



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
OCTOBER 4, 2016 – 12:00 PM

1. CALL TO ORDER
2. ROLL CALL AND ESTABLISHMENT OF QUORUM
3. NOTICE OF MEETING
4. APPROVAL OF OCTOBER 4, 2016 AGENDA
5. PUBLIC COMMENT (Limit 3 minutes)
6. CONSENT ITEMS
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 - B. Iowa Clean Air Attainment Program (ICAAP) Grant 6
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12. OTHER – Communications
13. NEXT MEETING: Regular DART Meeting **Tuesday, November 1, 2016 – 12:00 p.m.**
14. ADJOURN

DART COMMISSION WORKSHOP
(Immediately Follows Commission Meeting)

1. DRAFT DART FORWARD 2035 PLAN UPDATE
2. OTHER MATTERS
3. 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 AND WORKSHOP MINUTES
620 CHERRY STREET – DES MOINES, IOWA 50309
SEPTEMBER 6, 2016**



ROLL CALL

Commissioners Present: Tom Gayman, Gaye Johnson, Chris Hensley, Joann Muldoon, Steve Peterson, Skip Conkling, Skip Moore, and Steve Van Oort

Commissioner Absent: Angela Connolly

Alternates Present: Mark Wandro

CALL TO ORDER

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

Notice of the meeting was duly published.

APPROVAL OF AGENDA

Chair, Steve Van Oort requested a motion to approve the agenda as presented.

It was moved by Ms. Hensley and seconded by Mr. Peterson to approve the September 6, 2016 Agenda as presented. The motion carried unanimously.

PUBLIC COMMENT

Ms. Chelsea Boonemann, a recruiter from Marketlink, talked about the need of having additional trips on weekdays as well as offering Saturday service to the businesses located in the Airport Business Park. These trips would better serve the different work shift times of the businesses and reduce the transportation barriers they currently have with getting employees to work.

TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE

Jay Peterson, TRAC President provided an update on the new Transit Ambassador Program and talked about the upcoming bus order.

CONSENT ITEMS

7A – Commission Meeting Minutes – July 5, 2016

7B – Commission Meeting Minutes – August 2, 2016

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



ACTION ITEMS

8A – Mobile Ticketing Software and Implementation

The DART Board of Commissioners recommended that staff move forward with negotiating a contract with Bytemark, Inc., for mobile ticketing, with the final contract to be approved by the Commission at an upcoming meeting.

It was moved by Ms. Hensley and seconded by Mr. Moore that the Commission approve the staff to negotiate the contract with Bytemark, Inc. for the Mobile Ticketing and Back Office Software system. The motion carried unanimously.

8B – June 2016 Financials

Ms. Amber Dakan, Finance Manager, gave a presentation on the June FY 2016 Financials. Advertising Revenue and Cash Fares were the largest drivers of the under budget performance for FY16. Fixed Route Non-Operating Revenue ended the fiscal year 1.25% above budget levels. Paratransit Operating Revenue is 16.10% lower than budget expectations. Contracted trips were below budgeted levels while cash fares are outpacing budget expectations. Paratransit Non-Operating Revenue ended FY16 at 1.1% lower than budget. Rideshare Revenues were 16.59% below budgeted levels for the year. Rideshare revenue continues to cover expenses. The auditors were on-site last week and it went well. The audited financials should be presented in December. It was moved by Mr. Peterson and seconded by Ms. Johnson that the Commission approve the June 2016 Financials. The motion carried unanimously.

8C – July 2016 Financials

Ms. Amber Dakan, Finance Manager, gave a presentation on the July FY 2016 Financials. Fixed Route Operating Revenue is 30.22% below budget levels. This is primarily due to timing differences related to School Funding revenue. Fixed Route Non-Operating Revenue is currently 7.42% below budget levels for the first month of FY17, due to timing of Municipal Operating Assistance. Paratransit Operating Revenue is 23.48% lower than budget expectations. Contracted trips as well as Cash Fares were below budgeted levels. Paratransit Non-Operating Revenue is 0.7% lower than budget. Rideshare Revenues were 18.77% below budgeted levels for July. Rideshare revenue continues to cover expenses. It was moved by Mr. Peterson and seconded by Mr. Johnson that the Commission approve the July 2016 Financials. The motion carried unanimously.

DISCUSSION ITEMS

9A – FY 2017 Marketing and Communications Plan

DART staff presented an overview of the Engagement Team and provided an update on the Marketing and Communications Plan for FY2017. In this plan, priority will be given to increasing awareness of DART services, using marketing tactics to increase campaign ridership and improving the public perception of DART.

