



**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 – 865 2046 8508/PASSCODE - 570049**  
**DECEMBER 6, 2022 – 12:00 PM**



	<u>Page</u>
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF DECEMBER 6, 2022, AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
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12. COMMISSIONER ITEMS	
A. Nominating Committee Update	
B. FY 2024 Commission Budget Workshop – <b>Tuesday, January 24, 2023 – 12:00 P.M.</b>	
13. NEXT MEETING: Regular DART Meeting - <b>Tuesday, January 3, 2023 – 12:00 P.M</b> (Annual Meet	
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.*



<b>6: Transit Riders Advisory Committee (TRAC) Update</b>
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**Resource:** *Carrie Kruse, TRAC Chair*

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A hybrid meeting of the Transit Riders Advisory Committee was held on Wednesday, November 9, 2022, and a quorum was met. Included are key highlights from the meeting's discussion.

- **TRAC By-Laws:** Mobility Coordinator and TRAC Liaison, Catlin Curry, reviewed updated committee bylaws which would modify the makeup of the committee to better reflect DART's services. It was also presented to the committee changing the date of the meeting to occur the week prior to the DART Commission meeting so there is a better flow of feedback to the commission on related service changes. TRAC members voted on and approved the bylaw changes that will be presented as a consent item to the DART Commission.
- **DART Funding Diversification:** Chief External Affairs Officer, Erin Hockman, provided an update on the advisory committee that has been meeting around DART's funding diversification efforts at the Iowa State Legislature. Diversifying funding away from property taxes has been DART's top legislative priority during the 2021 and 2022 Legislative Sessions. There was discussion around how TRAC members could get more involved in these efforts.
- **Service Planning Update:** DART Planning Manager, Tony Filippini, provided an update on public input DART will be collecting in early 2023 to inform several changes DART is working on for June 2023. These changes include:
  - Addition of a DART On Demand zone in the 50314-area code to evaluate how adding an on-demand zone in an area with Fixed Route service improves mobility and access to opportunity.
  - Significant changes to DART service in West Des Moines including adjustments to the Route 52, Route 72 and the addition of a new DART On Demand zone around Jordan Creek Town Center and Grand Avenue.

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



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES  
MEETING HOSTED IN-PERSON AND VIRTUALLY  
620 CHERRY STREET – DES MOINES, IOWA 50309  
NOVEMBER 1, 2022**



(Meeting was held in a hybrid format)

**ROLL CALL**

**Commissioners/Alternates Present and Voting:**

Vern Willey, Doug Elrod, Michael McCoy, Josh Mandelbaum, Andrew Borcharding, Paula Dierenfeld (arrived at 12.06pm), Ross Grooters, Steve Van Oort, Bridget Montgomery (arrived at 12.03pm), Russ Trimble and Joseph Jones

**Commissioners Absent:**

Kelly Stearns

**CALL TO ORDER**

Chair, Doug Elrod called the meeting to order at 12:02 p.m. Roll call was taken, and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

Chair, Doug Elrod requested a motion to approve the agenda as presented.

It was moved by Ross Grooters and seconded by Michael McCoy to approve the November 1, 2022, agenda. The motion carried unanimously.

**PRESENTATION**

6A – Cornerstone State Legislative Update

David Adelman and staff from Cornerstone, who serve as DART's State Lobbyists, will be providing an update to the DART Commission on the 2023 Legislative session.

**CONSENT ITEMS**

7A – Commission Meeting Minutes – October 4, 2022

7B – FY 2027 Surface Transportation Block Grant (STBG)

7C – DART Privacy Policy

7D – Quarterly Investment Report

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – NOVEMBER 1, 2022**



7E – September 2022 Financials

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

**ACTION ITEMS:**

8A – Surplus Vehicle Disposition and Donation Policy

Mike Gulick, Procurement Manager, provided a brief background on surplus vehicle disposition sharing that a vehicle purchased, all or in part, with federal grant funds, must be managed in accordance with applicable FTA regulations. When vehicles are no longer useful to DART, or it is deemed unsafe, it may be declared surplus requiring disposition. There are times when it may become necessary to dispose of a vehicle before the end of its useful life. The purpose of needing a Surplus Vehicle Disposition Policy is to document disposition methods that are available to properly dispose of or donate surplus vehicles in accordance with DART Policy, State of Iowa Code, and Federal Transit Administration (FTA) regulations. This policy together with the Rideshare Van Donation Policy approved September 2, 2014, by Commission, will represent DART's policies relating to surplus vehicle disposition and donations. The proposed key items of the policy were identified as well as the approval process for surplus vehicle disposition.

It was moved by Michael McCoy and seconded by Josh Mandelbaum to approve the Surplus Vehicle Disposition and Donation Policy as presented. The motion carried unanimously.

**DISCUSSION ITEMS**

9A – Planning Update

Luis Montoya, Chief Planning Officer Staff will provide an update on route service standards and planning projects underway.

**QUARTERLY AND PERFORMANCE REPORTS**

10A – Performance Report – September 2022

10B – Quarterly Financial Update

10C – Quarterly Safety Report

Due to time, Chair, Doug asked DART staff to email information on this agenda item to the DART Commission. Information was also provided in the packets.

**DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)**

11A - Operations

None

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – NOVEMBER 1, 2022**



11B – Planning

None

11C - External Affairs

Erin Hockman, Chief External Affairs Officer shared an update on the Roosevelt and Sixth Avenue bus shelter dedication events which occurred the last couple of weeks. We did have some media coverage and a brief update on the artists that deigned the shelters was given. An update was provided on offering free rides on election day which we have started to promote, and we will be celebrating DART Central Stations 10 years of being open later in the month so we will be doing a free ride promotion from November 20 – 26.

11D – Finance/IT/Procurement

None

11E – Human Resources

None

11F – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer updated the Commission on an upcoming job fair that DART will be hosting, and details were provided. Per the Commissions direction, we will also be launching our Paratransit public outreach next week that will be specific to adding the \$30 zone outside our regular service area and the application process. Elizabeth introduced Brandon Smiley, Chief Operating Officer and shared that he will be leading the Paratransit outreach from a staff perspective. Staff will be going to Washington DC next week for a meeting with FTA on a variety of DART projects and debriefing on the federal grant for the operations and maintenance facility.

**12. FUTURE AGENDA ITEMS**

None

**13. COMMISSIONER ITEMS**

Chair, Doug Elrod reminded the Commission of the date for the upcoming Operations and Maintenance Facility workshop and encouraged all to attend.

**14. NEXT MEETING:**

Regular DART Meeting - Tuesday, December 6, 2022 – 12:00 P.M.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – NOVEMBER 1, 2022**



**ADJOURN**

It was moved by Josh Mandelbaum and seconded by Vern Willey to adjourn the regular meeting at 1:25 p.m. The motion carried unanimously.

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

The next regular DART monthly Commission Meeting is scheduled for Tuesday, December 6, 2022, at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa. Pursuant to Iowa Code section 21.8, the DART Commission has determined that it is still impractical or impossible to require all Commission members, staff, and the public to be physically present for this Commission meeting. Accordingly, both in-person and virtual options for attendance of the December 6, 2022 Commission meeting will be offered as follows: (1) Commission members, staff, and the public will be allowed to attend this Commission meeting in person in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa; and (2) Commission members, staff, and the public will be allowed to attend this Commission meeting via a virtual platform such as Zoom. Participation directions for such virtual meeting option are as follows: <https://ridedart.zoom.us/j/86520468508?pwd=aHdlMUtvV1QzbnxMVmRHWExJcEhWUT09>  
Meeting ID: 865 2046 8508 Passcode: 570049

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Clerk

\_\_\_\_\_  
Date



## CONSENT ITEM



<b>7B:</b>	<b>Des Moines Area MPO and CIRTPA Staff Representation for DART</b>
<b>Action:</b>	<b>Appoint DART Staff representatives to serve at MPO and CIRTPA meetings</b>

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

### **Background:**

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

#### **MPO**

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

#### **CIRTPA**

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

### **Recommendation:**

- Appoint the following DART staff members to serve in 2023 on the MPO and CIRTPA Committees:

#### **MPO:**

- Voting Member on Policy Committee  
 Representative: Luis Montoya, Chief Planning Officer  
 Alternate 1: Erin Hockman, Chief External Affairs Manager
- Voting Member on Technical Committee  
 Voting Member: Luis Montoya, Chief Planning Officer  
 Alternate 1: Tony Filippini, Planning and Development Manager

#### **CIRTPA:**

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



## CONSENT ITEM



**7C: Updated TRAC Bylaws**

**Action: Approve the updated Transit Rider Advisory Committee bylaws to reflect an updated committee structure.**

**Staff Resource: Catlin Curry, Mobility Coordinator**

### **Background:**

The Transit Rider Advisory Committee (TRAC) was created in 2009 to increase rider input and is consistent with DART's goal to encourage public input to provide the best service to all of its customers.

Currently, TRAC is designed to be an 11-member group that has membership representing DART's Local, Express, Paratransit and Rideshare riders in addition to three (3) at large members representing key constituencies such as refugees, senior citizens, students, low-income individuals or millennials. This structure was updated and approved by the DART Commission in 2018. At this time, there are nine active members who attend regularly to share rider feedback.

With changes in DART's services such as adding DART On Demand and reorganizing its Mobility Services department, staff is recommending an update to the structure of TRAC. At the November TRAC meeting, the committee approved an update of the bylaws to reflect this new structure.

### **TRAC Restructuring Proposal:**

DART staff recommends approving the updated TRAC bylaws as identified below.

### **TRAC Bylaw updates:**

The updated TRAC bylaws include the following changes.

- Composition: Updated composition to include the following make up of 11 members:
  - Five (5) Fixed Route Riders – must include at least one Local and one Express rider
  - Three (3) Mobility Services Riders – can include Bus Plus/Paratransit, DART on Demand, Flex Connect and On Call
  - Three (3) At-Large Riders – representing key constituencies such as refugees, seniors, students, low-income individuals, or millennials.
- Term of Office: Updated language to be more flexible stating that a member's term would end two years from the start of their term.
- Responsibilities: Removed language around setting committee goals

### **Recommendation:**

Approve the proposed TRAC bylaws to reflect updated structure of the committee.





# TRANSIT RIDERS ADVISORY COMMITTEE BY-LAWS



Date Approved: December 2, 2009

Dates Amended: August 7, 2018; December 6, 2022

## ARTICLE I -NAME

The name of the advisory group shall be the Des Moines Area Regional Transit Authority (DART) Transit Riders Advisory ~~Committee, and~~Committee and may be referred to as "TRAC."

## ARTICLE II -MISSION

### MISSION STATEMENT:

The Mission of TRAC is to increase rider input so decisions made by DART and the DART Commission are more informed and better represent the will and need of riders. This mission is consistent with DART's goal to encourage public input in order to provide the best service to all of its customers.

### GOALS:

- Develop rider awareness of TRAC and of the opportunities that TRAC provides for riders to make their voices heard.
- Ensure the decision-making process clearly reflects riders' needs and concerns.
- Aim for a high level of rider satisfaction with DART.

