



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 – 861 4099 0444/Passcode - 234929

MARCH 1, 2022 – 12:00 PM

	Page #
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF MARCH 1, 2022 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. CONSENT ITEMS	
A. Commission Meeting Minutes – February 1, 2022	2
B. Transportation Improvement Program (TIP) Amendments	7
C. January 2022 Financials	9
7. PUBLIC HEARING ON FY 2023 DART Budget and Tax Levy Rates	11
A. ACTION: Certify FY2023 DART Budget and Tax Levy Rates	12
8. ACTION ITEMS	
A. FY 2021 Audited Financials	18
B. Transit Optimization Study Adoption	19
C. 30' Heavy-Duty Bus Order	21
9. DISCUSSION ITEMS	
A. Half Fare Pilot Update and DRAFT Recommendation	23
B. Climate Action Strategy Update	25
C. Operator Barrier Update	26
D. Performance Report – January 2022	27
10. DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)	
A. Operations	31
B. Planning	34
C. External Affairs (Including State and Federal Legislative Updates)	35
D. Finance/IT/Procurement	42
E. Human Resources	45
F. Chief Executive Officer	47
11. FUTURE AGENDA ITEMS	48
12. COMMISSIONER ITEMS	
13. NEXT MEETING: Regular DART Meeting - Tuesday, April 5, 2022 – 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.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED IN-PERSON AND VIRTUALLY
620 CHERRY STREET – DES MOINES, IOWA 50309
FEBRUARY 1, 2022**



[The above Commission Meeting was held in a hybrid format].

ROLL CALL

Commissioners/Alternates Present and Voting:

Vern Willey (participated via zoom), Kelly Whiting, Doug Elrod, Michael McCoy (participated via zoom), Josh Mandelbaum, Paula Dierenfeld (participated via zoom), Ross Grooters (participated via zoom), Steve Van Oort (participated via zoom), Bridget Montgomery, Russ Trimble (participated via zoom) and Lauren Campbell.

Commissioners Absent:

Jake Anderson and Joseph Jones

CALL TO ORDER

Chair, Doug Elrod 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, Doug Elrod requested a motion to approve the agenda as verbally amended with the correct date/year.

It was moved by Vern Willey and seconded by Kelly Whiting to approve the February 1, 2022 agenda. The motion carried unanimously.

PUBLIC COMMENT

Ms. Garland from Des Moines asked if the Commission could consider more accessible bus shelters and provided suggestions for efficiency for bus service from the suburbs to downtown Des Moines. DART staff will be following up appropriately.

Mr. Garland from Des Moines shared his observations on lack of snow shoveling at the bus stop near his home at Hubbell Avenue and E. Douglas in Des Moines. Commissioner Mandelbaum will be looking into this with the City of Des Moines.

Mr. Washington asked for information about the flex payments for Paratransit and DART staff provided information he needed to answer his concerns.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – FEBRUARY 1, 2022**



CONSENT ITEMS

7A – Commission Meeting Minutes – January 4, 2022

7B – 2022 DART Commission Weighted Vote

7C – Transit Riders Advisory Committee (TRAC) Membership

7D – Transportation Improvement Program (TIP) Amendments

7E – Quarterly Investment Report

7F – December 2021 Financials

It was moved by Vern Willey and seconded by Bridget Montgomery to approve the consent items with an amendment to remove agenda item 7B from the consent items. The motion carried unanimously.

ACTION ITEMS

8A – FY2023 Budget Public Hearing Date

Kent Farver, Chief Financial Officer reviewed the budget process to date as well as providing an overview of the proposed FY2023 budget. 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. Staff recommended that the Commission schedule a public hearing on the proposed budget for: Tuesday, March 1, 2022 at 12:00 P.M. in a hybrid format (the hearing will be held at the regular DART Commission meeting where the Commission will consider adoption of the FY2023 budget in advance of the 28M Agreement's deadline of March 15, 2022.

It was moved by Michael McCoy and seconded by Josh Mandelbaum to approve the Public Hearing on the FY2023 Budget. The motion carried unanimously.

8B – Bus Shelter and Bench Purchase

Luis Montoya, Chief Planning Officer provided the background on DART's agreement with Tolar Manufacturing, sharing that the Commission approved a five (5) year contract with them in December 2021. A timeline of planned installation and design details of shelters was shared. The City of Des Moines is discontinuing their contract with an advertising firm that currently deploys benches at roughly 100 bus stops. DART staff are working with Des Moines City staff on a plan for DART to install benches at some of the locations where advertising benches will be removed. The procurement process for Tolar Manufacturing was provided. Funding for these shelters will come from DART's capital improvement budget and the corresponding local match, a Transportation Alternatives Program grant from the MPO, a grant from Bravo Greater Des Moines, as well as revenue generated from the Center Street Parking Garage.

It was moved by Josh Mandelbaum and seconded by Bridget Montgomery to approve the purchase of bus shelters and benches from Tolar Manufacturing at a cost Not to Exceed \$650,000.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – FEBRUARY 1, 2022**



The motion carried unanimously.

DISCUSSION ITEMS

9A – Transit Optimization Study Update

Luis Montoya, Chief Planning Officer provided a draft version of the Transit Optimization Study for the Commission to consider for adoption at its March 2022 meeting. Copies of the study were provided at the meeting and mailed to those participating in the meeting via zoom.

9B – Electric Bus Pilot – Year One Update

Amanda Wanke, Chief Operations Operator and Deputy CEO and Keith Welch, Maintenance Manager provided an update on the Electric Bus Pilot, sharing data and information about performance and next steps following the one-year anniversary of having the buses in service.

9C – Mobility Coordinator Update

Catlin Curry, Mobility Coordinator provided an update on recent community outreach and mobility training activities completed to-date in fiscal year 2022.

QUARTERLY AND PERFORMANCE REPORTS

10A – Performance Report – December 2021

10B – Quarterly Financial Update

10C – Quarterly Safety Report

Due to time, Chair, Doug Elrod directed the Commission to review the written quarterly and performance report for September which was provided in their packets.

DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

11A - Operations

Amanda Wanke, Chief Operations Operator and Deputy CEO provided an update on the temporary service reductions, sharing that these went into effect last Wednesday, and we have experienced no missed trips so far and these reductions have helped the temporary short staffing problems. We will plan to resume service at the February service change.

11B – Planning

None

11C - External Affairs

None

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – FEBRUARY 1, 2022**



10D – Finance/IT/Procurement

Kent Farver, Chief Financial Officer shared that the DART Executive Committee reviewed the FY2021 audited financials with our audit firm Baker Tilley. Unfortunately since then we have heard from Baker Tilley, sharing like all, they are short on staff and the staff members that were working on the DART audit are no longer with them, causing some delays on information that has already been submitted but needs resubmitting to Baker Tilley. We plan to present the FY2021 audit findings at the March Commission meeting.

10E – Human Resources

None

10F – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, reminded the Commission to provide any feedback on the draft Transit Optimization study to her or Luis Montoya, Chief Planning Officer by February 18th. An update was provided on current work from DART staff on the FTA Triennial Review and shared that this review is usually every 3 years but due to the pandemic, it has been pushed out another year, making it 4 years since we last completed this review. The review will be submitted in mid-February and we expect FTA interviews to occur in March or April.

FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

Commissioner Russ Trimble provided an update on the hotel/motel tax legislative priority.

ADJOURN

Chair, Doug Elrod, adjourned the meeting at 1:16 p.m.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – FEBRUARY 1, 2022**



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

The next regular DART monthly Commission Meeting is scheduled for Tuesday, March 1, 2022 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 March 1,, 2022 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/86140990444?pwd=b2FveUpvdkNCNmZZcEF0bFZDN3F6UT09>

Meeting ID: 861 4099 0444/Passcode: 234929

Chair

Clerk

Date



CONSENT ITEM



6B: Transportation Improvement Program (TIP) Amendments

Action: Approve TIP Amendments

Staff Resource: Timothy Ruggles, Grants Program Administrator

Background:

The Transportation Improvement Program (TIP) is a compilation of surface transportation projects that are eligible for federal aid within the planning area of the Des Moines Area Metropolitan Planning Organization (MPO). The TIP covers a period of no less than four years and is updated annually for compatibility with the Statewide Transportation Improvement Program (STIP).

- The TIP is a federal requirement which must be developed in coordination with the state and public transit providers and has to be fiscally constrained.
- DART capital and operating projects selected during the planning/budgeting process must be listed in the TIP with funding amount and source to be programmed in annual federal and state grants, both formula and discretionary.
- There are two types of revisions: amendments and administrative modifications. Amendments are considered major changes and require approval by the MPO board whereas administrative modifications are considered minor and can be approved by staff. The MPO has requested that all amendments must first be approved by the agency commission before they can be submitted to their organization for approval.
- TIP Amendments accepted by the MPO are then supplied to the state to be included in the Statewide Transportation Improvement Program (STIP).

Amendments:

DART is requesting the following amendments to the FY2022 TIP.

Add the following new categories to account for funds programmed into 2022 formula grants not previously included:

- New Category: Automated Passenger Counter (APC): Add \$187,200
- New Category: DCS Concrete Replacement: Add \$75,000
- New Category: Additional Funds for less than 30' LD Buses: Add \$572,177

Make reductions in the following categories:

- Subcontracted Paratransit Operations – (\$50,000)
- Preventive Maintenance – (\$3,437,500)

Add increases in the following categories:

- Less than 30' Buses w/Surveillance Fareboxes & AVL – (\$118,784)
- New Maintenance & Operations Facility – (\$2,559,024)
- Operations and Maintenance Facility Engineering and Design – (\$42,000)



CONSENT ITEM

6B: Transportation Improvement Program (TIP) Amendments

- Facility Renovations – (\$114,500)
- Computer Hardware – (\$434,610)
- RideShare Vehicles – (\$65,000)

These edits allow for a reprogramming of the FY2021 formula grants and the initial programming of the FY2022 5307 formula grant. Once amended, the FY2022 TIP will align with existing grant projects.

Recommendation:

Approve the proposed amendments as submitted.



ACTION ITEM



6C: January FY2022 Consolidated Financial Report

Action: Approve the January 2022 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue year to date is 4.9% ahead of budget projections. Other Contracted Services, Unlimited Access, and Cash Fares account for the accelerated revenues.
- Fixed Route Non-Operating revenue is ahead of budget by 8% year to date. CARES funding, State Operating Assistance, and FTA Lease Funds are tracking ahead of budget.
- Paratransit Operating revenue is trending above budget by 60.2%. All categories are at or exceeding budget with Polk County Funding being the highest driver.
- Paratransit Non-Operating revenue is 27% under budget year to date resulting from grant fund timing.
- Rideshare revenues are on budget year to date. December concluded the TPI partnership, and revenue per month for the remaining fiscal year will be at decreased levels.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are seeing a 5.5% savings year to date in comparison to budget projections. Salaries, Wages & Fringes, Fuel & Lubricants, and Equipment Repair Parts are the categories that continue seeing the most savings year to date.
- Paratransit Budget Summary – Operating expenses are 3.5% over budget. Fuel & Lubricants, and Insurance-Vehicle & Other are the two categories seeing the most savings year to date. Salaries, Wages & Fringes and Equipment Repair Parts are two categories with the highest over budget levels.
- Rideshare Budget Summary – Rideshare has a budget savings of 23.3% year to date. All categories are seeing savings. Salaries, Wages, & Fringes and Miscellaneous Expenses are showing the highest savings.

