



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET
OCTOBER 3, 2017 – 12:00 PM

	Page #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF OCTOBER 3, 2017 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. TRANSIT RIDERS ADVISORY COMMITTEE UPDATE	
7. CONSENT ITEMS	
A. Commission Meeting Minutes – September 5, 2017	2
8. ACTION ITEMS	
A. August 2017 Financials	7
9. DISCUSSION ITEMS	
A. Fare Collection Project and Mobile Ticketing Launch	9
B. Restated DART Bylaws	10
C. Funding Study Update	17
D. Van Donation Program	18
E. Performance Report – August 2017	22
10. DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)	
A. Operations	24
B. Engagement	25
C. Procurement	29
D. Chief Executive Officer	30
11. FUTURE AGENDA ITEMS	31
12. COMMISSIONER ITEMS	
A. Nominating Committee	32
B. 2018 DART Commission Meeting Dates and Times	33
13. NEXT MEETING: Regular DART Meeting - Tuesday, November 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.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
620 CHERRY STREET – DES MOINES, IOWA 50309
SEPTEMBER 5, 2017**



ROLL CALL

Commissioners Present: Angela Connolly, Chris Hensley, Gaye Johnson, Gary Lorenz, Joann Muldoon and Steve Peterson

Commissioner Absent: Tom Gayman, Skip Moore, Jon Woods

CALL TO ORDER

The meeting was called to order by Secretary Treasurer, Steve Peterson at 12:00 pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

Secretary Treasurer, Steve Peterson requested a motion to approve the agenda as presented.

It was moved by Ms. Hensley and seconded by Ms. Johnson to approve the September 5, 2017 Agenda. The motion carried unanimously.

PUBLIC COMMENT

No comments.

CONSENT ITEMS

6A – Commission Meeting Minutes – August 1, 2017

6B – 28E Agreement – Assessment of Fair Housing

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

ACTION ITEMS

7A – Occupational Medical Health and Workers' Compensation Medical Services Contract

Mike Tiedens, Procurement Manager, asked the Commission to approve the individual contracts with ARC Physical Therapy+, Mid-Iowa Occupational Testing, and UnityPoint Health to provide Occupational Medical Health and Workers' Compensation Medical Services. The term of each contract will be a three (3) years with two (2), one (1) year options with the amount Not to Exceed \$600,000.

It was moved by Ms. Hensley and seconded by Ms. Connolly to approve the Occupational Medical Health and Workers' Compensation Medical Services Contract. The motion carried unanimously.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – SEPTEMBER 5, 2017**



7B – Advertising Policy Update

Amanda Wanke, Chief Engagement and Communications Officer, asked the Commission to approve the updated Advertising Policy. The update includes minor modifications to DART's advertising policy to allow for the promotion of events and establishments that serve alcohol, with disclaimers.

It was moved by Ms. Connolly and seconded by Ms. Johnson to approve the updated Advertising Policy. The motion was carried unanimously.

7C – DART Fare Policy Update

Jamie Schug, Chief Financial Officer, asked the Commission to approve the updated DART Fare Policy. The updates to DART's current fare policy reflect DART's mobile ticketing project which will begin this fall, and the installation of new fareboxes on DART's buses which will occur in summer 2018. With mobile ticketing this fall, DART riders will be able to purchase a \$4 day pass and rolling period passes for 7- and 31-day periods through the app. When new fareboxes are installed the day pass will be available for purchase on DART buses and through DART Customer Service, and the use of paper transfers and the DART Loop Zone fares will be eliminated.

It was moved by Ms. Hensley and seconded by Ms. Connolly to approve the updated DART Fare Policy. The motion was carried unanimously.

7D – Route 4 Additional Service

Nick Peterson, Business Development Coordinator, asked the Commission to approve additional service for Route 4. The additional services, along with minor changes to the routing, will serve businesses in the area, contingent on finalized business partnerships with these businesses to cover the associated costs related to the service level increase. Changes would be effective with the February 2018 service change.

It was moved by Ms. Connolly and seconded by Ms. Muldoon to approve the additional service for Route 4, contingent upon the approval of the finalized contract and service change by the DART Commission once finalized. The motion was carried unanimously.

7E – June 2017 Financials

Amber Dakan, Finance Manager, provided a presentation on the June FY2017 Financials. Fixed Route Operating revenue ended 4.4% below budget projections. Operations expenses are 3.52% below budget projections year to date.

Paratransit Operating revenue is 21.01% lower than budget expectations. Operating expense are currently showing budget savings of 15.78%.

Rideshare revenues were 23.28% below budget. Operating expenses are below budgetary expectations by 23.77%.

It was moved by Ms. Hensley and seconded by Ms. Connolly to approve the June 2017 Financials. The motion was carried unanimously.



7F – July 2017 Financials

Amber Dakan, Finance Manager, provided a presentation on the July FY2017 Financials. Fixed Route Operating revenue is 5.70% over budget projections. Operating expenses are 9.66% below budget projections year to date.

Paratransit Operating revenue is 17.53% lower than budget expectations. Operating expenses are currently showing budget savings of 4.38%.

Rideshare revenues were 9.79% below budget. Operating expenses are below budgetary expectations by 13.58%.

It was moved by Ms. Connolly and seconded by Ms. Johnston to approve the July 2017 Financials. The motion was carried unanimously.

DISCUSSION ITEMS

8A – Mobile Ticketing

Erin Hockman, Marketing and Communications Manager, reviewed the mobile ticketing pilot and project, which will be implemented this fall. About 50 participants are currently testing the app through the pilot project. DART Marketing staff will focus on rider adoption of mobile ticketing beginning in October 2017 with a goal of 15-25 percent adoption rate. Beginning in January, DART staff will begin focusing communications to riders regarding the changes in fare policy and the mobile ticketing app prior to the installation of new fareboxes on DART buses.

8B – Mobility Coordinator Update

Alison Walding, Mobility Coordinator, provided an update on her work training more than 2,400 people how to ride in the last five months. Alison spoke of her programs and outreach teaching different populations to ride, including refugees, seniors and students in several schools across the Des Moines Public School District. Alison spoke of her Senior Ten Toes project, her work training more than 1,200 sixth grade students how to ride and the impact the Refugee Ten Toes program had on a group of Congolese women.

8C – Funding Study Update

Amanda Wanke, Chief Engagement and Communications Officer, provided an update on the Funding Study. The second workshop is scheduled on September 5, 2017 and will focus on the short- and long-term future of transit in the regions and various funding sources that could be used to support it. Scenarios will be shared to educate the group on funding needs. The goal of the study is to identify a funding solution that will avoid problems in the future.

8D – Performance Report – July 2017

Elizabeth Presutti, Chief Executive Officer, reviewed the Performance Report for July 2017. DART ridership overall was slightly down but saw an increase on Route 8 and Route 14. Rideshare continues to increase ridership and was up 11% from last year. Bike usage was also up for the month of July.



