



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 – 87410786924 /PASSCODE - 605613

SEPTEMBER 5, 2023 – 12:00 PM

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2.	ROLL CALL AND ESTABLISHMENT OF QUORUM	
3.	NOTICE OF MEETING	
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	A. FY 25 Service and Budget Planning Workshop – Date confirmed at September 5 Commission Meeting	
13.	NEXT MEETING: Regular DART Meeting - Tuesday, October 3, 2023 – 12:00 P.M.	
14.	ADJOURN	

Language, visual, hearing and transportation services are available at meetings upon request. For requests, please call DART at 515.283.8100 at least 48 hours in advance of the meeting.



6: Transit Riders Advisory Committee (TRAC) Update
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Resource: *Brandon Paulsen, TRAC Chair*

A hybrid meeting of the Transit Riders Advisory Committee was held on Wednesday, August 30, 2023, and a quorum was met. Included are key highlights from the meeting's discussion.

- **Operation and Maintenance Facility Plan:** Chief Planning Officer, Luis Montoya, updated the Committee on DART's efforts towards a new Operations and Maintenance Facility. The update provided TRAC members with options that will be considered by the DART Commission at their September meeting. TRAC members were able to ask questions, and many provided feedback on the potential scenarios, supporting Option E to proceed forward with Phase 1 construction.
- **Bus Plus & Fixed Route Fare Policy Changes:** Chief Operations Officer, Brandon Smiley, reminded the committee about upcoming changes to DART's Bus Plus service as part of a multi-phase project. This update went over the addition of free, fixed route bus service for Bus Plus eligible riders and shared additional details on DART's expanded Bus Plus zone that would be available at a premium fare.
- **Iowa State Fair Shuttle Update:** Chief Operations Officer, Brandon Smiley, shared information about DART's 2023 Iowa State Fair service and updated the Committee that DART provided more than 241,000 rides over the 11-day service. TRAC members commented on the benefits of the shuttle to community members, and thanked DART for their efforts in providing the service.

The next hybrid TRAC meeting is currently scheduled for Wednesday, September 27, 2023.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED IN-PERSON AND VIRTUALLY
1100 DART WAY – DES MOINES, IOWA 50309
AUGUST 1, 2023**



(Meeting was held in a hybrid format)

ROLL CALL

Commissioners/Alternates Present and Voting:

Tara Cox (left at 1.34pm), Michael McCoy (left at 1.15pm), Josh Mandelbaum (left at 1.48pm), Andrew Borcharding, Jake Anderson, Paula Dierenfeld, Ross Grooters, Steve Van Oort, Bridget Montgomery, Russ Trimble, and Joseph Jones

Commissioners Absent:

Vern Willey, Kelly Stearns, and Srikant Mikkilineni

CALL TO ORDER

Chair Russ Trimble called the meeting to order at 12:02 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 Ross Grooters and seconded by Joseph Jones to approve the August 1, 2023, agenda. The motion carried unanimously.

PUBLIC COMMENT:

Heather Armstrong from Des Moines thanked the DART Operators for their understanding and great customer service during the recent heatwave.

Garland Armstrong from Des Moines enquired about the Paratransit service during the Iowa State Fair. DART staff addressed and answered the questions for Mr. Armstrong.

TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE

Unfortunately, nobody from TRAC was able to attend the Commission meeting so Chair, Russ Trimble asked the Commission to refer to the printed TRAC update provided in their packets.

CONSENT ITEMS

7A – Commission Meeting Minutes – July 11, 2023

7B – Advertising Policy Approval

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – AUGUST 1, 2023**



7C – Quarterly Investment Review

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

DISCUSSION ITEMS:

8A – Operations and Maintenance Facility Next Steps

Sheri Kyras, Interim Chief Executive Officer and Luis Montoya, Chief Planning Officer provided background and options for DART Commission to consider on how to proceed with DART's proposed new Operations and Maintenance Facility.

8B – Iowa State Fair Update

Brandon Smiley, Chief Operating Officer provide an update on DART's Park and Ride service for the 2023 Iowa State Fair.

DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

11A - Operations

Brandon Smiley, Chief Operating Officer, provided a brief update on the RAGBRAI service DART provided during the event.

11B – Planning

None

11C - External Affairs

None

11D – Finance/IT/Procurement

None

11E – Human Resources

None

11F – Interim Chief Executive Officer

None

FUTURE AGENDA ITEMS

None

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – AUGUST 1, 2023**



COMMISSIONER ITEMS

None

13. CLOSED SESSION

It was moved by Bridget Montgomery and seconded by Josh Mandelbaum 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 - Nay, Whiting – Nay, Cox – Yea, Mikkilineni – Nay, 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 1:31pm

No action was taken during the closed session.

At 1:49 pm, a voice vote was taken for the closed session to be adjourned and the regular session be reconvened.

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

It was moved by Joseph Jones and seconded by Ross Grooters that the DART Commission agrees with Proterra's Proposal #2 contained in Proterra's letters dated June 5th, 2023, and July 17th, 2023 and directs staff to develop and execute an agreement with the agreed upon terms. The motion carried unanimously.

NEXT MEETING:

Regular DART Meeting - Tuesday, September 5, 2023 – 12:00 P.M.

ADJOURN

Chair, Riss Trimble adjourned the meeting at 1:51 p.m.

Chair

Clerk

Date



CONSENT ITEM



7B:	November 2023 Service Change
Action:	Approve service changes to select fixed routes effective November 26, 2023

Staff Resource: Tony Filippini, AICP, Planning & Development Manager

Background:

- The Planning Department prepares periodic updates to the fixed-route network to respond to changing conditions and improve service reliability.
- Major updates were made to Route 52 – Jordan Creek and Route 72 – West Des Moines Valley in June 2023. Staff have evaluated the performance of the new schedules and have developed minor updates to improve service.

Proposed Changes:

1. Schedule Adjustments

- Two local route schedule updates are proposed to improve the efficiency of bus operations.
 - Route 52 – Jordan Creek
 - Route 72 – West Des Moines Valley
- These minor changes to the timepoint arrival and departure times will improve the reliability of the schedule for customers. These updates do not change the number of trips or the span of service.

Title VI:

- As required by Federal regulations and consistent with DART's adopted Title VI Program, staff determined the proposed changes to not meet the threshold of a "major service change". Therefore, no equity analysis is required.

Impacts:

- Paratransit: Paratransit service areas and span will not be impacted by changes proposed in the June service package.
- Property Tax Formula: The proposed changes do not change any tier service levels for any community.

Recommendation:

Approve the above listed service changes to select fixed routes effective November 26, 2023.



CONSENT ITEM



7C: Interim CEO Employment Contract Amendment

Action: Approve an Employment Contract Amendment from a Full-Time Position to an As Needed, Temporary Position

Staff Resource: *Paul Drey, Brick Gentry Law*

Background:

- The Commission approved an employment contract with Sheri Kyras at the December 6, 2022, Commission meeting for an interim period until a new DART CEO could be selected and begin working for the organization.
- DART's new CEO, Amanda Wanke, will return to DART and begin work on September 5, 2023.
- As Amanda will be returning and has prior experience with DART, it was determined that Sheri Kyras's last day would be on September 5, 2023; however, to ensure a smooth transition, she will continue as an hourly, temporary employee, on as needed basis, until December 31, 2023, as a resource to staff.
- An employment contract amendment to reflect this new status is attached.

Recommendation:

- Approve the contract amendment for Sheri Kyras to reflect her temporary, as needed, role as an advisor to staff.

AMENDMENT TO EMPLOYMENT CONTRACT FOR DES MOINES REGIONAL TRANSIT AUTHORITY CHIEF EXECUTIVE OFFICER - INTERIM

THIS AMENDMENT TO EMPLOYMENT CONTRACT ("Amendment"), effective September 6, 2023, is entered into by and between the Des Moines Regional Transit Authority, an entity organized and existing under the authority of Chapter 28E of the Code of Iowa ("Employer"), and Sheri Kyras ("Employee").

WHEREAS, Employer and Employee entered into an Interim CEO Administrator Professional Services Agreement dated December 6, 2022, with a term commencing December 6, 2022 and ending September 30, 2023 ("Agreement");

WHEREAS, Employee has provided notice of her intent to retire as Employer has found its new Chief Executive Officer;

WHEREAS, Employer desires to continue to retain the services of Employee as a temporary advisor to the new Chief Executive Officer, for an extended term through December 31, 2023;

WHEREAS, Employee agrees to continue to provide her expertise to the new Chief Executive Officer for an extension through December 31, 2023; and

WHEREAS, the Employer and Employee wish to set out, in writing, the terms and conditions of this extended term of employment.

NOW, THEREFORE, in consideration of the moral covenants and agreements contained herein and other valuable consideration, the parties agree to amend the Agreement as follows:

1. Changes to Agreement. Employee and Employer agree to the following changes to the Agreement:

a. Section 3 of the original Agreement is amended to end at close of business on September 5, 2023 instead of September 30, 2023. Starting September 6, 2023, Employee will serve as a temporary employee on an as needed basis. Employee shall complete Employer's elective timesheet, which shall be approved by the new Chief Executive Officer.

b. Employer will pay Employee on an hourly basis at a wage comparative to her current salary as Interim Chief Executive Officer, which is One Hundred and no/100 Dollars (\$100.00) per hour.

c. Employee shall not be eligible for benefits, including health insurance, retirement plan, PTO, and/or monthly car allowance.

d. Employee shall retain a computer from Employer and be afforded access to agreed-upon files, as needed and approved by Employer.

e. With the exception of the days Employee is needed in the office, Employee will be working from her home.

IN WITNESS WHEREOF, the Commission of the Des Moines Regional Transit Authority has caused this Amendment to be signed and executed by signature of its Chair, and the Employee, Sheri Kyras, has caused this Amendment to be signed and executed on Employee's behalf.

"Employer"

"Employee"

DES MOINES REGIONAL TRANSIT AUTHORITY

Russ Trimble, Chair

Sheri Kyras



CONSENT ITEM



7D: July FY2024 Consolidated Financial Report

Action: Approve the July 2023 Consolidated Financial Report.

Staff Resource: Amber Dakan, Finance Director

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route operating revenue is exceeding budget by 41.8% year-to-date. This is a result of higher revenues in Other Contracted Services, Unlimited Access, and the annualized support from Polk County recognized for the Ride to Thrive program.
- Fixed Route non-operating revenue is under budget by 16.3% due to the timing of grant funding drawdowns.
- Paratransit operating revenue is below budget by 3.3%. Cash fares, Other Contracted Services, and DART on Demand are all under budget expectations.
- Paratransit non-operating revenue is 38.9% under budget year-to-date resulting from drawdown grant funding timing.
- Rideshare revenues are under budget by approximately 64% year-to-date. Rideshare continues to work towards recovery of the program and is working to implement a new rider platform projected to go live this fall that will aide in attracting new riders.

Operating Expense:

- Fixed Route operating expenses are seeing an 11.4% savings from projections. Salaries, Wages & Fringes, Miscellaneous Expenses, and Insurance are the three categories seeing the most savings early in the year.
- Paratransit operating expenses are under budget by 3.2% year-to-date. Salaries, Wages & Fringes, Services, and Equipment Repair Parts are seeing the most budget savings.
- Rideshare has a budget savings of 17.6% year-to-date for operating expenses. Services and Fuel and Lubricants are seeing the largest savings to-date.

