



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 – 860 4997 0890 /PASSCODE - 021605
OCTOBER 3, 2023 – 12:00 PM



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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF OCTOBER 3, 2023, AGENDA	
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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.



6: Transit Riders Advisory Committee (TRAC) Update

Resource: *Brandon Paulsen, TRAC Chair*

A hybrid meeting of the Transit Riders Advisory Committee was held on Wednesday, September 27, 2023, and a quorum was met. Included are key highlights from the meeting's discussion.

- **CEO Introduction:** Chief Executive Officer, Amanda Wanke, introduced herself to the committee and shared with the committee some of her goals and initiatives for the next couple of months at DART.
- **TRAC Membership Update:** Community Mobility Coordinator, Catlin Curry, informed TRAC members about the process in which a new vice chair would be selected through a nominating and voting process at the next meeting. It was also discussed the process of selecting a new TRAC member to fill a current vacancy.
- **Budget and Service Planning:** Chief External Affairs Officer Erin Hockman and Chief Planning Officer Luis Montoya provided an update to the committee on various funding scenarios and what potential impacts and service reductions would need to be implemented if those funding gaps are not filled. There were some questions and discussion about the timing of when DART will be seeking public input on these scenarios and how TRAC members could participate in reaching out to the DART Commission and their own elected officials.

The next hybrid TRAC meeting is currently scheduled for Wednesday, October 25, 2023.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED IN-PERSON AND VIRTUALLY
620 CHERRY STREET, DES MOINES IA 50309
SEPTEMBER 5, 2023**



(Meeting was held in a hybrid format)

Commissioners/Alternates Present and Voting:

Vern Willey (left at 1.27pm), Tara Cox, Srikant Mikkilineni, Josh Mandelbaum, Andrew Borcharding (left at 1.30pm), Paula Dierenfeld, Ross Grooters, Steve Van Oort, Bridget Montgomery, Russ Trimble and Joseph Jones

Commissioners Absent:

Kelly Stearns

CALL TO ORDER

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

Notice of the meeting was duly published.

APPROVAL OF AGENDA

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

It was moved by Josh Mandelbaum and seconded by Srikant Mikkilineni to approve the September 5, 2023, agenda. The motion carried unanimously.

PUBLIC COMMENT:

Thomas Washington thanked DART for the bus service during the Iowa State Fair. He recently rode one of our newer On Demand buses and shared the ride was smooth for the passenger. He brought up some safety concerns he had about the straps with wheelchairs on the buses. Keith Welch, our Maintenance Manager discussed with him after the meeting. Chair, Russ Trimble, thanked Mr. Washington for advocating for DART funding needs at the legislative session.

Heather Armstrong from Des Moines shared her comments on purchasing the land for the new operation and maintenance facility.

Garland Armstrong from Des Moines had some suggestions on automatic phone messages for paratransit riders to alert them when their bus is coming. DART staff will investigate this.

TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE

Catlin Curry, Mobility Coordinator, provided an update on the last TRAC meeting which took place on Wednesday, August 30. The Committee was provided updates on the Operations and Maintenance facility, and they were interested in the Commission moving forward with the Phase 1 option, Bus Plus changes were shared, and they provided some positive feedback on how much they appreciated the well-coordinated efforts of the DART bus service during the Iowa State Fair.

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Lastly it was shared that Vice Chair Kirk Gustafson sadly passed away. The Committee will be working over the next several months to replace his position on the TRAC Committee.

CONSENT ITEMS

7A – Commission Meeting Minutes – August 1, 2023

7B – November 2023 Service Change

7C – Interim CEO Employment Contract Amendment

7D – July Consolidated Financials

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

ACTION ITEMS

8A – Operations & Maintenance Facility Approval

Chief Planning Officer, Luis Montoya, provided a background of the activities that have taken place to date as it relates to the proposed new Operations and Maintenance Facility. This update included the facility assessment and findings that identified the needs for a new facility. A funding update was provided as well as a phased approach for the construction project. DART staff and the design team have developed a phased approach to funding the construction and operations of a new Operations and Maintenance Facility: **Phase I:** Purchase land, complete design, and build 90% of the bus maintenance building (Full funding on hand), **Phase II:** Build out the remainder of the maintenance building, administrative offices and approximately half of the necessary bus storage facility (pending a second large federal grant) or **Phase III:** Complete the remainder of the bus storage facility (pending additional federal grant dollars and potentially local debt service). Five options were discussed to ensure DART's Operations and Maintenance facility can meet its current and future needs (these were provided in the Commission packet). The Commission was reminded that at the August 1, 2023, Commission meeting, there was a consensus of Commissioners present that Option E (Phase 1) would best situate DART to meet its facility needs. Budget considerations were discussed as it relates to all the phased approaches presented.

It was moved by Vern Willey and seconded by Tara Cox to approve DART staff to proceed with Design and Construction of Phase 1 of a new Operations and Maintenance Facility. The motion carried unanimously.

8B – Bus Plus and Fixed Route Fare Policies

Brandon Smiley, Chief Operations Officer provided a background to the bus plus and fixed fare policy changes and identified the proposed policy changes. It was shared that public feedback was conducted and the Title VI analysis was completed, finding that providing fare-free access to fixed route service for paratransit eligible customers would not result in a disproportionate burden on low-income individuals or a disparate impact on minority individuals.

It was moved by Srikant Mikkilineni and seconded by Josh Mandelbaum to approve the following items, effective November 1, 2023.

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

8C – FY2024 Safety Performance Targets Approval

Pat Daly, Safety Manager provided shared that DART is required, under its Public Transportation Agency Safety Plan, to establish and monitor seven Safety Performance Targets for each mode of service provided. The seven Safety Performance Targets were identified. For FY 2023, DART met or exceeded all but four Safety Performance Targets which were outlined. The proposed FY2024 Safety Performance Targets were shared for consideration and approval.

It was moved by Tara Cox and seconded by Vern Willey to approve DART's Safety Performance Targets for fiscal year 2024 as required by DART's Agency Safety Plan. The motion carried unanimously.

DISCUSSION ITEMS:

9A – FY 25 Service and Budget Planning Discussion

Erin Hockman, Chief External Affairs Officer, provided an overview of information being prepared for the Commission workshop at the end of September, which will be the beginning of a conversation with the Commission regarding funding and service levels for FY25 and beyond.

9B – Mobility Coordinator Update

Catlin Curry, Mobility Coordinator provided an update on FY2023 Mobility and Outreach training activities, as well as an update on the Ride to Thrive program after one-year of implementation.

9C – Performance Report – July 2023

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

DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

11A - Operations

None

11B – Planning

None

11C - External Affairs

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COMMISSION MEETING MINUTES – SEPTEMBER 5, 2023**



Erin Hockman, Chief External Affairs Officer shared that the September Business Record will be transit themed, specifically focusing on the role of transit and how it has evolved over history and the pivotal point we are today in the industry. It was also shared that the Service and Budget Planning Workshop will be held on Tuesday, September 26 at 12:30 p.m.

11D – Finance/IT/Procurement

None

11E – Human Resources

None

11F – Interim Chief Executive Officer

None

FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

Commissioner Cox thanked Interim CEO, Sheri Kyras for joining a recent Bondurant City Council meeting to share information about the new DART Operations and Maintenance facility. The Council appreciated the update and understanding of the project.

NEXT MEETING:

Regular DART Meeting - Tuesday, October 3, 2023 – 12:00 P.M.

ADJOURN

Chair, Russ Trimble adjourned the meeting at 1:41 p.m.

Chair

Clerk

Date



CONSENT ITEM



7B: June FY2023 Consolidated Financial Report

Action: Approve the June 2023 Consolidated Financial Report.

Staff Resource: Amber Dakan, Finance Director

FY2023 Budget Highlights:

Revenue:

- Fixed Route operating revenue exceeded budget by 3.9% during FY2023. School Funding and Mobile Ticket sales are the two categories which saw the highest performance in comparison to budget.
- Fixed Route non-operating revenue exceeded budget by 27.2% due the timing of FTA grant drawdowns, higher state operating assistance funds than projected as well as interest income earned from higher return rates in this fiscal year.
- Paratransit operating revenue exceeded the budget by 5.8%. Polk County Funding, Other Contracted Services, and Mobile Ticketing all exceeded budget expectations.
- Paratransit non-operating revenue came in over budget by 3.7% as a result of grant funding.
- Rideshare revenues ended under budget by approximately 25%. Rideshare continues to work towards recovery of the program as well as implementing a new rider platform that will aid in attracting new riders.

Operating Expense:

- Fixed Route operating expenses came in at 4.5% under budget for the fiscal year. Salaries, Wages & Fringes, Services, and Equipment Repair Parts are the three categories that saw the most savings.
- Paratransit operating expenses exceeded budget by 11.7% in FY2023. Fuel & Lubricants as well as Equipment Repair Parts saw the highest over budget levels.
- Rideshare operating expenses came in at 35.1% over budget. This is primarily due to two large insurance claims reserved for (not yet paid out) as well as proceeds for Rideshare vans sold now being required to be paid back to FTA instead of being applied to future grants.

Recommendation:

- Approve the June FY2023 Consolidated Financial Report.