MONTHLY REPORTS

9A – Operations

Tim Sanderson, Chief Operating Officer, provided an Operations update.

The first day of school on DART services ran extremely well this year with Operations staff located at critical points. All students reached their schools in the morning and home in the afternoon with very few incidents.

DART's 2017 Iowa State Fair was once again a success this year with 228,744 rides provided by DART. Although this represents a decrease of 1% from the 2016 service, the service ran in an extremely safe, efficient and effective manner. Market Share on this service decreased by 2.1% over last year. Two minor incidents were reported this year, one incident of a mirror being knocked off by a telephone pole and another of a passenger falling when the bus applied its brakes to avoid a collision. A minimal number of complaints were received, primarily on the walking distance required from parking to the bus at SE Polk and the loading of passengers at Gate 10. The success of the State Fair service is due to the commitment of the entire DART team. We have already begun the planning process for the 2018 State Fair in order for us to build on successes and address identified challenges.

9B – Engagement

No update.

9C – Procurement

No update.

9D - Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, provided an update on the DART 28E agreement approval process. All of DART's member communities have approved the restated 28E agreement reflecting the governance changes for DART. We are preparing the agreement for submission to the Secretary of State in the next week. The first meeting of the reconstituted DART Commission will be October 3, 2017. As part of the orientation process for the reconstituted DART Commission Elizabeth has started to meet with the new Commissioners and their alternates. DART will be holding four orientation sessions that the Commissioner and alternate can choose from to attend.

FUTURE AGENDA ITEMS

No update.

COMMISSIONER ITEMS

No update.

FUTURE 2017 MEETING DATES:

October 3, November 7, and December 5.

DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – SEPTEMBER 5, 2017



A motion by Ms. Connolly and second by Ms. Muldoon to adjourn the regular Commission Meeting was made at 1:38 pm. The motion carried unanimously.

Chair

Clerk

Date

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

The next regular DART monthly Commission Meeting has been scheduled for October 3, 2017 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



ACTION ITEM



8A: August FY2018 Consolidated Financial Report

Action: Approve the August FY2018 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue is 6% over budget projections. Revenue collected from the Iowa State Fair in August as well revenue supporting the D-Line Service invoiced in July are attributed to the higher performance levels thus far for FY 2018.
- Fixed Route Non-Operating revenue is currently 3.9% under budget. This is a timing issue for grant related projects.
- Paratransit Operating revenue is 12.2% lower than budget expectations. Contracted trips performed is less than budget.
- Paratransit Non-Operating revenue is on target.
- Rideshare revenues were 9.3% below budget. Rideshare revenue continues to cover expenses.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 3.2% below budget projections year to date. Several line items are seeing savings this early in the year including Fuel and Lubricants, Insurance, and Equipment Repair Parts.
- Paratransit Budget Summary – Operating expenses are currently showing budget savings of 9.5%. Salaries, Wages, and Fringes; Fuel and Lubricants; and Insurance Expense are the categories seeing the most savings.
- Rideshare Budget Summary – Rideshare expenses are below budgetary expectations by 12.3%. Many categories are also showing savings within this division and in alignment with timing of the year.

Recommendation:

- Approve the August FY2018 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of August FY2018 Year to Date as Compared to Budget:**

Fixed Route	\$	61,659
Paratransit	\$	11,590
Rideshare	\$	<u>4,032</u>
Total	\$	77,281

Reserve for Accidents (See Balance Sheet): \$328,201.27

FY2018 Financials:

August 2017

FIXED ROUTE	August 2017			Year-To-Date-(2) Months Ending 08/31/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	506,419	463,642	42,777	983,299	927,283	56,016
Non-Operating Revenue	1,841,592	1,848,126	(6,534)	3,551,873	3,696,251	(144,378)
Subtotal	2,348,011	2,311,767	36,244	4,535,172	4,623,535	(88,363)
Operating Expenses	2,374,522	2,311,767	(62,755)	4,473,513	4,623,535	150,022
Gain/(Loss)	(26,511)	-	(26,511)	61,659	-	61,659

PARATRANSIT	August 2017			Year-To-Date-(2) Months Ending 08/31/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	140,483	150,983	(10,500)	265,002	301,967	(36,965)
Non-Operating Revenue	112,485	113,417	(932)	224,971	226,834	(1,863)
Subtotal	252,968	264,400	(11,432)	489,973	528,800	(38,827)
Operating Expenses	225,569	264,400	38,831	478,383	528,800	50,417
Gain/(Loss)	27,399	-	27,399	11,590	-	11,590

RIDESHARE	August 2017			Year-To-Date-(2) Months Ending 08/31/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	62,644	68,792	(6,148)	124,699	137,583	(12,884)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	62,644	68,792	(6,148)	124,699	137,583	(12,884)
Operating Expenses	61,218	68,792	7,574	120,667	137,583	16,916
Gain/(Loss)	1,426	-	1,426	4,032	-	4,032



DISCUSSION ITEM



9A: Fare Collection Project Update and Mobile Ticketing Launch

Staff Resource: Luke Lester, IT Manager

Erin Hockman, Marketing and Communications Manager

- A presentation regarding DART's Fare Collection Project and plans for the Mobile Ticketing launch will be shared at the meeting.



DISCUSSION ITEM



9B: Restated DART Bylaws

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

Background:

- The DART Commission is being reconstituted as of October 1, 2017 with the advent of a restated 28E agreement with the participating communities of DART changing DART's governance structure.
- With this change the bylaws of DART need to be updated to reflect the changes in the restated 28E agreement.
- Attached is a draft set of bylaws for the DART Commission as a basis for the discussion at the DART Commission meeting.

AMENDED AND RESTATED BYLAWS OF DES MOINES REGIONAL TRANSIT AUTHORITY

ARTICLE I

PURPOSE

The purpose of these Amended and Restated Bylaws ("Bylaws") is to establish rules and procedures for the governance and conduct of business of the Des Moines Regional Transit Authority (hereinafter referred to as "DART") by the Commission created and appointed pursuant to Chapter 28M.4 of the Code of Iowa and the newly Substituted and Restated 28E Agreement for the Des Moines Regional Transit Authority, or as subsequently amended (hereinafter referred to as the "Agreement").

ARTICLE II

COMMISSION

Section 1. General Powers. The Commission shall have and may exercise all of the powers granted by Chapter 28E and 28M of the Code of Iowa or any successor laws as same may be amended and supplemented in the future including, but not necessarily limited to, all of the powers set forth in Article IV of the Agreement. The Commission may authorize any officer or officers, agent or agents, to enter into any contract or to execute and deliver any instruction in the name of and on behalf of DART, and such authority may be general or confined to specific instances.

Section 2. Composition of Commission.

