



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 – 880 6410 6343/PASSCODE - 437943

DECEMBER 5, 2023 – 12:00 PM

| | PAGE # |
|---|--------|
| 1. CALL TO ORDER | |
| 2. ROLL CALL AND ESTABLISHMENT OF QUORUM | |
| 3. NOTICE OF MEETING | |
| 4. APPROVAL OF DECEMBER 5, 2023, AGENDA | |
| 5. PUBLIC COMMENT (Limit 3 minutes) | |
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| 11. COMMISSIONER ITEMS | |
| 12. NEXT MEETING: Regular DART Meeting - Tuesday, January 23, 2024 – 12:00 P.M. (2-hr meeting) | |
| 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.



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|--|
| 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, November 29, 2023, and a quorum was met. Included are key highlights from the meeting’s discussion.

- **TRAC Vice Chair Voting:** Community Mobility Coordinator and TRAC Liaison, Catlin Curry, presented the slate of nominated and confirmed TRAC members to the committee and shared a paper ballot to in-person attendees and informed the committee that we would work with the TRAC members joining virtually to cast their ballot and announce the new Vice Chair at the December TRAC meeting.
- **FY25 Budget and Service Planning:** Communications Manager Sarah Welch shared an update with TRAC about the current efforts to get feedback from riders and stakeholders related to the potential service cuts and funding challenge. Opportunities for TRAC members to participate was discussed including participating in the various public meetings, completing a survey, contacting elected officials and sharing information through social media. The recent news about the Grimes City Council voting to withdraw from DART’s regional transit system was brought up by TRAC and Chief External Affairs Officer Erin Hockman shared some additional context with TRAC about how DART has been working with the City of Grimes over the last several of years.
- **Fixed Route Bus Feedback:** Fleet Manager Keith Welch shared with TRAC that they are getting ready to put out a survey to DART riders, operators and maintenance staff to get feedback on their experience with the variety of sized buses that DART is currently using in the fleet. TRAC members were able to provide some feedback about safety and accessibility concerns they have with the smaller 30- and 35-foot buses.

The next hybrid TRAC meeting is currently scheduled for Wednesday, December 20, 2023.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED IN-PERSON AND VIRTUALLY
620 CHERRY STREET, DES MOINES IA 50309
November 7, 2023**



(Meeting was held in a hybrid format)

Commissioners/Alternates Present and Voting:

Vern Willey, Tara Cox (left at 1.306pm), Michael McCoy, Josh Mandelbaum, Andrew Borcharding (left at 1.36pm), Paula Dierenfeld, Ross Grooters, Steve Van Oort, Bridget Montgomery and Russ Trimble

Commissioners Absent:

Kelly Stearns, Srikant Mikkilineni, and Joseph Jones

Other Non-Voting Present:

David Jones

CALL TO ORDER

Chair Russ Trimble called the meeting to order at 12:03 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 Michael McCoy and seconded by Vern Willey to approve the November 7, 2023, agenda. The motion carried unanimously.

PUBLIC COMMENT:

Lee Jasinski from Ankeny shared that she is a current TRAC Committee member and travels DART from Ankeny every day. She shared her concerns about the services being cut and how it would affect her and many other people's lives who depend on the service.

Heather Armstrong from Des Moines shared her concerns on the current funding challenges for DART and suggested speaking to other agencies, such as PACE.

Garland Armstrong from Des Moines shared his concerns on needing a bus shelter at the NE corner of Hubbell and Douglas in Urbandale. DART staff tasked with looking into this, discussion with Mr. Armstrong.

Todd Kilzer from Urbandale and a member of the TRAC Committee shared he was a DART Paratransit rider and has come to appreciate and rely on the service DART provides. Cutting services will have a deep impact on him and asks the City of Des Moines to focus on DART. Encourages the Commission and DART staff to work with our local legislators.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – NOVEMBER 7, 2023**



TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE

Brandon Paulsen, TRAC Chair, shared that the last TRAC committee meeting was on October 25. Updates included upcoming service changes, Flex Connect, and budget and service planning which included information on the planning for the public input meetings. The majority of the discussion was around the budget/service planning, determining how TRAC can have more of a voice and become an advocate for the committee members and riders that rely 100% on public transit to get to work and other destinations.

CONSENT ITEMS

7A – Commission Meeting Minutes – October 3, 2023

7B – FY 2028 Surface Transportation Block Grant (STBG)

7C – Quarterly Investment Report

7D – September FY2024 Consolidated Financials

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

DISCUSSION ITEMS:

8A – FY 25 Service and Budget Planning Public Input Process

Erin Hockman, Chief External Affairs Officer, provided an update on plans to begin collecting public input in mid-November on possible service reductions that could occur over the next five years in the City of Des Moines without additional revenue.

QUARTERLY AND PERFORMANCE REPORTS:

9A – Performance Report – September 2023

Nate Bleadorn, Business Intelligence Manager, provided a performance report summary for September 2023, sharing that ridership is up 8.39% YTD on FY23. These first quarter numbers are largely impacted by the Iowa State Fair Ridership. Fixed, Para, and DART On Demand were all up month to month, over last year, and YTD. For September, we had 0.78 preventable accidents per 100,000 miles. This meets our goal of being under 1 per 100K miles. On-Time Performance (OTP) was 77.77% for September. This is below our target of 85% and is down 4.3 points in FY23. DART On Demand saw a month-to-month increase in ridership. September total rides were up 37.3% on September of 2022. YTD, we sit at a 43.89% increase in total ridership. This is largely driven by DART On Demand Ankeny as the other two new DOD zones are experiencing very low initial ridership as we work to promote them more.

9B – Quarterly Financial Update

Amber Dakan, Finance Director, provided an update on the quarterly financial report, July 1 – September 20, 2023.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – NOVEMBER 7, 2023**



9C – Quarterly Safety Report

Pat Daly, Safety Manager, provided an overview of Q1 FY2024’s safety report, DART’s Safety Performance Target goals to actual fiscal year-to-date performance, and the prior year’s performance for the same timeframe.

DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

11A - Operations

Brandon Smiley, Chief Operating Officer, shared that due to staff shortages in our Customer Service department, Customer Experience will temporarily be adjusting hours to ensure that staff can answer calls in a timely manner. Phone and window hours will be 7 a.m.-6 p.m. beginning Monday, November 13. (Current hours are 6 a.m.-7 p.m.) Customers will be reminded of where they can find information via DART’s text and apps services.

11B – Planning

None

11C - External Affairs

None

11D – Finance/IT/Procurement

None

11E – Human Resources

None

11F – Interim Chief Executive Officer

None

FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

Chief Executive Officer, Amanda Wanke, provided an update on meeting time and date survey results, and shared the reasons why DART staff recommend the 2024 meetings as shared in the commission packet.

The DART Commission agreed to keep the same date and time for the 2024 commission meeting dates, the first Tuesday of the month at noon, other than the months of January, February and July (as listed below). Vicky Barr, Executive Coordinator and Commissions Clerk will send out the calendar invites to all commissioners.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – NOVEMBER 7, 2023**



The meeting dates and times for 2024 are:

- January 23, 2024, at 12:00 pm (2 hours long)
- DART Commission and City Manager Budget Workshop – NO COMMISSION MEETING IN FEBRUARY
- March 5, 2024, at 12:00 pm
- April 2, 2024, at 12:00 pm
- May 7, 2024, at 12:00 pm
- June 4, 2024, at 12:00 pm
- July 9, 2024, at 12:00 pm (*week later due to 4th of July Holiday*)
- August 6, 2024, at 12:00 pm
- September 3, 2024, at 12:00 pm
- October 1, 2024, at 12:00 pm
- November 5, 2024, at 12:00 pm
- December 3, 2024, at 12:00 pm

NEXT MEETING:

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

14. EXEMPT SESSION

At 1.08pm, Chair Russ Trimble requested a motion to move into exempt session. It was moved by Michael McCoy and seconded by Josh Mandelbaum that the Commission adjourned the regular session and reconvened in exempt session.

No action was taken during the exempt session.

Chair Russ Trimble recessed the exempt session at 1.48pm

No action was taken in the open session.

ADJOURN

Chair Russ Trimble, adjourned the meeting at 1:49 p.m.

Chair

Clerk

Date



CONSENT ITEM



| | |
|----------------|---|
| 7B: | Des Moines Area MPO and CIRTPA Staff Representation for DART |
| Action: | Appoint DART Staff representatives to serve at MPO and CIRTPA meetings |

Staff Resource: *Vicky Barr, Executive Coordinator and Commission Clerk*

Background:

- The Des Moines Area Metropolitan Planning Organization (MPO) and the Central Iowa Regional Transportation Planning Alliance (CIRTPA) require annual approval of staff representatives serving as:

MPO

- A voting member to the Policy Committee.
- A voting member to the Technical Committee.

CIRTPA

- An advisory member on the Policy Committee
- A voting member on the Technical Committee

Recommendation:

- Appoint the following DART staff members to serve in 2024 on the MPO and CIRTPA Committees:

MPO:

- Voting Member on Policy Committee
 Representative: Amanda Wanke, Chief Executive Officer
 Alternate 1: Luis Montoya, Chief Planning Officer
- Voting Member on Technical Committee
 Voting Member: Luis Montoya, Chief Planning Officer
 Alternate 1: Tony Filippini, Planning and Development Manager

CIRTPA:

- Advisory Member on Policy Committee
 Representative: Luis Montoya, Chief Planning Officer
 Alternate: Tony Filippini, Planning and Development Manager
- Voting Member on Technical Committee
 Voting Member: Luis Montoya, Chief Planning Officer
 Alternate: Tony Filippini, Planning and Development Manager



CONSENT ITEM



7C: FY2028 Transportation Alternatives Program (TAP) Grant

Action: Authorize submission of a grant application to the Des Moines Area Metropolitan Planning Organization (DMAMPO) for Digital Signage

Staff Resource: Mike Tiedens, Grants Program Administrator

Background:

- DART Central Station was built in 2012 and overhead and platform digital signage was installed as an amenity to share route and time information for our customers. Over time, the signage has been exposed to the outdoor elements of our local conditions, as well as wear and tear of usage.
- The digital signage has met its useful life and needs repair or replacement.
- DART primarily relies on completeive grants and Federal formula funding to purchase and install and integrate amenities, and while partnerships with public and private entities have allowed DART to maximize the effectiveness of those funds, there is still a shortfall to achieve the vision.
- The Transportation Alternatives Program is also known as the Surface Transportation Block Grant Set-Aside Program.
- DART staff recommends submitting a grant application for the FY2028 Transportation Alternatives Program to purchase and install digital signage as described below.