Recommendation:

- Approve the July FY2024 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of July FY2024 Year-to-Date as Compared to Budget:**

Fixed Route	\$ 82,655	Reserve for Accidents (See Balance Sheet):
Paratransit	\$ (122,736)	\$301,373.51
Rideshare	\$ <u>(19,848)</u>	
Total	\$ (59,929)	

FY2024 Financials:

July 2023

FIXED ROUTE	July 2023			Year-To-Date-(1) Month Ending 07/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	570,480	402,217	168,263	570,480	402,217	168,263
Non-Operating Revenue	2,237,777	2,674,784	(437,007)	2,237,777	2,674,784	(437,007)
Subtotal	2,808,257	3,077,001	(268,744)	2,808,257	3,077,001	(268,744)
Operating Expenses	2,725,602	3,077,001	351,399	2,725,602	3,077,001	351,399
Gain/(Loss)	82,655	-	82,655	82,655	-	82,655

PARATRANSIT	July 2023			Year-To-Date-(1) Month Ending 07/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	51,302	53,054	(1,752)	51,302	53,054	(1,752)
Non-Operating Revenue	209,808	343,422	(133,614)	209,808	343,422	(133,614)
Subtotal	261,110	396,476	(135,366)	261,110	396,476	(135,366)
Operating Expenses	383,846	396,476	12,630	383,846	396,476	12,630
Gain/(Loss)	(122,736)	-	(122,736)	(122,736)	-	(122,736)

RIDESHARE	July 2023			Year-To-Date-(1) Month Ending 07/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	15,415	33,333	(17,918)	15,415	33,333	(17,918)
Non-Operating Revenue	-	9,468	(9,468)	-	9,468	(9,468)
Subtotal	15,415	42,801	(27,386)	15,415	42,801	(27,386)
Operating Expenses	35,263	42,801	7,538	35,263	42,801	7,538
Gain/(Loss)	(19,848)	-	(19,848)	(19,848)	-	(19,848)

SUMMARY	July 2023			Year-To-Date-(1) Month Ending 07/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	637,197	488,604	148,593	637,197	488,604	148,593
Non-Operating Revenue	2,447,585	3,027,673	(580,088)	2,447,585	3,027,673	(580,088)
Subtotal	3,084,782	3,516,278	(431,496)	3,084,782	3,516,278	(431,496)
Operating Expenses	3,144,711	3,516,278	371,567	3,144,711	3,516,278	371,567
Gain/(Loss)	(59,929)	-	(59,929)	(59,929)	-	(59,929)



ACTION ITEM



8A: Operations and Maintenance Facility Approval

Action: Approve DART Staff to Proceed with Design and Construction of Phase I of a new Operations and Maintenance Facility

Staff Resource: *Luis Montoya, Chief Planning Officer*

Background:

- DART’s current Maintenance and Operations Facility, located at 1100 DART Way, was built in 1978. It is currently 45 years old, with some areas having been added or renovated over time. FTA’s useful life of a facility is 40 years.
- DART completed a facility assessment in 2018 to identify and estimate upcoming infrastructure investments that will be required to ensure the operational capability of the facility.
- The preliminary findings of the assessment included:
 - Most of the structures and building systems are beyond their useful life and in need of significant investment.
 - Operational challenges that are the result of the facility being undersized for modern buses: narrow garage doors, low ceiling in the bus storage area, lack of adequate parts storage and an undersized paint booth.
 - There are also challenges with the existing facility location including potential for flooding and real estate pressures and limitations on renovating and growing the footprint to meet evolving needs, such as battery electric buses.
- The total estimated cost to keep the facility in a State of Good Repair over the next 20 years exceeds \$63 million and doesn’t consider the facility constraints or the infrastructure necessary for a full migration to zero-emission buses. Additionally, the FTA has expressed that they would not support rehabilitation of the existing facility with competitive grants due to the site constraints and risk of flooding.
- The assessment recommended that DART explore the potential of a new facility.
- Based on preliminary conceptual designs, it is estimated that a new Operations and Maintenance Facility could cost \$111 million, but most of the new facility could be paid for by competitive federal grants.
- In November 2019, DART was awarded a Buses and Bus Facilities grant from the Federal Transit Administration for \$17,275,000 towards the construction of a new facility.
- DART has identified a potential site for a new Operations and Maintenance Facility at 3500 Vandalia Rd. that is the appropriate size, location, and zoning that is currently owned by the City of Des Moines.
- Substance Architecture and their subconsultants have completed an environmental review on the potential new site, which was reviewed and approved by the necessary state and federal entities.



ACTION ITEM

8A: O&M Facility Approval

- DART staff have not been successful at securing additional competitive grants for the project but have gotten positive feedback about the need for the project and quality of the application from the FTA.
- DART staff and the design team have developed a phased approach to funding the construction and operations of a new Operations and Maintenance Facility:
 - **Phase I:** Purchase land, complete design, and build 90% of the bus maintenance building (Full funding on hand)
 - **Phase II:** Build out the remainder of the maintenance building, administrative offices and approximately half of the necessary bus storage facility (pending a second large federal grant)
 - **Phase III:** Complete the remainder of the bus storage facility (pending additional federal grant dollars and potentially local debt service)

Facility Approach:

- Staff has identified five options to ensure DART's Operations and Maintenance facility is able to meet its current and future needs. These are:
 - Option A – Do Nothing/Repair Existing Facility At Failure
 - Option B – Reconstruct DART Way (Over Time)
 - Option C – Hold on Facility Activities/Resubmit Grant in 2024
 - Option D – Purchase Land Only
 - Option E – Complete Phase 1
- A full description of the options and comparison details can be found in the attached DART Operations & Maintenance Facility Analysis/Options summary.
- At the August 1, 2023, Commission meeting, after a lengthy presentation regarding each option, there was a general consensus of Commissioners present that Option E (Phase 1) would best situate DART to meet its facility needs.
- If Option E is approved, there are additional approvals that will be brought forth to the DART Commission at the appropriate time in the future, which include:
 - Updated contracts for the design and construction management team (October)
 - Appraisal and land purchase agreements (Fall/Winter)
 - Phase I construction award (Spring 2024)
 - Additional grant applications for later phases (Spring 2024)
 - Permission to proceed with design and construction on Phase II, which would include the remaining portion of the Maintenance building, partial bus storage, and administrative offices (TBD pending funding)
 - Permission to proceed with design and construction on Phase III, which would include the remaining portion of the bus storage building (TBD pending funding)



ACTION ITEM

8A: O&M Facility Approval

Budget Considerations:

- Funding for land acquisition, design and construction would come from federal and local capital funds set aside for this project as detailed below. Approving this work will begin to spend federal grant dollars and commit DART to completing Phase I or paying back the FTA.
- DART staff have shared a Phase I project budget and funding plan to the DART Commission.

Funding Source	Phase 1 Funding Amount
Formula Funds – On Hand	\$8,268,800
2019 Grant Award	\$17,275,000
TOTAL FEDERAL FUNDING	\$25,543,800
Formula Local Match – On Hand	\$2,068,000
Local Match 2019 Grant – On Hand	\$4,318,750
Local Capital Funding – On Hand	\$2,859,150
TOTAL	\$34,789,700

Recommendation:

- Approve DART staff to proceed with Design and Construction of Phase I of a new Operations and Maintenance Facility.

DART Operations & Maintenance Facility Analysis/Options



Overview:

The Des Moines Regional Transit Authority (DART) is examining options to improve the condition of its aging Operations & Maintenance (O & M) facility needed to support DART's daily service to the greater Des Moines community. With the current facility at the end of its useful life, in poor condition, landlocked and in an incompatible area, changes will need to be made to continue meeting the community's transit needs.

Current Facility Concerns:

Challenges with DART's current facility include, that it is:

- ▶ Beyond the federal definition of a facility's useful life at almost 50 years in most areas of the facility,
- ▶ In a flood plain and has experienced significant flooding events, further deteriorating its condition,
- ▶ The site/facility are undersized making every functional area inefficient and limiting DART's ability to creatively address service needs at the lowest taxpayer cost,
- ▶ Incompatible with surrounding land uses in a residential area creating bus/pedestrian/car safety concerns,
- ▶ Landlocked with no ability to meet DART's current and future needs.



Current Site/Facility Vision:

DART's current site would require a two-phased approach. First, it would need to bring the existing 50-year-old facility up to current zoning and building code standards. Some of the improvements that would be needed to meet zoning/code include: land rezoning, burying all above ground power lines, landscape buffers, upgrade perimeter fencing, tree canopy requirements, replacement of all exterior building materials and parking lot landscaping, which would reduce parking capacity. In addition, there are some zoning/code improvements that cannot be accommodated or are contrary to public transit operations, such as the need for on-site storm water detention and the prohibition of storing vehicles outside the facility. After these improvements are completed, a second phase could be implemented to improve the facility to meet DART's current and future facility needs. Improvements in this phase would include major improvements, such as the replacement of two bus storage buildings, new HVAC and electrical system/panel, new underground storage tanks, renovation of the Maintenance area, and other major facility components. However, at the completion of these improvements, DART's operations facility remains at risk for flooding, is undersized, landlocked and adjacent to incompatible land uses.

New Site/Facility Vision:

DART's new facility, at a new site, will require a phased approach to its construction due to the total estimated cost, in today's dollars, of \$111 million dollars.

Facility Phasing - DART has identified 38 acres (compared to DART's current facility site at 11 +/- acres) at E. 36th St. and Vandalia Rd. that addresses all of DART's needs for today, as well as into the future. The new facility could be built in three phases as follows:



- ▶ **Phase 1** – Land/Maintenance (Approximately ~\$35 million) – Purchase the land, complete the facility design and construct the first section of the building–Maintenance/Buildings and Grounds (which is currently in the poorest condition). **This phase is fully funded at this time (approximately \$35 million) with all federal and local dollars needed, without debt service required.**
- ▶ **Phase 2** – Bus Wash/Fuel, Body Shop, Paint Booth, ~50-60% of the Bus Storage and Administrative offices (~\$50 million) - Local dollars have been secured through deferred maintenance and federal CARES dollars displacing local funding and dedicated to the facility. **There would be no debt service required to support this phase;** however, DART will need to successfully fund \$40 million dollars in future federal grants.
- ▶ **Phase 3** – Bus Storage (~\$25 million) – Both a federal grant and local dollars will need to be secured for this construction phase, which **may require local debt service**, in today's dollars, of approximately \$5 million that could be repaid with future federal formula dollar allocations by displacing local tax dollars with future federal preventative maintenance formula dollars.

New Versus Current Site Financial Comparison – Local Taxpayer Dollars:

The cost to improve the current site is currently estimated, in today's dollars, at approximately \$63 million in local taxpayer funds (building code, rezoning and DART improvements combined) compared to the new site's local cost estimated to be at approximately \$24 million dollars due to available/anticipated grants. In addition, the new facility will eliminate the risk of a catastrophic failure/cost at DART Way, which would jeopardize its ability to provide service to the community and not be able to achieve FTA's required useful life of another 50 years at the current site.

Facility Improvement Considerations:

- ▶ The Federal Transit Administration (FTA) expects forward movement on its 2019 grant award to DART of \$17.275 million for a new facility and has indicated a reluctance to federally fund improvements at the current facility,
- ▶ If the land is not secured shortly, it could be sold and/or the land could become more expensive after the M. L. King extension becomes a reality; new NEPA process (environmental) could be required if the project does not move forward in the next several years,
- ▶ DART and its consultants have exhausted all feasible site locations within a reasonable distance from DART Central Station, which is required to efficiently operate the service,
- ▶ Visualizing/Constructing a phased facility is difficult, but is the only option with existing funding sources and is similar to the Des Moines International Airport facility's funding/phasing plan,
- ▶ Federal awards to Iowa transit systems are smaller at a time of increasingly more expensive construction projects post-pandemic,
- ▶ Dividing DART's Operations & Maintenance function will be challenging if it is decided to leave the current facility until more of the building can be completed. Incremental cost increases are estimated at \$50,000-\$85,000 more per year,
- ▶ If a decision is delayed, escalating construction expenses will cost local taxpayers more as construction costs increase, as evidenced in the facility's cost increasing from \$68 million in 2019 to \$111 million today.

