



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 – 842 9552 9772/PASSCODE - 756626

JULY 11, 2023 – 12:00 PM

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2.	ROLL CALL AND ESTABLISHMENT OF QUORUM	
3.	NOTICE OF MEETING	
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13.	NEXT MEETING: Regular DART Meeting - Tuesday, August 1 – 12:00 P.M.	
14.	ADJOURN	

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



6: Transit Riders Advisory Committee (TRAC) Update
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Resource: *Brandon Paulsen, TRAC Chair*

A hybrid meeting of the Transit Riders Advisory Committee was held on Wednesday, June 28, 2023, and a quorum was not met. Included are key highlights from the meeting’s discussion.

- **Key Performance Metrics:** Transportation Director, Lewis Lowry, shared with the committee some of performance metrics that DART tracks related to the Bus Plus program. These metrics provided a snapshot of information such as ridership, on-time performance, customer feedback and cancelation rates, that the committee was able to ask questions about. TRAC members stated this information was helpful and looked forward to seeing more of it in the future.
- **Bus Stop Amenities:** Planning and Development Manager, Tony Filippini, provided an overview to TRAC members of the types of amenities that DART provides at bus stops, including shelters and benches. This presentation shared some goals of the program as well as the challenges in coordination and installation of shelters and benches. This update also highlighted DART’s increased role in providing benches at bus stops across the region, especially related to the end of the City of Des Moines contract with a private entity that removed benches throughout the city.
- **Summer Events:** Marketing and Communications Manager, Carissa Meredith, provided an update on DART’s summer events that would impact or extend service including D-Line extensions for Yankee Doodle Pops and the 80/35 music festival. This update also included a reminder about the upcoming Park and Ride service provided during the Iowa State Fair and information regarding DART’s service during RAGBRAI.
- **CEO Search Update:** Interim Chief Executive Officer, Sheri Kyras, informed the committee that the DART Commission was close to deciding and announcing who they will be selecting to serve as DART’s next CEO.

The next hybrid TRAC meeting is currently scheduled for Wednesday, July 26, 2023.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED IN-PERSON AND VIRTUALLY
620 CHERRY STREET – DES MOINES, IOWA 50309
JUNE 6, 2023**



(Meeting was held in a hybrid format)

ROLL CALL

Commissioners/Alternates Present and Voting:

Scott Henry, Kelly Stearns, Tara Cox (arrived at 12.15pm), Srikant Mikkilineni (arrived at 12.02pm)
Josh Mandelbaum, Andrew Borcharding, Paula Dierenfeld, Ross Grooters, Angela Connolly,
Bridget Montgomery, Russ Trimble, and Joseph Jones

Commissioners Absent:

Vern Willey and Steve Van Oort

CALL TO ORDER

Chair Russ Trimble called the meeting to order at 12:00 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 Bridget Montgomery and seconded by Josh Mandelbaum to approve the June 6, 2023, agenda. The motion carried unanimously.

PUBLIC COMMENT:

Garland Armstrong from Des Moines enquired about transportation by DART to the Des Moines Airport and making sure that there is adequate ADA access, especially when the new terminal opens. Luis Montoya, Chief Planning Officer addressed the plans for this.

TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE

Brandon Paulsen, TRAC Chair advised the Commission that their last meeting was held on May 22. At this meeting they introduced two new members to the committee, the Transportation Department asked the committee what they would like them to report on so they can make sure we are sharing important and relevant items to the committee. The committee discussed future possible efficiencies for Paratransit.

CONSENT ITEMS

7A – Commission Meeting Minutes – May 2, 2023

7B – Health Insurance Update

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – JUNE 6, 2023**



7C – Des Moines Public Schools Services Contract

7D – August 2023 Service Change

7E – Revised Interim CEO Contract

7F - 2023 April Consolidated Financial Report

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

ACTION ITEMS:

8A – Rideshare Fare Policy

Erin Hockman, Chief External Affairs Officer, provided a background on the Rideshare fare policy, sharing that the policy was last updated in 2011. The current policy was reviewed which included an outline of the current fare structure and current challenges for riders under the current policy. The new proposed fare policy was shared which identified more equitable and simplified fare structure for our riders. It was shared that passenger feedback was given when considering the new fare policy and no negative feedback or indications that the new policy will significantly impact current vanpool riders.

It was moved by Kelly Stearns and seconded by Josh Mandelbaum to approve the new Rideshare policy effective July 1, 2023. The motion carried unanimously.

8B – New Facility – Activities/Budget

Luis Montoya, Chief Planning Officer provided background information on DART's current Maintenance and Operations facility and past efforts on understanding the needs for a Maintenance and Operations facility for the future. Preliminary planning work done with our design/construction for the preparation of a new facility was outlined, which would take the facility to 30% design on the new site selected for the project with work to be completed by August.

It was moved by Josh Mandelbaum and seconded by Bridget Montgomery to approve task orders with Substance Architecture and Sidekick Development to develop 30% design and related tasks, not to exceed a total of \$325,000. The motion carried unanimously.

DISCUSSION ITEMS:

9A – Brand Refresh Update

Carissa Meredith, Marketing and Communications Manager, provided an update on how the DART brand is evolving to better reflect the company's current array of services and to make sure the brand is being updated so it is engaging for a wide range of audiences DART serves.

9B – Monthly Performance Report – May 2023

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

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – JUNE 6, 2023**



DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

11A - Operations

Brandon Smiley, Chief Operating Officer provided an update on the DART Roadeo which took place at the Iowa State Fairgrounds on May 20, 2023. We had winners in the small and large bus competitions giving those operators the opportunity to compete at the 2023 State Roadeo which will take place in Iowa City on June 10, 2023.

11B – Planning

Luis Montoya, Chief Planning Officer addressed questions that were asked at the May Commission meeting and provided an update on DART’s planning for the upcoming RAGBRAI event, sharing that this is anticipated to be budget positive for DART.

11C - External Affairs

None

11D – Finance/IT/Procurement

None

11E – Human Resources

None

11F – Interim Chief Executive Officer

Sheri Kyras, Interim Chief Executive Officer shared that we have been notified of a possible new grant for the new operations and maintenance facility under the Federal Highway Administration. The grant is due on August 18th, 2023, so we want to wait and see what happens with the Bus and Bus Facility grant we submitted in April, to see if this is a possible alternative funding mechanism. This grant is based on climate change so it would be challenge to prepare, but if it is believed to makes sense to apply, staff will bring this to the Commission for approval at the August meeting.

FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

Josh Mandelbaum, Vice Chair and Chair of the CEO Search Committee provided a brief verbal update on the CEO search.

NEXT MEETING:

Regular DART Meeting - Tuesday, July 11, 2023 – 12:00 P.M.

ADJOURN

Chair, Russ Trimble, adjourned the meeting at 1:05 p.m.

DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – JUNE 6, 2023



Chair

Clerk

Date



CONSENT ITEM



7B:	FY 2024 Iowa Communities Assurance Pool (ICAP) Renewal
Action:	Approve the renewal contract in the amount of \$1,196,266 with Iowa Communities Assurance Pool (ICAP) for Fiscal Year 2024

Staff Resource: *Amber Dakan, Finance Manager*

Background:

- DART entered into the ICAP risk pool on July 1, 2015. This will be DART's ninth year of coverage.
- DART's policy includes Liability (General, Automobile, Law Enforcement and Excess), Public Officials Wrongful Acts, Vehicle, Property, Equipment Breakdown, Crime, and Limited Cyber coverage.
- This year's renewal maintains the same in coverage, deductibles, and policy limits as the prior year.
- The deductible remains at \$50,000 for our Fixed Route and Paratransit buses and \$10,000 for our Rideshare fleet.

Costs:

- Based on total pool performance in property and casualty coverage, DART has the opportunity to earn a rebate to apply to the renewal payment. Unfortunately, there is no rebate earned for any ICAP member currently.
- Total cost of DART's renewal is \$1,196,266 for FY 2024. This is a change from the prior year is \$104,560, or a 9.58% increase.
- The premium increase is attributed to multiple factors including: an increase in Total Insured Value (TIV) for DART, a higher loss ratio particularly on automotive liability as well as total pool impacts over the last few years.
- ICAP's FY24 renewal amount is within budget for these items.