- A. Commencing on October 1, 2017, the Commission shall be composed of members appointed as hereinafter provided, or as provided in the Agreement in Article III, Section 2(b).
- B. Initially, there shall be nineteen (19) members of the Commission, but the number of members shall initially be nineteen (19), but may be increased to accommodate future participating communities in accord with Article III, Section 2(b)(3) and Article X of the Agreement.
- C. The appointments of each respective Participating Community will notify DART by November 15th of the name of the selected/appointed Commission Member who will serve for the DART calendar year commencing on January 1st and ending on the subsequent December 31st. The Commission Member shall serve until their term is terminated or until a new Commission Member is selected/appointed by the Mayor of the Participating Community. The selected/appointed Commission Member must be an elected official. The Mayor of each Participating Community shall also select/appoint an alternate. The alternate member may either be an elected official or a non-elected official.
- D. If a new community becomes a Participating Community, at the commencement of the next year, then the Mayor from said newly added Participating Community shall also be allowed to select/appoint a Commission Member and an alternate, and said

Commission Member will have all the authority and power as any other Commission Member.

- E. Should a Participating Community withdraw from DART, the withdrawing Participating Community shall lose its seat on the Commission.

Section 3. Meetings.

- A. The Annual Meeting of the Commission shall be held at the December meeting each year. The officers of DART shall be elected at the Annual Meeting.
- B. Regular meetings of the Commission shall be held at least monthly at the place, day and hour set forth in a schedule of regular meetings for the following year that is approved by the Commission by no later than the last meeting in December of each year. A copy of the agenda and all materials to be considered at the meeting shall be provided electronically to the members of the Commission and to an elected official and/or administrator designated by each Participating Community, at least four (4) days prior to the meeting, or as may otherwise be set forth in these Bylaws.
- C. Special meetings of the Commission, for any purpose or purposes not inconsistent with these Bylaws or the Agreement, may be called by the Chair and shall be called by the Chair at the request of any two Participating Communities. The notice requirements of subsection (a) shall apply to all special meetings.
- D. All meetings of the Commission shall be conducted in compliance with Chapter_21 of the Code or any successor laws, as the same may be amended or supplemented in the future, and in general accordance with Robert's Rules of Order.
- E. The presences of a majority of Commission members shall constitute a quorum. A quorum is required to be present to convene a meeting of the Commission and for the conduct of its business. The Chair shall determine whether a quorum exists, shall cause the names of all members present to be entered into the meeting minutes, and shall call the meeting to order if a quorum exists.

Section 4. Voting.

- A. In the conduct of the Commission's business, each member of the Commission will have one (1) vote, and the majority of those members of the Commission present and voting, if a quorum is established, shall decide such matters, unless a different voting threshold is specifically set forth in the Agreement. Having more than one half (1/2) of the members of the Commission present and voting shall constitute that a quorum is established. No vote shall be taken without a quorum of the members of the Commission.
- B. Certain actions shall require the affirmative votes of at least two-thirds (2/3) of the members of the Commission present at the meeting at which a quorum is established. These actions are:
 - (1) An action to establish, relocate, or discontinue a vehicle route or any portion of a vehicle route;
 - (2) An action to alter the fare schedule applicable to a vehicle route or any portion of a vehicle route; and
 - (3) An action to approve a budget or add a new Participating Community.

- C. The Chair, or in the Chair's absence, the Vice-Chair of the Commission, may vote and participate in discussion, but shall not make or second a motion.
- D. Any Participating Community represented at that meeting may request a population weighted vote on matters regarding: (1) the DART budget, (2) funding, (3) transit service levels, or (4) composition of the Commission, whereupon the vote on that item will automatically be continued to the next regularly scheduled or specially called meeting of the Commission, and notice of the impending population weighted vote will be given in the agenda for that meeting, unless notice of the request for such weighted vote has been given to the Chair of the Commission by the requesting Participating Community at least seven (7) days prior to the date of the scheduled meeting. At such meeting, if a quorum is present, the decision on the question that is the subject of the population weighted vote shall be determined by a vote of at least three-fourths (3/4) of the votes of the members present at such meeting. Each Participating Community shall make its vote during a called weighted vote by and through its elected official member on the Commission from said Participating Community.
- E. In November of each year, the Executive Committee shall review the most recently available census data for each Participating Community, as adopted annually by the Metropolitan Planning Organization, and shall report to the Commission the population of each city that is a Participating Community and the population of each census tract situated within the service area of a county that is a Participating Community. Upon Commission approval of the population data and proportional assignments to Commission representatives, such populations and proportional assignments shall be binding on all Participating Communities. For each 25,000 in population or portion thereof a Participating Community shall be awarded one (1) vote when a population weighted vote of the Commission is called. Where the Participating Community is a county, such population shall be that of the unincorporated portion of the county.

ARTICLE III

OFFICERS

Section 1. Number. The officers of the Commission shall be the Chair, the Vice Chair and the Secretary/Treasurer, each of whom shall be elected by vote of the Commission at the annual meeting of the Commission.

Section 2. Duties of Officers. The duties of the Chair, the Vice-Chair, and the Secretary/Treasurer shall be in accord with those set out in the Agreement in Article III, Section 4, or as otherwise set forth in these Bylaws.

Section 3. Election of Officers. The officers of the Commission shall be elected annually by and from the members of the Commission present at the annual meeting of the Commission. Nominations for the officer positions shall be accepted from the representatives present at that annual meeting. All nominees must receive a second in order to be considered a candidate and voted on for said office.

Section 4. Term/Vacancy. Each office shall be elected for a one (1) year term, with a possible second term available. Each officer shall hold office until his or her successor has been duly elected. Alternates, if any, shall not be eligible to serve as an officer. Each of the officers shall be from different Participating Communities. A vacancy in the office of Chair, Vice-Chair or Secretary/Treasurer shall be filled by the Commission for the unexpired portion of the term.

ARTICLE IV

COMMITTEES

Section 1. Executive Committee. An Executive Committee is hereby established for the purpose of oversight and review of the following:

- A. The Commission's rules and structure;
- B. DART policies;
- C. Financial plan and budget;
- D. Legislative plan;
- E. Government relations and communications strategies;
- F. Take action on behalf of the full board in true emergency situations where full board action is impossible; and
- G. Evaluation and performance of the Chief Executive Officer/General Manager.

Members of the Executive Committee shall consist of the Chair, Vice-Chair, and the Secretary/Treasurer of the Commission.

Section 2. Other Standing Committees. The Commission shall have the authority to establish certain standing committees or as otherwise provided in these Bylaws. The Commission shall determine the makeup and constitution of these committees. If multiple standing committees are established under this Section, then each Commission member shall have the right to sit on at least one (1) of the standing committees before any Commission member could sit on more than one (1) such standing committee, except that the City of Des Moines will be permitted to sit a member on each such standing committee. The designation of such committee(s) shall not operate to relieve the Commission of any responsibility imposed by the Substituted and Restated 28E Agreement for DART or any amendments or supplements thereto. If appropriate, the chairs of any standing committees could be asked to serve on the Executive Committee as liaisons.

Section 3. Other Committees. The Commission may, by resolution, designate two (2) or more of its members to constitute an ad hoc committee or as otherwise authorized by these Bylaws. Such ad hoc committee shall, if authorized by resolution of the Commission, provide advice and recommendations to the Commission.

