



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
JANUARY 10, 2017 – 12:00 PM



	PAGE
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF JANUARY 10, 2017 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. COMMISSIONER ITEMS	
A. Commission to Fill Vacant Seat of DART Commission Chair	2
7. CONSENT ITEMS	
A. Commission Meeting Minutes – December 6, 2016	4
B. RideShare Van Purchase	8
8. ACTION ITEMS	
A. FTA State of Good Repair Targets	9
B. DART Drug and Alcohol Policy	11
C. Van Donation Program	27
D. DART Funding Study Request to Greater Des Moines Partnership	29
E. DART Governance Task Force and Facilitation Services	34
F. November 2016 Financials	40
9. DISCUSSION ITEMS	
A. DART Customer Satisfaction Survey	42
B. Fare Collection Project Update	43
C. FY 2018 Budget	44
D. Performance Report – November 2016	45
10. DEPARTMENTAL MONTHLY REPORTS (By Exception)	
A. Operations	47
B. Engagement	48
C. Procurement	51
D. Chief Executive Officer	52
11. FUTURE AGENDA ITEMS	53
12. OTHER – Communications	
13. NEXT MEETING: Regular DART Meeting Tuesday, February 7, 2017 – 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.



COMMISSIONER ITEM



6A: Commission to Fill Vacant Seat of DART Commission Chair

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

Background:

- On December 22, 2016, current Chair of the Commission, Steve Van Oort, resigned effective immediately, through a letter to the Mayor of Ankeny, Mayor Lorenz. [See copy of resignation letter.]
- Pursuant to the DART governing documents, a vacancy in the office of Chair "shall be filled by the Commission for the unexpired portion of the term."
- The current term for Chair of the Commission runs through June 30, 2017.

Rules/Guidelines Governing Commission Officer Elections:

- The three officers of the Commission are Chair, Vice Chair and Secretary/Treasurer.
- Each officer must be from a different member community.
- Each officer is elected to serve until the next annual meeting or until his or her successor has been duly elected.
- Officers may serve multiple terms if so elected.
- Commission alternates are not eligible to serve as officers.
- Nominations for each office shall be accepted from any Commissioner present at the meeting.
- All nominees must receive a second in order to be considered a candidate and voted on for office.
- Should a current officer be elected to fill a vacated officer position, then another individual commissioner will be elected to serve out the remainder of the term of the newly vacated officer position.
- Once all nominations have been received, the Commission Chair will ask for the nominations to be seconded.

Vote:

- The Commissioners present at the meeting shall vote on the vacated officer position.
- The newly elected officer will assume his/her role immediately.



COUNTY OF POLK
Board of Supervisors

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Steve Van Oort, 3rd District
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December 22, 2016

City of Ankeny
Mayor Lorenz
410 W. 1st Street
Ankeny, IA 50023

City of Alleman
Mayor Jones
PO Box
1400 NE 6th
Alleman, IA 50073

City of Polk City
Mayor Morse
112 3rd Street
Polk City, IA 50226

Dear Mayor Lorenz,

Per your request, I am providing this letter as my resignation as DART Commissioner, District 7, effective immediately.

Sincerely,

Steve Van Oort
Supervisor 3rd District
Polk County Board of Supervisors

cc: Elizabeth Presutti
Tom Gayman



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
620 CHERRY STREET – DES MOINES, IOWA 50309
DECEMBER 6, 2016**



ROLL CALL

Commissioners Present: Skip Conkling, Angela Connolly, Tom Gayman, Chris Hensley, Gaye Johnson (arrived at 12:02 pm), Skip Moore, Joann Muldoon, and Steve Van Oort

Commissioners Absent: Steve Peterson

Alternates Present: Kevin Trevislyan (arrived at 12:04 pm)

CALL TO ORDER

The meeting was called to order by Chair, Steve Van Oort at 12:00 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. Gayman to approve the December 6, 2016 Agenda as presented. The motion carried unanimously.

TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE

Jay Peterson, Chair, provided an update on the November meeting. He talked about the DART Forward 2035 Plan and the positive response he has heard about the surveys and the different service plans. He also talked wanted to thank Ethan Standard, a former DART employee for all his work with the TRAC Committee.

PUBLIC COMMENT

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

- Corbin M. Kinney, Dee Zee Inc.
- Danny Moon, Iowa Veterans
- Lisa Mart, MidAmerican Recycling Plant
- Amy Coop, Department of Veteran Affairs
- Amberly Molosky, CareMore Clinic
- Sandy McQuisten, Des Moines Marriott Downtown

Commissioner Christine Hensley noted that she had talked with Katecho and that they were not able to have someone talk but also are requesting additional service for their business as well.

Rebecca Witlow, a representative from the DMARC Food Pantry, would like non-profit organizations to be able to use the empty advertising spots on the buses.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – DECEMBER 6, 2016**



CONSENT ITEMS

6A – Commission Meeting Minutes – November 1, 2016

It was noted that under 8B Action Items, that the vote is missing. It was moved by Ms. Hensley and seconded by Ms. Johnson to approve the November 1, 2016 minutes with this correction.

6B – Des Moines MPO Representation

The motion carried unanimously.

ACTION ITEMS

7A – FY 2016 Audit

The DART Board of Commissioners accepted the 2016 Audited Financial Statements. The audit was performed by Baker Tilly Virchow Krause, and was presented by partner Jodi Dobson. Dobson presented a "clean audit opinion." That designation is the highest level of assurance they can give of DART's financial statements.

It was moved by Ms. Hensley and seconded by Mr. Conkling to approve the FY 2016 Audit. The motion carried unanimously.

7B – DART Mobile Ticketing Contract

Mike Tiedens, Purchasing Manager, presented the DART Mobile Ticketing Contract. The Board of Commissioners approved a mobile ticketing software contract with Bytemark. Staff will work to begin implementation of mobile ticketing in mid-2017. Total amount for the contract is not to exceed \$590,000. Included in this amount is the total cost of the software, installation, hosting, transaction fees, warranty and maintenance.

It was moved by Ms. Muldoon and seconded by Ms. Johnson to approve the DART Mobile Ticketing Contract. The motion carried unanimously.

8C – October 2016 Financials

Tim Ruggles, Staff Accountant, gave a presentation on the October FY 2016 Financials. Fixed Route Operating Revenue is 11.31% above budget levels. Fixed Route Non-Operating Revenue is 5.08% above budget levels year to date due to timing of Municipal Operating Assistance. Paratransit Operating Revenue is 18.34% lower than budget expectations. Contracted trips are showing below budgeted levels. Paratransit Non-Operating Revenue is 0.75% lower than budget. Rideshare Revenues were 21% below budgeted levels for October. Rideshare revenue continues to cover expenses.

It was moved by Ms. Connolly and seconded by Ms. Hensley that the Commission approve the October 2016 Financials. The motion carried unanimously.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – DECEMBER 6, 2016**



DISCUSSION ITEMS

8A – Des Moines Public Schools Pilot Program

DART CEO Elizabeth Presutti updated the Commission on a pilot program between the United Way of Central Iowa, DART and Des Moines Public Schools (DMPS) to improve school attendance by increasing transportation access for students. The United Way has provided \$10,000 for DART to provide access to DART for Hiatt Middle School students who are currently within the school district's walkable distance designation of two miles and therefore didn't previously qualify for school transportation. The program will start December 19 through the end of the 2016-17 school year.

8B – FY 2018 Budget Development

DART Chief Financial Officer Jamie Schug presented to the Commission the FY2018 Budget Development. She reviewed the FY 2018 Revenue Assumptions, FY 2018 Expenditure Assumptions and the Budget Calendar.

8C – Performance Report – October 2016

Elizabeth Presutti, Chief Executive Officer, reviewed the Performance Report for October 2016. There was still a significant reduction in complaints. Ridership is down, but we are seeing growth in Route 5, Route 11, 86th Street, Westown Parkway and Altoona Express. Ridership may be up with the upcoming pilot program with Des Moines Public Schools. We are also working with DMACC and Mercy on unlimited access.

MONTHLY REPORTS

9A – Operations

No update.

9B – Engagement

No update.

9C – Procurement

No update.

9D - Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, talked about the recent American Public Transportation Association (APTA) Meetings she attended in Washington, DC. She met with our Federal Lobbyist who will be coming in February to present at the DART Commission Meeting. She then shared that DART has hired a new Human Resources Officer. Katie Stull will be starting on December 12. Elizabeth was able to attend was the Carlisle City Council meeting last night and no decision was made at this meeting. Elizabeth discussed was that each Commissioner has a copy of the letters received from Mitchellville and Polk City. These communities would like to withdraw from DART. It was also noted that Commissioner Conkling notified Commissioner Van Oort that Runnells will be taking up this discussion at their December 13 meeting.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – DECEMBER 6, 2016**



Elizabeth let the Commissioners know that there is a Transit Work Group meeting this Friday morning. She also shared that the Polk County Fares for Food check presentation will take place on December 8, 2016.

FUTURE AGENDA ITEMS

No update.

COMMISSIONER ITEMS

There was discussion about the meeting on November 17 that was held at the MPO with the Mayors and City Mangers.

OTHER – COMMUNICATIONS

No update.

FUTURE 2017 MEETING DATES:

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

A motion by Ms. Connolly and second by Mr. Gayman to adjourn the regular Commission Meeting was made at 1:18 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 January 10, 2016 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



CONSENT ITEM



7B: RideShare Van Purchase

Action: Approve the purchase of fifteen (15) RideShare passenger vans for the RideShare Program for the amount of \$466,917.00.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- DART's Capital Investment Program calls for the replacement of a Rideshare van every five (5) years. This will allow the average age of the fleet to stay near the target of 2.5 years.
- DART's most recent RideShare van purchase was in December 2015. 14 RideShare vans were purchased at that time. The mix was four (4) of the 12 seat configuration and ten (10) of the 11 seat configuration.

Procurement:

- DART will be utilizing the State of Iowa – Department of Administrative Services contract for the purchase of the vans.
- The model is the Chevrolet Express and the contracted vendor is Karl Chevrolet.
 - Base unit price = \$28,298
 - Allowance for 10% contingency for make ready, options, and delivery
- DART has reviewed the state's purchasing documentation and determined that the solicitation meets DART's procurement policies and Karl Chevrolet is a responsive and responsible bidder.

Funding:

- Funding will come from budgeted Rideshare capital funds and the required local match.

Recommendation:

- Approval of the purchase of fifteen (15) 2017 model year Rideshare vans from Karl Chevrolet. All vans will have a 15 passenger seat configuration. The total purchase cost is \$466,917.00.



