312	35,419	109,310	133,381
Social Media													
Facebook Page Likes	778	778	837	864	857	903	1,047	1,066	1,100	1,185	1,218		
Twitter Followers	1,302	1,361	1,398	1,418	1,420	1,443	1,476	1,509	1,522	1,560	1,580		
Email													
Subscribers	3,027	3,039	3,073	3,091	3,161	2,947	2,963	2,972	2,984	3,009	3,183		
MYDART Trip Planner													
Trip Plans	16,142	14,229	16,577	16,418	13,590	11,620	11,734	12,166	11,181	16,312	13,434	40,927	52,548
Next Bus	1,301	2,938	5,689	4,626	3,405	2,686	2,415	2,508	2,370	2,630	2,537	7,537	3,471
Schedules	2,769	2,818	3,580	3,097	2,855	2,574	1,964	2,468	2,391	3,284	2,539	8,214	20,875
Real-Time Tools													
RideTime App sessions	NA	NA	NA	1,274	3,520	4,216	5,074	9,907	11,514	13,581	14,803	25,095	-
SMS Text Messaging	NA	NA	NA	15,743	27,072	32,448	39,252	47,862	51,697	47,434	51,556	99,131	-
IVR - Automated Phone Information	NA	NA	1,497	5,440	5,952	6,307	6,531	7,467	7,797	9,065	8,639	16,862	-



MONTHLY REPORT



10A: Operations Department

Staff Resources: Timothy Sanderson, Chief Operating Officer

- The annual DART Safety Awards were held on Saturday October 17, in order to recognize the commitment to safe practices that has been demonstrated by Operations employees in FY15. This year, Operations Administration is pleased to announce that awards for one year of safe driving were issued to a total of:
 - 38 Fixed Route Operators
 - 33 Maintenance Employees
 - 29 Paratransit Employees

In addition to the above awards, two Fixed Route Operators reached important safety milestones:

- Britt Perdue: 25 consecutive years without a preventable accident.
 - Richard Uthe: 10 consecutive years without a preventable accident.
- In order to further strengthen the safety culture at DART, all Operations employees attended monthly departmental safety meetings. This month's topics included railroad crossings, winter weather safety as well as presentations from a number of departments and general communication.
 - Production of six (6) 27 foot medium duty buses began the last week of October. These buses will be built by Champion Coach of Imlay City, MI, and are very similar to previous orders. Projected delivery is late December and these vehicles will replace three On Call/Flex and three Paratransit buses.
 - After months of work, the remodel of the 1100 Dartway Operations Administration Facility is nearly complete, with the substantial completion inspection having occurred on October 30. This renovation will not only vastly update the décor of the administrative offices, but will also improve energy efficiency and operational efficiency.
 - Finally, as the weather changes, Operations staff have been assembling supplies and testing equipment in order to prepare for the possibility of adverse winter weather. As of October 30, the Operations Department has been prepared for snow and the challenges that winter brings.



10B: Engagement

Staff Resources: Amanda Wanke, Chief Engagement and Communications Officer; John Clark, Customer Service Manager; Kirstin Baer-Harding, Marketing Director; Jim Tishim, Planning Director; Jennifer Long, RideShare Coordinator