9B – Wi-Fi Pilot

DART staff presented an overview of a proposed pilot program that would install Wi-Fi networks on 20 buses operating on two of DART's routes for one year. The pilot would begin in the first quarter of 2017 and would operate on Local Route 52 and Express Route 98. After a year with the program, DART would evaluate whether or not it was successful and decide if Wi-Fi should be expanded to include the entire fleet. The DART Commissioners all spoke positively about the project and recommended to staff to move forward with the pilot.

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9C – Mobility Coordinator Update

DART Mobility Coordinator Alison Walding updated the Commission on progress in her role during her first few months at DART. She has done extensive human services outreach, with presentations and trainings for senior organizations, refugee groups and the general community. Walding also organizes the Ten Toes Program helping local seniors use the bus to get out and about in the region. Her future goals are to begin a Ten Toes type program for refugees, to do a joint training with Heart of Iowa Regional Transit Agency (HIRTA) and to begin a “How to Ride” program targeted towards students and parents new to the Des Moines Public Schools system.

9D – DART Medicaid Update

Matt Johnson, Paratransit Manager, updated us on Medicaid. Matt explained that we are being proactive with this issue and have seen a reduction. He explained the ID waiver program. Payments have been received, but there are still some that are outstanding.

9E – DART Forward 2035 Plan Update

Amanda Wanke, Chief Engagement and Communications Officer, updated us on the DART Forward 2035 Plan. Amanda explained the DART Forward 2035 Plan and walked through the expanded, moderate, and minimal growth plans.

9F – Quarterly Safety Update

Pat Daly, Safety and Training Manager, updated us on accidents in the 4th Quarter of FY2016. We are up by two when looking at the same quarter of FY2015. When he reviewed YTD for FY15 and FY16, we are at the same number.

9G – Performance Report – June 2016 and July 2016

Elizabeth Presutti, Chief Executive Officer, reviewed the Performance Report for June and July 2016. For Fixed Route, ridership was down by a ½ percent for FY 2016. The good news is there was a 25% reduction in complaints for FY 2016.

MONTHLY REPORTS

10A – Operations

Tim, Sanderson, Chief Operating Officer, proved an Operations update. Tim talked about the 2016 Iowa State Fair. There were a few route changes for the buses this year, additional fencing at Gate 10, and scheduling of key Operations personnel that helped make the Iowa State Fair even more successful. Some of the challenges at the Iowa State Fair were getting work dispatched for additional buses and sufficient parking at SE Polk.

The First Day of School went well. This is currently being monitored to balance customer satisfaction and effectiveness.

10B – Engagement

Amanda Wanke, Chief Engagement and Communications Officer, gave details for the DART Forward 2035 plan and the DART 10-Year Anniversary Celebration. Elizabeth then discussed recognizing Nationwide Insurance Company and Matt McCoy at the DART 10-Year Celebration because their support of DART over the last 10 years.

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10C - Procurement
No update.

10D - Chief Executive Officer
Elizabeth Presutti, Chief Executive Officer, talked about all the activities on October 4 and 5. The DART Forward 2035 Plan will also be released during this week as well. The last thing that was discussed was the upcoming Commission Workshop on September 16, 2016.

FUTURE AGENDA ITEMS

No update.

COMMISSIONER ITEMS

Mr. Peterson recognized Mr. Van Oort for being inducted into the Ankeny Alumni Hall of Honor.

OTHER – COMMUNICATIONS

No update.

FUTURE 2016 MEETING DATES:

November 1 and December 6.

A motion by Mr. Peterson and second by Ms. Johnson to adjourn the regular Commission Meeting was made at 1:50 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 October 4, 2016 at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



CONSENT ITEM



6B:	FY2018 ICAAP Grant Application
Action:	Authorize submission of an Iowa Clean Air Attainment Program (ICAAP) application to the Iowa Department of Transportation (Iowa DOT) and the Des Moines Area Metropolitan Planning Organization (DMAMPO).

Staff Resource: Debra Meyer, Financial Analyst

Background:

DART staff recommends submitting a grant application for the State of Iowa Clean Air Attainment Program to support the initiative described below:

- **Wi-Fi Access on DART Vanpools and Marketing Campaign**

DART is requesting funding to provide Wi-Fi access on DART's Rideshare vans to increase ridership and enhance passenger commutes; marketing support is included as part of the project. The three-year net costs are \$66,400, with DART asking for 80% or \$53,120 in federal funding.