ACTION ITEM



8A: FTA State of Good Repair Targets

Action: Approve the outlined State of Good Repair Targets

Staff Resource: Tim Sanderson – Chief Operating Officer

Background:

- As part of the overall Transit Asset Management (TAM) initiative recently mandated by the Federal Transit Administration, State of Good Repair (SGR) pertains to the establishment of goals and metrics related to assessing and addressing the condition of transit assets.
- In 2013, FTA estimated that more than 40 percent of buses and 25 percent of rail transit assets were in marginal or poor condition.
- Transit Asset Management (TAM) is a model that uses asset condition to help prioritize funding to achieve or maintain transit networks in a state of good repair. Estimates from the National Repair Assessment identified an \$86 billion backlog in deferred maintenance and replacement needs, a backlog that continues to grow.
- In order to address this backlog, the FTA now requires that transit systems undertake certain asset management best practices and report progress on a regular basis. This is established in 49 CFR Parts 625 and 630 of the Federal Register and was effective October 1, 2016.
- DART has previously established a robust asset management and capital program, with the result being that only minor modifications are required in order to comply with FTA Guidance.
- TAM and SGR targets are designed in order to inform the accountable executive with the following information in order to make sound decisions in capital planning:
 - Assessing the current condition of its capital assets
 - Determining what the condition and performance of its assets should be
 - Identifying the unacceptable risks, including safety risks, in continuing to use an asset that is not in a state of good repair (SGR)
 - Deciding how to best balance and prioritize reasonably anticipated funds towards improving asset condition and achieving a sufficient level of performance.
- A presentation and overview of TAM and SGR will be provided at the DART Commission Meeting.
- Staff recommends the following State of Good Repair Targets for DART:



ACTION ITEM

8A: FTA State of Good Repair Targets

Category	Class	Performance Target
Rolling Stock	35' to 60' Heavy-Duty Buses	10% of fleet exceeds ULB of 13 years
	30' to 34' Heavy-Duty Buses	10% of fleet exceeds ULB of 11 years
	27' to 31' Medium-Duty Buses	10% of fleet exceeds ULB of 8 years
	25' Light-Duty Buses	10% of fleet exceeds ULB of 5 years
	Vans	10% of fleet exceeds ULB of 5 years
Equipment	Support Vehicles – Trucks and Autos	10% of fleet exceeds ULB of 7 years
Facilities	Administration & Passenger Facility - DCS	10% of facility rated under 3.0 on TERM Scale
	Maintenance & Operations Facility - DW	10% of facility rated under 3.0 on TERM Scale
	Parking Facility - N/A at this time	10% of facility rated under 3.0 on TERM Scale

Action:

- Approve the outlined State of Good Repair goals.



ACTION ITEM



8B: DART Drug and Alcohol Policy

Action: Approve the updated DART Drug and Alcohol Policy

Staff Resource: *Katie Stull, Chief Human Resources Officer*

Background:

- The Omnibus Transportation Employee Testing Act of 1991 requires FTA to issue regulations requiring recipients of Federal transit funds under 49 U.S.C. 5307, 5309, and 5311, and 23 U.S.C. 103(e)(4) to test safety sensitive employees for the use of alcohol or drugs in violation of law or federal regulation. As a condition of FTA funding, the Act requires recipients to establish alcohol and drug testing programs. The Act mandates four types of testing: pre-employment, random, reasonable suspicion, and post-accident. In addition, the Act permits return-to- 4 duty and follow-up testing under specific circumstances. The Act requires that recipients follow the testing procedures set out by the Department of Health and Human Services (DHHS).
- The DART Commission approved the most recent DART Drug and Alcohol Policy in September 2015 which updated the layout of the policy.
- The attached Drug and Alcohol Policy has been revised using the FTA policy builder tool and will be in compliance with FTA regulations and DART's procedures if adopted as written. Additional edits include updated appendices.
- FTA periodically audits DART's Drug and Alcohol Policy and the application of the procedures outlined in that policy. The last such audit occurred in 2012.
- The Drug and Alcohol Policy is also reviewed during DART's Triennial Review.
- All covered employees must sign off on the revised policy in order for it to take effect.

Recommendation:

- Approve the updated DART Drug and Alcohol Policy.

Des Moines Area Regional Transit Authority

Drug and Alcohol Policy

Effective as of January 10, 2017

Table of Contents

1. Purpose of Policy	3
2. Covered Employees.....	3
3. Prohibited Behavior	4
4. Consequences for Violations.....	4
5. Circumstances for Testing	5
6. Testing Procedures	7
7. Voluntary Self-Referral.....	8
8. Prescription Drug Use	9
9. Contact Person.....	9
Appendix A: Safety Sensitive Positions.....	10
Appendix B: Drug and Alcohol Program Duties.....	11
Appendix C: Signs and Symptoms of Drug and Alcohol Misuse	12
Policy Acknowledgement.....	15

1. Purpose of Policy

This policy complies with 49 CFR Part 655, as amended and 49 CFR Part 40, as amended. Copies of Parts 655 and 40 are available in the Drug and Alcohol Program Manager's office and can be found on the internet at the Federal Transit Administration (FTA) Drug and Alcohol Program website

<http://transit-safety.fta.dot.gov/DrugAndAlcohol/>.

All covered employees are required to submit to drug and alcohol tests as a condition of employment in accordance with 49 CFR Part 655.

Portions of this policy are not FTA-mandated, but reflect Des Moines Area Regional Transit Authority's policy. These additional provisions are identified by **bold text**.

In addition, DOT has published 49 CFR Part 29, implementing the Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA.

All Des Moines Area Regional Transit Authority employees are also subject to the provisions of the Drug-Free Workplace Act of 1998.

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the workplace. An employee who is convicted under any criminal drug statute for a violation occurring in the workplace shall notify a DART Designated Employer Representative (DER) or the Drug and Alcohol Program Manager (DAPM) no later than five days after such conviction. DART's Designated Employer Representative (DER) and Drug and Alcohol Program Manager (DAPM) are listed in Appendix B

2. Covered Employees

This policy applies to every person, including an applicant or transferee, who performs or will perform a "safety-sensitive function" as defined in Part 655, section 655.4.

You are a covered employee if you perform any of the following:

- Operating a revenue service vehicle, in or out of revenue service
- Operating a non-revenue vehicle requiring a commercial driver's license
- Controlling movement or dispatch of a revenue service vehicle
- Maintaining (including repairs, overhaul and rebuilding) of a revenue service vehicle or equipment used in revenue service
- Carrying a firearm for security purposes

See Appendix A for a list of covered positions by job title.

3. Prohibited Behavior

Use of illegal drugs is prohibited at all times. All covered employees are prohibited from reporting for duty or remaining on duty any time there is a quantifiable presence of a prohibited drug in the body above the minimum thresholds defined in Part 40. Prohibited drugs include:

- marijuana
- cocaine
- phencyclidine (PCP)
- opiates
- amphetamines

All covered employees are prohibited from performing or continuing to perform safety-sensitive functions while having an alcohol concentration of 0.04 or greater.

All covered employees are prohibited from consuming alcohol while performing safety-sensitive job functions or while on-call to perform safety-sensitive job functions. If an on-call employee has consumed alcohol, they must acknowledge the use of alcohol at the time that they are called to report for duty. If the on-call employee claims the ability to perform his or her safety-sensitive function, he or she must take an alcohol test prior to performance.

All covered employees are prohibited from consuming alcohol within four (4) hours prior to the performance of safety-sensitive job functions.

All covered employees are prohibited from consuming alcohol for eight (8) hours following involvement in an accident or until he or she submits to the post-accident drug and alcohol test, whichever occurs first.

4. Consequences for Violations

Following a positive drug or alcohol (BAC at or above 0.04) test result or test refusal, the employee will be immediately removed from safety-sensitive duty and referred to a Substance Abuse Professional.

Following a BAC of 0.02 or greater, but less than 0.04, the employee will be immediately removed from safety-sensitive duties for at least eight hours unless a retest results in the employee's alcohol concentration being less than 0.02.

Zero Tolerance

Per Des Moines Area Regional Transit Authority policy, any employee who tests positive for drugs or alcohol (BAC at or above 0.04) or refuses to test will be referred to a Substance Abuse Professional (SAP) and terminated from employment.

5. Circumstances for Testing

Pre-Employment Testing

A negative pre-employment drug test result is required before an employee can first perform safety-sensitive functions. If a pre-employment test is cancelled, the individual will be required to undergo another test and successfully pass with a verified negative result before performing safety-sensitive functions.

If a covered employee has not performed a safety-sensitive function for 90 consecutive calendar days, and has not been in the random testing pool during that time, the employee must take and pass a pre-employment test before he or she can return to a safety-sensitive function.

A covered employee or applicant who has previously failed or refused a DOT pre-employment drug and/or alcohol test must provide proof of having successfully completed a referral, evaluation, and treatment plan meeting DOT requirements.

Reasonable Suspicion Testing

All covered employees shall be subject to a drug and/or alcohol test when Des Moines Area Regional Transit Authority has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse. A reasonable suspicion referral for testing will be made by a trained supervisor or other trained company official on the basis of specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee.

Covered employees may be subject to reasonable suspicion drug testing any time while on duty. Covered employees may be subject to reasonable suspicion alcohol testing while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions.

Post-Accident Testing

Covered employees shall be subject to post-accident drug and alcohol testing under the following circumstances:

Fatal Accidents

As soon as practicable following an accident involving the loss of a human life, drug and alcohol tests will be conducted on each surviving covered employee operating the public transportation vehicle at the time of the accident. In addition, any other covered employee whose performance

could have contributed to the accident, as determined by Des Moines Area Regional Transit Authority using the best information available at the time of the decision, will be tested.

Non-fatal Accidents

As soon as practicable following an accident not involving the loss of a human life, drug and alcohol tests will be conducted on each covered employee operating the public transportation vehicle at the time of the accident if at least one of the following conditions is met:

- (1) The accident results in injuries requiring immediate medical treatment away from the scene, and the covered employee may have contributed to the accident
- (2) One or more vehicles incurs disabling damage and must be towed away from the scene, and the covered employee may have contributed to the accident
- (3) DART deems it to be in the best interest of the employer or employee

In addition, any other covered employee whose performance could have contributed to the accident, as determined by Des Moines Area Regional Transit Authority using the best information available at the time of the decision, will be tested.

A covered employee subject to post-accident testing must remain readily available, or it is considered a refusal to test. Nothing in this section shall be construed to require the delay of necessary medical attention for the injured following an accident or to prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care.

Employees who are not in covered positions but who have an accident while driving a DART owned vehicle will be subject to the testing guidelines outlined in the Post Accident Testing section of this policy.

Random Testing

Random drug and alcohol tests are unannounced and unpredictable, and the dates for administering random tests are spread reasonably throughout the calendar year. Random testing will be conducted at all times of the day when safety-sensitive functions are performed.

