



**NOTICE OF COMMISSION MEETING AND AGENDA**  
**DES MOINES AREA REGIONAL TRANSIT AUTHORITY**  
**DART MULTIMODAL ROOM, 620 CHERRY STREET**  
**JULY 10, 2018 – 12:00 PM**

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF JULY 10, 2018 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
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13. NEXT MEETING: Regular DART Meeting - <b>Tuesday, August 7, 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  
JUNE 5, 2018**



**ROLL CALL**

Commissioners/Alternates Present and Voting:

Scott Henry, Gary Lorenz, Doug Elrod, John Edwards, Frank Cownie, Josh Mandelbaum, Jeremy Hamp, Paula Dierenfeld, Sara Kurovski, Tom Hadden, Angela Connolly, Tom Gayman and Zac Bales-Henry

Commissioners Absent:

John Hathaway, Drew Merrifield, Michael Just, Mike Backous, Jon Woods, Jason Morse and Gerald Lane

**CALL TO ORDER**

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

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

Tom Gayman, Chair requested a motion to remove item 10A from the agenda.

It was moved by Frank Cownie and seconded by Sara Kurovski to remove item 10A from the June 5, 2018 agenda. The motion carried unanimously.

**PUBLIC COMMENT**

No Comments

**TRANSIT RIDERS ADVISORY COMMITTEE UPDATE**

Teresa Volcheck, Vice Chair of the Transit Riders Advisory Committee, gave an update of the May TRAC Meeting to the Commission. She shared the new farebox project, which will help riders pay for services by being able to use their phones and bringing DART up to speed with technology. Mini fleet testing will start on June 18, 2018. TRAC will be assisting with this and looking for new riders to test. Working on 2019 goals after Commission input.

**RETIREMENT RECOGNITION – TONEY JENKINS - 20 YEARS OF SERVICE**

Toney Jenkins was recognized by the DART Commission for his 20 years of service and presented with an award of appreciation.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – JUNE 5, 2018**



**PRESENTATION**

8A – Greater Des Moines Leadership Institute Project on Transportation for New Iowans and Refugees

Amanda Wanke, Chief External Affairs Officer shared that DART partnered with the U.S. Committee for Refugees and Immigrants (USCRI) for approximately one year to work on a project to create solutions especially as it relates to refugees and new Iowans riding the bus.

The research was completed through collaborating with the Greater Des Moines Leadership Institute (GDMLI) community program. Amanda Wanke introduced Jaclyn Wulfekuhle and Breann Bye from GDMLI. They gave a brief presentation and Amy Jennings shared a brief overview of the overall GDMLI program.

**CONSENT ITEMS**

9A – Commission Meeting Minutes – May 1, 2018

9B – ICAP FY19 Renewal

9C – Participating Community Status of Withdrawal Cities

It was moved by Sara Kurovski and seconded by John Edwards to approve of consent items as presented. The motion carried unanimously.

**ACTION ITEMS**

10B – Architecture and Engineering Services Contract

Mike Tiedens, Procurement Manager presented the procurement process and explained that Architecture and Engineering services must be conducted using the Brooks Act and awarded based on qualifications only and not price. Five proposals were received and DART conducted three onsite interviews during the week of May 13, 2018. Based on evaluation and experience, Substance Architecture was the preferred.

It was moved by John Edwards and seconded by Sara Kurovski to approve a five (5) year contract with Substance Architecture for Architectural and Engineering Consulting Services for the amount Not to Exceed \$2,500,000. DART staff will negotiate rates.

10D – April 2018 Financials

Amber Dakan, Finance Manager, provided a presentation on the April 2018 Financials, outlining cash flows for YTD.

Fixed Route Operating revenue is 9.93% under budget projections. Operations expenses are 7.41% below budget projections year to date.

Paratransit Operating revenue is 24.64% lower than budget expectations. Operating expenses are currently showing budget savings of 8.31%.

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Rideshare revenues were 4.39% below budget. Operating expenses are below budgetary expectations by 4.35%.

It was moved by John Edwards and seconded by Sara Kurovski to approve the April, 2018 Financials. The motion carried unanimously.

**DISCUSSION ITEMS**

11A – Quarterly Investment Report

Amber Dakan, Finance Manager provided an investment performance update from January 1, 2018 – March 31, 2018. The Investment Report was provided in the packets for review.

11B – DART Vision Statement

Elizabeth Presutti, Chief Executive Officer, shared that staff has been working to formulate a vision statement based on the feedback received during the DART Commission Vision Workshop held on May 18, 2018. Three draft options were presented to the Executive Committee at their meeting on May 25, 2018 and based on their feedback; staff has continued to refine the vision statement. The updated draft vision statement was shared.

11C – Mobility Coordinator Update and TRAC Recommendation

Amanda Wanke, Chief External Affairs Officer introduced Catlin Curry, Mobility Coordinator who provided an update on the recent community outreach programs, the training DART has completed and participated in. An update and proposal of changes of the Transit Riders Advisory Committee (TRAC) was shared. A memo, already shared with the Executive Committee, highlighted these proposed changes was provided in the packs.

11D - Performance Report – April, 2018

Elizabeth Presutti, CEO shared that our on time performance for the month of April was 2% over last year. This number reflects our Operations department focusing and targeting on early departures Road calls remain steady and lower than last year with a 50% reduction. Fixed Route ridership is up 2%, we gained a weekday that we lost earlier in the year, which helped with this increase. Year to date we are down on Fixed Route ridership by 2.3% but overall down by 1.4%. Overall ridership is up by 25% mainly due to Rideshare ridership increasing.

**MONTHLY REPORTS**

10A – Operations

Tim Sanderson, Chief Operating Officer gave a brief update on the 1100 DART Way facility assessment and updated the Commission on DART's recent Roadeo.

10B – Engagement

Amanda Wanke, Chief Engagement Officer gave an update on recent promotions and partnerships including free rides to Veterans. We are working on a long-term program for the future. An update was provided on the consolidation of DART's call center and Walmart/City of Windsor Heights project.

DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – JUNE 5, 2018



10C – Procurement

No Update

10D - Chief Executive Officer

No Update

**FUTURE AGENDA ITEMS**

None

**COMMISSIONER ITEMS**

Chair, Tom Gayman adjourned the meeting at 1:07 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 July 10, 2018 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.



## DISCUSSION ITEM



7A: Gray's Station Development

*Staff Resource: Elizabeth Presutti, Chief Executive Officer*

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- City of Des Moines staff will be at the Commission Meeting to provide a presentation on the Gray's Station and other surrounding developments that are adjacent to DART's 1100 DART Way Operations and Maintenance facility.



## DISCUSSION ITEM



**7B: 1100 DART Way Stormwater Retention Pond Offer to Purchase**

*Staff Resource: Elizabeth Presutti, Chief Executive Officer*

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- City of Des Moines has asked DART to sell the associated parcels to the 1100 DART Way stormwater retention pond.
- DART's stormwater pond currently provides stormwater retention for not only 1100 DART Way but also for several of the developments to the north of the property.
- The City of Des Moines would like to purchase the parcels in order to create a regional stormwater retention system that not only relieves our property and the parcels to the north but also the Gray's Station development that is under construction.
- Staff presented the sale to the DART Executive Committee earlier this year and they requested staff to get an appraisal for the property.
- An appraisal was conducted for the parcels associated with the stormwater retention pond. The appraised value for the parcels is \$1,165,000. Staff is waiting for the completion of the review appraisal and should have that information for the Commission meeting.
- A more detailed presentation on the request to sell the property will be provided at the meeting along with potential next steps.



## DISCUSSION ITEM



**7C: 1100 DART Way Facility Assessment**

**Staff Resource:** *Tim Sanderson, Chief Operating Officer*

- As the current Maintenance and Operations Facility located at 1100 DART Way was built in 1976 with a useful life of 40 years.
- In an effort to ensure we have an understanding of the facility needs over the next 10-20 years to maintain the facility in a state of good repair, DART has undertaken a facility assessment to identify and estimate upcoming infrastructure requirements that will be required to ensure the operational capability of the facility.
- Our current Architectural and Engineering firm, Substance Architecture, conducted the Facility Assessment, with assistance from Transit Facility specialists WSP. They thoroughly assessed the current condition of the facility from both an infrastructure perspective as well as an operational capability perspective.
- At the May DART Commission Meeting, Todd Garner with Substance Architecture, presented the preliminary findings of assessment which included:
  - An overview of the existing condition of the property.
  - A summary of the existing operational challenges that are inherent to the current design including:
    - Narrow Garage Doors
    - Lack of Storage
    - Undersized paint booth
  - A description of the future facility limitation vis-a-vis Electric Buses
- The total estimated costs to keep the facility in a State of Good Repair over the next 20 years is \$28 million.
- The recommendations from the assessment is for DART to explore the potential of a new facility due to age of the facility, the immediate need to replace the majority of the utility infrastructure in the near future and the limitation on accommodations for electric buses.
- Since the presentation in May and based on direction from the DART Executive Committee, staff has been working with Substance and WSP on:
  - Functional programming of a potential new facility in order to evaluate alternate locations.
  - Investigating potential new sites.
  - Developing an evaluation tool for potential new sites.
- Todd Garner of Substance Architecture will update the commission on the progress since the May DART Commission meeting. Staff will also provide options for potential next steps.



## ACTION ITEM



<b>8A:</b>	<b>FY 2018 FTA Buses and Bus Facilities Infrastructure Investment Program Grant Application</b>
<b>Action:</b>	<b>Approve staff to submit a grant application for the construction of a new Bus Operations and Maintenance Facility.</b>

*Staff Resource: Deb Meyer, Financial Analyst*

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**Background:**

- The Federal Transit Administration (FTA) announced the opportunity to apply for approximately \$366.3 million under the Grants for Buses and Bus Facilities Infrastructure Investment Program on June 25, 2018. Grant applications are due August 6, 2018.
- As required by federal transit law and subject to funding availability, funds will be awarded competitively to assist in the financing of capital projects to replace, rehabilitate, purchase or lease buses and related equipment, and to rehabilitate, purchase, construct or lease bus-related facilities.
- Staff is requesting permission to submit a grant application for the construction of a new Bus Operations and Maintenance Facility.

**Recommendation:**

- Approve staff to submit a grant application for the construction of a new Bus Operations and Maintenance Facility.



## ACTION ITEM



**8B: Housekeeping Services**

**Action: Approve a two (2) year contract with Marsden Building Maintenance for Housekeeping Services for the amount Not to Exceed \$576,000.**

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

### Background:

- DART is seeking a qualified firm to provide them housekeeping and cleaning services at DART Central Station and 1100 DART Way. The services will ensure the cleanliness and safety of the interior and exterior of the facility. Services include (but are not limited to):
  - Cleaning and maintenance of all surfaces, windows, and floors
  - Picking up trash and debris on DART property
  - Heavy cleaning of the administration areas during the evenings
  - Light cleaning throughout the day time hours
  - Periodic special needs and events
- Housekeeping Services were previously contracted to both facilities independently. The goal of this project to combine all services under one provider.
- The independent contracts were terminated in February 2018.
- DART has utilized temporary housekeeping services during the interim period until a long-term contract could be awarded.

### Procurement:

- DART conducted a Request for Proposals (RFP) the project. The RFP was published on February 7, 2018 and proposals were due on March 2, 2018.
- Two (2) proposals were received, and both were deemed responsive:
  - Marsden Bldg. Maintenance
  - Nationwide Office Care

### Evaluation Summary:

- The scoring is as follows (on a 5 point scale):
  1. Marsden = 3.84
  2. Nationwide Office Care = 2.78

### Marsden Building Maintenance Background:

- Have been in janitorial/custodial business since 1952.
- Focus on LEED certified facilities.
- Local customers include City of Des Moines, Des Moines Police Department, and Des Moines International Airport.



**ACTION ITEM**  
**8B: Housekeeping Services**

**Financial Proposal:**

<b>Item</b>	<b>Amount</b>
Year 1	\$231,081
Year 2	\$235,702
Est. Consumables	\$62,400
Sub-Total (not incl. consumables)	\$466,783
Contingency (10%)	\$46,678
Total	\$575,862

**Funding:**

- Funding will come from budgeted operating funds.
- Annual pricing proposal is 13% above budgeted funds
- DART has identified savings in other service areas to make up the difference (Other Professional Services, Guard Services, Waste Removal Services, Outside Maintenance Services, etc.)

**Recommendation:**

- Approval of a two (2) year contract with Marsden Building Maintenance for Housekeeping Services for the amount Not to Exceed \$576,000.00.
  - Contract Pricing Summary:
    - 10% Contingency for Extra Services
  - Consumables
    - \$31,200 per year (estimate only)
    - \$62,400 estimate over 2 years



## ACTION ITEM



**8C:** Des Moines Public Schools Contract

**Action:** Approve a new 5-year contract with the Des Moines Public Schools and Year 1 contract value of \$ 776,208.42.

**Staff Resource:** *Tim Sanderson, Chief Operating Officer*

### Background:

- DART has been providing Des Moines Public School middle and high school students transportation to and from school since 1993.
- Over 2,500 student trips per day are provided on DART's regular fixed route services as well as additional bus routes that include slight variations off a DART route.
- As part of the contract, DART provides unlimited ridership privileges to eligible students every day of the week throughout the entire year including all break periods (Christmas Break, Spring Break, and Summer Break).
- Unlimited ridership privileges for eligible summer-school students.
- Unlimited free access to all DART transit services for any of the approximately 5,000 Des Moines Public School District employees.
- DMPS compensates DART for the true cost of DART services, not an estimated amount based on student passes issued. The district's payment will be guaranteed and received in 10 equal monthly payments during the school year.

### Costs:

- DMPS will pay DART an amount of \$ 776,208.42 in Year 1 subject to the addition or deletion of any existing routes, school days, or major cost escalation (fuel).
- The proposed contract structure is recommended to be in effect for a five-year term, but the contract amount shall be renegotiated each year and subject to DART Commission and School Board approval.

### Recommendation:

- Approve this five-year contract and the one-year 2018-2019 school year contract value not to exceed \$ 776,208.42.

## **CONTRACT BETWEEN DES MOINES INDEPENDENT COMMUNITY SCHOOL DISTRICT AND THE DES MOINES AREA REGIONAL TRANSIT AUTHORITY**

This agreement is entered into by the Des Moines Independent Community School District (District) and the Des Moines Area Regional Transit Authority (DART) for the purpose of establishing a program in order to provide coordinated transportation services for students. The goal of this program is to provide efficient, high-quality and flexible service that saves taxpayer dollars. The program will provide transportation services to certain specified schools. It is the intent of this contract that it comply with Chapter 285 of the Iowa Code, and specifically section 285.5, except when otherwise inapplicable or inappropriate, and other provisions of law relating to school bus transportation, which are not inconsistent with the use of common carriers nor exclusively used in the transportation of school students.

### **I. GENERAL PROVISIONS**

#### **A. Equal Employment Opportunities**

The District and DART shall comply with the provisions of Federal, State and District regulations to ensure that no employee or applicant for employment is discriminated against because of race, creed, religion, color, marital status, gender, national origin, sexual orientation, age or disability.

#### **B. Audit or Examination of Records**

It is agreed that any authorized auditor, and where federal funds may be involved, the Comptroller General of the United States or any other representative of the United States Government, shall have access to and the right to examine, audit, excerpt, and transcribe any directly pertinent books, documents, papers, and records of the parties relating to orders, invoices, or payments under this contract. All records relating to this contract shall be retained for such period of time as required by law.

#### **C. Changes**

Changes in contractual provisions to be furnished under the resulting contract may be made only in writing and approved by agents representing the District and DART and attached hereto as Appendices.

