



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 – 882 3828 4240/PASSCODE - 032222

APRIL 2, 2024 – 12:00 PM

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF APRIL 2, 2024, AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
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12. COMMISSIONER ITEMS	
A. FY 2025 DART Budget Hearing Date – Tuesday, April 23, 2024 – 2:00 P.M. (this will be held in a hybrid format)	
13. NEXT MEETING: Regular DART Meeting - Tuesday, May 7, 2024 – 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

Resource: *Brandon Paulsen, TRAC Chair*

A hybrid meeting of the Transit Riders Advisory Committee was held on Wednesday, March 28, 2024, and a quorum was met. Included are key highlights from the meeting's discussion.

- **Fleet Planning Update:** Chief Operating and Planning Officer, Luis Montoya, provided an overview of DART's current fleet of buses and shared some benefits and challenges that the different models provide. TRAC members were asked and allowed to share their feedback on the various types of buses they have utilized, and DART plans to use this feedback to inform decisions on future bus purchases.
- **Detour Project:** Customer Experience Manager, Steve Wright, shared with TRAC members some of the ways that DART currently handles detours. Consensus from TRAC members was that having access to real-time detour updates would ease anxiety around detours and help ensure riders know which bus stops and routes are impacted.
- **FY25 Budget and Funding Update:** Chief Strategy Officer, Erin Hockman, reviewed DART's current budget conversations as it relates to funding levels and potential for service reductions in the next fiscal year. This update reviewed the potential for a 20% or 10% service reduction depending on the passage of the franchise fee in the City of Des Moines before the end of May.

The next hybrid TRAC meeting is currently scheduled for Wednesday, May 1, 2024.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED IN-PERSON AND VIRTUALLY
620 CHERRY STREET, DES MOINES IA 50309
March 5, 2024**



(Meeting was held in a hybrid format)

Commissioners/Alternates Present and Voting:

Dean O'Connor, Todd Shafer (via zoom), Tara Cox, Srikant Mikkilineni, Connie Boesen (left at 12.56pm), Chris Coleman (arrived at 12.23pm), Paula Dierenfeld, Ross Grooters, Angela Connolly (left at 12.56pm), Bridget Montgomery, Russ Trimble, and Joseph Jones (via zoom)

Commissioners Absent:

Andrew Borcharding

CALL TO ORDER

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

Notice of the meeting was duly published.

APPROVAL OF AGENDA

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

It was moved by Dean O'Connor and seconded by Angela Connolly to approve the March 5, 2024, agenda. The motion carried unanimously.

PUBLIC COMMENT:

Heather Armstrong from Des Moines shared her concerns about the upcoming DART service cuts and had some suggestions of combining current routes that are not busy. Chair, Russ Trimble shared that we will be having future public input meetings and encouraged her to attend and provide her ideas.

Thomas Washington from Des Moines shared that he had an opportunity to speak with Megan Srinivas (Iowa House of Representatives) about DART and encouraged DART staff and Commissioners to continue to speak to the legislators about DART's financial challenges.

Garland Armstrong from Des Moines asked when the bus stop at Bennigans and Merle Hay Road will be up and running. Luis Montoya, Chief Operation and Planning Officer provided a verbal update of the status of the stop. Garland had some suggestions about the paratransit service in West Des Moines and shared that PACE in Chicago is doing advertisements on YouTube and suggested that DART look into doing this to create awareness.

Todd Kilzer from Urbandale, also a TRAC committee member, shared that he liked the recent editorial in the DM Register which was written by Lucas Grundmeier as it provided a good representation of the current DART funding challenges. He also encouraged DART staff and Commission to investigate State Road tax opportunities for alternate funding.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – MARCH 5, 2024**



Michael Farley from Des Moines attended the meeting after reading the Register article about DART and shared the importance of public transit in our community and asked what the citizens of the member cities could do; he encouraged DART to reach out to organizations and groups that may be able to assist with the support of DART.

TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE

Brandon Paulson, Chair of the TRAC Committee, shared that at the committee's most recent meeting on Wednesday, February 28, 2024, CEO Amanda Wanke provided a 6-month update on her work and initiatives since starting in the position. The committee was provided updates on fleet planning, Transit Employee Appreciation Day on March 18th as well as the budget and service planning, which generated much conversation and concern from some of our committee members that rely on DART as their transportation method. Brandon thanked the DART Commission and staff on behalf of the committee, for being informative and making sure the committee is updated appropriately so they can continue to be advocates for DART riders.

The next hybrid TRAC meeting is currently scheduled for Wednesday, March 27, 2024.

CONSENT ITEMS

7A – Commission Meeting Minutes – January 23, 2024

7B – Audited FY23 Financials

7C – Substance, LLC Contract for A&E Services for the new Operations and Maintenance Facility Phase 1

7D – FTA FY 2024 Buses and Bus Facilities Grants Program Application

7E – December FY2024 Consolidated Financials

7F – January FY2024 Consolidated Financials

7G – Quarterly Investment Report

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

RECEIVE AND FILE

8A – Disadvantaged Business Enterprise Goal (DBE)

It was moved by Angela Connolly and seconded by Dean O'Connor to receive and file the Disadvantaged Business Enterprise Goal (DBE). The motion passed unanimously.

DISCUSSION ITEMS:

9A – FY 2025 DART Service and Budget Planning

Amanda Wanke, Chief Executive Officer summarized the FY25 budget scenarios and related impacts that were shared during the February 23 budget workshop. Additional information,

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – MARCH 5, 2024**



requested by Commissioners during the workshop, reg provide additional information requested by Commissioners during the workshop regarding the impacts of various expense reductions proposed.

9B – Reimagine DART

Erin Hockman, Chief Strategy Officer, provided an update on Reimagine DART.

9C – Fleet Planning Update

Due to time, Chair Russ Trimble pushed this agenda item to a future meeting.

9D – June 2024 Service Change

Tony Filippini, Planning and Development Manager provided an overview of the proposed new services and fixed route changes planned for the June Service Change.

QUARTERLY AND PERFORMANCE REPORTS

10A – Performance Report – January 2024

10B – Quarterly Financial Update

10C – Quarterly Safety Report

Due to time, Chair, Russ Trimble asked the Commission to refer to their packets to review the agenda items.

DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

12A - Operations

12B – Planning

12C - External Affairs

12D – Finance/IT/Procurement

12E – Human Resources

12F – Chief Executive Officer

Due to time, Chair Russ Trimble asked the Commission to refer to their packets to review the monthly department reports.

COMMISSIONER ITEMS

None

NEXT MEETING:

Regular DART Meeting - Tuesday, April 2, 2024 – 12:00 P.M.

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COMMISSION MEETING MINUTES – MARCH 5, 2024**



ADJOURN

Chair Russ Trimble adjourned the meeting at 1.43 p.m.

Chair

Clerk

Date

CONSENT ITEM



7B: June 2024 Service Change

Action: Approve service changes to select fixed routes effective June 9, 2024

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

Background:

- At the end of the Des Moines Public Schools (DMPS) academic year, DART removes trips which specifically provide supplemental service to DMPS middle and high schools. It is expected that the school year will conclude by June 9, 2024, and trips which operate only on school days will be removed for summer break.
- Staff take the opportunity with every service change to review on-time performance and review any safety concerns which may have arisen since the last service change to propose service adjustments. Upon review, staff recommends no changes going into the summer months. Service updates will continue to be evaluated and developed in conjunction with August and November service changes.
- Special services are prepared for summer events that require additional staff time and transit resources. The summer service includes bid documents for supplemental services for the Iowa State Fair and Yankee Doodle Pops.

Title VI:

- No changes to service levels are proposed, therefore, no analysis has been conducted.

Impacts:

- Paratransit: Paratransit service areas and span will not be impacted by changes proposed in the June service package.
- Property Tax Formula: The proposed changes do not change any tier service levels for any community.

Recommendation:

- Approve the above listed service changes to select fixed routes effective June 9, 2024.

CONSENT ITEM



7C: Financial Reserve Policy

Action: Approve the Financial Reserve Policy

Staff Resource: Amber Dakan, Finance Director

Background:

- The Financial Reserve Policy sets forth the desire to maintain a prudent level of financial resources to guard its member communities and customers against service disruption in the event of unexpected temporary revenue shortfalls or unpredicted one-time expenditures. In addition, this policy is intended to document the appropriate financial reserve levels to protect DART's credit worthiness as well as provide stability and flexibility to respond to unexpected adversity and/or opportunities.
- The Financial Reserve Policy was last reviewed and approved by the commission in March of 2021.
- At the time of the last review, the revisions proposed and approved were as follows:
 - Policy was renamed "Financial Reserve Policy" from "General Fund Reserve Policy"
 - Changed the name of the General Fund Reserve to Operating Reserve
 - Established three new reserve accounts to include Capital Reserve, Stabilization Reserve, and Debt Service Reserve.
- Operating Reserve targets a 20-25% of the operating expense budget level.
- DART staff reviewed Reserve Policies of other members of the Government Finance Officers Association in the creation of this policy.
- One minor edit is recommended to include the measurement date of the operating reserve to occur at fiscal year end. This is in alignment with current practice but documents the activity for better transparency.

Recommendation:

- Approve the Financial Reserve Policy.



Financial Reserve Policy



Scope:	DART Staff and Commission
Responsible Department:	Finance
Effective Date:	October 7, 2014
Revision Date:	March 2, 2021 April 2, 2024
Approved By:	DART Commission

I. PURPOSE

DART desires to maintain a prudent level of financial resources to guard its member communities and customers against service disruption in the event of unexpected temporary revenue shortfalls or unpredicted one-time expenditures. In addition, this policy is intended to document the appropriate financial reserve levels to protect DART's credit worthiness as well as provide stability and flexibility to respond to unexpected adversity and/or opportunities.

This policy establishes the amounts DART will strive to maintain in its financial reserves, how these reserves will be funded and how the reserve funds may be used.

II. DEFINITIONS

For purposes of this Policy, the following terms or phrases shall have the following meanings:

- **"Commission"** shall mean DART's duly appointed policy-making and governing body.
- **"DART"** shall mean Des Moines Regional Transit Authority, an Iowa Code Chapter 28E entity.
- **"General Fund"** shall mean one of five governmental fund types. The General Fund typically serves as the chief operating fund of a government. The General Fund is used to account for all financial resources not accounted for in some other fund.

III. RESERVE FUND ACCOUNTS AND CONDITIONS FOR USE

A. Operating Reserve

In order to provide a consistent level of service over a multi-year period, an Operating Reserve has been established to set aside monies (within the General Fund operating and investment accounts) to enable DART to have funds on hand to cover fluctuations in operating revenue or unexpected increases in operating costs. The use of the Operating Reserve shall be limited to unanticipated, non-recurring needs, or anticipated future obligations. Operating Reserve balances shall not be used for normal or recurring annual operating expenditures.

