



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET/[ZOOM](#)
DIAL IN - +1-312-626-6799/ACCESS CODE – 810 3080 2664/PASSCODE - 792108
APRIL 4, 2023 – 12:00 PM



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2.	ROLL CALL AND ESTABLISHMENT OF QUORUM	
3.	NOTICE OF MEETING	
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14.	NEXT MEETING: Regular DART Meeting - Tuesday, May 2 – 12:00 P.M.	
15.	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.



PRESENTATION



6A: Cornerstone State Legislative Update

Staff Resource: *Erin Hockman, Chief External Affairs Officer*

- A representative from Cornerstone Government Affairs, DART's State Lobbyist, will provide an update on efforts related to revenue diversification and recent bills introduced in the Iowa Legislature during the 2023 Session.



PRESENTATION ITEM



6B: Customer Survey Results

Staff Resource: *Erin Hockman, Chief External Affairs Officer*

- Chris Tatham, CEO of ETC Institute, will present results from DART's Fixed Route, Paratransit, DART On Demand and RideShare Customer Satisfaction Surveys.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED IN-PERSON AND VIRTUALLY
620 CHERRY STREET – DES MOINES, IOWA 50309
MARCH 7, 2023**



(Meeting was held in a hybrid format)

Commissioners/Alternates Present and Voting:

Vern Willey, Kelly Stearns, Tara Cox (arrived at 12:37pm), Srikant Mikkilineni, Josh Mandelbaum, Andrew Borcharding, Paula Dierenfeld, Ross Grooters, Steve Van Oort, Bridget Montgomery, Russ Trimble, and Joseph Jones

CALL TO ORDER

Chair Russ Trimble called the meeting to order at 12:01 p.m. Roll call was taken, and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

Chair Russ Trimble requested a motion to approve the agenda as presented. It was moved by Josh Mandelbaum and seconded by Srikant Mikkilineni to approve the March 7, 2023, agenda.

The motion carried unanimously.

PUBLIC COMMENTS

Heather Armstrong from Des Moines shared some concerns she had with some of the DART Paratransit drivers. DART staff were directed to discuss her concerns in more detail.

Garland Armstrong from Des Moines shared his ideas of future DART service expansion to the Des Moines Airport once expansion of the new terminal has been completed.

TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE

TRAC Vice Chair, Kirk Gustafson provided an update to the DART Commission from the February 22nd TRAC meeting, sharing the items that were discussed.

PRESENTATION

7A – Cornerstone State Legislative Update

David Adelman from Cornerstone, who serves as DART's State Lobbyist, provided an update on efforts related to revenue diversification and recent bills introduced in the Iowa Legislature during the 2023 session.

CONSENT ITEMS

8A – Commission Meeting Minutes – February 7, 2023

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – MARCH 7, 2023**



8B – June Service Change

8C – January 2023 Financials

8D – DART CEO Search – Position Description Approval

It was moved by Josh Mandelbaum and seconded by Vern Willey to approve the consent items. The motion carried unanimously.

9. PUBLIC HEARING ON FY2023 BUDGET AND TAX LEVY RATES

Amber Dakan, Finance Director, provided a brief background on the FY2024 Budget and shared that due to the impact of SF 181, we will need to set a second public hearing. However, as the March 7 public hearing had been set at the February Commission meeting, the public hearing was held.

Chair, Russ Trimble opened a Public Hearing at 12:23 p.m. to discuss the DART FY2024 budget and tax levy rates and asked for comments from the floor.

Two members of public spoke about service-related issues but no members of the public came forward to comment regarding the FY2024 Budget and Tax Levy Rates.

Chair, Russ Trimble closed the Public Hearing of the FY2024 Budget and Tax Levy Rates at 12:28 p.m.

No action was taken.

ACTION ITEMS:

10A – Public Hearing on FY 2024 DART Budget and Tax Levy Rates for April 4, 2023

Amber Dakan, Finance Director, provided next steps to set a new Public Hearing date on the FY 2024 Budget and Tax Levy Rates based on SSB 1125 and the SF 181 bill, which alters the residential rollback by removing properties previously known as multi-residential from the calculation of the residential rollback for assessment year 2022 (Fiscal Year 24), which reduces the residential rollback by 1.8% from 56.49% to 54.65%. An amendment to SF 181 extended the budget certification deadline for FY24 to April 30th. Due to this change, it was noted that previous public hearing adoption of the budget was very close, but slightly lower than actual, thus a need for a new public hearing. Hence no action is recommended to be taken with the Public Hearing today (March 7, 2023) but DART requests that the Commission schedule a second Public Hearing Date on the FY 2024 Budget and Tax Levy Rates for April 4, 2023.

It was moved by Vern Willey and seconded by Bridget Montgomery to set the second Public Hearing date for the FY2024 budget to April 4, 2023. The motion carried unanimously.

10B – DART CEO Search – Search Timeline Approval

Sheri Kyras, Interim CEO provided a brief update on the DART CEO search timeline sharing that the DART CEO Search Committee approved the timeline at their February 28 committee meeting and now we are bringing it to the whole DART Commission for approval.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – MARCH 7, 2023**



It was moved by Paula Dierenfeld and seconded by Josh Mandelbaum to approve the process/timeline that was shared with the DART Commission to successfully recruit for DART's new Chief Executive Officer. The motion carried unanimously.

10C – City of Des Moines Bus Stop Amenity Search

Luis Montoya, Chief Planning Officer provided a background on bus stop amenity management and shared that in the past the City of Des Moines has contracted with an advertising firm to install and maintain benches at bus stops. The City of Des Moines has ended that contract and as those benches are removed, DART would like to install replacement benches at some of the locations. DART seeks to enter into an agreement with the City of Des Moines to install benches and other amenities at bus stops in Des Moines. The license agreement was proposed and shared in the Commission packet for review and budget impacts were outlined.

It was moved by Ross Grooters and seconded by Josh Mandelbaum to approve the proposed license agreement with the City of Des Moines for the installation of bus stop amenities in the public right of way, subject to further approval by the DART Commission if the proposed license agreement is substantially modified from what was provided in the Commission packet.

10D – Light Duty Bus Procurement

Brandon Smiley, Chief Operations Officer, Mike Gulick, Procurement Manager and Keith Welch, Fleet Manager shared that over the course of the last few years, staff have been evaluating options for the replacement of buses based on capacity needs, ride comfort, mobility device usability, fuel costs, maintenance costs, and ground clearance. Staff recommended the purchase of seven (7) New England Wheels Front Runner buses during the January 4, 2022, Commission meeting and approval to purchase seven (7) was given at the January 4, 2022 Commission meeting. The procurement process was outlined as well as funding.

It was approved by Josh Mandelbaum and seconded by Bridget Montgomery to approve the purchase of five (5) New England Wheels Front Runner Light Duty Buses from Hogle Bus Co. Inc at a cost Not to Exceed \$1,2500.00. The motion carried unanimously.

DISCUSSION ITEMS

Due to time, Chair, Russ Trimble asked the Commission to refer to their packets to review the performance report.

11A – Performance Report – January 2023

QUARTERLY AND PERFORMANCE REPORTS:

Due to time, Chair, Russ Trimble asked the Commission to refer to their packets to review the departmental monthly reports.

DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

10A - Operations

None
DART Commission Packet - April 4, 2023

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – MARCH 7, 2023**



10B – Planning

None

10C - External Affairs

None

10D – Finance/IT/Procurement

None

10E – Human Resources

None

10F – Interim Chief Executive Officer

None

FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

None

NEXT MEETING:

Regular DART Meeting - Tuesday, March 7, 2023 – 12:00 P.M.

15. CLOSED SESSION

It was moved by Bridget Montgomery and seconded by Tara Cox that the Commission adjourn the regular session and reconvene in closed session to discuss strategy with counsel in matters that are presently pending litigation or where litigation is imminent where its disclosure would be likely to prejudice or disadvantage DART's position.

Roll Call: Willey - Yea, Whiting – Nay, Cox – Yea, Mikkilineni – Yea, Mandelbaum – Yea, Borcharding - Yea, Dierenfeld - Yea, Grooters - Yea, Van Oort – Yea, Montgomery – Yea, Trimble – Yea, Jones – Yea.

Chair, Russ Trimble recessed the regular meeting at 1.02pm
No action was taken during the closed session.

At 1:39 pm, it was moved by Srikant Mikkilineni and seconded by Josh Mandelbaum that the closed session be adjourned, and the regular session be reconvened. The motion carried unanimously.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – MARCH 7, 2023**



MEETING RECONVENED IN OPEN SESSION

Roll Call: Willey - Yea, Whiting – Nay, Cox – Yea, Mikkilineni – Yea, Mandelbaum – Yea, Borcharding - Yea, Dierenfeld - Yea, Grooters - Yea, Van Oort – Yea, Montgomery – Yea, Trimble – Yea, Jones – Yea.

ADJOURN

Chair, Russ Trimble, adjourned the meeting at 1:40 p.m.

