



**NOTICE OF COMMISSION MEETING AND AGENDA**  
**DES MOINES AREA REGIONAL TRANSIT AUTHORITY**  
**DART MULTIMODAL ROOM, 620 CHERRY STREET**  
**DECEMBER 5, 2017 – 12:00 PM**

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	Page #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF DECEMBER 5, 2017 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. TRANSIT RIDERS ADVISORY COMMITTEE UPDATE	
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12. COMMISSIONER ITEMS	
13. NEXT MEETING: Regular DART Meeting - <b>Tuesday, January 9, 2018 – 12:00 P.M.</b>	
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  
NOVEMBER 7, 2017**



**ROLL CALL**

Commissioners Present: Vern Willey, Gary Lorenz, Doug Elrod, Michael McCoy, Frank Cownie, Mike Backous, Jeremy Hamp, Paula Dierenfeld, Jon Woods, Sara Kurovski, Angela Connolly, Tom Gayman and Steve Gaer

Commissioners Absent: John Hathaway, Ruth Randleman, Michael Just, Jason Morse, Gerald Lane and Zac Bales-Henry

Alternates Present: Andy Lent, Kyle Michel and Joseph Jones

**CALL TO ORDER**

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

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

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

It was moved by Mr. Willey and seconded Mr. Jones to approve the November 7, 2017 agenda. The motion carried unanimously.

**PUBLIC COMMENT**

No Comments.

**CONSENT ITEMS**

6A – Commission Meeting Minutes – October 3, 2017

6B – FY 2022 Surface Transportation Block Grant (STBG)

6C – Des Moines Area Metropolitan Planning Organization Memorandum of Understanding

It was moved by Mr. Gaer and seconded by Mr. Cownie to approve the consent items as presented. The motion carried unanimously.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – NOVEMBER 7, 2017**



**ACTION ITEMS**

**7A – Restated DART Commission Bylaws**

A draft of the Restated DART Commission Bylaws was presented to the DART Commission at the October 3, 2017 meeting. At that meeting the Commission requested that 2 at-large positions be added to the Executive Committee. One of those seats would be permanently filled by the City of Des Moines representative if they are not nominated to an officer position.

It was moved by Ms. Connolly and seconded by Mr. Gaer to approve the Restated DART Commission Bylaws as presented. The motion carried unanimously.

**7B - September 2017 Financials**

Amber Dakan, Finance Manager, provided a presentation on the September 2017 Financials. Fixed Route Operating revenue is 14.63% over budget projections. Operations expenses are 4.1% below budget projections year to date.

Paratransit Operating revenue is 13.8% lower than budget expectations. Operating expenses are currently showing budget savings of 10.9%

Rideshare revenues were 10.76% below budget. Operating expenses are below budgetary expectations by 23.7%.

It was moved by Mr. Hamp and seconded by Mr. Gaer to approve the September 2017 Financials. The motion carried unanimously.

**DISCUSSION ITEMS**

**8A – Funding Study Update**

Ms. Amanda Wanke, Chief Engagement and Communications Officer updated the Commission sharing a PowerPoint of the final report from the Greater Des Moines Transit Funding Study by HNTB showing information and feedback including suggested funding sources for the future. A hard copy of report was handed out at the meeting.

**8B – DART Budget Process**

Ms. Jamie Schug, Chief Financial Officer presented DART's upcoming FY19 Budget Process, including brief information on how the budget process has been done in the past.

As a follow up to the information shared, the Commission requested the presentation be emailed after the meeting and at the December meeting to share additional information on revenue expenses by route with a 3-5-year history and unlimited access partnerships.

The Commission agreed for DART staff to work on the FY2019 budget maintaining existing service levels and proceed with the typical budget process, keeping in mind that discussion and information will need to be provided to the Commission at the December meeting to allow for continual discussions to occur.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – NOVEMBER 7, 2017**



8C – Quarterly Investment Report

Ms. Amber Dakan, Finance Manager briefly shared the Quarterly Investment Results since DART's investment of reserve dollars in April, 2016.

8D - Quarterly Safety Report

Mr. Pat Daly, Operations Safety Manager, gave an overview about the DART safety program and reviewed the Quarterly Safety report.

8E - Performance Report – August 2017

Elizabeth Presutti, Chief Executive Officer, reviewed the Performance Report for September, 2017. Overall DART Ridership is down less than one percent. There was one less week day in the month of September compared to last September which accounts of a difference of about 12,000 rides.

**MONTHLY REPORTS**

9A – Operations

Tim Sanderson, Chief Operations Officer shared recent developments regarding AmeriHealth Caritas pulling out of the Iowa market, effective November 30, 2017. AmeriHealth represents 30% of Paratransit Ridership. We have opportunities to capture more trips that we are not currently receiving and there maybe opportunities to streamline our processes. Our goal will be to make sure that transportation needs are being met throughout this transition.

9B – Engagement

Amanda Wanke, Chief Engagement Officer updated the Commission on the recently launched MyDart App. Since its launch date three weeks ago, we have had almost 1200 downloads and 2500 passes sold.

9C – Procurement

No Update

9D - Chief Executive Officer

No Update

**FUTURE AGENDA ITEMS**

None

DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – NOVEMBER 7, 2017



**COMMISSIONER ITEMS**

11A – DART Commission Officer Election

Elizabeth Presutti, Chief Executive Officer, presented the proposed Officer slate in accordance with the substituted and restated DART 28E agreement that commenced on October 1, 2017 and the proposed Restated Bylaws.