Facility Options Analysis:

The chart below, provides an abbreviated comparison of the following five facility options for DART:

- ▶ **Option A** – Do Not Make Scheduled Repairs/Repair Current Facility at Failure
- ▶ **Option B** – Reconstruct the Current Facility Over Time (Scheduled Repairs)
- ▶ **Option C** – Hold on All Facility Activities and Resubmit a Federal Grant in 2024
- ▶ **Option D** – Purchase the Land
- ▶ **Option E** – Complete Phase 1

A brief comparison of these options is listed below:

("P" is a Pro or advantage; "P-" is an advantage to a lesser degree; "C" is a con or negative; TBD is To Be Determined)

Option/Criteria	A	B	C	D	E
Progresses Toward Goal – Commission Long Term Desire to Leave DART Way/Meets FTA Expectations	C	C	C	P	P
Preserves Future Choices – Size Bus Storage to DART Services	C	C	C	P	P
Financial – Local \$ Available, No Debt Service	C	C	P	P	P
NEPA – Will Not Need to Redo at ~\$200,000	P	P	C	P	P
Functionality Improvement	C	C	P-	P-	P
Budget Certainty	C	P	C	P-	P
Preserves Land Options	C	C	C	P	P
Efficiency/Communication	P	P	P-	P-	C
Annual Operating/Capital Budget Increase	C	C	P-	P-	C
Planning – Starts Project with a Clear Path Forward	C	P	P-	C	C
Purchase/Construction Price Will be Less	C	C	C	P-	P
Reduces DART's Deferred Maintenance Costs	C	C	C	P-	P
Investment – Preserves the land, but does not commit to the New Site If the New Facility Does Not Move Forward	C	C	C	P	C
Planning – Provides Staff/Commission Time to Explore Other Considerations that Could Impact the Facility In the Future	C	C	P	P	P-
Can Move Forward Immediately Without Other Funding Sources	P	P	C	C	C
FTA – Could Jeopardize Future Grant Requests for Any Project	C	C	C	P	P
Operational Disruptions – Trying to Maintain a Quality Service in a Construction Zone	C	C	P	P	P
Needs Met	C	C	C	P-	P
Employee Health & Safety – Air quality, working conditions	C	C	C	P-	P
Operational Safety – Mixes bus/pedestrian/car movements	C	C	C	C	P-
Long-Term Costs Minimized	C	C	C	C	P
Staff Time Required – Over the Long Term	C	C	P-	P-	P
Meets DART's Long-Term Needs	C	C	P-	P-	P
Requires Debt Service	TBD	TBD	P	P	P



ACTION ITEM



8B:	Bus Plus and Fixed Route Fare Policy Changes
Action:	Approve Fare Policy Modifications to the Bus Plus and Fixed Route Services

Staff Resource: *Brandon Smiley, Chief Operating Officer*

Background:

- DART's last fare policy change was on April 5, 2022, when DART's half fare policy was expanded to include individuals on specific forms of assistance (housing, food and workforce) and the elimination of the Opportunities Thru Transit (OTT) program.
- In the Summer of 2022, the Commission directed staff to examine modifications to the Bus Plus program to include an expansion zone beyond the current Bus Plus program boundaries.
- The Bus Plus program began experiencing significant ridership increases in FY23 putting a strain on existing financial resources.
- Surveys and public meetings were held in the fall of 2022 to examine the possibility of expanding the Bus Plus zone and ways to reduce growth trends in Bus Plus ridership while, at the same time, providing additional mobility options for DART's Bus Plus customers.

Proposed Policy Changes:

- Provide free fixed-route service to all eligible Bus Plus Customers with a DART Bus Plus Identification Card.
- Create a new expanded, premium Bus Plus zone for customers at a \$30 per trip rate (map of new zone is attached). This zone would be available to all non-Medicaid Bus Plus customers based on the following:
 - First come, first served basis
 - Schedule availability
- The modified DART fare policy is attached with the changes highlighted in red text.
- The two proposed fare changes would be effective on November 1, 2023.

Public Feedback:

- Bus Plus customers liked the opportunity to ride outside of DART's current Bus Plus program boundaries, if needed at a higher price.
- Bus Plus customers indicated they would choose to ride DART's fixed-route service for some travel; with an additional 19% indicating they would choose this option if DART provided travel training to understand how to ride fixed-route service.



ACTION ITEM

8B: Bus Plus and Fixed Route Fare Policy Changes

Title VI Fare Equity Analysis:

- Federal rules and DART Policy require that staff study any fare changes to determine whether they would result in a disproportionate and negative impact on low-income or minority populations.
- DART staff conducted a Title VI analysis, documented in the attached report, and found that providing fare-free access to fixed route service for paratransit eligible customers would not result in a disproportionate burden on low-income individuals or a disparate impact on minority individuals.

Recommendation:

Effective November 1, 2023, approve the following actions:

- Approve the Title VI Fare Equity Analysis documenting the impacts of DART's Bus Plus zone expansion and free, fixed-route fares for Bus Plus customers.
- Approve the expansion of the Bus Plus program to include a Premium zone, at \$30 per trip, to eligible, non-Medicaid Bus Plus customers.
- Approve free fares on DART's fixed-route service for eligible Bus Plus customers with a Bus Plus Identification Card.



Title VI Fare Equity Analysis

*DART Free Fixed-Route for
Paratransit Eligible Riders*

September 2023

Des Moines
Area Regional
Transit Authority

620 Cherry Street
Des Moines, Iowa
50309-4530

515-283-8100
Fax 515-283-8135
ridedart.com



Background

In the Summer of 2022, the DART Commission directed staff to examine the paratransit service operated by DART and to explore if there was opportunity to better define the program parameters to control cost while still meeting customer needs.

In the Fall 2022, DART distributed a Paratransit Bus Plus customer satisfaction survey and hosted public input meetings to better understand the needs of paratransit users and get feedback on proposed changes to the program. Highlights of the survey responses include:

- ▶ Overall, current service users were comfortable with providing some form of medical verification during the eligibility process.
- ▶ Of those surveyed, fifty-four percent indicated it is easy to obtain a signed medical statement from a licensed medical professional.
- ▶ Forty-nine percent of those surveyed indicated they would utilize DART fixed route service for some of their trips if the service was free to use.
 - ▷ An additional sixteen percent indicated they would also utilize DART fixed route service for some of their trips if DART provided some form of fixed route training.

In January 2023 staff presented the survey and public input meetings findings to the DART Commission. Listed below, are the three items that were identified as improvements to implement regarding the Bus Plus program:

- ▶ Modifying the Bus Plus eligibility form to include medical verification
- ▶ Implementing a free fare for Bus Plus users on DART's fixed route
- ▶ Implementing a premium Bus Plus zone to allow customers to access locations beyond DART's Bus Plus service area, but within Polk County (fare aligned with Polk County Paratransit contract)

Proposed Changes

As part of the Bus Plus program updates, DART proposes offering free fare on fixed-route services for individuals who have been approved for DART ADA Bus Plus. The proposed change to the fare structure creates a new fare class for those who qualify and have been approved for DART paratransit service.

Public Outreach

As a part of the paratransit program review, staff lead public meetings, distributed surveys to receive comment on the program. Results of the feedback received in the Fall of 2022 included the following findings:

- 49% of paratransit customers would use fixed-route service for some of their travel, with another 19% interested in using fixed-route service if they were provided training on how to do so
- 81% of customers rated that they were either "very satisfied" or "satisfied" with DART paratransit service.
- Feedback included incentivizing using fixed-route services in lieu of paratransit as a way to reduce the growth in paratransit use.



Relevant Policies

Title VI of the Civil Rights Act of 1964 states that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The Federal Transit Administration (FTA) has several requirements to ensure that transit agencies comply with Title VI, among them the requirement to analyze changes to transit service or fares to determine whether changes are being applied equitably to minority and low-income communities.

All changes to fare cost and payment methods are subject to this analysis and reporting, excluding temporary or promotional fares lasting 12 months or less.

DART's Disparate Impact Policy provides a threshold which identifies when adverse effects of a fare change are borne disproportionately by minority populations. DART will consider a proposed fare rate or media change to have a disparate impact if the proportion of minority customers likely to be negatively affected is more than 5 percentage points greater than the overall proportion of DART customers likely to be affected.

DART's Disproportionate Burden Policy provides a threshold which identifies when adverse effects of a fare change are borne disproportionately by low-income populations. DART will consider a proposed fare rate or media change to have a disproportionate burden if the proportion of low-income customers likely to be negatively affected is more than 5 percentage points greater than the overall proportion of DART customers likely to be affected.



Impact Analysis

In order to test whether the proposed changes would result in a disproportionate negative burden on minority or low-income population, DART staff collected available demographic information to compare the affected population to the regional population, as well as information about the proposed fare change. For this analysis, staff used the race and income information collected from the 2022 Customer Satisfaction Survey of Complementary ADA Bus Plus eligible customers. Staff compared paratransit customers to residents of the region as a whole using available Census data. Details on this analysis can be found in the Appendix.

Paratransit Participation

The following analysis compares the demographic make-up of paratransit customers compared to all DART customers and DART's service area as a whole.

	Low Income	Minority
Paratransit Customers	65%	14%
All DART Customers	52%	39%
DART Service Area	19%	30%

Fare Change Analysis

Current paratransit customers would be subject to the regular fixed route fare of \$1.75 per trip. The resulting fare change would be a 100% decrease from \$1.75 per trip to \$0.00. The following analysis focuses on the paratransit customer base as it relates to the region. Demographic data of the paratransit user group is derived from the 2022 Customer Service Satisfaction Survey.

The data indicates that a higher proportion of paratransit users are low-income when compared to customers of all DART services as well as the DART Service Area population as a whole.

Fare Type	Cost		Change		Demographics by Fare Type	
	Existing	Proposed	Absolute	Percentage	Low-income (Para)	Minority (Para)
Single Ride	\$1.75	\$0.00	(\$1.75)	-100%	65%	14%



Findings

DART's Disparate Impact Policy provides a threshold which identifies when adverse effects of a fare change are borne disproportionately by minority populations. DART finds that minority populations are not negatively impacted by reducing the fare and therefore does not exceed the 5 percentage points greater than the overall proportion of DART customers as outlined in the policy.

DART's Disproportionate Burden Policy provides a threshold which identifies when adverse effects of a fare change are borne disproportionately by low-income populations. DART finds the low-income population is not negatively affected and therefore does not exceed the 5 percentage points greater than the overall proportion of DART customers likely to be affected.

Justification and Mitigation Measures

Free fixed-route service is a benefit to all paratransit customers and will particularly benefit those who are low-income as the share of paratransit customers are significantly higher than the service area as a whole. Since the fare free trip would provide a relative benefit to minority and low-income riders, no mitigation is recommended for this fare policy change.

Conclusions

The intent of expanding access to the fixed-route services provided by DART is to encourage use of fixed-route for customers eligible for the complimentary paratransit service. The change will provide a cost-effective alternative for ADA eligible customers where fixed-route is available and will reduce the operating cost of providing ADA paratransit. The change in policy does not constitute a disproportionate burden on low-income individuals or a disparate impact on minority individuals.



Appendix

Title VI Analysis Data Sources and Definitions

Data from the American Community Survey (ACS), DART ridership reporting, and customer surveys were used to perform the Title VI analysis.