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

The next regular DART monthly Commission Meeting is scheduled for Tuesday, April 4, 2023, at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa. Pursuant to Iowa Code section 21.8, the DART Commission has determined that it is still impractical or impossible to require all Commission members, staff, and the public to be physically present for this Commission meeting. Accordingly, both in-person and virtual options for attendance of the April 4, 2023 Commission meeting will be offered as follows: (1) Commission members, staff, and the public will be allowed to attend this Commission meeting in person in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa; and (2) Commission members, staff, and the public will be allowed to attend this Commission meeting via a virtual platform such as Zoom. Participation directions for such virtual meeting option are as follows:
<https://ridedart.zoom.us/j/81030802664?pwd=YUxaZFc0YWxTM2NIL245Ui9zWWIHQT09&from=addon> Meeting ID: 810 3080 2664 Passcode: 792108

Chair

Clerk

Date



CONSENT ITEM



7B:	February FY2023 Consolidated Financial Report
Action:	Approve the February 2023 Consolidated Financial Report

Staff Resource: *Amber Dakan, Finance Director*

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue is exceeding budget by 4.53% year to date. This continues to be a reflection of increased Other Contracted revenue dollars, additional revenue in school funding and higher Mobile ticket sales.
- Fixed Route Non-Operating revenue is exceeding budget by 1.17% due to the timing of property tax revenues, higher state operating assistance funds than projected and local match revenue year-to-date.
- Paratransit Operating revenue is ahead of budget by 2%. Cash fares and DART on Demand are experiencing under budget levels year-to-date while the other categories are exceeding budget.
- Paratransit Non-Operating revenue is 20.6% under budget year to date resulting from drawdown grant fund timing. A grant draw was made in March which will bring this category pace with budget year to date.
- Rideshare revenues are under budget by approximately 35% year-to-date. Rideshare continues to work towards recovery of the program and is working to implement a new rider platform that will aide in attracting new riders.

Operating Expense:

- Fixed Route Operating expenses are seeing a 2.86% savings from projections. Services, Salaries, Wages & Fringes, and Fuel & Lubricants continue to see the most savings.
- Paratransit Operating expenses are exceeding budget by 8.8% year to date. Fuel & Lubricants, Services, and Equipment Repair Parts are seeing the highest over budget levels.
- Rideshare has a budget savings of 12.3% year-to-date for Operating expenses. Services and Fuel & Lubricants are seeing the largest savings to date.

Recommendation:

- Approve the February FY2023 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of February FY2023 Year-to-Date as Compared to Budget:**

Fixed Route	\$ 1,056,895	Reserve for Accidents (See Balance Sheet):
Paratransit	\$ (723,594)	\$312,985.81
Rideshare	\$ <u>(115,727)</u>	
Total	\$ 217,574	

Year-to-Date as Compared to Budget will be improved in March due to the draw down of grant funds as planned.

FY2023 Financials: February 2023

FIXED ROUTE	February 2023			Year-To-Date-(8) Months Ending 02/28/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	288,822	361,371	(72,549)	3,021,914	2,890,967	130,948
Non-Operating Revenue	2,033,640	2,614,763	(581,123)	21,162,097	20,918,107	243,990
Subtotal	2,322,463	2,976,134	(653,672)	24,184,012	23,809,073	374,938
Operating Expenses	2,739,457	2,976,134	236,677	23,127,117	23,809,073	681,957
Gain/(Loss)	(416,995)	-	(416,995)	1,056,895	-	1,056,895

PARATRANSIT	February 2023			Year-To-Date-(8) Months Ending 02/28/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	52,116	50,880	1,236	415,074	407,040	8,034
Non-Operating Revenue	197,042	295,313	(98,272)	1,875,680	2,362,507	(486,826)
Subtotal	249,158	346,193	(97,036)	2,290,755	2,769,547	(478,792)
Operating Expenses	363,370	346,193	(17,177)	3,014,348	2,769,547	(244,802)
Gain/(Loss)	(114,213)	-	(114,213)	(723,594)	-	(723,594)

RIDESHARE	February 2023			Year-To-Date-(8) Months Ending 02/28/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	14,402	33,333	(18,931)	172,992	266,667	(93,675)
Non-Operating Revenue	-	13,592	(13,592)	40,631	108,733	(68,102)
Subtotal	14,402	46,925	(32,523)	213,623	375,400	(161,777)
Operating Expenses	30,106	46,925	16,819	329,350	375,400	46,050
Gain/(Loss)	(15,704)	-	(15,704)	(115,727)	-	(115,727)

SUMMARY	February 2023			Year-To-Date-(8) Months Ending 02/28/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	355,340	445,584	(90,244)	3,609,981	3,564,673	45,307
Non-Operating Revenue	2,230,682	2,923,668	(692,986)	23,078,408	23,389,347	(310,938)
Subtotal	2,586,022	3,369,253	(783,230)	26,688,389	26,954,020	(265,631)
Operating Expenses	3,132,934	3,369,253	236,318	26,470,815	26,954,020	483,205
Gain/(Loss)	(546,912)	-	(546,912)	217,574	-	217,574



PUBLIC HEARING



8: Public Hearing on Proposed FY2024 DART Budget and Tax Levy Rates
--

Staff Resource: *Amber Dakan, Finance Director*

Background:

- Per the 28M Agreement and Section 28M.4 of the Iowa Code, the Regional Transit Authority must hold a public hearing on the proposed budget and allow any member community or the public to provide information to the Commission prior to its adoption of the budget.
- Any written correspondence received prior to the meeting will be available for review.

Public Hearing Procedures:

- Any participants wishing to speak on the proposed subject should sign up in advance on the appropriate speakers list.
- If necessary, DART staff will make a brief presentation regarding the subject of the hearing prior to receiving comment.
- Speakers will be asked to state their:
 - Name
 - Address
 - Affiliation (if any)
- Speakers will be asked to limit their remarks to 3 minutes.
- Written comments/emails received to date will be made available to anyone wishing to review them.



ACTION ITEM



9A: FY2024 Budget Public Hearing Date

Action: Approve the Public Hearing on the FY2024 Budget

Staff Resource: Amber Dakan, Finance Director

Background:

- Staff began preparing the FY2024 DART Budget this past fall and apprised the DART Commission regularly on the revenue and expense assumptions used to develop the proposed budget.
- A workshop was held with Commission members on January 24th where staff outlined the proposed FY2024 Budget in detail.
- The staff also met with the member government city managers on January 27th following the same format as the commission workshop.
- Per the 28M Agreement, the Regional Transit Authority must hold a public hearing on the proposed budget and allow any member community or the public to provide information to the Commission prior to its adoption of the budget. A public hearing on the proposed budget is scheduled as noted below (this public hearing will be hosted via zoom but there will be an in-person location for those that may not have access to the virtual option):

Monday, April 17th, 2023

9:30 AM.

Zoom Option:

<https://ridedart.zoom.us/j/84625880885?pwd=cmZLUGcyeTA2bFQrbXFrcINWc0wyZz09&from=addon>

Meeting ID: 846 2588 0885

Passcode: 456241

One tap mobile

+1 312 626 6799,,84625880885#,,,,*456241# US

OR

In Person Option:

DART Offices – 620 Cherry Street

Des Moines, Iowa 50309

- The hearing will be held immediately prior to a special DART Commission meeting where the Commission will consider adoption of the FY2024 budget in advance of the 28M Agreement's deadline of April 30, 2023.

FY2024 Budget:

- Over the last year, DART staff have continued to meet our service demands amidst economic pressures and a challenging labor market. The DART FY2024 budget aims to continue restorative efforts from the COVID-19 pandemic over the next year with the following strategic initiatives:



ACTION ITEM

9A: FY2024 Budget Public Hearing Date

- Funding diversification will remain a top legislative priority. The current focus is on a local option transit hotel-motel tax that would provide property tax levy rate reductions for member communities by as much as \$.10 to \$.50 per \$1,000 valuation.
- Additional DART on Demand zones in West Des Moines and as well as the Des Moines Riverbend neighborhood with the support of several community funding partners.
- Continued refinement of the Mobility on Demand structure and service delivery that DART administers including Flex Connect, Paratransit (Contracted and ADA), Microtransit, and On Call.
- Implementation of safety projects, including the Agency Safety Plan.
- Fleet diversification and optimization including the introduction of light duty vehicles into the Mobility on Demand fleet.
- Ongoing efforts to identify a suitable location for the construction of a new operations and maintenance facility for DART. Further design and development work can move forward upon completion of this work, including necessary historical and environmental reviews.
- FY2024 revenue assumptions include:
 - Residential rollback 54.6501%, Commercial rollback 90%.
 - Multi-Residential rollback has decreased to match the Residential rollback. The impact is more than \$2.5 million cumulatively.
 - Property tax revenue growth held at 4.5% in alignment with 5-year financial plan.
 - Implementation year three of new property tax formula used to calculate DART levy rates. Rates are based 70% on old formula and 30% on new formula.
 - Loss of \$100,000 in property tax backfill due to new legislation (7-year phase out).
 - CARES Act funding is budgeted to cover expenses and revenue shortfall of \$4.1 Million.
- FY2024 expenditure assumptions include:
 - Maintain existing service levels (including DART on Demand in Ankeny and cost neutral service changes in West Des Moines; grant funded service enhancements including Route 5 on weekends and River Bend pilot)
 - 10% premium increase in health insurance expense.
 - 20% premium increase in property insurance.
 - IPERS rates steady at FY2023 levels.
 - ¾ FTE included for paratransit eligibility proposal.
 - CARES Act funding is budgeted to cover increased expenses and estimated revenue shortfall.
 - Local match budgeted to meet needs for FY2024 FTA formula funding.

Recommendation:

- Certify the Proposed FY2024 Budget and Regional Transit Authority Tax Levy Rates as presented.