DART will strive to maintain a funding level between 20-25% of the year's operating expense budget. This amount is expressed as a goal range to recognize that fund balance levels can fluctuate from year to year due to the normal course of operations. [The agency will measure compliance with this goal as of June 30th each year, or as soon as practical after final fiscal year-end account information becomes available.](#) In the event of extenuating or extraordinary circumstances, DART may exceed the reserve level target for an extended period.

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Financial Reserve Policy
Revision Date: March 2, 2021



In no circumstances shall the total Operating Reserve balance drop below 20% of DART's annual operating expenditures for the General Fund. If this should occur, replenishment of the Operating Reserve should be budgeted with the next fiscal year's operating budget.

B. Capital Reserve

The Capital Reserve is established to set aside monies (within the General Fund operating and investment accounts) to provide for the funding, whether in whole or as the match for a grant, of capital projects. The goal is to provide a level of annual funding sufficient to cover DART's funding match for capital projects that are grant funded and to provide funding to cover the anticipated projects fully funded by DART. Any funding received by outside organizations to assist with capital projects would be accounted for in the Capital Reserve.

C. Stabilization Reserve

The use of the Commission designated Stabilization Reserve is limited to mitigating short-term revenue losses to maintain service levels in future budgets and/or in funding capital improvement projects. Use of Stabilization Reserves are not permitted without DART Commission approval. Funds in the Stabilization Reserve will be accounted for separately from the operating funds and reported on quarterly in the Commission Financial Reports.

D. Debt Service Reserve

The Debt Service Reserve is established and maintained by the Chief Financial Officer in accordance with the provisions set forth in any outstanding bond covenants.

V. POLICY REVIEW

The Financial Reserve Policy shall be subject to review and revision by the DART Commission at least every three (3) years. This does not preclude the DART Commission from revising the Financial Reserve Policy should the DART Commission determine that the best interest of the public and/or DART would be served by making such a revision.

The DART Commission must approve any revision to the policy by majority vote before said revision shall become official policy of DART.

Policy Revision Log

Revision	Date
Policy Adopted	10/7/2014
Policy Reviewed with Commission	2/6/2018
Policy Format Updated and Commission Reviewed	3/3/2020

Financial Reserve Policy
Revision Date: March 2, 2021



Changed the name of the policy from "General Fund Reserve Policy" to "Financial Reserve Policy"	3/2/2021
Changed the name of the General Fund Reserve to Operating Reserve Establishes three new reserve accounts, including: Capital Reserve, Stabilization Reserve and Debt Service Reserve	3/2/2021
Added measurement date of Operating Reserves to occur at fiscal year end.	4/2/2024



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Added measurement date of Operating Reserves to occur at fiscal year end.	4/2/2024

CONSENT ITEM



7D:	FY 2025 State of Iowa Consolidated Transit Grant Funding Application
Action:	Approve the FY 2025 Consolidated State Transit Funding application

Staff Resource: *Mike Tiedens, Grants Program Administrator*

Background:

This consolidated resolution will summarize the individual grant programs included in the annual Iowa Consolidated Transit Funding Application. The Iowa Department of Transportation's Public Transit Bureau requires this resolution to be assured that the applying transit system has the necessary local-match resources and the ability to implement the projects according to its rules and regulations. All the projects in the application support capital and operating projects identified in the FY2025 budgets.

Operating:

State Transit Assistance Formula Funds (STA):

- The State of Iowa allocates approximately \$17 million of the registration fees on new vehicle sales to transit; the funds are distributed annually to the 35 rural and urban public transit agencies in Iowa.
- The state estimates the allotment for DART in FY 2024 will be \$2.27 million, an increase of 10% over the current year budget. DART will be applying for the funds to offset operating costs.

5311– Federal Rural Formula Program:

- The state distributes these federal funds annually based on populations served by DART outside the defined Des Moines Urbanized Area.
- DART's portion for FY 2024 was \$16,311. DART anticipates a 1–2% increase for FY2024. DART will be applying for the funds to offset paratransit operating costs in the non-urban portions of Polk County.

Capital:

Iowa State Public Transit Infrastructure Grants (PTIG):

- The PTIG program funds vertical infrastructure projects for Iowa transit agencies. The DOT's budget request for FY2024 is \$1.5 million, with no more than 40% of the total going to an individual agency in a single year.
- DART was successful in obtaining prior grant awards to renovate the offices of the 1100 DART Way Operations and Maintenance facility. The next project is to contribute to Phase 2 of a new operations and maintenance facility. DART will request \$500,000 in state funding to assist in funding Phase 2 of DART's new Operations & Maintenance facility, which requires \$125,000 in local match.



CONSENT ITEM

5339– PTMS Bus Replacements:

- DART buses are eligible to compete for replacement through the state's Public Transit Equipment and Facilities Management System (PTMS), which is funded with clean air or discretionary 5339 funding. Iowa buses typically must average over 18 years of age to rank high enough to receive funding, so DART does not score well in the PTMS selection process.
- DART will be applying for \$1,376,144 in capital funding to replace two heavy-duty buses; if selected for funding, the project requires a \$242,849 local match.

Recommendation:

- Approve the grant submissions as presented and outlined above.

CONSENT ITEM



7E: Federal Legislative & Policy Priorities

Action: Approve the 2024 Federal Legislative & Policy Priorities

Staff Resource: Erin Hockman, Chief Strategy Officer

Proposed 2024 Federal Legislative & Policy Priorities:

Federal legislative actions will be determined by DART leadership in coordination with the DART Commission, contracted policy experts and local officials as necessary. Engagement with federal lawmakers will include:

- Direct engagement by DART leadership and contract lobbyists with policymakers to educate them about DART and its mission, its ongoing opportunities and needs.
- Participation in associations and coalitions that represent DART and its objectives.
- Targeted and/or mass communications as needed to build public awareness as federal developments happen that may impact the transit industry and DART.

DART's 2024 Federal Legislative and Policy Priorities reflect the organization's commitment to providing efficient and effective transit service and the role federal lawmakers and regulators can play in helping DART fulfill its mission. Priorities include:

1. Funding for a new operations and maintenance facility
2. Fully funding the Bipartisan Infrastructure Law and providing funding flexibility
3. Providing regulatory flexibility
4. Ensuring quality bus manufacturing

Recommendation:

- Approve the 2024 Federal Legislative Priorities.



2024 Federal Legislative & Policy Priorities

1. New DART Operations and Maintenance Facility

DART's existing operations and maintenance facility is beyond useful life and in a flood plain, undersized for current and future needs, especially electric bus infrastructure, and landlocked amidst rapidly growing residential development. Given the constraints of the current facility, FTA in Region VII does not support major renovations to the existing facility. In 2019, DART was awarded a \$17.275 million Buses and Bus Facilities grant for Phase I of a new operations and maintenance facility. Since then, due to inflation, the cost to build a new facility has grown from \$68.5 million to \$110 million. **DART is seeking an additional \$30 million in federal funding for Phase 2 through the Buses and Bus Facilities program.**

2. Fully Fund the Bipartisan Infrastructure Law and Provide Funding Flexibility

Federal COVID relief dollars enabled DART to maintain critical transportation services throughout the pandemic. Due to historic inflation, supply chain challenges and workforce shortages, costs to provide public transportation services are continuing to outpace local revenue. The DART Board of Commissioners and staff are working extremely hard with state lawmakers and local leaders to address operating funding shortfalls. Greater flexibility in how federal funds can be used and reducing local match requirements would be extremely helpful as DART works to maintain service for a growing region.

a. Fully fund the Bipartisan Infrastructure Law – Annual appropriations for public transit should be at full levels authorized under the Bipartisan Infrastructure Law (BIL), including \$21.6 billion in fiscal year 2025. After years of disinvestment, the BIL increases the Buses and Bus Facilities program from \$808 million in FY21 to \$2.2 billion in FY26. This is greatly appreciated as the demand for bus transit and facilities funds remains at an all-high time.

b. FY24 Appropriations: Buses and Bus Facilities Plus-Up and Report Language Request – In 2023, the Buses and Bus Facilities competitive grant program received \$8.7 billion in funding requests for \$1.7 billion available. This is the largest oversubscription in the program's history. Plus-up funding would help address some of this demand. In addition, inflation is significantly impacting the cost of previous, current and future bus purchase orders and transit facility construction projects. Cost escalations are reducing the impact of grant awards by forcing transit systems to cut bus purchase orders or require additional non-federal funds from the transit system to fill the gap. DART supports appropriations report language giving the FTA flexibility to use

additional plus-up funds to help transit systems cover cost escalations as previous award amounts are no longer able to cover the full cost of procurement.

- c. Reduce or eliminate local match requirements** – DART recommends Congress direct the FTA to provide greater flexibility and relax local match requirements where possible for FTA grants and formula funds. Public transit systems are facing unprecedented cost increases due to workforce shortages and supply chain challenges all while still trying to recover from the pandemic.

3. Regulatory Flexibility

- a. Spare ratio flexibility** – As the transit industry navigates bus manufacturing challenges and the transition to zero-emission vehicles, additional flexibility in spare-ratio requirements is necessary. DART supports The Bus Coalition's recommendation that, at the end of 49 U.S.C. X 5339, a new section be added as follows: (d): "The Federal Transit Administration shall amend the Grant Management Requirements Circular 5010.1(a) to not consider vehicles operating beyond the minimum useful life in the spare ratio calculation; and (b) to not consider low- or no-emission vehicles in the spare ratio calculation for the next five years."

Vanpool fleets also require spare ratio flexibility as vanpooling continues to recover from the pandemic and work to transition to zero-emission fleets.

- b. Increase the percent share of 5307 funds that can be used for operating** – Transit systems around the nation are struggling, post-pandemic, to fund their transit operations. DART is experiencing this same issue. Congress should direct FTA to provide regulatory relief by raising or eliminating the operating cap limit on Section 5307 funding. Currently, DART receives about \$8.9 million but can only use up to 50% for operating and the remainder helps fund DART's capital program. Additional flexibility would give transit agencies more options to fund transit service despite rising costs.
- c. Restore asset disposition rules to efficiently use taxpayer funds.** IIJA reduced the ability of transit agencies to retain the sale of proceeds from an asset past its useful life. Prior to this change transit agencies could keep all the proceeds if the funds were reinvested into new capital projects. Today, they have to share the proceeds after the first \$5,000. This creates an additional administrative burden, particularly for small- to mid-size agencies, at a time

when agencies are having to reduce staff due to budget shortfalls. DART supports aligning the interests of taxpayers and transit agencies to maximize the value assets sold and reinvest those proceeds into new assets, typically new buses.

- d. Include first-mile, last-mile trips provided by private transportation companies in federal formula calculations.** DART's service area continues to grow because of urban sprawl, requiring creative and innovative service delivery options that provide the most efficient and effective service at the lowest cost to taxpayers. A fixed route bus isn't usually the most efficient or effective way to serve low-density areas of our region. However, we need an affordable way to connect individuals living and working in these areas to our fixed route transit network. The most affordable option we have found to-date is using TNCs and taxis to provide first-mile, last-mile trips to the nearest bus stop. If a private transportation provider is used to provide an affordable connection to a transit trip paid for by the transit agency, and the rider can choose between multiple service providers, these trips should be considered transit trips and included in a separate category from bus miles as part of the federal formula calculation.