Engagement – Amanda Wanke, Chief Engagement and Communications Officer

- Transit Future Work Group: Elizabeth Presutti and I continue to work closely with the Greater Des Moines Partnership on the Transit Future Work Group. The Partnership announced this month that Don Pearson (Wells Fargo) and Eric Crowell (Unity Point) will co-lead the group, along with support and partnership from other regional leaders.
Presentation: At the group's October meeting, I shared with them about the DART Forward Update, which includes a re-look at the Enhanced Transit Corridors originally identified by Transportation Management & Design, as well as DART's long-term financial strategy and the implications on future transit expansion.
Kansas City Trip: Elizabeth, Steve Van Oort, Joann Muldoon, and I participated in the Transit Future Work Group's trip to look at Kansas City's BRT Line. Reporters Timothy Meinch (Des Moines Register) and Perry Beeman (Business Record) participated in the trip.
Faith-based outreach: The Transit Future Work Group's trip to Grand Rapids, Mich., showed the importance of the faith-based community's involvement in public transit. As such, Bethany Wilcoxon of Capital Crossroads and I are identifying and meeting with leaders in the faith community, including representatives of Plymouth United Church of Christ, First Christian Church and the Des Moines Area Religious Council. Future meetings are being identified and set up with other faith-based organizations.
Strategic Planning/Goal Setting: The Engagement team is working to complete organizational and departmental goals identified through the strategic planning process. Goals relate to improved public perception, increased quantity and quality of relationships, improved customer experience, and more.
Job Description Updates: The Engagement team is going through a job description process to ensure that all job descriptions are current and meet the changing needs of the organization.
Advertising: When DART's advertising specialist resigned in September, we began looking at best practices in transit advertising. Many of DART's peer organizations outsource all advertising sales, production and installation, removing that burden from staff and increasing sales income. DART has established a short-term contract with Houck Advertising for these services for the next six months while we put together an RFP for a long-term contract for these services. The long-term contract will include an annual Guaranteed Minimum Payment to DART, of an amount to be determined.
DART Forward Update Public Outreach: After the Commission authorized the funds for the DART Forward Update, Jim Tishim and I began work with TMD on the DART Forward Update.

MONTHLY REPORT

10B: Engagement



Planning is beginning in earnest for the DART Forward Update Public Outreach, which will begin in early December.

Marketing and Communications - Kirstin Baer-Harding, Marketing Director

- Staff is coordinating with Human Resources on the integration of the new online application software into the current website. The new system will provide a streamlined process for applicants and hiring managers.
- Kirstin Baer-Harding attended the APTA Annual Meeting, October 4 – 7, as part of the APTA Leadership class of 2015. DART also accepted a first place award for the APTA AdWheels annual report.
- Try Transit week wrapped up on October 10, with a 17% increase in ridership for the week. Staff did a fantastic job as Transit Ambassadors promoting DART services and myDART real-time tools. We appreciated all the extra help in making this promotion a success and look forward to next year.
- Staff coordinated with RideShare to celebrate the program's 20th Anniversary at a luncheon at the Temple of Performing Arts on October 14. Nearly 100 RideShare participants attended and many expressed their thanks and appreciation for the celebration. In addition, the fall promotion offered new riders joined a DART RideShare vanpool in October 2015 a 20 percent discount on the first month's fare. Existing riders also received a 20 percent discount as a thank you for their commitment to RideShare.
- Staff attended the Goodwill Community Resource Fair on October 22. The event was well attended. A special thanks to Madi Linkenmeyer and Brandi Doung who assisted in the event.
- Staff is developing targeted marketing materials for outreach in the regional communities. Staff will be scheduling informational sessions in each of the communities over the next couple of months to assist in building awareness of DART's family of services and increase ridership.
- Staff worked with Planning and Operations on the communications and marketing material for the upcoming Merle Hay Mall bus stop move. The move will take effect Sunday, November 15, 2015.
- Staff is currently working on the materials for the Fares for Food Event which is scheduled for December 10, 2015.
- Staff has been working on the 'Tis the Season to Ride for a Reason 2015 holiday gifts. Staff will distribute the gifts to the Pass Sales Outlets as a thank you for all their assistance throughout the year.
- Staff has been working on the communications and marketing material for the Thanksgiving holiday service. Materials will be distributed the first of November.

Customer Service - John Clark, Customer Service Manager

September 2015 Employer and Group Presentations:

- Smart Steps
- DMACC Urban Resource Fair
- Des Moines Senior College – Introduction to DART
- LSI Empower Luncheon