Recommendation:

- Approve the January FY2022 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of January FY2022 Year to Date as Compared to Budget:**

Fixed Route	\$	2,579,398	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(439,051)	\$185,426.09
Rideshare	\$	<u>(43,956)</u>	
Total	\$	2,096,391	

FY2022 Financials:

January 2022

FIXED ROUTE	January 2022			Year-To-Date-(7) Months Ending 01/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	291,515	346,217	(54,701)	2,542,923	2,423,517	119,407
Non-Operating Revenue	2,151,226	2,472,240	(321,015)	18,684,197	17,305,682	1,378,515
Subtotal	2,442,741	2,818,457	(375,716)	21,227,120	19,729,198	1,497,922
Operating Expenses	2,760,019	2,818,457	58,438	18,647,722	19,729,198	1,081,476
Gain/(Loss)	(317,278)	-	(317,278)	2,579,398	-	2,579,398

PARATRANSIT	January 2022			Year-To-Date-(7) Months Ending 01/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	39,831	29,075	10,756	326,075	203,525	122,550
Non-Operating Revenue	190,542	261,022	(70,480)	1,335,940	1,827,153	(491,214)
Subtotal	230,373	290,097	(59,724)	1,662,014	2,030,678	(368,664)
Operating Expenses	357,769	290,097	(67,672)	2,101,065	2,030,678	(70,387)
Gain/(Loss)	(127,396)	-	(127,396)	(439,051)	-	(439,051)

RIDESHARE	January 2022			Year-To-Date-(7) Months Ending 01/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	14,517	30,000	(15,483)	211,278	210,000	1,278
Non-Operating Revenue	-	17,508	(17,508)	-	122,557	(122,557)
Subtotal	14,517	47,508	(32,991)	211,278	332,557	(121,279)
Operating Expenses	6,050	47,508	41,458	255,234	332,557	77,323
Gain/(Loss)	8,467	-	8,467	(43,956)	-	(43,956)

SUMMARY	January 2022			Year-To-Date-(7) Months Ending 01/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	345,864	405,292	(59,428)	3,080,276	2,837,042	243,234
Non-Operating Revenue	2,341,767	2,750,770	(409,003)	20,020,137	19,255,392	764,744
Subtotal	2,687,631	3,156,062	(468,431)	23,100,412	22,092,434	1,007,978
Operating Expenses	3,123,838	3,156,062	32,224	21,004,021	22,092,434	1,088,413
Gain/(Loss)	(436,207)	-	(436,207)	2,096,391	-	2,096,391



PUBLIC HEARING



7: Public Hearing on Proposed FY2023 DART Budget and Tax Levy Rates

Staff Resource: *Kent Farver, Chief Financial Officer*

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



7A:	FY2023 DART Budget and Tax Levy Rates
Action:	Certify the Proposed FY2023 DART Budget and the FY2023 Regional Transit Authority Tax Levy Rates as presented

Staff Resource: *Kent Farver, Chief Financial Officer*

Background:

- Staff began preparing the FY2023 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 28th where staff outlined the proposed FY2023 Budget in detail.
- The staff also met with the member government city managers on January 31st following the same format as the commission workshop.
- Updated summary revenue and expense charts for the proposed FY2023 budget based on the feedback from the DART Commission budget workshop are attached.
- 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 for:

Tuesday, March 1, 2022
 12:00 P.M.
 DART Offices – 620 Cherry Street
 Des Moines, Iowa 50309

- The hearing will be held immediately prior to the regular DART Commission meeting where the Commission will consider adoption of the FY2023 budget in advance of the 28M Agreement’s deadline of March 15, 2022.

FY2023 Budget:

- Over the last 18 months, DART staff have continued to respond to COVID-19 challenges and corresponding personnel shortages to provide public transportation to those who need it as safely and efficiently as possible. The DART FY2023 budget aims to continue these restorative and improvement efforts over the next year with the following strategic initiatives:
 - Preparation of a 5-year financial plan and budget that focuses on historical accounting from 2017 – present. PFM will assist in the financial planning process and this work will begin following the completion of the annual financial audit and the Federal Transit Association (FTA) Triennial review process which are occurring this winter and early spring. This financial planning will incorporate the property tax levy amount not increasing by more than the change in overall valuation amounts.



ACTION ITEM

7A: FY2023 DART Budget and Tax Levy Rates

- 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.
- Implementation through recommendations learned from the Transit Optimization Study. The recommendations that were finalized in FY2022 will be implemented during the end of FY2022 and throughout FY2023.
- Addressing the Mobility on Demand structure and service delivery that DART administers including Flex Connect, Paratransit (Contracted and ADA), Microtransit, and On Call. The new budget includes 1.5 new employee positions in order to accommodate the new structure and growth that is occurring in these areas.
- Implementation of safety projects, including the system wide radio upgrade and the installation of protective barriers for the Operators.
- Fleet diversification and optimization including the introduction of light duty vehicles into the Mobility on Demand fleet.
- Continue to work through the process of finding a suitable location so that the necessary historical and environmental reviews can be completed for an approved location for the construction of a new operations and maintenance facility for DART. Upon completion of this work, further design and development work can move forward.
- FY2023 revenue assumptions include:
 - Residential rollback 54.1302%, Commercial rollback 90%.
 - Multi-Residential rollback decreased to 63.75% and will match Residential rollback in the next budget year. Impact of \$579,800 in FY 2023 and approx. \$2.5M cumulatively.
 - Property tax valuation growth for member communities averaged 5.83%.
 - Implementation year two of new property tax formula used to calculate DART levy rates. Rates are based 80% on old formula and 20% on new formula.
 - Farebox revenues estimated at 10% growth over FY2022 trends.
 - Loss of \$120,000 in property tax backfill due to new legislation (7-year phase out).
 - CARES Act funding is budgeted to cover expenses and revenue shortfall - \$4.5 Million.
- FY2023 expenditure assumptions include:
 - Maintain existing service levels (MOD pilot projects are included).
 - 8% premium increase in health insurance expense for employees currently enrolled.
 - 12% premium increase in property insurance.
 - IPERS rates steady at FY2022 levels.
 - Retention and market costs for front line staff are increasing (operators and maintenance staff).
 - 1 1/2 FTEs included for Mobility on Demand Department.
 - Increased maintenance expense due to increase in number of shelters.
 - Local match budgeted to meet needs for FY2023 FTA formula funding



ACTION ITEM

7A: FY2023 DART Budget and Tax Levy Rates

Proposed Tax Levies:

- Proposed tax rates listed are calculated with the new property tax formula phase in.

Jurisdiction	FY2023 DART Levy	FY 2023 Annual Cost for \$200K Home	Jurisdiction	FY2023 DART Levy	FY 2023 Annual Cost for \$200K Home
Altoona	\$.719	\$81.15	Johnston	\$.630	\$71.02
Ankeny	\$.636	\$71.72	Pleasant Hill	\$.606	\$68.39
Bondurant	\$.601	\$67.85	Unincorporated Polk County	\$.487	\$54.99
Clive	\$.604	\$68.16	Urbandale	\$.656	\$74.06
Des Moines	\$.95 + \$780,778	\$117.03	West Des Moines	\$.839	\$94.70
Grimes	\$.570	\$64.32	Windsor Heights	\$.936	\$105.61

Recommendation:

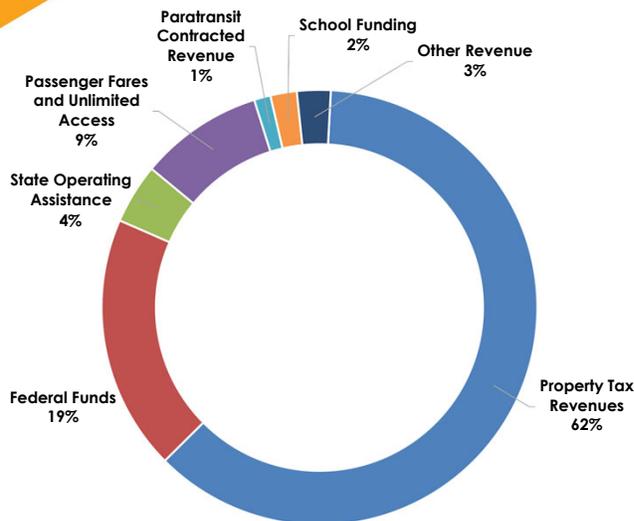
- Certify the Proposed FY2023 Budget and Regional Transit Authority Tax Levy Rates as presented.

FY 23 Consolidated Budget Overview

	<u>Actual FY 2019</u>	<u>Actual FY 2020</u>	<u>Adopted FY 2021</u>	<u>Budget FY 2022</u>	<u>Budget FY 2023</u>	<u>% Change FY2022/ FY2023</u>
Operating Revenue	\$6,987,276	\$5,361,645	\$7,873,760	\$4,863,500	\$5,347,010	9.94%
Non-Operating Revenue	\$26,006,407	\$28,487,470	\$29,083,250	\$33,009,244	\$35,084,020	6.29%
Total Revenue	\$32,993,683	\$33,849,115	\$36,957,010	\$37,872,744	\$40,431,030	6.75%
Total Expenses	\$32,764,222	\$33,287,591	\$36,957,010	\$37,872,744	\$40,431,030	6.75%
SURPLUS (DEFICIT)	\$229,461	\$561,524	\$0	\$0	\$0	

1

FY 2023 Operating Revenue as a % of Total Revenue



FY 2023 Revenue Assumptions:

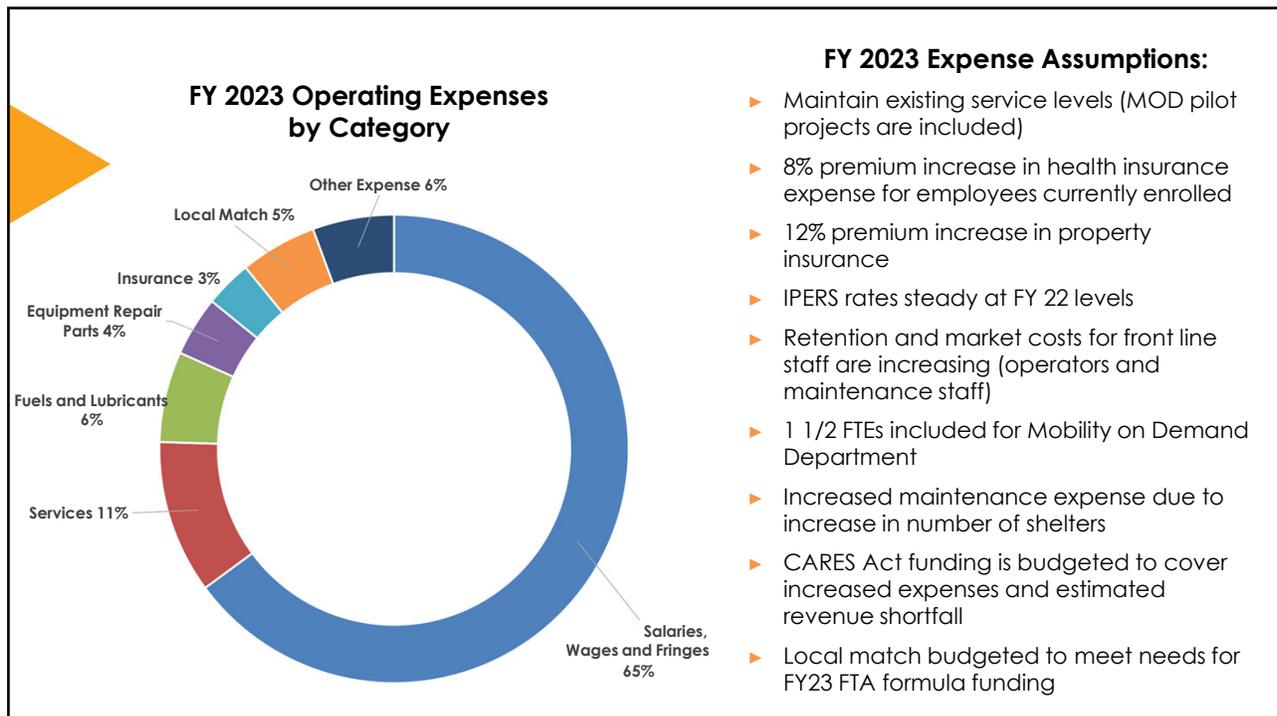
- ▶ Residential rollback 54.1302%, Commercial rollback 90%
- ▶ Multi-Residential rollback decreased to 63.75% and will match Residential rollback in the next budget year. Impact of \$579,800 in FY23 and approx. \$2.5M cumulatively
- ▶ Property tax valuation growth for member communities averaged 5.8%
- ▶ Implementation year two of new property tax formula used to calculate DART levy rates. Rates are based 80% on old formula and 20% on new formula
- ▶ Farebox revenues estimated at 10% growth over FY2022 trends
- ▶ Loss of \$120,000 in property tax backfill due to new legislation (7-year phase out)
- ▶ CARES Act funding is budgeted to cover expenses and revenue shortfall - \$4.5 Million