Recommendation:

- Approve the FY2024 ICAP contract renewal of \$1,196,266.



ACTION ITEM



7C: IT Compute Hardware Replacement

Consent: Approve the purchase of two (2) replacement compute devices from CDW for \$321,655.86

Staff Resource: Kyle Foster, Information Technology Director

Background:

- DART currently has two (2) aging Cisco UCS compute devices, one at DART Central Station and the other at the DART Way location for redundancy purposes.
- Both devices were purchased in 2012 with some maintenance updates done in 2017.
- These devices have met their useful life and are starting to experience stability issues.

Procurement:

- DART obtained bids for storage solutions from both RSM and CDW-G. The most cost-effective solution with the best total cost of ownership was from CDW-G.

Funding:

- Formula Grant funding from 2022 and 2023 has already been set aside that will cover the purchase.

Recommendation:

- Approve the purchase of two (2) replacement Cisco UCS devices from CDW-G for \$321,655.86.



CONSENT ITEM



7D: May FY2023 Consolidated Financial Report

Action: Approve the May 2023 Consolidated Financial Report.

Staff Resource: Amber Dakan, Finance Director

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route operating revenue is exceeding budget by 3.6% year-to-date. This is a result of higher revenues in Other Contracted Services, School Funding, and Mobile Ticket sales.
- Fixed Route non-operating revenue is exceeding budget by 6.9% due to the timing of property tax revenues and higher state operating assistance funds than projected.
- Paratransit operating revenue is ahead of budget by 3.8%. Polk County Funding, Other Contracted Services, and Mobile Ticketing are all exceeding budget expectations.
- Paratransit non-operating revenue is 14.3% under budget year-to-date resulting from drawdown grant fund timing.
- Rideshare revenues are under budget by approximately 40% year-to-date. Rideshare continues to work towards recovery of the program and is working to implement a new rider platform that will aid in attracting new riders.

Operating Expense:

- Fixed Route operating expenses are seeing a 3.7% savings from projections. Services, Salaries, Wages & Fringes, and Equipment Repair Parts are the three categories seeing the most savings.
- Paratransit operating expenses are exceeding budget by 12.2% year-to-date. Fuel & Lubricants, Services, Equipment Repair Parts, and Cab Contract Service are seeing the highest over budget levels.
- Rideshare has a budget savings of 4.5% year-to-date for operating expenses. Services are seeing the largest savings to-date.

Recommendation:

- Approve the May FY2023 Consolidated Financial Report.

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

Fixed Route	\$ 3,326,202	Reserve for Accidents (See Balance Sheet):
Paratransit	\$ (909,042)	\$308,463.89
Rideshare	\$ (184,241)	
Total	\$ 2,232,919	

FY2023 Financials:

May 2023

FIXED ROUTE	May 2023			Year-To-Date-(11) Months Ending 05/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	344,819	361,371	(16,552)	4,116,976	3,975,079	141,897
Non-Operating Revenue	2,127,822	2,614,763	(486,941)	30,742,225	28,762,397	1,979,828
Subtotal	2,472,641	2,976,134	(503,493)	34,859,201	32,737,476	2,121,725
Operating Expenses	2,913,137	2,976,134	62,997	31,532,999	32,737,476	1,204,477
Gain/(Loss)	(440,496)	-	(440,496)	3,326,202	-	3,326,202

PARATRANSIT	May 2023			Year-To-Date-(11) Months Ending 05/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	60,996	50,880	10,116	580,926	559,680	21,246
Non-Operating Revenue	197,042	295,313	(98,271)	2,782,464	3,248,447	(465,983)
Subtotal	258,038	346,193	(88,155)	3,363,390	3,808,127	(444,737)
Operating Expenses	418,832	346,193	(72,639)	4,272,432	3,808,127	(464,305)
Gain/(Loss)	(160,794)	-	(160,794)	(909,042)	-	(909,042)

RIDESHARE	May 2023			Year-To-Date-(11) Months Ending 05/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	18,388	33,333	(14,945)	227,490	366,667	(139,177)
Non-Operating Revenue	-	13,592	(13,592)	81,131	149,508	(68,377)
Subtotal	18,388	46,925	(28,537)	308,621	516,175	(207,554)
Operating Expenses	45,945	46,925	980	492,862	516,175	23,313
Gain/(Loss)	(27,557)	-	(27,557)	(184,241)	-	(184,241)

SUMMARY	May 2023			Year-To-Date-(11) Months Ending 05/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	424,203	445,584	(21,381)	4,925,392	4,901,426	23,966
Non-Operating Revenue	2,324,864	2,923,668	(598,804)	33,605,820	32,160,352	1,445,468
Subtotal	2,749,067	3,369,253	(620,186)	38,531,212	37,061,778	1,469,435
Operating Expenses	3,377,914	3,369,253	(8,662)	36,298,293	37,061,778	763,485
Gain/(Loss)	(628,847)	-	(628,847)	2,232,919	-	2,232,919



ACTION ITEM



8A: New DART CEO Selection

Action: Approve the New DART CEO Preferred Candidate

Staff Resource: Sheri Kyras, Interim Chief Executive Officer

Background:

- DART’s Chief Executive Officer (CEO), Elizabeth Presutti, resigned from DART in November 2022, to be effective January 31, 2023.
- At the December 6, 2022 Commission meeting, action was taken to establish a CEO Search Committee, identify its membership and approve a CEO Search Charter to guide the process in selecting a new DART CEO. The Committee’s members were:
 - Commissioner Mandelbaum – Chair
 - Commissioner Stearns – Vice-Chair
 - Commissioner Jones
 - Commissioner Direnfeld
 - Commissioner Grooters
- At the January 3, 2023 DART Commission meeting Krauthamer & Associates, LLC (K & A), a Transit Executive Search Firm, was hired to complete a nationwide search for a new CEO.
- Since the end of January, Sheri Kyras has provided guidance to DART as its Interim CEO while DART’s CEO Search Committee completed its work in interviewing individuals for DART’s new CEO position.
- After a six -month search, the CEO Search Committee has completed its work and, as required by the CEO Search Charter, is providing the DART Commission with a preferred candidate for the CEO position.

Chief Executive Officer Selection:

- K & A completed a nationwide search which entailed developing marketing pieces for the DART CEO position, updating its DART Position Description and placing advertisements in industry/local media, meetings with local stakeholders and extensive outreach to individuals/transit systems to identify a group of candidates that would be successful as DART’s CEO.
- The DART CEO Search Committee reviewed resumes for all qualified candidates, narrowed the field to finalists for the position and interviewed candidates. Through this process, a preferred candidate was determined to be the most qualified and best candidate for the position.

Recommendation:

- Based on the DART CEO Search Committee’s recommendation, approve the preferred candidate as DART’s new Chief Executive Officer.



ACTION ITEM



8B:	New DART CEO Employment Contract
Action:	Authorize the Commission Chair to Execute a New CEO Employment Contract

Staff Resource: Sheri Kyras, Interim Chief Executive Officer

Background:

- The DART Commission began a new Chief Executive Officer (CEO) search in November 2022 when Elizabeth Presutti, DART's current CEO at the time, submitted her resignation effective January 31, 2023.
- The Commission established a DART Commission CEO Search Committee to guide the selection process for a new CEO, which has culminated in their recommendation for a preferred candidate.
- The Search Committee has negotiated an employment contract with the new CEO.

Recommendation:

- Based on the recommendation from DART's CEO Search Committee, approve the employment terms and authorize the Commission Chair to execute an employment contract with the preferred DART CEO candidate.



ACTION ITEM



8C:	Van Donation Policy Approval
Action:	Approve updated Van Donation Policy

Staff Resource: *Victoria Henderson Weber, RideShare Supervisor*

Background:

- The DART Commission created the Van Donation Program in 2014 to help fulfill unmet transportation needs within DART's service area.
- Nearly every year since, DART has donated approximately 3 vans to area non-profits or government agencies.