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

Fixed Route	\$ 10,284,244	Reserve for Accidents (See Balance Sheet):
Paratransit	\$ (324,341)	\$312,630
Rideshare	\$ (338,146)	
Total	\$ 9,621,757	

*** The final financial report will include year-end adjustments that are not yet made, and not shown in the above-listed numbers. Final financials will be included in the year-end auditor report presentation as the audited financial statements.**

FY2023 Financials:

June 2023

FIXED ROUTE	June 2023			Year-To-Date-(12) Months Ending 06/30/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	293,672	361,371	(67,699)	4,503,928	4,336,450	167,478
Non-Operating Revenue	9,769,552	2,609,763	7,159,789	39,845,696	31,317,160	8,528,536
Subtotal	10,063,224	2,971,134	7,092,090	44,349,624	35,653,610	8,696,014
Operating Expenses	2,749,617	2,971,134	221,517	34,065,380	35,653,610	1,588,230
Gain/(Loss)	7,313,607	-	7,313,607	10,284,244	-	10,284,244

PARATRANSIT	June 2023			Year-To-Date-(12) Months Ending 06/30/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	59,672	50,880	8,792	646,237	610,560	35,677
Non-Operating Revenue	981,691	300,313	681,378	3,737,489	3,603,760	133,729
Subtotal	1,041,363	351,193	690,170	4,383,726	4,214,320	169,406
Operating Expenses	400,629	351,193	(49,436)	4,708,067	4,214,320	(493,747)
Gain/(Loss)	640,734	-	640,734	(324,341)	-	(324,341)

RIDESHARE	June 2023			Year-To-Date-(12) Months Ending 06/30/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	25,452	33,333	(7,881)	260,715	400,000	(139,285)
Non-Operating Revenue	80,900	13,592	67,308	162,031	163,100	(1,069)
Subtotal	106,352	46,925	59,427	422,746	563,100	(140,354)
Operating Expenses	268,030	46,925	(221,105)	760,892	563,100	(197,792)
Gain/(Loss)	(161,678)	-	(161,678)	(338,146)	-	(338,146)

SUMMARY	June 2023			Year-To-Date-(12) Months Ending 06/30/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	378,796	445,584	(66,788)	5,410,880	5,347,010	63,870
Non-Operating Revenue	10,832,143	2,923,668	7,908,475	43,745,216	35,084,020	8,661,196
Subtotal	11,210,939	3,369,253	7,841,687	49,156,096	40,431,030	8,725,066
Operating Expenses	3,418,276	3,369,253	(49,024)	39,534,339	40,431,030	896,691
Gain/(Loss)	7,792,663	-	7,792,663	9,621,757	-	9,621,757



CONSENT ITEM



7C:	August FY2024 Consolidated Financial Report
Action:	Approve the August 2023 Consolidated Financial Report.

Staff Resource: *Amber Dakan, Finance Director*

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route operating revenue is exceeding budget by 29.1% year-to-date. This is a result of higher revenues in Other Contracted Services attributed to the Iowa State Fair, Unlimited Access, and the annualized support from Polk County recognized for the Ride to Thrive program.
- Fixed Route non-operating revenue is under budget by 7.1% due to the timing of grant funding drawdowns.
- Paratransit operating revenue is exceeding budget by 5.3% so far in FY2024. Polk County Funding and Mobile Ticketing Passes are both ahead of budget projections.
- Paratransit non-operating revenue is 38.9% under budget year-to-date resulting from drawdown grant funding timing.
- Rideshare revenues are under budget by approximately 53% year-to-date. Rideshare continues to work towards recovery of the program and is working to implement a new rider platform projected to go live this fall that will aide in attracting new riders. Another factor is the timing of the draw down of grant funds.

Operating Expense:

- Fixed Route operating expenses are seeing a 12.7% savings from projections. Salaries, Wages & Fringes, and Services are the categories are seeing the most savings so far this fiscal year.
- Paratransit operating expenses are under budget by 6.8% year-to-date. Salaries, Wages & Fringes, Services, and Services are seeing the most budget savings so far.
- Rideshare has budget savings of 27.5% year-to-date for operating expenses. Services and Fuel and Lubricants are seeing the largest savings to date.

Recommendation:

- Approve the August FY2024 Consolidated Financial Report.

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

Fixed Route	\$ 639,047	Reserve for Accidents (See Balance Sheet):
Paratransit	\$ (207,892)	\$332,418.14
Rideshare	\$ <u>(21,755)</u>	
Total	\$ 409,400	

FY2024 Financials: August 2023

FIXED ROUTE	August 2023			Year-To-Date-(2) Months Ending 08/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	460,738	402,217	58,521	1,038,295	804,433	233,862
Non-Operating Revenue	2,695,347	2,674,784	20,563	4,971,416	5,349,568	(378,152)
Subtotal	3,156,085	3,077,001	79,084	6,009,711	6,154,002	(144,291)
Operating Expenses	2,977,856	3,077,001	99,145	5,370,664	6,154,002	783,338
Gain/(Loss)	178,229	-	178,229	639,047	-	639,047

PARATRANSIT	August 2023			Year-To-Date-(2) Months Ending 08/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	60,124	53,054	7,070	111,677	106,108	5,569
Non-Operating Revenue	209,808	343,422	(133,614)	419,617	686,843	(267,226)
Subtotal	269,932	396,476	(126,544)	531,294	792,952	(261,658)
Operating Expenses	396,537	396,476	(61)	739,186	792,952	53,766
Gain/(Loss)	(126,605)	-	(126,605)	(207,892)	-	(207,892)

RIDESHARE	August 2023			Year-To-Date-(2) Months Ending 08/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	15,823	33,333	(17,510)	40,288	66,667	(26,379)
Non-Operating Revenue	-	9,468	(9,468)	-	18,935	(18,935)
Subtotal	15,823	42,801	(26,978)	40,288	85,602	(45,314)
Operating Expenses	29,039	42,801	13,762	62,043	85,602	23,559
Gain/(Loss)	(13,216)	-	(13,216)	(21,755)	-	(21,755)

SUMMARY	August 2023			Year-To-Date-(2) Months Ending 08/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	536,685	488,604	48,081	1,190,260	977,208	213,052
Non-Operating Revenue	2,905,155	3,027,673	(122,518)	5,391,033	6,055,347	(664,314)
Subtotal	3,441,840	3,516,278	(74,437)	6,581,293	7,032,555	(451,262)
Operating Expenses	3,403,432	3,516,278	112,846	6,171,893	7,032,555	860,662
Gain/(Loss)	38,408	-	38,408	409,400	-	409,400



ACTION ITEM



8A:	Contract Amendment with Sidekick Development
Action:	Approval of a contract amendment with Sidekick Development for Owner's Representative Services

Staff Resource: *Luis Montoya, Chief Planning Officer*

Background:

- On September 5th, 2023 the DART Commission authorized staff to proceed with design and construction of Phase I of a new Operations and Maintenance Facility.
- In April 2021 the DART Commission approved a contract with Sidekick Development to serve as Owner's Representative for the project.
- That initial approval was for a Not To Exceed Amount of \$740,000 with a Project pre - approval threshold of \$120,000.
- Based on project approval by the Commission for Phase 1 and preliminary cost estimates, the Phase 1 approval threshold will be amended to \$382,000.
- Other details of the contract such as updated project location and clarified scope of services will be amended.
- The services include, but are not limited to:

Services ongoing throughout the project

- Responsible for overall project management including administration, project controls, communication procedures, and coordination, including adhering to schedule and budget.
- Assists with the development, negotiation, and oversight of procurements, contracts and consultants for the project including but not limited to scope of works, budgets, work plans, coordinating stakeholders, auditing invoices and project closeout.
- Assists with conducting cost and performance analysis for the project.
- Identifies potential partnership and joint development opportunities in compliance with FTA guidance and within project schedule.
- Prepare reports for DART staff summarizing key design phase activities and progress, conformance to the approved master schedule, total budget summary/status report, current or potential problems/issues, and other information as requested.
- Present to the DART Commission as needed on the status of the project.

Design Phase

- Provide recommendation for procurement strategies, including explorational procurements such as RFIs, to ensure DART is getting the best value.
- Verify engineering and architectural concept and program documents to meet Owner requirements and alignment with goals and objectives.



ACTION ITEM

8A: Contract Amendment with Sidekick Development

- Recommend efficiencies, value engineering strategies, provide independent owners estimates, constructability reviews and alternative project delivery methods that may result in overall cost savings.
- Review A/E design documents and corresponding construction cost estimates by the Cost Estimator at key milestones for conformance to DART's Project requirements.
- Provide analysis of building systems, equipment, and materials and/or the entire project for appropriateness, initial cost, life cycle cost, projected maintenance and operation costs, safety and risk analysis.

Construction Phase

- Act on behalf of DART for all day-to-day construction related items.
- Responsible for construction administration procedures including reviewing documentation related to federal compliance for Davis Bacon payroll and Buy America and recommend appropriate corrective actions as needed.
- Monitor the Contractor's subcontractor bidding process for conformance to contract requirements.
- Review Contractor submittal schedule and monitor for conformance to requirements in the construction and A/E contracts. Assist and advise DART on submittals that require owner review and comment.
- Monitor construction progress for conformance to the approved construction schedule and budget and make recommendations to DART for corrective actions by the Contractor.

Project Close-out

- Participate in inspections for Contractor substantial completion, final completion, and warranty inspections. Coordinate and document receipt of warranties, operation and maintenance manuals, and as-built documents.
- Assist DART with coordinating the installation of furniture, fixtures, and equipment (FF&E) and telecommunication and computing equipment.
- Assist DART with coordination of building commissioning activities including functional testing and resolution of issues log items.
- Coordinate closeout of all contracts and prepare final closeout documentation.

Procurement:

- DART conducted a Request for Proposals (RFP) Owner's Representative Services in 2021, and four (4) responsive proposals were received.
- DART conducted a review and selection process, with Sidekick Development eventually being awarded a contract through Commission action in April 2021.

Evaluation Summary:

- Differentiating factors for selecting Sidekick Development:
 - Understanding of Des Moines area market including working relationships with City of Des Moines, City of Altoona, and City of Clive.