Digital Signage Program

- This grant would fund the purchase and installation of signage hardware for the 15 platforms as well as ADA push-to-talk functionality for customers who may have sight disabilities.
- In addition, the grant would fund purchasing installing up to 5 remote digital signs at transit bus shelters or stops where there is high customer traffic, and/or multiple routes and transfers. The remote digital sign portion of the project would be considered a pilot phase to test the viability in the system.
- The estimated total cost for hardware, software and installation for 15 platforms and 5 shelters (or high traffic stops) is \$361,000. DART is asking for approximately \$290,000 in grant funding, which is 80% of the total costs. The remaining 20% funding for the project would be local funds. There would also be a minimal annual operating expense for maintaining the signage and licensing the software services.
- The deadline for submitting applications is January 5, 2024.

Recommendation:

- Approve the submission of a TAP grant application to the Des Moines Area Metropolitan Planning Organization (DMAMPO) for digital signage.



CONSENT ITEM



| | |
|----------------|---|
| 7D: | Transit Riders Advisory Committee (TRAC) Membership |
| Action: | Approve a recommended new TRAC member to begin their term in January 2024. |

Staff Resource: *Catlin Curry, Mobility Coordinator*

BACKGROUND:

- Following the reconstitution of the DART Commission, the Transit Riders Advisory Committee (TRAC) was restructured to reflect these changes and now consists of 11 members who utilize DART Fixed Route and Mobility Services.
- In 2022, the DART Commission and TRAC approved further changes to the structure of the committee representation to be more inclusive of new services such as DART On Demand.
- The committee meets monthly and seeks to represent key constituencies, such as riders, veterans, refugees, senior citizens, students and more.
- Following the unexpected passing earlier this year of a TRAC member representing Fixed Route in Des Moines, DART staff are seeking approval from the DART Commission of one (1) new member to fill a vacancy.

CURRENT MEMBERSHIP:

| Name | Membership | City of Residence | Demographics | Term Expiration |
|-----------------|------------------------------------|-------------------|----------------------|-----------------|
| David Campbell | Fixed Route (Local) | Des Moines | M, Black, 55-64 | 4/30/2025 |
| Kaylynn Strain | Fixed Route (Local) | Des Moines | F, Other Race, 45-54 | 12/31/2024 |
| Jeremy Guenther | Fixed Route (Express) | Urbandale | M, white, 35-44 | 6/30/2026 |
| MaryAnn Ryan | Fixed Route (Local) | West Des Moines | F, White, 65+ | 12/31/2026 |
| Vacant | Fixed Route | TBD | | TBD |
| Brandon Paulson | At-Large | Des Moines | M, Multi, 25-34 | 12/31/2024 |
| Laurie Jones | At-Large | Des Moines | F, White, 65+ | 4/30/2025 |
| Todd Kilzer | At-large | Urbandale | M, White, 55-64 | 4/30/2025 |
| Justin Bates | Mobility Services (Paratransit) | Des Moines | M, White, 35-44 | 12/31/2024 |
| James Hanold | Mobility Services (Paratransit) | West Des Moines | M, White, 55-64 | 6/30/2026 |
| Leola Jasinski | Mobility Services (DART on Demand) | Ankeny | F, White, 65+ | 12/31/2026 |



CONSENT ITEM

7D: Transit Riders Advisory Committee (TRAC) Membership

APPLICATION PROCESS:

- Online and paper applications were made available publicly through a variety of methods. This included social media posts and targeted email outreach.
- To determine a recommended slate, staff took into consideration strategic needs to ensure TRAC reflects a broad cross-section of DART customers, member communities and key constituencies.
- The current committee does not have a representative younger than 25 years old despite this age group making up approximately 28% of DART’s Fixed Route ridership.

PROPOSED NEW TRAC MEMBERS AND ALTERNATES:

- Staff is recommending Mo Marks as the primary and Matthew Shankles as the alternate.
- Mo brings a unique perspective to TRAC. They used DART to get to school growing up in Des Moines, moved away for school and after returning to Des Moines continues to use DART as their primary form of transportation. Mo uses both Express and Local Routes. They currently use an Express route to reverse commute to work outside of Des Moines.

| First Name | Last Name | City | Representation | Demographics | Slate |
|------------|-----------|------------|----------------|-----------------------|---------------------|
| Mo | Marks | Des Moines | Fixed Route | Agender, White, 18-24 | Proposed New Member |
| Matthew | Shankles | Des Moines | Fixed Route | Male, White, 25-34 | Proposed Alternate |

RECOMMENDATION:

- Approve the recommended new TRAC member and the proposed alternate in case the recommended member is no longer able to commit to the position.



CONSENT ITEM



7E: October FY2024 Consolidated Financial Report

Action: Approve the October 2023 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Director

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route operating revenue is exceeding budget by 23.7% year-to-date. This is a result of higher revenues in Other Contracted Services and from our Unlimited Access partnerships.
- Fixed Route non-operating revenue is exceeding budget by 24.6% primarily due to the timing of grant funding drawdowns as well as higher than projected interest income.
- Mobility Services operating revenue is exceeding budget by 4.4% so far in FY2024. Polk County Funding and Mobile Ticketing Passes are both ahead of budget projections.
- Mobility Services' non-operating revenue is 17.6% under budget year-to-date resulting from drawdown grant funding timing.
- Caravan revenues are under budget by 27.4% year-to-date due to lower than anticipated passenger fares. Caravan (formerly Rideshare) has gone through a rebranding and continues to work through implementation of a new rider platform as part of an effort to revamp the program.

Operating Expense:

- Fixed Route operating expenses are seeing a 1.6% savings from projections. Services and Insurance are the two categories seeing the most savings so far this fiscal year.
- Mobility Services operating expenses are over budget by 4.5% year-to-date. Purchased Transportation Services and Fuel and Lubricants are seeing the highest over budget levels.
- Caravan has budget savings of 24.3% year-to-date for operating expenses. Services and Fuel and Lubricants are seeing the largest savings to date.

Recommendation:

- Approve the October FY2024 Consolidated Financial Report.

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

| | | |
|-------------------|--------------|--|
| Fixed Route | \$ 3,206,509 | Reserve for Accidents (See Balance Sheet): |
| Mobility Services | \$ (303,705) | \$259,509.19 |
| Caravan | \$ (5,278) | |
| Total | \$ 2,897,526 | |

FY2024 Financials:

October 2023

| FIXED ROUTE | October 2023 | | | Year-To-Date-(4) Months Ending 10/31/2023 | | |
|-----------------------|--------------|-----------|----------|---|------------|-----------|
| | Actual | Budgeted | Variance | Actual | Budgeted | Variance |
| Operating Revenue | 388,147 | 402,217 | (14,070) | 1,990,176 | 1,608,867 | 381,309 |
| Non-Operating Revenue | 2,759,411 | 2,674,784 | 84,627 | 13,333,886 | 10,699,137 | 2,634,750 |
| Subtotal | 3,147,558 | 3,077,001 | 70,557 | 15,324,062 | 12,308,003 | 3,016,059 |
| Operating Expenses | 3,157,921 | 3,077,001 | (80,920) | 12,117,553 | 12,308,003 | 190,450 |
| Gain/(Loss) | (10,363) | - | (10,363) | 3,206,509 | - | 3,206,509 |

| MOBILITY SERVICES | October 2023 | | | Year-To-Date-(4) Months Ending 10/31/2023 | | |
|-----------------------|--------------|----------|-----------|---|-----------|-----------|
| | Actual | Budgeted | Variance | Actual | Budgeted | Variance |
| Operating Revenue | 50,617 | 53,054 | (2,437) | 221,586 | 212,217 | 9,369 |
| Non-Operating Revenue | 209,808 | 343,422 | (133,614) | 1,131,733 | 1,373,687 | (241,954) |
| Subtotal | 260,425 | 396,476 | (136,051) | 1,353,319 | 1,585,903 | (232,584) |
| Operating Expenses | 442,793 | 396,476 | (46,317) | 1,657,024 | 1,585,903 | (71,121) |
| Gain/(Loss) | (182,368) | - | (182,368) | (303,705) | - | (303,705) |

| CARAVAN | October 2023 | | | Year-To-Date-(4) Months Ending 10/31/2023 | | |
|-----------------------|--------------|----------|----------|---|----------|----------|
| | Actual | Budgeted | Variance | Actual | Budgeted | Variance |
| Operating Revenue | 19,194 | 33,333 | (14,139) | 83,360 | 133,333 | (49,973) |
| Non-Operating Revenue | - | 9,468 | (9,468) | 41,000 | 37,870 | 3,130 |
| Subtotal | 19,194 | 42,801 | (23,607) | 124,360 | 171,203 | (46,843) |
| Operating Expenses | 32,867 | 42,801 | 9,934 | 129,638 | 171,203 | 41,565 |
| Gain/(Loss) | (13,673) | - | (13,673) | (5,278) | - | (5,278) |

| SUMMARY | October 2023 | | | Year-To-Date-(4) Months Ending 10/31/2023 | | |
|-----------------------|--------------|-----------|-----------|---|------------|-----------|
| | Actual | Budgeted | Variance | Actual | Budgeted | Variance |
| Operating Revenue | 457,958 | 488,604 | (30,646) | 2,295,122 | 1,954,417 | 340,705 |
| Non-Operating Revenue | 2,969,219 | 3,027,673 | (58,454) | 14,506,619 | 12,110,693 | 2,395,926 |
| Subtotal | 3,427,177 | 3,516,278 | (89,100) | 16,801,741 | 14,065,110 | 2,736,631 |
| Operating Expenses | 3,633,581 | 3,516,278 | (117,304) | 13,904,215 | 14,065,110 | 160,895 |
| Gain/(Loss) | (206,404) | - | (206,404) | 2,897,526 | - | 2,897,526 |



DISCUSSION ITEM



8A: FY 2025 DART Budget Development Update

Staff Resource: Amber Dakan, Finance Manager

- Staff will provide an update regarding DART's upcoming FY 2025 Budget Development.