2017 ACS five-year estimates provided block-group-level population data for the existing network demographic analysis. For purposes of this analysis, the following origin by race categories were defined as minority:

- ▶ Black or African American alone
- ▶ American Indian or Alaska Native alone
- ▶ Asian alone
- ▶ Native Hawaiian or Other Pacific Islander alone
- ▶ Hispanic or Latino alone
- ▶ “Other” race alone
- ▶ Two or more races

Individuals who reported in the ACS that their income over the previous 12 months fell below the federal poverty line were defined as low-income for the geographic analysis.

For purposes of this analysis, the following origin by race categories were defined as minority as indicated on OTT application:

- | | |
|--|--|
| ▶ African American | ▶ Black/ African American & Caucasian |
| ▶ American Indian/ Alaskan Native | ▶ Black/ African American & Hispanic/ Latino |
| ▶ American Indian/ Alaskan Native & Black African American | ▶ Hispanic |
| ▶ American Indian/ Alaskan Native & Caucasian | ▶ Native American |
| ▶ Asian | ▶ Native American/ Other Pacific Islander |
| ▶ Asian & Caucasian | ▶ Other |
| ▶ Black/ African American | ▶ Other Multi-Racial |
| | ▶ White Hispanic/ Latino |

Results from the 2018 DART Customer Satisfaction on-board survey informed the Title VI evaluation of whether proposed service changes created a potential for a disparate impact or disproportionate burden. Survey respondents were asked to identify their race or ethnicity from the following categories and could select all that applied:

- ▶ Caucasian/White
- ▶ African American/Black



- ▶ Hispanic/Latino
- ▶ Native American
- ▶ Asian/Pacific Islander
- ▶ Middle Eastern/North African
- ▶ Other

Respondents who selected any combination of answers other than only Caucasian/White were considered minority riders.

The customer satisfaction survey also asked respondents to provide their household income before taxes among the following income brackets:

- ▶ Less than \$10,000
- ▶ \$10,00 - \$14,999
- ▶ \$15,000 – \$24,999
- ▶ \$25,000 - \$34,999
- ▶ \$35,000 - \$49,999
- ▶ \$50,000 - \$74,999
- ▶ \$75,000 or More

DART utilizes the federal poverty guideline updated each year by the U.S. Department of Health and Human Services to define low-income populations. The survey data did not include information on respondents’ household sizes. Assuming an average household size of four people, incomes under \$25,750 fall below the poverty guideline. Thus, all DART survey respondents who selected “Less than \$10,000,” “\$10,000 - \$14,999,” and “\$15,000 - \$24,999” were considered low- income for purposes of this analysis.

Table 1: 2019 Poverty Guideline for Determining Low-Income Status

HHS Poverty Guideline for 2019	
Household Size	Income
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430

Source: U.S. Department of Health and Human Services, 2019.

DART Fare Schedule

Effective: November 1, 2023

Service Type	Full Fare	Half-Fare	Children 6-10	Children 5 and Younger
CASH				
Local Routes	\$1.75	\$0.75	\$0.75	FREE
Express Routes	\$2.00	\$0.75	\$0.75	FREE
On Call	\$3.50	\$0.75	\$0.75	FREE
Flex Route (Regular Route without Flex Trip)	\$1.75	\$0.75	\$0.75	FREE
Flex Route (Off Route for Flex Trip)	\$3.50	\$0.75	\$0.75	FREE
Shuttles (D-Line and Link)	FREE	FREE	FREE	FREE
DART On Demand	\$1.75	\$0.75	\$0.75	FREE
Paratransit (Bus Plus Zone)	\$3.50	\$3.50	\$3.50	FREE
Paratransit (Premium Zone)	\$30.00	\$30.00	\$30.00	FREE
Paratransit (On All Fixed-Routes with Eligibility Card)	FREE	FREE	FREE	FREE

Service Type	Monthly Express Pass	Monthly Regular	Monthly Half Fare	Weekly Local	Weekly Half Fare	Day Pass	Day Pass Half Fare
	\$58.00	\$48.00	\$24.00	\$16.00	\$7.00	\$4.00	\$2.00
MAGNETIC STRIPE							
Local Routes	Pass	Pass	Pass	Pass	Pass	Pass	Pass
Express Routes	Pass	Pass + \$0.25	Pass	Pass	Pass + \$0.25	Pass	Pass
On Call	Pass	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.50	Pass + \$1.50
Flex Route (Regular Route without Flex Trip)	Pass	Pass	Pass	Pass	Pass	Pass	Pass
Flex Route (Off Route for Flex Trip)	Pass	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.50	Pass + \$1.50
Shuttles (D-Line and Link)	FREE	FREE	FREE	FREE	FREE	FREE	FREE
DART On Demand	Pass	Pass	Pass	Pass	Pass	Pass	Pass
Paratransit (Bus Plus Zone)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paratransit (Premium Zone)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paratransit (On All Fixed-Routes with Eligibility Card)	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Service Type	31-Day Express	31-Day Regular	31-Day Half Fare	7-Day Local	7-Day Half-Fare	Day Pass	Day Pass Half Fare	Single Ride
	\$58.00	\$48.00	\$24.00	\$16.00	\$7.00	\$4.00	\$2.00	\$1.75
MOBILE TICKETING								
Local Routes	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass
Express Routes	Pass	Pass + \$0.25	Pass	Pass	Pass + \$0.25	Pass	Pass	Pass + \$0.25
On Call	Pass	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.50	Pass + \$1.50	Pass + \$1.75
Flex Route (Regular Route without Flex Trip)	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass
Flex Route (Off Route for Flex Trip)	Pass	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.50	Pass + \$1.50	Pass + \$1.75
Shuttles (D-Line and Link)	FREE	FREE	FREE	FREE	FREE	FREE	FREE	FREE
DART On Demand	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass
Paratransit (Bus Plus Zone)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paratransit (Premium Zone)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Paratransit (On All Fixed-Routes with Eligibility Card)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A



ACTION ITEM



8C: FY2024 Safety Performance Targets

Action: Approve DART's FY2024 Safety Performance Targets as required by the Public Transportation Agency Safety Plan adopted by the DART Commission on December 1, 2020.

Staff Resource: Pat Daly, DART Safety Manager

Background:

- DART is required, under its Public Transportation Agency Safety Plan, to establish and monitor seven Safety Performance Targets for each mode of service provided.
- The seven Safety Performance Targets that are monitored are:
 - Number of fatalities and fatalities per 100/K miles of revenue service
 - Number of injuries and injuries per 100/K miles of revenue service
 - Injuries recorded are those that require an individual to be immediately transported from the scene for medical attention
 - Number of safety events and safety events per 100/K of revenue service
 - Safety events are defined as any number of incidents that result in:
 - A vehicle being towed from a scene
 - Property damage in excess of \$25,000
 - An evacuation for life safety
 - An individual is transported immediately away from the scene for medical attention
 - System Reliability – miles between major road calls
- The FY2023 safety performance targets were determined based on the average of the prior two fiscal year's final safety performance target numbers.
- For FY2023, DART met or exceeded all but four Safety Performance Targets, when factoring in preventability, as reported in the FY2023 4th Quarter Safety Report in the August 2023 DART Commission meeting packet.

FY 24 Safety Performance Targets:

- The Bipartisan Infrastructure Law added requirements to DART's Agency Safety Plan that the Safety Committee, comprised of equal representatives of frontline employees and management, set DART's Safety Performance Targets.
- DART's FY2024 Safety Performance Targets were approved by the DART Safety Committee at its meeting on August 23, 2023.

ACTION ITEM
8C: FY 2024 Safety Performance Target Approval



FY 2024 Proposed Safety Performance Targets							
Mode of Transit Service	Fatalities	Fatalities per 100/K miles	Injuries	Injuries per 100/K miles	Safety Events	Safety Events per 100/k miles	System Reliability
Fixed Route							
FY 21 Actual	0	0	2	0.10	10	0.52	16,984
FY 22 Actual	0	0	11	0.49	14	0.62	14,617
FY 23 Actual	0	0	11	0.51	14	0.62	12,450
FY 24 Goal	0	0	10	0.45	12	0.58	12,500
Paratransit							
FY 21 Actual	0	0	0	0.00	0	0.0	----
FY 22 Actual	0	0	1	0.13	2	0.27	49,488
FY 23 Actual	0	0	0	0.00	2	0.27	65,363
FY 24 Goal	0	0	0	0.00	1	0.13	65,500
Rideshare							
FY 21 Actual	0	0	1	1.00	1	1.00	----
FY 22 Actual	0	0	0	0.00	2	0.26	----
FY 23 Actual	0	0	2	0.43	2	0.43	----
FY 24 Goal	0	0	1	1.00	2	0.25	138,000
Taxi							
FY 21 Actual	0	0	0	0.00	0	0	0
FY 22 Actual	0	0	0	0.00	0	0	0
FY 23 Actual	0	0	0	0.00	0	0	0
FY 24 Goal	0	0	0	0.00	0	0	0

Recommendation:

- Approve DART's Safety Performance Targets for fiscal year 2024 as required by DART's Agency Safety Plan.



DISCUSSION ITEM



9A: FY25 Budget and Service Planning Discussion

Staff Resource: Erin Hockman, Chief External Affairs Officer

- Staff will provide an overview of information being prepared for the Commission workshop at the end of September, which will be the beginning of a conversation with the Commission regarding funding and service levels for FY25 and beyond.



DISCUSSION ITEM



9B: Mobility Coordinator Update

Staff Resource: Catlin Curry, Community Mobility Coordinator

- Staff will provide an update on FY2023 Mobility and Outreach training activities, as well as an update on the Ride to Thrive program after one-year of implementation.



MONTHLY REPORT



9C: Performance Report – July 2023

Staff Resource: Nate Bleadorn, Business Intelligence Manager

Summary of July 2023 Monthly Performance:

- During RAGBRAI's day in Des Moines, DART provided more than 4,000 additional rides on our system, largely due to alternative service offered to provide access between downtown and Water Works Park.
- July was another down month for ridership, following the typical summer trend. While ridership was down 9.22% month over month, we were still up 8% compared to last year in July.
- For July, we had 0.95 preventable accidents per 100,000 miles. This meets our goal of being under 1 per 100K miles. Non-preventable accidents occurred at a rate of 1.90 per 100,000 miles in July.
- On-Time Performance (OTP) was 78.58% for July. This is below our target of 85%. Construction and detours continue to plague our OTP measures.
- Road calls per 100,000 miles, where our buses need service while in operation, were 12.25 for the month of July.
- DART On Demand saw a slight decrease in month-to-month ridership. There were a handful of rides that came from our new zones, as well as new app download activity. We hope this will translate into additional awareness and use of the service.
- Rideshare data for July was not available at the time of this report.