Testing rates will meet or exceed the minimum annual percentage rate set each year by the FTA administrator. The current year testing rates can be viewed online at <http://www.dot.gov/odapc/random-testing-rates>.

The selection of employees for random drug and alcohol testing will be made by a scientifically valid method, such as a random number table or a computer-based random number generator. Under the selection process used, each covered employee will have an equal chance of being tested each time selections are made.

A covered employee will only be randomly tested for alcohol misuse while the employee is performing safety-sensitive functions, just before the employee is to perform safety-sensitive functions, or just after the employee has ceased performing such functions. A covered employee may be randomly tested for prohibited drug use anytime while on duty.

Each covered employee who is notified of selection for random drug or random alcohol testing must immediately proceed to the designated testing site.

Random Testing – End of Shift

Random testing may occur anytime an employee is on duty so long as the employee is notified prior to the end of the shift. Employees who provide advance, verifiable notice of scheduled medical or child care commitments will be random drug tested no later than three hours before the end of their shift and random alcohol tested no later than 30 minutes before the end of their shift. Verifiable documentation of a previously scheduled medical or child care commitment, for the period immediately following an employee's shift, must be provided no later than the beginning of the shift.

6. Testing Procedures

All FTA drug and alcohol testing will be conducted in accordance with 49 CFR Part 40, as amended.

Dilute Urine Specimen

Dilute negative results with a creatinine concentration of greater than 5 mg/dL require an immediate recollection and test. Dilute negative results with a creatinine level greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL require an immediate recollection under direct observation (see 49 CFR Part 40, section 40.67).

The results of the second test will be treated as the test of record. If the results of the second test are also negative and dilute, the test results will be documented as negative.

If the employee declines to take a test directed under this policy, the employee has refused the test for purposes of this part and DOT agency regulations.

Split Specimen Test

In the event of a verified positive test result, or a verified adulterated or substituted result, the employee can request that the split specimen be tested at a second laboratory. Des Moines Area Regional Transit Authority guarantees that the split specimen test will be conducted in a timely fashion.

Test Refusals

As a covered employee, you have refused to test if you:

- (1) Fail to appear for any test (except a pre-employment test) within a reasonable time, as determined by Des Moines Area Regional Transit Authority.
- (2) Fail to remain at the testing site until the testing process is complete. An employee who leaves the testing site before the testing process commences for a pre-employment test has not refused to test.
- (3) Fail to attempt to provide a breath or urine specimen. An employee who does not provide a urine or breath specimen because he or she has left the testing site before the testing process commenced for a pre-employment test has not refused to test.
- (4) In the case of a directly-observed or monitored urine drug collection, fail to permit monitoring or observation of your provision of a specimen.
- (5) Fail to provide a sufficient quantity of urine or breath without a valid medical explanation.
- (6) Fail or decline to take a second test as directed by the collector or Des Moines Area Regional Transit Authority for drug testing.
- (7) Fail to undergo a medical evaluation as required by the MRO or Des Moines Area Regional Transit Authority's Designated Employer Representative (DER).
- (8) Fail to cooperate with any part of the testing process.
- (9) Fail to follow an observer's instructions to raise and lower clothing and turn around during a directly-observed test.
- (10) Possess or wear a prosthetic or other device used to tamper with the collection process.
- (11) Admit to the adulteration or substitution of a specimen to the collector or MRO.
- (12) Refuse to sign the certification at Step 2 of the Alcohol Testing Form (ATF).
- (13) Fail to remain readily available following an accident.

As a covered employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test.

As a covered employee, if you refuse to take a drug and/or alcohol test, you incur the same consequences as testing positive and will be immediately terminated from employment, and referred to a SAP.

7. Voluntary Self-Referral

Any employee who has a drug and/or alcohol abuse problem and has not been selected for reasonable suspicion, random or post-accident testing or has not refused a drug or alcohol test may voluntarily refer her or himself to a DART Designated Employer Representative (DER) or the DART Drug and Alcohol Program Manager (DAPM), who will refer the individual to a substance abuse counselor for evaluation and treatment.

The substance abuse counselor will evaluate the employee and make a specific recommendation regarding the appropriate treatment. Employees are encouraged to voluntarily seek professional substance abuse assistance before any substance use or dependence affects job performance.

Any safety-sensitive employee who admits to a drug and/or alcohol problem will immediately be removed from his/her safety-sensitive function and will not be allowed to perform such function until successful completion of a prescribed rehabilitation program.

8. Prescription Drug Use

The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to the employee's supervisor before safety sensitive duties are performed. Medical advice should be sought, as appropriate, while taking such medication and before performing safety-sensitive duties.

9. Contact Person

For questions about Des Moines Area Regional Transit Authority's anti-drug and alcohol misuse program, contact the Drug and Alcohol Program Manager (DAPM) listed in Appendix B of this policy.

Appendix A: Safety Sensitive Positions

This list is not intended to be an all-inclusive list of safety-sensitive positions, and is subject to change without requiring the revision and reapproval of this entire policy. Employees performing safety-sensitive functions as defined in 49 CFR Part 655 are considered to be in safety-sensitive positions, regardless of whether their job title is listed below.

Body Shop Technician
Fixed Route Bus Operator (Full-Time)
Fixed Route Bus Operator (Part-Time)
Journey Level Technician
Interior Cleaner
Maintenance Manager
Maintenance Specialist
Maintenance Supervisor
Master Technician
Operations Dispatcher
Operations Instructor
Operations Manager
Operations Supervisor
Paratransit Bus Operator (Full-Time)
Paratransit Bus Operator (Part-Time)
Paratransit Dispatcher (Full-Time)
Paratransit Dispatcher (Part-Time)
Safety & Training Manager
Senior Maintenance Manager
Service Person Technician (Probation)
Technician I
Technician II
Technician III
Technician IV
Tire Person
Transit Police Officer
Utility Person

Appendix B: Drug and Alcohol Program Duties

Des Moines Area Regional Transit Authority's anti-drug and alcohol misuse program is administered by the Drug and Alcohol Program Manager (DAPM) with the assistance of Designated Employer Representatives (DERs). The persons performing these duties are appointed by the Chief Executive Officer. The Chief Executive Officer may change the persons appointed to these duties change without requiring the revision and reapproval of this entire policy.

The following persons administer DART's anti-drug and alcohol misuse program:

Drug and Alcohol Program Manager (DAPM)

Katie Stull
Chief Human Resources Officer
(515) 246-2539
kstull@ridedart.com

Designated Employer Representatives (DERs)

Emily McMahon
Human Resources
Manager (515) 283-8126
emcmahon@ridedart.com

Cindy Nelson
Human Resources Specialist
(515) 283-5004
cnelson@ridedart.com

Appendix C: Signs and Symptoms of Drug and Alcohol Misuse

Drugs and alcohol can result in such work-related problems as absenteeism and tardiness, lower productivity, missed deadlines, poor work quality, unsafe driving, and increased injuries and accidents. Problems relating to or communicating with supervisors, co-workers or customers, following directions, concentrating or remembering things may also indicate a drug or alcohol problem.

Drugs and alcohol slow reaction times, cause confusion, harm coordination and motor skills and can impair decision-making and memory. People misusing alcohol and using illegal drugs may be withdrawn, lethargic, depressed, erratic, “hyper” or unusually anxious, hostile or paranoid.

Drugs and alcohol misuse can also result in health problems like chronic gastritis, headaches, chronic respiratory infections and liver problems. They may also show up as poor hygiene, a sloppy appearance, financial problems, DUIs or family problems.

Evidence of use can include paraphernalia such as pipes, syringes, foil packets, pills, powders and empty alcohol containers. Physical symptoms of use can include:

1. Marijuana and alcohol odors
2. Puffy or droopy eyelids, bloodshot eyes, dilated or pinpoint pupils
3. Nosebleeds, excessive sniffing, chronic sinus problems, nasal sores
4. Needle tracks or blood spots on clothing
5. Tremors, racing or irregular heartbeats
6. Slurred or incoherent speech
7. Confusion, anxiety, paranoia
8. Coordination problems
9. Lethargy and sleepiness

Effects of Drugs and Alcohol

Drugs and alcohol can harm health and the workplace in a variety of ways.

Alcohol

Alcohol is a central nervous system depressant that acts like a poison if used in large quantities. Each year the lives of tens of thousands of Americans are shortened or ended by alcohol misuse.

Alcohol quickly reaches the brain after drinking. It impairs self-control and other learned behaviors. This loss of self-control can lead to aggressive driving (or overly cautious driving), as well as the other kinds of aggressive behaviors associated with drinking. Even small doses of alcohol, i.e. a single drink, can harm driving performance. In large doses, alcohol significantly impairs coordination, memory and judgment.

Over time, alcohol misuse damages the liver, the heart, the digestive system and can cause permanent brain damage. On average, alcoholics shorten their life span by about 10 years. Alcohol misuse harms the ability to think clearly, harms judgment and can affect the ability to get along with and work constructively with co-workers and customers. Alcoholics often have attendance and work performance problems and get fired because of the consequences of alcohol misuse. Because of its adverse effects on coordination, reflex time, vision, driving ability, judgment and the ability to evaluate and quickly process information, alcohol is especially dangerous for drivers of commercial motor vehicles.

FTA Drug and Alcohol Policy – Des Moines Area Regional Transit Authority

A small glass of wine, a can of beer and a one and one-half ounce shot of liquor all contain about the same amount of alcohol. It takes the body about one hour to metabolize and eliminate each "drink" of alcohol. Coffee, exercise and cold showers do not speed up this process or magically produce sobriety. While individuals differ greatly, each drink on an empty stomach by an average-sized adult male may lead to an alcohol concentration of about .02. Thus, drinking more than two drinks raises a serious risk of having an alcohol concentration in excess of DOT rules, especially for people with low body weights. Any drinking while on duty or during the 4 hours before working violates DOT rules.

Cocaine

Cocaine is a powerful stimulant that can be inhaled up the nose, injected or smoked. It greatly increases heart rate and blood pressure. Partly because of its effects on the circulatory system, cocaine use can lead to seizures. Every time cocaine is used, there is some unquantifiable risk of a fatal stroke or heart attack. Cocaine can also cause tremors, convulsions, vomiting and raises body temperature to dangerous levels. Repeated snorting damages nasal tissues, sometimes permanently. Needle use carries risks of infection and overdose.

Initially, cocaine use brings a rush of euphoria and exaggerated overconfidence. Sometimes these effects are so strong that safe driving is impossible. Cocaine wears off in about an hour after it is snorted and in just a few minutes after it is smoked. When it wears off, the user may become depressed, anxious, paranoid and exhausted.

Cocaine users may exhibit rapid mood swings and changes in activity level. They may grind their teeth, repeatedly wash their hands or engage in other compulsive behaviors.

