



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
APRIL 2, 2019 – 12:00 PM



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2.	ROLL CALL AND ESTABLISHMENT OF QUORUM	
3.	NOTICE OF MEETING	
4.	APPROVAL OF APRIL 2, 2019 AGENDA	
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13.	NEXT MEETING: Regular DART Meeting - Tuesday, May 7, 2019 – 12:00 P.M.	
14.	ADJOURN	

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



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
620 CHERRY STREET – DES MOINES, IOWA 50309
MARCH 5, 2019**



ROLL CALL

Commissioners/Alternates Present and Voting:

Vern Willey, Arlene Sampson, Gary Lorenz, Doug Elrod (arrived at 12:08 p.m.), Josh Mandelbaum, Jeremy Hamp, Ross Grooters, Angela Connolly (arrived at 12:03 p.m.), Tom Gayman, Russ Trimble (arrived at 12:04 p.m.) and Zac Bales-Henry

Commissioners Absent:

Mike Bakous, Sara Kurovski, Michael McCoy and Paula Dierenfeld

Other Commissioners/Alternates Present:

Frank Cownie (arrived at 12:02 p.m.)

CALL TO ORDER

Tom Gayman, Chair called the meeting to order at 12:00 p.m. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

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

It was moved by Vern Willey and seconded by Jeremy Hamp to approve the March 5, 2019 agenda. The motion carried unanimously.

PUBLIC COMMENT

None

LEGISLATIVE UPDATE

John Cacciatore and Christopher Rants, DART's lobbying team, provided the DART Commission an update on status of DART's legislative priorities.

CONSENT ITEMS

7A – Commission Meeting Minutes – February 5, 2019

It was moved by Vern Willey and seconded by Angela Connolly to approve the consent items as presented. The motion carried unanimously.

ACTION ITEMS

8A – Service and Fare Equity Policy

Luis Montoya, Planning and Development Manager, provided a brief background on DART's Title VI Program Update, a requirement of the Federal Transit Administration. As part of DART's Program update, staff has reviewed the current Service and Fare Equity Policies and recommended changes to the policy that were highlighted at the meeting and outlined as part of the action item.

It was moved by Angela Connolly and seconded by Russ Trimble to approve the Service and Fare Equity Policy as presented. The motion carried unanimously.

8B – Temporary Staffing and Recruiting Firms Contract

Mike Tiedens, Procurement Manager, outlined process for the procurement, the benefit for the organization with having staffing and recruiting contracts in place as well as the associated pricing for each recommended firm.

It was moved by Ross Grooters and seconded by Angela Connolly to approve the contracts with Harris Rand Lusk, Pro Search, GovHR, Mindlance, Robert Half, Apple 1 Employment, S&S Employment, Manpower and Celebrity Staff to provide Recruiting Services and Temporary Staffing Services as presented. The motion carried unanimously.

8C – January 2019 Financials

Amber Dakan, Finance Manager provided a presentation on the January 2019 Financials, outlining cash flows for YTD.

Fixed Route Operating revenue year to date is at 2.98% below budget projections. Operations expenses are 2.46% below budget projections year to date.

Paratransit Operating revenue is 36.6% lower than budget expectations. Operating expenses are 7.19% under budget.

Rideshare revenues were 5.85% below budget. Operating expenses has a budget savings of 8.71% year to date.

It was moved by Vern Willey and seconded by Doug Elrod to approve the January 2019 Financials. The motion carried unanimously.

8D – Withdrawal Approval of Cities

DART received notification prior to December 31, 2017 from the cities of Alleman and Granger, requesting to withdraw from DART effective June 30, 2019. Letters to all of DART's participating communities notifying them of their intent to withdraw were sent out by each of the cities requesting withdrawal. Article XVI of the Amended and Restated 28E Agreement for Des Moines Regional Transit Authority provides that the DART Commission, in its sole discretion, may require a participating community seeking withdrawal from DART to pay over to DART an amount determined by the Commission to be necessary to fully fund the withdrawing participating community's share of bonds or credit obligations issued to fund the construction of capital



improvements or the acquisition of equipment for DART. The total debt service reserve for future debt obligations for the cities of Alleman and Granger is \$26,498.71. The payments for Alleman and Granger totaling \$26,498.71 will be levied through property taxes.

It was moved by Doug Elrod and seconded by Angela Connolly to approve the withdrawal of the Cities of Alleman and Granger provided each pay the pro rata share of outstanding debt as outlined to DART. This will be effective as of June 30, 2019. The motion carried unanimously.

9. PUBLIC HEARING ON FY2020 BUDGET AND TAX LEVY RATES

Chair, Tom Gayman opened a public hearing at 12:40 p.m. to discuss the DART FY2020 budget and tax levy rates was convened and asked for comments from the floor.

No public comment was heard regarding the FY2020 Budget and Tax Levy Rates.

Chair, Tom Gayman closed the public hearing at 12:41 p.m. of the FY2020 Budget and Tax Levy Rates.

9A – ACTION – Approve FY 2020 Budget and Tax Levy Rates

The DART Board of Commissioners approved the FY2020 DART budget as presented.

A motion by Russ Trimble and second by Doug Elrod to approve the FY2020 Budget and Tax Levy Rates as presented. The motion carried unanimously.

DISCUSSION ITEMS

10A – Public Participation Plan

Amanda Wanke, Chief External Affairs Officer shared that as part of DART's FTA Title VI Program Update that DART's Public Participation Plan also needs to be updated. The purpose of the plan is to ensure that the communications needs of minority and low-income groups are considered through DART's various planning processes. The various elements of the plan were highlighted as part of the presentation and the complete Public Participation Plan will be brought to the DART Commission for approval in April.

10B – Planning Update

Luis Montoya, Planning and Development Manager provided an update on the implementation of the January 2019 service change, next steps for the regularly scheduled June 2019 service change and the major 2019 service planning project for consideration.

10C – Performance Report

Elizabeth Presutti, Chief Executive Officer shared that January was a tough month for ridership mainly due to the bad weather and no school days. We have seen a decline in ridership over 13% in comparison to last January on our local routes which is because many school students take these routes. We saw an increase in ridership on some of our express routes which is likely due to the weather and people utilizing DART services. Paratransit numbers are down which is typically expected when we have so many snow days and additionally Polk County do not open their meal sites when the weather is bad. On time performance is on the rise at 80.3%.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – MARCH 5, 2019**



MONTHLY REPORTS

11A – Operations

No Update.

11B – Engagement

Amanda Wanke, Chief External Affairs Officer shared that DART staff is working with the Public Art Foundation on the unveiling of the next art bus and information will be sent to the Commission later this week.

11C – Procurement

No Update.

11D – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, shared that meetings have occurred with Iowa Medicaid and we will continue to update the Commission as appropriately. Thanked Commissioners Gayman, Bales-Henry and Alternate Commissioners Mandelbaum and Henry for participating in the Windsor Heights celebration in which DART partnered with the Windsor Heights Chamber of Commerce to recognize and thank everyone involved in the public-private partnership for the improvements at the Windsor Heights bus stop. DART received a thank you letter from a veteran regarding free rides to veterans. The note was included in the Commission packet.

FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

None

Tom Gayman, Chair adjourned the meeting at 1.13 p.m.

Chair

Clerk

Date

******OFFICIAL NOTICE OF THE NEXT DART COMMISSION MEETING DATE IS HEREBY PUBLISHED:**

The next regular DART monthly Commission Meeting is scheduled for April 2, 2019 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



CONSENT ITEM



7B: FY2020 State Grant Application

Action: Approve the FY2020 consolidated state transit funding application

Staff Resource: Debra Meyer, Financial Analyst

Background:

This consolidated resolution will summarize the individual grant programs included in the annual Iowa Consolidated Transit Funding Application. The Iowa Department of Transportation's Office of Public Transit requires this resolution to be assured that the applying transit system has the necessary local-match resources and the ability to implement the projects according to its rules and regulations. All of the projects in the application support capital and operating projects identified in the FY2020 budgets.

Operating:

State Transit Assistance Formula Funds (STA):

- The State of Iowa allocates approximately \$14.7 million of the registration fees on new vehicle sales to transit; the funds are distributed annually to the 35 rural and urban public transit agencies in Iowa.
- The state estimates the allotment for DART in FY2020 will be \$1.7 million, an increase of \$50,000 over the current year. DART will be applying for the funds to offset operating costs.

5311– Federal Rural Formula Program:

- The state distributes these federal funds annually based on populations served by DART outside the defined Des Moines Urbanized Area.
- The state lists DART's portion for FY2020 at \$14,742, a small increase from the current year. DART will be applying for the funds to offset paratransit operating costs in the non-urban portions of Polk County.

Capital:

5339– PTMS Bus Replacements:

- DART buses are eligible to compete for replacement through the state's Public Transit Equipment and Facilities Management System (PTMS), which is funded with clean air or discretionary 5339 funding. Iowa buses typically have to average over 18 years of age to rank high enough to receive funding, so DART does not score well in the PTMS selection process.
- DART will be applying for \$1,257,915 in capital funding to replace three 2006 heavy-duty buses; if selected for funding, the project requires a \$221,985 local match.

Recommendation:

- Approve the grant submissions outlined above.



ACTION ITEM



8A:	Heart of Iowa Regional Transit Agency (HIRTA) Vanpool Partnership
Action:	Approve a vanpooling partnership agreement between DART and HIRTA.

Staff Resource: *Matt Harris, Business & Community Partnerships Manager*

Background:

- Heart of Iowa Regional Transit Agency (HIRTA) issued a request for proposals for vanpooling services to support the needs of commuters in Boone, Dallas, Jasper, Madison, Marion, Story and Warren Counties. As a fellow public transit agency that connects Central Iowans to employment opportunities, DART submitted a response to the RFP highlighting the benefits of the existing RideShare program.
- DART was selected by HIRTA to provide vanpooling services and drafted an agreement outlining a one-year pilot partnership between the two agencies.
- The agreement does not involve payment between DART and HIRTA. DART would provide appropriate promotional content to HIRTA to co-market the RideShare program.
- Statistics from the performance of the vanpools that are operated by DART shall belong to DART for federal reporting and NTD reporting purposes.
- The HIRTA Board of Directors approved the draft agreement at their March 18, 2019 meeting.

Recommendation

- Approve the vanpooling partnership agreement between DART and HIRTA to provide vanpooling services to support the needs of commuters in Boone, Dallas, Jasper, Madison, Marion, Story and Warren Counties via the DART RideShare program.



ACTION ITEM



8B:	DART Public Participation Plan
Action:	Approve the updated Public Participation Plan

Staff Resource: *Amanda Wanke, Chief External Affairs Officer*

Background:

- Public transit agencies that receive funds from the Federal Transit Agencies (FTA) are required to document public participation procedures.
- As part of DART's Title VI Program update, which is required every three years, staff updated DART's Public Participation Plan, which was last updated in 2013.
- The identifies and documents how staff will share timely information with DART customers, foster meaningful public engagement, and engage with low-income, minority and limited-English proficient (LEP) populations.
- The goals of the plan and public outreach efforts are to promote transparency, participation, accessibility and diversity of input through appropriate public outreach efforts
- The plan also includes a summary of outreach efforts made since the last Title VI Program submission.
- Staff provided an overview of the updated plan to the Commission at the March 2019 meeting.
- The full Public Participation Plan is attached.

Recommendation:

- Approve the updated DART Public Participation Plan.



PUBLIC PARTICIPATION PLAN





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1 PURPOSE

The Des Moines Area Regional Transit Authority (DART) encourages timely public involvement and participation and strives to deliver information, services and programs that reflect community values and benefit all segments of the community. The Public Participation Plan (PPP) for DART was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, have meaningful opportunities to participate in the decision making process for DART.

DART's public outreach strategies are designed to provide the public with effective access to information about DART services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. DART also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, and community based organizations, major employers, passengers and the general public, including low-income, minority, LEP, and other traditionally underserved communities.



As a recipient of federal funding and, pursuant to Federal Transit Administration (FTA) Title VI regulatory guidance, DART should therefore seek out and consider the viewpoints of minority and low income populations, as well as individuals who do not speak English fluently "in the course of conducting public outreach and involvement activities." (FTA Circular 4702.1B) Additionally, the funding recipient should offer "early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at DART."

DART may modify its public participation methods over time based on feedback from its customers and the general public. The Plan is a "living" document that may be updated periodically to reflect community preferences, changing demographics and transit services, as well as respond to new communication and outreach methods.

1.1 Regulations and Policies Relevant to DART's Public Participation Plan

DART functions under a wide variety of federal and state requirements. The list below provides an overview of the basic laws and regulations DART operates within.

- ▶ Federal Requirements:
 - ▷ Americans with Disabilities Act of 1990
 - ▷ Title VI of the Civil Rights Act of 1964
 - ▷ Executive Order 13166 -- Improving Access to Services for Persons with Limited English Proficiency
 - ▷ Executive Order 12898 -- Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations



- ▷ National Environmental Policy Act (NEPA)
- ▶ State of Iowa Requirements:
 - ▷ Open Public Meetings Act
 - ▷ Public Records Act

2 GOALS

The Public Participation Plan endeavors to promote meaningful opportunities for the public, including low income, minority, and limited English proficient populations, to be involved in the identification of potential impacts of proposed transportation decisions by DART.