#### **D. Immunity from Liability**

DART agrees to protect, indemnify, defend and hold the District harmless from and against any and all loss, damages, claims, costs and expenses, whether for damage to person or property and including attorney fees, proximately caused by the acts or omissions of DART, its officers, agents or employees, committed or omitted in connection with DART's carrying out its obligations hereunder.

#### **E. Taxes – Federal, State and Local**

1. The District is exempt from federal excise taxes, and no payment will be made for any taxes levied on DART's charges. The District is exempt from sales and use taxes on equipment and services and they shall not be included in the contract price.
2. If DART includes in the price any state or federal tax which may be refunded, DART will furnish proof which will enable the District to obtain any refund or credit to which it is entitled.

**F. Gratuities**

The provisions of Chapter 722 and Chapter 68B of the Iowa Code and House File 2466, enacted by the 1992 session of the Iowa General Assembly, governing gifts and gratuities and public officials and agencies, apply to the District and DART.

**G. Independent Contractor**

DART is an independent contractor and not an employee of the District. DART is responsible for all withholding taxes, social security, unemployment, workers compensation, and other taxes and shall hold the District harmless for any claim for the same.

**H. Contractor Personnel**

The District shall notify DART regarding personnel complaints or regarding personnel of DART who exhibit unsuitability for work in a public school environment. DART shall respond appropriately and take such action as circumstances require.

**I. Compensation Payment Procedures**

Payment by the District to DART shall be as set forth in Appendix II.

**J. Contract Contents**

The contract shall consist of this document, appendices, written letters, and agreements modifying or changing the same, attachments, reference documents, memoranda, and written clarifications.

**II. SPECIFIC PROVISIONS**

**A. Services Defined**

The routes to be traveled during the morning and afternoon by the buses under the terms of this contract are listed in Appendix I and described as "School Routes" herein. Additional services beyond the bus transportation during in-service school days may be provided by DART and shall be outlined in Appendix II and labeled "Extra Services."

DART shall have primary responsibility for responding to complaints regarding the school bus service and for assisting in locating students reported lost.

**B. Payment**

For the transportation services to be provided by DART hereunder, the District shall pay DART the sum total shown in Appendix II through ten (10) monthly, equal payments starting with August and ending with May and not including June or July, subject to Adjustments as described below in Section II.C.

DART shall deliver one (1) copy of an invoice on a monthly basis to the District. Each invoice will document details of the service provision in a format agreeable to both parties.

The District shall be expected to provide payment to DART within thirty (30) days of receipt of the invoice. Any charge disputed by the District shall be separated from the invoice and the undisputed portion shall be paid. The District shall promptly notify DART of the dispute and both parties shall agree to meet and resolve disputed charges within thirty (30) days after notification of the dispute.

The District and DART may develop a transportation pass system that can be used by eligible students and/or eligible District Employees on any of DART's regular Fixed Route services. Certain restrictions may apply regarding use of special or other contracted transportation services. DART will notify the District of any such restrictions. See Appendix III.

**C. Adjustments**

The District shall pay DART the fixed annual amount shown in Appendix II subject to significant adjustments of the services provided as defined by the following:

1. Should the District authorize an adjustment that amounts or includes the addition or deletion of one or more routes as compared to the School Routes listed in Appendix I, either party may request to renegotiate the annual payment amount. DART shall regularly monitor the ridership and capacity of the School Routes and routinely report this information to the District. The District and DART will make every effort to approve any adjustment that might be needed to either increase or decrease service at least thirty (30) days in advance of the planned adjustment. The District shall have final authorization to approve any adjustment. Following the District's approval of an adjustment, DART shall have primary responsibility for communicating route changes to the schools.
2. Should the number of days of School Route service provision increase or decrease by more than three (3) percent, either party may request to renegotiate the annual payment amount.
3. Should DART's documented actual annual total cost to provide the School Routes and Extra Services be plus or minus twenty (20) percent of the annual total cost shown in Appendix II, either party may request to renegotiate the annual payment amount. Prior to making any such request to renegotiate the amount, DART will make all reasonable efforts to offset increased costs with comparable savings in other aspects of the operation so that this adjustment may not be needed. DART shall provide written evidence that these efforts have been made prior to requesting a revised payment amount under this section.
4. In the event of a change in any state, federal, or local law that is directly related to any section of this contract, either party may request to renegotiate that section of the contract.

- D. In compliance with Federal Law, specifically described in Title 49 CFR Part 605, all transportation services covered under this agreement shall be open to the general public and in compliance with Federal Transit Administration's school transportation regulations.

**E. Driver Duties – Qualifications – Protection of Students – Discipline and Transportation Policies**

Standards of the District and DART shall be compared and appropriately identified. The following policies of the District or equivalent policies of DART shall be applicable to the bus services to be provided when appropriate with the equipment of DART:

1. Des Moines Public Schools Board Policy, Series 500, Code 503, Student Transportation.
2. Des Moines Public Schools Procedures, Series 500, Code 509, Pupil Transportation.
3. Des Moines Public Schools Board Policy, Series 400, Code 403, Certification and Licensing (e.g., Commercial Drivers License).

4. Des Moines Public Schools Board Policy, Series 400, Code 405, Pre-Employment and Fitness-for-Duty-Examinations.
5. Des Moines Public Schools Board Procedure, Series 400, Code 416.1 Alcohol and Substance Abuse.
6. Des Moines Public Schools Board Procedure, Series 400, Code 416.2 Alcohol and Drug Testing Procedures.
7. Des Moines Public Schools Board Policy, Series 400, Code 450, Abuse of Students by District Employees.
8. Des Moines Public Schools Procedures, Series 400, Code 450, Allegations of Abuse of Students by School Employees.
9. Des Moines Public Schools Board Policy, Series 400, Code 407, Sexual Harassment.
10. Des Moines Public Schools Board Policy, Series 700, Code 776.3, Special Education Transportation.
11. Des Moines Public Schools Board Policy, Series 500, Code 505, Student Behavior Expectations and Discipline.
12. Des Moines Public Schools Board Procedure, Series 500, Code 520, School Discipline.
13. Emergency Operation Procedures in Case of Accident.
14. Emergency Evacuation Procedures, State of Iowa School Bus Drivers' Handbook – Chapter 6.
15. First Aid, State of Iowa School Bus Drivers' Handbook – Chapter 7.
16. Background Checks- The service provider shall certify that all employees employed in support of this contract who have direct contact with students, which is defined to mean being in the presence of students during regular school hours or during school-sponsored activities, have not been convicted of (i) a felony; (ii) any offense involving the sexual molestation, physical or sexual abuse or rape of a child; or (iii) a crime of moral turpitude, or whose name appears on any Sexual Offender's registry.
17. Emergency Weather Plan.
18. DART agrees to adapt portions of this driver training program to be consistent with and meet the objectives of the Driver STOP Training Program.

**F. Service To Be Provided**

Transportation for students under this contract shall be provided as indicated in Appendix I or any agreements of understanding executed by the parties.

**G. Route Preparation**

DART shall prepare routes and pick-up times to correspond with the school schedule. Initially, the routes shall be as specified in Appendix I. The District shall approve deviations or variations in routes. DART shall notify the school and District of changes in routes required because of weather or other unexpected events.

Changes in routes need to be coordinated with the school. DART will be responsible for providing information regarding the routes to the school, the students and their parents.

**H. Establishment of Stops – Safety**

In the interest of safety, new stops may need to be established for specific students. Stops identified in Appendix I(a) shall be selected at points where the safety of students crossing the street is of prime concern. Section 321.372 of the Iowa Code applies to DART where applicable. DART will encourage the utilization of the rear

door for the alighting of students and will guarantee the availability of DART's supervisors in security cars to monitor safety conditions.

**I. Discipline – Removal of Students**

A student passenger shall not be removed from a DART bus for disciplinary reasons unless the removal is at the regularly assigned bus stop of the student or at the school site. However, the student may be removed from DART's bus at another location if removed by supervisory personnel and the student is taken to the student's school or home.

DART shall supplement the student discipline policy by providing on-site DART supervisory staff as required.

**J. Lost Children**

DART shall establish a contact and procedure with the school for children reported lost.

**K. Equipment – Inspections**

DART buses shall be used in the transportation of students as provided for under this contract.

It is the responsibility of DART to provide buses and other transportation equipment that meet the safety requirements of a public transportation system. Deviations from such requirements shall be in writing. Inspections shall be conducted commensurate with inspection policies of DART. In case of breakdowns, a second bus shall be immediately dispatched and the school shall be notified of the breakdown. The District may inspect DART equipment.

**L. Vandalism**

Drivers will inspect buses and equipment prior to loading students to determine condition of the buses and equipment. Following disembarkment, an inspection shall be made to determine if any vandalism has taken place. A driver shall notify DART of any damage and DART shall notify the District. Students committing acts of vandalism are subject to the disciplinary procedures of DART and the District. Restitution for damages resulting from vandalism will be sought by DART from the student or responsible parents or guardians.

**III. PROCEDURES – POLICIES TO BE AVAILABLE**

**A. Requirements and Standards to be Made Available – Acknowledgment**

The District shall provide to DART and DART to the District the policies and standards referenced in Part II, Item E. 1-16, or DART equivalent or similar policies, for review. The District or DART shall make appropriate persons available to answer any questions relating to the contents of the documents referenced in Part II, Item E. The parties shall acknowledge that they have been given the opportunity to review the policies and they understand and will comply with the requirements imposed upon bus drivers and other personnel whose duties relate to the transportation of students.

**B. Waiver of Requirements – Written Statement**

The District may waive compliance with its requirements by DART if the requirements are inappropriate based on DART service, duplicate requirements of DART, different

DART equipment, or for good cause shown. The waiver shall be specific and in writing.

**IV. RESOLUTION OF DISPUTES**

Should disputes over the interpretation of this agreement arise, including but not limited to disputes regarding services and payments called for in the Appendices, they will be resolved by the Chief Executive Officer of DART and the Chief Operations Officer for the District. Should they not be able to resolve the matter, the dispute shall be submitted to a mutually agreed upon third party chosen by the General Manager and the Chief Operations Officer. That individual's determination shall be a final and binding resolution of the dispute in accordance with the provision of Iowa Code Chapter 679A.

**V. DURATION OF CONTRACT AND TERMINATION OF CONTRACT**

This contract shall be effective July 1, 2018 and shall continue until June 30, 2023 subject to four (4) annual renewal approvals by both DART and the District. This contract shall be considered to take precedence over the contract between the two parties that concludes on June 30, 2017. As of the effective date of this contract, the previous contract shall be considered null and void. The contract shall be renewed annually unless: (1) if contract terms for the upcoming school year cannot be reached by May 1 of any year, either party may terminate the contract with thirty (30) days notice; or (2) either party provides notice to the other by March 1 of each year (commencing with March 1, 2019) of its intent to terminate the agreement. All payments due shall be prorated to the date of termination.

Accepted this \_\_\_\_\_ day of \_\_\_\_\_, 2012

DES MOINES INDEPENDENT COMMUNITY SCHOOL DISTRICT

By: \_\_\_\_\_

DES MOINES AREA REGIONAL TRANSIT AUTHORITY

By: \_\_\_\_\_



**Appendix 1  
Des Moines School Routes**

School	DART Route #	Time Period
Lincoln	6A	AM/PM
Lincoln	7	AM/PM

School	DART Route #	Time Period
McCombs	6D	AM/PM
McCombs	6E	AM/PM
McCombs	7D	AM/PM
McCombs	6	AM/PM
McCombs	7	AM/PM

School	DART Route #	Time Period
Harding	15A	AM/PM
Harding	15B	AM/PM
Harding	16D	AM/PM

School	DART Route #	Time Period
Hoyt	1A	AM/PM

School	DART Route #	Time Period
Hoover	5A	AM/PM
Hoover	14A	AM/PM
Hoover	16A	AM/PM

School	DART Route #	Time Period
Hoover/Meredith	14B	AM/PM
Meredith	14C	AM/PM
Meredith	5C	AM/PM
Meredith	16B	AM/PM
Meredith	16C	AM/PM

School	DART Route #	Time Period
Brody	7A	AM/PM
Brody	7B	AM/PM
Brody	8A	AM/PM
Brody	8B	AM/PM
Brody	8C	AM/PM

School	DART Route #	Time Period
Weeks	13A	AM/PM
Weeks	13B	AM/PM
Weeks	13C	AM/PM
Weeks	13D	AM/PM



## Appendix II 2018-2019 Final School Costs DRAFT

<u>Labor Costs</u>	<u>2016-2017</u>	<u>2017-2018</u>	<u>2018-2019</u>	
PT Wage	\$ 17.06	\$ 18.01	\$ 18.55	
PT Benefit Cost	\$ 6.83	\$ 7.07	\$ 7.32	
<b>PT Total</b>	<b>\$ 23.89</b>	<b>\$ 25.08</b>	<b>\$ 25.87</b>	3.1% Inc.
FT Wage	\$ 21.77	\$ 22.98	\$ 23.67	
FT Benefit Cost	\$ 9.07	\$ 9.39	\$ 9.72	
<b>FT Subtotal</b>	<b>\$ 30.84</b>	<b>\$ 32.37</b>	<b>\$ 33.39</b>	
<b>FT Total With Overtime</b>	<b>\$ 46.26</b>	<b>\$ 48.56</b>	<b>\$ 50.09</b>	3.1% Inc.
<b>Labor Rate Average</b> <i>(2/3 part-time, 1/3 full-time at OT)</i>	<b>\$ 31.35</b>	<b>\$ 32.90</b>	<b>\$ 33.94</b>	3.1% Inc.
Total Hours	71.00	71.00	71.00	0.0%
<b>Labor Costs</b>	<b>\$ 402,873.07</b>	<b>\$ 422,856.47</b>	<b>\$ 436,147.96</b>	3.1% Inc.
<i>Calculations are based on 181 Days</i>				
<u>Mileage Costs</u>				
Total Mileage	645.50	645.50	645.50	
Mileage Consumables Rate	\$ 1.85	\$ 1.90	\$ 1.95	2.5% Inc.
<b>Mileage Costs</b>	<b>\$ 216,145.68</b>	<b>\$ 221,987.45</b>	<b>\$ 227,537.14</b>	2.5% Inc.
<u>Other Costs</u>				
Early Dismissals	\$ 24,320.00	\$ 24,320.00	\$ 25,049.60	3.0% Inc.
Printing Costs	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	0.0% Inc.
Supervisor	\$ 17,500.00	\$ 18,000.00	\$ 18,540.00	3.0% Inc.
<b>Support Costs</b>	<b>\$ 42,820.00</b>	<b>\$ 43,320.00</b>	<b>\$ 44,589.60</b>	2.9% Inc.
<b>Estimated School Service Costs</b>	<b>\$ 661,838.74</b>	<b>\$ 688,163.92</b>	<b>\$ 708,274.69</b>	2.9% Inc.
<b>All Students/All Employees Ride Free (*See Restrictions Below)</b> <i>(Replaces Tokens)</i>	<b>\$ 66,929.78</b>	<b>\$ 66,929.78</b>	<b>\$ 67,933.73</b>	1.5% Inc.
<b>TOTAL DMPS-DART PROPOSAL</b>	<b>\$ 728,768.52</b>	<b>\$ 755,093.70</b>	<b>\$ 776,208.42</b>	2.8% Inc.
<b>LATE START FEE PER OCCURANCE</b>	<b>\$ 3,000.00</b>	<b>\$ 3,000.00</b>	<b>\$ 3,090.00</b>	

**\*Restrictions**

- Ride DART Free Privileges for 100% of all Middle/High School Students & All DMPS Employees (21,000 students & employees)
- Students not assigned to DART buses may ride DART free during all non-school hours (including weekends/breaks/ summers).
- Token program eliminated because all students will be eligible to ride DART buses during non-school hours.