ACTION ITEM

8A: Contract Amendment with Sidekick Development

- Relationships with local contractors in the Des Moines metro area.
- One primary point of contact throughout the process, including design meetings and onsite observations, offers essential consistency.
- Emphasis on team approach as an operating strategy and feedback from references reinforced this benefit.
- Well-rounded approach to project management as well as on-site construction observation and evaluation.

Financial Impact:

- Sidekick has maintained their fee in proportion to the size of the project compared to what was originally approved.
- These fees are included in the approved project budget and will be paid using federal grant funds and the associated local match.

Recommendation:

- Approve a contract amendment with Sidekick Development for Owner's Representative Services to authorize Phase 1 activities, including the 1-year post construction warranty period.



ACTION ITEM



8B:	Construction Manager Agent (CMA) for New Operations and Maintenance Facility
Action:	Approve DART staff to execute a contract amendment with DCI Group for Construction Manager Agent (CMA) services for the design and construction phases of the Operations and Maintenance Facility for negotiated General Conditions and CMA Fee

Staff Resource: *Luis Montoya, Chief Planning Officer*

Background:

- On September 5th, 2023, the DART Commission authorized staff to proceed with design and construction of Phase I of a new Operations and Maintenance Facility.
- In February 2023 the DART Commission approved a contract with DCI Group to serve as Construction Manager as Agency (CMA) for the project.
- That initial approval authorized pre-approval stage activities with a not-to-exceed amount of \$50,000.
- A condition of that approval was that the DART Commission would need to approve the general conditions costs and CMA fee once the project is authorized to move forward.
- The purpose of a CMA is to advise the detailed design phase in order to generate advantageous construction bid packages, to assist in developing project phasing and cost estimates/value engineering and to provide expertise and oversight on-site each day during the facility's construction.

Procurement and Contract:

- DCI was selected through an RFP process in which four (4) qualified proposals were received.
- All four (4) firms were interviewed resulting in the selection of DCI Group as the highest ranked firm by all evaluators to provide CMA services for DART.
- Following Commission approval in February 2023, DART staff negotiated and executed a contract for pre-approval activities.
- It has always been assumed that the scope, general conditions and fees would be negotiated after the project was approved to move into detailed design and construction.

Cost and Funding:

- A negotiated scope and cost proposal was developed with DCI Group consisting of the following categories:
 - Estimated General Conditions (GCs): Estimated GC Costs based on scope provided and preliminary construction plan is \$1,856,816. Billing will reflect actual costs and materials and is subject to final design details.



ACTION ITEM

8B: Construction Manager Agent (CMA) for New Operations and Maintenance Facility

- CMA Fee: 3% of actual construction costs. CMA fee estimate is \$810,000 based on conceptual estimate of \$27M in construction costs.
- DART's Owners Representative, Sidekick Development, believes these costs are in line with current industry norms for the scale and scope of the project.
- The cost for the CMA is contained in DART's most recent O & M facility budget under the "construction" line item and will be paid for using Federal Grants and the associated local match.

Recommendation:

Approve DART staff to execute a contract amendment with DCI Group for Construction Manager Agent (CMA) services for the design and construction phases of the new Operations and Maintenance Facility for negotiated General Conditions and CMA Fee.



ACTION ITEM



8C: Human Resource Information System (HRIS) Contract Approval

Action: Approve a contract for five (5) years with five (5) individual one (1) year options and the amount not to exceed \$1,250,000.

Staff Resource: Michael Gulick, Procurement and Contract Administration Manager

Background:

- DART is seeking to provide an integrated cloud solution Human Resource Information System (HRIS) including software and subscription, implementation, data conversion, integrations, training, hardware, and other additional services.
- DART will replace seven (7) error prone fragmented systems that cause frequent and significant challenges and frustration processing each payroll cycle.

Procurement:

- A Request for Proposals (RFP) was published on December 19, 2022, with proposals due by February 7, 2023.
- Ten (10) Firms were actively solicited multiple times in addition to public posting. Received three (3) Proposals – two (2) were deemed non-responsive.
- After consulting with the Executive Committee on March 22, 2023, staff conducted product demonstration with the one (1) responsive firm on April 11, 2023.
- Conducted Best and Final Offer with the one (1) responsive firm and successfully reduced cost per license and future price increases from original proposal.
- DART's evaluation committee is recommending Kronos SaaShr, Inc./UKG for the new integrated HRIS system. UKG has over 40 years' experience working with government entities including over 2,000 federal, state, and local governments across all 50 states and over 40 transit agencies.
- The proposed solution includes all elements of DART's required functionality in one system.
- The new system will be relatively cost neutral in comparison to our existing seven (7) systems with the anticipation of a long-term efficiency gain.

Funding:

- The cost per license in the first five-year period is \$21.98 per license and increases 4-5% per year thereafter. The variability in the total cost depends on the number of licenses over the life of the contract.
- Implementation (\$27,400), Data Migration (\$4,000), and Integration (\$1,000) costs will be funded from DART's capital budget formula funds and the local match.
- Annual ongoing subscription and licensing (~\$77,809) costs will be funded through the operating budget. Operating costs are within current budgets and comparable to the cumulative costs of the current systems.
- Any new future integrations will be funded by the operating budget.

Recommendation:

- Approve a contract with Kronos SaaShr, Inc. to provide a Human Resource Information System (HRIS) solution with a five-year initial term plus five (5) one (1) year optional renewals with a not-to-exceed amount of \$1,250,000, without prior Commission approval.



DISCUSSION ITEM



9A: Budget and Service Planning Workshop Update

Staff Resource: *Erin Hockman, Chief External Affairs Officer*
Luis Montoya, Chief Planning Officer

- Staff will provide an update of the budget and service planning that was shared at the September 26 Commission workshop.



MONTHLY REPORT



9B: Performance Report – August 2023

Staff Resource: Nate Bleadorn, Business Intelligence Manager

Summary of August 2023 Monthly Performance:

- August ridership is largely impacted by Iowa State Fair service. DART had a great year at the Fair, providing 241,346 total rides. This is up more than 10% over last year's fair. Our biggest ridership year on record was 2019, where we provided just north of 250,000 rides. Ridership is partially driven by State Fair attendance, and this year's was second highest all time.
- For August, we had 0.48 preventable accidents per 100,000 miles. This meets our goal of being under 1 per 100K miles. Non-preventable accidents occurred at a rate of 2.64 per 100,000 miles in August.
- On-Time Performance (OTP) was 74.75% for August. This is below our target of 85%.
- Road calls per 100,000 miles, where our buses need service while in operation, were 9.17 for the month of August.
- DART On Demand saw a month-to-month increase in ridership. August total rides were up 52.8% on August of 2022.
- Due to technology challenges, Rideshare data for August was not available at the time of this report but will be updated and shared at a later date.

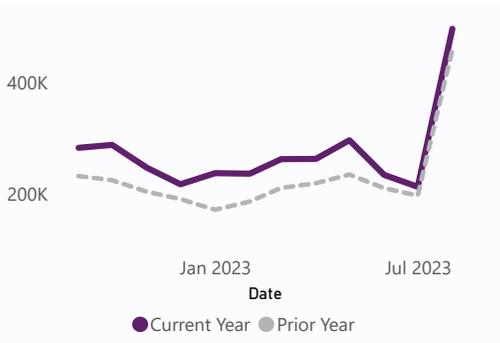


Performance Summary - August 2023

9/1/2022 8/31/2023

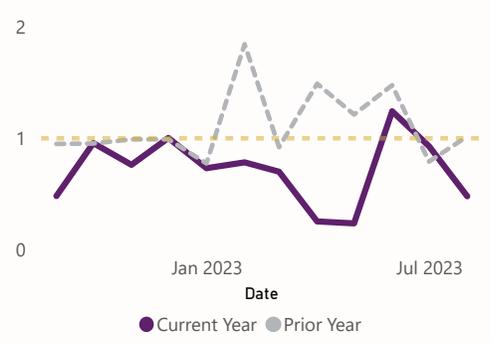
Ridership

Monthly **496,587** YTD **709,511**
FY23: 459,220 (+8.14%) FY23: 656,279 (+8.11%)



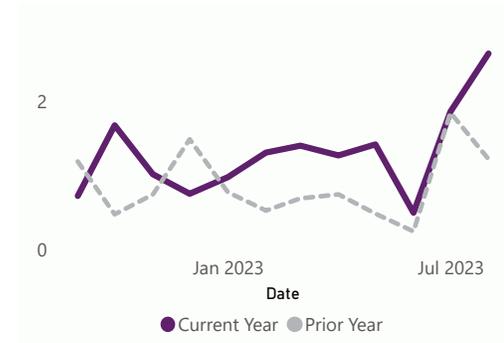
Preventable Accidents/100k Miles

Monthly **0.48** YTD **0.68**
FY23: 1.02 (+52.77%) FY23: 0.92 (+26.39%)



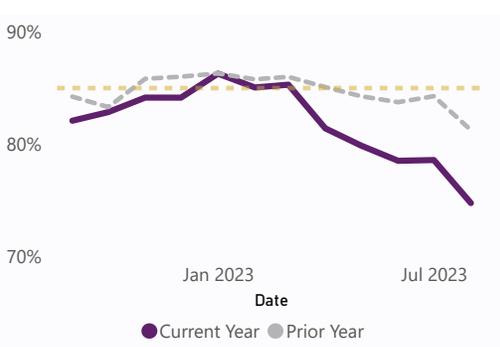
Non-Preventable Accidents/100k

Monthly **2.64** YTD **2.30**
FY23: 1.22 (-116.47%) FY23: 1.49 (-54.01%)