Specific the specific goals of DART's public outreach efforts include:

- ▶ **Transparency** - The process should clearly identify and communicate where and how participants can have influence and direct impact on decision-making.
- ▶ **Participation** - DART customers and members of the public should have ample opportunity to participate in key decisions such as having multiple options for how they receive critical information and share feedback.
- ▶ **Accessibility** - Every effort is made to ensure that opportunities to participate are physically, geographically, temporally, and linguistically accessible.
- ▶ **Diversity of input** - Participants represent a range of socioeconomic, ethnic, and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with limited English proficiency, and other traditionally underserved people.

3 PRINCIPLES

Public participation at DART is based on the following principles:

- ▶ **Proactive and Timely** – Participation methods should allow for early involvement and be ongoing and proactive so participants can influence decisions.
- ▶ **Tailored** – DART's public participation methods should be tailored to match local and cultural preferences as much as possible.
- ▶ **Authentic and Meaningful** – DART should support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.
- ▶ **Clarify in potential for influence** - DART should communicate to those giving input the factors weighing in the decisions, so they are clear on the potential for influence. In addition, staff should communicate the results of the public's input in terms of the impact on decisions at a broad summary level, providing the major themes, the decisions reached and rationale for the decisions.

The recommendations in the Public Participation plan reflect feedback from DART customers and the general public, as well as best practices in the field. Information on the preferences of DART customers and the general public was collected primarily through surveys conducted in the fall of 2018. DART staff analyzed the results of the survey based on self-reported demographic information to cater recommendations to the expressed preferences of minority and low-income respondents. DART also has close relationships with many human service



organizations that provide feedback on how DART can best communicate with the populations they serve.

4 PUBLIC INPUT POLICY

The methods described in the Public Participation Plan cover a range of ways in which DART engages with its customers and the general public. However, DART understands that decisions about budgets as well as changes to services or fares are of particular importance, and DART therefore has the following guidelines when considering such changes:

4.1 Major Service Changes and Fare Changes

DART will conduct public input on major service changes and fare changes. A major service change is defined as when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 percent or more.

Major service changes and fare changes will meet the following public input requirements:

- ▶ Changes will be published for public review and comment no less than 60 days before the proposed changes.
- ▶ A minimum of one public meeting(s) will be held to gather comments within four weeks of the published notice.
- ▶ Public comment is always welcome at regularly scheduled DART Commission meetings.
- ▶ A notice of the final changes will be posted within 15 days of implementation.
- ▶ Notification methods may include on-board printed, digital, and audio announcements, posted notices at DART Central Station or affected bus stops, and various forms of electronic communication.
- ▶ The DART Commission must be given a verbal and/or written summary of public input and approval all significant changes.



In the event the DART Commission approves a comprehensive fare policy that approves multiple phases or implementations of fare or service adjustments over a period of time, DART reserves the right to modify this public comment process.

4.2 Budget and Tax Levy Changes

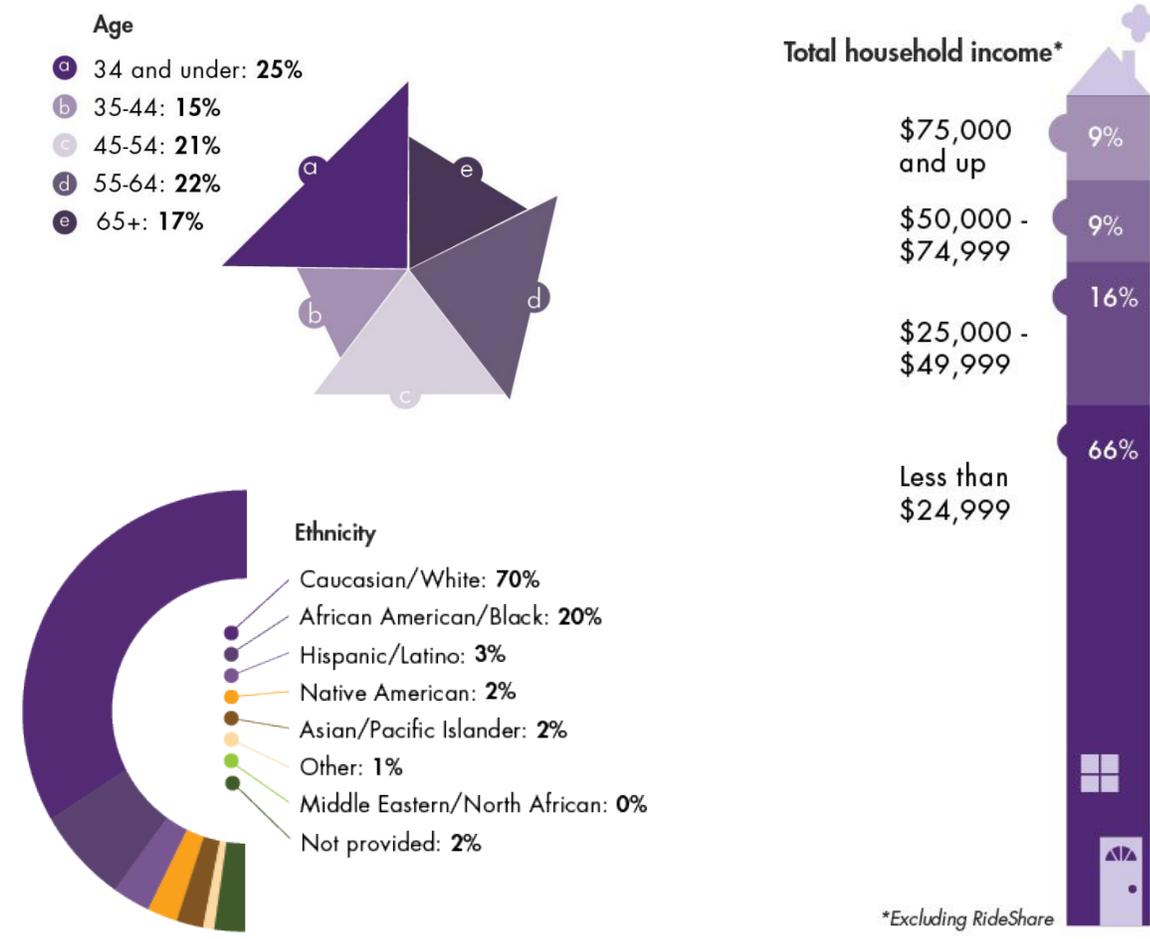
DART's annual budget and any associated tax levy changes will have a scheduled public hearing at a DART Commission Meeting. The public hearing will be advertised per Iowa Code, at least thirty (30) days in advance.



5 CUSTOMER PREFERENCES

5.1 Customer Profile

DART understands the importance of tailoring communications and public participation techniques to the preferences of intended audiences. For most aspects of service planning and communication about DART's services, the primary audience is DART customers. In order to understand who DART's customers are, the following information was collected as part of a biannual customer satisfaction survey:



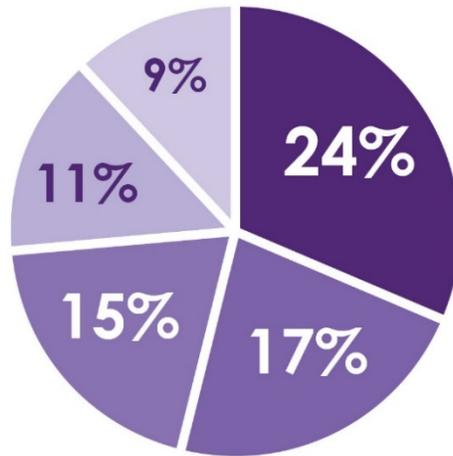
5.2 Preferred Customer Communication Techniques

In the fall of 2018 DART conducted a survey of its customers on all fixed routes to gauge various aspects of customer satisfaction and preferences. Among the questions asked were questions about how customers prefer to receive important updates from DART, how they prefer to share feedback with DART, as well as demographic information such as race and household income. The survey resulted in 769 unique responses, and a statistically significant sample size for the system as a whole and on each DART route.



The survey revealed the top five methods DART customers prefer to receive important service updates are:

- 9% = E-Mails from Dart
- 11% = Posters and Signs at Dart Central Station
- 15% = Bus Audio Announcements
- 17% = Printed on-board brochures ("hangtags"), printed in Spanish and English
- 24% = Dart Website (www.ridedart.com)

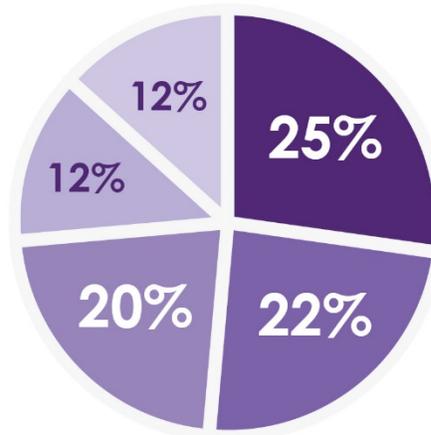


Other response options included bus shelter ads, interior/exterior bus ads, public meetings, Facebook, Twitter, Instagram, and member city communications, which collectively represented 24% of responses.

DART analyzed the responses from minority (39% of respondents) and low-income (52% of respondents), and found that the same top 5 methods for receiving information were preferred by these sub-groups of DART customers.

Additionally, the survey revealed the top five methods DART customers prefer to share feedback with DART are:

- 12% = Facebook
- 12% = E-mailing Dart
- 20% = Calling Customer Service
- 22% = Online Surveys
- 25% = Printed Surveys



Other response options included public meetings, Twitter and Instagram, which collectively represented 9% of responses.

DART analyzed the responses from minority (39% of respondents) and low-income (52% of respondents), and found that the same top 5 methods for sharing feedback with DART were preferred by these sub-groups of DART customers.



DART also analyzed the responses from separate surveys of paratransit and rideshare customers. While a much smaller proportion of DART's customers, tailoring communications about these programs to the formats preferred by established customers should improve participation rates.

- ▶ Paratransit customers have similar preferences for receiving information and sharing feedback as fixed-route customers (described above), with the exception that paratransit customer have a stronger preference for interpersonal forms of communication such as calling DART or attending a public meeting.
- ▶ Rideshare customers strongly prefer electronic forms of communication (email, website), as well as calling DART.



The customer preferences described above were used to guide the methods described in this public participation plan. Additionally, the tabular results of the surveys can be analyzed by bus route, member community and demographics in order to tailor communication with specific sub groups of customers as needed.

6 DIRECT COMMUNICATION METHODS

The Public Participation Plan identifies a menu of available methods for providing information to DART customers and the general public. While these communication methods are broadcast widely, they are important tools in reaching minority and LEP populations, who identified them as means by which they receive relevant information. These include:

- ▶ **DART's website*** – DART's website, www.ridedart.com, is one of the primary sources of information for DART riders. Several tools are available within the site to communicate changes in service as well as to notify the public of opportunities to participate in DART's decision-making process. These include "news items" that appear as short summaries on the home page and, when selected, can lead to longer news items, including meeting schedules and links to route maps, surveys, et cetera.
- ▶ **On-board newsletters or "hangtags"*** – These are printed materials with round cutouts (shaped like "Do Not Disturb" door hangers at hotels) that hang from the hang bars on buses. They are printed on both sides, with English on one side and Spanish on the other side. Their size can be increased with additional folding panels, depending on the amount of information. They are a highly visible and effective means of communicating directly with DART riders.



dart. RIDER NEWS

SERVICE CHANGES August 19, 2018

MAJOR SERVICE CHANGE SCHEDULED FOR AUGUST 19

This service change affects all DART routes. Significant changes include:

- New conversion route, Local Route 50 East/Douglas Center
- Earlier service on Local Routes
- Increased midday frequency on many local routes

Local Route 50 East/Douglas Center: DART's new conversion route will travel east and west along East and Douglas Avenues from E 42nd Street to Highway 16 at Mauck Hwy Road.

Route 50 will not be weekdays only (Saturday frequency). The route will run six days a week for three hours Local Route:

- Local Route 1 - Grandview
- Local Route 2 - 14th Street
- Local Route 3 - East Des Moines
- Local Route 4 - Taylor Avenue
- Local Route 5 - 5th Avenue
- Local Route 6 - Douglas Avenue
- Local Route 7 - 14th Street/Albion

Earlier start times: DART will begin its service day for several Local Routes one hour earlier to complete our goal to work by 6 a.m.

Because of this change, DART Central Station will open one hour earlier on weekdays. Your DART Customer Service window and printers will not change.

Improved midday frequency: DART completed a comprehensive analysis of all Local Routes, and has identified several routes that will receive 20 minutes frequency during the peak and midday travel time. Because of this, midday frequencies will increase for the following Local Routes: Local Route 3 - University, Local Route 6 - Taylor Ave., Local Route 7 - 5th Ave/5th Street, Local Route 10 - 5th Ave and Local Route 16 - Douglas Ave.