The Nominating Committee, which consisted of Commissioners Cownie (Chair), Gaer and Dierenfeld, have nominated the following Commissioners as officers starting immediately, through the end of calendar year 2018:

- o Chair -- Tom Gayman
- o Vice Chair -- Paula Dierenfeld
- o Secretary/Treasurer -- Sara Kurovski
- o At-Large -- Frank Cownie
- o At-Large -- Angela Connolly

It was moved by Mr. Willey and seconded by Mr. Gaer to approve the slate of officers as presented. The motion carried unanimously.

**FUTURE 2017 MEETING DATES:**

December 5 and January 9

Mr. Gayman adjourned the meeting at 1:24 p.m.

\_\_\_\_\_  
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 December 5, 2017 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



## CONSENT ITEM



7B: Signature Stamp Policy

Action: Approve the Signature Stamp Policy

Staff Resource: *Amber Dakan, Finance Manager*  
*Jamie Schug, Chief Financial Officer*

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### **Background:**

- DART is proposing a formal policy to match with current internal Accounts Payable processes.
- Currently, it is required that a physical signature or a signature stamp be used on checks. When the sum of a check is greater than or equal to fifty thousand dollars (\$50,000), DART policy requires a dual signature of the CEO and the DART Commission Treasurer.
- The proposed policy states that the Finance Department may only utilize the use of a signature stamp to endorse checks on behalf of the CEO upon approval from the individual holding that position. The most likely scenario for this to occur would be if the CEO were traveling and out of office.
- The proposed policy states that the Finance Department may only utilize the use of a signature stamp to endorse checks on behalf of the Treasurer upon receiving approval from the Treasurer on the correlating invoices sent for review. The Treasurer will reserve the right to physically sign any check should they prefer.
- The above two instances are the only time when a signature stamp is authorized to be used in lieu of a physical signature.

### **Recommendation:**

- Approve the Signature Stamp Policy



# Signature Stamp Policy



Scope:	All Employees
Responsible Department:	Finance
Effective Date:	December 1, 2017
Approved By:	DART Commission

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## Purpose

The purpose of this Policy is to ensure that the application of signature stamps is undertaken with good business practices.

## Policy

Signature stamps may be used in lieu of an original signature in accordance with the following Accounts Payable procedures and guidelines.

- Physical check signing or signature stamp signing for the CEO - The Chief Executive Officer has the discretion to approve the use of his/her signature stamp to endorse checks should he/she see fit. Business cases that may require this process include but are not limited to instances of Personal Time Off as well as circumstances of unavailability during periods of heavy business travel. The approval of such signature stamp should be given in writing (paper or electronic) and kept for backup.
- Physical check signing or signature stamp signing for the Treasurer - When the sum of a check is greater than or equal to fifty thousand dollars (\$50,000), DART policy requires a dual signature of the CEO and Commission Treasurer on the payment. The Commission Treasurer will be sent the correlating invoices for review, approval, and signature (physical or electronic). Upon approval of such invoices, the Accounts Payable team is authorized to use the Commission Treasurer's signature stamp on the face of the check. The Commission Treasurer reserves the right to physically sign the check should he/she prefer at any time.

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## REVISION LOG:

1. DATE: November 2017



## ACTION ITEM



**8A:** FY 2017 Audited Financial Statements

**Action:** Accept the FY 2017 Audited Financial Statements

*Staff Resource: Jamie Schug, Chief Financial Officer*

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**Background:**

- Jodi Dobson, Partner with Baker Tilly Virchow Krause, LLP, DART's auditor, will summarize the findings and recommendations as part of their completed FY 2017 Annual Audit.
- The 28M Agreement creating the Regional Transit Authority requires such an annual audit be conducted per Iowa State Law. Additionally, the Federal Transit Administration requires such an audit.

**Recommendation:**

- Accept the FY 2017 Audited Financial Statements.



## ACTION ITEM



**8B: Van Donation Program Recipients Recommendation**

**Action: Approve the donation of three retired RideShare vans in accordance with the Van Donation Program**

**Staff Resource:** *Brandon Pollard, RideShare Specialist*

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### **Background:**

- The DART Commission approved implementation of the RideShare Van Donation Program at their September 2, 2014 meeting. This is the fourth year of the program.
- This annual program provides up to three passenger vans to eligible non-profit organizations and governmental agencies to enhance transportation service provided within DART's service area.
- Vans were awarded to the following agencies in the prior years of the program:
  - 2014 - Iowa Homeless Youth Centers, Oakridge Neighborhood Services, and YESS
  - 2015 - ArtForce Iowa, CISS, and USCRI
  - 2016 - Genesis Inc., Community Youth Concepts, and ChildServe Community Options

### **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.
- Twelve applications were received:
  - Latinas/Latinos Al Exito
  - Central Iowa Shelters & Services
  - Children and Family Urban Movement
  - Eyerly Ball Community Mental Health Services
  - Goodwill of Central Iowa
  - Helping Our Veterans with Everyday Living
  - Junior United FC Sports Foundation
  - Metro Waste Authority
  - Oakridge Neighborhood Services
  - Revival Center Outreach Ministries
  - Senior Care of Iowa
  - St Vincent de Paul
- All agencies submitted copies of their 501(c)(3) documentation.
- The selection panel consisted of Amanda Wanke, Chief External Affairs Officer; Alison Walding, Customer Experience Manager; Brandon Pollard, RideShare Specialist; Mike



## **ACTION ITEM**

### **8B: Van Donation Recommendation**

Tiedens, Procurement Manager; Mia Brunelli, Operations Instructor; and Nick Peterson, Business Partnerships Coordinator.