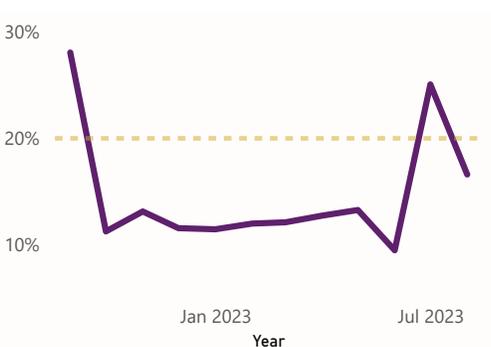
On-Time Performance

Monthly **74.75%** YTD **76.49%**
FY23: 81.25% (-8%) FY23: 82.66% (-7.46%)



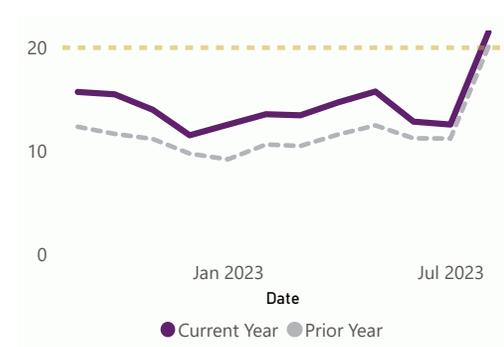
Farebox Recovery Ratio

Monthly **16.60%** YTD **20.39%**
FY23: 22.62% (-26.6%) FY23: 17.27% (+18.01%)



FR Passengers / Revenue Hour

Monthly **21.52** YTD **17.78**
FY23: 20.11 (+7.02%) FY23: 16.32 (+8.97%)





Fixed Route Performance

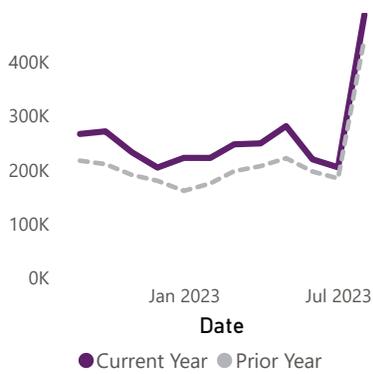
9/1/2022

8/31/2023

Ridership

Monthly **487,051**
FY22: 442,607 (+10.04%)

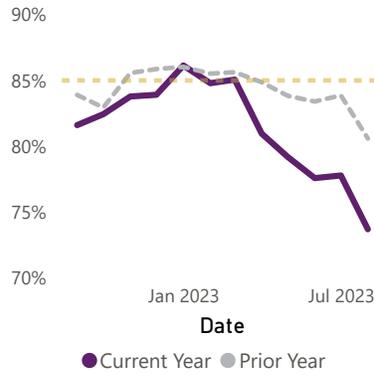
YTD **691,695**
FY22: 626,854 (+10.34%)



On-Time Performance

Monthly **73.71%**
FY22: 80.59% (-8.55%)

YTD **75.56%**
FY22: 82.12% (-7.99%)



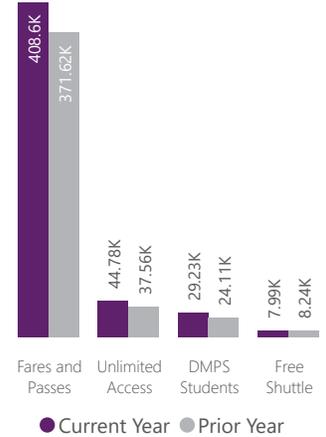
Operating Cost/Rev. Hour

Monthly **\$103.64**
FY22: \$136.32 (+23.97%)

YTD **\$111.78**
FY22: \$137.80 (+18.88%)



Monthly Ridership by Fare Group



Preventable Acc./100k

Monthly **0.30**
FY22: 1.49 (+80.15%)

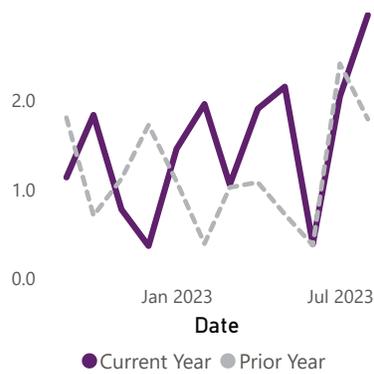
YTD **0.69**
FY22: 1.20 (+42.72%)



Non-Preventable Acc./100k

Monthly **2.96**
FY22: 1.79 (-65.41%)

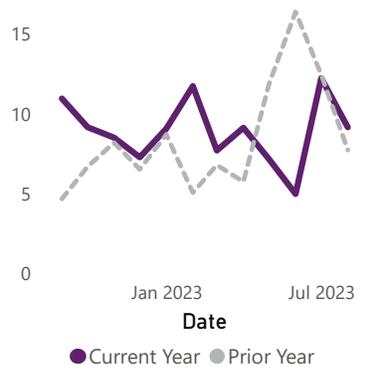
YTD **2.57**
FY22: 2.05 (-25.31%)



Road Calls/100k Miles

Monthly **9.17**
FY22: 7.75 (-18.33%)

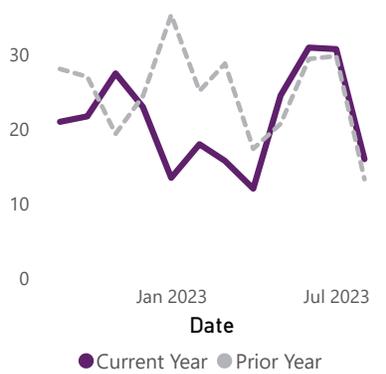
YTD **10.46**
FY22: 9.75 (-7.28%)



Complaints/100k Passengers

Monthly **16.01**
FY22: 13.33 (-20.14%)

YTD **20.38**
FY22: 18.19 (-12.09%)





Paratransit Performance

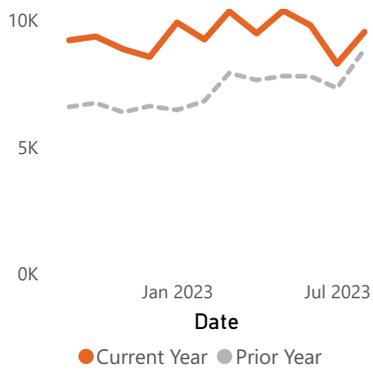
9/1/2022

8/31/2023

Ridership

Monthly: **9,536**
FY22: 8,851 (+7.74%)

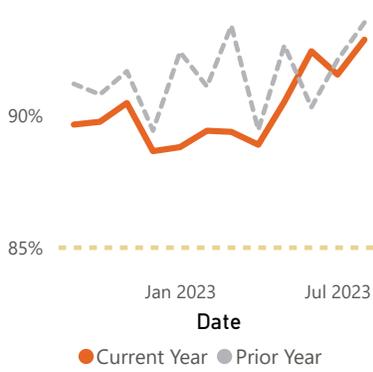
YTD: **17,816**
FY22: 16,171 (+10.17%)



On-Time Performance

Monthly: **92.90%**
FY22: 93.55% (-0.7%)

YTD: **92.27%**
FY22: 92.89% (-0.67%)



Operating Cost/Passenger

Monthly: **\$37.66**
FY22: \$48.57 (+22.46%)

YTD: **\$41.83**
FY22: \$53.51 (+21.83%)

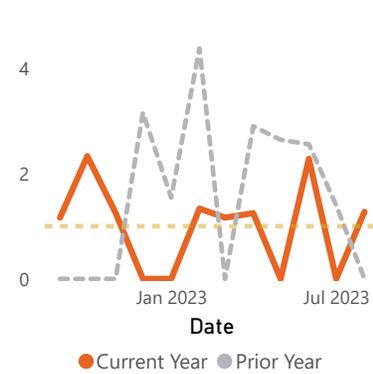


Paratransit Customer Type Breakdown

Preventable Acc./100k

Monthly: **1.27**
FY22: 0.00

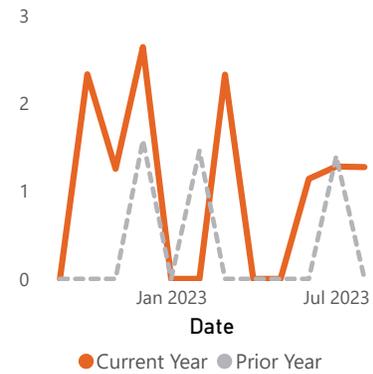
YTD: **0.64**
FY22: 0.64 (+0.48%)



Non-Preventable Acc./100k

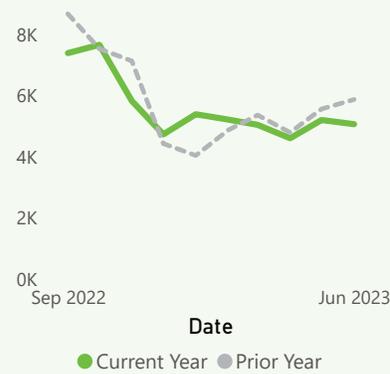
Monthly: **1.27**
FY22: 0.00

YTD: **1.28**
FY22: 0.64 (-99.04%)



RideShare - Ridership

Monthly: **0**
FY22: 13,254 (-100%)



RideShare - Op. Cost/Passenger*

Monthly: **NaN**
FY22: \$8.52 (+NaN%)