Section 4. Nominating Committee. A Nominating Committee is established for the purpose of selecting and offering nomination for each office of the Commission at the annual meeting in January. Members of the Nominating Committee shall be appointed by the Chair at a Commission meeting at least three (3) months prior to the annual meeting in January. The Nominating Committee shall be chaired by a representative elected by the other members of the Nominating Committee.

Section 5. Open Meetings. All of the committee meetings shall be open to the public, and notice of the time and place of such committee meetings shall be provided to all Commission Members and any news media which have filed a request for the same. Minutes of such committee meetings shall be kept and provided.

ARTICLE V

INDEMNIFICATION

Section 1. Third Party Actions. DART shall indemnify any person who was or is a party or is threatened to be made a party to any threatened, pending or completed action, suit or proceedings, whether civil, criminal, administrative or investigative (other than an action by or in the right of DART) by reason of the fact that he or she is or was a Commission member, officer, employee or agent of DART, or is or was serving at the request of DART as a Commission member, officer, employee or agent of another entity or enterprise, against all expenses (including attorneys' fees), liabilities, judgments, fines and amounts paid in settlement actually and reasonable incurred by, or imposed upon, him or her in connection with such action, suit or proceeding, except in such cases wherein such person is judged to be liable (1) for misconduct in the performance of his or her duty of loyalty to DART, (2) for acts or omissions not in good faith or which involve intentional misconduct or a knowing violation of the law or (3) for a transaction from which the Commission member, officer, employee or agent derives an improper personal benefit. The termination of any action, suit or proceeding by judgment, order, settlement, conviction or plea of nolo contendere or its equivalent shall not, of itself, create a presumption that the person did not act in good faith and in a manner which he or she reasonably believed to be in, or not opposed to, the best interest of DART, and with respect to any criminal action or proceeding had reasonable cause to believe that his or her conduct was unlawful.

Section 2. Further Provisions. To the extent that a Commission member, officer, employee or agent of DART has been successful on the merits or otherwise in defense of any action, suit or proceeding referred to in Section 1 or in defense of any claim, issue or matter therein, he or she shall be indemnified against expenses (including attorneys' fees) actually and reasonably incurred by him or her in connection therewith. If the Commission member, officer, employee or agent has not been successful on the merits or otherwise in such defense, then any indemnification under Section 1 shall be made by DART only as the indemnification of the Commission member, officer, employee or agent as proper in the circumstances because he or she has met the applicable standard of conduct set forth in Section 1. Such determination shall be made (1) by the Commission by a majority vote of a quorum consisting of Commission members who are not parties to such action, suit or proceedings or (2) if such quorum is not obtainable, or, even if obtainable, a quorum of disinterested Commission members so directs, by independent legal counsel in a written opinion, such counsel to be selected by a majority of the disinterested Commission members even though less than a quorum or, if none, by the Dean of the Drake Law School or, if none, by the Dean of the University of Iowa Law School. Expenses incurred in defending a civil or criminal action, suit or proceeding may be paid by DART in advance of the final disposition of such action, suit or proceeding as authorized in the manner provided in this Section upon receipt of an undertaking by or on behalf of the Commission member, officer, employee or agent to repay such amount unless it shall ultimately be determined that he or she is entitled to be indemnified by DART as authorized in this Article. The indemnification provided by this Article shall not be deemed exclusive of any other rights to which those indemnified may be entitled under any bylaw, agreement, vote of the Commission or disinterested Commission members, or otherwise, both as to acting in his or her official capacity and as to action in another capacity while holding such office and shall continue as to a person who has ceased to be a Commission member, officer, employee or agent and shall inure to the benefit of the heirs, executors and administrators of such person.

Section 3. Insurance. The Commission shall have power to purchase and maintain insurance on behalf of any person who is or was a Commission member, officer, employee or agent of DART, or is or was serving at the request of DART as a Commission member, officer,

employee or agent of another entity against any liability asserted against him or her and incurred by him or her in any such capacity or arising out of his or her status as such, whether or not DART would have the power to indemnify such person against such liability under the provisions of this Section.

ARTICLE VI

AMENDMENTS

These Bylaws may be altered, amended or repealed and new bylaws may be adopted by the Commission upon a two-thirds (2/3) vote of the Commission members present and voting at any regularly scheduled or specially called meeting provided that such bylaws or proposed amendment or repeal of such bylaws was presented in writing at a prior regular meeting of the Commission and provided that notice of the impending vote thereon is contained in the meeting notice and agenda of the meeting at which said vote is taken.

APPROVED AND ADOPTED by the Commission as of the _____ day of _____, 2017.

Secretary/Treasurer



DISCUSSION ITEM



9C: Funding Study Update

Staff Resource: Amanda Wanke, Chief Engagement and Communications Officer

- An update on the Funding Study will be provided at the meeting.



DISCUSSION ITEM



9D: Van Donation Program

Staff Resource: *Amanda Wanke, CECO & Nick Peterson, Business Partnerships Coordinator*

Background:

- The DART Commission approved implementation of the RideShare Van Donation Program at its September 2, 2014 meeting. This would be the fourth year of the program.
- In areas of Greater Des Moines not served by fixed routes, there are pockets of the population with unmet transit needs. This population includes members, clients or other users of the services supplied by many nonprofit organizations and community groups as well as users of services provided by local governments.
- Granting retired RideShare vanpool vehicles to these organizations and to certain governmental agencies would help fulfill these unmet public transportation needs, providing better public transportation within DART's service area in an innovative way and with a pay-it-forward spirit.
- The continuation of the RideShare Van Donation Program would grant up to three passenger vans each year to help non-profit community groups or governmental agencies enhance transportation service in DART's service area. These vans would be ones that had been earmarked for retirement and scheduled for auction.
- The program would be open for application for a 30-day period where the nonprofits will be asked to show community benefit, total number of trips provided if selected, coordination of services currently being provided, and ability of the organization to maintain and use the vehicle. A five-person group of DART employees would review all applications and recommend to the commission the three applicants that best meet the criteria and address a diversity of needs in the community.
- The retired vans in the program value approximately \$6,000 each according to Kelly Blue Book. If the vans were sold instead of donated, the proceeds would be returned to DART's capital 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.
- In 2016 vans were awarded to Genesis Inc., Community Youth Concepts, and ChildServe.
- The RideShare Van Donation Policy is attached.



RIDESHARE VAN DONATION POLICY

Commission Approval Date: September 2, 2014

Purpose:

As public transit in Central Iowa continues to grow, DART is committed to expanding service, connecting more people to more opportunities. However, in areas not yet served by fixed routes, there are pockets of the population with unmet transit needs. This population includes members, clients or other users of the services supplied by many nonprofit organizations and community groups as well as users of services provided by local governments. Granting retired RideShare vanpool vehicles to these organizations and to certain governmental agencies would fulfill many of these unmet public transportation needs, providing better public transportation within DART's service area in an innovative way and with a pay it forward spirit.