Amphetamines

Amphetamines, also known as "speed," are powerful stimulants that are often abused by truck drivers because they make it easy to stay awake. Amphetamines, however, are dangerous drugs with a high potential for abuse. Amphetamines may also be known as uppers, black beauties, white crosses or dexies.

Use brings feelings of alertness and a loss in appetite. The user may also become very talkative or physically active or feel very strong after ingesting amphetamines. In a few hours however, the amphetamines wear off and restlessness, anxiety, paranoia and headaches set in.

In large doses, amphetamines can produce serious toxic effects. The user's blood pressure can rise to the point where strokes or heart attacks occur. Long-term users often have acne, tooth problems and may exhibit symptoms of permanent brain damage.

Marijuana

Marijuana is a hallucinogen that alters the user's sense of time and reduces the user's ability to perform tasks requiring coordination, swift reactions and concentration. Taken in large quantities, marijuana can act like a depressant.

While some people may regard marijuana as harmless, there is evidence its use is unhealthy and dangerous for the driver. Marijuana causes significant increases in blood pressure and pulse rate and, thus, can aggravate or cause heart disease. Marijuana smoke also contains a number of known carcinogens. Many experts believe that marijuana is actually healthier to smoke than tobacco.

Studies have shown that smoking marijuana affects the ability to perform tasks like driving, which require both thinking and motor skills, for at least 24 hours. Users, however, often believe that all the impairing effects of smoking have worn off after 4 to 6 hours. Marijuana significantly impairs short-term memory and can harm the user's ability to concentrate or plan for and achieve long-term goals. There is also significant evidence that marijuana harms the reproductive systems of

FTA Drug and Alcohol Policy – Des Moines Area Regional Transit Authority
men and women and is dangerous for children and non-smokers who live with the user.

Opiates

Opiates are a class of narcotics and sedatives derived from the opium poppy plant. Heroin is the strongest opiate. Heroin use has been increasing in recent years because of the availability of cheap, strong heroin from Asia. This new stronger heroin can be smoked or snorted. Heroin can also be injected using needles.

Morphine and codeine are opiates that are often used to relieve pain or induce sleep. However, they can be stolen from hospitals or pharmacies and abused.

Opiate misuse causes a number of health problems. Because of variations in dosages and strength, heroin use carries a risk of overdose and death. Addicts who use needles also risk contracting AIDS or hepatitis. Heroin is often contaminated with other drugs or toxins or combined with other narcotics.

Opiate use slows down and depresses a number of body functions, including brain functioning. Heroin users may act sleepy or euphoric for a while and then become anxious or irritated after the heroin wears off. Heroin users tend to have a number of related health problems and tend to also abuse alcohol and tobacco. Together, these drugs and the unhealthy lifestyles of heroin users result in decreased life expectancy.

PCP

Phencyclidine, or PCP, is also called angel dust or dust. PCP is an extremely dangerous hallucinogen that has unusual and unpredictable side effects. It was developed as an anesthetic in the late 1950's and used for a while as a tranquilizer both for humans and animals. Because of its dangers, it now has no legal uses and is no longer legally manufactured. Rather, PCP is manufactured in underground laboratories. It often contains dangerous adulterants but is very dangerous all by itself.

PCP can produce violence and bizarre behavior in anyone who uses it. Occasionally, PCP users attack nurses and policemen or jump out of windows because they believe they can fly. PCP somehow scrambles the brain's internal stimuli and seriously changes how users feel, see and deal with their environment.

In low doses, PCP produces a feeling of numbness. Increased doses produce excitement, confusion and delirium. The user's body may become rigid or go into convulsions. Routine activities like driving become dangerous and unpredictable.

Users may walk with strange uncoordinated steps. PCP users may have a blank stare, sweat heavily, have thick slurred speech or engage in some of the violent and bizarre behaviors mentioned above.

Acknowledgement of Receipt of Policy

I hereby acknowledge that I have received, read, and understand my Company's Drug-Free Workplace Program Policy required by Department of Transportation (DOT) regulations. I understand that I am subject to and must adhere to the DOT regulations, and must abide by the terms of the Company's Policy as a condition of employment.

I understand that during my employment I may be required to submit to drug and/or alcohol tests based on Department of Transportation regulations as directed by the Company. I agree to comply with the Company's Policy on drugs and/or alcohol and understand failure to comply is grounds for disciplinary action, up to and including termination, in addition to any action required by DOT regulations.

I also understand that refusal to submit to a controlled substances or alcohol test is a violation of DOT regulations, as well as the Company's Policy, and may result in disciplinary action, including but not limited to suspension (with or without pay) or termination of employment, in addition to action required by DOT regulations. I further understand the consequences related to controlled substances use or alcohol misuse as prohibited by Company's Policy.

I understand the laboratory test results will be released in accordance with the Company Policy to the selected Medical Review Officer (MRO). In doing so, I understand that I will be given an opportunity to discuss a positive drug test result with the MRO before the result is reported to the Company as a verified positive test result. Furthermore, I authorize the release of the results of a saliva or breath alcohol test by a certified technician to the Company.

I acknowledge that the provisions of Company's Drug-Free Workplace Program Policy are part of the terms and conditions of my employment, and that I agree to abide by them.

THE UNDERSIGNED STATES THAT HE OR SHE HAS READ THE FOREGOING ACKNOWLEDGEMENT AND UNDERSTANDS THE CONTENTS THEREOF.

Employee Name: _____ Date: _____

Employee Number: _____

Employee Signature: _____

Company Name: Des Moines Area Regional Transportation Authority

If applicable:

I am the parent/guardian of _____, and I acknowledge that I understand the Company's Drug-Free Workplace Policy. I hereby consent to his/her participation in the Company's drug and alcohol testing program.

Parent/Guardian Signature: _____ Date: _____



ACTION ITEM



8C: Van Donation Program

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

Staff Resource: Nick Peterson, Business Development Coordinator

Background:

- The DART Commission approved implementation of the RideShare Van Donation Program at their September 2, 2014 meeting. This is the third year of the program.
- In 2014 vans were awarded to Iowa Homeless Youth Centers, Oakridge Neighborhood Services, and YESS.
- In 2015 vans were awarded to ArtForce Iowa, CISS, and USCRI.
- This annual program will provide up to three passenger vans to eligible non-profit organizations and governmental agencies to enhance transportation service provided within DART's service area.

Application Process:

- DART issued a press release and distributed links for application packets to human service providers working with DART, The Greater Des Moines Community Foundation, DART's Title VI email list, and the United Way who forwarded it to their mailing list of 80 agencies. DART's marketing team utilized social media to promote the program.
- Nineteen applications were received:
 - Caring Hands Outreach Center
 - Childserve Community Options
 - Community Youth Concepts
 - Des Moines Bicycle Collective
 - Easter Seals of Iowa
 - Faith Tabernacle COGIC
 - Freedom for Youth Ministries
 - Genesis Inc.
 - Girls Scouts of Greater Iowa
 - Joshua Christian Academy
 - Latinas/Latinos Al Exito Inc.
 - Lutheran Church of Hope
 - Mt. Hebron Missionary Baptist Church
 - Senior Care of Iowa
 - St. Teklehaimanot EOTC Inc.
 - St. Vincent DePaul
 - True Bible Baptist Church
 - Urban Dreams
 - Winners Circle Christian Church/ WIN ministries
- All agencies submitted copies of their 501(c)(3) documentation.
- The selection panel consisted of Amanda Wanke, Chief Engagement and Communications Officer; Brandon Pollard, RideShare Specialist; Mike Tiedens, Procurement Manager; Timothy Ruggles, Staff Accountant and Nick Peterson, Business Development Coordinator.



ACTION ITEM

8C: Van Donation Program

- After evaluating the applications, the panel recommends the commission award vans to Genesis Inc., Community Youth Concepts, and ChildServe Community Options based their overall scores and value added to the community.

Recommendation:

- Approve donation of three (3) retired RideShare vehicles to Genesis Inc., Community Youth Concepts, and ChildServe in accordance with the Van Donation Program.
- For the agencies who were not selected for donation to have the chance to purchase a retired van subject to availability.



ACTION ITEM



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

Action: Approve letter requesting the Greater Des Moines Partnership conduct and independent transit funding study.

Staff Resource: Amanda Wanke, Chief Engagement and Communications Officer

Background:

- In fall 2015, DART began an update of the DART Forward 2035 long-range transit services plan.
- The plan was first adopted in September 2011 to ensure the region has a long-term vision for when, where, and how to add transit service to best meet the needs of the community.
- The plan is being updated at this time because it has been five years since the original adoption of the plan, the Greater Des Moines community is growing rapidly, and technology and transportation are changing dramatically.
- Development of the Year Five Update included a market analysis, evaluation of existing DART service, extensive public and stakeholder engagement, collaborative development of network and route design recommendations and an update of DART's 20-year financial plan.
- The information gathered through this process was used to create several plan options for the future of transit in the community, including: maintaining the current system, a minimal growth plan, a moderate growth plan and an expanded regional plan.
- In fall 2016, public input was gathered on the plan options, and respondents overwhelmingly preferred the expanded plan option. (Details of the public input are included in the attached public participation memo.)
- At the same time that DART has been working on this long-range planning effort, transit has also been named as a top priority in other community surveys and efforts including The OpportUNITY Plan, Capital Crossroads 2.0, and identified as a need in other community surveys.
- Over the last year, there has also been much discussion about the costs and benefits of public transit.
- The Greater Des Moines Partnership formed the Transit Future Work Group in 2015 to serve as a business voice for transit in the community.
 - At the work group's last meeting, participants discussed the need for further information to best determine the appropriate level of investment in public transit.
 - Two items that were discussed included:
 - an independent analysis of future funding options
 - modeling to be completed by the MPO to quantify the cost savings and benefits made by additional investment in transit. The modeling will provide several outputs



ACTION ITEM

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

that will be useful in estimating the benefit of the proposed route changes; including, ridership changes, commute shifts, and vehicle traffic reductions.

- These next steps will inform and guide the Commission as to the best vision for the future of public transit in the Greater Des Moines community.
- At the DART Commission workshop December 13, 2016, the DART Commission discussed requesting the Greater Des Moines Partnership consider conducting an independent transit funding study to determine potential revenue options.

Recommendation:

- Approve letter requesting the Greater Des Moines Partnership conduct and independent transit funding study.



MEMORANDUM

TO: DART Commissioners
 FROM: Amanda Wanke, DART Engagement and Communications Officer
 DATE: January 10, 2017
 SUBJECT: DART Forward 2035 Public Participation

In fall 2015, DART began an update of the DART Forward 2035 long-range transit services plan. The plan was first put in place in order to ensure the region has a long-term vision for when, where, and how to add transit service to best meet the needs of the community. The plan is being updated at this time because it has been five years since the original adoption of the plan, the Greater Des Moines community is growing rapidly, and technology and transportation are changing dramatically.

