



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 – 826 5318 9553/Passcode - 392163

MAY 3, 2022 – 12:00 PM

	<u>PAGE</u>
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF MAY 3, 2022, AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. OPERATIONS AND MAINTENANCE FACILITY COMMITTEE UPDATE	2
7. CONSENT ITEMS	
A. Commission Meeting Minutes – April 5, 2022	3
B. FTA FY2022 Buses and Bus Facilities Grants Program Application	8
C. DART Annual Health Insurance Renewal	9
D. Annual Worker Compensation Renewal	11
E. Transit Riders Advisory Committee (TRAC) Membership Approval	13
F. Quarterly Investment Report	15
G. March 2022 Financials	21
8. ACTION ITEMS	
A. Funding Study Advisory Committee Recommendations	24
B. June Service Change Approval	26
C. Title VI Program Approval	41
9. DISCUSSION ITEMS	
A. Paratransit Path Forward	103
10. QUARTERLY AND PERFORMANCE REPORTS	
A. Performance Report – March 2022	104
B. Quarterly Financial Update	109
C. Quarterly Safety Report	112
11. DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)	
A. Operations	114
B. Planning	117
C. External Affairs (Including State and Federal Legislative Updates)	118
D. Finance/IT/Procurement	128
E. Human Resources	131
F. Chief Executive Officer	133
12. FUTURE AGENDA ITEMS	134
13. COMMISSIONER ITEMS	
14. NEXT MEETING: Regular DART Meeting - Tuesday, June 7, 2022 – 12:00 P.M	
15. ADJOURN	

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



PRESENTATION



6: Operations and Maintenance Facility Committee Update

Staff Resource: Kent Farver, Chief Financial Officer

- Commissioner Josh Mandelbaum, Chair of the DART Operations and Maintenance Facility Committee will provide a verbal update on the recent committee meeting that took place on April 21, 2022.



DES MOINES AREA REGIONAL TRANSIT AUTHORITY COMMISSION MEETING MINUTES



MEETING HOSTED IN-PERSON AND VIRTUALLY 620 CHERRY STREET – DES MOINES, IOWA 50309 APRIL 5, 2022

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

ROLL CALL

Commissioners/Alternates Present and Voting:

Vern Willey (left at 1:35 pm), Kelly Whiting (participated via zoom), Doug Elrod, Michael McCoy (participated via zoom), Josh Mandelbaum (arrived at 12:04 pm), Andy Borcharding, Paula Dierenfeld (arrived at 12:04 pm), Ross Grooters, Steve Van Oort (participated via zoom), Bridget Montgomery, Russ Trimble (participated via zoom, arrived at 12:10 pm) and Lauren Campbell.

Commissioners Absent:

Joseph Jones

CALL TO ORDER

Chair, Doug Elrod 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, Doug Elrod requested a motion to approve the agenda as presented.

It was moved by Michael McCoy and seconded by Ross Grooters to approve the April 5, 2022, agenda. The motion carried unanimously.

PUBLIC COMMENT

Mr. Garland from Des Moines requested that the City of Des Moines restrict parking at weekends at bus stops on 6th and 7th streets downtown Des Moines to improve bus stop accessibility. DART staff will follow up appropriately. Ms. Garland from Des Moines shared that it would be helpful to invest in a high-speed rail option for Des Moines.

6 - PRESENTATION

6A - PolicyWorks Legislative Update

Christopher Rants and John Cacciatore from PolicyWorks, who serve as DART's State Lobbyists, provided a verbal update on the Legislative priorities for DART.

Voice Vote - Ross Grooters made a motion that the DART Commission will support the House Amendment 2579 and register in favor of support of the portion of the Bill that retains DART. The ayes were unanimous, and the motion was adopted.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – APRIL 5, 2022**



6B – “Here We Grow” Workforce Housing Initiative

Britney Applegate, Capital Crossroads Director and Matt Hauge, Communication Director at the Polk County Housing Trust Fund, provided an overview of the “Here We Grow” initiative that the Capital Crossroads Workforce Housing Committee is leading.

7. TRANSIT RIDERS ADVISORY COMMITTEE (TRAC)

Chair, Doug Elrod, referred the Commission to the packet to review the Transit Riders Advisory Committee update.

8. CONSENT ITEMS

8A – Commission Meeting Minutes – March 1, 2022

8B – FY2023 State of Iowa Consolidated Transit Grant Funding Application

8C – February 2022 Financials

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

9. ACTION ITEMS

9A – Climate Action Strategy

Luis Montoya, Chief Planning Officer reminded the Commission that on June 15, 2021, the Federal Transit Authority (FTA) launched the Sustainable Transit for a Healthy Planet Challenge to encourage transit agencies to build on progress already made and to further reduce GHG emissions from public transportation to support the federal government's GHG reduction goals. On Earth Day 2022, the FTA will showcase DART and other transit agency strategies and success stories toward reducing their GHG emissions. DART staff has developed a Climate Action Strategy (included in the packets) by utilizing guidance from the FTA and identifying cost-effective measures and other first steps toward reducing DART's and the regions' GHG emissions. DART's goals and initiatives were identified and shared.

It was moved by Vern Willey and seconded by Josh Mandelbaum to approve the adoption of the Climate Action Strategy and submit to the Federal Transit Administration as DART's participation in the Sustainable Transit for a Healthy Planet Challenge. The motion carried unanimously.

9B – Half Fare Program Eligibility Expansion

Catlin Curry, Mobility Coordinator, provided a background reminding the Commission that 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 were outlined and beginning January 1, 2021, DART launched a Half Fare Pilot Program which allowed individuals that received a form of assistance to be able to qualify for half fare bus passes. The proposed program changes to continue the program were outlined, including sharing public feedback information and outlining the Title VI impacts of the expansion of the half fare program.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – APRIL 5, 2022**



It was moved by Bridget Montgomery and seconded by Josh Mandelbaum to approve the following actions related to DART's half fare program and Opportunities Thru Transit (OTT) fare program. The motion carried unanimously.

- Approve the Title VI Fare Equity Analysis documenting the impacts of the expansion of DART's half fare program and discontinuation of the OTT program.
- Approve the expansion of the eligibility of DART's half fare program to include individuals who can demonstrate they are receiving food assistance, housing assistance or workforce assistance.
- Approve the discontinuation of the Opportunities Thru Transit (OTT) program effective July 1, 2022, and allow individuals still participating in the program to transition their eligibility to the expanded half fare program under the category of workforce assistance.

9C – Banking Services

Kent Farver, Chief Financial Officer, shared that DART is seeking a qualified commercial banking institution to provide business banking services and outlined the services needed. DART conducted a Request for Proposals (RFP) for the service contract and five (5) proposals were received, and all were deemed responsive. The selection process was identified and after evaluation it was determined that the contract be awarded to Community State Bank.

It was moved by Vern Willey and seconded by Josh Mandelbaum to approval of a five (5) year contract with two (2), one (1) year options with Community State Bank for Banking Services for the amount Not to Exceed \$110,000. The motion carried unanimously.

10. DISCUSSION ITEMS

10A – June Service Change

Tony Filippini, Senior Transit Planner provided an overview of the proposed service adjustments for June to better align bus service with community needs and travel patterns.

10B – Title VI Program Update

Tony Filippini, Senior Transit Planner provided an overview of the Title VI Program Update, which will be presented as an action item at the May 2022 Commission meeting.

10C – DART on Demand Update

Luis Montoya, Chief Planning Officer, provided an update on the Ankeny on Demand (DOD) Service and included information on plans for the West Des Moines implementation of DOD.

9D - Performance Report – February 2022

Due to time, Chair, Doug Elrod directed the Commission to review the written performance report for February. This was provided in their packets.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – APRIL 5, 2022**



11. DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

11A - Operations

None

11B – Planning

None

11C - External Affairs

Erin Hockman, Chief External Affairs Officer provided a brief update on our recent fare promotions sharing that due to inflated prices especially with gas, DART is offering \$1 fares on our local express and on-call routes. We have been pleased with the news coverage this has received and hope to benefit our customers and see a higher ridership. This promotion is currently planned to run until the end of May 2022.

10D – Finance/IT/Procurement

None

10E – Human Resources

None

10F – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, advised the Commission that a Legislative update will be sent to all Commissioners with an electronic copy of the legislation. In addition, it was shared that DART will be sponsoring one of the sessions at the upcoming Des Moines Partnership's DMDC trip and asked any Commissioners that are attending the conference to let DART staff know.

12. FUTURE AGENDA ITEMS

None

13. COMMISSIONER ITEMS

None

14. NEXT MEETING: Regular DART Meeting - Tuesday, May 3, 2022 – 12:00 P.M.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – APRIL 5, 2022**



15. ADJOURN

Chair, Doug Elrod, adjourned the meeting at 1:45 pm.

*****OFFICIAL NOTICE OF THE NEXT DART COMMISSION MEETING DATE IS HEREBY PUBLISHED:
The next regular DART monthly Commission Meeting is scheduled for Tuesday, May 3, 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 May 3, 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/82653189553?pwd=WlJDa3Vtd1hubmsvM09OY1VlbW1jdz09>
Meeting ID: 826 5318 9553/Passcode: 392163**

Chair

Clerk

Date



CONSENT ITEM



7B:	FTA Buses and Bus Facilities Grants Program Application
Action:	Approve staff to submit a grant application to the FTA Buses and Bus Facility Grant Program to fund the second phase of construction of a new Bus Operations and Maintenance Facility

Staff Resource: *Kent Farver, Chief Financial Officer*

Background:

- The Federal Transit Administration (FTA) announced the opportunity to apply for approximately \$372 million under the Grants for Buses and Bus Facilities Program on March 4, 2022. Grant applications are due May 31, 2022.
- As required by federal transit law and subject to funding availability, funds will be awarded competitively to assist in the financing of capital projects to replace, rehabilitate, purchase or lease buses and related equipment, and to rehabilitate, purchase, construct, or lease bus-related facilities.
- Staff is requesting permission to submit a grant application requesting \$25 million for the second phase of construction of a new Bus Operations and Maintenance Facility. DART was awarded \$17.5 million from the program in 2019 toward Phase I construction.

Recommendation:

- Approve staff to submit a grant application to the FTA Buses and Bus Facility Grant Program to fund the second phase of construction of a new Bus Operations and Maintenance Facility.



CONSENT ITEM



7C:	DART Annual Health Insurance Renewal
Action:	Approve a one-year renewal of DART's Health Insurance Coverage through Wellmark BCBS, not to exceed \$2.85 million.

Staff Resource: *Todd A. Sadler Chief Human Resource Officer*

Background:

- DART has had a fully insured Medical Plan through Wellmark since July 1, 2017.
- Wellmark will not increase our rates for FY23. DART's total expenditure for all medical plans is projected not to exceed \$2.85 million, this includes a 10% contingency should employees add or change coverages through the year based on the estimated headcount.
- A breakdown of coverages, plan rates and estimated headcount per plan is attached.

Action:

- Approval of a one-year renewal of DART's Health Insurance Coverage through Wellmark BCBS, not to exceed \$2.85 million.

DART Health Insurance Renewal - July 1, 2022



Wellmark Renewal									
	\$1,000 Deductible Plan			\$3,000 HDHP Plan			\$5,000 HDHP Plan		
	Estimated Head Count	Rate	Annualized	Estimated Head Count	Rate	Annualized	Estimated Head Count	Rate	Annualized
Single	30	\$657.64	\$236,750	70	\$532.12	\$446,981	13	\$440.63	\$68,738
EE/Spouse	3	\$1,346.85	\$48,487	37	\$1,089.78	\$483,862	0	\$902.41	\$0
EE/Child	3	\$1,244.91	\$44,817	17	\$1,007.30	\$205,489	0	\$834.07	\$0
Family	4	\$2,018.30	\$96,878	49	\$1,633.08	\$960,251	0	\$1,352.23	\$0
	40		\$426,932	173		\$2,096,583	13		\$68,738
Combined Total							226		\$2,592,254
							with 10% contingency		\$2,850,000
Plan Design	\$1,000 Deductible Plan In Network			\$3,000 HDHP Plan In Network			\$5,000 HDHP Plan In Network		
Deductible	\$1,000 / \$2,000			\$3,000/\$6,000			\$5,000/\$10,000 (Embedded)		
Coinsurance	80%/20%			100%/0%			100%/0%		
Out of Pocket Max.	\$3,000 / \$6,000			\$3,000 / \$6,000			\$5,000/\$10,000		
Office Visit	\$25 copay			Deductible and Coinsurance			Deductible and Coinsurance		
Preventive Benefits	Paid at 100%			Paid at 100%			Paid at 100%		
Urgent Care	\$50 Copay			Deductible and Coinsurance			Deductible and Coinsurance		
Emergency Services	\$150 Copay followed by coinsurance			Deductible and Coinsurance			Deductible and Coinsurance		
Inpatient	Deductible and Coinsurance			Deductible and Coinsurance			Deductible and Coinsurance		
Outpatient	Deductible and Coinsurance			Deductible and Coinsurance			Deductible and Coinsurance		
Rx	\$10/\$20/\$40			Deductible and Coinsurance			Deductible and Coinsurance		



CONSENT ITEM



7D:	DART Annual Workers Compensation Renewal
Action:	Approve a one-year renewal of DART's Workers Compensation Coverage with Argent, not to exceed \$500,000.

Staff Resource: *Todd A. Sadler Chief Human Resource Officer*

Background:

- DART utilizes Holmes Murphy as our broker for Workers Compensation Insurance. Argent has been our provider of workers compensation insurance since July 1, 2014.
- The renewal increase for DART's workers compensation insurance coverage is 1% for FY23. The FY 23 rates renewal is estimated at \$439,456. Staff is recommending a 10% contingency to accommodate any changes in coverage or policy terms for a total renewal amount not to exceed \$500,000.
- A breakdown of coverage and associated rates is attached.

Action:

- Approve a one-year renewal of DART's Workers Compensation Coverage with Argent, not to exceed \$500,000.

Des Moines Area Regional Transit Authority
Workers Compensation Rate Comparison

Classification		Payroll			Rates Per \$100			Premium		
Description	Code	2021-22	2022-23	Chg	2021-22	2022-23	Chg	2021-22	2022-23	Chg
Limo Co: All Other Empl & Drivers-Scheduled	7382	10,277,255	10,127,010	-1%	4.47	4.55	2%	459,393	460,779	0%
Automobile Rental Co: Garage Employees	8385	2,199,440	2,423,680	10%	2.41	2.37	-2%	53,007	57,441	8%
Clerical Office Employees NOC	8810	5,245,365	5,601,430	7%	0.20	0.19	-5%	10,491	10,643	1%
Totals		17,722,060	18,152,120	2%				522,891	528,863	1%
Increased Limits Charge					1.1%	1.1%	0%	5,752	5,817	1%
Waiver of Subrogation								100	100	
Rate Deviated Premium					0%	0%		528,743	534,780	1%
Schedule Modification					10%	8%	-20%	581,617	577,562	-1%
Experience Modified Premium					0.83	0.84	1%	482,742	485,152	0%
ARAP Modified Premium-if applicable					1.00	1.00	0%	482,742	485,152	0%
Premium Discount					10.20%	10.20%	0%	49,240	49,486	0%
Discounted Premium								433,502	435,666	0%
Terrorism Charges					2%	2%		3,544	3,630	2%
Other Charges								0	0	
Expense Constant								160	160	0%
Total Premium								437,207	439,456	1%

The information on this page is proprietary. Please do not copy or distribute to others.

© 2016 HOLMES MURPHY ASSOCIATES



CONSENT ITEM



7E:	Transit Riders Advisory Committee (TRAC) Membership
Action:	Approve the two recommended new TRAC members and the two proposed alternates in case the recommended members are no longer able to commit to the position.

Staff Resource: *Catlin Curry, Mobility Coordinator*

BACKGROUND:

- Following the reconstitution of the DART Commission, the Transit Riders Advisory Committee (TRAC) was restructured to reflect these changes and now consists of 11 members who utilize DART Express Routes, Local Routes, Rideshare, and Paratransit services.
- The committee meets bi-monthly and seeks to represent key constituencies such as veterans, refugees, senior citizens, students and more. DART staff are seeking approval from the DART Commission of two (2) new members, two (2) alternates, and one (1) member slot to be held open for additional recruitment.
- The DART Executive Committee reviewed the proposed TRAC member recommendations outlined below and had no concerns.

CURRENT MEMBERSHIP:

Name	Membership	City of Residence	Term Expiration
Kirk Gustafson	Express Route	Des Moines	12/31/2024
Vacant	Express Route		TBD
Carrie Kruse	Local Route	Windsor Heights	12/31/2022
Kaylynn Strain	Local Route	Des Moines	12/31/2024
Vacant	Local Route		TBD
Zacharey Bradley	At-large	Des Moines	12/31/2022
Brandon Paulson	At-large	Des Moines	12/31/2024
Susan Wells	At-large	Des Moines	12/31/2022
Emmanuel Smith	Paratransit	Des Moines	12/31/2022
Justin Bates	Paratransit	Des Moines	12/31/2024
Vacant	Rideshare		TBD

APPLICATION PROCESS:

- Utilized previous applications and rider outreach from the Transit Optimization Study public meetings to recruit riders who have an interest in serving on the committee.
- Online and paper application were made available publicly through a variety of methods. This included social media posts and targeted email outreach.



CONSENT ITEM

7E: Transit Riders Advisory Committee (TRAC) Membership

- To determine a recommended slate, staff took into consideration strategic needs to ensure TRAC reflects a broad cross-section of DART customers, member communities and key constituencies.

PROPOSED NEW TRAC MEMBERS AND ALTERNATES:

First Name	Last Name	City	Representation	Slate
James	Hanold	West Des Moines	Local Route	Proposed New Member
Jeremy	Guenther	Urbandale	Express Route	Proposed New Member
Paul	Podbielski	Des Moines	Local Route	Proposed Alternate
Rebecca	Bryant	Urbandale	Express Route	Proposed Alternate
OPEN			Rideshare	Hold open for additional recruitment

RECOMMENDATION:

- Approve the two recommended new TRAC members and the two proposed alternates in case the recommended members are no longer able to commit to the position.



CONSENT ITEM



7F: Quarterly Investment Report

Action: Approve the recommended quarterly investment report for the third quarter of Fiscal Year 2022.

Staff Resource: Amber Dakan, Finance Manager

Background:

- DART began investing its reserve dollars in April 2016 with the intent to maximize the value of our assets.
- The 3rd quarter of FY2022 (January 1 – March 31, 2022) ended with \$5,593,439.45 in our investment portfolio.
- The current quarterly statement recognized \$2,723.52 in interest income.
- Portfolio assets are primarily held in a market-based savings deposit account. The quarter ended with a 0.20% interest rate. The Finance Staff continue to work with PMA to maximize earning interest vehicles.
- Attached within the packet is DART's Quarterly Investment Report.

Recommendation:

- Approve the recommended quarterly investment report for the third quarter of Fiscal Year 2022 (January 1 – March 31, 2022).



PMA Quarterly Statement

(39427-101) Investment Account

Statement Period

Jan 1, 2022 to Mar 31, 2022

Statement for the Account of:

Des Moines Area Regional Transit Authority

Des Moines Area Regional Transit Authority

Amber Dakan

620 Cherry Street

Des Moines, IA 50309

(39427-101) Investment Account | Page 1 of 5



Des Moines Area Regional Transit Authority

Statement Period

Jan 1, 2022 to Mar 31, 2022

SDA / MMA TRANSACTION ACTIVITY

FEDERATED FUNDS			BEGINNING BALANCE			\$87,348.51
Transaction	Date		Deposits	Withdrawals	Interest / Adjust	Balance
21079	01/25/22	Withdrawal		(\$83.33)		\$87,265.18
21125	01/31/22	Interest			\$1.86	\$87,267.04
21134	02/25/22	Withdrawal		(\$83.33)		\$87,183.71
21158	02/28/22	Interest			\$1.67	\$87,185.38
21170	03/25/22	Withdrawal		(\$83.33)		\$87,102.05
21192	03/31/22	Interest			\$5.28	\$87,107.33
TOTALS FOR PERIOD			\$0.00	(\$249.99)	\$8.81	
			ENDING BALANCE			\$87,107.33

BANK IOWA			BEGINNING BALANCE			\$5,503,617.41
Transaction	Date		Deposits	Withdrawals	Interest / Adjust	Balance
250201	01/31/22	Interest			\$934.96	\$5,504,552.37
251306	02/28/22	Interest			\$844.48	\$5,505,396.85
252542	03/31/22	Interest			\$935.27	\$5,506,332.12
TOTALS FOR PERIOD			\$0.00	\$0.00	\$2,714.71	
			ENDING BALANCE			\$5,506,332.12

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 2 of 5



Des Moines Area Regional Transit Authority

Statement Period

Jan 1, 2022 to Mar 31, 2022

FIXED INCOME INVESTMENTS

INTEREST

Type	Holding ID	Transaction Date	Description	Interest
MMA	21125	01/31/22	Federated Funds	\$1.86
SDA	250201	01/31/22	Savings Deposit Account - BANK IOWA	\$934.96
MMA	21158	02/28/22	Federated Funds	\$1.67
SDA	251306	02/28/22	Savings Deposit Account - BANK IOWA	\$844.48
MMA	21192	03/31/22	Federated Funds	\$5.28
SDA	252542	03/31/22	Savings Deposit Account - BANK IOWA	\$935.27
Totals for Period:				\$2,723.52



Des Moines Area Regional Transit Authority

Statement Period
Jan 1, 2022 to Mar 31, 2022

CURRENT PORTFOLIO

Type	Code	Holding ID	Trade	Settle	Maturity	Description	Cost	Rate	Face/Par	Market Value
MMA		21192-1		03/31/22		Federated - Government Obligations Fund	\$87,107.33	0.148%	\$87,107.33	\$87,107.33
SDA	CC	252542-1		03/31/22		Savings Deposit Account - BANK IOWA	\$5,506,332.12	0.200%	\$5,506,332.12	\$5,506,332.12
Totals for Period:							\$5,593,439.45		\$5,593,439.45	\$5,593,439.45

Deposit Codes:
5) Promontory

Weighted Average Portfolio Yield: 0.000 %
Weighted Average Portfolio Maturity: 0.00 Days

Portfolio Summary:

Type	Allocation (%)	Allocation (\$)	Description
MMA	1.56%	\$87,107.33	Money Market Account
SDA	98.44%	\$5,506,332.12	Savings Deposit Account

Note: Weighted Yield & Weighted Average Portfolio Maturity are calculated using "Market Value" and are only based on the fixed rate investments (excluding SDA Investments).

"Cost" is comprised of the total amount you paid for the investment including any fees and commissions.

"Rate" is the Net Yield to Maturity.

"Face/Par" is the amount received at maturity.

"Market Value" reflects the market value as reported by an independent third-party pricing service. Certificates of Deposit and Commercial Paper and other assets for which market pricing is not readily available from a third-party pricing service are listed at "Cost".

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 4 of 5



Quarterly Statement

About Your Account and Statement

Securities and municipal advisory brokerage services (investments purchased with proceeds from a municipal securities issuance), and investments cleared through our clearing firm, Pershing LLC, are offered through PMA Securities LLC, a broker-dealer and municipal advisor registered with the SEC and MSRB, and a member of FINRA and SIPC. All other products and brokerage services are generally provided by PMA Financial Network LLC. Thus, certificates of deposit ("CD"), savings deposit accounts ("SDA") and commercial paper ("CP") may be executed through either PMA entity, as applicable, depending on whether the investment was purchased with proceeds derived from municipal securities. PMA Securities, LLC and PMA Financial Network, LLC operated under common ownership and are affiliated with Prudent Man Advisors, LLC.

Fixed Rate Investment Activity

This section shows all of the fixed term investments purchased and sold, maturities, interest received, and activity. This will include all CD, SDA, CP, securities and money market funds purchased through PMA Financial Network, LLC or PMA Securities, LLC as applicable. It also shows the approximate market value of each security whose price is obtained from an independent source believed to be reliable. However, PMA cannot guarantee their accuracy. This data is provided for informational purposes only. Listed values should not be interpreted as an offer to buy or sell at a specific price. CD's and CP are listed at their original cost. Redemption of a CD prior to maturity may result in result in early withdrawal penalties. Market values are based on the last day of the month for which this report date range is ending. If the run date of this report is prior to the end of the current month, the market values are listed as equivalent to the cost values.

Money Market Fund

The Rate shown for the money market fund represents the average net interest rate over the previous month which is then annualized. Information regarding the money market fund's investment objectives, risks, changes and expenses can be found in the money market fund's prospectus, which can be obtained by calling PMA at the phone numbers listed. The performance data featured represents past performance, which is no guarantee of future results. Investment returns will fluctuate. Current performance may be higher or lower than the performance data quoted. Please call PMA for the most recent performance figures.

The performance data featured represent past performance, which is no guarantee of future results. Investment returns will fluctuate. Current performance may be higher or lower than the performance data quoted. Please call PMA for the most recent performance figures.

Additional Disclosures

All funds, and/or securities are located and safe kept in an account under the client's name at their custodial bank. Any certificates of deposit listed are located in the client's name at the respective bank. Any money market fund shares are held directly with the money market fund. It is recommended that any oral communications be re-confirmed in writing to further protect your rights, including rights under the Securities Investor Protection Act.

Debt Securities

Some debt securities are subject to redemption prior to maturity. In the event of a partial or whole call of a security, the securities call will be automatically selected on a random basis as is customary in the securities industry. The probability that your securities will be selected is proportional to the amount of your holdings relative to the total holdings. Redemption prior to maturity could affect the yield represented. Additional information is available upon request.

A financial statement of PMA Securities, LLC is available for inspection at its office or a copy will be mailed to you upon written request.

PLEASE ADVISE PMA AND OUR CLEARING FIRM, PERSHING LLC, IMMEDIATELY OF ANY INACCURACY OR DISCREPANCY ON YOUR STATEMENT. FOR A CHANGE OF ADDRESS OR QUESTIONS REGARDING YOUR ACCOUNT, PLEASE NOTIFY YOUR PMA REPRESENTATIVE. ANY ORAL COMMUNICATIONS SHOULD BE RE-CONFIRMED IN WRITING.