Policy Updates:

- Following a thorough review and consultation with DART's legal counsel, staff is recommending the following changes to ensure compliance with federal regulations and to minimize financial impact to DART:
 - Clarify only non-profit organizations designated as public charities by section 509(a) are eligible to participate.
 - Grantees may be asked to pay for the federal interest DART owes for the van. As outlined in the updated policy, with each van donation cycle, DART will:
 - Clearly convey in the solicitation for applications and on application materials if the grantee will be charged for the federal interest upon being awarded a van.
 - DART will clearly outline the formula used to determine the amount to be charged to the grantee.
 - Grantees must be able to pay the federal interest before receipt of the van can take place.
 - Selection criteria updated to include the organization's ability to pay federal interest, removing the coordination of services criteria.

Recommendation:

Approve the updated Van Donation Policy, effective August 1, 2023.



VAN DONATION POLICY



Scope: All Administrative Staff

Responsible Department: RideShare

Effective Date: August 1, 2023

Approved By:

Purpose:

As public transit in Central Iowa continues to grow, DART is committed to expanding its service, connecting more people to more opportunities. However, in areas not yet served by fixed route service, there are pockets of the population with unmet transit needs. This population includes members, clients or other users of the services supplied by many nonprofit organizations and community groups as well as users of services provided by local governments. Granting retired RideShare vanpool vehicles to these organizations and to certain governmental agencies would help fulfill these unmet public transportation needs, providing better public transportation within DART's service area in an innovative way and with a pay it forward spirit.

Program Rules and Requirements:

- DART will grant up to three vans on an annual basis. These vans will be ones that had been earmarked for retirement and scheduled for auction that year.
- To ensure the program serves public, not private transportation needs, only governmental agencies and nonprofit organizations qualifying under 26 USC 501(c)(3), having been designated as a "public charity" by section 509(a) will be eligible to participate.
- Applicants must provide a copy of their 501(c)(3) certification, including the "public charity" designation, if applicable.
- Recipients (grantees) may be asked to pay for the federal interest apportionment of the van.
 - With each van donation cycle, DART will clearly convey in the solicitation for applications and on application materials if the grantee will be charged for the federal interest upon being awarded a van.
 - DART will clearly outline the formula used to determine the amount to be charged to the grantee.
 - Grantees must be able to pay the federal interest before receipt of the van can take place.
- Application must clearly designate the primary applicant, who will be named as buyer on vehicle title, if selected as a recipient.
- No more than one van will be awarded per agency/organization every two years.
- All grantees should be located in DART's service area and demonstrate that they would provide trips for residents in that area.
- Trips must originate in DART's service area.



- Trips to or from religious worship, devotion or instruction may not be counted to meet the selection criteria. This restriction does not affect the use of the van once an award has been made.
- Grantees may only provide transportation to their clients, members, guests, or other similar users. They may not provide transportation to the general public.
- Applicants must certify they have the financial and managerial capacity to insure granted vehicles, if selected as a recipient.
- Applicants must certify they have the financial and managerial capacity to maintain vehicles in good working condition.
- Applicants must track ridership, hours and miles of service and provide an annual report to DART for a period of one year following the grant.
- Grantees will certify that the vehicle will not be used for assisting a campaign for election or for promotion or opposition of any ballot measure.
- Grantees are required to sign an agreement with DART which requires them to follow the terms of this policy, to properly maintain the vehicle and to comply with DART’s monitoring program. The agreement shall specify that the vehicle is granted “as is” and with no express or implied warranties of any type, that the grantee is responsible for all licensing, permits and insurance, and that the grantee shall sign a hold harmless agreement acceptable to DART.

Selection Criteria and Panel:

The selection panel will consist of three members of DART’s staff. The selection process involves review and evaluation using the criteria identified below. In addition to these specific criteria, geographic equity, diversity in population groups served, and previous grant award will be used as balancing factors in making final selections.

<u>CRITERIA:</u>	<u>WEIGHT:</u>
1. Demonstrated Community Benefit	50%
2. Estimated Van Usage	20%
3. Clarity and Quality of Application	15%
4. Ability of Organization to Maintain Service	10% / 15%*
5. Ability of Organization to Pay federal interest	5% / 0%*

*If federal interest is being charged to the recipient, willingness, and ability to pay federal interest must be included in criteria.

Selection Criteria

1. Demonstrated Community Benefit

To ensure the benefits to public transportation are both tangible and accountable, applicants will be required to describe the population and area to be served (including the DART member community that will benefit from the service), the purpose of the transportation provided, the type of service they would provide, the extent of vehicle use, how the public transportation needs of the organization are not currently met, and their current methods of transportation.



2. Estimated Van Usage (full-time, part-time, seasonal)

Applicants must clearly define and document the estimated van usage including a description of seasonality, type of trips and potential number of trips to be provided annually. Trips to or from religious worship, devotion or instruction may not be counted in meeting the selection criteria. This restriction does not affect the use of the van once an award has been made.

3. Clarity and Quality of Application

Applications will be rated on content, clarity, presentation, and quality of application proposal – based on legibility, completeness, provision of data and clear definition of transportation needs and planned vehicle use.

4. Ability of Organization to Maintain Service

Applicants must state how the proposed transportation program will be maintained and funded and how the organization will manage the program.

5. Ability of Organization to Pay Federal Interest

If the van donation cycle requires grantees to pay the federal interest DART owes for the van, grantees must acknowledge in their application they can pay the amount owed prior to receiving the van.

REVISION LOG:

1. DATE: June 29, 2023



DISCUSSION ITEM



9A: Strategic Plan Update

Staff Resource: Luis Montoya, Chief Planning Officer

- Staff will provide an update on DART's Strategic Plan implementation.



MONTHLY REPORT



9B: Performance Report – May 2023

Staff Resource: Nate Bleadorn, Business Intelligence Manager

Summary of May 2023 Monthly Performance:

- May ridership was up 12.7% compared to April and was up about 26% over May of last year. Fixed Route and RideShare ridership were each up 13% month over month. Paratransit saw a 9.5% increase compared to April. All modes were impacted by more days of weekday service in May. Additionally, there were more school days in May than in April.
- For May, we had zero preventable accidents across the system. This continues a 2-month trend in Fixed Route of no preventable accidents. Our YTD preventable accidents are 0.68 per 100,000 miles. This is well below our goal of being under 1 per 100K miles. Non-preventable accidents occurred at a rate of .47 per 100,000 miles in May, and we are at 1.15 per 100,000 miles YTD.
- On-Time Performance (OTP) was 79.87% for the month of May. This is below our target of 85%, and our YTD sits at 83.34%. The continued decrease in OTP is due to construction and detours on several routes.
- Road calls per 100,000 miles, where our buses need service while in operation, were 7.18 for the month of May.
- DART On Demand Average continued to perform well in the month of May. At 1,511 completed trips, it was the biggest month thus far. May also had the largest number of unique riders using the service.



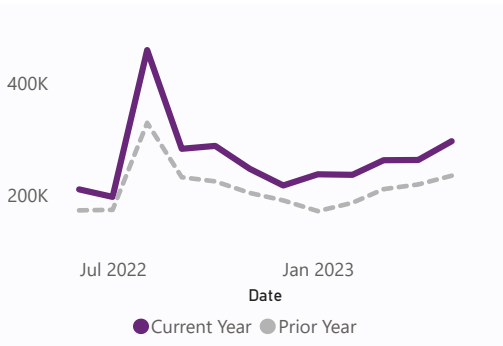
Performance Summary - May 2023

6/1/2022 5/31/2023

Ridership

Monthly **296,483** YTD **2,987,839**

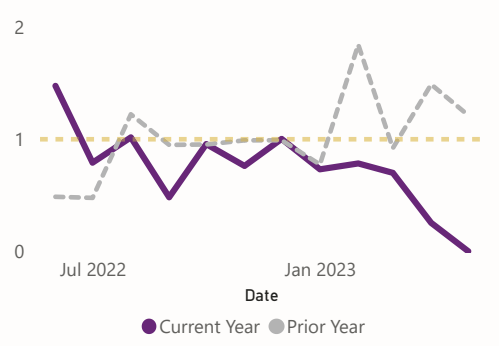
FY22: 234,876 (+26.23%) FY22: 2,378,215 (+25.63%)