**ONE-RIDE TICKETS**

*DART will provide DMPS with 1,000 one-ride tickets. Additional tickets can be provided at \$0.75 each.*

### **Appendix III - Fare Media**

With the implementation of DART's new fare collection system and new DMPS ID's

DMPS will be responsible for the following:

- The issuance of ID cards.
- Ensuring all cards must have a unique identifier per the agreed upon format.
- Description of hotlist maintenance process.
- Determination of transportation and times eligibility.
- Coding an expiry date for each ID.
- Reissuance of cards annually.

DART will be responsible for the following:

- Providing transportation when a valid card is presented to the bus operator.
- Ridership data in the format requested by DMPS.



## ACTION ITEM



**8D: Paratransit Service Policies**

**Action: Approve the Paratransit Service Policies and Bus Plus Service Map**

**Staff Resource:** *Timothy Sanderson, Chief Operating Officer*

### Background

- Bus Plus is the local name for complementary paratransit service for persons unable to use the fixed route system as required by the Americans with Disabilities Act of 1990.
- The Federal Transit Administration defines the requirements of the ADA for transit providers to include "complementary" paratransit service (49 CFR 37.131).
- ADA complementary paratransit service must complement the fixed route service. By statute, complementary paratransit must provide a level of service that is comparable to that provided by the fixed route system.
- As part of the Federal Transit Administration's Triennial Review which was completed earlier this year, it was noted that additional clarity be provided with DART's Paratransit Service Policies.
  - One specific finding stated: "DART must update its no-show policy to include reference to the appeals process and provide evidence of communicating the no-show policy to riders."
- The Paratransit Policies (see attached) that have been established and/or updated to address FTA concerns are:
  - Scheduling and Reservations Policy – This is a new policy that details how and when reservations for Paratransit Trips can be made.
  - Cancellation and No Show Policy – This policy was last updated in November 2012 to reflect updated federal guidelines. The revisions as part of this update are primarily to include the appeals process for a no-show.
  - Visitor Policy – This is a new policy that FTA recommended be established. DART has historically allowed visitors in the area utilize paratransit if they were eligible for Paratransit at their home transit system, however, this practice wasn't documented in a policy.
  - Service Area and Hours Policy - The DART Commission approved the current Bus Plus Paratransit map in July 2012. In general, ADA complementary paratransit service must be provided within 3/4 of a mile radius of any bus route, at the same hours and days that fixed route operates. The updated policy reflects this provision.
- Generally, these policies do not represent a shift from our current practices and they are in line with all federal regulations governing paratransit operations.
- Staff is also proposing the addition of some additional areas to be served by Bus Plus that exceed the ¼ mile requirement for the service. This will help simplify the service area and provide service to several areas where DART regularly gets requests. A map of our proposed service area and current service area are attached as well.
- Upon approval by the DART Commission, staff recommends putting the Paratransit Service Policies into effect immediately and making the new map effective in accordance with the August service change.



# Paratransit Service Policy



<b>Scope:</b>	<b>DART Paratransit Customers</b>
<b>Responsible Department:</b>	<b>Operations</b>
<b>Effective Date:</b>	<b>XX, 2018</b>
<b>Approved By:</b>	<b>DART Commission</b>

---

## PURPOSE

The purpose of this document is to set policy, in accordance with Federal Transit Administration (FTA) regulation and the Americans with Disabilities Act (ADA), regarding DART Paratransit service for individual riders.

## POLICY

### **A. Scheduling and Reservations**

Request for service can be made by calling DART Monday through Friday between 7:00 AM and 5:00 PM. Reservations for Sunday and Monday travel can be made on Saturday and Sunday between 8:00 AM - 4:00 PM. If a voicemail is left, passengers will be directed to leave their name and telephone number and DART staff will return the passenger's call to schedule a trip. Reservations will be accepted up to seven (7) days prior to the trip date. Passengers can schedule a trip up to 5:00 PM on weekdays and 4:00PM on weekends the day before the trip date.

### **B. Cancelation and No Show**

A Late Cancelation occurs when a passenger cancels a scheduled trip with less than one (1) hour notice to the paratransit office before the start of the negotiated pick up window. A Late Cancel is the functional equivalent of a No Show, and will be treated the same for service suspension review.

A No Show occurs when a passenger misses a scheduled trip when the bus is at the pick-up location within the negotiated pick up window. If a passenger No Shows or Late Cancels the first leg of a trip, the return trip will remain an "active" trip. If the passenger will not take that trip, they must call the paratransit office to cancel the trip.

Any passenger within a calendar month that incurs a No Show and/or Late Cancel trip may trigger a review of their trips to determine if a pattern or practice of missed trips exists.

When DART performs a review, below is the criteria for determining the number of No Show and/or Late Cancel trips that may result in a penalty:

- 1 to 14 trips per month – maximum of 3 No Shows/Late Cancels per month
- 15 to 29 trips per month – maximum of 6 No Shows/Late Cancels per month
- 30 to 39 trips per month – maximum of 8 No Shows/Late Cancels per month
- 40 to 50 trips per month – maximum of 10 No Shows/Late Cancels per month
- 51+ trips per month – maximum of 12 No Shows/Late Cancels per month



Following a review, the passenger will be notified of the number of No Show or Late Cancel trips for the previous month. No Shows that occur due to circumstances that are beyond the passenger's control or when the operator arrives after the scheduled window will not be counted. Passengers have the right to contest any particular No Show or Late Cancel trip. Passengers may contact DART by telephone, or mail or to contest a trip record.

To appeal any specific No Show trip, passengers may contact DART Customer Service by telephone at 515-283-8100 and leave a customer comment requesting a review. Passengers will be asked for the details of the incident and DART staff will contact the passenger in no more than two (2) business days. The appeal will be resolved by the conclusion of the fifth (5th) business day and communicated to the passenger via phone call.

Passengers may also request a review by mail. This request must be in writing and mailed to the following address:

DART Paratransit  
Des Moines Area Regional Transit Authority  
620 Cherry Street  
Des Moines, IA 50309

The letter should contain the details of the appeal and the preferred method for DART to contact the passenger. DART will review the appeal and send out a response in writing within five (5) business days of receipt of the appeal.

Passengers that exceed the maximum number of No Show and/or Late Cancel trips will be subject to the following penalties:

- 1st violation – letter of warning
- 2nd violation – one week suspension of service
- 3rd violation – two week suspension of service
- 4th and succeeding violations – one month suspension of service

Service suspension will be administered progressively for each month that the infractions continue. The number of months which exceed the maximum Late Cancel and No Show occurrences will be calculated over a rolling 12-month period.

**C. Visitor**

Visitors with disabilities who cannot use the regular fixed-route system are eligible to utilize DART complementary paratransit service. The visitor may be asked to provide to DART certain documentation to verify eligibility, nature of their disability, and/or residence. If the visitor has been certified as "ADA paratransit eligible" by a public transit provider, DART paratransit will honor the approval and will provide up to twenty one (21) days of visitor ADA complementary paratransit service during a 365 day period. If visitors have not been certified as eligible by another public entity but claim they are ADA paratransit eligible, they will be allowed "presumptive eligibility" and shall be provided with up to 21 consecutive days of paratransit service.



D. Service Area and Hours

DART paratransit operates service in comparable service area and hours as DART's fixed route bus service.

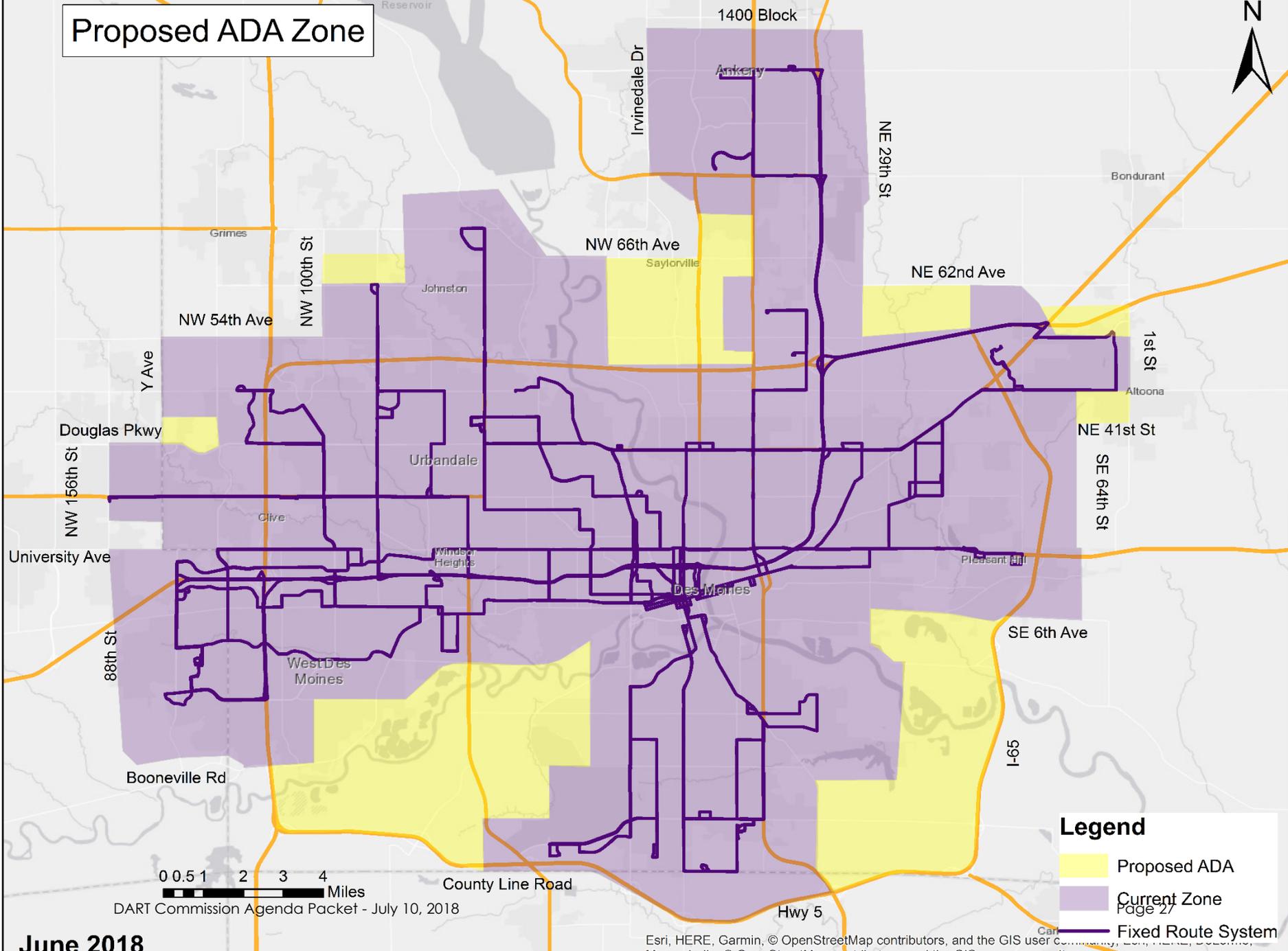
- **DART Service Area:** DART paratransit service area at a minimum includes  $\frac{1}{4}$  mile in and around DART fixed route service, or to the next closest geographical differentiator.
- **DART Service Hours:** The first paratransit pick up in the morning can occur as early as the first fixed route timepoint, and the last drop off can occur as late as the last fixed route timepoint.

---

**REVISION LOG:**

1. DATE:

# Proposed ADA Zone



DART Commission Agenda Packet - July 10, 2018

June 2018

**Legend**

- Proposed ADA
- Current Zone
- Fixed Route System

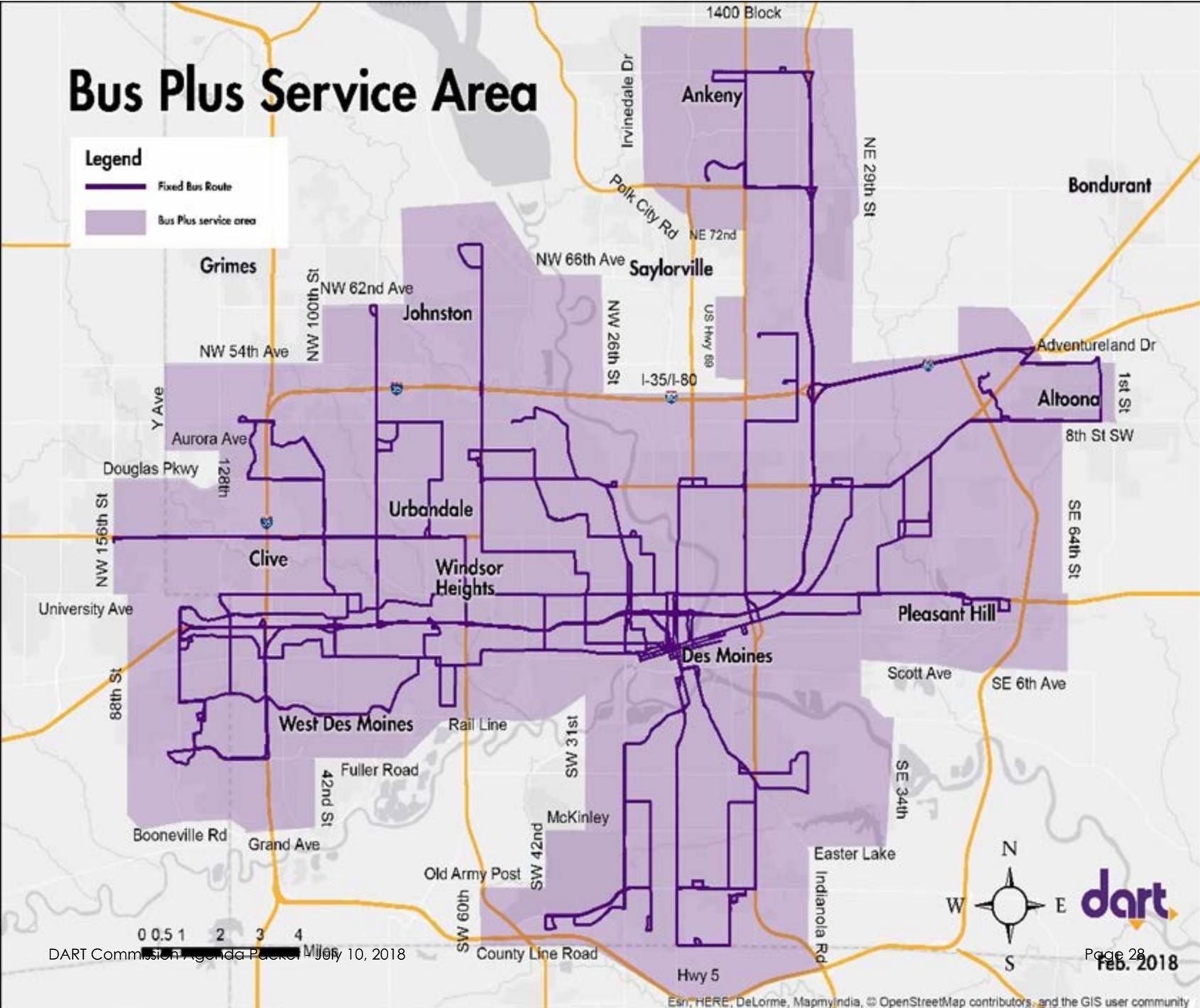
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MapmyIndia, © OpenStreetMap contributors, and the GIS user community

# Bus Plus Service Area

**Legend**

-  Fixed Bus Route
-  Bus Plus service area



0 0.5 1 2 3 4 Miles



A north arrow is located in the bottom right corner, pointing upwards. To its right is the DART logo, which consists of the word "dart" in a stylized, lowercase font with a blue-to-purple gradient and a small arrowhead pointing to the right.