Program Rules and Requirements:

- DART will grant up to three vans on an annual basis. These vans will be ones that had been earmarked for retirement and scheduled for auction that year.
- To ensure the program serves public, not private transportation needs, only governmental agencies and nonprofit organization qualifying under 26 USC 501(c)(3) will be eligible to participate.
- Applicants must provide a copy of their 501(c)(3) certification, if applicable.
- Application must clearly designate the primary applicant, who will be named as buyer on vehicle title, if selected as a recipient.
- Only one van will be awarded per agency/organization every two years.
- All grantees should be located in DART's service area and demonstrate that they would provide trips for residents in that area.
- Trips must originate in DART's service area and remain within a 150 mile radius.
- Trips to or from religious worship, devotion or instruction may not be counted to meet the selection criteria. This restriction does not affect the use of the van once an award has been made.
- Grantees may only provide transportation to their clients, members, guests or other similar users. They may not provide transportation to the general public.
- Applicants must certify they have the financial and managerial capacity to insure granted vehicles, if selected as a recipient.



- Applicants must certify they have the financial and managerial capacity to maintain vehicles in good working condition.
- Applicants must track ridership, hours and miles of service and provide a quarterly report to DART for a period of one year following the grant.
- Grantees will certify that the vehicle will not be used for assisting a campaign for election or for promotion or opposition of any ballot measure.
- Grantees are required to sign an agreement with DART which requires them to follow the terms of this policy, to properly maintain the vehicle and to comply with DART's monitoring program. The agreement shall specify that the vehicle is granted "as is" and with no express or implied warranties of any type, that the grantee is responsible for all licensing, permits and insurance, and that the grantee shall sign a hold harmless agreement acceptable to DART.

Selection Criteria and Panel:

The selection panel will consist of three members of DART's staff. The selection process involves review and evaluation using the criteria identified below. In addition to these specific criteria, geographic equity, diversity in population groups served, and previous grant award will be used as balancing factors in making final selections.

<u>CRITERIA:</u>	<u>WEIGHT:</u>
1. Demonstrated Community Benefit	50%
2. Total Number of Trips Provided	20%
3. Clarity and Quality of Application	15%
4. Coordination of Services	10%
5. Ability of Organization to Maintain Service	5%

Selection Criteria

1. Demonstrated Community Benefit

To ensure the benefits to public transportation are both tangible and accountable, applicants will be required to describe the population and area to be served, the purpose of the transportation provided, the type of service they would provide, the extent of vehicle use, how the public transportation needs of the organization are not currently met, and their current methods of transportation.

2. Total Number of Trips Provided

Applicants must clearly define and document the number of trips to be provided annually and where the trips would go. Trips to or from religious worship, devotion or instruction may not be counted in meeting the selection criteria. This restriction does not affect the use of the van once an award has been made.



3. Clarity and Quality of Application

Applications will be rated on content, clarity, presentation and quality of application proposal – based on legibility, completeness, provision of data and clear definition of transportation needs and planned vehicle use.

4. Coordination of Service

Applicants must describe how their current and proposed service coordinates with other transportation services in the area to ensure broad community benefit. Applicants also must describe why existing DART services cannot meet their needs.

5. Ability of Organization to Maintain Service

Applicants must state how the proposed transportation program will be maintained and funded and how the organization will manage the program.



System Summary Performance Report

August 2017

	February 2017	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	August 2016	August % Change FY18	FY18 August YTD	FY17 August YTD	YTD % Change FY18
Fixed Route												
Passengers	343,089	349,959	336,778	360,328	287,355	265,741	553,951	550,448	0.64%	819,692	822,565	(0.35%)
Mobile Ticketing Ridership	0	0	0	0	0	0	263	0	0.00%	263	0	0.00%
OTT Ridership	19,042	19,122	18,938	18,849	19,236	18,154	20,520	21,923	(6.40%)	38,674	41,159	(6.04%)
Unlimited Access Ridership	26,911	28,451	25,857	27,407	27,011	23,968	28,637	29,621	(3.32%)	52,605	55,093	(4.52%)
Bike Rack Usage	3,154	3,740	3,690	9,324	5,995	6,160	7,131	6,529	9.22%	13,291	12,215	8.81%
Passengers Per Revenue Hour	20.4	18.2	19.3	20.2	15.8	15.4	24.7	24.2	2.11%	20.7	20.7	(0.09%)
Average Passenger Trip Length	4.36	4.38	4.37	4.34	4.42	4.87	4.67	2.57	82.04%	4.74	3.20	48.27%
Complaints Per 100,000 Passengers	11.95	13.14	12.77	11.38	11.48	12.42	14.26	10.36	37.72%	13.66	12.40	10.19%
Commendations Per 100,000 Passengers	2.62	4.29	1.48	1.39	3.13	3.39	1.62	1.45	11.79%	2.20	1.82	20.42%
On-Time Performance	82.95%	84.59%	83.33%	82.02%	81.70%	82.08%	77.29%	80.71%	(4.23%)	79.55%	83.01%	(4.17%)
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.15	1.69	0.74	2.17	2.90	0.38	1.38	0.58	138.49%	0.96	1.00	(3.31%)
Non-Preventable/100,000 Miles	2.30	2.70	1.85	0.72	2.17	2.30	3.31	1.45	128.96%	2.89	1.99	45.04%
Maintenance:												
Total Service Miles	261,064.9	296,558.8	270,068.3	276,516.0	276,137.8	260,372.8	362,037.4	345,381.6	4.82%	622,410.2	601,830.6	3.42%
Roadcalls/100,000 Miles	37.54	39.79	31.84	43.40	31.51	44.55	31.21	33.88	(7.86%)	36.79	38.88	(5.37%)
Active Vehicles In Fleet	127	127	127	124	126	126	123	123	0.00%	125	125	0.00%
Paratransit												
Passengers	8,981	9,913	8,813	9,460	9,233	8,320	9,435	10,134	(6.90%)	17,755	19,037	(6.73%)
Passengers Per Revenue Hour	2.6	2.5	2.4	2.4	2.4	2.4	2.5	2.6	(4.12%)	2.5	2.6	(6.09%)
Average Passenger Trip Length	8.88	8.89	8.87	8.88	8.88	8.42	8.43	8.90	(5.19%)	8.43	8.88	(5.05%)
Complaints Per 100,000 Passengers	11.13	90.79	147.51	179.70	64.98	120.19	84.79	29.60	186.42%	101.38	36.77	175.71%
Commendations Per 100,000 Passengers	0.00	0.00	34.04	0.00	10.83	24.04	10.60	0.00	0.00%	16.90	0.00	0.00%
On-Time Performance	92.28%	81.43%	83.21%	83.01%	85.82%	86.50%	87.25%	93.15%	(6.34%)	86.90%	93.20%	(6.76%)
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.48	2.55	0.00	5.04	1.28	1.37	0.00	1.30	(100.00%)	0.69	2.07	(66.76%)
Non-Preventable/100,000 Miles	0.00	1.27	1.35	0.00	2.57	1.37	1.38	1.30	6.50%	1.38	2.76	(50.15%)
Maintenance:												
Total Service Miles	67,641.1	78,519.2	73,948.9	79,345.4	77,859.2	73,075.5	72,383.6	77,089.1	(6.10%)	145,459.1	145,029.6	0.30%
Roadcalls/100,000 Miles	4.44	10.19	12.17	13.86	14.13	4.11	11.05	6.49	70.40%	7.56	10.34	(26.88%)
Active Vehicles In Fleet	22	22	22	22	25	25	23	22	4.55%	24	23	6.67%
Rideshare												
Passengers	15,643	18,108	15,182	19,782	19,195	16,083	19,429	17,450	11.34%	35,512	31,845	11.52%
Passengers Per Revenue Hour	5.5	5.4	5.4	6.1	5.5	5.1	5.5	5.5	(1.53%)	5.3	4.9	7.47%
Rideshare Customers	600	564	564	646	614	630	633	566	11.84%	632	562	12.37%
Rideshare Vans In Circulation	86	86	85	94	95	95	95	85	11.76%	95	85	12.43%
Average Passenger Trip Length	39.82	39.22	39.44	38.90	38.66	39.17	38.76	40.33	(3.91%)	38.94	40.26	(3.28%)
Complaints Per 100,000 Passengers	0.00	0.00	0.00	0.00	0.00	12.44	0.00	0.00	0.00%	5.63	0.00	0.00%
Commendations Per 100,000 Passengers	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.00	0.00	0.00%
Maintenance:												
Total Service Miles	129,841.0	150,797.1	130,953.9	159,248.0	157,781.0	139,814.0	166,241.0	147,973.1	12.35%	306,055.0	273,803.1	11.78%
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	105	108	108	127	109	109	109	108	0.93%	109	108	0.93%
System Total												
Farebox Recovery Ratio	27.33%	24.72%	25.48%	23.67%	17.16%	17.62%	25.88%	28.01%	(7.60%)	21.98%	24.01%	(8.45%)