2. Bus Quality

- a.** DART believes the FTA should consider improvements to the bus testing program, authorized by Section 5318 of Title 49, that protects transit agencies by testing buses to ensure they meet standards of quality and performance.

CONSENT ITEM



7F:	FY 2024 Agency Safety Plan Update
Action:	Approve the FY 2024 Agency Safety Plan Update

Staff Resource: *Pat Daly, Safety Manager*

Background:

On December 1, 2020, the DART Commission approved its Public Transportation Agency Safety Plan (ASP), as required by the FTA.

A requirement of the ASP is an annual review and update and governing body approval.

Another requirement of the ASP is that the DART Safety Committee approve changes to the ASP before it is sent for Commission approval. The DART Safety Committee approved the updated version of the ASP on October 24, 2023.

Changes and Additions to the ASP:

- The changes and additions to the ASP are:
 - Updated CEO signatures.
 - Expanded "Just Culture" statement.
 - Updated safety performance metrics for FY 2024 and included results of safety performance metrics for FY 2023.
 - Updated DART organization chart.

Recommendation:

- Approve DART's FY 2024 Agency Safety Plan review and changes.

CONSENT ITEM



7G: Executive Consulting Contracts

Action: Approve extending Contracts for up to two (2) years

Staff Resource: Michael Gulick, Procurement and Contract Manager

Background:

- Deibler & Company, Wixted, Inc., and Educational Data Systems Inc. provide key executive consulting services to DART. All three submitted proposals to DART's executive consulting RFP (RFP FY22-R-012 Executive Consulting Services) and were awarded two-year contracts.
- The current contract term for:
 - Deibler & Company ends on April 26, 2024
 - Wixted, Inc. ends on April 18, 2024
 - Educational Data Systems ends on May 8, 2024
- To date, DART has paid \$137,567.77 toward these contracts (\$90,850 to Deibler & Company, \$8,200.00 to Wixted, Inc., \$38,517.77 Educational Data Systems Inc.).
- Deibler & Company, Wixted, Inc., and Educational Data Systems Inc. have unique, in-depth knowledge of the challenges and opportunities DART faces in the coming year. Awarding contracts to different vendors would result in substantial duplication of costs that wouldn't be recovered through competition and would be a costly expense during this time of DART's unprecedented funding challenges.
- DART continues with budget shortfalls, and political and public relations. To meet these challenges, DART needs support from executive consulting professionals.
- To address DART's ongoing budget challenges and optimize its operations, DART is undertaking a "Reimagine DART" initiative. This comprehensive fact-finding and strategy planning project has the potential to significantly change how DART manages its finances and operates as a transit authority for the benefit of its member communities, including how and the extent to which it utilizes executive consulting services.
- DART is requesting to purchase services from Deibler & Company, Wixted, Inc., and Educational Data Systems Inc. for up to two (2) additional years, at which time DART resources and strategic plans will be sufficient to effectively undertake a new RFP process for any needed executive consulting services.

Recommendation:

- Approve extending the current Contracts for up to two (2) additional years for an additional combined not to exceed amount of \$200,000.

CONSENT ITEM



7H: February FY2024 Consolidated Financial Report

Action: Approve the February 2024 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Director

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route operating revenue is exceeding budget by 5.5% year-to-date. This is a result of higher revenues in Other Contracted Services, Mobile Ticketing Passes, and Cash Fares.
- Fixed Route non-operating revenue is trending over budget by 12.1% due to the timing of grant funding drawdowns as well as high levels in interest income due to interest rates.
- Mobility Services operating revenue is exceeding budget by 6.5% so far in FY2024. Polk County Funding, Cash Fares, and Mobile Ticketing Passes are all ahead of budget projections.
- Mobility Services non-operating revenue is 25.8% under budget year-to-date resulting from drawdown grant funding timing.
- Caravan revenues are under budget by 39.2% year-to-date due to lower than anticipated passenger fares and the timing of grant funding drawdowns. Caravan is working to add additional business partners to the program in FY25.

Operating Expense:

- Fixed Route operating expenses are seeing a 4.5% savings from projections. Insurance and Salaries, Wages & Fringes are the two categories seeing the most savings year to date.
- Mobility Services operating expenses are over budget by 7.7% year-to-date. Salaries, Wages, and Fringes and Purchased Transportation Services are seeing the highest over budget levels attributed to increased volume demands.
- Caravan has budget savings of 26.3% year-to-date for operating expenses. Services and Fuel and Lubricants are seeing the largest savings to date.

Recommendation:

- Approve the February FY2024 Consolidated Financial Report.

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

Fixed Route	\$ 3,871,910	Reserve for Accidents (See Balance Sheet):
Mobility Services	\$ (926,659)	\$222,231.56
Caravan	\$ (44,136)	
Total	\$ 2,901,115	

FY2024 Financials:

February 2024

FIXED ROUTE	February 2024			Year-To-Date-(8) Months Ending 2/29/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	349,730	402,217	(52,487)	3,394,163	3,217,733	176,430
Non-Operating Revenue	2,727,501	2,674,281	53,220	23,971,949	21,394,247	2,577,702
Subtotal	3,077,231	3,076,498	733	27,366,112	24,611,980	2,754,132
Operating Expenses	3,013,055	3,076,498	63,443	23,494,202	24,611,980	1,117,778
Gain/(Loss)	64,176	-	64,176	3,871,910	-	3,871,910

MOBILITY SERVICES	February 2024			Year-To-Date-(8) Months Ending 2/29/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	58,621	53,054	5,567	451,967	424,433	27,534
Non-Operating Revenue	264,429	343,925	(79,496)	2,040,648	2,751,400	(710,752)
Subtotal	323,050	396,979	(73,929)	2,492,615	3,175,833	(683,218)
Operating Expenses	400,131	396,979	(3,152)	3,419,274	3,175,833	(243,441)
Gain/(Loss)	(77,081)	-	(77,081)	(926,659)	-	(926,659)

CARAVAN	February 2024			Year-To-Date-(8) Months Ending 2/29/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	17,234	33,333	(16,099)	167,172	266,667	(99,495)
Non-Operating Revenue	-	9,468	(9,468)	41,000	75,740	(34,740)
Subtotal	17,234	42,801	(25,567)	208,172	342,407	(134,235)
Operating Expenses	26,798	42,801	16,003	252,308	342,407	90,099
Gain/(Loss)	(9,564)	-	(9,564)	(44,136)	-	(44,136)

SUMMARY	February 2024			Year-To-Date-(8) Months Ending 2/29/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	425,585	488,604	(63,019)	4,013,302	3,908,833	104,469
Non-Operating Revenue	2,991,930	3,027,673	(35,743)	26,053,597	24,221,387	1,832,210
Subtotal	3,417,515	3,516,278	(98,763)	30,066,899	28,130,220	1,936,679
Operating Expenses	3,439,984	3,516,278	76,294	27,165,784	28,130,220	964,436
Gain/(Loss)	(22,469)	-	(22,469)	2,901,115	-	2,901,115

ACTION ITEM



8A: FY2025 Budget Public Hearing Date

Action: Approve the Public Hearing on the FY2025 Budget

Staff Resource: Amber Dakan, Finance Director

Background:

- Staff began preparing the FY 2025 DART Budget this past fall and apprised the DART Commission regularly on the revenue and expense assumptions used to develop the proposed budget.
- A workshop was held with Commission and City Managers/Administrators on February 23, 2024, where staff outlined the proposed FY 2025 Budget in detail.
- Per the 28M Agreement, the Regional Transit Authority must hold a public hearing on the proposed budget and allow any member community or the public to provide information to the Commission prior to its adoption of the budget. A public hearing on the proposed budget is scheduled for:

Tuesday, April 23, 2024

2:00 P.M.

DART Offices – 620 Cherry Street

Des Moines, Iowa 50309

(this meeting will be held in a hybrid format and a zoom link will be made available)

FY 2025 Budget:

- The FY 2025 budget is focused on providing stability for DART riders, staff, and member communities with the next three years in mind. Economic pressures and a challenging labor market continue to challenge plans for limited growth in expenses as well as property tax funding. The DART FY 2025 budget aims to match service levels with funding availability.
- FY 2025 revenue assumptions include:
 - Residential rollback 46.3428%, Commercial rollback 90% for value exceeding \$150,000.
 - Multi-Residential rollback category has been integrated into the Residential rollback. The impact is more than \$2.5 million cumulatively.
 - Property tax revenue growth funds original structural deficit.
 - Implementation year four of new property tax formula used to calculate DART levy rates. Rates are based 60% on old formula and 40% on new formula.
 - Loss of \$100,000 in property tax backfill due to new legislation (7-year phase out).
 - \$1,500,000 in one time reserve funds will be used to reduce property tax requirements.
- FY 2025 expenditure assumptions include:
 - Service levels will be matched to funding availability.
 - 8% premium increase in health insurance expense.



ACTION ITEM

8A: FY2025 Budget Public Hearing Date

- 30% premium increase in property insurance.
- IPERS rates steady at FY2024 levels.
- Mobility Services/Paratransit will see operator growth reflected in increasing Bus Plus demand.
- Local match budgeted to meet needs for FY 2025 FTA formula funding.

Recommendation:

- Approve the Public Hearing on the FY 2025 Budget with the expectation that staff will bring a constrained budget, reflecting final funding commitments from the City of Des Moines and corresponding reduced service levels, to the June Commission meeting.

DISCUSSION ITEM



9A:	FY 2025 Budget and Service Planning and Public Input Plan
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Amanda Wanke, Chief Executive Officer

Staff Resource: *Erin Hockman, Chief Strategy Officer*

Luis Montoya, Chief Planning and Operations Officer

- Staff will provide an update on the budget and service planning scenarios and share plans for upcoming public input.

DISCUSSION ITEM



9B:	Fleet Planning Update
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Staff Resource: *Luis Montoya, Chief Planning Officer*

- Staff will provide an overview and update on fleet planning activities to advise on upcoming procurements and fleet decisions.

DISCUSSION ITEM



9C: Reimagine DART

Staff Resource: *Erin Hockman, Chief Strategy Officer*

- Staff will provide an update on Reimagine DART.

DISCUSSION ITEM



9D: Operations and Maintenance Facility Update

Staff Resource: Luis Montoya, Chief Operating and Planning Officer

- Staff will provide a brief overview and update on the status of Phase I of the new Operations and Maintenance Facility.