Preventable Accidents/100k Miles

Monthly **0.00** YTD **0.68**

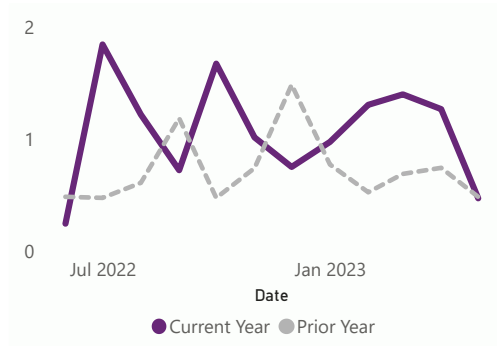
FY22: 1.21 (+100%) FY22: 1.07 (+36.19%)



Non-Preventable Accidents/100k

Monthly **0.47** YTD **1.15**

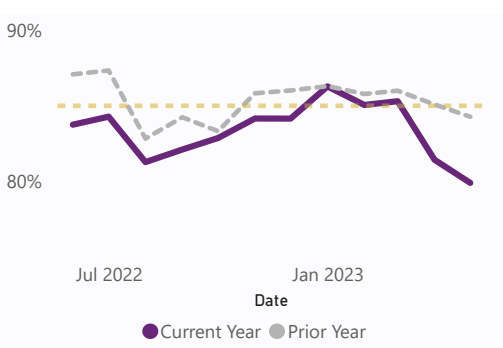
FY22: 0.49 (+2.71%) FY22: 0.74 (-54.26%)



On-Time Performance

Monthly **79.87%** YTD **83.34%**

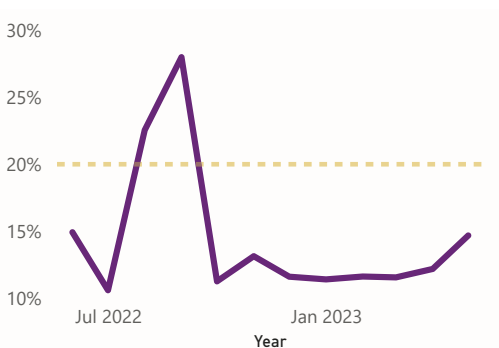
FY22: 84.27% (-5.22%) FY22: 85.17% (-2.15%)



Farebox Recovery Ratio

Monthly **14.67%** YTD **14.03%**

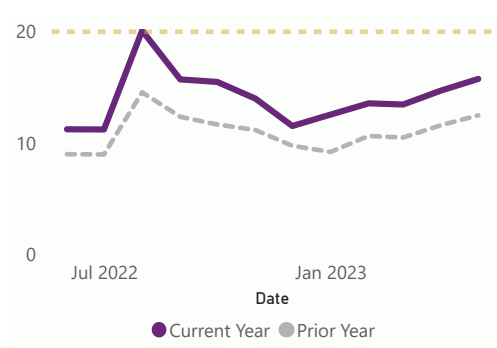
FY22: 13.58% (+8.06%) FY22: 13.66% (+2.66%)



FR Passengers / Revenue Hour

Monthly **15.77** YTD **14.53**

FY22: 12.50 (+26.15%) FY22: 11.25 (+29.15%)





Fixed Route Performance

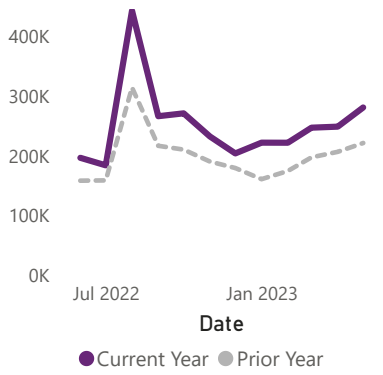
6/1/2022

5/31/2023

Ridership

Monthly
280,913
 FY22: 221,524 (+26.81%)

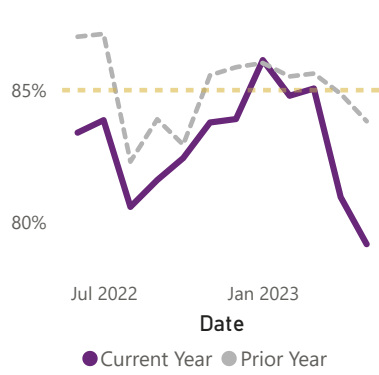
YTD
2,822,108
 FY22: 2,233,024
 (+26.38%)



On-Time Performance

Monthly
79.19%
 FY22: 83.83% (-5.54%)

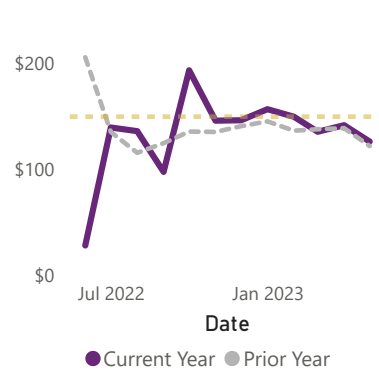
YTD
82.95%
 FY22: 84.86% (-2.26%)



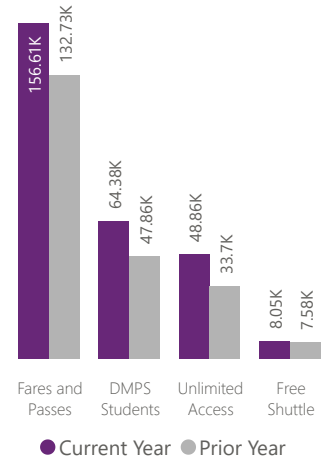
Operating Cost/Rev. Hour

Monthly
\$126.52
 FY22: \$122.33 (-3.43%)

YTD
\$142.79
 FY22: \$133.40 (-7.04%)



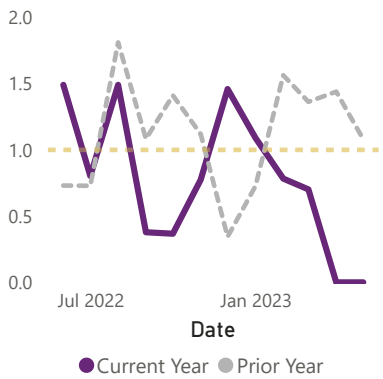
Monthly Ridership by Fare Group



Preventable Acc./100k

Monthly
0.00
 FY22: 1.08 (+100%)

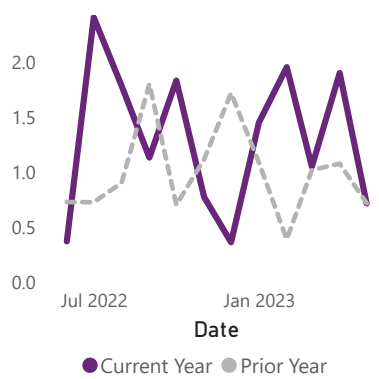
YTD
0.73
 FY22: 1.16 (+36.97%)



Non-Preventable Acc./100k

Monthly
0.72
 FY22: 0.72 (+0.41%)

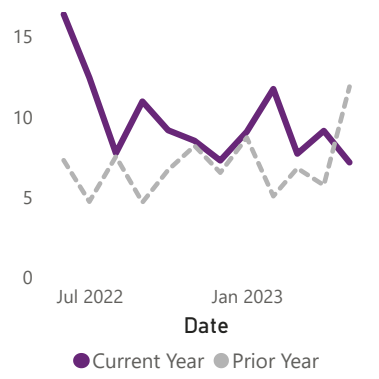
YTD
1.40
 FY22: 1.03 (-35.37%)



Road Calls/100k Miles

Monthly
7.18
 FY22: 11.89 (+39.64%)

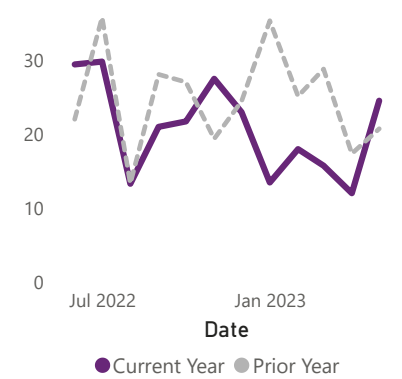
YTD
9.10
 FY22: 6.99 (-30.23%)