DISCUSSION ITEM



8B: Operations and Maintenance Facility Update

Staff Resource: Luis Montoya, Chief Planning Officer

- Staff will provide an update on progress toward designing and building a new operations and maintenance facility.



DISCUSSION ITEM



8C: February Service Change

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

- Staff will provide an overview of the proposed new services and fixed-route changes planned for the February Service Change.
- Included as part of the February 2024 service change is the addition of a proposed new local route from DART Central Station serving employers along the East MLK Parkway corridor in Des Moines that would be fully funded through a new \$35,000 Unlimited Access partnership with Kemin Industries.
- The proposed new Local Route 2 would initially operate with two daily roundtrips along Maury Street and would be scalable should additional funding partnerships warrant the addition of more trips throughout the day to serve the various shift schedules of nearby employers.
- Also included as part of the February Service Change are routine schedule adjustments and a realignment of Route 10 – East University to accommodate the upcoming closure of the Walnut Street bridge downtown.



DISCUSSION ITEM



8D: Caravan (Rideshare) Partnership with Wells Enterprise

Staff Resource: Erin Hockman, Chief External Affairs Officer

- Staff will provide an update on an opportunity to meet workforce transportation needs for Wells Enterprise located in Le Mars, Iowa.



DISCUSSION ITEM



8E: DART On Demand Update

Staff Resource: Luis Montoya, Chief Planning Officer

- Staff will provide an update on DART On Demand, including findings from two years of operating DART On Demand in Ankeny and an overview of what we have learned so far about the new River Bend and Jordan Creek pilots.



MONTHLY REPORT



8F: Performance Report – October 2023

Staff Resource: Nate Bleadorn, Business Intelligence Manager

Summary of October 2023 Monthly Performance:

- Total October Ridership was up 7.45% compared to the same month last year. Ridership is up 8.17% YTD on FY23. Fixed, Para, and DART On Demand were all up month to month, over last year, and YTD.
- For October, we had 0.48 preventable accidents per 100,000 miles. This meets our goal of being under 1 per 100K miles. Through October, we sit at .61 per 100K Miles YTD, which is an improvement of 25.75% on last year. Non-preventable accidents occurred at a rate of 0.48 per 100,000 miles in October.
- On-Time Performance (OTP) was 77.55% for October. This is below our target of 85% and is down 5.3 points on FY23.
- Road calls per 100,000 miles, where our buses need service while in operation, were 10.25 for the month of October.
- DART On Demand saw a month-to-month increase in ridership. October total rides were up 54.7% on October of 2022. YTD, we sit at a 46.90% increase in total ridership. DART On Demand Ankeny is responsible for most all the growth. Our two new DOD zones are still in early stages as we focus on promotion and awareness and are not experiencing very much ridership.
- Paratransit ridership was up 17.62% on October 2022 and up 13.3% YTD.
- Caravan ridership is down 27.7% YTD. Rides for October were down 22.77% from October of 2022.



Performance Summary - October 2023

11/1/2022 10/31/2023

Ridership

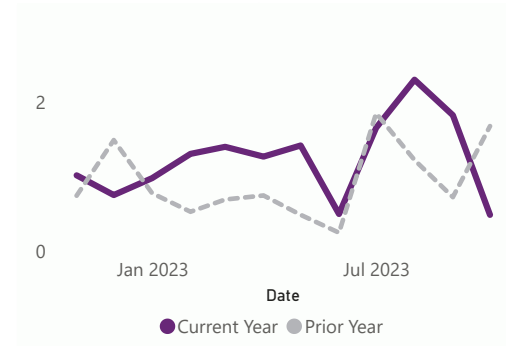
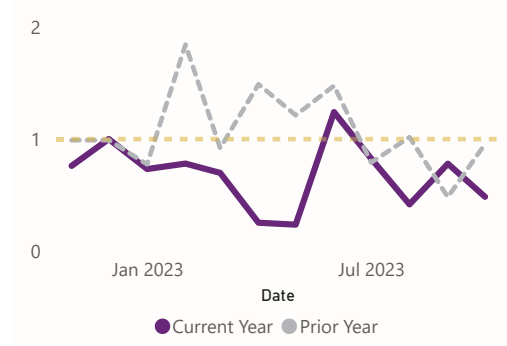
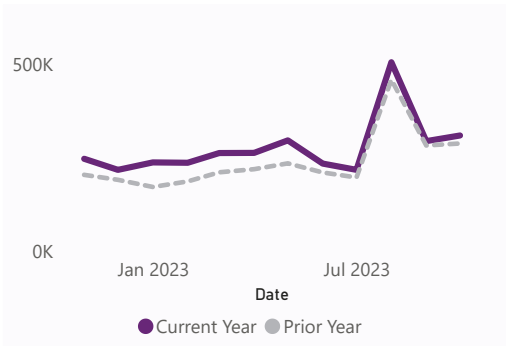
Preventable Accidents/100k Miles

Non-Preventable Accidents/100k

Monthly **309,610**
 YTD **1,327,594**
 FY23: 288,154 (+7.45%) FY23: 1,227,351 (+8.17%)

Monthly **0.48**
 YTD **0.61**
 FY23: 0.96 (+49.3%) FY23: 0.82 (+25.75%)

Monthly **0.48**
 YTD **1.59**
 FY23: 1.67 (+71.03%) FY23: 1.35 (-17.51%)



On-Time Performance

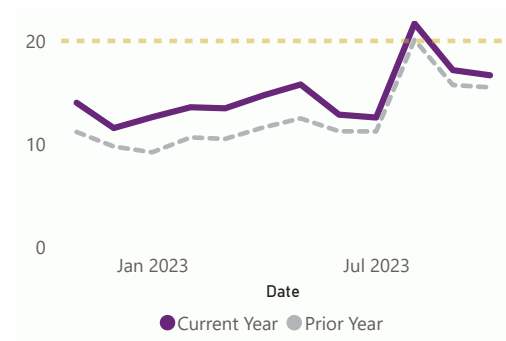
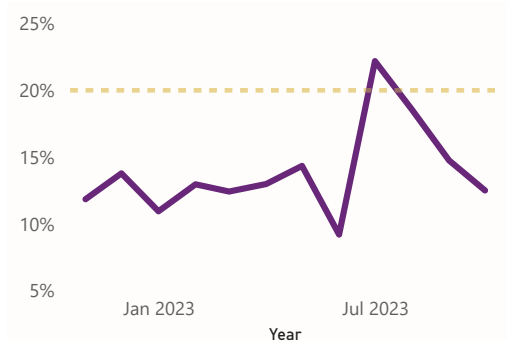
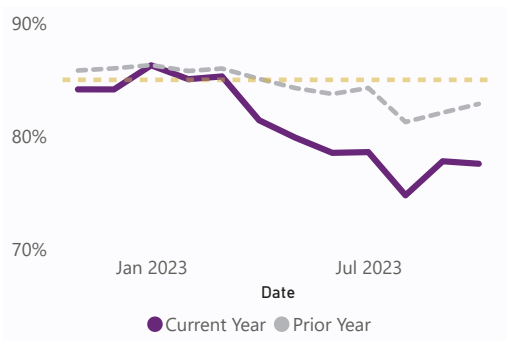
Farebox Recovery Ratio

FR Passengers / Revenue Hour

Monthly **77.55%**
 YTD **77.07%**
 FY23: 82.86% (-6.41%) FY23: 82.58% (-6.66%)

Monthly **12.51%**
 YTD **16.99%**
 FY23: 11.54% (+8.38%) FY23: 17.48% (-2.85%)

Monthly **16.67**
 YTD **17.43**
 FY23: 15.50 (+7.54%) FY23: 15.99 (+9.03%)





Fixed Route Performance

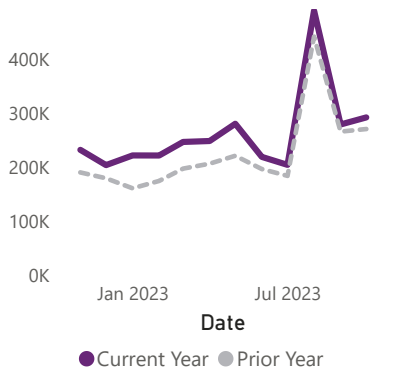
11/1/2022

10/31/2023

Ridership

Monthly
292,670
 FY22: 271,123 (+7.95%)

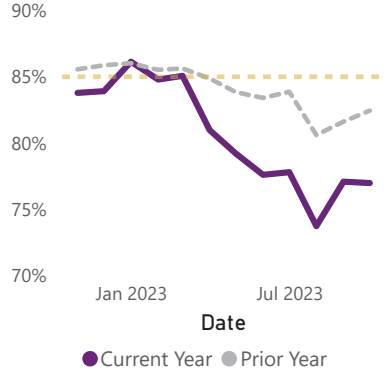
YTD
1,267,771
 FY22: 1,164,306 (+8.89%)



On-Time Performance

Monthly
76.96%
 FY22: 82.44% (-6.64%)

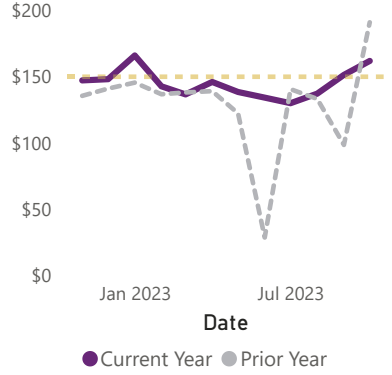
YTD
76.28%
 FY22: 82.08% (-7.06%)



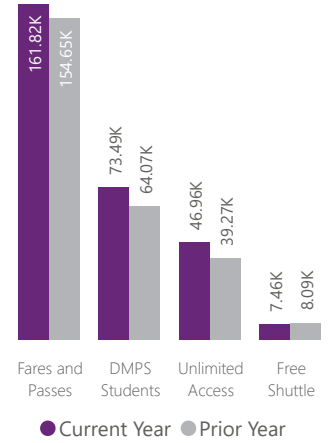
Operating Cost/Rev. Hour

Monthly
\$161.95
 FY22: \$191.10 (+15.26%)

YTD
\$144.75
 FY22: \$140.72 (-2.86%)