DISCUSSION ITEM



9F: Performance Report – February 2024

Staff Resource: *Nate Bleadorn, Business Intelligence Manager*

Summary of February 2024 Monthly Performance:

- Total February Ridership was up 24% compared to the same month last year with YTD ridership 10.7% higher than FY23 YTD. Driving this growth is:
 - Fixed route ridership was up 25% compared to February 2023 and YTD ridership is up 11.4%.
 - Paratransit ridership was up 16% compared to February 2023 and YTD ridership is up 11.4%.
 - DART On Demand ridership was up 45% compared to February 2023 and YTD ridership is up 44%.
- Both preventable and non-preventable accidents decreased in February. Preventable accidents were .50 per 100,000 miles, and non-preventable were .75 per 100,000 miles. Through February, our preventable accidents YTD were .65 per 100,000 miles, which meets our goal of less than 1 preventable accident per 100,000 miles. Non-preventable accidents per 100,000 miles YTD is 1.50.
- On-Time Performance (OTP) was 80.84% in February. This is below our target of 85%. The month-to-month improvement is the result of no weather events, but the team is still working through detours due to construction.
- Road calls per 100,000 miles, which is when buses need service while in operation, were 10.02 for fixed route in February. YTD we are at 11.08 road calls per 100,000 miles for fixed route, which does not meet our goal of fewer than 7 road calls per 100,000 miles. The higher number of road calls reflects our aging fixed route fleet. Because we have not purchased new buses for two years, we have several buses we are maintaining in service beyond their normal useful life.
- Caravan ridership is down 19.19% YTD through February, reflecting the sunset of our partnership with TPI. Rides for February were virtually flat from February of 2023 (down 1%).



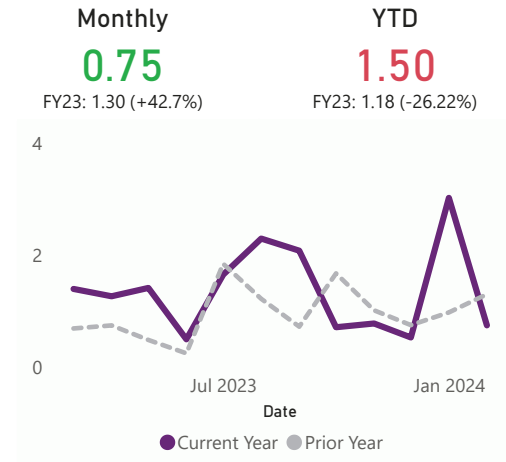
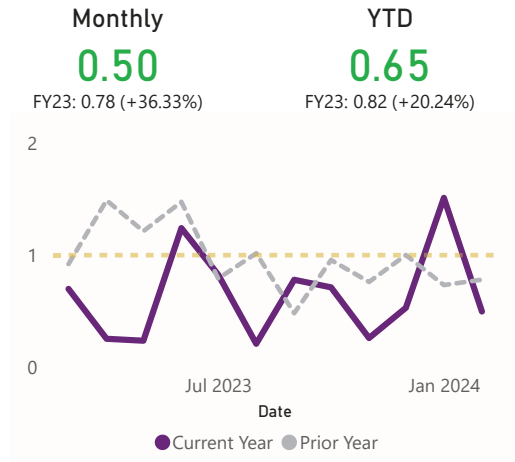
Performance Summary - February 2024

3/1/2023 2/29/2024

Ridership

Preventable Accidents/100k Miles

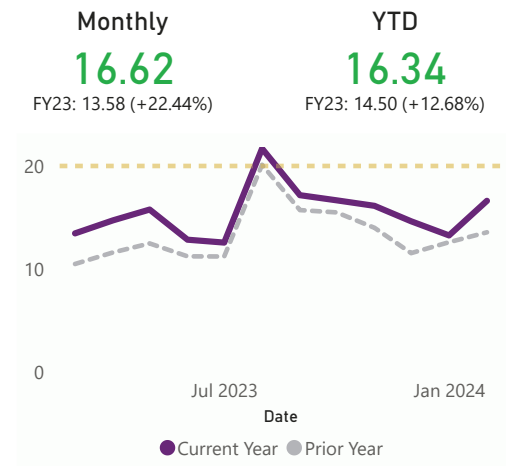
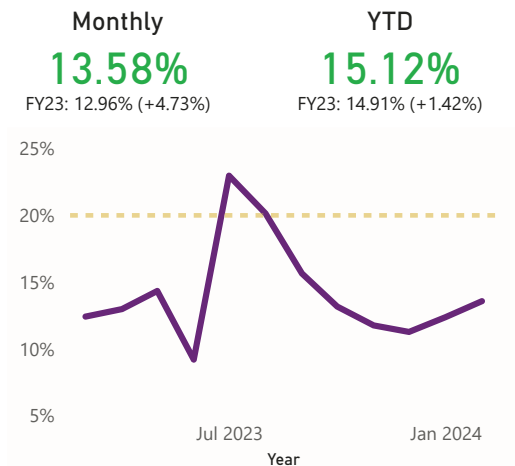
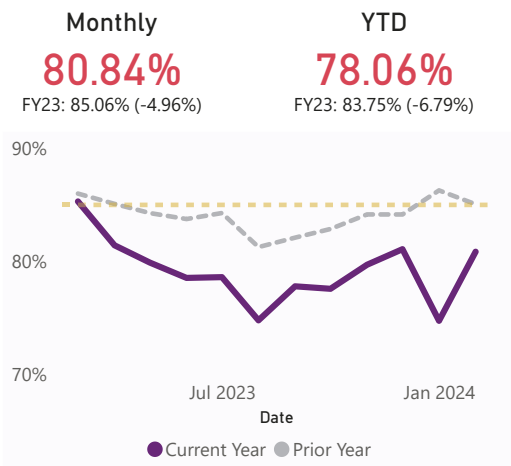
Non-Preventable Accidents/100k



On-Time Performance

Farebox Recovery Ratio

FR Passengers / Revenue Hour





Fixed Route Performance

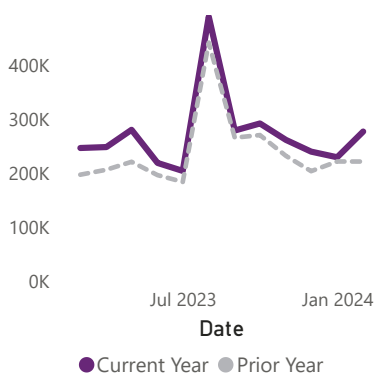
3/1/2023

2/29/2024

Ridership

Monthly
277,703
FY23: 222,011 (+25.09%)

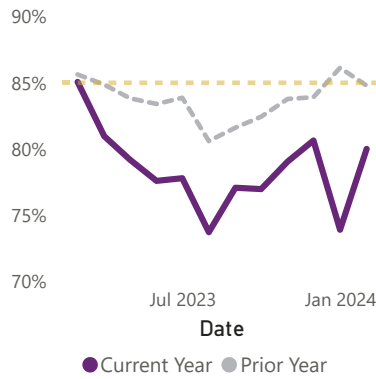
YTD
2,278,033
FY23: 2,045,135
(+11.39%)



On-Time Performance

Monthly
80.00%
FY23: 84.79% (-5.65%)

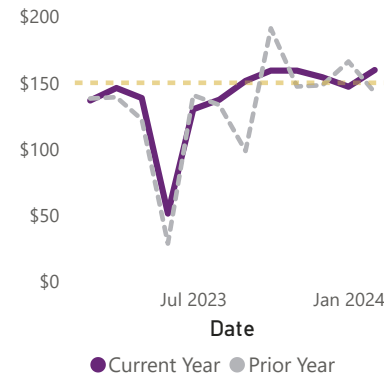
YTD
77.32%
FY23: 83.37% (-7.26%)



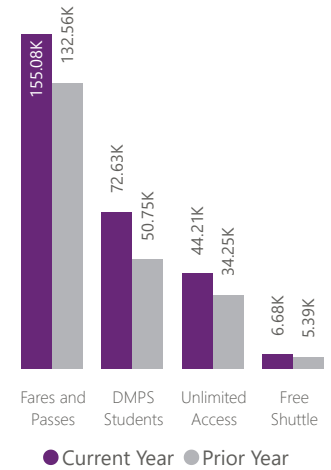
Operating Cost/Rev. Hour

Monthly
\$159.63
FY23: \$142.76 (-11.81%)

YTD
\$149.27
FY23: \$145.82 (-2.36%)



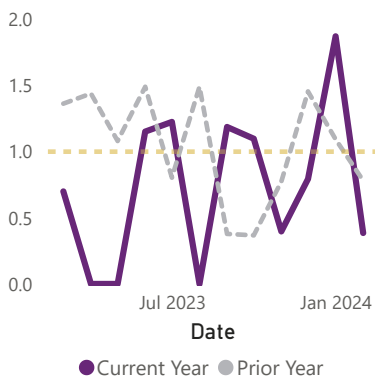
Monthly Ridership by Fare Group



Preventable Acc./100k

Monthly
0.39
FY23: 0.78 (+50.65%)

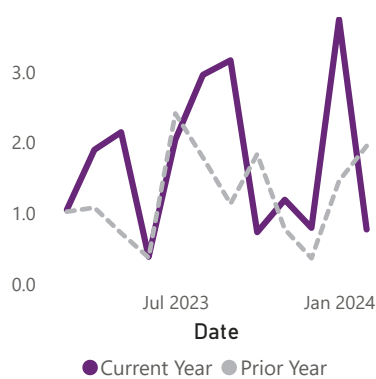
YTD
0.84
FY23: 0.92 (+8.09%)



Non-Preventable Acc./100k

Monthly
0.77
FY23: 1.95 (+60.52%)

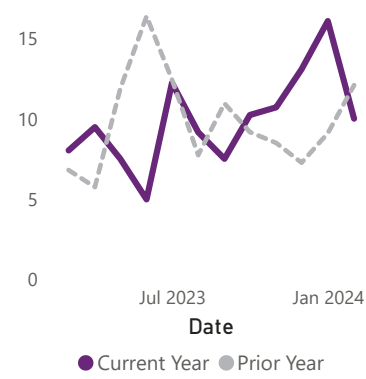
YTD
1.96
FY23: 1.46 (-34.04%)



Road Calls/100k Miles

Monthly
10.02
FY23: 12.10 (+17.22%)

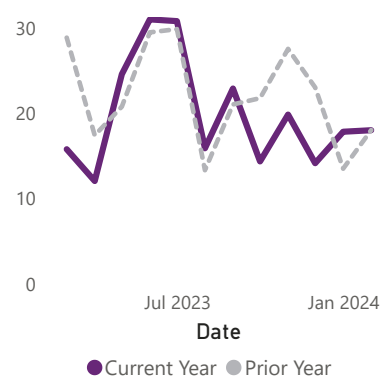
YTD
11.08
FY23: 9.57 (-15.8%)



Complaints/100k Passengers

Monthly
18.00
FY23: 18.02 (+0.07%)

YTD
18.61
FY23: 20.05 (+7.16%)