The deadline for submitting an application to the DMAMPO is November 1, 2016, with submission to Iowa DOT by December 1, 2016.

Recommendation:

Approve the submission of the grant application as presented to the Iowa DOT and Des Moines Area MPO.



ACTION ITEM



7A: August FY2017 Consolidated Financial Report

Action: Approve the August FY2017 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue is 18.4% below budget levels. This is primarily due to timing differences related to School Funding revenue.
- Fixed Route Non-Operating Revenue is 4.37% below budget levels year to date due to timing of Municipal Operating Assistance as well as grant projects.
- Paratransit Operating Revenue is 18.44% lower than budget expectations. Contracted trips are showing below budgeted levels.
- Paratransit Non-Operating Revenue is 0.7% lower than budget.
- Rideshare Revenues were 20.58% below budgeted levels for August. Rideshare revenue continues to cover expenses.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 1.86% above budget projections two months into the fiscal year, this is primarily due to the Iowa State Fair.
- Paratransit Budget Summary – Operating expenses are currently showing 18.40% budget savings. Fuel and Lubricants, Equipment Repair Parts and Insurance Expenses are showing the most savings early in the fiscal year.
- Rideshare Budget Summary – Rideshare Expenses are below budgetary expectations by 36.86%. Many categories are also showing savings within this division.

Recommendation:

- Approve the August FY2017 Consolidated Financial Report.

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

Fixed Route	\$	(283,402)	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	39,336	FY2017
Rideshare	\$	<u>24,418</u>	\$414,548.08
Total	\$	(219,648)	

FY2017 Financials:

August 2016

FIXED ROUTE	August 2016			Year-To-Date-(2) Months Ending 08/31/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	521,330	423,250	98,080	802,050	846,500	(44,450)
Non-Operating Revenue	1,765,824	1,789,594	(23,770)	3,422,733	3,579,187	(156,454)
Subtotal	2,287,154	2,212,844	74,311	4,224,783	4,425,687	(200,904)
Operating Expenses	2,437,363	2,212,844	(224,520)	4,508,185	4,425,687	(82,498)
Gain/(Loss)	(150,209)	-	(150,209)	(283,402)	-	(283,402)

PARATRANSIT	August 2016			Year-To-Date-(2) Months Ending 08/31/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	146,431	169,083	(22,652)	275,815	338,167	(62,352)
Non-Operating Revenue	110,888	111,722	(833)	221,777	223,444	(1,667)
Subtotal	257,319	280,805	(23,486)	497,592	561,610	(64,018)
Operating Expenses	227,281	280,805	53,524	458,256	561,610	103,354
Gain/(Loss)	30,038	-	30,038	39,336	-	39,336

RIDESHARE	August 2016			Year-To-Date-(2) Months Ending 08/31/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	58,130	75,000	(16,870)	119,128	150,000	(30,872)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	58,130	75,000	(16,870)	119,128	150,000	(30,872)
Operating Expenses	44,123	75,000	30,877	94,710	150,000	55,290
Gain/(Loss)	14,007	-	14,007	24,418	-	24,418