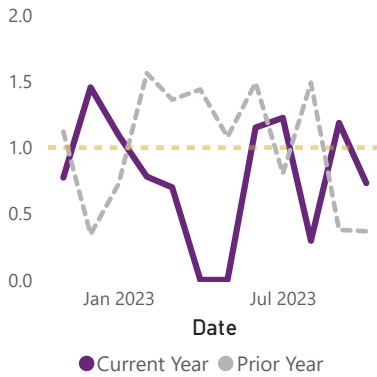
Monthly Ridership by Fare Group



Preventable Acc./100k

Monthly
0.73
 FY22: 0.37 (-99.29%)

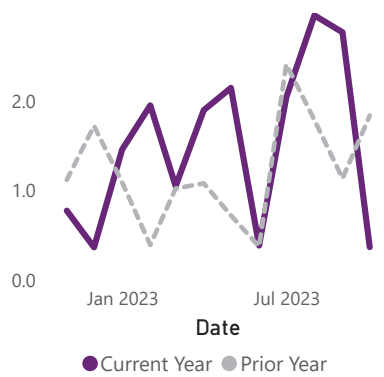
YTD
0.81
 FY22: 0.80 (-1.07%)



Non-Preventable Acc./100k

Monthly
0.37
 FY22: 1.84 (+80.07%)

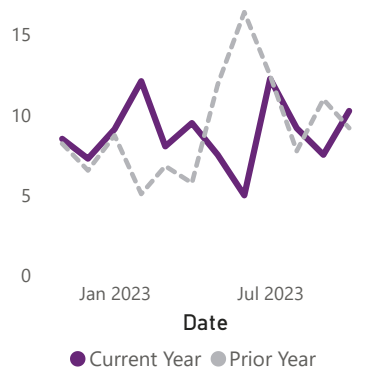
YTD
2.07
 FY22: 1.78 (-16.24%)



Road Calls/100k Miles

Monthly
10.25
 FY22: 9.18 (-11.6%)

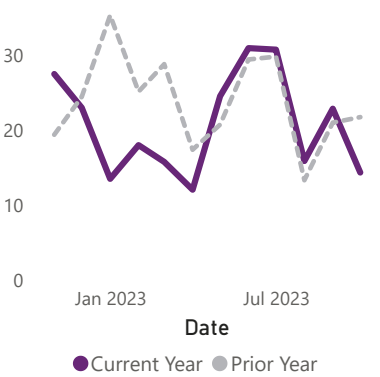
YTD
9.74
 FY22: 9.90 (+1.66%)



Complaints/100k Passengers

Monthly
14.35
 FY22: 21.76 (+34.05%)

YTD
19.48
 FY22: 19.67 (+0.94%)





Paratransit Performance

11/1/2022

10/31/2023

Ridership

Monthly: **11,028**
FY22: 9,376 (+17.62%)

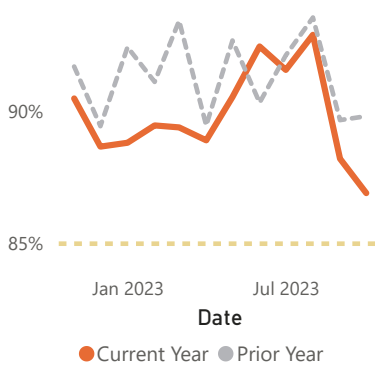
YTD: **39,372**
FY22: 34,751 (+13.3%)



On-Time Performance

Monthly: **86.91%**
FY22: 89.82% (-3.24%)

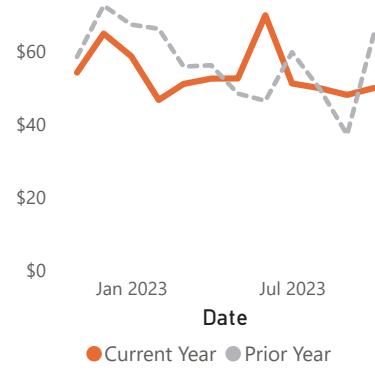
YTD: **89.82%**
FY22: 91.22% (-1.53%)



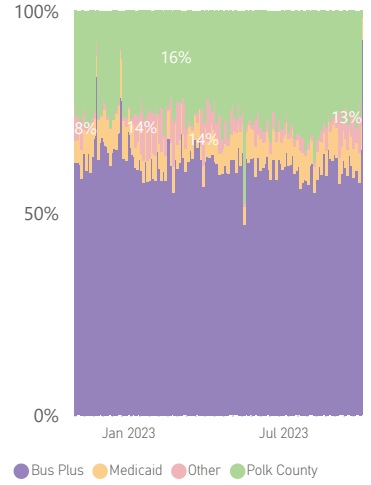
Operating Cost/Passenger

Monthly: **\$49.85**
FY22: \$64.46 (+22.67%)

YTD: **\$49.63**
FY22: \$52.45 (+5.37%)



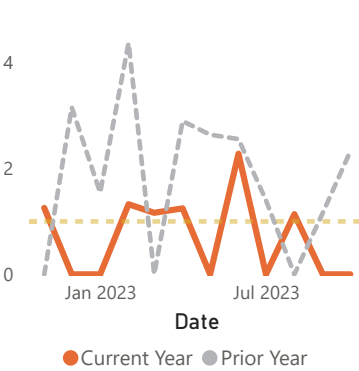
Paratransit Customer Type Breakdown



Preventable Acc./100k

Monthly: **0.00**
FY22: 2.32 (+100%)

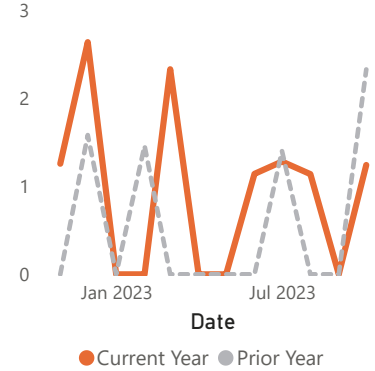
YTD: **0.30**
FY22: 1.22 (+75.08%)



Non-Preventable Acc./100k

Monthly: **1.24**
FY22: 2.32 (+46.61%)

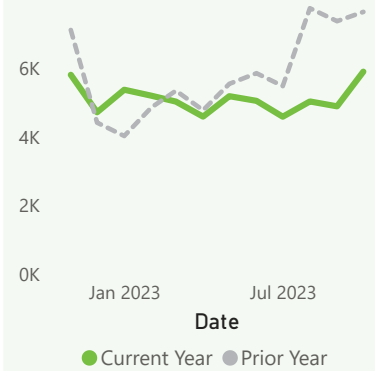
YTD: **0.91**
FY22: 0.91 (+0.31%)



RideShare - Ridership

Monthly: **5,912**
FY22: 7,655 (-22.77%)

YTD: **20,451**
FY22: 28,294 (-27.72%)



RideShare - Op. Cost/Passenger*

Monthly: **\$11.61**
FY22: \$12.22 (+5%)

YTD: **\$11.38**
FY22: \$9.97 (-14.18%)



dart DART On Demand Performance

Request Zone

All

Booking Type

All

11/1/2022

10/31/2023

Completed Trips

Monthly

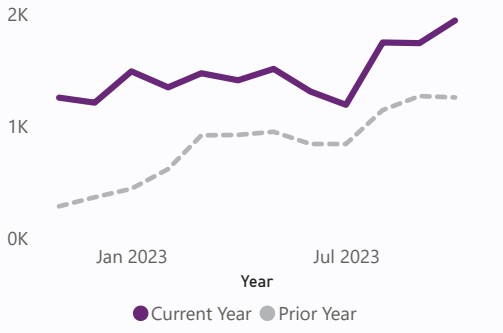
1943

FY22: 1256 (+54.7%)

YTD

6621

FY22: 4507 (+46.9%)



Avg. Wait Time (On Demand)

Monthly

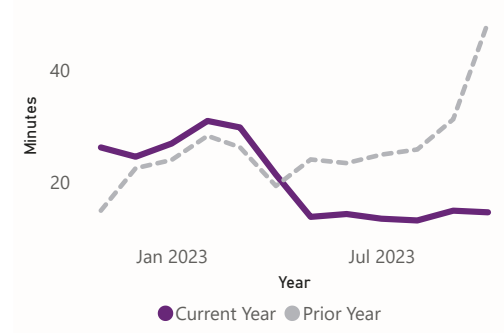
14.60

FY22: 48.55 (+69.93%)

YTD

14.04

FY22: 33.83 (+58.49%)



Mobile Booking Rate

Monthly

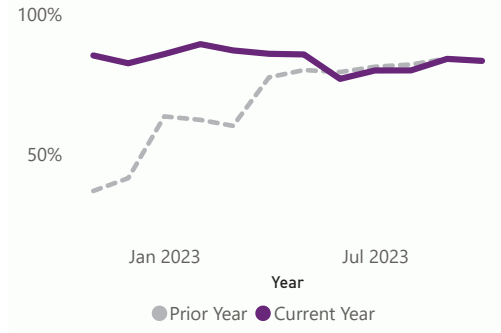
83.31%

FY22: 83.11% (+0.24%)

YTD

81.97%

FY22: 82.84% (-1.04%)



Unique Active Riders

Monthly

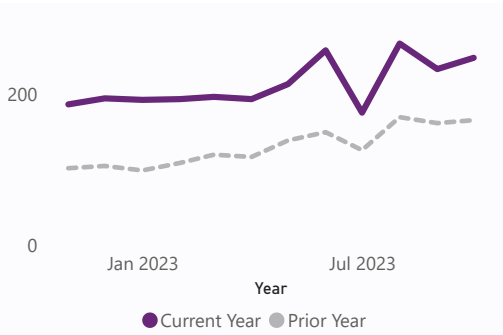
249

FY22: 166 (+50%)

YTD

474

FY22: 325 (+45.85%)



New Accounts Created

Monthly

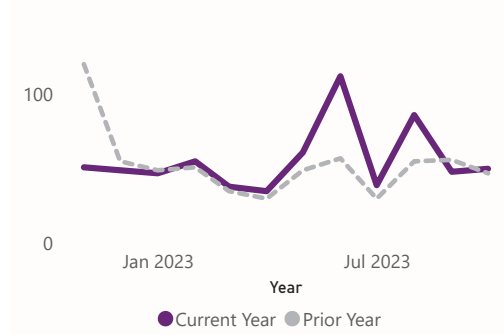
50

FY22: 47 (+6.38%)

YTD

223

FY22: 188 (+18.62%)