Paratransit Performance

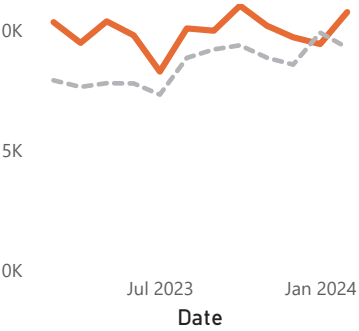
3/1/2023

2/29/2024

Ridership

Monthly: **10,759**
FY23: 9,273 (+16.03%)

YTD: **79,459**
FY23: 71,355 (+11.36%)

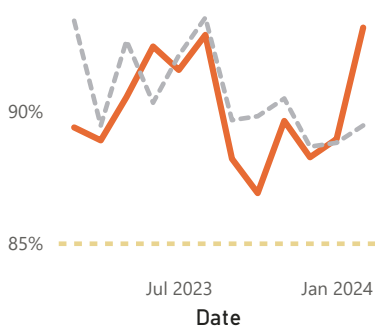


● Current Year ● Prior Year

On-Time Performance

Monthly: **93.17%**
FY23: 89.47% (+4.14%)

YTD: **89.97%**
FY23: 90.29% (-0.35%)

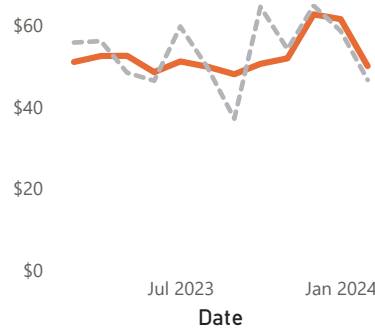


● Current Year ● Prior Year

Operating Cost/Passenger

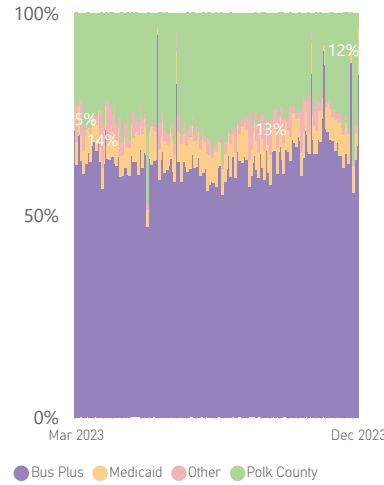
Monthly: **\$49.97**
FY23: \$46.59 (-7.26%)

YTD: **\$53.05**
FY23: \$54.22 (+2.16%)



● Current Year ● Prior Year

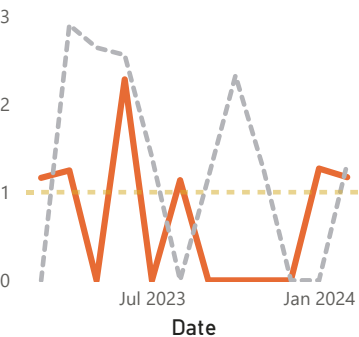
Paratransit Customer Type Breakdown



Preventable Acc./100k

Monthly: **1.17**
FY23: 1.32 (+11.63%)

YTD: **0.45**
FY23: 0.94 (+51.88%)

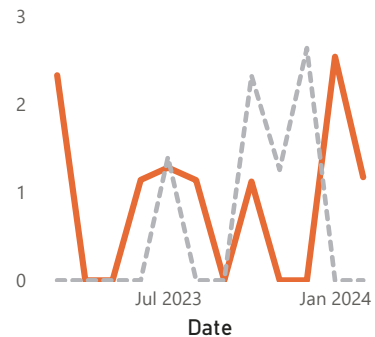


● Current Year ● Prior Year

Non-Preventable Acc./100k

Monthly: **1.17**
FY23: 0.00

YTD: **0.90**
FY23: 0.94 (+3.77%)

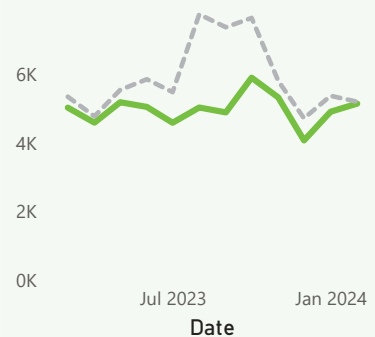


● Current Year ● Prior Year

RideShare - Ridership

Monthly: **5,156**
FY23: 5,210 (-1.04%)

YTD: **39,946**
FY23: 49,434 (-19.19%)

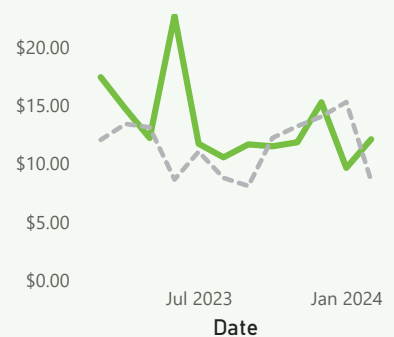


● Current Year ● Prior Year

RideShare - Op. Cost/Passenger*

Monthly: **\$12.10**
FY23: \$8.53 (-41.83%)

YTD: **\$11.70**
FY23: \$11.17 (-4.78%)



● Current Year ● Prior Year



DART On Demand Performance

Request Zone

All

Booking Type

All

3/1/2023

2/29/2024

Completed Trips

Monthly

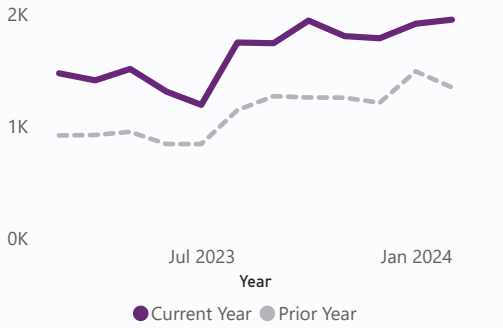
1951

FY23: 1346 (+44.95%)

YTD

14076

FY23: 9805 (+43.56%)



Avg. Wait Time (On Demand)

Monthly

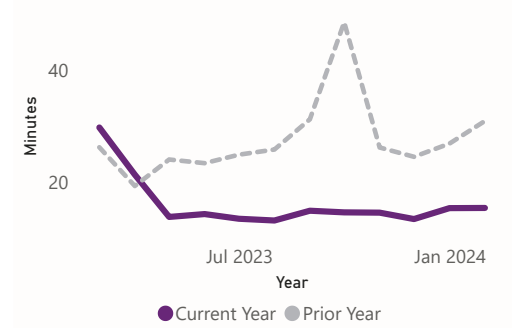
15.39

FY23: 30.93 (+50.24%)

YTD

14.31

FY23: 29.95 (+52.22%)



Mobile Booking Rate

Monthly

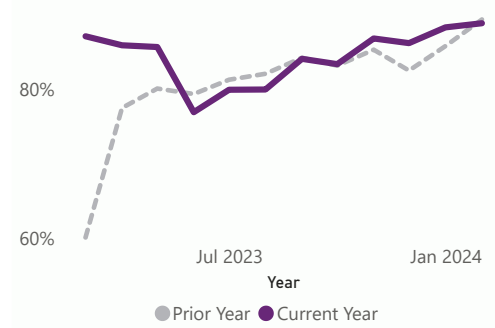
88.79%

FY23: 89.29% (-0.56%)

YTD

84.87%

FY23: 84.56% (+0.36%)



Unique Active Riders

Monthly

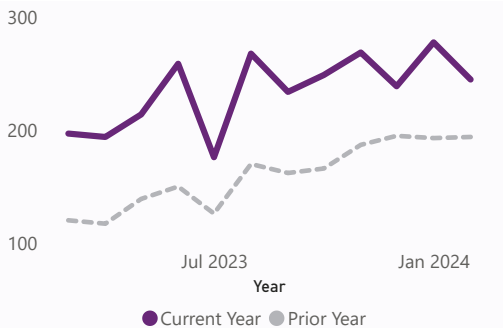
245

FY23: 194 (+26.29%)

YTD

753

FY23: 548 (+37.41%)



New Accounts Created

Monthly

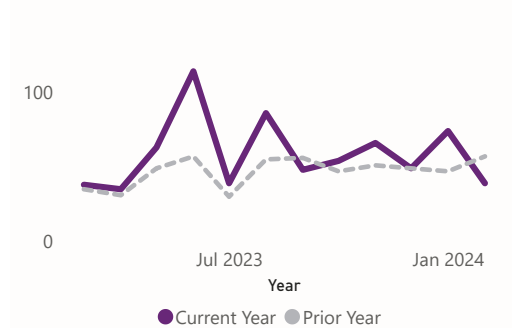
39

FY23: 57 (-31.58%)

YTD

455

FY23: 392 (+16.07%)



First Time Riders

Monthly

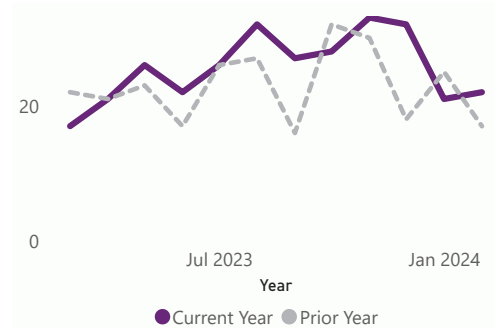
22

FY23: 17 (+29.41%)

YTD

41

FY23: 33 (+24.24%)