### RESPONSIBILITIES:

TRAC shall serve in an advisory capacity to the DART Commission and may work with staff to:

- Study, analyze, investigate and make recommendations to the DART Commission and staff on transit issues, projects and policies that impact riders;
- Become familiar with the DART system, policies and fare structure;
- Become familiar with the budget process and the levy allocation method;
- ~~Establish annual goals for TRAC;~~
- Review, analyze and prepare recommendations on issues that relate to transit in the Greater Des Moines communities;
- Develop methods to ~~regularly and~~regularly and actively seek community input;
- Develop recommendations which take into consideration the needs of people throughout the DART service ~~area~~area, and which consider the financial impacts of different solutions on both customers and DART.

### COMMUNICATION WITH BOARD AND STAFF:

TRAC shall submit ~~written~~ recommendations on transit related projects, policies and issues as requested by the Commission as well as provide updates on TRAC discussions at the corresponding DART Commission Meeting.



## Transit Riders Advisory Committee By-Laws

Date Amended: ~~August 7, 2018~~ December 6, 2022

The DART Commission will give careful and due consideration to TRAC's recommendations before ~~making~~ any final action; TRAC recommendations shall be considered only advisory in nature.

TRAC does not have authority to act or obligate the DART Commission, its officials, or DART Staff.

A DART staff member shall be designated by the Chief Executive Officer as the "TRAC liaison." The liaison will be the primary staff contact for TRAC members and be responsible for coordination between TRAC and the Commission.

### ARTICLE III - MEMBERSHIP PRIVILEGES

#### COMPOSITION:

TRAC shall be composed of eleven (11) members. These 11 members will include ~~riders from five (5) riders representing DART's fixed route (Express Routes (2), and Local Routes, with at least 1 rider for Express and 1 rider for Local) (3), three (3) riders representing DART's mobility services (Paratransit (2), On -Call, and DART On Demand) Rideshare (1)~~ and at-large membership to include three (3) members representing key constituencies such as refugees, seniors 65+ citizens, students, low-income individuals or millennials.

All 11 members must reflect a broad representation of people from different geographic locations of DART's service area and not any particular advocacy group. Membership shall reflect a broad array of age, gender, race, culture and disabilities so as to best reflect the concerns of riders. DART employees, family members and elected officials are not eligible for membership on TRAC.

#### SELECTION PROCESS FOR MEMBERS:

Applications will be solicited on an annual basis, corresponding to the expiration of terms of service. If all members are re-elected for the second term, the solicitation process will be postponed until there is a vacancy to fill. All applications are valid for one year.

After the application deadline has passed, a team of DART staff, headed by the TRAC liaison, will review applications and determine candidates to recommend to the Board of Commissioners. Once recommendations have been determined, they will be brought to the Executive Committee of the Board and then the next Commission meeting to present for final approval.

#### TRAC MEMBER REQUIREMENTS:

In order to be considered for TRAC, and to remain an active TRAC member, riders must:

- Be regular users of DART provided services, ~~including local and express routes, vanpools, and paratransit services.~~ Frequent use of the system is encouraged to keep a strong connection to fellow riders and the system.
- Be able to attend 2/3 of the scheduled TRAC ~~meetings, and~~ meetings and notify DART staff if unable to attend. Attendance by conference call, webinar or other such technology is permitted.
- Be willing to participate in projects or events outside of regularly scheduled TRAC meetings as needed or as requested.

## Transit Riders Advisory Committee By-Laws

Date Amended: ~~August 7, 2018~~ December 6, 2022



### TERM OF OFFICE:

1. The term for each member shall be two (2) years or until replaced by the appointment of a new member by the Commission.
2. Terms shall follow the calendar year and commence in January after action by the Commission, and shall expire on December 31.
3. Members are eligible to serve two (2) terms, or four (4) years in total, if re-elected by the Commission.

## ARTICLE IV -PROCEDURES

### ELECTED LEADERSHIP:

The Chair and Vice-Chair shall be nominated by another TRAC member or may be self-nominated. Nominations shall occur at the second to last meeting of the calendar year prior to an expiring term. A paper ballot will be prepared containing all eligible nominees, and a vote will be conducted at the last meeting of the calendar year. The Chair must win the vote by a fifty percent (50%) majority. The Vice – Chair may be a separate vote or may be the next highest vote receiver in the election for Chair.

The term of service for both Chair and Vice Chair is a maximum of two years.

### MEETING PROCEDURE:

<b>Call to Order</b>	Means EVERYONE is QUIET then the meeting can begin.
<b>Quorum</b>	Must have 60% of appointed members present in a meeting before any motions can be voted on. The Vice-Chair will conduct roll call.
<b>Minutes</b>	The committee will be asked to announce any errors or omissions. Following this, the minutes will be adopted.
<b>Agenda</b>	Additions to the agenda should be emailed to the TRAC liaison no later than the day before the meeting (Tuesday) as to allow enough time to have a current agenda available for the meeting on Wednesday.
<b>Action items</b>	After presentation and discussion of each item, the committee will take action to approve, deny, or table to a later date.
<b>Discussion Items</b>	Each item will be presented by the Chair, staff, or external speakers and will be followed by discussion by the group.
<b>Public Comment</b>	Each person present to speak should keep their comments to a minimum, and should not exceed five (5) minutes. Topics discussed should be relevant to agenda <del>items, or items</del> or may be recommended for future agenda topics. The public is restricted to speak only during the designated <del>time period</del> <u>time</u> as noted on the agenda.
<b>Future Items</b>	TRAC members may recommend topics to discuss at future meetings.
<b>Other</b>	The next TRAC meeting date/time/location is confirmed with every member present, in addition to the next DART Commission meeting.

## Transit Riders Advisory Committee By-Laws

Date Amended: ~~August 7, 2018~~ December 6, 2022



**Motion to Adjourn** This motion will officially close the meeting.

### MEETING RULES:

#### **Attendance**

Attendance is required unless there is an acceptable and reasonable cause for missing meetings. The contact for missing a meeting is the TRAC Liaison, as they will deal with missed attendance. Members shall make a concerted effort to be present for 2/3 of meetings per year. Failure to communicate absences, or meet the attendance requirements could result in removal from TRAC.

#### **Obtaining the Floor**

Every member present at meetings shall have the opportunity to have their say. When a member would like to speak, they must raise their hand until the Chair recognizes them. In order to make sure everyone gets a chance to speak, the speaker will raise their hand in order to be recognized. Once they have been recognized, each person with their hand raised will get a chance to speak BEFORE going back to a speaker for the second time.

#### **Motions**

Motions are made when an issue relevant to TRAC requires TRAC approval. Every motion requires a mover and most require a seconder before it can be discussed. Some motions are non-debatable (for example: adjournments, recesses, tabling). Motions should be relevant to the meeting or organization concerned; they should be affirmative or positive with regard to doing something; they should not be argumentative but capable of a conclusion; and they should not be offensive or contain improper language.

#### **Table**

To table a motion means to put it on hold until it is brought back from the table. Both a motion to table and a motion to bring back from the table require a seconder and a simple majority.

#### **Call to Questions**

When any member feels like the discussion has gone far enough, he/she may call to question. At this point TRAC votes on whether to end the discussion (must have 2/3 majority). If the discussion ends, the motion is reread and a vote on the motion is taken.

#### **Voting**

Voting will be done by a verbal "Yea" or "Nay" or by a show of hands, unless it is motioned that a vote be done by secret ballot. If a member chooses to abstain from voting, that member will be asked if he/she wants to be noted. This means that he/she will appear in the minutes that he/she has abstained.

#### **Discussion procedures**

- 1) No one may speak longer than five (5) minutes without permission of the committee.
- 2) No member shall interrupt another member; criticism is aimed at an idea, not a person.
- 3) When discussion becomes repetitive, call to question is initiated or the chair can call an end of discussion and voting will take place.



## CONSENT ITEM



<b>7D:</b>	<b>Financial Audit Services Contract Term Amendment</b>
<b>Action:</b>	<b>Approve amending the Baker Tilly Virchow Krause, LLP contract term to add FY 2023 and increase the Not to Exceed value of the contract by \$46,700.</b>

**Staff Resource:** *Michael Gulick, Procurement and Contract Administration Manager*

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### **Background:**

- On August 23, 2018, DART entered a competitively bid Contract with Baker Tilly Virchow Krause, LLP for financial audit services.
- The Contract Term is to complete audits of FY 2018, FY 2019, FY 2020 with two optional one-year extensions for FY 2021 and FY 2022.
- DART is satisfied with the audit services provided by Baker Tilly Virchow Krause, LLP and the associated cost.
- Given the recent turnover of the DART Chief Financial Officer position and upcoming departure of the Chief Executive, staff believes that extending the current contract with Baker Tilly Virchow Krause, LLP to include FY 2023 and its associated compensation is in the best interest of DART, DART's Board of Commissioner, and the communities it serves.
- DART Procurement is satisfied that extending the Contract for an additional year is:
  - reasonable and of sound judgement.
  - does not violate DART Procurement Policy; and
  - meets the justification of a sole source procurement.
- Funding comes from budgeted operating funds.

### **Recommendation:**

- Approve amending the Baker Tilly Virchow Krause, LLP contract term to add FY 2023 and increase the Not to Exceed value of the contract by \$46,700.
  - FY 2023 Audit Fee of \$44,100
  - FY 2023 CAFR preparation Fee \$2,600



## ACTION ITEM



<b>7E:</b>	<b>IT Storage Hardware Replacement</b>
<b>Consent:</b>	<b>Approve the purchase of two (2) replacement storage devices from CDW for \$455,868.32</b>

**Staff Resource:** *Kyle Foster, Information Technology Director*

### **Background:**

- DART currently has two (2) aging storage devices, one at DART Central Station and the other at the DART Way location for redundancy purposes.
- Both devices were purchased in 2012 and had some upgrades to them in 2016.
- These storage devices are nearing capacity, both in storage space and CPU capacity.
- Maintenance for both devices is set to expire on January 31, 2023
- The replacement units from Pure Storage that we are recommending come with 6 years of maintenance built in, and an ongoing evergreen contract that should allow DART to not have to purchase additional storage equipment for the next 10 years.

### **Procurement:**

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

### **Funding:**

- Formula Grant funding from 2020, 2021, and 2022 has already been set aside that will cover the purchase.

### **Recommendation:**

- Approve the purchase of two (2) replacement Pure Storage devices from CDW-G for \$455,868.32.



## ACTION ITEM



**7F: October 2022 Consolidated Financial Report**

**Action: Approve the October 2022 Consolidated Financial Report**

**Staff Resource: Amber Dakan, Finance Manager**

### Year-to-Date Budget Highlights:

#### **Revenue:**

- Fixed Route Operating revenue is exceeding budget by 28.3% year to date. This is a reflection of Iowa State Fair revenue as occurring this month as well as Other Contracted Revenue sources, Mobile ticket sales, and Unlimited Access revenue.
- Fixed Route Non-Operating revenue is under budget by 11.5% primarily due to a timing issue on grant funding.
- Paratransit Operating revenue is exceeding budget by 2.5%. DART on Demand revenue is trending under budget but is being offset by the remaining line items each coming in at 33% of budget or higher.
- Paratransit Non-Operating revenue is 33.3% under budget year to date resulting from drawdown grant fund timing.
- Rideshare revenues is under budget by approximately 25.4% year to date. Rideshare continues to work on increasing clients in new creative ways in order to improve revenue in the coming months.