System Summary Performance Report

August 2016

	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016	August 2015	August % Change FY17	FY17 August YTD	FY16 August YTD	YTD % Change FY17
Fixed Route												
Passengers	349,835	359,079	393,991	357,931	308,552	272,117	550,448	556,690	(1.12%)	822,565	854,428	(3.73%)
OTT Ridership	20,383	22,674	21,741	20,430	20,694	19,236	21,923	22,767	(3.71%)	41,159	46,375	(11.25%)
Unlimited Access Ridership	29,476	29,434	27,668	26,574	27,736	24,976	28,856	29,820	(3.23%)	53,832	58,402	(7.83%)
Bike Rack Usage	1,917	3,492	4,300	3,792	6,480	5,686	6,529	6,420	1.70%	12,215	12,578	(2.89%)
Passengers Per Revenue Hour	19.8	18.9	21.7	20.1	17.1	16.0	24.2	25.9	(6.53%)	20.7	21.5	(4.01%)
Average Passenger Trip Length	3.99	3.99	3.92	3.96	4.06	3.90	2.24	6.29	(64.33%)	2.79	5.51	(49.35%)
Complaints Per 100,000 Passengers	17.44	15.04	8.38	17.88	17.50	16.54	10.36	16.89	(38.67%)	12.40	20.25	(38.76%)
Commendations Per 100,000 Passengers	2.29	1.67	1.78	5.87	1.62	2.57	1.45	2.87	(49.43%)	1.82	3.04	(40.07%)
On-Time Performance	83.71%	85.28%	85.24%	83.59%	84.07%	85.67%	80.71%	79.75%	1.20%	83.01%	82.83%	0.21%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.82	1.02	0.72	2.54	1.10	1.56	0.58	1.26	(54.21%)	1.00	1.69	(41.10%)
Non-Preventable/100,000 Miles	1.82	1.70	3.95	2.54	1.83	2.73	1.45	0.32	357.84%	1.99	1.02	96.31%
Maintenance:												
Total Service Miles	274,221.5	294,606.1	278,271.3	276,139.4	273,626.6	256,449.0	345,381.6	316,301.9	9.19%	601,830.6	590,729.3	1.88%
Roadcalls/100,000 Miles	32.09	30.55	33.78	28.25	35.08	45.62	33.88	18.97	78.58%	38.88	18.28	112.67%
Active Vehicles In Fleet	123	123	126	126	126	126	123	124	(0.81%)	125	121	2.89%
Paratransit												
Passengers	9,706	10,783	10,065	9,624	9,737	8,903	10,134	10,224	(0.88%)	19,037	21,036	(9.50%)
Passengers Per Revenue Hour	2.7	2.7	2.7	2.6	2.6	2.6	2.6	2.8	(4.56%)	2.6	2.8	(5.78%)
Average Passenger Trip Length	8.86	8.85	8.86	8.89	8.87	8.91	8.94	8.83	1.29%	8.92	8.84	1.01%
Complaints Per 100,000 Passengers	61.82	46.37	39.74	20.78	71.89	44.93	29.60	107.59	(72.49%)	36.77	99.83	(63.17%)
Commendations Per 100,000 Passengers	20.61	0.00	19.87	41.56	10.27	0.00	0.00	29.34	(100.00%)	0.00	33.28	(100.00%)
On-Time Performance	92.87%	92.45%	92.79%	93.54%	92.15%	93.25%	93.15%	91.89%	1.38%	93.20%	92.59%	0.65%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.00	3.69	1.31	2.70	0.00	2.94	1.30	0.00	0.00%	2.07	1.33	55.15%
Non-Preventable/100,000 Miles	2.76	0.00	0.00	1.35	0.00	4.42	1.30	1.37	(5.02%)	2.76	0.67	313.76%
Maintenance:												
Total Service Miles	72,457.9	81,344.5	76,428.9	74,166.1	75,967.0	67,940.5	77,089.1	73,223.3	5.28%	145,029.6	150,012.0	(3.32%)
Roadcalls/100,000 Miles	4.14	2.46	3.93	4.05	5.27	14.72	6.49	6.83	(5.01%)	10.34	6.67	55.15%
Active Vehicles In Fleet	21	24	23	23	23	23	22	21	4.76%	23	21	7.14%
Rideshare												
Passengers	17,623	19,162	17,157	16,989	16,735	14,395	17,450	17,014	2.56%	31,845	34,527	(7.77%)
Passengers Per Revenue Hour	5.6	5.4	5.3	5.2	5.2	4.4	5.5	5.5	0.15%	4.9	5.6	(11.93%)
Rideshare Customers	621	616	594	604	608	558	566	636	(11.01%)	562	640	(12.12%)
Rideshare Vans In Circulation	89	89	88	87	87	84	85	88	(3.41%)	85	88	(3.98%)
Average Passenger Trip Length	40.03	40.07	40.34	41.41	39.83	40.18	40.33	41.13	(1.93%)	40.26	40.41	(0.37%)
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.00	0.00	0.00	0.00	0.00	0.79	0.00	0.00	0.00%	0.37	0.35	4.76%
Maintenance:												
Total Service Miles	141,005.0	158,485.0	142,556.0	139,740.8	142,662.5	125,830.0	147,973.1	140,954.0	4.98%	273,803.1	286,894.0	(4.56%)
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	103	103	97	96	108	108	108	94	14.89%	108	94	14.89%
System Total												
Farebox Recovery Ratio	20.52%	20.73%	20.76%	19.17%	16.31%	16.08%	22.19%	24.61%	(9.83%)	19.33%	21.44%	(9.85%)