2

Budget Summary – Operating Revenue

	Actual FY 2020	Actual FY 2021	Adopted FY 2022	Budget FY 2023	% Change FY2022 / FY2023
OPERATING REVENUE					
Cash Fares	\$3,095,311	\$2,260,483	\$2,699,300	\$2,873,660	6.46%
Other Contracted Services	1,602,081	1,358,833	1,720,100	1,768,350	2.81%
Polk County Funding	384,578	101,394	144,100	345,000	139.42%
Advertising Income	279,675	338,521	300,000	360,000	20.00%
TOTAL Operating Revenue	\$5,361,645	\$4,059,231	\$4,863,500	\$5,347,010	9.94%
NON-OPERATING REVENUE					
Interest Income (Expense)	(\$82,802)	(\$151,725)	(\$40,000)	(\$110,000)	175.00%
Sale Of Scrap	12,720	10,243	7,500	7,500	0.00%
DCS Rental Income	0	76	10,000	10,000	0.00%
Miscellaneous Income	19,589	132,167	61,700	61,700	0.00%
Property Tax Revenue	20,924,667	22,458,500	23,468,400	24,958,050	6.35%
State Operating Assistance	1,800,321	1,900,257	1,625,000	1,800,000	10.77%
State Fellowships	18,236	10,694	0	0	0.00%
State Property Tax Backfill	657,171	732,382	800,000	680,000	(15.00%)
State Special Projects	0	0	0	0	0.00%
CMAQ Funds	314,995	266,472	50,750	51,770	2.01%
FEMA Revenue	86,513	178,496	0	0	0.00%
FTA ADA - 5307	475,000	475,000	475,000	475,000	0.00%
FTA Cabs - 5310	68,000	31,719	50,000	40,000	(20.00%)
FTA Operating Income	2,745,000	3,200,000	2,600,000	0	(100.00%)
FTA Operating Income – 5307 CARES	750,000	10,000,000	3,890,894	7,100,000	82.48%
FTA Planning Income	0	0	0	0	0.00%
FTA 5311 Rural	20,132	12,873	10,000	10,000	0.00%
FTA Lease Funds	675,428	675,428	0	0	0.00%
Local Match Revenue	2,500	1,109,085	0	0	0.00%
TOTAL Non-Operating Revenue	\$28,487,470	\$41,041,667	\$33,009,244	\$35,084,020	6.29%
TOTAL REVENUE	\$33,849,115	\$45,100,898	\$37,872,744	\$40,431,030	6.75%

3



4

	Actual	Actual	Adopted	Budget	% Change
	FY 2020	FY 2021	FY 2022	FY 2023	FY2022/ FY2023
Salaries, Wages and Fringes	\$22,054,801	\$21,427,859	\$24,801,520	\$26,182,000	5.57%
Services	3,273,721	3,140,546	3,878,380	4,284,510	10.60%
Building and Grounds Materials	237,394	128,507	271,500	249,000	(8.29%)
Office Supplies	62,232	38,031	51,505	61,250	19.98%
Fuels and Lubricants	2,011,437	1,539,600	2,638,600	2,533,860	(3.97%)
Tires	158,836	130,267	163,000	175,400	7.61%
Equipment Repair Parts	1,631,550	1,366,561	1,601,250	1,670,150	4.30%
Supplies and Materials	239,378	260,251	283,700	313,300	10.43%
Utilities	516,330	542,902	581,500	667,370	14.77%
Insurance	936,833	1,082,095	1,163,320	1,314,730	13.02%
Purchased Transportation	171,890	87,887	239,000	236,400	(1.09%)
Miscellaneous & COVID Related Expenses	665,200	806,073	560,975	570,400	1.68%
Local Match	1,327,989	1,330,223	1,638,949	2,172,660	32.56%
TOTAL EXPENSES	\$34,140,595	\$31,880,802	\$37,872,744	\$40,431,030	6.75%

5

Jurisdiction	FY 2022 DART Levy	FY 2023 DART Levy	FY2023 Annual Cost for \$200K Home
Altoona	\$.721	\$.719	\$81.15
Ankeny	\$.652	\$.636	\$71.72
Bondurant	\$.608	\$.601	\$67.85
Clive	\$.630	\$.604	\$68.16
Des Moines	\$.95 (+\$319,693)	\$.95 (+\$780,778)	\$117.03
Grimes	\$.588	\$.570	\$64.32
Johnston	\$.639	\$.630	\$71.02
Pleasant Hill	\$.622	\$.606	\$68.39
Unincorporated Polk County	\$.521	\$.487	\$54.99
Urbandale	\$.682	\$.656	\$74.06
West Des Moines	\$.824	\$.839	\$94.70
Windsor Heights	\$.936	\$.936	\$105.61

6



ACTION ITEM



8A: FY 2021 Audited Financial Statements

Action: Accept the FY 2021 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 2021 Annual Audit.
- The audit report was discussed with the DART Executive Committee at the December 17th 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 2021 Audited Financial Statements were delivered to each Commissioner in advance of the meeting for their review.

Recommendation:

- Accept the FY 2021 Audited Financial Statements.



ACTION ITEM



8B: Transit Optimization Study Adoption

Action: Adopt the Transit Optimization Study as DART's service planning framework

Staff Resource: Luis Montoya, Chief Planning Officer

Background:

- In 2019 the DART Commission directed staff to conduct a comprehensive study to analyze the efficiency and effectiveness of existing fixed route services and how they are meeting the evolving needs of the region.
- A contract was awarded to HNTB in July 2019 to lead the study, with Transportation Management and Design (TMD) and the Shared Use Mobility Center (SUMC) as sub consultants on the project.
- The study is meant as a service planning vision that highlights the transportation needs of the regional and outlines strategies for meeting those needs.
- It includes near term service proposals that can be made with identified resources in the next 1-3 years. By reducing service on lower-performing bus routes, resources can be shifted to serve customer needs identified in the study, including using innovative service delivery models.
- The study also identifies potential future improvements, which would require an additional investment of operating resources in the DART system that can be rolled out over time as resources become available. These potential future improvements are intended to respond to community needs which were heard through multiple rounds of public outreach and are supported by the project team's analysis.
- The Transit Optimization Study is intended to be used by DART staff to advise near and long-term service planning, as well as provide member communities and other DART partners with a framework for how we can work together to support transit and the region's mobility needs.
- The findings and recommendations in the study have all been previously shared and discussed with the Commission and have evolved because of Commission and public feedback. A complete final draft was shared with the Commission at its February meeting.
- The Transit Optimization Study Final Report can be accessed via the following link: <https://www.ridedart.com/future>

Commission Guidance and Public Input

- Workshops were held with the DART Commission in January 2020, August 2020, and June 2021 to review DART's existing performance, regional travel and land use patterns, Mobility On-Demand (MOD) solutions, and draft service recommendations. Multiple project updates were also provided at Commission meetings in 2020 and 2021.
- In order to collect public feedback on the study, DART hosted numerous in-person and virtual public meetings, as well as collected input through online and paper surveys.



ACTION ITEM

8B: Transit Optimization Study Adoption

Information was shared through an interactive project website, as well through posters and print materials at public meetings, community events and onboard DART buses. Outreach activities were promoted on social media, through email and on-board announcements, and DART's efforts earned print and television media coverage.

- Initial public outreach was conducted in the spring of 2021 to better understand unmet transportation needs in the region. This feedback was used to draft recommendations for service changes.
- A second round of public outreach was conducted in the late summer and fall of 2021 to share draft recommendations and collect feedback. Some of the draft recommendations were updated based on the public input received.
- DART sought a diversity of public input by ensuring that information was shared, and feedback was received through a variety of online and in-person methods, including outreach events throughout the region. DART spoke with riders, human service agencies and their clients, business leaders, as well as member community staff and elected officials. Key materials were translated into Spanish and other languages as requested, and Spanish and American Sign Language interpreters were made available for public meetings.

Recommendation:

- Adopt the Transit Optimization Study as DART's service planning framework for an evolving regional transit system.



ACTION ITEM



8C: 30' Heavy Duty Bus Order

Action: Approve the purchase of four (4) 30-Foot Heavy Duty Buses from Gillig, LLC. at a cost Not to Exceed \$2,260,000 under the State of Washington Cooperative Purchasing Agreement.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- The four (4) buses are replacements for 40-foot vehicles that have met their useful life and are due for replacement.
- The order of buses will be 30 feet in length.
- Staff is mixing 30-foot buses into the fleet to take advantage of the flexibility of shorter buses.
- Useful life of the vehicles is ten (10) years per the Federal Transit Administration (FTA).

Procurement:

- DART will be utilizing the State of Washington, Department of Enterprise Services contract for the purchase of the buses.
 - State of Iowa, Department of Transportation contract was not extended in Fall 2021.
 - New Iowa DOT contract anticipated to be in place in late 2022 or early 2023.
 - State of Washington price is set to increase on April 1, 2022.
- State of Iowa has signed a cooperative purchase agreement with the State of Washington to allow use of the transit bus contract in the state of Iowa.
- DART will need to execute a Cooperative Purchase Agreement with the State of Washington to utilize their agreement.
- To the highest degree possible, optional parts and specifications for the 30-foot Gillig buses will mirror all prior heavy-duty buses purchased by DART. This is to ensure uniformity for parts.
 - Base bus price = \$445,000
 - Estimated price after adding in DART options = \$538,000
 - Total maximum cost per bus with contingency = \$565,000 per bus
 - Allows 5% contingency for make ready costs
- Prior bus order was NTE \$2,613,250 for 5 buses (\$522,650 per bus)

Funding:

- Funding will come from DART's capital improvement budget and the corresponding local match.



ACTION ITEM

8C: 30' Heavy Duty Bus Order

Recommendation:

- Approval of a purchase order with Gillig, LLC. for four (4) 30-foot Heavy Duty Buses for the Amount Not to Exceed \$2,260,000 under the State of Washington Cooperative Purchasing Agreement.



DISCUSSION ITEM



9A: Half Fare Pilot Update and DRAFT Recommendation

Staff Resource: Catlin Curry, Mobility Coordinator

Background:

- DART formed an internal task force made of cross department leaders to take a comprehensive look at DART's various reduced fare programs. The goals of the task force included:
 - reducing barriers for income-constrained customers
 - simplifying the administrative and customer burden
 - encouraging ridership by streamlining access
- Beginning January 1, 2021, DART launched a Half Fare Pilot Program to allow individuals receiving one of the following forms of assistance to qualify for half fare bus passes:
 - food assistance programs
 - unemployment benefits
 - workforce training
 - housing assistance (added July 1, 2021)
- Individuals approved for enrollment in the pilot program were issued temporary half fare identification cards that enable them to purchase half fare passes throughout the duration of the pilot through June 2022.