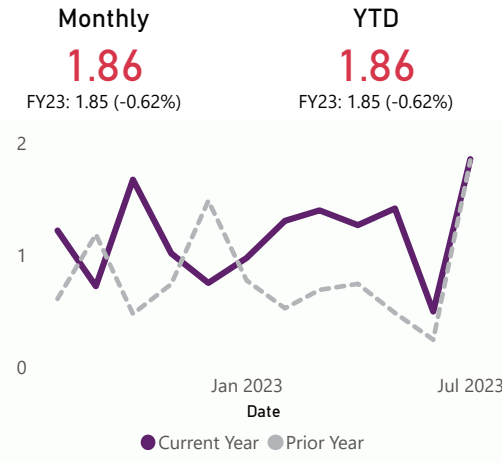
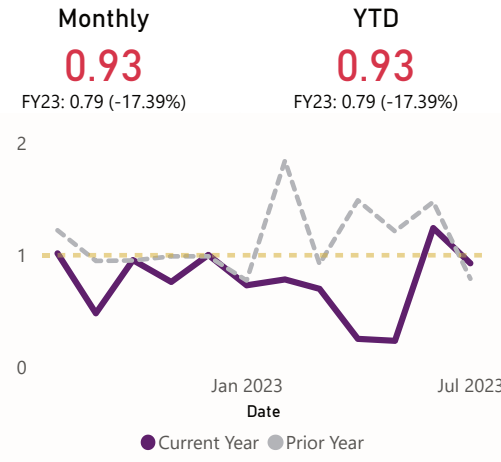
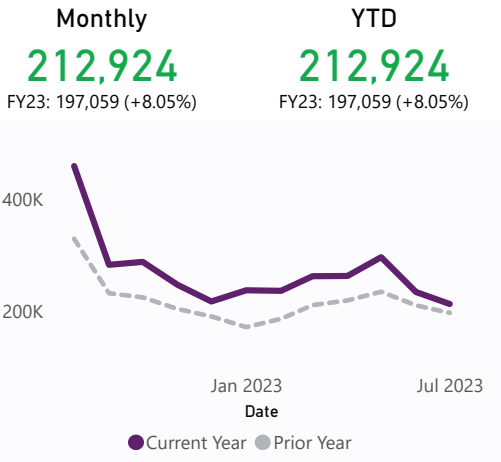
Performance Summary - July 2023

8/1/2022 7/31/2023

Ridership

Preventable Accidents/100k Miles

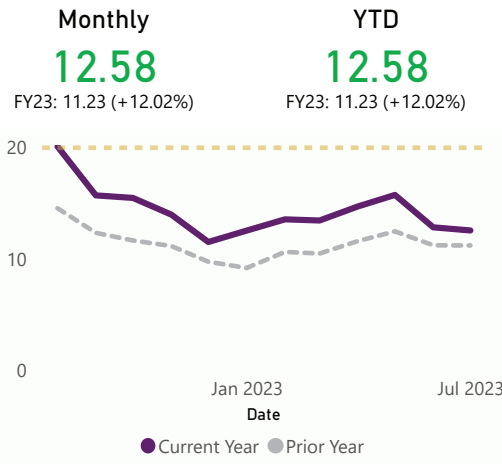
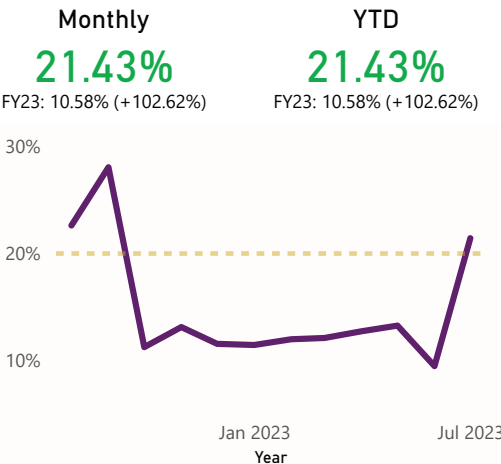
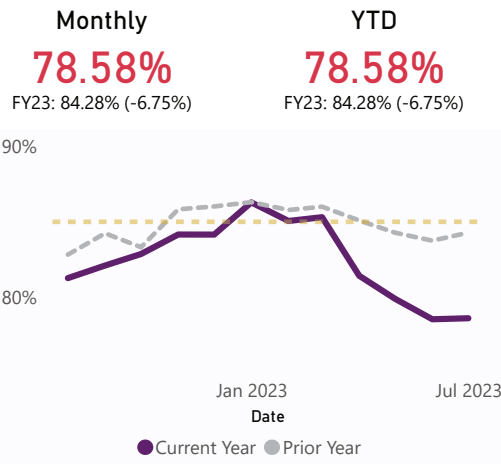
Non-Preventable Accidents/100k



On-Time Performance

Farebox Recovery Ratio

FR Passengers / Revenue Hour





Fixed Route Performance

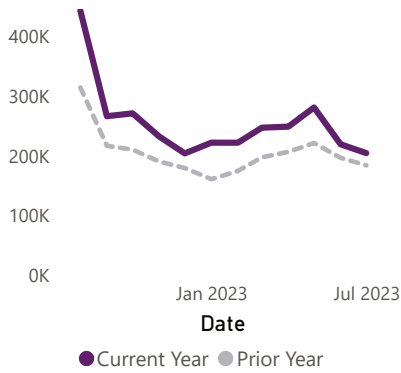
8/1/2022

7/31/2023

Ridership

Monthly **204,644**
FY22: 184,247 (+11.07%)

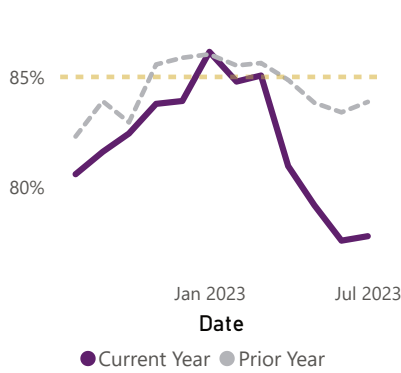
YTD **204,644**
FY22: 184,247 (+11.07%)



On-Time Performance

Monthly **77.79%**
FY22: 83.87% (-7.25%)

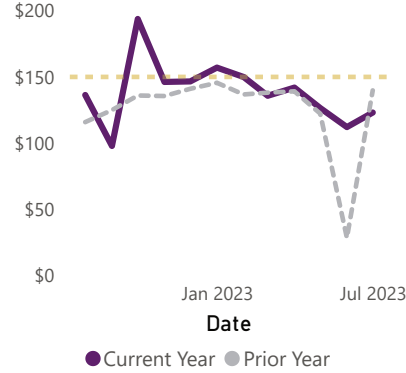
YTD **77.79%**
FY22: 83.87% (-7.25%)



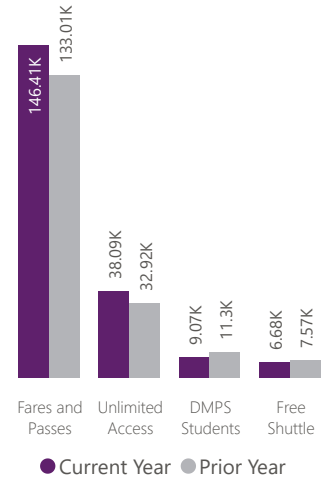
Operating Cost/Rev. Hour

Monthly **\$123.10**
FY22: \$139.78 (+11.93%)

YTD **\$123.10**
FY22: \$139.78 (+11.93%)



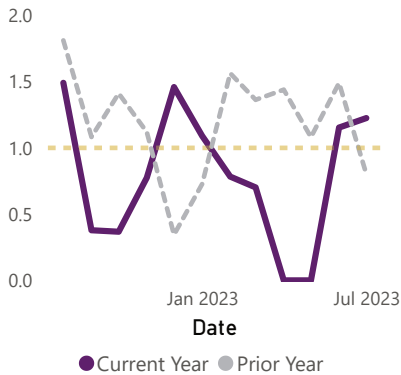
Monthly Ridership by Fare Group



Preventable Acc./100k

Monthly **1.22**
FY22: 0.80 (-52.44%)

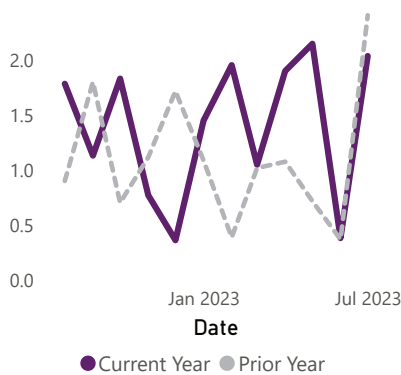
YTD **1.22**
FY22: 0.80 (-52.44%)



Non-Preventable Acc./100k

Monthly **2.04**
FY22: 2.41 (+15.31%)

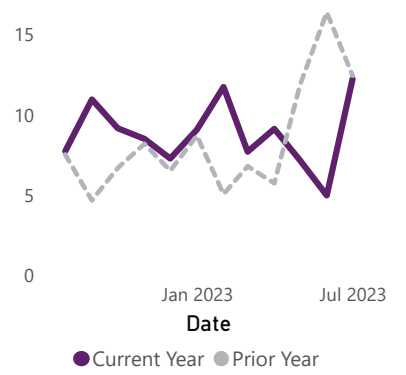
YTD **2.04**
FY22: 2.41 (+15.31%)



Road Calls/100k Miles

Monthly **12.25**
FY22: 12.45 (+1.65%)

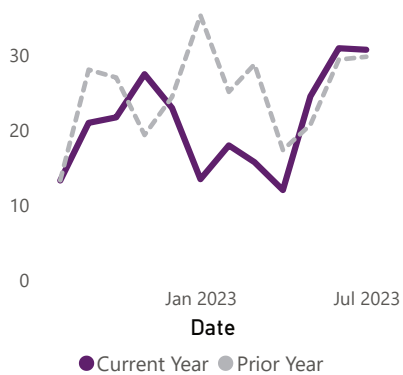
YTD **12.25**
FY22: 12.45 (+1.65%)



Complaints/100k Passengers

Monthly **30.79**
FY22: 29.85 (-3.13%)

YTD **30.79**
FY22: 29.85 (-3.13%)





Paratransit Performance

8/1/2022

7/31/2023

Ridership

Monthly **8,280**
FY22: 7,320 (+13.11%)

YTD **8,280**
FY22: 7,320 (+13.11%)

On-Time Performance

Monthly **91.57%**
FY22: 92.12% (-0.6%)

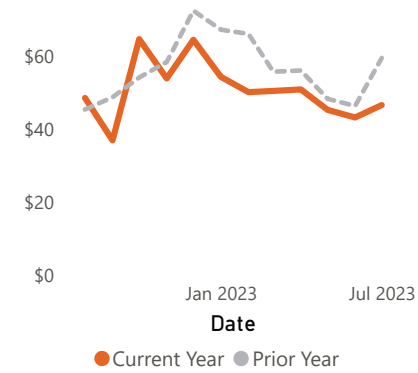
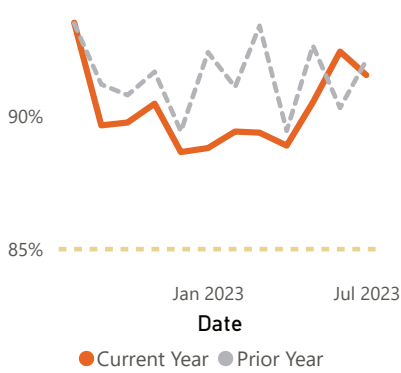
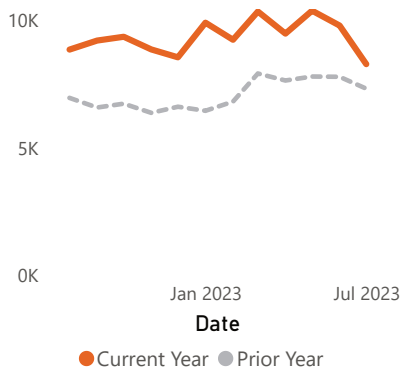
YTD **91.57%**
FY22: 92.12% (-0.6%)

Operating Cost/Passenger

Monthly **\$46.63**
FY22: \$59.48 (+21.61%)

YTD **\$46.63**
FY22: \$59.48 (+21.61%)