YTD: **NaN**
FY22: \$9.52 (+NaN%)



dart DART On Demand Performance

Request Zone

All

Booking Type

All

9/1/2022

8/31/2023

Completed Trips

Monthly

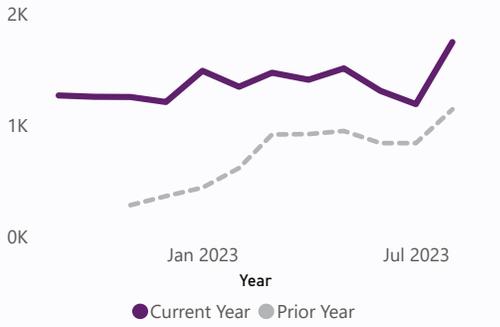
1747

FY22: 1143 (+52.84%)

YTD

2937

FY22: 1983 (+48.11%)



Avg. Wait Time (On Demand)

Monthly

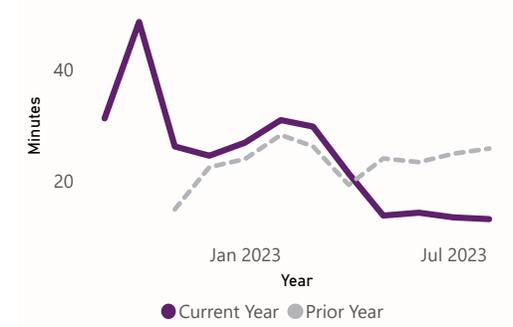
13.15

FY22: 25.83 (+49.1%)

YTD

13.29

FY22: 25.45 (+47.78%)



Mobile Booking Rate

Monthly

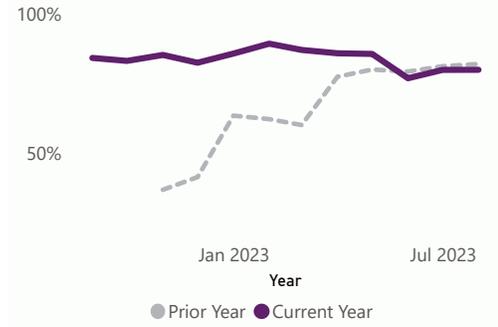
79.91%

FY22: 82.02% (-2.57%)

YTD

79.90%

FY22: 81.68% (-2.19%)



Unique Active Riders

Monthly

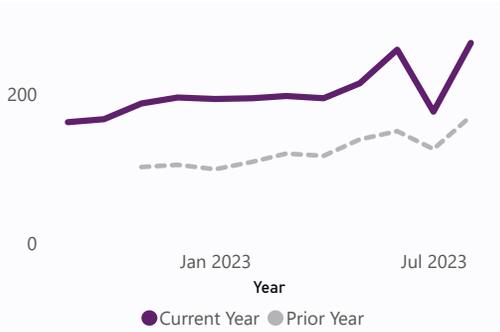
268

FY22: 170 (+57.65%)

YTD

328

FY22: 208 (+57.69%)



New Accounts Created

Monthly

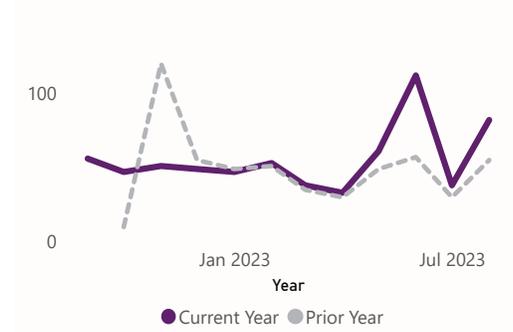
82

FY22: 55 (+49.09%)

YTD

120

FY22: 85 (+41.18%)



First Time Riders

Monthly

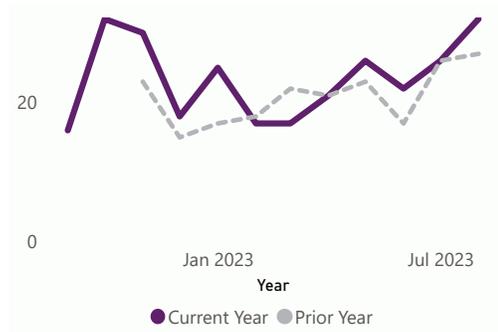
32

FY22: 27 (+18.52%)

YTD

33

FY22: 27 (+22.22%)





Route Details

Month

August 2023



Program	Route	Month Ridership	Month Last Year	YTD Ridership	Last Year YTD Ridership	YTD Change	YTD Change %	YTD Passengers/Revenue Hour	YTD On-Time Performance
1. Local	#1 - Fairgrounds	253,800	231,448	261,277	238,760	22,517	9.4%	39.44	39.36%
	#3 - University	26,763	25,241	52,129	48,361	3,768	7.8%	16.60	72.67%
	#4 - E. 14th	11,694	10,001	21,956	19,044	2,912	15.3%	12.93	80.69%
	#5 - Franklin Ave/Johnston	9,402	6,457	16,916	11,325	5,591	49.4%	9.06	77.38%
	#6 - Indianola	20,687	17,855	35,639	31,383	4,256	13.6%	17.27	78.01%
	#7 - SW 9th St.	25,353	22,533	46,020	39,999	6,021	15.1%	23.63	79.26%
	#8 - Fleur Dr.	1,682	1,699	6,817	2,857	3,960	138.6%	15.82	64.73%
	#10 - East University	975	802	1,696	1,428	268	18.8%	5.93	79.50%
	#11 - Ingersoll/Valley Junction	2,646	1,808	4,359	3,197	1,162	36.3%	13.12	58.77%
	#13 - Evergreen	2,204	1,915	2,505	2,306	199	8.6%	16.89	82.55%
	#14 - Beaver Ave.	12,081	11,485	21,246	20,392	854	4.2%	12.22	85.87%
	#15 - 6th Ave.	16,612	12,820	29,201	24,381	4,820	19.8%	17.18	74.30%
	#16 - Douglas Ave.	28,832	24,749	53,207	45,838	7,369	16.1%	17.64	81.27%
	#17 - Hubbell Ave.	21,379	17,473	39,631	33,298	6,333	19.0%	15.07	77.38%
	#50 - Euclid	6,482	5,007	11,606	9,560	2,046	21.4%	8.65	84.85%
	#52 - Valley West/Jordan Creek	12,423	10,297	23,400	19,478	3,922	20.1%	10.62	74.23%
	#60 - Ingersoll/University	22,063	21,545	39,042	40,204	-1,162	-2.9%	13.07	81.14%
#72 - West Des Moines Loop	2,733	4,539	5,316	8,563	-3,247	-37.9%	6.05	70.06%	
#74 - NW Urbandale	543	633	936	1,104	-168	-15.2%	3.65	77.99%	
2. Shuttle	Link Shuttle	916	534	1,252	997	255	25.6%	2.22	91.12%
	Downtown Shuttle	6,615	7,252	12,732	14,071	-1,339	-9.5%	10.44	81.21%
3. Express	#92 - Hickman	455	415	814	807	7	0.9%	3.69	73.12%
	#93 - NW 86th	1,162	710	1,888	1,323	565	42.7%	4.83	77.13%
	#94 - Westown	454	530	855	987	-132	-13.4%	6.00	81.56%
	#95 - Vista	177	263	354	378	-24	-6.3%	3.81	76.40%
	#96 - E.P. True	677	766	1,196	1,277	-81	-6.3%	6.29	61.10%
	#98 - Ankeny	1,785	1,821	3,029	3,262	-233	-7.1%	4.80	71.88%
	#99 - Altoona	273	320	493	561	-68	-12.1%	3.05	73.21%
5. On Call	Ankeny								
	NW Johnston / Grimes Regional		2		26	-26	-100.0%		
6. DART On Demand	DART On Demand - Ankeny	1,733	1,143	2,917	1,983	934	47.1%	6.14	
Cab	Paratransit: Taxi	762	249	1,437	520	917	176.3%	3.06	
Paratransit	Paratransit: Bus/Van	7,580	7,328	14,218	13,537	681	5.0%	1.73	92.27%
RideShare	RideShare		7,762		13,254	-13,254	-100.0%		
Total		500,943	457,402	714,084	654,461	59,623	9.1%	14.85	76.49%



MONTHLY REPORT



10A: Operations Team Report

Staff Resources: Brandon Smiley, Chief Operations Officer

e-JEST Electric Vehicle

Staff are continuously examining the industry's electrification technology as well as options for smaller vehicles. On Tuesday, September 19th, DART staff visited HIRTA's business campus to conduct a bus review on the new e-JEST electric mini-vehicle they had onsite. The review included an inspection of the vehicle's interior/exterior components, as well as a test-drive to gauge the vehicle's driving capabilities. The potential of See vehicle photos below:



DMACC – Annual Job Fair

Des Moines Area Community College's (DMACC) Diesel Technology Program hosted its annual fall semester job fair on Sept. 20th at the DMACC Ankeny Campus. DART and approximately two dozen other employers had booths set up to meet with eventgoers and discuss open positions within the various organizations in attendance. Approximately 100 students with varying levels of technical experience attended the event and had the opportunity to meet with industry professionals and seek information relating to career paths and opportunities within the diesel technician industry.

Maintenance – Keith Welch, Fleet Manager

- **New FrontRunner (light duty) Buses:** All mechanical and ITS (Internal Technology Systems) work has been completed and all seven (7) of these vehicles are now in service on DART's paratransit and on-demand services.
- **Bus Barrier Installs:** Bus barrier installations began in FY23 with the purpose of acting as a safeguard for bus operators when dealing with unsafe situations and challenging customers. We are excited to announce this project has been completed and all DART Heavy Duty vehicles are now equipped with a protective barrier. Final barriers were installed on the remaining fleet on September 12th.