Half Fare Pilot Participant Highlights:

- As of 2/1/2022, a total of 432 individuals have enrolled in the pilot with the following breakdown by verification source:
 - 249 used food assistance or 57.6%
 - 152 used workforce training or 35.2%
 - 26 enrolled using housing assistance or 6% (added: July 1, 2021)
 - 5 enrolled using unemployment or 1.2%
- Other pilot program highlights:
 - Individuals enrolled in the pilot have taken more than 21,000 trips on DART
 - Routes 3, 7, 16, 17 and 60 are the routes most ridden by pilot participants
 - 13% indicate they reside outside of the city of Des Moines
 - 10% of individuals enrolled indicated they are new DART riders
 - Monthly and weekly passes have been the preferred form of fare media



DISCUSSION ITEM

9A: Half Fare Pilot Update and Recommendation

- Reverse commute travel patterns indicate many pilot participants are using DART to travel to work from Des Moines to reach job centers in suburban communities

Opportunities Through Transit Changes:

During the pilot program, DART paused accepting new applicants to the Opportunities Through Transit (OTT) program. DART proposes discontinuing the OTT program as of July 1, 2022. Individuals currently participating in OTT would be allowed to transition their eligibility to the expanded Half Fare program under the category of Workforce Assistance.

Recommended Half Fare Program Changes:

Staff will bring a recommendation to the April 2022 DART Commission meeting to make the following permanent changes to its half fare program effective as of July 1, 2022:

- Expand half-fare eligibility to include individuals who can demonstrate they are receiving one of the following forms of assistance:
 - food assistance
 - housing assistance
 - workforce assistance (unemployment, workforce training and childcare assistance)
- The duration of eligibility for these riders will be for a period of two years, at which time participants must re-enroll by presenting an approved form of verification to demonstrate their continued eligibility.
- DART will allow individuals to apply using appropriate verification documents that demonstrate they are receiving an eligible community benefit related to food assistance, housing assistance or workforce assistance. Examples of such forms of verification could include:
 - Housing Choice Voucher proof of enrollment
 - Letter from local or regional housing authority assistance program
 - Notice of Decision from DHS related to food assistance
 - Unemployment letter from Iowa Workforce Development
 - Enrollment letter from organization providing workforce training
 - Proof of state funded childcare assistance
- Additional forms of verification that meet these criteria, as well as temporary eligibility for select community emergencies, would be subject to review by an internal committee of DART staff consisting of the Chief Planning Officer, Mobility Coordinator and Customer Experience Manager subject to approval by the Chief Executive Officer.



DISCUSSION ITEM



9B: Climate Action Strategy Update

Staff Resources: *Luis Montoya, Chief Planning Officer*

- Staff will provide an overview of the Climate Action Strategy, which will be presented as an action item at the March 2022 meeting.



DISCUSSION ITEM



9C: Operator Protective Barrier Update

Staff Resource: Amanda Wanke, Chief Operations Officer and Deputy CEO

Background:

- At the request of operators and ATU, and in interest of operator safety, DART is considering whether permanent protective operator barriers on our buses would be a helpful improvement. If purchased, these barriers would be permanently installed on all buses and included on all future bus orders.
- Due to the long-term impact of the decision and the cost of the barriers, DART decided to test several barriers to gather staff and customer feedback.
- DART completed an evaluation process with internal staff and TRAC over the spring and summer months to identify the various pros and cons of various models and determine whether the positive safety impacts are worth the costs and potential challenges created by the barrier.
- The findings from the evaluation process, along with the next steps, which include a procurement timeline and funding options, will be shared at the March Commission meeting.

Next Steps:

- DART will be releasing the operator protective barrier RFP in April and will bring to the Commission for approval in June.
- If approved, DART will complete the contract and work to finalize details for production and installation of the protective barriers late summer/early fall.



MONTHLY REPORT



9D: Monthly Performance Report - January 2021

Staff Resource: Nate Bleadorn, Business Intelligence Manager

Summary of January 2021 Monthly Performance:

- Ridership was down in January compared to the previous months due to the Holiday Season and other non-school days, but it was still up significantly compared to this same time last year. Total January ridership was up 26% compared to January of 2021. Fixed route was up 26% and Paratransit was up 64%. RideShare was up from December and is sitting just above last year's level.
- For the month of January, preventable accidents occurred at a rate of .59 per 100,000 miles, which is down compared to last month and below our target of 1 per 100,000 miles. Year To Date, we sit at .90 accidents per 100,000 miles. Non-preventable accidents occurred at a rate of 0.89 per 100,000 miles in January, which is an improvement over last month.
- On-Time Performance saw a slight month-to-month increase to 86.29% for the month and 85.1% for the year, which is right at our benchmark of 85%.
- Fixed Route operating costs per revenue hour are \$145.41 this month which meets our goal of \$150. These costs are up 10% compared to January of last year, and just over a 4% higher than FY 21 YTD.
- Road calls per 100,000 miles, where our buses need service while in operation, are down 13.1% this fiscal year compared to last year. January saw an increased number of Calls/100K miles after a lower month in December.



Performance Summary - January 2022

2/1/2021 1/31/2022

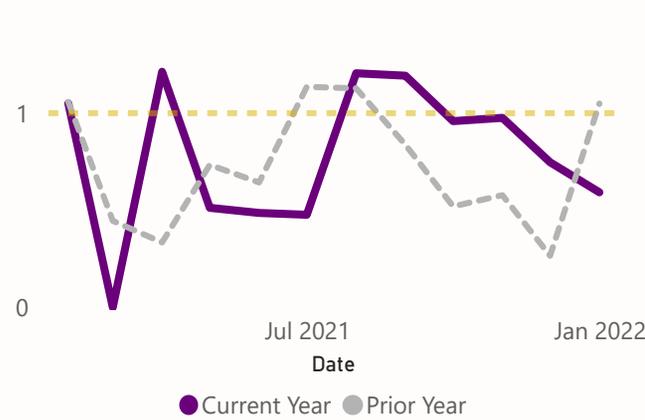
Ridership

Monthly **174,346** YTD **1,528,135**
 FY21: 138,016 (+26.32%) FY21: 1,033,938 (+47.8%)



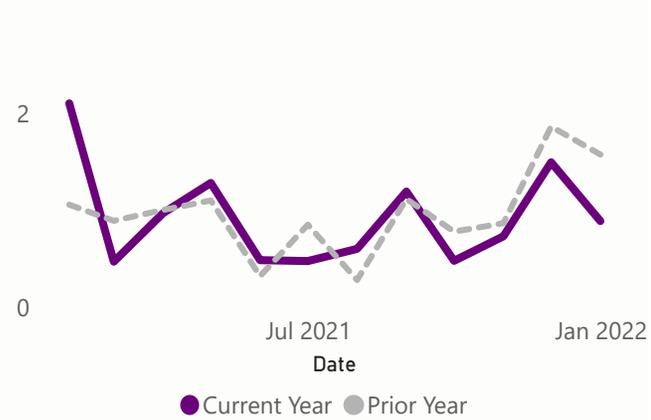
Preventable Accidents/100k Miles

Monthly **0.59** YTD **0.90**
 FY21: 1.05 (+43.54%) FY21: 0.78 (-14.36%)



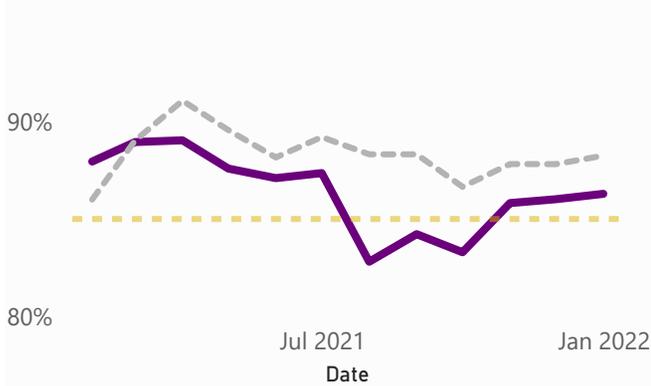
Non-Preventable Accidents/100k

Monthly **0.89** YTD **0.83**
 FY21: 1.57 (+43.54%) FY21: 1.06 (+21.81%)



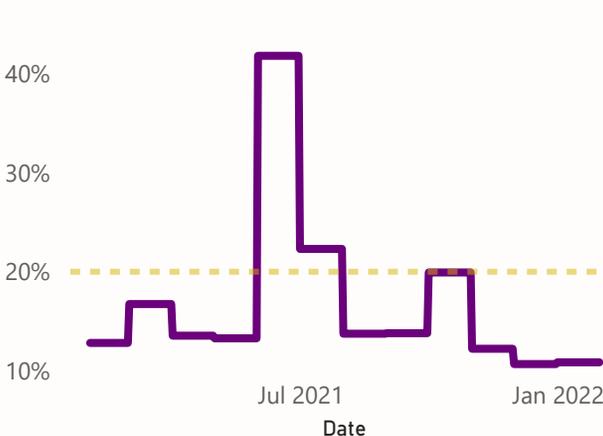
On-Time Performance

Monthly **86.29%** YTD **85.10%**
 FY21: 88.24% (-2.22%) FY21: 88.04% (-3.33%)



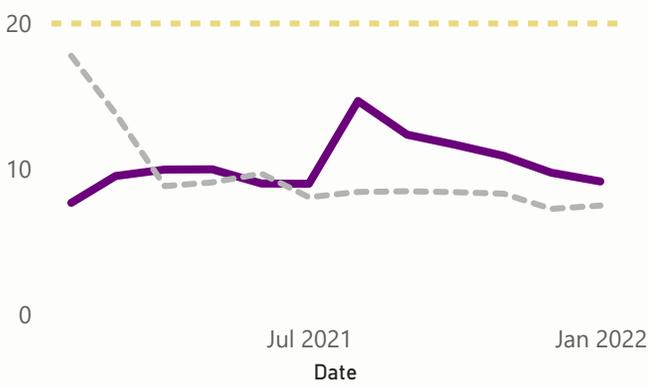
Farebox Recovery Ratio

Monthly **10.88%** YTD **14.72%**
 FY21: 12.94% (-15.95%) FY21: 12.12% (+21.48%)



FR Passengers / Revenue Hour

Monthly **9.15** YTD **11.17**
 FY21: 7.50 (+22.06%) FY21: 8.07 (+38.52%)



