



NOTICE OF COMMISSION MEETING AND AGENDA DES MOINES AREA REGIONAL TRANSIT AUTHORITY

WebEx Meeting ONLY - <https://dart-qsz.my.webex.com/dart-qsz.my/j.php?MTID=m9e6a9e96d4f6c4d19ac81250f17623cb>

Dial In - 1-408-418-9388/Access Code - 626 452 334

MAY 5, 2020 – 12:00 PM

	PAGE
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF MAY 5, 2020 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
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11. COMMISSIONER ITEMS	
12. NEXT MEETING: Regular DART Meeting - Tuesday, June 2, 2020 – 12:00 P.M.	
13. ADJOURN	

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



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED BY WEBEX
620 CHERRY STREET – DES MOINES, IOWA 50309
APRIL 7, 2020**



[The above Commission Meeting was held via WebEx. The Commission determined that it is impossible and impractical for all members of the Commission, staff and members of the public to be physically present at this Commission meeting due to the Covid-19 pandemic, and that it is necessary to conduct this Commission meeting by electronic means.]

ROLL CALL

Commissioners/Alternates Present and Voting:

Vern Willey, Kelly Whiting, Doug Elrod, Michael McCoy, Josh Mandelbaum, Jake Anderson, Paula Direrenfeld, Ross Grooters, Angela Connolly, Bridget Montgomery, Russ Trimble and Joseph Jones

Commissioners Absent:

Jill Altringer

CALL TO ORDER

Chair, Russ Trimble, called the meeting to order at 12:02 pm Roll call was taken, and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

Chair, Russ Trimble requested a motion to approve the agenda as presented.

It was moved by Angela Connolly and seconded by Michael McCoy to approve the April 7, 2020 agenda. The motion carried unanimously.

PUBLIC COMMENT

None

TRANSIT RIDERS ADVISORY COMMITTEE UPDATE

Chair, Russ Trimble, referred the Commission to the packet to review the Transit Riders Advisory Committee update.

CONSENT ITEMS

7A – Commission Meeting Minutes – March 3, 2020

7B – FY2021 State Grant Application

7C – February 2020 Financials

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – APRIL 7, 2020**



It was moved by Josh Mandelbaum and seconded by Doug Elrod to approve the consent items as presented. The motion carried unanimously.

ACTION ITEMS

8A – June Service Change

Luis Montoya, Planning and Development Manager provided a background of our service changes each June. These changes accommodate Des Moines Public Schools and any other adjustments necessary to better accommodate our riders. As a note these changes are intended to go into effect on June 7, 2020, however, due to the evolving nature of the COVID-19 outbreak and DART's corresponding service levels, staff will consider prevailing conditions and recommendations from public health officials and may modify the timeline of implementation or service levels in consultation with the Executive Committee.

It was moved by Angela Connolly and seconded by Ross Grooters to approve the June Service Change as presented, pending the evolving nature of the COVID-19 outbreak and DART's corresponding service changes. The motion was carried unanimously.

8B – FlexConnect Service Extension for COVID-19 Response

Mike Tiedens, Procurement Manager, reminded the Commission that we currently have agreements in place with Uber and Translowa to provide point to point service in the FlexConnect service zone. As part of DART's COVID-19 response and the resulting reductions in service, DART would like to extend the services provided by Uber and Translowa to other areas of DART's service territory to make efficient use of vehicles and resources. The procurement process was shared with the Commission as well as funding sources, which will come from operating funds.

It was moved by Bridget Montgomery and seconded by Josh Mandelbaum to approve the amendment of the existing Agreement with Uber to temporarily extend the FlexConnect service zone during the COVID-19 outbreak period as presented. The motion carried unanimously.

DISCUSSION ITEMS

9A – Uber MicroTransit

Luis Montoya, Planning and Development Manager provided an overview of a recent collaboration with Uber in which DART staff tested a new tool that will enable customers to book on-demand trips on public transit vehicles through the Uber platform.

9B – DART COVID-19 Response Update

As part of DART's response to the COVID-19 pandemic, DART staff provided information on the measures DART has put in place.

9C – Performance Report – February 2020

Elizabeth Presutti, Chief Executive Officer shared that overall ridership was up for the month of February with a 1.68% increase in Fixed Route and 7.47% in Paratransit. Looking ahead, the month of March started out strong and ridership looked good until a few weeks ago when the COVID-19 pandemic started.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – APRIL 7, 2020**



MONTHLY REPORTS

10A – Operations

None

10B – External Affairs

None

10C – Procurement

None

10D – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer shared the DART Executive Committee has met weekly over the last three weeks to discuss DART's COVID-19 issues.

It was shared that Jamie Schug, DART's Chief Financial Officer, will be leaving her position on April 17, 2020. She accepted a position at Strategic America as their Chief Financial Officer.

FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

Russ Trimble, Chair adjourned the meeting at 1:20pm.

Chair

Clerk

Date

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

The next regular DART monthly Commission Meeting is scheduled for Tuesday, May 5, 2020 at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa (if the Administration offices at DART Central Station remains closed on May 5 and the Dart Commission determines that it is still impractical and impossible to have Commission members, staff and the public physically present for this Commission meeting, then the May 5 Commission meeting will again be hosted via WebEx. Participation directions for such WebEx meeting will be forthcoming).

 **CONSENT ITEM**



6B:	March FY2020 Consolidated Financial Report
Action:	Approve the March 2020 Consolidated Financial Report

Staff Resource: *Amber Dakan, Finance Manager*

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue year to date is 10.46% below of budget projections year to date. DART suspended fare collection effective March 17th in response to the COVID-19 pandemic. While Mobile Ticketing, Unlimited Access Revenue, and Other Contracted Services continue to be ahead of budget, operating revenue as a whole is 25% less than March of 2019.
- Fixed Route Non-Operating revenue is 1.20% under budget. Interest Income and State Operating Assistance are trending above budget year to date. Timing related to FTA Lease Funds and CMAQ Funding is attributed to the under budget level.
- Paratransit Operating revenue is under budget by 31.18%. DART also suspended the collection of cash fares for Paratransit beginning March 17th. Operating revenue is 51% less in comparison to March of 2019.
- Paratransit Non-Operating revenue is 1.34% under budget resulting from grant timing as well as fewer eligible expenses tied to 5310 Funds.
- Rideshare revenues are 25.3% below budget. Their prior underbudget levels will be compounded by significantly less commuters during this time.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 3.83% under budget. Services, Fuel & Lubricants, and Insurance expense are the three categories seeing the most savings.
- Paratransit Budget Summary – Operating expenses are 10.72% under budget. Salaries, Wages, & Fringes, Insurance Expense and Equipment repair parts are seeing the most savings year to date.
- Rideshare Budget Summary – Rideshare has a budget savings of 22.07% year to date. Every category is seeing savings with the exception of Local Match.

Recommendation:

- Approve March 2020 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of March FY2020 Year to Date as Compared to Budget:**

Fixed Route	\$	217,006	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(61,728)	\$201,029.85
Rideshare	\$	<u>(20,291)</u>	
Total	\$	134,987	

FY2020 Financials:

March 2020

FIXED ROUTE	March 2020			Year-To-Date-(9) Months Ending 03/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	289,171	471,419	(182,249)	3,798,814	4,242,775	(443,961)
Non-Operating Revenue	2,154,714	2,116,809	37,905	18,807,206	19,036,282	(229,075)
Subtotal	2,443,885	2,588,229	(144,343)	22,606,020	23,279,057	(673,037)
Operating Expenses	2,411,151	2,586,020	174,869	22,369,140	23,259,182	890,042
Gain/(Loss)	32,734	2,208	30,526	236,880	19,874	217,006

PARATRANSIT	March 2020			Year-To-Date-(9) Months Ending 03/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	44,021	108,583	(64,562)	672,521	977,250	(304,729)
Non-Operating Revenue	161,330	161,913	(583)	1,452,530	1,472,219	(19,688)
Subtotal	205,351	270,497	(65,145)	2,125,051	2,449,469	(324,418)
Operating Expenses	217,282	270,497	53,215	2,186,779	2,449,469	262,690
Gain/(Loss)	(11,931)	-	(11,931)	(61,728)	-	(61,728)

RIDESHARE	March 2020			Year-To-Date-(9) Months Ending 03/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	55,462	77,958	(22,496)	524,084	701,625	(177,541)
Non-Operating Revenue	-	-	-	2,400	-	2,400
Subtotal	55,462	77,958	(22,496)	526,484	701,625	(175,141)
Operating Expenses	56,578	77,958	21,380	546,775	701,625	154,850
Gain/(Loss)	(1,116)	-	(1,116)	(20,291)	-	(20,291)

Summary	March 2020			Year-To-Date-(9) Months Ending 03/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	388,654	657,961	(269,307)	4,995,419	5,921,650	(926,231)
Non-Operating Revenue	2,316,044	2,278,722	37,322	20,262,137	20,508,500	(246,364)
Subtotal	2,704,699	2,936,683	(231,985)	25,257,555	26,430,150	(1,172,595)
Operating Expenses	2,685,011	2,934,475	249,464	25,102,694	26,410,276	1,307,582
Gain/(Loss)	19,688	2,208	17,479	154,861	19,874	134,987



CONSENT ITEM



6C: Quarterly Investment Report
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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 third quarter of FY2020 (January 1, 2020 – March 31, 2020) ended with \$2,081,653 in our investment portfolio. This is down from the prior quarter because it is historically a lower period of reserves awaiting April property tax receipts.
- The current quarterly statement recognized \$25,402 in accrued income and appreciation.
- Portfolio assets are currently held in high yield money market funds. The quarter ended with a .4% interest rate.
- Year to date, DART has recognized \$88,405 in Interest Income, which is 160.74% above the budgeted goal of \$55,000. With falling interest rates, it is likely that interest income will be minimal in the last quarter of FY2020.
- Attached within the packet is DART's Quarterly Investment Report.

Recommendation:

- Approve the recommended quarterly investment report for the third quarter of Fiscal Year 2020 (January 1, 2020 – March 31, 2020).



MILES *Capital*

PART OF PMA ASSET MANAGEMENT

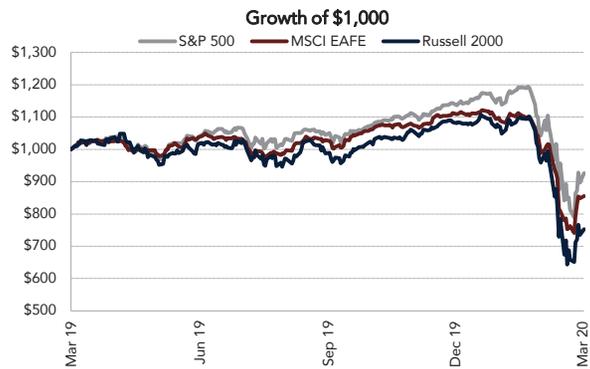
Investment Review

Des Moines Area Regional Transit Authority

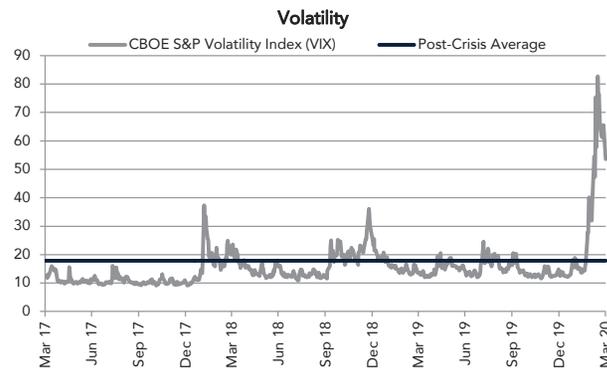
Period: January 1, 2020 – March 31, 2020

1415 28th St., Suite 200 | West Des Moines, IA 50266 | 800.343.7084

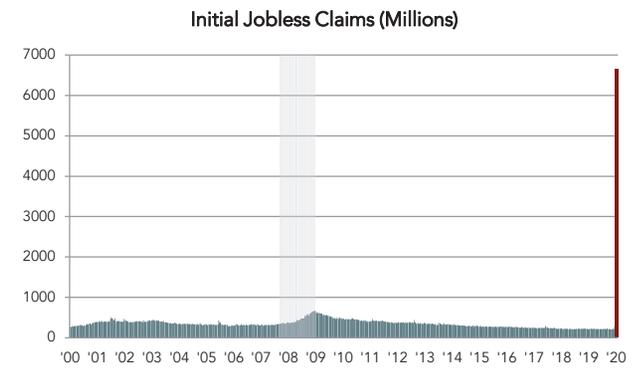
Quarterly Economic Overview | First Quarter 2020



Source: Bloomberg



Source: FactSet



Source: U.S. Federal Reserve

U.S. equities had their worst quarter since the days of the financial crisis. Large Cap stocks, down 19.60 percent, experienced two phases during the quarter: the first phase saw stocks roar to all-time highs in mid-February, while the second phase faded into a bear market with the emergence of COVID-19 (coronavirus). Small Cap stocks did even worse during the quarter, ending down 30.61 percent. Energy lagged as oil prices lost more than 66 percent after the collapse of the OPEC+ output agreement and the demand shock from the expanding coronavirus pandemic.