MONTHLY REPORT
10A: Operations



- **Open Positions:** We have three (3) vacant positions within the maintenance department: two (2) technician positions, and one (1) service position. Currently, we are experiencing challenges with filling vacant positions due to the highly competitive salaries and sign-on bonuses offered by other organizations within the industry.
- **Ongoing Training:** Several trainings have been completed within the last month of service. Some of these trainings include Snap-on Equipment training and Quantum training for technicians. Our body shop technicians have also completed their Personal Protective Equipment (PPE) and Respirator recertifications, including one technician completing a PPG painting course that was hosted in Kansas City, Mo.

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

- **Bus Operators Years of Service Celebrations:**
Cesar Chavez (20 Years) - Also known as “Mr. Bus Rodeo,” Cesar has a record that speaks for itself regarding his dedication to the safety of his customers and the community we serve. With his amazing attitude and perfect mindset for the job, Cesar’s customer service, combined with his driving abilities exemplify everything a professional bus operator does. We are truly privileged to have such a talent as a part of our excellent team here at DART.

Hector Tejada (10 Years) - Throughout his driving career, Hector has accomplished many notable achievements including being recognized for completing seven (7) years of safe driving and more. Displaying a “customer first” mentality, Hector is quick to assist fellow team members and his passengers when needed. Hector truly exemplifies great customer service each day and is appreciated by those he serves.
- **Employee Promotion:** Christine Warfield will be joining the transportation department as Transportation Dispatcher beginning Monday, October 23, 2023. Christine began her employment with DART in June 2021 as a Customer Service Agent. Christine understands the importance of public transportation and its impact on the people we serve. She also takes great pride in using the bus service herself. Christine’s knowledge and experience has benefited DART in many ways. She is ready to step up in operations as a Dispatcher. We are grateful to have Christine join the transportation team.
- **Employee Commendations:** The transportation staff is thrilled to report that eleven (11) commendations from DART bus riders were received in the month of August. DART operators take pride in delivering excellent service to people who use public transportation. Demonstrating customer service is the key to making our customers feel welcomed and appreciated when using DART services.

**MONTHLY REPORT
10A: Operations**



Facilities – Ben Cross, Facilities Manager

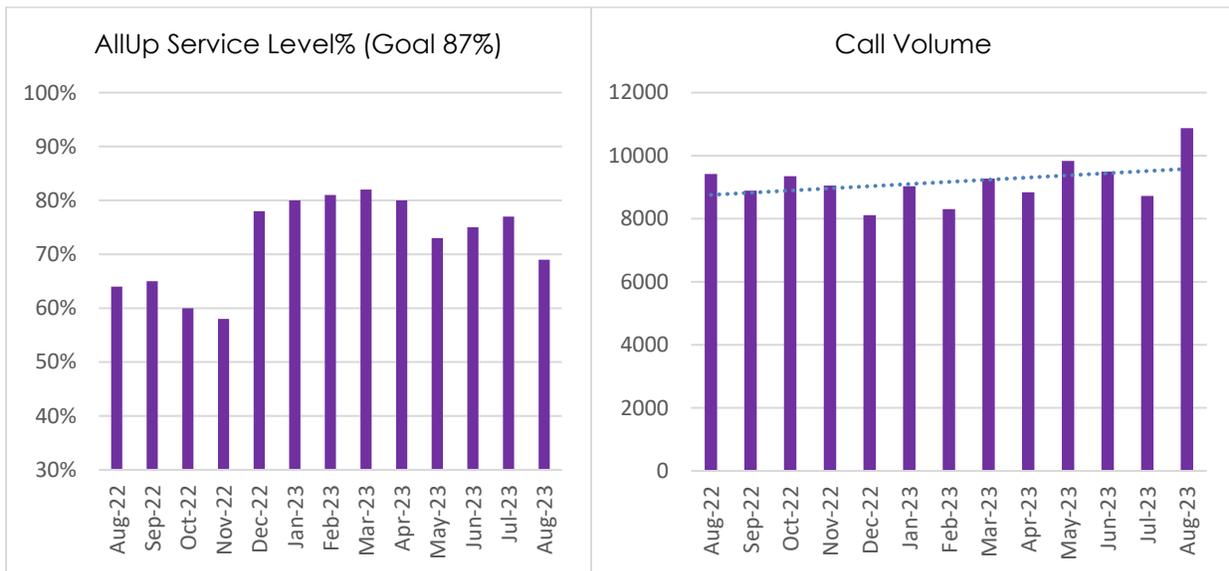


****See the new aluminum panel style shelter located at 13th & University****

- The facilities department has replaced the broken art panels in the bus shelter located on University Avenue in front of Drake University. Also, all the damaged glass in bus shelters along 6th Avenue have been replaced. Currently, we are waiting for glass to arrive for the art shelter located at 42nd Street; repair to this shelter will be completed once the appropriate glass arrives.
- The parking lot re-striping at DART Way was completed and parking lot sealing has been scheduled.

Customer Experience – Steve Wright, Customer Experience Manager

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



MONTHLY REPORT
10A: Operations





10B: Planning Team Report

Staff Resources: *Luis Montoya, Chief Planning Officer*

- **Operations and Maintenance Facility:** The DART Commission authorized staff to move forward with design and construction of Phase I at the September 5th meeting. Staff have initiated a land appraisal and geotechnical survey and held a conceptual design workshop with the design team.
- **FY 25 Budget and Service Planning:** Staff prepared service planning scenarios for each of the budget scenarios under consideration. Staff will adapt those route and schedule proposals based on Commission direction at the September workshop and October Commission meeting so that they can be shared with the public starting in November.
- **New Service Requests:** DART staff are developing proposals in response to requests from businesses in SE Des Moines and Urbandale, as well as Polk County Conservation. The proposals would require outside funding, such as through unlimited access partnerships.
- **DART on Demand:** DART launched two new DART On Demand zones in June. Ridership has initially been low, which was expected for the Jordan Creek DOD since DMACC West is not in full session. Staff are monitoring functionality and ridership and will evaluate the effectiveness of these two additional deployments.
- **Art Shelters:** DART is partnering with Des Moines, Urbandale and Windsor Heights on several upcoming art shelters.
- **Recent Service Updates:**
 - Planning staff are reviewing the performance of Routes 52 and 72, which underwent major changes in June 2023. The on-time performance has decreased as a result of those changes. Schedule adjustments will be made in November to account for run times.



MONTHLY REPORT



10C: External Affairs Team Report

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

- **Staffing:** Staff retention continues to be a challenge with our low unemployment rate. DART’s Senior Marketing Specialist and Business Partnership Coordinator resigned from their position in the last month to pursue other opportunities. There is also a vacancy on the communications team from several months ago that has not yet been filled. Given the number of open positions, the team is re-evaluating staffing needs before it determines how to move forward with filling these vacancies.
- **FY25 Budget Planning:** Staff has been working with consultants at HNTB and PFM to develop financial scenarios for the Commission to consider as it determines what level of service to fund in FY25 and beyond. These scenarios were presented at a Commission workshop in September and will continue to be refined in the months ahead.

Marketing – Carissa Meredith, Marketing Manager

- **Read and Ride Week:** DART partnered with public libraries to offer free rides for Library card sign up week, September 17-23. A little more than 2,000 rides were given to library card holders. Participating libraries included Des Moines, Grimes, Johnston, Urbandale, and West Des Moines.
- **Marketing of Caravan by DART:** Earlier this year, DART launched a new name for the former RideShare program, now referred to as Caravan by DART. Ongoing efforts to fully adopt the new Caravan name and messaging continue, as well as further marketing of the program to prospective riders and business partners. Of note, the DART team is working to expand Caravan marketing materials available in Spanish.
- **Brand refresh:** Staff is finalizing a plan to begin phasing in the completed brand refresh throughout the fall and winter.

MyDART App Report

Metric	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	TOTAL FY 2024
Downloads	1,181	1,654	894	942	1,452	3,450	4,902
iOS	352	322	349	375	383	1,784	2,167
Android	829	1,332	545	567	1,069	1,676	2,745
Accounts Created	933	743	613	636	1,079	4,117	5,196
Orders Placed	6,213	5,936	5,766	6,101	5,981	11,707	17,688
Passes Purchased	8,563	7,947	7,891	8,193	8,150	21,791	29,941
Revenue	\$34,262	\$30,825	\$32,642	\$39,163	\$34,677	\$49,705	84,382



Marketing Analytics Report

Metric	March 2023	April 2023	May 2023	June 2023	July 2023	August 2023	August 2022	Year Prior
MyDART App Accounts	51,647	52,390	54,871	55,507	59,624	62,130	43,870	42%
Website Unique Visitors	21,469	20,632	22,551	23,307	30,700	43,472	35,503	22%
Facebook Followers	6,224	6,227	6,247	6,267	6,291	6,315	6,109	3%
Twitter Followers	2,547	2,547	2,542	2,543	2,551	2,555	2,542	1%
Instagram Followers	1,641	1,646	1,650	1,674	1,683	1,691	1,568	8%
LinkedIn Followers	945	949	958	971	977	991	775	28%
Email Subscribers	14,329	14,416	14,432	14,435	14,445	14,452	13,566	7%
Trip Plans	48,479	49,176	52,706	56,001	51,432	67,948	54,465	25%
Real-time Map	33,488	35,530	39,784	43,561	36,291	48,344	41,711	16%
Next DART Bus	406,783	412,866	465,376	465,509	421,175	562,867	327,387	72%
SMS Text Messaging	127,199	125,269	140,106	151,839	128,030	132,762	131,070	1%

Communications – Sarah Welch, Communications Manager

- Des Moines Public Schools Communications:** As the 2023-24 school year progresses, DART's team continues to work alongside Des Moines Public School administrators to inform students and staff of available transit services, including free rides for North High School and Harding Middle School students thanks to a Principal® Foundation grant, continuing into year two. The services funded by the grant serve as a pilot program to measure how transit access impacts academic outcomes. Further information about the DMPS partnership is on DART's [website](#).
- FY25 Budget and Service Scenario Public Input:** Staff is developing a robust public input plan to share and collect feedback on possible service reduction scenarios with riders and the public beginning in mid-November.
- November Service Change:** Riders will begin receiving notification of very minor schedule changes to several routes in October prior to the next scheduled service change on November 26.