System Performance Ridership Report

August 2016

	February 2016	March 2016	April 2016	May 2016	June 2016	July 2016	August 2016	August 2015	August % Change FY17	FY17 August YTD	FY16 August YTD	YTD % Change FY17
Fixed Route	349,835	359,079	393,991	357,931	308,552	272,117	550,448	553,707	(0.59%)	822,565	848,960	(3.11%)
1. Local:												
#1 - Fairgrounds	20,879	20,040	20,177	20,911	15,877	13,726	250,887	261,876	(4.20%)	264,613	277,202	(4.54%)
#3 - University	31,324	33,785	33,340	33,580	34,016	31,668	34,896	34,821	0.22%	66,564	68,607	(2.98%)
#4 - E. 14th	17,173	16,887	16,294	16,336	15,864	15,067	15,529	16,740	(7.23%)	30,596	33,489	(8.64%)
#5 - Franklin Ave	8,092	7,948	7,843	8,275	6,504	4,988	7,124	2,666	167.22%	12,112	3,989	203.63%
#6 - Indianola Ave	28,567	30,336	30,238	31,182	26,189	23,279	26,537	25,292	4.92%	49,816	49,772	0.09%
#7 - SW 9th St	35,519	35,617	35,861	36,851	27,252	24,286	28,616	27,391	4.47%	52,902	53,060	(0.30%)
#8 - Fleur Dr	5,142	4,655	5,016	4,776	1,924	1,534	2,987	2,597	15.02%	4,521	4,563	(0.92%)
#11 - Ingersoll Ave	2,306	2,418	1,954	2,340	2,229	2,133	2,582	2,026	27.44%	4,715	4,049	16.45%
#13 - Evergreen/SE Park Ave	7,282	6,464	7,304	7,234	1,044	427	2,656	2,045	29.88%	3,083	2,679	15.08%
#14 - Beaver Ave	20,862	20,295	20,925	20,151	14,625	12,575	16,182	16,511	(1.99%)	28,757	31,704	(9.30%)
#15 - 6th Ave	26,359	25,799	25,535	25,120	20,803	17,349	21,347	22,023	(3.07%)	38,696	42,709	(9.40%)
#16 - Douglas Ave	36,412	37,693	36,320	37,101	30,659	26,074	31,473	32,031	(1.74%)	57,547	62,507	(7.94%)
#17 - Hubble Ave	21,836	23,480	22,665	24,030	23,242	20,413	22,868	21,870	4.56%	43,281	43,794	(1.17%)
#52 - Valley West/Jordan Creek	13,776	15,226	14,927	13,905	15,026	13,798	15,035	14,896	0.93%	28,833	29,791	(3.22%)
#60 - Ingersoll/University	32,697	33,935	33,286	31,916	30,212	26,539	29,351	29,436	(0.29%)	55,890	57,181	(2.26%)
2. Shuttle:												
Dline	11,937	13,891	54,668	17,020	14,449	14,230	14,037	13,372	4.97%	28,267	28,173	0.33%
Link Shuttle	2,264	1,634	1,324	983	1,314	968	1,152	1,185	(2.78%)	2,120	2,083	1.78%
3. Express:												
#91 - Merle Hay Express	1,009	1,070	991	971	901	786	1,002	1,062	(5.65%)	1,788	2,120	(15.66%)
#92 - Hickman Express	2,831	2,892	2,734	2,725	2,921	2,447	2,831	2,758	2.65%	5,278	5,612	(5.95%)
#93 - NW 86th Express	3,086	3,594	3,316	3,260	3,565	3,143	3,607	2,692	33.99%	6,750	5,627	19.96%
#94 - Westtown	905	804	822	988	1,244	1,194	1,436	856	67.76%	2,630	1,816	44.82%
#95 - Vista	1,775	1,870	1,476	1,628	1,721	1,513	1,707	2,139	(20.20%)	3,220	4,330	(25.64%)
#96 - E.P. True	2,484	2,878	2,340	2,505	2,656	2,090	2,303	3,032	(24.04%)	4,393	6,079	(27.73%)
#98 - Ankeny	8,166	8,197	7,575	6,797	7,167	5,748	7,229	7,470	(3.23%)	12,977	14,422	(10.02%)
#99 - Altoona	1,523	1,538	1,348	1,524	1,556	1,285	1,648	1,462	12.72%	2,933	2,835	3.46%
4. Flex:												
#72 Flex: West Des Moines/Clive	4,083	4,452	4,081	4,172	3,750	3,398	3,845	3,777	1.80%	7,243	7,315	(0.98%)
#73 Flex: Urbandale/Windsor Heights	326	266	248	252	284	237	237	347	(31.70%)	474	690	(31.30%)
#74 Flex: NW Urbandale	590	653	576	637	610	428	578	542	6.64%	1,006	1,029	(2.24%)
5. On Call:												
On-Call: Ankeny	180	289	301	189	203	222	231	237	(2.53%)	453	530	(14.53%)
On-Call: Johnston/Grimes	244	232	290	345	263	209	276	185	49.19%	485	354	37.01%
On-Call: Regional	206	241	216	227	482	363	259	370	(30.00%)	622	849	(26.74%)
Paratransit	9,706	10,783	10,065	9,624	9,737	8,903	10,134	10,224	(0.88%)	19,037	21,036	(9.50%)
Cab	922	935	1,008	967	866	735	875	796	9.92%	1,610	1,578	2.03%
Bus/Van	8,784	9,848	9,057	8,657	8,871	8,168	9,259	9,428	(1.79%)	17,427	19,458	(10.44%)
Rideshare	17,623	19,162	17,157	16,989	16,735	14,395	17,450	17,014	2.56%	31,845	34,527	(7.77%)
Total Ridership	377,164	389,024	421,213	384,544	335,024	295,415	578,032	580,945	(0.50%)	873,447	904,523	(3.44%)