How to Contact PMA

Please call (630)657-6400 or write to us at PMA, 2135 CityGate Lane, 7th Floor, Naperville, IL 60563.

How to Contact Pershing, LLC

Please call (201)413-3330 or write to Pershing LLC, One Pershing Plaza, Jersey City, New Jersey, 07399.

In accordance with FINRA Rule 2267, PMA Securities, LLC is providing the following information in the event you wish to contact FINRA. You may call (301)590-6500 or write to FINRA at 1735 K Street NW, Washington, D.C. 20006-1500. In addition to the public disclosure number (800) 289-9999. FINRA provides an investor brochure which describes their Public Disclosure Program. Additional information is also available at www.finra.org.

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 5 of 5



CONSENT ITEM



7G: March FY2022 Consolidated Financial Report

Action: Approve the March 2022 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue year to date is slightly under budget at 0.53% year to date. Other Contracted Services and Unlimited Access account for the higher than budget revenues which are offsetting some categories such as Mobile Ticketing and ESP Passes that are underperforming compared to budget.
- Fixed Route Non-Operating revenue is ahead of budget by 13.3% 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 42.6%. Polk County Funding is the highest driver trending above levels.
- Paratransit Non-Operating revenue is slightly ahead of budget by 0.49% year to date with 5310 Elderly/Disabled Grant Funds tracking ahead of budget.
- Rideshare revenues are under budget year to date by 9.61% December concluded the TPI partnership. Although Rideshare continues to seek new partnerships, revenue per month for the remaining fiscal year will be at decreased levels.
- Rideshare Non-Operating revenue is tracking according to budget year to date as a result of the recognition of CARES grant funding.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are seeing a 5.7% 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 7.2% over budget. Salaries, Wages & Fringes related to changes in operator retention efforts and Equipment Repairs Parts are two categories attributing to the over budget levels.
- Rideshare Budget Summary – Rideshare has a budget savings of 25.6% year to date. All categories are seeing savings. Miscellaneous Expenses and Services are showing the highest savings. Miscellaneous Expenses is seeing specifically seeing savings due to gain on sales of retired Rideshare vehicles.



CONSENT ITEM

7G: March FY2022 Consolidated Financial Report

Recommendation:

- Approve the March FY2022 Consolidated Financial Report.

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

Fixed Route	\$ 4,372,828	Reserve for Accidents (See Balance Sheet):
Paratransit	\$ (65,213)	\$168,269.86
Rideshare	<u>\$ 83,252</u>	
Total	\$ 4,390,867	

FY2022 Financials:

March 2022

FIXED ROUTE	March 2022			Year-To-Date-(9) Months Ending 03/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	254,056	346,217	(92,161)	3,099,573	3,115,950	(16,377)
Non-Operating Revenue	2,431,138	2,472,240	(41,103)	25,198,194	22,250,162	2,948,032
Subtotal	2,685,193	2,818,457	(133,264)	28,297,767	25,366,112	2,931,655
Operating Expenses	2,775,028	2,818,457	43,429	23,924,939	25,366,112	1,441,174
Gain/(Loss)	(89,835)	-	(89,835)	4,372,828	-	4,372,828

PARATRANSIT	March 2022			Year-To-Date-(9) Months Ending 03/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	7,074	29,075	(22,001)	373,126	261,675	111,451
Non-Operating Revenue	834,235	261,022	573,213	2,360,716	2,349,197	11,519
Subtotal	841,309	290,097	551,212	2,733,841	2,610,872	122,969
Operating Expenses	331,296	290,097	(41,199)	2,799,054	2,610,872	(188,182)
Gain/(Loss)	510,012	-	510,012	(65,213)	-	(65,213)

RIDESHARE	March 2022			Year-To-Date-(9) Months Ending 03/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	16,190	30,000	(13,810)	244,043	270,000	(25,957)
Non-Operating Revenue	157,528	17,508	140,020	157,528	157,574	(45)
Subtotal	173,719	47,508	126,211	401,571	427,574	(26,002)
Operating Expenses	33,248	47,508	14,261	318,319	427,574	109,254
Gain/(Loss)	140,471	-	140,471	83,252	-	83,252

SUMMARY	March 2022			Year-To-Date-(9) Months Ending 03/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	277,320	405,292	(127,972)	3,716,741	3,647,625	69,116
Non-Operating Revenue	3,422,901	2,750,770	672,130	27,716,438	24,756,933	2,959,505
Subtotal	3,700,221	3,156,062	544,159	31,433,180	28,404,558	3,028,622
Operating Expenses	3,139,572	3,156,062	16,490	27,042,312	28,404,558	1,362,246
Gain/(Loss)	560,648	-	560,648	4,390,867	-	4,390,867



ACTION ITEM



8A:	Funding Study Advisory Committee Recommendation
Action:	Approve the recommended individuals for the Governor to consider appointing to the funding study advisory committee

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

Background:

- Diversifying funding away from property taxes has been DART's top legislative priority during the 2021 and 2022 Legislative Sessions.
- In early April, the Iowa House of Representatives passed House File 2579 to the [Rebuild Iowa Infrastructure Fund bill](#) (RIIF), which included a provision requiring the Iowa Department of Transportation to complete a study to determine alternate ways to increase DART funding without increasing property taxes.
- Assuming that the Iowa Senate approves the RIIF bill and that Governor signs the bill, an advisory committee would be formed to oversee the study and would be required to submit a report containing its findings and recommendations no later than December 15, 2022.
- The advisory committee will be comprised of 5 voting members, including:
 - Department of Transportation Director (or designee)
 - Department of Revenue Director (or designee)
 - A Polk County Supervisor, appointed by the Governor
 - A City Council member from within DART's service area, appointed by the Governor
 - A representative appointed by the DART Commission
- The advisory committee will also have four nonvoting members, including:
 - Two state representatives, one appointed by the Speaker and one appointed by the minority leader
 - Two state senators, one appointed by the majority leader and one appointed by the minority leader

Funding Advisory Committee Appointments:

- It was suggested by DART's state lobbyists, PolicyWorks LLC, to provide a recommendation to the Governor for her local elected official appointments on the advisory committee.
- Based on DART Executive Committee discussions the recommended appointments include:
 - **Member of a City Council in Polk County** - Paula Dierenfeld, Mayor of Johnston, has been a Commissioner or Alternate on the DART Commission for more than 10 years.
 - **Polk County Supervisor** – Angela Connolly or Steve Van Oort, both have been involved with DART since its inception and both have previously served as Chair of the DART Commission.



ACTION ITEM

8A: Funding Study Advisory Committee Recommendation

- In addition to recommending these specific appointments, the Governor will be provided with a list of the full Board of Commissioners.
- This recommendation will be shared with the Governor in a letter from the DART Commission after the bill has passed both the House and Senate.

Recommendation:

- Approve the recommended appointments.



ACTION ITEM



8B: June 2022 Service Change

Approve the following actions related to the June 2022 Service Change:

- Action:**
- **Approve the Title VI Service Equity Analysis for the June 2022 Service Change**
 - **Approve service changes to select fixed routes effective June 12, 2022**

Staff Resource: *Luis Montoya, Chief Planning Officer*

Background:

- DART regularly evaluates its services and implements any necessary route and/or schedule changes to continue to improve the efficiency and effectiveness of fixed-route bus service.
- In June, schedules for Express Routes would be updated in response to changes in ridership levels and travel preferences resulting from the impacts of the COVID-19 pandemic. New schedules reduce the overall number of trips provided on Express routes and modify existing trip times to offer more flexibility and respond to customer preferences.
- Route 16 will be updated with new alignment in Downtown Des Moines in response to new roadway conditions.
- Additionally, Route 17 will include select trips extending to the Adventureland amusement park area for employee arrivals and departures.
- The D-Line Downtown free shuttle will maintain 15-minute frequency.
- DART would also discontinue DMPS school services for the summer.

Proposed Changes:

1. Realign Route 16—Douglas Ave

- Route 16 in Downtown Des Moines has been operating on a detour since 2019 in the Outbound direction due to a road construction project on Mulberry Street.
- Mulberry Street has reopened with a redesigned curbline, resulting in DART vehicles having difficulty making a left turn.
- The route will be realigned to operate outbound along 6th Avenue to Grand Ave and back to regular route on 8th Street. Likewise, the inbound direction will turn left onto Locust Street and right onto 7th Street.
- Four (4) bus stops will be removed and relocated along the route at existing bus stops.

2. New limited service to Adventureland amusement park on Route 17—Hubbell Ave

- Select service will be offered to the Adventureland amusement park by extending existing trips from Outlets of Des Moines to Adventureland Inn. Scheduled trips will correspond with employee arrival and departure times 7-days a week.



ACTION ITEM

8B: June 2022 Service Change

3. Maintain D-Line at 15-minute frequency

- The D-Line, serving as a free shuttle in Downtown Des Moines, was reduced to 15-minute service from 10-minute service in late January 2022.
- Service will be designed to be operated at 15-minute during operating hours to improve real-time travel information.

4. New Express Route schedules

- All Express Routes, 92, 93, 94, 95, 96, 98 and 99, will have reduced number of daily trips.
- Express Route ridership declined in March 2020 by 90%. Despite modest return, Express routes carry 25% of the passengers today relative to pre-COVID.
- Staff prepared updated schedules to respond to current market trends by maintaining popular trip times, shifting trip times to better align with new working hours, focused on giving customers flexibility in travel times, and discontinuing trips with very low ridership.
- During two phases of public outreach, staff received customer travel preferences, major employer return-to-work plans, and researched existing and past travel patterns. Customers were presented with proposed schedules to provide feedback.
- Final schedules were modified to respond to customer feedback with a substantial number of customers indicating that the new schedules had either no impact or a positive impact on their future use of DART services.

Title VI:

- As required by Federal regulations and consistent with DART's adopted Title VI Program, staff conducted an analysis of the potential impact that the proposed changes would have on minority and low-income individuals. The full analysis and report is included in the agenda packet.
- Based on DART policies and the extent of the proposed changes, staff identified this as a major service, but the service equity analysis found no disparate impact on minority individuals.
- The D-Line is identified to have a disproportionate burden on low-income individuals based on demographics of neighborhood residents. Even with the proposed change, the D-Line will continue to be a free service which operates as some of the highest service levels in the DART network at 15-minute frequency, which staff believes is a mitigating factor to the identified impact.

Recommendation:

Approve the following actions related to the June 2022 Service Change:

- Approve the Title VI Service Equity Analysis for the June 2022 Service Change
- Approve service changes to select fixed routes effective June 12, 2022



Title VI Service Equity Analysis for June 2022 Service Changes

Prepared March 2022

Purpose

In compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA) requires all transit agencies receiving federal funding to monitor the performance of their systems, ensuring services are made available and/or distributed equitably. Each transit agency must develop a Title VI Program to document its policies and procedures for meeting FTA requirements. The DART Title VI Program (last updated in May 2019) stipulates that any major service change must be evaluated to determine its impact on minority (race, ethnicity or national origin) and low-income populations.

The Des Moines Area Regional Transit Authority (DART) is the primary fixed-route transit operator serving the Des Moines Metropolitan Area and the largest public transit agency in Iowa. The agency serves 11 cities and other parts of Polk County. Member communities include: Altoona, Ankeny, Bondurant, Clive, Des Moines, Grimes, Johnston, Pleasant Hill, Urbandale, West Des Moines, and Windsor Heights. DART operates Local, Express, Shuttle, and On-Call services.

This Title VI analysis will perform the following functions:

- Describe the June 2022 service changes that continue to be in effect
- Determine whether the changes constitute a "major service change" or not,
- Evaluate how the changes may impact low-income and minority populations, and
- Identify strategies to avoid, minimize, or mitigate any disproportionate burdens, disparate impacts or any potentially negative outcomes.

Relevant Policies

DART's Service and Fare Equity Policy (approved by the Commission in March 2019 and included in DART's 2019 Title VI Program Update) outlines how Title VI analysis should be performed for any major service change. The following definitions apply to this service change Title VI analysis:

- **Major Service Change:** A major service change is when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 or more percent. (DART 2019 Title VI Program Update, Service and Fare Equity Policy)
- **Disparate Impact:** DART will consider a proposed major service change to have a disparate impact if the affected route's minority population is more than 5 percentage points greater than the system average.
- **Disproportionate Burden:** DART will consider a proposed major service change to have a disproportionate burden if the affected route has a low-income population more than 5 percentage points greater than the system average.

Proposed Route Changes for June 2022

The scope of the June 2022 service changes are to update Express Route schedules to respond to new commuting patterns and demand as a result of COVID-19. Table 1 lists the changes in service levels proposed for June 2022.

Table 1 Service Changes for June 2022

Route	Proposed Service Changes
17 – Hubbell Avenue	<ul style="list-style-type: none"> • Extension on select trips to Adventureland Inn.
D-Line	<ul style="list-style-type: none"> • Reduce number of trips.
92 – Hickman Express	<ul style="list-style-type: none"> • Reduce number of trips.
93 – NW 86th Express	<ul style="list-style-type: none"> • Reduce number of trips.
94 – Westown Express	<ul style="list-style-type: none"> • Reduce number of trips.
95 – Vista Express	<ul style="list-style-type: none"> • Reduce number of trips.
96 – EP True Express	<ul style="list-style-type: none"> • Reduce number of trips.
98 – Ankeny Express	<ul style="list-style-type: none"> • Reduce number of trips.
99 – Altoona Express	<ul style="list-style-type: none"> • Reduce number of trips.

Impact of Service Changes

DART policy requires that all major service changes be evaluated for any potential disproportionate burden or disparate impact. The impacts of proposed changes must be calculated to determine whether or not the change is a “major service change.” Route-by-route changes in revenue hours and miles is summarized in Table 2 located in the appendix.

Result: DART defines a “major service change” as when 25 percent or more of a route’s revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 percent”. Analysis found the following changes meet the criteria of a major service change: Routes D-Line, 92 – Hickman Express, 95 – Vista Express, 96 – EP True Express, and 99 – Altoona Express (See Appendix Table 2). Thus, changes to these routes will be the focus for the remainder of the report. Changes to remaining impacted routes are not considered a major service change by DART’s policy.

Table 2 Major Service Changes for June 2022

Route	Major Service Change
<p>D-Line – Downtown Shuttle</p>	<ul style="list-style-type: none"> The D-Line Downtown Shuttle is a free circulator route operating in Downtown Des Moines. Service operates every 10 minutes during the service period Monday-Friday 6:30 am – 6:00 pm. During the response to the pandemic in Spring 2020, the D-Line was reduced to 15 minute service. After a period of reintroducing 10-minute service from August 2021 – January 2022, service was again reduced to 15 minutes in response to overall operator shortage and low ridership. <p>The service decrease would restore service to a population that is 38% minority and 21% low-income. This change does not create a Disparate Impact but the low-income population is above the Disproportionate Burden threshold.</p>
<p>92 – Hickman Express</p>	<ul style="list-style-type: none"> 14 peak hour commuter trips, operating along Hickman Avenue between Urbandale and Downtown Des Moines on weekdays, will be reduced to 8. <p>The service decrease affects a service population that is 30% minority and 13% low-income. The minority population is below the Disparate Impact threshold for Major Service Changes and does not exceed the Disproportionate Burden threshold.</p>
<p>95 – Vista Express</p>	<ul style="list-style-type: none"> 6 peak hour commuter trips, operating along Vista Drive between West Des Moines and Downtown Des Moines on weekdays, will be reduced to 4 daily trips. <p>The service decrease affects a service population that is 30% minority and 13% low-income. The minority population is below the Disparate Impact threshold for Major Service Changes and does not exceed the Disproportionate Burden threshold.</p>

<p>96 – EP True Express</p>	<ul style="list-style-type: none"> 8 peak hour commuter trips, operating along EP True Parkway between West Des Moines and Downtown Des Moines on weekdays, will be reduced to 6 daily trips. <p>The service decrease affects a service population that is 28% minority and 11% low-income. The minority population is below the Disparate Impact threshold for Major Service Changes and does not exceed the Disproportionate Burden threshold.</p>
<p>99 – Altoona Express</p>	<ul style="list-style-type: none"> 14 peak hour commuter trips, operating between Altoona and Downtown Des Moines on weekdays, will be reduced to 7 daily trips. <p>The service decrease affects a service population that is 36% minority and 14% low-income. The minority population is below the Disparate Impact threshold for Major Service Changes and does not exceed the Disproportionate Burden threshold.</p>

Summary of Findings

Six routes have been determined to be a Major Service Change in accordance with DART policy as determined by the decrease in both revenue miles and revenue hours. No route was determined to have a disparate impact. The D-Line Downtown Shuttle is the only change which was identified to have a disproportionate burden.

The low-income population in proximity to the D-Line was identified to have a potential disproportionate burden. The D-Line is uniquely a free route operating in Downtown Des Moines between 17th Street and E 13th Street along Grand Avenue and Locust Street respectively. At the proposed 15-minute frequency, the service remains at some of the highest service levels in the network. In addition, The D-Line is shares stops with 17 other routes and can provide alternative journeys (alternate routes: 1, 3, 4, 5, 11, 14, 16, 17, LINK, 60, 92, 93, 94, 95, 96, 98 and 99.)



APPENDIX

Methodology and Analysis

Assessment of Service Proposal for Major Service Change Determination

A major service change is when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 or more percent." (DART 2019 Title VI Program Update, Service and Fare Equity Policy). Table 2 below shows the magnitude of the proposed change by each affected route. Highlighted routes are identified as major service changes.

Table 3 Service Change Hours and Miles Comparison

Proposed Service Changes Revenue Hours and Miles Comparison							
Route	Route Description	Current		Proposed		% change in Revenue Hours	% change in Revenue Miles
		Revenue Hours	Revenue Miles	Revenue Hours	Revenue Miles		
17	HUBBELL AVENUE	39.5	737.76	39.6	740.00	marginal	marginal
DL	D-LINE	23.5	320.20	16.0	214.19	-32%	-33%
92	HICKMAN EXPRESS	8.6	255.25	4.4	121.22	-49%	-53%
93	NW 86 TH EXPRESS	9.5	223.39	7.6	190.93	-20%	-15%
94	WESTOWN EXPRESS	3.8	84.94	3.0	71.92	-21%	-15%
95	VISTA EXPRESS	3.2	89.23	2.1	56.45	-34%	-37%
96	EP TRUE EXPRESS	6.1	138.25	4.3	100.57	-30%	-27%
98	ANKENY EXPRESS	15.3	424.34	12.3	344.36	-20%	-19%
99	ALTOONA EXPRESS	7.2	205.34	3.5	105.34	-51%	-49%
	FULL NETWORK	563.3	10,486.40	525.8	9,766.61	-7%	-7%

Geographic Concentrations of Minority and Low-Income Populations

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.

2020 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.

Population Analysis

Methodology: To evaluate which demographic groups would be impacted by the proposed service changes, geographic concentrations of minority and low-income populations were identified using Geographic Information Systems (GIS) analysis. All Census block groups were joined with 2020 Decennial Census data for demographic data by race and ACS 5-Year Estimate 2016-2020 for poverty. All people living within a half-mile of the DART network were included in the analysis. The percentage of minority and low-income riders for each route were compared to the percentages for the total system, per DART policy. A route with a major service change that serves a population that is 5 percentage points or more above the system average minority population or low-income population would indicate a disparate impact or disproportionate burden, respectively.

Result: Table 3 includes the population and minority and low-income percentages for each route with above-average routes highlighted. Above-average block groups are also identified in Map 1 and Map 2.

Table 4 DART Network Demographics, 2020 Decennial Census and ACS 2020 5-Year Average

Minority and Low-Income Population by Route					
Route	Total Population	Low-Income Population	Low-Income Percentage	Minority Population	Minority Percentage
1	30,978	5,804	18.7%	11,759	38.0%
3	36,118	7,786	21.6%	13,822	38.3%
4	41,436	7,047	17.0%	18,359	44.3%
5	46,837	6,510	13.9%	13,054	27.9%
6	24,911	3,819	15.3%	10,384	41.7%
7	25,741	3,520	13.7%	8,511	33.1%
8	23,091	2,768	12.0%	6,532	28.3%
10	27,816	5,001	18.0%	11,891	42.7%
11	26,189	3,455	13.2%	6,373	24.3%
13	10,200	2,338	22.9%	5,611	55.0%
14	39,612	7,115	18.0%	16,157	40.8%
15	22,691	4,932	21.7%	11,020	48.6%
16	39,324	7,629	19.4%	18,204	46.3%
17	39,386	8,126	20.6%	16,989	43.1%
50	36,657	4,922	13.4%	14,087	38.4%
52	51,268	6,745	13.2%	16,114	31.4%
60	35,336	8,053	22.9%	13,202	37.4%
72	39,902	2,529	6.3%	9,396	23.5%
74	15,654	1,161	7.4%	4,074	25.6%
92	65,471	8,567	13.1%	19,548	29.9%
93	62,772	7,962	12.7%	18,504	29.5%
94	46,613	6,791	14.6%	14,953	32.1%
95	47,591	6,056	12.7%	14,095	29.6%
96	65,590	7,442	11.3%	18,437	28.1%
98	42,566	5,929	13.9%	13,260	31.2%
99	34,407	6,107	17.7%	12,448	36.2%
D-LINE	11,392	2,344	20.6%	4,301	37.8%
LINK	7,421	1,540	20.7%	2,841	38.3%
System Total	997,222	151,998	15.2%	343,925	34.5%
Finding Threshold			20.2%		39.5%

Figure 1 DART Service Area: Areas of Above Average Minority Populations

DART Routes Relative to Average Minority Population

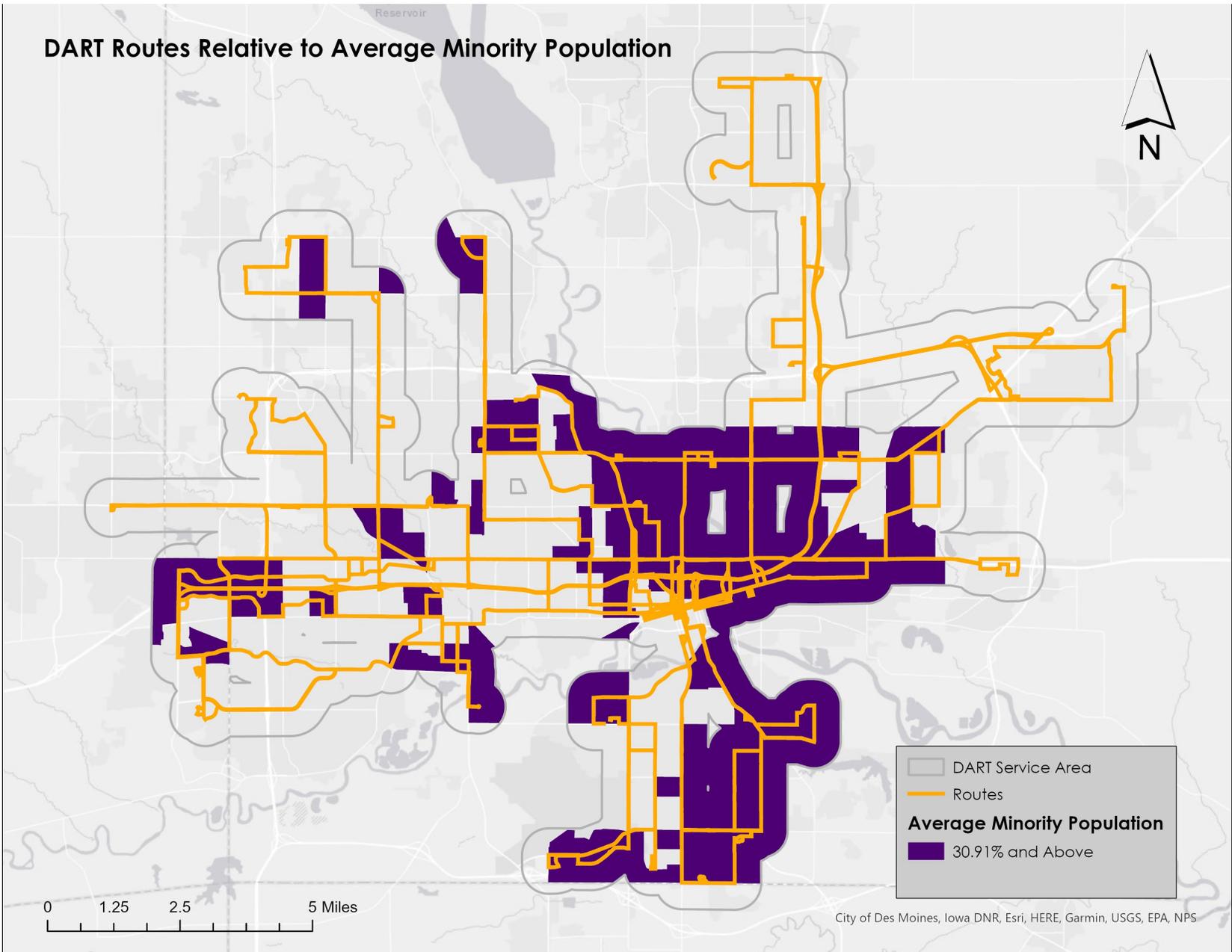
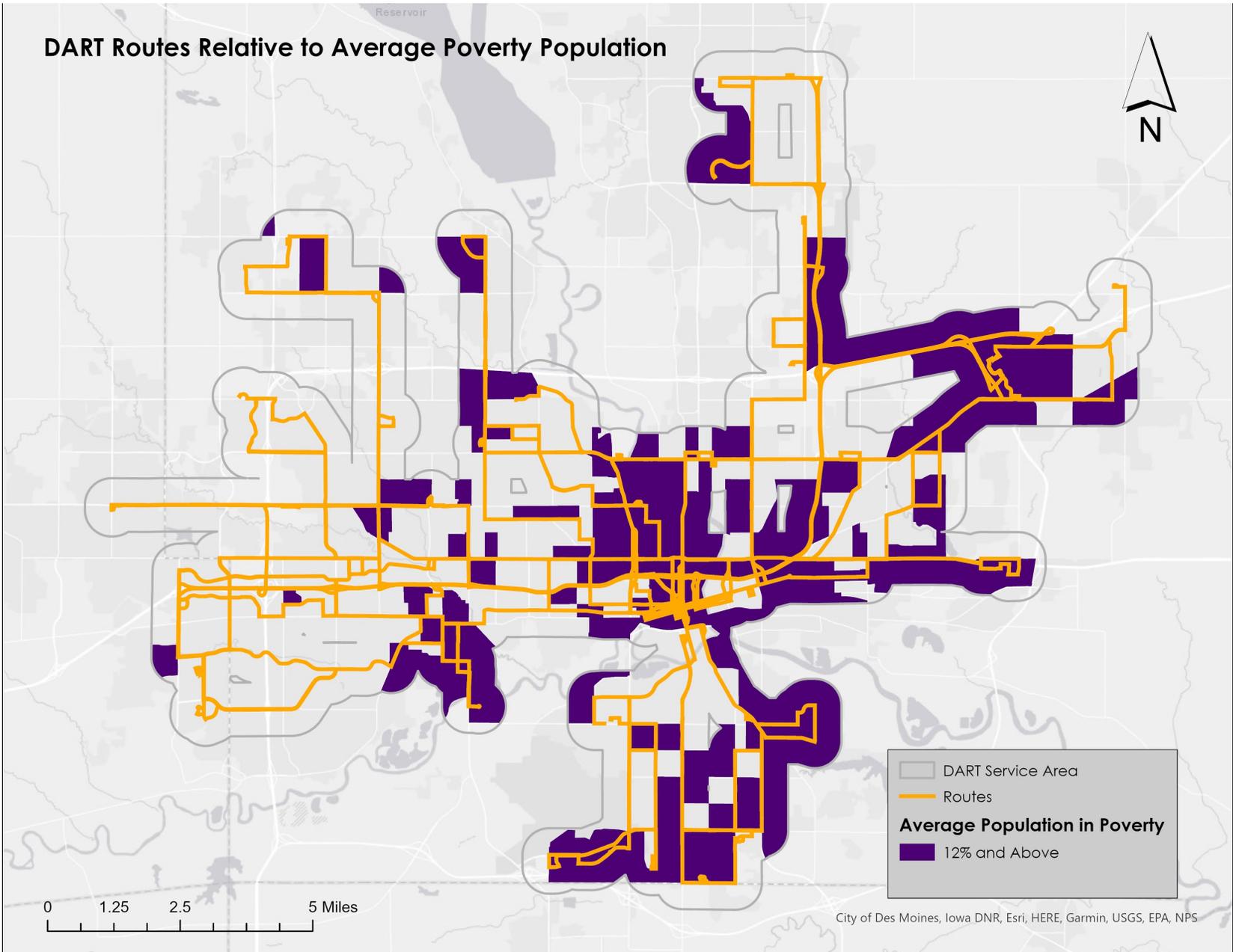