DART in the News

Top Stories:

[DART offering free rides with your library card](#)

-WHO-DM, 09/18/23

[Electric bus bankruptcy further complicates Iowa test project](#)

-Axios, 09/08/23

MONTHLY REPORT
10C: External Affairs Team Report



[Des Moines Refugee Support fundraising to get bus passes for students in need](#)
-WOI-DT, 08/25/23

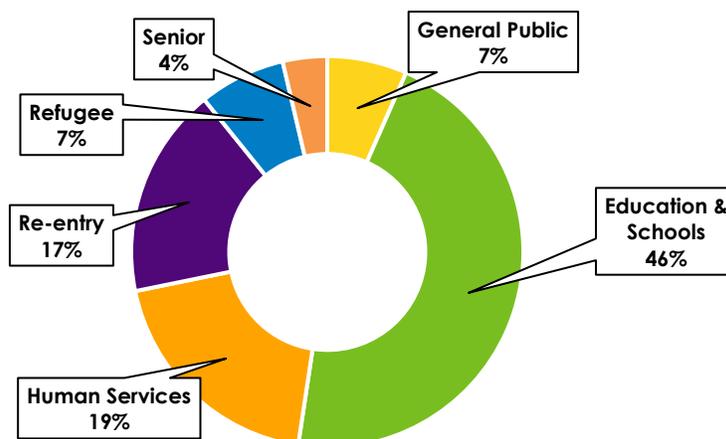
[Des Moines Public Schools, DART team up to give some students free bus rides](#)
-KCCI-TV, 08/23/23

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

- **Unlimited Access program** – Ridership by Unlimited Access partners ended FY23 up 36% year-over-year from FY22. An Unlimited Access partnership renewal has been completed with Nationwide Insurance. Upcoming Unlimited Access partnership renewals include Wellmark and EMC Insurance. A new Unlimited Access partnership with Anawim Housing will launch in October 2023.
- **Partner webinars:** Staff will be hosting a series of informational webinars in October and November for business and community partners to learn more about DART funding challenges and preview potential service reductions ahead of an anticipated public input process.
- **Ride to Thrive Program:** Total enrollment in the Ride to Thrive program has topped 800 as of August 2023, with more than 50% of enrollees qualifying via food assistance and 25% via housing assistance, with the remainder qualifying via workforce assistance.
- **Mobility Coordination** – YTD mobility outreach training and participation for August 2023 is shown in the chart below. Activity highlights include how-to-ride trainings with 100 student leaders from Grand View University as well as participation in the Harding Middle School 6th Grade Orientation to help introduce middle school students to their access to DART.

FY2024 YTD Mobility Outreach Participants

546 Total Participants as of July 2023



- General Public
- Education & Schools
- Human Services
- Re-entry
- Refugee
- Senior

MONTHLY REPORT
10C: External Affairs Team Report



RideShare – Victoria Henderson Weber, RideShare Supervisor

- **RideShare Data:** RideShare has been unable to report ridership data for the last two months due to unexpectedly losing access to its old vanpool platform, RideShark, unexpectedly. This month, staff was able to work with the DOT to regain access and export all necessary data from the old platform.
- **New Technology Systems Implementation:** DART staff is continuing to work with HBSS to finalize the new vanpool platform. The new system will allow riders to search, book, and pay for joining the vanpool program. The portal is a significant upgrade to the customer experience and will make converting interested passengers into vanpool participants a more streamlined process for the passenger and DART staff.

As a continuation of our previous technology relationship with the Iowa DOT, DART Staff and the DOT are finalizing an intergovernmental agreement for the DOT to piggyback on DART's relationship with HBSS. This relationship will help support our vanpooling program financially, as well as to continue to increase awareness around vanpooling options for Iowans.

- **Van Donation:** Staff are preparing for our annual van disposition and as part of that two (2) vans will be available for donation this year. DART staff are preparing to promote applications with the updated policy passed earlier this year.
- **RideShare Recovery:** The entire External Affairs team is working to rebuild DART's vanpool program. The recovery strategy includes implementing the improved technology platform, updating the fare policy, rebranding the program, increasing awareness to attract new vanpool participants and new vanpool partners.

Last fiscal year, staff was focused on retiring vanpools with too few passengers and increasing the number of passengers in each vanpool to ensure the vans we are operating are generating expected corresponding revenue. Our goal is for each vanpool to have a minimum of 5-7 passengers. The program currently has on average of more than 6 people per vanpool, achieving the target for this key performance indicator. This fiscal year, staff is focused on increasing the number of vanpools in service and have set a target to have 46 vanpools in operation by the end of FY25, which staff projects will generate enough fare revenue to fully fund the operating cost of the vanpools in service. Productive conversations are underway with several large employers in the state that could lead to significant growth in the number of active vanpools in operation in the second half of the fiscal year.



MONTHLY REPORT



10D: Finance/Procurement/IT Team Report

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

Finance Department – Amber Dakan, Finance Director

- **FY2023 Onsite Audit** – The Finance Team participated in the FY23 Audit by Baker Tilly during the week of September 18th. The sampling and review encompassed several areas of the organization including inventory parts, contracts, HR policies and practices in addition to grants and financial statements. There is additional work to be completed over the next several weeks related to financial statement finalization- most notably is the year end pension adjustment (GASB68) and the new Subscription Based Information Technology Arrangement (SBITA, GASB96) entries tied to new reporting rules. Non-final June FY23 financials are included in your packet.
- **FY2025 Budget Planning** – The Finance Team has worked closely with External Affairs and Planning on the FY25 Budget and Service Planning Workshop held September 26th. Additional planning and preparation is underway.
- **Midwest Transit Conference** – Amber Dakan, Finance Director, and Mike Tiedens, Grants Program Administrator, both attended the Midwest Transit Conference held in Kansas City, Mo., at the beginning of September. This was a chance to hear from as well as meet with representatives from the Iowa Department of Transportation, FTA Region VII and headquarters, and IPTA (Iowa Public Transportation Association).

Procurement Department – Mike Gulick, Procurement Manager

Upcoming Projects and Procurements:

- **Human Resource Information System (HRIS)** - DART is seeking a fully HRIS integrated cloud solution, including software and subscription, implementation, data conversion, integrations, training, hardware, other additional services, and managed services.
 - October Commission Action Item
- **Passenger Information Display System (PIDS)** – DART is seeking to replace the current non-supported PIDS.
 - Currently evaluating seven (7) proposals
 - Conducted presentations with five (5) Proposers.
 - Projecting November or December Commission Action Item
- **Appraisal and Review of Appraisal** – DART is seeking professional appraisal services for a federal land acquisition.
 - Awarded both Contracts
 - Currently in process
- **HR Study** – DART is seeking a professional external consultant to do an in-depth study of our HR resources, structure, practices, procedures and policies.



MONTHLY REPORT

10D: Finance/IT/Procurement Team Report

- Received three (3) proposals
- Conducted interviews with two (2) Proposers
- Currently negotiating

Future Procurements:

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

IT Department – Kyle Foster, IT Director

- **Technology Roadmap** – Underutilization of existing software and solutions as well as aging infrastructure equipment were two key points identified in a technology audit.
 - System wide upgrades of software, along with consolidation of duplicate solutions are a key focus to 2023. The goal will be to have all solutions upgraded to the latest versions by the end of the year.
 - Half of our systems have been updated, the remainder of the operations systems are going to go through user acceptance testing in Q4 of this year and upgrade production in Q1 of 2024.
 - Staff training coordination has been completed for systems we've already upgraded to the latest versions.
 - Server hardware is getting past its useful life. Storage, servers, and network equipment are all in the process of being upgraded in 2023/2024.
 - Storage has been replaced and cut over as of Q1.
 - Compute servers have been ordered and parts have started showing up as of 8/24.
 - SOW's have been received from both CDWG and RSM to assist with the installation and conversion between the old compute environment and the new one. This will also include in-depth training for IT staff to enable self-sufficiency going forward.
 - Network equipment will be audited this fall, with anticipated replacement purchases in early 2024.
- **Disaster Recovery/Incident Response** – DART IT staff are currently undergoing a full update/re-write of our DR and Incident Response Plan. Cyber Security threats, loss of power, loss of facility, and individual system failures are all being taken into consideration to meet all critical system recovery time objectives.
 - The first draft of the re-write was completed as of 4/19/2023.
 - All systems are being tested individually to finalize processes and procedures over the next few months. The goal is to have an end-to-end test procedure built by year end.
 - A micro penetration test has been performed during the week of 9-18 by our cyber insurance provider. Results will be presented to us in the coming weeks.



MONTHLY REPORT

10D: Finance/IT/Procurement Team Report

- We will also be engaging some third-party resources provided by the State of Iowa to help do an end-to-end test of our final plan early 2024.
- **Document Management Discovery** – DART has utilized many different solutions to store documents over time, which has caused some inefficiencies in where files can be located. It was identified as a priority to establish a single solution for all document management needs.
 - Departmental discovery has been completed to identify DART's business requirements for a future document management solution.
 - RSM has been engaged to do an audit of our existing SharePoint implementation over the next month.
 - RSM has delivered their final assessment document. Their recommendation is to utilize the cloud-based version of SharePoint moving forward, and they are building out a SOW for consideration.
 - RSM is preparing a SOW option for engaging them to assist in migrating our existing systems to the cloud-based version of Sharepoint. This will be available by the end of September.
 - Should staff choose to explore options outside of RSM's recommendations, an RFP will be built to acquire additional bids from other document management vendors.