Development of the Year Five Update included two rounds of public participation. The initial round of outreach was conducted between January and March 2016 and provided key stakeholders, riders, and members of the general public an overview of the project and key findings from the market and service analyses. Multiple methods, including a statistically significant non-rider survey, an online survey, public meetings, and stakeholder engagement, were used to hear from participants about their priorities for transit service and their vision for public mobility in the region.

Based on the feedback from thousands of residents during this first round of public participation, three new draft plan options for the future public transit were created. Those plan options, as well as the option to maintain DART's current system and not add service, were brought to the community for public input between October and December 2016. In this second round, feedback was collected at public and stakeholder meetings, through emails and phone calls, and at dartforward2035.com.

Respondents to the online survey were asked to rank five service characteristics in priority order based on what was most important to them, with 1 being the biggest priority, and 5 being the lowest priority. The service characteristics were Access (proximity to transit service), Availability (span of service operation), Experience (experience waiting for and riding the bus), Flexibility (availability of a range of mobility options), and Frequency (number of trips per hour).

Overall, 2,170 participants completed the transit priority ranking with the following results:

Service Characteristic	Average Score
Access	1.6
Availability	2.3
Frequency	3.4
Flexibility	3.8
Experience	3.9

In addition, more than 1,400 individuals representing 65 zip codes in the Greater Des Moines region completed the full survey, indicating which plan option he/she preferred. The following chart shows respondents by community.

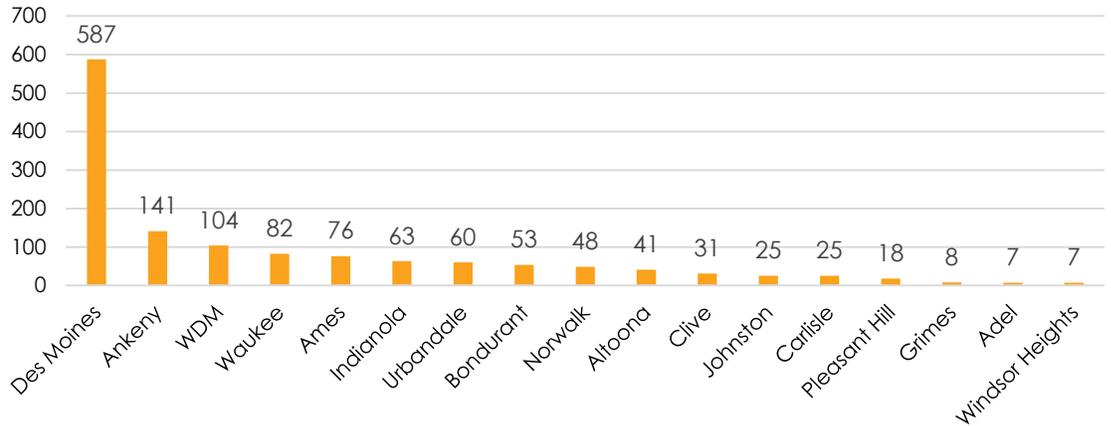
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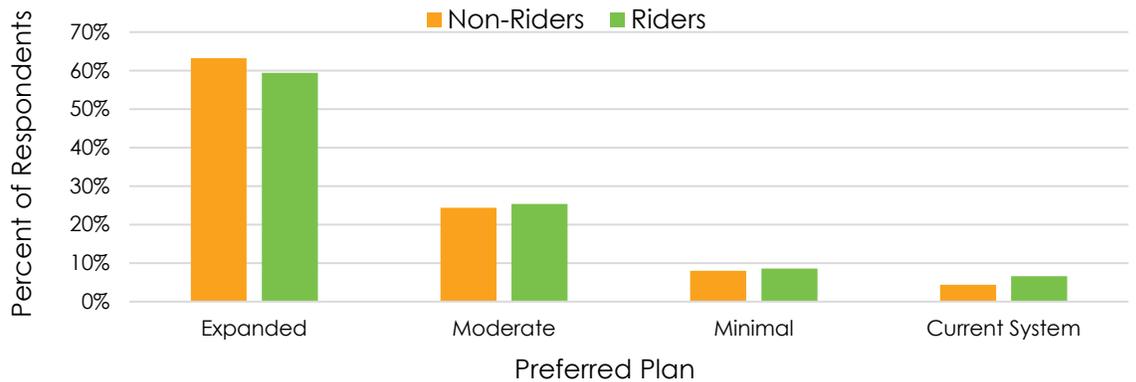
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 Fax 515-283-8135
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Number of respondents



Which Plan do you Prefer?



Overall, the survey yielded the following results:

- 35 percent of respondents are current DART riders.
- 62 percent of respondents favor the Expanded plan, 25 percent the Moderate, 8 percent the Minimal, and 5 percent want to maintain the current system.
- 77 percent of respondents “strongly support” an expansion of DART’s existing transit system. An additional 17 percent “somewhat support” expansion, for a total of 94 percent favoring some form of expansion.
- 79 percent of respondents would ride DART more if their preferred plan were implemented.
- 77 percent of respondents are “very satisfied” or “somewhat satisfied” with the proposed plans.

A full report on public participation will be available shortly at www.ridedart.com/dartforward2035.

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January 10, 2017

Jay Byers and Gene Meyer
Greater Des Moines Partnership
700 Locust Street, Suite 100
Des Moines, Iowa 50309

Dear Jay and Gene,

As we begin 2017, we would first like to thank you for your support of DART and public mobility in our community. The creation and growth of the Transit Future Work Group, especially the time and energy dedicated by the four co-chairs and your staff, has been and will be important to the future of our region.

December 2016 marked the conclusion of the public input process for the DART Forward 2035 plan, and throughout the last months we've heard from employers, riders and non-riders alike who believe that additional investment in transit is essential to Greater Des Moines remaining a number one place to work, live and play. These plans have also been met with concern about the funding necessary for such improvements.

As has been discussed at several Transit Future Work Group meetings, DART's primary form of revenue is local property taxes. Staff have worked to ensure that DART is run as efficiently as possible while continuing to look for additional revenue from other sources including business partnerships and advertising. However, costs continue to outpace revenues, and if we want to add the transit service many people believe our community wants and needs in the years to come, additional revenue sources will be needed.

Today, we write to request that the Partnership and the Transit Future Work Group commission an independent study of funding options to advance for public mobility options in our region. This analysis should look at both public and private revenue streams in order to determine the feasibility of the future transit plans suggested in DART Forward 2035.

As the Partnership and the Transit Future Work Group have seen in our exploration of other communities' success in public mobility, it is essential that organizations outside of the local transit agency are involved in championing public mobility options. In both Nashville and Indianapolis, two communities identified through Capital Crossroads 2.0 as examples for Greater Des Moines, their area Chambers of Commerce have been leaders in advocating for and identifying potential funding options for public transit.

DART is committed to partnering with you to make this study happen in the most cost-effective and timely manner possible. While there are some unknowns as to how long exactly such a study should take, it would be ideal to have the study wrapped up in summer 2017.

Please let us know how else we can assist, and again, thank you for your support.

Sincerely,

XXX XXXXXX
DART Commission Chair

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ACTION ITEM



8E:	DART Governance Task Force and Facilitation Services
Action:	<ol style="list-style-type: none"> 1) Approve the establishment of a Task Force on Governance per the membership outlined below; 2) Approve the engagement of the Community Foundation to assist with the facilitation of the Task Force.

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

Background:

- On November 17, 2016, the DART Commission met with DART Member Community Mayors and City Managers.
- One of the next steps from that meeting was the potential formation of a Task Force to review the governance structure of DART.
- The DART Commission had a workshop on December 13, 2016 where the development of a Governance Task Force was discussed further and that it would be brought forth as an action item at the January 2017 DART Commission Meeting.
- The Governance Task Force make-up is to be comprised of representatives who are not DART Commissioners, but who are from the following communities and organizations:
 - City of Ankeny
 - City of West Des Moines
 - City of Urbandale
 - City of Altoona
 - City of Grimes
 - City of Johnston
 - City of Pleasant Hill
 - City of Des Moines
 - The Greater Des Moines Partnership
 - DART Unlimited Access Business Partner
 - United Way of Central Iowa
 - Central Iowa Tax Payers Association
- The DART Commission would like advisory recommendations regarding a proposed governance structure for DART from the Governance Task Force by the end of April 2017.
- Attached is the draft letter that will be sent to the DART member communities and organizations being asked to serve on the Task Force as well as a proposed Charter for the Governance Task Force.



ACTION ITEM

8E: DART Governance Task Force and Facilitation Services

- To ensure that the Governance Task Force is facilitated in an un-biased manner and that all viewpoints are fairly presented, the DART Commission has contacted the Community Foundation of Greater Des Moines to assist with the facilitation of the Governance Task Force.
- The Community Foundation would choose and fund the facilitation team that would be best suited to assist the DART Governance Task Force. In addition to facilitating the meetings, the facilitation team would compile the necessary research to assist the Task Force in its charge.

Recommendation:

- 1) Approve the establishment of a Task Force on Governance per the membership outlined herein.
- 2) Approve the engagement of the Community Foundation to assist with the facilitation of the Task Force.



CHARTER for the Governance Task Force of the DART Commission January 10, 2017



A. Purpose and Authority

The Governance Task Force ("Task Force") is established by the DART Commission of the Des Moines Area Regional Transit Authority (DART) for the sole purpose of reviewing the governance structure of DART and providing advisory recommendations to the DART Commission on any changes to the overall governance structure.

This Task Force will provide for open communication between DART senior management and the DART Commission. The Task Force will be facilitated through the assistance of the Community Foundation of Greater Des Moines.

The Task Force has the authority to look into any matters within its scope of responsibility and obtain advice and assistance from DART legal counsel or other advisors, as necessary, to perform its duties and responsibilities.

In carrying out its duties and responsibilities, the Task Force shall also have the authority to meet with and seek any information it requires from employees, officers, DART Commissioners, or external parties.

The Task Force will primarily fulfill its responsibilities by carrying out the activities enumerated in Section D of this charter.

B. Composition and Meetings

The Task Force will be comprised of representatives who are not DART Commissioners but who are from the following communities and organizations:

- o City of Ankeny
- o City of West Des Moines
- o City of Urbandale
- o City of Altoona
- o City of Grimes
- o City of Johnston
- o City of Pleasant Hill
- o City of Des Moines
- o The Greater Des Moines Partnership
- o DART Unlimited Access Business Partner
- o United Way of Central Iowa
- o Central Iowa Tax Payers Association

The chairperson of the Task Force will be selected by the Chair of the DART Commission.

The Task Force will meet approximately no more than five times between January 2017 and April 2017. The Task Force chairperson will approve the agenda for the Task Force's meetings and any member of the Task Force may request items for inclusion on the agenda.