System Performance Ridership Report

August 2017

	February 2017	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	August 2016	August % Change FY18	FY18 August YTD	FY17 August YTD	YTD % Change FY18
Fixed Route	343,089	349,959	336,778	360,328	287,355	265,741	553,951	550,448	0.64%	819,692	822,565	(0.35%)
1. Local:												
#1 - Fairgrounds	17,689	17,221	17,547	19,470	13,540	13,061	247,018	250,887	(1.54%)	260,079	264,613	(1.71%)
#3 - University	30,386	31,905	30,264	31,467	30,326	28,515	31,544	34,896	(9.61%)	60,059	66,564	(9.77%)
#4 - E. 14th	17,072	17,468	16,573	16,953	15,337	14,049	16,408	15,529	5.66%	30,457	30,596	(0.45%)
#5 - Franklin Ave	7,971	8,393	7,815	9,554	6,574	5,090	7,164	7,124	0.56%	12,254	12,112	1.17%
#6 - Indianola Ave	28,524	28,873	28,877	30,208	21,306	19,925	25,743	26,537	(2.99%)	45,668	49,816	(8.33%)
#7 - SW 9th St	35,391	35,745	34,273	37,387	27,392	24,519	30,814	28,616	7.68%	55,333	52,902	4.60%
#8 - Fleur Dr	5,193	5,176	5,618	5,863	2,393	2,169	3,831	2,987	28.26%	6,000	4,521	32.71%
#10 - East University	2,889	3,201	3,140	3,468	2,320	1,933	2,902	0	0.00%	4,835	0	0.00%
#11 - Ingersoll Ave	1,824	2,133	1,978	2,009	2,151	1,594	2,031	2,582	(21.34%)	3,625	4,715	(23.12%)
#13 - Evergreen/SE Park Ave	7,291	5,931	6,788	7,332	738	623	3,134	2,656	18.00%	3,757	3,083	21.86%
#14 - Beaver Ave	20,595	21,265	20,472	21,639	15,335	13,847	17,994	16,182	11.20%	31,841	28,757	10.72%
#15 - 6th Ave	23,826	23,466	23,682	25,472	18,847	17,834	21,919	21,347	2.68%	39,753	38,696	2.73%
#16 - Douglas Ave	37,262	37,931	35,961	38,630	27,678	25,212	31,295	31,473	(0.57%)	56,507	57,547	(1.81%)
#17 - Hubbell Ave	22,509	21,914	21,985	22,987	22,344	20,920	33,338	28,868	2.06%	44,258	43,281	2.26%
#52 - Valley West/Jordan Creek	12,927	14,322	12,365	14,423	13,650	12,939	14,751	15,035	(1.89%)	27,690	28,833	(3.96%)
#60 - Ingersoll/University	31,610	31,869	31,139	33,454	28,898	26,097	31,189	29,351	6.26%	57,286	55,890	2.50%
2. Shuttle:												
Dline	13,871	14,823	14,119	14,299	13,828	15,017	16,149	14,037	15.05%	31,166	28,267	10.26%
Link Shuttle	966	904	787	1,057	1,028	771	714	1,152	(38.02%)	1,485	2,120	(29.95%)
3. Express:												
#91 - Merle Hay Express	1,210	1,250	1,197	1,267	1,280	1,065	1,371	1,002	36.83%	2,436	1,788	36.24%
#92 - Hickman Express	2,413	2,596	2,285	2,375	2,044	1,673	2,373	2,831	(16.18%)	4,046	5,278	(23.34%)
#93 - NW 86th Express	3,189	3,229	3,095	3,139	2,826	2,595	3,112	3,607	(13.72%)	5,707	6,750	(15.45%)
#94 - Westtown	1,182	1,262	976	993	1,068	1,041	1,265	1,436	(11.91%)	2,306	2,630	(12.32%)
#95 - Vista	1,327	1,603	1,274	1,395	1,344	1,144	1,308	1,707	(23.37%)	2,452	3,220	(23.85%)
#96 - E.P. True	2,257	2,552	2,055	2,267	2,346	2,190	2,500	2,303	8.55%	4,690	4,393	6.76%
#98 - Ankeny	7,061	8,066	6,645	6,786	6,422	5,667	6,799	7,229	(5.95%)	12,466	12,977	(3.94%)
#99 - Altoona	1,757	1,776	1,508	1,628	1,557	1,430	1,582	1,648	(4.00%)	3,012	2,933	2.69%
4. Flex:												
#72 Flex: West Des Moines/Clive	3,610	3,818	3,485	3,769	3,663	3,864	4,502	3,845	17.09%	8,366	7,243	15.50%
#73 Flex: Urbandale/Windsor Heights	213	188	180	206	198	182	213	237	(10.13%)	395	474	(16.67%)
#74 Flex: NW Urbandale	508	613	447	534	570	538	677	578	17.13%	1,215	1,006	20.78%
5. On Call:												
On-Call: Ankeny	185	226	114	130	133	77	113	231	(51.08%)	190	453	(58.06%)
On-Call: Johnston/Grimes	196	107	97	131	127	104	134	276	(51.45%)	238	485	(50.93%)
On-Call: Regional	185	133	37	36	92	56	64	259	(75.29%)	120	622	(80.71%)
Paratransit	8,981	9,913	8,813	9,460	9,233	8,320	9,435	10,134	(6.90%)	17,755	19,037	(6.73%)
Cab	842	888	818	793	799	717	795	875	(9.14%)	1,512	1,610	(6.09%)
Bus/Van	8,139	9,025	7,995	8,667	8,434	7,603	8,640	9,259	(6.69%)	16,243	17,427	(6.79%)
Rideshare	15,643	18,108	15,182	19,782	19,195	16,083	19,429	17,450	11.34%	35,512	31,845	11.52%
Total Ridership	367,713	377,980	360,773	389,570	315,783	290,144	582,815	578,032	0.83%	872,959	873,447	(0.06%)