## ACTION ITEM



**8E: May FY2018 Consolidated Financial Report**

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

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

### Year-to-Date Budget Highlights:

#### Revenue:

- Fixed Route Operating revenue is 10.59% under budget projections. School Funding, Unlimited Access, and OTT Passes are meeting or exceeding budget while Cash Fares and fare pass media are under budget.
- Fixed Route Non-Operating revenue is currently 3.38% above budget with timing of grant receipts and state funding .
- Paratransit Operating revenue is 25.67% lower than budget expectations. All three categories are lower than expected. Primarily, Other Contracted Services trips makes up the largest variance which is attributed to the ongoing changes with the Iowa Medicaid program.
- Paratransit Non-Operating revenue is 0.55% above budget.
- Rideshare revenues are 4% below budget. Rideshare revenue has continued to increase throughout the fiscal year.

#### Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 5.33% below budget projections year to date. Fuel and Lubricants, Salaries, Wages & Fringes, and Insurance are seeing the largest savings.
- Paratransit Budget Summary – Operating expenses are currently showing budget savings of 6.83%. Fuel and Lubricants, Salaries, Wages & Fringes, and Equipment Repair Parts are the categories seeing the most savings.
- Rideshare Budget Summary – Rideshare expenses are below budgetary expectations by 3.29%. Salaries, Wages & Fringes, Miscellaneous Departmental Expenses, and Services are the three categories seeing the most savings.

### Recommendation:

- Approve the May FY2018 Consolidated Financial Report.

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

Fixed Route	\$	1,503,646	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(220,745)	\$274,836.67
Rideshare	\$	<u>(5,311)</u>	
Total	\$	1,277,590	

**FY2018 Financials:**

**May 2018**

FIXED ROUTE	May 2018			Year-To-Date-(11) Months Ending 05/31/2018		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	388,123	463,642	(75,518)	4,560,085	5,100,058	(539,973)
Non-Operating Revenue	1,876,633	1,848,126	28,507	21,016,627	20,329,382	687,245
Subtotal	2,264,756	2,311,767	(47,011)	25,576,712	25,429,441	147,271
Operating Expenses	2,649,522	2,311,767	(337,754)	24,073,066	25,429,441	1,356,375
Gain/(Loss)	(384,765)	-	(384,765)	1,503,646	-	1,503,646

PARATRANSIT	May 2018			Year-To-Date-(11) Months Ending 05/31/2018		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	97,668	150,983	(53,315)	1,234,534	1,660,817	(426,282)
Non-Operating Revenue	112,485	113,417	(931)	1,254,485	1,247,584	6,900
Subtotal	210,153	264,400	(54,247)	2,489,019	2,908,401	(419,382)
Operating Expenses	285,402	264,400	(21,002)	2,709,764	2,908,401	198,637
Gain/(Loss)	(75,249)	-	(75,249)	(220,745)	-	(220,745)

RIDESHARE	May 2018			Year-To-Date-(11) Months Ending 05/31/2018		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	68,753	68,792	(39)	726,496	756,708	(30,213)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	68,753	68,792	(39)	726,496	756,708	(30,213)
Operating Expenses	73,822	68,792	(5,030)	731,807	756,708	24,901
Gain/(Loss)	(5,069)	-	(5,069)	(5,311)	-	(5,311)



## DISCUSSION ITEM



**9A: Fare Collection System Upgrade Update**

*Staff Resource: Luke Lester, IT Manager*

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- DART is in the process of upgrading its 25 year old fare collection system with a new system which will include mobile ticketing, new fareboxes, and a new backend system. The new system will help to improve the process for both customers and operators, as well as, provide additional payment options for people to ride DART services.
- A presentation will be given to provide an update on the status of the project.



## DISCUSSION ITEM



9B: Triennial Review Update

*Staff Resource: Jamie Schug, Chief Financial Officer*

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- The Triennial Review is one of FTA's management tools for examining grantee performance and adherence to current FTA requirements and policies. Mandated by Congress in 1982, the Triennial Review occurs once every three years. It examines how recipients of Urbanized Area Formula Program funds meet statutory and administrative requirements.
- The onsite review took place April 17-18, 2018. The Triennial Review focused on DART's compliance in twenty (20) areas. No deficiencies were found in fourteen (14) areas and one (1) area was deemed not applicable. Deficiencies were found in five (5) areas
- Specifics on the deficiencies are highlighted in purple on the attached matrix. DART had no repeat deficiencies from the 2015 Triennial Review.

Review Area	Deficiencies		Corrective Action	Response Due Date	DART Response
	Code	Description			
1. Legal	ND				
2. Financial Management and Capacity	ND				
3. Technical Capacity – Award Management	ND				
4. Technical Capacity – Program Management and Subrecipient Oversight	TC-PgM7-1	Inadequate oversight of subrecipients	DART must submit to the FTA regional office procedures for monitoring its subrecipient for compliance with Federal requirements in the areas of ADA complaints and elevator maintenance, along with documentation of implementation. DART must provide documentation that they have received from the subrecipient and reviewed the facility maintenance plan for the Center Street Park and Ride location.	August 20, 2018	DART Operations Manager – Maintenance, will work with staff at the City of Des Moines to establish a facility maintenance plan for the Center Street Park and Ride
5. Technical Capacity – Project Management	ND				
6. Satisfactory Continuing Control	ND				

Review Area	Deficiencies		Corrective Action	Response Due Date	DART Response
	Code	Description			
7. Maintenance	M2-1	Late vehicle/vessel preventive maintenance	<p>DART must submit to the FTA regional office:</p> <ul style="list-style-type: none"> <li>• procedures for completing preventive maintenance inspections on time.</li> <li>• a monthly report signed by the chief executive officer or other senior management designee on preventive maintenance results until the data demonstrate the recipient has conducted 80 percent of its preventive maintenance on time for three consecutive months. For each vehicle that received a preventive maintenance inspection during the month, the recipient must include with the submittal to the FTA regional office:                             <ul style="list-style-type: none"> <li>○ a report that lists the vehicle number, date of the inspection, mileage of the current inspection, mileage of the previous inspection, and the mileage interval between the two inspections for each vehicle that received a preventive maintenance inspection during the month. List the percentage of the inspections performed on time.</li> <li>○ back-up documentation for each vehicle (e.g., copy of work order, printout from the maintenance management system) documenting the date and mileage of the inspection.</li> </ul> </li> </ul>	November 19, 2018	DART Operations Manager – Maintenance, will update procedures for completing preventive maintenance inspections. Additionally, work will be completed with our current software vendor to ensure the system is operating efficiently and effectively. DART will file the requested reports with FTA
8. Procurement	P8-5	Lacking required justification(s) and documentation for sole-source award(s)	The recipient must submit to the FTA regional office evidence of an implemented policy to ensure that future sole source procurements are properly conducted and documented, including a file checklist and evidence of training	July 23, 2018	DART Procurement Manager will update the sole source checklist and conduct additional staff training and share that documentation with FTA

Review Area	Deficiencies		Corrective Action	Response Due Date	DART Response
	Code	Description			
	P17-1	Improper piggyback purchase	DART must submit to the FTA regional office piggybacking procedures that comply with FTA requirements, including a file checklist and evidence of training.	July 23, 2018	DART Procurement Manager will update the piggybacking checklist and conduct additional staff training and share that documentation with FTA
9. Disadvantaged Business Enterprise (DBE)	ND				
10. Title VI	TVI2-1	Language Assistance Plan deficiencies	DART must prepare and submit to the FTA Regional Civil Rights Officer (RCRO) documentation of implementing its Language Assistance Plan (LAP), including records of staff training.	July 23, 2018	DART Customer Experience Manager will prepare requested documentation and conduct training and provide such records to FTA
11. Americans With Disabilities Act (ADA) - General	ND				
12. Americans With Disabilities Act (ADA) – Complementary Paratransit	CPT2-3	Service to visitors not provided for at least 21 days	DART must submit to the RCRO a policy for providing eligible visitors 21 days of service within a 365-day period, and provide documentation that this had been made available to the public.	August 20, 2018	DART Operations Manager – Service Delivery will revise policies and bring to DART Commission for approval then file with RCRO
	CPT-3-4	Insufficient no-show suspension procedures	DART must update its no-show policy to include reference to the appeals process and provide evidence of communicating the no-show policy to riders.	August 20, 2018	DART Operations Manager – Service Delivery will revise policies and bring to DART Commission for approval then file with RCRO

Review Area	Deficiencies		Corrective Action	Response Due Date	DART Response
	Code	Description			
	CPT4-5	Limits or capacity constraints on ADA Complementary Paratransit Service	DART must submit to the RCRO: <ul style="list-style-type: none"> <li>• a revised definition for missed trips</li> <li>• evidence of the implementation of tracking missed trips</li> <li>• evidence that capacity constraint tracking data can be tracked separately for the ADA complementary paratransit service, and</li> <li>• review of contractor performance data for capacity constraints.</li> </ul>	August 20, 2018	DART Operations Manager – Service Delivery will revise policies and bring to DART Commission for approval then file with RCRO
13. Equal Employment Opportunity (EEO)	ND				
14. School Bus	ND				
15. Charter Bus	ND				
16. Drug-Free Workplace Act	ND				
17. Drug and Alcohol Policy	ND				
18. Section 5307 Program Requirements	ND				
19. Section 5310 Program Requirements	ND				
20. Section 5311 Program Requirements	NA				

**FINAL REPORT**

**FISCAL YEAR 2018  
TRIENNIAL REVIEW**

of

**Des Moines Area Regional Transit Authority  
[DART]  
Des Moines, IA  
Recipient ID: 1831**

*Performed for:*

**U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL TRANSIT ADMINISTRATION  
REGION 7**

*Prepared By:*

**Calyptus Consulting Group, Inc.**

**Scoping Meeting Date: February 13, 2018**

**Site Visit Date: April 17-18, 2018**

**Final Report Date: June 12, 2018**

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## I. Executive Summary

This report documents the Federal Transit Administration’s (FTA) Triennial Review of the Des Moines Area Regional Transit Authority (DART) of Des Moines, IA. The review was performed by Calyptus Consulting Group, Inc. During the site visit, administrative and statutory requirements were discussed and documents were reviewed. DART’s transit facilities were toured to provide an overview of activities related to FTA-funded projects.

The Triennial Review focused on DART’s compliance in twenty (20) areas. Deficiencies were found in the areas listed below.

Review Area	Deficiencies	
	Code	Description
Technical Capacity – Program Management	TC-PgM7-1	Inadequate oversight of subrecipients
Maintenance	M2-1	Late vehicle/vessel preventive maintenance
Procurement	P8-5	Lacking required justification(s) and documentation for sole-source award(s)
	P17-1	Improper piggyback purchase
Title VI	TVI2-1	Language Assistance Plan deficiencies
Americans with Disabilities Act (ADA) – Complementary Paratransit	CPT2-3	Service to visitors not provided for at least 21 days
	CPT3-4	Insufficient no-show suspension procedures
	CPT4-5	Limits or capacity constraints on ADA Complementary Paratransit Service

## **II. Review Process and Background**

### **1. Background**

The United States Code, Chapter 53 of Title 49 (49 U.S.C. 5307(f) (2)) requires that “At least once every three years, the Secretary shall review and evaluate completely the performance of a grantee in carrying out its program, specifically referring to compliance with statutory and administrative requirements.”

The Triennial Review includes a review of the recipient’s compliance in twenty (20) areas. The basic requirements for each of these areas are summarized in Section IV.

This report presents the findings from the Triennial Review of DART. The review concentrated on procedures and practices employed during the past three years; however, coverage was extended to earlier periods as needed to assess the policies in place and the management of grants. The specific documents reviewed and referenced in this report are available at FTA’s regional office or the recipient’s office.

### **2. Process**

The Triennial Review process includes a pre-review assessment, a review scoping meeting with the FTA regional office, and an on-site visit to the recipient’s location. A Recipient Information Request (RIR) package was sent to DART advising it of the review and site visit, and containing a list of items and questions that the recipient was required to submit to the reviewer. The review scoping meeting was conducted with the Region 7 Office on February 13, 2018. Additional files retained by the regional office were sent to the reviewer electronically. A Site Visit Agenda package was sent to DART advising it of the site visit date and indicating information that would be needed and issues that would be discussed. The site visit to DART occurred on April 17-18, 2018.

The onsite portion of the review began with an entrance conference, at which the purpose of the Triennial Review and the review process were discussed. The remaining time was spent discussing administrative and statutory requirements and reviewing documents. The reviewers visited DART’s Transit Center at 620 Cherry Street, and the Maintenance and Operations building at 1100 DART Way, Des Moines to provide an overview of activities related to FTA-funded projects.

The reviewers examined a sample of maintenance records for FTA-funded vehicles and equipment. Upon completion of the review, FTA and the reviewer provided a summary of preliminary findings to DART at an exit conference. Section VI of this report lists the individuals participating in the review.

### 3. Metrics

The metrics used to evaluate whether a recipient is meeting the requirements for each of the areas reviewed are:

- *Not Deficient*: An area is considered not deficient if, during the review, no findings were noted with the grantee's implementation of the requirements.
- *Deficient*: An area is considered deficient if any of the requirements within the area reviewed were not met.
- *Not Applicable*: An area can be deemed not applicable if, after an initial assessment, the grantee does not conduct activities for which the requirements of the respective area would be applicable.

### III. Recipient Description

#### 1. Organization and Services

Local and state leaders created the Des Moines Area Regional Transit Authority, or DART, out of the Des Moines Metropolitan Transit Authority, or MTA, in 2006. The move enabled the agency to begin evolving into a more regional transit system to improve public transportation services in the Greater Des Moines region. DART is the largest public transit agency in Iowa; the service area includes 19 participating cities and areas of unincorporated Polk County. These include Alleman, Altoona, Ankeny, Bondurant, Carlisle, Clive, Des Moines, Elkhart, Granger, Grimes, Johnston, Mitchellville, Pleasant Hill, Polk City, Unincorporated Polk County, Runnells, Urbandale, West Des Moines and Windsor Heights. The population of its service area is approximately 450,070.

The agency is operated with the support of local property taxes and fare revenue. From 2006 through 2017 DART had a nine member Board of Commissioners. In 2017 this was expanded to 19 Commissioners to provide a more representative board structure. The Board of Commissioners set policy and oversee DART’s budget, leaving the planning and day-to-day operations to DART staff. Each member of DART’s Board of Commissioners is an elected official from each individual member government. Terms are four years.

Service is provided weekdays from 5:30 a.m. to 11:35 p.m. Saturday service is operated from 6:25 a.m. to 10:15 p.m. Sunday service is operated from 7:25 a.m. to 6:55 p.m. The basic adult fare for bus service is \$1.75. A reduced fare of \$0.75 is offered to senior citizens, persons with disabilities, and Medicare card holders at all times. Children 6-10 ride for \$0.75 and children 5 and under ride free. The Express Route fares are \$2.00 with a reduced fare of \$0.75 for everyone over 5, children 5 and under ride free. DART also offers unlimited weekly and monthly passes. The ADA complementary paratransit service is offered during the same hours and days as fixed-route service. ADA paratransit service is \$3.50, with higher fares for the Express Plus and for trips extending beyond the DART fixed-route service area.