Figure 2 DART Service Area: Areas of Above Average Poverty

DART Routes Relative to Average Poverty Population



City of Des Moines, Iowa DNR, Esri, HERE, Garmin, USGS, EPA, NPS



ACTION ITEM



8C:	Title VI Program Update
Action:	Approve Title VI Program Update

Staff Resource: *Luis Montoya, Chief Planning Officer*

Background:

- As a recipient of federal funding, DART is required to operate its programs and activities in accordance with Title VI of the Civil Rights Act of 1964 and its amendments, collectively known as Title VI, which prohibit discrimination on the basis of race, color or national origin.
- A Title VI Program must be updated every three years and submitted to the Federal Transit Administration (FTA) Region VII Civil Rights Officer to verify compliance.
- The program is a comprehensive document, including the Title VI public notices, complaint procedures and complaint forms; a list of Title VI investigations, lawsuits and complaints; table of racial composition of non-elected bodies, where membership is selected by DART; locations of DART stations and facilities; customer demographics and travel patterns; and system performance measures. DART also includes its Public Participation Plan and Limited English Proficiency plan in its Title VI program update.
- DART's last Title VI Plan update was approved by the DART Commission and accepted by the FTA in 2019.
- A complete version of the Title VI Program Update is included in the meeting packet.
- The updates for 2022 include Census 2020 demographic data, Limited English Proficiency analysis, and service monitoring activities. DART also updated its Public Participation Plan and Limited English Proficiency Plan to reflect new and improved methods for sharing and collecting information with customers.
- A public meeting was held at DART Central Station on April 21, 2022 to share and discuss the Public Participation Plan and the Title VI Program Update. Title VI Program Update materials were made available on the DART website, and shared with DART customers, stakeholders, and the general public in accordance with our Public Participation Plan.

Recommendation:

- Approve the 2022 Update to DART's Title VI Program.



2022

TITLE VI PROGRAM UPDATE



Submitted by:

**Des Moines
Area Regional
Transit Authority
515-283-8102**

Recipient ID: 1831

Submitted to:

**Federal Transit Administration
Region 7**

MAY 2022



Table of Contents

- 1 Introduction 4
- 2 General Requirements & Guidelines 5
 - 2.1 Annual Title VI Certification and Assurance 5
 - 2.2 Title VI Notice 5
 - 2.3 Title VI Complaint Procedures 6
 - 2.4 Record of Title VI Investigations, Complaints, and Lawsuits..... 8
- 3 Public Participation Plan 9
 - 3.1 Purpose..... 9
 - 3.2 Goals..... 10
 - 3.3 Principles..... 11
 - 3.4 Public Input Policy 11
 - 3.5 Customer Preferences 13
 - 3.6 Direct Communication Methods 15
 - 3.7 Methods of Involving the Public 18
 - 3.8 Selection of meeting times and locations 19
 - 3.9 Public Outreach Between April 2019 – April 2022 20
 - 3.10 Translation and Interpretive Services 21
 - 3.11 DART Partners..... 22
 - 3.12 Equity Considerations 23
 - 3.13 Outcomes 23
 - 3.14 Conclusion 24
- 4 Limited English Proficiency (LEP) and Language Assistance..... 25
 - 4.1 Four Factor Framework Analysis 25
 - 4.2 Implementation Plan 32
 - 4.3 Monitoring and Updating the Language Assistance Plan..... 35
- 5 Racial Breakdown of Non-Elected Committees..... 36
- 6 Efforts to Ensure Subrecipient Compliance with Title VI 38
- 7 Environmental Justice Analysis of Construction Projects 39
- 8 Title VI Program-Specific Requirements for Transit Providers 40
 - 8.1 Requirements to Set Service Standards and Service Policies..... 40
 - 8.2 Collection of Demographic Data..... 40
 - 8.3 Results of Program Monitoring and Reports..... 42
 - 8.4 Public Engagement Process for Setting Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy 46
 - 8.5 Major Service Change, Disparate Impact Policy, & Disproportionate Burden Policy 48



8.6 Results of Service Analysis and/or Fare Equity Analysis since Last Submission 48
9 DART Commission Approval of Title VI Program..... 50
Appendices..... 51



1 Introduction

This 2022 Title VI Program Update of the Des Moines Area Regional Transit Authority (DART) is offered to verify compliance with Civil Rights Act of 1964 and its amendments (42 U.S.C. §2000d), collectively known as Title VI, which prohibit discrimination on the basis of race, color or national origin in programs and activities that receive federal funds.

This document has been produced consistent with the guidelines in Federal Transit Administration (FTA) Circular 4702.1B, effective October 1, 2012, as well as the requirements of 49 C.F.R. § 21.23(f). Updates to this Title VI Program are submitted to the Federal Transit Administration Region Seven Civil Rights Officer every three years, as required by 49 CFR Section 21.9(b). The date arranged by FTA for submittal of the DART 2022 Title VI Program Update is June 1, 2022.

DART is a regional transit authority and is governed by an independent commission. Effective July 1, 2022, DART's service area includes the following communities: Altoona, Ankeny, Bondurant, Clive, Des Moines, Grimes, Johnston, Pleasant Hill, Unincorporated Polk County, Urbandale, West Des Moines, and Windsor Heights. DART operates 17 fixed local routes, 7 express routes, 4 shuttle routes, 1 microtransit zone and 3 on-call zones. DART Paratransit provides both general public demand response transportation services as well as ADA complementary service. DART also has an extensive RideShare program that operates more than 28 vans throughout the region serving approximately 125 customers. The population of Des Moines is approximately 218,000 and the regional metro service area has a population of approximately 519,131. About 2.4 million unlinked passenger trips are provided annually.

This 2022 Title VI Program Update has been prepared to verify that:

- ▶ DART benefits and services supported by FTA funds are available to, and fairly distributed among, transit customers without regard to race, color or national origin;
- ▶ The opportunity and ability of persons to participate in transit planning, programming and implementation is not limited on the basis of race, color or national origin; and
- ▶ Any necessary corrective, remedial and affirmative actions have been taken to eliminate and prevent discriminatory treatment of people on the basis of race, color or national origin.



2 General Requirements & Guidelines

2.1 Annual Title VI Certification and Assurance

DART's Annual Title VI Certifications and Assurances are current. The annual certificate of assurances submission was filed in TrAMS in 2022.

2.2 Title VI Notice

DART notifies the public of the agency's Title VI obligations and informs the public of the protections against discrimination afforded by Title VI regulations. DART's Title VI public notice is posted at the following locations: Onboard DART vehicles, on the DART website (<http://www.ridedart.com>), at the Customer Service window at DART Central Station, and on the system map brochure.

These notices include:

- ▶ A statement that DART operates programs without regard to race, color and national origin,
- ▶ A description of how to contact DART for additional information on the recipient's nondiscrimination obligations; and,
- ▶ A description of how to file a discrimination complaint against DART.

The notice is provided in English along with Spanish, an identified language exceeding the safe harbor threshold.

We are Proud to Serve You!

It is DART's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with DART.

Complaints may be filed with DART in writing and addressed to:

DART, Customer Service Manager, 620 Cherry Street, Des Moines, Iowa 50309

Or e-mail to: dart@ridedart.com

For additional information on Title VI, please contact DART's Customer Service Manager at 515-283-8100 or email dart@ridedart.com.

Son las normas de DART hacer su mejor esfuerzo para asegurar que ninguna persona bajo ninguna circunstancia de raza, color, o nacionalidad sea excluida de participar o se le nieguen los beneficios o sea sujeto a discriminación bajo el programa de entregas y servicios de transito y beneficios relacionadas.

Cualquier persona que crea que él o ella a sido sujeto(a) a discriminación bajo el Titulo VI basado en raza, color o nacionalidad puede registrar una queja Titulo VI con DART.

Quejas serán registradas con DART Escritas y se dirigirán a:

DART, Manejadora de servicio al cliente, 620 Cherry Street, Des Moines, IA 50309

O al correo electrónico: dart@ridedart.com

Para obtener más información sobre el Título VI, por favor póngase en contacto con el Administrador de servicios al cliente de DART a 515-283-8100 o por correo electrónico dart@ridedart.com.

Federal Transit Administration's Office of Civil Rights
www.fta.dot.gov

Iowa Civil Rights Commission
www.iowa.gov



515-283-8100
ridedart.com

2.3 Title VI Complaint Procedures

DART has established and implemented a Title VI complaint procedure, which is available on the DART website at www.ridedart.com.

The Customer Experience Manager will review and investigate every complaint promptly. Reasonable measures will be undertaken to preserve any information that is confidential. At a minimum the Customer Experience Manager will:

- ▶ Identify and review all relevant documents, practices and procedures.
- ▶ Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the complainant; anyone who may have been subject to similar activity; or anyone with relevant information.
- ▶ Upon completion of the investigation, the Customer Experience Manager will complete a final report for the DART Chief Financial Officer. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty (20) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the Chief Executive Officer, DART, 620 Cherry St., Des Moines, Iowa, 50309.



2.4 Record of Title VI Investigations, Complaints, and Lawsuits

DART maintains a record of all Title VI investigations, complaints and lawsuits.

No Title VI investigations, complaints or lawsuits have been received since the submission of the last DART Title VI Program.

File Date	Summary of Complaint	Summary of Findings	Actions Taken	Close Date
none	none	none	none	none



3 Public Participation Plan

3.1 Purpose

The Des Moines Area Regional Transit Authority (DART) encourages timely public involvement and participation and strives to deliver information, services and programs that reflect community values and benefit all segments of the community. The Public Participation Plan (PPP) for DART was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, have meaningful opportunities to participate in the decision making process for DART.

DART's public outreach strategies are designed to provide the public with effective access to information about DART services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. DART also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community based organizations, major employers, passengers and the general public, including low-income, minority, LEP, and other traditionally underserved communities.



As a recipient of federal funding and, pursuant to Federal Transit Administration (FTA) Title VI regulatory guidance, DART should therefore seek out and consider the viewpoints of minority and low income populations, as well as individuals who do not speak English fluently "in the course of conducting public outreach and involvement activities." (FTA Circular 4702.1B) Additionally, DART should offer "early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions" (FTA Circular 4702.1B)

DART may modify its public participation methods over time based on feedback from its customers and the general public. The Plan is a "living" document that is updated periodically to reflect community preferences, changing demographics and transit services, as well as respond to new communication and outreach methods.



Regulations and Policies Relevant to DART's Public Participation Plan

DART functions under a wide variety of federal and state requirements. The list below provides an overview of the basic laws and regulations DART operates within.

- ▶ Federal Requirements:
 - ▷ Americans with Disabilities Act of 1990
 - ▷ Title VI of the Civil Rights Act of 1964
 - ▷ Executive Order 13166 -- Improving Access to Services for Persons with Limited English Proficiency
 - ▷ Executive Order 12898 -- Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations
 - ▷ National Environmental Policy Act (NEPA)
- ▶ State of Iowa Requirements:
 - ▷ Open Public Meetings Act
 - ▷ Public Records Act

3.2 Goals

The Public Participation Plan endeavors to promote meaningful opportunities for the public, including low income, minority, and limited English proficient populations, to be involved in the identification of potential impacts of proposed transportation decisions by DART.

The specific goals of DART's public outreach efforts include:

- ▶ **Transparency** - The process should clearly identify and communicate where and how participants can have influence and direct impact on decision-making.
- ▶ **Participation** - DART customers and members of the public should have ample opportunity to participate in key decisions such as having multiple options for how they receive critical information and share feedback.
- ▶ **Accessibility** - Every effort is made to ensure that opportunities to participate are physically, geographically, temporally, and linguistically accessible.
- ▶ **Diversity of input** - Participants represent a range of socioeconomic, ethnic, and cultural perspectives, with representative participants including residents from low-income neighborhoods, ethnic communities and residents with limited English proficiency, and other traditionally underserved people.



3.3 Principles

Public participation at DART is based on the following principles:

- ▶ **Proactive and Timely** – Participation methods should allow for early involvement and be ongoing and proactive so participants can influence decisions.
- ▶ **Tailored** – DART's public participation methods should be tailored to match local and cultural preferences as much as possible.
- ▶ **Authentic and Meaningful** – DART should support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.
- ▶ **Clarify in potential for influence** - DART should communicate to those giving input the factors weighing in the decisions, so they are clear on the potential for influence. In addition, staff should communicate the results of the public's input in terms of the impact on decisions at a broad summary level, providing the major themes, the decisions reached and rationale for the decisions.

The recommendations in the Public Participation Plan reflect feedback from DART customers and the general public, as well as best practices in the field. Information on the preferences of DART customers and the general public was collected primarily through surveys conducted in the fall of 2018. DART staff analyzed the results of the survey based on self-reported demographic information to cater recommendations to the expressed preferences of minority and low-income respondents. DART also has close relationships with many human service organizations that provide feedback on how DART can best communicate with the populations they serve.

3.4 Public Input Policy

The methods described in the Public Participation Plan cover a range of ways in which DART engages with its customers and the general public. However, DART understands that decisions about budgets as well as changes to services or fares are of particular importance, and DART therefore has the following guidelines when considering such changes:

Major Service Changes and Fare Changes

DART will conduct public input on major service changes and fare changes. A major service change is defined as when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 percent or more.



Major service changes and fare changes will meet the following public input requirements:

- ▶ Changes will be published for public review and comment no less than 60 days before the proposed changes are implemented.
- ▶ A minimum of one public meeting will be held to discuss the proposed changes and gather comments
- ▶ Public comment is always welcome at regularly scheduled DART Commission meetings.
- ▶ A notice of the final changes will be posted 15 days before the changes are implemented.
- ▶ Notification methods may include on-board printed, digital, and audio announcements, posted notices at DART Central Station or affected bus stops, and various forms of electronic communication.
- ▶ The DART Commission must be given a verbal and/or written summary of public input results and approve all significant changes.



In the event the DART Commission approves a comprehensive fare policy that approves multiple phases or implementations of fare or service adjustments over a period of time, DART reserves the right to modify this public comment process.

Budget and Tax Levy Changes

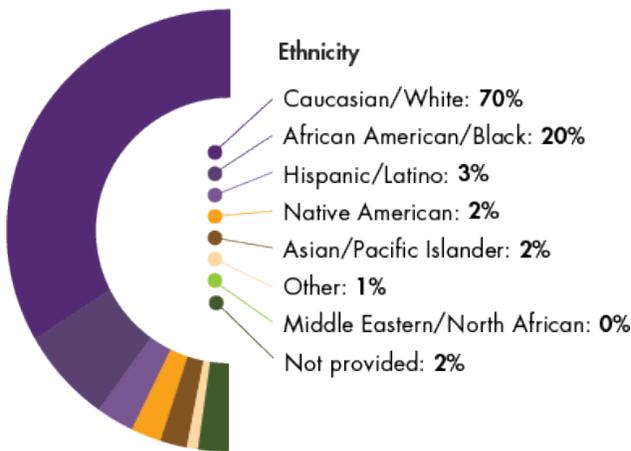
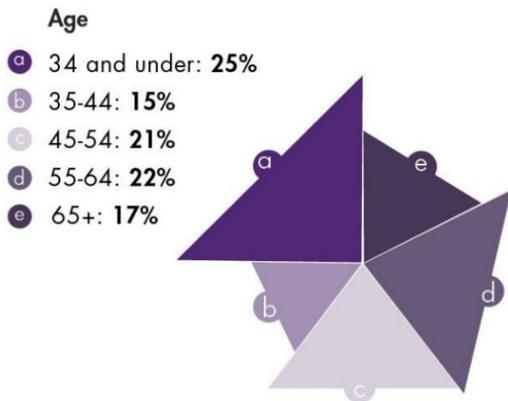
DART's annual budget and any associated tax levy changes will have a scheduled public hearing at a DART Commission Meeting. The public hearing will be advertised per Iowa Code, not more than 20 (twenty) days and not less than 10 (ten) days in advance.



3.5 Customer Preferences

Customer Profile

DART understands the importance of tailoring communications and public participation techniques to the preferences of intended audiences. For most aspects of service planning and communication about DART's services, the primary audience is DART customers. In order to understand who DART's customers are, the following information was collected as part of a biannual customer satisfaction survey:





Preferred Customer Communication Techniques

In the fall of 2018 DART conducted a survey of its customers on all fixed routes to gauge various aspects of customer satisfaction and preferences. Among the questions asked were questions about how customers prefer to receive important updates from DART, how they prefer to share feedback with DART, as well as demographic information such as race and household income. The survey resulted in 769 unique responses, and a statistically significant sample size for the system as a whole and on each DART route.

The survey revealed the top five methods DART customers prefer to receive important service updates are:

1. DART website
2. Printed on-board brochures (hangtags) printed in English and Spanish
3. Bus audio announcement
4. Posters and signs at DART Central Station
5. Emails from DART

Other response options included bus shelter ads, interior/exterior bus ads, public meetings, Facebook, Twitter, Instagram, and member city communications, which collectively represented 24% of responses.

DART analyzed the responses from minority (39% of respondents) and low-income (52% of respondents) and found that the same top 5 methods for receiving information were preferred by these sub-groups of DART customers.

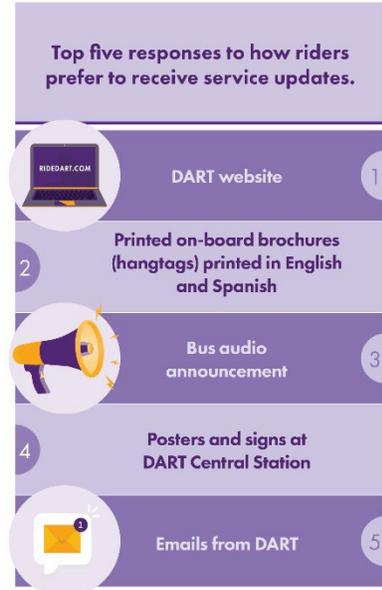
Additionally, the survey revealed the top five methods DART customers prefer to share feedback with DART are:

1. Printed surveys
2. Online surveys
3. Calling Customer Service
4. Emailing DART
5. Facebook

Other response options included public meetings, Twitter and Instagram, which collectively represented 9% of responses.

DART analyzed the responses from minority (39% of respondents) and low-income (52% of respondents), and found that the same top 5 methods for sharing feedback with DART were preferred by these sub-groups of DART customers.

DART also analyzed the responses from separate surveys of paratransit and rideshare customers. While a much smaller





proportion of DART's customers, tailoring communications about these programs to the formats preferred by established customers should improve participation rates.

- ▶ Paratransit customers have similar preferences for receiving information and sharing feedback as fixed-route customers (described above), with the exception that paratransit customer have a stronger preference for interpersonal forms of communication such as calling DART or attending a public meeting.
- ▶ Rideshare customers strongly prefer electronic forms of communication (email, website), as well as calling DART.

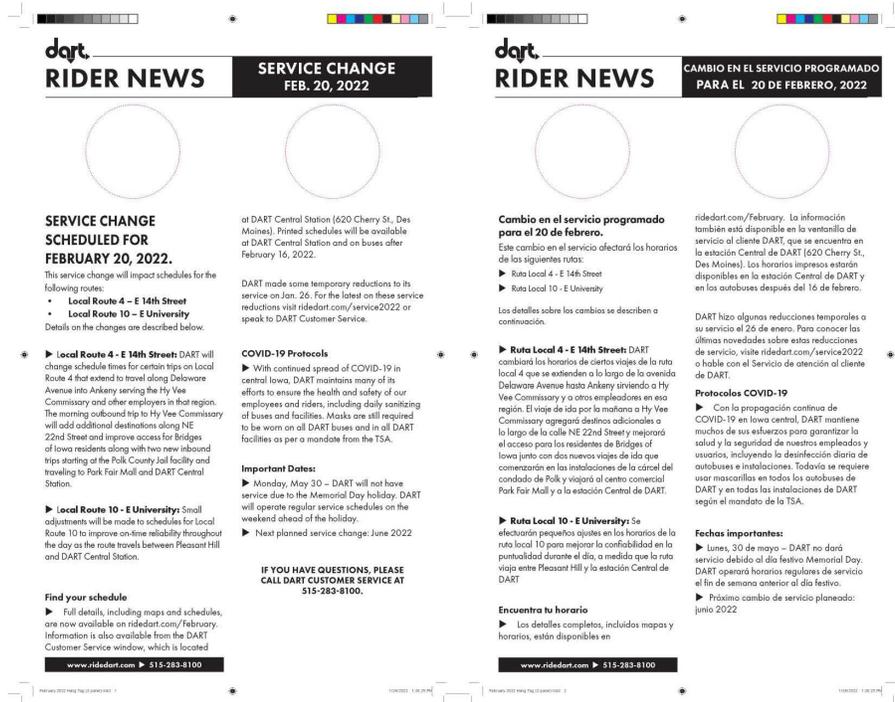
The customer preferences described above were used to guide the methods described in this public participation plan. Additionally, the tabular results of the surveys can be analyzed by bus route, member community and demographics in order to tailor communication with specific subgroups of customers as needed.



3.6 Direct Communication Methods

The Public Participation Plan identifies a menu of available methods for providing information to DART customers and the general public. While these communication methods are broadcast widely, they are important tools in reaching minority and LEP populations, who identified them as means by which they want to receive relevant information. These include:

- ▶ **DART's website*** – DART's website, www.ridedart.com, is one of the primary sources of information for DART riders. Several tools are available within the site to communicate changes in service as well as to notify the public of opportunities to participate in DART's decision-making process. These include "news items" that appear as short summaries on the home page and, when selected, can lead to longer news items, including meeting schedules and links to route maps, surveys, etc. DART's website translates into xx languages.
- ▶ **On-board newsletters or "hangtags" *** – These are printed materials with round cutouts (shaped like "Do Not Disturb" door hangers at hotels) that hang from the handle bars on buses. They are printed on both sides, with English on one side and Spanish on the other side. Their size can be increased with additional folding panels, depending on the amount of information. They are a highly visible and effective means of communicating directly with DART riders.