All meetings will be held in accordance with Iowa Open Meeting Laws.



CHARTER for the Governance Task Force of the DART Commission January 10, 2017



To ensure neutrality, all meetings will be facilitated by a team of consultants identified and funded by the Community Foundation of Greater Des Moines.

C. Task Force Operating Functions

The Task Force meetings will be conducted in an open and transparent environment. The Task Force will be committed to the following operating principles:

1. An open and inclusive process of gathering input and recommendations from key stakeholders.
2. To be good listeners, be respectful of all points of view, and have robust discussions on the key governance issues.
3. If consensus is not reached, the minority viewpoint will be fairly presented to the DART Commission.
4. Public notification of meeting dates, meeting minutes and key documents will be posted on the DART Website. This will enable and enhance open communications.

D. Responsibilities and Duties

To fulfill its responsibilities and duties, the Task Force, with assistance from the facilitation team and DART staff support, will:

1. Review the overall governance structure of DART as currently set forth in the DART 28E Agreement and Bylaws;
2. Review other Central Iowa regional governance models;
3. Review governance models of other regional transit authorities nationally;
4. Develop advisory recommendations to be presented to the DART Commission on what governance structure would best govern DART into the future;
5. In addition, develop advisory recommendations to be presented to the DART Commission which would address:
 - a. What the role and responsibilities of a DART Commissioner are;
 - b. Identify appropriate term limits, if any; and
 - c. Address DART Commission make-up considerations, if any.
6. Perform any other activities consistent with this charter which pertain to the governance structure of DART and that the DART Commission or Task Force determines are necessary or appropriate.



January 10, 2017

FIRST NAME, LAST NAME
ORGANIZATION
STREET ADDRESS
CITY, STATE, ZIP

Dear FIRST NAME,

As a valued member of the Greater Des Moines community, I am writing today to request your help in an effort essential to the future of our region.

You may be aware that the Des Moines Area Regional Transit Authority (DART) has been spending the last year focusing on long-range planning so that we can make sure public transit best meets the needs of our community into the future and helps ensure we continue to be a #1 place to work, live and play. Throughout this conversation, we have heard from thousands of Central Iowa residents, many of whom want us to expand public transit.

At the same time, we have heard from several member governments that the current governance structure of DART doesn't best reflect their communities. As such, we are commissioning an independent task force on governance, which will be facilitated with the assistance of the Community Foundation of Greater Des Moines, to evaluate DART's governance structure and provide recommendations to the DART Commission.

Given your role in the community, we are asking that you or an appointment of your choice participate in this task force. The DART Commission wants to ensure that the task force represents the wide variety of needs of our communities, and as such, it will be made up of the following communities and organizations:

- **Cities:** Altoona, Ankeny, Des Moines, Grimes, Johnston, Pleasant Hill, Urbandale, West Des Moines
- **Community Partners:** The Greater Des Moines Partnership, DART Unlimited Access Business Partner, United Way of Central Iowa, Central Iowa Taxpayers Association

The Task Force will meet no more than five times between now and the end of April at the following dates and times. We share these times now so that you can determine a representative that is able to attend most of these meetings.

- **January 31, 2017 from 12:00 pm – 2:00 pm**
- **March 6, 2017 from 7:30 am – 9:30 am**
- **March 27, 2017 from 7:30 am – 9:30 am**
- **April 20, 2017 from 7:30 am – 9:30 am**
- **April 24, 2017 from 7:30 am – 9:30 am (if needed)**

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In advance, I want to express how grateful I am for your willingness to give of your time and energy to help ensure a strong future for our community. Please let Gina Good, DART's Commission Clerk, know your representative by January 18th at ggood@ridedart.com or 515-245-2526.

Thank you for helping us continue to move Greater Des Moines forward.

Sincerely,

XXXXXXXXXXXXXX
DART Commission Chair

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ACTION ITEM



8F: November FY2017 Consolidated Financial Report

Action: Approve the November FY2017 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue is 7.56% above budget levels. Other contracted services are currently exceeding budget expectations.
- Fixed Route Non-Operating Revenue is 2.29% above budget levels year to date due to timing of Municipal Operating Assistance and State Contracts.
- Paratransit Operating Revenue is 19.5% lower than budget expectations. Contracted trips are showing below budgeted levels.
- Paratransit Non-Operating Revenue is 0.7% lower than budget.
- Rideshare Revenues were 21.7% below budgeted levels for November. Rideshare revenue continues to cover expenses.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 0.7% below budget projections year to date. Fuel and Lubricants and Insurance Expense are seeing the most savings year to date.
- Paratransit Budget Summary – Operating expenses are currently showing 17% budget savings. Many categories are continuing to show savings including Fuel and Lubricants and Equipment Repair Parts.
- Rideshare Budget Summary – Rideshare Expenses are below budgetary expectations by 28.95%. Many categories are also showing savings within this division and in alignment with the lower levels of revenue received versus budget.

Recommendation:

- Approve the November FY2017 Consolidated Financial Report.

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

Fixed Route	\$	442,150	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	70,045	FY2017
Rideshare	\$	<u>27,118</u>	\$390,712.53
Total	\$	539,313	

FY2017 Financials: November 2016

FIXED ROUTE	November 2016			Year-To-Date-(5) Months Ending 11/30/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	401,467	423,250	(21,783)	2,276,300	2,116,250	160,050
Non-Operating Revenue	1,649,136	1,789,594	(140,457)	9,152,863	8,947,968	204,895
Subtotal	2,050,604	2,212,844	(162,240)	11,429,163	11,064,218	364,945
Operating Expenses	2,155,991	2,212,844	56,852	10,987,012	11,064,218	77,205
Gain/(Loss)	(105,387)	-	(105,387)	442,150	-	442,150

PARATRANSIT	November 2016			Year-To-Date-(5) Months Ending 11/30/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	128,714	169,083	(40,369)	680,981	845,417	(164,435)
Non-Operating Revenue	110,888	111,722	(833)	554,442	558,609	(4,167)
Subtotal	239,602	280,805	(41,203)	1,235,423	1,404,025	(168,602)
Operating Expenses	224,348	280,805	56,457	1,165,378	1,404,025	238,647
Gain/(Loss)	15,254	-	15,254	70,045	-	70,045

RIDESHARE	November 2016			Year-To-Date-(5) Months Ending 11/30/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	56,569	75,000	(18,431)	293,567	375,000	(81,433)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	56,569	75,000	(18,431)	293,567	375,000	(81,433)
Operating Expenses	76,364	75,000	(1,364)	266,449	375,000	108,551
Gain/(Loss)	(19,796)	-	(19,796)	27,118	-	27,118



DISCUSSION ITEM



9A: DART Customer Satisfaction Survey

Staff Resource: John Clark, Customer and Community Relations Manager

In the fall of 2016, the Des Moines Area Regional Transit Authority (DART) conducted its biennial Customer Satisfaction Survey covering all three of DART's services including:

- **Fixed Route:** An on-board customer satisfaction survey of a random sample of 797 riders on local, shuttle, and express routes. The results have a 95% level of confidence with a precision of +/-3.47%.
- **Paratransit:** A mailed survey of a random sample of 283 paratransit riders. The results for the random sample of 283 riders have a 95% level of confidence with a precision of +/-5.83%.
- **Rideshare:** An online survey of a random sample of 248 riders. The results have a 95% level of confidence with a precision of +/-6.2%.

In 2014 all three surveyed groups had an 83% customer service satisfaction rating. In 2016 all three surveyed groups had an overall rating of 84%. This 1% increase has allowed DART to succeed in reaching its 1% strategic goal for the year.

Key Findings:

- DART has met its strategic goal of increasing overall customer satisfaction by at least 1%. In 2012, 76% of fixed route customers gave DART an excellent or very good quality of experience ranking; in 2014 that improved to 84%; and in 2016 that improved to 88%.
- The percentage of fixed route riders who indicated that DART manages the transit buses so that it meets the public's current transportation needs either very satisfied (rating of 5) or satisfied (rating of 4) remained high for all types of fixed route services with overall results of 77% in 2016 vs. 73% in 2014 vs. 61% in 2012.
- Riders indicated a high percentage for how well they feel DART has worked toward planning for the public's future transportation needs. The percentage of fixed route riders who indicated ratings of very satisfied (rating of 5) or satisfied (rating of 4) are 76% in 2016 vs. 74% in 2014 vs. 62% in 2012.
- In order to help DART identify investment priorities for the next two years, ETC Institute conducted an Importance-Agreement (I-A) analysis. This analysis examined the importance riders placed on each DART service and the level of agreement they had with each statement regarding DART service. Based on the results of this analysis, the statements that are recommended as the top priorities for investment on fixed route services over the next two years in order to raise the overall agreement rating are:
 - Service runs on time
 - There are benches and shelters at stops
- Ratings of overall quality of service among paratransit service riders surveyed were also very high. Eighty-one percent (81% in 2016 vs. 88% in 2014) of riders rated the service as either very satisfied (rating of 5) or satisfied (rating of 4).
- Ratings of overall quality of service among RideShare program riders surveyed were also very high. Eighty-two percent (82% in 2016 vs. 80% in 2014) of riders rated the service as either very satisfied or satisfied.



DISCUSSION ITEM



9B: Fare Collection Project Update

Staff Resource: Jamie Schug, Chief Financial Officer

- An update presentation on the Fare Collection Project will be provided at the meeting.



DISCUSSION ITEM



9C: FY 2018 Budget Development

Staff Resource: Jamie Schug, Chief Financial Officer

- A presentation on the FY 2018 Budget Development will be provided at the meeting.