Complaints/100k Passengers

Monthly
24.56
 FY22: 20.77 (-18.29%)

YTD
19.42
 FY22: 24.09 (+19.4%)





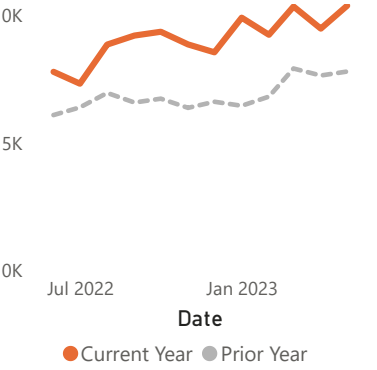
Paratransit Performance

6/1/2022 5/31/2023

Ridership

Monthly: **10,374**
FY22: 7,796 (+33.07%)

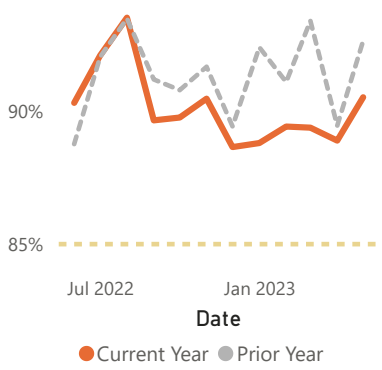
YTD: **101,463**
FY22: 76,272 (+33.03%)



On-Time Performance

Monthly: **90.54%**
FY22: 92.68% (-2.3%)

YTD: **90.10%**
FY22: 91.65% (-1.7%)



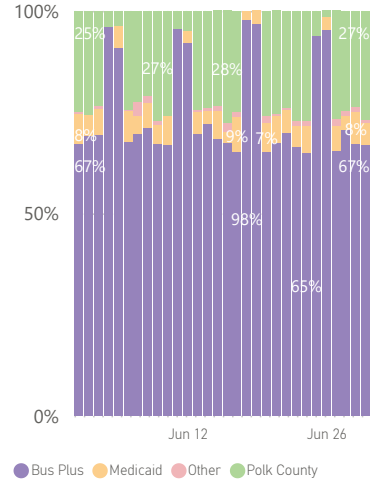
Operating Cost/Passenger

Monthly: **\$45.32**
FY22: \$48.34 (+6.24%)

YTD: **\$52.38**
FY22: \$56.27 (+6.91%)



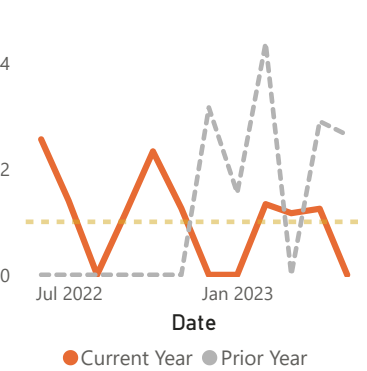
Paratransit Customer Type Breakdown



Preventable Acc./100k

Monthly: **0.00**
FY22: 2.64 (+100%)

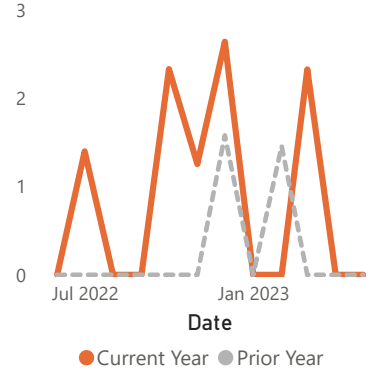
YTD: **0.89**
FY22: 1.39 (+35.71%)



Non-Preventable Acc./100k

Monthly: **0.00**
FY22: 0.00

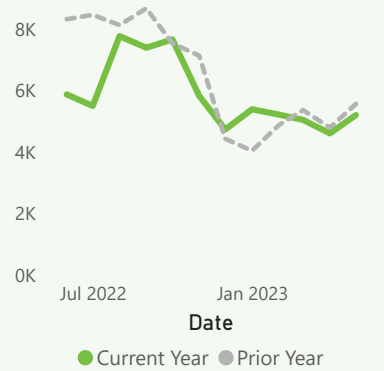
YTD: **0.89**
FY22: 0.28 (-221.44%)



RideShare - Ridership

Monthly: **5,196**
FY22: 5,556 (-6.48%)

YTD: **64,268**
FY22: 68,919 (-6.75%)



RideShare - Op. Cost/Passenger*

Monthly: **\$12.13**
FY22: \$13.12 (+7.57%)

YTD: **\$11.84**
FY22: \$11.82 (-0.19%)





DART On Demand Performance

Booking Type

All

6/1/2022

5/31/2023

Completed Trips

Monthly

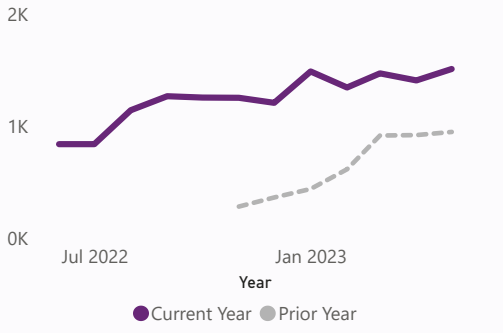
1511

FY22: 949 (+59.22%)

YTD

14197

FY22: 4490 (+216.19%)



Avg. Wait Time (On Demand)

Monthly

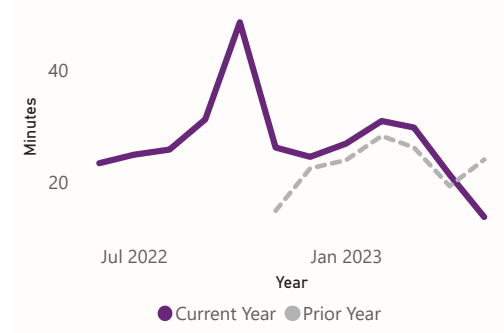
13.79

FY22: 24.04 (+42.66%)

YTD

27.80

FY22: 23.61 (-17.76%)



Mobile Booking Rate

Monthly

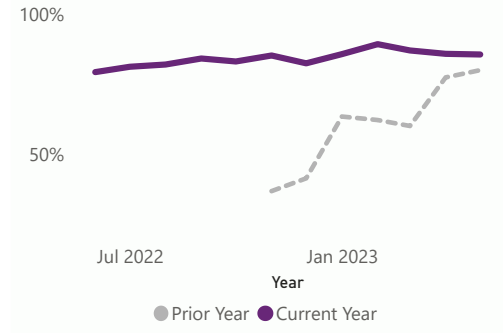
85.60%

FY22: 80.04% (+6.95%)

YTD

85.09%

FY22: 68.07% (+25%)



Unique Active Riders

Monthly

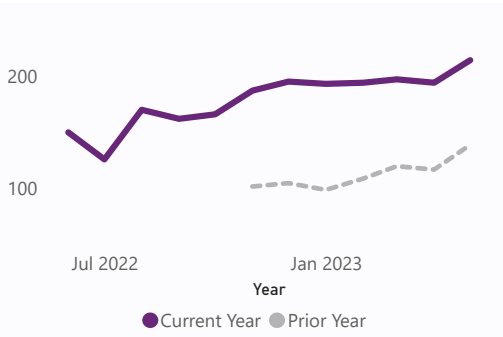
214

FY22: 139 (+53.96%)

YTD

691

FY22: 380 (+81.84%)



New Accounts Created

Monthly

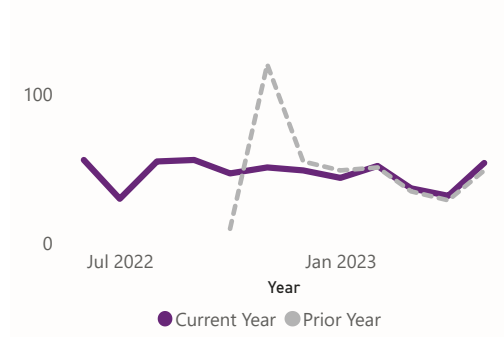
54

FY22: 49 (+10.2%)

YTD

507

FY22: 398 (+27.39%)