ACTION ITEM



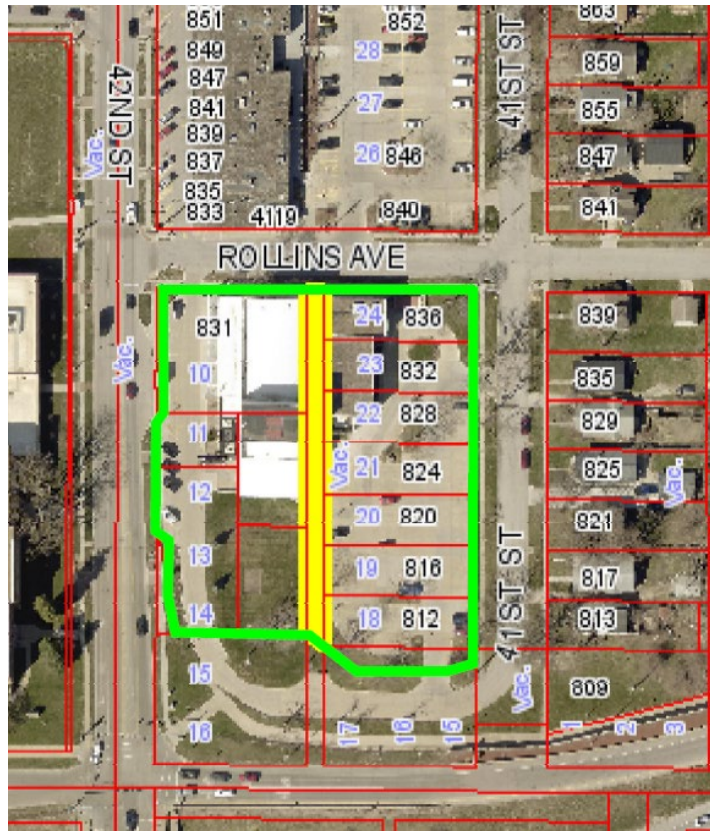
9B: Playhouse Quit Claim Deed Public Hearing Date

Action: Approve the Public Hearing on the Playhouse Quit Claim Deed

Staff Resource: Luis Montoya, Chief Planning Officer

Background:

- In 1994 The City of Des Moines deeded the MTA a narrow parcel of land adjacent to the Des Moines Community Playhouse, which had formerly been an alleyway (highlighted below). The MTA then gave an easement to the Playhouse so that the Playhouse could expand their footprint, in exchange for the right for the MTA to operate a Park and Ride on Playhouse property.



- In the fall of 2022 DART staff were approached by the Playhouse and their representatives about the possibility of obtaining DART's real estate interest on a permanent basis, which is required for further renovations they have planned.



ACTION ITEM

9B: Playhouse Quit Claim Deed Public Hearing Date

- In exchange for the parcel, DART will receive an easement so that DART can operate a Park and Ride on Playhouse property.
- Staff shared the Playhouse's request and our recommended actions with the DART Executive Committee and no concerns were raised.
- Staff have worked with the Brick Gentry Law firm to draft documents and ensure that we are following applicable laws and procedures. The proposed Quit Claim Deed is included in this packet.
- Per Chapter 28M of the Iowa Code, the Regional Transit Authority must hold a public hearing on the disposition of real property and allow any member community or the public to provide information to the Commission prior to it taking action. A public hearing on this is scheduled as noted below (this public hearing will be hosted via zoom but there will be an in person location for those that may not have access to the virtual option):

Monday, April 17th, 2023
9:30 AM.

Via Zoom:

<https://ridedart.zoom.us/j/84625880885?pwd=cmZLUkGcyeTA2bFQrbXFrciNWc0wyZz09&from=addon>

Meeting ID: 846 2588 0885

Passcode: 456241

One tap mobile

+1 312 626 6799,,84625880885#,,,,*456241# US

OR

DART Offices – 620 Cherry Street

Des Moines, Iowa 50309

- DART staff are seeking Commission action to set the Public Hearing Date and will subsequently seek Commission approval of the Quit Claim Deed.

Financial Impact:

- DART will receive \$1 from the Des Moines Community Playhouse.
- The Playhouse will assume all maintenance obligations of the Park and Ride so there will be no ongoing operational budget impact to DART.

Recommendation:

- Approve the setting of a Public Hearing on the Playhouse Quit Claim Deed.

**QUIT CLAIM DEED
Recorder's Cover Sheet**

Preparer Information: David L. Ginger
Belin McCormick, P.C.
666 Walnut Street, Suite 2000
Des Moines, Iowa 50309-3989
Phone: 515-243-7100

Taxpayer Information: Des Moines Community Playhouse
831 42nd Street
Des Moines, Iowa 50312

Return Document To: Preparer

Grantor: Des Moines Area Regional Transit Authority f/k/a Des Moines
Metropolitan Transit Authority

Grantee: Des Moines Community Playhouse

Legal Description: See Page 2

Document or instrument number of previously recorded documents: N/A

NOTE: this cover page is prepared in compliance with Iowa Code section 331.606b. This cover page is provided for information purposes only.

QUIT CLAIM DEED

For the consideration of One Dollar (\$1.00) and other valuable consideration, the Des Moines Area Regional Transit Authority, an entity organized and existing under the authority of Chapter 28E of the Code of Iowa, f/k/a Des Moines Metropolitan Transit Authority does hereby quit claim to Des Moines Community Playhouse, an Iowa nonprofit corporation, all of its right, title, interest, estate, claim and demand in the following described real estate in Polk County, Iowa:

14.0 foot wide North/South alley right-of-way lying West of and adjoining Lots 18, 19, 20, 21, 22, 23, and 24, Eckel’s Place, an Official Plat, all now included in and forming a part of the City of Des Moines, Polk County, Iowa.

AND

60.0 foot wide 41st Street right-of-way lying East of and adjoining the North 64.0 feet of Lot 15, ECKEL’S PLACE, an Official Plat, now included in and forming a part of the City of Des Moines, Polk County, Iowa (containing .088 acres more or less)

There is no known private burial site, well, solid waste disposal site, underground storage tank, hazardous waste, or private sewage disposal system on the property as described in Iowa Code Section 558.69, and therefore the transaction is exempt from the requirement to submit a groundwater hazard statement.

There is no transfer tax or declaration of value required because the consideration is less than \$500.00. Section 428A.2(21) Code of Iowa.

Words and phrases herein, including acknowledgment hereof, shall be construed as in the singular or plural number, and as masculine or feminine gender, according to the context.

Dated this ____ day of _____, 2023.

DES MOINES AREA REGIONAL
TRANSIT AUTHORITY

By: _____
Sheri Kyras, interim CEO

STATE OF IOWA)
) SS:
COUNTY OF POLK)

This instrument was acknowledged before me on the ____ day of _____, 2023
by Sheri Kyras as interim CEO of Des Moines Area Regional Transit Authority.

Notary Public in and for said State



ACTION ITEM



9C: FY 2022 Audited Financial Statements

Action: Accept the FY 2022 Audited Financial Statements

Staff Resource: Amber Dakan, Finance Manager

Background:

- Jodi Dobson, Partner with Baker Tilly Virchow Krause, LLP, DART's auditor, will summarize the FY 2022 Annual Audit.
- The audit report was discussed with the DART Executive Committee at the March 22nd meeting.
- The 28M Agreement creating the Regional Transit Authority requires such an annual audit be conducted per Iowa State Law. Additionally, the Federal Transit Administration requires such an audit.
- The FY 2022 Audited Financial Statements were emailed to each Commissioner in advance of the meeting for their review.

Recommendation:

- Accept the FY 2022 Audited Financial Statements.



ACTION ITEM



9D:	Transit Riders Advisory Committee (TRAC) Membership
Action:	Approve the three recommended new TRAC members to begin terms in April 2023.

Staff Resource: *Catlin Curry, Mobility Coordinator*

Background:

- Following the reconstitution of the DART Commission, the Transit Riders Advisory Committee (TRAC) was restructured to reflect these changes and now consists of 11 members who utilize DART Fixed Route and Mobility Services.
- In 2022, the DART Commission and TRAC approved further changes to the structure of the committee representation to be more inclusive of new services such as DART On Demand.
- The committee meets monthly and seeks to represent key constituencies, such as veterans, refugees, senior citizens, students and more. DART staff are seeking approval from the DART Commission of three (3) new members to fill vacancies.

Current Membership:

Name	Membership	City of Residence	Term Expiration
Kirk Gustafson	Fixed Route (Express)	Des Moines	12/31/2024
Kaylynn Strain	Fixed Route (Local)	Des Moines	12/31/2024
Jeremy Guenther	Fixed Route (Express)	Urbandale	6/30/2026
MaryAnn Ryan	Fixed Route (Local)	West Des Moines	12/31/2026
Vacant	Fixed Route		TBD
Brandon Paulson	At-Large	Des Moines	12/31/2024
Vacant	At-Large		TBD
Vacant	At-Large		TBD
Justin Bates	Mobility Services (Paratransit)	Des Moines	12/31/2024
James Hanold	Mobility Services (Paratransit)	West Des Moines	6/30/2026
Leola Jasinski	Mobility Services (DART on Demand)	Ankeny	12/31/2026

Application Process:

- Utilized previous applications and rider outreach to recruit riders who have an interest in serving on the committee.
- Online and paper application were made available publicly through a variety of methods. This included social media posts and targeted email outreach and on bus promotion.
- To determine a recommended slate, staff took into consideration strategic needs to ensure TRAC reflects a broad cross-section of DART customers, member communities and key constituencies.

ACTION ITEM

9D: Transit Riders Advisory Committee Members



Proposed New TRAC Members:

First Name	Last Name	City	Representation	Description	Slate
David	Campbell	Des Moines	Fixed Route (Local)	David is an active member of the Downtown Chamber who utilizes Route 16 to get to work. He is also an African American male between the ages of 55-64, adding some beneficial diversity to the committee.	Proposed Member
Layne	Pieri	Des Moines	At-Large	Layne is a 28-year-old, low-income, trans-gender male student who lives downtown and works in West Des Moines, using primarily Routes 52 and 72 to get to work.	Proposed Member
Todd	Kilzer	Urbandale	At-Large	Todd has used Paratransit for the past two years and has 25 years of municipal government experience. He wants to help make a good public service even better by offering suggestions to improve the customer experience.	Proposed Member
Laurie	Jones	West Des Moines		Laurie is a longtime rider who sees the environmental benefits of transit and electrifying the fleet.	Proposed Alternate

Recommendation:

- Approve the three recommended new TRAC members and alternate.



DISCUSSION ITEM



10A: RideShare Fare Policy Update

Staff Resource: *Erin Hockman, Chief External Affairs Officer*

- Staff will present a preliminary recommendation for Commission discussion and input regarding an update to the RideShare Fare Policy that will result in a slight fare increase for some vanpool participants.