System Summary Performance Report

November 2016

	May 2016	June 2016	July 2016	August 2016	September 2016	October 2016	November 2016	November 2015	November % Change FY17	FY17 November YTD	FY16 November YTD	YTD % Change FY17
Fixed Route												
Passengers	357,931	308,552	272,117	550,448	378,099	394,537	351,458	344,128	2.13%	1,946,659	2,006,215	(2.97%)
OTT Ridership	20,430	20,694	19,236	21,923	20,428	15,190	21,021	21,667	(2.98%)	97,798	109,965	(11.06%)
Unlimited Access Ridership	26,574	27,736	24,976	28,856	31,805	27,192	27,194	27,921	(2.60%)	140,023	147,528	(5.09%)
Bike Rack Usage	3,792	6,480	5,686	6,529	6,237	6,064	4,758	3,345	42.24%	29,274	27,758	5.46%
Passengers Per Revenue Hour	20.1	17.1	16.0	24.2	21.4	21.7	19.9	20.7	(3.83%)	20.9	21.6	(3.39%)
Average Passenger Trip Length	3.96	4.06	3.96	2.29	3.89	3.89	3.89	3.97	(2.05%)	3.45	4.63	(25.46%)
Complaints Per 100,000 Passengers	17.88	17.50	16.54	10.36	11.64	8.62	6.83	20.34	(66.43%)	10.48	22.88	(54.20%)
Commendations Per 100,000 Passengers	5.87	1.62	2.57	1.45	1.32	1.01	1.42	1.16	22.38%	1.49	2.24	(33.58%)
On-Time Performance	83.59%	84.07%	85.67%	80.71%	81.31%	82.25%	83.20%	81.59%	1.98%	82.56%	82.22%	0.41%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	2.53	1.10	1.56	0.58	2.94	1.43	1.09	1.96	(44.33%)	1.47	1.63	(10.08%)
Non-Preventable/100,000 Miles	2.53	1.83	2.73	1.45	2.94	2.85	2.18	1.57	39.17%	2.38	1.56	52.21%
Maintenance:												
Total Service Miles	276,149.6	273,656.5	256,449.0	345,381.6	272,492.7	280,699.5	274,854.9	255,009.8	7.78%	1,429,877.7	1,408,232.0	1.54%
Roadcalls/100,000 Miles	27.16	33.62	45.62	33.88	37.07	35.98	31.65	19.21	64.73%	36.58	19.46	87.99%
Active Vehicles In Fleet	126	126	126	123	123	126	129	124	4.03%	125	123	2.12%
Paratransit												
Passengers	9,624	9,737	8,903	10,134	8,625	9,212	8,812	9,035	(2.47%)	45,686	50,935	(10.31%)
Passengers Per Revenue Hour	2.6	2.6	2.6	2.6	2.7	2.6	2.4	2.7	(10.19%)	2.6	2.8	(6.16%)
Average Passenger Trip Length	8.89	8.87	9.09	9.13	9.12	9.12	9.11	8.85	2.94%	9.12	8.85	3.05%
Complaints Per 100,000 Passengers	20.78	71.89	44.93	29.60	57.97	43.42	22.70	66.41	(65.82%)	39.40	88.35	(55.40%)
Commendations Per 100,000 Passengers	41.56	10.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.00	15.71	(100.00%)
On-Time Performance	93.54%	92.15%	93.25%	93.15%	0.00%	0.00%	0.00%	92.75%	(100.00%)	93.20%	92.28%	0.99%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	2.70	0.00	2.94	1.30	3.09	1.38	2.79	3.01	(7.25%)	2.26	2.74	(17.58%)
Non-Preventable/100,000 Miles	1.35	0.00	4.42	1.30	4.63	0.00	0.00	1.50	(100.00%)	1.98	0.82	140.38%
Maintenance:												
Total Service Miles	74,166.1	75,967.0	67,940.5	77,089.1	64,769.9	72,367.7	71,706.1	66,507.0	7.82%	353,873.3	364,573.9	(2.94%)
Roadcalls/100,000 Miles	4.05	5.27	14.72	6.49	9.26	9.67	11.16	3.01	271.00%	10.17	4.66	118.17%
Active Vehicles In Fleet	23	23	23	22	22	22	22	21	4.76%	22	21	5.71%
Rideshare												
Passengers	16,989	16,735	14,395	17,450	15,512	15,471	14,948	16,106	(7.19%)	77,776	86,713	(10.31%)
Passengers Per Revenue Hour	5.2	5.2	4.4	5.5	5.1	5.1	5.3	5.5	(3.58%)	5.1	5.5	(8.52%)
Rideshare Customers	604	608	558	566	561	561	548	615	(10.89%)	559	634	(11.81%)
Rideshare Vans In Circulation	87	87	84	85	84	83	83	87	(4.60%)	84	88	(4.56%)
Average Passenger Trip Length	41.41	39.83	40.18	40.33	39.91	39.98	40.31	41.38	(2.60%)	40.15	40.67	(1.28%)
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	0.00	0.00	0.79	0.00	0.73	0.00	0.00	0.00	0.00%	0.30	0.14	112.46%
Non-Preventable/100,000 Miles	0.00	0.00	0.00	0.00	0.73	0.00	0.80	0.78	2.01%	0.30	0.56	(46.91%)
Maintenance:												
Total Service Miles	139,740.8	142,662.5	125,830.0	147,973.1	136,772.9	134,065.6	125,359.0	127,879.0	(1.97%)	670,006.6	711,493.6	(5.83%)
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	96	108	108	108	108	108	108	102	5.88%	108	96	12.97%
System Total												
Farebox Recovery Ratio	19.15%	15.68%	15.90%	21.96%	23.97%	25.66%	19.95%	21.22%	(6.00%)	21.52%	21.94%	(1.91%)



System Performance Ridership Report

November 2016

	May 2016	June 2016	July 2016	August 2016	September 2016	October 2016	November 2016	November 2015	November % Change FY17	FY17 November YTD	FY16 November YTD	YTD % Change FY17
Fixed Route	357,931	308,552	272,117	550,448	378,099	394,537	351,458	344,128	2.13%	1,946,659	2,006,215	(2.97%)
1. Local:												
#1 - Fairgrounds	20,911	15,877	13,726	250,887	20,982	22,043	18,827	20,178	(6.70%)	326,465	345,805	(5.59%)
#3 - University	33,580	34,016	31,668	34,896	37,041	37,790	33,318	32,363	2.95%	174,713	176,478	(1.00%)
#4 - E. 14th	16,336	15,864	15,067	15,529	17,211	18,929	16,521	16,744	(1.33%)	83,257	89,712	(7.20%)
#5 - Franklin Ave	8,275	6,504	4,988	7,124	10,008	9,329	8,216	7,025	16.95%	39,665	33,293	19.14%
#6 - Indianola Ave	31,182	26,189	23,279	26,537	34,198	36,086	30,706	29,826	2.95%	150,806	150,343	0.31%
#7 - SW 9th St	36,851	27,252	24,286	28,616	36,835	38,889	34,438	35,179	(2.11%)	163,064	166,381	(1.99%)
#8 - Fleur Dr	4,776	1,924	1,534	2,987	5,836	5,364	5,275	4,247	24.21%	20,996	20,703	1.42%
#10 - East University	0	0	0	0	0	0	794	0	0.00%	794	0	0.00%
#11 - Ingersoll Ave	2,340	2,229	2,133	2,582	2,445	2,161	1,894	1,709	10.83%	11,215	10,244	9.48%
#13 - Evergreen/SE Park Ave	7,234	1,044	427	2,656	8,284	8,157	7,584	7,298	3.92%	27,108	27,339	(0.84%)
#14 - Beaver Ave	20,151	14,625	12,575	16,182	22,767	24,042	21,100	21,990	(4.05%)	96,666	104,263	(7.29%)
#15 - 6th Ave	25,120	20,803	17,349	21,347	26,775	28,550	25,890	24,829	4.27%	119,911	125,964	(4.81%)
#16 - Douglas Ave	37,101	30,659	26,074	31,473	38,581	41,755	37,647	36,082	4.34%	175,530	185,155	(5.20%)
#17 - Hubble Ave	24,030	23,242	20,413	22,868	24,383	27,748	24,001	21,638	10.92%	119,413	116,221	2.75%
#52 - Valley West/Jordan Creek	13,905	15,026	13,798	15,035	14,250	15,275	14,350	14,382	(0.22%)	72,708	75,909	(4.22%)
#60 - Ingersoll/University	31,916	30,212	26,539	29,351	37,127	37,047	32,781	32,220	1.74%	162,845	166,439	(2.16%)
2. Shuttle:												
Dline	17,020	14,449	14,230	14,037	14,421	13,942	12,590	12,190	3.28%	69,220	69,370	(0.22%)
Link Shuttle	983	1,314	968	1,152	992	1,005	918	1,372	(33.09%)	5,035	6,343	(20.62%)
3. Express:												
#91 - Merle Hay Express	971	901	786	1,002	1,058	1,083	1,004	965	4.04%	4,933	5,385	(8.39%)
#92 - Hickman Express	2,725	2,921	2,447	2,831	2,536	2,557	2,386	2,356	1.27%	12,757	13,871	(8.03%)
#93 - NW 86th Express	3,260	3,565	3,143	3,607	3,468	3,777	3,363	2,487	35.22%	17,358	14,271	21.63%
#94 - Westtown	988	1,244	1,194	1,436	1,380	1,208	988	828	19.32%	6,206	4,418	40.47%
#95 - Vista	1,628	1,721	1,513	1,707	1,455	1,344	1,190	1,644	(27.62%)	7,209	10,168	(29.10%)
#96 - E.P. True	2,505	2,656	2,090	2,303	2,200	2,384	2,303	2,489	(7.47%)	11,280	14,927	(24.43%)
#98 - Ankeny	6,797	7,167	5,748	7,229	7,225	7,108	6,440	7,485	(13.96%)	33,750	38,552	(12.46%)
#99 - Altoona	1,524	1,556	1,285	1,648	1,690	1,862	1,785	1,474	21.10%	8,270	7,366	12.27%
4. Flex:												
#72 Flex: West Des Moines/Clive	4,172	3,750	3,398	3,845	3,635	3,828	3,640	3,737	(2.60%)	18,346	19,084	(3.87%)
#73 Flex: Urbandale/Windsor Heights	252	284	237	237	233	226	179	301	(40.53%)	1,112	1,635	(31.99%)
#74 Flex: NW Urbandale	637	610	428	578	436	482	703	463	51.84%	2,627	2,735	(3.95%)
5. On Call:												
On-Call: Ankeny	189	203	222	231	251	161	226	230	(1.74%)	1,091	1,321	(17.41%)
On-Call: Johnston/Grimes	345	263	209	276	271	276	245	168	45.83%	1,277	943	35.42%
On-Call: Regional	227	482	363	259	125	129	156	229	(31.88%)	1,032	1,577	(34.56%)
Paratransit	9,624	9,737	8,903	10,134	8,625	9,212	8,812	9,035	(2.47%)	45,686	50,935	(10.31%)
Cab	967	866	735	875	977	998	884	785	12.61%	4,469	4,215	6.03%
Bus/Van	8,657	8,871	8,168	9,259	7,648	8,214	7,928	8,250	(3.90%)	41,217	46,720	(11.78%)
Rideshare	16,989	16,735	14,395	17,450	15,512	15,471	14,948	16,106	(7.19%)	77,776	86,713	(10.31%)
Total Ridership	384,544	335,024	295,415	578,032	402,236	419,220	375,218	369,269	1.61%	2,070,121	2,143,863	(3.44%)



MONTHLY REPORT



10A: Operations

Staff Resources: Tim Sanderson, Chief Operating Officer

1100 DART Way Renovation:

On December 14, 2016, a grand opening ceremony was held to unveil the newly renovated area at 1100 DART Way. This event was extremely well attended by a mix of operators, maintenance personnel and administrative staff as well as Commission Chairman Van Oort. By all accounts everyone is extremely excited to be using the new space. Enhanced amenities for Operators and Maintenance Employees include:

- A new quiet room to allow employees to relax in between shifts.
- New furniture with built in USB charging.
- A modern "Fresh Market" vending solution that provides healthier options.
- An overall increase of 20% common area which was gained by redesign.
- A completely redesigned modern dispatch center designed around functional requirements.