DART operates a fleet of 123 buses for fixed-route service and the current peak requirement is for 108 vehicles. DART also operates vanpools in 18 counties in central Iowa. DART operates from two maintenance and administrative office facilities in Des Moines.

#### 2. Award and Project Activity

Below is a list of DART’s open awards at the time of the review.

<b>Award Number</b>	<b>Award Amount</b>	<b>Year Executed</b>	<b>Description</b>
IA-2018-001	\$900,000	2017	FY2017 STBG Project – Bus Replacements
IA-2017-014	\$675,242	2017	FY2017 Project - 5339 Funding: Rolling Stock

<b>Award Number</b>	<b>Award Amount</b>	<b>Year Executed</b>	<b>Description</b>
IA-2017-016	\$346,491	2017	DART FY2017 Projects – 5310 Funding: Contract Services and Rolling Stock
IA-04-0130	\$3,077,800	2018	Farebox System Replacement
IA-90-X413	\$6,186,948	2018	Capital and Operating
IA-2017-015	\$6,533,859	2017	FY2017 Projects - 5307 Funding: Capital and Operating
IA-2016-014	\$646,679	2016	2016 Projects – 5339 Funding: Rolling Stock and Facilities
IA-34-0004	\$706,374	2017	Hoists, Fare System & Facility Improv.
IA-2016-030	\$338,383	2016	2016 Projects – 5310 Funding: Contracted Services and Rolling Stock
IA-2016-029	IA-90-X525 - \$6,313,223 IA-95-X026 - \$1,354,400	2016	2016 Projects - 5307 Funding: Capital, Operating, and Planning
IA-90-X401	\$6,244,054	2017	Capital, Planning & Operating

### **Projects Completed**

In the past few years, DART has completed the following noteworthy projects:

- DART Way renovations to the heating system, front offices, and operations area

### **Ongoing Projects**

DART is currently in the process of implementing the following noteworthy projects:

- Bus Wash improvements
- Fare System replacement
- New Twenty-Bus lease

### **Future Projects**

DART plans to pursue the following noteworthy projects in the next three to five years:

- Upgrades to DART Way electrical infrastructure and HVAC
- Replacement of DCS components at the ten-year mark

## IV. Results of the Review

### 1. Legal

Basic Requirement: The recipient must promptly notify the Federal Transit Administration (FTA) of legal matters and additionally notify the U.S. Department of Transportation (US DOT) Office of Inspector General (OIG) of any instances relating to false claims under the False Claims Act or fraud. Recipients must comply with restrictions on lobbying requirements.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Legal.

### 2. Financial Management and Capacity

Basic Requirement: The recipient must have financial policies and procedures; an organizational structure that defines, assigns and delegates authority; and financial management systems in place to match, manage, and charge only allowable cost to the award. The recipient must conduct required single audits and provide financial oversight of subrecipients.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Financial Management and Capacity.

### 3. Technical Capacity – Award Management

Basic Requirement: The recipient must report progress of projects in awards to the FTA timely.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Technical Capacity – Award Management.

### 4. Technical Capacity – Program Management and Subrecipient Oversight

Basic Requirement: The recipient must follow the public involvement process for transportation plans; develop and submit a State Management Plan to the FTA for approval; report in the Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS) on subawards; and ensure subrecipients comply with the terms of the award.

During this Triennial Review of DART, one (1) deficiency was found with the FTA requirements for Technical Capacity – Program Management and Subrecipient Oversight.

Finding TC-PgM7-1: DART has one subrecipient, the City of Des Moines, which built the Center Street Park and Ride project using FTA funds for construction in the 1990s. DART has ongoing oversight requirements, including those relating to maintenance, satisfactory continuing control, finance and the oversight of incidental use at the Center Street Park and Ride location. DART performs oversight and monitoring of the revenues from the incidental use and performs annual

site visits to review the maintenance and condition of the site. However, DART did not have a copy of the City's maintenance plan for the location and was not able to confirm ADA procedures such as the procedures when the elevator fails, or ADA complaints. DART is not ensuring its subrecipient is in compliance with Federal requirements, as required by 2 CFR 200.331 (DEFICIENCY CODE TC-PgM7-1: Inadequate oversight of subrecipients).

Corrective Action(s) and Schedule: By August 20, 2018, DART must submit to the FTA regional office procedures for monitoring its subrecipient for compliance with Federal requirements in the areas of ADA complaints and elevator maintenance, along with documentation of implementation. DART must provide documentation that they have received from the subrecipient and reviewed the facility maintenance plan for the Center Street Park and Ride location.

## 5. Technical Capacity – Project Management

Basic Requirement: The recipient must be able to implement FTA-funded projects in accordance with the award application, FTA Master Agreement, and all applicable laws and regulations, using sound management practices; and prepare force account plans.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Technical Capacity – Project Management.

## 6. Satisfactory Continuing Control

Basic Requirement: The recipient must ensure that FTA-funded property will remain available to be used for its originally authorized purpose throughout its useful life until disposition.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Satisfactory Continuing Control.

## 7. Maintenance

Basic Requirement: Recipients must keep federally funded vehicles, equipment, and facilities in good operating condition. Recipients must keep Americans with Disabilities Act (ADA) accessibility features on all vehicles, equipment, and facilities in good operating order.

During this Triennial Review of DART, one (1) deficiency was found with the FTA requirements for Maintenance.

Finding M2-1: FTA Chapter 5010.1E Chapter IV Section 4 (n) requires recipients to maintain federally assisted property in good operating order and in compliance with applicable regulations. The recipient's vehicle preventive maintenance inspections were less than the 80 percent on time threshold required by FTA. The sample of vehicle records evidenced an average of 63 percent of preventive maintenance checks occurring on time. The recipient indicated a number of issues including preventive maintenance tracking software malfunctions, human error due to manual data

entry and malfunctioning odometers (DEFICIENCY CODE M2-1: Late vehicle/vessel preventive maintenance).

Corrective Action(s) and Schedule: By November 19, 2018, DART must submit to the FTA regional office:

- procedures for completing preventive maintenance inspections on time.
- a monthly report signed by the chief executive officer or other senior management designee on preventive maintenance results until the data demonstrate the recipient has conducted 80 percent of its preventive maintenance on time for three consecutive months. For each vehicle that received a preventive maintenance inspection during the month, the recipient must include with the submittal to the FTA regional office:
  - a report that lists the vehicle number, date of the inspection, mileage of the current inspection, mileage of the previous inspection, and the mileage interval between the two inspections for each vehicle that received a preventive maintenance inspection during the month. List the percentage of the inspections performed on time.
  - back-up documentation for each vehicle (e.g., copy of work order, printout from the maintenance management system) documenting the date and mileage of the inspection.

## 8. Procurement

Basic Requirement: The non-Federal entity must use its own documented procurement procedures which reflect applicable State, local, and tribal laws and regulations, and conform to applicable Federal law and the standards identified in 2 CFR part 200.

During this Triennial Review of DART, two (2) deficiencies were found with the FTA requirements for Procurement.

The procurements reviewed which led to the findings in this section are included in the table below.

Contract	Award Date	Method	Amount	Deficiencies
Collaborative report and presentation writer software	7/2015	Sole source	NTE \$98,000	Sole Source Justification
Office Furniture	5/2015	US Communities contract	\$265,000-\$353,000	Improper Piggyback procurement

Finding P8-5: The recipient completed a sole source procurement for the purchase of collaborative report and presentation writer software, citing that patent and data rights restrictions preclude

competition. DART developed a sole source justification, but did not provide documentation of market research to validate that the software was unique enough to be considered for a sole source procurement (DEFICIENCY CODE P8-5: Lacking required justification(s) and documentation for sole-source award(s)).

Corrective Action(s) and Schedule: By July 23, 2018, DART must submit to the FTA regional office evidence of an implemented policy to ensure that future sole source procurements are properly conducted and documented, including a file checklist and evidence of training.

Finding P17-1: A procurement for office renovation furnishing used the contract pricing and terms under an existing US Communities procurement. As noted in FTA Circular 4220.1F, Chapter V Section 4 FTA recognizes joint, State GSA-type and Federal GSA contracts to be the only types of allowable intergovernmental agreements and does not allow private intergovernmental purchasing schedules. The documentation provided did not indicate that this procurement was completed according to FTA requirements and FTA clauses were not included (DEFICIENCY CODE P17-1: Improper piggyback purchase).

Corrective Action(s) and Schedule: By July 23, 2018, DART must submit to the FTA regional office piggybacking procedures that comply with FTA requirements, including a file checklist and evidence of training.

## 9. Disadvantaged Business Enterprise

Basic Requirement: Recipients must comply with 49 CFR Part 26 to ensure nondiscrimination in the award and administration of US DOT-assisted contracts. Recipients also must create a level playing field on which Disadvantaged Business Enterprises (DBEs) can compete fairly for US DOT-assisted contracts.

Finding: During this Triennial Review of DART, no deficiencies were found with the U.S. Department of Transportation (US DOT) requirements for DBE.

## 10. Title VI

Basic Requirement: The recipient must ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving Federal financial assistance without regard to whether specific projects or services are federally funded. The recipient must ensure that all transit services and related benefits are distributed in an equitable manner.

During this Triennial Review of DART, one (1) deficiency was found with the FTA requirements for Title VI.

Finding TVI2-1: FTA Circular 4702.1B Chapter III Section 9.b requires a recipient to have a Language Assistance Plan (LAP) that includes a description of how the recipient trains employees to provide timely and reasonable language assistance to Limited English Proficiency (LEP) populations. DART did not provide documentation of implementing the Title VI training noted in

its LAP within the 2016 Title VI Program. DART contracts with a local cab company to provide some ADA complementary paratransit rides. No documentation was provided that customer-facing contractor staff had also been trained in Title VI and language assistance as described in the LAP (DEFICIENCY CODE TVI2-1: Language Assistance Plan deficiencies).

Corrective Action(s) and Schedule: By July 23, 2018, DART must prepare and submit to the FTA RCRO documentation of implementing its LAP, including records of staff training.

## **11. Americans With Disabilities Act – General**

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Americans With Disabilities Act (ADA) – General.

## **12. Americans With Disabilities Act – Complementary Paratransit**

Basic Requirement: Titles II and III of the Americans with Disabilities Act of 1990 provide that no entity shall discriminate against an individual with a disability in connection with the provision of transportation service. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including complementary paratransit service.

During this Triennial Review of DART, three (3) deficiencies were found with the US DOT requirements for ADA – Complementary Paratransit.

Finding CPT2-3: 49 CFR 37.127 requires recipients to have a visitor policy for access to the ADA complementary paratransit service. DART indicated that they would provide service to visitors for 21 days within a 365-day period on request. However, at the time of the review, the policy was in draft form and had not been made available to the public. DART did not have an adopted and publicized visitor policy (DEFICIENCY CODE CPT2-3: Service to visitors not provided for at least 21 days).

Corrective Action(s) and Schedule: By August 20, 2018, DART must submit to the RCRO a policy for providing eligible visitors 21 days of service within a 365-day period, and provide documentation that this had been made available to the public.

Finding CPT3-4: 49 CFR 37.125 allows recipients to establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips. The recipient's no-show policy, including the determination of pattern or practice and length of suspensions, is not made available to riders. The policy does not offer the opportunity for the rider to appeal as required by 49 CFR 37.125 (DEFICIENCY CODE CTP3-4: Insufficient no-show suspension procedures).

Corrective Action(s) and Schedule: By August 20, 2018, DART must update its no-show policy to include reference to the appeals process and provide evidence of communicating the no-show policy to riders.

Finding CPT4-5: 49 CFR 37.131(f) requires recipients to ensure that the availability of complementary paratransit service is not limited by untimely pickups, denials, missed trips and excessively long trips. A recipient must track ADA complementary paratransit data to ensure that an operational pattern or practice that significantly limits the availability of complementary paratransit service does not occur.

During the site visit, DART made changes to the definitions used to track these metrics and identified that missed trips had not been tracked. Review of the collected data indicated that it was possible to separate out the ADA complementary paratransit rides and the other types of service provided, but DART had not analyzed data from these different services separately for capacity constraints. DART contracts with a taxi company to provide ADA complementary paratransit rides as needed. No documentation was provided of tracking and reviewing the rides completed by this third-party contractor for capacity constraints (DEFICIENCY CODE CPT4-5: Limits or capacity constraints on ADA Complementary Paratransit Service).

Corrective Action(s) and Schedule: By August 20, 2018, DART must submit to the RCRO:

- a revised definition for missed trips
- evidence of the implementation of tracking missed trips
- evidence that capacity constraint tracking data can be tracked separately for the ADA complementary paratransit service, and
- review of contractor performance data for capacity constraints.

### **13. Equal Employment Opportunity**

Basic Requirement: The recipient must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age, or disability, be excluded from participating in, or denied the benefits of, or be subject to discrimination in employment under any project, program, or activity receiving Federal financial assistance under the Federal transit laws. (Note: Equal Employment Opportunity Commission's regulation only identifies/recognizes religion and not creed as one of the protected groups.)

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Equal Employment Opportunity (EEO).

### **14. School Bus**

Basic Requirement: Recipients are prohibited from providing school bus service in competition with private school bus operators unless the service qualifies and is approved by the FTA Administrator under an allowable exemption. Federally funded equipment or facilities cannot be used to provide exclusive school bus service.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for School Bus.

## 15. Charter Bus

Basic Requirement: Recipients are prohibited from using federally funded equipment and facilities to provide charter service if a registered private charter operator expresses interest in providing the service. Recipients are allowed to operate community based charter services excepted under the regulations.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Charter Bus.

## 16. Drug-Free Workplace Act

Basic Requirement: Recipients are required to maintain a drug-free workplace for all award-related employees; report any convictions occurring in the workplace timely; and have an ongoing drug-free awareness program.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Drug-Free Workplace Act.

## 17. Drug and Alcohol Program

Basic Requirement: Recipients receiving Section 5307, 5309, 5311, or 5339 funds that have safety-sensitive employees must have a drug and alcohol testing program in place for such employees.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Drug and Alcohol Program.

## 18. Section 5307 Program Requirements

Basic Requirements: For fixed-route service supported with Section 5307 assistance, fares charged seniors, persons with disabilities or an individual presenting a Medicare card during off peak hours will not be more than one half the peak hour fares.

Recipients are expected to have a written, locally developed process for soliciting and considering public comment before raising a fare or carrying out a major transportation service reduction.

Recipients shall develop, publish, afford an opportunity for a public hearing on, and submit for approval, a program of projects (POP).

Recipients must annually certify that they are spending at least one percent of such funds for transit security projects or that such expenditures for security systems are not necessary.

Recipients must ensure that least one percent of such funds are expended on associated transit enhancement projects.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Section 5307 Program Requirements.

## **19. Section 5310 Program Requirements**

Basic Requirement: Recipients must expend funds on eligible projects that meet the specific needs of seniors and individuals with disabilities. Projects selected for funding under the Section 5310 program must be included in a locally developed, coordinated public transit-human services transportation plan. Recipients must approve all leases of Section 5310-funded vehicles and ensure that leases include required terms and conditions. Either the recipient or subrecipient must hold title to the leased vehicles.

Finding: During this Triennial Review of DART, no deficiencies were found with the FTA requirements for Section 5310 Program Requirements.

## **20. Section 5311 Program Requirements**

Basic Requirement: Recipients must expend funds on eligible projects to support rural public transportation services and intercity bus transportation.

This review area only applies to recipients that receive Section 5311 funds; therefore, the requirements of this review area are not applicable to the review of DART.