MONTHLY REPORT



10B: Performance Report – February 2023

Staff Resource: Nate Bleadorn, Business Intelligence Manager

Summary of February 2023 Monthly Performance:

- While month to month ridership was near flat, total February ridership was up 27% compared to February of 2022. Total ridership was down less than half of a percent month over month. Fixed Route was flat while Paratransit and RideShare also saw slight monthly decreases of 6.8% and 3.2% respectively.
- For February, preventable accidents occurred at a rate of 0.78 per 100,000 miles. This achieves our goal of 1 or less. Our year-to-date rate is also below our target of 1 at .82 per 100,000 miles. Non-preventable accidents occurred at a rate of 1.31 per 100,000 miles in February, and we are at 1.19 per 100,000 YTD.
- On-Time Performance saw a slight decrease from January but stayed above our goal of 85% at 85.05%. With one third of the fiscal year remaining, we are sitting at 83.74% year-to-date.
- Road calls per 100,000 miles, where our buses need service while in operation, were 11.36 for the month of February.



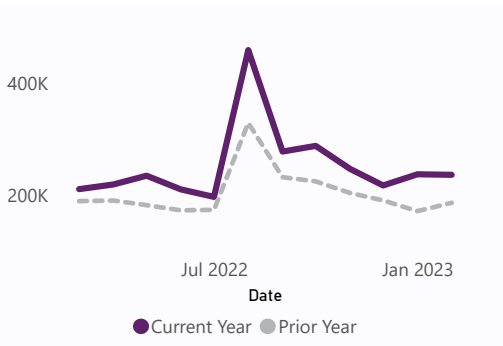
Performance Summary - February 2023

3/1/2022 2/28/2023

Ridership

Monthly **236,456** YTD **2,160,959**

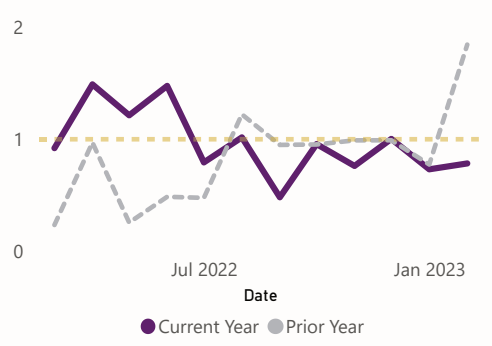
FY22: 186,489 (+26.79%) FY22: 1,713,168 (+26.14%)



Preventable Accidents/100k Miles

Monthly **0.78** YTD **0.82**

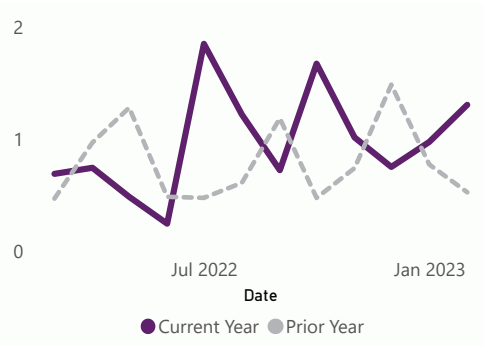
FY22: 1.84 (+57.49%) FY22: 1.02 (+19.68%)



Non-Preventable Accidents/100k

Monthly **1.31** YTD **1.19**

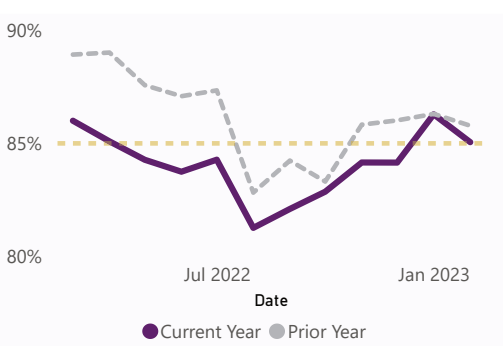
FY22: 0.53 (-148%) FY22: 0.78 (-51.71%)



On-Time Performance

Monthly **85.05%** YTD **83.74%**

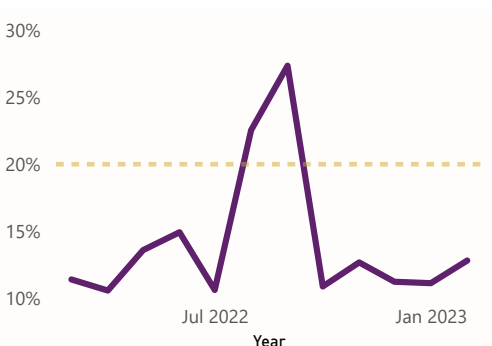
FY22: 85.78% (-0.85%) FY22: 85.19% (-1.7%)



Farebox Recovery Ratio

Monthly **12.80%** YTD **14.41%**

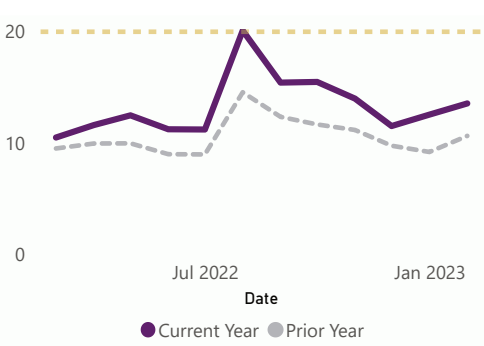
FY22: 12.32% (+3.86%) FY22: 14.38% (+0.23%)



FR Passengers / Revenue Hour

Monthly **13.57** YTD **14.45**

FY22: 10.65 (+27.33%) FY22: 11.15 (+29.62%)





Fixed Route Performance

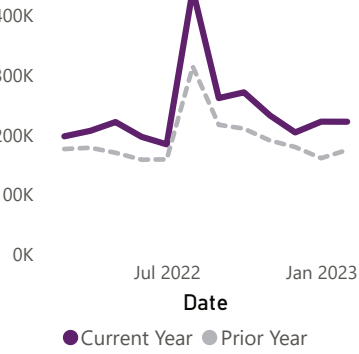
3/1/2022

2/28/2023

Ridership

Monthly
222,011
 FY22: 174,808 (+27%)

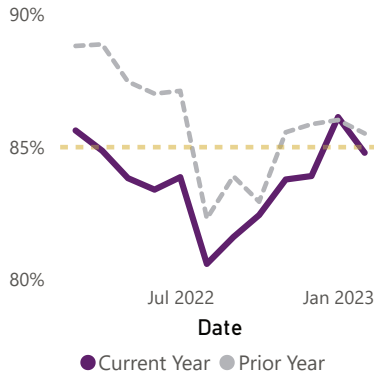
YTD
2,040,290
 FY22: 1,607,026
 (+26.96%)



On-Time Performance

Monthly
84.79%
 FY22: 85.52% (-0.85%)

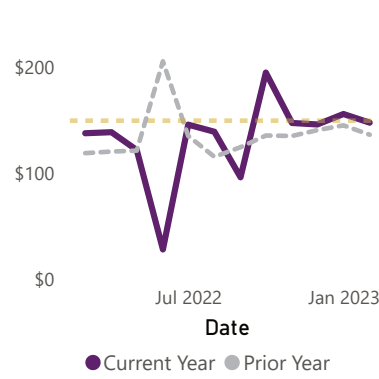
YTD
83.37%
 FY22: 84.89% (-1.79%)



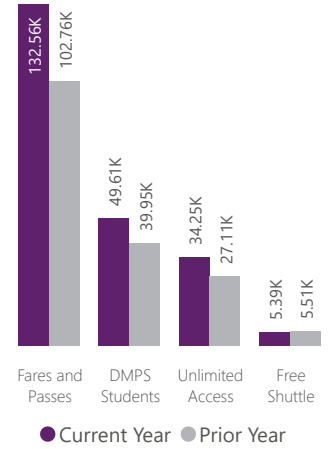
Operating Cost/Rev. Hour

Monthly
\$148.12
 FY22: \$136.76 (-8.31%)

YTD
\$147.01
 FY22: \$133.44 (-10.17%)



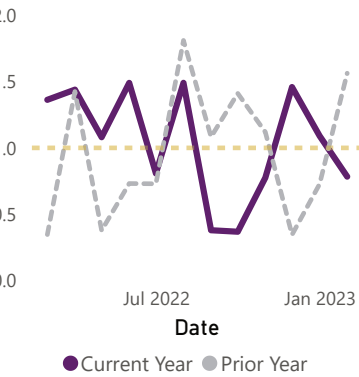
Monthly Ridership by Fare Group



Preventable Acc./100k

Monthly
0.78
 FY22: 1.56 (+49.89%)

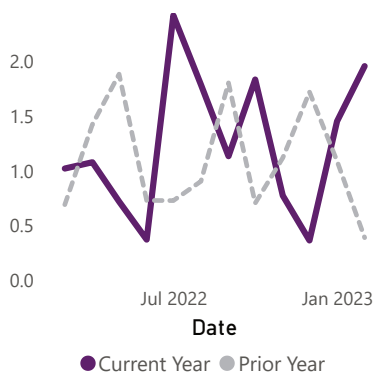
YTD
0.92
 FY22: 1.11 (+17.32%)



Non-Preventable Acc./100k

Monthly
1.96
 FY22: 0.39 (-401.1%)

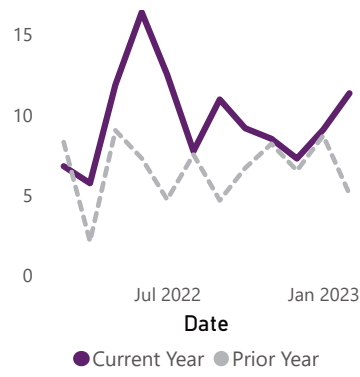
YTD
1.47
 FY22: 1.06 (-37.8%)