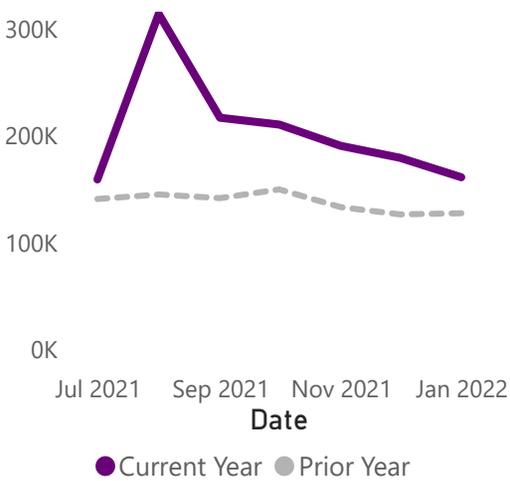


Fixed Route Performance

7/1/2021 1/31/2022

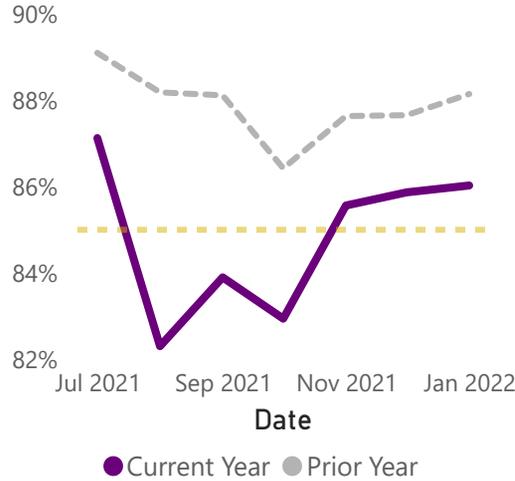
Ridership

Monthly **161,150**
FY21: 127,450 (+26.44%)
YTD **1,431,854**
FY21: 964,172 (+48.51%)



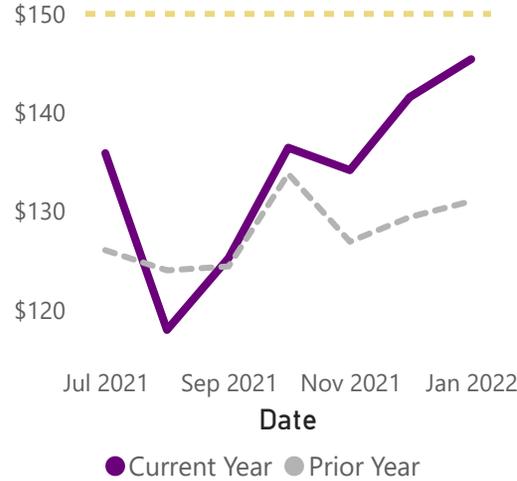
On-Time Performance

Monthly **86.03%**
FY21: 88.14% (-2.4%)
YTD **84.80%**
FY21: 87.88% (-3.5%)

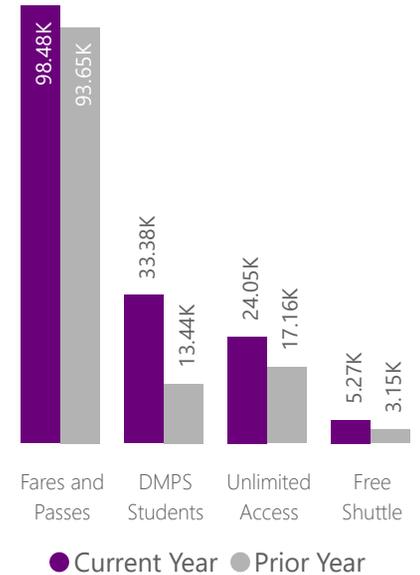


Operating Cost/Rev. Hour

Monthly **\$145.41**
FY21: \$131.03 (-10.98%)
YTD **\$133.41**
FY21: \$128.00 (-4.23%)

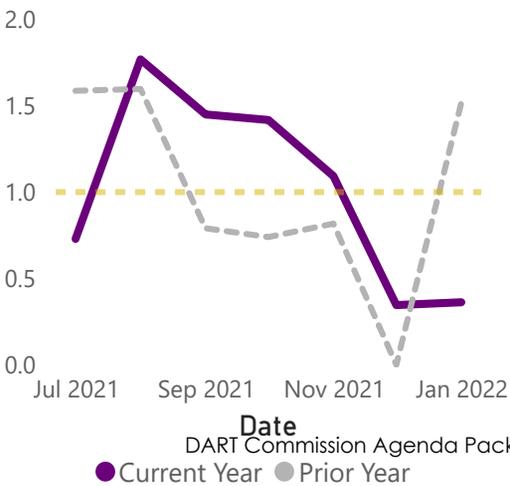


Monthly Ridership by Fare Group



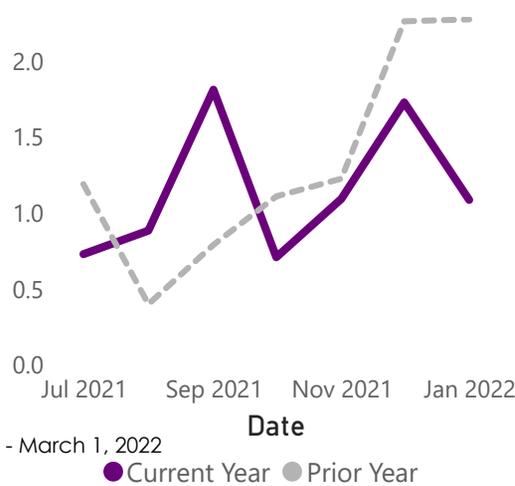
Preventable Acc./100k

Monthly **0.36**
FY21: 1.52 (+76.13%)
YTD **1.04**
FY21: 1.00 (-4.36%)



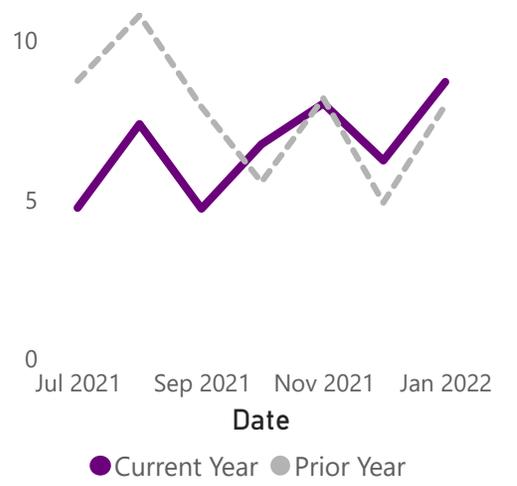
Non-Preventable Acc./100k

Monthly **1.09**
FY21: 2.28 (+52.26%)
YTD **1.14**
FY21: 1.33 (+14.28%)



Road Calls/100k Miles

Monthly **8.69**
FY21: 7.96 (-9.11%)
YTD **6.66**
FY21: 7.67 (+13.14%)



Complaints/100k Passengers

Monthly **35.37**
FY21: 49.43 (+28.44%)
YTD **24.79**
FY21: 30.29 (+18.13%)





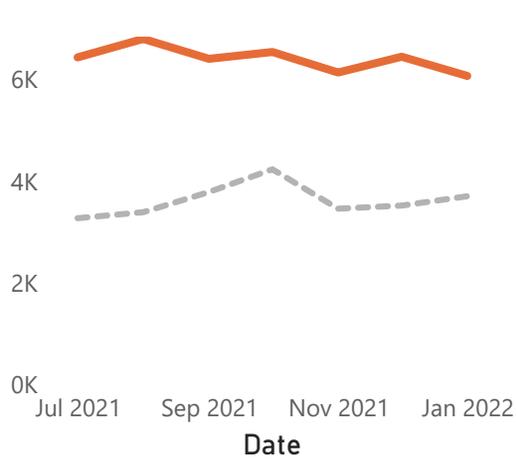
Paratransit Performance

7/1/2021 1/31/2022

Ridership

Monthly **6,070**
FY21: 3,702 (+63.97%)

YTD **44,837**
FY21: 25,352 (+76.86%)

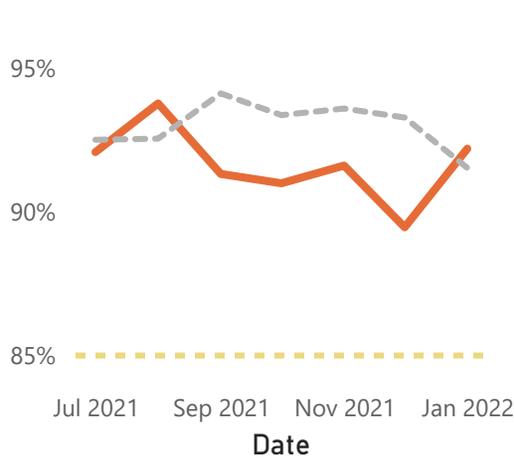


● Current Year ● Prior Year

On-Time Performance

Monthly **92.19%**
FY21: 91.52% (+0.73%)

YTD **91.65%**
FY21: 92.99% (-1.44%)

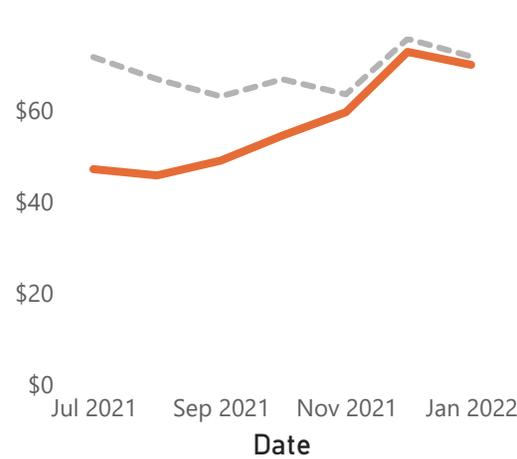


● Current Year ● Prior Year

Operating Cost/Passenger

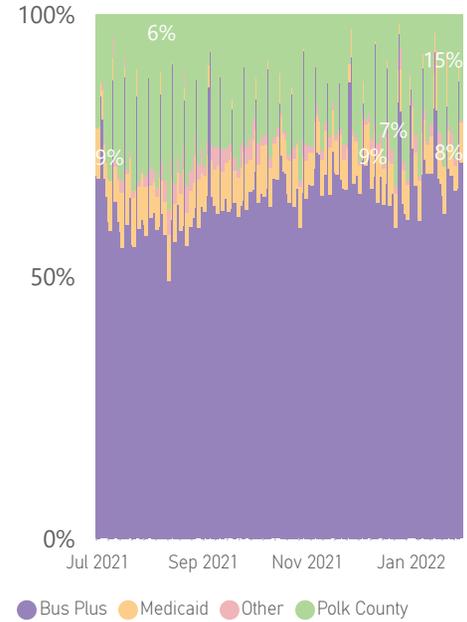
Monthly **\$69.87**
FY21: \$71.68 (+2.53%)

YTD **\$56.67**
FY21: \$68.28 (+17.02%)



● Current Year ● Prior Year

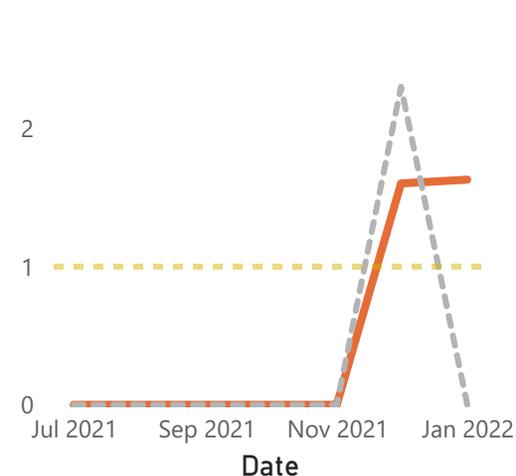
Paratransit Customer Type Breakdown



Preventable Acc./100k

Monthly **1.63**
FY21: 0.00

YTD **0.47**
FY21: 0.33 (-43.47%)