## V. Summary of Findings

Review Area	Deficiencies		Corrective Action	Response Due Date	Date Closed
	Code	Description			
1. Legal	ND				
2. Financial Management and Capacity	ND				
3. Technical Capacity – Award Management	ND				
4. Technical Capacity – Program Management and Subrecipient Oversight	TC-PgM7-1	Inadequate oversight of subrecipients	DART must submit to the FTA regional office procedures for monitoring its subrecipient for compliance with Federal requirements in the areas of ADA complaints and elevator maintenance, along with documentation of implementation. DART must provide documentation that they have received from the subrecipient and reviewed the facility maintenance plan for the Center Street Park and Ride location.	August 20, 2018	
5. Technical Capacity – Project Management	ND				
6. Satisfactory Continuing Control	ND				
7. Maintenance	M2-1	Late vehicle/vessel preventive maintenance	<p>DART must submit to the FTA regional office:</p> <ul style="list-style-type: none"> <li>• procedures for completing preventive maintenance inspections on time.</li> <li>• a monthly report signed by the chief executive officer or other senior management designee on preventive maintenance results until the data demonstrate the recipient has conducted 80 percent of its preventive maintenance on time for three consecutive months. For each vehicle that received a preventive maintenance inspection during the month, the recipient must include with the submittal to the FTA regional office: <ul style="list-style-type: none"> <li>• a report that lists the vehicle number, date of the inspection, mileage of the current inspection, mileage of the previous inspection, and the mileage interval between the two inspections for each vehicle that received a preventive maintenance inspection during the month. List the percentage of the inspections performed on time.</li> </ul> </li> </ul>	November 19, 2018	

			<ul style="list-style-type: none"> <li>back-up documentation for each vehicle (e.g., copy of work order, printout from the maintenance management system) documenting the date and mileage of the inspection.</li> </ul>		
8. Procurement	P8-5	Lacking required justification(s) and documentation for sole-source award(s)	The recipient must submit to the FTA regional office evidence of an implemented policy to ensure that future sole source procurements are properly conducted and documented, including a file checklist and evidence of training	July 23, 2018	
	P17-1	Improper piggyback purchase	DART must submit to the FTA regional office piggybacking procedures that comply with FTA requirements, including a file checklist and evidence of training.	July 23, 2018	
9. Disadvantaged Business Enterprise (DBE)	ND				
10. Title VI	TVI2-1	Language Assistance Plan deficiencies	DART must prepare and submit to the FTA RCRO documentation of implementing its LAP, including records of staff training.	July 23, 2018	
11. Americans With Disabilities Act (ADA) - General	ND				
12. Americans With Disabilities Act (ADA) – Complementary Paratransit	CPT2-3	Service to visitors not provided for at least 21 days	DART must submit to the RCRO a policy for providing eligible visitors 21 days of service within a 365-day period, and provide documentation that this had been made available to the public.	August 20, 2018	
	CPT-3-4	Insufficient no-show suspension procedures	DART must update its no-show policy to include reference to the appeals process and provide evidence of communicating the no-show policy to riders.	August 20, 2018	
	CPT4-5	Limits or capacity constraints on ADA Complementary Paratransit Service	DART must submit to the RCRO: <ul style="list-style-type: none"> <li>a revised definition for missed trips</li> <li>evidence of the implementation of tracking missed trips</li> <li>evidence that capacity constraint tracking data can be tracked separately for the ADA complementary paratransit service, and</li> <li>review of contractor performance data for capacity constraints.</li> </ul>	August 20, 2018	
13. Equal Employment Opportunity (EEO)	ND				
14. School Bus	ND				
15. Charter Bus	ND				
16. Drug-Free Workplace Act	ND				
17. Drug and Alcohol Policy	ND				

18. Section 5307 Program Requirements	ND				
19. Section 5310 Program Requirements	ND				
20. Section 5311 Program Requirements	NA				

## VI. Attendees

Name	Title	Phone Number	E-mail Address
<b><i>DART</i></b>			
Jamie Schug	CFO	515-283-8119	jschug@ridedart.com
Elizabeth Presutti	CEO	515-283-8115	epresutti@ridedart.com
Vicky Barr	Executive Coordinator	515-2853-5076	vbarr@ridedart.com
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Amanda Wanke	Chief Engagement and Communications Officer	515-283-8124	awanke@ridedart.com
Debra Meyer	Financial Analyst	515-283-5005	dmeyer@ridedart.com
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Mike Tiedens	Procurement Manager	515-283-5034	mtiedens@ridedart.com
Keith Welch	Operations Manager Maintenance	515-283-5028	kwelch@ridedart.com
Matt Johnson	Operations Manager - Services	515-283-5013	mjohnson@ridedart.com
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Rachel Simon	Communications Coordinator	515-414-9569	rsimon@ridedart.com
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Emily McMahon	Interim Planning & Development Manager	515-283-8126	emcmahon@ridedart.com
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Cindy Nelson	HR Specialist	515-283-5004	cnelson@ridedart.com
<b><i>FTA</i></b>			
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Bill Kalt	Team Leader, OPM	816-329-3927	William.kalt@dot.gov
Jeremiah Shuler	Community Planner	816-329-3940	Jeremiah.shuler@dot.gov
Morgan Hecht	Civil Rights Officer	816-329-3920	Morgan.hecht@dot.gov
<b><i>Calyptus Consulting Group, Inc.</i></b>			
George Harris	Reviewer	617-577-0041	gharris@calyptusgroup.com
Philippa Drew	Reviewer	617-577-0041	pdrew@calyptusgroup.com
Michael Amalfitano	Reviewer	617-577-0041	mikea@calyptusgroup.com

## **VII. Appendices**

No appendices included in this report.



## DISCUSSION ITEM



9C: Windsor Heights Bus Stop Improvements

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

- DART applied for FY 2016 Iowa Clean Air Attainment Program funding for improvements to the Windsor Heights Wal-Mart bus stops. The project would improve transit operations, safety and the general waiting environment for DART customers in the parking lot of Walmart in Windsor Heights.
- DART was awarded \$250,000 for the project (\$200,000 ICAAP and \$50,000 DART) and will include bus boarding islands, landscaping, bus shelters and other customer amenities.
- Since the funding award, DART has been working with the City of Windsor Heights and Wal-Mart to complete the project. However, due to various staffing changes from the entities and future site redevelopment plans, the project has had various fits and starts over the past few years.
- DART was notified earlier this year that the funding for the project was at risk of being reallocated if not spent by the end of calendar year 2018. Staff has been working diligently since then to move the project forward with Wal-Mart and the City of Windsor Heights to try and complete the project.
- A presentation will be provided at the Commission meeting outlining the project and next steps.



## DISCUSSION ITEM



**9D: Policy for New Member Communities**

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

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### **Purpose:**

The purpose of this document to establish a framework and to set policy guidelines for the admission of new communities into DART as a Participating Community, as defined in the Substituted and Restated 28E Agreement.

### **Policy:**

The Substituted and Restated 28E Agreement allows the DART Commission to establish a policy and to set the criteria for the entry of new member communities into DART. This proposed policy addresses the mechanics of admitting a new member community, establishing the voting rights for such a new member community, allocating the budget share of such new member community, establishing the upfront payment expected from such new member community and identifying service levels for such new member community.

### **Key Point:**

This policy anticipates the entry of new member communities into DART under three (3) different scenarios. The first scenario envisions a community seeking to join DART that has never been a DART Participating Community or that has not been a DART Participating Community for at least ten (10) years, and seeks to enter DART as a Participating Community prior to the fiscal year commencing July 1, 2020. In this scenario, the new member community would not have an additional entry payment except for the cost of any service to accommodate the service level requested by the new member community that is above its normal budget allocation.

The second scenario envisions a new member community that is either never been a DART Participating Community or that has not been a DART Participating Community for at least ten (10) years, but seeks to enter DART as a Participating Community after to the fiscal year commencing July 1, 2020. In this second scenario, the new member community would be expected to pay an entry payment fee that would be equivalent to the amount of the budgetary allocation for that community assuming that it had joined as a Participating Community in the fiscal year commencing July 1, 2020. This entry level payment would be in addition to the new member community other costs, if any, for service to accommodate the serve level requested by the new member community that is above its normal budgetary allocation.



## DISCUSSION ITEM

### 9D: Policy for New Member Communities

The third scenario envisions a new member community that has been a Participating Community in DART within the previous ten (10) years. In this scenario, the new member community would be expected to pay an entry payment fee that would be in the amount of its budgetary allocation as a Participating Community had that community stayed in DART as a Participating Community. This entry payment fee would be in addition to the new member community's other costs, if any, for service to accommodate the service level requested by the new member community that is above its normal budgetary allocation.

This entry payment formula is intended to keep communities from leaving DART and then rejoining DART as well as to encourage communities to join DART prior to the fiscal year commencing July 1, 2020. It would be anticipated that possibly in the next fifteen (15) to twenty (20) years, DART would have to revisit these entry payment scenarios because the entry payment fee may grow to a level that it would be cost prohibitive for communities to join DART. This decision would be decided by the DART Commission.

## POLICY FOR NEW MEMBER COMMUNITIES

Section 1. Admission of New Member Communities. During the term of this Policy, additional cities or counties may be admitted to membership ("New Member Communities") in the Des Moines Regional Transit Authority ("DART") as a Participating Community, and thereby become entitled and subject to all of the benefits and obligations of this Policy and the Substituted and Restated 28E Agreement for the Des Moines Regional Transit Authority dated June 6, 2017 ("Substituted and Restated 28E Agreement") applicable to Participating Communities. Any New Member Community may commence full participation in this Agreement as a Participating Community, as defined in the Substituted and Restated 28E Agreement, at the beginning of any fiscal year, upon Commission approval and execution of a supplement to the Substituted and Restated 28E Agreement prior to November 15<sup>th</sup> of the year preceding the fiscal year in which the New Member Community would become a Participating Community. Any such supplement shall be signed by the Chair and the Secretary on behalf of the DART and by authorized officers of the New Member Community. Any such supplement shall (i) obligate the New Member Community to comply with all of the provisions of this Policy and the Substituted and Restated 28E Agreement applicable to Participating Communities and (ii) contain such other terms and conditions as the Commission shall determine to be appropriate in light of the service to be provided to the New Member Community.

Section 2. Voting Rights. A New Member Community shall be entitled to representation on the Commission and shall have the voting rights as provided in the Article X, Section 2 of the Substituted and Restated 28E Agreement.

Section 3. Budget Share Allocation. Upon becoming a Participating Community, a New Member Community shall commence payments of its pro rata annual budget share allocated to it in the DART budget for that fiscal year and thereafter, as set forth in Article VIII of the Substituted and Restated 28E Agreement.

Section 4. New Member Community Entry Payment.

(a) Each New Member Community may be expected to make a payment or surcharge payment(s) to DART for its entry into the DART System ("New Member Community Entry Payment"), as determined by the Commission. Upon receipt by the Commission of a recommendation from the executive committee of DART to admit the New Member Community to DART, the amount of the New Member Community Entry Payment, if any, shall be determined by the Commission and detailed in the supplement to this Substituted and Restated 28E Agreement. It is understood that this New Member Community Entry Payment shall be determined in accord with the following scenarios:

Scenario # 1 In the event the New Member Community has either never been a Participating Community in DART or not been a Participating Community in DART for at least the past ten (10) years prior to the date of its re-entry into DART and the New Member Community seeks to be admitted to DART as a Participating Community to be effective by the Fiscal Year commencing July 1, 2020, then there will be no New Member Community Entry Payment except for the cost of any service to accommodate the

service requested by the new member Community that is above its normal budgetary allocation;

Scenario # 2 In the event the New Member Community has either never been a Participating Community in DART or not been a Participating Community in DART for at least the past ten (10) years prior to the date of its re-entry into DART but the New Member Community seeks to be admitted to DART as a Participating Community to be effective by the Fiscal Year commencing July 1, 2020, then the New Member Community Entry Payment shall be equivalent to the amount of the budgetary allocation that would have been allocated to that community should it have entered DART in the Fiscal Year commencing July 1, 2020;

Scenario # 3 In the event the New Member Community has been a Participating Community in DART within the ten (10) years prior to its re-entry into DART, then the New Member Community Entry Payment shall be the amount that it would have paid to DART as its budgetary component had it stayed in DART as a Participating Community.

In addition, the Commission shall consider for Scenarios # 2 and # 3 the type and costs of service requested by the New Member Community in determining the total New Member Community Entry Payment. The Commission may determine to accept a cash payment from the New Member Community in respect of all or any portion of the required New Member Community Entry Payment, or may agree to a schedule of payments to be made by the New Member Community over a period of years.

(b) All New Member Community Entry Payments received by DART from the New Member Community shall be calculated and used against the overall DART budget for the next applicable fiscal year.

Section 5. Provision of Service to the New Member Community. As part of the supplement to the Substituted and Restated 28E Agreement to be entered into by DART and the New Member Community, the parties shall establish the initial service to be provided to the New Member Community by DART. Such service area will be determined by the Commission after recommendation from any related committees established by DART, if any.

Section 6. Termination of Supplemental Participation Agreements. Upon approval and execution of a new 28E Agreement by the DART Participating Communities, the supplemental agreements entered into pursuant to this Policy and/or the Substituted and Restated 28E Agreement for the purpose of adding such communities to DART shall be terminated and replaced by the terms of the subsequent 28E Agreement.