Road Calls/100k Miles

Monthly
11.36
 FY22: 5.08 (-123.57%)

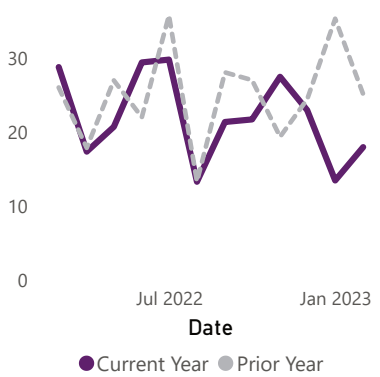
YTD
9.48
 FY22: 6.56 (-44.55%)



Complaints/100k Passengers

Monthly
18.02
 FY22: 25.17 (+28.42%)

YTD
20.10
 FY22: 24.83 (+19.06%)





Paratransit Performance

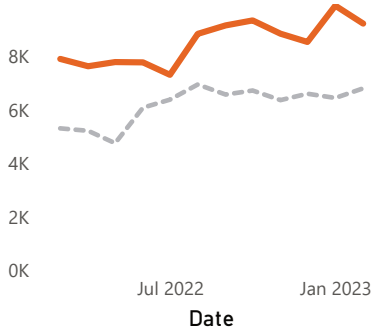
3/1/2022

2/28/2023

Ridership

Monthly: **9,235**
FY22: 6,814 (+35.53%)

YTD: **71,235**
FY22: 52,922 (+34.6%)

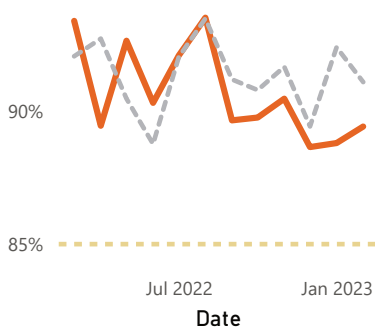


● Current Year ● Prior Year

On-Time Performance

Monthly: **89.44%**
FY22: 91.12% (-1.84%)

YTD: **90.28%**
FY22: 91.55% (-1.39%)

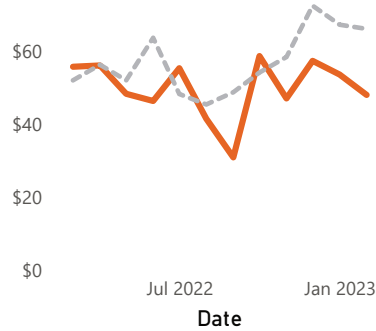


● Current Year ● Prior Year

Operating Cost/Passenger

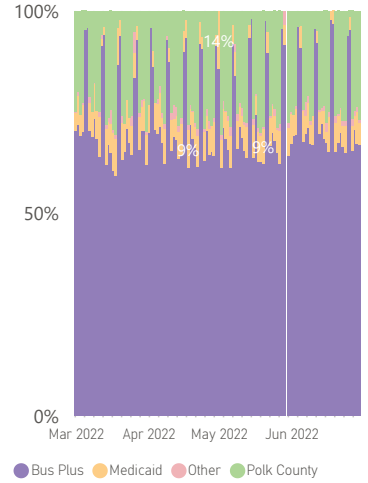
Monthly: **\$48.02**
FY22: \$66.08 (+27.32%)

YTD: **\$48.94**
FY22: \$57.55 (+14.96%)



● Current Year ● Prior Year

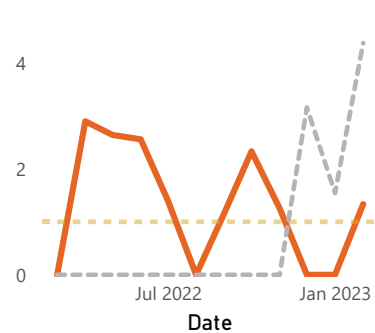
Paratransit Customer Type Breakdown



Preventable Acc./100k

Monthly: **1.33**
FY22: 4.37 (+69.5%)

YTD: **0.94**
FY22: 1.20 (+22%)

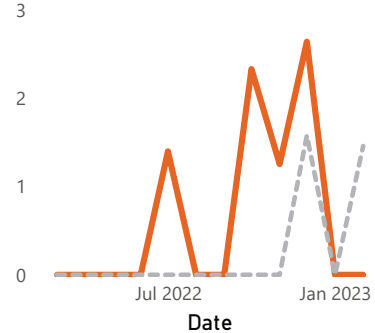


● Current Year ● Prior Year

Non-Preventable Acc./100k

Monthly: **0.00**
FY22: 1.46 (+100%)

YTD: **0.94**
FY22: 0.40 (-133.99%)

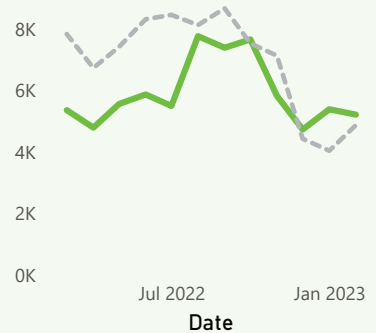


● Current Year ● Prior Year

RideShare - Ridership

Monthly: **5,210**
FY22: 4,867 (+7.05%)

YTD: **49,434**
FY22: 53,220 (-7.11%)

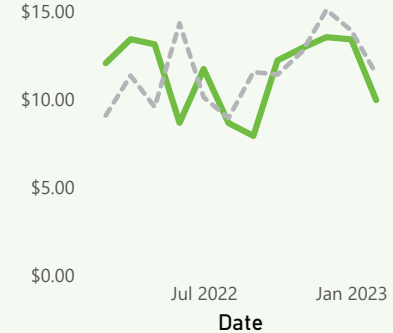


● Current Year ● Prior Year

RideShare - Op. Cost/Passenger*

Monthly: **\$9.95**
FY22: \$11.44 (+13.01%)

YTD: **\$11.05**
FY22: \$11.52 (+4.02%)



● Current Year ● Prior Year



DART On Demand Performance

Booking Type

All

3/1/2022

2/28/2023

Completed Trips

Monthly

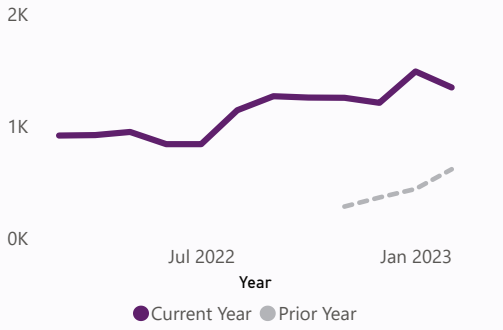
1346

FY22: 616 (+118.51%)

YTD

9805

FY22: 1703 (+475.75%)



Avg. Wait Time (On Demand)

Monthly

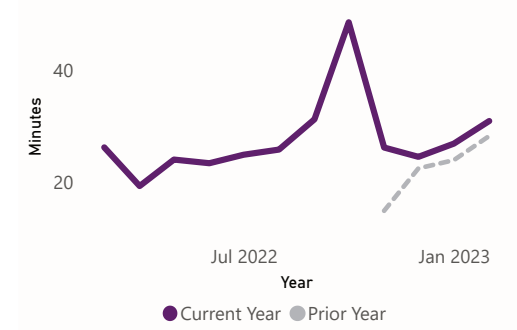
30.93

FY22: 28.26 (-9.42%)

YTD

29.95

FY22: 24.25 (-23.48%)



Mobile Booking Rate

Monthly

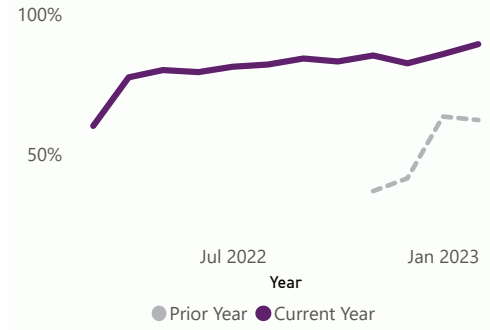
89.29%

FY22: 62.22% (+43.51%)

YTD

84.56%

FY22: 54.85% (+54.16%)



Unique Active Riders

Monthly

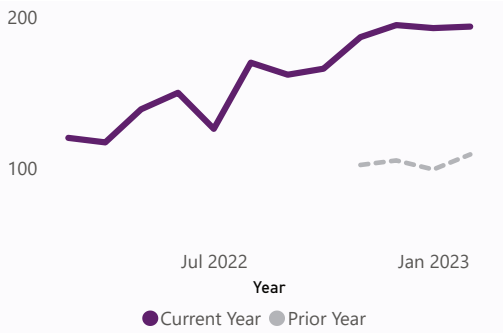
194

FY22: 109 (+77.98%)

YTD

548

FY22: 262 (+109.16%)



New Accounts Created

Monthly

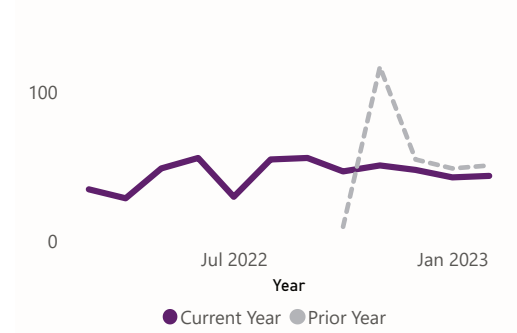
44

FY22: 51 (-13.73%)

YTD

374

FY22: 282 (+32.62%)