#### **Operating Expense:**

- Fixed Route Budget Summary – Operating expenses are seeing a 1.70% savings from projections. Services and Fuel & Lubricants are seeing the most savings but being offset by higher trending expense categories to include Salaries, Wages, & Fringes and Equipment Repair Parts and Miscellaneous Expenses.
- Paratransit Budget Summary – Operating expenses are seeing a budget savings of 13.5% year to date. Salaries, Wages, and Fringes and Purchased Transportation are the categories seeing the largest savings year to date.
- Rideshare Budget Summary – Rideshare has a budget savings of 13.2% year to date. Services and Equipment Repair Parts are seeing the largest savings to date.

### Recommendation:

- Approve the October FY2023 Consolidated Financial Report.

### **\*\* TOTAL Un-Audited Performance of October FY2023 Year to Date as Compared to Budget:**

Fixed Route	\$	(593,497)	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(202,515)	\$416,700.24
Rideshare	\$	<u>(68,741)</u>	
Total	\$	(864,754)	

**FY2023 Financials: October 2022**

FIXED ROUTE	October 2022			Year-To-Date-(4) Months Ending 10/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	343,008	361,371	(18,363)	1,855,107	1,445,483	409,624
Non-Operating Revenue	2,136,679	2,614,763	(478,084)	9,254,017	10,459,053	(1,205,037)
Subtotal	2,479,687	2,976,134	(496,447)	11,109,124	11,904,537	(795,413)
Operating Expenses	3,815,827	2,976,134	(839,693)	11,702,621	11,904,537	201,916
Gain/(Loss)	(1,336,140)	-	(1,336,140)	(593,497)	-	(593,497)

PARATRANSIT	October 2022			Year-To-Date-(4) Months Ending 10/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	56,850	50,880	5,970	208,513	203,520	4,993
Non-Operating Revenue	197,042	295,313	(98,272)	788,167	1,181,253	(393,087)
Subtotal	253,891	346,193	(92,302)	996,680	1,384,773	(388,094)
Operating Expenses	382,409	346,193	(36,216)	1,198,390	1,384,773	186,383
Gain/(Loss)	(128,518)	-	(128,518)	(201,710)	-	(201,710)

RIDESHARE	October 2022			Year-To-Date-(4) Months Ending 10/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	26,339	33,333	(6,994)	99,411	133,333	(33,922)
Non-Operating Revenue	-	13,592	(13,592)	-	54,367	(54,367)
Subtotal	26,339	46,925	(20,586)	99,411	187,700	(88,289)
Operating Expenses	45,755	46,925	1,170	162,857	187,700	24,843
Gain/(Loss)	(19,415)	-	(19,415)	(63,445)	-	(63,445)

SUMMARY	October 2022			Year-To-Date-(4) Months Ending 10/31/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	426,197	445,584	(19,388)	2,163,032	1,782,337	380,695
Non-Operating Revenue	2,333,721	2,923,668	(589,947)	10,042,183	11,694,673	(1,652,490)
Subtotal	2,759,918	3,369,253	(609,335)	12,205,215	13,477,010	(1,271,795)
Operating Expenses	4,243,991	3,369,253	(874,739)	13,063,868	13,477,010	413,142
Gain/(Loss)	(1,484,073)	-	(1,484,073)	(858,653)	-	(858,653)





## ACTION ITEM



**8A: Chief Executive Officer (CEO) Transition Plan**

**Action: Approve the proposed CEO Transition Plan including the Interim CEO agreement and arrangement with the existing/former CEO.**

**Staff Resource: Paul Drey, DART Legal Counsel  
Elizabeth Presutti, Chief Executive Officer**

### **Background:**

- DART's Chief Executive Officer, Elizabeth Presutti, shared with the DART Commission on November 1, 2022, that she would be resigning from her position in mid to late January to join her husband in Charlotte, NC who accepted a position with Collins Aerospace.
- A CEO transition plan has been developed to ensure DART continues to provide the highest level of service during the search for a new CEO, and to ensure the transit system obtains the most qualified candidate to fill the vacant position.
- The transition plan has the following three components:

#### **1. Appoint an Interim Chief Executive Officer**

- The DART Executive Committee recommends appointing Sheri Kyras as interim CEO. Sheri was an employee of DART/MTA for 21 years – most of that time as Assistant General Manager, where she managed the planning, customer service and on-street operations. She left in 2006 to join CyRide as Transit Director, a position she held for 12 years until she retired in March 2019. Sheri is highly qualified, and her experience will be very beneficial to DART.
- Upon being appointed the Interim CEO, Sheri will serve in that capacity for DART and shall coordinate with the current CEO, Elizabeth Presutti, to ensure an appropriate transition that will last through January 2023.
- Brick Gentry is drafting an Interim CEO agreement that outlines the terms of her employment and associated compensation. This will be shared with the Commission prior to the meeting.

#### **2. Conduct a national search for a new Chief Executive Officer**

- The DART Executive Committee recommends conducting a procurement for an Executive Search firm to assist in the recruitment of a new Chief Executive Officer. The solicitation for the Executive Search firm was published November 17 and responses are due December 6, 2022. The selection of a firm will occur in December and a firm recommendation will be brought to the Commission for approval at their January 2023 meeting.
- The DART Executive Committee recommends establishing a CEO Search Committee to work with the Executive Search firm and establish the process for selecting a new CEO. Item 8B of this agenda packet has more details on the CEO Search Committee.



## **ACTION ITEM**

### **8A: Chief Executive Officer (CEO) Transition Plan**

#### **3. Arrangement with the existing/former CEO to assure a smooth transition**

- As Ms. Kyras assumes the duties of Interim CEO, and as a new CEO arrives, it will be very helpful to have Ms. Presutti be a resource for key staff and board leadership. Her assistance will be helpful on continuing activities such as budget development, funding diversification and the operations and maintenance facility.
- Brick Gentry is drafting an agreement that outlines this compensation arrangement along with other adjustments given the situation. This will be shared with the Commission prior to the meeting.

#### **Recommendation:**

- Approve the proposed CEO Transition Plan including the Interim CEO agreement and arrangement with the existing/former CEO.



## ACTION ITEM



**8B: CEO Search Committee Members and Charter**

**Action: Approve the establishment of a CEO Search Committee per the membership outlined below and approve the proposed CEO Search Committee Charter**

**Staff Resource:** *Paul Drey, DART Legal Counsel*  
*Elizabeth Presutti, Chief Executive Officer*

### **Background:**

- With the departure of Elizabeth Presutti, DART's Chief Executive Officer (CEO) in late-January 2023, the Commission will need to work through a process to find a new CEO.
- Given the level of effort and commitment needed to the process, the DART Executive Committee is recommending as part of the CEO Transition Plan (Item 8A in the Agenda Packet), the formation of a CEO Search Committee to work through the CEO search process in conjunction with an Executive Search Firm.
- The DART Executive Committee is recommending the following DART Commissioners to serve on the CEO Search Committee:
  - Josh Mandelbaum – City of Des Moines
  - Kelly Stearns - City of Ankeny
  - Bridget Carberry Montgomery - City of Urbandale
  - Joseph Jones - City of Windsor Heights
  - Paula Dierenfeld - City of Johnston
- A proposed Charter for the CEO Search Committee is included in the Agenda Packet (Item 8B1). Some of the key elements of the charter include:
  - The Search Committee will provide overall guidance to the Executive Search Firm and work with them to develop a candidate profile and establish the interview process for prospective candidates. The CEO Search Committee will provide a recommendation and seek DART Commission approval on the following items related to the CEO Search:
    - Any changes to the CEO job description.
    - The interview process for prospective CEO candidates.
    - A preferred candidate for consideration.
    - The compensation package and employment agreement for the new CEO.
  - The Chair of the Search Committee will be an Executive Committee member. Three members of the Search Committee are required for a consensus of the Search Committee needed to make recommendations to the Commission.
  - The Interim CEO will be a staff resource for the Search Committee and the Executive Search firm.

### **Recommendation:**

- Approve the establishment of a CEO Search Committee per the membership outlined below and approve the proposed CEO Search Committee Charter.



## **A. Purpose and Authority**

The DART Chief Executive Officer (CEO) Search Committee ("Search Committee") is established by the DART Commission ("Commission") to select and work with the executive search firm to conduct all DART recruitment activities with integrity and confidentiality throughout the process of selecting a CEO.

The Search Committee will:

- Develop, discuss and communicate a timeline for selecting a CEO candidate.
- Work with the Executive Search Firm to:
  - Recommend changes to the CEO job description;
  - Develop a candidate profile;
  - Establish the interview process for prospective candidates that will include DART staff and Commission members ("Commissioners"), including Commissioners who are not members of the Search Committee, as well as the potential for other DART stakeholders;
  - Develop interview question and a rating methodology and scale for the interview process as well as evaluation techniques and how best to evaluate feedback provided to the Search Committee through the process;
  - Establish a realistic timeline for the process; and
  - Establish meeting cadence for the Search Committee.
- Provide a recommendation to the Commission for approval on any changes to the CEO job description.
- Provide a recommendation to the Commission for approval on the interview process for prospective CEO candidates.
- Provide a recommendation to the Commission on a preferred candidate for consideration and approval.
- Provide a recommendation to the Commission on a compensation package and employment agreement for the new CEO.

## **B. Membership and Leadership Composition:**

The Search Committee will be established as a committee of five (5) Commissioners. The Commission Chair, in consultation with the DART Executive Committee ("Executive Committee"), will recommend the Search Committee members to the Commission for approval. The Chair of the Search Committee will be an Executive Committee member. At least three members of the Search Committee must reach consensus prior to making any recommendations to the Commission.

### ***Search Committee Member Responsibilities and Duties***

- **Chair of the Search Committee will:**
  - Work with the Executive Search Firm to develop and approve agendas for Search Committee meetings.



## CEO Search Committee Charter December 6, 2022



- Keep the Chair of the Commission apprised of all activities.
  - Provide regular updates to the Commission as to the activities and processes of the Executive Search Firm.
  - Discuss items on the Search Committee agendas and confirm there is a consensus on recommendations to make to the Commission at a regular or a special Commission meeting.
  - Request an exempt session or closed session on items as allowed by law and as necessary to protect the confidential nature of employee recruitment and selection activities.
- **Vice-Chair of the Search Committee will:**
    - Perform all Search Committee Chair responsibilities in the absence of the Search Committee Chair.
  - **All Committee Members:**
    - Confidentiality: Confidentiality must be always maintained to the fullest extent allowed by law. Search Committee members are acting as agents of DART when recruiting. All confidential aspects of the Search Committee process are not to be discussed with anyone outside of the Search Committee (including, without limitation, applicants' names, screening results, interview questions, interview responses, Search Committee discussions, etc.). Recruitment materials (including, without limitation, application materials and screening/interviewing forms) should only be reviewed by Search Committee members in private. If anyone outside of the Search Committee inquires about anything of a confidential nature, Search Committee members are to maintain the confidentiality of such information and inform such person that the requested information is confidential and that the Search Committee member cannot disclose such information.
    - Participation: Input is essential for the development of the job announcement, screening criteria, interview criteria and questions, the selection of candidates for interviews and to recommend a preferred candidate to the Commission. Search Committee members must be present at every Search Committee meeting to have the opportunity to give this input. Regular attendance is required. After a Search Committee member's third absence, or if a Search Committee member is unable to fulfill the responsibilities set forth herein, the Commission Chair will name an alternate to take the place of such Search Committee member.