First Time Riders

Monthly

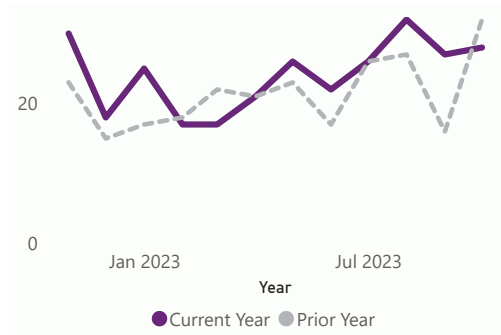
28

FY22: 32 (-12.5%)

YTD

34

FY22: 27 (+25.93%)





Route Details

Month

October 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 | 11,484 | 12,748 | 284,087 | 263,840 | 20,247 | 7.7% | 34.19 | 50.05% |
| | #3 - University | 26,633 | 25,789 | 104,788 | 99,072 | 5,716 | 5.8% | 16.85 | 74.15% |
| | #4 - E. 14th | 12,658 | 10,568 | 46,381 | 39,972 | 6,409 | 16.0% | 13.79 | 77.41% |
| | #5 - Franklin Ave/Johnston | 13,546 | 9,686 | 43,592 | 30,589 | 13,003 | 42.5% | 11.54 | 78.19% |
| | #6 - Indianola | 28,813 | 25,952 | 91,244 | 82,728 | 8,516 | 10.3% | 21.58 | 80.11% |
| | #7 - SW 9th St. | 31,548 | 29,781 | 106,928 | 99,594 | 7,334 | 7.4% | 27.17 | 81.99% |
| | #8 - Fleur Dr. | 2,892 | 2,983 | 12,032 | 8,602 | 3,430 | 39.9% | 16.03 | 71.53% |
| | #10 - East University | 1,488 | 1,315 | 4,459 | 3,797 | 662 | 17.4% | 7.90 | 79.29% |
| | #11 - Ingersoll/Valley Junction | 4,289 | 3,453 | 12,782 | 9,716 | 3,066 | 31.6% | 18.50 | 52.22% |
| | #13 - Evergreen | 6,237 | 6,339 | 14,917 | 14,436 | 481 | 3.3% | 37.08 | 85.24% |
| | #14 - Beaver Ave. | 16,099 | 15,986 | 53,054 | 52,491 | 563 | 1.1% | 15.03 | 83.76% |
| | #15 - 6th Ave. | 22,713 | 20,384 | 73,983 | 64,790 | 9,193 | 14.2% | 21.60 | 75.58% |
| | #16 - Douglas Ave. | 30,469 | 29,022 | 113,052 | 102,051 | 11,001 | 10.8% | 18.65 | 79.31% |
| | #17 - Hubbell Ave. | 22,330 | 20,110 | 84,667 | 73,502 | 11,165 | 15.2% | 16.27 | 78.32% |
| | #50 - Euclid | 7,110 | 5,237 | 25,305 | 20,395 | 4,910 | 24.1% | 9.54 | 83.05% |
| | #52 - Valley West/Jordan Creek | 11,526 | 9,638 | 46,174 | 38,684 | 7,490 | 19.4% | 10.58 | 69.59% |
| | #60 - Ingersoll/University | 26,782 | 24,181 | 90,206 | 88,687 | 1,519 | 1.7% | 15.20 | 79.87% |
| #72 - West Des Moines Loop | 3,217 | 4,785 | 11,362 | 17,921 | -6,559 | -36.6% | 6.44 | 73.45% | |
| #74 - NW Urbandale | 428 | 407 | 1,748 | 2,010 | -262 | -13.0% | 3.44 | 82.28% | |
| 2. Shuttle | Link Shuttle | 1,378 | 1,087 | 3,828 | 2,855 | 973 | 34.1% | 3.43 | 87.53% |
| | Downtown Shuttle | 5,423 | 6,419 | 23,880 | 27,689 | -3,809 | -13.8% | 10.11 | 80.67% |
| 3. Express | #92 - Hickman | 724 | 481 | 2,042 | 1,712 | 330 | 19.3% | 4.74 | 70.60% |
| | #93 - NW 86th | 903 | 666 | 3,699 | 2,665 | 1,034 | 38.8% | 4.83 | 75.86% |
| | #94 - Westown | 363 | 390 | 1,620 | 1,892 | -272 | -14.4% | 5.81 | 79.88% |
| | #95 - Vista | 244 | 299 | 782 | 1,032 | -250 | -24.2% | 4.12 | 71.51% |
| | #96 - E.P. True | 752 | 661 | 2,606 | 2,891 | -285 | -9.9% | 6.87 | 63.16% |
| | #98 - Ankeny | 2,328 | 2,488 | 7,438 | 7,875 | -437 | -5.5% | 6.19 | 74.71% |
| | #99 - Altoona | 293 | 266 | 1,115 | 1,103 | 12 | 1.1% | 3.40 | 74.14% |
| 5. On Call | Ankeny | | | | | | | | |
| | NW Johnston / Grimes | | | | | | | | |
| | Regional | | 2 | | 28 | -28 | -100.0% | | |
| 6. DART On Demand | #31 - DART On Demand - Jordan Creek | 2 | | 13 | | 13 | Infinity | 14.44 | |
| | #32 - DART On Demand - River Bend | 6 | | 26 | | 26 | Infinity | 3.82 | |
| | DART On Demand - Ankeny | 1,937 | 1,256 | 6,592 | 4,581 | 2,011 | 43.9% | 4.14 | |
| Cab | Paratransit: Taxi | 1,469 | 748 | 3,812 | 1,634 | 2,178 | 133.3% | 3.28 | |
| Paratransit | Paratransit: Bus/Van | 7,614 | 7,354 | 29,169 | 28,387 | 782 | 2.8% | 1.80 | 89.82% |
| RideShare | RideShare | 5,912 | 7,655 | 20,451 | 28,294 | -7,843 | -27.7% | 5.18 | |
| Total | | 309,610 | 288,136 | 1,327,834 | 1,225,515 | 102,319 | 8.3% | 13.89 | 77.07% |



MONTHLY REPORT



| |
|-----------------------------------|
| 9A: Operations Team Report |
|-----------------------------------|

Staff Resources: *Brandon Smiley, Chief Operations Officer*

Mobility Service/ATU Update:

Following the previous Commission update, Erin Clanton (DART attorney) and Jay Smith (ATU attorney) worked in conjunction and prepared a joint motion for PERB (Public Employment Relations Board) to inform them that a stipulation was being crafted and the November 20th hearing would not be necessary. Currently, DART staff are waiting to receive the information that outlines the details and identifies the expectations relating to the next step of the process (impacted employee notification/objection period).

Proterra Electric Bus Update:

On Thursday, November 10, Proterra announced that Phoenix Motorcars won the bid to acquire Proterra's Transit business line. Additionally, Volvo Battery Solutions won the bid for Proterra's Powered business line. Both sales are subject to U.S. Court Bankruptcy Appeal. Staff will continue to examine options as we seek to define the best path forward for DART's zero-emission plan.

FY23 Safety Award Recognition:

On Thursday, November 16, DART proudly recognized the winners of the 2023 Safe Driving Award. A celebration was held throughout the day to thank those employees for their commitment to industry safety. This year DART recognized 122 employees for their excellence in providing safe transportation and service to those that count on us every day. Those honored for this achievement went the entire fiscal year (FY2023) without a preventable accident. Among this year's winners were several Fixed Route and Mobility Services bus operators, maintenance staff, buildings and grounds, and inventory employees who are part of the bargaining agreement.

Maintenance - Keith Welch, Fleet Manager:

Supply Chain/Bus Part Delays - The overall timeline of receiving parts has improved over the last several months. However, we are still experiencing major delays (60-90 days) with some parts. Individual back ordered parts vary from day to day as we get restocked on one item, another will come up as backordered. The Maintenance and Parts departments continue to monitor backorders and are continuously looking for alternative vendors to assist in meeting our supply demands.

New Heavy-Duty Bus Order - Currently, staff are working to identify DART's future service model and identify the type(s) of vehicle and fleet size that will be required to fulfill that service need. Due to the possibilities of restructuring the current service model, DART has delayed its regular schedule for purchasing additional heavy-duty vehicles until there's more clarity relating to some of these potential changes. Maintenance staff are assessing the current vehicle fleet and bus sizing needs.

MONTHLY REPORT 9A: Operations



Ongoing Training - Valeo conducted auxiliary bus heater systems training for maintenance staff in November. Department leaders are continuously working to identify additional training opportunities that will be critical to ensuring maintenance staff are adequately trained to work on various bus types and systems.

Open Positions - Currently, the maintenance department has two (2) vacant service positions.

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

Skip Herbold 15-Year Anniversary Recognition - DART is proud to recognize Mobility Service Manager Skip Herbold as he celebrates 15 years with the organization. Skip is a valuable member of the DART family, and this shows through his commitment and dedication to public service and employee engagement. Skip is also an amazing husband and father to his wonderful family. Recently, Skip became a grandfather again when two twin grandchildren were added to the Herbold family. Oh, the smile that it brings to Skip's face and the stories he loves to tell us about his grandchildren. DART is fortunate to have a people leader and a caring individual like Skip on the team.

Cherie Shippy 15-Year Anniversary Recognition - Cherie Shippy, Lead Mobility Service Dispatcher, is celebrating 15 years with DART. Cherie came to DART looking for an opportunity to start a new life in Des Moines. Originally from Rock Island, Illinois, Cherie began her career with DART as a Paratransit operator. The experience Cherie gained in navigating the streets of the Des Moines region, servicing Individuals with disabilities, and ultimately learning how to build trip schedules and dispatch for DART's Bus Plus program, resulted in Cherie being promoted to a lead role in the organization. The transportation department is thankful to have Cherie on the team.

Bus Plus Rider Training - DART's Bus Plus customers took advantage of an opportunity to learn how to ride Fixed Route service. Individuals who use DART's Paratransit services, also known as Bus Plus, are eligible for free Fixed Route transportation. Four training classes were scheduled to demonstrate to our Bus Plus customers how to travel in the Des Moines region using available same-day service on fixed transit. Bus Plus customers, at the completion of their training, took a photo at the Customer Service Center to obtain their new free fare ID badge. Kudos to Skip Herbold, Carrisa Meredith, and Catlin Curry for taking the time out of their busy day to assist with the training.