Route Details

Month

February 2024 ▼

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	11,473	10,343	324,007	303,780	20,227	6.7%	27.85	60.21%
	#3 - University	25,777	21,120	199,810	184,248	15,562	8.4%	16.26	75.91%
	#4 - E. 14th	11,031	9,149	87,318	76,437	10,881	14.2%	13.13	78.45%
	#5 - Franklin Ave/Johnston	12,042	9,648	86,819	66,433	20,386	30.7%	11.54	78.92%
	#6 - Indianola	29,212	20,019	191,491	162,440	29,051	17.9%	22.62	82.30%
	#7 - SW 9th St.	28,132	23,575	215,644	192,119	23,525	12.2%	27.51	85.00%
	#8 - Fleur Dr.	2,737	2,317	22,286	17,573	4,713	26.8%	16.16	73.13%
	#10 - East University	1,517	934	9,629	7,518	2,111	28.1%	8.65	82.23%
	#11 - Ingersoll/Valley Junction	4,161	3,107	27,708	21,052	6,656	31.6%	19.93	61.50%
	#13 - Evergreen	5,933	4,808	36,001	32,186	3,815	11.9%	41.01	80.93%
	#14 - Beaver Ave.	14,911	12,765	108,280	103,498	4,782	4.6%	15.36	82.73%
	#15 - 6th Ave.	22,139	15,123	151,433	126,570	24,863	19.6%	22.23	76.54%
	#16 - Douglas Ave.	30,298	24,556	223,383	201,118	22,265	11.1%	18.53	78.84%
	#17 - Hubbell Ave.	21,159	17,163	162,763	141,803	20,960	14.8%	15.68	79.20%
	#50 - Euclid	5,871	4,622	47,624	39,025	8,599	22.0%	9.09	82.53%
	#52 - Valley West/Jordan Creek	10,693	8,316	88,246	72,491	15,755	21.7%	10.21	67.59%
	#60 - Ingersoll/University	24,776	20,152	180,491	167,738	12,753	7.6%	15.36	79.29%
#72 - West Des Moines Loop	2,855	3,825	21,738	33,649	-11,911	-35.4%	6.19	75.30%	
#74 - NW Urbandale	402	532	3,163	3,877	-714	-18.4%	3.15	77.24%	
2. Shuttle	Link Shuttle	1,085	665	6,648	6,060	588	9.7%	3.01	86.44%
	Downtown Shuttle	4,937	4,475	42,297	47,380	-5,083	-10.7%	9.29	81.55%
3. Express	#92 - Hickman	960	322	4,799	3,089	1,710	55.4%	5.65	67.71%
	#93 - NW 86th	608	631	6,419	5,003	1,416	28.3%	4.27	77.48%
	#94 - Westown	356	240	2,899	3,037	-138	-4.5%	5.28	80.67%
	#95 - Vista	600	204	2,107	1,756	351	20.0%	5.53	74.18%
	#96 - E.P. True	809	963	5,342	5,900	-558	-9.5%	7.04	69.08%
	#98 - Ankeny	2,107	2,153	14,931	15,624	-693	-4.4%	6.37	76.01%
	#99 - Altoona	374	284	2,344	2,016	328	16.3%	3.56	79.24%
5. On Call	Ankeny								
	NW Johnston / Grimes								
	Regional				28	-28	-100.0%		
6. DART On Demand	#31 - DART On Demand - Jordan Creek			17		17	Infinity	18.89	
	#32 - DART On Demand - River Bend	7		97		97	Infinity	7.65	
	DART On Demand - Ankeny	1,944	1,346	14,005	9,879	4,126	41.8%	3.31	
Cab	Paratransit: Taxi	1,041	736	7,995	4,532	3,463	76.4%	3.41	
Paratransit	Paratransit: Bus/Van	7,767	7,153	57,608	56,735	873	1.5%	1.80	89.97%
RideShare	RideShare	5,156	5,210	39,946	49,434	-9,488	-19.2%	5.25	
Total		292,870	236,456	2,395,288	2,164,028	231,260	10.7%	12.90	78.06%

10A: Operations Team Report - April 2024

Staff Resources: *Luis Montoya, Chief Operating and Planning Officer*

Maintenance – Keith Welch, Fleet Manager

New Heavy-Duty Bus Order: For a variety of reasons, DART has delayed its regular schedule for ordering heavy duty vehicles. To maintain a useful life that results in the most efficient utilization of taxpayer resources, new heavy-duty buses may need to be ordered in the next few months, depending on future service plans. The Planning and Operations teams are assessing fleet and bus sizing needs and are discussing the options with the Commission to guide the next steps.

New Light-Duty Bus Order: DART Planning and Operations teams are in the process of reviewing bus build specifications and pricing for the next Light-Duty bus build. Once completed we will bring a recommendation for the next order to the commission.

Supply Chain/Bus Part Delays (Quarterly Update): The overall timeline of receiving parts has improved over the last several months. However, we are still experiencing delays up to (160 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.

Maintenance Technician ASE Advancements: In 2013 DART Maintenance established the Vehicle Maintenance Technician Program, the program was updated in 2019 and is based on the ASE (Automotive Service Excellence) national testing. Since updating the program in 2019 many technicians have advanced in testing and skill level. Today DART has 21 technicians at the following ASE levels:

- Masters- 11
- Journeyman- 2
- Tech-IV- 1
- Tech-II- 2
- Tech-I- 5

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

Transit Employee Appreciation Day: On March 18, 2024, DART celebrated Transit Employee Appreciation Day by recognizing our employees who work tirelessly behind the scenes to keep our communities connected. From bus operators and maintenance staff to dispatchers, planners, building and grounds employees, and the entire support staff at DART, their dedication ensures that thousands of riders reach their destinations safely and on time every day. We thank Commissioner Todd Shafer for taking some time out of his morning to visit 1100 DART Way on this day.

MONTHLY REPORT

10A: Operations Team Report



Code of Conduct Signage: DART customers will soon see a new poster on buses that outlines expected behaviors for individuals using public transit. The Code of Conduct services as a framework for promoting respectful interactions and maintaining a positive environment on all DART buses and at Dart Central Station.

Bus Plus Recertification Report: Staff are happy to report that the first round of Bus Plus recertification applications are trickling in. Bus Plus customers, who have renewed their ADA certification, are have taken nearly 800 trips on DART's fixed route service since we began offering Bus Plus riders free fares on Fixed Route. Encouraging Bus Plus riders to use Fixed Route services when possible meets their mobility needs in a more cost-effective manner.

Facilities – Ben Cross, Facilities Manager

Bus Wash Update: The bus wash is fully functional again and replacement brushes are being quoted to make it more efficient. The brushes were last replaced in 2018. The installation will be handled by Facilities. The bus wash needs to stay in operation until we can build Phase II of the new Operations and Maintenance facility, which has yet to secure funding.

Shelter Vandalism: The bus shelter located on 18th & Grand received damage to the ad panel glass. This is the second panel that has been broken in the last 12 months on this shelter and will go to the DART Executive Leadership team for review once one more panel is broken at this location. DART has a replacement on hand and will do the installation.

Leaking Roof: Facilities has been patching the roof at 1100 DART Way to address observed leaks. We do this a few times a year based on need. We are trying to avoid the expense of replacing the roof but will need to maintain the buildings until at least all of Phase II is built out for the new O&M facility, which has yet to secure funding.

State Capitol Park and Ride: The Department of Administrative Services has requested that DART consider alternative locations in the vicinity of the Capitol for its Iowa State Fair Park and Ride ticket booth and boarding area. The customer parking would not be affected, but staff are determining if side streets are a more appropriate location for customers to board and buses to queue.

10B	Planning Team Report
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Staff Resources: *Luis Montoya – Chief Operating and Planning Officer*

- **Operations and Maintenance Facility:** Staff received word from the City of Des Moines that due to an upcoming road widening project on SE 36th St., they wish to remove 20 feet along the entire east side from the parcel that they are selling us. We have to update the appraisal and obtain FTA concurrence on a new, lower purchase price that reflects this reduce parcel size. We anticipate that this will delay closing on the land by about 4-6 weeks, but will not impact the design and construction timeline.
- **FY25 Budget and Service Planning:** Staff are preparing details of a likely 10%-20% service reductions in November. We will hold another round of public outreach in May to share the specific impacts of the service cuts.
- **DART On Demand:** Planning staff are preparing a recommendation to transition the DART On Demand service in the Jordan Creek area to an On Call service. The service has experienced very low ridership and does not justify having a vehicle deployed every day. Instead, customers wishing to travel in this area can book a trip a day ahead of time and still get where they need to go. A recommendation will be brought to the Commission in May.
- **New Bus Stop in Urbandale:** DART worked with the cities of Urbandale and Des Moines to add pedestrian safety and accessibility improvements on Merle Hay Rd. at Sutton so that a pair of bus stops could be added. The City of Urbandale recently completed the improvements on their side of the road and we are preparing to add a bus stop to this much-requested location.

10C: External Affairs Team Report

Staff Resources: *Erin Hockman, Chief Strategy Officer*

- **Congressman Nunn Operations and Maintenance Facility Tour:** Congressman Nunn and his Outreach Director, Tony Chavez, toured the operations and maintenance facility on March 18. The tour was an excellent opportunity to highlight the challenges of the existing facility and reinforce the need for additional federal funds to support building a new facility.



- **Federal Legislative and Policy Priorities:** With input from DART staff and federal lobbyists, DART's 2024 Federal Legislative and Policy Priorities were developed and shared with the DART Executive Committee at their March meeting. These priorities will be the focus of conversations with DART's congressional delegation during hill visits in early April and a meeting with FTA staff in May during DMDC.
- **Community Project Funding Request:** Staff are finalizing a Community Project Funding request that will be submitted to Congressman Nunn's office in early April. The funding request is for a training bay in the new operations and maintenance facility that will be used to train DART technicians. The training bay will be constructed as part of Phase I.

Marketing – Carissa Meredith, Marketing Manager

- **Transit Employee Appreciation Day Support:** Staff helped promote Transit Employee Appreciation Day (TEAD) this year by taking new photos for operators and maintenance staff and broadcasting supportive comments collected via social media and email.

During last year's TEAD event, many staff members expressed interest in receiving updated employee photos, for use on ID badges and internal recognition. Marketing & Communications Coordinator, Dakota Hall, with the help of the Transportation Coordinator, Kimberly Esquibel-Jones, set up at DART Way and DART Central Station to take updated operator headshots in the weeks prior to TEAD 2024. 116 staff member headshots were captured and edited.



DART received 20 separate comments on social media and email, recognizing DART staff and specific operators. The Marketing Team then displayed these comments in operator lounges and the DART Central Station lobby.

MONTHLY REPORT
10C: External Affairs Team Report



- **Updates and Enhancements to Customer Communications:** In our ongoing commitment to improving the customer and employee experience, we're implementing a series of updates and enhancements to customer communications on our fixed route buses based on feedback from operators.
 - **Code of Conduct:** Clear signage outlining our code of conduct.
 - **Fare Pricing Decals:** Easy-to-understand fare pricing decals to make boarding quicker and to support our operators' role in fare collection.

- **DART On Demand River Bend Spring Marketing Campaign:** Despite two prior marketing promotions, adoption of DART On Demand River Bend continues to be low. We're launching a third multi-channel campaign to try and increase awareness and ridership:
 - **Existing riders:** Emails, SMS texts, and bus brochures with discount codes.
 - **New riders (April):** Direct mail postcards and discount code posters.

This targeted approach ensures both existing and potential riders in River Bend know about this convenient new service.

MyDART App Report

Metric	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	TOTAL FY 2024
Downloads	3,450	1,496	1,361	1,349	833	1,351	1,269	12,561
iOS	1,784	505	420	399	359	352	296	4,498
Android	1,676	991	941	956	474	999	973	8,079
Accounts Created	4,117	924	881	842	757	934	805	10,339
Orders Placed	11,707	6,226	6,889	6,470	6,364	6,294	6,425	56,356
Passes Purchased	21,791	8,449	9,274	8,815	8,507	8,550	8,870	82,406
Revenue	\$49,705	\$34,638	\$36,960	\$36,218	\$33,026	\$36,154	\$36,288	\$297,666

Report continued next page.