In addition to the routes listed above, Local Route 14 - River Run and Local Route 17 - Valley Plaza/Jones Creek Center will also have increased midday frequency.

Other changes:

- DART Ball Team:** Schedule adjustment on several DART routes will fit the new ball team for DART's midweek and off.
- Local Route 10 - East University:** Midweek adjustment to the route for Route 10. These changes include:
 - The Midweek change: Midweek route only from the Iowa State Central Campus and some local campus Avenue to meet the Midweek to serve Iowa State at 10:30 a.m.
 - Increased midday frequency:** The route will increase from 15 to 20 minutes.
- Midweek Change DART:** Midweek platform improvements for some Local Routes at DART Central Station.
- Schedule changes:** As a reminder, this service change will require schedule adjustments for all of DART's routes and services.

Because this is a major change to DART's service, all riders are expected that it will impact how they use our service. **Full details, including maps and schedules, are now available on rideidart.com. Information is also available from the DART Customer Service Window, which is located at DART Central Station, 620 Cherry Street, Des Moines. Printed schedules will be available from DART Customer Service on Wednesday, August 15.**

Important Dates:

- Monday, Sept. 3, 2018:** DART will not have service on this Labor Day holiday.
- Full 2018:** DART will roll out new schedules on all routes by 2018. Check all timetables for updates. Changes to DART's fare policy will go into effect. Major fare changes will be implemented on or after DART's Customer Service.

Map 18
Map 19
Map 20

www.rideidart.com | 515-283-8100

If you have questions regarding this service change, please call DART Customer Service at 515-283-8100.

dart. RIDER NEWS

CAMBIO DE HORARIO: ENTRA EN VIGOR EL 19 DE AGOSTO DE 2018

CAMBIO IMPORTANTE EN EL SERVICIO PROGRAMADO PARA EL 19 DE AGOSTO.

Este cambio en el servicio afecta a todas las rutas DART. Los cambios significativos incluyen:

- Nuevas rutas que convierten la ciudad (conversion).
- Servicio más temprano en rutas locales.
- Incremento en la frecuencia de las rutas locales de algunos.

Ruta Local 50 - East/Douglas Center: El nuevo servicio de DART mejorará el servicio de los lunes al viernes y los sábados de las 6:00 a.m. a las 6:00 p.m. en las avenidas East y Douglas desde E 42nd Street hasta Mauck Hwy Road.

Ruta Local 50 - East/Douglas Center: DART's new conversion route will travel east and west along East and Douglas Avenues from E 42nd Street to Highway 16 at Mauck Hwy Road.

Ruta 50 correrá los días de la semana de lunes a sábado de las 6:00 a.m. a las 6:00 p.m. en las avenidas East y Douglas desde E 42nd Street hasta Mauck Hwy Road.

Ruta Local:

- Ruta local 1 - Grandview
- Ruta local 2 - 14th Street
- Ruta local 3 - East Des Moines
- Ruta local 4 - Taylor Avenue
- Ruta local 5 - 5th Avenue
- Ruta local 6 - Douglas Avenue
- Ruta local 7 - 14th Street/Albion

Inicio más temprano: DART comenzará su servicio día para varias Rutas Locales una hora antes para completar nuestro objetivo de trabajar a las 6 a.m.

Debido a este cambio, la estación central DART abrirá una hora antes los días de semana. Las ventanas de servicio y las impresoras de horarios de DART no cambiarán.

Mejora de la frecuencia: DART completó un análisis exhaustivo de todas las rutas locales y ha identificado a las rutas que recibirán una frecuencia de 20 minutos durante el horario de pico y el horario de mediodía. Debido a esto, la frecuencia de mediodía mejorará para las siguientes Rutas Locales: Ruta Local 3 - University, Ruta Local 6 - Taylor Ave., Ruta Local 7 - 5th Ave/5th Street, Ruta Local 10 - 5th Ave and Ruta Local 16 - Douglas Avenue.

Además de las rutas mencionadas anteriormente, las Rutas Locales 14 - Avenida Jones y Ruta Local 17 - Avenida Plaza/Jones Creek también recibirán un incremento en la frecuencia.

Mapas importantes:

- Lunes, 3 de septiembre, 2018 - DART** no tendrá servicio en este día de feriado Labor Day.
- Septiembre 2018 - DART** instalará nuevos horarios de todos los días de la semana en todos los horarios de los servicios de DART. Verifique los horarios en los sitios web de DART o en los horarios de los servicios de DART.

Fecha importante:

- Lunes, 3 de septiembre, 2018 - DART** no tendrá servicio en este día de feriado Labor Day.
- Septiembre 2018 - DART** instalará nuevos horarios de todos los días de la semana en todos los horarios de los servicios de DART. Verifique los horarios en los sitios web de DART o en los horarios de los servicios de DART.

Si tiene alguna pregunta, llame al Servicio de atención al cliente de DART al 515-283-8100.

www.rideidart.com | 515-283-8100

- ▶ **On-board audio announcements*** – DART's Automatic Vehicle Location System has the capability of scheduling automatic audio announcements on DART buses. These announcements can be scheduled on all routes, or single routes, and can be triggered by location on route or on regularly timed intervals. Announcements can be recorded in both English and Spanish.
- ▶ **Emails to DART emails subscribers (customers)** – These electronic communications are sent out via DART's mass email subscription service. Customers can sign up on DART's website to receive emails from DART. Staff has the flexibility to target email communications to subgroups of DART ridership, such as those on a particular route. Staff can also elect to send an email to all email subscribers.
- ▶ **Emails to partners** – These electronic communications can be sent out directly from staff members' email accounts, as well as through DART's mass email program. Similar to mailers, these can include letters to key staff members at these locations, as well as additional posters or other materials for them to distribute.
- ▶ **Press releases** – Press releases are aimed at generating news coverage of DART events, changes, meetings, et cetera. They are distributed via email to DART's media contact list, as well as posted on the News and Media page of DART's website.
- ▶ **Community newsletters** – DART has several partners in the community that publish newsletters, including several member governments. DART can provide articles to these partners for publication in their newsletters.
- ▶ **Ads on buses and bus shelters** – Overhead advertisements can be posted inside DART's buses. Additionally, printed advertisements can be posted on the sides of DART's bus shelters.



- ▶ **Posters at DART Central Station** – Printed posters can be posted around DART Central Station, including designated news bulletin areas within the waiting area and at the Customer Service Window.
- ▶ **Mailers to partners** – These printed materials can be distributed via mail to DART's partners. They can include letters to key staff at these locations, as well as additional posters or other materials for them to post around their offices.
- ▶ **Partners' websites** – Like community newsletters, DART's many community partners maintain websites that are frequented by the public. DART can provide information to these partners to be included on their websites.
- ▶ **Community calendars** – One feature that is common to many of DART's partners' websites is a calendar. DART can share the times and dates of key meetings or events with the partners for inclusion on these calendars.
- ▶ **Paid ads in local media** – DART can publish paid advertisements in the daily newspaper of record, The Des Moines Register, in community newsletters and on local broadcast channels.
- ▶ **Paid ads in non-English media*** – DART can publish paid advertisements in non-English newspapers, magazines and radio stations to reach a wider span of the population.
- ▶ **Public notices** – These are published in the daily newspaper of record, The Des Moines Register, and are also posted on DART's website.

The screenshot shows the DART website interface. At the top, there is a navigation bar with the DART logo, 'mydart' Tools, Routes, Fares, Services, How to Ride, and 'dart Forward 2035'. A search bar is also present. A prominent purple banner with yellow text reads 'SERVICE CHANGE'. Above this banner, a smaller box says 'DART service change: Jan. 13, 2019' and 'DART is making changes to several of its routes and services on Sunday, Jan. 13, 2019.' Below the banner is a 'mydart' Trip Planner tool with fields for 'FROM', 'TO', 'DATE' (set to 01/10/2019), and 'TIME' (set to 3:07 AM). To the right of the planner is a 'View All' section with links for 'Rider Alerts', 'News', and 'Events'. Under 'NEWS', there are three items: 'DART service change: Sunday, Jan. 13, 2019', 'DART evaluating service in Ankeny, Clive, Grimes, Urbandale and West Des Moines', and 'Detour: Route 14 - Effective: Thursday, November 8, 2018 until work is complete'. A 'GO' button is located at the bottom of the trip planner.



- ▶ **DART's Facebook page** – DART's Facebook page is used by staff to interact with riders and can be leveraged to push out information regarding service changes and opportunities for the public to participate in DART's decision-making process.
- ▶ **DART's Twitter feed** – DART's Twitter account allows staff to share newsworthy items with riders, including service changes and opportunities for the public to participate in DART's decision-making process.



* All communication methods are available for translation or interpretation upon request.

7 METHODS OF INVOLVING THE PUBLIC

DART employs a number of methods for involving the public in DART's decision-making process. Staff consider a number of factors when designing public outreach process, such as the magnitude of the proposed change or decision, what level of influence public opinion has over the decision, and who will be impacted by the decision. As cited above, DART customer surveys indicate that minority and low-income populations have similar preferences to DART riders as a whole.

DART's public involvement methods include:

- ▶ **Public Meetings** – A public meeting is a discussion between interested parties, often including riders. It is a question-and-answer format and an open discussion with a member of the DART staff to make sure comments stay focused on the proposed change and that everyone has a chance to ask questions. A public meeting is NOT required by federal regulations and comments do not go into the public record.
- ▶ **Public Hearings** - A public hearing is required by federal or state regulations where comments from the public go into the public record. A public hearing is governed by rules concerning who speaks when and for how long and is overseen by a DART official. A public hearing is NOT a question-and-answer format.
- ▶ **Grab-and-Go Events** – DART will staff informational tables at community events and at DART Central Station to share information about changes to service, new initiatives or community resources. These events allow DART to interact with a wide variety of community members for a shorter time span.
- ▶ **Surveys** – Surveys are a series of specific questions, often in multiple-choice format that can be distributed in print form as well as in digital form. The results from surveys can be quantified and analyzed, but are not as conducive to broader, more open-ended discussions.



- ▶ **Focus Groups** - At times, the complexity of a project, issues, or needed input may require engaging targeted audiences of stakeholders.
- ▶ **DART Commission Meetings** - The Board of Commissioners meets the first Tuesday of each month at 12:00 p.m. at DART Central Station, 920 Cherry Street, Des Moines, IA. These meetings are open to the public and include an opportunity for the public to comment on any item relating to transit.
- ▶ **Public Comment Cards** – Public comment cards open-ended questionnaires that can be distributed in printed form as well as in digital form. Comments from comment cards are valuable for open-ended discussions, although they are not as easy to quantify or analyze.
- ▶ **General Comments** – DART is always open to and accepting of public comments, regardless of whether they were given as part of an organized effort. Comments can be shared with DART by phone at 515-283-8100, by email at dart@ridedart.com, by mail at 620 Cherry Street, Des Moines, Iowa, 50309, or in person at DART Central Station.

7.1 Selection of meeting times and locations

The selection of meeting times and locations that are convenient for target audiences is crucial to providing meaningful opportunities for public participation. For example, announcements about meetings on service changes should be shared with the public by both on-board and digital means; they should be held not only in the early afternoon but also in the late afternoon or early evening; and they should be held at locations in downtown Des Moines as well as regional locations such as suburban and Des Moines branch libraries.

8 PUBLIC OUTREACH BETWEEN JUNE 2016 – MARCH 2019

DART's outreach for its long-range planning, major service changes and other changes impacting riders and the public included the following activities:

- ▶ Eleven public meetings were held Feb. 29 – March 2, 2016 to collect feedback on what service updates should be included in DART's long-range transportation plan, DART Forward 2035.
- ▶ Twelve public meetings were held Oct. 12 – Nov. 2, 2016, to collect public input on proposed updates to DART's long-range transportation plan, DART Forward 2035.
- ▶ One public meeting was held during a DART Board of Commissioners meeting on June 6, 2017 to collect input on structural changes to the DART Board of Commissioners.
- ▶ Two public meetings were held July 10-13, 2017 to collect feedback on recommendations on a service change that eliminated one Express Route and replaced service through an extension on a Local Route.





- ▶ Two public meetings were held Aug 22 and 28, 2017 to collect feedback on proposed changes to DART's fare policy.
- ▶ Two public meetings and five grab and go style public events were held April 16-23, 2018 to collect feedback on recommendations for a major service change in August 2018.
- ▶ Seven Grab and Go events were held at DART Central Station between June and October 2018 to inform riders on changes to DART's fare policy and the introduction of new fareboxes.
- ▶ Four public meetings and three grab and go events were held in several DART member communities between Dec. 8, 2018 and Jan. 14, 2019 to collect feedback on DART's services to inform DART's analysis of possible changes to service in those communities in the fall of 2019.
- ▶ Two public meetings were held at DART Central Station in February 2019 to share information and collect feedback on DART's Title VI Program Update, including Service Equity Policies, Service Standards, Public Participation Plan, and Language Assistance Plan.
- ▶ Public hearings were held on DART's budget process were held annually each March.