Paratransit Customer Type Breakdown



Preventable Acc./100k

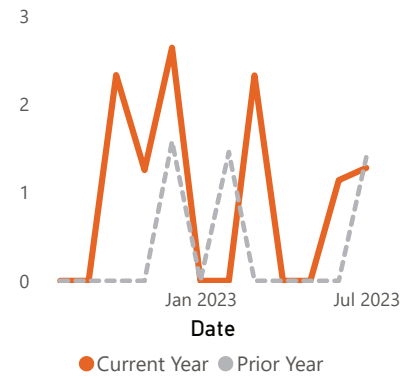
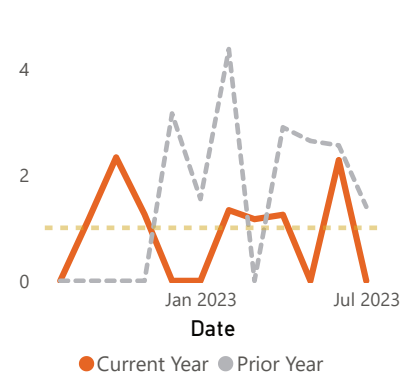
Monthly **0.00**
FY22: 1.40 (+100%)

YTD **0.00**
FY22: 1.40 (+100%)

Non-Preventable Acc./100k

Monthly **1.28**
FY22: 1.40 (+8.48%)

YTD **1.28**
FY22: 1.40 (+8.48%)



RideShare - Ridership

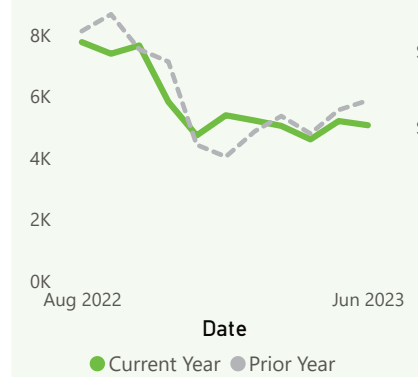
Monthly **(Blank)**
FY22: 5,492 (-100%)

YTD **(Blank)**

RideShare - Op. Cost/Passenger*

Monthly **(Blank)**
FY22: \$10.95 (+100%)

YTD **(Blank)**
FY22: \$10.95 (+100%)





DART On Demand Performance

Request Zone

All

Booking Type

All

8/1/2022

7/31/2023

Completed Trips

Monthly

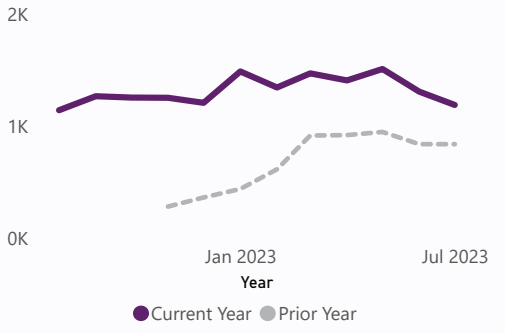
1190

FY22: 840 (+41.67%)

YTD

1190

FY22: 840 (+41.67%)



Avg. Wait Time (On Demand)

Monthly

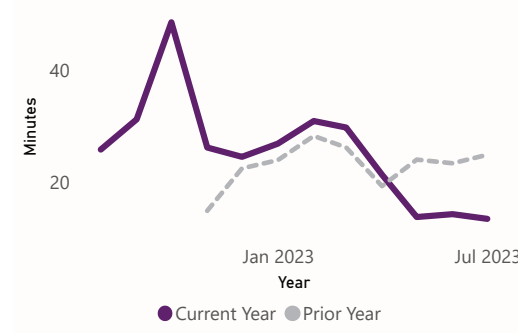
13.46

FY22: 24.91 (+45.96%)

YTD

13.46

FY22: 24.91 (+45.96%)



Mobile Booking Rate

Monthly

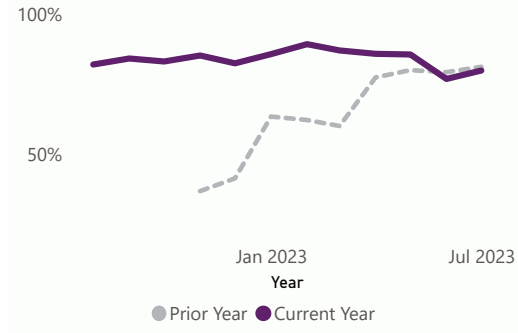
79.88%

FY22: 81.22% (-1.65%)

YTD

79.88%

FY22: 81.22% (-1.65%)



Unique Active Riders

Monthly

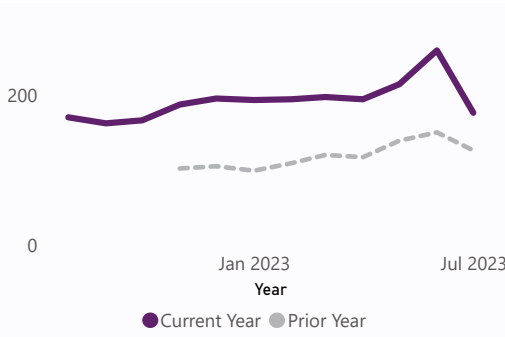
176

FY22: 126 (+39.68%)

YTD

176

FY22: 126 (+39.68%)



New Accounts Created

Monthly

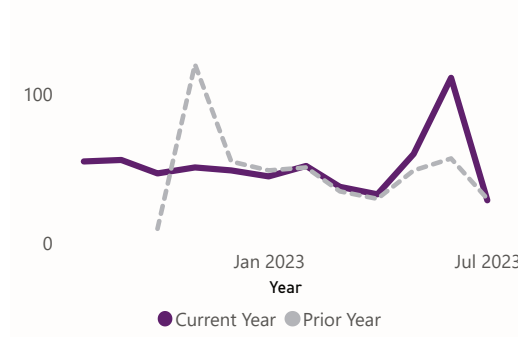
29

FY22: 30 (-3.33%)

YTD

29

FY22: 30 (-3.33%)



First Time Riders

Monthly

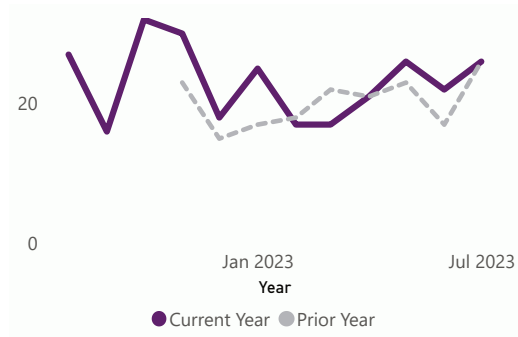
26

FY22: 26 (+0%)

YTD

26

FY22: 26 (+0%)





Route Details

Month

June 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	8,124	7,723	345,774	251,390	94,384	37.5%	24.40	67.63%
	#3 - University	27,558	23,806	288,492	244,943	43,549	17.8%	15.79	84.22%
	#4 - E. 14th	11,509	10,063	119,617	105,396	14,221	13.5%	11.75	86.39%
	#5 - Franklin Ave/Johnston	7,747	5,475	105,362	75,381	29,981	39.8%	9.83	77.43%
	#6 - Indianola	16,365	14,499	247,956	187,346	60,610	32.4%	19.49	85.56%
	#7 - SW 9th St.	23,009	18,524	299,213	250,494	48,719	19.4%	25.20	87.75%
	#8 - Fleur Dr.	1,345	1,547	25,392	24,827	565	2.3%	13.30	84.23%
	#10 - East University	851	691	11,781	9,939	1,842	18.5%	6.92	84.15%
	#11 - Ingersoll/Valley Junction	1,966	1,668	33,542	15,061	18,481	122.7%	15.94	78.02%
	#13 - Evergreen	759	928	47,662	36,940	10,722	29.0%	33.75	83.14%
	#14 - Beaver Ave.	10,899	10,023	158,554	128,250	30,304	23.6%	14.87	85.06%
	#15 - 6th Ave.	13,843	12,813	196,803	154,038	42,765	27.8%	19.25	82.60%
	#16 - Douglas Ave.	26,451	22,847	316,059	244,096	71,963	29.5%	17.35	80.55%
	#17 - Hubbell Ave.	20,148	16,467	222,519	173,678	48,841	28.1%	14.07	83.97%
	#50 - Euclid	6,141	4,511	63,399	46,601	16,798	36.0%	7.94	87.45%
	#52 - Valley West/Jordan Creek	10,928	9,342	110,724	90,404	20,320	22.5%	8.49	87.12%
	#60 - Ingersoll/University	17,793	19,827	254,306	225,787	28,519	12.6%	14.39	81.58%
#72 - West Des Moines Loop	3,417	4,124	51,291	36,496	14,795	40.5%	5.19	82.08%	
#74 - NW Urbandale	422	408	6,130	3,756	2,374	63.2%	3.87	86.98%	
2. Shuttle	Link Shuttle	346	414	9,138	6,194	2,944	47.5%	2.72	79.79%
	Downtown Shuttle	5,709	6,710	71,210	67,005	4,205	6.3%	10.39	86.28%
3. Express	#92 - Hickman	386	369	4,490	5,401	-911	-16.9%	3.46	77.67%
	#93 - NW 86th	734	656	8,006	6,882	1,124	16.3%	3.43	79.01%
	#94 - Westown	365	590	4,324	5,314	-990	-18.6%	5.08	79.81%
	#95 - Vista	234	101	2,526	1,528	998	65.3%	4.39	72.01%
	#96 - E.P. True	632	632	9,462	6,601	2,861	43.3%	7.86	77.05%
	#98 - Ankeny	1,460	1,615	22,885	20,443	2,442	11.9%	6.31	80.80%
	#99 - Altoona	277	300	3,194	4,350	-1,156	-26.6%	3.14	78.69%
5. On Call	Ankeny			1	584	-583	-99.8%	Infinity	
	NW Johnston / Grimes								
	Regional	19	147	47	197	-150	-76.1%	4.16	92.25%
6. DART On Demand	DART On Demand - Ankeny	1,349	840	15,621	5,247	10,374	197.7%	3.21	
Cab	Paratransit: Taxi	766	400	8,046	5,123	2,923	57.1%	4.03	
Paratransit	Paratransit: Bus/Van	7,720	6,595	87,511	72,808	14,703	20.2%	1.88	90.30%
RideShare	RideShare	5,060	5,866	69,328	74,785	-5,457	-7.3%	4.71	
Total		234,332	210,521	3,220,365	2,587,285	633,080	24.5%	11.52	82.97%



MONTHLY REPORT



10A: Operations Team Report

Staff Resources: Brandon Smiley, Chief Operations Officer

Brandon Smiley - Chief Operations Officer

- **Iowa State Fair 2023:** Sometimes it takes a village. Staff from the entire organization came together in making this year's event a major success for DART. During the Iowa State Fair 2023, DART's Park & Ride service provided **241,346** rides to event goers with no major incidents/accidents. This year DART experienced a 10% increase in total ridership from the previous year and ranked third highest in DART's historical ridership data by year (behind 2019 with **253,217** rides & 2015 with **242,081** rides). A huge "job well done" to the entire team for making this year's fair a success!

Maintenance – Keith Welch, Fleet Manager

- **N.E.W. FrontRunners L/D Buses:** Of the 7 buses DART received, 5 are currently in service.
 - 1 - windshield replacement due to damage upon arrival (vendors expense), ITS issue
 - 1 - ITS issue only
- **Bus Barrier Installs:** Permanent bus barrier install is near completion. Currently, we are waiting on parts to complete the project. The remaining three (3) bus barriers are scheduled to be installed by the vendor on 9/12/23.
- **Iowa State Fair:** DART utilized twenty-seven (27) buses during peak hours to provide sufficient "weekday" State Fair service. Thirty-five (35) buses were used on Saturday/Sunday during peak hours to transport event goers to and from each of the riding locations. Members of the Maintenance and Service teams worked additional hours to ensure mechanical repairs were timely and buses were road ready. Those same teams serviced, fueled, and cleaned buses every evening to ensure they were prepared for next day service.

