



# 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 – 833 4596 5872/PASSCODE - 528475

MAY 7, 2024 – 12:00 PM

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2.	ROLL CALL AND ESTABLISHMENT OF QUORUM	
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14.	NEXT MEETING: Regular DART Meeting - <b>Tuesday, June 4, 2024 – 12:00 P.M.</b>	
15.	ADJOURN	

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

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

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A hybrid meeting of the Transit Riders Advisory Committee was held on Wednesday, May 1, 2024, and a quorum was met. Included are key highlights from the meeting's discussion.

- **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 highlighted the recent award of \$3.6 million from the Des Moines MPO as part of their Carbon Reduction Program essentially pausing any near-term service reductions. Part of this update included an introduction to DART and the Commission's vision for the potential Reimagine DART planning efforts.
- **DART On Demand Fare Increase:** Communications Manager, Sarah Welch, updated TRAC on the plan to do a fare increase on DART on Demand services to bring the fare inline with DART's other mobility services such as DART On Call. This update included tentative details on an upcoming public meeting to discuss the fare changes, and other efforts to educate riders and collect feedback on the change.
- **Paratransit Overflow Taxi Contract:** Chief Operating and Planning Officer, Luis Montoya, provided an overview of DART's current use of Taxi services to provide assistance with ambulatory Paratransit trips. Luis discussed the RFP process used to update our contract and the recommendation to add another provider to the contract giving DART flexibility in using our existing taxi provider, but also a new provider Transportation Network Company (TNC) UZURV.

The next hybrid TRAC meeting is currently scheduled for Wednesday, May 29, 2024.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES  
MEETING HOSTED IN-PERSON AND VIRTUALLY  
620 CHERRY STREET, DES MOINES IA 50309  
April 2, 2024**



**(Meeting was held in a hybrid format)**

**Commissioners/Alternates Present and Voting:**

Dean O'Connor, Todd Shafer, Tara Cox (via zoom), Srikant Mikkilineni (arrived at 12.10pm), Connie Boesen (arrived at 12.15pm, left at 1.47pm), Chris Coleman, Paula Dierenfeld (arrived at 12.05pm, left at 1.49pm), Ross Grooters, Angela Connolly (left at 1.46pm), Bridget Montgomery, and Joseph Jones

**Commissioners Absent:**

Russ Trimble and Andrew Borcharding

**CALL TO ORDER**

Vice Chair Ross Grooters called the meeting to order at 12:00 p.m. Roll call was taken, and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

Vice Chair Ross Grooters requested a motion to approve the agenda as presented.

It was moved by Angela Connolly and seconded by Joseph Jones to approve the April 2, 2024, agenda. The motion carried unanimously.

**PUBLIC COMMENT:**

Thomas Washington from Des Moines suggested that with the growth of the south side of Des Moines, we put a shelter behind the Target, perhaps move the one that is placed near the Hy-Vee as buses do not run there. DART staff will follow up appropriately with Thomas.

Todd Kilzer from Urbandale, also a TRAC committee member, asked if we could consider having an adjustable podium to accommodate those in mobility devices. DART staff to investigate options. Praised DART staff and Commission for the good report on DART that was shown on KCCI. He shared that it identified the need for transportation in our communities and suggested looking into road use tax as an additional funding resource.

Garland Armstrong from Des Moines thanked Congressman Nunn for participating in a tour of DART Way and suggested we provide him and his staff with appropriate data so he can see the funding challenges transit faces.

Heather Armstrong from Des Moines shared that the City of Chicago's transit agencies utilize gas taxes as another means to alternate funding to the agency.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – APRIL 2, 2024**



**TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE**

Brandon Paulson, Chair of the TRAC Committee, shared that at the committee's most recent meeting on Wednesday, March 27, 2024, Chief Operating and Planning Officer, Luis Montoya, provided an overview of DART's current fleet of buses and shared some benefits and challenges the different models provide. The Committee's feedback was shared with the Commission. Steve Wright, Customer Service Manager, provided an update on the detour project and some of the ways that DART currently handles detours. The committee agreed that having real-time detour updates would ease a lot of anxiety for our riders. Finally Chief Strategy Officer, Erin Hockman, provided an update on the current conversations as it related to funding levels.

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

**CONSENT ITEMS**

7A – Commission Meeting Minutes – March 5, 2024

7B – June 2024 Service Change

7C – Financial Reserve Policy

7D – State Consolidated Grant Funding Application FY 2025

7E – Legislative Federal Priorities

7F – FY 24 Agency Safety Plan

7G- Executive Consulting Contract Approvals

7H – February FY2024 Consolidated Financials

It was moved by Dean O'Connor and seconded by Todd Shafer to approve the consent items. The motion carried unanimously.