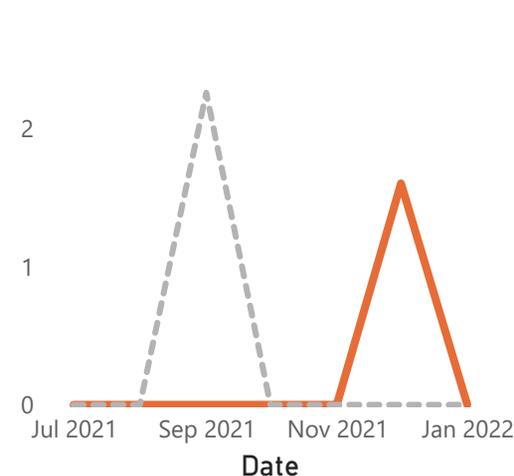


● Current Year ● Prior Year

Non-Preventable Acc./100k

Monthly **0.00**
FY21: 0.00

YTD **0.24**
FY21: 0.33 (+28.26%)

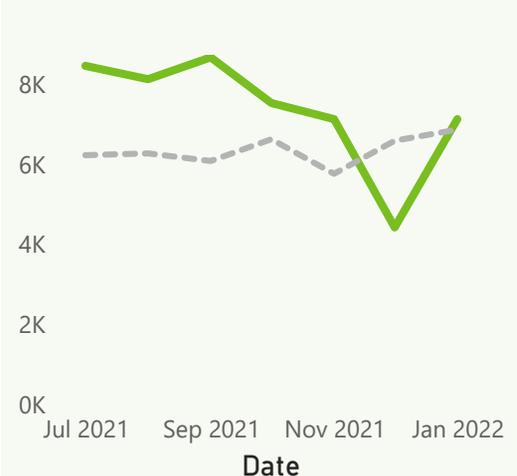


● Current Year ● Prior Year

RideShare - Ridership

Monthly **7,126**
FY21: 6,864 (+3.82%)

YTD **51,444**
FY21: 44,414 (+15.83%)



● Current Year ● Prior Year

RideShare - Op. Cost/Passenger*

Monthly **\$12.46**
FY21: \$9.59 (-29.93%)

YTD **\$11.47**
FY21: \$10.21 (-12.34%)



● Current Year ● Prior Year



10A: Operations Team Report

Staff Resources: Amanda Wanke, Chief Operations Officer and Deputy CEO

- **15 Year Service Award** – Michael “Mikey” Kannenberg, Interior Cleaner Technician, celebrated 15 years of service with DART on February 5. Mikey has been a dedicated employee throughout his DART journey and goes to great lengths to ensure passengers are riding in clean and safe buses.



Maintenance – Keith Welch, Fleet Manager

- **New Light-Duty Buses:** Following January’s Commission approval of the purchase of seven (7) New England Wheels, Front Runner Light-Duty buses from Hognlund Bus Co., DART staff are working on the design and layout of these buses to get an order placed as soon as possible.
- **Supply Chain Impacts:** DART’s fleet maintenance department continues to be impacted by parts shortages due to supply chain challenges that have resulted from the COVID-19 pandemic. Staff are monitoring inventory closely, adjusting ordering as needed, and scenario planning to do everything possible so that this shortage doesn’t have an impact on regularly scheduled service.
- **Supply Cost:** DART has seen an increase in cost in parts (20%), tires (7-10%), and petroleum oil lubricants, such as grease and transmission fluid (40%). Staff continues to monitor and adjust ordering as needed.

Transportation – Steve Wright, Transportation Manager

- **10 Year Service Award:** Tom Paca, Paratransit Operator, celebrated his 10 years of service with DART on February 20. Tom works hard to deliver passengers safely to their destinations. He is always willing to will help out and provides great feedback as it relates to Paratransit.
- **Staffing and Service:** With staffing slowly increasing, we have let the MOU with ATU, which allowed fixed route operators to drive paratransit, expire. Paratransit operator numbers are increasing, but schedules will still be tight for several weeks as more new operators continue to come out of training. Thankfully, the Covid uptick we saw last month has reduced greatly.
- **Paratransit Project Update:** As staff continue to work with consultants to improve the efficiency, effectiveness and plan for the future of DART’s paratransit service, several areas of work include:
 - **Taxi Contract Service:** Determining procedures to ensure a level of work for Translowa that is necessary to maintain the relationship critical to delivering service while also ensuring





MONTHLY REPORT

10A: Operations Team Report

Translowa's service is meeting on-time performance and other service requirements.

- **Service Boundaries:** Identifying, analyzing and recommending options for the Commission to consider for changes in the service area boundaries along with the benefits and consequences of making those changes.
- **Certification and Eligibility:** Evaluating and recommending various methods by which DART could improve the ADA paratransit service eligibility and certification process.
- **SOPs:** Updating and developing policies and procedures that are clear and consistent with ADA guidelines.

Staff are preparing further updates and decision points for the Commission later this spring.

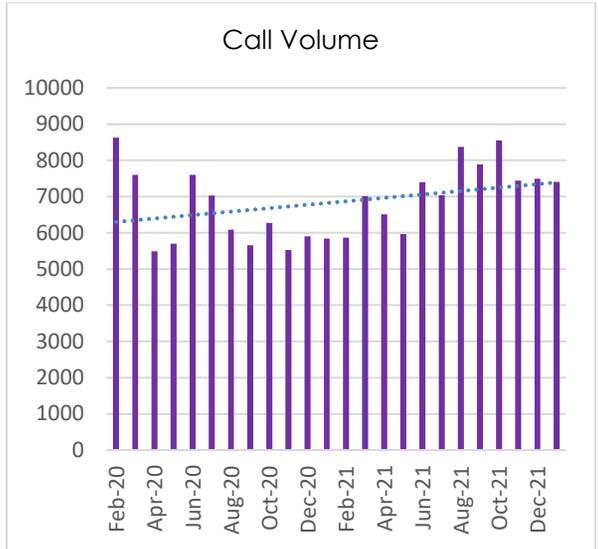
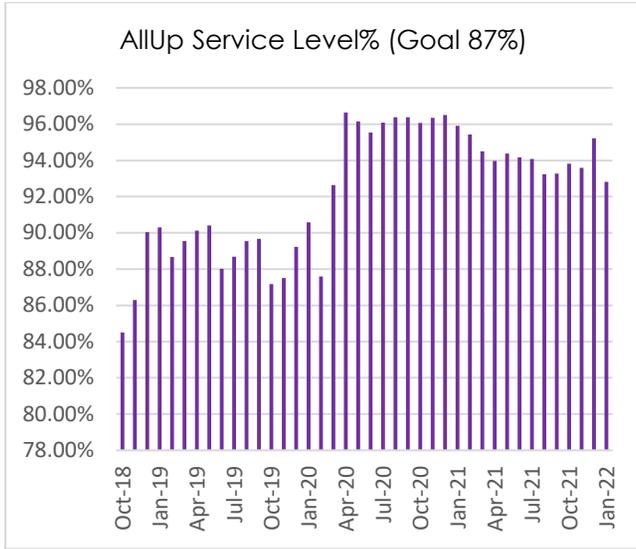
Facilities – Zach Ashmore, Facilities Manager

- **New Windsor Heights Bench:** DART has ordered a temporary bench to be installed at the stop by the Windsor Heights Hy-Vee. This was special request from Windsor Heights Councilwoman Skeries as she noticed how busy the stop is and people were continually sitting on the ground. The temporary bench will be in place until the future art shelter is installed late summer/early fall.
- **Shelter Vandalism:** DART has had a rash of vandalism on shelter glass with a total of nine shelters that need replacing; six art glass panels on 6th Avenue got shot out and three clear glass panels are broken on SW 9th St. We spoke with DMPD and are aware vandalism is up in the Des Moines area. Facilities staff has done an excellent job of removing the glass and cleaning up the shelters as the incidents are reported to ensure the safety of our riders and are working on replacement panels.

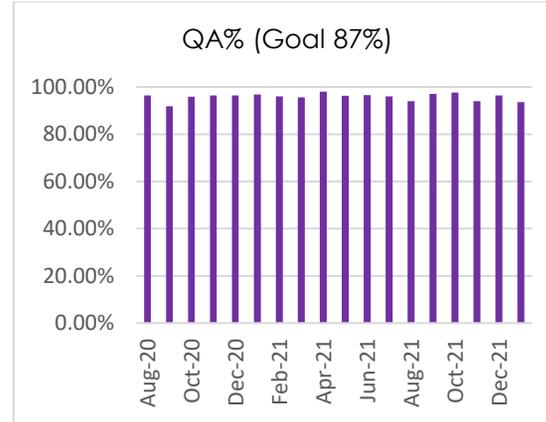
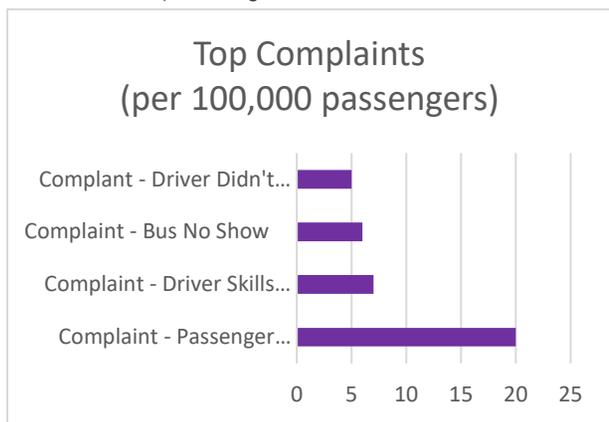
MONTHLY REPORT
10A: Operations Team Report



Customer Experience



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



Quality Assurance: Measures Customer Service representatives average scores for the month. Scoring includes accuracy of information and appropriate soft skills used with customers.



MONTHLY REPORT

**10B: Planning Team Report**

Staff Resources: Luis Montoya, Chief Planning Officer

- **Transit Optimization Study:** The project team shared the final draft of the report with the DART Commission and asked for any last feedback by February 18th so that a final version can be shared for approval at the March meeting.
- **June Service Change:** Staff are planning a June service change to adjust service levels on most Express Routes to account for lower ridership. A survey was launched in February to ask customers what times they would like each Express Route to operate. New schedules will be drafted and shared back with customers in March for feedback before being proposed to the DART Commission in April and May.
- **Climate Action Strategy:** Staff are preparing a Climate Action Strategy in response to the FTA's Healthy Climate Challenge. The strategy will inventory DART's existing greenhouse gas emissions and recommend strategies for reducing emissions.
- **DART on Demand (Microtransit) Pilot:** A table below shows key performance metrics for the first three weeks of February. Ridership was at the highest level its been since the service launched in November. Average wait times are roughly 25 minutes, which is higher than when the service first launched and a by-product of increased ridership. We are also seeing that in the early afternoons on some days rider demand is exceeding our ability to provide trips, which we will continue to monitor.

		Ridership				Customer Experience			Service Adoption		
Week	Number of Trips		Number of Passengers	Total Unique Riders (who booked)	First Time Users (who booked)	No Proposed Trip Available (percent of requests)	Average Wait Time: on-demand only	Average Ride Duration	Booking Method	Unique Mobile On-Demand Customers	Accounts Created (total)
	Week	Trips									
(12) Jan. 31- Feb. 4	Week	131	135	35	5	55	27.2 minutes	10.9 Minutes	Call-In: 41%	16	19 New
	Cumulative	974	1,123		104	23%			Mobile: 54%		
(13) Feb. 7-11	Week	134	145	34	4	29	26.2 minutes	10.9 Minutes	Call-In: 34%	23	20 New
	Cumulative	1,108	1,268		108	10%			Mobile: 63%		
(14) Feb. 14-18	Week	150	157	44	3	52	24.7 minutes	9.6 Minutes	Call-In: 41%	23	21 New
	Cumulative	1,258	1,425		111	19%			Mobile: 57%		

- **Title VI Program Update:** Staff are preparing a required update of DART's plan to ensure that members of the public are not denied service based on race, ethnicity or national origin. Many policies were updated in 2019, and the 2022 update is expected to refresh data and report on policy implementation.