Attendance at public meetings typically averaged roughly 5-10 members of the public, while Grab and Go events resulted in dozens of interactions per event and surveys resulted in hundreds of responses. DART has found that paid promotion of public meetings on social media, as well as bus audio announcements have led to higher turnout at outreach events. DART also found that having technical staff available at outreach events in addition to customer service and communications staff can allow for more detailed conversations with customers and members of the public.

9 TRANSLATION AND INTERPRETIVE SERVICES

DART's program for providing translation and interpretive services is critical to the success of the Public Participation Plan in reaching minority and LEP populations. The program provides translation and interpretive services upon request at the customer service window, over the phone, at all public meetings, and for important documents.

For example, DART contracts with a firm called CTS Language Link to provide interpretation services in over 240 languages to customers upon request. These services can be accessed by phone or at the customer service window at DART Central Station.

Additionally, DART makes translation services available at its public meetings to anyone who requests them. The translation services are publicized in meeting notices.

More details about DART's strategy and resources to ensure that language is not a barrier for people to take full advantage of DART's services can be found in DART's Language Assistance Plan.



10 DART PARTNERS

DART utilizes a network of local partners to enhance its reach within the community.

- ▶ DART can “amplify” its messages by routing them through partners’ communication networks, thereby reaching more of the minority and LEP populations. These messages include:
 - ▷ Valuable information about DART’s services
 - ▷ Opportunities to participate in DART’s decision-making process
- ▶ DART can consult with these partners’ staff and clients on:
 - ▷ Transportation needs
 - ▷ Solutions to potential or real issues

DART counts more than 200 organizations, businesses and other government agencies among its list of partners. These organizations span the following categories (*a complete list of partners can be found in Appendix A*):

- ▶ Youth centers
- ▶ Rehabilitation centers
- ▶ Agencies for low-income individuals
- ▶ Refugee resettlement agencies
- ▶ Human rights organization
- ▶ Shelters
- ▶ Community action centers
- ▶ Correctional facilities
- ▶ Agencies for people with disabilities
- ▶ Corporate partners
- ▶ Pass-sales outlets
- ▶ Member governments
- ▶ State government agencies
- ▶ Federal government agencies

In particular, these DART partners provide valuable avenues for reaching minority and LEP populations.

11 EQUITY CONSIDERATIONS

DART recognizes that minority and low-income populations have historically been systematically excluded from participating in public decision-making. Due to persistent societal and cultural influences, it can be difficult to ensure diverse public participation in DART’s decision-making, despite the concerted efforts described in this plan. DART therefore recognizes the need to think carefully about how to design inclusive outreach processes, and to build in key steps to consider whether a public participation process and its outcomes are achieving the intended results.



DART staff will utilize the following considerations developed as part of the Capital Crossroads program, a collaborative vision for improving Central Iowa, to evaluate the racial equity implications of key decisions:

- ▶ Have a variety of ethnic communities/people of color been informed, meaningfully involved and authentically represented in this process/decisions?
 - ▷ How has this been done?
 - ▷ How has the feedback been considered, incorporated and lifted-up?
 - ▷ What challenges have we faced in hearing that voice?
- ▶ Is there a group that benefits more than another because of this process/decision?
- ▶ What could be one unintended consequence of this process/decision for ethnic communities/communities of color?
- ▶ What action will be implemented to advance equity in this process/decision?

12 OUTCOMES

The outcomes of public participation will be reported in an open and transparent manner. The expectation is that, once community members have participated in a process, DART owes it to them to say how their participation influenced the outcome. DART should be able to demonstrate that it explored the suggestions and recommendations of the public and taken that into consideration as part of the process.

13 CONCLUSION

This Public Participation Plan must, first and foremost, be accountable to the public. The strategic approach, goals, and guiding principles DART has established are intended to foster public participation by providing early, continuous, and meaningful public engagement processes for its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of limited English proficiency (LEP), minority or socioeconomic status, or disability. The methods and techniques employed by DART help increase public participation rates, particularly among those individuals and populations that are often overlooked or underrepresented.



While the methods and techniques used during the public participation process may vary according to each circumstance, DART will make every effort to achieve the standards it has set and to design public outreach efforts with the goal of most effectively reaching out to the diverse populations throughout DART's service area. As a living document, the Plan may evolve according to the demographic makeup of DART's communities and their unique needs, as well as DART's evaluation of its public participation effectiveness.



APPENDIX A

LIST OF DART COMMUNITY PARTNERS



APPENDIX A: LIST OF DART COMMUNITY PARTNERS

- ▶ AARP IOWA
- ▶ ACHIEVING MAXIMUM POTENTIAL
- ▶ AGING ADVOCATES
- ▶ AGING RESOURCES OF CENTRAL IOWA
- ▶ ALLIANCE TECHNOLOGIES
- ▶ AMERICAN CANCER SOCIETY
- ▶ AMERICAN RED CROSS
- ▶ AMERIGROUP
- ▶ ANAWIM HOUSING
- ▶ ANKENY COMMUNITY SCHOOLS
- ▶ BANKERS TRUST
- ▶ BEACON OF LIFE
- ▶ BETHEL MISSION
- ▶ BIDWELL RIVERSIDE CENTER
- ▶ BOYS & GIRLS CLUB OF CENTRAL IOWA
- ▶ BRAVO GREATER DES MOINES
- ▶ BRIDGES OF IOWA
- ▶ BROADLAWNS MEDICAL CENTER
- ▶ CANDEO
- ▶ CASH SAVER
- ▶ CATHOLIC CHARITIES REFUGEE RESETTLEMENT
- ▶ CENTRAL IOWA CENTER FOR INDEPENDENT LIVING
- ▶ CENTRAL IOWA SHELTER AND SERVICES
- ▶ CENTRAL IOWA WORKS
- ▶ CENTRAL SENIOR CENTER
- ▶ CHI LIVING COMMUNITIES
- ▶ CHILDREN & FAMILIES OF IOWA
- ▶ CHILDSERVE
- ▶ CITIZENS FOR COMMUNITY IMPROVEMENT
- ▶ CITY OF ALTOONA
- ▶ CITY OF ANKENY
- ▶ CITY OF BONDURANT
- ▶ CITY OF CLIVE
- ▶ CITY OF DES MOINES
- ▶ CITY OF DES MOINES HOUSING
- ▶ CITY OF GRIMES
- ▶ CITY OF JOHNSTON
- ▶ CITY OF PLEASANT HILL
- ▶ CITY OF URBANDALE
- ▶ CITY OF WEST DES MOINES
- ▶ CITY OF WINDSOR HEIGHTS
- ▶ CLIVE SUITES & CONFERENCE CENTER
- ▶ COGNIZANT TECHNOLOGY SOLUTIONS
- ▶ COMMUNITY FOUNDATION OF GREATER DES MOINES
- ▶ COMMUNITY HOME SERVICES
- ▶ COMMUNITY SUPPORT ADVOCATES
- ▶ COMMUNITY YOUTH CONCEPTS
- ▶ CONLIN PROPERTIES
- ▶ CORINTHIAN GARDENS
- ▶ CREATIVE VISIONS
- ▶ CREST SERVICES
- ▶ DAVIS BROWN LAW FIRM
- ▶ DEAF ACTION CENTER
- ▶ DEEZEE MANUFACTURING
- ▶ DENTAL CONNECTIONS
- ▶ DES MOINES AREA COMMUNITY COLLEGE
- ▶ DES MOINES AREA METROPOLITAN PLANNING ORGANIZATION
- ▶ DES MOINES AREA RELIGIOUS COUNCIL
- ▶ DES MOINES CIVIL AND HUMAN RIGHTS COMMISSION
- ▶ DES MOINES PERFORMING ARTS
- ▶ DES MOINES PUBLIC LIBRARY
- ▶ DES MOINES PUBLIC SCHOOLS
- ▶ DES MOINES REGISTER
- ▶ DES MOINES STREET COLLECTIVE
- ▶ DES MOINES UNIVERSITY
- ▶ DISABILITY RIGHTS IOWA
- ▶ DOWLING CATHOLIC HIGH SCHOOL
- ▶ DRAKE UNIVERSITY
- ▶ EASTERSEALS IOWA
- ▶ EMBARC
- ▶ EMC INSURANCE
- ▶ EMPLOYEE & FAMILY RESOURCES
- ▶ EPILEPSY FOUNDATION OF IOWA



- ▶ EVELYN K. DAVIS CENTER FOR WORKING FAMILIES
- ▶ EVERystep
- ▶ EYERLY BALL
- ▶ E-Z MONEY CHECK CASHING
- ▶ FOOD BANK OF IOWA
- ▶ FORT DES MOINES CORRECTIONAL FACILITY
- ▶ FRESH START WOMEN'S CENTER
- ▶ GOODWILL INDUSTRIES OF CENTRAL IOWA
- ▶ GRANDVIEW COLLEGE
- ▶ GREATER DES MOINES CONVENTION AND VISITORS BUREAU
- ▶ GREATER DES MOINES PARTNERSHIP
- ▶ GREATER DES MOINES PUBLIC ART FOUNDATION
- ▶ GRIMES SENIOR CENTER
- ▶ GRUBB YMCA
- ▶ HAWTHORNE HILL
- ▶ HAYMARKET MALL
- ▶ HEART OF IOWA REGIONAL TRANSPORTATION AGENCY (HIRTA)
- ▶ HOMES OF OAKRIDGE NEIGHBORHOOD
- ▶ HORIZONS: A FAMILY SERVICE ALLIANCE
- ▶ HOUSE OF MERCY
- ▶ HY-VEE
- ▶ IMMANUEL PATHWAYS
- ▶ IMPACT COMMUNITY ACTION AGENCY
- ▶ INTERNATIONAL CENTER
- ▶ IOWA ASIAN ALLIANCE
- ▶ IOWA BUREAU OF REFUGEE SERVICES
- ▶ IOWA COUNCIL OF THE UNITED BLIND
- ▶ IOWA DEPARTMENT OF CORRECTIONS
- ▶ IOWA DEPARTMENT OF HUMAN SERVICES
- ▶ IOWA DEPARTMENT OF HUMAN SERVICES
- ▶ IOWA DEPARTMENT OF PUBLIC DEFENSE
- ▶ IOWA DEPARTMENT OF PUBLIC HEALTH
- ▶ IOWA DEPARTMENT OF THE BLIND
- ▶ IOWA DEPARTMENT OF TRANSPORTATION
- ▶ IOWA ENVIRONMENTAL COUNCIL
- ▶ IOWA FINANCE AUTHORITY
- ▶ IOWA HOMELESS YOUTH CENTER
- ▶ IOWA JUSTICE FOR OUR NEIGHBORS
- ▶ IOWA LEGAL AID
- ▶ IOWA LUTHERAN HOSPITAL
- ▶ IOWA MEDICAID ENTERPRISE
- ▶ IOWA METHODIST MEDICAL CENTER
- ▶ IOWA OFFICE OF OMBUDSMAN
- ▶ IOWA VOCATIONAL REHABILITATION SERVICES
- ▶ IOWA WORKFORCE DEVELOPMENT
- ▶ JOHNSTON COMMUNITY SCHOOL DISTRICT
- ▶ JOPPA OUTREACH
- ▶ JORDAN CREEK TOWN CENTER
- ▶ KATECHO
- ▶ LATINO RESOURCE CENTER
- ▶ LIFESERVE BLOOD CENTER OF IOWA
- ▶ LIGUTTI TOWER
- ▶ LINK ASSOCIATES
- ▶ LUTHER PARK
- ▶ LUTHERAN SERVICES OF IOWA
- ▶ LUTHERAN SERVICES OF IOWA - REFUGEE SERVICES
- ▶ MAINSTREAM LIVING
- ▶ MARSH
- ▶ MERCY MEDICAL CENTER
- ▶ MEREDITH CORPORATION
- ▶ MERLE HAY MALL
- ▶ MID-AMERICAN ENERGY
- ▶ MONSOON ASIAN & PACIFIC ISLANDERS IN SOLIDARITY
- ▶ MOSIAC IN CENTRAL IOWA
- ▶ NATIONWIDE
- ▶ NEWBURY LIVING
- ▶ OAKRIDGE NEIGHBORHOODS
- ▶ OFFICE OF ASIAN AND PACIFIC ISLANDERS AFFAIRS
- ▶ ONE IOWA
- ▶ OPTIMAE LIFE SERVICES
- ▶ ORCHARD PLACE
- ▶ PACE
- ▶ PASSAGEWAYS
- ▶ PENELOPE 38
- ▶ PIONEER INTERNATIONAL
- ▶ PLANNED PARENTHOOD OF THE HEARTLAND