# System Summary Performance Report

May 2018

	November 2017	December 2017	January 2018	February 2018	March 2018	April 2018	May 2018	May 2017	May % Change FY18	FY18 May YTD	FY17 May YTD	YTD % Change FY18
<b>Fixed Route</b>												
Passengers	353,419	307,576	321,007	310,431	336,331	344,081	355,584	360,328	(1.32%)	3,898,781	3,986,940	(2.21%)
Mobile Ticketing Ridership	7,066	7,786	9,023	8,332	10,190	9,490	9,872	0	0.00%	63,437	0	0.00%
OTT Ridership	21,284	19,312	16,780	17,750	20,249	17,537	15,645	18,849	(17.00%)	209,574	212,413	(1.34%)
Unlimited Access Ridership	26,100	21,443	25,317	25,053	27,080	27,052	28,849	27,407	5.26%	290,484	303,113	(4.17%)
Bike Rack Usage	4,386	3,203	1,895	1,756	3,008	3,631	8,490	9,324	(8.94%)	51,691	53,950	(4.19%)
Passengers Per Revenue Hour	19.8	17.6	17.3	18.1	17.8	19.0	18.9	20.2	(6.58%)	19.2	19.8	(2.67%)
Average Passenger Trip Length	4.16	4.16	4.20	4.20	4.19	4.17	4.15	4.34	(4.40%)	4.19	4.37	(4.01%)
Complaints Per 100,000 Passengers	18.67	12.03	10.59	9.02	12.79	9.01	9.00	11.38	(20.91%)	13.72	11.04	24.34%
Commendations Per 100,000 Passengers	0.85	0.33	4.36	1.93	0.89	1.45	0.00	1.39	(100.00%)	1.69	1.78	(4.94%)
On-Time Performance	83.23%	84.19%	85.02%	82.49%	86.85%	85.07%	82.76%	82.02%	0.90%	82.36%	83.02%	(0.79%)
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	2.52	1.85	0.35	3.75	2.75	2.12	1.02	2.17	(52.84%)	1.94	1.42	36.82%
Non-Preventable/100,000 Miles	1.08	1.11	1.39	3.00	2.06	1.06	2.39	0.72	230.15%	1.71	2.28	(24.94%)
<b>Maintenance:</b>												
Total Service Miles	277,902.1	270,461.1	288,119.7	266,477.3	291,030.2	282,659.7	293,136.3	276,516.0	6.01%	3,149,322.2	3,108,046.9	1.33%
Roadcalls/100,000 Miles	15.47	15.90	19.44	12.76	5.15	4.95	9.55	43.40	(77.99%)	18.13	36.84	(50.78%)
Active Vehicles In Fleet	123	123	123	123	123	123	123	124	(0.81%)	123	126	(2.16%)
<b>Paratransit</b>												
Passengers	8,417	7,772	8,329	7,530	8,854	8,642	8,787	9,460	(7.11%)	94,574	101,427	(6.76%)
Passengers Per Revenue Hour	2.3	2.3	2.2	2.2	2.2	2.3	2.2	2.4	(7.22%)	2.3	2.5	(9.22%)
Average Passenger Trip Length	8.83	8.83	8.89	8.93	8.82	8.80	8.79	8.88	(1.12%)	8.81	8.88	(0.81%)
Complaints Per 100,000 Passengers	83.17	193.00	180.09	159.36	90.35	57.86	56.90	179.70	(68.34%)	107.85	66.06	63.27%
Commendations Per 100,000 Passengers	0.00	0.00	12.01	26.56	22.59	0.00	0.00	0.00	0.00%	11.63	2.96	293.23%
On-Time Performance	81.88%	84.18%	81.54%	82.43%	87.37%	84.49%	84.81%	83.01%	2.17%	83.52%	90.19%	(7.39%)
<b>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	0.00	1.53	0.00	4.57	1.34	0.00	2.72	5.04	(46.10%)	1.13	2.25	(49.74%)
Non-Preventable/100,000 Miles	0.00	0.00	4.16	0.00	1.34	1.40	0.00	0.00	0.00%	1.01	1.25	(19.58%)
<b>Maintenance:</b>												
Total Service Miles	69,268.2	65,194.4	72,111.2	65,682.1	74,682.7	71,603.4	73,599.1	79,345.4	(7.24%)	794,333.5	798,530.5	(0.53%)
Roadcalls/100,000 Miles	10.11	12.27	4.16	9.13	5.36	1.40	8.15	13.86	(41.20%)	7.30	10.27	(28.90%)
Active Vehicles In Fleet	23	22	22	22	22	26	26	22	18.18%	23	22	5.76%
<b>Rideshare</b>												
Passengers	19,205	18,258	22,503	19,845	21,725	20,353	21,897	19,782	10.69%	216,428	176,463	22.65%
Passengers Per Revenue Hour	5.9	5.8	6.0	5.1	5.0	4.9	5.1	6.1	(16.52%)	5.4	5.3	1.54%
Rideshare Customers	684	713	732	707	694	691	684	646	5.88%	678	572	18.65%
Rideshare Vans In Circulation	97	97	100	99	97	98	97	94	3.19%	97	85	13.33%
Average Passenger Trip Length	38.07	38.37	38.51	38.67	37.92	37.90	38.02	38.90	(2.26%)	38.38	39.79	(3.55%)
Complaints Per 100,000 Passengers	0.00	0.00	4.44	0.00	0.00	0.00	0.00	0.00	0.00%	1.39	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>Accident Frequency Rate by Service:</b>												
Preventable/100,000 Miles	0.00	1.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.11	0.20	(42.82%)
Non-Preventable/100,000 Miles	0.00	1.36	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	0.11	0.13	(14.25%)
<b>Maintenance:</b>												
Total Service Miles	153,024.5	147,427.1	173,751.0	156,887.0	175,302.3	162,572.7	168,907.4	159,248.0	6.07%	1,749,759.0	1,500,682.7	16.60%
Active Vehicles In Fleet	109	107	107	106	106	106	111	127	(12.60%)	108	109	(1.33%)
<b>System Total</b>												
Farebox Recovery Ratio	22.42%	19.79%	19.04%	21.95%	19.81%	20.85%	16.71%	25.62%	(34.76%)	20.85%	25.94%	(19.63%)



# System Performance Ridership Report

May 2018

	November 2017	December 2017	January 2018	February 2018	March 2018	April 2018	May 2018	May 2017	May % Change FY18	FY18 May YTD	FY17 May YTD	YTD % Change FY18
<b>Fixed Route</b>	353,419	307,576	321,007	310,431	336,331	344,081	355,584	360,328	(1.32%)	3,898,781	3,986,940	(2.21%)
<b>1. Local:</b>												
#1 - Fairgrounds	18,083	15,629	15,441	16,967	18,903	19,587	19,247	19,470	(1.15%)	424,350	431,976	(1.77%)
#3 - University	32,409	28,845	28,315	26,607	29,749	28,679	29,921	31,467	(4.91%)	330,293	357,129	(7.51%)
#4 - E. 14th	16,062	13,742	15,122	14,432	15,806	16,780	17,575	16,953	3.67%	172,126	183,612	(6.26%)
#5 - Franklin Ave	11,491	8,983	9,937	9,880	9,495	11,336	11,990	9,554	25.50%	105,756	88,989	18.84%
#6 - Indianola Ave	29,462	25,578	26,405	26,297	28,313	29,440	29,454	30,208	(2.50%)	303,360	322,077	(5.81%)
#7 - SW 9th St	37,205	33,108	33,939	31,380	33,711	34,136	33,235	37,387	(11.11%)	372,160	371,532	0.17%
#8 - Fleur Dr	5,692	4,176	4,473	5,033	4,442	5,372	5,800	5,863	(1.07%)	52,831	52,200	1.21%
#10 - East University	3,078	2,778	2,867	2,704	3,358	3,815	3,860	3,468	11.30%	34,127	18,691	82.59%
#11 - Ingersoll Ave	1,780	1,476	1,677	1,579	1,807	1,592	1,874	2,009	(6.72%)	19,353	23,096	(16.21%)
#13 - Evergreen/SE Park Ave	7,828	5,891	7,095	7,360	6,112	7,692	8,128	7,332	10.86%	70,487	67,870	3.86%
#14 - Beaver Ave	21,466	18,438	19,348	18,523	18,987	20,193	21,037	21,639	(2.78%)	216,152	219,747	(1.64%)
#15 - 6th Ave	26,546	23,306	23,037	21,951	22,475	24,613	25,849	25,472	1.48%	263,516	262,445	0.41%
#16 - Douglas Ave	36,228	31,591	32,908	32,377	35,623	36,285	37,699	38,630	(2.41%)	375,007	394,069	(4.84%)
#17 - Hubbell Ave	23,709	22,076	22,071	21,339	23,502	23,665	25,230	22,987	9.76%	255,780	251,756	1.60%
#52 - Valley West/Jordan Creek	13,424	13,505	11,769	11,775	14,732	13,130	13,758	14,423	(4.61%)	149,299	153,972	(3.03%)
#60 - Ingersoll/University	33,414	28,870	31,378	29,860	32,811	33,039	34,284	33,454	2.48%	352,765	349,215	1.02%
<b>2. Shuttle:</b>												
Dline	12,822	11,345	12,970	11,560	14,218	13,565	15,898	14,299	11.18%	155,018	151,943	2.02%
Link Shuttle	620	523	730	545	477	397	379	1,057	(64.14%)	6,455	10,621	(39.22%)
<b>3. Express:</b>												
#91 - Merle Hay Express	0	0	0	0	0	0	0	1,267	(100.00%)	3,501	11,726	(70.14%)
#92 - Hickman Express	2,363	1,870	2,502	2,572	2,582	2,553	2,462	2,375	3.66%	25,575	27,380	(6.59%)
#93 - NW 86th Express	2,587	2,299	3,059	2,698	2,796	2,805	2,823	3,139	(10.07%)	30,080	36,185	(16.87%)
#94 - Westtown	1,383	815	943	874	868	809	876	993	(11.78%)	10,997	12,502	(12.04%)
#95 - Vista	881	744	954	1,005	1,018	862	1,011	1,395	(27.53%)	11,182	15,141	(26.15%)
#96 - E.P. True	1,985	1,618	1,902	1,664	2,017	1,931	1,954	2,267	(13.81%)	22,261	24,572	(9.41%)
#98 - Ankeny	6,477	5,191	6,883	6,685	7,090	6,654	6,036	6,786	(11.05%)	71,221	76,016	(6.31%)
#99 - Altoona	1,541	1,106	1,419	1,306	1,414	1,228	1,223	1,628	(24.88%)	15,473	18,481	(16.28%)
<b>4. Flex:</b>												
#72 Flex: West Des Moines/Clive	3,737	3,184	2,776	2,456	3,099	2,972	2,875	3,769	(23.72%)	37,908	39,857	(4.89%)
#73 Flex: Urbandale/Windsor Heights	193	172	228	199	158	159	165	206	(19.90%)	2,125	2,292	(7.29%)
#74 Flex: NW Urbandale	623	471	552	493	422	474	633	534	18.54%	6,383	5,690	12.18%
<b>5. On Call:</b>												
Deer Ridge Shuttle	0	0	0	0	78	54	49	0	0.00%	181	0	0.00%
On-Call: Ankeny	112	83	127	102	96	98	105	130	(19.23%)	1,140	2,170	(47.47%)
On-Call: Johnston/Grimes	170	133	143	183	144	148	137	131	4.58%	1,497	2,233	(32.96%)
On-Call: Regional	48	30	37	25	28	18	17	36	(52.78%)	422	1,755	(75.95%)
<b>Paratransit</b>	8,417	7,772	8,329	7,530	8,854	8,642	8,787	9,460	(7.11%)	94,574	101,427	(6.76%)
Cab	1,022	981	1,221	1,227	1,082	940	918	793	15.76%	10,904	9,602	13.56%
Bus/Van	7,395	6,791	7,108	6,303	7,772	7,702	7,869	8,667	(9.21%)	83,670	91,825	(8.88%)
<b>Rideshare</b>	19,205	18,258	22,503	19,845	21,725	20,353	21,897	19,782	10.69%	216,428	176,463	22.65%
<b>Total Ridership</b>	381,041	333,606	351,839	337,806	366,910	373,076	386,268	389,570	(0.85%)	4,209,783	4,264,830	(1.29%)



## 10A: Operations

**Staff Resources:** *Tim Sanderson, Chief Operating Officer*

- During the overnight of June 30 – July 1 2018, the Des Moines Area experience historic flooding which had the potential to greatly impact both our facilities and our service provision. As soon as the storm hit around 8:00 PM DART Operations Staff mobilized in order to ensure that any potential impact was mitigated and that we would be able to provide support to the community should the need arise. Listed below are some highlights from the operational response:
  - DART have had no incidents or injuries and only one very minor accident due to the flooding. No damage from water or otherwise occurred,
  - Service was suspended for approximately 40 minutes on Saturday night due to high water and limited visibility. Service resumed throughout the night as conditions cleared. DART staff ensured that all customers arrived to their destinations, or as close as possible.
  - Our DART Way facility experienced flooding and lost power for approximately 12 hours. Power was restored around 9:30 a.m. the following morning. There were several facility issues due to losing power, but nothing serious such that it impacted operations. Our large pond pump was started at 3 am and continued running for approximately 48 hours, at which point the pond had been lowered to safer levels. A smaller pump continues to run in order to create additional capacity.
  - Although several detours were in place on Sunday, the majority of service was back to regular route on Monday.
  - Staff is continuing to work with Polk County Emergency Management to assist with flood response including transportation for evacuees. We have been utilized numerous times to provide transportation services to evacuees from the SE Polk temporary shelter and to the Johnston area as well.
  - Evacuees are being provided free rides to Polk County River Place in order to access the service center at that location.
  - DART also provided Polk County Health and Human Services department bus passes for the month of July for those whose transportation was impacted by the flash flood events.



**10B: External Affairs Team Report**

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

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**External Affairs – All Team:**

- Staff are working to implement several major service changes, effective August 19, including the addition of the Route 50 Euclid-Douglas Crosstown Route, frequency improvements on several local routes, earlier hours on several local routes and schedule changes to align with Des Moines Public Schools new bell times.

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

- **Ridership Marketing Campaign** – DART launched a new marketing campaign targeting millennials beginning April 27. Through May 31, the campaign has generated 2,855,396 impressions and generated 6,524 website sessions.
- **Downtown Outreach** – DART is partnering with downtown Des Moines apartments to promote bus service to residents, focusing on the D-Line and MyDART app. Over 900 promotional materials have been delivered to nearly 20 downtown and Ingersoll apartments, with more to come through the summer months.
- **Veterans Ride Free Program** – Veterans took 8,450 rides on DART in May 2018 during a pilot project with Polk County Veterans Affairs. As of June 18, 2018, the program was extended through June 30, 2019, likely to be extended for future years. Since announcing the long-term program, DART has received media coverage on WHO-TV, We are Iowa and CW Iowa Live.
- **80/35 Music Festival** – DART is advertising the extended Route 60 service for 80/35 on social media leading up to the event. 80/35 organizers are hosting a pre-party and allowing DART and the Bicycle Collective to participate as a sponsor at no charge to help promote alternative forms of transportation.
- **RideTime Discontinuation** – The marketing team has been communicating the discontinuation of the RideTime app, which occurred on July 1, 2018. Current bus info is no longer available and riders are encouraged to download the MyDART app.
- **Farebox communication** – Staff recruited approximately 100 riders to assist in testing the new fareboxes from June 18-30. Riders will receive multiple reminders of all the changes that will occur when the new fareboxes are fully installed in early August.
- **Community events** – DART staff participated in a number of events throughout the month of May. This includes:
  - Out to Lunch hosted by the Greater Des Moines Partnership on June 6, 2018 in downtown Des Moines.
  - Eighth public art bus was unveiled in partnership with the Greater Des Moines Public Art Foundation on Friday, June 22 during the Des Moines Arts Festival. The unveiling was featured on KCCI, WHO-TV and in the Business Record. On Saturday, June 23, two art bus tours drew nearly 30 participants.
- **Business development:** DART's business partnerships coordinator attended several events and continues to meet with area employers to discuss transportation opportunities, including:
  - Presented to Adventureland employees on utilizing DART.
  - Working on contract renewals with Principal Financial and UnityPoint.
  - Met with Realm in Newton regarding RideShare

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



- o Met with Goodwill and Iowa Workforce Development to discuss areas of partnership
- o Met with DMACC to discuss Unlimited Access
- o Attended Principal's annual downtown fair to promote our partnership
- o Working with Caremore Health on a shelter partnership

**Marketing Analytics Report**

Metric	Dec. 2017	Jan. 2018	Feb. 2018	Mar. 2018	Apr. 2018	May 2018	May 2017	% Change Year Prior
MyDART App Accounts	1287	1,583	1,805	2,035	2,359	2,720	n/a	n/a
Website Unique Visitors	28,421	33,800	38,319	37,000	36,952	40,261	34,654	13.93%
Facebook Likes	3,069	3,112	3,130	3,143	3,223	3,258	2,748	15.65%
Twitter Followers	1,992	2,005	2,028	2,046	2,076	2,129	1,903	10.62%
Email Subscribers	5,770	5,750	5,750	5,760	7,780	7,870	4,880	37.99%
Next DART Bus	3,623	3,682	4,211	3,487	29,304	55,846	3,037	94.56%
Real-time Map	n/a	n/a	n/a	n/a	8,368	21,284	n/a	n/a
Trip Plans	5,274	7,304	6,612	5,944	8,274	11,322	7,260	35.88%
RideTime App	35,067	38,601	37,992	37,552	35,594	32,784	35,936	-9.61%
SMS Text Messaging	79,234	78,014	88,738	98,368	94,161	96,165	69,153	28.09%
IVR	8,119	7,696	7,634	7,549	8,103	7,809	8,992	-15.15%