MONTHLY REPORT



10A: Operations

Staff Resources: Tim Sanderson, Chief Operating Officer

- The Operations Team is preparing to start the new Route 17 service to the new Altoona Outlet Mall. In order to assist Operators with the new routing, the Training Department held a number of on-site orientation sessions and displayed a video recording of the new route in the Operations lounge. We are excited and prepared for this new service!
- On September 30, DART staff from all departments campaigned every bus stop in the system in order to replace decals indicating the new SMS number. While undertaking the project, we were able to inspect the condition of these stops and correct any deficiencies.



10B: Engagement Team Report

Staff Resources: Amanda Wanke, Chief Engagement and Communications Officer

Engagement

Funding Analysis: HNTB was in Des Moines on Thursday, September 6, for the second in a series of three workshops at the Greater Des Moines Partnership. The purpose of the meeting was to present findings on DART's existing financial outlook and develop scenarios for the future of DART service and funding. Following the feedback at that meeting, HNTB is further refining the scenarios to be presented at the next workshop on October 5.

Deer Ridge Service Identification: Staff are working with the Deer Ridge apartment complex, USCRI, AMOS, and other organizations to survey Deer Ridge residents about their transit needs throughout the month of September. The results will be used to analyze various transit options that will meet the needs of those in the area. The findings and suggested next steps will be shared with the Commission later in 2017.

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

October Service Change: DART's Communications Coordinator led efforts to communicate to riders changes to DART's service taking effect on Oct. 1. The information was shared through targeted rider emails, social media posts, on signage in DART Central Station and through audio and scrolling text messages on DART buses.

No and Low Emissions Grant: DART was notified by Iowa's Third District Representative David Young that it was the recipient of a \$1.45 million Low and No Emissions Grant through the FTA in Sept. DART Communications staff worked to co-promote news of the grant on social media, through DART's website and the press release coordinated with Representative Young's staff.

MyDART App Pilot: Approx. 45 riders, potential riders, TRAC members and DART employees participated in a 3-week pilot of the MyDART app. Staff communicated with pilot participants on a weekly basis, providing suggested tasks and items to test within the app. Feedback was collected throughout the pilot and through a survey at the end of the 3-week pilot period. All but one participant indicated they were satisfied or very satisfied with the app.

MyDART App Promotion: Staff developed a marketing plan for promoting the MyDART app including several tactics for paid, earned and owned media. The campaign will focus on the convenience of a new way to pay: never losing your bus pass, not needing cash to ride, and using the new daily pass and rolling period passes, to name a few. The team is preparing to launch all marketing tactics on Monday, Oct. 16 when the app is made available in app stores. Tactics include bus advertising, bus audio, social media messages, website materials, media outreach, email communication and DART Central Station signage. DART employees will also staff a table that day at DART Central Station to show riders how to download and use the app. Prior to the launch, there will be MyDART teaser advertising to grow excitement about MyDART.

Transit Impact Report: The marketing team developed a Transit Impact Report with direction from the leadership team. The full report will be distributed in October to elected officials in all DART member communities and key stakeholders. A shortened version of the report will be

MONTHLY REPORT
10B: Engagement



inserted in the *Business Record's* transportation issue on Oct. 20, directing readers to view the full report on DART's website.

Business Development: DART's business development coordinator worked with the Des Moines Bicycle Collective to implement their Unlimited Access membership in September, and continues to work on Unlimited Access contracts with businesses along Route 4 to identify revenue for extending the service to NE 58th Street.

Brand narrative: DART is working with its external partners, Flynn Wright and DDC, to develop a brand narrative that will support the organization's strategic goals of increasing ridership and increasing public support for transit. Two value statements have been developed that will be used to conduct informal message testing in November.

Marketing Analytics Report

Metric	March 2017	April 2017	May 2017	June 2017	July 2017	August 2017	August 2016	% Change Year Prior
Website Unique Visitors	32,881	29,987	34,677	32,990	30,934	38,943	41,167	-33.08%
Facebook Likes	2,712	2,728	2,748	2,801	2,844	2,927	2,373	16.56%
Twitter Followers	1,866	1,888	1,903	1,912	1,934	1,953	1,797	7.08%
Email Subscribers	4,660	4,870	4,880	4,890	4,930	4,940	3,590	27.18%
Trip Plans	8,724	7,248	7,260	8,080	6,852	9,678	12,192	-77.93%
Next Bus	3,282	2,975	3,037	3,022	2,846	3,618	2,320	18.48%
Schedules	1,690	1,740	1,960	2,625	2,155	3,481	2,237	-3.81%
RideTime App	36,145	33,208	35,936	33,705	31,530	36,643	24,664	21.78%
SMS Text Messaging	68,687	64,436	69,153	59,740	55,761	65,834	55,731	0.05%
IVR	8,178	7,853	8,992	6,852	8,457	10,180	10,408	-23.07%

Community and Customer Relations

August 2017 Website Communication and Messages:

- Contact/Feedback Form – 48
- Bus Stop/Shelter Requests - 0
- Voicemails – 216, voicemails requiring response – 19

Total Calls for August 2017:

- Schedule Information –5966
- Paratransit - 4030
- Spanish Line – 49
- Receptionist – 481
- RideShare – 185