- ▶ PLYMOUTH PLACE
- ▶ POLK COUNTY
- ▶ POLK COUNTY ADULT SERVICES
- ▶ POLK COUNTY COMMUNITY, FAMILY AND YOUTH SERVICES
- ▶ POLK COUNTY CRISIS AND ADVOCACY SERVICES
- ▶ POLK COUNTY DECATAGORIZATION
- ▶ POLK COUNTY EMERGENCY MANAGEMENT
- ▶ POLK COUNTY FAMILY ENRICHMENT
- ▶ POLK COUNTY HEALTH SERVICES
- ▶ POLK COUNTY JAIL
- ▶ POLK COUNTY SENIOR COMMUNITY CENTER
- ▶ POLK COUNTY SUPPLEMENTAL FOODS
- ▶ PRELUDE BEHAVIORAL HEALTH
- ▶ PRICE CHOPPER
- ▶ PRIMARY HEALTH CARE
- ▶ PRINCIPAL
- ▶ PROGRESS INDUSTRIES
- ▶ REFUGEE ALLIANCE OF CENTRAL IOWA
- ▶ RUAN TRANSPORTATION
- ▶ SALVATION ARMY
- ▶ SAVATION ARMY ADULT REHAB. CENTER
- ▶ SCAVO CAMPUS
- ▶ SCIENCE CENTER OF IOWA
- ▶ SE POLK COMMUNITY SCHOOLS
- ▶ SOCIAL SECURITY ADMINISTRATION
- ▶ SOUTHEAST COMMUNITY SERVICES
- ▶ SOUTHRIDGE MALL
- ▶ SQUARE ONE ASSESSMENTS LLC
- ▶ ST VINCENT DE PAUL
- ▶ ST. JOSEPH EMERGENCY SHELTER
- ▶ ST. MARY'S FAMILY CENTER
- ▶ STATE OF IOWA
- ▶ THE HOPE CENTER
- ▶ THE PROJECT OF PRIMARY HEALTHCARE
- ▶ THE ROSE OF DES MOINES
- ▶ TRANSIOWA CAB COMPANY
- ▶ U.S. COMMITTEE FOR REFUGEES AND IMMIGRANTS
- ▶ U.S. DEPARTMENT OF VETERANS AFFAIRS
- ▶ UNITED COMMUNITY SERVICES INC.
- ▶ UNITED HEALTHCARE
- ▶ UNITED WAY OF CENTRAL IOWA
- ▶ UNITY POINT
- ▶ URBAN DREAMS
- ▶ URBANDALE CHAMBER OF COMMERCE
- ▶ URBANDALE COMMUNITY ACTION NETWORK
- ▶ URBANDALE COMMUNITY SCHOOLS
- ▶ URBANDALE FOOD PANTRY
- ▶ VALLEY VIEW VILLAGE
- ▶ VALLEY WEST MALL
- ▶ VINTAGE HILLS RETIREMENT COMMUNITY
- ▶ VOYA FINANCIAL
- ▶ WALMART
- ▶ WELLMARK
- ▶ WESLEY ACRES COMMUNITY SERVICES
- ▶ WEST DES MOINES COMMUNITY SCHOOLS
- ▶ WEST DES MOINES HUMAN SERVICES
- ▶ WEST DES MOINES PUBLIC LIBRARY
- ▶ YMCA SUPPORTIVE HOUSING
- ▶ YOUNG WOMENS RESOURCE CENTER
- ▶ YOUTH EMERGENCY SHELTER



ACTION ITEM



8C: June 2019 Service Changes

Action: Approve the proposed June 2019 Service Changes.

Staff Resource: Luis Montoya, Planning and Development Manager

Background:

- Each June, DART implements a service change in order to make any necessary route and/or schedule changes to continue to improve service for its customers. Any major changes are brought to the Commission for approval.
- Regarding DART's Fixed Route services, there are no major changes—only the removal of the Des Moines Public Schools service for the summer and other minor schedule adjustments.
- Due to the withdrawal of the Cities of Alleman and Granger, effective June 30, 2019, removal of On Call service to those communities must be approved.
- Should Polk County or Medicaid request trips through our contract arrangements with them to Alleman or Granger, then DART's paratransit service is prepared to provide those trips if needed.
- This action item is to remove DART's on-call service to these cities, effective June 30, 2019.

Recommendation:

- Approve the proposed June 2019 Service Changes.



ACTION ITEM



8D: February FY2019 Consolidated Financial Report

Action: Approve the February 2019 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue year to date is 5.1% below budget projections. Cash Fares and Monthly Passes are driving the underbudget levels but are offset by Mobile Ticketing and Other Contracted Revenue performing above budget.
- Fixed Route Non-Operating revenue is higher than budget projections by 2.5% primarily due higher performing interest income as well as higher than budgeted State Operating Assistance revenue and Federal Leasing Funds.
- Paratransit Operating revenue is under budget by 37.5%. Other Contracted Services trips account for the shortfall in revenue.
- Paratransit Non-Operating revenue is 1.6% under budget.
- Rideshare revenues are 5.25% below budget. Rideshare revenue does cover the year to date expenses.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 2.85% below budget projections. Fuel, Insurance, and Equipment Repair Parts are the primary drivers for the savings year to date.
- Paratransit Budget Summary – Operating expenses are 9.44% under budget. Salaries, Wages, and Fringes, Fuel & Lubricants, and Insurance expenses are seeing the largest savings.
- Rideshare Budget Summary – Rideshare has a budget savings of 8.40% year to date. Salaries, Wages, and Fringes and Insurance Expense are the primary categories seeing savings.

Recommendation:

- Approve the February 2019 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of February FY2019 Year to Date as Compared to Budget:**

Fixed Route	\$	746,652	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(215,990)	\$272,200.95
Rideshare	\$	<u>17,979</u>	
Total	\$	548,642	

FY2019 Financials:

February 2019

FIXED ROUTE	February 2019			Year-To-Date-(8) Months Ending 02/28/2019		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	371,974	470,500	(98,526)	3,571,703	3,764,000	(192,297)
Non-Operating Revenue	1,863,177	1,952,302	(89,125)	16,007,643	15,618,418	389,225
Subtotal	2,235,151	2,422,802	(187,652)	19,579,346	19,382,418	196,928
Operating Expenses	2,267,704	2,409,538	141,834	18,726,582	19,276,306	549,724
Gain/(Loss)	(32,554)	13,264	(45,818)	852,764	106,112	746,652

PARATRANSIT	February 2019			Year-To-Date-(8) Months Ending 02/28/2019		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	74,735	133,333	(58,599)	666,216	1,066,667	(400,451)
Non-Operating Revenue	102,215	133,872	(31,657)	1,053,670	1,070,974	(17,304)
Subtotal	176,949	267,205	(90,256)	1,719,886	2,137,641	(417,755)
Operating Expenses	199,851	267,205	67,355	1,935,876	2,137,641	201,765
Gain/(Loss)	(22,901)	-	(22,901)	(215,990)	-	(215,990)

RIDESHARE	February 2019			Year-To-Date-(8) Months Ending 02/28/2019		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	70,644	71,283	(640)	540,324	570,267	(29,943)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	70,644	71,283	(640)	540,324	570,267	(29,943)
Operating Expenses	66,473	71,283	4,811	522,344	570,267	47,922
Gain/(Loss)	4,171	-	4,171	17,979	-	17,979

Summary	February 2019			Year-To-Date-(8) Months Ending 02/28/2019		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	517,352	675,117	(157,764)	4,778,242	5,400,933	(622,691)
Non-Operating Revenue	1,965,392	2,086,174	(120,782)	17,061,313	16,689,392	371,921
Subtotal	2,482,744	2,761,291	(278,547)	21,839,556	22,090,325	(250,770)
Operating Expenses	2,534,028	2,748,027	213,999	21,184,802	21,984,213	799,411
Gain/(Loss)	(51,284)	13,264	(64,548)	654,754	106,112	548,642



DISCUSSION ITEM



9A: Planning Update

Staff Resource: Luis Montoya, Planning and Development Manager

Staff will provide an update on 2019 service planning project to consider changes in the western suburbs and Ankeny for implementation in the fall. Staff will also provide an update on the Transit Optimization Study



DISCUSSION ITEM



9B: Service Standard Guidelines

Staff Resource: *Luis Montoya, Planning and Development Manager*

Background:

- DART's Service Standard Guidelines are a set of goals and metrics for monitoring the efficiency and effectiveness of its fixed route service, as well as a description of processes for addressing areas in need of improvement.
- The purpose of the Service Standard Guidelines is to routinely evaluate DART's performance based on established criteria, and to share those results and any proposed corrective actions with the Commission and general public. This process ensures that resources are deployed rationally based on targets and system performance in order to avoid the impression that service planning decisions are made based on racial, socioeconomic or other biases.
- The Service Standard guidelines were introduced to the Planning Committee in January 2019, were shared as part of the public outreach for the 2019 Title VI Program Update, and have been updated based on feedback and research into best practices.
- DART's Service Standard Guidelines will include the following:
 - An explanation of the different categories of DART's fixed-route service.
 - A description and target for metrics to monitor the efficiency and effectiveness of service, including route performance and operating cost.
 - A description and target for metrics to monitor the quality of service, including frequency, on-time performance, missed trips, and metrics related to vehicle quality and bus stop placement.
 - Guidelines for how the service standards will be applied.
 - An explanation of potential corrective actions and mitigation measures that could be employed when a route or the system is underperforming.
 - References to other relevant DART policies and procedures such as the Service Equity Policy and Public Participation Plan.
- The Service Standard Guidelines are a basis for the Commission to direct staff and make service planning decisions, but they do not require or preclude the Commission from taking any action it deems appropriate and necessary.



DISCUSSION ITEM



9C: DART Advertising Policy

Staff Resource: *Paul Drey, DART Legal Counsel*
Erin Hockman, Marketing and Communications Manager

Staff and legal counsel will provide an overview of DART's advertising policy including the history of the policy and current advertising revenues.



DISCUSSION ITEM



9D: Electric Bus Pilot Program Update

Staff Resource: Jamie Schug, Chief Financial Officer

- Staff will provide an update regarding DART's electric bus pilot program.



DISCUSSION ITEM



9E: Java Joes Update

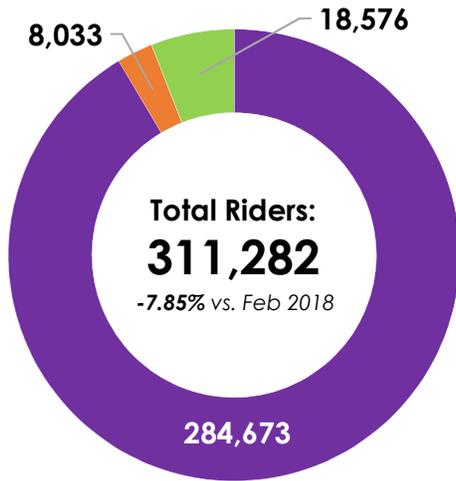
Staff Resource: Jamie Schug, Chief Financial Officer

- An update on DART's lease with Java Joe's coffee shop vendor located in DART Central Station will be provided at the meeting.