First Time Riders

Monthly

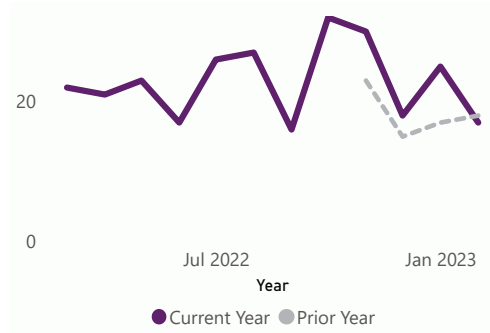
17

FY22: 18 (-5.56%)

YTD

33

FY22: 32 (+3.13%)





Route Details

Month

February 2023 ▼

Program	Route	Month Ridership	Month Last Year	YTD Ridership	Last Year YTD Ridership	YTD Change	YTD Change %	YTD Passengers/Revenue Hour	YTD On-Time Performance
1. Local	#1 - Fairgrounds	10,343	8,622	303,780	214,812	88,968	41.4%	28.27	68.93%
	#3 - University	21,120	18,410	184,248	154,757	29,491	19.1%	15.24	85.79%
	#4 - E. 14th	9,149	7,597	76,437	68,457	7,980	11.7%	11.27	87.16%
	#5 - Franklin Ave/Johnston	9,648	6,109	66,433	49,880	16,553	33.2%	9.73	78.07%
	#6 - Indianola	20,019	14,629	162,440	119,114	43,326	36.4%	19.30	86.97%
	#7 - SW 9th St.	23,575	19,499	192,119	163,345	28,774	17.6%	24.45	88.91%
	#8 - Fleur Dr.	2,317	2,223	17,573	16,051	1,522	9.5%	13.95	84.32%
	#10 - East University	934	772	7,518	6,573	945	14.4%	6.69	84.48%
	#11 - Ingersoll/Valley Junction	3,107	1,149	21,052	9,042	12,010	132.8%	15.16	80.29%
	#13 - Evergreen	4,808	3,720	32,186	22,726	9,460	41.6%	34.52	84.65%
	#14 - Beaver Ave.	12,765	10,551	103,498	83,792	19,706	23.5%	14.67	85.11%
	#15 - 6th Ave.	15,123	12,377	126,570	99,737	26,833	26.9%	18.73	83.39%
	#16 - Douglas Ave.	24,556	17,934	201,118	153,543	47,575	31.0%	16.67	81.53%
	#17 - Hubbell Ave.	17,163	12,860	141,803	109,591	32,212	29.4%	13.48	85.19%
	#50 - Euclid	4,622	3,801	39,025	29,792	9,233	31.0%	7.40	88.41%
	#52 - Valley West/Jordan Creek	8,316	6,388	72,491	57,185	15,306	26.8%	8.40	88.15%
	#60 - Ingersoll/University	20,152	16,656	167,738	144,955	22,783	15.7%	14.33	82.18%
#72 - West Des Moines Loop	3,825	2,446	33,649	21,838	11,811	54.1%	5.00	81.01%	
#74 - NW Urbandale	532	256	3,877	2,265	1,612	71.2%	3.70	87.30%	
2. Shuttle	Link Shuttle	665	426	6,060	4,242	1,818	42.9%	2.73	79.54%
	Downtown Shuttle	4,475	4,816	47,380	42,543	4,837	11.4%	10.40	87.26%
3. Express	#92 - Hickman	322	296	3,089	3,238	-149	-4.6%	3.61	76.61%
	#93 - NW 86th	631	431	5,003	4,227	776	18.4%	3.24	81.60%
	#94 - Westown	240	387	3,037	3,330	-293	-8.8%	5.40	83.52%
	#95 - Vista	204	89	1,756	1,086	670	61.7%	4.63	72.03%
	#96 - E.P. True	963	422	5,900	3,986	1,914	48.0%	7.42	81.07%
	#98 - Ankeny	2,153	1,684	15,624	13,181	2,443	18.5%	6.53	81.11%
	#99 - Altoona	284	258	2,016	2,819	-803	-28.5%	3.00	79.19%
5. On Call	Ankeny				584	-584	-100.0%		
	NW Johnston / Grimes								
	Regional			28	46	-18	-39.1%	2.91	93.93%
6. DART On Demand	DART On Demand - Ankeny	1,346	610	9,879	1,620	8,259	509.8%	3.29	
Cab	Paratransit: Taxi	736	374	4,532	3,833	699	18.2%	4.22	
Paratransit	Paratransit: Bus/Van	7,153	5,681	56,735	46,488	10,247	22.0%	1.87	90.28%
RideShare	RideShare	5,210	4,867	49,434	53,220	-3,786	-7.1%	4.72	
Total		236,456	186,340	2,164,028	1,711,898	452,130	26.4%	11.63	83.74%



MONTHLY REPORT



11A: Operations Team Report

Staff Resources: *Brandon Smiley, Chief Operations Officer*

Maintenance – Keith Welch, Fleet Manager

- **Light Duty FrontRunner Buses 2022:** Our 7 new Light duty FrontRunner buses have been received at DART. At this time, we are working with Vontas on the ITS installation dates and commissioning them for service. We are hoping to have them in service by the end of May.
- **Light Duty FrontRunner Bus Order 2023:** DART commission approved the order for 5 additional new light duty FrontRunner buses. Order has been placed, waiting on vendor for build dates.

Transportation – Lewis Lowry, Transportation Director; Joy Crutcher, Fixed Route Manager; Skip Herbold, Mobility Services Manager

- **Bus Plus Project Update:** Staff is reviewing the finalized version of the Eligibility and Medical Verification Form for the Bus Plus program. In addition, staff is also preparing a project timeline/overview for presentation to the commission during the May 2023 Commission Meeting.
- **Transportation Administrative Coordinator (TAC):** Kimberly Esquibel-Jones joined the DART team on Monday, March 27, 2023. Ms. Esquibel-Jones has an extensive background in payroll management. Ms. Esquibel-Jones will support transportation as the department's administrative coordinator and will assist other DART admins as needed. Gwen Abington, former TAC, will assist in Ms. Esquibel-Jones training as part of the onboarding process.
- **Taxi Service Quality Assurance:** The Transportation department has resumed service review meetings with DART's contract provider for overflow taxi service. The objective of the meeting focused on KPI discussions, quality assurance, ADA service compliance, contractual expectations, and safety. Meetings will take place each third Thursday of the month.

Facilities – Ben Cross, Facilities Manager

- **New Facility Manager:** Ben Cross was promoted to Facility Manager on Monday, March 20th.
- **Shelters:** Vandalism of shelter glass along 6th avenue, as well as University and 13th was reported in last month's reports. We have since made repairs to the shelter on 6th Avenue, installing clear glass. We are currently reviewing alternative options for shelters with art glass.

Customer Experience – Steve Wright, Customer Experience Manager

- **Service Level %** (Service Level: The percentage of calls answered within 60 seconds.)
 - Paratransit – 80%
 - DOD – 81%
 - Customer Service – 85%



MONTHLY REPORT
11A: Operations

- **Call Volume**
 - Paratransit – 4,385
 - DOD – 415
 - Customer Service – 3,329

- **Top Complaints** (per 100,000 passengers)
 - Passenger passed up – 12



MONTHLY REPORT



11B: Planning Team Report

Staff Resources: *Luis Montoya, Chief Planning Officer*

- **Principal Foundation Pilot - River Bend DOD:** Staff are preparing to launch this new service in June.
- **DART on Demand West Des Moines:** Staff are preparing to launch this new DART On Demand zone in southwest West Des Moines in June. It will function as a First-mile/Last-mile service to distribute customers from Route 52 and 72 at Jordan Creek Towncenter to DMACC and other destinations along Grand Ave. This service change will also include related changes to fixed routes 52 and 72 to improve efficiency.
- **DART on Demand Ankeny:** Ridership continues to be strong. The request denial rate and wait times are still higher than we would like. Once vacant paratransit operator positions are filled, we should be able to adjust how we assign operators at busier times of the day to try and increase reliability and serve currently unmet demand.
- **Bus Stop Amenities:** DART staff and Brick Gentry negotiated a license agreement with City of Des Moines staff for customer amenities such as benches and trash cans in the public right of way that was approved by the DART Commission and is now awaiting City of Des Moines approval.
- **Quit-Claim Deed:** DART staff are working with the Des Moines Community Playhouse and their representatives to sell a small parcel of property that DART owns that the playhouse currently sits on. The parcel is a former alleyway, owned by DART's predecessor the MTA, which the Playhouse has an easement for. DART will sell the parcel for \$1 in exchange for the right to indefinitely occupy part of the parking lot as a Park and Ride for DART's customers.
- **Strategic Plan:** DART staff are developing Work Plans for each department for FY 24 to plan out how we will follow through on the priorities identified in the Strategic Plan.



MONTHLY REPORT



11C: External Affairs Team Report

Staff Resources: *Erin Hockman, Chief External Affairs Officer*

- **Revenue diversification:** DART is closely following Senate File 550 (formerly SSB 1125) as division XII of the bill includes a provision allowing a city with a population exceeding 200,000 to increase their franchise fee to 7.5% without a special election as long as the additional revenue generated is used to lower transit property tax levies. The bill was passed out of the Senate Ways & Means committee on March 8.
- **Congressman Nunn facility tour:** DART will host Congressman Nunn for a tour of its operations and maintenance facility on April 3. DART submitted a \$2 million Community Project Funding request to the Congressman and is seeking his support of its Buses and Bus Facilities program grant application, due April 13.
- **Grant applications for DART On Demand River Bend:** Staff is continuing to seek funding to support a pilot of DART On Demand in the 50314-area code. A grant request for \$100,000 was submitted January 31 to Polk County and a request for \$45,000 was submitted to Prairie Meadows Community Betterment Grant Program February 24th. DART has raised \$320,000 to-date from Principal Foundation, Mid-Iowa Health Foundation, the Community Foundation of Greater Des Moines and the Iowa DOT.