**ACTION ITEMS**

8A – FY 2025 Budget Public Hearing Date for April 23, 2024

Dan Washburn, Chief Financial Officer, shared that staff started preparing the FY 2025 DART budget this past Fall and held a Commission/City Manager budget workshop on February 23, 2024 where staff outlined the proposed FY 2025 budget in detail.

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. The DART FY 2025 budget aims to match service levels with funding availability. The FY 2025 revenue and expenditure assumptions were identified. No action was recommended to be taken with the Public Hearing today (April 4, 2024) but DART requests that the Commission schedule and vote to hold a Public Hearing Date on the FY 2025 Budget and Tax Levy Rates for April 23, 2024.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – APRIL 2, 2024**



It was moved by Dean O'Connor and seconded by Todd Shafer to set the Public Hearing Date for Tuesday, April 23, 2024, 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. The motion carried unanimously.

**DISCUSSION ITEMS:**

9A – FY 2025 DART Service and Budget Planning

Amanda Wanke, Chief Executive Officer; Erin Hockman, Chief Strategy Officer; and Luis Montoya, Chief Planning and Operations Officer provided an update on the budget and service planning scenarios and shared plans for upcoming public input.

9B – Fleet Planning Update

Luis Montoya, Chief Planning and Operations Officer, provided an overview and update on the fleet planning activities and advised on upcoming procurements and fleet decisions.

9C – Reimagine DART

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

9D – New Operations and Maintenance Facility Update

Luis Montoya, Chief Planning and Operations Officer provided a brief overview and update on the status of Phase I of the new Operations and Maintenance Facility.

9E – Performance Report – February 2024

Amanda Wanke, Chief Executive Officer, encouraged the Commission to read the report but called out some highlights on performance which included ridership being up 10.7% YTD. Fixed Route and Paratransit ridership is up 44% YTD. In addition, February's preventable accidents per 100,000 miles in February was 0.5 YTD in 0.65 which both meet the goal of less than 1 per year per 100,000 miles. Road calls were identified as a challenge as it relates to the update on our fleet planning shared earlier in the meeting.

**DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)**

12A - Operations

12B – Planning

12C - External Affairs

12D – Finance/IT/Procurement

12E – Human Resources

12F – Chief Executive Officer

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – APRIL 2, 2024**



Amanda Wanke, Chief Executive Officer, thanked Ankeny Commissioner Todd Shafer for attending our recent Transit Employee Appreciation Day which was on March 18, 2024. In addition, Amanda shared that the City of Urbandale have completed a Human Services Strategic plan and they have received much feedback on transit and the need for this, especially in growing communities like Urbandale and suggested to reach out to Urbandale Commissioner, Bridget Montgomery if there are further questions regarding this plan. Finally, Amanda informed the Commission that she, Erin (Chief Strategy Officer) and Commissioners Grooters and Dierenfeld would be going to Washington DC next week to attend the APTA Legislative meeting and attend Hill visits to try to secure funding for Phase 2 of our Operations and Maintenance Facility.

**FUTURE AGENDA ITEMS**

None

**COMMISSIONER ITEMS**

None

**NEXT MEETING:**

Regular DART Meeting - Tuesday, May 7, 2024 – 12:00 P.M.

**ADJOURN**

Vice Chair Ross Grooters adjourned the meeting at 1:49 p.m.

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**Chair**

\_\_\_\_\_

**Clerk**

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**Date**

## CONSENT ITEM



**7B: Financial Audit Services**

**Action: Approve a three (3) year contract with two (2), one (1) year options with Baker Tilly US, LLP for Financial Audit Services for the amount Not to Exceed \$399,000.**

**Staff Resource: Michael Gulick, Procurement & Contract Manager**

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### **Background:**

- DART is seeking a qualified contractor to provide independent financial audit services. Services will include, but not be limited to the annual independent audit of DART's financial records and assistance to DART with preparation of audited financial statements.
- The contractor must also perform procedures required of FTA funding recipients:
  - Generally accepted accounting standards as promulgated by the American Institute of Certified Public Accountants (AICPA).
  - Criteria for financial audits contained in Government Auditing Standards issued by the Comptroller General of the United States.
  - Provisions of the U.S. Office of Management and Budget (OMB) Circular A-133, Audits of States, Local Governments, and Non-Profit Organizations.
  - Pronouncements of the Governmental Accounting Standards Board (GASB) and the Financial Accounting Standards Board (FASB).
  - Provisions of the Single Audit Act of 1984.
  - Provisions of the Code of Iowa.
  - National Transit Database (NTD) reporting and auditing requirements.
- The contract term will be for the fiscal years 2024 – 2026 with optional years for 2027, 2028 and 2029.