Facilities – Ben Cross, Facilities Manager:

Shelter Damage - The shelter at 6th & Boston in front of the Polk County Northside Community Center has been replaced by DART Facilities staff with glass that we already had on hand. If this shelter has any other damage, it will be presented to DART Leadership per policy to review if panels will be replaced with a non-glass version.

Inclement Weather – During the first snowfall of the season, staff came in to lay salt on all parking lots, sidewalks, platforms, and bus shelters. Des Moines received 2.5' inches of snow, making it a good practice scenario for three (3) team members who had never worked through an inclement weather/snow event at DART.

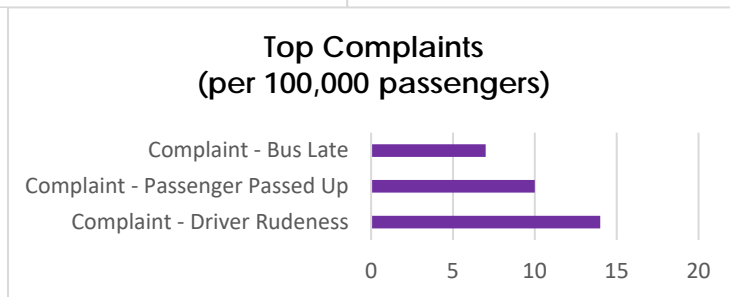
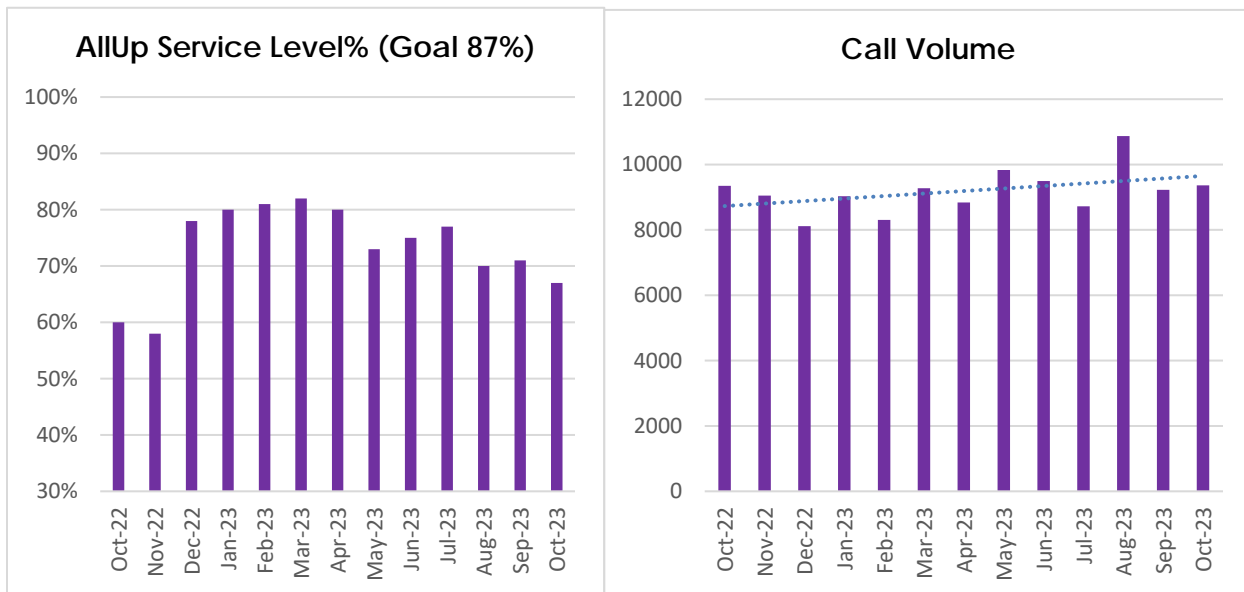
MONTHLY REPORT
9A: Operations



Customer Experience – Steve Wright, Customer Experience Manager:

Open Positions and Staffing - We have filled one of the two positions with a new FTE (full-time employee) and have recently (as of 11/20) hired a temp to assist in the other open role. With training taking approximately two months, we will be re-evaluating our service levels and our new hours of operation.

Call Trends - Feedback the team is receiving from customers at the window and on the phones mostly relates to the potential cuts in transit service. Customer Service staff are informing customers that no decisions have been made and are using scripting provided from our established FAQ to lead those conversations.



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



MONTHLY REPORT



| |
|---------------------------------|
| 9B: Planning Team Report |
|---------------------------------|

Staff Resources: Luis Montoya, Chief Planning Officer

- **Operations and Maintenance Facility:** An appraisal and review appraisal were completed for the land that the new O&M facility will be sited on. Soil borings and topographical survey were completed. An offer of just compensation was approved by the FTA and presented to the City of Des Moines. Negotiations for the land are underway.
- **FY25 Budget and Service Planning:** Public outreach is underway, and we have received a strong initial response to surveys and public meetings.
- **New Service Requests:** Kemin Industries has agreed to fund a new route along Scott Ave. The service would initially cater to Kemin shift times, but we are also in conversation with Titan Tires to hopefully fund additional trips as well.
- **DART on Demand:** Ridership in the River Bend and Jordan Creek service areas continues to be low. Staff plan to increase marketing the services to DMACC and neighborhood organizations. We will also expand hours and service area for River Bend within the budget of the grants we have received.
- **Strategic Plan:** Staff continue to implement priorities and track progress as identified in the Strategic Plan and FY24 Work Plans. Some highlights thus far in the FY include:
 - **Financial Stability:**
 - The DART Commission has agreed to fund the structural deficit for FY25.
 - Staff have begun a public information and outreach campaign around the potential for Des Moines to authorize an increase to their franchise fee to fund transit.
 - The CEO and staff are developing a five-to-ten-year regional vision for DART's budget and services and to build a coalition of regional supporters for transit.
 - **Deliver a Safe, High-Quality Customer Experience**
 - Changes to DART's Bus Plus program, including fare free fixed route and a new Premium zone have been implemented.
 - Staff are focusing on improving fixed route On-Time Performance.
 - An RFP for a new contract with a taxi provider for supplemental paratransit service is being developed with the goal of improving accountability and reliability.
 - **Modernize our Infrastructure**
 - The Commission has authorized staff to proceed with design and construction of Phase I of a new Operations and Maintenance facility. An appraisal of the land has been completed and negotiations with the City of Des Moines are underway.
 - Five new light-duty Front Runner vehicles have been put into service.
 - DART's zero-emission plan is being updated.
 - A plan for upcoming bus procurements is under development to consider how to reduce maintenance costs, meet service needs and manage passenger loads.
 - A contract has been awarded for a new Human Resources Information System (HRIS) and implementation is underway.

MONTHLY REPORT
9B: Planning



- **Foster an Engaged, Inclusive and Innovative Workforce**
 - An employee engagement survey was completed; the CEO has conducted employee listening sessions; and we are developing an action plan to improve employee satisfaction and retention.
 - Interviews were conducted for a new Chief Human Resources Officer and Chief Financial Officer recruitment has begun.



MONTHLY REPORT



9C: External Affairs Team Report

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

- **FY25 Budget Planning:** The entire External Affairs team is assisting with public input on potential service reductions in the City of Des Moines. We anticipated a high level of engagement in public input and provided training to DART staff who are assisting with public meetings, answering customer questions and speaking to external organizations about the potential for service reductions without additional revenue from the City of Des Moines.
- **Statewide vanpooling:** Conversations are underway with the DOT and rural transit agencies about how DART’s Caravan program can fulfill unmet rural workforce transportation needs while partnering with rural transit agencies to ensure a win-win for all organizations.
- **Staffing:** Staff retention continues to be a challenge with our low unemployment rate. There are currently three open positions on the external affairs team. We are continuing to evaluate staffing needs before determining how to move forward with filling these vacancies.

Marketing – Carissa Meredith, Marketing Manager

- **DART Rider Stories:** The marketing team has been creating social media posts and using paid advertising tools to elevate our own bus rider stories. Using rider quotes and images, the team is incorporating elements of our new brand image to help better associate the good DART does with our brand image and organizational vision.
- **Customer Service Hours Changes:** Staff deployed communications in November sharing the change to DART Customer Service hours. Digital communications were sent out through social media and emails to riders. Signage inside DART Central Station and audio ads onboard buses are also being used to inform riders as they use our service.
- **DART On Demand Promotion:** DART is launching targeted promotional efforts to drive increased awareness and ridership of its two new DART On Demand zones, River Bend and Jordan Creek. This will include distributing promotional materials to key organizations in each zone. In River Bend promotions include a promo code for a free ride. The campaign will commence in December and continue through January, with the potential for extension based on community engagement and ridership levels.