First Time Riders

Monthly

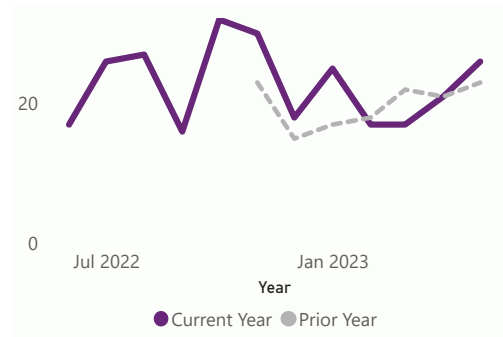
26

FY22: 23 (+13.04%)

YTD

34

FY22: 37 (-8.11%)





Route Details

Month

May 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	11,775	10,164	337,650	243,667	93,983	38.6%	25.35	68.03%
	#3 - University	27,539	22,014	260,934	221,137	39,797	18.0%	15.61	85.60%
	#4 - E. 14th	11,568	9,525	108,108	95,333	12,775	13.4%	11.59	86.66%
	#5 - Franklin Ave/Johnston	11,071	6,839	97,615	69,906	27,709	39.6%	9.97	77.74%
	#6 - Indianola	25,408	19,698	231,591	172,847	58,744	34.0%	19.81	86.38%
	#7 - SW 9th St.	31,309	24,490	276,204	231,970	44,234	19.1%	25.35	88.78%
	#8 - Fleur Dr.	2,224	2,535	24,047	23,280	767	3.3%	13.72	86.22%
	#10 - East University	1,205	900	10,930	9,248	1,682	18.2%	7.03	83.70%
	#11 - Ingersoll/Valley Junction	3,862	1,457	31,576	13,393	18,183	135.8%	16.31	78.32%
	#13 - Evergreen	5,652	5,096	46,903	36,012	10,891	30.2%	34.94	83.23%
	#14 - Beaver Ave.	16,180	12,649	147,655	118,227	29,428	24.9%	15.06	84.79%
	#15 - 6th Ave.	21,714	14,975	182,960	141,225	41,735	29.6%	19.50	82.87%
	#16 - Douglas Ave.	31,596	24,193	289,608	221,249	68,359	30.9%	17.33	80.46%
	#17 - Hubbell Ave.	21,643	17,140	202,371	157,211	45,160	28.7%	13.96	84.50%
	#50 - Euclid	7,033	4,271	57,258	42,090	15,168	36.0%	7.84	87.62%
	#52 - Valley West/Jordan Creek	9,615	8,051	99,796	81,062	18,734	23.1%	8.36	88.07%
	#60 - Ingersoll/University	23,237	21,362	236,513	205,960	30,553	14.8%	14.62	81.34%
#72 - West Des Moines Loop	5,152	3,730	47,874	32,372	15,502	47.9%	5.14	82.55%	
#74 - NW Urbandale	545	311	5,708	3,348	2,360	70.5%	3.93	87.47%	
2. Shuttle	Link Shuttle	931	730	8,792	5,780	3,012	52.1%	2.86	78.75%
	Downtown Shuttle	6,717	6,259	65,501	60,295	5,206	8.6%	10.45	86.91%
3. Express	#92 - Hickman	378	584	4,104	5,032	-928	-18.4%	3.46	77.99%
	#93 - NW 86th	757	692	7,272	6,226	1,046	16.8%	3.40	79.72%
	#94 - Westown	299	536	3,959	4,724	-765	-16.2%	5.08	80.77%
	#95 - Vista	190	119	2,292	1,427	865	60.6%	4.34	72.26%
	#96 - E.P. True	1,078	737	8,830	5,969	2,861	47.9%	7.99	78.04%
	#98 - Ankeny	1,935	1,804	21,425	18,828	2,597	13.8%	6.50	81.85%
	#99 - Altoona	300	428	2,917	4,050	-1,133	-28.0%	3.12	79.62%
5. On Call	Ankeny			1	584	-583	-99.8%	Infinity	
	NW Johnston / Grimes								
	Regional		2	28	50	-22	-44.0%	2.94	93.93%
6. DART On Demand	DART On Demand - Ankeny	1,512	949	14,272	4,407	9,865	223.8%	3.30	
Cab	Paratransit: Taxi	758	307	7,280	4,723	2,557	54.1%	4.16	
Paratransit	Paratransit: Bus/Van	8,105	6,556	79,791	66,213	13,578	20.5%	1.89	90.10%
RideShare	RideShare	5,196	5,556	64,268	68,919	-4,651	-6.7%	4.68	
Total		296,484	234,659	2,986,033	2,376,764	609,269	25.6%	11.65	83.34%



MONTHLY REPORT



10A: Operations Team Report

Staff Resources: *Brandon Smiley, Chief Operations Officer*

IPTA Rodeo: On June 10, 2023, IPTA held its annual Bus Operator State Rodeo in Iowa City, Iowa. DART had two bus operators that finished in the top three of their competitive class.

Cesar Chavez (3rd Place Large Bus Division) **Kurt Mackel-Wiederanders (2nd Place Small Bus Division)**



2023 Iowa State Fair (August 10th – 20th): The Operations team is continuing to prepare for the 2023 Iowa State Fair. This includes planning, contracts, and scheduling staff. No major changes are expected this year, and we are looking forward to another great State Fair!

RAGBRAI 2023 (July 26th): DART will be providing bus service to and from this year's event. The Operations team is working on developing schedules that will allow adequate coverage for the event, while maintaining regular weekday bus service.

Maintenance – Keith Welch, Fleet Manager

- **Light Duty FrontRunner Buses 2022:** Our 7 new Light Duty FrontRunner buses, have been received at DART. Vontas is currently completing ITS installations. Next steps are to have the buses wrapped through Marketing, the week of June 26th. The department is planning to have the buses in service by July.
- **Gillig 30' Buses (4):** All 4 buses were received in May and ITS installations were started in May. ITS commissioning is intended for July and the plan is to have the buses in service, in July.

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

- **DART On-Demand (DOD) Ankeny Service Update:** On April 24, 2023, a fourth vehicle was added to DOD servicing the Ankeny area. Since the addition of the fourth Microtransit vehicle, the average wait time dropped dramatically from 25 minutes for a ride request to an average of 14 minutes. This reflects a 79% reduction in wait time for Ankeny residence using DOD.

MONTHLY REPORT
10A: Operations



- **DART On-Demand (DOD) Jordan Creek and River Bend:** DART has expanded public transportation service to Jordan Creek and River Bend. This new Microtransit service, that allows riders to reserve real-time (on-demand) trips, began transporting transit customers on June 19, 2023.

Customer Experience – Steve Wright, Customer Experience Manager

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





MONTHLY REPORT



10B: Planning Team Report
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Staff Resources: Luis Montoya, Chief Planning Officer

- **RAGBRAI Special Event Service:** Staff are planning a special event bus service to help transport visitors and local residents when RAGBRAI is in Des Moines on July 26th. A special event bus service following DART's regular routes will operate between Water Works Park and downtown Des Moines to help RAGBRAI participants explore Des Moines and to help local residents attend the free concert at Water Works Park. DART will charge a fare that we anticipate will cover all costs of the service.
- **Strategic Plan:** Each department has completed a FY24 work plan that identifies how they will contribute to the objectives outlined in the Strategic Plan that was approved in January.
- **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. Staff are monitoring functionality and ridership and will evaluate the effectiveness of these two additional deployments.
- **Art Shelters:** DART is partnering with the Des Moines, Urbandale and Windsor Heights on several upcoming art shelters.



MONTHLY REPORT



10C: External Affairs Team Report

Staff Resources: Erin Hockman, Chief External Affairs Officer

- **Hiring:** DART is in the process of interviewing candidates for a Communications Manager position. This position has evolved from the Public Affairs manager position to include responsibility for all internal and external communication and will supervise a Communications Coordinator.
- **FY25 Budget Planning:** Staff is working with HNTB and PFM to update DART member community valuation estimates to reflect anticipates impacts from HF 718. These updated estimates will be used to develop several financial scenarios for funding DART in FY25 and beyond and shared at a Commission workshop in September.