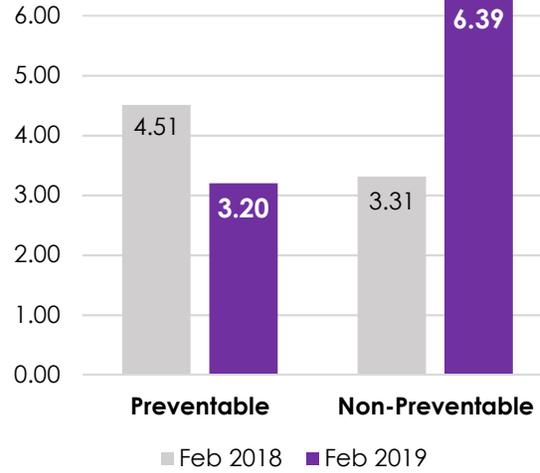
Performance Summary – February 2019

Ridership

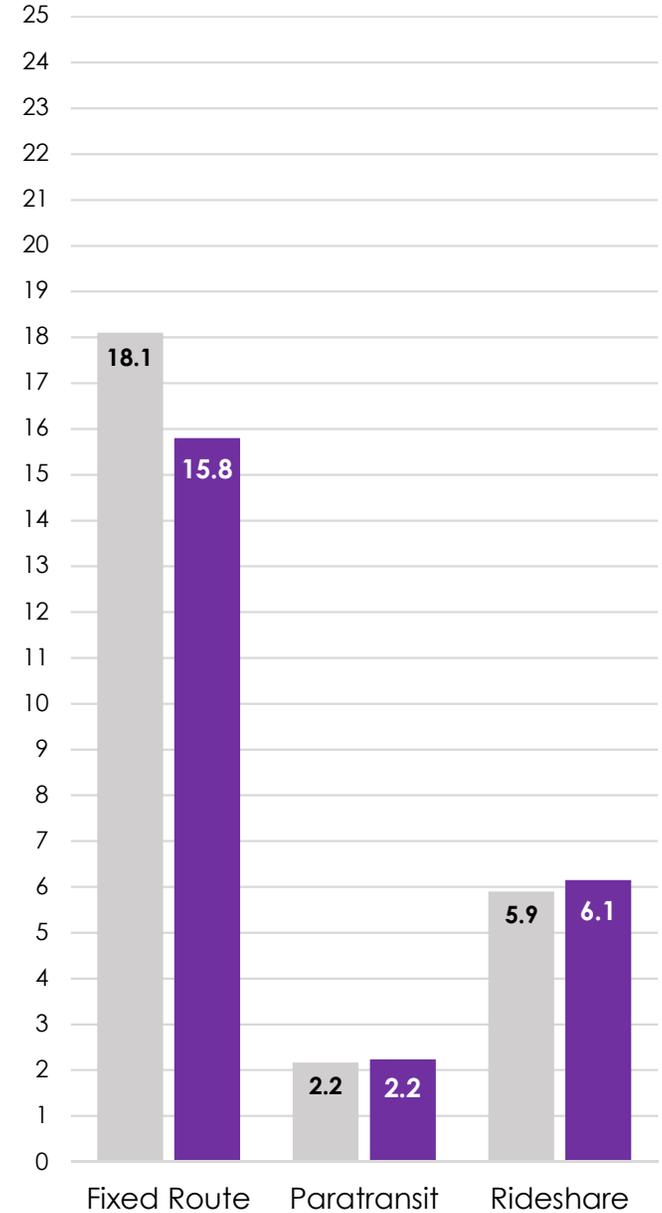


■ Fixed Route ■ Paratransit ■ Rideshare

Accidents / 100K Miles

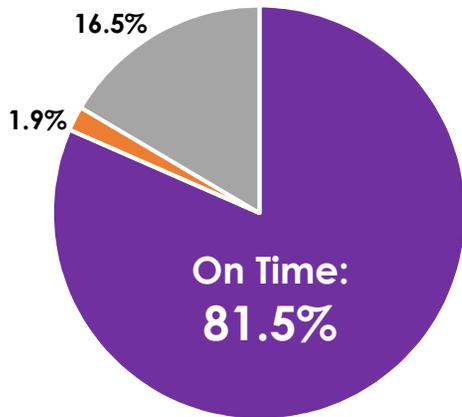


Passengers Per Revenue Hour



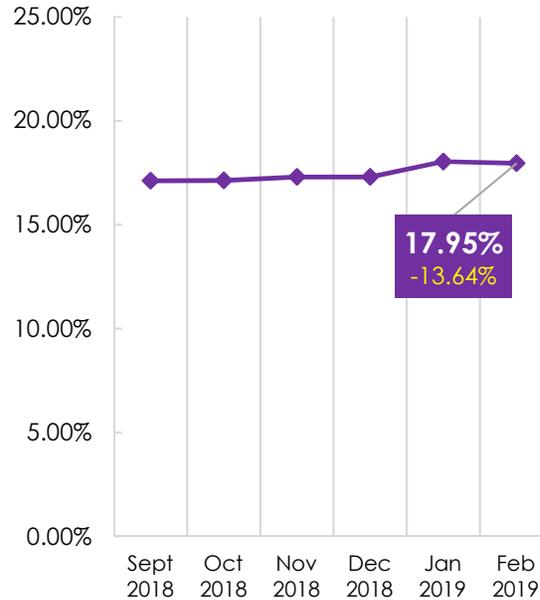
■ Feb 2018 ■ Feb 2019

On Time Performance



■ On Time ■ Early ■ Late

Cost Recovery Ratio



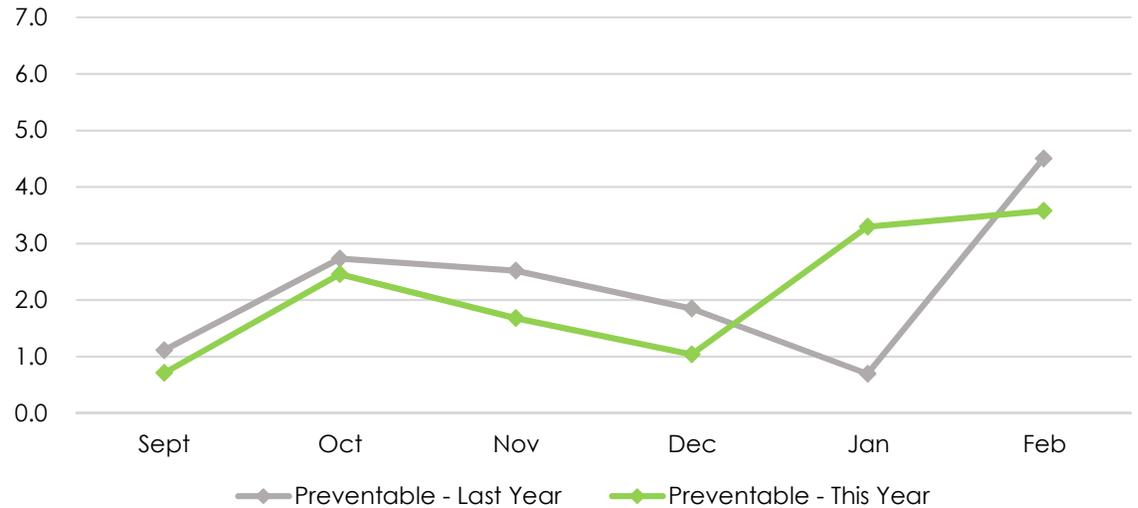


Safety Performance – February 2019

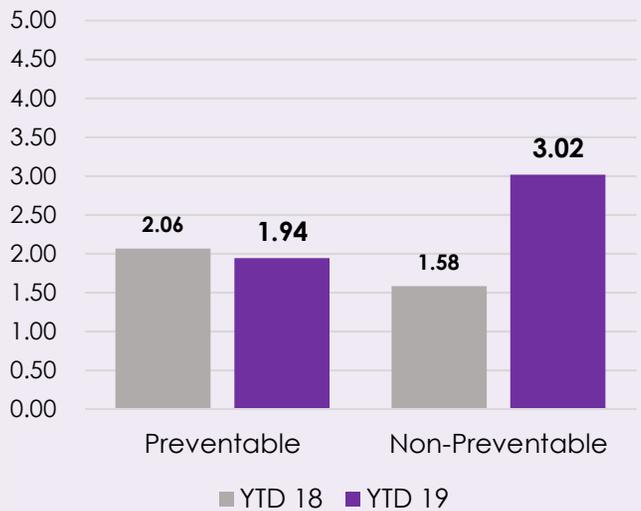
Preventable Accident Report February 2019

	Accidents	Per 100,000 Miles
Sept 2018	4	2.09
Oct 2018	12	1.19
Nov 2018	6	3.04
Dec 2018	5	1.89
Jan 2019	10	1.43
Feb 2019	11	2.28
YTD 2019	59	2.02
YTD 2018	55	1.93
YTD Change	+4	4.66%

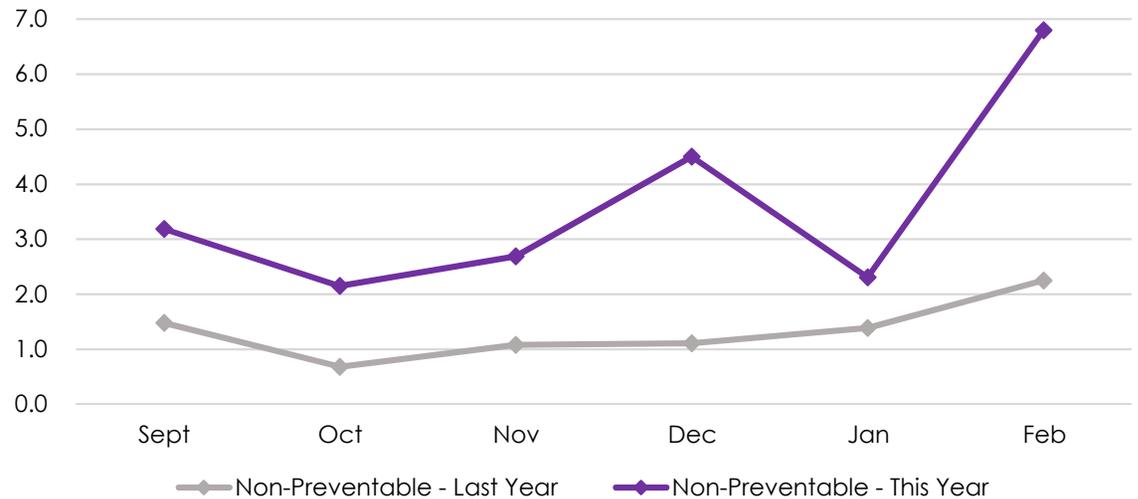
Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



Year To Date – Fixed Route Accidents Per 100,000 Miles



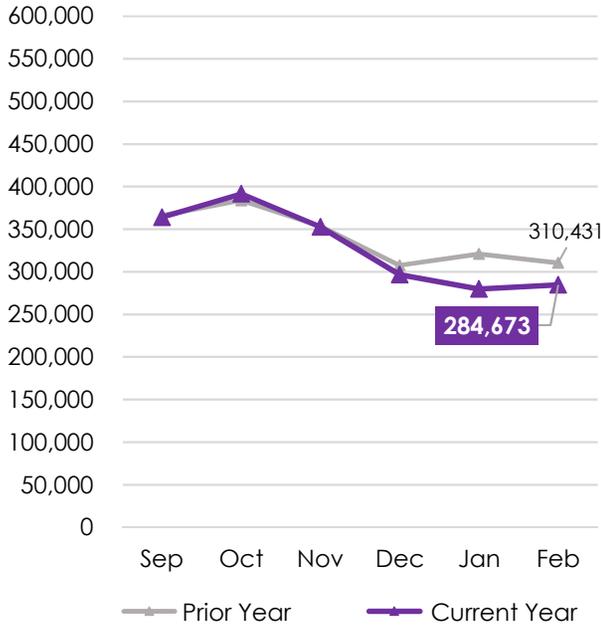
Non-Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



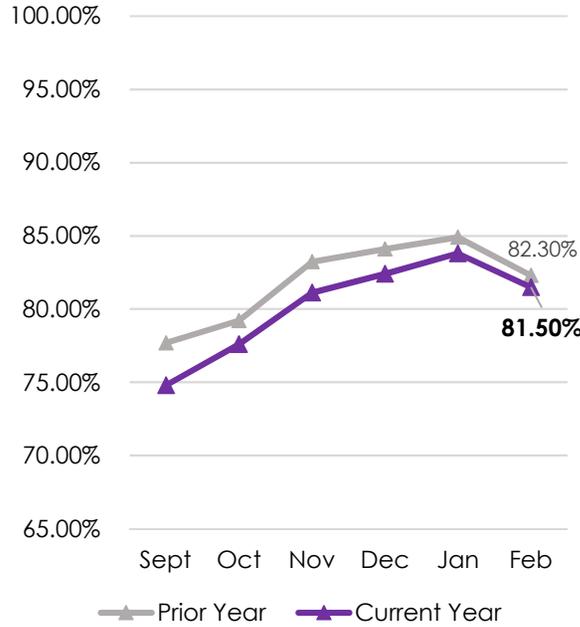


Fixed Route Performance – February 2019

Total Ridership



On Time Performance



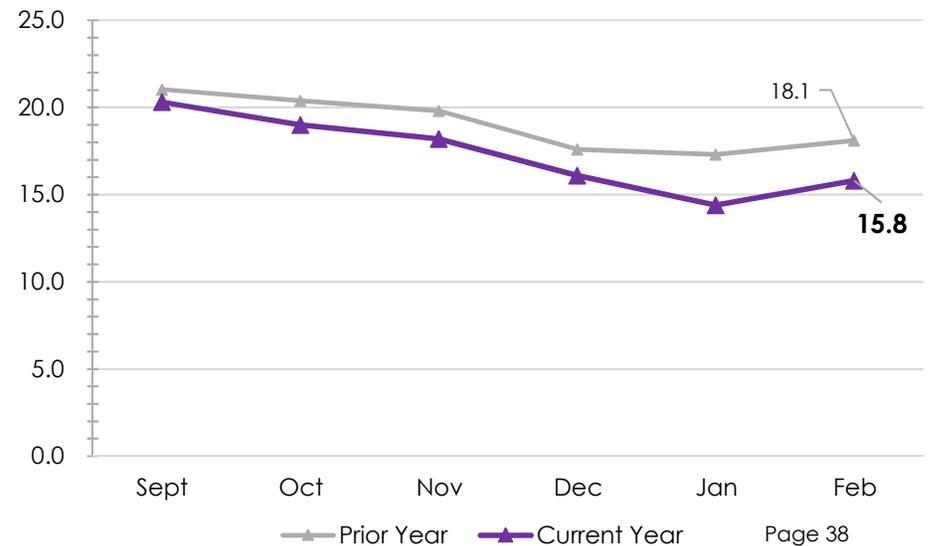
Operating Cost Per Revenue Hour



YTD Report – Fixed Route

Metrics	FY18	FY19	% Change
Customer Service			
On Time Performance	81.4%	80.4%	-1.15%
Complaints p/100K Cust.	14.99	18.74	25.07%
Roadcalls p/100K Miles	24.56	17.68	-28.02%
Passengers Per Revenue Hour	19.4	18.1	-7.00%
Financial			
Operating Cost/Rev. Hour	\$106.07	\$112.95	6.49%
Ridership			
Fixed Route Ridership	2,862,823	2,790,604	-2.52%