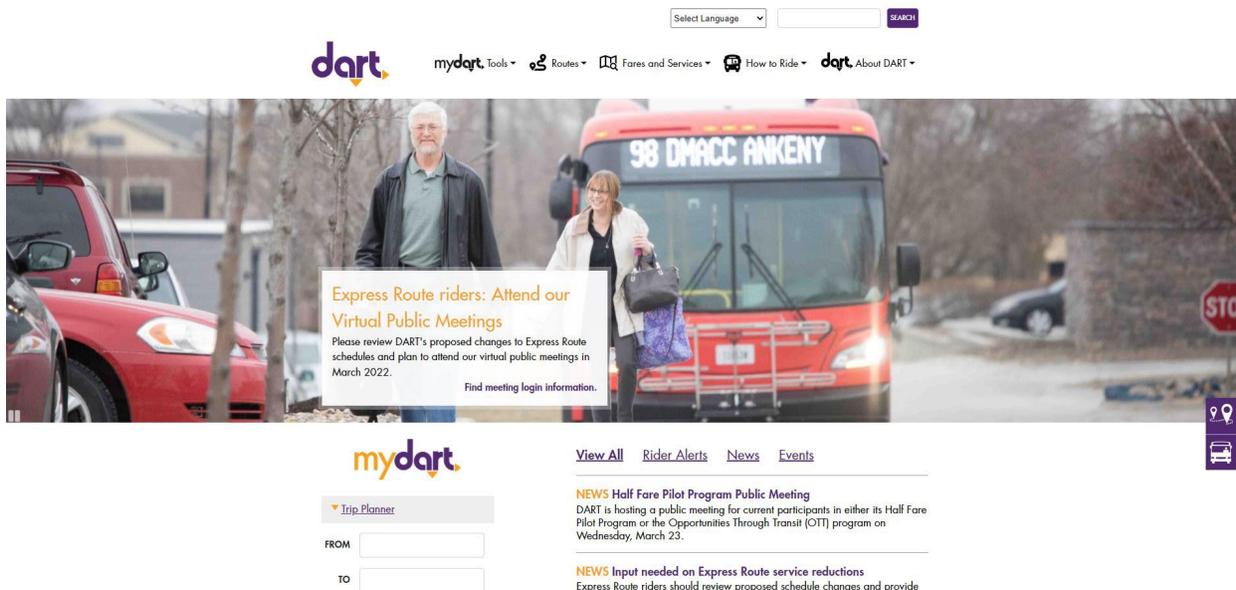


Sample on-board newsletter ("hangtag")

- ▶ **On-board audio announcements*** – DART's Automatic Vehicle Location System has the capability of scheduling automatic audio announcements on DART buses. These announcements can be scheduled on all routes, or single routes, and can be triggered by location on route or on regularly timed intervals. Announcements can be recorded in both English and Spanish.
- ▶ **Emails to DART emails subscribers (customers)** – These electronic communications are sent out via DART's mass email subscription service. Customers can sign up on DART's website to receive emails from DART. Staff has the flexibility to target email communications to subgroups of DART ridership, such as those on a particular route. Staff can also elect to send an email to all email subscribers.
- ▶ **Emails to partners** – These electronic communications can be sent out directly from staff members' email accounts, as well as through DART's mass email program. Similar to mailers, these can include letters to key staff members at these locations, as well as additional posters or other materials for them to distribute.
- ▶ **Press releases** – Press releases are aimed at generating news coverage of DART events, changes, meetings, etc. They are distributed via email to DART's media contact list, as well as posted on the News and Media page of DART's website.



- ▶ **Community newsletters** – DART has several partners in the community that publish newsletters, including several member governments. DART can provide articles to these partners for publication in their newsletters.
- ▶ **Ads on buses and bus shelters** – Overhead advertisements can be posted inside DART's buses. Additionally, printed advertisements can be posted on the sides of DART's bus shelters.
- ▶ **Posters at DART Central Station** – Printed posters can be posted around DART Central Station, including designated news bulletin areas within the waiting area, using sandwich boards on the platform and at the Customer Service Window.
- ▶ **Mailers to partners** – These printed materials can be distributed via mail to DART's partners. They can include letters to key staff at these locations, as well as additional posters or other materials for them to post around their offices.
- ▶ **Partners' websites** – Like community newsletters, DART's many community partners maintain websites that are frequented by the public. DART can provide information to these partners to be included on their websites.
- ▶ **Community calendars** – One feature that is common to many of DART's partners' websites is a calendar. DART can share the times and dates of key meetings or events with the partners for inclusion on these calendars.
- ▶ **Paid ads in local media** – DART can publish paid advertisements in the daily newspaper of record, The Des Moines Register, in community newsletters and on local broadcast channels.
- ▶ **Paid ads in non-English media*** – DART can publish paid advertisements in non-English newspapers, magazines and radio stations to reach a wider span of the population.
- ▶ **Public notices** – These are published in the daily newspaper of record, The Des Moines Register, and are also posted on DART's website.





- ▶ **DART's Facebook page** –DART's Facebook page is used by staff to interact with riders and can be leveraged to push out information regarding service changes and opportunities for the public to participate in DART's decision-making process.
 - ▶ **DART's Twitter feed** – DART's Twitter account allows staff to share newsworthy items with riders, including service changes and opportunities for the public to participate in DART's decision-making process.
- * All communication methods are available for translation or interpretation upon request.**



3.7 Methods of Involving the Public

DART employs several methods for involving the public in DART's decision-making process. Staff consider a number of factors when designing public outreach, such as the magnitude of the proposed change or decision, what level of influence public opinion has over the decision, and who will be impacted by the decision. As cited above, DART customer surveys indicate that minority and low-income populations have similar preferences to DART riders as a whole.

DART's public involvement methods include:

- ▶ **Public Meetings** – A public meeting is a discussion between interested parties, often including riders. It is a question-and-answer format and an open discussion with a member of the DART staff to make sure comments stay focused on the proposed change and that everyone has a chance to ask questions. These meetings can be held in-person at DART Central Station, at a transit accessible location in a member community, virtually using Zoom or a similar online meeting software, or a hybrid approach allowing attendees to attend in-person, or login through a virtual platform. DART staff considers audience and other factors such as high levels of illness in the community before deciding what format a meeting will be held in. A public meeting is NOT required by federal regulations and comments do not go into the public record.

Virtual options grew in popularity during 2020 and 2021 as a result of restrictions on hosting gatherings and indoor events. DART utilized online platforms to share information and host discussions with the public



- ▶ **Public Hearings** - A public hearing is required by federal or state regulations where comments from the public go into the public record. A public hearing is governed by rules concerning who speaks when and for how long and is overseen by a DART official. A public hearing is NOT a question-and-answer format.



- ▶ **Grab-and-Go Events** – DART will staff informational tables at community events and at DART Central Station to share information about changes to service, new initiatives or community resources. These events allow DART to interact with a wide variety of community members for a shorter time span.
- ▶ **Open House** - DART hosts Open House events which allows the public to attend and visit at specific stations to meet with DART staff and provide feedback. The nature of this event allows flexibility for attendees, permitting them to come and leave at any time during the multi-hour event. Open House events can be held in-person at DART Central Station, at a transit accessible location in a member community or virtually using Zoom or a similar online meeting software. DART staff considers audience and other factors such as high levels of illness in the community before deciding what format an Open House will be held in. Open Houses are NOT required by federal regulations and comments do not go into the public record.
- ▶ **Surveys** – Surveys are a series of specific questions, often in multiple-choice format that can be distributed in print form as well as in digital form. The results from surveys can be quantified and analyzed, but are not as conducive to broader, more open-ended discussions.
- ▶ **Focus Groups** - At times, the complexity of a project, issues, or needed input may require engaging targeted audiences of stakeholders where more in-depth discussion and feedback can occur. Focus groups generally work better if held in-person but can be conducted through a virtual format, like Zoom.
- ▶ **DART Commission Meetings** - The Board of Commissioners meets the first Tuesday of each month at 12:00 p.m. at DART Central Station, 920 Cherry Street, Des Moines, IA. These meetings are open to the public to attend in-person or online via Zoom and include an opportunity at the beginning of the meeting for the public to comment on any item relating to transit.
- ▶ **Public Comment Cards** – Public comment cards are open-ended questionnaires that can be distributed in printed form as well as in digital form. Comments from comment cards are valuable for open-ended discussions, although they are not as easy to quantify or analyze.
- ▶ **General Comments** – DART is always open to and accepting of public comments, regardless of whether they were given as part of an organized effort. Comments can be shared with DART by phone at 515-283-8100, by email at dart@ridedart.com, via a comment form on DART's website at ridedart.com or by mail at 620 Cherry Street, Des Moines, Iowa, 50309, or in person at DART Central Station.

3.8 Selection of meeting times and locations

The selection of meeting times and locations that are convenient for target audiences is crucial to providing meaningful opportunities for public participation. For example, announcements about meetings on service changes should be shared with the public by both on-board and digital means; they should be held not only in the early afternoon but also in the late afternoon or early evening; and they should be held at locations in downtown Des Moines as well as regional locations such as suburban and Des Moines branch libraries.



3.9 Public Outreach Between April 2019 – April 2022

DART's outreach for its long-range planning, major service changes and other changes impacting riders and the public included the following activities:

- ▶ Eight public meetings were held May 13-23, 2019, to collect input on a major service change planned for Fall 2019 that would impact six Local Routes, seven Express Routes, three Flex Routes and two On Call shuttles. These meetings were promoted in English and Spanish on buses and on signage posted in DART Central Station. English language promotion of this meeting also included emails to riders, social media posts and posts to DART's website. An online and paper survey was also administered to understand the transit needs of the affected individuals.
- ▶ Eight virtual public meetings were held April 5 – 23, 2021, to collect public feedback on the first phase of input for DART's long-range planning efforts, the Transit Optimization Study. One of the eight meetings was promoted as Spanish language with an interpreter in attendance. Along with the feedback, surveys were collected digitally and in print format from riders and members of the public. To promote the feedback DART advertised input on Spanish language radio stations and in Spanish language local print publications, as well as in English in print publications, and on radio stations, that targeted the local African American population. Signage, on bus audio announcements and on bus printed newsletters were all shared in both English and Spanish to promote these public meetings and general input.

- ▶ Two public meetings and two open house events were held Sept. 20 – Oct. 12, 2022, to collect a second round of input on DART's long-range planning effort, the Transit Optimization Study. One public meeting and one open house event were held virtually, while the other events were held in-person. Spanish language interpreters and ESL interpreters were present at the events on Sept. 27 and 28. In addition to these events, DART staff participated in nine grab and go events across its member communities, including one at a local farmers' market which specifically served local refugee populations, and staffed a grab and go table five times in Sept. and Oct. 2021 to engage with riders at DART Central Station. DART also collected feedback for these efforts using an interactive website and online survey. Promotion of all these efforts was done bilingually with hang tag newsletters, signage and on bus audio announcements in both English and Spanish. Advertisements of the input and public meetings were also promoted on social media in Spanish, and in local Spanish language magazines and on local Spanish language radio stations.



- ▶ A print and online survey as well as two virtual public meetings on March 21-24, 2022, were used to collect rider feedback on proposed schedules for DART's Express Routes. This feedback followed an online and in-person survey effort conducted in February 2022. Input will be used to finalize condensed Express Route schedules to adjust service



levels to better fit ridership demands. These schedules are proposed to go into effect in June 2022. These meetings were promoted in English and Spanish using bilingual printed panel cards placed on all Express Route buses.

- ▶ One public meeting was held March 23, 2022, to collect input from participants in DART's Half Fare Pilot Program and the Opportunities Through Transit (OTT) program. DART also collected feedback through an online and print survey. DART is proposing to make the Half Fare Pilot Program changes permanent effective in July 2022, discontinuing the OTT program as part of this process.
- ▶ One public meeting was held April 21, 2022, to collect input and suggestions for updates to DART's Public Participation Plan. This meeting was promoted via on bus audio announcements, on bus printed materials, and in signage posted at DART Central Station in both English and Spanish.
- ▶ Public hearings on DART's budget process were held annually each March.

Attendance at public meetings typically averaged roughly 5-10 members of the public, while Grab and Go events resulted in dozens of interactions per event and surveys resulted in hundreds of responses. Virtual public meetings and open houses garnered more participation than in-person meetings in some instances. DART has also found that paid promotion of public meetings on social media, as well as bus audio announcements have led to higher turnout at outreach events. DART also found that having technical staff available at outreach events in addition to customer service and communications staff can allow for more detailed conversations with customers and members of the public.

3.10 Translation and Interpretive Services

DART's program for providing translation and interpretive services is critical to the success of the Public Participation Plan in reaching minority and LEP populations. The program provides translation and interpretive services upon request at:

- ▶ the customer service window,
- ▶ over the phone,
- ▶ at public meetings, and
- ▶ for important documents.

For example, DART contracts with a firm called CTS Language Link to provide interpretation services in over 240 languages to customers upon request. These services can be accessed by phone or at the customer service window at DART Central Station.

Additionally, DART makes interpretation services available at its public meetings to anyone who requests them. The interpretation services are publicized in meeting notices.

DART provides all applications available on its website and from DART Customer Service in English and Spanish and will provide the documents in other languages upon request. In addition, on bus communications for public meetings, including bus audio announcements and hang tag newsletters are provided in both English and Spanish.

More details about DART's strategy and resources to ensure that language is not a barrier for people to take full advantage of DART's services can be found in DART's Language Assistance Plan.



3.11 DART Partners

DART utilizes a network of local partners to enhance its reach within the community.

- ▶ DART can “amplify” its messages by routing them through partners’ communication networks, thereby reaching more of the minority and LEP populations. These messages include:
 - ▷ Valuable information about DART’s services
 - ▷ Opportunities to participate in DART’s decision-making process
- ▶ DART can consult with these partners’ staff and clients on:
 - ▷ Transportation needs
 - ▷ Solutions to potential or real issues

DART counts more than 200 organizations, businesses and other government agencies among its list of partners. These organizations span the following categories (*a complete list of partners can be found in Appendix A*):

- ▶ Youth centers
- ▶ Rehabilitation centers
- ▶ Agencies for low-income individuals
- ▶ Refugee resettlement agencies
- ▶ Human rights organization
- ▶ Shelters
- ▶ Community action centers
- ▶ Correctional facilities
- ▶ Agencies for people with disabilities
- ▶ Residential properties
- ▶ Corporate partners
- ▶ Pass-sales outlets
- ▶ Member governments
- ▶ State government agencies
- ▶ Federal government agencies

In particular, these DART partners provide valuable avenues for reaching minority and LEP populations.



3.12 Equity Considerations

DART recognizes that minority and low-income populations have historically been systematically excluded from participating in public decision-making. Due to persistent societal and cultural influences, it can be difficult to ensure diverse public participation in DART's decision-making, despite the concerted efforts described in this plan. DART therefore recognizes the need to think carefully about how to design inclusive outreach processes, and to build in key steps to consider whether a public participation process and its outcomes are achieving the intended results.

DART staff will utilize the following considerations developed as part of the Capital Crossroads program, a collaborative vision for improving Central Iowa, to evaluate the racial equity implications of key decisions:

- ▶ Have a variety of ethnic communities/people of color been informed, meaningfully involved and authentically represented in this process/decisions?
 - ▷ How has this been done?
 - ▷ How has the feedback been considered, incorporated and lifted-up?
 - ▷ What challenges have we faced in hearing that voice?
- ▶ Is there a group that benefits more than another because of this process/decision?
- ▶ What could be one unintended consequence of this process/decision for ethnic communities/communities of color?
- ▶ What action will be implemented to advance equity in this process/decision?

3.13 Outcomes

The outcomes of public participation will be reported in an open and transparent manner. The expectation is that, once community members have participated in a process, DART owes it to them to say how their participation influenced the outcome. DART should be able to demonstrate that it explored the suggestions and recommendations of the public and taken that into consideration as part of the process.



3.14 Conclusion

This Public Participation Plan must, first and foremost, be accountable to the public. The strategic approach, goals, and guiding principles DART has established are intended to foster public participation by providing early, continuous, and meaningful public engagement processes for its stakeholders regardless of race, color, or national origin, including populations and individuals who may be underserved because of limited English proficiency (LEP), minority or socioeconomic status, or disability. The methods and techniques employed by DART help increase public participation rates, particularly among those individuals and populations that are often overlooked or underrepresented.

While the methods and techniques used during the public participation process may vary according to each circumstance, DART will make every effort to achieve the standards it has set and to design public outreach efforts with the goal of most effectively reaching out to the diverse populations throughout DART's service area. As a living document, the Plan may evolve according to the demographic makeup of DART's communities and their unique needs, as well as DART's evaluation of its public participation effectiveness.





4 Limited English Proficiency (LEP) and Language Assistance

4.1 Four Factor Framework Analysis

This plan utilizes the four-factor analysis of an individualized assessment described in the FTA guidance publication of December 14, 2005 entitled "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers."

In accordance with this guidance, this section examines each of the following factors to determine the level and extent of language assistance measures required to sufficiently ensure meaningful access to public transit services within DART's service area. These factors are:

- ▶ Factor 1: Proportion, Numbers and Distribution of LEP Persons in DART's Service Area
- ▶ Factor 2: Frequency of Contact with LEP Persons
- ▶ Factor 3: Nature and Importance of DART Services to LEP Persons
- ▶ Factor 4: Resources Available to DART and Overall Cost

Factor 1: Proportion, Numbers and Distribution of LEP Persons in DART's Service Area

The U.S. Census Bureau has a range of 4 classifications of how well people speak English. The classifications are 'very well,' 'well,' 'not well,' and 'not at all.' Consistent with federal guidance, this plan considers people who are reported by the Census to speak English less than "very well" as Limited English Proficient persons.

A. Service Area Boundaries

DART's service area is primarily Polk County; however, some community boundaries do slightly spill over into adjacent counties. For this analysis, only Polk County boundaries will be used. DART member communities as of July 1, 2022 include:

- | | | |
|-------------|---------------|-------------------|
| ▶ Altoona | ▶ Des Moines | ▶ Pleasant Hill |
| ▶ Ankeny | ▶ Grimes | ▶ Urbandale |
| ▶ Bondurant | ▶ Johnston | ▶ West Des Moines |
| ▶ Clive | ▶ Polk County | ▶ Windsor Heights |

B. Analysis of Language Related Population Data

Language Spoken at Home

Analysis of the 2016-2020 American Community Survey 5-Year estimates data for Polk County presented in Table A shows that the proportion of residents within the DART service area who may be considered LEP is 5.5 percent. Of the population 5 years of age or older in Polk County, 13.4 percent speak a language other than English at home, with 41.2 percent of that population speaking English less than "very well."



TABLE A:

Language Spoken at Home (5 Years and Over)

LANGUAGE SPOKEN AT HOME (5 YEARS AND OVER)	ESTIMATE	PERCENT
English only	390,654	86.6%
Language other than English	60,526	13.4%
Speak English less than "very well"	24,961	5.5%
Spanish	25,778	5.7%
Speak English less than "very well"	9,939	2.2%
French, Haitian, or Cajun:	1,591	0.3%
Speak English less than "very well"	540	0.1%
German or other West Germanic languages	795	0.2%
Speak English less than "very well"	211	>0.1%
Russian, Polish, or other Slavic languages	5,655	1.3%
Speak English less than "very well"	1,844	0.4%
Other Indo-European languages	4,321	1.0%
Speak English less than "very well"	1,474	0.3%
Korean	283	>0.1%
Speak English less than "very well"	90	>0.1%
Chinese (incl. Mandarin, Cantonese)	1,575	0.3%
Speak English less than "very well"	670	0.1%
Vietnamese	3,935	0.8%
Speak English less than "very well"	2,032	0.4%
Tagalog (Inc. Filipino)	718	0.1%
Speak English less than "very well"	294	>0.1%
Other Asian and Pacific Island languages	7,855	1.7%
Speak English less than "very well"	4,007	0.8%
Arabic	2,956	0.6%



Speak English less than "very well"	1,252	0.2%
Other Languages	5,064	1.1%
Speak English less than "very well"	2,608	0.5%
TOTAL	451,180	100%

C. Limited English Speaking Households

According to the US Census Bureau, a "limited English speaking household" is one in which no member 14 years old and over (1) speaks only English or (2) speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulties with English. By definition, English-only households cannot belong to this group. Previous Census Bureau data products have referred to these households as "linguistically isolated" and "Household where no one age 14 and over speaks English only or speaks English 'very well.'" The 2020 ACS 5-year estimates, shown in Table B below, Polk County to have 181,316 total households, and of the limited English speaking households Spanish is the most prevalent.



TABLE B:

Limited English Speaking Households

LIMITED ENGLISH SPEAKING	TOTAL	PERCENT
English	166,056	86.9%
Spanish	9,784	5.1%
<i>Limited English Speaking</i>	2,284	0.1%
<i>Not Limited English Speaking</i>	7,500	3.9%
Other Indo-European languages	5,931	3.1%
<i>Limited English Speaking</i>	981	0.5%
<i>Not Limited English Speaking</i>	4,950	2.6%
Asian and Pacific Island language:	6,038	3.2%
<i>Limited English Speaking</i>	1,604	0.8%
<i>Not Limited English Speaking</i>	4,434	2.3%
Other languages	3,316	1.7%
<i>Limited English Speaking</i>	1,045	0.5%
<i>Not Limited English Speaking</i>	2,271	1.1%
TOTAL	191,125	100%

D. Des Moines Public Schools

Another way that DART analyzes the language diversity of the communities it serves is by reviewing student enrollment data. The Des Moines Public School district is the largest in Polk County and by far the most diverse. Data retrieved from the district shows that as of 2017 (the most recent year that data was available), approximately 6,800 students are enrolled in the district's English Language Learners (ELL) program. This program is designed for students learning English as a second language. With nearly 33,000 students enrolled district-wide, about one in five students in the district is enrolled in the ELL program. Approximately 8,700 students in Des Moines Public Schools speak Spanish, but only 45% are enrolled in the ELL Program, indicating that around 55% of Spanish speaking students also have some English speaking proficiency. Though there are over 100 different languages spoken in households within the Des Moines Public School District, the top 4 primary languages for students enrolled within the school system's ELL program are ranked in the following order:

- ▶ Spanish (3,875 students)
- ▶ Somali (271 students)
- ▶ Karen Languages (569 students)
- ▶ Arabic (267 students)



E. Summary

In using the above census data as well as information from the Des Moines Public School District, DART has determined that the greatest non-English language needs in the community include Spanish, Vietnamese and Arabic. DART should focus language assistance efforts on this sub-population. Additionally, the community that DART serves is ethnically and linguistically diverse, and DART should also consider how to provide appropriate language assistance to these groups as well.

Factor 2: Frequency of Contact of LEP Persons

Employees of DART are in contact with LEP persons on a daily basis. The most frequent type of encounter is between bus driver and passenger. The second most frequent contact is via telephone between members of the public and DART Customer Service agents. Other points of contact include:

- ▶ Walk-in customers and assistance from operations staff at DART Central Station
- ▶ Public hearings and meetings with community-based organizations
- ▶ Agency training sessions, providing education on how to ride and service information

DART staff and community partners were consulted in the development of this plan to ensure that the languages focused on, and the methods described in this plan, are consistent with their front-line experience serving customers and the general public.

One way to demonstrate this is to review how many customers of various languages were served through DART’s real-time telephone translation services from April 2019 to March 2022:

Spoken Language	Customers Served through Interpretation
Nepali	2
Swahili	1
TOTAL	3

Another way DART monitors the languages spoken by refugee persons applying for “Half Fare” ID cards, which allow them to ride DART’s services for less than half the cost of a full fare. The following table is a breakdown of languages spoken by refugees that obtained one of the 960 “Half Fare” ID’s made between April 2019 and March 2022.



Language	Number	Percent of Total
Acholi	1	0.03%
Amharic	6	0.18%
Arabic	319	9.81%
Belin	1	0.03%
Bembe	8	0.25%
Burmese	432	13.29%
Burundi	3	0.09%
Chin	215	6.61%
Dari	71	2.18%
Dinka	2	0.06%
Eliteria	3	0.09%
English	97	2.98%
Eritrea	9	0.28%
Falam	38	1.17%
Haka	4	0.12%
Kanyarwanda	3	0.09%
Karen	428	13.17%
Karenni	43	1.32%
Karen-Siyin	1	0.03%
Kibembe	5	0.15%
Kigwahili	1	0.03%
Kinyabwisha	1	0.03%
Kinyamulenge	46	1.41%
Kinyarwanda	20	0.62%
Kirundi	17	0.52%
Kiswahili	94	2.89%
Korean	10	0.31%
Kunama	107	3.29%
Mara	7	0.22%
Massalit	1	0.03%
Matu	12	0.37%
Mizo	45	1.38%
Movo	1	0.03%
Nepali	527	16.21%
Nuba	1	0.03%
Oromo	4	0.12%
Pashto	163	5.01%
Pashto Northern	6	0.18%
Pashton	2	0.06%
Sgnaw	2	0.06%



Language	Number	Percent of Total
Sidama	3	0.09%
Somali	117	3.60%
Spanish	11	0.34%
Swahili	217	6.67%
Tedim	19	0.58%
Tigrinya	92	2.83%
Urdu	9	0.28%
Zotung	27	0.83%
TOTAL	3,251	100%

Factor 3: Nature and Importance of DART Services to LEP Persons

DART recognizes that thousands of people depend on its services each day for critical mobility needs, such as traveling to work, medical appointments, shopping for food, and getting to school.

Public transportation has been considered the “to” in Welfare to Work, Access to Healthcare, and several other programs and/or services that often are utilized by low-income, minorities and LEP persons. Without access to public transportation many of these individuals would not be able to take advantage of other services that could potentially be life changing or life sustaining. Any denial, delay or reduction in access to DART services because of language-related barriers is unacceptable to DART.

Factor 4: Resources Available to DART and Overall Cost

DART is committed to providing resources for language assistance. Today, DART mainly focuses its language assistance resources on providing important information in Spanish, and DART has leveraged technology and community partnerships to amplify its ability to provide useful information in many more languages used by the local population.

The cost associated with these efforts fall within DART’s operating budget. Current costs are predominately a reflection of translation/interpretation services and marketing materials. DART’s budget for these services is set annually using a base level consistent with historical need, plus consideration of service planning, public outreach, or targeted marketing that might require additional language assistance resources.



4.2 Implementation Plan

Existing Language Assistance Programs and Services

DART utilizes the following methods to assist customers and the general public with understanding and accessing its services in their native language:

A. General Language Assistance

- ▶ DART website content can be translated into over 100 languages.
- ▶ Access to real-time telephone translation services, providing DART with 240 language options to translate with customers.
- ▶ Interpretation of DART documents are made available upon request.
- ▶ Translation services available at all public meetings by request.
- ▶ Meeting notices include explanation of procedures to request language translation.
- ▶ Pocket guides printed in eight languages to provide guidance on how to ride DART, as well as a trip identification tool to help front-line DART staff assist LEP customers.
- ▶ A pilot wayfinding sign program was included at 30 bus stops along a corridor with multiple human service agencies and shopping destinations with icons and maps that were designed to be accessible regardless of English language abilities.
- ▶ DART's Title VI and Language Assistance Plan are posted on the DART website.
- ▶ Partnerships with local agencies who work specifically with LEP populations to assist with applying for reduced fare programs and other services, as well as "How-to-Ride" training.
- ▶ Training of all staff on Title VI requirements and how to provide language assistance.