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

- Catlin Curry, Community Mobility Coordinator shared the following comment from James Hanold, Transit Riders Advisory Committee (TRAC) member and Bus Plus rider, "I would like to compliment your colleagues on how smooth, efficient, and logistically coordinated your 2023 Iowa State Fair Paratransit service was." He later stated in his letter that he is eagerly and enthusiastically awaiting the first day of the 2024 Iowa State Fair on Thursday, August 8, 2024. This is just one many stories the staff has received about the great service DART provides to the community.
- Several DART Fixed Route and Paratransit operators received commendations for going the extra mile, in delivering outstanding customer service. Warren Jernstad, James Boone, Tim Rooker and Gregory Bailey received commendations from customers who use public

MONTHLY REPORT
10A: Operations



transportation. The DART management team is proud of our all-stars and their commitment to superior customer service.

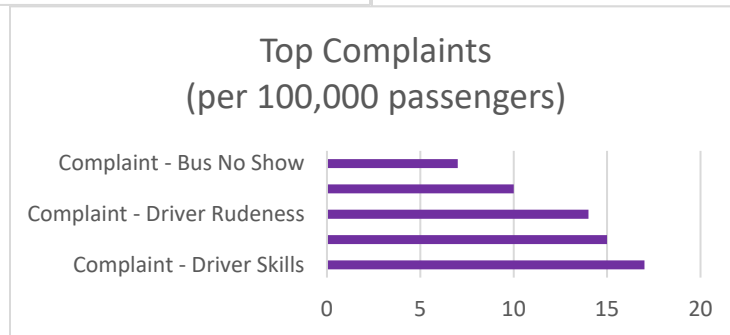
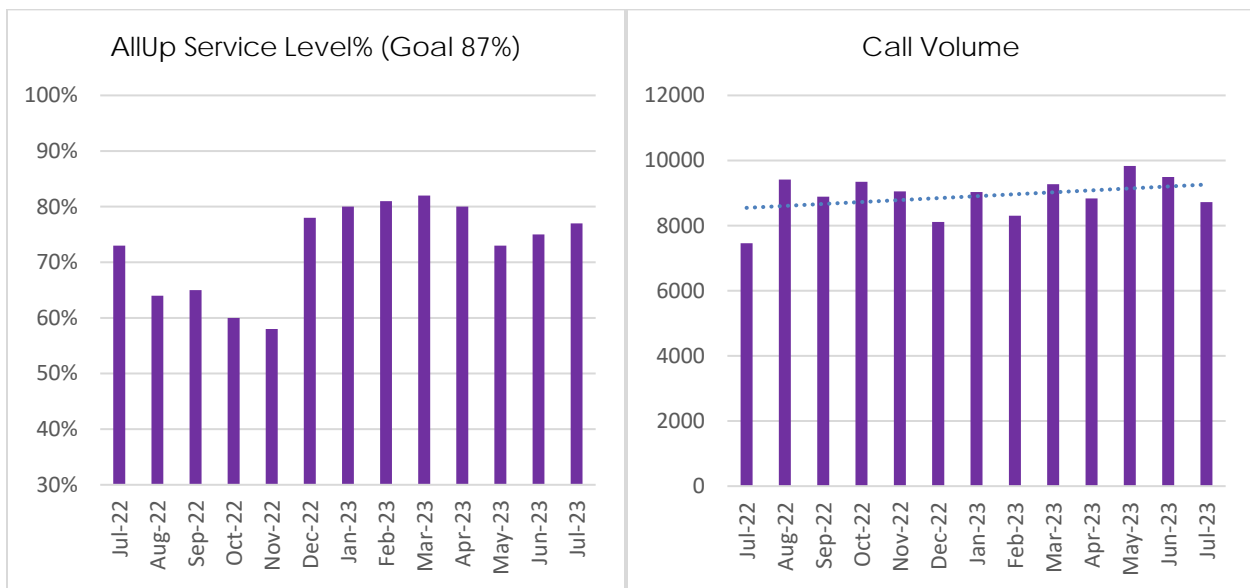
- **Service Changes:** On Sunday, August 20, 2023, minor service changes were made to local and express routes. In addition, school tripper service returned on Wednesday, August 23rd as Des Moines Public Schools students returned to school. Through the bid selection process, DART bus operators selected new work assignments as part of the service changes.

Facilities – Ben Cross, Facilities Manager

- **Iowa State Fair:** Overall, the Facilities Team had a successful Iowa State Fair. The team successfully prepared each of the P&R locations with little issue. At the conclusion of the fair, the Iowa State Capitol staff accompanied DART staff to conduct a “post-fair” site walk-through. During the walk-through a request was made by the State Capitol’s staff for DART to pay for an 8’x 20’ section of asphalt that separated due to our buses idling on E12th Street. A similar repair was handled by the Department of Transportation in 2019.

Customer Experience – Steve Wright, Customer Experience Manager

Service Level: The percentage of calls answered within 60 seconds.





MONTHLY REPORT



10B: Planning Team Report

Staff Resources: Luis Montoya, Chief Planning Officer

- **Operations and Maintenance Facility:** Staff have developed and shared options for how to move forward on the proposed new Operations and Maintenance facility. In addition to the August Commission meeting, staff presented to the Ankeny and Bondurant City Councils. Based previous Commission discussion, staff will propose that the Commission authorize staff to move forward with design and construction of Phase I at the September 5th meeting.
- **New Service Requests:** DART staff are developing proposals in response to requests from businesses in SE Des Moines and Urbandale, as well as Polk County Conservation. The proposals would require outside funding, such as through unlimited access partnerships.
- **DART on Demand:** DART launched two new DART On Demand zones in June. Ridership has initially been low, which was expected for the Jordan Creek DOD since DMACC West is not in full session. Staff are monitoring functionality and ridership and will evaluate the effectiveness of these two additional deployments.
- **Art Shelters:** DART is partnering with Des Moines, Urbandale and Windsor Heights on several upcoming art shelters.
- **Recent Service Updates:**
 - Planning staff are reviewing the performance of Routes 52 and 72, which underwent major changes in June 2023. Ridership appears to be shifting onto Route 52 as expected with the July daily ridership up 24% over July 2022 with an average of 437 daily boardings on weekdays.
 - The on-time performance has decreased over the summer months. Slowdowns appear to be occurring during lunch hours with heavier traffic than experienced in recent years. Staff will continue to review performance to consider if the challenges are seasonal due to road construction and propose updates as necessary.

10C: External Affairs Team Report

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

- **Hiring:** Sarah Welch joined DART on Aug. 22 in the role of Communications Manager. Sarah will oversee all internal and external communication and will supervise a Communications Coordinator. Sarah comes to DART with 17 years of strategic communications experience. Most recently she has owned her own business leading public relations and strategic communications for several non-profits. Prior to that she served as the Strategic Communications Officer for the United Way of Central Iowa.
- **FY25 Budget Planning:** Staff is working with HNTB and PFM to develop financial scenarios for funding DART in FY25 and beyond. These scenarios will be shared at a Commission workshop in September.

Marketing and Communications – Carissa Meredith, Marketing and Communications Manager

- **Gen Z Fall Campaign:** A new phase of the Gen Z campaign will kick off in early September targeting DART's Unlimited Access (UA) University partners. Simple messaging of "students ride free" with the Gen Z creative will come to life in paid social media, digital and CTV ads. In addition to paid ads, posters and sidewalk stencils that will be sprinkled throughout university campuses.
- **University Welcome Weeks:** The marketing team developed new collateral to use at Unlimited Access university partner welcome week events throughout August.
- **August Service Change:** The team wrapped up communications surrounding the most recent service change on Sunday, Aug. 20, impacting Local Routes 14 and 17, Express Routes 92, 93, 95, 98 and 99, and also several additional Local Routes in support of the DMPS school year. Tactics included targeted rider emails, bilingual bus audio announcements, bilingual hangtags displayed on buses, signage at DART Central Station, social media posts, website updates and more.
- **Des Moines Public Schools (DMPS) Communications:** Staff has been working with DMPS to promote DART's services for DMPS students and staff at the start of the school year. Thanks to a grant from Principal® Foundation, all North High School and Harding Middle School students can again ride DART to school for free for the 2023-24 school year as part of a pilot program to observe how transit access impacts academic outcomes. DMPS participates in DART's Unlimited Access program, which allows staff to ride DART free anytime and all middle and high school students can ride DART for free weekdays after 4:30 p.m., anytime on weekends and on days school is not in session. More information about DART's partnership with DMPS is available on DART's [website](#).

DART in the News

Top Stories:

[What you need to know at the Iowa State Fair: Admission, hours, parking and more for 2023](#)
-KCCI-TV, 08/09/23



[DART hires temporary operators ahead of Iowa State Fair](#)

-WHO 13, 08/09/23

[New public art in Des Moines includes a mural made by summer campers, a staircase of koi](#)

-Des Moines Register. 08/04/23

[Beat the Iowa Heat This Week at One of These Free Cooling Centers](#)

-Iowa Starting Line, 07/26/23

Marketing Analytics Report

Metric	Feb 2023	March 2023	April 2023	May 2023	June 2023	July 2023	July 2022	Year Prior
MyDART App Accounts	49,177	51,647	52,390	54,871	55,507	56,586	57,487	-2%
Website Unique Visitors	18,627	21,469	20,632	22,551	23,307	30,700	18,962	62%
Facebook Followers	6,210	6,224	6,227	6,247	6,267	6,291	6,084	3%
Twitter Followers	2,552	2,547	2,547	2,542	2,543	2,551	2,524	1%
Instagram Followers	1,627	1,641	1,646	1,650	1,674	1,683	1,554	8%
LinkedIn Followers	929	945	949	958	971	977	754	30%
Email Subscribers	14,327	14,329	14,416	14,432	14,435	14,445	13,557	7%
Trip Plans	47,027	48,479	49,176	52,706	56,001	51,432	39,476	30%
Real-time Map	31,777	33,488	35,530	39,784	43,561	36,291	27,711	31%
Next DART Bus	541,033	406,783	412,866	465,376	465,509	421,175	285,471	48%
SMS Text Messaging	115,289	127,199	125,269	140,106	151,839	128,030	115,626	11%

MyDART App Report

Metric	Feb 2023	March 2023	April 2023	May 2023	June 2023	July 2023	TOTAL FY 2024
Downloads	963	1,181	1,654	894	942	1,452	1,452
iOS	241	352	322	349	375	383	383
Android	722	829	1,332	545	567	1,069	1,069
Accounts Created	705	933	743	613	636	1,079	1,079
Orders Placed	5,420	6,213	5,936	5,766	6,101	5,981	5,981
Passes Purchased	7,478	8,563	7,947	7,891	8,193	8,150	8,150
Revenue	\$30,305	\$34,262	\$30,825	\$32,642	\$39,163	\$34,677	34,677

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

- **DART On Demand Riverbend Pilot:** DART was awarded \$25,000 from the Polk County Development Grant program and \$10,000 from the Prairie Meadows Community Betterment Grant program in support of its new on-demand pilot zone serving the Riverbend neighborhood and 50314 zip code of Des Moines. These funders join the Principal Foundation, Iowa DOT, Mid-Iowa Health Foundation, and Greater Des Moines Community Foundation in their support for this pilot program.
- **Unlimited Access program** – Ridership by Unlimited Access partners ended FY23 up 36% year-over-year from FY22. An Unlimited Access partnership renewal has been completed with