MONTHLY REPORT



9A: Operations

Staff Resources: Tim Sanderson, Chief Operating Officer

1100 DART Way Renovation:

The renovation project at 1100 Dart Way is progressing very well. As of Friday, September 30, the majority of the drywall had been installed and painting of the surfaces had begun. At this time, we are projected to have this project completed by the end of the year and within budget.

New 40' Buses:

On September 26 and 27, DART Staff visited the New Flyer Plant in St. Cloud MN to perform a pre-delivery inspection of the first of 26 new buses exiting the production line. As is always the case, there were minor modifications and corrections that were identified, but overall we are very pleased with quality of the vehicles. Delivery will begin shortly and it is anticipated that all buses will arrive by the end of October.



MONTHLY REPORT



9B: Engagement

Staff Resources: Amanda Wanke, Chief Engagement and Communications Officer

All Engagement

- **DART Forward:** DART staff and TMD are preparing for the release of the draft DART Forward 2035 plan through events, public meetings, stakeholder meetings, presentations to city councils and an online engagement tool that will allow the general community to view the plan and give feedback. The draft plan and further details will be shared with the Commission at the Oct. 5 meeting.

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

- **D-Line Saturday Service** – The marketing team promoted the addition of Saturday D-Line service through a news release, rider emails, social media advertising, community newsletters, ridedart.com, on-the-bus audio and marketing collateral at DART Central Station. Staff worked with the Des Moines Convention & Visitors Bureau to distribute 1,000 D-Line flyers.
- **Member-City Events** – Marketing and planning staff attended the Des Moines East and South Side Chamber's SW 9th Open Street Event. DART brought a bus for event attendees to walk through, as well as marketing materials to promote DART and the upcoming Try Transit Week.
- **Marketing Collateral Update** – Staff is reviewing and evaluating current marketing material to determine options for new or updated materials to better market DART services. A strategy for the next year is creating customized materials for Unlimited Access, the first of which was an employee benefits flyer for EMC Insurance. The flyer was received positively by EMC and will serve as an example for what DART can offer organizations.
- **August Service Change** – Staff updated maps and schedules for the August Service Change and communicated the changes to riders through the website, on-the-bus marketing, social media, community newsletters, news release and email marketing.
- **RideShare Transition to RideShark:** The marketing team continues to support the RideShare transition to the RideShark (Iowa RideShare) vanpool management system. Iowa DOT plans a coordinated statewide press release and announcement Oct. 20.

Planning

- **Broadlawns/Pleasant Hill Service:** DART staff are preparing for the November service change that will create a new route to Pleasant Hill serving the new Broadlawns Clinic on East University. Public meetings were offered at Pleasant Hill and DART Central Station to offer community members to give feedback on the change. All feedback about the change was positive, and desires for service further East in Pleasant Hill were expressed.