International equities also lost ground as the MSCI EAFE returned -22.83 percent for the quarter. While a phase one trade deal was signed with China in January, the global coronavirus pandemic emerged with no region unscathed.

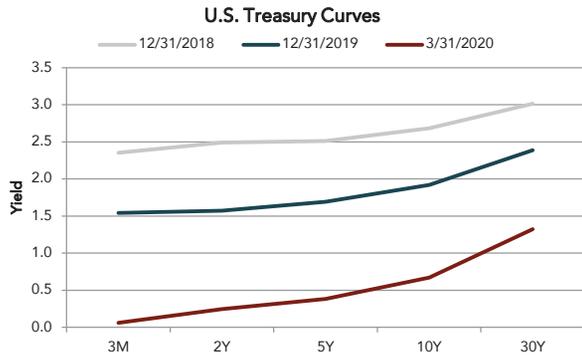
The CBOE Volatility Index (VIX), which tracks expectations for stock market volatility, soared 289 percent for the first quarter of 2020. This was the biggest quarterly gain on record, according to data going back to 1990. VIX, the so-called “fear index,” can be seen as representative of investors’ uncertainty and anxiety in the markets.

Given the amount of unknowns around the coronavirus pandemic, the equity market saw several wild swings, many of which were so sharp that rarely used mechanisms to halt trading were activated by the exchanges. The S&P 500 saw two of the worst days since 1987 (-11.98 and -9.51 percent) and two days over positive 9 percent during the month of March. The index’s absolute average percentage change in March was 5 percent, surpassing a previous all-time high set during the Great Depression.

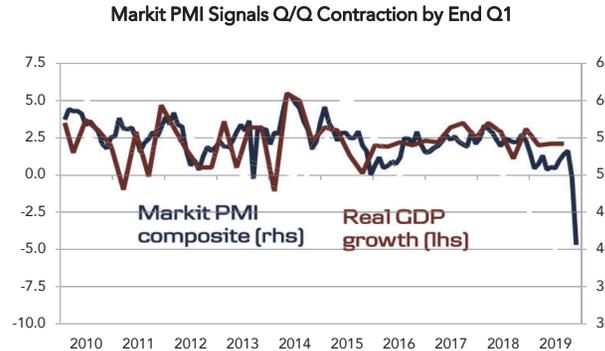
A record 6.65 million workers applied for unemployment benefits in late March as the coronavirus pandemic hit the U.S. economy; this is nearly double the prior week’s print, which in itself was nearly five times the previous record high. Expectations are for this to translate into a headline unemployment rate beyond 10 percent, although the release in April will not reflect the last two weeks of March due to the survey period. Millions of businesses announced layoffs or furloughs as cash has become tight with nonessential businesses closing. Until March, employers had added jobs for 113 straight months.

Whether the support offered by the government (discussed below) is enough to help those unemployed through this crisis or not, moving from 3.7 percent unemployment to 10 percent within 2 weeks will have a longer-term impact on the U.S. recovery and on the psyche of our national employee base.

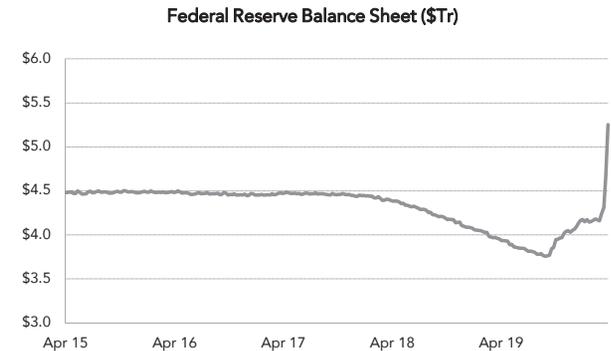
Quarterly Economic Overview | First Quarter 2020



Source: Bloomberg



Source: WSJ, IHS Markit, Macrobond Financial



Source: Bloomberg

The graph above shows the changes in the U.S. treasury curve from the 3 month maturity to the 30 year maturity for 12/31/18, 12/31/19, and 3/31/20. The curves show that the treasury curve is fairly “flat”, meaning shorter treasury rates have risen and become closer to longer rates.

The 03/31/20 curve shows that the treasury yield curve has significantly lowered from 12/31/19 due to the Federal Reserve (Fed) lowering overnight rates 150 basis points during the first quarter, effectively to near zero. This was part of their response to the COVID-19 global pandemic crisis. While their response has been significant, the Fed’s actions have added to volatility in yields across the fixed income markets. For part of the first quarter 2020, there were negative yielding rates on the ultra-short end of the curve due to an extraordinary demand for cash-like instruments.

IHS Markit PMI for the US declined precipitously as a result of a 1-2-3 punch from the economic impacts related to COVID-19. Companies in the U.S. faced input shortages as the lockdowns in China disrupted supply chains throughout the manufacturing system. Many U.S. states began to impose stay-at-home health policies in order to combat the spread of the virus leaving factories vacant and consumer demand evaporating in the face of a shut-in nation. Lastly, the lack of an agreement between Saudi Arabia and Russia on whether to expand crude oil production cuts, in the face of dwindling global demand, has resulted in a price war between the two nations with the U.S. energy industry caught in the middle.

These three effects are projected to have a dramatic negative effect on U.S. GDP which will likely persist as long as social distancing measures remain in effect. That said, supply issues are beginning to alleviate as China, having come out of the other side of their COVID-19 crisis, returns to work. It is very possible the U.S. should see a similar rebound after it has effectively dealt with the pandemic.

The graph above shows the size (\$Trillions) of the Fed balance sheet, which is indicative of how much Quantitative Easing (QE) the Fed is undertaking to help bolster the economy. The graph clearly shows the Fed has now taken unprecedented action to shore up the U.S. economy due to the effects of COVID-19. They have assumed a “whatever it takes” approach including treasury and mortgage purchases, repurchase operations, discount window and reserve changes, commercial paper funding facility, primary dealer credit facility, and money market liquidity facility.

The Fed has said that the current round of quantitative easing will be unlimited in order to help ensure liquidity remains throughout U.S. financial systems, and they are not alone. Global central banks have been united in this response and remain willing to provide whatever liquidity is deemed necessary. While this may be a positive in the short term, it remains to be seen if the U.S. can effectively lower its debt burden in the future.

Des Moines Area Regional Transit Authority

As of: March 31, 2020

Economic & Market Commentary:

During the first quarter, the economy started off strong with the U.S. consumer continuing to drive markets to new all-time highs. But the COVID-19 global pandemic crisis caused a dramatic shock to the human race and the economy. The affected global supply chain then affected the global demand chain. Unemployment has risen to 10 percent due to closures and layoffs, and the economy is now expected to enter a recession (negative GDP growth for the 1st and 2nd quarters of 2020). The equity markets took a strong leg down, and oil prices fell as demand dropped and an agreement between Russia and Saudi Arabia collapsed. The Federal Reserve (Fed) dusted off their 2008 playbook and took strong fiscal stimulus steps, including lowering overnight rates, effectively dropping rates to zero. The Fed also shored up many of the financial segments of the economy with unlimited Quantitative Easing (QE) and the U.S. passed the largest ever stimulus package with \$2 trillion to help alleviate high job losses and business pressures.

Strategy & Market Drivers:

With the advent of the COVID-19 global pandemic, the Federal Reserve (Fed) took on unprecedented actions with a “whatever it takes” stand to shore up the U.S. economy. This included dropping rates 150 basis points in two emergency rate cuts, which effectively dropped overnight rates to zero. For the quarter, short maturity Treasuries decreased 142 basis points for the one month maturity and 132 basis points for the 2 year maturity. The shorter part of the Treasury yield curve had negative yields due to the tremendous demand for cash-like instruments. On the longer-end, the 10-year and 30-year Treasuries decreased 125 basis points and 107 basis points, respectively.

Outlook:

Bear markets happen, and since the Great Depression they have occurred approximately every seven years, on average. Investors have historically been rewarded for remaining in the markets through thick and thin. Stocks have recently tumbled on COVID-19 (coronavirus) fears, and our baseline expectation is that stocks will not fully bottom until we’ve seen an inflection point in coronavirus cases. Concerns around the economic, market, earnings, and human impacts are real and valid. However, the Federal Reserve (Fed) and Congress appear ready to do everything they can to bolster the economy and keep some stability in the markets. Volatility and uncertainty in the shorter term will certainly create wild swings in the market, both up and down. However, while this volatility is not as short-lived as the markets would like, it is not expected to be a permanent impairment to the global economy. History suggests that markets should regain stability and eventually recover.

Des Moines Area Regional Transit Authority

As of: March 31, 2020

Portfolio Appraisal

Cusip/Ticker	Quantity	Security Name	Rating	Coupon	Maturity	Purchase Cost		Market Value		% of Assets	Estimated Annual Income	Yield
						Average Cost	Total Cost	Price	Value			
Short Term Liquidity												
Cash/Cash Equivalents												
GOIXX	353	FEDERATED GOVT OBLI FD-IS	NR	0.320		1.00	353	1.00	353	0.0	1	0.32
SA0004000	2,080,668	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	NR	0.400		100.00	2,080,668	100.00	2,080,668	100.0	2,289	0.40
TOTAL Cash/Cash Equivalents							2,081,021		2,081,021	100.0	2,290	0.40
TOTAL PORTFOLIO							2,081,021		2,081,021			
TOTAL ACCRUED INCOME									632			
TOTAL PORTFOLIO + ACCRUED INCOME									2,081,653			

Estimated Annual Yield (EAY) as shown is calculated using Yield to Maturity on Market Price (YTM) for fixed income securities and Current Yield for equity securities. Cost basis information should not be relied upon for tax purposes."

Des Moines Area Regional Transit Authority

As of: March 31, 2020

Portfolio Performance

TOTAL RETURN (%)	QTD	YTD	1-year	3-year	5-year	Since Inception*
<small>(periods greater than 12 months annualized)</small>						
Client Portfolio (Gross)	0.34	0.34	1.97	1.78	—	1.51
Client Portfolio (Net)	0.32	0.32	1.88	1.70	—	1.44

*Since Inception date: April 1, 2016

Des Moines Area Regional Transit Authority:

Periods greater than one year are annualized. Past performance is not indicative of future performance. All performance figures include dividends and income, but do not include management fees.