- After evaluating the applications Latinas/Latinos Al Exito, Eyerly Ball Community Mental Health Services, and Helping Our Veterans with Everyday Living scored the highest.

#### **Recommendation:**

- Approve donation of three (3) retired RideShare vehicles to Latinas/Latinos Al Exito, Eyerly Ball Community Mental Health Services, and Helping Our Veterans with Everyday Living 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



**8C: February 2018 Service Changes**

**Approval of February 2018 service changes:**

**Action:**

- Expansion of the Route 4 – East 14th Street further north, along with adding additional trips, to serve Dee Zee Manufacturing.
- Restore Route 1 – Fairgrounds and Route 4 – East 14th Street to Grand Avenue with the opening of the bridge.
- Schedule and possible minor route modifications to the Route 5 – Franklin Ave/Johnston in order to continue to improve the route and respond to feedback from the community.
- Other minor changes to stops and schedules to improve service.

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

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**Background:**

- DART typically conducts three service changes a year in order to make any necessary route and/or schedule changes to continue to improve service for its customers along with allowing operators to change work assignments. These service changes are held in February, June and August.
- The changes being proposed for the February 2018 service change include one major route and service schedule expansion on Route 4 – East 14<sup>th</sup> Street along with several other smaller modifications. Staff will be presenting the changes in detail to the Commission at the December meeting.

**Expansion of Route 4 – East 14<sup>th</sup> Street:**

- DART has been approached by several businesses looking for additional service in northern Des Moines. These businesses are near the current Route 4 and include DeeZee Manufacturing, A+ Lawn and Landscape, and the Animal Rescue League.
- In September 2017, the DART Commission approved staff moving forward in good faith with working the businesses to establish Unlimited Access agreements where the revenue could be used for additional service to meet the needs of the businesses.
- Staff has been working with DeeZee Manufacturing over the past few months to negotiate an Unlimited Access agreement that is contingent on DART extending the Route 4 trips that terminate at the Polk County Jail further north and adding one additional trip on the extended route.
- The revenue from the DeeZee Manufacturing Unlimited Access agreement will cover the cost of the service improvements should they be approved.



## ACTION ITEM

### 8C: Van Donation Recommendation

#### Other Schedule and Route Adjustments:

- Restore Route 1 – Fairgrounds and Route 4 – East 14<sup>th</sup> Street to Grand Avenue with the opening of the bridge. They were previously detoured off of Grand Avenue while the bridge was being rebuilt.
- Schedule and possible minor route modifications to the Route 5 – Franklin Ave/Johnston in order to continue to improve the route and respond to feedback from the community.
  - The Commission previously authorized the extension of the Route 5 further north in Johnston in early October, along with the elimination of the Route 91, in order to better meet the needs of the growing Johnston community and improve efficiency along the route.
  - The City of Johnston and DART staff are holding a public meeting on Nov. 29, and the recommended changes will be finalized following that meeting and shared in detail at the Dec. 5 Commission meeting.
- Other minor changes to stops and schedules to improve service.

#### Recommendation: Approval of the February 2018 service change that includes :

- Expansion of the Route 4 – East 14<sup>th</sup> Street further north, along with adding additional trips, to serve Dee Zee Manufacturing. An Unlimited Access agreement with Dee Zee will be executed to provide revenue for this service while also allowing the company's employees to ride at no personal cost to them.
- Restore Route 1 – Fairgrounds and Route 4 – East 14<sup>th</sup> Street to Grand Avenue with the opening of the bridge.
- Schedule and possible minor route modifications to the Route 5 in order to continue to improve the route and respond to feedback from the community.
- Other minor changes to stops and schedules to improve service.



## ACTION ITEM



**8D: October FY2018 Consolidated Financial Report**

**Action: Approve the October FY2018 Consolidated Financial Report**

**Staff Resource: Amber Dakan, Finance Manager**

### Year-to-Date Budget Highlights:

#### Revenue:

- Fixed Route Operating revenue is 6.76% over budget projections. Other Contracted Services continues to be the primary driver.
- Fixed Route Non-Operating revenue is currently 1.33% over budget. This is largely attributed to State Contracts and Municipal Operating Assistance revenue received in October.
- Paratransit Operating revenue is 12.71% lower than budget expectations. All three categories are lower than expectation. Primarily, Other Contracted Services trips makes up the largest variance.
- Paratransit Non-Operating revenue is on target.
- Rideshare revenues are 8.90% below budget. Rideshare revenue continues to cover expenses.

#### Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 5.11% below budget projections year to date Fuel and Lubricants, Insurance, and Equipment Repair Parts are seeing the largest savings.
- Paratransit Budget Summary – Operating expenses are currently showing budget savings of 6.01%. Fuel and Lubricants, Insurance Expense, and Equipment Repair Parts are the categories seeing the most savings.
- Rideshare Budget Summary – Rideshare expenses are below budgetary expectations by 11.61%. Many categories are also showing savings within this division and in alignment with revenue year to date.