MONTHLY REPORT
10C: External Affairs Team Report



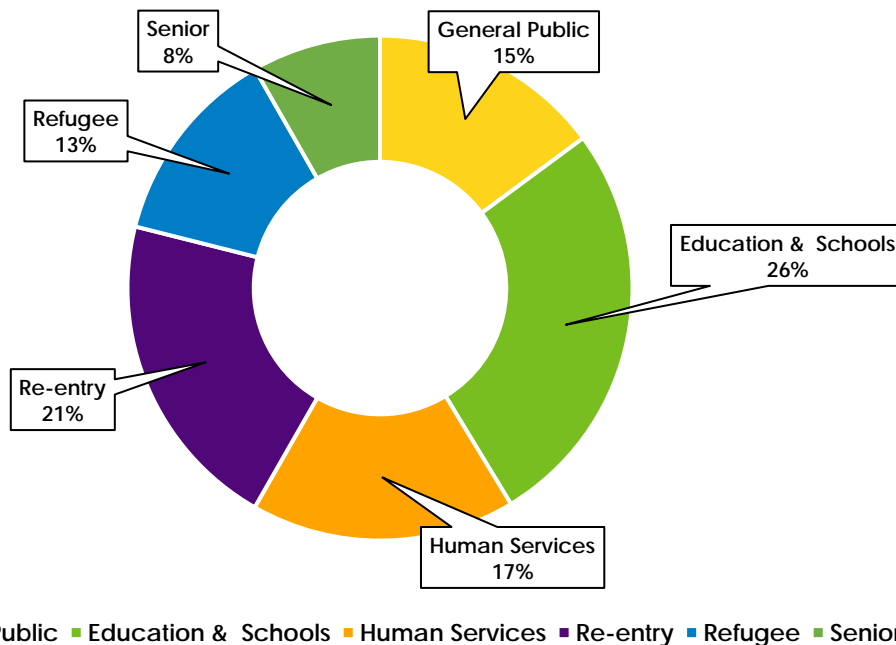
Nationwide Insurance. Upcoming Unlimited Access partnership renewals include Wellmark and EMC Insurance.

- University Welcome Weeks:** DART expanded its participation with its higher education partners' welcome week events this year, with special events held on campus at Drake and Grand View University, as well as DMACC to highlight their Unlimited Access benefits for incoming students. Events included how-to-ride trainings for student leaders and orientation staff, as well as special guest appearances by school mascots including Griff, Victor the Viking, and Macc the DMACC bear.



- Mobility Coordination** – Mobility training and outreach ended FY23 up 50% year-over-year from FY22, with nearly 2,000 participants engaged in learning how to ride DART. YTD mobility outreach training and participation for July 2023 is shown in the chart below.

FY2024 YTD Mobility Outreach Participants
 242 Total Participants as of July 2023



RideShare – Victoria Henderson Weber, RideShare Supervisor

- **New Technology Systems Implementation:** DART staff is continuing to work with HBSS to finalize the new vanpool platform. The new system 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 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 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 program currently has on average of 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.



MONTHLY REPORT



10D: Human Resources/Training/Safety Team Report

Staff Resource: Amber Dakan, Mike Gulick, and Kyle Foster

Finance Department – Amber Dakan, Finance Director

- **FY2023 Conclusion Preparation** – The Finance Team continues to work on closing out the FY23 financials, as well as the onsite audit by Baker Tilly in the fall. These activities include, but are not limited to, year-end adjustments, account reconciliations, and physical inventory of assets. Due to the mid-way progress of the June YTD financials, the June Financials will be delayed for consent until the October Commission Meeting.
- **FY2024 Budget Rollout** – With the onset of the new fiscal year, the Finance team is working on rolling out updated department budget documents and engaging with department managers on the changes to their line-item allowances.
- **FTA Grant Work** – DART's Grant Program Administrator is working to finalize multiple grant awards with the FTA in order to utilize those funds for capital projects. There are several steps of review and concurrence before an awarded grant becomes eligible to be drawn down, including review and approval with the Department of Labor. DART did receive final approval of its Bus and Bus Facilities grant awarded in 2019 and is now available for future drawdowns.

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.
 - Working through Contract Negotiations
 - Projecting October Commission Action Item
- **Passenger Information Display System (PIDS)** – DART is seeking to replace the current non-supported PIDS.
 - Currently evaluating seven (7) proposals
 - Projecting October or November Commission Action Item
- **Appraisal and Review of Appraisal** – DART is seeking professional appraisal services for a federal land acquisition.
 - Currently evaluating five (5) proposals

Future Procurements:

- Transportation Services
- Property, Risk, Vehicle, Flood, Crime, Cyber Insurance Broker Services
- FY2024 Fleet Order
- Bond/Financing Counsel Services
- Art Wall Refresh

MONTHLY REPORT

10D: Finance/IT/Procurement Team Report



IT Department – Kyle Foster, IT Director

- **Technology Roadmap** – Underutilization of existing software and solutions, as well as aging infrastructure equipment were two key points identified in a technology audit.
 - System wide upgrades of software, along with consolidation of duplicate solutions are a key focus to 2023. The goal will be to have all solutions upgraded to the latest versions by the end of the year.
 - Half of our systems have been updated, the remainder of the operations systems are going to go through user acceptance testing in Q4 of this year and upgrade production in Q1 of 2024.
 - Staff training coordination has begun/been completed for systems we've already upgraded to the latest versions.
 - Server hardware is getting past its useful life. Storage, servers, and network equipment are all in the process of being upgraded in 2023/2024.
 - Storage has been replaced and cut over as of Q1.
 - Compute servers have been ordered and parts have started showing up as of 8/24
 - Network equipment will be audited this fall, with anticipated replacement purchases in early 2024.
- **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, loss of facility, and individual system failures are all being taken into consideration to meet all critical system recovery time objectives.
 - The first draft of the re-write was completed as of 4/19/2023.
 - All systems are being tested individually to finalize processes and procedures over the next few months. The goal is to have an end-to-end test procedure built by year end.
 - A micro penetration test has been scheduled with our cyber insurance company for 8/31.
 - We will also be engaging some third-party resources provided by the State of Iowa to help do an end-to-end test of our final plan early 2024.
- **Document Management Discovery** – DART has utilized many different solutions to store documents over time, which has caused some inefficiencies in where files can be located. It was identified as a priority to establish a single solution for all document management needs.
 - Departmental discovery has been completed to identify DART's business requirements for a future document management solution.
 - RSM has been engaged to do an audit of our existing SharePoint implementation over the next month.
 - RSM has delivered their final assessment document. Their recommendation is to utilize the cloud-based version of SharePoint moving forward and they are building out a SOW for consideration.
 - Should staff choose to explore options outside of RSM's recommendations, an RFP will be built to acquire additional bids from other document management vendors.



MONTHLY REPORT



10E: Human Resources/Training/Safety Team Report

Staff Resource: Beth Hanson, Chief Administrative Officer

Human Resources – Alaina Severino, Human Resource Manager

- **Recruitment Update:** The HR department is currently interviewing for the following openings.
 - Bus Operator (Para & Fix)
 - Money Room & Courier
 - Operations Dispatcher
 - Service Person (Temp)
 - Diesel Transit Mechanic
- **Recent Hires:**
 - 1 – Communications Manager 8/21
 - 1 – Service Person – 8/7
 - 1 – Operator – 8/28
 - 1 – Contracts & Procurement Specialist – 9/11
- **Four-Week Call Off Average:** Fixed route 10.8%, Paratransit is 2.10% This includes 11 days of ISF.
- **Turnover Rate** – August .6%, July 2.3% YTD 16.1%
- **Year-End Performance Review Process** – Wrapping up the 2023 YE Process, moving on to the 2024 Goal setting process. All goals need to be entered by September 30, 2023.
- **Employee Engagement Survey** – Participation occurred June 26 – July 14. 114 employees participated (40.7%)
- **Upcoming:** Unity Point Health Wellness Checks for employees and United Way Campaign – both in October.

Training – Matt Johnson, Training Manager

- **State Fair Administrative Training:** Training was completed for administrative employees for DART State Fair Service for all support roles.
- **State Fair Operator Training:** In-person and route training was offered and completed for all operators participating in DART service for the State Fair. This included on-bus route training over multiple days and times of the day and night.

Safety – Pat Daly, Safety Manager

- Prepared and distributed the DART Safety Plan for the 2024 State Fair.
- Monitored DART’s State Fair service for safety related issues. Observed bus routes for hazards and checked on staff’s well-being.
- Chaired the August meeting of the Safety Committee. The meeting focused on reviewing the FY2023 Safety Performance Targets (SPTs) and setting the SPTs for FY2024.



MONTHLY REPORT



10F: Interim Chief Executive Officer

Staff Resource: Sheri Kyras, Interim Chief Executive Officer

- **DART Executive Committee** - The DART Executive Committee met on Tuesday, July 25, 2023. The discussion items presented during the meeting included:
 - FY25 Service Planning and Budget Planning
 - Interim CEO Employment Contract Amendment
 - Bus Plus and Fixed Route Fare Policy Change
- **CEO Transition Meetings** – The Interim CEO has been meeting with Amanda Wanke, DART's new CEO, for the last six weeks to discuss projects/issues that will bridge their two roles at DART and have discussed opportunities to continue the collaboration through the end of the year on an as needed basis. In addition, the new CEO has had meetings with the DART Leadership Team and some DART Commissioners. Based on these meetings she is already formulating plans to meet the needs of the organization from day one and is demonstrating her leadership qualities in multiple areas.
- **Iowa State Fair Perspective** – DART's Iowa State Fair service was a success on many fronts and was enjoyable to watch and participate in. It was well organized, everyone pulled together as a team to make it successful and delivered an outstanding service to a close to record number of people, transporting a total of 241,346 people which was an increase of 10% from 2022. Based on my past Fair service experiences and this year's observations, there are potential opportunities that might merit further discussion to make the service more convenient for customers or reduce the heavy lift required by staff. These thoughts were provided to staff to determine their merit for the 2024 Iowa State Fair.
- **Additional DART Way Tour** – DART extended an additional invitation to tour the DART Way facility to Commission members and City Managers who were not able to make the tour that was provided on August 1. This second tour took place on Wednesday, August 30 and had 1 City Manager and 2 Commissioners attend. For anyone that was not able to make the tour dates offered and has and is interested in touring the facility, please reach out to DART Staff Vicky Barr or Luis Montoya to arrange.
- **Project Transitions/Suggestions** – During my time at DART, I have been heavily involved in two major DART initiatives – O & M Facility and the Buses and Bus Facilities grant applications. Based on discussions with the new CEO, I have transitioned the O & M Facility project to Luis Montoya, Chief Planning Officer, as its Project Manager and provided guidance on critical aspects of the project in the next six months.

I have also been involved in the 2023 Buses and Bus Facilities grant application and, based on feedback received on this grant, have developed a list of modifications/additions for the next round of grant applications if DART chooses to apply again next year.

FUTURE DART COMMISSION ITEMS



Future Agenda Items:

October 3, 2023 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> Privacy Policy Substance/Sidekick/DCI (New O&M Facility) Contracts Update 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update Establishment of Commission Nominating Committee
November 7, 2023 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> PTASP Approval STBG Grant Security Services 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update FY 25 Budget/Service Reduction Public Input Process Quarterly Investment Report Quarterly Financial Update Quarterly Safety Report
December 7, 2023 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> Passenger Information Displays (PIDS) Audited FY23 Financials 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update FY 2025 DART Budget Update February Service Change Heavy Duty Bus Purchase

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
September DART Executive Committee	Wednesday, September 20, 2023	12:00 p.m.	Zoom
Commission FY25 Service and Budget Planning Workshop	September	TBD	Hybrid