Marketing and Communications – Carissa Meredith, Marketing and Communications Manager

- **Transit Employee Appreciation Day (TEAD)** – Staff assisted operations in recognizing and celebrating Transit Employee Appreciation Day by collecting comments on social media and refreshing graphics and promotional efforts from previous years.
- **DART Brand Refresh** – Staff is seeking input on a new creative strategy, developed in partnership with Hatch, to refresh various aspects of the DART brand. Input is being collected from staff, TRAC members, and other community stakeholders on a refreshed logo design, a potential new name for the D-Line, and a ridership campaign. This survey has received 62 responses to-date.
- **June Service Change:** Marketing and communications plans are being finalized to support DART's next major service change, scheduled for June 2023. Efforts will include partnering with our local communities, especially Des Moines, Clive and West Des Moines to share news about changes to DART's service and the new DART On Demand zones being created in those communities. Communications and outreach efforts will continue through summer 2023.

DART in the NEWS

[Des Moines DART bus leaders scramble to find funding and avoid cuts](#)

-Des Moines Register, 03/17/23

[Des Moines visitor's guide: What to do if you're in town for March Madness 2023](#)

-WOI Local 5, 03/14/23

[DART offers walk-in interviews at hiring event](#)

MONTHLY REPORT
11C: External Affairs Team Report



Marketing Analytics Report

Metric	Sept 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Feb 2022	Year Prior
MyDART App Accounts	44,909	45,755	46,480	47,227	48,214	49,177	35,829	37%
Website Unique Visitors	21,768	23,307	20,595	23,439	23,482	18,627	20,214	-8%
Facebook Followers	6,114	6,124	6,139	6,182	6,199	6,210	6,000	4%
Twitter Followers	2,580	2,556	2,547	2,562	2,558	2,552	2,501	2%
Instagram Followers	1,579	1,589	1,597	1,606	1,615	1,627	1,490	9%
LinkedIn Followers	786	845	874	897	915	929	682	36%
Email Subscribers	13,561	13,568	14,368	14,332	14,330	14,327	13,532	6%
Trip Plans	51,143	34,963	41,737	39,756	46,979	47,027	29,081	62%
Real-time Map	39,813	26,508	27,918	25,995	33,892	31,777	21,729	46%
Next DART Bus	353,738	282,038	355,217	422,748	360,694	541,033	193,726	179%
SMS Text Messaging -WHO Radio, 03/06/23	133,679	131,912	123,713	117,559	116,365	115,289	125,722	-8%

MyDART App Report

METRIC	SEPT 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	TOTAL FY 2023
Downloads	1,386	1,255	1,058	1,121	1,197	963	11,004
iOS	499	387	290	320	342	241	3,684
Android	887	868	768	801	855	722	7,320
Accounts Created	1,039	846	725	747	987	705	9,449
Orders Placed	5,778	5,623	4,466	5,089	5,259	5,420	45,773
Passes Purchased	8,129	7,828	6,302	7,069	7,284	7,478	67,591
Revenue	\$32,725	\$32,922	\$27,684	\$29,466	\$31,261	\$30,305	251,090

Business & Community Partnerships – Matt Harris, Business & Community Partnerships Manager

- **New Residential Partners** – Conlin Properties has expanded its partnership with DART to now include residents of Sunburst Apartments and Willow Bend Apartments. More than a dozen residential properties throughout the metro are now offering DART Unlimited Access as a resident benefit.
- **Iowa Workforce Development Webinar** - DART staff were invited by Iowa Workforce Development to present to a group of employers from throughout the state about the benefits of offering a workforce transportation benefit. DART featured both its fixed route and vanpool program offerings.
- **Art Shelters** – Shelter installations anticipated for 2023 include the City of Ankeny, (1), City of Johnston (1), the City of Urbandale (2), the City of Windsor Heights (3), the second phase of the 6th Avenue Corridor (4), and the Avenues of Ingersoll and Grand (6) in Des Moines. Art

MONTHLY REPORT
11C: External Affairs Team Report

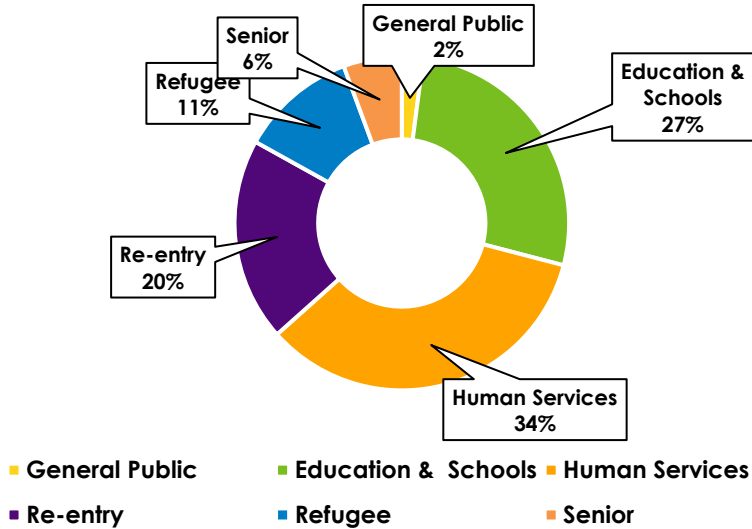


processes are completed in Altoona and underway in West Des Moines and Historic East Village in Des Moines.

- **Ride to Thrive Program** - Implementation of the new Ride to Thrive Program continues with 498 participants enrolled since July 1, of which more than 60% have enrolled using Food Assistance as proof of eligibility, with Housing Assistance and Workforce Assistance enrollments each making up approximately 20%.
- **Mobility Coordination** - Mobility outreach training through February 2023 participation is shown in the chart.

FY2023 YTD Mobility Outreach Participants

1,063 Total Participants



RideShare – Victoria Lundgren, RideShare Supervisor

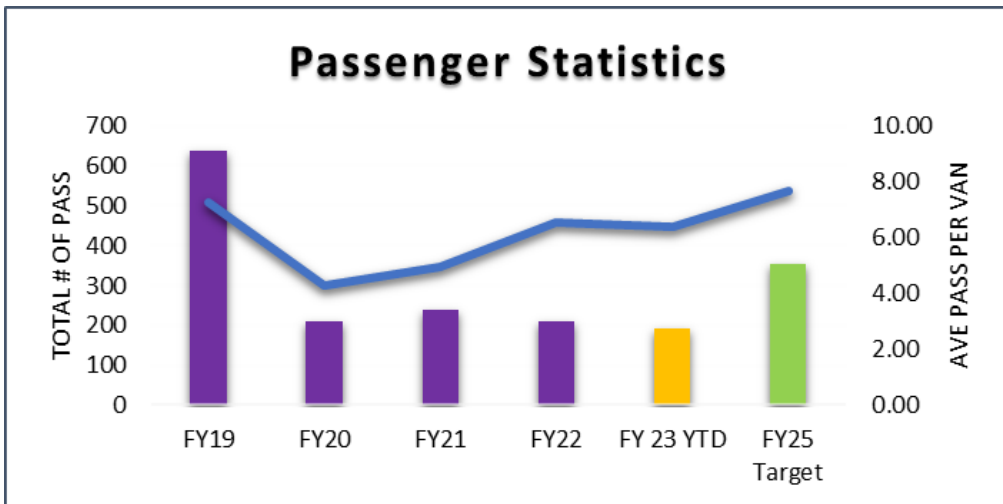
- **New Technology Systems Implementation:** DART staff is continuing to work with HBSS to finalize the new vanpool platform. The implementation team is conducting final testing of the customer portal, which will allow riders to search, book, and pay for joining the vanpool program. The portal is a significant upgrade to the customer experience and will make converting interested passengers into vanpool participants a more streamlined process for the passenger and DART staff.
- **RideShare Contracts:** The RideShare team has been working with Procurement and Business Partnerships to update and streamline vanpool contracts for passengers, businesses, and non-profit organizations. These updated contracts will better reflect program provisions and provide additional protections for DART.
- **RideShare Fare Policy:** Staff will present a preliminary recommendation for an updated, streamlined fare policy to the Commission for discussion and input at its April meeting. If the Commission is comfortable with the recommendation, staff will begin to communicate the anticipated fare change to assess questions or concerns before making a final recommendation to the Commission for April at the May or June meeting.
- **RideShare Recovery:** The entire External Affairs team is working to rebuild DART's vanpool program. The recovery strategy includes implementing the improved technology platform, updating the fare policy, rebranding the program, increasing awareness to attract new vanpool participants and new vanpool partners. This fiscal year, staff has been focused on retiring vanpools with too few passengers and increasing the number of passengers in each

MONTHLY REPORT
11C: External Affairs Team Report



vanpool to ensure the vans we are operating are generating expected corresponding revenue. Our goal is for each vanpool to have a minimum of 5-7 passengers. The chart below shows that to-date this fiscal year, the program has on average more than 6 people per vanpool, achieving the target for this key performance indicator. Staff is now focused on increasing the number of vanpools in service and have set a target to have 46 vanpools in operation by the end of FY25, which staff projects will generate enough fare revenue to fully fund the operating cost of the vanpools in service.

FY	Vanpools	Ave. Pass Per Van	Pass Miles
FY19	88	7.24	8,467,267
FY20	49	4.29	6,197,708
FY21	48	4.96	3,074,463
FY22	32	6.53	3,318,638
FY 23 YTD	30	6.64	2,245,540
FY25 Target	46	7.69	7,383,192





MONTHLY REPORT



11D:	Finance/IT/Procurement Team Report
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Staff Resources: *Amber Dakan, Mike Gulick, and Kyle Foster*

Finance Department – Amber Dakan, Finance Director

- **Human Resource Information System (HRIS)** – Finance staff are participating in the RFP for a replacement solution including the evaluation of the current proposals.
- **Welcome, new Accounting Manager** – DART welcomed Kayley Alexander on 3/27/23 as our new Accounting Manager. Kayley comes to us with more than ten years of government finance experience, most recently from the Polk County Treasurer’s Office.
- **Bus and Bus Facility Grant** – The Finance Team continues to work on the upcoming Bus and Bus Facilities grant opportunity due in April.