Des Moines Area Regional Transit Authority

As of: March 31, 2020

Account Activity Summary

Portfolio Value on 1/1/2020	\$6,564,757
Deposits/Withdrawals	(\$4,499,082)
Management Fees	(\$1,323)
Income	\$25,401
Appreciation	\$1
Change In Accrued Income	(\$8,101)
Portfolio Value on 3/31/2020	\$2,081,653

Purchases & Sales

Trade Date	Settle Date	Quantity	Security	Ticker	Unit Price	Amount	Gain Loss
Short Term Liquidity							
Purchase							
01/01/2020	01/01/2020	1	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$1.14	
01/01/2020	01/01/2020	10,616	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$10,615.94	
02/01/2020	02/03/2020	8,540	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$8,540.42	
02/01/2020	02/03/2020	1	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$1.37	
02/01/2020	02/03/2020	1	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$0.91	
03/01/2020	03/02/2020	1	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$0.66	
03/01/2020	03/02/2020	6,238	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$6,238.41	
03/01/2020	03/02/2020	2	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$2.05	
TOTAL Purchases						\$25,400.90	
Sell							
01/27/2020	01/27/2020	164	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$163.90	
01/29/2020	01/29/2020	1,000,000	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$1,000,000.00	
02/19/2020	02/19/2020	1,500,000	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$1,500,000.00	
02/24/2020	02/24/2020	139	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$139.16	
03/18/2020	03/18/2020	2,000,000	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$2,000,000.00	
03/25/2020	03/25/2020	102	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$101.87	
TOTAL Sales						\$4,500,404.93	

Des Moines Area Regional Transit Authority

As of: March 31, 2020

Disclosures:

The information provided in these reports is confidential and intended for existing client use only. All information contained herein is believed to be correct, but accuracy cannot be guaranteed and should not be relied upon for legal or tax reporting purposes. These reports are not intended for clients to use as a replacement for custodial statements, which should be considered the official record. Miles Capital encourages clients to compare and verify the information in this report with the custodial statement.

All expressions of opinion and predictions in this report are subject to change without notice. This report is not intended to be nor should it be relied upon in any way as a forecast or guarantee of future events regarding a particular investment or the markets in general. The information in this document derived from sources other than Miles Capital is believed to be accurate and is not independently verified nor guaranteed to be accurate or valid. If shown in this report, security and portfolio level analytics with respect to fixed income portfolios are derived opinions and market assumptions made by Miles Capital. Some of the assumptions with respect to fixed income portfolios and the underlying investments include, but are not limited to, expected levels of volatility, prepayment rates, default rates and recovery rates of certain assets held in the portfolio. Future market experience may differ from these opinions and assumptions.

Past performance is not a guarantee of future results. As with all strategies, there is a risk of loss of all or portion of the amount invested.

No chart, graph or formula can by itself determine which securities an investor should buy or sell.

Cost Basis in this statement reflects estimated unrealized or realized gains or losses for informational purposes only. Cost basis information is not verified by Miles Capital and should not be relied upon for legal or tax purposes. This statement should not be used for tax preparation without assistance from a tax consultant. Miles Capital does not report capital gains or losses for securities to the IRS.

Estimated Annual Income (EAI), when available, is used in this report to reflect the amount a client would earn on a security if its current position and related income remained consistent for a year. EAI reflects only the income generated by an investment. It does not reflect changes in its price, which may fluctuate.

Estimated Annual Yield (EAY), when available, is used in this report to reflect the current EAI divided by the current value of the security as of the statement closing date.

EAI and EAY are estimates and the actual income and yield may be lower or higher than the estimated amounts. The information used to derive these estimates is obtained from various outside vendors; Miles Capital is not responsible for estimated annual income and yields which are either missing or incorrect.



ACTION ITEM



7A:	CARES Act Funding
Action:	Approve Cares Act Funding Plan

Staff Resource: *Debra Meyer, Financial Analyst*

Background:

- The Coronavirus Aid, Relief, and Economic Security (CARES) Act was signed into law on March 27, 2020. The CARES act provides emergency assistance and health care response for individuals, families, businesses and governmental organizations impacted by the COVID-19 pandemic.
- Public Transportation was allocated \$25 billion in funding through the act with \$22.7 billion being apportioned to urbanized areas; DART, who is categorized as an urban agency, was specifically awarded \$19,259,409 in federal funding.
- These dollars are provided at a 100% federal share (normally 50% to 85%) and are available to support capital, operating and other expenses generally eligible under the section 5307 program (primary DART funding program) to prevent, prepare for and respond to the COVID-19 pandemic.
- Reimbursements for net operating expenses are allowed for large urbanized agencies under the CARES Act, while normally these are limited to rural and small urban agencies.

Funding Plan:

- Due to the need to expeditiously obligate the CARES Act funding, as well as the uncertainty surrounding the length of the pandemic and the impact to DART's financials for both FY2020 and FY2021, staff recommends that the entire apportionment be programmed to operating at this time.
- Programming the funding to operating negates the need to amend the State Transportation Improvement Plan (STIP), which typically takes 45 to 60 days.
- If DART is fortunate enough to recover quickly from the loss in revenues, ridership and staff, a grant amendment could be submitted in the future to move any unused funding to upcoming capital projects outlined in the capital plan.

Recommendation:

- Approve the grant submission for operating expenses.



Committee on Transportation and Infrastructure
U.S. House of Representatives
Washington, DC 20515

Peter A. DeFazio
Chairman

Sam Graves
Ranking Member

Katherine W. Dedrick, Staff Director

Paul J. Sass, Republican Staff Director

April 23, 2020

Dear Transit Agencies:

As you know, the *CARES Act* (P.L. No. 116-136) provided \$25 billion for public transit agencies to prevent, prepare for and respond to the novel coronavirus (COVID-19) pandemic. The funding allows public transit agencies to reimburse operating costs and maintain service so essential workers – including frontline healthcare workers, law enforcement, first responders, and other safety personnel – can get to their jobs. As this pandemic continues to keep most Americans at home, we are ever more cognizant of the important role that grocery store workers, warehouse workers, delivery drivers, and others play in our daily lives, and we thank you for assisting them in getting to work during these challenging times.

While Congress provided you with broad flexibility in using these funds, we encourage you to protect your frontline workers' safety, wages and benefits and to not postpone your use of this money. We also believe this applies to the frontline employees of smaller public transit agencies that may not typically receive federal funds and private companies who contract with public transit agencies to provide public transit service. We note that state Departments of Transportation (DOTs) and designated recipients have the flexibility to use *CARES Act* funding or state and local funds to protect transit workers at all transit systems, no matter how they traditionally operated or where their funding traditionally originated from.

In addition, the Federal Transit Administration (FTA) recently added new guidance on its COVID-19 webpage clarifying that transit agencies can amend their transit service contracts to allow these federal funds to cover pay for expenses to maintain readiness, including the pay of employees and other fixed expenses of private operators, whose operations have been reduced or eliminated.¹ We strongly encourage you to take advantage of this flexibility.

We recognize transit agencies are struggling to provide personal protective equipment (PPE) for your workers. As you know, funds from the *CARES Act* and formula grants for urbanized and rural areas are available to pay for PPEs. We believe that you should strive to adhere to FTA's recently updated safety advisory regarding safety protections for transit workers and riders and the

¹ <https://www.transit.dot.gov/frequently-asked-questions-fta-grantees-regarding-coronavirus-disease-2019-covid-19>

recommendations from the Centers for Disease Control and Prevention (CDC) as much as you are able.²

Absent your ability to meet the FTA safety advisory and CDC guidelines due to the lack of available supplies, we ask that you remain flexible with your workforce and allow those workers who are at higher risk of complications from the coronavirus to take extra precautions, which could include limiting their contact with the public. In fact, federal law provides a range of protections to the transit workforce in Section 1142 of Title 6, which Congress included in the Implementing Recommendations of the *9/11 Commission Act of 2007*.

Again, thank you for your efforts to provide critical service during this pandemic. The Committee appreciates the desire by transit agencies to follow the law and we want to make clear that the Congressional intent of this funding and the law is to ensure the safe continuation of transit services as well as protecting the transportation workforce from massive layoffs and operational disruptions. Should you have any questions or require additional information from the Committee please contact Auke Mahar-Piersma (Majority) at auke.mahar-piersma@mail.house.gov or Michael Falencki at Michael.falencki@mail.house.gov (Minority).

Sincerely,



Peter DeFazio
Chairman



Sam Graves
Ranking Member

² <https://www.transit.dot.gov/regulations-and-programs/safety/fta-safety-advisory-20-01-recommended-actions-reduce-risk>



DISCUSSION ITEM



8A: Flex Connect 6 Month Evaluation

Staff Resource: Luis Montoya, Planning and Development Manager

- Staff will provide an update on the Flex Connect pilot project and the results of a preliminary evaluation.



DISCUSSION ITEM



8B: DART COVID-19 Response Update

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

As part of DART's response to the COVID-19 pandemic, below are some of the measures DART has put in place. Staff also will provide a presentation on DART's COVID-19 response at the Commission meeting.

The goals DART seeks to achieve throughout our evolving response include:

- Provide essential transportation service throughout the term of the COVID-19 outbreak
- Maintain a level of service that manages available staff and budget resources
- Reduce exposure of DART staff and customers
- Maintain employee engagement and retention

Preventative measures taken to **since last Commission meeting on April 7:**

- All employees reporting to work have received at least one mask.
- All operators have received a supply of hand sanitizer and sanitizing wipes.
- Operators have been instructed to:
 - Manage airflow in their buses to maximize their safety
 - Follow an updated policy regarding mobility device securement on Fixed Route buses to minimize the opportunity for cross contamination.
- On April 12, DART reduced its service to about 50%. This was driven primarily by a reduction in our operator availability and is appropriate given our ridership has decreased by about 55%
 - The following Local Routes will follow a Saturday service schedule on weekdays: 3, 7, 16
 - The following Local Routes will follow a Saturday service schedule on weekdays with reduced service in the evenings after approximately 8:30 p.m.: 1, 4, 6, 14, 15, 17, 52, 60, 72
 - Local Route 5 will continue to operate on its weekday schedule since it does not have a Saturday service schedule to follow. This route will end earlier in the evening.
 - Regular weekday service will continue for the following: Local Route 50, Ankeny On Call, Bondurant On Call, Easter Lake On Call, Grimes On Call and Flex Connect
 - Several Local Routes will be temporarily suspended: 8, 10, 11, 13, 74
 - The service schedules for Express Routes that were put in place as part of March 26, 2020 will remain in place as well as the reduced frequency on the D-Line shuttle to run every 15 minutes and the suspension of the LINK Shuttle.
 - DART worked with Unlimited Access partners impacted by these changes to provide shuttle routes between DART Central Station and their facility.



DISCUSSION ITEM

8B: DART COVID-19 Response Update

- Uber and taxi service is being provided at no cost to customers who have indicated they relied on one of the five discontinued routes and need to travel to work, the pharmacy, grocery store or a medical appointment.
- Limiting and managing the amount of non-essential riders, specifically from the homeless population). DART staff has been working with Central Iowa Shelter and Services (CISS) to find solutions. Between March 21 and April 28, DART transported 106 individuals from CISS to area motels. DART also transported one individual who tested positive to the isolation shelter at the Iowa State Fairgrounds.
- On April 20, DART further restricted access to DART Central Station—allowing one person in at a time to use the restroom or speak with customer service.
- As of April 30, 2020 3 employees have tested positive for COVID-19 and 1 employee has tested negative. DART is notifying employees at the end of each day if it learns throughout the day that an employee tested positive. Moving forward, DART will share positive and negative test results on its website at ridedart.com/dart-employees-impacted-covid-19.
- Beginning Monday, April 27, DART enacted the following policies:
 - Wellbeing screening are required at the start of each workday for all operators and any other employees reporting to work at DART Way
 - DART employees are required to wear masks while on DART property
 - Limiting the use of break rooms, encouraging people to eat at their desks or another location away from people
 - Continue to encourage staff to stay at home if they are sick
- Riders are being strongly encouraged to wear masks. DART will begin providing bandanas to riders who are not wearing a mask or face covering at DART Central Station. Each DART operator will receive a supply of bandanas to provide to riders not wearing a face covering if they must come within six feet of the individual.
- Based on the Governor's extension of the current business closures and travel restrictions in Polk County, DART is extending high risk and childcare leaves through May 16.