Marketing and Communications – Carissa Meredith, Marketing and Communications Manager

- **Bus Plus Program Updates:** As of July 1, a new application process goes into effect for DART Paratransit’s Bus Plus program. The Marketing Team has been sharing information about the new application process for new enrollees. A webinar was held in June which provided in-depth information to human services agencies, and a digital toolkit shared further resources with local partners.
- **Rideshare Fare & Platform Changes:** The team is helping communicate the updated fare structure for its vanpool service and preparing to transition to a new software provider for the program, as well. Through May and June, messaging was shared with vanpool users via email in advance of these changes.
- **June Service Change:** Leading up to major changes to DART’s services that launched on Sunday, June 11, several external communications were deployed to bring awareness to two new DART On Demand zones as well as changes to schedules and routing impacting Des Moines, Clive and West Des Moines riders. The communications included targeted rider emails, bilingual audio announcements and hangtags displayed on buses, signage at DART Central Station and on relevant bus stops, plug-and-play toolkits shared with community partners and more.
- **August Service Change:** Prior to the next service change set to take place on Sunday, August 20, the team is preparing to launch communications in late July including tactics such as rider emails, on-bus hangtags, recorded bilingual announcements on buses and social media promotion.
- **DART On Demand:** Highly targeted digital and social ads will be in market July through September for both new DOD zones. Digital billboard advertising will run in the River Bend zone in high traffic areas the month of July.

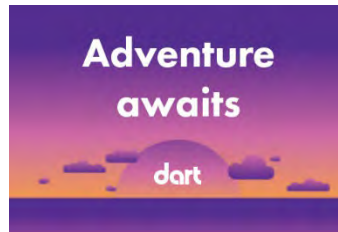
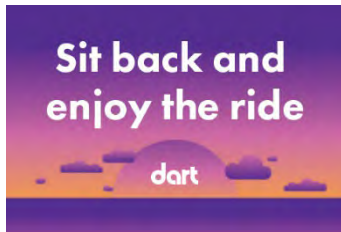




MONTHLY REPORT

10C: External Affairs Team Report

- **Gen Z Campaign:** Refreshed Gen Z ads will also be in market July through September. Two new taglines have been added to keep the campaign fresh, “adventure awaits” and “sit back and enjoy the ride”. The marketing team is working on sidewalk stencils and custom coasters to distribute to local establishments in the downtown and Ingersoll areas. A new landing page will launch on July 5.



DART in the News

Top Stories:

[DART on Demand connecting metro with two new service areas](#)

-WHO 13, 06/20/23

[DART introduces 2 new On Demand zones](#)

-KCCI-TV, 06/12/23

[How to roll with it: What you need to know about RAGBRAI L's July visit to Des Moines](#)

The Des Moines Register, 06/08/23

[A Des Moines public bus is honoring Juneteenth in a new way](#)

The Des Moines Register, 06/02/23

Marketing Analytics Report

Metric	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 2023	April 2023	April 2022	Year Prior
MyDART App Accounts	46,480	47,227	48,214	49,177	51,647	52,390	37,752	39%
Website Unique Visitors	20,595	23,439	23,482	18,627	21,469	20,632	20,905	-1%
Facebook Followers	6,139	6,182	6,199	6,210	6,224	6,227	6,023	3%
Twitter Followers	2,547	2,562	2,558	2,552	2,547	2,547	2,506	2%
Instagram Followers	1,597	1,606	1,615	1,627	1,641	1,646	1,517	9%
LinkedIn Followers	874	897	915	929	945	949	707	34%
Email Subscribers	14,368	14,332	14,330	14,327	14,329	14,416	13,500	7%
Trip Plans	41,737	39,756	46,979	47,027	48,479	49,176	31,214	58%
Real-time Map	27,918	25,995	33,892	31,777	33,488	35,530	21,248	67%
Next DART Bus	355,217	422,748	360,694	541,033	406,783	412,866	245,454	68%
SMS Text Messaging	123,713	117,559	116,365	115,289	127,199	125,269	135,373	-7%



MyDART App Report

Metric	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 2023	April 2023	TOTAL FY 2023
Downloads	1,058	1,121	1,197	963	1,181	1,654	13,839
iOS	290	320	342	241	352	322	4,358
Android	768	801	855	722	829	1,332	9,481
Accounts Created	725	747	987	705	933	743	11,125
Orders Placed	4,466	5,089	5,259	5,420	6,213	5,936	57,922
Passes Purchased	6,302	7,069	7,284	7,478	8,563	7,947	84,101
Revenue	\$27,684	\$29,466	\$31,261	\$30,305	\$34,262	\$30,825	\$316,177

RideShare – Victoria Henderson Weber, RideShare Supervisor

- New Technology Systems Implementation:** DART staff is continuing to work with HBSS to finalize the new vanpool platform. Customers will begin accessing the new system in July. 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 Department of Transportation (DOT, the DOT is drafting an intergovernmental agreement to piggyback on DART’s relationship with HBSS. This relationship will help support the ongoing maintenance and hosting cost of the platform as well as to continue to increase awareness of vanpooling options for Iowans.

- Van Donation:** Staff is preparing for our annual van disposition and as part of that process it is estimated there will be two to three (2-3) vans available for donation this year. Final vehicle availability will be determined as vehicles are inspected as they are taken out of service in the coming weeks. Over the next few months staff will prepare and promote applications, review submissions, and make recommendations for final approval with the goal of donating the vehicles this fall.
- 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. This fiscal year, staff has been 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 chart below shows that to-date this fiscal year, the program has on average more than 6 people per vanpool, achieving the target for this key performance indicator. Staff is now 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. Conversations are underway with several large employers in the state who are interested in starting vanpools later this year or in early 2024.

MONTHLY REPORT
10C: External Affairs Team Report



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
FY 23 YTD	27	6.63	2,920,663
FY25 Target	46	7.69	7,383,192



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

- Unlimited Access program** - Ridership by Unlimited Access partners was up 11% month-over-month in May 2023 and is trending nearly 40% higher year-over-year. Top partners by ridership continue to be DMACC, Drake University, Newbury Living, the Hy-Vee Commissary and Principal Financial Group. Contract renewals in progress include Principal and the City of Des Moines, with renewal upcoming for Nationwide Insurance.

MONTHLY REPORT
10C: External Affairs Team Report

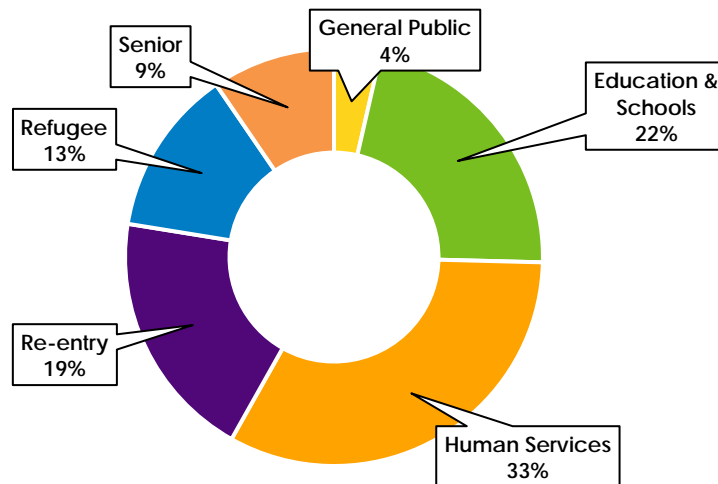


- **Art shelters** – The first of eight art shelters along Ingersoll Ave. in Des Moines was dedicated on June 21 and features artwork by local artist, Mary Jones. The CEO of Americans for the Arts, Retired U.S. Army Brigadier General Nolen V. Bivens, visited the 6th Ave. Corridor art shelter project as part of a tour organized by Bravo Greater Des Moines and the Iowa Arts Council.



- **Ride to Thrive program** – More than 700 individuals have now enrolled in the Ride to Thrive program, with more than 50% of participants qualifying via Food Assistance, with the remaining participants enrolling with Housing or Workforce Assistance. A full report of the program's first year will be presented during an upcoming meeting of the DART Commission.
- **Mobility Coordination** - Mobility outreach training and through May 2023 is shown in the chart below. Participation in mobility training is 31% higher than at the same time in 2022.