### Recommendation:

- Approve the October FY2018 Consolidated Financial Report.

### **\*\* TOTAL Un-Audited Performance of October FY2018 Year to Date as Compared to Budget:**

Fixed Route	\$	695,785
Paratransit	\$	(16,949)
Rideshare	\$	<u>7,471</u>
Total	\$	686,308

Reserve for Accidents (See Balance Sheet): \$297,724.94

**FY2018 Financials:                      October 2017**

FIXED ROUTE	October 2017			Year-To-Date-(4) Months Ending 10/31/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	397,175	463,642	(66,467)	1,979,948	1,854,567	125,382
Non-Operating Revenue	2,363,442	1,848,126	515,316	7,490,631	7,392,503	98,129
Subtotal	2,760,616	2,311,767	448,849	9,470,580	9,247,069	223,510
Operating Expenses	2,132,140	2,311,767	179,627	8,774,794	9,247,069	472,275
Gain/(Loss)	628,476	-	628,476	695,785	-	695,785

PARATRANSIT	October 2017			Year-To-Date-(4) Months Ending 10/31/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	136,221	150,983	(14,762)	527,190	603,933	(76,744)
Non-Operating Revenue	112,485	113,417	(931)	449,942	453,667	(3,725)
Subtotal	248,707	264,400	(15,693)	977,131	1,057,600	(80,469)
Operating Expenses	279,758	264,400	(15,358)	994,080	1,057,600	63,520
Gain/(Loss)	(31,051)	-	(31,051)	(16,949)	-	(16,949)

RIDESHARE	October 2017			Year-To-Date-(4) Months Ending 10/31/2017		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	67,285	68,792	(1,506)	250,689	275,167	(24,478)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	67,285	68,792	(1,506)	250,689	275,167	(24,478)
Operating Expenses	64,569	68,792	4,222	243,218	275,167	31,949
Gain/(Loss)	2,716	-	2,716	7,471	-	7,471



## DISCUSSION ITEM



9A: FY 2019 DART Budget Development Update

*Staff Resource: Jamie Schug, Chief Financial Officer*

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- A presentation regarding DART's FY19 Budget Development.



## DISCUSSION ITEM



9B: DART's Fare Programs and Partnerships

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

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- A presentation regarding DART's fare programs and partnerships.



## DISCUSSION ITEM



9C: Electric Bus Pilot Funding Plan

*Staff Resource: Tim Sanderson, Chief Operating Office*

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- A presentation regarding the Electric Bus Pilot Funding Plan.