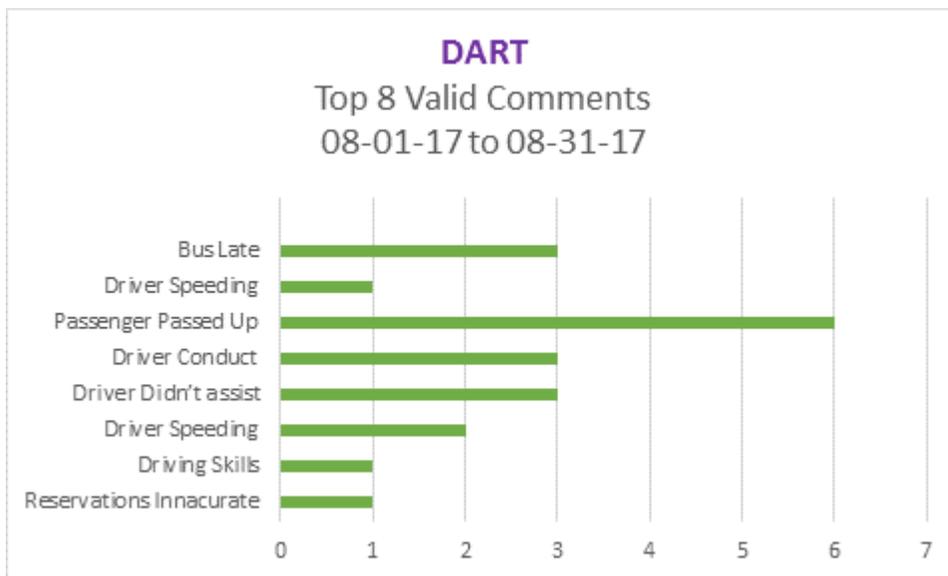
**MONTHLY REPORT
10B: Engagement**

Mobility Coordination

August 2017 Activities

- DART How to Ride (8)
- 2 Refugee Ten Toes How to Ride trainings (5) woman
- How to Ride Fort DSM (93)
- How to Ride Mainstream Living (17)
- How to Ride House of Mercy (7)
- How to Ride VNS Healthy Start Empowerment Women's Group (43)
- How to Ride Vocational Rehab Career Readiness Training (23)
- Bernie Lorenz How to Ride (6)
- How to Ride AHEPA 192 Senior Living (12)
- Fresh Start Women's Facility How to Ride (7)
- How to Ride at 8 Middle Schools for Incoming 6th Graders (1226)

Top 8 Valid Complaints (per 100,000 passengers) as of August 31, 2017



RideShare

August 2017

- Participated in EMC grab and go event.
- Participated in the NAACP Job Fair, promoting RideShare to employers and employees.
- Finalized the disposal of 15 retired RideShare vehicles
- Emailed out the rider recruitment toolkit to existing riders and implemented marketing initiatives to increase ridership on existing vans.

Planning

Schedule Analysis: Staff are working with Transportation, Management & Design (TMD) to do a review of DART's bus schedules in order to identify opportunities to increase ridership and customer satisfaction through schedule changes, as well as opportunities for efficiencies. The

MONTHLY REPORT
10B: Engagement



process will take several months. Recommendations will likely be brought to the Commission in late 2017 or early 2018.

October Service Change: Staff implemented the extension of the Route 17 to the new Outlets of Des Moines in Altoona, the changes to the Routes 91 and 5 approved by the Commission in August, changes to the Link route, and a few other minor changes in service.



MONTHLY REPORT



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

Upcoming Procurements:

Concrete Repair and Replacement – DART is seeking a qualified contractor or contractors to repair and replace concrete sidewalks, curbs, parking and drive ways located at DART's Operations and Maintenance Facility at 1100 DART Way.

- o Zone 1: Side walk repair
- o Zone 2: Front drive and visitor parking
- o Zone 3: Employee parking lot

Request for Quotes to be published during the week of September 25 – 29, 2017

Contracts and Task Orders Approved Recently:

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

- Service Efficiency and Scheduling Review and Analysis – Review the following areas: bargaining unit agreements, ridership data, run-cuts, on-time performance, and service statistics reports. The review will assess service inefficiencies, opportunities to optimize service, appropriate timepoint placement, headways, etc.
 - o Task order was approved for the Amount Not to Exceed \$40,720

Future Procurements:

- | | |
|--|---|
| • Mystery Shopper Services | • Printing Services |
| • Bus Shelters | • Bus Wash |
| • 5 Medium Duty Buses (4 Paratransit, 1 On Call) | • Data Management System (TransTrack) Maintenance Extension |
| • Employment Services | • Financial Audit Services |



MONTHLY REPORT



10D: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **No and Low Emissions Grant:** DART was notified that we were a recipient of a \$1.45 million Low and No Emissions Grant through the FTA. DART is very appreciate of the community support we received from the regarding the opportunity. A special thanks is warranted to Congressman Young for reaching out the Secretary of Transportation on DART's submission, MidAmerican Energy for funding the local match for the grant and to the DART staff that prepared the grant.
- **DART Commission Orientation:** Staff held four DART orientation sessions in September to better prepare the new DART Commissioners and Alternates for their new role. Nearly all of the new Commissioners and alternates were able to attend one of the sessions. In addition to the orientation sessions, I also met with nearly all of the new commissioners and alternates to discuss DART and provide relevant organizational documents.
- **American Bus Benchmarking Annual Meeting:** Jamie Schug, Tim Sanderson and myself attended the American Bus Benchmarking Annual Meeting in Dayton, OH the last week of September. We learned about the initiatives at other transit agencies as well as a review of the most recent benchmarking data. DART continues to benchmark favorably on the KPI's presented.



FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

November 7, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • DART Bylaws • Polk County/Metro Area Mutual Aid Agreement 	<ul style="list-style-type: none"> • Funding Study • 2018 State Legislative Agenda • DART Budget Calendar • Quarterly Safety Report • Quarterly Investment Report
December 5, 2017 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Medium-Duty Bus Purchase 	<ul style="list-style-type: none"> • FY 2019 DART Budget
January 2018	
Action Items	Information Items
	<ul style="list-style-type: none"> • FY 2019 DART Budget



COMMISSIONER ITEM



12A: Nominating Committee Appointments

Staff Resource: Elizabeth Presutti, Chief Executive Officer

Rules Relating to Nominating Committee Appointment:

- The Chair, Vice-Chair and Secretary/Treasurer elected by the Commission in June of 2016 shall serve as the Chair, Vice-Chair and Secretary/Treasurer of the Commission under this Agreement until their successors are elected under the restructured new Commission. Initial officers elected by the newly constituted Commission shall remain in position through December 31, 2018.
- The Nominating Committee is charged with selecting and offering nominations for each office of the Commission (i.e., Chair, Vice-Chair and Secretary/Treasurer).
- The chair of the Nominating Committee shall be selected by the current chair of the DART Commission.
- Nominations for each office of the Commission will also be accepted from any Commissioner present at the meeting where the new officers are elected.

Nominating Committee Appointment and Proposed Schedule:

- The Nominating Committee shall meet and be prepared to make nominations at the November 2017 DART Commission meeting.



COMMISSIONER ITEM



12B: 2018 DART Commission Meeting Dates and Times

Staff Resource: Vicky Barr, Executive Coordinator & Commission Clerk

- The proposed 2018 DART Commission Meeting dates and times are as follows:

Commission Meeting Dates for 2018:

- January 9 at noon
- February 6 at noon
- March 6 at noon
- April 3 at noon
- May 1 at noon
- June 5 at noon
- July 10 at noon
- August 7 at noon
- September 4 at noon
- October 2 at noon
- November 6 at noon
- December 4 at noon