FY2023 YTD Mobility Outreach Participation
1,728 Total Participants





10D: Finance/IT/Procurement Team Report

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

Finance Department – Amber Dakan, Finance Director

- FY 2023 Conclusion Preparation – The Finance Team is preparing for closing out FY23 financials as well as the onsite audit by Baker Tilly in the fall. These activities include, but are not limited to, year end adjustments, account reconciliations, and physical inventory of assets.
FY 2022 Audit Reports – The Finance staff became aware of an error in our FY2022 Audited Financial Reports where a prior version of the Manager’s Discussion & Analysis (MD&A) was used for final reporting instead of the most up to date version. The finance team is working with Baker Tilly on resolution. Should any member of the commission or public desire the new copy, please contact Amber Dakan.
Payment Integrity Information Act (PIIA) Audit Conclusion – DART was selected for an audit through the PIIA as a review of COVID funding. The review process has been constructed as a measure to review relief funding usage and to conclude no improper payments had occurred. DART was notified in late June that the initial testing portion was completed. Final results will occur in the form of an Agency Financial Report provided in November/December.

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.
Projecting August Commission Action Item
Working through Contract Negotiations

Contracts and Task Orders Approved Recently:

- Medium Duty Buses – DART has placed a purchase order off a State Contract for four (4) 29’ Gillig Buses. Estimated time for delivery is 2nd quarter 2023.
On March 1, 2022, the Commission approved the purchase of Four (4) Gillig, LLC Heavy-Duty 30-foot Buses at a cost not to exceed \$2,260,000.
Buses arrived and are currently going through commission process.
FY2024 Bus Passes - DART has placed a purchase order for FY2024 Bus Passes from Trapeze/Vontas for an estimated \$51,078.
Complete



MONTHLY REPORT

10D: Finance/IT/Procurement

- **Passenger Information Display System (PIDS)** – DART is seeking to replace the current non-supported PIDS.
 - Currently evaluating proposals
 - Projecting September Commission Action Item

Future Procurements:

- Transportation Services
- Property, Risk, Vehicle, Flood, Crime, Cyber Insurance Broker Services
- FY2024 Fleet Order
- Bond/Financing Counsel Services
- Art Wall Refresh
- Appraiser(s) 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.
 - Staff training will be coordinated after upgrades are complete, to take advantage of new features and improve efficiency.
 - Half of our systems have been updated, the remainder of them will be completed in the next 2 quarters.
 - 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 to as of Q1.
 - Final quote review will happen on 6-24-2023 with the intention of bringing the purchase as a consent item in the August Commission meeting.
 - 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 a end to end test procedure built by year end.
 - 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 confusion in where to find things at. It was identified that we need 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.

MONTHLY REPORT
10D: Finance/IT/Procurement



- o RSM has been engaged to do an audit of our existing Sharepoint implementation over the next month.
- o Solutions discovery calls with RSM will be happening through the month of July. This will determine whether we'll need to create an RFP to find a new solution, or be able to use existing solutions we have today.



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)
 - Maintenance Tech
 - State Fair Bus Operators (4)
 - Communications Manager
 - Service Technician
 - Electric & Diesel Transit Mechanic
 - Procurement Coordinator
- **Recent Hires:**
 - 3 - Paratransit Operators – July 5, 23
 - 1 – Building & Grounds Person- July 5, 23
 - 11 - Iowa State Fair operators - July
- **Four-Week Call Off Average:** Fixed route 13.08%, Paratransit is 4.66%
- **Turnover Rate** – June 1%, May 2%, YTD 12.8%
- **Open Enrollment** – Completed Open Enrollment June 21. New elections took effect July 1, 2023.
- **Year-End Performance Review Process** – June 1- July 31
- **Employee Engagement Survey** – Open for employees to complete June 26 – July 9

Training – Matt Johnson, Training Manager

- **Paratransit Trainees:** Training continues for seven Paratransit Operators.
- **Paratransit Graduates:** Five Paratransit Operators completed training to graduate to part-time operators.
- **Operator and Maintenance Safety Meetings:** Safety Meetings were held with all operators and maintenance personnel. Topics highlighted included review of safe driving practices and tips, physical health and wellness, stretching, and customer service.
- **Service Change Preparation:** Training completed route tour videos for the new service change implemented in June. Targeted training was also conducted for operators on the new On Demand service areas.

Safety – Pat Daly, Safety Manager

- Delivered two new employee safety plans, hazard and near miss reporting orientations.
- Met with five new bus operators on their last day of classroom training to discuss various topics related to the safe operation of their bus.



MONTHLY REPORT

10E: Human Resources, Training and Safety Team Report

- Assisted the Iowa Public Transportation Association with the IPTA State Bus Rodeo in Iowa City and escorted DART's four competitors and two Drivers of the Year winners to the awards dinner and Rodeo.
- Conducted a review and risk assessment on two new DMPS school routes for Planning.
- Delivered accident review and prevention presentation to bus operators at Safety Meetings. The presentation used video from DART incidents to demonstrate "real world" type of incidents bus operators need to guard against becoming involved in.
- Reviewed 2023 Iowa State Fair bus routes, assessed a new route for buses to use between the Center Street Park and Ride and the State Fair due to sewer construction work along MLK, updated all bus route maps.



MONTHLY REPORT



10F: Chief Executive Officer

Staff Resource: Sheri Kyras, Interim Chief Executive Officer

- **DART Executive Committee** - The DART Executive Committee met on Wednesday, June 21st. The discussion items presented during the meeting included:
 - FY 2024 Iowa Communities Assurance Pool (ICAP)
 - FY25 Service and Budget Planning
- **DART Maintenance and Operations Facility Bus and Bus Facilities Grant** - With the disappointing news regarding DART's Buses & Bus Facilities Grant, staff has begun reaching out to various FTA offices (Regional office in Kansas City and Headquarters in Washington DC) to better understand what could be modified in the grant or project to improve DART's chances of receiving future funding and determining what options DART has moving forward. The results of this process will be shared with the Executive Committee and full Commission in the coming months as we collectively determine what is best for DART's future.
- **Iowa Public Transit Authority (IPTA) Annual Meeting and Rodeo** - IPTA held its Annual Meeting and State Rodeo June 7 -10 in Coralville Iowa. DART Operator Kurt Mackel-Wiederanders placed second place in the small-bus event and Cesar Chavez placed third in the large-bus event. We are very proud of both of our operators and wish them well in representing DART at the National Bus Rodeo in the upcoming year.



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

August 1, 2023 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> Advertising Policy Passenger Information Display System (PIDS) HRIS System 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update FY25 Service and Budget Planning Iowa State Fair Updates/Reminders Mobility Coordinator Update November Service Change Quarterly Investment Report Quarterly Financial Update Quarterly Safety Report O & M Facility Options
September 5, 2023 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> New O&M Facility Approval Appraisal RFP (New O&M Facility) Review of Appraisal RFP (New O&M Facility) Substance/Sidekick/DCI (New O&M Facility) Contracts Update November Service Change 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update
October 3, 2023 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> Trapeze/Vontas Agreement 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
July DART Executive Committee	Wednesday, July 19, 2023, or July 25, 2023	12:00 p.m. or 8:30 a.m.	Zoom
Commission FY25 Service and Budget Planning Workshop	September (date and time to be determined)	TBD	Hybrid



CLOSED SESSION



12A:	Possible Closed Session
Action:	The Commission meeting be recessed and reconvened in closed session pursuant to Section 21.5, Subsection (1), paragraph (i) of the Iowa Code.

Background:

- In order to adjourn for a closed session, an affirmative vote must be taken of the 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:
3. "I move that the Commissioners 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."
4. Motion is seconded.
5. Roll Call Vote is taken in open session.
6. All visitors leave the room.
7. 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.
8. No action may be taken in a closed session.
9. The Chair will adjourn the closed session when discussion is over, and the meeting will reconvene in open session.
10. The Chair will state for the record that no action was taken during the closed session.
11. Action may be taken in open session on any discussion made in the closed session.

Closed Session:

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

Upon Reconvening in Open Session:

Based on the recommendation from DART's CEO Search Committee, approve the employment terms and authorize the Commission Chair to execute an employment contract with the preferred DART CEO candidate.