Marketing Analytics Report

Metric	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Feb 2023	Year Prior
MyDART App Accounts	63,054	63,935	66,459	67,216	68,150	68,957	49,177	40%
Website Unique Visitors	20,496	18,878	18,534	15,688	21,691	23,016	18,627	24%
Facebook Followers	6,313	6,328	6,346	6,387	6,403	6,410	6,210	3%
Twitter Followers	2,566	2,562	2,564	2,580	2,583	2,584	2,552	1%
Instagram Followers	1,713	1,737	1,751	1,772	1,792	1,803	1,627	11%
LinkedIn Followers	1,027	1,048	1,056	1,064	1,123	1,141	929	23%
Email Subscribers	14,488	14,553	14,558	6,362	4,765	4,759	14,327	-67%
Trip Plans	61,834	61,916	53,907	49,333	46,372	54,913	47,027	17%
Real-time Map	44,354	44,988	38,482	31,736	33,246	38,221	31,777	20%
Next DART Bus	528,273	578,531	519,493	487,102	421,229	540,016	541,033	0%
SMS Text Messaging	135,985	131,931	122,021	113,801	134,277	128,132	115,289	11%

Communications – Sarah Welch, Communications Manager

- **Employee Communications:** After hearing feedback that many DART staff members want more internal communications, the Communications Team introduced a monthly employee newsletter.

Called Curbside, the newsletter shares employee celebrations (new hires, work anniversaries, and safety milestones), information staff should know, updates from various departments, and positive comments and stories about DART employees. The positive comments are also being shared on a poster that will be updated monthly for staff bulletin boards.



- **Public Input Plans:** The Communications Team is preparing public input plans to gather feedback primarily from riders on two changes: a 10-20% cut in services in November and a DART on Demand fare increase. Timelines and activities for both public input opportunities are still being finalized before production of outreach materials and communications begins. Plans and messaging will be shared with the DART Commission ahead of public promotion.



MONTHLY REPORT
10C: External Affairs Team Report



- **Rider Stories:** DART continues to feature a rider story each Friday on our social media channels. Most stories feature riders sharing their experiences with using DART, while occasional posts feature testimonials from community stakeholders. These posts have been boosted on Facebook to reach non-riders and have received significant positive engagement.

DART in the News

[Polk County enacts Extreme Temperature Plan due to expected cold temps](#)

-KCCI-TV, 02/27/2024

[Frequency is freedom: Fund DART bus service, then envision the future](#)

-The Des Moines Register, 03/04/2024

[Taxi company experiences resurgence](#)





-CityView, 03/06/2024

[DART unveils franchise fee-free scenario bus cuts](#)

-Axios, 03/11/2024

[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 9 people per vanpool, achieving the target for this key performance indicator shows program efficiency. 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. Based on conversations with several large employers, staff are on track to achieve this key metric.

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
November 2023	24	7.79	251,640
December 2023	24	7.96	193,175
January 2024	24	8.63	226,370
February 2024	23	9.09	249,106
FY25 Target	46	7.69	7,383,192

MONTHLY REPORT

10C: External Affairs Team Report

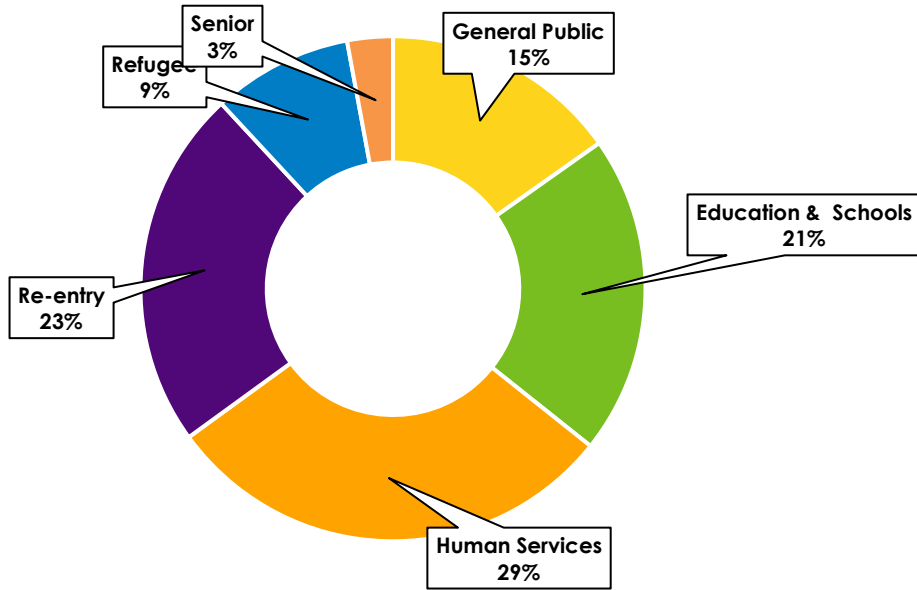


- **Memorandum of understanding (MOU) with Siouxland Regional Transit System:** DART has reached a tentative agreement with the Siouxland Regional Transit System (SRTS) allowing Caravan to serve a major employer in the area, in a passenger-funded revenue-sharing model. The drafting of the MOU is underway for the DART Commission and SRTS's Board's review and approval later this spring. This MOU lays the groundwork for DART to replicate this pilot with other transit agencies in the future to expand Caravan's footprint and maintain positive relationships with our transit counterparts throughout the state.
- **Partnership with Wells, Inc.:** DART is finalizing the details of a partnership with Wells, Inc. to begin a vanpooling program in approximately 90 days. This arrangement would replace a shuttle service that Wells currently provides for its staff. The Caravan team has begun working to confirm needs and develop a rollout plan to move forward as soon as a partner agreement and the SRTS MOU is completed. Preliminary estimates assume a need of 6-10 vans with room for growth of the program.

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

- **Art shelters:** Art processes have launched for shelter projects in Uptown at 42nd St. and University and along the SW 9th Corridor in Des Moines. Out of 50 art shelter locations planned, 90% are in some phase of completion or activation. Calendar 2024 installations are anticipated for locations in Des Moines, Johnston, Urbandale, and Windsor Heights.
- **Reimagine DART:** Grant requests have been submitted to the Principal Foundation, Prairie Meadows, and Polk County seeking funding in support of costs related to Reimagine DART. Funding decisions are anticipated this summer.
- **Unlimited Access:** Year-over-year ridership by Unlimited Access partners through January 2024 continues to trend 30% higher but was down month-over-month from December.
- **Urbandale Human Services Strategic Plan:** The Urbandale City Council has been working through a comprehensive strategic planning process with the support of a consultant and key community stakeholders as it relates to the availability and delivery of services to community members. This process has identified needs and opportunities related to everything from language support for immigrant and refugee communities, youth recreational activities, food access and affordable housing, as well as individual mobility and transportation. DART's Community Mobility Coordinator, Catlin Curry, was asked to participate in a few workgroup sessions to review some of the high-level strategies identified, especially opportunities related to DART and ways to collaborate to improve awareness of available resources throughout Urbandale. A comprehensive human services plan will be presented to the Urbandale City Council at its April 16 meeting and later presented to the Urbandale community through various listening sessions.
- **Mobility Coordination –** YTD mobility outreach training and participation through February 2024 is shown in the chart below.

FY 2024 YTD Mobility Outreach Participants
2,294 Total Participants as of February 2024



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

10D: Finance/Procurement/IT Team Report
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Staff Resources: Dan Washburn, Amber Dakan, Mike Gulick, and Kyle Foster

Finance Department – Amber Dakan, Finance Director

- **FY 2025 Budget Planning:** The Finance Team continues to work closely with External Affairs and Planning on the FY25 Budget and Service Planning project. The Finance Team is working on both a status quo budget that maintains most of existing service levels as well as a reduced budget to plan for the level of funding available over what the City of Des Moines can contribute through property taxes.
- **Bus and Bus Facilities Grant Application:** The Federal Transit Administration (FTA) announced the FY 2024 opportunity to apply for federal assistance under the competitive Buses and Facilities grant program. Our Grants Program Administrator is leading an effort to build an application for phase two funding of the new Operations & Maintenance facility based on the feedback from last year’s application. The application must be submitted by April 25th.
- **HRIS System Implementation:** The Finance, HR, and IT staff continue the implementation work of UKG/Kronos in replacement of multiple systems including payroll processing. The discovery process is under way as the first step in mapping out the existing setup and confirming the new system requirements. Current effort is around building payroll integrations into DART’s ERP program as well as ensuring project leaders are completing their respective training protocols. Payroll go live is projected for the week of July 1.
- **Triennial Review Training:** Several of DART staff, including multiple Finance team members attended a two-day FTA hosted review and update of the Triennial process in Kansas City, Missouri. FTA conducts a thorough audit every three years of their direct recipients covering 23 different programs. DART anticipates receiving their audit request later this fall.

Procurement Department – Mike Gulick, Procurement Manager

Upcoming Projects and Procurements:

- **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.
 - RFP closed with two proposals received.
 - Currently in the evaluation phase.
 - Completed interviews with both Proposers.
 - Anticipating April/May Commission Approval.
- **On-Call Architecture and Engineering Services (Excluding New O&M Facility):** is seeking to contract with up to two (2) Architecture and Engineering consulting teams that DART can call on to support specific projects to maintain and sustain the current facilities and mobility hubs. DART will select from the most qualified firms based on the task order and other considerations, including availability, experience, etc.

MONTHLY REPORT

10D: Finance/Procurement/IT Team Report

- RFQ closed with three proposals received.
 - Currently in the evaluation phase following the Brooks Act.
 - Working with top two ranked Proposers on pricing.
- **Financial Audit Services:** DART is seeking services from qualified independent certified public accountants, licensed in the State of Iowa, to express an opinion on the fair presentation of basic financial statements in conformity with accounting principles generally accepted in the United States of America (generally accepted accounting principles) based upon the audit of the basic financial statements of DART. The auditor shall also be responsible for performing certain limited procedures involving supplementary information required by the Governmental Accounting Standards Board (GASB). Length of project will span review of fiscal years 2024, 2025, and 2026 with an option to extend the agreement to include 2027 and 2028 should both parties agree to the modification.
 - RFP closed February 29, 2024.
 - Initial consensus scoring March 27, 2024.
 - Anticipating April/May Commission Approval.
- **Grant Writing Professional Services:** DART sought professional services to bolster its efforts in securing vital grant funding. The selected contractor will play a pivotal role in providing comprehensive support and expertise throughout the application process to optimize the chances of success. Responsibilities include coordinating project management tasks, aligning strategies with FTA requirements, identifying key staff for internal management, and maintaining a well-structured timeline. Moreover, strategic guidance will be crucial in deciding the focus between the Bus and Bus Facilities (BBF) program and the Low or No Emission Program, as well as in engaging stakeholders, refining previous applications, and enhancing content for maximum impact. Additionally, technical and tactical assistance will be provided to ensure the coherence, effectiveness, and alignment of the grant application with program objectives, culminating in the final compilation and submission by the specified deadline.
 - RFQ closed with two quotes received.
 - Contracted with Drago Vontage, LLC.
 - Project is underway.
- **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 six months.
 - Working through 3rd draft
 - Will be submitting to Brick Gentry for review.
- **Future Procurements**
 - FY 2024 Fleet Order
 - Executive Consulting Services – Extension of two key existing contracts
 - On-Call Marketing Services
 - On-Call Research Services
 - Reimagine DART

MONTHLY REPORT

10D: Finance/Procurement/IT Team Report

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 FY23 & FY24.
 - 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. Testing is 90% complete. There were a few bugs identified but are being resolved with a patch. We've pushed back the upgrade until September 2024, to focus all of our attention on the UKG implementation.
 - Staff training will be coordinated after the upgrades are completed.
 - 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 of 2023.
 - 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.
 - All equipment is racked and wired as of 1/22/2024.
 - Setup and configuration are 90% complete at Dart Way and 50% completed at DCS as of 2/27/2024.
 - We are waiting on one battery backup to arrive on 3/25/2024 to complete the implementation at DCS.
 - We are currently auditing our internal network infrastructure and internet line setup. A plan is being designed to simplify the setup at both Dart Way and DCS, as well as to easily add on the new Operations and Maintenance 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.
 - 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 by our cyber insurance provider. The results showed no vulnerability findings.
 - Two IT staff attended a tabletop DR exercise on 3/5/2024 to learn more about potential holes we have in our existing plan.
 - All DART departments are engaged in building out a full-scale testing plan, to be executed annually.