Passengers Per Revenue Hour

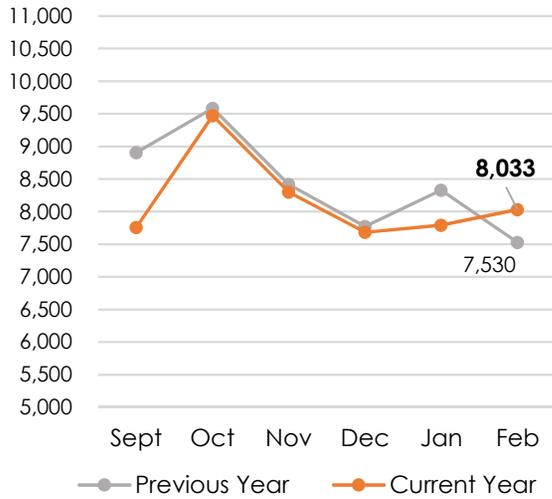




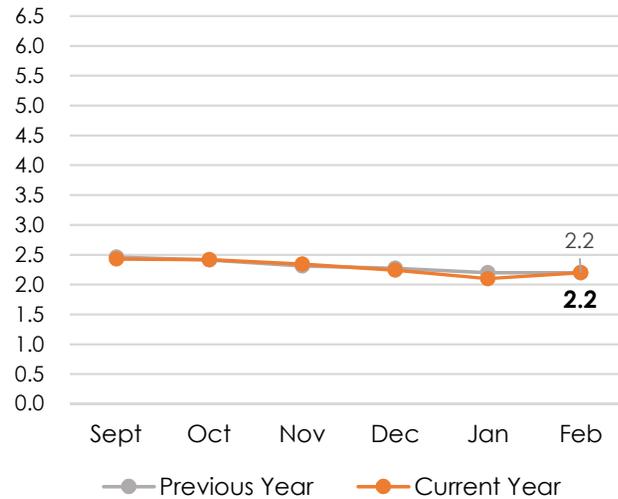
Paratransit & Rideshare Performance – Feb 2019

Paratransit

Total Ridership



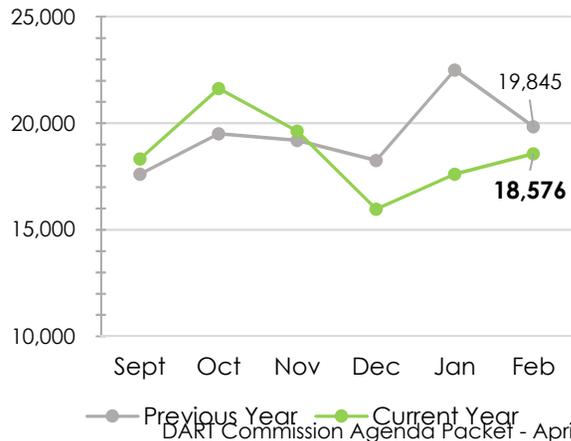
Passengers Per Revenue Hour



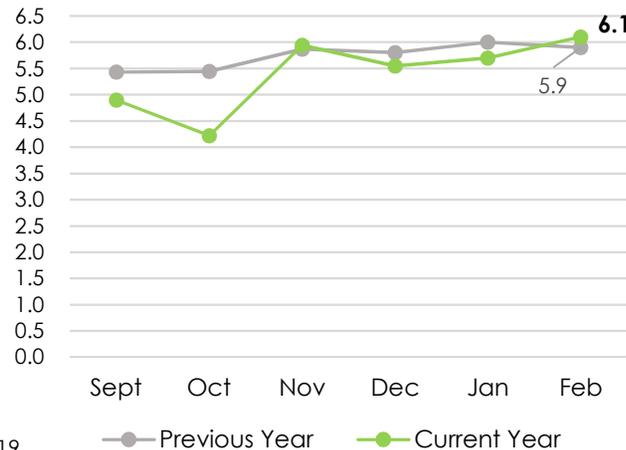
YTD Report	FY18	FY19	% Change
Customer Service			
On Time Performance	82.72%	83.02%	0.36%
Complaints p/100K Cust.	123.04	150.72	22.50%
Roadcalls p/100K Miles	8.35	5.98	-28.30%
Passengers Per Revenue Hour	2.3	2.3	-0.67%
Financial			
Operating Cost Per Run	\$394.43	\$373.70	-5.26%
Ridership			
Total Passengers	68,270	65,685	-3.79%

Rideshare

Total Ridership



Passengers Per Revenue Hour



YTD Report	FY18	FY19	% Change
Customer Service			
Passengers Per Revenue Hour	5.6	5.0	-10.38%
Financial			
Operating Cost Per Passenger	\$5.76	\$6.40	11.10%
Ridership			
Total Passengers	152,453	148,151	-2.82%



Detailed Ridership Report – February 2019

	18-Nov	18-Dec	19-Jan	19-Feb	18-Feb	Feb % Change FY19	FY19 Feb YTD	FY18 Feb YTD	YTD % Change FY19
Fixed Route	345,044	296,504	279,755	284,673	310,431	-8.30%	2,790,604	2,862,823	-2.52%
1. Local									
#1 - Fairgrounds	16,615	13,590	12,423	13,392	16,967	-21.07%	356,255	366,658	-2.84%
#3 - University	32,953	29,842	27,530	25,581	26,607	-3.86%	244,470	241,944	1.04%
#4 - E. 14th	15,744	13,476	13,159	13,366	14,432	-7.39%	121,738	121,965	-0.19%
#5 - Franklin Ave/Johnston	9,897	8,367	8,351	8,981	9,880	-9.10%	75,428	72,935	3.42%
#6 - Indianola	28,889	24,680	22,494	23,320	26,297	-11.32%	206,785	216,153	-4.33%
#7 - SW 9th St	34,621	30,560	28,994	31,017	31,380	-1.16%	254,711	271,078	-6.04%
#8 - Fleur Dr	5,427	3,452	3,137	3,629	5,033	-27.90%	32,236	37,217	-13.38%
#10 - East University	3,286	2,652	2,647	2,486	2,704	-8.06%	22,942	23,094	-0.66%
#11 - Ingersoll/Valley Junction	1,857	1,659	1,841	1,786	1,579	13.11%	15,401	14,080	9.38%
#13 - Evergreen	7,101	5,048	4,682	6,354	7,360	-13.67%	42,737	48,555	-11.98%
#14 - Beaver Ave	18,373	15,452	14,420	15,214	18,523	-17.86%	139,255	155,935	-10.70%
#15 - 6th Ave	28,252	23,811	20,499	21,623	21,951	-1.49%	191,802	190,579	0.64%
#16 - Douglas Ave	35,245	28,934	27,692	27,708	32,377	-14.42%	258,695	265,400	-2.53%
#17 - Hubbell Ave/Altoona	23,387	20,639	18,476	17,636	21,339	-17.35%	180,684	183,383	-1.47%
#50 - Euclid	4,001	3,958	4,253	3,899	0	100.00%	24,769	0	100.00%
#52 - Valley West/Jordan Creek	12,755	12,925	10,793	10,529	11,775	-10.58%	100,830	107,679	-6.36%
#60 - Ingersoll/University	32,627	26,755	26,043	27,158	29,860	-9.05%	239,989	252,631	-5.00%
2. Shuttle									
Hy-Vee Shuttle	108	0	0	0	0	0.00%	1,560	0	100.00%
D-Line	13,231	13,052	11,699	11,221	11,560	-2.93%	109,678	111,337	-1.49%
Link Shuttle	325	326	388	594	545	8.99%	3,476	5,202	-33.18%
3. Express									
#91 - Merle	0	0	0	0	0	0.00%	0	3,501	-100.00%
#92 - Hickman	2,321	2,002	2,527	2,462	2,572	-4.28%	18,748	17,978	4.28%
#93 - NW 86th	2,625	2,328	2,718	2,459	2,698	-8.86%	22,178	21,656	2.41%
#94 - Westown	980	847	821	603	874	-31.01%	7,531	8,444	-10.81%
#95 - Vista	920	795	1,009	1,111	1,005	10.55%	8,267	8,291	-0.29%
#96 - E.P. True	1,914	1,608	2,035	1,837	1,664	10.40%	15,985	16,359	-2.29%
#98 - Ankeny	6,107	4,880	6,112	5,781	6,685	-13.52%	49,340	51,441	-4.08%
#99 - Altoona	1,167	974	1,256	1,300	1,306	-0.46%	10,509	11,608	-9.47%
4. Flex									
#72 - West Des Moines/Clive	3,374	2,938	2,767	2,703	2,456	10.06%	26,304	28,962	-9.18%
#73 - Urbandale/Windsor Heights	180	174	211	204	199	2.51%	1,416	1,643	-13.82%
#74 - NW Urbandale	561	600	586	498	493	1.01%	5,108	4,854	5.23%
5. On Call									
Deer Ridge	15	18	11	12	0	100.00%	86	0	100.00%
Ankeny	106	98	63	60	102	-41.18%	751	834	-9.95%
Johnston/Grimes	78	63	116	149	183	-18.58%	889	1,068	-16.76%
Regional	2	1	2	0	25	-100.00%	51	359	-85.79%
Paratransit	8,302	7,683	7,792	8,033	7,530	6.68%	65,685	68,270	-3.79%
Cab	698	612	505	558	1,227	-54.52%	5,468	7,964	-31.34%
Bus/Van	7,604	7,071	7,287	7,475	6,303	18.59%	60,217	60,306	-0.15%
Rideshare	19,632	19,970	17,616	18,576	19,845	-6.39%	148,151	152,453	-2.82%
Total Ridership	372,978	320,157	305,163	311,282	337,806	-7.85%	3,004,440	3,083,546	-2.57%



MONTHLY REPORT



10A: Operations Team Report

Staff Resources: *Jamie Schug, CFO/Interim Chief Operating Officer*

- **Des Moines apartment fire assistance:** DART sent a bus to shelter residents displaced by an apartment fire in the 3700 block of Martin Luther King Jr. Parkway on March 19th. The bus provided shelter while residents worked with the Red Cross to make alternate arrangements. Fifteen people were transported to Hy-Vee to purchase necessities and then transported to a motel for temporary lodging.
- **ABBG Paratransit Workshop** – Jamie Schug and Alex Cilley attended the American Bus Benchmarking Group Paratransit Workshop which was held in Eugene, Oregon March 18-21, 2019. This group provides a confidential forum for mid-sized bus organizations in America to learn from each other by comparing performance, sharing experiences, and identifying best practices.



MONTHLY REPORT



10B: External Affairs Team Report

Staff Resources: *Amanda Wanke, Chief External Affairs Officer*

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

- **Public affairs** – Staff began implementing a social media campaign featuring rider stories about the importance of transit. The ads are directing people to a new section on ridedart.com with more information about the benefits of public transportation. Two ads from the campaign are featured below.



Meet Geno. He got to and from his job interview using DART. He isn't alone though! In fact, 43% of DART riders use the system to get to and from their jobs.



Meet Erik. He's going back to college at DMACC in Ankeny part-time while he works full-time overnight. "For me, it makes sense to take the bus. Paying less than \$50 a month for a bus pass is much more affordable than a car payment, car insurance and gas every month.

- **Stakeholder newsletter** – The winter 2019 newsletter was mailed to stakeholders in early March. This issue featured the Greater Des Moines Partnership's Executive Vice President of Talent Development, Mary Bontrager, who shared how public transportation impacts recruiting and retaining top talent.
- **Art bus unveiling** – DART worked with the Greater Des Moines Public Art Foundation to host a flash mob at DART Central Station leading up to the unveiling of the ninth public art bus on March 13.
- **Member community outreach** – DART sponsored the Clive Chamber's luncheon on March 7. Where staff had the opportunity to provide a brief update on DART. DART is sponsoring Urbandale Chamber's luncheon on March 27.
- **MyDART app** – Staff are testing the native version of the MyDART app, which we anticipate having available to riders in late April or early May.
- **Greater Des Moines Leadership Institute Community Leadership Program** – DART CEO Elizabeth Presutti shared an overview of DART with members of the 2019 class of GDMLI's

MONTHLY REPORT
10B: External Affairs



Community Leadership Program. Participants also heard about public transit from a panel of riders and community leaders.