### C. Operating Procedures:

The operating procedures ("Operating Procedures") for the Search Committee are as follows:

- The Search Committee Chair will give a monthly status update at the regularly scheduled Commission meetings.
- All Search Committee meetings must have approved agendas.
- Recommendations will be made to the Commission for open discussion and approval in accordance with applicable law.



## CEO Search Committee Charter December 6, 2022



- The Search Committee meetings will be open to the other Commissioners and will allow for discussion and input from Commissioners who are not members of the Search Committee.
- The minutes are a record of the proceedings of the Commission and primarily consist of the meeting attendance, recommended actions and updates, motions, vote records, and essential ministerial information.
- Minutes will be reviewed by the Search Committee Chair and Interim CEO.

### **D. Staffing Requirements:**

- Search Committee members will rely on retained external consulting sources, the Interim CEO and DART staff for preparation of presentations, Commission reports, and other materials used in the Committee meetings.
- The Interim CEO will participate in meetings, address questions or concerns raised by Search Committee and Commission members on particular items, and submit any reports specified by the Commission.
- The Interim CEO will seek any additional specialized expertise needed as part of the process.
- The Interim CEO will review the agenda with the Search Committee Chair prior to Search Committee meetings and will assist the Chair with updates for the Commission meetings.

### **E. Meeting Schedule and Process:**

- The Search Committee meeting schedule will be established in conjunction with the Executive Search Firm and is expected to encompass a considerable time commitment.
- Special meetings of the Search Committee may be called at the discretion of the Search Committee Chair and with consent from the Chair of the Commission.
- The Search Committee Chair will work with the Executive Coordinator of DART to cancel or postpone a scheduled Search Committee meeting.



## DISCUSSION ITEM



**9A: FY 2024 DART Budget Development Update**

***Staff Resource: Amber Dakan, Finance Manager***

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- Staff will provide an update regarding DART's upcoming FY 2024 Budget Development.



## DISCUSSION ITEM



**9B: DART Alternative Funding Advisory Committee Update**

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

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- Staff will provide an update on the recent DART Alternative Funding Advisory Committee meeting.





## DISCUSSION ITEM



**9C: February Service Change**

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

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- Staff will provide an overview of the proposed minor modifications to fixed-route schedules planned for the February Service Change.



## MONTHLY REPORT



**9D: Monthly Performance Report – October 2022**

**Staff Resource: Nate Bleadorn, Business Intelligence Manager**

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### **Summary of October 2022 Monthly Performance:**

- Total October ridership was up 28% compared to October of 2021. Total month over month ridership increased 3.63% from September to October 2022. This Fall continues to be our strongest start to the school year for DMPS Ridership since before the pandemic. RideShare was up 3.66% compared to last month. Paratransit ridership was up 2.03% in compared to September.
- For the month of October, preventable accidents occurred at a rate of 0.96 per 100,000 miles. Our monthly and YTD rate is still below our target of 1 per 100,000 miles. Non-preventable accidents occurred at a rate of 1.67 per 100,000 miles in October, which is an increase compared to last month.
- On-Time Performance saw a slight month-to-month increase to 82.86% for the month, which is below our benchmark of 85%.
- Road calls per 100,000 miles, where our buses need service while in operation, were 9.18 for the month of October.



# Performance Summary - October 2022

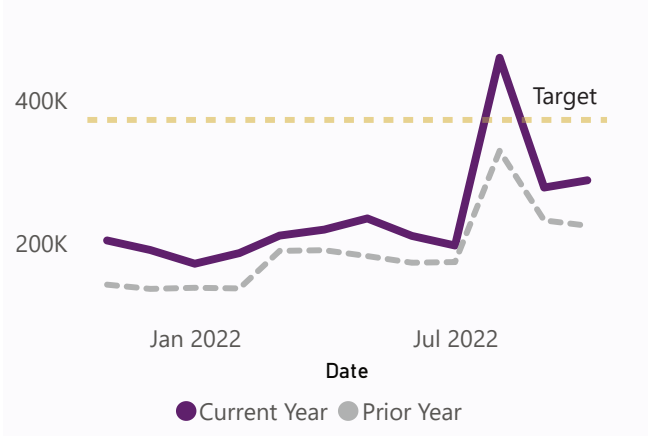
11/1/2021

10/31/2022

## Ridership

Monthly **288,131**  
FY22: 224,762 (+28.19%)

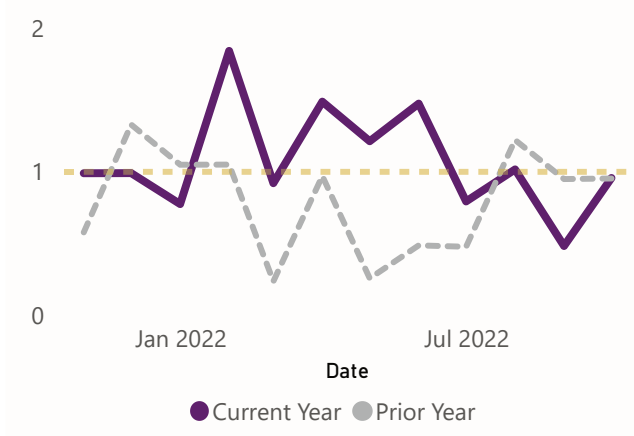
YTD **1,222,446**  
FY22: 960,164 (+27.32%)



## Preventable Accidents/100k Miles

Monthly **0.96**  
FY22: 0.95 (-0.35%)

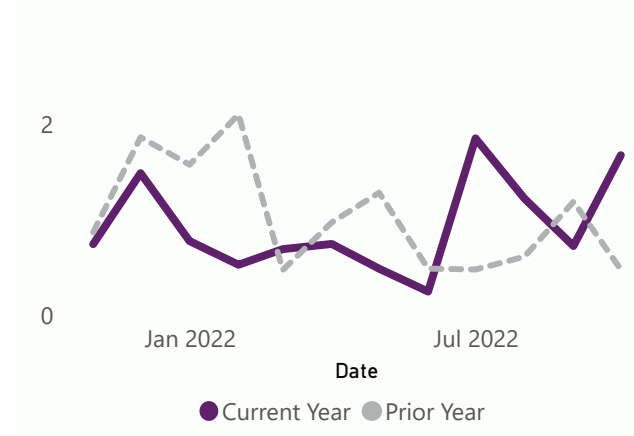
YTD **0.82**  
FY22: 0.91 (+10.01%)



## Non-Preventable Accidents/100k

Monthly **1.67**  
FY22: 0.48 (-251.24%)

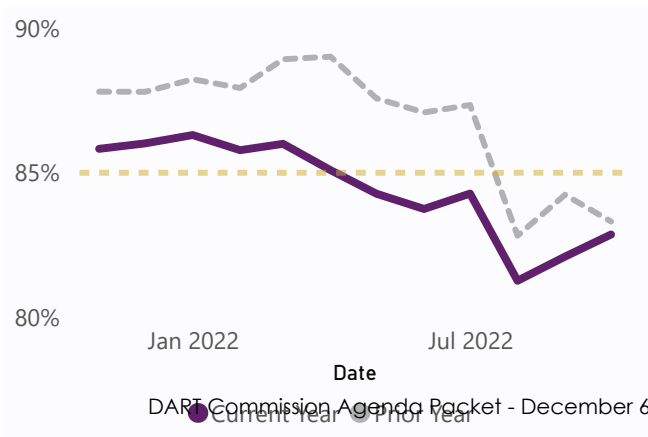
YTD **1.35**  
FY22: 0.69 (-97.12%)



## On-Time Performance

Monthly **82.86%**  
FY22: 83.31% (-0.54%)

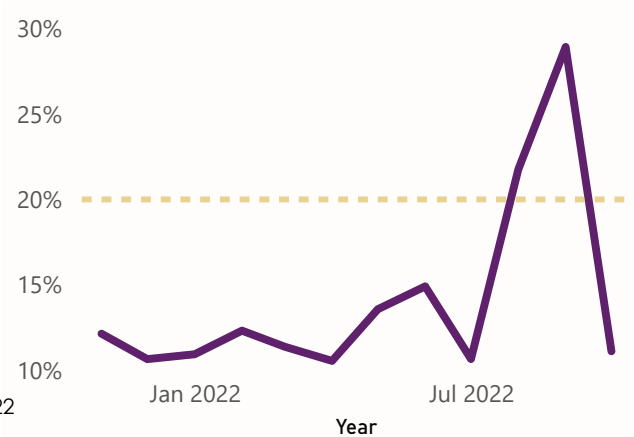
YTD **82.57%**  
FY22: 84.40% (-2.17%)



## Farebox Recovery Ratio

Monthly **11.12%**  
FY22: 19.99% (-44.38%)

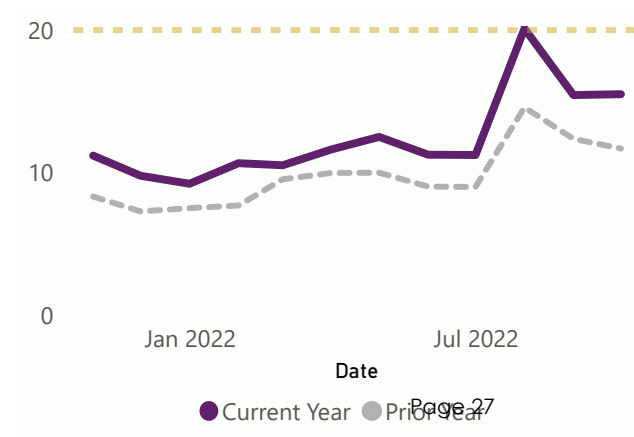
YTD **16.91%**  
FY22: 17.40% (-2.8%)



## FR Passengers / Revenue Hour

Monthly **15.50**  
FY22: 11.68 (+32.66%)

YTD **15.91**  
FY22: 12.04 (+32.21%)





# Fixed Route Performance

11/1/2021

10/31/2022

## Ridership

Monthly

**271,123**

FY22: 210,502 (+28.8%)

YTD

**1,159,461**

FY22: 900,730 (+28.72%)

## On-Time Performance

Monthly

**82.44%**

FY22: 82.94% (-0.61%)

YTD

**82.08%**

FY22: 84.04% (-2.34%)