MONTHLY REPORT



10E: Human Resources/Training/Safety Team Report

Staff Resource: Beth Hanson, Chief Administrative Officer

Human Resources – Alaina Severino, Human Resource Manager

- **Recruitment Update:** The HR department is currently interviewing for the following openings:
 - Bus Operator (Para & Fix)
 - Data Analyst Intern
 - Diesel Transit Mechanic
 - Service Person (Temp)
- **Recent Hires:**
 - 1 – CEO – 8/31
 - 1 – Diesel Mechanic – 9/25
 - 3 – Paratransit Operators – 9/25
 - 1 – Contracts & Procurement Specialist – 9/11
 - 1 – Money room/Courier – 9/5
- **Four-Week Call Off Average:** Fixed route 15.9%, Paratransit is 3.1%
- **Turnover Rate** – September 1.7%, August .6% YTD 19%
- **Year-End Performance Review Process** – Wrapping up the 2023 YE Process, moving on to the 2024 Goal setting process. All goals need to be entered by September 30, 2023.
- **Employee Engagement Survey** – Participation occurred June 26–July 14. 114 employees participated (40.7%)
- **Upcoming:** Unity Point Health Wellness Checks for employees and United Way Campaign – both in October.

Training – Matt Johnson, Training Manager

- **Fixed Route New Hire Trainee:** Training continues for one Fixed Route operator in training.
- **Mobility Services Trainee:** Training continues for one new Mobility Services operator in training.
- **Operator and Maintenance Safety Meetings:** Safety Meetings were held with all operators and maintenance personnel. Topics highlighted included review of safe driving practices, proper reporting procedures, customer service principles, and de-escalation responses.

Safety – Jake Comstock, Safety and Training Specialist

- Delivered one new employee safety orientation that included an overview of DART's Agency Safety Plan, the Employee Safety Report Program, and the hazard and near miss reporting program.
- Delivered required safety reporting requirements and steps to operators and maintenance staff at Safety Meetings.
- Met with Polk County Emergency Management to discuss DART's role in the countywide Extreme Temperature Plan, able to connect with other agencies that are a part of the plan.



MONTHLY REPORT



10F: Chief Executive Officer

Staff Resource: *Amanda Wanke, Chief Executive Officer*

- **DART Executive Committee** - The DART Executive Committee met on Wednesday, September 20, 2023. The discussion items presented during the meeting included:
 - FY25 Service Planning and Budget Planning
 - 2024 Commission Meeting Times
- **Member Community Meetings** – Since starting back at DART, one of my first orders of business was to schedule group meetings with our member city Commissioners and City Managers/Administrators. I have had the opportunity to meet with several city representatives and will continue to have a few more meetings during the month of October. These meetings have been helpful in terms of understanding community's top economic development initiatives and projects over the next several years, visions on what is important in building a shared regional vision for the future of transit in the region and understanding what information city's want from DART. I would like to thank those member cities that have taken the time to meet with me so far and look forward to meeting with the remaining communities.
- **Internal Culture** – I have had a variety of internal meetings over the last month that will continue with small group employee listening sessions in October and November to understand perceptions on a variety of topics including internal culture so that I can prioritize what issues and areas on which to focus to ensure a positive workplace.
- **Hiring** - As I've begun my initial conversations and assessments of where DART's opportunities and challenges lie, it is clear to me that we need additional leadership in the areas of the organization formerly led by a Chief Human Resources Officer (CHRO) and a Chief Finance Officer (CFO). Beth Hanson has been doing a fabulous job of leading all these areas in her role as Interim Chief Administrative Officer. Given the amount of work and specific skill necessary to lead us through the opportunities and challenges that lie ahead, I will be going back to our former model of having a CHRO that leads human resources, training, and safety; and a CFO that leads finance, procurement and IT. Work on recruitment for these positions is just beginning.
- **Human Resources Study** – We will be bringing in an external consultant to do an in-depth study of our HR resources structure, practices, procedures, and policies. I have asked for this study because I have seen too much change in the HR team over the years, and I want to provide that team with the resources and support they need to be successful. This consultant will help us identify the resources, training and priorities needed within the HR team to decrease turnover in the department, identify potential areas of risk and ensure our HR team is positioned to serve our employees and organization well for years to come. After a successful RFP process, we will start working with the consultant in October, and we will keep the Commission updated in the upcoming months.



MONTHLY REPORT

10F: Chief Executive Officer Report

- **Midwest Transit Conference** – Myself and several other DART staff attended the Midwest Transit Conference, which was held in Kansas City, September 6-8, 2023. This conference provided opportunities to meet with FTA leadership and other transit professionals from across the Midwest.
- **American Bus Benchmarking Group (ABBG) Annual Meeting** - Nate Bleadorn, Business Intelligence Manager, and I attended the American Bus Benchmarking Annual Meeting in Jacksonville, Florida, September 18-20, 2023. We were able to have in-depth conversations on the status of transit recovery since covid as well an in-depth review of the most recent benchmarking data and initiatives from other transit agencies.



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

November 7, 2023 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> PTASP Approval STBG Grant Security Services 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update FY 25 Budget/Service Reduction Public Input Process Receive and File DART's three-year DBE Goal Quarterly Investment Report Quarterly Financial Update Quarterly Safety Report
December 5, 2023 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> Passenger Information Displays (PIDS) 2024 Legislative Priorities 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update FY 2025 DART Budget Update February Service Change Heavy Duty Bus Purchase
January DATE/TIME TBD, 2024 (Annual Meeting)	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> Audited FY23 Financials MPO/CIRTA Representation Winter Service Change New Members - TRAC 	<ul style="list-style-type: none"> FY 2025 DART Budget Update

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
September DART Executive Committee	Wednesday, October 18, 2023	12:00 p.m.	Zoom



COMMISSIONER ITEM



12A: Nominating Committee Appointments

Staff Resource: *Amanda Wanke, Chief Executive Officer*

Rules Relating to Nominating Committee Appointment:

- As stated in Article V, Section 2 of the 28E agreement (page 13), the Nominating Committee shall be appointed by the Chair at a regular Commission meeting held at least **three (3) months prior to the annual meeting in January.**
- As stated in Article III, Section 4 of the 28e agreement (page 10), the officers of the Commission shall be elected every year by and from the members of the Commission present at the annual meeting of the Commission for that year.
 - The Nominating Committee shall select and offer nominations for each office at the annual meeting. Nominations for the officer positions shall also be accepted from the representatives present at that annual meeting.
 - All nominees, including those offered by the Nominating Committee, must receive a second in order to be considered a candidate and voted on for said office.
- The officers of the Commission shall be the Chair, the Vice Chair and the Secretary/Treasurer, each of whom shall be elected each year by vote of the Commission at the annual meeting of the Commission for that year. Officers shall be elected for a one (1) year term, with a possible second term available. In no event shall a person hold one specific officer position for more than two (2) one-year terms. Although not required, it is anticipated that the Vice-Chair shall move into the position of the Chair, and the Secretary/Treasurer shall move into the position of Vice-Chair.

Nominating Committee Appointment and Proposed Schedule:

- The Nominating Committee shall meet and be prepared to share the proposed nominations ahead of the January 2024 Annual Commission meeting; action will be taken at that meeting.
- **NOTE** - Due to timing constraints with local elections we will be looking to hold the Annual meeting later in January 2024 to accommodate the newly elected officials and city votes on their elected representatives to serve on the DART Commission for the calendar year 2024.



COMMISSIONER ITEM



12B:	2024 DART Commission Meeting Dates and Times
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Staff Resource: *Vicky Barr, Executive Coordinator & Commission Clerk*

As we plan for the 2024 DART Commission meetings, we have heard from several of you that the current time of our meetings (noon the first Tuesday of the month) is not favorable for your schedules so we remind you to complete the survey that was emailed out on Friday, September 29. This will help us determine your preferred times so that we may schedule the 2024 DART Commission meetings.

We will review the results of this survey with the Executive Committee at their October meeting so we may bring forth proposed dates for the 2024 DART Commission meetings at the November 7, 2023 meeting.



CLOSED SESSION



14:	Closed Session
Action:	The DART Commission meeting be recessed and reconvened in closed session pursuant to Section 21.5, Subsection (1), paragraph (i) of the Iowa Code.

Staff Resource: *Amanda Wanke, Chief Executive Officer*

Background:

- In order to adjourn for a closed session, an affirmative vote must be taken of the DART Commission of either two-thirds of the members of the Commission or all of the members present at the meeting.

Procedures for Closed Session at Commission Meetings:

1. The Commission Chair asks for a motion to recess the meeting and reconvene in closed session.
2. Motion is made with following language:
 "I move that the Commission of the Des Moines Area Regional Transit Authority go into closed session pursuant to section 21.5, subsection 1, paragraph (i) of the Iowa Code to evaluate the professional competency of an individual whose appointment, hiring, performance or discharge is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session."
3. Motion is seconded.
4. Roll Call Vote is taken in open session.
5. All visitors leave the room.
6. Detailed minutes and an audio recording of the closed session must be recorded and be kept by the Commission clerk for a period of at least one year from the date of the closed session, except as otherwise required by law.
7. No action may be taken in a closed session.
8. The Chair will adjourn the closed session when discussion is over, and the meeting will reconvene in open session.
9. The Chair will state for the record that no action was taken during the closed session.
10. Action may be taken in open session on any discussion made in the closed session.

Closed Session:

The DART Commission will hold a closed session pursuant to the above.

Upon Reconvening in Open Session:

The Commission will discuss the next steps.