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10B: Engagement

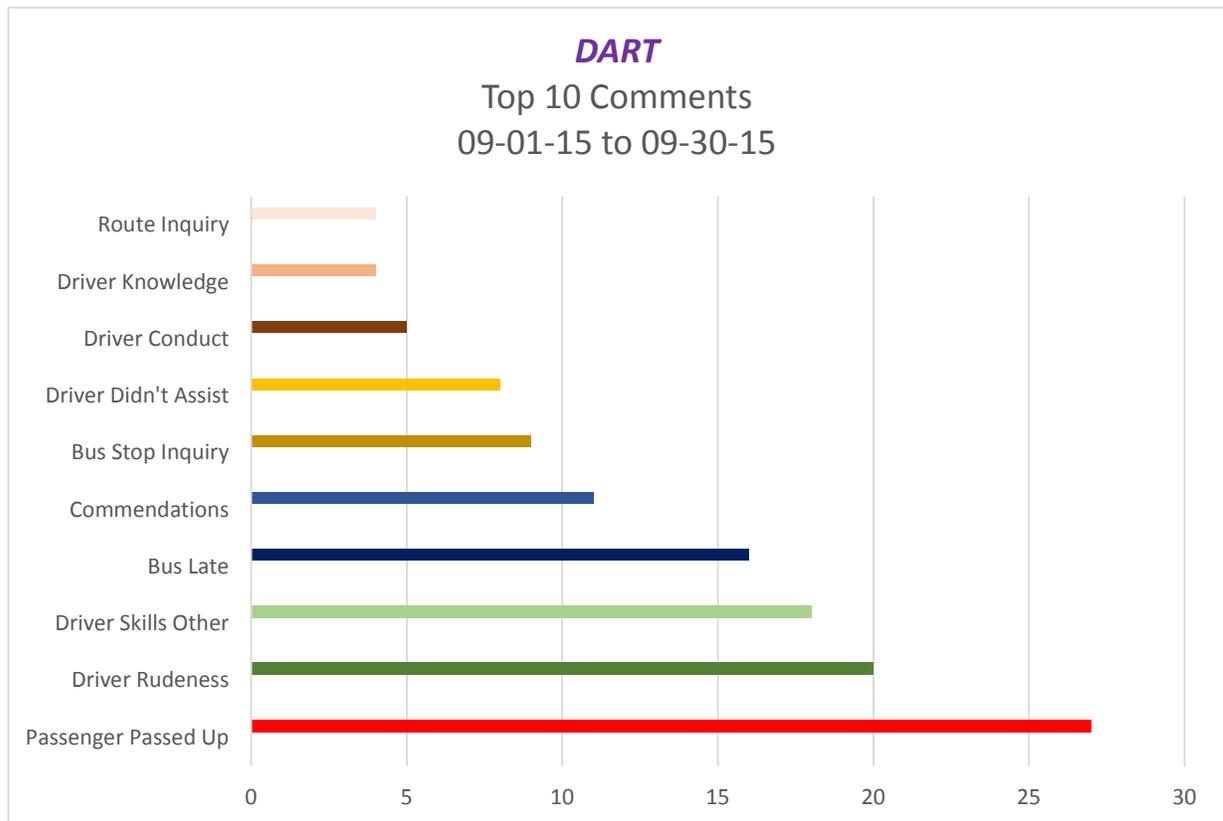


September 2015 Website Communication and Messages:

- Contact/Feedback Forms – 72
- Other/Misc. – 5
- Voicemails – 87, voicemails requiring response – 18 (21%)

Total Calls for September 2015:

- Schedule Information – 9035
- Spanish Line – 99
- Receptionist – 796
- RideShare - 281



- The top ten comments for September 2015 were: Passenger Passed Up, Driver Rudeness, Driver Skills Other, Bus Late, Commendations, Bus stop Inquiry, Driver Didn't Assist, Driver Conduct, Driver Knowledge and Route Inquiry.
- In summary, in September 2015 we had 142 complaints, 11 commendations and 16 inquiries/suggestions. All have been investigated and closed.

Staff Commendations:

DART had several comments in September 2015 recognizing DART staff:



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10B: Engagement

- Anonymous caller phoned in to state: Route 14 inbound (run 17522) is always on time, she is dependable and reliable and an all-around great driver. Please let her know how much she is appreciated.
- Customer named Philip emailed to state: Thank you so much for providing such excellent route-planning tools on your website. As a new resident to Des Moines, I plan on utilizing DART for getting to/from work and your tolls are helping me figure out the best times and stops to use.
- Anthony Fields posted on DART's Facebook Page: DART's programs such as Bike and Ride are great. Whether you use DART for work, play or an occasional trip to Walmart, it will quickly be accomplished if you bike and ride on DART.