# System Summary Performance Report

October 2017

	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	October 2016	October % Change FY18	FY18 October YTD	FY17 October YTD	YTD % Change FY18
<b>Fixed Route</b>												
Passengers	336,778	360,328	287,355	265,741	554,545	366,183	383,886	394,537	(2.70%)	1,570,355	1,595,201	(1.56%)
Mobile Ticketing Ridership	0	0	0	0	264	254	1,160	0	0.00%	1,678	0	0.00%
OTT Ridership	18,938	18,849	19,236	18,154	20,542	20,390	21,931	15,190	44.38%	81,017	76,777	5.52%
Unlimited Access Ridership	25,857	27,407	27,011	23,968	28,678	28,746	28,198	28,019	0.64%	109,590	115,659	(5.25%)
Bike Rack Usage	3,690	9,324	5,995	6,160	7,141	6,369	5,652	6,064	(6.79%)	25,322	24,516	3.29%
Passengers Per Revenue Hour	19.3	20.2	15.8	15.4	24.7	21.0	20.7	21.7	(4.75%)	20.8	21.1	(1.64%)
Average Passenger Trip Length	4.37	4.34	4.42	4.77	4.57	4.74	4.71	4.36	8.03%	4.68	4.37	6.95%
Complaints Per 100,000 Passengers	12.77	11.38	11.48	12.42	14.25	21.30	19.54	8.62	126.71%	16.88	11.28	49.55%
Commendations Per 100,000 Passengers	1.48	1.39	3.13	3.39	1.62	2.46	1.82	1.01	79.87%	2.17	1.50	43.91%
On-Time Performance	83.33%	82.02%	81.70%	82.00%	76.97%	77.69%	79.20%	82.25%	(3.71%)	78.93%	82.40%	(4.22%)
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	1.11	2.17	3.26	0.38	1.38	0.74	2.74	1.78	53.95%	1.35	1.65	(17.88%)
Non-Preventable/100,000 Miles	1.48	0.72	2.17	2.30	3.31	1.85	0.69	2.85	(75.94%)	2.11	2.42	(12.93%)
<b>Maintenance:</b>												
Total Service Miles	270,068.3	276,516.0	276,137.8	260,372.8	362,037.4	270,258.7	291,726.7	280,699.5	3.93%	1,184,395.6	1,155,022.8	2.54%
Roadcalls/100,000 Miles	31.84	43.40	31.51	44.55	31.21	21.46	19.20	35.98	(46.65%)	28.96	37.75	(23.28%)
Active Vehicles In Fleet	127	124	126	126	123	123	123	126	(2.38%)	124	125	(0.60%)
<b>Paratransit</b>												
Passengers	8,813	9,460	9,233	8,330	9,423	8,914	9,589	9,212	4.09%	36,256	36,874	(1.68%)
Passengers Per Revenue Hour	2.4	2.4	2.4	2.4	2.4	2.5	2.4	2.6	(6.57%)	2.4	2.6	(8.47%)
Average Passenger Trip Length	8.87	8.88	8.88	8.95	8.96	9.02	9.02	8.88	1.54%	8.99	8.88	1.19%
Complaints Per 100,000 Passengers	147.51	179.70	64.98	120.05	84.90	100.96	83.43	43.42	92.14%	96.54	43.39	122.48%
Commendations Per 100,000 Passengers	34.04	0.00	10.83	24.01	10.61	33.65	0.00	0.00	0.00%	16.55	0.00	0.00%
On-Time Performance	83.21%	83.01%	85.82%	86.50%	87.25%	83.86%	83.97%	92.70%	(9.42%)	85.40%	92.64%	(7.82%)
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	0.00	5.04	1.28	1.34	0.00	0.00	1.30	1.38	(5.75%)	0.66	2.13	(68.88%)
Non-Preventable/100,000 Miles	1.35	0.00	2.57	1.34	1.27	0.00	1.30	0.00	0.00%	0.99	2.48	(59.99%)
<b>Maintenance:</b>												
Total Service Miles	73,948.9	79,345.4	77,859.2	74,451.3	79,006.7	72,027.5	76,780.0	72,367.7	6.10%	302,265.5	282,167.2	7.12%
Roadcalls/100,000 Miles	12.17	13.86	14.13	4.03	10.13	11.11	5.21	9.67	(46.14%)	7.61	9.92	(23.32%)
Active Vehicles In Fleet	22	22	25	25	23	23	23	22	4.55%	24	22	5.62%
<b>Rideshare</b>												
Passengers	15,182	19,782	19,195	16,083	19,429	17,612	19,518	15,471	26.16%	72,642	62,828	15.62%
Passengers Per Revenue Hour	5.4	6.1	5.5	5.1	5.5	5.4	5.4	5.1	6.28%	5.4	5.0	6.96%
Rideshare Customers	564	646	614	630	633	636	657	561	17.11%	639	562	13.80%
Rideshare Vans In Circulation	85	94	95	95	95	93	95	83	14.46%	95	84	12.50%
Average Passenger Trip Length	39.44	38.90	38.66	39.17	38.76	38.64	38.40	39.98	(3.96%)	38.72	40.11	(3.45%)
Complaints Per 100,000 Passengers	0.00	0.00	0.00	12.44	0.00	0.00	0.00	0.00	0.00%	2.75	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%
<b>Maintenance:</b>												
Total Service Miles	130,953.9	159,248.0	157,781.0	139,814.0	166,241.0	142,285.0	163,547.0	134,065.6	21.99%	611,887.0	544,641.6	12.35%
Active Vehicles In Fleet	108	127	109	109	109	109	109	108	0.93%	109	108	0.93%
<b>System Total</b>												
Farebox Recovery Ratio	25.58%	25.62%	13.42%	18.36%	25.88%	23.28%	19.81%	31.41%	(36.92%)	21.94%	27.05%	(18.87%)