## Operating Cost/Rev. Hour

Monthly

**\$195.36**

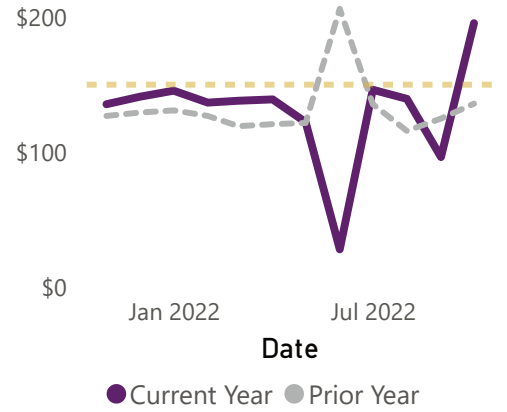
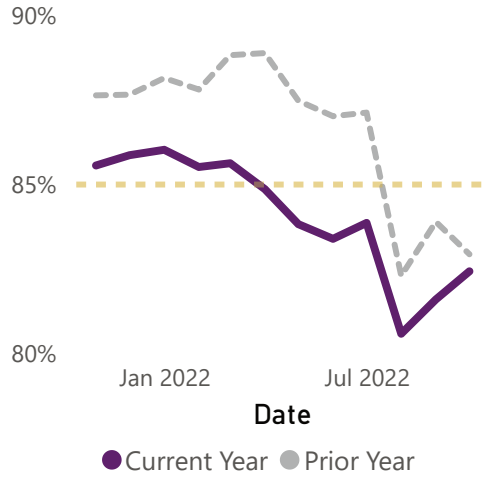
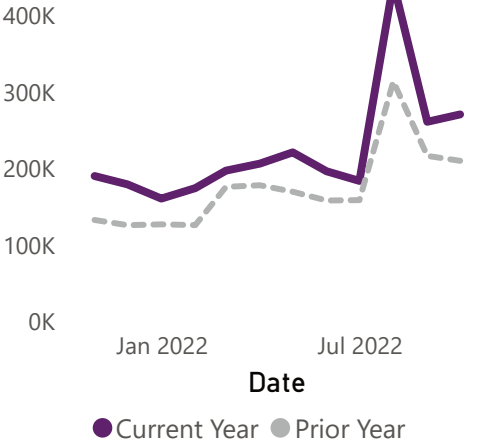
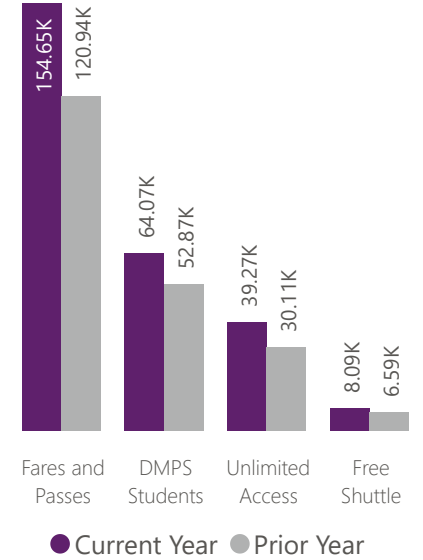
FY22: \$135.97 (-43.67%)

YTD

**\$144.47**

FY22: \$127.52 (-13.29%)

## Monthly Ridership by Fare Group



## Preventable Acc./100k

Monthly

**0.37**

FY22: 1.41 (+73.98%)

YTD

**0.80**

FY22: 1.29 (+37.52%)

## Non-Preventable Acc./100k

Monthly

**2.20**

FY22: 0.71 (-212.19%)

YTD

**1.88**

FY22: 1.03 (-82.25%)

## Road Calls/100k Miles

Monthly

**9.18**

FY22: 6.70 (-36.93%)

YTD

**9.91**

FY22: 6.00 (-65.14%)

## Complaints/100k Passengers

Monthly

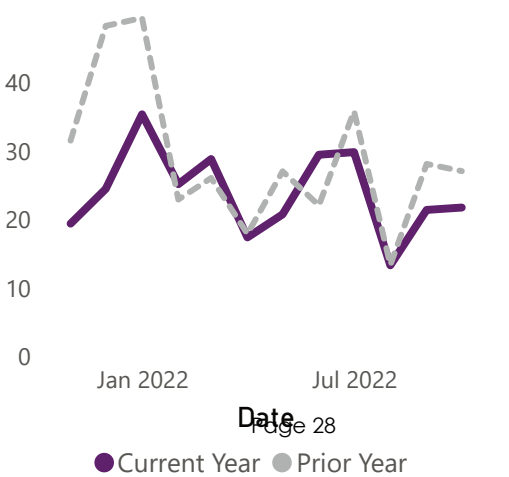
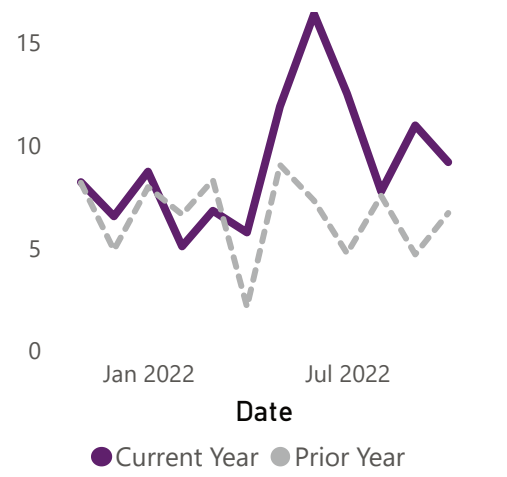
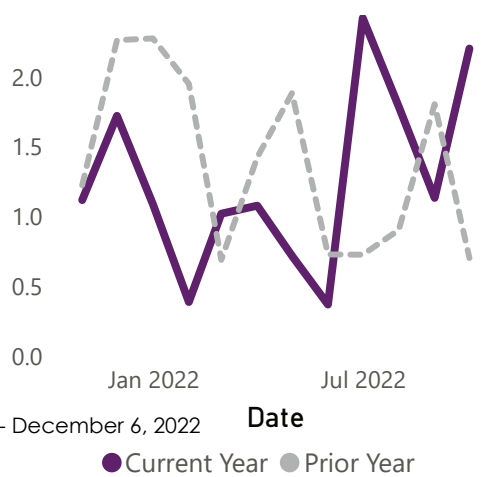
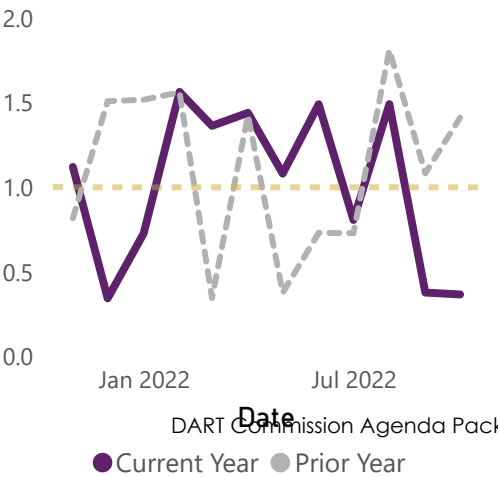
**21.76**

FY22: 27.08 (+19.63%)

YTD

**19.75**

FY22: 24.09 (+18.02%)





# Paratransit Performance

11/1/2021

10/31/2022

## Ridership

Monthly

**9,353**

FY22: 6,733 (+38.91%)

YTD

**34,691**

FY22: 26,666 (+30.09%)

## On-Time Performance

Monthly

**89.78%**

FY22: 90.81% (-1.14%)

YTD

**91.21%**

FY22: 91.93% (-0.77%)

## Operating Cost/Passenger

Monthly

**\$58.66**

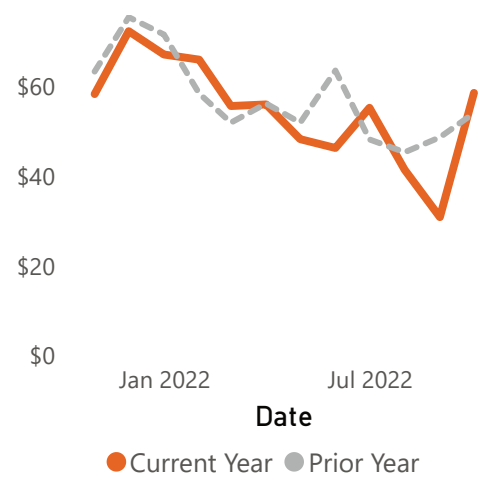
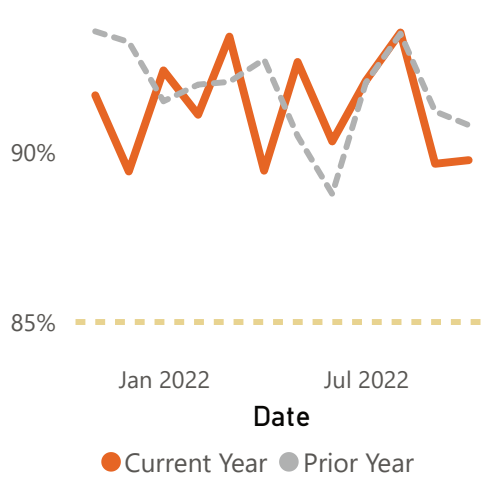
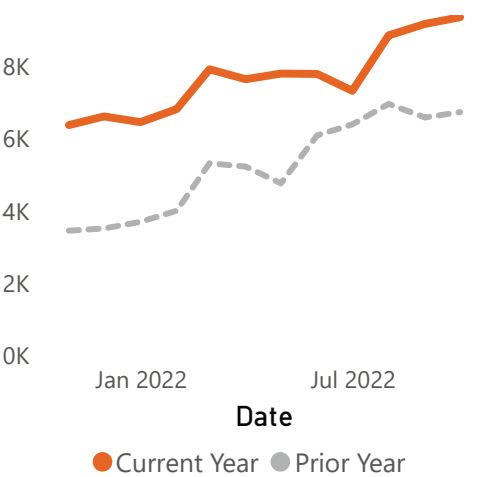
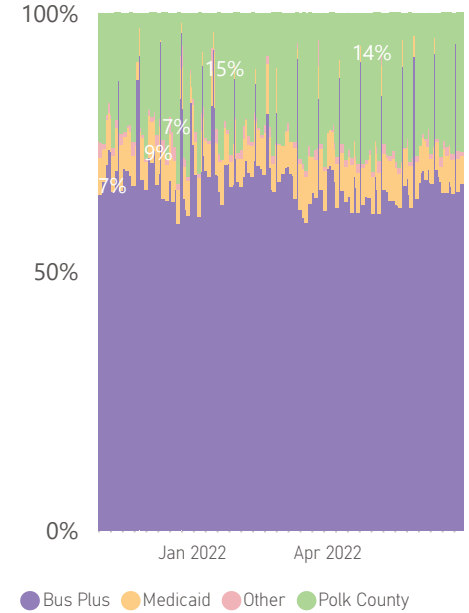
FY22: \$54.15 (-8.32%)

YTD

**\$46.26**

FY22: \$49.13 (+5.85%)

## Paratransit Customer Type Breakdown



## Preventable Acc./100k

Monthly

**2.33**

FY22: 0.00

YTD

**1.22**

FY22: 0.00

## Non-Preventable Acc./100k

Monthly

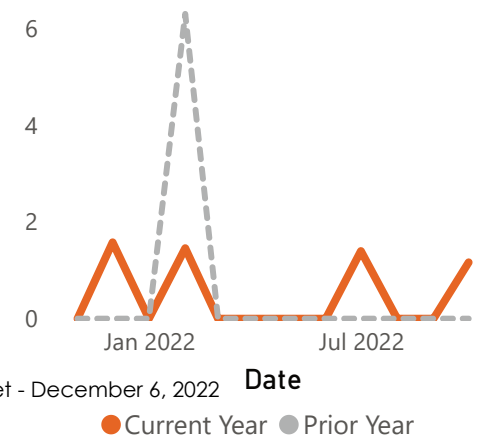
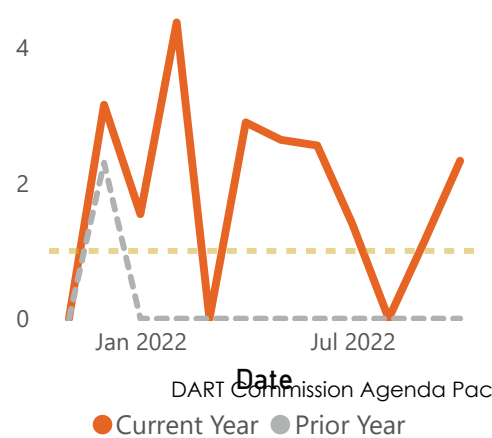
**1.16**