This project, which was managed by Keith Welch, Facilities Manager who delivered this project on time and within budget.



MONTHLY REPORT



10B: Engagement

Staff Resources: *Amanda Wanke, Chief Engagement and Communications Officer*

All Engagement:

- **DART Forward:** Public feedback on the DART Forward plan was collected through Dec. 20, 2016. A report on the feedback will be given at the January meeting.
- **Government relations:** Elizabeth, Amanda and PolicyWorks continued to meet with local legislators to discuss public transit and long-term funding options.

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

- **Route 10 Promotion:** The new Route 10 promotion has been going well. Staff completed the first round of paid advertising in addition to earned media and communication through DART's existing marketing platforms. Combined these efforts have generated approximately 160,000 impressions.
- **Fares for Food:** Staff planned and promoted the annual Fares for Food event on Thursday, Dec. 9, 2016. All cash into the fareboxes that day was donated to the Hunger-Free Polk County Initiative. The final donation amount was \$3,250. A check presentation of the donation was held on Wednesday, Dec. 14 at Polk County River Place Food Pantry.
- **Wi-Fi Pilot:** Staff is in the mist of developing a marketing plan for the Wi-Fi pilot, beginning in February 2017. A soft launch for the first 1-2 months will focus marketing efforts towards current riders, giving riders an opportunity to use the Wi-Fi and help DART staff work through any issues if they arise. Late March or early April, staff will begin to promote the new amenity to non-riders in an effort to increase ridership on routes 52 and 98.
- **Mobile ticketing:** The marketing team has developed a proposal outlining three mobile ticketing app names along with multiple icon designs. The proposal will be shared with internal and external stakeholders for feedback before a final recommendation is presented to the leadership team in late January or early February.

Marketing Analytics Report

Metric	August 2016	September 2016	October 2016	November 2016	November 2015	% Change 2015 - 2016
Website Unique Visitors	41,167	32,172	32,619	28,971	31,848	-9.93%
Facebook	2,373	2,427	2,522	2,598	1,387	46.61%
Twitter	1,797	1,800	1,821	1,820	1,617	11.15%
Email Subscribers	3,590	4,000	4,090	4,160	3,205	22.96%
Trip Plans	12,192	10,083	10,628	8,313	10,571	-27.16%
Next Bus	2,320	3,108	3,292	3,057	2,766	9.52%
Schedules	2,237	1,588	2,038	1,429	2,197	-53.74%
RideTime App	24,664	30,030	31,689	30,384	18,399	39.45%
SMS Text Messaging	55,731	62,296	64,820	62,974	48,637	22.77%
IVR	10,408	9,543	9,897	8,680	7,735	10.89%

MONTHLY REPORT 10B: Engagement



Planning

- **February Service Change** – Staff are preparing for the February service change, which will take effect on Sunday, Feb. 19, 2017. A few minor time adjustments are being made to better serve customers, and the Route 5 will now continue along Woodland in order to better serve the Sherman Hill neighborhood and Methodist Hospital.
- **Bike Collective Partnership** – Staff continue to work with the Bike Collective to prepare for the installation of several new BCycle stations and DART shelters in 2017.

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

November 2016 Website Communication and Messages:

- Contact/Feedback Form – 62
- Bus Stop/Shelter Requests - 0
- Voicemails – 117, voicemails requiring response – 16 (14%)

Total Calls for November 2016:

- Schedule Information – 7,368
- Spanish Line – 62
- Receptionist – 654
- RideShare – 344

Mobility Coordination

November 2016 Activities

- Hosted DART table at youth event
- Partnered with CISS representative to set up bike donation program
- How to Ride Fresh Start Women's Facility (6)
- How to Ride Refugee Ten Toes – DCS (10)
- Hosted DART table DMU Senior Fair
- November TRAC Meeting
- DART How to Ride (1)
- How to Ride Refugee Ten Toes – Polk County River Place (10)
- How to Ride Eyerly Ball (12)
- DART Forward Refugee Focus Group (29)
- Partnered with Business Development Coordinator and met with DMACC and United Way to discuss Unlimited Access
- How to Ride/DART Forward Polk County Housing Continuum Service Council (30)
- Easter Seals Iowa Inclusive Health Coalition onsite assessment
- How to Ride Refugee Ten Toes – Broadlawns (10)
- DART Forward presentation CICL (8)
- How to Ride House of Mercy (7)
- 3 Smart Steps classes (18)

Community Relations

November 2016 Activities

- Des Moines University Senior Fair
- Continuance of implementation of a Customer Relationship Management software

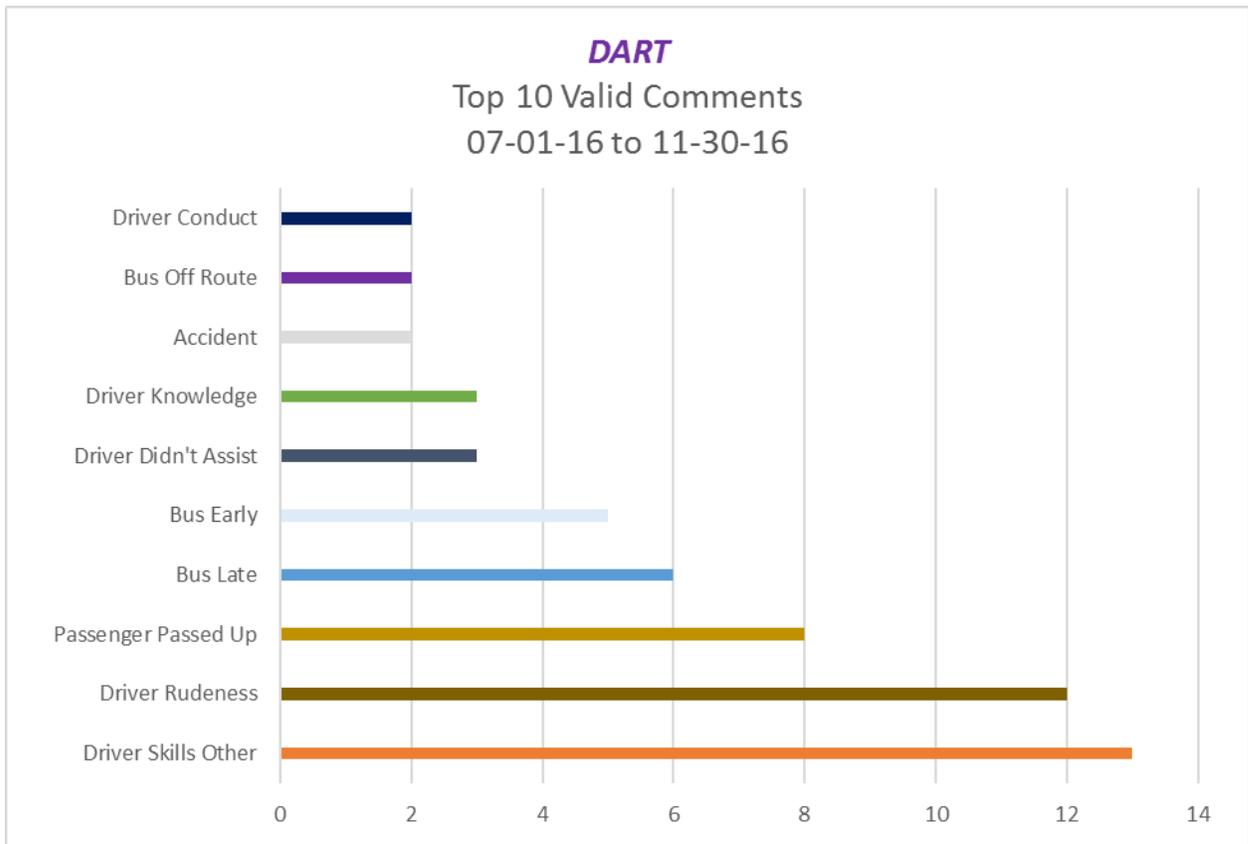


MONTHLY REPORT
10B: Engagement

- Acting Supervisor in Customer Service
- Completion of Customer Satisfaction Survey, with results being reported to the Commission in January.

Community Relations

Top 10 Valid Complaints (per 100,00 passengers) as of November 30, 2016



RideShare – November 2016

- Started partnership with Broker's International
- Continued contract negotiations with TPI for a trial RideShare Program
- Accepted and reviewed all applications for the Van Donation Program with a cross-section of staff
- Hired Brandon Pollard as the RideShare Specialist



MONTHLY REPORT



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

Upcoming Procurements:

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

- Request for Proposals tentatively to be published in February 2017

Contracts and Task Orders Approved Recently:

Gates 1 & 2 Mechanism Replacement – DART solicited quotes for a qualified contractor to provide and install control mechanisms for two (2) automated slide entrance/exit gates located at DART's Operations and Maintenance Facility, 1100 DART Way.

- The contract price was \$13,925 and the vendor is Controlled Access of the Midwest, Pleasant Hill, IA.

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

- On-Call Temporary Planning and Scheduling Services – As-needed planning, scheduling, and consulting support for DART during staff transition.
 - Task order was approved for the Amount Not to Exceed \$10,000

Future Procurements:

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



MONTHLY REPORT



10D: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **DART Department Budget Meetings:** Budget meetings occurred with all DART departments along with Jamie Schug, CFO and Tim Ruggles, Staff Accountant. All department heads were well prepared in presenting their budget recommendations for the coming year.
- **State Legislative Meetings:** We had meetings along with our State Lobbying team with State Senator Matt McCoy, Senator Janet Petersen, Senator Whitver, Senator Bisignano, and Representative Peter Cownie. 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:

February 7, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • FY 2018 Budget Public Hearing Date • Participating Community Status 	<ul style="list-style-type: none"> • Participating Community Status • Safety Management System (SMS) Requirements • TransTrack • Mobility Coordinator Update • Quarterly Investment Report • Quarterly Safety Report • Mobile Ticketing Branding
March 7, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • FY 2018 Budget • Fare Policy Update 	<ul style="list-style-type: none"> • Transit Ambassador Training Program • DART Cyber Security Program • Medium Duty Buses
April 4, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • FY2018 State Application 	
May 2, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Occupational Medical Services 	

Other DART Commission Meetings:

- January 30, 2016 at 2:00 PM: DART Commission Budget Workshop at 1100 DART Way