MONTHLY REPORT

10D: Finance/Procurement/IT Team Report

- **Document Management Discovery:** DART has utilized many different solutions to store documents over time, which has caused inefficiencies and challenges in finding historical documents. 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.
 - DART IT staff are also experimenting with an internal site in the cloud-based version of SharePoint, for both the IT team and the administrative team to learn about capabilities and limitations.
 - A new SharePoint site has been built specifically focused on Document Management. AP and Policy storage have been the first projects selected to pilot this.
 - DART IT staff are actively working on building this out in house. We have received quotes for assistance from other vendors, should it be deemed necessary in the future.
- **HRIS implementation:** As mentioned in earlier reports, DART has selected UKG/Kronos as our new HRIS (Human Resources Information System) vendor, and IT is heavily involved in supporting this implementation and transition.
 - We've completed and signed off on the business requirements for 3 of the 4 segments of this implementation. The last piece we are working on finishing up is the time keeping section.
 - We will be enabling components as they are completed. We tentatively have LMS scheduled to go live on 4/19/2024, Parallel payroll testing to start in mid-May, and full go live of the system on 4/15/2024.
- **Passenger Information Displays (PIDS):** As mentioned in earlier reports, DART has selected GMV Syncromatics as our vendor to replace the platform signs at DCS.
 - A kickoff call is scheduled for 3/27/2024 to get this project started.

MONTHLY REPORT



10E: Human Resources/Training/Safety Team/Customer Service Report

Staff Resources: Kelley Burgess – Chief People Officer

Human Resources – Alaina Severino, Human Resources Manager

- **Recruitment Update:** The HR department is currently interviewing for the following openings:
 - Bus Operator (Para & Fixed)
 - Service Person
- **Recent Hires:**
 - 1 - Paratransit Operators
 - 1 - Fixed Route Operator
- **Four-Week Call Off Average:** Fixed route 15.15%, Paratransit is 3.95%
- **Turnover Rate:** March 0.1%, YTD 5.5%
- Mid-Year Reviews have been completed.
- UKG training started for subject matter experts on March 7 and will be completed at the beginning of May. Employee and Manager training will take place in May.

Training – Matt Johnson, Training Manager

- **Fixed Route New Hire Trainees:** Training continues for four Fixed Route operators.
- **Mobility Services New Hire Trainees:** Training continues for two Mobility Services operators.
- **Mobility Services Training Graduates:** Two new operators completed all training requirements and graduated to Part-Time Mobility Services Operators.
- **Fixed Route Training Graduates:** Five 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 severe weather awareness and procedures, bus repair reports, and operator bus inspection processes. Additionally, de-escalation and challenging situations were worked through in a roll-playing exercise.
- **Leadership Development:** Leadership development training was held on site. This development focused on fostering a culture of accountability throughout the organization.

Safety – Pat Daly, Safety Manager

- **New Employee Safety Orientations:** Delivered two new employee safety orientations that included an overview of DART’s Agency Safety Plan, the Employee Safety Report Program, the hazard and near-miss reporting program, and safety familiarization tours of 1100 Dart Way and DART Central Station.
- **New Operator Accident Prevention Discussions:** We met with one group of new operators finishing their classroom training to discuss accident preventability, show them the most common accidents new operators have, and talked about actions they can take to avoid those.

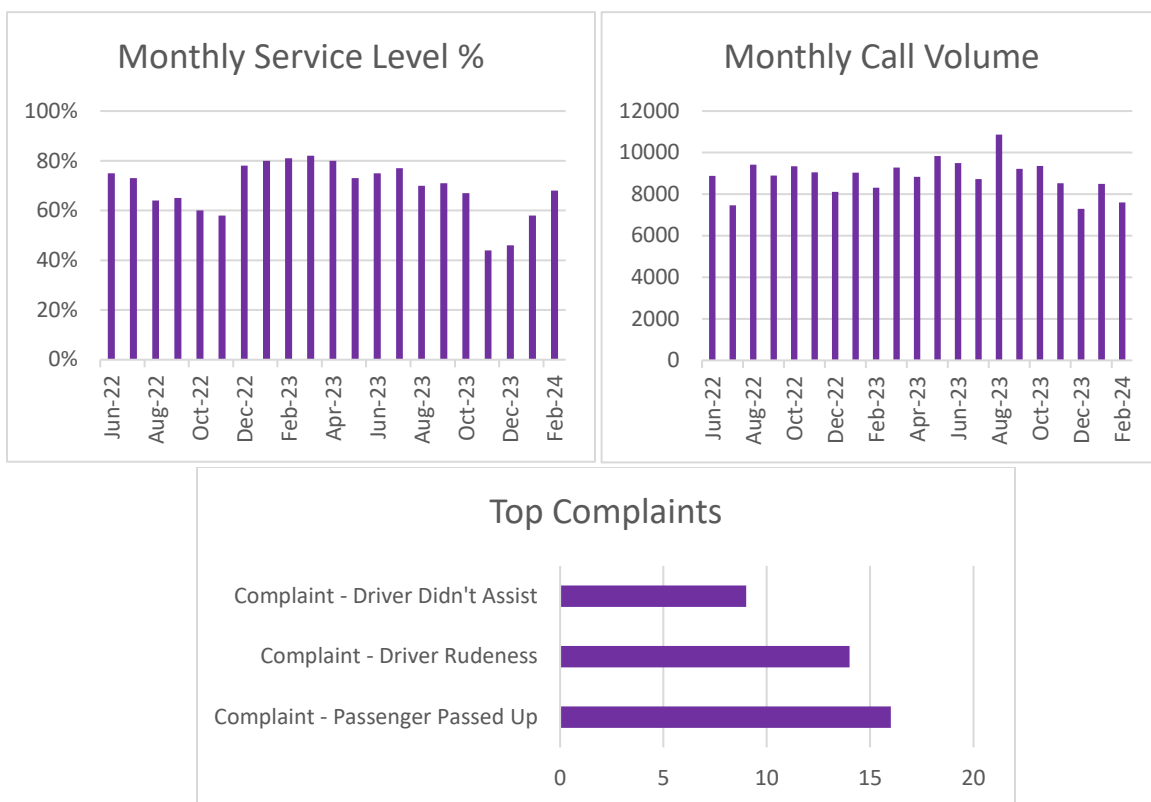
MONTHLY REPORT

10E: Human Resources/Training/Safety/Customer Service Team Report

- **Safety Meetings:** Delivered spring severe weather operations plans to three bus operator safety meetings, two maintenance staff safety meeting, and two administrative staff sessions.
- **DART Roadeo:** Began final planning stages for the 2024 DART Roadeo, a bus operator bus driving skills competition being held on Saturday, May 18th.
- **Iowa State Fair:** Participated on the initial 2024 ISF Event Action Plan event planning.

Customer Experience – Steve Wright, Customer Experience Manager:

- **Service Levels –** We have filled our last open employee position with a temporary position to provide some relief in the service level arena. We are pleased with this individual as she has Paratransit experience through her prior employment at Acces2Care and has already made an immediate impact during training.
- **Call Trends –** We have continued to see normal call trends: schedule questions, Paratransit questions/reservations, etc. We have been monitoring daily/hourly volumes to ensure our forecasting and staffing models reflect our current (and potential future) capacity.



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



10F	Chief Executive Officer
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Staff Resource: *Amanda Wanke, Chief Executive Officer*

- **DART Executive Committee** - The DART Executive Committee met on Wednesday, March 20, 2024. The discussion items presented during the meeting included:
 - FY 2025 Budget and Service Planning
 - Reimagine DART
 - Federal Priorities
- **Greater Des Moines Committee** – On March 19, 2024, I was invited to present to the Greater Des Moines Committee on current DART updates. This was a great opportunity for me to connect and network with Community leaders, while having an opportunity to educate and remind them of the importance of DART in their communities and highlight why our riders rely on the service every day.
- **City Managers/County Administrators Meeting** – DART Leadership Team members held a meeting on March 25, 2024, with member government administrators to review the FY25 budget, Reimagine DART, the status of the new DART operations and maintenance facility, and other items of interest.
- **IPTA (Iowa Public Transit Association) State Legislative Meeting** – Erin Hockman, Chief Strategy Officer, and I had the opportunity to attend the IPTA Legislative meeting which was held in Des Moines March 27-28. This event happens yearly and is an opportunity for all transit agencies in the state of Iowa to discuss the transit industry at a state level and to visit with legislators on issues important to public transit.



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

May 7, 2024 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> • Overflow Taxi Contract Approval • Transportation Improvement Program (TIP) Approval FY2025 • Heavy Duty Bus Procurement • Light Duty Bus Procurement • Audit RFP • Reimagine DART • Intergovernmental SIMPCO/SRTS Revenue Sharing Agreement 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee Update • Des Moines Public School Services Contract Renewal • DART on Demand • Quarterly Investment Report • Quarterly Financial Update • Quarterly Safety Report • August Service Change
June 4, 2024 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> • Des Moines Public School Services Contract Renewal • Health Insurance Renewal • August Service Change • DART on Demand 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee • HRIS Update • O&M Facility Project Update
July 9, 2024 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> • Updated Procurement Policy and Procedures • ICAP Renewal 	<ul style="list-style-type: none"> • November Service Change/Title VI • Transit Riders Advisory Committee Update • Iowa State Fair Updates/Reminders

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee Meeting	Wednesday, April 24	12.30 p.m.	Zoom
DART FY 2025 Budget Hearing Date	Tuesday, April 23	2.00 p.m.	Hybrid