Preventative measures taken **prior to last Commission meeting on April 7:**

- Stopping all fare collection to minimize interaction between employees and riders;
- Asking all riders who can safely do so to get on and off the bus through the back door;
- Disinfecting all vehicles daily by spraying a CDC-recommended antiviral agent;
- Increasing the frequency of cleaning and sanitizing high touch surface areas throughout our facilities;
- Encouraging social distancing by asking riders to maintain six feet of distance from other people on the bus, at bus stops or while at DART Central Station; and
- Cancelling all public meetings and how-to-ride training sessions.
- Encouraging employee safety practices such as:
 - Use disposable cups, plates and silverware and not the communal items found in the breakrooms



DISCUSSION ITEM

8B: DART COVID-19 Response Update

- Wash hands regularly, at least once per hour
- Sanitize your desk or personal workspace often
- Avoid sharing items with coworkers
- Don't put items, including pens, pencils or your hands, near or in your mouth
- Use a barrier, such as a paper towel, Kleenex or sleeve to open doors
- Employees who can work from home have been encouraged to work remotely.
- Closed the second floor of DART Central Station to the public and is encouraging anyone who needs assistance to see the Customer Service window.
- The following paid leave scenarios were put in place:
 - DART will provide two weeks paid leave for an employee who has to self-quarantine due to a medical recommendation, to seek a diagnosis, receive a treatment for COVID-19, or needs to quarantine due to a family member testing positive. The employee must provide appropriate documentation from a medical professional.
 - DART will provide 2/3 paid leave for an employee with high risk factors including anyone over the age of 65 or who has lung disease, heart disease, diabetes, asthma, HIV, a suppressed immune system or is pregnant. This will be paid for the duration of the recommended quarantine or 4 weeks, whichever is shorter.
 - DART will provide 2/3 paid leave for an employee who needs to care for their children due to a school closure or childcare provider is unavailable due to COVID-19.
- On March 26th DART reduced fixed route service by approximately 20%, focusing mainly on reducing peak hour frequency. Nearly every DART route is impacted by the temporary service reduction. The changes include:
 - The following Local Routes will end service at approximately 9 p.m. on weekdays: 1, 4, 6, 14, 15, 17, 52 and 72
 - The following Local Routes will end service at approximately 10 p.m. on weekdays: 3, 7, 16, 60
 - DART Express Routes will reduce to only make two morning and two evening trips
 - The D-Line will now run every 15 minutes
 - The Link Park and Ride Shuttle will be discontinued
 - Frequency on several Local Routes 1, 6, 8, 17 and 72 will be reduced during peak travel times
 - Paratransit service will end at 10 p.m. on weekdays
 - DART Central Station will close at 10 p.m. on weekdays
- Installed rope barriers behind the wheel well of Fixed Route buses to keep passengers back from DART operators.



DISCUSSION ITEM

8B: DART COVID-19 Response Update

- Added further deep cleaning of all break areas, lounges and restrooms at DART Central Station and DART Way every Sunday. This cleaning is in addition to the regular daily cleaning that happens in these spaces.
- Further encouraged social distancing and limited DART trips to essential purposes only by:
 - Restricting access to DART Central Station to riders who need to speak with customer service, need to use the restroom, or need to wait for a transferring bus for 15+ minutes.
 - All doors to the lobby at DCS are locked during the day, except the south doors (doors facing the platform).
 - DART Supervisors and DART Central Station Security began asking riders where they are traveling to. Anyone traveling for a nonessential reason will not be permitted to ride.
 - Limiting trips to one-way only and asking riders to get off the bus at the end of the line.
 - Running extra buses on busier routes during peak travel times to limit the number of riders on a bus at one time.
- Planning for the next phase of our service reduction plan that will take place on Sunday, April 12. When this goes into effect, most DART Local Routes will operate on a Saturday service schedule during the week.
- Drafted communications so we are prepared in the event we learn of an employee testing positive for COVID-19. Our communications strategy is aimed at protecting the employee's identity while sharing enough information to adequately inform our employees, rider and the public of what they may need to be aware of. The most information we will share is what area the employee worked: administration, Fixed Route, Paratransit, or maintenance, and the last day the individual reported to work.
- Offering a small premium pay incentive payment to operators and maintenance staff who are continuing to work as well as other positions who are having regular exposure to the public and others in the organization.
- Commissioned the fabrication of "Olson Masks" from a local seamstress for bus operators and staff. We should begin getting the masks by the end of the week. This is in addition to masks that were previously ordered but not available until mid-April at the earliest.
- Requesting our operations and maintenance staff to check their temperature prior to the start of their shift.
- Operations supervisors moved from on-board observations of DART operators to follow-along observations in order to continue to coach operators and maintain high-quality standards while observing social distancing.



DISCUSSION ITEM



8C: DART Banking Overview

Staff Resource: Amber Dakan, Finance Manager

- Staff will provide an overview of current banking practices as well as recent changes related to emergency preparedness.



DISCUSSION ITEM



8D: Quarterly Financial Review

Staff Resource: Amber Dakan, Finance Manager

Revenue

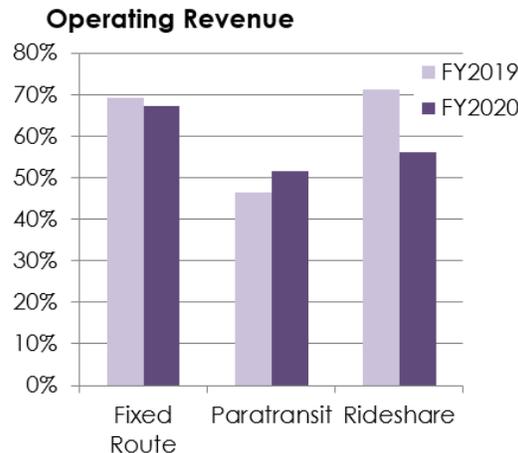
Operating Revenue

- Fixed Route Operating Revenue for FY20 year to date is 67.15% of the annual budget. This is the slightly lower than the level of performance as compared to FY19 which came in at 69.2%. Unlimited Access Partnerships, higher adoption of Mobile Ticketing, and Other Contracted Services are the biggest drivers of performance for both years. Collection of cash fares was suspended on March 17th, 2020 due to the Covid-19 outbreak. This has had the most significant impact on actual Cash Fares but also on the pass product suite.
- Paratransit Operating Revenue for the nine months of FY20 has collected \$71,150 less than over the same period in FY19. In terms of budget utilization, FY20 Operating Revenue is higher performing at 51.61% of budget than FY19 which was at 46.48% year to date. FY20's budget is less than the prior year due to the continual revenue impacts of Medicaid privatization which skews the percentage comparison.
- RideShare Operating Revenue for March YTD FY20 is down over the same period of FY19 at 56.02% and 71.20% respectively. This equates to a difference of \$84,961.



Revenue, Percent of Budget

July - March



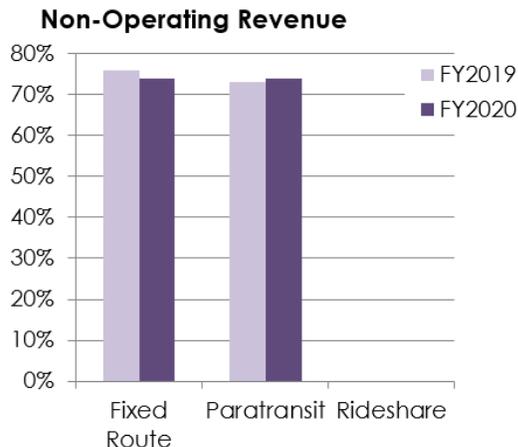
DISCUSSION ITEM
8D: Quarterly Financial Review



Non-Operating Revenue

- Fixed Route Non-Operating Revenue continues to show steady performance year over year. FY20 year to date is at 74% of budget as compared to 76% in FY19. Actual dollars collected is approximately \$961,000 more than the prior year.
- Paratransit Non-Operating Revenue for Q3 YTD year over year is up by approximately \$281,000. In comparison to budget, FY20 YTD is 74% and FY19 is at 72.9% of collection. This increase in total dollars collected is primarily attributed to the change FY20's annual budget to increase Property Tax Revenues and offsetting the decrease in Operating Revenue.

 **Revenue, Percent of Budget**
July - March



Expenses

- Fixed Route Operating Expenses as a percentage of budget is lower in FY20 than it was as compared to FY19. FY19 Q3 YTD utilized 74.47% of the expense budget while FY20 Q3 YTD is 72.13% of budget utilization. Several categories are seeing lower utilization over last year including: Services, Repairs to Building & Grounds, Supplies & Materials and Fuel & Lubricant expenses. Conversely, Salaries, Wages & Fringes, Tires, Equipment Repair Parts, and Insurance are trending higher utilization in FY20 year to date.

DISCUSSION ITEM

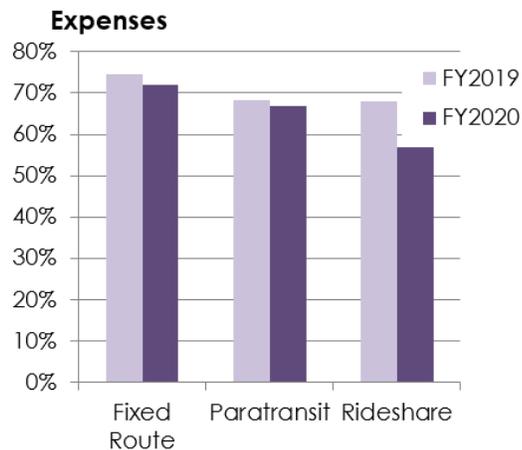
8D: Quarterly Financial Review

- Paratransit Operating Expense is down as a comparison of budget in FY20 over FY19. FY20 Operating Expenses were 67% year to date and 68.3% in FY19. Services, Fuel & Lubricants, Equipment Repair Parts, Purchased Transportation, and Insurance are all lower than the prior year's usage.
- RideShare operating expense utilization in FY20 was down in comparison third quarter of 2019. Operating Expenses are 57% of budget for FY20 and 68% for the year prior. With the exception of Salaries, Wages, and Fringes and Utilities; every category in the RideShare division is lower in FY20 than in FY19.



Expenses, Percent of Budget

July - March





DISCUSSION ITEM

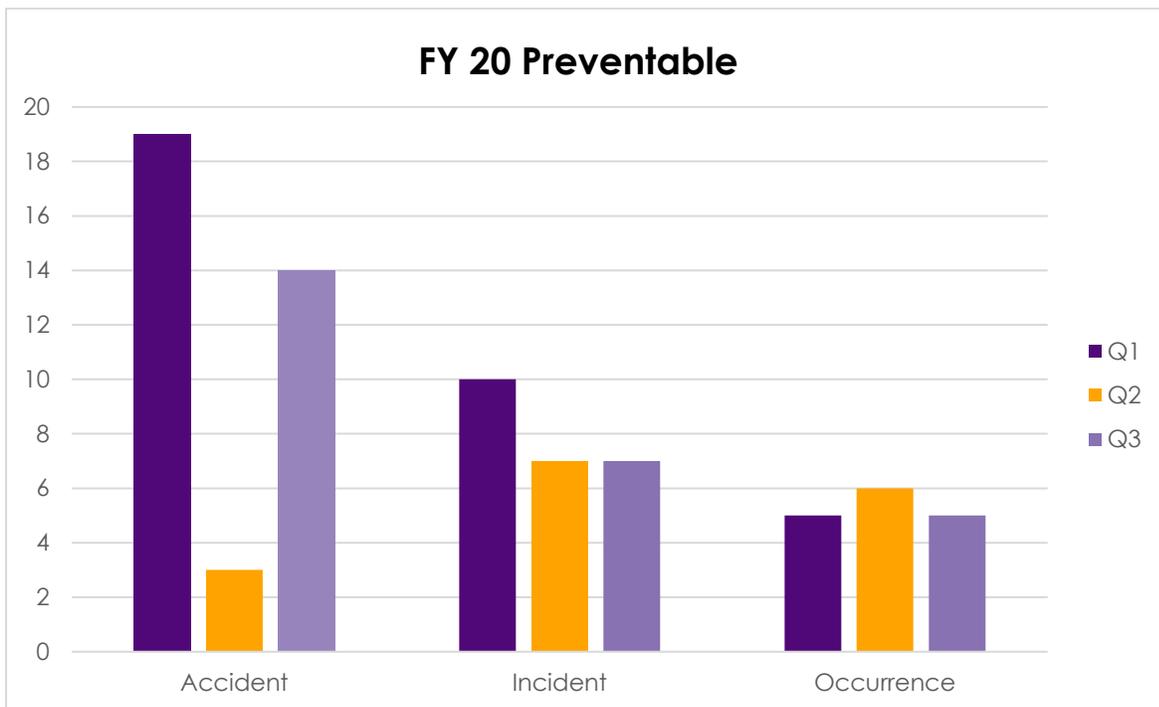


8E: Quarterly Safety Report – Q3 FY 2020

Staff Resource: Pat Daly, Safety Manager

Overview:

Preventable Vehicle Events – The third quarter saw an increase in preventable accidents over the second quarter while occurrences, and incidents remained steady. In January and February, the narrowed streets due to snow accumulation at the curb was the leading contributing factor to preventable events.