MONTHLY REPORT



10C: External Affairs Team Report

Staff Resources: Erin Hockman, Chief External Affairs Officer

Marketing and Communications

- **February Service change:** Communications were carried out to inform riders of a minor service change impacting schedules for Local Routes 4 and 10 on February 20, 2022. Efforts included on bus audio and hang tag newsletters, lobby signage, website postings, rider emails and social media promotion.
- **Express Route Survey:** A communications plan was developed and deployed in February informing both staff and riders of the first phase of public input to inform adjustments to schedules for DART's Express Routes. Survey promotion focused on DART's Express Route riders and its suburban member communities to solicit feedback from riders on their commute times. Feedback will be used to create draft schedules which staff will share with riders for additional feedback in March.
- **Read and Ride Week** - DART is partnering with public libraries to offer free rides for Read Across America Week. DART's Read and Ride promotion is February 27 – March 5. Riders simply show their library card when boarding. Free rides are available on Local and Express routes, On Call services and DART On Demand.

Marketing Analytics Report

Metric	Aug 2021	Sept 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Jan 2021	Year Prior
MyDART App Accounts	29,353	32,290	32,955	33,524	34,117	35,007	24,257	31%
Website Unique Visitors	27,500	21,414	20,827	19,238	16,515	17,000	13,675	20%
Facebook Likes	5,110	5,138	5,179	5,205	5,312	5,983	4,837	19%
Twitter Followers	2,462	2,462	2,466	2,470	2,481	2,481	2,410	3%
Instagram Followers	1,453	1,458	1,462	1,474	1,468	1,488	1,387	7%
LinkedIn Followers	580	586	600	645	659	668	533	20%
Email Subscribers	13,121	13,121	13,403	13,335	13,349	13,349	14,329	-7%
Trip Plans	10,189	32,384	30,022	25,089	25,214	29,093	12,652	57%
Real-time Map	13,330	26,157	24,854	20,802	18,700	22,908	8,208	64%
Next DART Bus	184,349	214,985	189,754	173,743	191,519	203,723	65,080	68%
SMS Text Messaging	115,472	132,265	120,902	122,839	122,099	123,598	99,724	19%
IVR Phone Calls	6,899	6,511	6,321	5,948	5,572	4,974	4,399	12%

MONTHLY REPORT
10C: External Affairs Team Report



MyDART App Report

Metric	Aug 2021	Sept 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	TOTAL FY 2022
Downloads	2,056	885	950	834	880	890	7,347
iOS	889	280	291	236	247	259	2,426
Android	1,167	605	659	598	633	631	4,921
Accounts Created	2,249	688	665	569	593	669	5,996
Orders Placed	5,040	3,097	3,349	2,910	2,993	3,005	23,294
Passes Purchased	9,380	3,872	4,756	4,247	4,050	4,118	34,313
Revenue	\$25,407	\$19,185	\$21,384	\$18,679	\$18,779	\$20,077	\$141,400

DART in the NEWS

Top Stories:

[Why riders are raving about 'DART On Demand' service](#)

[Ancient discovery in Des Moines punts \\$68M DART facility plan](#)

[Check out Des Moines' artsy bus shelters](#)

RideShare – Victoria Lundgren, RideShare Supervisor

- **New technology systems RFP:** DART has prepared a Request for Proposals to seek a new technology platform to manage RideShare customer and fleet information more efficiently and to position the program as a turnkey, attractive solution for future partners and riders. Opportunities for program efficiencies and collaboration with the Iowa DOT are being explored to help respond to sustained interest from employers statewide.
- **New lowan transportation solutions:** DART is collaborating with several local employers to develop workforce transportation solutions using RideShare vanpools for members of the refugee community being resettled in the metro area.
- **New vanpools formed:** In partnership with Pella Corporation, multiple new vanpools are now on the road traveling between Carroll and Denison.

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

- **Half Fare Pilot:** A report on outcomes of the half fare pilot program is being presented to the DART Commission ahead of a forthcoming recommendation to allow individuals receiving food, housing or workforce assistance to be eligible for DART's half fare program. Enrollment in the half fare pilot program through February 1, 2022, is shown below.
- **Unlimited Access Program:** An Unlimited Access partnership renewal remains in progress with UnityPoint. Upcoming partnership renewals include the City of Des Moines, Des Moines University and DMACC. Partnership proposals are underway or under consideration by multiple developers within Des Moines and West Des Moines who are interested in prospective residential Unlimited Access partnerships modeled after successful partnerships launched to date with Newbury Living and Conlin Properties.

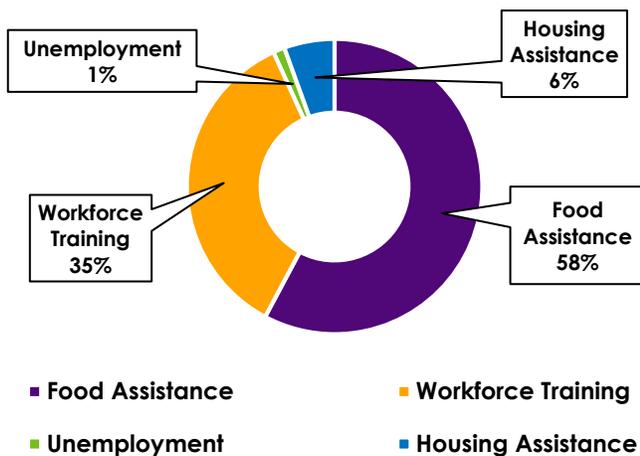
MONTHLY REPORT

10C: External Affairs Team Report

- **Art Shelters:** Art processes have been initiated for locations in Altoona, Ankeny, Urbandale, and West Des Moines. Artist selection is underway for art shelter locations along The Avenues of Ingersoll and Grand in Des Moines and the University Avenue streetscape in Windsor Heights. Art shelter designs are being finalized for fabrication for locations in Johnston and shelter art glass is on order for locations at the Roosevelt Cultural District in Des Moines. The first three art shelters along the 6th Avenue Corridor in Des Moines have been installed. Unfortunately, two art shelters along 6th Avenue were recently damaged by vandalism and replacement glass is being ordered.
- **Mobility Coordination:** Mobility outreach participation through January 31, 2022, is shown below.

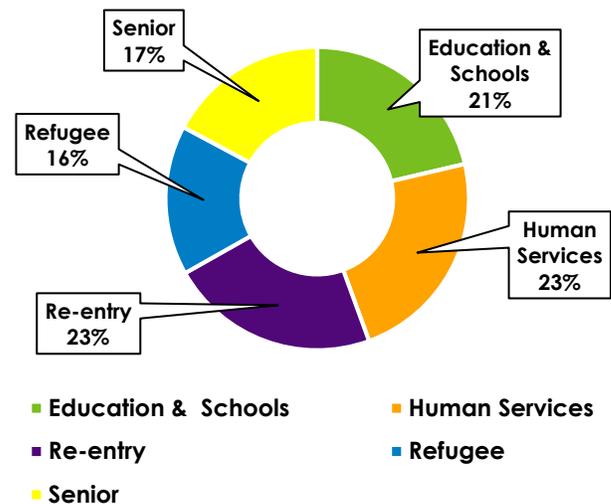
Half Fare Pilot Enrollment by Eligibility

398 Total Participants



FY2021 YTD Mobility Outreach Participants

680 Total Participants



Public Affairs – Amy McCoy, Public Affairs Manager

- **Federal Initiatives:**
 - DART staff continue to work closely with Cardinal Infrastructure, our federal lobbying firm, to discuss updates on appropriations and infrastructure funding. In addition, Cardinal is helping DART to develop federal priorities to present to the Commission and discuss with federal delegation members in the coming months.
 - Staff is participating in the Greater Des Moines Partnership's Federal Policy Committee. The group assists in developing the partnership's federal priorities for the remainder of the 117th Congressional session.
 - Research was conducted into planning options to meet new federal requirements for zero emissions plans to accompany applications for federal funding.

MONTHLY REPORT
10C: External Affairs Team Report



- **State Initiatives:**

- The Legislature's first funnel week ended February 18. DART staff have been coordinating nearly daily with PolicyWorks, DART's state contracted lobbyists, to gain legislative support to include a local option transit hotel-motel tax in tax policy proposals. Tax proposals are not subject to the funnel.
- DART continued coordination with the Iowa Public Transit Association (IPTA) as it supports the transit hotel-motel tax proposal and asks legislators to pass this provision which would provide property taxpayer relief while diversifying public transit funding. DART staff also held several meetings with other transit systems to further discuss the proposal, answer their questions and seek their support and request legislative outreach.
- A letter of support from mayors of DART's member communities was drafted and shared for signatures to then provide to legislators in support of DART's funding diversification effort.

- **Regional Initiatives:**

- DART continues to work with the Greater Des Moines Partnership on how to best engage members of the Transit Future Work Group to support the transit hotel-motel tax proposal.
- Staff presented information about the transit hotel-motel tax to the Metro Advisory Council (MAC).
- DART gave an overview of its services and future planning to the Metro Women Connect organization.

- **Other Initiatives:**

- Planning began for a rider and stakeholder content library that will expand DART's options for stories about the public's experiences with DART and its value to central Iowa. In the coming months, additional work will be done to gain new perspectives to share across platforms and publications.



**State Legislative Update for Des Moines Area Regional Transit Authority
Prepared by PolicyWorks on February 22, 2022**

- Worked with DART staff on materials and information to respond to feedback from the new Iowa Lodging Association on the public transit hotel/motel tax.
- Met with the DART Commission Executive Committee to discuss the hotel/motel tax legislation.
- Met with and encouraged Rep. Gobble, R-Ankeny, to meet with Speaker Grassley and share the estimated property tax reduction in each DART community if the public transit hotel/motel tax is approved. Rep. Gobble has met with and delivered the information to the Speaker and asked him to support the legislation.
- Met with Rep. Lohse, R-Bondurant, about the Iowa Lodging Association concerns and he has information needed to balance DART's need for funding diversification. Encouraged Rep. Lohse to ask House leadership to place the public transit hotel/motel tax proposal within other legislation moving in that chamber.
- Met with Senate Ways and Means Chair Dan Dawson, R-Council Bluffs, regarding the Iowa Lodging Association's concerns. Sen. Dawson reaffirmed his support for the public transit hotel/motel tax and if necessary, seeking alternative solutions.
- Met with Reps. Abdul-Samad, D-Des Moines, and Ruth Ann Gaines, D-Des Moines, to share DART's legislative priorities.

Federal Legislative Update for Des Moines Area Regional Transit Authority Prepared by Cardinal Infrastructure on February 22, 2022

Activities Conducted by Cardinal Infrastructure

Appropriations

In mid-February, Congress passed another Continuing Resolution (CR) to fund the government through March 11.

House and Senate Appropriations leaders last week agreed to a spending framework for FY 2022, though the details have not been made available. The appropriations leaders are now in conference negotiations for the omnibus package, which they plan to send to the President before this third CR expires in two weeks.

Work on the FY 2023 appropriations bills has not yet begun. However, individual House members are soliciting earmark requests with the anticipation that the Appropriations Committee will start work on in April.

Build Back Better

The White House seems to be engaged in discussions on introducing a new version of the Build Back Better Act. A revised version of the budget reconciliation measure would have more focus on deficit reduction to try to garner the support of Senator Joe Manchin (D-WV), who previously suggested a smaller version of the bill could be attainable if it went through the traditional hearing and markup process.

Manchin also indicated he may be willing to move forward if the measure includes additional tax reform measures to help finance any social spending package, while the economy struggles with rising inflation.