Marketing Analytics Report

Metric	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019	Feb 2019	Feb 2018	% Change Year Prior
MyDART App Accounts	8,064	8,503	8,859	9,317	9,751	1,783	81.71%
Website Unique Visitors	40,060	28,825	20,698	23,895	21,215	38,319	-80.62%
Facebook Likes	3,530	3,561	3,570	3,590	3,637	3,130	13.94%
Twitter Followers	2,159	2,155	2,150	2,177	2,181	2,028	7.02%
Email Subscribers	8,790	8,810	14,691	14,691	14,720	5,750	60.94%
Next DART Bus	154,082	133,539	115,312	165,613	194,468	4,211	97.83%
Real-time Map	33,182	31,807	28,580	38,748	38,580	n/a	n/a
Trip Plans	21,834	20,671	19,704	26,742	26,209	6,612	74.77%
SMS Text Messaging	218,835	204,657	194,978	215,505	229,536	88,738	61.34%
IVR	10,428	7,381	8,121	7,692	7,064	7,634	-8.07%

MyDART App Report

Metric	Aug. 2018	Sept. 2018	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019	Feb. 2019	TOTAL
Downloads	2,751	635	633	555	487	620	614	11,990
iOS	973	176	162	146	114	161	168	4,156
Android	1,778	459	471	409	373	459	446	7,834
Accounts Created	3,319	467	478	439	356	458	434	9,751
Orders Placed	5,943	2,032	2,171	2,458	2,404	2,517	2,451	33,551
Passes Purchased	12,227	2,543	2,757	2,975	2,964	3,199	3,026	46,918
Revenue	\$24,225	\$15,856	\$17,115	\$18,294	\$17,928	\$19,015	\$18,166	\$247,723

DART in the News

Date	Headline	Source	Medium	Reach	Sentiment	Strategic Priority
19-Mar-19	Police Catch Kids Tossed from Third Floor During Des Moines Apartment Fire	WHOTV.com	Online	245,477	Positive	Community
17-Mar-19	DART unveils new art bus	Iowa Patch.com	Online	857	Positive	Community
17-Mar-19	DART reveals new art bus	Iowa Patch.com	Online	857	Positive	Community
13-Mar-19	DART public art bus revealed	WOI-TV, We Are Iowa	Online	38,280	Positive	Community
19-Mar-19	Local 5 News Midday	WOI-DM (ABC)	Broadcast	15,366	Neutral	Safety
19-Mar-19	Today in Iowa at 6	WHO-DM (NBC)	Broadcast	2,480	Neutral	Safety

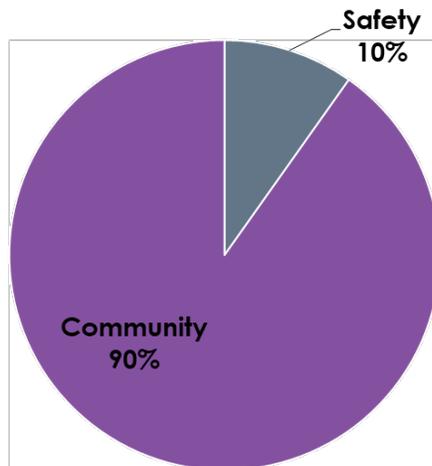
MONTHLY REPORT
10B: External Affairs



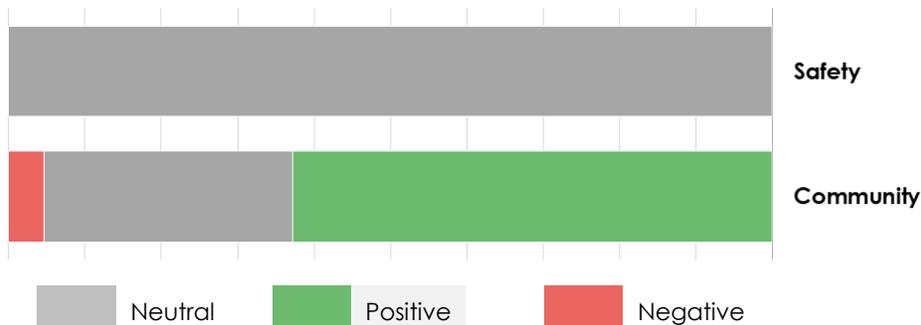
19-Mar-19	Today in Iowa at 6	WHO-DM (NBC)	Broadcast	2,480	Neutral	Safety
19-Mar-19	Today in Iowa at 5:30	WHO-DM (NBC)	Broadcast	2,273	Neutral	Safety
19-Mar-19	Today in Iowa at 5	WHO-DM (NBC)	Broadcast	2,273	Neutral	Safety
14-Mar-19	Local 5 News Midday	WOI-DM (ABC)	Broadcast	5,745	Positive	Community
14-Mar-19	Good Morning America	WOI-DM (ABC)	Broadcast	1,850	Positive	Community
13-Mar-19	Local 5 News at Six	WOI-DM (ABC)	Broadcast	8,610	Positive	Community

Total reach 326,548

DART NEWS BY TOPIC



DART NEWS SENTIMENT



MONTHLY REPORT
10B: External Affairs



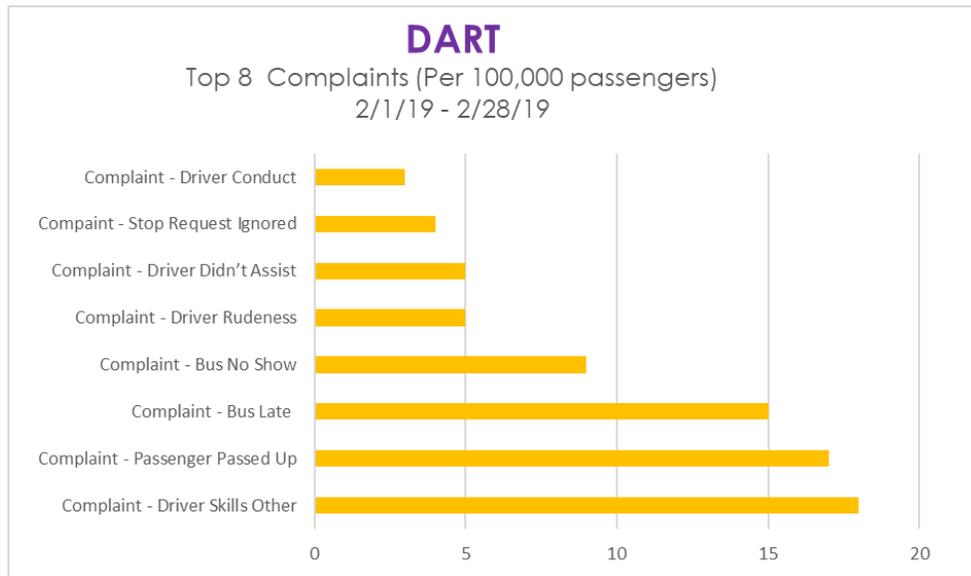
Customer Experience – Stephen Wright, Customer Experience Manager

Total Calls for February 2019

- Schedule Information – 4,601
- Paratransit – 3,685
- Spanish Line – 11
- Receptionist – 260
- RideShare – 154

Website Communication and Messages for February 2019

- Contact/Feedback Form = 71
- Voicemails = 115
 - Required response = 12 (10%)





Planning – Luis Montoya, Planning and Development Manager

- **2019 Transit Service Planning:** Staff have developed options for service changes for routes in the western suburbs and Ankeny that could be implemented in the fall of 2019. The goal of these changes is to improve the efficiency and effectiveness of these routes in a cost-neutral fashion. Options were presented to the Planning Committee in March, with more discussion to come in April. Public outreach events will be held in Ankeny, Clive, Grimes, Urbandale and West Des Moines to share options with the public and collect feedback. More information can be found at www.ridedart.com/2019.
- **Title VI Program Update:** Staff are developing a three-year update to DART's Title VI Program as required by the FTA. Draft policy recommendations were shared at two public meetings at DART Central Station, as well on our website and via emails to customers and partners. Discussion and approval items will be brought to the DART Commission in February, March, April and May.
- **Transit Optimization Study:** This study will explore how DART can adapt to the changing conditions in the industry and region to efficiently serve the mobility needs of member communities. A request for proposals to procure a consultant to assist with the development of this Study was released in March. A consultant will be selected in May and a contract will be awarded in June so that the project can begin in the new fiscal year.
- **June Service Change:** Staff are preparing a minor service change to be implemented in June, primarily to remove DMPS service for the summer.

Business & Community Partnerships – Matt Harris, Business and Community Partnerships Manager

- **Funding Feasibility Study RFP:** DART is seeking a Contractor to conduct a feasibility study that will identify fundraising opportunities and gauge interest from the business and philanthropic community in supporting art shelters and other DART programs.
- **HIRTA Vanpooling Partnership:** An agreement between DART and Heart of Iowa Regional Transit Agency (HIRTA) to provide commuter vanpooling services has been approved by the HIRTA Board of Directors at their March 18, 2019 meeting.

FEBRUARY 2019 Mobility Outreach	
Re-Entry	96
Human Services	79
General Outreach	12
Total Participants	187
Total Organizations reached	10

- **Mobility Coordinator Outreach:** Presentations on outreach activity to the DART Commission by the DART Mobility Coordinator will now be provided every six months.
- **Reduced Fare Task Force:** An internal review of DART's reduced fare programs is currently underway and will identify opportunities for streamlining processes to reduce barriers to transit for populations in need of access.
- **Unlimited Access Program:** Cognizant Technology Solutions has renewed their Unlimited Access partnership for three years through 2021. The Greater Des Moines Partnership has renewed their annual Unlimited Access partnership for one year. Other Unlimited Access Partners coming up for renewal prior to the end of Fiscal Year 2019 include the City of Des Moines and Des Moines University.



MONTHLY REPORT



10C:	Procurement
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Staff Resource: *Mike Tiedens, Procurement Manager*

Upcoming Procurements:

Uniform Services – DART is seeking a Contractor to perform Uniform Services for its staff. Services will include providing uniforms, patches, embroidery, and all associated accessories and customer services regarding uniforms.

- Request for Proposal to be published in late March/Early April 2019

Transit Optimization Study – DART is soliciting proposals from qualified consulting firms to provide transportation planning consulting services to develop a plan that identifies and evaluates innovative business models to coordinate and deliver regional mobility services in a manner that evolves to meet changing technology and transportation trends.

- Request for Proposal to be published in March 2019

Fence Relocation at 1100 DART Way – DART is seeking quotes from a qualified Contractor to relocate the west security fence and associated posts and gates to conform with new property lines.

- Request for Quotes published in March 2019

Lawn Maintenance Services – DART is seeking quotes from a qualified Contractor to perform lawn maintenance services at 1100 DART Way and DART Central Station. Services will include but not be limited to mowing, weeding, tree pruning, aerating and fertilization.

- Request for Quotes published in March 2019

Contracts and Task Orders Approved Recently:

Full Fare Tokens – DART is looking to purchase 10,000 full fare tokens to supplement the ones already in circulation. Over time, tokens get lost or disposed and the stock needs to be updated to have enough in circulation. Funding for the tokens is included as part of the operating budget.

- The lowest bidder was American Changer & Hoffman Mint and the winning bid amounts was \$2,291.00

Future Procurements:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Bus Wash • Shop Drains • IT Consulting Services • Uniforms | <ul style="list-style-type: none"> • On Call Planning Consulting Services • Compensation Study • Electrical Infrastructure for Electric Buses • Printing Services |
|---|---|



MONTHLY REPORT



10D: Chief Executive Officer

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

- **DART Executive Committee** - The DART Executive Committee met on Friday, March 22, 2019. The discussion items presented during the meeting included:
 - Federal and State Legislative Update
 - DART Advertising Policy
 - Electric Bus Pilot Update
 - Art Shelter Update

The next DART Executive Committee meeting is scheduled for Friday, April 19, 2019 at 7:30 a.m.

- **DART Facility Meetings** – DART staff had a two-day kick off meeting with Substance Architecture and their team to discuss next steps needed to move forward with the 10% design of a new facility. Regular weekly meetings are scheduled to keep this project moving forward. We will plan to update the DART Commission on progress in the upcoming months.
- **IPTA and APTA Legislative Meetings** – Amanda Wanke and myself attended both conferences which were held in Washington, D.C. March 13-19, 2019. We met with Senator Grassley and Senator Ernst's staff and Congresswoman Axne as well as our lobbyist Michael Esposito. I also participated in an American Public Transportation Association (APTA) press conference on Public Transportation Infrastructure Needs with other transit leaders from across the country.
- **Business Planning** – DART Leadership and Managers have spent time finalizing the organizational and department level scorecards over the last several weeks. As we move into the FY20 fiscal year, staff will update the DART Commission regularly on measurements and progress.
- **DART Chief Operating Officer Search** – DART will be partnering with Harris Rand Lusk to perform the search for the position. I'd like to take a moment to thank Jamie for serving as the interim chief operating officer since October. Her continuity and steadiness was felt throughout our team while we determined the best way forward and she has been invaluable to DART. She will continue in the interim capacity until we are able to hire a new COO, hopefully by early summer. We will keep the Commission updated on progress as we move forward.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

May 7, 2019 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Title VI Program Update Health Insurance Renewal 	<ul style="list-style-type: none"> Quarterly Safety Report Fleet Analysis Electrical Infrastructure Upgrade August 2019 Service Change Bus Shelter/Fundraising Update Mobile Ticketing Update
June 4, 2019 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> August 2019 Service Change Uniform Services Bus Shelter/Fundraising Update 28E with Community Foundation Transit Optimization Study Contract 	<ul style="list-style-type: none"> Mobility Coordinator Update Transit Riders Advisory Committee Update
July 9, 2019 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> IT Consulting Services Contract 	

Other Future Agenda Items:

- Electrical Infrastructure Upgrade

Upcoming DART Meetings:

- DART Planning Committee – the next meeting is scheduled for April 9, 2019 at 12:00 p.m.
 - Location - DART Central Station
- DART Executive Committee – the next meeting is scheduled for April 19, 2019 at 7:30 a.m.
 - Location - DART Central Station
- DART Transit Riders Advisory Committee – the next meeting is scheduled for May 8, 2019 at 12:00 p.m.
 - Location - DART Central Station