MyDART App Report

| Metric | May 2023 | June 2023 | July 2023 | Aug 2023 | Sept 2023 | Oct 2023 | TOTAL FY 2024 |
|------------------|----------|-----------|-----------|----------|-----------|----------|---------------|
| Downloads | 894 | 942 | 1,452 | 3,450 | 1,496 | 1,361 | 7,759 |
| iOS | 349 | 375 | 383 | 1,784 | 505 | 420 | 3,092 |
| Android | 545 | 567 | 1,069 | 1,676 | 991 | 941 | 4,677 |
| Accounts Created | 613 | 636 | 1,079 | 4,117 | 924 | 881 | 7,001 |
| Orders Placed | 5,766 | 6,101 | 5,981 | 11,707 | 6,226 | 6,889 | 30,803 |
| Passes Purchased | 7,891 | 8,193 | 8,150 | 21,791 | 8,449 | 9,274 | 47,664 |
| Revenue | \$32,642 | \$39,163 | \$34,677 | \$49,705 | \$34,638 | \$36,960 | 155,980 |



Marketing Analytics Report

| Metric | May 2023 | June 2023 | July 2023 | Aug 2023 | Sept 2023 | Oct 2023 | Oct 2022 | Year Prior |
|-------------------------|----------|-----------|-----------|----------|-----------|----------|----------|------------|
| MyDART App Accounts | 54,871 | 55,507 | 59,624 | 62,130 | 63,054 | 63,935 | 45,755 | 40% |
| Website Unique Visitors | 22,551 | 23,307 | 30,700 | 14,273 | 20,496 | 18,878 | 23,307 | -19% |
| Facebook Followers | 6,247 | 6,267 | 6,291 | 6,315 | 6,313 | 6,328 | 6,124 | 3% |
| Twitter Followers | 2,542 | 2,543 | 2,551 | 2,555 | 2,566 | 2,562 | 2,556 | 0% |
| Instagram Followers | 1,650 | 1,674 | 1,683 | 1,691 | 1,713 | 1,737 | 1,589 | 9% |
| LinkedIn Followers | 958 | 971 | 977 | 991 | 1,027 | 1,048 | 845 | 24% |
| Email Subscribers | 14,432 | 14,435 | 14,445 | 14,452 | 14,488 | 14,553 | 13,568 | 7% |
| Trip Plans | 52,706 | 56,001 | 51,432 | 67,948 | 61,834 | 61,916 | 34,963 | 77% |
| Real-time Map | 39,784 | 43,561 | 36,291 | 48,344 | 44,354 | 44,988 | 26,508 | 70% |
| Next DART Bus | 465,376 | 465,509 | 421,175 | 562,867 | 528,273 | 578,531 | 282,038 | 105% |
| SMS Text Messaging | 140,106 | 151,839 | 128,030 | 132,762 | 135,985 | 133,724 | 131,912 | 1% |

Communications – Sarah Welch, Communications Manager

- **Budget and Service Planning Education and Public Input:** DART has launched public input on a possible 40 percent reduction in bus services that could occur over five years without additional funding from the City of Des Moines. DART is seeking riders’ and residents’ feedback on an increase in the franchise fee to maintain transit service, how to approach service cuts if they are needed, and how service cuts would impact riders. People can complete an online survey or attend one of six public meetings through December 15.

To engage the community in public input, DART hosted a webinar and shared a toolkit with media, emailed riders, shared materials with operators and customer service, and promoted opportunities on social media. Cities, businesses, chambers, neighborhood associations and human service agencies received a toolkit with messages and materials to share with their networks. Approximately 75 stakeholders participated in DART webinars to learn about the issue ahead of the public input launch, and all major media outlets covered the story. Within two days of opening public input, more than 200 people completed the survey.

- **Promotion of February Service Change Public Input:** Leading up to the planned service change taking place in February, the Communications and Marketing team collaborated with the Planning team to promote a public input period in November to gather feedback from riders. Among the service changes planned for February, Local Route 10 – East University will be re-routed in response to the Walnut Street bridge closing for construction beginning in 2024. The team promoted opportunities to give feedback on the proposed route changes via rider emails, a stakeholder marketing toolkit and a web page at ridedart.com/route-10-changes.

DART in the News

Grimes council votes to eliminate bus service, cut ties with DART

- Des Moines Register, 11/30/23

MONTHLY REPORT
9C: External Affairs Team Report



[Grimes City Council votes to end DART service in 2025](#)

-WHO 13, 11/29/23

[DART riders react to potential cut in services](#)

-WHO 13, 11/15/23

[DART considering 40% reduction in bus services due to funding issues](#)

-We Are Iowa, 11/14/23

[Some Des Moines area DART services could be cut without additional city funding](#)





-KCCI, 11/14/23

[Anawim Housing partners with DART to offer free bus rides](#)

-Cityview, 10/31/23

Caravan – Victoria Henderson Weber, Caravan Supervisor

- Rideshare Recovery & Data:** The entire External Affairs team is working to rebuild DART’s vanpool program. The recovery strategy includes implementing an improved technology platform, updating the fare policy, rebranding the program, and increasing awareness to attract new vanpool participants and new vanpool partners. Our goal is for each vanpool to have a minimum of 7 passengers. The program currently has on average more than 8 people per vanpool, achieving the target for this key performance indicator shows program efficiency.

| FY | Vanpools | Ave. Pass Per Van | Pass Miles |
|--|---|--|--|
|  |  |  |  |
| FY19 | 88 | 7.24 | 8,467,267 |
| FY20 | 49 | 4.29 | 6,197,708 |
| FY21 | 48 | 4.96 | 3,074,463 |
| FY22 | 32 | 6.53 | 3,318,638 |
| FY23 | 27 | 5.86 | 3,347,794 |
| July 2023 | 26 | 6.29 | 191,855 |
| August 2023 | 25 | 6.52 | 212,816 |
| September 2023 | 25 | 7.04 | 221,312 |
| October 2023 | 26 | 8.15 | 278,085 |
| FY25 Target | 46 | 7.69 | 7,383,192 |

This fiscal year, staff will continue to focus on increasing the number of vanpools in service and have set a target to have 46 vanpools in operation by the end of FY25. Staff projects meeting the average passenger per van and vanpools in service goals (FY25 Target shown in green) will generate enough fare revenue to fully fund the operating cost of the program.

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.

- New Technology Systems Implementation:** DART staff have begun testing the new vanpool platform. The new system will allow riders to search, book, and pay for the vanpool program online. The portal is a significant upgrade to the customer experience and will make

MONTHLY REPORT

9C: External Affairs Team Report



converting interested passengers into vanpool participants a more streamlined process for the passenger and DART staff.

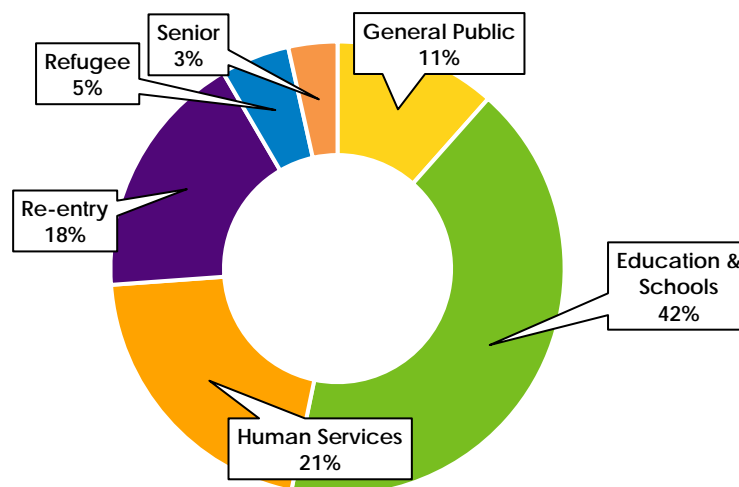
- **Executed Memorandum of Understanding with DOT:** DART and the DOT recently executed an MOU for the DOT to participate in DART’s contract with HBSS. The DOT will work with HBSS to create a new ride matching website to replace iowarideshare.org. The DOT will fully fund the cost of the website and then contribute to the ongoing maintenance of all HBSS platforms.

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

- **New Unlimited Access partner:** Kemin Industries has signed a letter of intent for an Unlimited Access partnership with DART that would fund the expansion of a new local bus route between DART Central Station and the East MLK employment corridor, subject to approval by the DART Commission at its January 23, 2024 meeting. DART and Kemin will invite other employers along the proposed route to participate in the Unlimited Access program to promote usage and encourage additional ridership.
- **Unlimited Access program:** Ridership by Unlimited Access partners in the first three months of FY2024 is trending nearly 25% higher than the same time last year, led by DMACC, the Hy-Vee Commissary, Newbury Living, Drake University, and Conlin Properties. DART has renewed Unlimited Access partnerships with EMC Insurance and Wellmark Blue Cross and Blue Shield, retaining access to all fixed route services for their nearly 3,000 employees.
- **Vanpooling partnership:** DART has executed an agreement to formalize a longstanding vanpooling partnership with Vermeer Corporation. The partnership will help streamline the future expansion of Vermeer’s use of vanpooling as a transportation solution for their commuting employees.
- **Mobility Coordination –** YTD mobility outreach training and participation for October 2023 is shown in the chart below and is more than double the same time last year.

FY2024 YTD Mobility Outreach Participants

1,117 Total Participants as of Oct 2023





MONTHLY REPORT



9D: Finance/Procurement/IT Team Report

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

Finance Department – Amber Dakan, Finance Director

- **FY2025 Budget Planning** – The Finance Team continues to work closely with External Affairs and Planning on FY25 Budget and Service Planning project. Internal communication on the upcoming year budget schedule has been sent out to budget owners and preliminary costs are being projected in wages, insurance, and fuel.
- **FY2024 Budget Monitoring** – The Finance team is closely monitoring the year-to-date expense trends. October YTD actual spend matches YTD budget forecast (32.95% vs 33.33%) which yields no expense buffer. Mobility Services (Paratransit) is exceeding budget expense forecasts, which is happening largely due to larger increases in paratransit ridership, and it is being offset by savings being seen in services and insurance expense on the Fixed Route side.
- **Calendar Year End Preparation** – The Finance, IT and HR team members responsible for payroll are working together on updates for the 2024 calendar year. This will include tax updates and other system changes to Dynamics GP (ERP system) as well as updates to limits for employee benefits such as HSA and deferred comp contributions.

Procurement Department – Mike Gulick, Procurement Manager

Upcoming Projects and Procurements:

- **Passenger Information Display System (PIDS)** – DART is seeking to replace the current non-supported PIDS.
 - Intent to Award Issued to GMV Sycromatics
 - Completing Contract Negotiations
 - Projecting January Commission Action Item
- **CFO Recruitment Services** – DART is seeking the services of a qualified executive search firm(s) to assist in the recruitment and selection of a highly qualified and experienced Chief Financial Officer (CFO).
 - Awarded contingent recruitment Contracts to 3 of the 4 Proposers
 - KL2 Connects
 - Pro Search
 - Palmer Group
- **Transportation Services** – DART is seeking services from qualified contractor(s) for the operation and management of taxicab and other types of overflow services in support of demand response for public mobility services as well as other programs, using contractor provided sedans, vans and/or accessible vehicles.
 - Currently developing RFP scope of services with Transportation Department.
 - Anticipating a December 2024 RFP release.