Accident – A collision with a motor vehicle regardless of damage and any collision with a fixed object that results in a DART vehicle being removed from service.

Incident – A collision with a fixed object that results in damage to a DART vehicle or property that will require repair but does not remove the bus from service or that causes a major disruption in service.

Occurrence – An event in which a part of a DART vehicle makes contact with a fixed object, the ground, or bus parked in the garage but does not require repairs or cause a disruption in service.

DISCUSSION ITEM

8E: Quarterly Safety Report – Q3 FY 2020



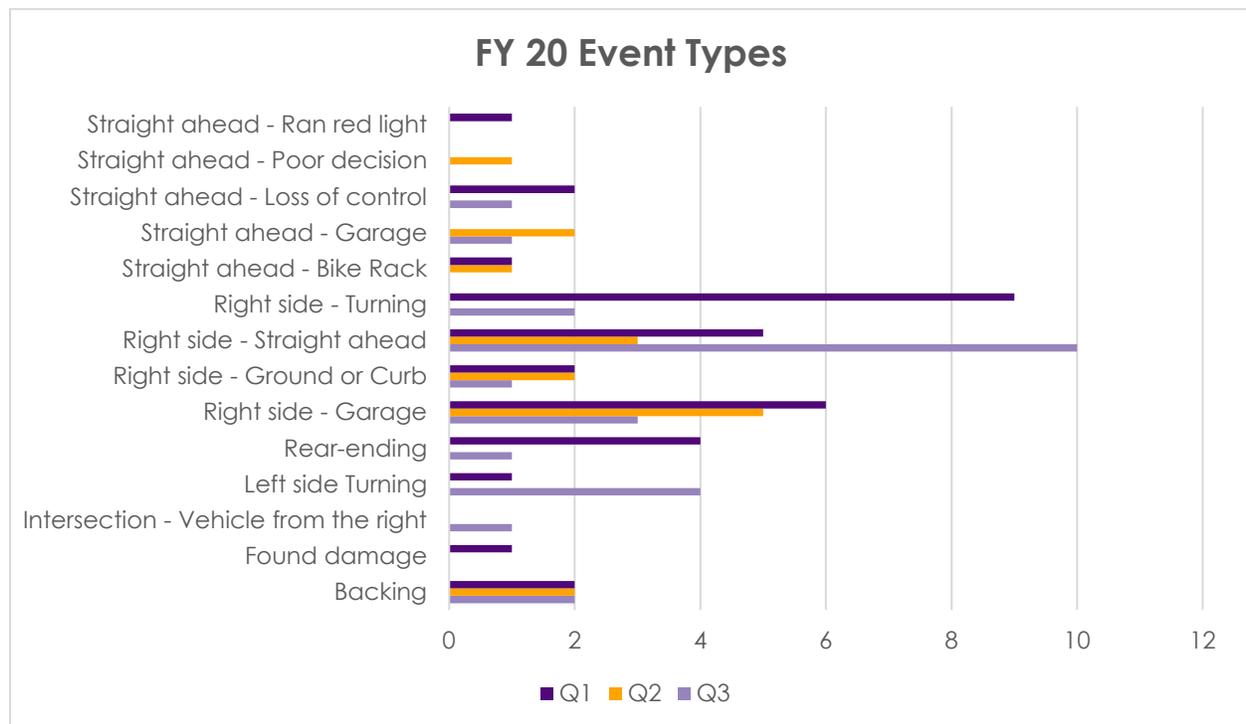
Third Quarter Statistics:

- Fixed route has a goal of 1.95 preventable accidents per 100,000 miles. It is currently at 1.77
- Paratransit has a goal of 2.00 preventable accidents per 100,000 miles. It is currently at 1.29
- DART has not been involved in a preventable major NTD reportable event for the past 14 months

DART is required to report to the National Transit Database (NTD) any event involving a DART revenue vehicle that meets the following Major Event criteria:

- There is a fatality.
- Someone is transported away from the scene for immediate medical attention.
- There is combined property damage exceeding an estimated combined total of \$25,000.
- There was an evacuation for life safety reasons.
- Collisions involving transit vehicles that require any of the involved vehicles to be towed away from the scene.

Trends and Mitigation Strategies:



DISCUSSION ITEM

8E: Quarterly Safety Report – Q3 FY 2020



Right Side of Bus – Events involving the right side of buses account for 48 of 76 or 61.5% of contact events.

During January and February, the most common themes that emerged from the events involving the right side of buses were:

- Not straddling lanes when necessary to ensure adequate right-side clearance.
- Not realizing how narrow some streets were due to the snow accumulation and then act to prevent contact events.

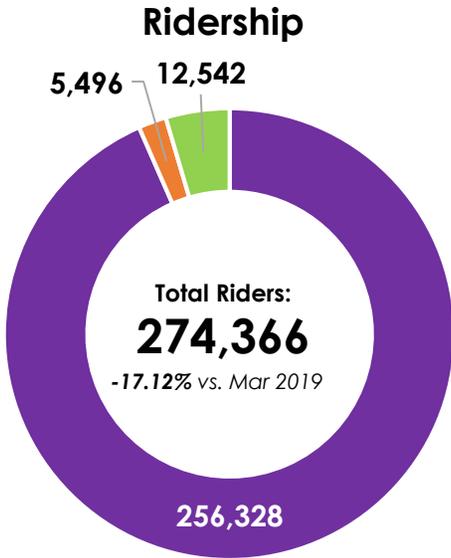
In addition to our established mitigation strategies, Safety will work with the Training and Operations Departments to build upon our winter driving education and training in order to address these trends before next winter.

Approaches that have been discussed include:

- Continual reinforcement throughout the year of the necessity to use more than one lane.
- Having supervisors conduct more frequent route surveys after a snow fall.
- Holding a roundtable meeting with the operators that have not driven a bus in the winter. This may allow them to feel more comfortable when asking questions or requesting additional training on winter driving techniques.

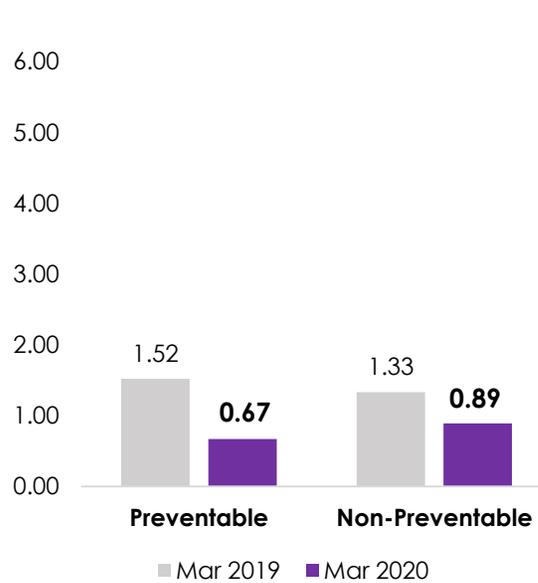


Performance Summary – March 2020



■ Fixed Route ■ Paratransit ■ Rideshare

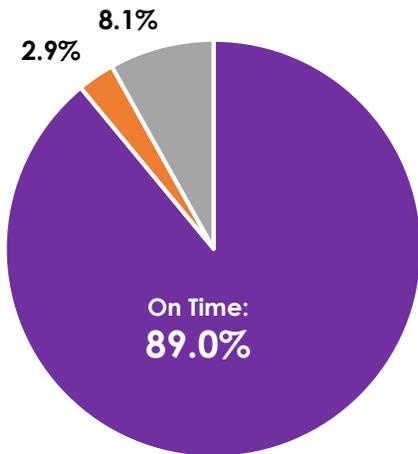
Accidents / 100K Miles



Passengers Per Revenue Hour

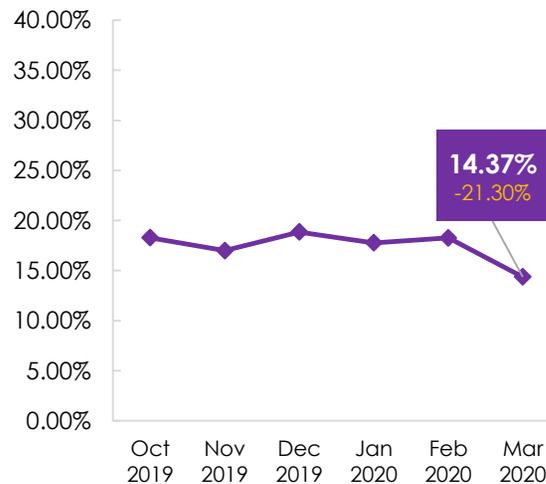


On Time Performance



■ On Time ■ Early ■ Late

Cost Recovery Ratio





Safety Performance – March 2020

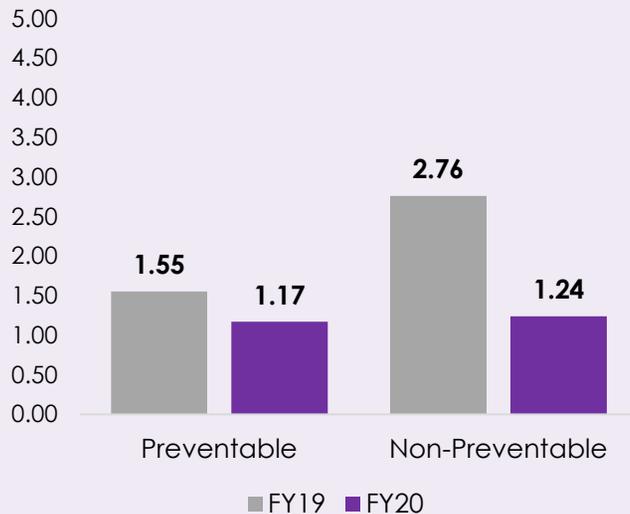
Preventable Accident Report March 2020

	Accidents	Per 100,000 Miles
Oct 2019	3	0.56
Nov 2019	0	0.00
Dec 2020	0	0.00
Jan 2020	5	0.99
Feb 2020	6	1.27
Mar 2020	3	0.67
YTD 2020	37	0.82
YTD 2019	55	1.17
YTD Change	-18	-29.8%

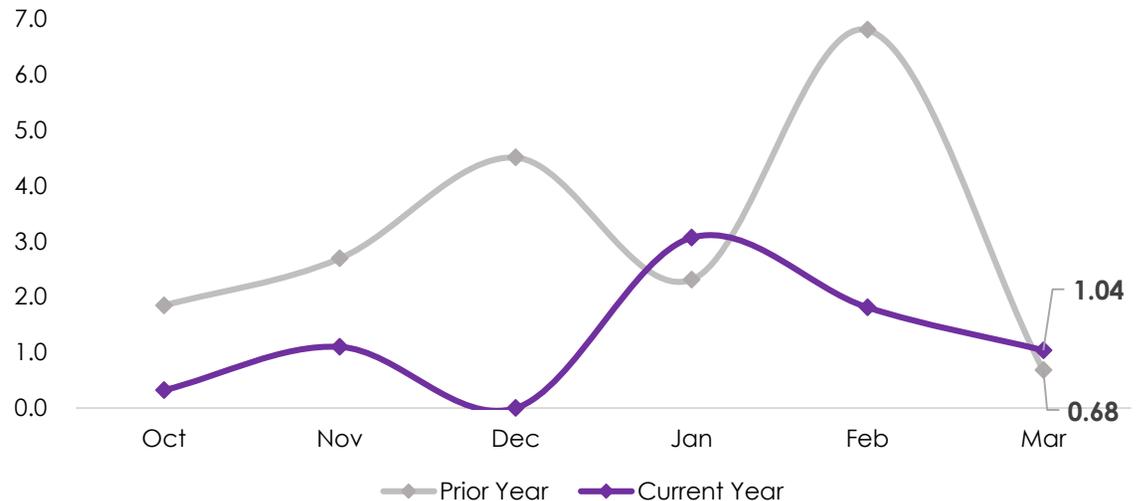
Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