Infrastructure Law Implementation

U. S. Department of Transportation Undersecretary for Policy Carlos Monje this week noted that the federal government is still operating under FY 2021 funding levels in the current CR - meaning that increased program authorization levels cannot yet be fully realized until a full year appropriations bill is enacted.

According to Monje, this is putting constraints on the department's staffing needs as well as slowing down the rollout of new transit programs.

That said, some programs, like bus discretionary grants including the Low or No Emission (LoNo) program, benefited from advanced appropriations in the infrastructure bill and solicitations for funding will likely be published in the coming weeks.

Gas Tax Holiday Proposal

A handful of Senate Democrats (Kelly-AZ, Hassan-NH, Warnock-GA and Cortez Masto-NV) who are in for tough midterm election battles are throwing their weight into a proposal to suspend the federal gas tax through the end of the year.

Senate Republicans dismissed this and other ideas to cut taxes on essential goods as both nonsensical and desperate, suggesting getting 60 votes would be near impossible.

But a gas tax holiday creates problems on several fronts: any reduction in receipts would short what was passed in the Infrastructure and Investment Jobs Act (IIJA) or require a general fund transfer and there's no assurance that lower gas prices get passed along to the consumer.

State of the Union

The President is scheduled to deliver his State of the Union address on Tuesday, March 1. Traditionally, the administration delivers its budget request in the weeks following the State of the Union, followed by passage of a Budget Resolution by both Houses as a prelude to consideration of the appropriations bills. This of course presumes regular order—often the budget resolution fails to pass or is delayed, while the appropriations bills move forward in the House only to be delayed in the Senate. Regardless, given that it is an election year, look for another CR at the end of September and no final resolution of the appropriations for FY 2023 until after the elections.



MONTHLY REPORT



10D:	Finance, IT & Procurement Team Report
-------------	--------------------------------------------------

Staff Resources: *Kent Farver, Chief Financial Officer*

Operations and Maintenance Facility Update – Kent Farver, CFO

- On January 25th, DART staff met with the City of Des Moines Development Services staff to discuss potential new locations for the Operations and Maintenance Facility. A few potential sites were identified and discussed and have been included in our ongoing site analysis. DART staff also met with the FTA regional office on February 8th to discuss planning for a new proposed site and to lay out a potential schedule for the work. FTA regional staff provided feedback and guidance for our next steps in the site analysis review and the purpose and need statement resubmission. Once we have identified and evaluated potential sites, we will convene the new facility committee to meet and discuss.

Finance Department – Amber Dakan, Finance Manager

- **FY2023 Budget Process** – DART held a workshop with City Managers on 01/31 to review the proposed FY2023 Budget and gather any feedback. Finance staff will hold the public hearing in advance of the March commission meeting as well as seek adoption of the budget during the scheduled commission meeting. Subsequently, the team will file all the required paperwork post approval of the budget.
- **Year End Processing** – The Finance staff successfully filed the annual employee W-2 files as well as the annual vendor 1099 files.
- **Triennial Review** – The Finance Team completed their respective portions of DART's Triennial Review request to be provided to FTA.
- **Banking Services RFP** – DART held its preproposal meeting with prospective Banking Service candidates in early February. Vendor award is targeted for mid-March.

Procurement Department – Mike Tiedens, Procurement Manager

Upcoming Projects and Procurements:

- **Driver Barriers** – DART will be seeking a contractor to provide hardware and installation of bus driver protective barriers on all of its revenue vehicles. The barriers will provide protection and safety for bus operators as well as ensuring a high-quality level of experience for DART customers.
 - Request for Proposals published in April 2022.

Contracts and Task Orders Approved Recently:

- **Desktop Radio Consoles** – DART solicited bids for four (4) single band, phase 2 desktop dispatch radio consoles. The consoles will be integrated with the new radio system installed and will be utilized by the Operations department.
 - The winning proposer was Unplugged Wireless Communications, and the winning bid was \$24,740.

MONTHLY REPORT
10D: Finance/IT/Procurement



Future Procurements:

- Vanpool Management System
- Fire Panel Replacement (DCS)
- Facilities Truck
- Bond/Financing Counsel Services
- Construction Management Services
- Intake Repairs (DCS)
- Floor Scrubbers
- Security Upgrades (1100 DART Way)
- Outdoor Signage Displays

IT Department – Shane Galligan, IT Director

- **Technology Plan (Health Assessment) Development:** We are working with Ross & Baruzzini (R&B) to conduct an objective assessment of the state of technology deployed at DART. The intention of this exercise is to analyze the existing conditions and adequacy, provide expert guidance pertaining to the best in transit solutions, provide a scoring of the relative health of DART's systems and infrastructure, and to provide recommendations on areas for improvement.
 - To date, we have completed the following segments of the process:
 - Exchange of documentation with R&B listing all of our software platforms, our existing infrastructure, and all electronic systems deployed on our buses and service vehicles.
 - Leadership Team kickoff meeting and departmental interviews have been conducted by R&B to document the processes associated with our software systems.
 - R&B is currently in the process of compiling their findings with an expected delivery of the first draft of their assessment by 02/18/2022.
 - Once DART has received the initial draft of their findings, we will review internally with all departments and provide feedback.
 - R&B will also be providing documentation in the form of industry white papers on the following topics:
 - The future of fare collection platforms
 - Best practices for gathering information about our riders and communicating with riders.
- **Radio Replacement Project –**
 - We have conducted the kickoff meetings with Vontas and R&B to begin the process of procuring our radio hardware and completing the transition to cellular for vehicle data.
 - Interviews with Unplugged Wireless and Electronic Engineering were completed during the week of 02/14/2022 in order to select the vendor that will be completing the installation of the radios once delivered.

MONTHLY REPORT
10D: Finance/IT/Procurement



- We have been working directly with Motorola and R&B to develop the procurement order for all of the new hardware and are planning to have the order placed for all new radios by the end of February.
- Next steps for the cellular data transition are to have Vontas on-site the week of 03/07/2022 to complete the programming updates for TransitMaster so that we can make the transition from radio to cellular.
 - We will be conducting a 3-vehicle pilot initially to ensure that we have tested the functionality of utilizing cellular for vehicle data prior to transitioning all vehicles.
 - Once the successful pilot is complete, we will be transitioning the remaining vehicles in 3 separate groups in 2-week monitoring periods and are targeting completion by 04/21/2022.
- **Phone System Transition** – DART is transitioning from Skype for Business to Zoom phone. The Zoom phone platform has been activated and we have finalized the connectivity to our active directory so we can connect existing accounts and enable single sign on (SSO). We also have the Zoom phone profile built in our KACE platform so that we can remotely deploy and manage the software on end user computers.
 - We have provided recommended call queue adjustments and reviewed these changes with Customer Service, Dispatch, and External Affairs. Currently pending final approval from leadership prior to transitioning call queues (Customer Service, Dispatch / Paratransit, RideShare and Admin) to Zoom.
 - Actively transitioning non-call queue users to Zoom phone and on track to have all non-call queue staff transitioned by 02/21/2022.
- **Veamm/iLand cloud backup system**
 - Annual renewal and update of our secure cloud backup system was completed on 02/10/2022. This ensures that the backups of our critical system data are up to date with the latest security parameters. Current backup schedule renews our backup data once every 24 hours.



MONTHLY REPORT



10E: Human Resources, Training & Safety Team Report

Staff Resource: *Todd Sadler, Chief Human Resources Officer*

Human Resources – Jamie Wilson, HR Manager

- **Recruitment Update: Current Openings:**
 - Bus Service Person
 - Grants Program Administrator
 - Part-time Procurement and Contract Specialist
 - Marketing & Communications Manager
 - Customer Service Specialist
 - Temporary Operations Dispatcher
- **Upcoming Openings:**
 - Paratransit Coordinator
 - Employee Relations Coordinator
- **Recent Hires:**
 - 1 Bus Service started on 02/14
 - 1 Operations Supervisor started on 02/14
 - 4 Fixed Route Operators started on 02/14
 - 4 Fixed Route Operators to start 02/28
 - 1 Paratransit Operator to start 02/28
- **COVID-19 Update:** Since the beginning of 2022 we have had 31 positive tests. Notable statistics include that our total vaccination rate is 68.86%. We are continuing to showcase the benefit of getting vaccinated to our employees. We have updated our COVID FAQ's.

Training – Matt Johnson, Training Manager

- **New Operator Trainers:** Training brought on seven existing operators into the role of trainer. The new trainers are being trained to support behind the wheel and theory training for new and existing operators.
- **Fixed Route Trainees:** Training continues for eleven Fixed Route Operators in training. Seven are now fully licensed, two have their permit and are training to obtain their CDL, while two are training to obtain their CDL permit.
- **Paratransit Trainees:** Training continues for seven Paratransit Operators in training. Four are now fully licensed, while two are training to obtain their CDL, and one is working to complete their CDL permit.



MONTHLY REPORT

10E: Human Resources, Training and Safety Team Report

- **Paratransit New Operators:** Four paratransit operators completed all training requirements and graduated to become paratransit operators.
- **Fixed Route New Operator:** Five fixed route operators completed all training requirements and graduated to fixed route operators.

Safety – Pat Daly, Safety Manager

- **Investigation/Safety Reviews:**
 - Conducted a review of a number of accidents that happened within a short period of time to determine if there was commonality or emerging trends in the run of accidents. The findings were sent to Operations and Leadership.
- **DART Safety Plan:**
 - Continued work on the safety plan implementation.



MONTHLY REPORT



10F: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **DART Executive Committee** - The DART Executive Committee met on Wednesday, January 19. The discussion items presented during the meeting included:
 - Climate Action Strategy
 - Legislative Update
 - Ending Temporary Service Reductions
- **Federal Transit Authority (FTA) Triennial Review Notice:** On November 22, DART received notice from the FTA to prepare our triennial review. This review is one of FTA's management tools for examining grantee performance and adherence to current FTA requirements and policies. DART completed its initial submission of the requested documentation in February. Over the course of the next several months, the reviewer will meet with staff on any questions and requests for further documentation they have.
- **"Forty Under 40"** – I am very honored to share that DART's Chief Planning Officer, Luis Montoya, has been named as one of the Des Moines Business Record "Forty Under 40" honorees! For the past 20 years, the publication has selected 40 local professionals annually for this prestigious list. Luis's nomination comes in part due to all the wonderful work he does here at DART. His creative leadership skills have certainly had positive impacts in meeting our growing community needs, leading two major service changes and launching the region's first on-demand public-private partnership. His recognition also takes into consideration his community involvement, including his service as a Board Member on the Polk County Housing Trust Fund, Committee Member, Housing Policy and Development Committees, Polk County Housing Fund and many volunteer roles throughout our Community. Most recently Luis has completed Transportation Senior Executive Program through ENO Center for Transportation. While we know how talented Luis is from working with him daily, it is gratifying to see one of our own receiving community-wide recognition.



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

April 5, 2022 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • State Grant Application • FTA Bus & Bus Facilities Grant Application • Climate Action Study • Half Fare Pilot • Banking Services • New TRAC Members 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee Update • June Service Change • Capital Crossroads “Here We Grow” Initiative • Title VI Program Update • Paratransit Path Forward • DART on Demand Update
May 3, 2022 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • June Service Change • Title VI Program Update • Rideshare Fleet and Customer Management Software Contract 	<ul style="list-style-type: none"> • Quarterly Investment Report • Quarterly Financial Update • Quarterly Safety Report
June 7, 2022 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Protective Barriers • Health Insurance Renewal 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee Update • August Service Change

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee	Monday, March 14, 2022	12:00 p.m.	Zoom