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9D: Finance/IT/Procurement Team Report

- **Update of DART's Public Transit Authority Procurement Policy and Procedures Manual** - The goal of this project is to comprehensively update the existing Public Procurement Policy and Procedures Manual for DART to ensure alignment with both state and federal regulatory requirements. The updated manual will serve as a reliable guide for all procurement activities within the organization.
 - Project timeline is estimated to take 6 months.
- **Future Procurements**
 - FY2024 Financial Audit Services
 - FY2024 Fleet Order
 - A&E Services (excluding new O&M Facility)
 - Staffing Services (Temporary, Recruitment)
 - Executive Consulting Services
 - Benefits & Insurance Broker 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.
 - Systemwide upgrades of software, along with consolidation of duplicate solutions are a key focus for 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 as of 6/28/2023.
 - The remaining systems are all being upgraded at once due to them sharing server infrastructure. The upgrade process started on 11/2/2023, with an anticipated completion of Q2 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 all components have arrived onsite.
 - CDWG has been selected to do the initial implementation, with ongoing assistance as needed from RSM.
 - Implementation is scheduled to begin on 1/8/2024.
 - We are currently auditing our internal network infrastructure. A plan will be built to focus on what we need today, as well as what will be required for our future move to the new O&M facility.
- **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.



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9D: Finance/IT/Procurement Team Report

- 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. The results showed no vulnerability findings.
- 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.
- All DART departments are engaged in building out a full-scale testing plan, to be executed annually.
- **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 was engaged to do an audit of our existing SharePoint implementation and 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 SOW is still in RSM’s legal review. The anticipated delivery time is mid-November.
 - DART IT staff are also experimenting with an internal site in the cloud-based version of SharePoint, for both the IT team and the Admin team to learn about capabilities and limitations.
 - 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



9E: 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)
 - Chief Human Resource Officer
 - Payroll & Benefits Specialist
 - Data Analyst Intern
 - Chief Financial Officer
 - Diesel Transit Mech
 - Service Person
- **Recent Hires:**
 - 4 – Paratransit Operators
 - 1 – Customer Service Specialist
 - 1 – Fixed Operators
 - 1 – Diesel Tech. (2nd shift)
- **Four-Week Call Off Average:** Fixed route 14.29%, Paratransit is 3.22%
- **Turnover Rate:** November – 1.3% October - .6% YTD - 20.7%
- **EEOC-4 Reporting** – The EEOC-4 report was completed in November (deadline Dec 5).
- **Mid-Year Reviews** – DART staff will begin the mid-year review process in December / January.

Training – Matt Johnson, Training Manager

- **Fixed Route New Hire Trainees:** Training continues for five Fixed Route operators in training.
- **Mobility Services Trainees:** Training continues for three Mobility Services operators in training.
- **Maintenance Technician CDL Trainees:** Training continues for one Maintenance Technician to obtain their CDL.
- **Mobility Services Training Graduate:** One new operator completed all training requirements and graduated to Part-Time Mobility Services Operator.
- **Fixed Route Training Graduates:** Two new operators completed all training requirements and graduated to Part-Time Fixed Route Operators.
- **Operator Safety Meetings:** Safety meetings were held with all operators. Topics highlighted included personal health and sickness prevention, personal protective equipment, and bloodborne pathogens. De-escalation skills were the focus of the customer service portion of the training.

Safety – Pat Daly, Safety Manager

- We delivered two new employee safety orientations that included an overview of DART’s Agency Safety Plan, the Employee Safety Report Program, and the hazard and near-miss reporting program. Also included were safety familiarization tours of 1100 Dart Way and DART Central Station.
- We prepared and delivered various presentations for the monthly bus operators’ safety meetings. Topics included - slip, trip, and fall prevention, annual bloodborne pathogen awareness, seasonal infectious disease prevention and ongoing DART mitigation efforts; seasonal operational safety reminders and recognized the monthly safe driving milestones achieved in the previous month.
- We held the annual safety driving recognition event for those bus operators, maintenance technicians, service personnel, buildings and grounds staff, and inventory specialist that did not have preventable accidents on FY 2023. In total, 122 staff members were recognized for their efforts.



MONTHLY REPORT



10F: Chief Executive Officer

Staff Resource: Amanda Wanke, Chief Executive Officer

- **DART Executive Committee** - The DART Executive Committee met on Wednesday, November 20, 2023. The discussion items presented during the meeting included:
 - Iowa State Fair Recommendations/Next Steps
 - Rideshare Partnership with Wells Enterprise
 - FY25 Business Plan
- **Member Community Meetings Summarization** – I have completed meetings with all of DART’s member community members and am continuing to meet with other community and business leaders to discuss the future of DART in the region and get input on a 5-10 year vision for public transit. I’ll be summarizing some of this feedback at one of the early 2024 meetings.
- **Chief Human Resources Officer Hiring Status** – We have had the opportunity to interview some strong candidates for the CHRO role and completed final interviews last week. I am working to wrap up interview feedback and hope to extend the offer in the upcoming week, and I will update the Commission appropriately.
- **Chief Financial Officer Hiring Status** – We have completed the RFP and interview process for recruiting companies that will manage the hiring of the CFO position. The three companies we will be working with are Palmer Group, Pro Search and KL2 Connects. We will be starting to review resumes and update the Commission appropriately.
- **Member City Council Meetings** – On Monday, November 20, I had the opportunity to attend and present at the Ankeny City Council meeting where I shared data and information on the DART services provided in Ankeny. I also shared information with the council on the current funding and future service planning challenges.

On Tuesday, November 28, Chair Russ Trimble and I attended the Grimes City Council meeting to be present and answer any questions their community had about their community’s withdrawal from DART.

- **Stakeholder Meetings** – On Thursday, November 2, I presented at the FuseDSM Chamber and had the opportunity to facilitate a panel including Commissioners Russ Trimble and Josh Mandelbaum; Brandon Paulsen, DART rider and Transit Advisory Committee Chair; and Stephanie Moris, Refugee Alliance of Central Iowa Director.

On Thursday, November 30, I had the opportunity to present to the Des Moines Rotary Club about DART’s service as well as current funding challenges and opportunities.

November 28, 2023

Russ Trimble, Board Chair
Des Moines Area Regional Transit Authority
620 Cherry Street
Des Moines, IA 50309

Re: Grimes Notice of Withdrawal

Dear Chairperson Trimble:

Pursuant to Article XVI of the Amended and Restated Agreement for the Des Moines Regional Transit Authority, the City of Grimes (Grimes) hereby gives its notice of withdrawal from the Des Moines Area Regional Transit Authority (DART) effective July 2025. Pursuant to Article XVI, Section 2 and 3, Grimes further states:

1. That Grimes requests that DART provide no further transit services to Grimes effective July 1, 2025, and understands that the DART Commission could choose to end service earlier than that date.
2. That Grimes will annually levy or annually pay its share of the outstanding bond or credit obligations under this agreement until Grimes' share of such bond or credit obligations have been fully paid.
3. That until its share of such bond or credit obligations have been fully paid, Grimes will continue to make an annual payment of the base transit levy rate as provided under Article VIII, Section 4(a)(1) of the Amended and Restated Agreement for the Des Moines Regional Transit Authority.
4. That Grimes is entitled to a pro rata share of DART System capital improvements and equipment pursuant to Article XVI, Section 3.

It is our understanding from the agreement that this withdrawal is contingent upon approval by the DART commission, but that the minimum 18-month notice begins when this letter is received.

Grimes further advises DART that it reserves any other legal rights that it has available to it, within the DART agreement or outside of the DART agreement, as it concerns its legal relationship with DART.

Should you have any questions about this letter, please do not hesitate to contact me. Thank you for your consideration.

CITY OF GRIMES



Scott Mikkelsen, Mayor

ATTEST:



Rochelle Williams, City Clerk

cc. Mayors of all DART member Communities

RESOLUTION 11-3423 APPROVING NOTICE OF INTENT TO WITHDRAW FROM DART

Grimes Resolution No. 11-3423

WHEREAS, the City of Grimes (Grimes) is currently a member of the Des Moines Area Regional Transit Authority (DART); and

WHEREAS, Grimes has complied with its obligations under the DART agreement by providing a stream of revenue to support DART; and

WHEREAS, DART service in Grimes is underutilized and benefits a handful of residents at a high cost per ride to the taxpayers; now

NOW, THEREFORE, IT IS HEREBY RESOLVED by the City Council of the City of Grimes, Iowa that:

1. Grimes intends to withdraw from DART. The Mayor and City Clerk are authorized to sign the attached letter (Exhibit A) giving notice to the DART Commission and other participating communities pursuant to the DART agreement.

2. That the City Administrator and the City Attorney are authorized to negotiate with DART representatives any terms and conditions necessary to execute the withdrawal subject to further Council approval.

Passed by a vote of 5 to 0

PASSED and APPROVED on November 28, 2023.


Scott Mikkelsen (Nov 28, 2023 11:32 CST)

Scott Mikkelsen, Mayor

Attested:



Rochelle Williams, City Clerk



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

| January 23, 2024 – 12:00 P.M. (Annual Meeting – 2-hour meeting) | |
|--|---|
| Consent/Action Items | Information Items |
| <ul style="list-style-type: none"> • Audited FY23 Financials • Winter Service Change • Public Transportation Agency Safety Plan Approval • Executive Committee Slate • Passenger Information Displays (PIDS) • FTA FY2024 Buses and Bus Facilities Grants Program Application • Privacy Policy Approval • Caravan Partnership Approval | <ul style="list-style-type: none"> • Transit Riders Advisory Committee Update • FY25 Service and Budget Planning Update • Heavy Duty Bus Purchase • CEO Report on Community and Business Meetings |
| March 5, 2024 – 12:00 P.M. | |
| Consent/Action Items | Information Items |
| <ul style="list-style-type: none"> • Operations and Maintenance Facility Land Purchase • Heavy Duty Bus Purchase • FY 2025 Budget Public Hearing Date | <ul style="list-style-type: none"> • Transit Riders Advisory Committee Update • FY25 Budget/Service Reduction Public Input Process • Receive and File DART’s three-year DBE Goal • Quarterly Investment Report • Quarterly Financial Update • Quarterly Safety Report • June 2024 Service Change |
| April 2, 2024 – 12:00 P.M. | |
| Consent/Action Items | Information Items |
| <ul style="list-style-type: none"> • FY 2025 Budget Public Hearing • DART General Reserve Fund | <ul style="list-style-type: none"> • Transit Riders Advisory Committee Update |

Upcoming DART Meetings:

| MEETING | DATE | TIME | LOCATION |
|-----------------------------------|------------------------------|------------|----------|
| December DART Executive Committee | Wednesday, December 20, 2023 | 12:00 p.m. | Zoom |