MONTHLY REPORT

9B: Engagement

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

August 2016 Website Communication and Messages:

- Contact/Feedback Form – 170
- Other/Misc. – 0
- Bus Stop/Shelter Requests - 0
- Voicemails – 127, voicemails requiring response – 26 (20%)

Total Calls for August 2016:

- Schedule Information – 9,529
- Spanish Line – 77
- Receptionist – 1028
- RideShare – 835

Total of Community Events Performed for August 2016:

Mobility Coordination

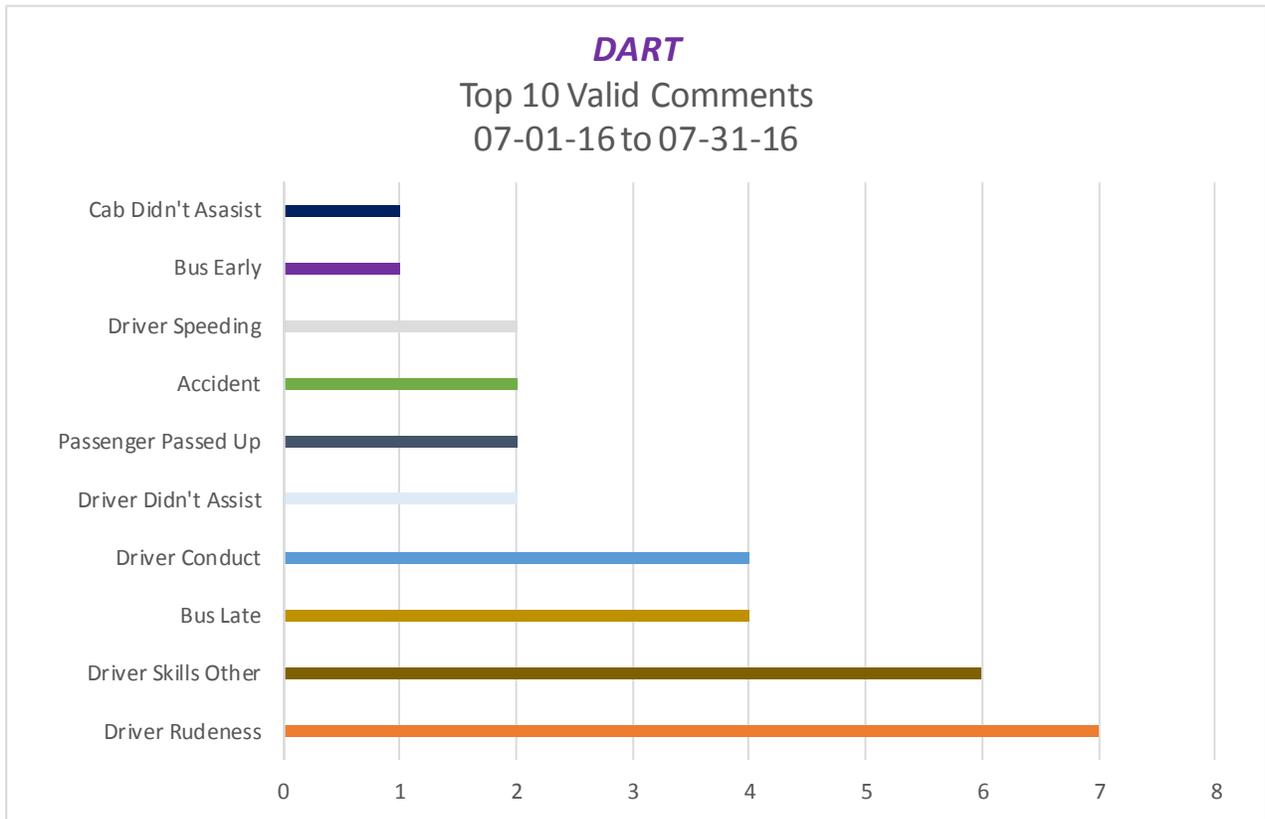
August 2016 Activities

- Three Smart Steps classes (16 attending)
- Children and Family Urban Movement Training
- Iowa Community Conversation of Disability and Aging
- Veterans Hospital Ride Presentation (45 attending)
- 501@3 Forum
- Mobility Matters 8 Planning

Community Relations

August 2016 Activities

- Grab & Go Informational tables at Drake and Grandview
- Relations meeting with Principal Financial
- GFI Distribution and Training



RideShare – August 2016

- Meetings with potential business partners/RideShare customers
- Transition continues to the RideShark ridematching system



MONTHLY REPORT



9C:	Procurement
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Staff Resource: Mike Tiedens, Procurement Manager

Upcoming Procurements:

Fire Panel Replacement – DART is seeking quotes from qualified firms to replace the fire panel at 1100 DART Way. Work includes removing existing fire panel, installing new fire panel, tying new fire panel into all newly renovated areas and cutting and patching as required.