Year To Date – Fixed Route Accidents Per 100,000 Miles



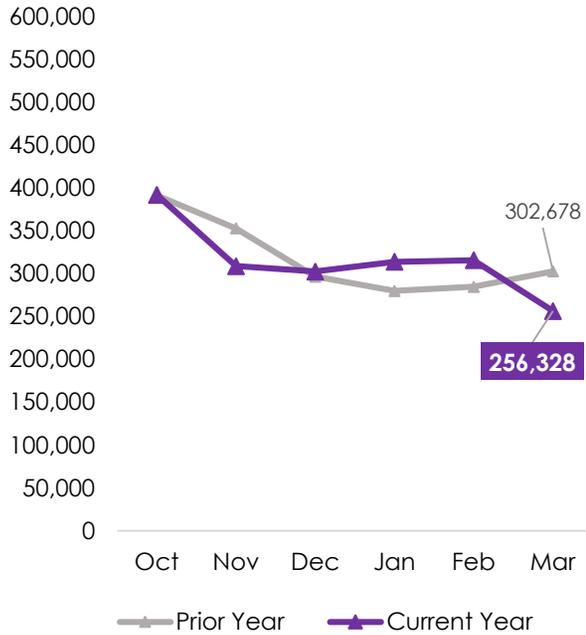
Non-Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



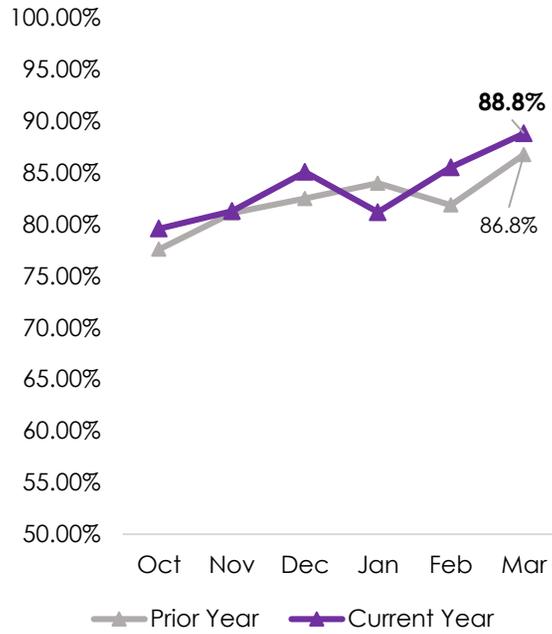


Fixed Route Performance – March 2020

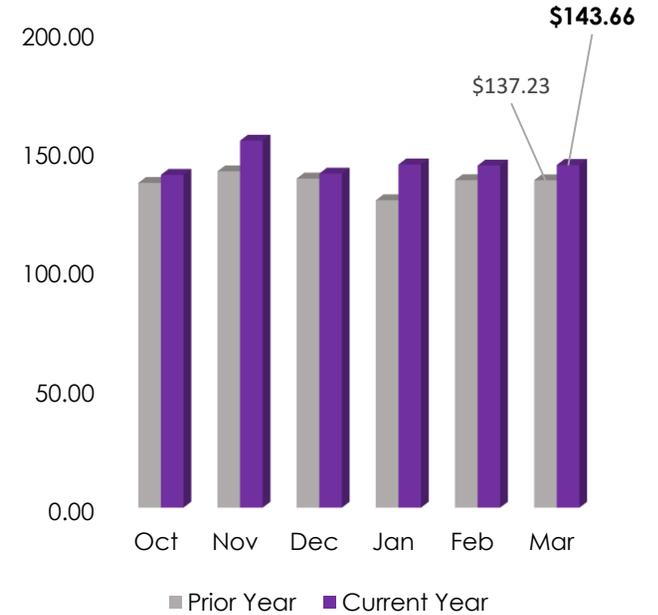
Total Ridership



On Time Performance



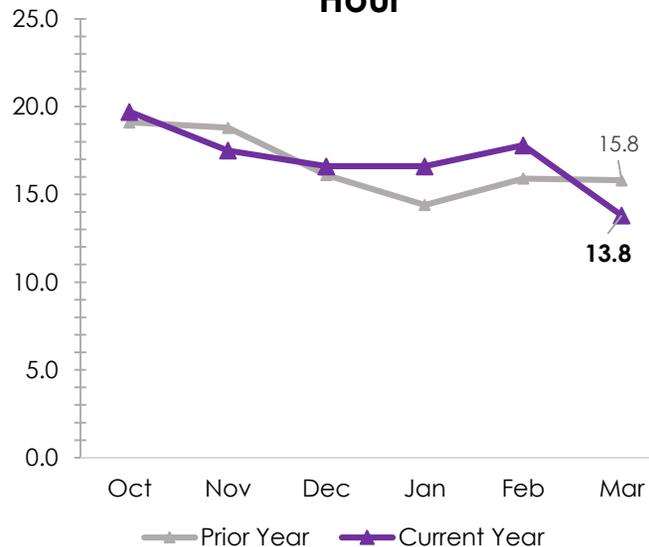
Operating Cost Per Revenue Hour



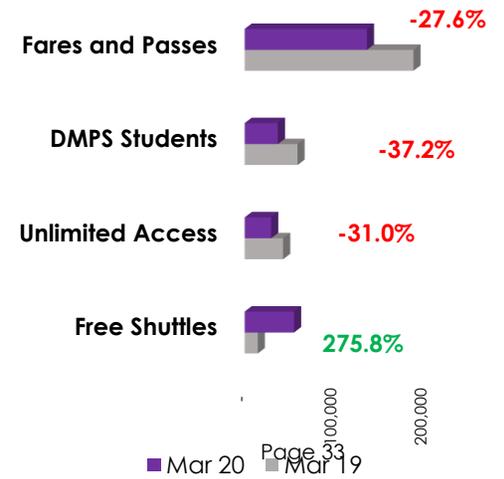
YTD Report – Fixed Route

Metrics	FY19	FY20	% Change
Customer Service			
On Time Performance	81.15%	81.98%	1.03%
Complaints p/100K Cust.	18.75	12.69	-31.88%
Roadcalls p/100K Miles	17.68	15.25	-12.24%
Passengers Per Revenue Hour	17.8	18.0	1.17%
Financial			
Cost Per Revenue Hour	\$138.26	\$142.46	3.04%
Ridership			
Fixed Route Ridership	3,092,490	3,092,878	0.01%

Passengers Per Revenue Hour



Ridership Change by Fare Type

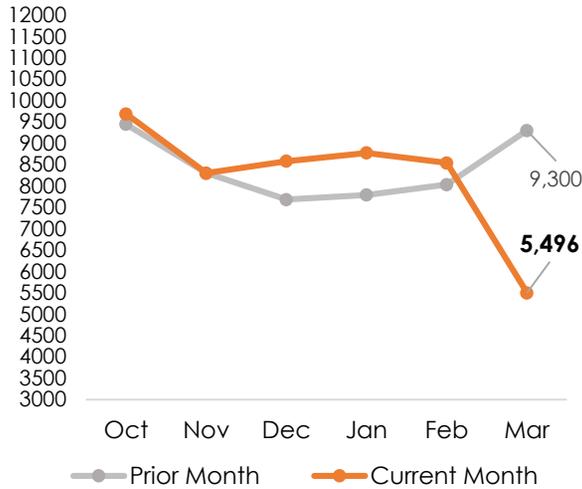




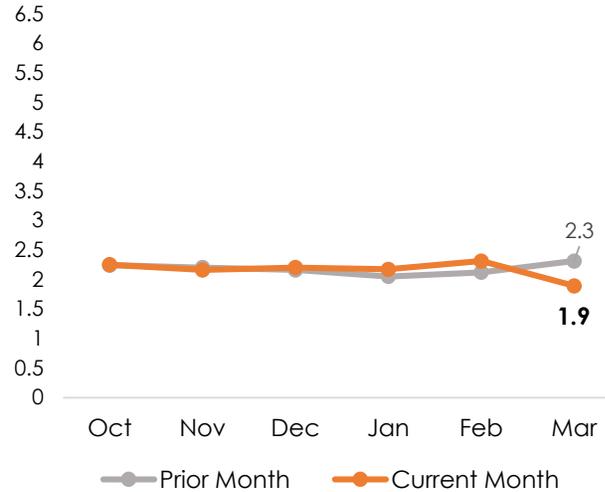
Paratransit & Rideshare Performance – March 2020

Paratransit

Total Ridership



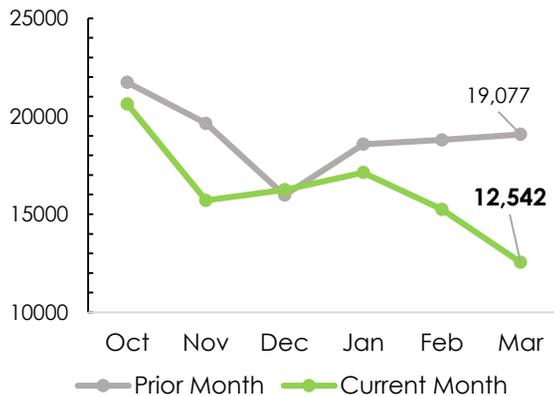
Passengers Per Revenue Hour



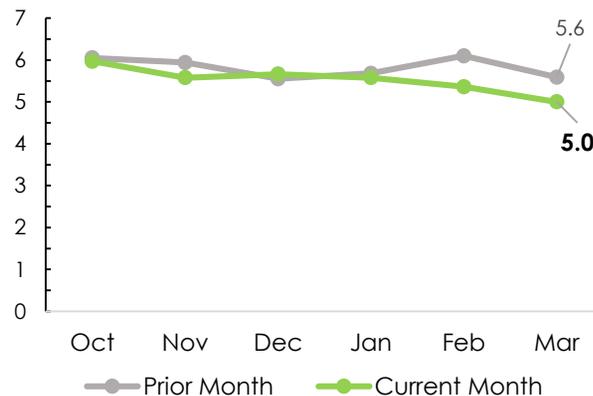
YTD Report	FY19	FY20	% Change
Customer Service			
On Time Performance	83.23%	90.14%	8.31%
Complaints p/100K Cust.	146.77	132.81	-9.51%
Roadcalls p/100K Miles	5.59	3.25	-41.93%
Passengers Per Revenue Hour	2.20	2.18	-0.81%
Financial			
Operating Cost Per Run	\$390.57	\$413.48	5.86%
Ridership			
Total Passengers	74,949	76,046	1.46%

Rideshare

Total Ridership



Passengers Per Revenue Hour



YTD Report	FY19	FY20	% Change
Customer Service			
Passengers Per Revenue Hour	5.72	5.61	-1.94%
Financial			
Operating Cost Per Passenger	\$5.84	\$6.33	8.38%
Ridership			
Total Passengers	168,495	149,562	-11.24%