FY22: 0.00

YTD

**0.61**

FY22: 0.00



## RideShare - Ridership

Monthly

**7,655**

FY22: 7,527 (+1.7%)

YTD

**28,294**

FY22: 32,768 (-13.65%)

## RideShare - Op. Cost/Passenger\*

Monthly

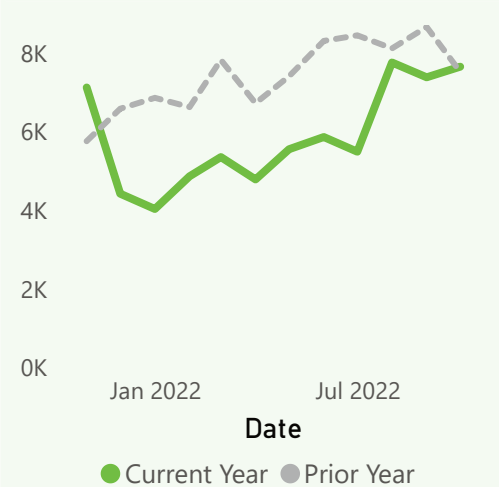
**\$12.21**

FY22: \$11.40 (-7.09%)

YTD

**\$10.01**

FY22: \$10.49 (+4.57%)





# Route Details

Month

October 2022 ▼

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	12,748	10,573	263,840	180,438	83,402	46.2%	35.59	61.47%
	#3 - University	25,789	20,725	99,072	80,978	18,094	22.3%	16.18	83.62%
	#4 - E. 14th	10,568	9,534	39,972	36,935	3,037	8.2%	11.50	87.70%
	#5 - Franklin Ave/Johnston	9,686	7,362	30,589	24,810	5,779	23.3%	9.89	76.16%
	#6 - Indianola	25,952	17,504	82,728	60,179	22,549	37.5%	19.68	86.18%
	#7 - SW 9th St.	29,781	23,945	99,594	85,782	13,812	16.1%	25.30	88.07%
	#8 - Fleur Dr.	2,983	2,572	8,602	7,524	1,078	14.3%	13.73	81.74%
	#10 - East University	1,315	1,135	3,797	3,473	324	9.3%	6.72	85.71%
	#11 - Ingersoll/Valley Junction	3,453	1,169	9,716	4,529	5,187	114.5%	14.14	81.18%
	#13 - Evergreen	6,339	3,837	14,436	9,360	5,076	54.2%	34.06	87.16%
	#14 - Beaver Ave.	15,986	12,536	52,491	42,548	9,943	23.4%	14.89	84.92%
	#15 - 6th Ave.	20,384	15,734	64,790	50,549	14,241	28.2%	19.05	82.90%
	#16 - Douglas Ave.	29,022	21,871	102,051	79,809	22,242	27.9%	16.86	81.08%
	#17 - Hubbell Ave.	20,110	15,193	73,502	57,677	15,825	27.4%	13.67	84.64%
	#50 - Euclid	5,237	3,986	20,395	14,589	5,806	39.8%	7.69	90.45%
	#52 - Valley West/Jordan Creek	9,638	8,029	38,684	30,161	8,523	28.3%	8.86	88.07%
	#60 - Ingersoll/University	24,181	20,468	88,687	76,120	12,567	16.5%	14.96	80.51%
	#72 - West Des Moines Loop	4,785	3,017	17,921	12,141	5,780	47.6%	5.27	76.61%
	#74 - NW Urbandale	407	352	2,010	1,259	751	59.7%	3.81	84.55%
2. Shuttle	Link Shuttle	1,087	533	2,855	2,444	411	16.8%	2.56	86.90%
	Downtown Shuttle	6,419	5,714	27,689	22,345	5,344	23.9%	11.85	83.81%
3. Express	#92 - Hickman	481	531	1,712	1,737	-25	-1.4%	4.00	76.05%
	#93 - NW 86th	666	558	2,665	2,294	371	16.2%	3.43	81.81%
	#94 - Westown	390	550	1,892	1,623	269	16.6%	6.68	85.31%
	#95 - Vista	299	135	1,032	600	432	72.0%	5.48	71.80%
	#96 - E.P. True	661	625	2,891	2,045	846	41.4%	7.29	77.92%
	#98 - Ankeny	2,488	1,851	7,875	6,413	1,462	22.8%	6.48	80.10%
	#99 - Altoona	266	371	1,103	1,523	-420	-27.6%	3.31	75.41%
	5. On Call	Ankeny		89		487	-487	-100.0%	
NW Johnston / Grimes									
Regional		2	3	28	46	-18	-39.1%	2.91	93.93%
6. DART On Demand	DART On Demand - Ankeny	1,256		4,581		4,581	Infinity	3.11	
Cab	Paratransit: Taxi	748	603	1,634	2,166	-532	-24.6%	4.46	
Paratransit	Paratransit: Bus/Van	7,354	5,938	28,387	24,201	4,186	17.3%	1.86	91.21%
RideShare	RideShare	7,655	7,527	28,294	32,768	-4,474	-13.7%	4.93	
<b>Total</b>		<b>288,136</b>	<b>224,570</b>	<b>1,225,515</b>	<b>959,553</b>	<b>265,962</b>	<b>27.7%</b>	<b>12.80</b>	<b>82.57%</b>



# MONTHLY REPORT



## 10A: Operations Team Report

**Staff Resources:** Brandon Smiley, Chief Operations Officer

### Maintenance – Keith Welch, Fleet Manager

- **Proterra Update:** As shared in prior Commission meetings, the Proterra electric buses have had more mechanical issues than expected. Staff are actively working with Proterra to resolve these mechanical issues and extend specific warranties. At this point, DART is keeping the buses parked until a satisfactory resolution is determined. There will be no disruption in service due to this change.
- **Supply Chain Impacts:** DART's fleet maintenance department continues to be impacted by parts shortages due to supply chain challenges. There has been some improvement recently with around 98% of orders being received within 60 days, but 2% being more than 100 days out. The main component we are having issues with getting are DEF heads. We are also now having issues with many Champion M/D parts as the supply company has been bought out and is struggling filling parts orders.
- **Winter fuel blend:** We have started our diesel winter fuel blending and are testing fuel to ensure we do not have gel issues as cold weather hits.

### Transportation – Joy Crutcher, Fixed Route Manager; Skip Herbold, Mobility Services Manager

- **Paratransit Public Input Plan Update:** DART staff hosted two public input meeting on Monday, November 14<sup>th</sup> to gather public input on the proposed changes to DART's ADA Complementary Paratransit (Bus Plus) program, specifically including medical verification and recertification. Customer satisfactions surveys with the proposed changes were also provided to known service users to collect additional public feedback. The target is to have results of the feedback obtained during the public meetings and returned surveys by December 23<sup>rd</sup>.
- **Britt Perdue (Fixed Route Operator):** Britt ran his last run as a Fixed Route Operator on November 11, 2022, after 37 years of service. Britt's tenure at DART was impeccable, never having a preventable accident, always showed excellent attendance and continuous customer service skills were often recognized.



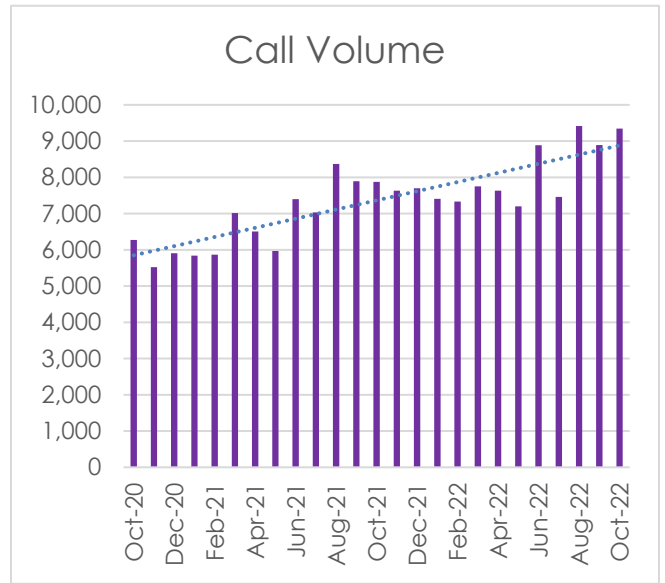
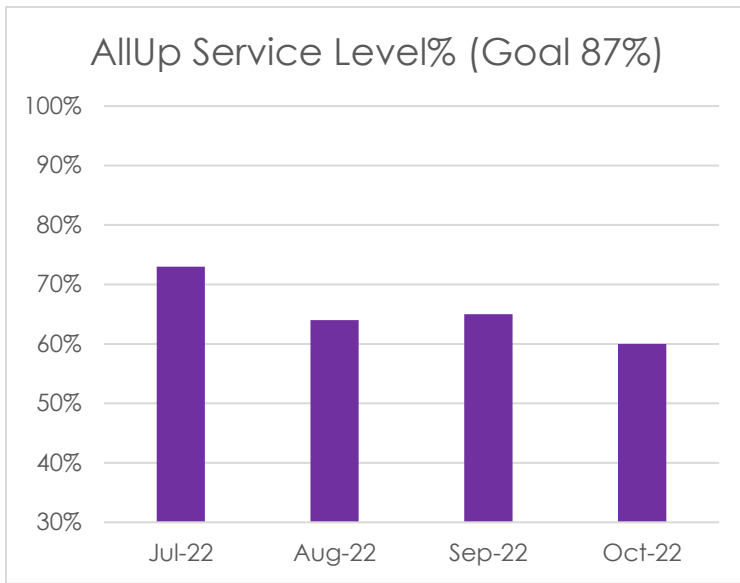
### Facilities – Zach Ashmore, Facilities Manager

- **New Shelters:** The Facilities team is currently working with planning to get building permits for the second phase of shelters to be installed along 6<sup>th</sup> Ave.- This is on hold pending the update of the City of Des Moines building codes.

**MONTHLY REPORT**  
**10A: Operations Team Report**

**Customer Experience – Steve Wright, Customer Experience Manager**

- **Staffing:** Our service level dip is partially due to staffing. We have recently hired a new rep, replacing one who left in September. We are evaluating our staffing model overall, as the call volume draft shows call volumes increasing significantly in the last two years.



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







# MONTHLY REPORT

**10B: Planning Team Report**

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

- **Principal Foundation Pilot- Merle Hay Rd:** On November 13<sup>th</sup> DART added weekend service to Route 5, which connects Johnston and Urbandale to Des Moines via Merle Hay Rd. This enhancement is funded by a Principal Foundation grant and experienced decent ridership in its first few weekends of operation.
- **Principal Foundation Pilot- River Bend DOD:** DART was awarded partial funding to implement a new DART On Demand zone in and around the River Bend neighborhood of Des Moines. Staff have applied to the Community Foundation, Mid Iowa Health Foundation and Iowa Department of Transportation in an attempt to fully fund the pilot. Staff are also conducting outreach with neighborhood groups and residents to better understand the existing transportation gaps so that a service plan can be developed based on needs and available funding.
- **DART on Demand West Des Moines:** Staff are refining the TOS proposal for a new DART on Demand zone in West Des Moines. Public outreach and analysis have led staff to recommend that rather than eliminating Route 72 entirely, we make efficiency improvements and still use the savings to launch an additional, smaller DART On Demand Zone.
- **DART on Demand Ankeny:** A table below shows key performance metrics for November. Ridership continues to be high. The request denial rate and wait times are still high. We will continue to adjust how we assign operators at busier times of the day to try and increase reliability and serve currently unmet demand.