- Request for Quotes was published on September 12,

DCS West Hall Flooring – DART is seeking quotes from qualified firms to remove carpet and replace it with an epoxy floor system. The West Hallway is a high traffic area and the existing carpet has seen significant wear. The replacement flooring will be more durable, easier to clean, and have a longer life.

- Request for Quotes published in September 2016

Contracts and Task Orders Approved Recently:

Maintenance Truck

- *DART purchased one (1) 4X4 heavy duty pickup truck for use by the Maintenance Department. The purchase of the Maintenance Truck is part of DART's Capital Plan and the vehicle is a replacement for one that has met its useful life. DART utilized the State of Iowa, Department of Administrative Services (DAS) Contract for the vehicle purchase.*
 - The contract price was \$35,446 and the vendor was Karl Chevrolet

Operations Supervisor Vehicle

- *DART purchased one (1) 4X4 SUV for use by the Operations Supervisors. The purchase of the Operations Supervisor Vehicle is part of DART's Capital Plan and the vehicle is a replacement for one that has met its useful life. DART utilized the State of Iowa, Department of Administrative Services (DAS) Contract for the vehicle purchase.*
 - The contract price was \$35,805,446 and the vendor was Karl Chevrolet

Abrasive Blast Cabinet

- *DART purchased one (1) pressure fed abrasive blast cabinet for use by the Maintenance Department. The abrasive blast cabinet allows the maintenance department to remove paint, rust and other debris so parts can be re-built and re-used. DART utilized the State of Iowa, Department of Administrative Services (DAS) Contract for the abrasive blast cabinet.*
 - The contract price was \$6,239.70 and the vendor was Grainger

Upcoming Procurements:

- | | |
|----------------------------|----------------------------------|
| • Fareboxes | • Armored Car / Courier Services |
| • Taxi Cab Services | • Printing Services |
| • Mystery Shopper Services | • Bus Shelters |
| • Employment Services | |



MONTHLY REPORT



9D: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **APTA Annual Meeting:** On September 10-14, 2016, I attended along with Jamie Schug and Amanda Wanke the APTA Annual Meeting in Los Angeles, CA. The annual APTA Board Meeting was on Saturday and I have been asked to serve on the APTA CEO Task Force which had its first meeting during the conference. The meeting offered a lot of information on new trends in the transit industry and mobility on demand services.
- **Steve Hansen Retirement:** Steve Hansen, DART's Human Resources Director, has decided to retire. He has been with the organization for nearly three years and has moved the organization forward with the addition of an on-line application system and the negotiation of two labor contracts. His last day with DART is October 21, 2016.
- **State Legislative Meetings:** We had meetings along with our State Lobbying team with State Representative Jake Highfill and Representative John Forbes, who represent Johnston and Urbandale respectively. At the meetings we provided additional background on DART and discussed our current initiatives as well as our long-term financial outlook.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

November 1, 2016 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Van Donation Program 	<ul style="list-style-type: none"> • Quarterly Investment Report • Quarterly Safety Report • FY 2018 Budget • Safety Management System (SMS) Requirements • DART Paratransit Software Project
December 6, 2016 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • FY 2016 Annual Audit • Surface Transportation Program Grants • Business Fare Programs 	<ul style="list-style-type: none"> • Customer Satisfaction Survey • TransTrack • Fare Collection Project Update • FY 2018 Budget • State of Good Repair (SGR) and Transit Asset Management (TAM) Requirements
January 3, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Occupational Medical Services • State of Good Repair Goals 	<ul style="list-style-type: none"> • FY 2018 Budget • Transit Ambassador Training Program • Mobility Coordinator Update

Other DART Commission Meetings and Events:

- October 5, 2016 at 7:30 am: Business Record Panel: *The Future of Transportation: How will Des Moines adapt?* at Des Moines Embassy Club in downtown Des Moines
- October 5, 2016 at 4:30 pm: DART 10-year Anniversary Celebration at Iowa Historical Museum



COMMISSIONER ITEM



11A: Commission Meeting Dates and Times

Staff Resource: Gina Good, Executive Coordinator & Commission Clerk

- The proposed 2017 DART Commission Meeting dates are:

Commission Meeting Dates 2017:

- January 10
- February 7
- March 7
- April 4
- May 2
- June 6
- July 11
- August 1
- September 5
- October 3
- November 7
- December 5