# System Performance Ridership Report

October 2017

	April 2017	May 2017	June 2017	July 2017	August 2017	September 2017	October 2017	October 2016	October % Change FY18	FY18 October YTD	FY17 October YTD	YTD % Change FY18
<b>Fixed Route</b>	336,778	360,328	287,355	265,741	554,545	366,183	383,886	394,537	(2.70%)	1,570,355	1,595,201	(1.56%)
<b>1. Local:</b>												
#1 - Fairgrounds	17,547	19,470	13,540	13,061	247,010	19,780	20,549	22,043	(6.78%)	300,400	307,638	(2.35%)
#3 - University	30,264	31,467	30,326	28,515	31,544	32,331	33,378	37,790	(11.68%)	125,768	141,395	(11.05%)
#4 - E. 14th	16,573	16,953	15,337	14,049	16,396	16,010	16,161	18,929	(14.62%)	62,616	66,736	(6.17%)
#5 - Franklin Ave	7,815	9,554	6,574	5,090	7,164	9,138	11,035	9,329	18.29%	32,427	31,449	3.11%
#6 - Indianola Ave	28,877	30,208	21,306	19,925	26,008	30,304	32,019	36,086	(11.27%)	108,256	120,100	(9.86%)
#7 - SW 9th St	34,273	37,387	27,392	24,519	30,791	38,495	41,572	38,889	6.90%	135,377	128,626	5.25%
#8 - Fleur Dr	5,618	5,863	2,393	2,169	3,792	5,698	6,029	5,364	12.40%	17,688	15,721	12.51%
#10 - East University	3,140	3,468	2,320	1,933	2,902	3,299	3,533	0	0.00%	11,667	0	0.00%
#11 - Ingersoll Ave	1,978	2,009	2,151	1,594	2,031	1,924	2,019	2,161	(6.57%)	7,568	9,321	(18.81%)
#13 - Evergreen/SE Park Ave	6,788	7,332	738	623	3,170	7,747	8,715	8,157	6.84%	20,255	19,524	3.74%
#14 - Beaver Ave	20,472	21,639	15,335	13,847	18,176	22,111	23,923	24,042	(0.49%)	78,057	75,566	3.30%
#15 - 6th Ave	23,682	25,472	18,847	17,834	21,920	27,165	28,820	28,550	0.95%	95,739	94,021	1.83%
#16 - Douglas Ave	35,961	38,630	27,678	25,212	31,302	37,557	38,225	41,755	(8.45%)	132,296	137,883	(4.05%)
#17 - Hubbell Ave	21,985	22,987	22,344	20,920	23,365	23,307	26,596	27,748	(4.15%)	94,188	95,412	(1.28%)
#52 - Valley West/Jordan Creek	12,365	14,423	13,650	12,939	14,816	14,670	14,674	15,275	(3.93%)	57,099	58,358	(2.16%)
#60 - Ingersoll/University	31,139	33,454	28,898	26,097	31,299	34,862	36,851	37,047	(0.53%)	129,109	130,064	(0.73%)
<b>2. Shuttle:</b>												
Dline	14,119	14,299	13,828	15,017	16,165	16,583	14,875	13,942	6.69%	62,640	56,630	10.61%
Link Shuttle	787	1,057	1,028	771	714	632	667	1,005	(33.63%)	2,784	4,117	(32.38%)
<b>3. Express:</b>												
#91 - Merle Hay Express	1,197	1,267	1,280	1,065	1,380	1,379	0	1,083	(100.00%)	3,824	3,929	(2.67%)
#92 - Hickman Express	2,285	2,375	2,044	1,673	2,368	2,374	2,502	2,557	(2.15%)	8,917	10,371	(14.02%)
#93 - NW 86th Express	3,095	3,139	2,826	2,595	3,061	2,745	2,866	3,777	(24.12%)	11,267	13,995	(19.49%)
#94 - Westown	976	993	1,068	1,041	1,265	1,103	1,100	1,208	(8.94%)	4,509	5,218	(13.59%)
#95 - Vista	1,274	1,395	1,344	1,144	1,308	1,182	1,123	1,344	(16.44%)	4,757	6,019	(20.97%)
#96 - E.P. True	2,055	2,267	2,346	2,190	2,500	2,097	2,429	2,384	1.89%	9,216	8,977	2.66%
#98 - Ankeny	6,645	6,786	6,422	5,667	6,799	6,617	7,159	7,108	0.72%	26,242	27,310	(3.91%)
#99 - Altoona	1,508	1,628	1,557	1,430	1,582	1,608	1,616	1,862	(13.21%)	6,236	6,485	(3.84%)
<b>4. Flex:</b>												
#72 Flex: West Des Moines/Clive	3,485	3,769	3,663	3,864	4,512	4,239	4,194	3,828	9.56%	16,809	14,706	14.30%
#73 Flex: Urbandale/Windsor Heights	180	206	198	182	213	211	245	226	8.41%	851	933	(8.79%)
#74 Flex: NW Urbandale	447	534	570	538	677	744	756	482	56.85%	2,715	1,924	41.11%
<b>5. On Call:</b>												
On-Call: Ankeny	114	130	133	77	113	121	106	161	(34.16%)	417	865	(51.79%)
On-Call: Johnston/Grimes	97	131	127	104	138	98	99	276	(64.13%)	439	1,032	(57.46%)
On-Call: Regional	37	36	92	56	64	52	50	129	(61.24%)	222	876	(74.66%)
<b>Paratransit</b>	8,813	9,460	9,233	8,330	9,423	8,914	9,589	9,212	4.09%	36,256	36,874	(1.68%)
Cab	818	793	799	717	783	989	1,015	998	1.70%	3,504	3,585	(2.26%)
Bus/Van	7,995	8,667	8,434	7,613	8,640	7,925	8,574	8,214	4.38%	32,752	33,289	(1.61%)
<b>Rideshare</b>	15,182	19,782	19,195	16,083	19,429	17,612	19,518	15,471	26.16%	72,642	62,828	15.62%
<b>Total Ridership</b>	360,773	389,570	315,783	290,154	583,397	392,709	412,993	419,220	(1.49%)	1,679,253	1,694,903	(0.92%)



## MONTHLY REPORT



### 10A: Operations

*Staff Resources: Tim Sanderson, Chief Operating Officer*

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- On November 11, 2017 DART recognized our Operations Employees at the annual safety banquet. This year 116 employees received awards, 16 of which had 10 years or more of safe driving. In addition to the safety award presentation, veterans in attendance were also honored in observance of Veterans Day.
- The DART Operations Team is prepared for Winter! This generally consists of ensuring that all of our snow clearing equipment is serviced and ready to go, as well as outfitting our Operations Supervisors with winter equipment such as salt and scoops.
- In celebration of the holiday season, DART has once decorated our DLine buses with festive lights and decorations. These vehicles will be operating in the downtown area throughout the season and always become a noticeable addition to the winter landscape.



## MONTHLY REPORT



**10B:** External Affairs Team Report

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

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### **Marketing and Communications – Erin Hockman, Marketing and Communications Manager**

**Brand narrative** – DART worked with external partners, Flynn Wright and DDC, to conduct informal message testing throughout the first three weeks in November. Several value proposition messages and images were tested to understand what is most effective with a broad range of audiences. These results will be used to develop a brand narrative designed to support DART's goals of increasing ridership and public support for transit.