Week	Ridership			Customer Experience			Service Adoption	
	Trips	Total Unique Riders (who booked)	First Time Users (who booked)	No Proposed Trip Available (percent of requests)	Average Wait Time (Minutes)	Average Ride Duration (Minutes)	Mobile Booking Rate	New Accounts Created
Oct 31 - Nov 4	262	65	3	14%	29	10	82%	25
Nov 7 - Nov 11	264	67	7	15%	42	10	78%	21
Nov 14 - Nov 18	298	85	15	20%	47	11	79%	21
Nov 21 - Nov 25	198	72	2	20%	26	11	79%	12
<b>Cumulative</b>	<b>9,878</b>		<b>295</b>					<b>1161</b>

- **Strategic Planning:** We are working with Baton Global to develop a Strategic Plan to outline DART's priorities for the next 3-5 years. In November the Commission participated in a workshop to review and provide feedback on all remaining elements of the plan. A complete plan is being formatted and will be shared with the Commission for consideration of adopting in January.



# MONTHLY REPORT



## 10C: External Affairs Team Report

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

- **Customer Satisfaction Survey:** ETC Institute has completed survey collection for DART's Fixed Route and Paratransit customer satisfaction surveys. Survey collection will wrap-up for RideShare and DART On Demand in mid-December. DART will receive preliminary results in early 2023 and a representative from the ETC Institute will provide an overview of all survey results to the DART Commission at their meeting in February.
- **DART Alternative Funding Advisory Committee:** Staff compiled several reports requested by members of the Alternative Funding Advisory Committee that were provided in advance of the second meeting held on November 18. During the second and final meeting, a representative from the Iowa Department of Revenue provided an overview of current hotel-motel tax and local option sales tax. The Iowa DOT provided a summary of the public input gathered through an online survey following the first meeting in early October. After some discussion, committee members voted to prepare and submit a compendium to the Legislature outlining the funding challenge and potential solutions.
- **Grant Applications for Low-Income On-Demand Pilot Project:** Staff is continuing to seek funding to support a pilot of DART On Demand in the 50314-area code. Principal Foundation provided an initial \$100,000 to kick-start the pilot. Grants have been submitted to the Community Foundation of Greater Des Moines (\$250,000) and Mid-Iowa Health Foundation (\$50,000). DART is preparing a request for Broadlawns and evaluating opportunities with several other grant-making organizations.

### Marketing and Communications – Carissa Meredith, Marketing and Communications Manager



**November service change:** DART worked with local organizations and the cities of Johnston, Urbandale, and Des Moines to promote the addition of weekend service on Local Route 5 that



## MONTHLY REPORT

### 10C: External Affairs Team Report

began on Sunday, Nov. 13. Ongoing communications include participation in community events, including a ribbon cutting event held in Johnston on Dec. 1, a How to Ride training at the Johnston Public Library and participation in the Holidays at the Town Center event in Johnston on Saturday, Dec. 3.

An awareness marketing campaign to promote weekend hours on the Route 5 will begin in December. The campaign consists of paid digital and social media ads and outreach to retail, high density housing and community organizations along the Merle Hay corridor.

**Holiday service:** DART is communicating to its riders and the public its service hours for the fall and winter holidays. DART did not have service on Thanksgiving Day, Thursday, Nov. 24, and will not have service on Christmas Day, Sunday, Dec. 25, and New Year's Day, Sunday, Jan. 1.

**DART Central Station celebration:** DART celebrated 10 years of DART Central Station with a week of free rides, Nov. 20-26. Additionally, DART staff surprised 50 lucky riders with special swag bags throughout the week and gifted branded pass lanyards to riders.

**June service change:** DART's Planning and External Affairs teams will be collecting feedback from our riders about some major changes we plan to make to our service in June 2023. This will be our second time this year collecting feedback on several projects, using what we heard from our riders to create the following proposals:

1. **West Des Moines DART On Demand:** a new transit zone is proposed to provide point to point trips within the designated zone in western West Des Moines.
2. **Route changes to Local Route 72** discontinue a portion of the route north of the Jordan Creek Town Center traveling along 60<sup>th</sup> Street and University Avenue to the Valley West Mall area.
3. **Adjustments to Local Route 52** so it travels on University Avenue, 60<sup>th</sup> St, Vista Drive and Jordan Creek Parkway, between Valley West Mall and the Jordan Creek Town Center instead of traveling on the interstate.
4. **Riverbend/North Des Moines DART On Demand:** a new transit zone is proposed to provide point to point trips within the designated zone in northern Des Moines in the 50314-zip code.

## DART in the NEWS

### Top Stories:

#### [DART Celebrates Central Station's 10<sup>th</sup> anniversary](#)

-WHO-TV, 11/23/2022

#### [DART, Principal Foundation partner to increase transit access along Merle Hay Road](#)

-Business Record, 11/10/22

#### [Elderly voter with no car uses free DART bus to get to polling place](#)

-WHO-TV, 11/08/22

#### [DART goes fare-free to get voters to the polls on Tuesday](#)

-Little Village Magazine, 11/07/22

#### [Presutti to leave DART, agency to begin search for new CEO](#)

-Business Record, 11/2/2022

**MONTHLY REPORT**  
**10C: External Affairs Team Report**



**DART looking to hire 35 new drivers to ease heavy workload on staff**

-WHO-TV, 11/1/2022

**Marketing Analytics Report**

Metric	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	Oct 2021	Year Prior
MyDART App Accounts	38,413	39,470	40,371	43,870	44,909	45,755	32,955	39%
Website Unique Visitors	23,144	22,199	18,962	35,503	21,768	23,307	20,827	12%
Facebook Likes	6,062	6,074	6,084	6,109	6,114	6,124	5,179	18%
Twitter Followers	2,516	2,519	2,524	2,542	2,580	2,556	2,466	4%
Instagram Followers	1,540	1,552	1,554	1,568	1,579	1,589	1,462	9%
LinkedIn Followers	731	743	754	775	786	845	600	41%
Email Subscribers	13,551	13,550	13,557	13,566	13,561	13,568	13,403	1%
Trip Plans	37,318	44,412	39,476	54,465	51,143	34,963	30,022	16%
Real-time Map	28,359	34,609	27,711	41,711	39,813	26,508	24,854	7%
Next DART Bus	353,591	341,649	285,471	327,387	353,738	282,038	189,754	49%

**MyDART App Report**

Metric	May 2022	June 2022	July 2022	Aug 2022	Sept 2022	Oct 2022	TOTAL FY 2023
Downloads	661	1,057	846	3,178	1,386	1,255	5,819
iOS	180	223	224	1,381	499	387	2,267
Android	481	834	622	1,797	887	868	3,552
Accounts Created	732	944	901	3,499	1,039	846	5,384
Orders Placed	4,615	5,132	5,058	9,080	5,778	5,623	20,481
Passes Purchased	7,473	8,409	7,054	16,447	8,129	7,828	32,404
Revenue	\$20,18	\$22,26	\$27,05	\$39,67	\$32,72	\$32,92	105,32

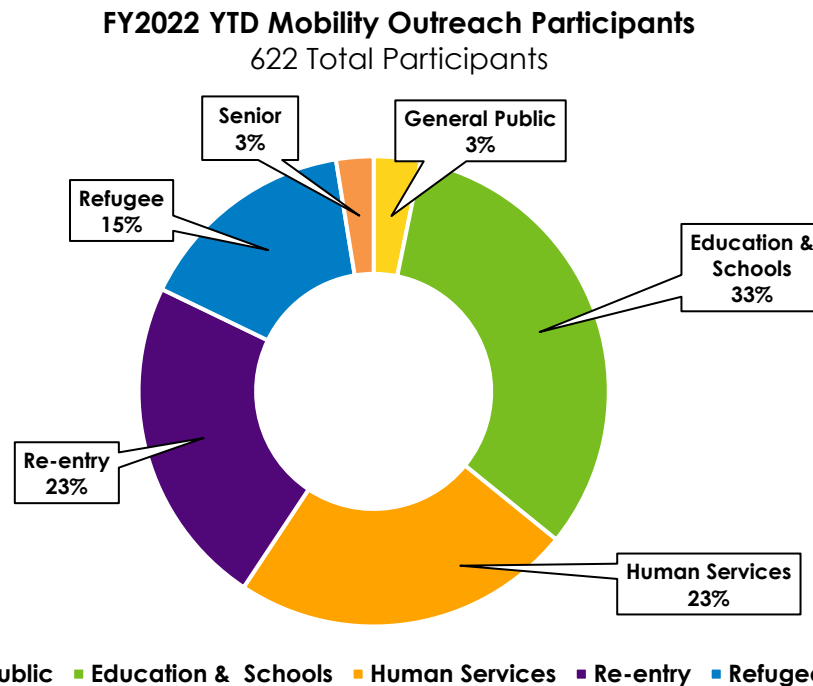
**Business & Community Partnerships – Matt Harris, Business & Community Partnerships Manager**

- **Unlimited Access program** – October ridership by Unlimited Access partners grew 1% month-over-month, which is a 40% increase over October 2021, contributing to gains made through the first quarter of FY22. Fall partner meetings remain in progress to plan for engagement opportunities in 2023. The top 5 Unlimited Access partners by ridership continue to be DMACC, Newbury Living, Drake University, the Hy-Vee Commissary and Principal Financial Group. Upcoming partnership renewals include The Wittern Group and Hy-Vee Commissary.
- **Art shelters** – Art shelter projects at the Roosevelt Cultural District and 6<sup>th</sup> Avenue Corridor in Des Moines were recently dedicated, featuring special events with the respective artists, local officials, and community stakeholders. Installations planned for 2023 include a total of 16 art shelters, the most installed in a single year. Locations include Johnston (1), the Avenues of Ingersoll and Grand (6), Urbandale (2), Windsor Heights (3) and the second phase of 6<sup>th</sup> Avenue Corridor (4). Art processes are now completed in Altoona and underway in West Des Moines and Des Moines' Historic East Village.

**MONTHLY REPORT**

**10C: External Affairs Team Report**

- **Ride to Thrive program** - Implementation of the new Ride to Thrive Program continues with 343 participants enrolled since July 1, of which more than 60% have enrolled using Food Assistance as proof of eligibility.
- **Mobility Coordination** - Mobility outreach training through November 2022 participation is shown in the chart.