DART POCKET GUIDE

Plan your trip

WEB | ridedart.com
GOOGLE MAPS | google.com/maps
APP | Download MyDART app

My stop # is: _____
My Route # is: _____

My destination stops are: _____

My home address is: _____

Pay

PASS | Day, weekly or monthly paper pass

CASH | Pay with exact change

APP | Download MyDART app to buy your pass

Children 5 and under ride free
Children 6 – 10: \$0.75

Boarding and getting off the bus

ARRIVE at your bus stop ontime. Check the Route number

BOARD the bus

PAY your fare

PULL CORD before your stop
GET OFF bus at your stop

B. Spanish Language Assistance

- ▶ Vital documents including the Title VI policy and complaint form, the ADA complaint form, Half Fare program application and paratransit application form are available in Spanish. Application and complaint forms will be translated into Vietnamese and Arabic as well, and notice of translation availability will be added in Vietnamese and Arabic to our Title VI notice.
- ▶ On-board customer information bulletins ("hang tags") are printed in English and Spanish.
- ▶ On-board audio announcements regarding changes in service or public outreach opportunities are provided in Spanish.



- ▶ The automated telephone schedule information line includes a Spanish translation option.
- ▶ Onboard passenger surveys are available in Spanish.
- ▶ Many DART bus operators are bilingual, and Spanish language skills are targeted during bus operator recruitment.
- ▶ Some staff in the Customer Experience department are bilingual (Spanish).



Sample on-board bilingual signage

Opportunities for Improvement

DART will continue to evaluate and improve its language assistance programs and services in the following ways:

- ▶ Continue translating key documents: Analyze the use of the DART website and inquiries at the customer service window to determine what information is important to our customers and should be proactively translated into Spanish and other prevalent languages. Examples would include applications for half-fare or reduced-fare programs and customer surveys.
- ▶ Improve how we coordinate with member governments to share best practices and leverage language assistance resources and outreach opportunities with LEP populations.
- ▶ Continue to identify community-based organizations that work with underrepresented groups such as LEP, minority and low-income populations to amplify DART's information sharing and provide "how-to-ride" training and other information to improve access to DART's services. Also work with those groups to design inclusive public outreach and target hard-to-reach populations to ensure that more diverse voices are included in DART's public participation processes.
- ▶ Continue efforts to share DART information through advertisements targeting diverse communities, including print and audio ads in Spanish language publications and channels

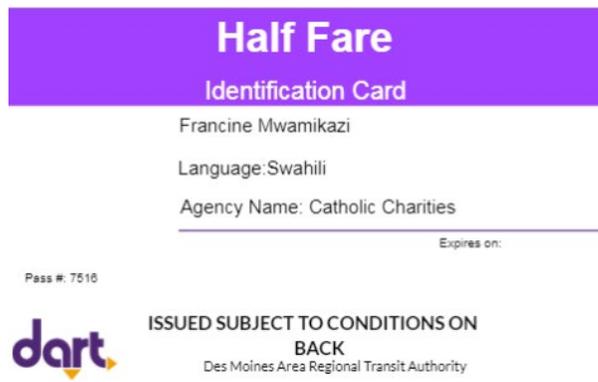
Training Staff

DART trains its staff on its role and responsibilities to provide meaningful access to services for LEP persons in the following ways:

- ▶ Training is provided to all new hires on Title VI and language assistance policies for providing meaningful access to services for LEP persons.



- ▶ DART staff re-trained annually on DART's Title VI policy and how to access language assistance resources.
- ▶ Front-line staff such as bus operators and customer service representatives receive additional specialized training in language assistance and how to handle a potential Title VI complaint.
- ▶ DART Customer Service and partner human service agencies encourage the use of Pocket Guides and Travel Cards to assist customers with navigating the system and identifying their destination and language preferences so that front line staff can best assist them.



Providing Notice to LEP Individuals

USDOT LEP guidance states: "Once an agency has decided, based on the four factors, that it will provide language service, it is important that the recipient notify LEP persons of services available free of charge. Recipients should provide this notice in languages LEP persons can understand."

DART provides this notification through the following:

- ▶ Issuing service-related notices in English and Spanish.
- ▶ Meeting notices include instructions on how to request language assistance (with advance notice) written in both English and Spanish.
- ▶ DART's route system map includes a statement in Spanish about the availability of interpretation services and how to access them.
- ▶ Providing information for how to request translation services as part of outreach and training that DART conducts with clients of various human service agencies.
- ▶ Use of an automated telephone greeting in both Spanish and English, directing callers to select which language they prefer.
- ▶ Public Participation and Language Assistance Plans are available on DART's website.
- ▶ Interior signage on all buses.
- ▶ Signs displayed at DART Central Station.



4.3 Monitoring and Updating the Language Assistance Plan

This plan is designed to be flexible and should be viewed as a framework rather than a recipe since communications and methods should always be tailored to the circumstances and needs of the intended recipient. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and to monitor changes in demographics and types of services. Additionally, a tailored public participation plan, including language assistance activities, should be developed for major undertakings such as fare changes or service planning activities.

On an ongoing basis, DART will examine and update its Language Assistance Plan in the following manner:

- ▶ Work with partner human service agencies to collect feedback on the accessibility and usefulness of DART's language assistance services.
- ▶ Monitor feedback from Customer Service staff about the effectiveness and utilization of language assistance services.
- ▶ Determine whether DART's financial resources are sufficient to fund language assistance resources needed as part of annual budgeting activities.
- ▶ On an annual basis, staff will review whether DART is complying with the goals and methods described in this Language Assistance Plan.



5 Racial Breakdown of Non-Elected Committees

The Transit Riders Advisory Committee (TRAC) of the Des Moines Area Regional Transit Authority (DART) in Des Moines, Iowa, was established in 2008 as a means for transit riders to advise DART staff and the DART Commission on services, initiatives, and related programs.

The committee's bylaws define the composition of the committee and the appointment process, and were updated in 2018 to reflect changes to DART's governance structure, and to ensure more diverse participation across DART's customer base by selecting riders of various DART services, cultural backgrounds, ages and abilities.

Composition

TRAC shall be composed of eleven (11) members. These 11 members will include riders from Express Routes (2), Local Routes (3), Paratransit (2), Rideshare (1) and at-large membership to include three (3) members representing key constituencies such as refugees, senior citizens, students, low-income individuals or millennials.

All 11 members must reflect a broad representation of people from different geographic locations of DART's service area and not any particular advocacy group. Membership shall reflect a broad array of age, gender, race, culture and disabilities so as to best reflect the concerns of riders. DART employees, family members and elected officials are not eligible for membership on TRAC.



**Table C:
Racial Breakdown of Non-Elected Committees**

Body	Total	Caucasian	Latino	African American	Asian American	Native American	Multiracial or Other
Polk County Population (Number)	492,401	362,260	48,055	34,990	24,313	1,081	21,702
Polk County Population (Percentage)	100%	74%	10%	7%	5%	>1%	4%
Active Membership as of January 2022 Transit Rider Advisory Committee (Number)	8	4	0	1	0	0	3
Active Membership as of January 2022 Transit Rider Advisory Committee (Percentage)	100%	50%	0%	12%	0%	0%	38%

Recruitment Process for Members

The day-to-day operation of the committee is handled by a “TRAC Liaison” who is designated by the Chief Executive Officer. When there are openings on the committee, the TRAC Liaison works with the Marketing and Communications Department to solicit applications from the riding population. The approach is to reach as many transit riders as possible in their environment, as well as through other means. Approaches to get higher rates of participation from minority groups include the following:

- ▶ Emails to partner agencies that serve minority populations
- ▶ Emails to subscription lists of fixed-route riders
- ▶ Emails to RideShare members
- ▶ Audio ads on buses
- ▶ Website
- ▶ Posters displayed at Dart Central Station
- ▶ Applications handed out at public reception desk



6 Efforts to Ensure Subrecipient Compliance with Title VI

DART's only sub-recipient is the City of Des Moines as it relates to the FTA funded Center Street Park & Ride facility (sub-grantee). The parking facility opened in spring 1999 and is operated and maintained by the city. DART provides a shuttle service from the parking facility to downtown Des Moines, and the city pays for the bus service with the parking revenues.

DART regularly reviews the City of Des Moines' Title VI plan for compliance with FTA requirements, and requests documentation of all Title VI investigations, complaints or lawsuits filed with the sub-recipient since the last submission.

The City of Des Moines Title VI plan was last reviewed in October 2019, and found to meet FTA requirements. There have been no transportation related Title VI complaints, investigations, or lawsuits against the City of Des Moines over the past three years.



7 Environmental Justice Analysis of Construction Projects

In order to integrate, into environmental analyses, considerations expressed in the DOT Order on Environmental Justice, recipients and subrecipients should integrate an environmental justice analysis into their National Environmental Policy Act (NEPA) documentation of construction projects. DART has not engaged in a significant construction project between June 20219 and May 2022.

DART has engaged in planning for a new Operations and Maintenance Facility. As part of the planning process, a Title VI Equity Analysis has been performed for potential locations. A copy of the analysis is provided in appendix B.



8 Title VI Program-Specific Requirements for Transit Providers

The following items respond to the specific information requirements described in Circular 4702.1B of October 1, 2012, for the Title VI programs of FTA transit funding recipients serving areas of 200,000 or more residents.

8.1 Requirements to Set Service Standards and Service Policies

DART's Service Standards and Performance Monitoring Policies can be found in Appendix C.

8.2 Collection of Demographic Data

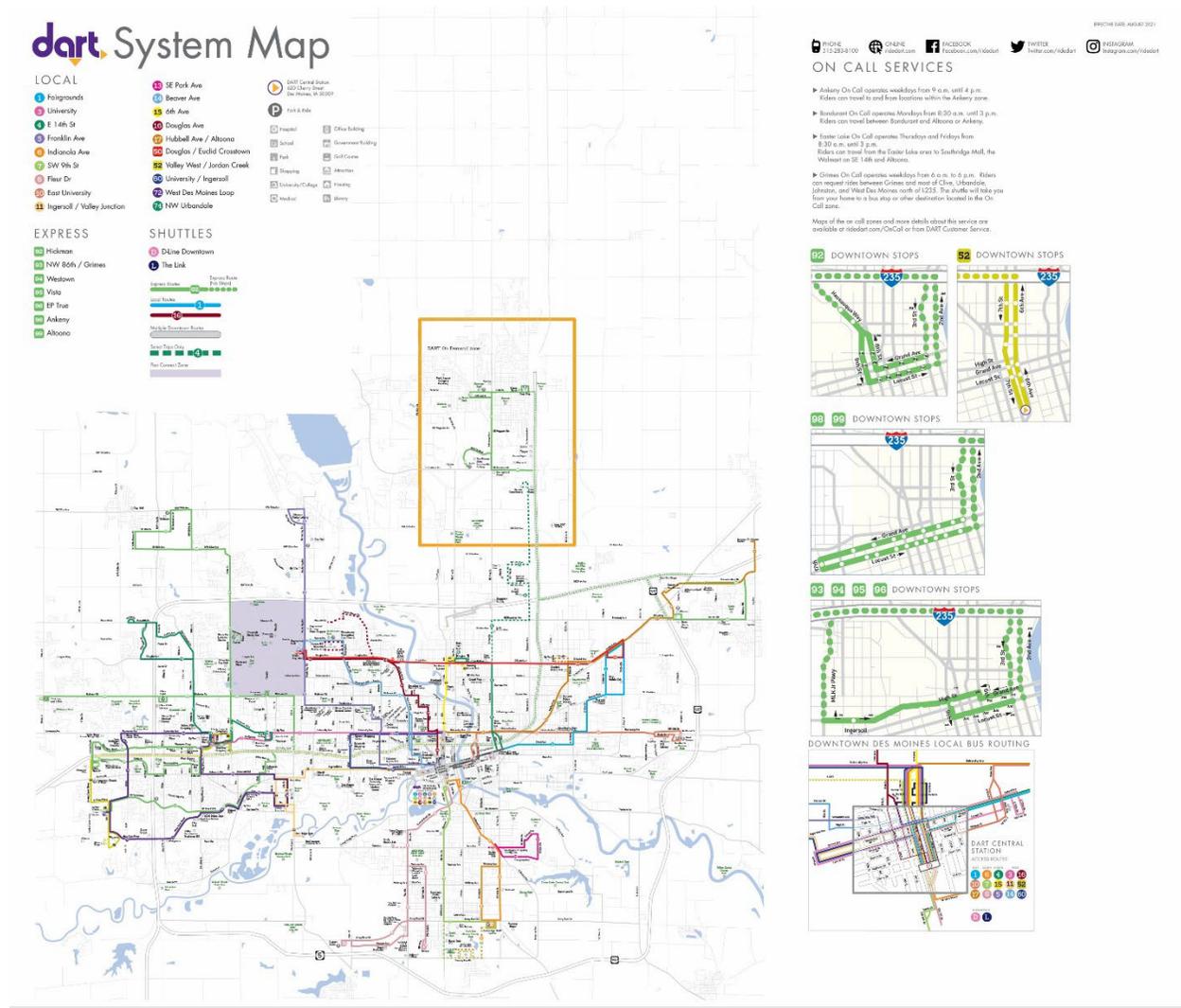
Demographic and Service Profile Maps and Charts

DART has prepared demographic and service profile maps and charts using the most recently available Census and American Community Survey data.

- ▶ A base map showing the current system network along with major attractors and generators within the service area.
- ▶ A demographic map showing Census block group analysis of minority populations throughout the DART service area. Areas on this map that are shaded are the Census block groups where the minority population percentage is at or above the average for DART's service area.
- ▶ A demographic map showing Census block group analysis of low-income populations relative to DART's service area. Areas on this map that are shaded are the Census block groups where the low-income population percentage is at or above average for DART's service area.

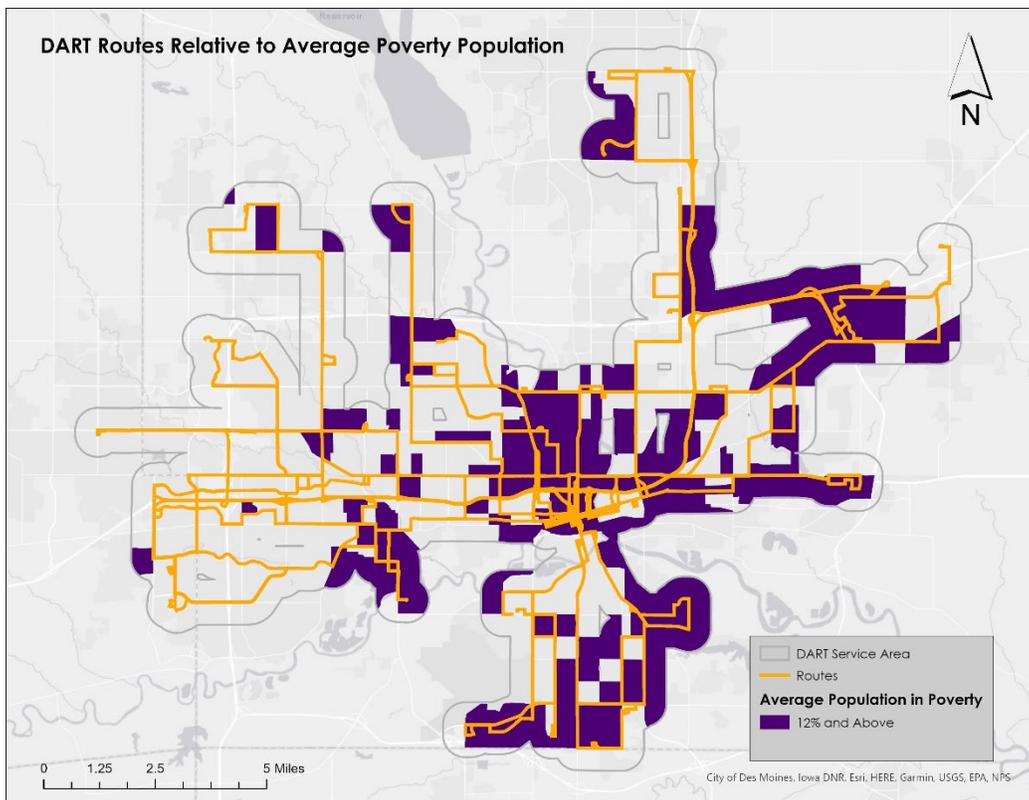
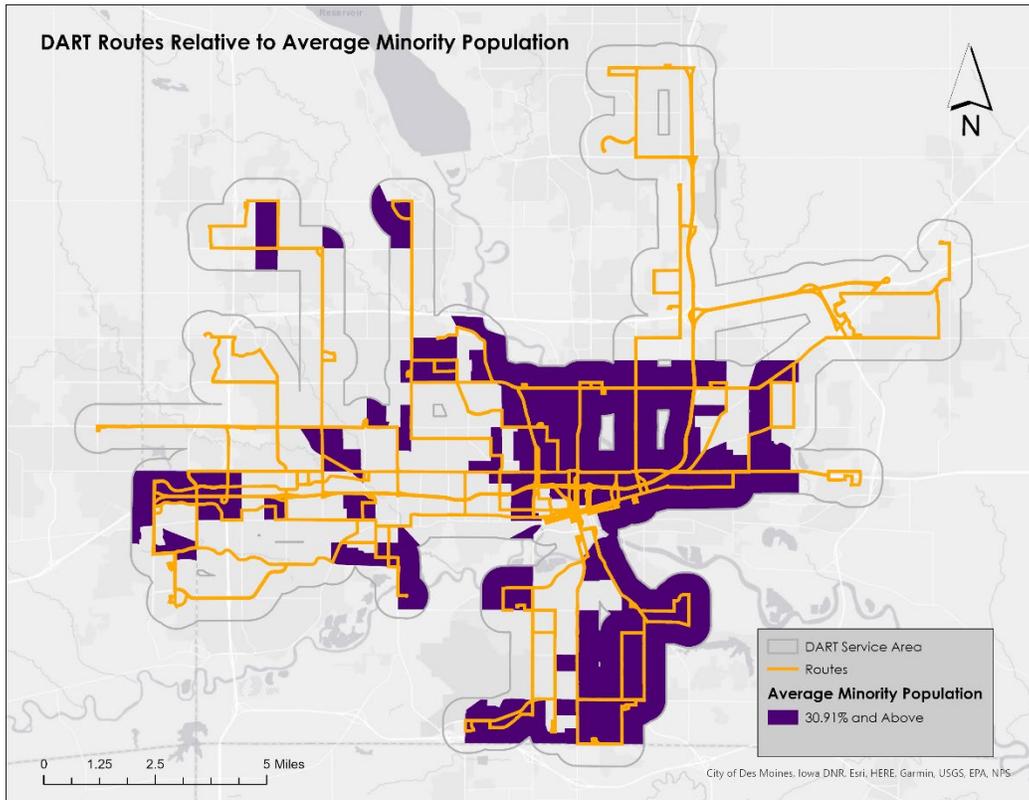


Current DART System Network Map





Demographic Data Maps





8.3 Results of Program Monitoring and Reports

The FTA requires transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people to monitor their service standards and policies. Service standards and policies provide the framework for monitoring performance and comparing performance in minority communities to performance in non-minority communities for the purposes of assessing whether services are being provided equitably.

In general, DART's hub and spoke network provides the most coverage and frequency in the central area of the region, which is also generally the portion of DART's service area with the highest concentrations of minority populations. Additionally, DART has identified a representative sample of routes to compare the performance of minority routes relative to non-minority routes.

Sample Minority Routes:

Core Local: Route 7
Support Local: Route 10
Shuttle: Route 13

Sample Non-Minority Routes:

Core Local: Route 52
Support Local: Route 5
Shuttle: Route 74

For reference, DART's service standards are summarized below, and explained in more detail in Appendix C.

Service Type	Efficiency & Effectiveness Standards		Service Quality Standards						
	Passengers Per Hour	Cost Per Customer	Passenger Load	Vehicle Assignment	Headways	Stop Spacing	On-Time Performance	Percent Trips Completed	Average Fleet Age
Core Local	20	\$6.00	125%	40' (60' or 35' where appropriate)	15 - 30 min	0.25	85%	98%	6.5 years
Support Local	15	\$10.00	125%	40' (60' or 35' where appropriate)	30 - 60 min	0.25			
Express	15	\$15.00	100%	40' (60' or 35' where appropriate)	20 - 30 min	Only as needed			
Shuttle	5	\$25.00	125%	Vehicle smaller than 30' medium duty bus	Varies based on demand	0.25			



Route Level Analysis and Comparison

DART analyzed the performance of each sample route against its service standards for the first two quarters of the current fiscal year (July 2021-December 2021). Most service standards are appropriate to analyze and compare by route, and some are appropriate to analyze for the entire system. Below are the results of the route level analysis comparing sample minority and non-minority routes, with a discussion of the findings.

Minority Route	Efficiency & Effectiveness Standards		Service Quality Standards			
	Passengers Per Hour	Cost Per Customer	Passenger Load	Headways (minutes)	On-Time Performance	Percent Trips Completed
Core Local Standards	20	\$6.00	125%	15-30 Minutes	85%	98%
Core Local Minority: Route 7	19.8	\$6.20	10%	20 (peak) 20 (midday)	91%	99%
Non-Minority: Route 52	7.2	\$19.95	8%	30 (peak) 40 (midday)	86%	99%
Support Local Standards	15	\$10.00	125%	30-60 Minutes	85%	98%
Support Local Minority: Route 10	5.9	\$22.86	4%	60 (peak only)	85%	99%
Non-Minority: Route 5	8.2	\$16.34	6%	30 (peak) 60 (midday)	88%	99%
Shuttle Standards	5	\$25.00	125%	Variable	85%	98%
Shuttle Minority: Route 13	29.2	\$5.96	5%	30 (peak only)	85%	99%
Non-Minority: Route 74	2.3	\$66.04	>1%	60 (peak only)	84%	99%

During the period reviewed, all routes reviewed exceeded or were very close to the service standards set for the key metrics of passenger load, headway, on-time performance, and percent trips completed. During the evaluation period, vehicle load continues to be well below the 125% standard with routes averaging 10% capacity on trips. Service headways are provided consistent with service class standard and the percent of trips completed are nearly at 100%. Overall, on-time performance of evaluated routes exceeds or are near the 85% on-time standard. The one route below the threshold is a non-minority route, Route 74 – NW Urbandale. Route schedules and on-time performance are routinely checked and updated to respond to changing traffic conditions to improve on-time performance and deliver reliable transportation for customers.

The analysis shows that DART routes serving areas of higher-than-average minority and low-income communities have comparable service quality and resources are delivered equitably throughout the service area.



System Level Analysis

Vehicle Assignment

DART's policy is to assign vehicles based on ridership and operational needs. The vast majority of fixed-route service is performed using 40' heavy duty buses. Due to low passenger loads, shuttle routes are operated using medium duty buses that are 30' or less. DART additionally has a small fleet of articulated buses that it uses on specific trips with high passenger loads, such as during peak periods or special events. Within each size category, buses are randomly assigned each day to ensure that each route uses buses of varying ages, and to evenly distribute mileage on the vehicles. This policy ensures that minority and non-minority routes are treated equally.

Service Availability

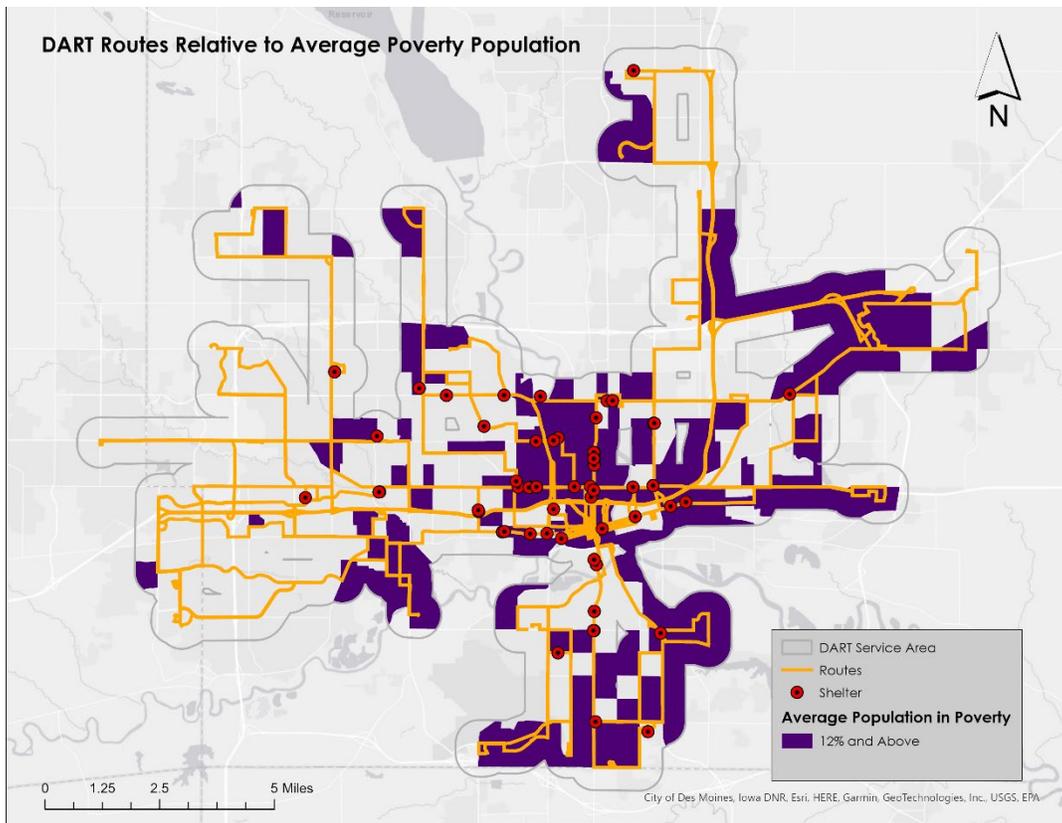
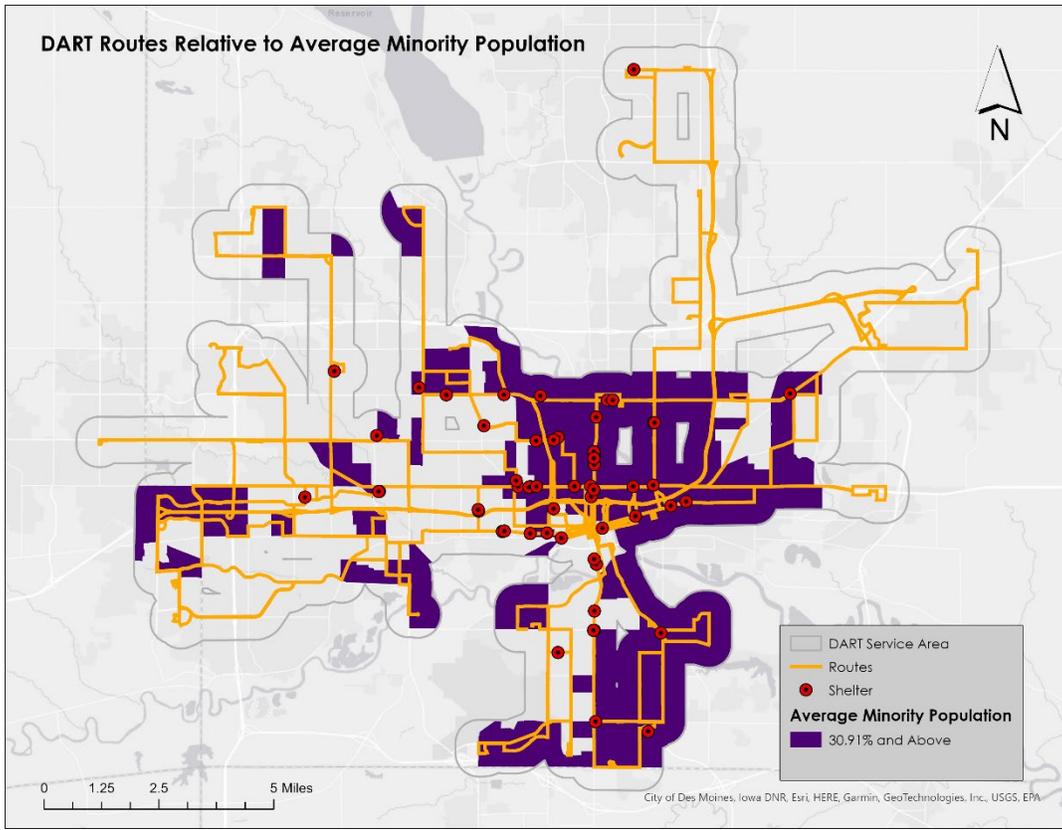
DART uses bus stop spacing to measure service availability. DART's stop spacing target is 0.25 miles for the entire system. Bus stop spacing for each route or corridor depends on a number of factors, such as distance between controlled intersections and key destinations. Therefore, bus stops may be located more or less than the target distance. Current stop spacing for the entire system is 0.15 miles, due to the majority of service being concentrated in the urban core of the region where more frequent bus stops are appropriate.