Detailed Ridership Report – March 2020

	19-Dec	20-Jan	20-Feb	20-Mar	19-Mar	Mar % Change FY19	FY20 Mar YTD	FY19 Mar YTD	YTD % Change FY20
Fixed Route	302,442	313,805	315,659	256,328	302,678	-15.31%	3,092,878	3,092,490	0.01%
1. Local									
#1 - Fairgrounds	14,304	15,489	16,362	12,439	13,823	-10.01%	394,042	370,037	6.49%
#3 - University	30,068	29,065	30,164	28,440	30,005	-5.22%	288,646	274,410	5.19%
#4 - E. 14th	14,260	13,631	13,878	12,089	15,428	-21.64%	134,872	137,130	-1.65%
#5 - Franklin Ave/Johnston	9,923	11,143	10,776	7,630	8,398	-9.15%	91,072	83,800	8.68%
#6 - Indianola	26,644	27,523	26,296	21,908	24,162	-9.33%	240,193	230,877	4.04%
#7 - SW 9th St	32,035	33,391	34,323	27,669	32,888	-15.87%	293,443	287,520	2.06%
#8 - Fleur Dr	2,635	3,168	2,964	2,453	3,136	-21.78%	26,242	35,361	-25.79%
#10 - East University	1,439	1,428	1,489	1,114	2,607	-57.27%	18,623	25,541	-27.09%
#11 - Ingersoll/Valley Junction	1,948	1,982	1,669	1,307	1,843	-29.08%	16,619	17,240	-3.60%
#13 - Evergreen	4,377	5,614	5,567	3,069	4,542	-32.43%	38,452	47,257	-18.63%
#14 - Beaver Ave	16,418	16,942	17,616	12,758	15,273	-16.47%	148,345	154,479	-3.97%
#15 - 6th Ave	21,124	23,894	23,482	18,154	20,895	-13.12%	202,178	212,620	-4.91%
#16 - Douglas Ave	31,092	30,418	32,456	27,197	30,110	-9.67%	283,950	288,726	-1.65%
#17 - Hubbell Ave/Altoona	20,184	19,186	19,237	17,687	20,077	-11.90%	184,345	200,705	-8.15%
#50 - Euclid	4,387	4,730	5,074	4,354	4,386	-0.73%	44,591	29,146	52.99%
#52 - Valley West/Jordan Creek	11,907	11,192	11,720	9,563	12,368	-22.68%	107,945	113,176	-4.62%
#60 - Ingersoll/University	28,163	29,803	29,531	25,888	29,118	-11.09%	270,437	269,031	0.52%
#72 - West Des Moines Loop	4,060	4,126	4,099	3,225	3,259	-1.04%	34,401	29,557	16.39%
#74 - NW Urbandale	515	551	513	366	515	-28.93%	5,182	5,622	-7.83%
2. Shuttle									
Hy-Vee Shuttle	0	0	0	0	0		0	1,560	-100.00%
D-Line	12,879	13,608	13,023	9,492	13,233	-28.27%	125,768	122,870	2.36%
Link Shuttle	508	513	420	515	591	-12.86%	5,716	4,067	40.55%
3. Express									
#92 - Hickman	1,788	2,042	1,900	962	2,250	-57.24%	18,456	20,996	-12.10%
#93 - NW 86th	2,516	2,948	2,524	1,584	2,721	-41.79%	23,514	24,895	-5.55%
#94 - Westtown	770	872	813	562	684	-17.84%	7,835	8,213	-4.60%
#95 - Vista	583	777	708	448	1,069	-58.09%	6,855	9,335	-26.57%
#96 - E.P. True	2,364	2,512	2,361	1,273	1,995	-36.19%	20,994	17,978	16.78%
#98 - Ankeny	4,217	5,852	5,305	3,185	5,660	-43.73%	47,255	54,993	-14.07%
#99 - Altoona	1,227	1,278	1,185	811	1,178	-31.15%	10,599	11,686	-9.30%
4. Flex									
#73 - Urbandale/Windsor Heights	0	0	0	0	190		640	1,606	-60.15%
5. On Call									
Deer Ridge	0	0	0	0	12		29	98	-70.41%
Ankeny	107	127	202	184	102	80.39%	1,168	855	36.61%
Johnston/Grimes	0	0	0	0	158		400	1,047	-61.80%
Regional	0	0	2	2	2	0.00%	71	56	26.79%
Paratransit	8,581	8,775	8,539	5,496	9,300	-40.90%	76,046	74,949	1.46%
Medicaid	909	791	811	523	1,041	-49.76%	9,181	10,678	-14.02%
ADA BusPlus	4,880	5,121	5,001	3,532	4,865	-27.40%	47,240	40,092	17.83%
Rideshare	16,244	17,126	15,244	12,542	19,077	-34.26%	149,562	168,495	-11.24%
Total Ridership	327,267	339,706	339,442	274,366	331,055	-17.12%	3,318,486	3,335,934	-0.52%
Flex Connect	219	228	219	160	0		1,221		
Taxi	0	0	0	0	0		16		
Uber	219	228	219	160	0		1,205		



MONTHLY REPORT



9A: Operations Team Report

Staff Resources: *Amanda Wanke, Interim Chief Operating Officer*

- **Iowa State Fair:** Staff are working with the Iowa State Fair to determine if there will be changes to the 2020 Iowa State Fair. We expect direction on if and how the fair will happen, and therefore what DART services will be needed, in mid-June.
- **DMPS:** DART and DMPS are continuing to meet to plan for future opportunities to work together on student transportation, and to establish clear processes and protocol for both students and operators. Staff in both organizations have seen a continued improvement in communication and response due to these concerted efforts. As we look to the 2020-21 school year, efforts are focused on clarifying and improving the behavior and discipline process when there are student issues on DART buses or property; training, orientation and communication for students as well as teachers and administrative staff; and clarifying the processes for ID distribution as well as
- **Fleet Planning:** Staff are working to continue to update short-, medium-, and long-term fleet plans, which includes grant planning; allocation of vehicles across DART's various modes (Fixed Route, Paratransit, Support Vehicles); and necessary adjustments as service needs change.



MONTHLY REPORT



9B: External Affairs Team Report

Staff Resources: Amanda Wanke, Chief External Affairs Officer

Marketing and Communications – Erin Hockman, Marketing and Communications Manager

- **Electric bus branding:** The marketing team has developed a brand strategy for DART's electric buses, and worked with MidAmerican Energy and DART leadership to finalize a bus wrap that will be used on all seven electric buses. Now the team is working to develop a marketing campaign DART will deploy after it unveils the bus wrap.
- **Expanding MyDART app to unbanked riders:** Staff is working with Bytemark and other internal teams to evaluate the best options for providing unbanked riders with the ability to pay cash and access their bus pass in the MyDART app.
- **Spring and summer events:** DART had a full line-up of event sponsorships and service promotions scheduled for this spring and summer. As our region continues to respond to COVID-19, staff is tracking how event organizers are adjusting their events and working to ensure we adjust our participation as appropriate. Some events have been rescheduled for later this summer and some are adding virtual sponsorship opportunities for events that have moved online.
- **Stakeholder e-newsletter:** The latest edition of DART's stakeholder e-newsletter was issued Wednesday, April 29. This issue focused on DART's response to COVID-19 and how it is working to ensure employee and rider safety while still meeting essential transportation needs by continuing to provide nearly 5,000 trips each day.

Marketing Analytics Report

Metric	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb. 2020	Mar. 2020	March 2019	Year Prior
MyDART App Accounts	17,791	18,472	19,018	19,480	20,224	20,718	10,159	51%
Website Unique Visitors	39,894	29,413	29,231	32,616	30,154	24,063	24,141	0%
Facebook Likes	4,357	4,359	4,414	4,498	4,520	4,591	3,662	20%
Twitter Followers	2,268	2,278	2,284	2,303	2,325	2,340	2,201	6%
Instagram Followers	1,235	1,243	1,256	1,272	1,280	1,306		
LinkedIn Followers	329	344	364	379	402	412		
Email Subscribers	14,810	14,860	15,120	15,140	15,200	16,260	14,715	10%
Trip Plans	42,821	38,984	33,732	39,288	35,505	24,987	26,280	-5%
Real-time Map	29,913	24,949	20,632	25,662	22,633	12,975	38,128	-194%
Next DART Bus	255,069	255,132	289,298	397,191	257,117	194,498	169,534	13%
SMS Text Messaging	172,406	140,734	142,068	148,421	151,367	101,726	232,591	-129%
IVR Phone Calls	9,309	7,218	7,177	7,500	7,674	7,383	7,758	-5%

MONTHLY REPORT
9B: External Affairs



MyDART App Report

Metric	Oct. 2019	Nov. 2019	Dec. 2019	Jan. 2020	Feb. 2020	Mar. 2020	TOTAL
Downloads	747	681	870	976	1,206	765	25,437
iOS	286	235	253	253	254	163	8,057
Android	461	411	617	723	952	602	17,345
Accounts Created	831	681	546	462	744	494	20,718
Orders Placed	3,311	3,427	3,468	4,046	3,628	2,019	82,622
Passes Purchased	4,816	4,399	4,283	5,278	10,004	2,673	123,210
Revenue	\$22,956	\$21,583	\$24,012	\$27,347	\$23,886	\$14,288	\$547,227

DART in the NEWS

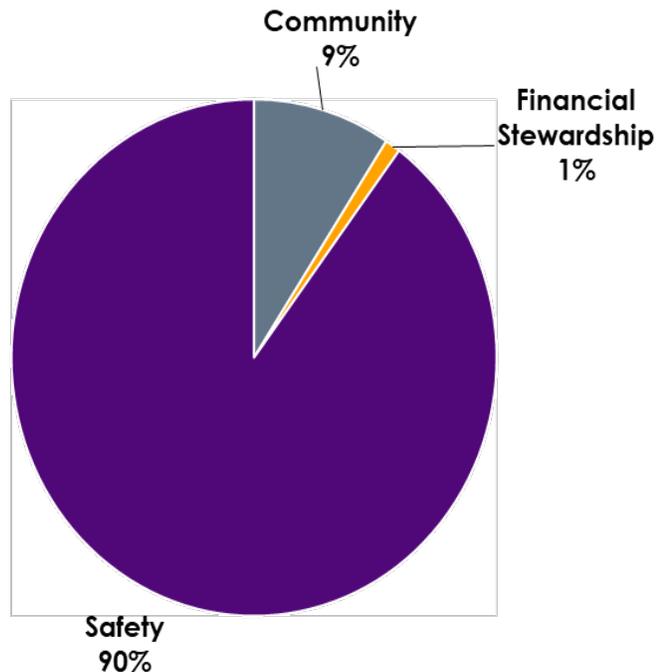
Top Stories

- [DART to enact further reductions to its schedule on April 12](#)
- [TPI: 2 workers test positive for COVID-19](#)
- [DART maintenance employee tests positive for COVID-19](#)
- [DART Bus Driver Tests Positive for COVID-19](#)

Total Reach

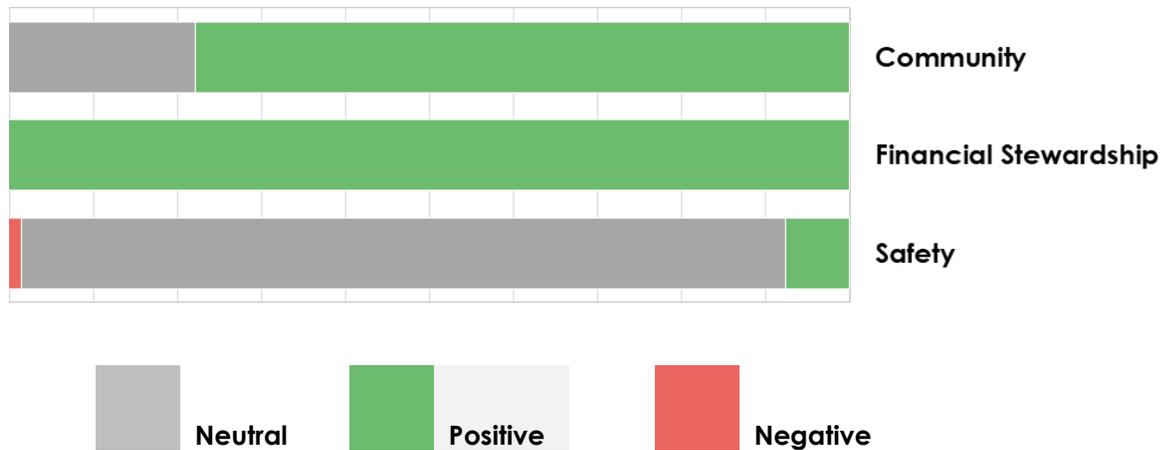
Broadcast reach	178,169
Online reach	3,096,293
Total reach	3,274,462

DART NEWS COVERAGE BY TOPIC





DART NEWS AND SOCIAL MEDIA SENTIMENT BY TOPIC



Planning – Luis Montoya, Planning and Development Manager

- **Transit Optimization Study:** The project has been put on hold as the Planning team shifted its focus to adjusting service levels due to COVID-19. The project scope and approach to stakeholder engagement will be adjusted taking into consideration how ridership and transportation needs within the community are evolving, and the limitations on public gatherings and diverted public attention.
- **June Service Change:** In April the Commission approved a service change to remove DMPS school tripper routes and implement minor schedule changes to Route 74 to better accommodate Unlimited Access partner The Wittern Group. That service change is on hold due to other changes in service that were necessary as part of our COVID-19 response, but is otherwise ready to implement once the time is right to resume full service levels.
- **Flex Connect 6 Month Evaluation:** An evaluation of the first six months of this pilot project was completed.
- **Bus Shelter funding:** The Des Moines Area MPO awarded DART with a Transit Alternatives Program (TAP) grant in the amount of \$200,000. The Des Moines City Council designated roughly \$250,000 in revenues from the Center Street Parking Garage for bus stop improvements, including shelters, benches and trash cans.