**Veterans Day** – For the first time, DART offered free rides to veterans in honor of Veterans Day on Nov. 11. Veterans rode free 277 times on Friday, Nov. 10 and Saturday, Nov. 11. Staff promoted through owned tactics including bus audio, signage, social media and website content. In addition, staff communicated with the Veterans Affairs office to reach more veterans in the region.

**MyDART app 10% discount** – The marketing team promoted a 10% discount in the MyDART app to incentivize riders to purchase November passes in the MyDART app rather than printed passes. During the 1-week promotion, we sold 50 Local 31-day passes and 30 Express 31-day passes. Through Nov. 15, the app was downloaded 1,346 times, 897 accounts were created and 1,227 total passes purchased.

**Stakeholder newsletter** – The fall edition of the Forward newsletter was finalized, printed and mailed to DART stakeholders in mid-November. This issue featured the changes to DART's governance structure, recognizing the outgoing and incoming Commissioners, as well as provided an overview the funding analysis spearheaded by The Greater Des Moines Partnership.

**Business development** – DART's business partnerships coordinator held several meetings with area employers to discuss transportation, including:

- Ames Chamber of Commerce and several area businesses to discuss mobility options that can help address workforce needs.
- Manufacturers in Newton and Grinnell regarding vanpool opportunities.
- Atlantic Bottling to discuss service needs along Local Route 8.

In addition, TPI added several new RideShare vans to its partnership putting their total number of vans at 20. Meetings and contract renewals with current Unlimited Access partners are ongoing.

### **Community engagement events:**

- **DMU Senior Health Fair:** DART had a booth at the annual Senior Health Fair at Des Moines University on Saturday, Nov. 4. Information about DART's services, including mobile ticketing, paratransit and other marketing materials was distributed to more than 100 attendees.
- **Clive Chamber of Commerce:** DART sponsored the Clive Chamber's November lunch, featuring Clive Mayor Scott Cirksena. As a sponsor, DART provided information to all attendees about DART services and DART Marketing and Communications Manager Erin

**MONTHLY REPORT**  
**10B: External Affairs**



Hockman spoke briefly about the changes occurring within the transportation industry and at DART.

- **Jammin' in Johnston:** DART had a table at the Johnston Chamber's Jammin' in Johnston event on Nov. 9. Staff provided information about the recently extended Route 5 and the MyDART app to attendees.
- **Principal Financial Grab n' Go:** Staff held a Grab n' Go event over the lunch hour at Principal Financial on Nov. 16. This was an opportunity to share information about DART services and remind Principal employees they ride DART for free.

**Marketing Analytics Report**

Metric	May 2017	June 2017	July 2017	August 2017	Sept. 2017	Oct. 2017	Oct. 2016	% Change Year Prior
MyDART App Accounts						635	0	
Website Unique Visitors	34,677	32,990	30,934	38,943	33,616	35,487	32,619	8.08%
Facebook Likes	2,748	2,801	2,844	2,927	3,011	3,039	2,522	17.01%
Twitter Followers	1,903	1,912	1,934	1,953	1,961	1,976	1,821	7.84%
Email Subscribers	4,880	4,890	4,930	4,940	4,980	5,470	4,090	25.23%
Trip Plans	7,260	8,080	6,852	9,678	8,662	8,515	10,628	-24.82%
Next Bus	3,037	3,022	2,846	3,618	3,418	3,665	3,292	10.18%
Schedules	1,960	2,625	2,155	3,481	2,701	2,319	2,038	12.12%
RideTime App	35,936	33,705	31,530	36,643	34,298	38,170	31,689	16.98%
SMS Text Messaging	69,153	59,740	55,761	65,834	66,685	87,471	64,820	25.90%
IVR	8,992	6,852	8,457	10,180	9,963	9,268	9,897	-6.79%

**Customer Experience**

**October 2017 Website Communication and Messages:**

- Bus Stop/Shelter Requests - 2
- Contact/Feedback Form - 36
- Voicemails - 86
- Required response - 6 (7%)

**Total Calls for October 2017**

- Schedule Information –5564
- Paratransit - 4087
- Spanish Line – 42
- Receptionist – 393
- RideShare – 223

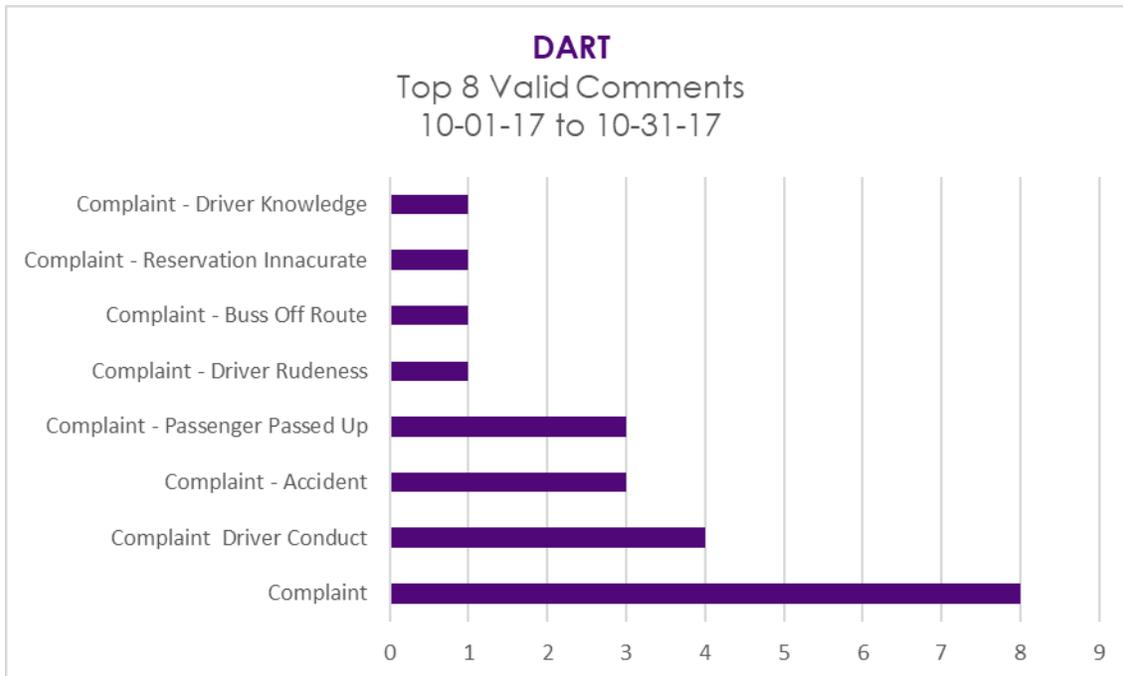


Mobility Coordination

**October 2017 Activities**

- How to Ride Fort DSM (85)
- How to Ride men's halfway house (12)
- How to Ride Bernie Lorenz (6)
- How to Ride Fresh Start Women's Facility (13)
- How to Ride Candeo (2)
- How to Ride Chapel Ridge, Johnston (6)
- How to Ride Woodward Academy (27)
- How to Ride VA DOM (12)
- How to Ride Lincoln High School (7)
- How to Ride Bridges of Iowa (4)

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



RideShare

- Participated in EMC benefits fair.
- Provided 3 driver trainings
- Participated in quarterly meeting with DOT regarding iowarideshare.org

MONTHLY REPORT  
10B: External Affairs



**Planning**

**February Service Change:** Staff will bring to the Commission the recommended changes for the February service change including an extension to the Route 4 to help connect employees to jobs at businesses further north, including Dee Zee Manufacturing; schedule changes to continue to improve the Route 5; and some minor adjustments in schedules.

**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 process will take several months. Recommendations will likely be brought to the Commission in the first half of 2018.



## MONTHLY REPORT



10C: Procurement

*Staff Resource: Mike Tiedens, Procurement Manager*

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### Upcoming Procurements:

**Financial Audit Services** – DART is seeking a Contractor to provide independent financial audit services. Services will include, but not be limited to: annual independent financial audit of DART's financial records, assist DART with preparation of audited financial statements, and Federal Transit Administration required audit and reporting related to National Transit Database statistics.

- Request for Proposal to be published in December 2017

**Service Lane Concrete Replacement** – DART is soliciting quotes for a vendor to demo and replace a deteriorated concrete slab located in the service lane at 1100 DART Way.

- Request for Quotes to be published in November 2017

**Recruiting Services** – DART is soliciting proposals for a contractor to provide short term recruiting services to assist DART in filling open positions.

- Request for Proposal was published in November 2017

### Contracts and Task Orders Approved Recently:

**Ice Melt** – DART solicited quotes from local vendors for ice melt.

- The winning bid was \$10.39 per 50 pound bag and the winning bidder is Menards

### Future Procurements:

- Mystery Shopper Services
- 5 Medium Duty Buses (4 Paratransit, 1 On Call)
- Employment Services
- Printing Services
- Architectural and Engineering Services
- Data Management System (TransTrack) Maintenance Extension
- Bus Wash
- Portable Maintenance Lift



## MONTHLY REPORT



10D: Chief Executive Officer

*Staff Resource: Elizabeth Presutti, Chief Executive Officer*

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- **Letters to Cities who have provided DART a notice of withdrawal:** The following DART member cities have submitted notices of withdrawal from DART at the end of FY 2018: Carlisle, Mitchellville, Runnells, Elkhart and Polk City. Staff will be sending letters to these communities this month to confirm their intent to withdraw as well as notifying them of what their share to buy out of DART is.
- **DART Executive Committee:** The DART Executive Committee met on Wednesday, November 29<sup>th</sup>. The discussion items presented during the meeting included: FY 2017 Audit, Electric Bus Pilot Funding Plan, the Route 4 - Proposed Route and Schedule Adjustments, as well as a proposed timeline on working through the vision of DART including the funding strategy. They also set the date for the FY 2019 Budget Workshop for the morning of Friday, January 19<sup>th</sup>.



# FUTURE DART COMMISSION ITEMS



## FUTURE AGENDA ITEMS:

January 9, 2018 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• Taxi Services Contract</li> <li>• Medium-Duty Bus Purchase</li> <li>• Electric Bus Purchase</li> </ul>	<ul style="list-style-type: none"> <li>• FY 2019 DART Budget</li> </ul>
February 6, 2018 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• FY 2019 Budget Public Hearing Date</li> <li>• RideShare Vans Purchase</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly Investment Report</li> <li>• Quarterly Safety Report</li> </ul>
March 6, 2018 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• FY 2019 Budget</li> </ul>	

## Other Future Agenda Items:

- Financial Audit Services Contract
- Architecture and Engineering Services Contract
- Heavy Duty Buses (Diesel and Electric)