Average Fleet Age

Since DART's policy is to rotate buses of appropriate size throughout the system, it is appropriate to gauge this service standards at the system level. The average fleet age as of December 31st 2021 is 6.5 years.

Transit Amenities

The following maps show the current shelter locations relative to above-average minority and low-income census tracts within the DART service area. Of the 62 shelters in the service area owned and maintained by DART, 36 are located within or adjacent to minority census block groups and 35 are located within or adjacent to low-income census block groups. The analysis confirms a balanced distribution of transit amenities through the service area.





8.4 Public Engagement Process for Setting Major Service Change Policy, Disparate Impact Policy, and Disproportionate Burden Policy

In early 2019, DART updated its Service and Fare Equity Policies.

DART hosted two public meetings on February 18 and 19, 2019 to gather public input on the proposed policy updates, as well as discuss how DART could best provide information and receive public input on transportation issues from low income, minority and LEP populations. Information was also shared about other elements of this Title VI Program update.

DART notified the public about the meetings and provided opportunities for electronic review and commenting using the following methods:

- ▶ Audio and text announcements in both English and Spanish on board all buses
- ▶ Notices on DART's website, www.ridedart.com
- ▶ Email distribution lists
- ▶ Requested that partner human service providers help us advertise the public meetings and website, or provide feedback directly
- ▶ Notices at DART Central Station
- ▶ Social media including Facebook and Twitter

Translation services were made available upon request.

<p style="text-align: center;">REUNIONES PÚBLICAS DE DART Necesitamos retroalimentación en posibles actualizaciones a su Programa de Título VI.</p>	<p style="text-align: center;">DART PUBLIC MEETINGS Your input is wanted on updates to the Title VI Program</p>
<ul style="list-style-type: none"> ▶ Lunes, 18 de febrero de 2019 12 – 1 p.m., Multimodal Room (segunda planta), DART Central Station ▶ Martes, 19 de febrero de 2019 5:30 – 6:30 p.m., Multimodal Room (segunda planta), DART Central Station <p>Los detalles completos disponibles en ridedart.com/TitleVI <small>Servicios gratis de idiomas, visuales y de audición están disponibles para las reuniones, si se solicitan. También están disponibles los servicios de transporte. Para peticiones, por favor llame al Servicio de Atención al Cliente al 515.283.8100 con la mayor anticipación como le sea posible.</small></p>	<ul style="list-style-type: none"> ▶ Monday, Feb. 18, 2019 12 – 1 p.m., Multimodal Room (second floor), DART Central Station ▶ Tuesday, Feb. 19, 2019 5:30 – 6:30 p.m., Multimodal Room (second floor), DART Central Station <p>Complete details available at ridedart.com/TitleVI <small>Free language, visual and hearing services are available at meetings upon request. Transportation services are also available. For requests, please call DART Customer Service at 515.283.8100.</small></p>

Bilingual public meeting announcements

At the DART Commission meeting on March 5, 2019, the policy was reviewed and adopted.



8.5 Major Service Change, Disparate Impact Policy, & Disproportionate Burden Policy

On March 5, 2019 the DART Commission adopted an updated version of DART's Service and Fare Equity Policy. The full policy document can be found in Appendix D, and the individual policies are listed below:

Major Service Change

A major service change is defined as when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 percent or more.

Disparate Impacts

DART will consider a proposed major service change to have a disparate impact if the affected route's minority population is more than 5 percentage points greater than the system average.

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.

Disproportionate Burden

DART will consider a proposed major service change to have a disproportionate burden if the affected route's low-income population is more than 5 percentage points greater than the system average.

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.

8.6 Results of Service Analysis and/or Fare Equity Analysis since Last Submission

Since the last Title VI Program Update, there were 10 service changes. Four service changes, listed below, met the threshold of a defined "major service change". A Service Equity Analysis was performed for each of the service changes and is included as Appendices E, F, G and H. The March-April 2020 Service Equity was performed retrospectively due to the emergency conditions created by the Coronavirus Public Health Emergency.



One fare equity analysis was conducted in response to an update to existing reduced fare programs offered by DART. In 2019, a survey sponsored by the United Way of Central Iowa found that transit fares can be a barrier to meeting the transportation needs of local residents. This information led DART to examine its fare structure to see how reduced fare programs might be modified to lower barriers for income-constrained customers and encourage ridership on DART. Staff found that existing programs could be improved by streamlining application and administrative processes and expanding choice and access for customers.

One existing program that benefits many central Iowans is DART's Half Fare Program. Qualifying individuals ride DART for about half the cost of regular bus fare. Once eligibility is determined, customers are issued a Half Fare identification card, which they can use to purchase any DART fare media at a half fare rate. Adults 65 and over, people with disabilities, refugees, and students all qualify for the Half Fare program.

DART also offers the Opportunities Through Transit (OTT) program. OTT allows income-eligible customers to purchase a discounted monthly pass for \$18, which is less than half the price of a \$48 regular monthly pass. The program focuses on assisting those who rely on DART for getting to work, looking for a job or traveling to adult educational and training programs.

The intent of expanding access to DART's Half Fare Program to low-income and job seeking individuals, as well as those undergoing job training, is to reduce barriers to transit for income-constrained customers. The proposed changes would simplify the administrative and customer burden, encourage ridership by streamlining access, and reduce costs for many customers. The change in policy will have a disproportionate burden on low-income individuals, however, DART has demonstrated that these impacts will be mitigated through program design. The full fare equity analysis was completed in November 2020 and is included in Appendix I.

Major Service Changes

- ▶ October 2019
- ▶ March-April 2020
- ▶ June 2021
- ▶ August 2021

Minor Service Changes

- ▶ June 2019
- ▶ August 2019
- ▶ February 2020
- ▶ August 2020
- ▶ November 2020
- ▶ February 2022



9 DART Commission Approval of Title VI Program

On May 3, 2022, at their regularly scheduled meeting, the DART Commission approved the 2022 Title VI Program. The agenda and minutes for the meeting are included in Appendix J.



Appendices

- A. List of DART Community Partners
 - B. DART Operations and Maintenance Facility Title VI Equity Analysis
 - C. Service Standards and Performance Monitoring Guidelines
 - D. Service and Fare Equity Policy
 - E. October 2019 Service Equity Analysis
 - F. March-April 2020 COVID Response Service Equity Analysis
 - G. June 2021 Service Equity Analysis
 - H. August 2021 Service Equity Analysis
 - I. Reduced Fare Program Fare Equity Analysis
- Commission agenda, minutes of approval of 2022 Title VI Program Update



APPENDIX A

LIST OF DART COMMUNITY PARTNERS

[Click here for link to document](#)
(opens in web browser)



APPENDIX B

DART Operations and Maintenance Facility Title VI Equity Analysis

[Click here for link to document](#)
(opens in web browser)



APPENDIX C

Service Standards and Performance Monitoring Guidelines

[Click here for link to document](#)
(opens in web browser)



APPENDIX D

Service and Fare Equity Policy

[Click here for link to document](#)
(opens in web browser)



APPENDIX E

October 2019 Service Equity Analysis

[Click here for link to document](#)
(opens in web browser)



APPENDIX F

March-April 2020 COVID Response Service Equity Analysis

[Click here for link to document](#)
(opens in web browser)



APPENDIX G

June 2021 Service Equity Analysis

[Click here for link to document](#)
(opens in web browser)



APPENDIX H

August 2021 Service Equity Analysis

[Click here for link to document](#)
(opens in web browser)



APPENDIX I

Reduced Fare Program Fare Equity Analysis

[Click here for link to document](#)
(opens in web browser)



APPENDIX J

Commission agenda, minutes of approval of 2022 Title VI Program Update



DISCUSSION ITEM



9A: Paratransit Path Forward

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

- Staff will provide an update on the next steps resulting from the Paratransit Service Analysis. The analysis was done in 2020-21 because in-depth review of DART's ADA complementary service hadn't been done in more than 10 years, and Medicaid changes have increased use of the program. The goal of the analysis was to ensure:
 - ADA Compliance
 - Best practices
 - Efficient and effective service
 - Enhanced customer and member community experience
 - Positioned to deliver new and innovative service models
- The analysis resulted in several recommendations, which staff and consultants have been researching and evaluating in order to bring recommendations to the Commission.
- This presentation is to give the Commission background on DART's ADA Complementary Program (Bus Plus) and further information to prepare for a late May workshop on the topic.



MONTHLY REPORT



10A: Monthly Performance Report - March 2022

Staff Resource: *Nate Bleadorn, Business Intelligence Manager*

Summary of March 2022 Monthly Performance:

- Ridership was up in March compared to February, and it was up compared to this same time last year. Total March ridership was up 10% compared to March of 2021. Fixed route was up 12% and Paratransit was up 30%. RideShare is up 10% compared to last month, but it is down compared to last year at this time. Overall Rideshare numbers are now flat YTD compared to last year. DART on Demand continues to see increased ridership, with more discussion available in the Planning Department monthly report.
- For the month of March, preventable accidents occurred at a rate of .93 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 just above our goal at 1.04 accidents per 100,000 miles. Non-preventable accidents occurred at a rate of 0.70 per 100,000 miles in February, which is a slight increase compared to last month.
- On-Time Performance saw a slight month-to-month increase to 86.00% for the month and 85.28% for the year, which is right at our benchmark of 85%.
- Fixed Route operating costs per revenue hour are \$136.31 this month which meets our goal of \$150. These costs are up 14% compared to March of last year, and 5.6% higher than FY21 YTD.
- Road calls per 100,000 miles, where our buses need service while in operation, are currently sitting at 6.49. This is down 15% fiscal year to date. March saw an increased number of Calls/100K miles compared to February.



Performance Summary - March 2022

4/1/2021

3/31/2022

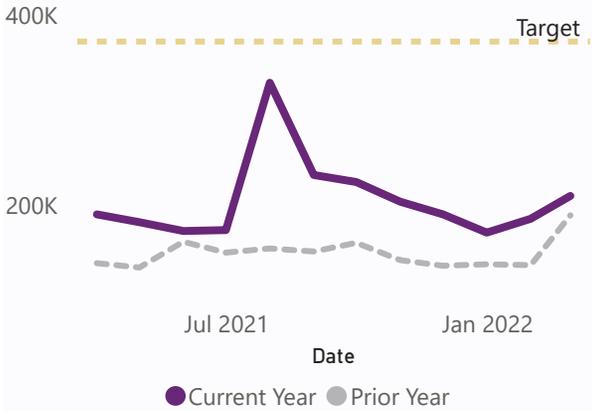
Ridership

Monthly
209,981

FY21: 189,566 (+10.77%)

YTD
1,921,359

FY21: 1,360,616 (+41.21%)



Preventable Accidents/100k Miles

Monthly
0.93

FY21: 0.24 (-297.09%)

YTD
1.04

FY21: 0.86 (-20.18%)



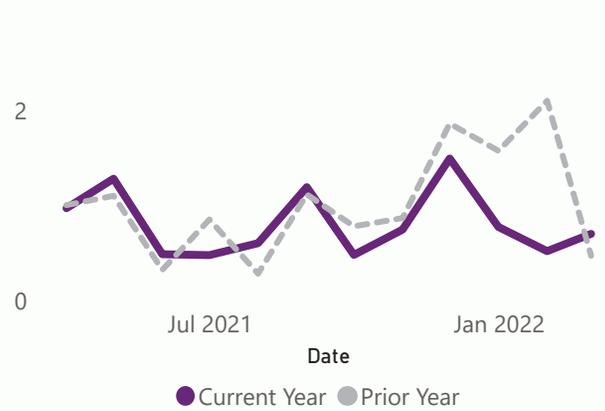
Non-Preventable Accidents/100k

Monthly
0.70

FY21: 0.47 (-48.91%)

YTD
0.77

FY21: 1.10 (+29.96%)



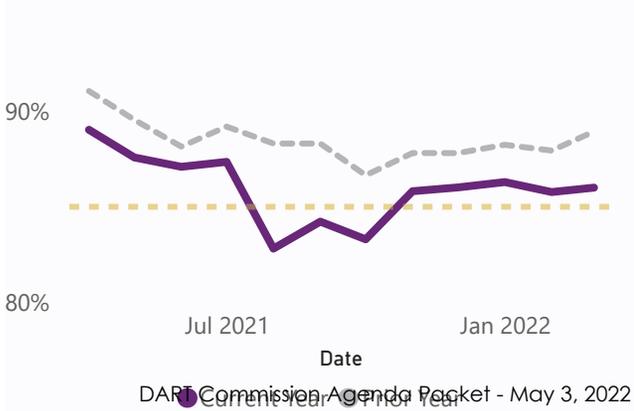
On-Time Performance

Monthly
86.00%

FY21: 88.94% (-3.3%)

YTD
85.28%

FY21: 88.14% (-3.25%)



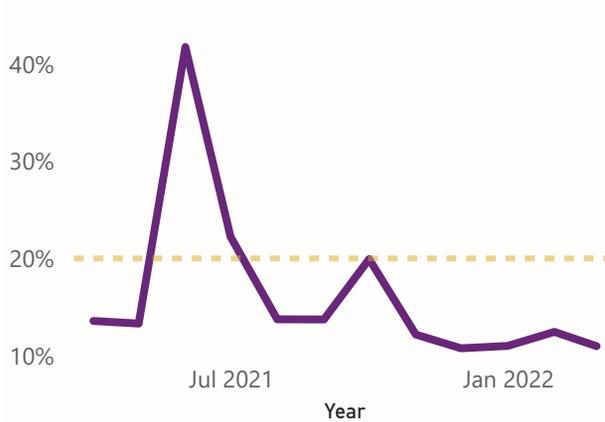
Farebox Recovery Ratio

Monthly
10.97%

FY21: 16.75% (-34.52%)

YTD
14.02%

FY21: 12.72% (+10.21%)



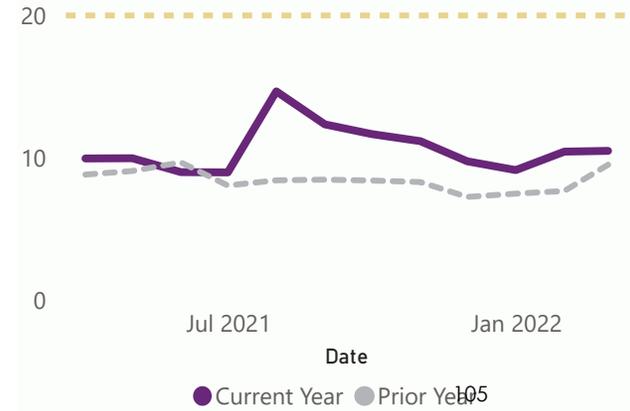
FR Passengers / Revenue Hour

Monthly
10.51

FY21: 9.53 (+10.27%)

YTD
11.06

FY21: 8.20 (+34.8%)





Fixed Route Performance

4/1/2021

3/31/2022

Ridership

Monthly

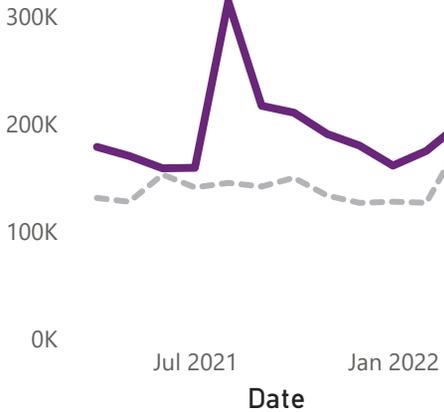
197,639

FY21: 176,420 (+12.03%)

YTD

1,804,663

FY21: 1,267,067
(+42.43%)



On-Time Performance

Monthly

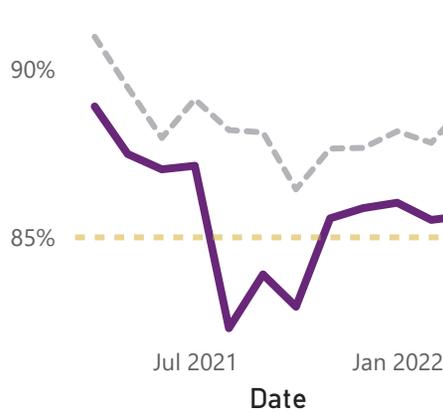
85.63%

FY21: 88.82% (-3.59%)

YTD

84.98%

FY21: 87.99% (-3.43%)



Operating Cost/Rev. Hour

Monthly

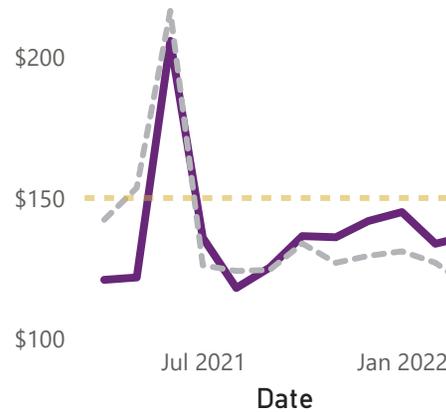
\$136.31

FY21: \$119.34 (-14.21%)

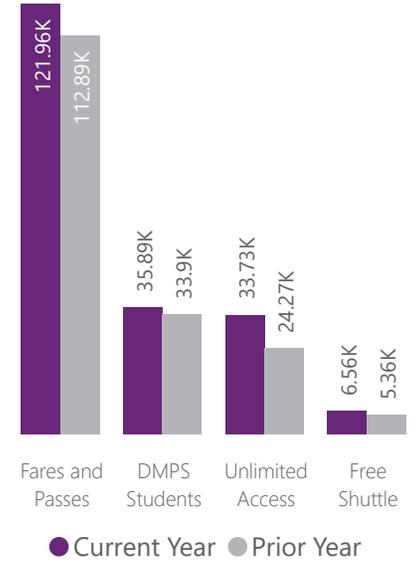
YTD

\$133.95

FY21: \$126.85 (-5.6%)



Monthly Ridership by Fare Group



Preventable Acc./100k

Monthly

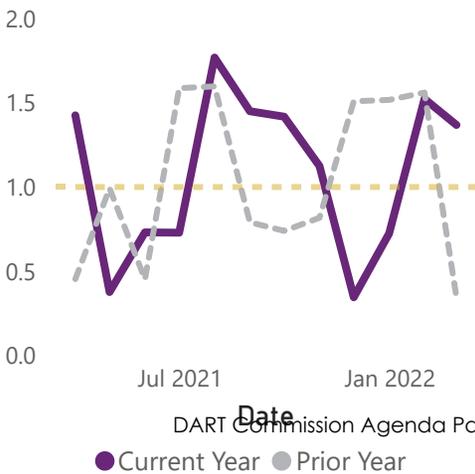
1.37

FY21: 0.35 (-295.14%)

YTD

1.17

FY21: 1.15 (-1.8%)



Non-Preventable Acc./100k

Monthly

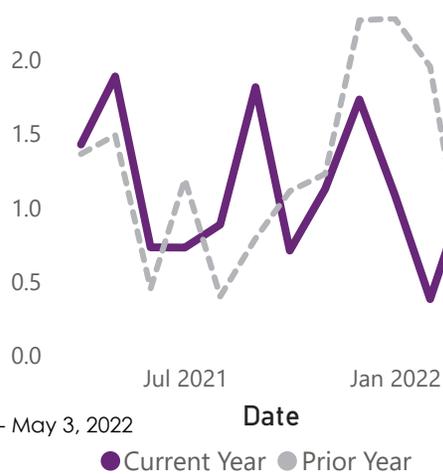
1.03

FY21: 0.69 (-48.18%)

YTD

1.06

FY21: 1.32 (+20.2%)



Road Calls/100k Miles

Monthly

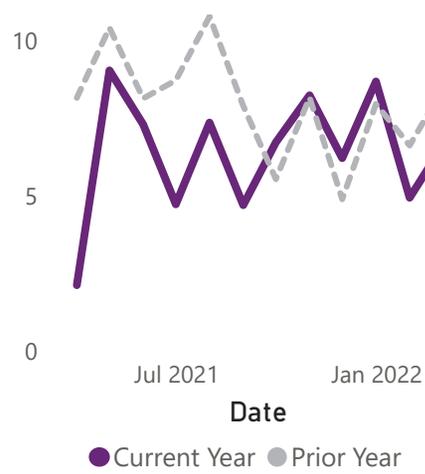
6.50

FY21: 8.31 (+21.8%)

YTD

6.49

FY21: 7.63 (+15.03%)



Complaints/100k Passengers

Monthly

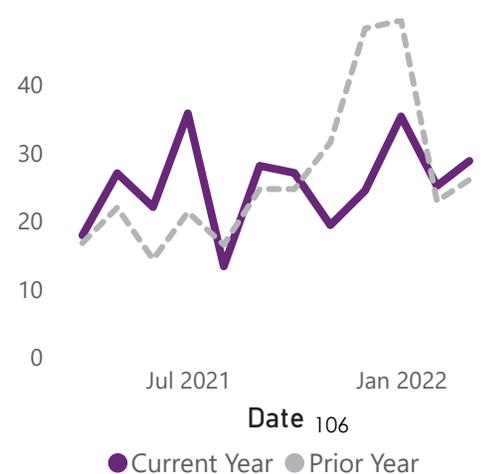
28.84

FY21: 26.07 (-10.61%)

YTD

25.27

FY21: 28.96 (+12.76%)





Paratransit Performance

4/1/2021

3/31/2022

Ridership

Monthly

6,986

FY21: 5,318 (+31.37%)

YTD

58,120

FY21: 34,678 (+67.6%)

On-Time Performance

Monthly

93.42%

FY21: 92.09% (+1.44%)

YTD

91.81%

FY21: 92.74% (-1%)

Operating Cost/Passenger

Monthly

\$60.36

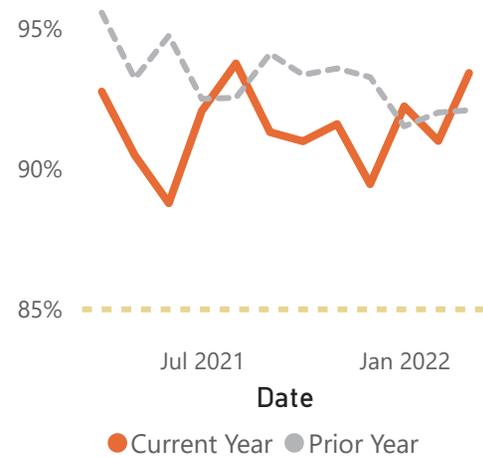
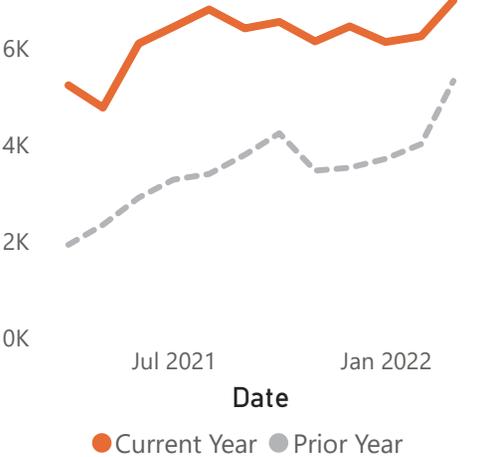
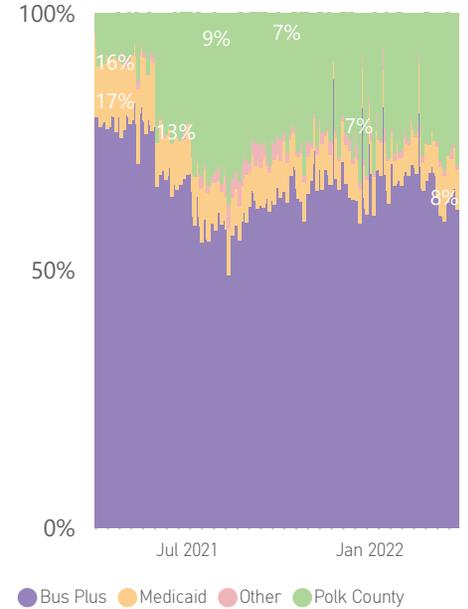
FY21: \$52.02 (-16.03%)