Planning - James Tishim, Planning Director

Projects and Meetings

- **DART Forward 2035 Transit Service Plan Update:** The final Statement of Work and budget were approved at the September 29, 2015 DART Commission Meeting. The Statement of Work was fully executed and the Notice to Proceed was formally submitted to Transportation Management & Design, Inc. (TMD). The Planning Department started working with TMD to provide the data they requested to complete the DART Forward 2035 Transit Service Plan Update. DART and TMD held our project kick-off meeting on October 21 to discuss each task and coordinate the process moving forward.
- **New 5 Franklin Ave Route Performance:** The Planning Department has been monitoring the ridership on the new 5 Franklin Ave route that was implemented on August 23, 2015. The September ridership report shows an increase of 34.8% over the combined total of both the old 5 Franklin Ave and 51 Merle Hay Crosstown routes in September 2014.

		<u>Ridership</u>	<u>Revenue Hours</u>	<u>Passengers per Hour</u>
5 & 51	Sep 2014	6,344	384.5	16.5
New 5	Sep 2015	8,551	342	25.0
		34.8%	-11.1%	51.6%

This was a great first month with 35% more people who chose to ride after we cut 11% of service hours, making the new service 52% more efficient!

- **Merle Hay Mall Staging Area Change:** The initial 10-year agreement with Merle Hay Mall comes to an end on November 23, 2015. Merle Hay Mall wanted DART to move our staging area from the main east side entrance to the mall to the west side of the mall by the Food Court or move off the property. DART worked for several months with Merle Hay Mall to accommodate a change to the west side of the mall. Our investigation showed it would cost DART between \$250,000 and \$350,000 to bring the proposed site to proper specification to handle our buses. Their requirement to have this completed by our February service change was not feasible. DART worked out an agreement with Hay Market Mall to stage our

MONTHLY REPORT

10B: Engagement



buses at their location. Hay Market Mall is directly north of Merle Hay Mall. DART will move into our new staging location on Sunday, November 15, 2015.

- **Service Change Process Review:** The Planning and IT Department's held three meetings with other transit authorities to review their service change processes.
- **Trapeze FX Runcutting and Run Blocking Review and Training:** The Planning and IT Department's worked with Trapeze to develop runcutting and run blocking options to find ways to reduce the number of open positions required to operate service and to reduce bus operator excessive overtime. The exercise also offered additional program training for staff.
- **Plan DSM - Creating Our Tomorrow:** The City of Des Moines is in the process of developing their comprehensive plan. Transit Planner, Ethan Standard and I attended the Plan DSM public input meetings held on September 24, 29, 30 and October 6 to review the draft Plan DSM goals and policies. Elizabeth Presutti and I met with Community Development Assistant Planner, Katherine Dostart and the Project Consultant, Robert Blanchard on October 8 to incorporate DART's goals and objectives into the plan.
- **Four Service Planning Projects Completed:**
 - **Day after Thanksgiving Service:** Each year, DART has operated Saturday service on the day after Thanksgiving, which this year is Friday, November 27. This service change requires the Planning and Transportation Departments to complete a special run bid for the bus operators.
 - **Christmas Eve Service:** The past couple years, DART has operated our normal weekday service schedule, but ending our night service two hours early on December 24, Christmas Eve. The last trip in the evening will leave DART Central Station at 8:45 p.m. Each route will travel to the end of the route and then back downtown before going to the garage. Normally, the last trip in the evening leaves DART Central Station at 10:45 p.m.
 - **Run Review:** On September 23-24 Planning staff held four run review meetings for bus operator to provide input on service and scheduling related issues.
 - **Annual NTD Reporting:** Scheduling Manager Teresa Cashman has completed the annual National Transit Database (NTD) reporting due on October 27, 2015.

RideShare - Jennifer Long, RideShare Program Coordinator

September 2015

- Staff continued the 20 Week Countdown to 20th Anniversary emails to all riders. These include spotlights on riders who have been with the program for the entire 20 years, contests and fun facts.
- Staff worked with Marketing to finalize plans for the 20th Anniversary event held at the Temple of Performing Arts from 11 a.m. – 1 p.m. on October 14.
- Staff worked with Marketing to plan the Fall 2015 Ridership Special. All new riders who join a vanpool in October will receive 20% off their first full month's fare. Content created for the special will be advertised on the DART website, social media, RideShare News lists, and Unlimited Access businesses.
- Staff distributed applications for the annual Van Donation Program. Seventeen applications were received.