Procurement Department – Mike Gulick, Procurement Manager

Upcoming Projects and Procurements:

- **Human Resource Information System (HRIS)**- DART is seeking a fully HRIS integrated cloud solution, including software and subscription, implementation, data conversion, integrations, training, hardware, other additional services, and managed services.
 - Proposals are currently under evaluation.
 - Targeting May Commission Meeting for recommendation
- **Construction Manager as an Agent (CMA)**- DART is seeking a CMA for a new Operations and Maintenance Facility pending project to begin work on pre-construction phases.
 - Contract is executed.
- **Employee Service Awards Program** – DART is seeking a contractor to provide services for its employee service awards program.
 - Proposals are currently under evaluation.
- **Glass Replacement Services** – DART is seeking a contractor to provide glass replacement services for the bus shelters and DCS from vandalism and damage.
 - Researching collaboration with cities and other political subdivisions.

Contracts and Task Orders Approved Recently:

- **Frontrunners** – Dart has placed a second purchase order off a State Contract for five (5) Frontrunners from Hoglund Bus Co/New England Wheels.
 - On March 7, 2023, Commission approved purchase of five (5) New England Wheels Front Runner Light Duty Buses from Hoglund Bus Co., Inc. at a cost Not to Exceed \$1,250,000.
 - Estimated time for delivery is Early 2024.



MONTHLY REPORT

11D: Finance/IT/Procurement

- **Medium Duty Buses** – DART has placed a purchase order off a State Contract for four (4) 29' Gillig Buses. Estimated time for delivery is 2nd quarter 2023.
 - On March 1, 2022, the Commission approved the purchase of Four (4) Gillig, LLC Heavy-Duty 30-foot Buses at a cost not to exceed \$2,260,000.
 - ETA for Delivery is expected in late April/May 2023.
- **FY2024 Bus Passes** - DART has placed a purchase order for FY2024 Bus Passes from Trapeze/Vontas for an estimated \$51,078.
 - ETA for Delivery is expected in late May/June 2023.

Future Procurements:

- Passenger Information Display System (PIDS)
- Bond/Financing Counsel Services
- Property, Risk, Vehicle, Flood, Crime, Cyber Insurance Broker Services
- Art Wall Refresh
- FY2024 Fleet Order

IT Department – Kyle Foster, IT Director

- **Technology Plan (Health Assessment) Development** – Underutilization of existing software/solutions was one of the voids established in the assessment. Based upon this feedback from R&B, solution vendors have started to be engaged for follow up training and to assist in updating standard operating procedures.
 - Trapeze has provided a response to all pain points/issues around their software. This is being reviewed and will be utilized for improvements over the next few months.
 - Vendor training has also been scheduled from Hacon and Bytemark to increase efficiencies with the mobile TripPlanner.
 - System upgrades are currently being scheduled over the next 3-4 months, with training plans to follow, specifically focusing on pain points established in the assessment.
 - A list of internal Subject Matter Experts has been defined to obtain further vendor training. These people will update all standard operating procedures and onboard training for the correlating departments.
 - Vendor training has begun with the defined subject matter experts.
- **Infrastructure Refresh Project** – DART has hardware that is starting to reach its replacement timeline. Vendor engagements have begun to determine replacement make, models, and pricing. Once a vendor has been chosen, DART will build a phased approach to refresh its aging hardware. Consideration has been given to existing and future locations to ensure everything is modular and scalable enough to be relocated and expanded upon.
 - RSM was engaged to do a server and network hardware audit. They have provided a list of recommended hardware items that they would recommend getting on the replacement schedule, as well as their costs.
 - Cisco in conjunction with CDWG has also been engaged to do an audit and provide recommendations on replacement equipment and pricing.



MONTHLY REPORT

11D: Finance/IT/Procurement

- Pure Storage has been identified as the storage vendor. A purchase has been made and installation is under way. Storage migration is 25% completed and will be fully completed in the next month.
- A quote has been received for replacing our server infrastructure. Grant funding is being identified before a consent item is brought before the Board of Commission.
- **Disaster Recovery/Incident Response** – DART IT staff are currently undergoing a full update/re-write of our DR and Incident response plan. Cyber Security threats, loss of power, facility, systems, and connectivity are all being taken into consideration to meet all critical system recovery time objectives.
 - A core system/service list has been created with associated recover point and recovery time objectives.
 - The backup plan is being updated to meet the defined RTO/RPO time frames.
 - Full DR plan re-write has begun, with weekly meetings to keep everything on track.
 - The first draft of the re-write is about 75% complete. Should have a finalized draft within the next month.
- **Map updates** – DART is currently working with Trapeze to update the maps our systems utilize. The maps are currently 10 years old and in need of a refresh. New maps have been installed and tested. Minor tweaks are being done to routes and zones for efficiencies.
 - Fixed route and Paratransit maps have been upgraded in production.
 - TransitMaster (our vehicle tracking software) is currently being updated and tested.
 - Next steps are to update the maps in the vehicles.



MONTHLY REPORT



11E: Human Resources, Training & Safety Team Report

Staff Resource: *Beth Hanson, Chief Administrative Officer*

Human Resources

- **Recruitment Update:** The HR department is currently interviewing for the following openings.
 - Bus Operator
 - Data Analyst Intern
 - HR Generalist
 - Public Relations Manager
 - Payroll & Benefits Specialist
 - Maintenance Tech
 - Maintenance Supervisor

- **Recent Hires:**
 - 3 – Paratransit Operators – 3/13/2023
 - 4 – Paratransit Operators – 3/27/2023
 - Transportation Admin Coord. – 3/27/2023
 - Accounting Manager – 3/27/2023
 - Building Supervisor – 3/13/2023
 - Facilities Mgr. - 3/20/2023
 - Service Person – 3/20/2023

- **Four week Call off average:** fixed route 13.9%, Para is 2.4%
- **Turn Over Rate** – March – 1.7% YTD – 6.9%

Training – Matt Johnson, Training Manager

- **New Instructors:** Completed selection process and accepted two new instructors into training; one Fixed Route and one Mobility Services
- **Paratransit Trainees:** Training continues for seven Paratransit Operators in training.
- **Paratransit Graduate:** One Paratransit Operator completed training to graduate to part-time operator.

Safety – Pat Daly, Safety Manager

- Delivered new employee safety plan, hazard and near miss reporting orientations.
- Developed and delivered presentations for 3 bus operator and 2 maintenance department safety meetings.
- Rolled out the Alert Iowa notification system for DART internal use and successfully integrated DART staff into Des Moines Public Schools Alert Iowa notification system.
- Continued work on emergency action plans.
- Conducted monthly safety surveys of DART facilities.
- Conducted a noise level exposure study of the maintenance shop and bus wash.



MONTHLY REPORT



11F:	Chief Executive Officer
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Staff Resource: *Sheri Kyras, Interim Chief Executive Officer*

- **DART Executive Committee** - The DART Executive Committee met on Wednesday, March 22nd. The discussion items presented during the meeting included:
 - Audited Financials
 - Bus & Bus Facilities Grant Update
 - Rideshare Fare Policy Update
 - Human Resources Information System (HRIS) Update

- **DART CEO Search Committee** – The Search Committee met on March 28th. At this meeting K&A, the search firm, shared stakeholder engagement feedback they had received, the search status and timeline for potential candidate reviews and interview process. The Committee will be reviewing resumes in the next couple of weeks and in the meantime, DART staff will be reaching out to all DART Commissioners to schedule dates/times for candidate interviews, which we anticipate happening in early to mid-May.

- **New Operations & Maintenance Facility** – DART staff has been working hard finalizing the Bus and Bus Facilities grant application which is due April 13, 2023. Staff have had several meetings with our architects (Substance), our CMA (DCI) and our Owners Rep (Sidekick Development) to gather the information needed regarding the new facility for the application. Once the grant is submitted in April, we hope to hear back on whether we have been awarded any funds by July and we will update the Commission at that time.

- **DC Lobbying Trip** – March 10-14, I, with Erin Hockman, DART's Chief External Affairs Officer, attended both the Iowa Public Transit Association and the American Public Transit Association's Legislative Conferences in Washington DC. During these meetings we met with Iowa's Congressional Representative's staff and FTA Officials, except for Senator Ernst staff due to a scheduling conflict. The main purpose of these meetings was to educate and advocate for DART's upcoming facility grant due in mid-April. Staff also had an opportunity to update FTA on DART's electric bus program and discuss with FTA possible opportunities that it might have to assist DART in deploying a successful electric bus pilot program.

- **Service Anniversary** – Tim Moroney, Fixed Route Operator, celebrated his 25 years with DART on March 23rd. With 24 years of safe driving, Tim has a record that speaks for itself in relation to his dedication to safety and the safety of his customers. Tim is dependable and a great asset to DART.





FUTURE DART COMMISSION ITEMS



Future Agenda Items:

May 2, 2023 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Des Moines Public School Services Contract Renewal • Human Resource Information System (HRIS) Approval • Trapeze/Vontas Agreement • Rideshare Fare Policy • TIP Amendments 	<ul style="list-style-type: none"> • Legislative Update • Transit Riders Advisory Committee Update • Quarterly Investment Report • Quarterly Financial Update • Quarterly Safety Report • August Service Change • ADA Paratransit Changes
June 6, 2023 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Health Insurance Renewal • ICAP Renewal • August Service Change • ADA Paratransit Changes 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee
July 11, 2023 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Health Insurance Renewal • August Service Change • Updated Procurement Policy and Procedures 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee • Iowa State Fair Updates/Reminders

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
April DART Executive Committee	Wednesday, April 19, 2023	12:00 p.m.	Zoom