YTD

\$58.54

FY21: \$64.66 (+9.47%)

Paratransit Customer Type Breakdown



Preventable Acc./100k

Monthly

0.00

FY21: 0.00

YTD

1.06

FY21: 0.24 (-336.09%)

Non-Preventable Acc./100k

Monthly

0.00

FY21: 0.00

YTD

0.35

FY21: 0.97 (+63.66%)

RideShare - Ridership

Monthly

5,356

FY21: 7,828 (-31.58%)

YTD

58,576

FY21: 58,871 (-0.5%)

RideShare - Op. Cost/Passenger*

Monthly

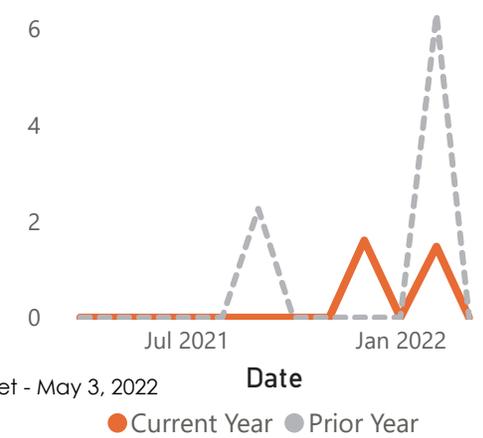
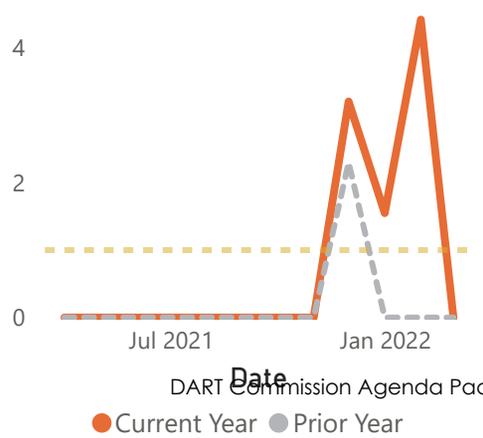
\$12.07

FY21: \$9.07 (-33%)

YTD

\$11.53

FY21: \$10.18 (-13.34%)





Route Details

Month

March 2022



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	8,988	8,087	223,800	54,200	169,600	312.9%	20.13	74.0
	#3 - University	22,435	19,454	177,192	163,580	13,612	8.3%	12.94	87.2
	#4 - E. 14th	8,531	7,300	76,988	57,847	19,141	33.1%	9.93	89.4
	#5 - Franklin Ave/Johnston	6,484	5,452	56,364	34,070	22,294	65.4%	8.04	87.4
	#6 - Indianola	16,393	12,711	135,507	86,659	48,848	56.4%	14.26	87.7
	#7 - SW 9th St.	21,345	21,071	184,690	143,082	41,608	29.1%	20.64	90.2
	#8 - Fleur Dr.	2,106	1,625	18,157	8,820	9,337	105.9%	12.63	76.3
	#10 - East University	817	693	7,390	4,745	2,645	55.7%	5.69	84.7
	#11 - Ingersoll/Valley Junction	1,536	1,236	10,578	7,841	2,737	34.9%	7.26	72.4
	#13 - Evergreen	3,487	2,292	26,213	5,610	20,603	367.3%	28.57	85.4
	#14 - Beaver Ave.	10,722	10,975	94,514	67,076	27,438	40.9%	12.08	85.6
	#15 - 6th Ave.	12,923	12,197	112,660	82,047	30,613	37.3%	14.51	79.1
	#16 - Douglas Ave.	20,972	19,574	174,515	147,296	27,219	18.5%	12.94	83.7
	#17 - Hubbell Ave.	14,774	13,339	124,365	103,648	20,717	20.0%	10.33	86.8
	#50 - Euclid	4,084	3,258	33,876	28,745	5,131	17.9%	5.63	93.4
	#52 - Valley West/Jordan Creek	7,831	7,148	65,016	55,342	9,674	17.5%	6.67	86.7
	#60 - Ingersoll/University	19,653	18,575	164,608	130,104	34,504	26.5%	12.43	83.0
	#72 - West Des Moines Loop	3,305	3,000	25,143	24,673	470	1.9%	3.37	79.1
	#74 - NW Urbandale	388	323	2,653	2,010	643	32.0%	2.22	81.8
	2. Shuttle	Link Shuttle	232	658	4,474	1,952	2,522	129.2%	1.77
Downtown Shuttle		6,006	4,326	48,549	36,763	11,786	32.1%	6.80	89.3
3. Express	#92 - Hickman	610	481	3,848	2,587	1,261	48.7%	2.00	78.1
	#93 - NW 86th	663	444	4,890	2,618	2,272	86.8%	2.42	84.2
	#94 - Westown	375	271	3,705	2,291	1,414	61.7%	4.72	86.3
	#95 - Vista	118	155	1,204	1,277	-73	-5.7%	1.81	79.7
	#96 - E.P. True	597	342	4,583	2,406	2,177	90.5%	3.60	79.4
	#98 - Ankeny	1,891	1,056	15,072	6,699	8,373	125.0%	4.52	80.7
	#99 - Altoona	373	273	3,192	2,242	950	42.4%	2.17	81.7
	5. On Call	Ankeny		104	584	810	-226	-27.9%	3.50
NW Johnston / Grimes									
Regional				46	31	15	48.4%	2.92	99.4
6. DART On Demand	Ankeny On Demand	917		2,537		2,537	Infinity	1.82	
Cab	Paratransit: Taxi	265	246	4,202	1,677	2,525	150.6%	4.87	
Paratransit	Paratransit: Bus/Van	6,751	5,072	52,987	33,001	19,986	60.6%	1.80	91.8
RideShare	RideShare	5,356	7,828	58,576	58,871	-295	-0.5%	4.13	
	RideShare	5,356	7,828	58,576	58,871	-295	-0.5%	4.13	
Total		210,928	189,566	1,922,678	1,360,620	562,058	41.3%	9.22	85.2



10B: Quarterly Financial Report, January 1 - March 31, 2022

Staff Resource: Amber Dakan, Finance Manager

Revenue

Operating Revenue

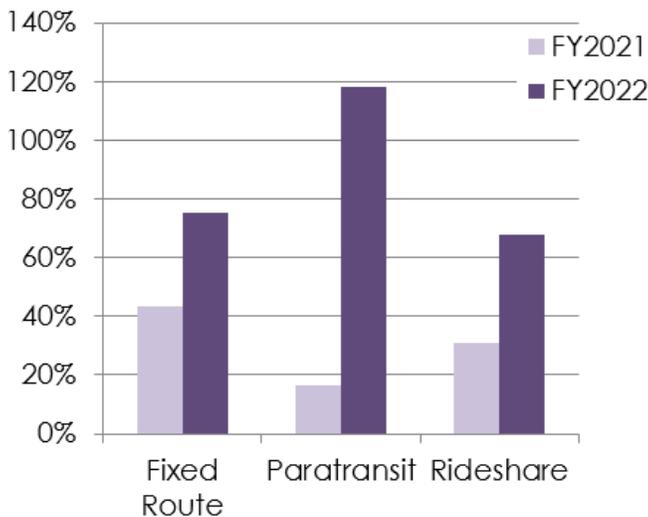
- Fixed Route Operating Revenue year to date for the third quarter of the fiscal year performed at 75.57% of the annual budget. This is higher than FY21 levels of 43.41% largely due to the ongoing recovery from COVID-19. Most categories with the exception of Monthly Passes and Weekly passes have experienced increases in comparison to the prior year.
- Paratransit Operating Revenue for Quarter 3 year to date of FY22 is 118.35% of budget. This is a large improvement over FY21 which performed at 16.40%. In terms of dollars, FY22 collected approximately \$194,900 more than the prior year's quarter. The slow recovery from the impact on COVID-19 was evident in all categories of operating revenue.
- RideShare Operating Revenue for FY22 is up compared to FY21 at 67.83% and 30.97% respectively for the third quarter year to date.



Revenue, Percent of Budget

July – March

Operating Revenue

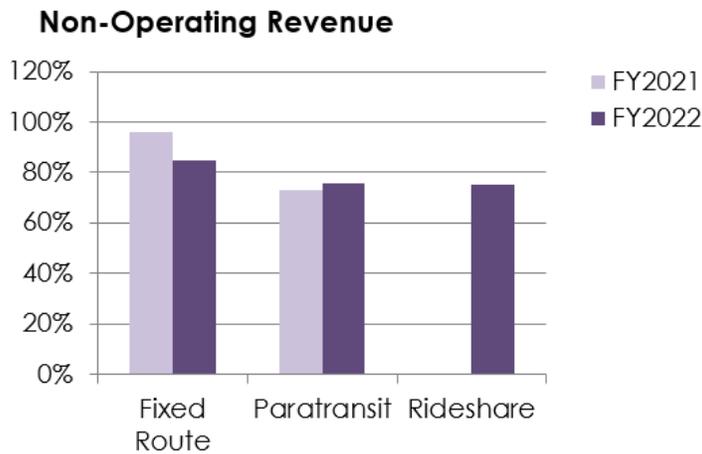




Non-Operating Revenue

- Fixed Route Non-Operating Revenue for Q3 of FY22 is slightly lower than FY21's third quarter year to date at 84.94% and 95.93% respectively. The differentiation is an increased budget in the current year in FY22 compared to FY21.
- Paratransit Non-Operating Revenue for FY22 year to date is at target as compared to the prior year at 75.37% and 73.01% respectively. In terms of dollars, this is a difference of approximately \$720,400 and is a result of an increased budget and a CARES grant draw for Paratransit in the third quarter of the fiscal year.
- RideShare Non-Operating Revenue for FY22 year to date is tracking on budget at 74.98% in the third quarter as compared to the prior year at 0%.

 **Non-Operating Revenue, Percent of Budget**
July – March



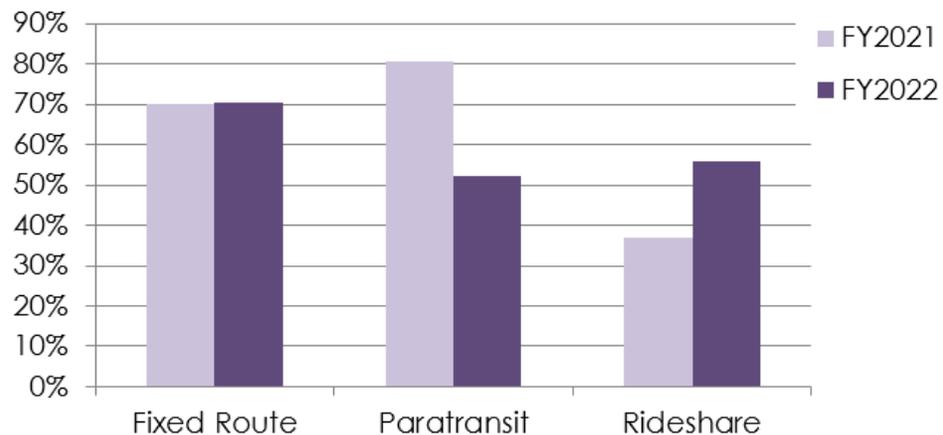


Expenses

- Fixed Route Operating Expenses as a percentage of budget is higher in FY22 than it was as compared to FY21. Third quarter FY21 year to date utilized 63.09% of the expense budget while FY22 is 71.40% of budget utilization for the same period.
- Paratransit Operating Expense is up as a comparison of budget in FY22 over FY21. Third quarter FY22 Operating Expenses were 80.41% and 52.12% in FY21. Salaries, Wages, & Fringes, Fuels and Lubricants, Tires, Equipment Repairs Parts, Purchased Transportation Services and Misc. Departmental Expenses are all higher than the prior year’s usage. These categories are all a factor and in alignment with operator wage adjustments and ridership increasing correlating to increased direct expenses.
- RideShare operating expense utilization in the current year has increased in the current year over the prior year as some vanpools have returned to the workplace. Quarter 3 of FY22 year to date is a 55.84% utilization as compared to FY21 at 37.06%. Most categories are seeing an increase over the prior year, namely Salaries, Wages & Fringes, and Fuel & Lubricants.

Expenses, Percent of Budget
 July – March

Expenses





DISCUSSION ITEM



10C: Quarterly Safety Report – Q3 FY 2022

Staff Resource: Pat Daly, Safety Manager

Agency Safety Plan Safety Performance Safety Targets

DART's Public Transit Agency Safety Plan is required to set and track safety performance targets. There are seven safety performance areas tracked for the four modes of service DART delivers

The following table compares DART's Safety Performance Target goals to actual fiscal year-to-date performance and the prior year's performance for the same time frame.

FY 2022 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 (Major Road Calls)
Fixed Route							
FY 22 - Target	0	0	10.0	1.25	12.0	1.50	10,500
FY 22 - Actual	0	0	9.0	.53	10.0	0.59	17,726.77
FY 21 - YTD	0	0	2.0	.13	8.0	0.51	14,256.81
Paratransit							
FY 22 - Target	0	0	2.0	1.0	2.0	0.4	400,000
FY 22 - Actual	0	0	0.0	0.0	0.0	0.0	38,164.08
FY 21 - YTD	0	0	0.0	0.0	0.0	0.0	-----
Rideshare							
FY 22 - Target	0	0	1.0	1.0	1.0	0.17	138,000
FY 22 - Actual	0	0	0.0	0.0	2.0	0.32	-----
FY 21 - YTD	0	0	0.0	0.0	1.0	0.17	-----
Taxi							
FY 22 - Target	0	0	1.0	1.0	1.0	0.17	7,400
FY 22 - Actual	0	0	0.0	0.0	0.0	0.00	-----
FY 21 - YTD	0	0	0.0	0.0	0.0	0.00	-----

DISCUSSION ITEM

10C: Quarterly Safety Report – Q3 2022



Safety Performance Targets

For the third quarter there were a total of seven safety events. Fixed route saw one non-preventable and one preventable motor vehicle crash after which the other vehicle was towed from the scene. Fixed route also incurred two preventable and two non-preventable passenger falls. Lastly, one DART bus operator suffered a preventable trip and fall.

Preventable Vehicle Accidents

For FY 22, DART has the goal of less than 1.00 preventable accident per 100/K miles of revenue service. Through the end of the third quarter, we were at 1.04 preventable accidents per 100/K of revenue service.

Staff continues to review and analyze preventable accident and safety event data and develop recommendations to address any trends.



MONTHLY REPORT



11A: Operations Team Report

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

- **Iowa State Fair:** The Operations team is beginning work for the 2022 Iowa State Fair. This includes planning, contracts and scheduling. No major changes are expected this year, and we are looking forward to another great State Fair!

Maintenance – Keith Welch, Fleet Manager

- **Light Duty Bus Order:** DART has placed the order of seven New England Wheels' Front Runner Light Duty buses. Due to production restraints, build time is six to twelve months out. We are working closely with our vendor to stay up to date on changes to the final production date.
- **30' Bus Order:** DART has placed the order for four more Heavy Duty 30' buses. Due to production restraints, build time is six to twelve months out. We are working closely with our vendor, Gillig, to stay up to date on changes to the final production date.
- **Supply Chain Impacts:** DART's fleet maintenance department continues to be impacted by parts shortages due to supply chain challenges. We have seen some improvement recently with around 95% of orders being received within 60 days but still seeing four to five months back order time on about 5% of items. 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 (POL) such as grease and transmission fluid (40%). We continue to see increases of POL products such as engine oil, which took a \$0.64 jump per gallon in March. Staff continues to monitor and adjust ordering as needed.

Transportation



Chris Weston, Fixed Route Operator, celebrated 10 years of service with DART on April 2. Chris has been a dedicated employee and works hard to deliver passengers safely to their destinations.



Kurt Mackel-Wiederanders, Paratransit Operator, celebrated 10 years of service on April 30. Kurt continually goes above and beyond as a as trainer and mentor for new operators. We are very proud of his continued success in Paratransit.



MONTHLY REPORT



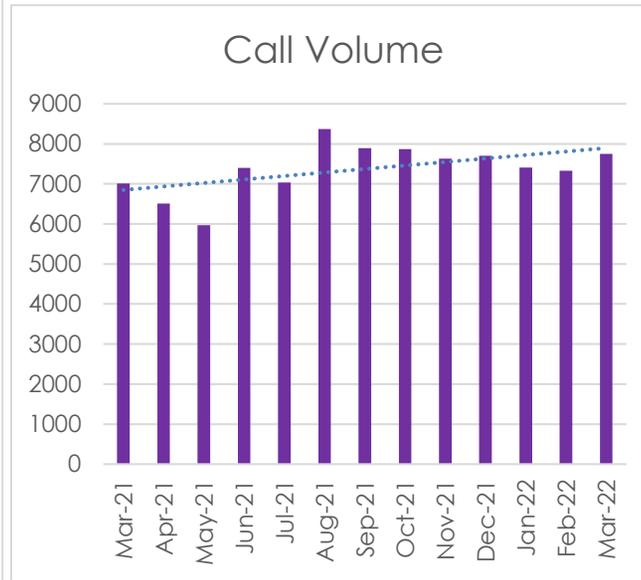
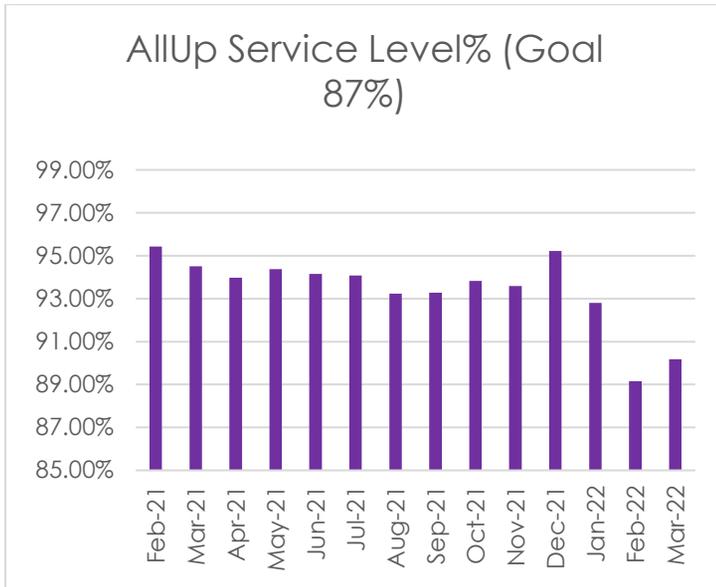
Facilities – Zach Ashmore, Facilities Manager

- **Security System/Remote Guarding:** The facilities team is working to update some aging security equipment to better serve our remote guarding for the facilities unoccupied times overnight. This includes updating the PA system at DCS as well as some camera upgrades.
- **Upcoming Projects:** DART's facilities team is preparing for several major maintenance projects at DART Central Station including the intake replacement for the water reclaim, a refresh of the outdoor art wall, and repair of an HVAC compressor for the DART Central Station lobby. At DART Way, facilities is managing several challenges brought on by the aging building including the cleaning of the fuel storage and dispensing system; challenges with the sewer pipe system; and other necessary repairs to keep the building functioning.

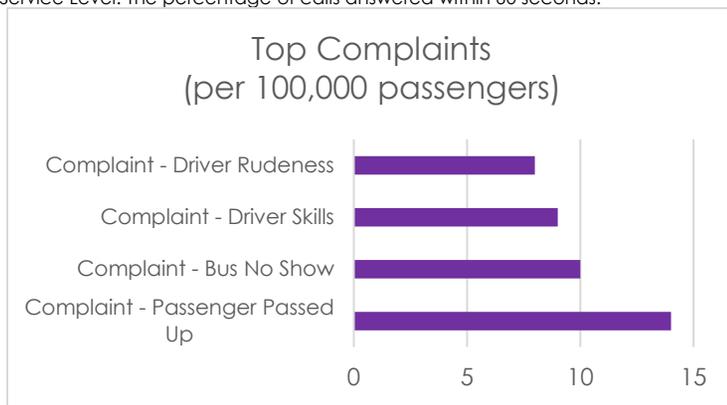
MONTHLY REPORT
11A: Operations Team Report



Customer Experience – Steve Wright, Customer Experience Manager



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





MONTHLY REPORT



11B: Planning Team Report

Staff Resources: Luis Montoya, Chief Planning Officer

- **Express Route Schedules:** 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 were drafted and shared back with customers in March for feedback, and details were shared with the Commission in April and will be proposed for approval in May.
- **DART on Demand West Des Moines:** Staff are refining the TOS proposal for a new DART on Demand zone in West Des Moines. Public outreach will be conducted in May to share details and collect feedback on zone boundaries, span of service, proposed fare pricing, and likely wait times. The new zone could be launched in the fall of 2022 or spring of 2023.
- **DART on Demand (Microtransit) Pilot:** A table below shows key performance metrics for the first four weeks of April. A second vehicle now operates during the peak period of demand to help improve reliability. This has allowed ridership to continue to grow while keeping average wait times and instances of no vehicle being available at acceptable levels.

Week	Ridership			Customer Experience			Service Adoption	
	Trips	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	Mobile Booking Rate	New Accounts Created
Mar 28-April 1	226	56	10	12%	26 minutes	10 Minutes	64%	17
April 4-8	182	48	3	16%	20 minutes	9.5 Minutes	73%	11
April 11-15	199	50	5	11%	18 minutes	11 Minutes	73%	12
April 18-22	213	49	4	11%	20 minutes	9.9 Minutes	78%	9
Cumulative	2915		160					510

- **Title VI Program Update:** Staff have prepared 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. An informational overview was provided to the Commission in April and approval of the program update will be sought in May.
- **Climate Action Strategy:** Staff submitted the Climate Action Strategy in response to the FTA's Healthy Climate Challenge. The strategy inventories DART's existing greenhouse gas emissions and recommends strategies for reducing emissions.



MONTHLY REPORT



11C: External Affairs Team Report

Staff Resources: Erin Hockman, Chief External Affairs Officer

Marketing and Communications

- June Service Change:** throughout the month of April, DART's marketing team developed and deployed communications to notify riders of changes happening as part of the June service change. This service change will impact schedules for Local Routes 16 and 17, and Express Routes 92, 93, 94, 95, 96, 98 and 99 and will go into effect on Sunday, June 12.
- West Des Moines DART on Demand Public Input:** DART has scheduled three public events in May to collect feedback about a proposal to eliminate Route 72 and replace it with a DART on Demand zone in West Des Moines. The meetings will be held May 24-26, with a mix of times, dates, locations and virtual options in order to be as accessible as possible to riders. Efforts in this phase of communication will focus on reaching current riders of DART routes that would be impacted by the change, including Local Routes 52 and 72, as well as those riders who might utilize the service, including riders of Local Routes 3, 11 or 74.
- Memorial Day service:** Staff will be informing riders throughout the month of May that there is no service on Memorial Day, Monday, May 29, 2022. Communication efforts will include bilingual bus audio, mentions on bilingual hangtags on buses, signage at DART Central Station and social media and website posts.
- Bike Month:** DART will offer free rides for the month of May when boarding with a bike to celebrate bike month, a partnership with the Street Collective.
- \$1 Fare promotion:** The \$1 fare promotion running April 4 through May 31 is being supported through a digital and social media campaign featuring simple, witty meme-like messages. Ridership is trending upwards during the first few weeks of this campaign.



MONTHLY REPORT
11C: External Affairs Team Report



Marketing Analytics Report

Metric	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	March 2022	Mar 2021	Year Prior
MyDART App Accounts	32,955	33,524	34,117	35,007	35,829	36,818	25,077	32%
Website Unique Visitors	20,827	19,238	16,515	17,000	20,214	19,078	14,514	24%
Facebook Likes	5,179	5,205	5,312	5,983	6,000	6,000	4,919	18%
Twitter Followers	2,466	2,470	2,481	2,481	2,501	2,505	2,433	3%
Instagram Followers	1,462	1,474	1,468	1,488	1,490	1,503	1,405	7%
LinkedIn Followers	600	645	659	668	682	698	541	22%
Email Subscribers	13,403	13,335	13,349	13,349	13,532	13,504	14,240	-5%
Trip Plans	30,022	25,089	25,214	29,093	29,081	32,865	20,925	36%
Real-time Map	24,854	20,802	18,700	22,908	21,729	22,532	14,451	36%
Next DART Bus	189,754	173,743	191,519	203,723	193,726	279,818	144,277	48%
SMS Text Messaging	120,902	122,839	122,099	123,598	125,722	147,731	108,298	27%
IVR Phone Calls	6,321	5,948	5,572	4,974	4,833	5,911	5,359	9%

MyDART App Report

Metric	Sept 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	March 2022	TOTAL FY 2022
Downloads	885	950	834	880	890	822	989	9,158
iOS	280	291	236	247	259	464	264	3,154
Android	605	659	598	633	631	617	725	6,263
Accounts Created	688	665	569	593	669	566	706	7,268
Orders Placed	3,097	3,349	2,910	2,993	3,005	3,164	3,472	29,930
Passes Purchased	3,872	4,756	4,247	4,050	4,118	4,363	4,774	43,450
Revenue	\$19,185	\$21,384	\$18,679	\$18,779	\$20,077	\$19,478	\$22,677	\$183,555

DART in the NEWS

Top Stories:

[Masks now optional on local transportation in Des Moines](#)

[DART offering \\$1 fares to help customers feeling the squeeze from inflation, fuel costs - Business Record](#)

[Where to find 8 new sculptures and murals that went up in the Des Moines metro area](#)

RideShare – Victoria Lundgren, RideShare Supervisor

- **New technology systems RFP:** DART has issued an RFP 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. DART hopes to identify

MONTHLY REPORT
11C: External Affairs Team Report



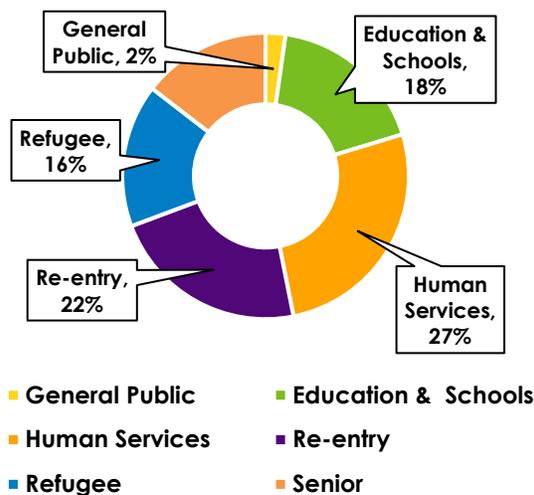
a new technology solution this summer and implement by December 2022 with the potential for future implementation phases to support more statewide functionality and collaboration.