**RideShare – Victoria Lundgren, RideShare Supervisor**

- **New technology systems implementation:** DART and HBSS are continuing to work through implementation processes for DART's new vanpool platform, QRyde. Plans are underway to facilitate a customer transition from the current RideShark platform to the new system, including testing and staff training. The implementation is on track to go live before December 31, 2022 when RideShark expires.
- **Vanpooling Partnerships:** RideShare Partner Vermeer has rolled out vanpooling as an “employee benefit” and begun their annual benefits open enrollment period. Interest has been expressed to add additional routes to their program. DART will continue to work with Vermeer on those potential expansions.
- **Business Development:** RideShare staff is supporting the Business and Community Partnerships (BCP) team in outreach to prospective partners. BCP team members attended the Iowa Society for Human Resources Management (SHRM) conference in early October to promote RideShare and are pursuing new business leads across a multi-county region. Recent program promotion has also included Business Record and targeted social media advertising placements as well as outreach to employers represented by existing vanpools with openings for new riders.



# MONTHLY REPORT



**10D: Finance, IT & Procurement Team Report**

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

**Finance Department – Amber Dakan, Finance Manager**

- **FY 2024 Budget Preparation** – Finance staff has begun work around the FY24 budget to include preparing input worksheets for the respective managers and forecasting salaries, wages, and fringe expenses for the upcoming year.
- **Financial Planning** – In conjunction with the financial planning for DART, staff met with the Treasury Management team from PFM to discuss the best way to organize DART's cash position within our existing banking contracts.
- **Year End Planning and Reporting** – The Finance team is preparing for the upcoming year end reporting requirements related to payroll and Accounts Payable (1099's as well as W-2's etc). This includes system updates in the requisition software, Workplace as well as year end updates for our ERP system, Dynamics GP.

**Procurement Department – Mike Gulick, Procurement Manager**

**Upcoming Projects and Procurements:**

- **Executive Search Services** - DART is seeking a executive search consultant to assist the Board of Commissioners in recruiting and selecting the next Chief Executive Officer. The immediate need is to fill the CEO position and it is possible we will also seek to fill other executive level positions in the future.
  - RFP is open and proposals are due December 6, 2022.
- **Drive Lane Concrete (1100 DART Way)** – DART is seeking a contractor to provide replacement of concrete in the drive lane at 1100 DART Way. The project will focus on demolition and replacement of concrete that is over the diesel fuel tanks. The existing concrete does not have enough slope and causes water to get into the fuel tanks.
  - Contract awarded to DBE and estimated completion is now extended due to some delays in materials.
- **Armored Vehicle & Courier Services** – DART is seeking a contractor to provide armored vehicle and courier services for DCS, DW, and State Fair. The current Contract expires November 14, 2022.
  - Awarded and Contracted with Rochester Armored Car Inc.
- **Glass Replacement Services** – DART is seeking a contractor to provide glass replacement services for the bus shelters and DCS from vandalism and damage.
  - Researching collaboration with cities and other political subdivisions.
- **Walk Behind Scrubber** – DART is seeking a second walk behind scrubber for maintenance to use on the garage floors.
  - Awarded and waiting for delivery.

**MONTHLY REPORT**  
**10D: Finance/IT/Procurement**



**Contracts and Task Orders Approved Recently:**

- **Vanpool Management Software** – DART awarded Contract to HB Software Solutions for their proprietary QRYde system on July 7, 2022 and notice to proceed on August 1, 2022. Contract signed.
- **Securities Upgrades (1100 DART Way)** – DART has placed purchase order off State Contract with Baker Group to update the security system at DW and allow for remote security work. Cameras are in and we are waiting on mounts and brackets to be delivered.
- **Facilities Truck** – DART has placed a purchase order off State Contract with Karl Chevrolet and GM has accepted for 2023 Chevrolet 3500HD 4x4 Standard Cab Work Truck. Estimated time for delivery is December 2022 with potential for delay into 2023.
- **Frontrunners** – Dart has placed a purchase order off State Contract for seven (7) Frontrunners from Høglund Bus Co/New England Wheels. Estimated time for delivery is Early 2023.
- **Medium Duty Buses** – DART has placed a purchase order off State Contract for four (4) 29' Gillig Buses. Estimated time for delivery is 2<sup>nd</sup> or 3<sup>rd</sup> quarter 2023.

**Future Procurements:**

- HRIS System
- HR Employee Service Awards Program
- Insurance Alternatives for DART
- Art Wall Refresh
- FY2024 Bus Passes
- Bond/Financing Counsel Services
- Construction Management Services
- Outdoor Signage Displays
- Frontrunners – second order

**IT Department – Kyle Foster, IT Director**

- **Technology Plan (Health Assessment) Development** – Underutilization of existing software/solutions was one of the voids established in the assessment. Based upon this feedback from R&B, solution vendors have started to be engaged for follow up training and to assist in updating standard operating procedures.
  - Trapeze has provided a response to all pain points/issues around their software. This is being reviewed and will be utilized for improvements over the next few months.
  - Vendor training has also been scheduled from Hacon and Bytemark to increase efficiencies with the mobile TripPlanner.
  - System upgrades are currently being scheduled with training plans to follow, specifically focusing on pain points established in the assessment.
- **Infrastructure Refresh project** – DART has hardware that's starting to reach its replacement timeline. Vendor engagements have begun to determine replacement make, models, and pricing. Once a vendor has been chosen, DART will build a phased approach to refresh the aging hardware. Consideration has been given to existing and future locations to ensure everything is modular and scalable enough to be relocated and expanded upon.
  - RSM was engaged to do a server and network hardware audit. They have provided a list of recommended hardware items that they would recommend getting on the replacement schedule as well as their costs.



**MONTHLY REPORT**  
**10D: Finance/IT/Procurement**

- Cisco in conjunction with CDWG has also been engaged to do an audit and provide recommendations on replacement equipment and pricing.
- Pure Storage in conjunction with CDWG has been engaged as a potential option in place of our current NetAPP storage devices.
- A storage hardware replacement option has been identified and submitted as a consent item. Server replacement will be next on this list.
- **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, facility, systems, and connectivity are all being taken into consideration to meet all critical system recovery time objectives.
- **Map updates** – DART is currently working with Trapeze to update the maps our systems utilize. The maps are currently 10 years old and in need of a refresh. Testing of the new maps begins on 11-28, with a proposed production update slated for 12/18.





# MONTHLY REPORT



**10E: Human Resources, Training & Safety Team Report**

**Staff Resource:** *Beth Hanson, Chief Administrative Officer*

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**Human Resources – Shelby VanSteenwyk HR Specialist**

• **Recruitment Update - Current Openings:**

- Fixed Route Operator
- Paratransit Operator
- Temporary Customer Service Specialist
- Data Analyst Intern
- Executive Operations Coordinator
- Transit Planner

• **Recent Hires:**

- Operations Dispatcher started on 11/21
- Human Resources Generalist started on 11/14
- Payroll and Benefits Specialist started on 10/31
- Maintenance Technician to start on December 6
- 4 Paratransit Operators started in November
- 2 Fixed Route Operators started in November

- **COVID-19 Update:** Since the beginning of 2022 we have had 109 positive tests. Notable statistics include that our total vaccination rate is 67.77 percent. We are continuing to showcase the benefit of getting vaccinations to our employees.

**Training – Matt Johnson, Training Manager**

- **Fixed Route Trainee:** Training continues for five Fixed Route Operators in training.
- **Paratransit Trainee:** Training continues for six Paratransit Operators in training.
- **Transit Ambassador Customer Service Trainer Certification:** Train-the-trainer certification session was held at DART where staff was certified to facilitate the customer service modules specific to transit staff.

**Safety – Pat Daly, Safety Manager**

• **DART Safety Plan:**

- Delivered new employee safety plan, hazard and near miss reporting orientation.
- Began new program of meeting with new bus operators early in their training to discuss how accident preventability is determined and to inform them of what types of accident new operators are likely to have.
- Conducted an actual risk assessment of a bus stop with bus operators, maintenance, service, and facilities staff during safety meeting in order to demonstrate the process.
- Continued work on several emergency action plans.
- Continued work on updates to the Agency Safety Plan.



## **MONTHLY REPORT**

### **10E: Human Resources, Training and Safety Team Report**

- Reviewed and updates the Severe Weather – Ice and Snow Plan
- Met with the Polk County Emergency Management Agency about the possibility of DART using the Alert Iowa system for internal staff nonfictions.



## MONTHLY REPORT



**10F: Chief Executive Officer**

**Staff Resource: Elizabeth Presutti, Chief Executive Officer**

- **DART Executive Committee** - The DART Executive Committee met on Wednesday, November 16. The discussion items presented during the meeting included:
  - DART Funding Advisory Committee Update
  - Interim and New CEO Search Plans

The DART Executive Committee also met on Wednesday, November 30 further discuss the Chief Executive Officer (CEO) Transition Plan and the CEO Search Committee.

- **FTA Leadership Meeting** – Erin Hockman and I had the opportunity to meet with the Federal Transit Administrator, Nuria Fernandez and many of her team members on November 7, 2022, to provide an update on DART initiatives. It was a very productive meeting and they appreciated learning more about DART projects.
- **FTA Bus and Bus Facilities Grant Debriefing** – Erin Hockman, Amber Dakan and I met with FTA to for a debriefing on our last grant application for the new Operations and Maintenance Facility. The debriefing was very informative and provided us a lot of insight on how we can improve on our next grant application submission.
- **Chief Administration Officer** – On November 16, Beth Hanson joined the DART team to serve as the CAO. She comes to DART with a wealth of people leadership, operations, and business experience through her work at Goodwill of Central Iowa and Williams Sonoma. Beth is committed to helping advance DART with her thoughtful and strategic leadership.
- **15 Year Service Award** - Warren Jernstad celebrated 15 years of service with DART on November 6. Warren began and continues his journey at DART as Paratransit Operator. We are honored to have his expertise and tireless dedication in serving those with disabilities in the Des Moines area now for fifteen years!





## FUTURE DART COMMISSION ITEMS



### Future Agenda Items:

<b>January 3, 2023 – 12:00 P.M. (Annual Meeting)</b>	
<b>Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>• Audited FY22 Financials</li> <li>• 2023 Legislative Priorities</li> <li>• MPO/CIRTA Weighted Vote</li> <li>• Updated Procurement Policy and Procedures</li> <li>• Winter Service Change</li> <li>• Outdoor Signage Displays</li> <li>• City of Des Moines License Agreement</li> <li>• Bus and Bus Facilities Grant</li> <li>• Disadvantaged Business Enterprise (DBE)</li> <li>• New TRAC Members</li> <li>• February Service Change</li> </ul>	<ul style="list-style-type: none"> <li>• FY 2024 DART Budget Update</li> <li>• Paratransit Public Input Plan Results</li> <li>• Heavy Duty Bus Purchase</li> <li>• Strategic Plan Update</li> </ul>
<b>February 7, 2023 – 12:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>• FY 2024 Budget Public Hearing Date</li> <li>• ADA Paratransit Changes</li> <li>• Strategic Plan Approval</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Riders Advisory Committee Update</li> <li>• Customer Satisfaction Survey Results</li> <li>• Quarterly Investment Report</li> <li>• Quarterly Financial Update</li> <li>• Quarterly Safety Report</li> </ul>
<b>March 7, 2023 – 12:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>• FY 2024 Budget</li> <li>• DART General Fund Reserve Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Riders Advisory Committee Update</li> <li>• Rideshare Update</li> </ul>

### Upcoming DART Meetings:

<b>MEETING</b>	<b>DATE</b>	<b>TIME</b>	<b>LOCATION</b>
<b>DART Executive Committee</b>	Wednesday, December 21, 2022	12:00 p.m.	Zoom