**MyDART App Report**

Metric	Dec. 2017	Jan. 2018	Feb. 2018	Mar. 2018	Apr. 2018	May 2018	TOTAL
Downloads	341	407	319	354	606	628	4,247
iOS	133	170	141	153	267	310	1,861
Android	208	237	178	201	339	318	2,386
Accounts Created	238	296	222	230	324	361	2,720
Orders Placed	1,099	1,339	1,186	1,420	1,462	1,559	9,420
Passes Purchased	1,381	1,629	1,609	1,824	1,892	1,923	12,062
Revenue	\$10,023	\$13,279	\$11,794	\$12,846	\$13,017	\$13,456	\$87,907

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

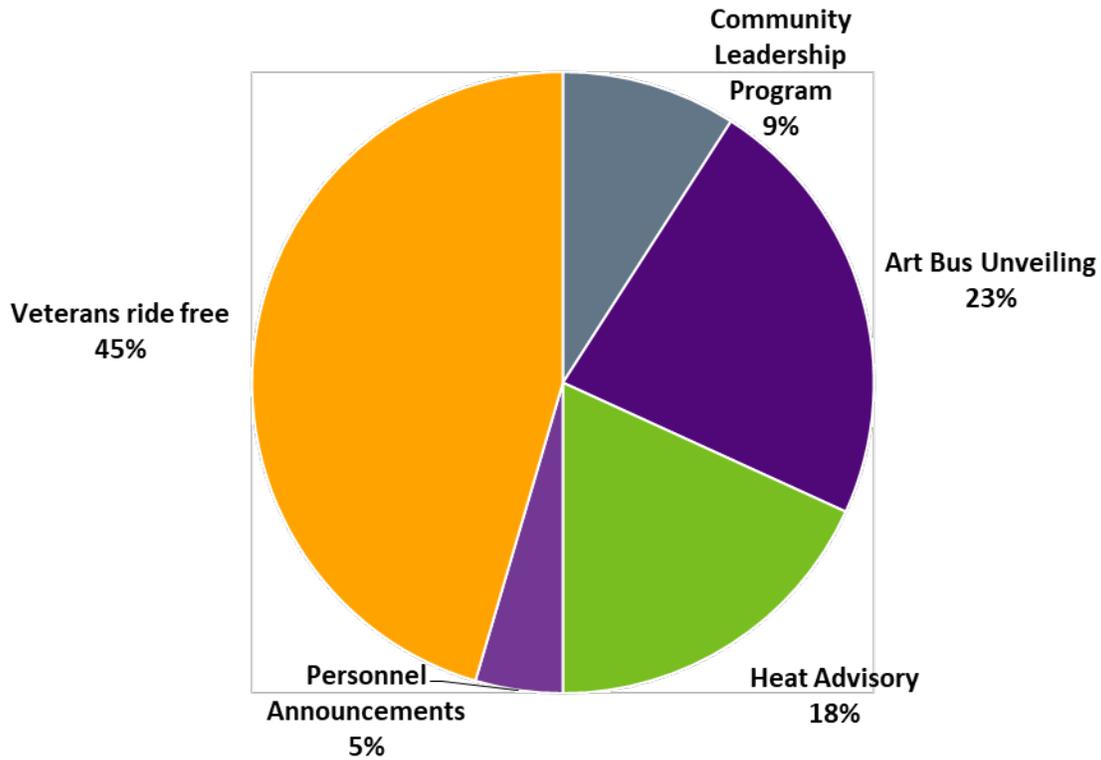


**DART in the News**

Date	Headline	Source	Medium	Reach	Sentiment	Campaign
25-Jun-18	Mobile art festival hits Des Moines - Business Record	Business Record	Website	10823	Positive	Art Bus Unveiling
22-Jun-18	This Year's Art Bus Revealed During Des Moines Arts Festival	WHOTV.com	Website	153821	Positive	Art Bus Unveiling
22-Jun-18	DART names Harris to partnerships post - Business Record	Business Record	Website	10823	Positive	Personnel Announcement
22-Jun-18	The Des Moines Arts Festival   WHO Radio News	WHO Radio	Website	9570	Positive	Art Bus Unveiling
22-Jun-18	The Des Moines Arts Festival   WHO Radio	WHO Radio	Website	9570	Positive	Art Bus Unveiling
20-Jun-18	DART Continues Free Rides For Veterans	WHOTV.com	Website	153821	Positive	Veterans ride free
18-Jun-18	Free DART Rides Begin for Veterans	WHOTV.com	Website	153821	Positive	Veterans ride free
15-Jun-18	Iowans warned to take precautions as heat advisory affects majority of state	The Des Moines Register	Website	580294	Neutral	Heat Advisory
15-Jun-18	Veterans to ride DART for free beginning June 18	Iowa Patch.com	Website	4382832	Positive	Veterans ride free
15-Jun-18	New DART Program Helps Refugees and Immigrants Navigate the Transit System	WHOTV.com	Website	153821	Positive	Community Leadership Program
14-Jun-18	DART to offer veterans free rides	WeAreIowa	Website	22863	Positive	Veterans ride free
7-Jun-18	HEATING UP!	Cityview	Website	7708	Neutral	Heat Advisory
6-Jun-18	Chicago artist Nick Goettling announced as 2018 Art Bus Feature Artist	Cityview	Website	7708	Positive	Art Bus Unveiling
22-Jun-18	Channel 13 News at Noon	WHO-DM (NBC)	Broadcast	25882	Positive	Art Bus Unveiling
20-Jun-18	Today in Iowa at 6	WHO-DM (NBC)	Broadcast	13912	Positive	Veterans ride free
20-Jun-18	Today in Iowa at 5	WHO-DM (NBC)	Broadcast	5134	Positive	Veterans ride free
16-Jun-18	Today in Iowa Sunday	WHO-DM (NBC)	Broadcast	34765	Positive	Veterans ride free
16-Jun-18	KCCI 8 News This Morning Saturday	KCCI-DM (CBS)	Broadcast	31620	Neutral	Heat Advisory
16-Jun-18	KCCI 8 News This Morning	KCCI-DM (CBS)	Broadcast	8910	Neutral	Heat Advisory
15-Jun-18	KCCI 8 News at Ten	KCCI-DM (CBS)	Broadcast	43917	Neutral	Heat Advisory
15-Jun-18	Channel 13 News at 10	WHO-DM (NBC)	Broadcast	84068	Positive	Veterans ride free
15-Jun-18	Channel 13 News at 6	WHO-DM (NBC)	Broadcast	59498	Positive	Veterans ride free
15-Jun-18	Channel 13 News at Four	WHO-DM (NBC)	Broadcast	15956	Positive	Veterans ride free
15-Jun-18	Today in Iowa at 5:30	WHO-DM (NBC)	Broadcast	19234	Positive	Community Leadership Program

**Total Reach 6,000,371**

### News coverage by project



Customer Experience – Alison Walding, Customer Experience Manager

**Total Calls for May 2018**

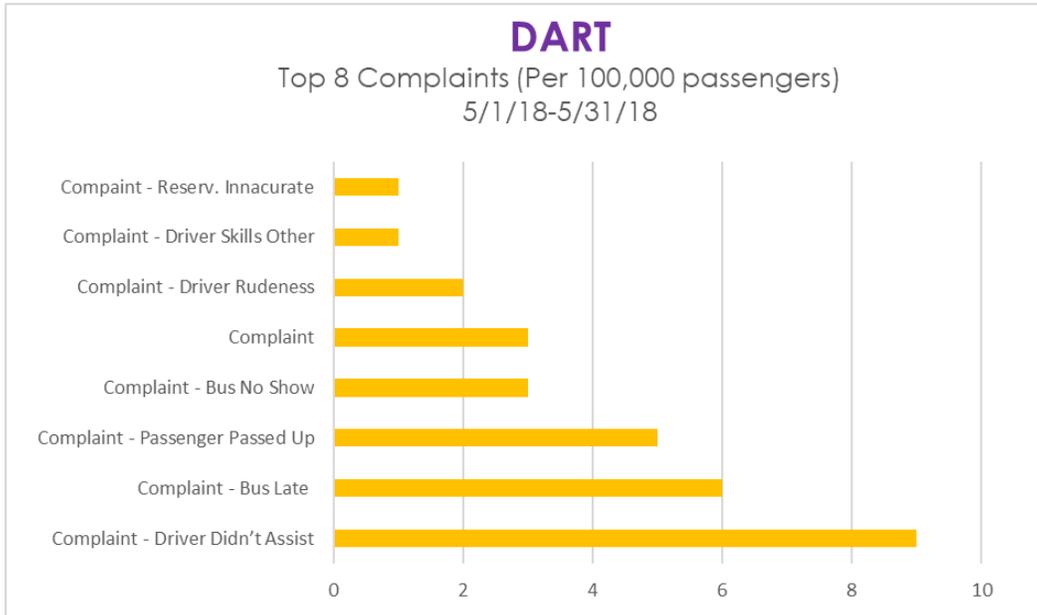
- Schedule Information – 5,182
- Paratransit – 3,879
- Spanish Line – 44
- Receptionist – 315
- RideShare – 156

**May 2018 Website Communication and Messages:**

- Bus Stop/Shelter Requests = 0
- Contact/Feedback Form = 26
- Voicemails = 135



Top 8 Valid Complaints (per 100,000 passengers) as of May 31, 2018



Mobility Coordination - May 2018

Date	Location	Participants
5/1, 5/8, 5/15, 5/22, 5/29	Fort Des Moines	71
5/2 & 5/30	House of Mercy	18
5/4 & 5/25	Bridges of Iowa	10
5/8 & 5/18	Polk County Health Services	77
5/9/2018	Public	10
5/10/2018	Greenwood Elementary - DMPS	75
5/11/2018	Fresh Start	7
5/11 & 5/18	Drake University - Ray Society	24
5/15/2018	Eyerly Ball	14
5/16/2018	Luther Park Independent Living	23
5/16/2018	Non Profit Forum	12
5/17/2018	USCRI	4
5/18/2018	Candeo	9
5/22/2018	Conlin Properties, Deer Ridge	6
5/25/2018	Fresh Start Women's Center	2
5/23/2018	Primary Health Care, The Project	3
5/30/2018	Prelude Behavioral Health	18
	Total Connections:	383

MONTHLY REPORT  
10B: External Affairs



RideShare – May 2018

- Provided 1 driver training
  - May 26<sup>th</sup>
  - 9 drivers
- Started 2 new vans
  - Both are TPI bus plant vans
  - 12 riders

Planning – Luis Montoya, Planning and Development Manager

- **August Service Change:** As mentioned above, planning staff are working to implement several major service changes, effective August 19.
- **Hy-Vee Shuttle:** Due to flooding at its Harding Hills store, Hy-Vee has contracted with DART to provide shuttle service between Harding Hills and its East Euclid store to transport Harding Hills residents for their grocery and pharmacy needs. The shuttle will run from 9 a.m. to 5 p.m. seven days a week starting Monday July 9<sup>th</sup>.
- **Windsor Heights Wal-Mart Bus Stop Improvement:** Staff are working with representatives from the City of Windsor Heights and Wal-Mart to design improvements to the bus stops at that location. DART received a federal grant for the improvements that expires at the end of this year.
- **Long-Term Shelter Plan:** Staff are preparing a long-term shelter plan that identifies potential future locations for shelters, funding needed, and an implementation timeline.



# MONTHLY REPORT



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

**Upcoming Procurements:**

**HVAC Maintenance Services** – DART is seeking a Contractor to provide HVAC preventative maintenance and general diagnostics/repair services. Services will be performed at both DART locations.

- Request for Quotes to be published in July 2018

**Windsor Heights Transit Station** – DART is seeking a Contractor to provide construction at the current bus stop located in the Walmart/Sam’s Club shopping center in Windsor Heights. The project will include, but not be limited to: demolition of the existing islands and apron, construction of new boarding platforms, aprons, curbs, sidewalks, etc., and installation of bus shelters and other additional transit amenities.

- Invitation for Bid to be published in July 2018

**Contracts and Task Orders Approved Recently:**

**Gutter Removal and Replacement (1100 DART Way)** – DART solicited quotes for the replacement of galvanized gutters on the south roof of the Paratransit Barn at 1100 DART Way. The contractor will remove the damaged gutters and furnish and install the new gutters to match the existing.

- The lowest bidder was Exterior Sheet Metal and the winning bid was \$6,178.00

**Actuarial Services / GASB 75 Report** – DART solicited quotes from consulting firms for the generation of an actuarial report to meet the requirements of GASB75 (Government Account Standards Board). This report covers the liability related to Postemployment Benefits Other than Pensions which was formerly required to be done every three years. With the update to the standard, DART will now require an update to the actuarial report each year.

- The lowest bidder was Cavanaugh Macdonald Consulting, LLC. and the winning bid was Not to Exceed \$7,000.00

**Future Procurements:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Bus Wash</li> <li>• Employment/Staffing Services</li> <li>• Uniforms</li> <li>• Window Washing Services – DCS</li> </ul> | <ul style="list-style-type: none"> <li>• Shop Drains</li> <li>• Printing Services</li> <li>• Financial Advisory Services</li> </ul> |
|---|---|



## MONTHLY REPORT



10D: Chief Executive Officer

*Staff Resource: Elizabeth Presutti, Chief Executive Officer*

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- **DART Executive Committee:** The DART Executive Committee met on Friday, June 15, 2018. The discussion items presented during the meeting included: paratransit policies, the new member government policy, the 1100 DART Way facilities assessment and land agreement as well as the CEO annual performance review process.

The next DART Executive Committee meeting is scheduled for Friday, July 20 at 8:00 a.m.

- **Federal Transit Administration Meeting:** DART staff went to Kansas City on June 14 to the regional FTA offices to discuss the potential disposition of the parcels associated with the stormwater retention pond at 1100 DART Way as well as an update on the 1100 DART Way Facilities assessment. The meeting was informative and should DART decide to pursue other locations for the Bus Operations and Maintenance facility, then they would be very supportive of that decision. We will continue to work with them as plans develop in the upcoming months and update the Commission appropriately.
- **Medicaid:** DART and Dr. Randol's team at the Iowa Medicaid Enterprise offices met on July 6 to discuss the impacts to DART on how the MCO's are handling transportation for Medicaid clients.
- **IPTA Okoboji:** Back in June, the IPTA Annual Meeting and State Roadeo was held in Okoboji, Iowa. DART Operator Cesar Chavez placed first place in the large-bus event, which moves him on to compete at the APTA International Bus Roadeo in May 2019.
- **Flash Flooding Event:** I am very proud of the DART Operations team and their response to the Flash Flooding events on Saturday, June 30, 2018. Several staff members worked overnight to help Polk County Emergency Management, serve our customers, secure DART Way, ensure we were operational on Sunday morning and assist with evacuation efforts throughout the week. I cannot thank staff enough for their quick response and dedication to DART.



# FUTURE DART COMMISSION ITEMS



## FUTURE AGENDA ITEMS:

August 7, 2018 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>Windsor Heights Park and Ride – Construction Contract</li> <li>Transit Riders Advisory Committee By-Laws</li> </ul>	<ul style="list-style-type: none"> <li>State Fair Update</li> <li>DART Shelter Plan</li> <li>Quarterly Safety Report</li> <li>Quarterly Investment Report</li> </ul>
September 4, 2018 – 12:00 P.M.	
Action Items	Information Items
	<ul style="list-style-type: none"> <li>DMARC Mobile Food Pantry Update</li> <li>Next Steps on Vision</li> </ul>
October 2, 2018 – 12:00 P.M.	
Action Items	Information Items

## Other Future Agenda Items:

- Safety Management System

## Upcoming DART Executive Committee Meetings:

- Friday, July 20, 2018 at 8:00 am
  - Location - DART Central Station