- **Statewide vanpooling:** Despite reduced ridership from traditional suburban office commuters, DART continues to field interest from rural manufacturing employers seeking workforce transportation solutions. DART and the DOT are actively exploring how to leverage RideShare fleet inventory to help meet these needs across other transit regions in Iowa. DART is also updating its vanpooling partner contracts to improve efficiency for onboarding new business partners and vanpool customers.
- **Spring RideShare promotion:** Follow up to prospective RideShare partners is ongoing while promotional efforts to attract new vanpool customers will be a key component of the next DART rider acquisition campaign.

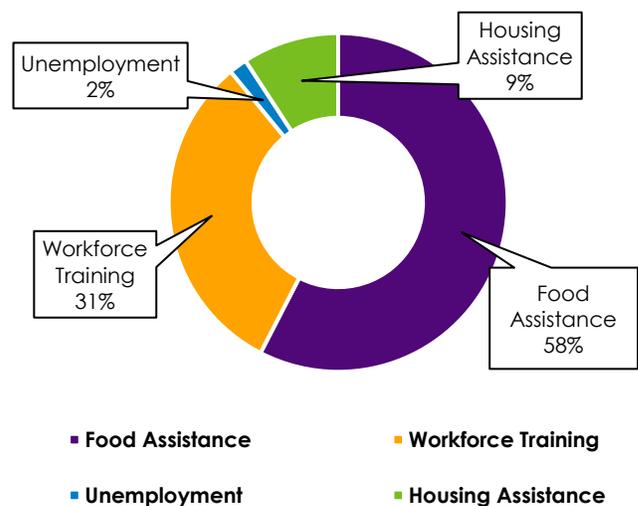
Business & Community Partnerships – Matt Harris, Business & Community Partnerships Manager

- **Unlimited Access Program:** Ridership by Unlimited Access partners saw an 18% increase from February to March 2022, with the strongest increases in the Office and Residential partner segments. Cultivation of new developer and residential partnerships is ongoing. Partnership renewals in progress or upcoming include Unity Point, DMACC, DMU and City of Des Moines.
- **Half Fare Program:** A permanent expansion of DART's half fare program was approved by the DART Commission in April and will take effect July 1. An internal implementation team is meeting bi-weekly to plan for the adoption of this program into DART's permanent fare structure. Prior to July 1, individuals currently enrolled in the pilot program will be invited to re-enroll. To-date, the program has reduced barriers to transportation for more than 500 people.
- **Art Shelters:** Nearly 80% of all planned art shelter locations, have been activated, including art shelters installed or awaiting installation, as well as art processes currently underway or completed. Art concepts are completed for more than half of all locations. Three new art shelters were installed in April, including a second shelter at Drake University and two more along the 6th Avenue Corridor.
- **Mobility Coordination:** Mobility outreach participation and half fare pilot enrollment through March 31, 2022, are shown below.

FY2021 YTD Mobility Outreach Participants
 798 Total Participants



Half Fare Pilot Enrollment by Eligibility
 521 Total Participants



MONTHLY REPORT
11C: External Affairs Team Report



Public Affairs – Amy McCoy, Public Affairs Manager

• **Federal Initiatives:**

- Staff prepared and submitted a Community Funding Project application to Congresswoman Cindy Axne's Office. Each member of Congress can request funding for up to 15 projects in their community for Fiscal Year 2023. Only state and local governments and eligible non-profit entities are permitted to receive funding. DART has applied for \$3 million toward development of a proposed new operations and maintenance facility.
- Staff is compiling information for an application for the Federal Transit Administration (FTA) 2022 Buses and Bus Facilities grant program. DART will request support from local and congressional leaders in being awarded the grant funding. Pending Commission approval, staff will apply for \$25 million toward the project, which was previously awarded \$17 million in 2019.
- DART finalized its participation in the Greater Des Moines Partnership's Federal Policy Committee. The group assisted in developing the partnership's federal priorities for the remainder of the 117th Congressional session. A final federal agenda will be available at the Partnership's website in the coming weeks.

• **State Initiatives:**

- DART continues to pursue legislative support in diversifying its funding away from a heavy reliance on property taxes. Earlier this month, the Iowa House passed an amendment ([H-8319](#)) to the [Rebuild Iowa Infrastructure Fund bill](#) that would require the an advisory committee to study alternate ways to increase DART funding without increasing property taxes. The advisory committee is tasked with submitting a report containing its findings and recommendations no later than December 15, 2022.
- DART staff coordinated with its state lobbying group PolicyWorks to bring Medicaid paratransit reimbursement issues back to legislators and provide them with information on how the federally required ADA program is being leveraged inappropriately by some Medicaid providers. This situation puts an additional burden on area taxpayers to subsidize the ADA program which only allows charging of a nominal fare versus the Medicaid rate which covers a greater share of the cost of paratransit trips. DART doesn't anticipate further action on the issue this legislative session.

• **Regional Initiatives:**

- DART is sponsoring a session during the Greater Des Moines Partnership's annual DMDC trip. DART Commission Chair Doug Elrod will speak during a congressional staff event and DART will also have video and handout materials available.

• **Other Initiatives:**

- Staff prepared materials for several community engagements including presentations to the Community Connect Program and a local Kiwanis chapter.

MONTHLY REPORT

11C: External Affairs Team Report

- o DART prepared its bi-monthly stakeholder newsletter which covered a number of topics including updates on DART On Demand, the Half Fare Program, the FTA's Sustainable Transit for a Healthy Planet Challenge as well as information on \$1 fare and RideShare promotions.



Thank you for helping DART meet changing transportation needs

One of the themes you'll notice in this month's newsletter is how critical public transit is to riders.

You'll also read how DART is constantly evaluating its service to be as efficient and effective as possible to meet the needs of these riders and our member communities who support this important public service.

Below, you'll learn about our recently innovative DART on Demand service that's increasing demand for trips and getting great reviews. You'll also learn about how we're taking a close look at our Express Routes and how changing commuter patterns call for adjustments to those services. Finally, you'll see how we're working to make public transit even more accessible and affordable for riders through our Half-Fare Program and our \$1 fare promotion aimed at capturing new riders at a time when gas prices are soaring.

I want to thank the DART Commission, our staff and the public for the significant effort and feedback they've provided in helping DART be innovative and responsive in providing the right array of transit services for our central Iowa communities.

Sincerely,

A handwritten signature in black ink that reads "Elizabeth Presutti".

Elizabeth Presutti
Chief Executive Officer





**State Legislative Update for Des Moines Area Regional Transit Authority
Prepared by PolicyWorks on April 25, 2022**

- The Legislature has gone past their 100th day which was April 19, and their per diem payments have run out with significant budget work remaining. June 30 is the end of the fiscal year and the deadline for the legislature to approve the state budget. The delays are reportedly over bills related to education policy.
- In early April, the Iowa House passed an amendment ([H-8319](#)) to the [Rebuild Iowa Infrastructure Fund bill](#) (RIIF) [HF2579](#) that would require the Iowa Department of Transportation (DOT) to form and lead an advisory committee to study alternate ways to increase DART funding without increasing property taxes. The advisory committee is tasked with submitting a report containing its findings and recommendations no later than December 15, 2022. Additional meetings with senators have indicated that they will support the provision in the RIIF bill. DART has registered in support of the bill and conducted early outreach to DOT staff. Following direction from the DART Commission, representatives of PolicyWorks and DART may request a meeting with Governor's staff to discuss recommendations for appointments to the advisory committee.
- The following bills that are currently still alive this session and being monitored on behalf of DART:
 - [HF 2129](#) - A bill for an act relating to the use of an electronic device in a voice-activated or hands-free mode while driving, providing penalties, and making penalties applicable.(Formerly HF 392, HF 75.)
 - [HF 2579](#) (as noted above) - A bill for an act relating to and making appropriations to state departments and agencies from the rebuild Iowa infrastructure fund and the technology reinvestment fund, providing for related matters, and including effective date provisions. This bill also includes \$1.5 million to the DOT for public transit infrastructure grants.

Federal Update for Des Moines Area Regional Transportation Authority
Prepared by Cardinal Infrastructure
Prepared April 25, 2022

Appropriations and President's Budget

President Biden presented his FY 23 budget on March 28. The budget request for fiscal year 2023 for the U.S. Department of Transportation provides \$142.3 billion in gross spending authority, an increase of about \$1.6 billion from the fiscal 2022 enacted levels (excluding highway emergency relief). The bulk of the funding has already been provided by the bipartisan infrastructure law (the Infrastructure Investment and Jobs Act, or IIJA).

The FTA Capital Investment Grant program receives a \$602 million increase to a total program funding level of \$2.85 billion.

The proposal also includes \$50 million in new Zero Emission System Planning Program funding. The funds would go toward grants to eligible entities for planning related to conversion of recipients' transit bus fleet to zero emission buses, and other related planning expenses at an 80 percent federal cost share. Additionally, the budget included \$100 million in new funding for the Climate Resilience and Adaptation Program to make grants to eligible entities for capital projects that improve the resilience of transit assets related to climate hazards by protecting transit infrastructure. This program will also provide an 80 percent federal share.

Here is the White House ["Fact Sheet"](#) summarizing the President's budget request.

Buy America Guidance

As a result of Executive Order 14005 (EO), the Made in America Office (MIAO) was created within the Office of Management and Budget (OMB) to maximize and enforce compliance with Made in America Laws. MIAO aims to increase reliance on domestic supply chains and reduce the need for waivers through a strategic process aimed at: achieving consistency across agencies; gathering data to support decision-making to make U.S. supply chains more resilient; bringing increased transparency to waivers in order to send clear demand signals to domestic producers; and concentrating efforts on changes that will have the greatest impact.

1) All iron and steel used in the project are produced in the United States. This means all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.

2) All manufactured products used in the project are produced in the United States. This means the manufactured product was manufactured in the United States, and the cost of the components of the manufactured product that are mined, produced, or manufactured in the United States is greater than 55 percent of the total cost of all components of the manufactured product, unless another standard for determining the minimum amount of domestic content of the manufactured product has been established under applicable law or regulation.

3) All construction materials are manufactured in the United States. This means that all manufacturing processes for the construction material occurred in the United States.

COVID Relief Funding Flexibility

The U.S. Senate is considering legislation providing additional funding for Covid-19 pandemic costs. Among the provisions included in the legislation is language allowing municipalities to redirect previously appropriated funds for Covid relief to transportation projects. The bill authorizes states and

local governments to use up to \$123 billion of Fiscal Recovery Funds provided by the American Rescue Plan Act of 2021 (ARP) for transportation infrastructure investments, including public transportation. It also allows states and local governments to use these funds as non-federal match on Capital Investment Grant (CIG), Mega, and Transportation Infrastructure Financing and Innovation Act (TIFIA) projects.

Additional Pandemic Relief

Congress left town April 8th unable to pass a bipartisan deal to provide the administration with \$10 billion in pandemic relief money. Some Democrats in swing states joined Senate Republicans in their push to delay the White House's repeal of the Trump Administration's asylum crackdown, Title 42.

Ukraine

The White House announced another \$800 million in aid to Ukraine last week - but is asking Congress to allocate more funds ASAP. The money is a shoe-in on a standalone vote, but some democrats may want to package it with something like the pandemic relief bill, in order to get Republican support.

Social Spending

4/15 Hope for another spending bill had diminished leading up to the Congressional Easter recess. Senate Democrats and the White House would still hope to move forward with a pared down bill, but in the face of ever-rising inflation, it doesn't look likely for the party hoping to deliver on a few campaign promises before the mid-terms. The "front-loading" strategy (pumping a ton of money into programs that would sunset between 2023 and 2027 - think Child Tax Credit) Democrats deployed for some of the programs has deterred Manchin and is a tough sell when spending is at already historic levels. The White House will take a final shot at [resuscitating its social spending bill](#).

4/25 Talks between Manchin and the White House have warmed up recently, signaling that they're open to re-engage on aspects of a smaller social-spending package. At this moment of rising inflation and public support for fiscal austerity, it seems the White House and Senate Democrats should go along with Manchin to get something out the door that will appeal to a large swath of voters. The base will be frustrated that it isn't everything they want and more, but the legislation would be a win and something they can point to during the mid-terms.

New Funding

The U.S. Department of Transportation released a combined [INFRA/Mega NOFO](#) with applications due May 23, 2022. Railway/highway grade separation or elimination projects are eligible for both Mega and INFRA programs.

Infrastructure Law Implementation

In early April, President Biden and the U.S. Department of Transportation's Federal Transit Administration (FTA) announced a more than \$20 billion investment in American transit, thanks to the Bipartisan Infrastructure Law. The funding levels, detailed by FTA in [apportionment tables](#) for each of 30 programs for Fiscal Year 2022, will provide 58% more funding, enabling transit agencies to modernize and expand services for residents in communities large and small.

Each year, more than 65 percent of the funding distributed by FTA comes from the programs funded by formulas.

The FY 2022 full-year apportionment, which supports all of FTA's diverse competitive and formula programs, supersede partial-year tables posted in February 2022. The full-year amounts significantly increase funding for many programs, including:

- \$6.9 billion for the Urbanized Area Formula Program, which supports transit agencies in large U.S. cities and suburbs, 29% more than the FY21 funding level;
- \$4.1 billion for the State of Good Repair Formula Program, 52% more than the FY21 funding level;
- \$893 million for Rural Area Formula grants, which support transit programs in rural areas, representing 23% more than the FY21 level;
- \$422 million for the Enhanced Mobility of Seniors and Individuals with Disabilities program, representing 44% more than the FY21 level;
- \$45 million to support transit programs run by tribal governments through formula and competitive grants, representing 25% more than the FY21 funding level; and
- \$49 million for State Safety Oversight, representing 69% more than FY21 funding level.

Cyber Security

President Biden is asking governors to be ready to confront potential Russian cyberattacks by tightening oversight of their states' critical infrastructure, putting their cybersecurity experts on high alert and developing incident response plans. "Much of our nation's critical infrastructure is privately owned and overseen at the state and local levels," Biden wrote in letters to the nation's governors, "I urge you to take urgent action to exercise the authority you and your team have to prepare your critical infrastructure to withstand a cyberattack."

The Cybersecurity and Infrastructure Security Agency offers free cybersecurity services and online guidance for state and local officials, Biden wrote in his letter, and the federal infrastructure law includes "\$350 billion in emergency funding ... that may be used on cybersecurity, including modernization of hardware and software," along with \$1 billion in state and local cyber grants and \$3 billion in modernization and security funding for electric utilities.

Mask Order

The Biden administration extended the federal mask mandate for all transportation networks through May 3. The two-week extension is based off a recommendation from the Centers for Disease Control and Prevention (CDC). On April 18, a federal judge in Florida ruled the CDC overstepped its authority in imposing a mask mandate on public transportation and rescinded the mask mandate immediately. The Transportation Security Administration and most transit agencies have announced they will no longer enforce the mask requirement. The Department of Justice has appealed the decision. Only in part to restore the mandate – the decision is also a political move to preserve the public health powers of the CDC and set the precedent that a rogue federal judge doesn't have the power to unilaterally reverse guidance set by the administration.

Holds on USDOT Nominees

Sen. Rick Scott (R-FL) lifted the "holds" he had placed on pending nominees for positions at USDOT, which could allow the Senate to confirm several more nominees in the next few weeks.

Other Nominations

President Biden has yet to nominate anyone to run the Federal Highway Administration or the Pipeline and Hazardous Materials Safety Administration. Also, the Federal Aviation Administration became in need of a new Senate-confirmed Administrator candidate on March 26. And no one has been nominated for Federal Transit Deputy yet.

Sexual Harassment Legislation Passes US House

On March 30 the U.S. House passed H.R. 5706, the Stop Sexual Assault and Harassment in Transportation Act. H.R. 5706, introduced by Chair Peter DeFazio (D-OR), seeks to protect personnel and passengers during passenger transportation by air, motor carrier, commuter and intercity rail, transit, vessel, and

rideshare from sexual assault and harassment by improving the response to, and facilitate the reporting of, such incidents.

Federal Transit Administration

The FTA is reviewing comments after their April 14th deadline to submit in response to proposed guidance on core capacity and the need for increased FTA staffing. We are not able to estimate when the FTA will conclude and issue a formal update.

Ridership

According to data published in April by the FTA, transit agencies carried 53.8% as many riders in February 2022 as they did in February 2020. Measured in vehicle-revenue miles, transit agencies were able to offer 83% of pre-pandemic service. Although not as high as many in the industry would like, the numbers indicate a year-long trend (after a year of hovering around 40% between March 2020 and March 2021) of people slowly returning to work, school, and social life.



11D: Finance, IT & Procurement Team Report

Staff Resources: *Kent Farver, Chief Financial Officer*

Operations and Maintenance Facility Update – Kent Farver, CFO

- On April 21, 2022, the Facility Sub-committee met virtually and were presented information regarding the site selection search, the site selection scoring, and the recommend new site selection for the proposed new operations and maintenance facility. The schedule moving forward, the estimated budgets for construction, and the estimated financing for the facility were reviewed and discussed. Staff will continue to move forward on next steps for the NEPA and Section 106 review process for the new site.

Finance Department – Amber Dakan, Finance Manager

- **State Consolidated Application** – Staff have been working on the Annual Consolidated State Application which is a requirement for annual state funding due May 1st. The application includes several components such as the Transportation Improvement Program (TIP), Cost Allocation Plan, Public Infrastructure Grant (PTIG) application, and several certifications and assurances.
- **Insurance Renewals** – The Finance Team worked through multiple applications to prepare for the upcoming renewal period to include Workers Compensation budget forecasting, ICAP renewal application, and Cyber Insurance coverage renewal information.
- **Triennial Follow-up** – As part of the Triennial review process, the Finance team has been working on the follow up questions and requests around ECHO Draw grant documentation and fleet reporting.
- **Banking Services Transition** – The Finance Department held its first transition meeting with the selected banking service vendor, Community State Bank on April 20, 2022. Transition timelines are tentatively set for a late June cutover to match up with the fiscal year end.

Procurement Department – Mike Tiedens, Procurement Manager

Upcoming Projects and Procurements:

- **Vanpool Management System** – DART issued an RFP in April 2022 for qualified firms to provide a vanpooling system/software that provides continuity and improves efficiency and flexibility to its vanpool department. The goals and objectives for a future software/system are:
 - Increase efficiency
 - Automate ride-matching (pairing riders with vehicles and vice-versa)
 - Improved scheduling
 - Management of vehicle maintenance (routine and non-routine)
 - Ease of growth and sound planning for the future
 - Ease of use for program administrators and end users
 - Maintain compliance

MONTHLY REPORT
11D: Finance/IT/Procurement



- Support emerging statewide vanpooling demand
- **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 May 2022.

Contracts and Task Orders Approved Recently:

- **On Call Marketing Services** – DART solicited proposals for firms provide supplemental marketing and communication services to the Marketing Department on an as-needed/on-call basis. The services include, but are not limited to creative strategy & writing, graphic design, photography & videography, and media buying (digital and traditional).
 - The winning proposers were 1809, Hatch, Invictus Media, Kazoo Media, New Tribe Media, Red 11 Media, and Kristine Thompson Marketing.
- **Floor Scrubber** – DART solicited bids for a walk-behind scrubber to clean the floor of the Maintenance Shop. The scrubber will replace an existing unit that has met its useful life.
 - The winning proposer was Karcher North America and the winning bid was \$7,061.

Other Items:

DART staff attended a Meet the Buyers event in Johnston on Wednesday, April 13th. The event was hosted by Iowa State University CIRAS (Center for Industrial Research and Service). The purpose of the event was to connect local contracting agencies with local businesses, small businesses and other firms.

Future Procurements:

- | | |
|------------------------------------|-------------------------------------|
| ● HRIS System | ● Janitorial/Housekeeping Services |
| ● Fire Panel Replacement (DCS) | ● Art Wall Refresh |
| ● Facilities Truck | ● Security Upgrades (1100 DART Way) |
| ● Bond/Financing Counsel Services | ● Outdoor Signage Displays |
| ● Construction Management Services | ● A/C Recovery Units |

IT Department

- **Technology Plan (Health Assessment) Development** – Follow up and final feedback meetings are being held in May with the documentation of the current state review expected to be provided to R&B by the end of May. At that time, they will be compiling the results of their analysis and presenting a draft report to leadership during June. R&B will also be providing drafts of their white paper analysis on transit farebox methods and communication methods for transit clients during May.
- **Radio Replacement Project** – Radio equipment from Motorola has been ordered. We currently do not have an expected delivery date from the manufacturer; however, we are anticipating delivery in late summer, early fall. Radio antennas for the facility have been

MONTHLY REPORT
10D: Finance/IT/Procurement



ordered and bus antennas will be ordered in the next two weeks. Installation planning is set to begin in May with installation tentatively planned for September.

- **IT Director** – Shane Galligan, DART's IT Director has resigned his position effective April 25. We will be initiating a recruitment search and hope to have a strong person in this position in the upcoming months.



MONTHLY REPORT



11E: 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
- Customer Service Specialist
- Fixed Route Manager
- Fixed Route Operator
- Paratransit Operator
- Data Analyst Intern

• **Upcoming Openings:**

- Paratransit Coordinator
- Employee Relations Coordinator

• **Recent Hires:**

- Marketing & Communications Manager started on 04/11
- 1 Part-time Paratransit Operator to started on 04/11
- 1 Part-time HR Specialist started on 04/25
- 1 Part-time Procurement and Contract Specialist started on 04/25
- 2 Fixed Route Operators started on 04/25
- Mobility Services Manager to start on 05/02
- Grants Program Administrator to start on 05/02
- 1 HR Generalist to start on 05/16

- **COVID-19 Update:** Since the beginning of 2022 we have had 32 positive tests. Notable statistics include that our total vaccination rate is 69.70 percent. We are continuing to showcase the benefit of getting vaccinations to our employees.

Training – Matt Johnson, Training Manager

- **Fixed Route Trainees:** Training continues for three Fixed Route Operators in training. One is fully licensed, while two are working to complete training for the CDL testing after obtaining their permit.
- **Paratransit Trainees:** Training continues for three Paratransit Operators in training. One has succeeded in obtaining their full license with DART, while two are training to obtain their CDL.
- **Paratransit New Operators:** Three paratransit operators completed all training requirements and graduated to become paratransit operators.
- **Fixed Route New Operator:** Six fixed route operators completed all training requirements and graduated to fixed route operators.



MONTHLY REPORT

11E: Human Resources, Training and Safety Team Report

Safety – Pat Daly, Safety Manager

- **DART ROADEO:**
 - Continued efforts for organizing the 2022 DART ROADEO which will be held on Saturday, May 21 at the Iowa State Fairgrounds.
- **DART Safety Plan:**
 - Completed safety plan implementation gap analysis.
- **New Bus Operators Meetings**
 - We have begun having meetings with those bus operators that have just completed training. The goal of these meetings is to make them feel comfortable with the Safety department and to help them understand accidents that usually occur with new operators, what they may experience as well as giving them additional tools to help accidents being avoided.



11F: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **DART Executive Committee** - The DART Executive Committee met on Thursday, April 19. The discussion items presented during the meeting included:
 - Paratransit Path Forward
 - Legislative Update
 - New Transit Riders Advisory Committee (TRAC) Members
- **15 Year Service Award** – Jim Cline celebrated 15 years of service with DART on April 2, 2022. Jim has worked in dispatch, working with our Paratransit customers every day.
- **APTA CEO Conference** – Myself and Amanda Wanke, Chief Operating Officer/Deputy CEO attended this year's APTA CEO conference, which was held April 8-11, 2022, in Denver. The conference provided an opportunity to discuss management, policy and quality-of-life issues including sharing personal experiences and best practices among industry peers.
- **Champaign-Urbana Hydrogen Bus Site Visit** – On April 13-15, 2022, a group of DART staff travelled to visit Champaign-Urbana Mass Transit District (MTD) to learn more about their hydrogen bus implementation. We were able to get a better understanding of the technology, the range of the vehicles (particularly in the winter) and their fueling set-up. We also learned more about their Customer Service department and the processes they have in place.
- **Member City Library Visits** – We are once again working with our member city libraries in Storytime visits for preschool age kids. We were fortunate to collaborate with the libraries in conjunction with the United Way's "Read to Succeed" program in 2019 and are happy to be able to do a similar program again.





FUTURE DART COMMISSION ITEMS



Future Agenda Items:

June 7, 2022 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • ICAP Renewal • TIP Amendments 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee Update • August Service Change • Marketing Update • RideShare Update
July 12, 2022 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Vanpool Management System Contract • August Service Change • DMPS Contract • ICAAP Grant 	<ul style="list-style-type: none"> • October Service Change • State Fair Update/Reminders
August 2, 2022 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • October Service Change • Housekeeping Contract • Operator Protective Barriers • Advertising Policy 	<ul style="list-style-type: none"> • Paratransit ADA Path Forward • State Fair Update/Reminders • Electric Bus Update

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee	Tuesday, May 17, 2022	12:00 p.m.	Zoom
ADA Paratransit Program Commission Workshop	Tuesday, May 24, 2022	11:00 a.m.	Hybrid