MONTHLY REPORT
9B: External Affairs



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

- **Art Shelters:** Staff are planning for outreach to each DART member community to discuss the vision for art shelters and to identify appropriate points of contact to engage in localized planning. An application to the Prairie Meadows Legacy Grant program to support art shelters was submitted February 28, 2020. Preparation for a private sector fundraising study continues. An initial plan for art shelter installation is due to Bravo Greater Des Moines by June 30, 2020.

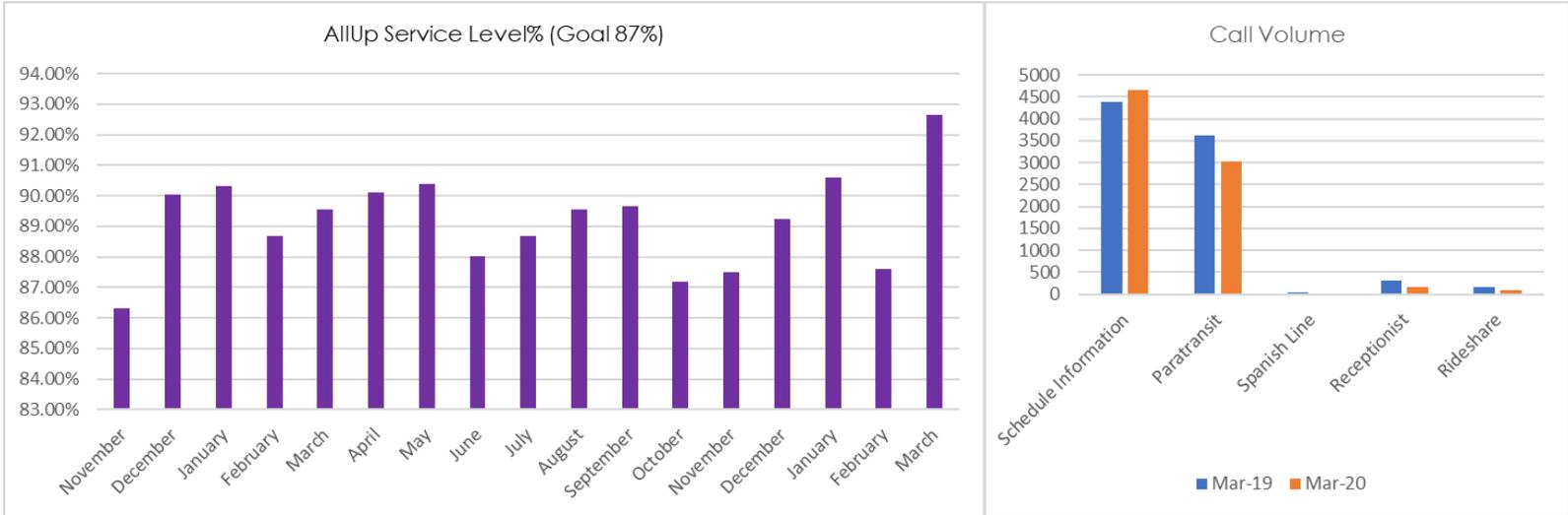
FY2020 Mobility Coordination Training & Outreach Totals	April 2020*	FY20 YTD
Education/Schools	0	295
General Public	0	102
Human Services	0	558
Re-Entry	0	819
Refugee	0	189
Senior	0	143
Total Participants	0	2,106
<i>*April mobility trainings canceled due to COVID-19</i>		

- **Mobility Coordination Outreach:** Due to the ongoing response to COVID-19, all DART mobility trainings or events have been canceled. DART staff remain in frequent contact with human service agency partners and are actively participating in mobility stakeholder groups.
- **New Community Partnerships:** DART is partnering with the American Cancer Society and Iowa Cancer Consortium to provide paratransit trips to cancer patients traveling to treatment at four facilities throughout Greater Des Moines. DART has also offered available operators to support delivery of meals and groceries to residents in need in partnership with DMARC.
- **Reduced Fare Task Force:** An internal review of DART's reduced fare programs has identified opportunities for streamlining processes to reduce barriers to transit for populations in need of access. Task force recommendations are being revisited as a result of COVID-19 to determine what, if any, adjustments are warranted prior to bringing a proposal to the DART Commission.
- **Unlimited Access Partnerships:** DART staff have been in frequent communication with Unlimited Access partners to provide updates on DART's response to COVID-19 and to address interim transportation needs as a result of service reductions.

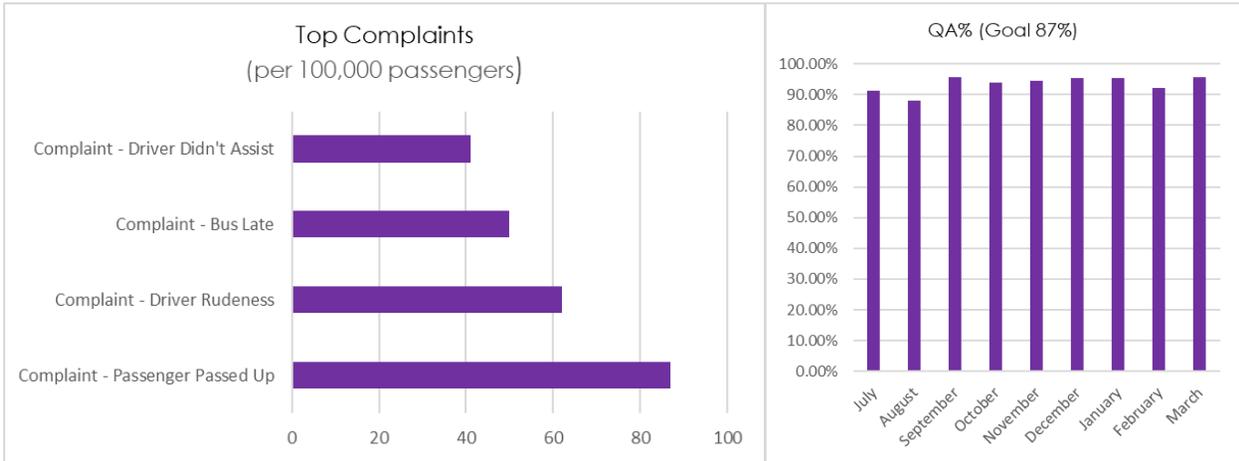


MONTHLY REPORT
9B: External Affairs

Customer Experience – Stephen Wright, Customer Experience Manager



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



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



MONTHLY REPORT



9C:	Procurement
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Staff Resource: *Mike Tiedens, Procurement Manager*

Upcoming Procurements:

Heat Pump Replacement – IT Room/DART Central Station – DART is requesting quotes for the installation of a heat pump located above the IT Workroom at DART Central Station. Work includes, but is not limited to: demo and removal of existing .5-ton heat pump and replacement and installation of a 5-ton heat pump. Associated electrical, mechanical, and duct work is included.

- Request for Quotes to be published in April 2020

Bus Shelter Cleaning – DART is seeking responses from a qualified Contractor to perform general cleaning and trash removal services at its bus stop shelter locations as well as other identified DART bus stop locations. Trash Removal Services could be performed up to a bi-weekly basis (twice per week). Cleaning Services will tentatively be performed on a monthly basis (once per month), 7 months of the year (April through October). Graffiti removal will be on an as-needed/requested basis.

- Request for Proposals to be published in May 2020

Contracts and Task Orders Approved Recently:

RSM, On-Call IT and Financial Services Contract

- Financial and Accounting Advisory and Consulting Support – In the interim period with no Chief Financial Officer, DART will have RSM provide financial and accounting advisory support on an as-needed basis.
 - Task order was approved for the Amount Not to Exceed \$10,000

Future Procurements:

- | | |
|---|---|
| <ul style="list-style-type: none"> • State Lobbying Services • Marketing Support Services • Printing Services • Federal Lobbying Services | <ul style="list-style-type: none"> • E-Procurement System • Financial Advisory Services • RideShare Vans • Outdoor Signage Displays |
|---|---|



MONTHLY REPORT



9D: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **DART Executive Committee:** The DART Executive Committee has met several times over the last month to discuss DART's COVID-19 issues. The DART Executive Committee meeting schedule for May has not been finalized.

- **DART's COVID-19 Response** – I continue to be thankful for all the ways the DART team is working together during this incredibly challenging time. I continue to witness the commitment they have to serving our customers and to serving each other and keeping service on the road for so many of our customers that need it every day.

Our response continues to be proactive and we are remaining open in our communication as well as keeping up with all the safety measures we have put in place to keep our staff and customers safe.

The service DART provides has continued to be appreciated amongst our riders and community leaders. Below are a couple of thank you's I have received over the past few weeks.



MONTHLY REPORT

9D: Chief Executive Officer Report



- **TACI (Taxpayers Association of Central Iowa) “Houston we have a Problem”** – Several community leaders, including myself were invited to participate in a virtual town hall event that was hosted by the Taxpayers Association of Central Iowa. This took place on April 22, 2020. The discussion evolved around a review of the present challenges due to COVID-19 from an operational and financial perspective that our community faces. The public, private sectors were included as well as individuals. This will be a continuing series over the next few months and I will keep the Commission apprised of upcoming events.
- **DART Chief Operating Officer** – I am pleased to share the good news that Amanda Wanke is being named DART's Deputy Chief Executive Officer and Chief Operating Officer (COO). This promotion reflects the exemplary leadership Amanda has provided in her five years as Chief External Affairs Officer and most recently as interim COO. It was during this interim that it became evident Amanda's communications approach and ability to provide a supportive and collaborative environment was exactly the kind of leadership needed for developing our culture, supporting our teams and working together to best serve our employees and riders. Given the importance of continuity of leadership and decision making, as Deputy Chief Executive Officer, Amanda will serve in the CEO capacity if there is ever a time I am not available.

With Amanda taking on this new role, we have been discussing with the External Affairs leaders how to best structure this team moving forward. It is more important than ever that DART is structured in a manner that allows us to be nimble, strategic and well-coordinated across the organization. I anticipate having more to share in the week to come about how the External Affairs team structure will evolve.



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

June 2, 2020 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Art Shelter Plan • DART Operations and Maintenance Facility Update • August 2020 Service Change • 28E with Community Foundation 	<ul style="list-style-type: none"> • Reduced Fare Task Force • Transit Riders Advisory Committee Update
July 7, 2020 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • October Service Change 	<ul style="list-style-type: none"> • Mobility Coordinator Update • Electric Bus Update • PTASP Review
August 4, 2020 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • DART Advertising Policy 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee Update

Other Future Agenda Items:

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee	TBD	9:00 am	WebEx Meeting