MONTHLY REPORT



10C: Procurement

Staff Resource: Mike Tiedens, Procurement Manager

Procurements in Process:

Security Services – DART is seeking a contractor to provide on-site Security Services at DART Central Station.

- RFP Published on September 23, 2015
- Proposals were due on October 21, 2015
- Five Proposals were received and are currently under evaluation:
 - American Security, G4 Secure Solutions, Global Security, NPI Security, Per Mar Security

Compensation Study – DART is seeking a contractor to perform a Compensation Study

- RFP Published on September 23, 2015
- Proposals were due on October 14, 2015
- Six Proposals were received and are currently under evaluation:
 - Gallagher, Global BSA, Innis Consulting, McGladrey, MGT of America, Segal Waters Consulting

Contracts and Task Orders Approved Recently:

Hazardous Material Buildings (1100 DART Way)

- Three portable prefabricated hazardous material storage units to be purchased and installed. The units will address secondary containment issues for bulk materials and waste accumulation. The units will be outfitted with fire extinguishers and wired for audible alarms (as required for waste accumulation).
 - 3 quotes were received for the project
 - Global Industrial submitted the lowest responsible bid at \$43,292.38
 - Funding is from budgeted capital funds

Air Compressor Installation (1100 DART Way)

- Contractor will set up, install, and connect the new air compressor for use by the Maintenance Shop, as well as provide power to the fire suppression system should the Maintenance Shop not have air pressure.
 - Currently soliciting competitive quotes

MONTHLY REPORT
10C: Procurement



Upcoming Procurements:

- Taxi Cab Services
- Armored Car / Courier Services
- RideShare Minivans
- Schedule Printing Services
- Benefits Administration Services
- Occupational Medical Services



MONTHLY REPORT



10D: General Manager

Staff Resource: Elizabeth Presutti, General Manager

- **American Bus Benchmarking Group Annual Meeting** – On September 30 – October 2, 2015, I attended along with Jamie Schug the annual meeting of the Bus Benchmarking Group (ABBG) to review data sets and benchmarking results for FY 2014. Both Jamie and I came back with lots of good information and we look forward to sharing DART's benchmarking results once they are finalized.
- **APTA Annual Meeting and Expo** – On October 3–7, 2015, I attended along with Commissioner Peterson, Jamie Schug and Kirstin Baer-Harding the APTA Annual Meeting in San Francisco, CA. At the APTA Board Meeting on Saturday, I was voted on the board as a member at large for a 3-year term. The meeting offered a lot of information on new trends in the transit industry. In addition, Kirstin graduated from the Leadership APTA program and we are very proud of her accomplishment.
- **ATU Negotiations** – DART Management and the ATU Local 441 exchanged initial proposals on October 13, 2014 and negotiations began later that day through October 15, 2015. DART and the ATU Local 441 have 3 days in November scheduled to continue negotiations. ATU Local 441 represents DART's fixed route bus operators and DART's maintenance personnel.
- **DART Strategic Planning Process** – The DART management team has continued working on DART's Strategic Plan. Insight Strategies will be on-site on November 3-6. Staff plans to present the organizational and department goals to the DART Commission in December.
- **Kansas City Trip** – Commissioner Peterson, Commissioner Van Oort, Commissioner Muldoon, Amanda Wanke and I went to Kansas City, MO with the Greater Des Moines Partnership to learn more about their transit system on October 29. We had the opportunity to tour two of their bus rapid transit lines along with learning more about their future system plans and challenges.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

December 1, 2015 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> 1100 DART Way Renovation Architecture & Engineering Services 	<ul style="list-style-type: none"> FY 2017 Budget State and Federal Legislative Priorities
January 5, 2015 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Benefits Administration Services RideShare Mini-Vans Taxi Cab Contract 	<ul style="list-style-type: none"> FY 2017 Budget

Key Meetings/Dates: