



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



	Page #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF JULY 12, 2016 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. DART OUTGOING CHAIR RECOGNITION	
7. DRIVER'S OF THE YEAR RECOGNITION	
A. Fixed Route – Saul Garcia	
B. Paratransit - Gary McFarling	
8. DART STATE ROADEO WINNERS	
A. Large Bus – Cesar Chavez (3 rd Place)	
9. CONSENT ITEMS	
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14. COMMISSIONER ITEMS	
15. OTHER – Communications	
16. NEXT MEETING: Regular DART Meeting Tuesday, September 6, 2016 – 12:00 p.m.	
17. 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
JUNE 15, 2016**



ROLL CALL

Commissioners Present: Skip Conkling, Angela Connolly, Tom Gayman, Chris Hensley, Bob Mahaffey, Joann Muldoon, Steve Peterson and Steve Van Oort

Commissioner Absent: Gaye Johnson

Alternates Present: Ruth Randleman

CALL TO ORDER

The meeting was called to order by Chair, 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

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

It was moved by Ms. Hensley and seconded by Mr. Mahaffey to approve the June 15, 2016 Agenda as presented. The motion carried unanimously.

PUBLIC COMMENT

No comments.

TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE

Jay Peterson, TRAC President provided a brief update on the TRAC meeting:

- DART Forward 2035
- TMD Update from Melissa Davidson
- Audio Advertising

RETIREMENT RECOGNITIONS

DART Planning Manager James Tishim was recognized for his retirement following 37 years of service with DART. Tishim joined the organization initially as a bus operator and continued in various roles before becoming Planning Manager. Tishim's last day with DART will be Thursday, June 30.

CONSENT ITEMS

8A – Commission Meeting Minutes – May 3, 2016

8B – FY 2017 Des Moines Public Schools Contract Pricing

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



ACTION ITEMS

9A – 1100 DARTWAY Renovation Phase III Construction Contract

It was moved by Ms. Muldoon and seconded by Ms. Hensley that the Commission approve the contract with Munro Construction Company for the Operations Facility Renovation Phase III Project. The motion carried unanimously.

9B – DART Capital Improvement Plan (CIP) FY 2017 – FY 2026

It was moved by Ms. Hensley and seconded by Mr. Mahaffey that the Commission approve the adoption of the FY2017 – FY2026 Capital Improvement Plan as presented. The motion carried unanimously.

9C – April 2016 Financials

It was moved by Ms. Connolly and seconded by Ms. Muldoon that the Commission approve the April FY 2016 Consolidated Financial Report. The motion carried unanimously.

DISCUSSION ITEMS

10A – DART Forward 2035 Plan Update

Ms. Amanda Wanke provided an update on the DART Forward 2035 Plan. Reviewing the timeline, we are currently in the middle of the Preliminary Draft Plan and are receiving positive feedback. We are also sharing it with a few key stakeholders and continue to make updates throughout June and July. Plan to bring the updated public draft to the public in late August, early September.

Received over 5,000 responses from our survey. A few specifics from our non-rider survey:

- 15-minute frequency interval
- Service closer to home or work
- More than 80% felt transit was essential to a thriving community
- More than 80% felt it was important to fund public transportation
- When asked to prioritize a variety of transportation investments, improving public transit was the number one choice
- While people want more transit service but not super excited about paying more in taxes for it.

10B – April 2016 Performance Report

Ms. Elizabeth Presutti provided an update on the April Performance Report. Ridership is up for the month of April is up primarily due to the Garth Brooks D-Line extension we ran for the concert. Route 5 and 6 continue to grow. Safety we are YTD 16% lower on Preventable Accidents for Fixed Route, great improvement and hope to continue to see that trend.

MONTHLY REPORTS

11A – Operations

Mr. Tim Sanderson provided an update on Operations.

On June 11, DART held its annual Bus and Paratransit Operator ROADEO at Southridge Mall. This year's winners are as follows:

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- **Small Bus- Open**
 - 3rd Place: Brian Burns
 - 2nd Place: Bill Cline
 - 1st Place: Tammy Rowe

- **Big Bus - Open**
 - 3rd Place: Bruce Hanke
 - 2nd Place: Jim Tishim
 - 1st Place: Craig Cowles

- **Small Bus - Competition**
 - 3rd Place: Tom Paca
 - 2nd Place: Dean Taggert
 - 1st Place: Ivan Thompson

- **Big Bus - Competition**
 - 3rd Place: Justin Hazebroek
 - 2nd Place: Abay Mengistu
 - 1st Place - Cesar Chavez

The top two places in the ROADEO competition class will compete in the State-wide event on June 25, 2016 in Coralville.

11B – Engagement

Ms. Amanda Wanke provided an Engagement update.

Introduction of Erin Hockman, new Marketing and Communications Manager.

Public Art Bus Unveiling is happening at Noon on Friday, June 24 at the Art Festival.

Now that TRAC has given us their opinion on Audio Advertising, the question was asked to the commissioners if they would like us to bring that item back next month for approval.

Broadlawns is opening a new clinic. They approached us about their new location and are interested in receiving service. They are willing to pay for service. We will work on the contract and bring it to the commission for their review of details.

11C – Procurement

No update.

11D – Chief Executive Officer

The Transit Future Workgroup meeting took place on Monday, June 13. Amanda presented the draft of the draft plan to the work group. We had lots of positive feedback and questions.

FUTURE AGENDA ITEMS

No update.

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COMMISSIONER ITEMS

13A – Meeting Updates

The Executive Committee met with the Leadership team and Policy Works on May 19, 2016 to discuss how to proceed with Short and Long Term Funding Strategies. As the group moves through these discussions the Executive Committee would like to get feedback from the entire Commission. The Commission will start to meet on a monthly basis.

13B – Election of Officers

The DART Board of Commissioners nominated new officers for FY2017. Steve Van Oort was nominated to serve as Chair, Tom Gayman as Vice Chair, and Steve Peterson as Secretary/Treasurer.

Chair, Steve Peterson requested a motion to approve the new officers. It was moved by Ms. Hensley and seconded by Ms. Connolly. The motion was approved by Ms. Connolly, Mr. Gayman, Ms. Hensley, Mr. Mahaffey, Mr. Peterson and Mr. Van Oort, opposed by Mr. Conkling, abstained by Ms. Muldoon.

OTHER – Communications

No update

FUTURE 2016 MEETING DATES:

July 12, August 2, September 6, October 4, November 1 and December 6.

CLOSED SESSION

It was moved by Ms. Muldoon and seconded by Mr. Conkling that the Commission adjourn the regular session and reconvene in closed session.

Roll Call: Conkling-Yea, Connolly-Yea, Gayman-Yea, Hensley-Yea, Johnson-Absent, Randleman-Yea, Mahaffey- Yea, Muldoon-Yea, Peterson-Yea, Van Oort-Yea. The motion carried unanimously.

Chair, Steve Peterson recessed the meeting at 1:21 pm.

Chair, Steve Peterson moved that the Commissioners of the Des Moines Area Regional Transit Authority to adjourn and reconvene in closed session pursuant to Section 21.5, Subsection I of the Iowa code to evaluate the professional competency of an individual whose appointment, hiring, performance, or discharge is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session.

At 1: 41 pm it was moved by Mr. Mahaffey and seconded by Mr. Conkling that the closed session be adjourned. The motion carried unanimously.

MEETING RECONVENED IN OPEN SESSION

At 1:41 pm it was moved by Ms. Hensley and seconded by Mr. Conkling that the regular Commission meeting reconvene. It was moved by Mr. Gayman and seconded by Mr. Conkling that the commission approve the CEO Contract as presented. The motion was carried

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unanimously.

Roll Call: Conkling-Yea, Connolly-Absent, Gayman-Yea, Hensley-Yea, Johnson-Yea, Mahaffey-Absent, Muldoon-Yea, Peterson-Yea, Van Oort-Yea. The motion carried unanimously.

A motion by Ms. Hensley and second by Mr. Gayman to adjourn the regular Commission Meeting was made at 1:43 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 July 12, 2016, at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



CONSENT ITEM



9B: Audio Advertising Sales, Production, and Installation Contract

Action: Approve a five (5) year contract with three (3), one (1) year options with Commuter Advertising to provide Audio Advertising Services.

Staff Resource: *Mike Tiedens, Procurement Manager*

Background:

- While researching advertising opportunities, DART staff discovered the possibility of adding audio advertising on the vehicles to create an additional source of revenue.

Procurement:

- DART conducted a Request for Proposals (RFP) for the project. The RFP was published on January 6, 2016 and proposals were due at 2:00 PM CDT on February 5, 2016.
- Commuter Advertising was the only proposer for the audio advertising RFP, scoring a 3.2 out of a possible 5
- An interview with Commuter Advertising was conducted on March 10, 2016.
- During the April 2016 DART Commission Meeting, the award of a contract to Commuter Advertising was recommended. At that time, the Commission requested DART staff present the opportunity to the TRAC Committee for review and feedback.
- At the June 2016 DART Commission Meeting, the TRAC Committee recommended DART move forward with contracting with Commuter Advertising.

Funding:

- There will be no expense for DART for the contract. This is a revenue contract.

Revenue Projections:

Year	Projected Gross Sales	Projected DART Revenue	DART %
Year 1	\$35,000	\$12,250	35%
Year 2	\$50,000	\$17,500	35%
Year 3	\$55,000	\$19,250	35%
Year 4	\$60,000	\$22,800	38%
Year 5	\$75,000	\$26,500	38%
Total Years 1 – 5	\$275,000	\$100,300	

Recommendation:

Approval of a five (5) year contract with three (3), one (1) year options with Commuter Advertising for audio advertising sales, production and installation.



CONSENT ITEM



9C: FY 2017 ICAP Renewal

Action: Approve the renewal contract with Iowa Communities Assurance Pool (ICAP) for Fiscal Year 2017.

Staff Resource: Amber Dakan, Finance Manager

Background:

- DART entered into the ICAP risk pool on July 1st, 2015. This is the first renewal year of coverage.
- DART's policy includes: Liability (General, Automobile, Law Enforcement and Excess), Public Officials Wrongful Acts, Vehicle, Property, Equipment Breakdown, Crime, and Cyber Breach coverage.
- Cyber Breach coverage is newly added in FY17.
- ICAP's renewal leaves the deductible at \$50,000 for our Fixed Route and Paratransit buses but reduces the deductible \$10,000 for our Rideshare fleet. This change for Rideshare benefits DART as its prior deductible of \$50,000 was largely out of alignment with the division's average claims expense.
- ICAP has agreed to do first line claims handling for 100% of DART's filed claims; regardless of whether the claim meets the respective deductible limits. This is a positive change in process for DART in terms of efficiency as well allowing claims adjusting to be handled by those specially trained in the field.
- DART incurred three major claims over the course of FY2016, yielding a total loss of three 40 foot Fixed Route buses. These sizable claims are reflected in the increased cost of our FY17 renewal.

Costs:

- Based on total pool performance in Property coverage, DART received a rebate for FY16 in the amount of \$3,766.15.
- DART's membership in the risk pool will vest in five years, making us eligible for additional rebates in future years.
- Total cost of renewal is \$787,133.46.
- Total increase over prior year is \$197,540.02. Of the total, \$182,472.02 is based on the prior years' experience ratio. The remaining \$15,068 is attributed to the Cyber Breach coverage added on in the current year.
- ICAP's FY17 renewal amount was anticipated and therefore, within budget.

Recommendation:

- Approve the FY2017 ICAP contract renewal of \$787,133.46.



ACTION ITEM



10A:	1100 DART Way Renovation Phase III Furniture Contract
Action:	Approve a contract with Saxton Inc. for the furnishing of Phase III, Operations Facility Renovation. The contract amount will be Not to Exceed \$185,000.

Staff Resource: *Mike Tiedens, Procurement Manager*

Background:

- In coordination with the final phase of the renovation project at 1100 DART Way, DART will be purchasing furniture and other associated items to furnish the space.
 - Style and aesthetic will mirror the previously renovated areas and DART Central Station.
 - Focus on high durability and clean-ability.
 - Products meet Buy America standards.

Procurement:

- A portion of the furnishings will be purchased utilizing the U.S. Communities Contract.
 - Approximately \$120,000 of the total expense.
 - Knoll brand furniture is approved on the U.S. Communities Contract.
 - Saxton, Inc. is the local vendor for Knoll brand furniture.
 - Areas included in this portion are the administrative offices, dispatch and reservationist areas, kitchenette/break room, and conference rooms.
 - DART has reviewed the U.S. Communities purchasing documentation and determined that the solicitation meets DART's procurement policies and Saxton has been determined to be a responsive and responsible vendor.
- A second portion of the furnishings were purchased through competitive bids due to unavailability on U.S. Communities Contract.
 - Approximately \$65,000 of the total expense.
 - Saxton, Inc. submitted the lowest responsive and responsible bid.
 - The brands of furniture in the award include Integra, Carolina, First Office.
 - Areas included in this portion are the drivers/operators lounge and health room.

Funding:

- Funding will come from budgeted capital funds and the corresponding DART local match.

Recommendation:

- Approval of a contract with Saxton Inc. for the furnishings for Phase III of the Operations Facility at 1100 DART Way. The contract amount will be Not to Exceed \$185,000.



ACTION ITEM



10B:	Broadlawns Service Partnership
Action:	Approve an Agreement between the Des Moines Area Regional Transit Authority and Broadlawns Medical Center Regarding the Provision of Operating Assistance for DART Services

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

Background:

- Broadlawns Medical Center is opening their first free-standing medical clinic on the east side of Des Moines
 - Broadlawns East University Clinic will be located at 2508 East University Avenue, near the Anderson Ericson Dairy headquarters.
 - Broadlawns desired to have additional bus service between 8:00 a.m. and 4:30 p.m.
 - Broadlawns also desired to have a bus stop located in front of the clinic.

Planning:

- Broadlawns agrees to pay DART an operating subsidy to provide the additional level of service:

Period	Fee	<15PPH	>15PPH	>20PPH	>25PPH
Year 1	\$125,000				
Year 2	\$128,750				
Year 3		\$132,613	\$99,459	\$66,306	\$33,153
Year 4		\$136,591	\$102,443	\$34,148	\$13,659
Year 5		\$140,689	\$105,516	\$0	\$0

- The first two years of the subsidy will be a flat fee that is based upon the anticipated operating cost for providing the additional service.
- Beginning in Year 3, the subsidy would be a sliding scale based upon the performance of the route.
- Broadlawns may spend up to \$40,000 of the annual subsidy on marketing through Adspouse.
 - Every \$1.00 spent on marketing results in a \$0.57 credit on the amount due to DART for the annual subsidy.
 - Adspouse is working with Broadlawns to design an effective marketing campaign.
- Broadlawns may purchase, at their option, a shelter to be installed at the new bus stop. The cost of the shelter will be \$21,500. This cost is in addition to the subsidy.



ACTION ITEM

10B: Broadlawns Service Partnership

- A new route, Route 10 will go into service when the Broadlawns East University Clinic opens. We anticipate that being November 1, 2016.

Procurement:

- DART has drawn up an operating agreement between Broadlawns and DART.
 - Agreement was modeled after the State Fair agreement.
- If Broadlawns exercises their option to purchase the shelter, DART will procure and install.

Funding:

- Funding will come from budgeted operating funds and the corresponding DART local match.

Recommendation:

- Approval of a contract with Broadlawns Medical Center for the provision of operating assistance for DART services.



ACTION ITEM



10C: May FY2016 Consolidated Financial Report

Action: Approve the May FY2016 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating Revenue is at 8.59% below budget levels. Advertising Revenue and Cash Fares are currently trending under budget.
- Fixed Route Non-Operating Revenue is currently 0.54% below budget levels.
- Paratransit Operating Revenue is 16.19% lower than budget expectations. Contracted trips were below budgeted levels while cash fares are outpacing budget expectations.
- Paratransit Non-Operating Revenue is currently 1% lower than budget.
- Rideshare Revenues are 16.34% below budgeted levels year to date. Rideshare revenue continues to cover expenses.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 5.71% below budget projections. Fuel and Lubricants, Salaries, Wages, and Fringes, and Insurance Expense are the top three drivers of savings.
- Paratransit Budget Summary – Operating expenses are 15.18% below forecasted levels. Fuel and Lubricants, Salaries, Wages, & Fringes, and Insurance were the largest drivers of savings.
- Rideshare Budget Summary – Rideshare Expenses are below budgetary expectations by 22.25%. Fuel and Lubricants, Equipment Repair Parts, and Salaries, Wages and Fringes are the top three categories showing the most savings.

Recommendation:

- Approve the May FY2016 Consolidated Financial Report.

**** TOTAL Un-Audited Year-End May FY2016 as Compared to Budget:**

Fixed Route	\$	847,564	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	150,680	FY2016
Rideshare	\$	<u>47,835</u>	\$7,924.62
Total	\$	1,046,079	

FY2016 Financials:

May 2016

FIXED ROUTE	May 2016			Year-To-Date-(11) Months Ending 05/31/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	371,541	423,250	(51,709)	4,255,714	4,655,750	(400,036)
Non-Operating Revenue	1,510,624	1,729,248	(218,624)	18,918,225	19,021,732	(103,507)
Subtotal	1,882,165	2,152,498	(270,333)	23,173,939	23,677,482	(503,543)
Operating Expenses	2,021,789	2,152,498	130,709	22,326,375	23,677,482	1,351,107
Gain/(Loss)	(139,624)	-	(139,624)	847,564	-	847,564

PARATRANSIT	May 2016			Year-To-Date-(11) Months Ending 05/31/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	135,516	169,083	(33,567)	1,558,785	1,859,917	(301,132)
Non-Operating Revenue	95,481	108,564	(13,083)	1,182,476	1,194,206	(11,730)
Subtotal	230,997	277,648	(46,651)	2,741,261	3,054,123	(312,862)
Operating Expenses	233,226	277,648	44,422	2,590,581	3,054,123	463,542
Gain/(Loss)	(2,229)	-	(2,229)	150,680	-	150,680

RIDESHARE	May 2016			Year-To-Date-(11) Months Ending 05/31/2016		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	63,512	76,250	(12,738)	701,726	838,750	(137,024)
Non-Operating Revenue	-	208	(208)	-	2,291.67	(2,292)
Subtotal	63,512	76,458	(12,946)	701,726	841,042	(139,316)
Operating Expenses	52,642	76,458	23,816	653,891	841,042	187,151
Gain/(Loss)	10,870	-	10,870	47,835	-	47,835



DISCUSSION ITEM



11A: Quarterly Investment Review

Staff Resource: Amber Dakan, Finance Manager

- A presentation regarding the investment performance from April 1, 2016 – June 30, 2016 will be given by Amy Mitchell, Director with Miles Capital.



DISCUSSION ITEM



11B: DART Information Technology Systems Overview

Staff Resource: Todd Struthers, IT Manager

- A presentation regarding the DART Information Technology Systems will be provided at the meeting.



DISCUSSION ITEM



11C: DART Shelter Plan

Staff Resource: Ethan Standard, Transit Planner

- A presentation regarding the DART Shelter Plan will be provided at the meeting.



System Summary Performance Report May 2016

	November 2015	December 2015	January 2016	February 2016	March 2016	April 2016	May 2016	May 2015	Percent Change 2016/2015	FY16 Year To Date	FY15 Year To Date	Percent YTD Change 2016/2015
DART Fixed Route												
Total Ridership	343,988	334,455	336,977	349,696	358,907	386,955	357,740	354,258	0.98%	4,130,273	4,123,189	0.17%
OTT Ridership	21,680	21,542	20,444	20,376	22,670	21,741	20,430	25,703	-20.52%	237,329	264,377	-10.23%
Unlimited Access Ridership	27,997	26,905	27,634	29,486	29,435	27,668	26,525	28,892	-8.19%	315,453	343,087	-8.05%
Bike Rack Usage	3,345	2,685	1,599	1,917	3,492	4,300	8,214	4,873	68.56%	49,968	46,201	8.15%
Passengers/Revenue Hour	20.72	18.36	19.46	19.77	18.84	21.63	20.12	20.17	-0.26%	20.19	20.56	-1.81%
Avg. Passengers Weekday	16,160	13,711	14,946	15,058	14,263	16,680	15,389	15,600	-1.35%	15,560	15,674	-0.73%
Avg. Passengers Weekend Day	3,695	4,102	3,806	4,184	3,857	4,075	3,840	4,226	-9.12%	5,205	5,076	2.54%
Complaints/100,000 Riders	22.09	21.83	17.21	19.16	16.44	9.56	18.45	21.74	-15.12%	21.02	27.65	-23.99%
Commendations/100,000 Riders	1.16	1.49	1.78	2.86	2.23	1.81	6.99	1.69	312.61%	2.78	2.43	14.80%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	1.82	1.43	0.75	2.19	1.70	0.72	2.53	0.37	581.61%	1.42	1.47	-3.50%
Non-Preventable/100,000 Miles	1.09	1.43	3.37	1.83	1.70	3.61	2.17	1.12	94.75%	1.60	1.16	37.26%
Maintenance:												
Total Service Miles	274,056	280,461	267,239	273,888	294,742	277,246	276,269	269,011	2.70%	3,107,023	3,066,320	1.33%
Road Calls/100,000 Miles	17.51	17.47	17.96	22.27	26.46	24.17	14.12	14.50	-2.63%	19.25	18.59	3.54%
Active Vehicles in Fleet	126	126	123	123	123	123	123	126	-2.38%	125	126	-1.08%
DART Paratransit												
Total Ridership	9,194	9,904	9,561	9,706	10,783	10,065	9,624	10,315	-6.70%	111,634	123,262	-9.43%
Passengers/Revenue Hour	2.67	2.57	2.57	2.73	2.70	2.73	2.70	2.79	-3.23%	2.67	2.84	-6.10%
Average Trip Length	5.45	5.60	5.48	5.56	5.70	5.62	5.69	6.02	-5.58%	5.52	5.70	-3.21%
Accident Frequency Rate by Service:												
Preventable/100,000 Miles	3.99	0.00	3.82	0.00	4.88	1.77	3.65	4.83	-24.32%	3.41	1.71	99.63%
Non-Preventable/100,000 Miles	3.99	1.80	0.00	5.56	0.00	0.00	1.83	3.22	-43.24%	1.46	1.71	-14.44%
Maintenance:												
Total Miles Operated	50,082	55,451	52,360	53,944	61,438	56,527	54,725	62,122	-11.91%	615,766	702,444	-12.34%
Active Vehicles in Fleet	21	21	21	21	21	21	21	21	0.00%	21	20	2.67%
DART RideShare												
Total Ridership	16,106	16,343	17,615	17,623	19,114	17,158	16,948	16,976	-0.16%	191,514	212,536	-9.89%
Total Vans in Circulation	87	87	90	89	89	88	87	92	-5.43%	88	93	-5.37%
Total RideShare Customers	615	623	625	621	616	594	604	670	-9.85%	623	698	-10.79%
Accident Frequency Rate by Service:												
Preventable	0.00	1.36	0.68	0.67	0.00	0.00	0.00	0.00	0.00%	0.36	0.23	59.14%
Non-Preventable	0.74	0.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.30	0.40	-24.22%
Maintenance:												
Total Miles Operated	135,958	147,129	147,378	149,086	166,649	150,087	148,191	146,899	0.88%	1,659,439	1,760,570	-5.74%
Active Vehicles in Fleet	100	100	100	100	100	100	100	100	0.00%	100	100	0.00%



System Performance Ridership Report May 2016

	November 2015	December 2015	January 2016	February 2016	March 2016	April 2016	May 2016	May 2015	Percent Change 2016/2015	FY16 Year To Date	FY15 Year To Date	Percent YTD Change 2016/2015
DART Fixed Route Ridership	343,988	334,455	336,977	349,696	358,907	386,955	357,740	354,258	0.98%	4,130,273	4,123,189	0.17%
Local Routes:												
#1 - Fairgrounds	20,178	19,214	19,896	20,883	20,040	20,177	20,911	21,378	-2.18%	466,927	451,126	3.50%
#3 - University	32,363	32,108	29,804	31,324	33,785	33,340	33,580	33,363	0.65%	370,389	378,204	-2.07%
#4 - E. 14th	16,744	17,322	17,237	17,173	16,887	16,294	16,336	19,182	-14.84%	190,965	198,468	-3.78%
#5 - Franklin Ave	7,026	7,303	7,526	8,092	7,948	7,843	8,275	3,441	140.48%	74,813	34,547	116.55%
#6 - Indianola Ave.	29,826	28,347	27,177	28,567	30,336	30,238	31,182	27,424	13.70%	326,190	285,090	14.42%
#7 - SW 9th St.	35,179	33,131	34,936	35,501	35,617	35,861	36,851	34,074	8.15%	378,278	374,450	1.02%
#8 - Fleur Dr.	4,247	4,305	4,626	5,142	4,655	5,016	4,776	4,202	13.66%	49,223	44,465	10.70%
#11 - Ingersoll Ave.	1,709	1,960	1,962	2,306	2,418	1,954	2,340	2,129	9.91%	23,184	24,813	-6.57%
#13 - Evergreen/SE Park Ave.	7,298	6,301	7,195	7,282	6,464	7,304	7,234	6,382	13.35%	69,119	64,112	7.81%
#14 - Beaver Ave.	21,990	20,388	21,273	20,862	20,295	20,925	20,151	22,493	-10.41%	228,160	259,329	-12.02%
#15 - 6th Ave.	24,829	23,492	25,044	26,359	25,799	25,535	25,120	24,752	1.49%	277,313	276,338	0.35%
#16 - Douglas Ave.	36,082	35,501	34,431	36,412	37,693	36,320	37,101	37,045	0.15%	402,613	417,965	-3.67%
#17 - Hubbell Ave.	21,647	20,744	21,155	21,836	23,480	22,665	24,030	21,927	9.59%	250,140	230,531	8.51%
#51 - Merle Hay Crosstown	0	0	0	0	0	0	0	2,896	-100.00%	5,465	28,857	-81.06%
#52 - Valley West/Jordan Creek	14,382	15,397	13,154	13,776	15,226	14,927	13,710	13,396	2.34%	162,099	167,601	-3.28%
#60 - Ingersoll/University	32,220	30,718	31,768	32,697	33,935	33,286	31,916	32,270	-1.10%	360,754	348,867	3.41%
Shuttle Routes:												
Link Shuttle	1,372	1,371	2,036	2,264	1,634	1,324	982	774	26.87%	15,954	9,204	73.34%
Dline	12,194	12,335	12,051	11,937	13,891	47,694	17,020	13,969	21.84%	184,300	150,299	22.62%
Lincoln/McCombs	0	0	0	0	0	0	0	9,442	-100.00%	0	85,233	-100.00%
Express Routes:												
#91 - Merle Hay Express	965	920	954	1,008	1,070	991	971	802	21.07%	11,298	9,382	20.42%
#92 - Hickman Express	2,356	2,294	2,610	2,831	2,892	2,734	2,725	2,766	-1.48%	29,962	31,592	-5.16%
#93 - NW 86th Express	2,487	2,498	2,784	3,086	3,594	3,316	3,260	2,371	37.49%	32,808	32,167	1.99%
#94 - Westown	828	951	940	905	804	822	988	882	12.02%	9,817	10,121	-3.00%
#95 - Vista	1,644	1,771	1,766	1,775	1,870	1,476	1,628	1,885	-13.63%	20,454	20,526	-0.35%
#96 - E.P. True	2,489	2,409	2,377	2,483	2,878	2,340	2,505	2,388	4.90%	29,919	29,734	0.62%
#98 - Ankeny	7,485	6,924	7,508	8,174	8,197	7,575	6,797	6,606	2.89%	83,723	83,696	0.03%
#99 - Altoona	1,474	1,495	1,470	1,524	1,538	1,348	1,524	1,389	9.72%	16,265	17,304	-6.00%
On-Call/Flex Routes (Operated by Paratransit):												
On-Call: Ankeny	218	263	280	180	289	301	189	233	-18.88%	2,801	2,433	15.13%
On-Call: Johnston/Grimes	168	134	182	244	232	290	350	238	47.06%	2,375	3,210	-26.01%
#73 Flex: Urbandale/Windsor Heights	301	307	378	326	264	248	252	378	-33.33%	3,419	4,403	-22.35%
#72 Flex: West Des Moines/Clive	3,737	3,901	3,793	4,083	4,452	4,081	4,172	3,227	29.28%	43,568	42,599	2.27%
#74 Flex: NW Urbandale	463	569	605	590	653	576	637	475	34.11%	6,365	5,016	26.89%
On-Call: REGIONAL	87	82	59	74	71	154	227	79	187.34%	1,613	1,507	7.03%
DART Paratransit Ridership	9,194	9,904	9,561	9,706	10,783	10,065	9,624	10,315	-6.70%	111,634	123,262	-9.43%
Bus/Van	8,409	8,936	8,572	8,784	9,848	9,057	8,657	9,650	-10.29%	101,560	114,723	-11.47%
Cab	785	968	989	922	935	1,008	967	665	45.41%	10,074	8,539	17.98%
DART RideShare Ridership	16,106	16,343	17,615	17,623	19,114	17,158	16,948	16,976	-0.16%	191,514	212,536	-9.89%
TOTAL RIDERSHIP	369,288	360,702	364,153	377,025	388,804	414,178	384,312	381,549	0.72%	4,433,421	4,458,987	-0.57%



MONTHLY REPORT



12A: Operations

Staff Resource: Tim Sanderson, Chief Operating Officer

- On June 25, 2016 DART's 2016 ROADEO winners competed against transit operators from across the state in the 2016 IPTA ROADEO in Coralville.
 - In the Big Bus division, Cesar Chavez and Abay Mengistu tied for third place. The third place award was given to Cesar, as he completed the course twelve seconds faster.
 - The small bus division was extremely competitive this year with twenty-one competitors. Despite driving very well and giving it everything they had, DART Paratransit Operators Dean Taggert and Ivan Thompson did not place in the top three.
- On June 24, 2016 as part of the IPTA Conference in Coralville, DART Operators Saul Garcia and Gary McFarland who were recognized for Fixed Route and Paratransit respectively. Congratulations to both of these valued employees, they do an excellent job of demonstrating DART's values to our customers each and every day.
- On July 1, 2016, DART once again provided extended DLine service to coincide with Yankee Doodle Pops. This service was very well received and preliminary estimates indicate that between 2,000 and 3,000 concertgoers utilized the Dline that evening.
- The Phase III renovation of 1100 DART Way commenced last week. If all goes as planned the project should be completed this fall.



MONTHLY REPORT



12B: Engagement

Staff Resources: Amanda Wanke, Chief Engagement and Communications Officer

DART Forward

- DART leadership has continued to share the preliminary draft DART Forward 2035 Plan update with a small number of key stakeholders and member cities in order to make the best possible draft plan.
- DART staff traveled to Kansas City to evaluate their on-demand Bridj service as part of the consideration of on-demand services as part of the DART Forward plan.
- TMD and DART are meeting regularly to finalize the draft plan and work on the presentation of the plan to member communities and the public, including an online engagement tool that will allow the general community to view the plan and give feedback.

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

- **Public Art Bus Unveiling & Art Tours:** Hosted the 4th public art bus unveiling with the Public Art Foundation on June 24 during the Des Moines Arts Festival. Approximately 50 people attended the unveiling and 30 riders joined the two art bus tours held on Saturday, June 25. A live Facebook video from the event received 1,052 views.
- **Downtown Chamber Development Insights Group, DART Forward 2035 Presentation:** Hosted the June DIG event in the Multimodal Room at DART Central Station. Elizabeth Presutti and Amanda Wanke presented the draft of the DART Forward 2035 Plan Year Five Update. There were approximately 35 people in attendance and the group had a great discussion on the future of public transportation, as well as provided input for DART to consider when finalizing the Year Five Update.
- **Young Non-Profit Professionals Network event:** DART marketing team helped plan YNPN's monthly networking event, which took a group of 15 to and from Ingersoll Ave to DART Central Station and back. Elizabeth Presutti led a tour of DART Central Station and gave a mini how-to-ride training. The 10-Year Anniversary video was shown to the group and Luke Lester from the IT department went over all of DART's technology for riders.
- **May Bike Month Results:** DART marketing team extended the promotion of riding free when boarding with a bike to the full month of May in 2016. In previous years, this promotion was only for one week during Bike to Work Week. DART saw an increase of 3,341 bikes over the year prior. The total bike count during May 2016 was 8,214. Bike rack usage in May 2015 was 4,873 and in May 2014 was 4,370. DART sponsored the Des Moines Bicycle Collective's Bike Month and received additional promotion from the Bike Collective, including a full-page ad in its Bike Month passport and a space at the kickoff event.
- **Yankee Doodle Pops Promotion:** Worked with the Des Moines Symphony to promote the extended D-Line service for Yankee Doodle Pops on July 1. DART service was featured in the Des Moines Register and through a WHO Radio interview with Amanda Wanke. In addition, DART ran targeted Facebook and Google ads, generating 17,736 impressions and 649 clicks to DART's Yankee Doodle Pops webpage. Ridership will be reported in next month's report.



MONTHLY REPORT 12B: Engagement

- **Additional Metrics:** Facebook had 61 new likes, Twitter had 8 new followers and Instagram had 35 new followers in May 2016.

Planning

August 21, 2016 Service Change:

- Des Moines Public School Changes
- Adjustments to Valley West Mall services
- Grand Avenue Bridge closure and detour routes 1, 4 and D-Line for 1 ½ years
- Other minor adjustments

Work continues on shelters and combined location for shelters and BCycle Stations around the Des Moines region.

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

May 2016 Website Communication and Messages:

- Contact/Feedback Form – 105
- Other/Misc. – 8
- Bus Stop/Shelter Requests - 2
- Voicemails – 92, voicemails requiring response – 22 (24%)

Total Calls for May 2016:

- Schedule Information – 7233
- Spanish Line – 46
- Receptionist – 527
- RideShare – 340

Total of Community Events Performed for May 2016:

Mobility Coordination

- How to Ride with VA Resource and Community Referral Center staff (10 in attendance)
- Smart Steps (10 in attendance)
- Attended Polk County Health Services Provider Meeting (30 in attendance)
- Northwest Senior Center (120 in attendance)
- Together We Can conference exhibitor
- How to Ride Crest Services staff (12 in attendance)
- DART How to Ride (5 in attendance)
- Annual Passenger Transportation Summit participant
- North Senior Center (180 in attendance)
- Introductory meeting with Catholic Charities
- Meeting with Corinthian Garden to promote Ten Toes
- Meeting with Plymouth Place to promote Ten Toes
- Meeting with HIRTA



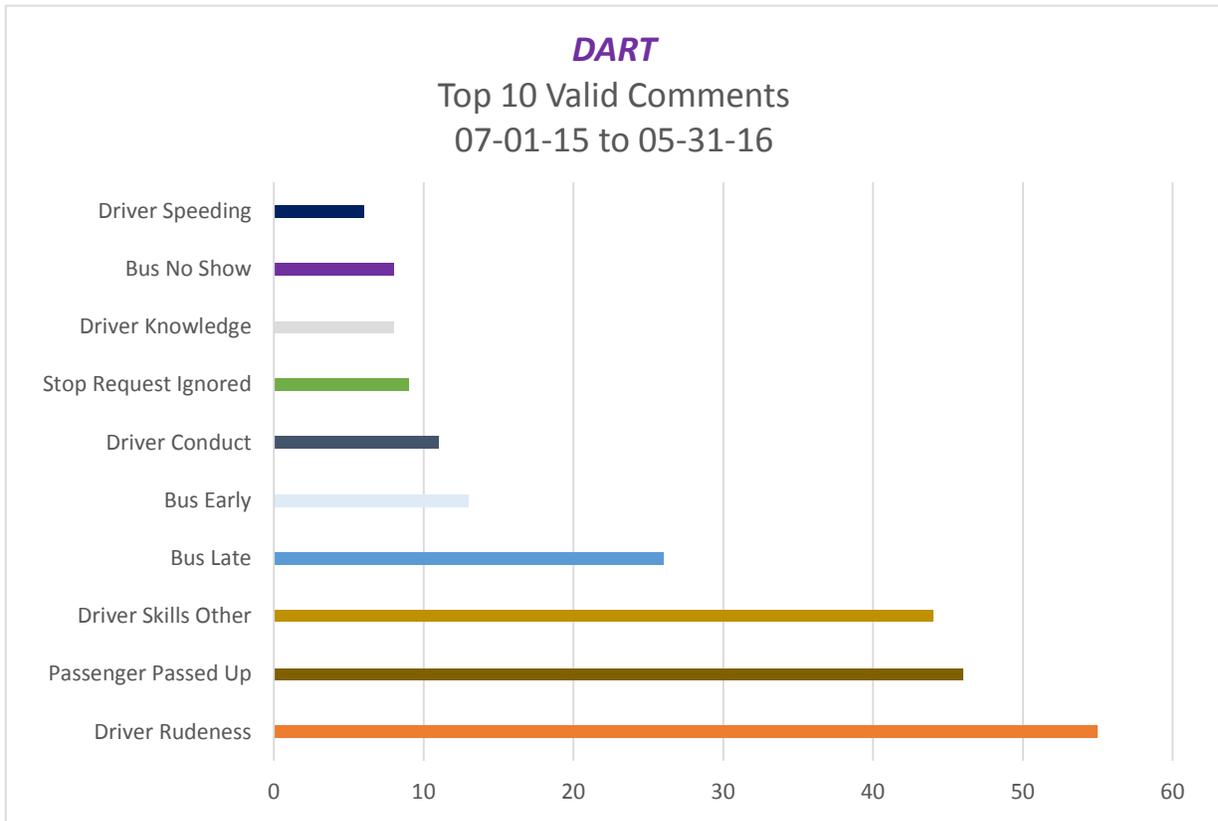
MONTHLY REPORT

12B: Engagement

- 501(c) Forum meeting attendee
- 2016 Polk County Senior Fest exhibitor
- Central Senior Center (30 in attendance)
- Warren County TAG meeting attendee
- How to Ride Parkinson's Support Group (40 in attendance)
- Meeting with Salvation Army and St. Vincent DePaul to discuss voucher system
- Westside Senior Center (85 in attendance)
- Ten Toes Corinthian Garden
- Ten Toes Plymouth Place
- How to Ride Central Iowa Shelter Services (4 in attendance)
- How to Ride Newbury Living Staff (35 in attendance)
- How to Ride Polk County Case Managers (100 in attendance)
- RideShare Driver training
- Meeting with Fort Dodge staff to discuss partnership

Community Relations

- CUTA Ambassador Training
- Meeting With Cindy Ray – National Chapter of the Blind
- NCSA Board Meeting
- NCSA Presentation featuring Jamie Schug – CFO DART
- Educational Event – Brubaker Elementary School (120 Students)
- Annual Transit Summit – Marshalltown, Iowa
- WYOC Celebration Reflection – Jesse Franklin Taylor Education Center
- City of West Des Moines – Yearly passes and contract
- CRM Project Kick Off
- EMC Wellness Fair
- Met with Salvation Army, Cross Ministry and St. Vincent De Paul to discuss transportation issues
- Customer Satisfaction Survey Kick Off
- Met with Polk County to finalize Unlimited Access Partnership.



RideShare

- Planning continues to progress with the transition from current vanpool management software to a new software that the Iowa Department of Transportation is coordinating and DART is participating in.
- Coordinated Drivers Training (cross training of Mobility Coordinator)
- Continual cross training between RideShare and Customer Service Department.



MONTHLY REPORT



12C:	Procurement
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Staff Resource: Mike Tiedens, Procurement Manager

Upcoming Procurements:

Mobile Ticketing System – DART is seeking a vendor able to provide a mobile ticketing system that will allow for an alternative electronic method to the current DART pass. The mobile ticketing system is anticipated to include an account based back office application which will integrate with new fareboxes. The back office system will integrate with the new farebox technology as a second phase and will manage all of DART's fare products and fare policy.

- RFP to be published June 2016

Planning Manager Search Firm – DART is seeking responses from qualified agencies to conduct a search for a new Planning Manager. This position will be a critical management team member who will lead DART's Planning Department. The selected firm will conduct a national search for the most qualified individual to fill the position.

- RFP was published on June 27, 2016
- Proposal due date is July 22, 2016 at 2:00 PM Central

Contracts and Task Orders Approved Recently:

Skid-Steer Attachment

- *DART solicited quotes for a 72" root grapple attachment for a Bobcat skid steer.*
 - Approved contract amount was \$3,395.00 with Capital City Equipment

Interior Fencing – Lane 1 – 1100 DART Way

- *DART solicited quotes for the installation of fencing in Lane 1 of the bus barn at 1100 DART Way. The purpose of the fencing is to control access to electrical panels and inventory stored at this location.*
 - Approved contract amount was \$4,690.00 with Des Moines Steel Fence

Exterior Fencing – 1100 DART Way

- *DART solicited quotes for the fencing of the southwest area of the 1100 DART Way property. This will create additional parking for DART vehicles on the southwest side of the property.*
 - Approved contract amount was \$26,319.00 with American Fence Company

Upcoming Procurements:

- | | |
|---------------------------------|----------------------------------|
| • Fareboxes and AFC System | • Employment Services |
| • Taxi Cab Services | • Armored Car / Courier Services |
| • Occupational Medical Services | • Printing Services |
| • Mystery Shopper Services | • Bus Shelters |



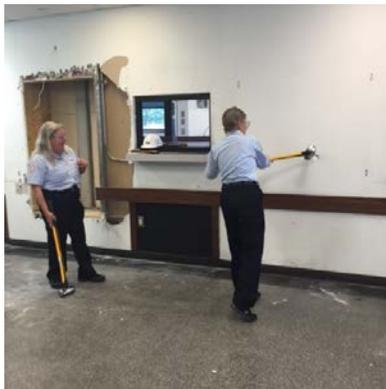
MONTHLY REPORT



12D: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **DART Forward 2035 Plan Update Presentations to Member Communities:**
 - **Polk City** was attended by Commissioner Van Oort, Elizabeth Presutti and Amanda Wanke
- **Young Nonprofits Professionals Network - Route 60 and DART Central Station Tour:** I had the opportunity to ride Route 60 with a group of Young Professionals and give them a tour of DART Central Station on June 29, 2016. The tour was coordinated by Maddi Linkenmeyer from DART's Marketing Department and also featured Luke Lester from DART's IT Department giving an overview of DART's Real-Time Tools – showing them just how easy it is to ride DART!
- **Demolition for Phase III at DART Way Operations and Maintenance Facility:** We had a demolition ground-breaking for Operations and Maintenance staff at DART Way on July 1, 2016. As part of Phase III the Bus Operators and Mechanics lounge will be renovated, which is long overdue and goal of mine to accomplish since the construction of DART Central Station. Staff had the opportunity to swing a sledge hammer at a wall in celebration of the larger and more functional space to come.





FUTURE DART COMMISSION ITEMS



FUTURE AGENDA ITEMS:

September 6, 2016 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Mobile Ticketing 	<ul style="list-style-type: none"> DART Marketing Plan Quarterly Safety Report DART Forward 2035 Plan Update Mobility Manager Update
October 4, 2016 – 12:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> DART Paratransit Software Project
November 1, 2016 – 12:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> TransTrack Quarterly Investment Report FY 2018 Budget
December 6, 2016 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Printing Services Occupational Medical Services 	<ul style="list-style-type: none"> Mobility Manager Update FY 2018 Budget

DART Commission Workshops:

- July 21, 2016 at 7:30 am – DART Central Station
- August 2, 2016 at 12:00 pm – DART Central Station

Future Meetings and Conferences:

- September 10 – September 14: APTA Annual Meeting - Los Angeles, CA
- October 4 – October 7: American Bus Benchmarking Group Annual Meeting – Newport, Rhode Island