### **Procurement:**

- DART conducted a Request for Proposals (RFP) for the project. The RFP was published on January 30, 2024, and proposals were due at 2:00 PM Central on February 29, 2024.
- DART conducted interviews with the two highest ranked proposers on April 10, 2024.

### **Evaluation Summary:**

- After interviews were conducted and evaluations were completed, Baker Tilly US, LLP had the highest score:
  1. Baker Tilly Virchow Krause, LLP – 77 (\$332,500)
  2. Eide Bailly, LLP – 74 (\$523,751)
  3. CliftonLarsonAllen, LLP – 57 (\$493,425)
  4. FORVIS, LLP – 52 (\$475,500)



**CONSENT ITEM**  
**7B: Financial Audit Services**

**Baker Tilly US, LLP Background:**

- Current Financial Audit Services provider to DART.
- Based out of Madison, WI with over 350 audit professionals dedicated to the public sector.
- Annually provide audit services to over 4,000 public sector clients including over 600 transit and governmental entities.

**Financial Proposal:**

- FY2024 = \$48,900
- FY2025 = \$51,300
- FY2026 = \$53,900
- FY2027 = \$56,600 *optional*
- FY2028 = \$59,400 *optional*
- FY2029 = \$62,400 *optional*
- Optional services for Cybersecurity and Information Technology reviews as requested by DART for:
  - Network Vulnerability Assessment and Penetration Testing
  - PCI-DSS Vulnerability Assessment and Penetration Testing
  - Federal and State Privacy Law Assessment
  - Review of Cybersecurity Event Recovery Process
  - Review of Business Continuity Management and Disaster of Recovery Planning
  - Review of Governance of IT
  - Review of ERM as it applies to IT

**Funding:**

- Funding will come from budgeted operating funds.

**Recommendation:**

- Approve a three (3) year contract with two (3), one (1) year options with Baker Tilly US, LLP for Financial Audit Services for the amount Not to Exceed \$399,000. This includes a 20% contingency.



**CONSENT ITEM**



<b>7C:</b>	<b>Transportation Improvement Program (TIP) Approval</b>
<b>Action:</b>	<b>Approve 2025 Transportation Improvement Program</b>

**Staff Resource:** *Mike Tiedens, Grants Program Administrator*

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**Background:**

The Transportation Improvement Program (TIP) is a compilation of surface transportation projects that are eligible for federal aid within the planning area of the Des Moines Area Metropolitan Planning Organization (MPO). The TIP covers a period of no less than four years and is updated annually for compatibility with the Statewide Transportation Improvement Program (STIP).

- The TIP is a federal requirement which must be developed in coordination with the state and public transit providers and must be fiscally constrained.
- DART capital and operating projects selected during the planning/budgeting process must be listed in the TIP with funding amount and source to be programmed in annual federal and state grants, both formula and discretionary.
- All potential agency projects occurring in fiscal year 2025 need to be identified in the TIP, but don't necessarily have to occur.
- Once the TIP is approved by its governing agency (the DART Commission), it will subsequently be submitted for approval to the MPO. It is then shared with the state to be included in the Statewide Transportation Improvement Program (STIP)
- The TIP is typically due to be submitted by the middle of June.

**Projects:**

DART is requesting the following projects be included in the FY2025 TIP. All dollar amounts identified are grant funds, local match and in some cases, 3<sup>rd</sup> party grant funds.

- MicroTransit Operating – \$312,000
  - DART on Demand Service
- Operations and Maintenance Facility Engineering and Design – \$4,200,000
- Admin and Passenger Facility Engineering and Design – \$25,000
- Admin and Passenger Facility Projects – \$350,000
- Security and Safety Upgrades/Improvements – \$165,500
- Shop and Garage Equipment – \$1,500,000
  - Lifts, etc.
- Associated Transit Improvements – \$200,000
  - Shelters, Signage and other Bus Stop Enhancements

**CONSENT ITEM**  
**7C - Transportation Improvement Program (TIP) Approval**



- Support Vehicles – \$450,000
  - Non-Revenue Vehicle Replacement
- Existing Bus Lease – \$812,500
- Computer Software – \$250,00
- Medium and Light Duty Buses – \$2,210,000
- Heavy Duty Buses (Diesel) – \$6,592,000
- New Operations and Maintenance Facility (Phase 1) – \$28,800,000
- New Operations and Maintenance Facility (Phase 2) – \$37,000,000
- Preventive Maintenance – \$4,500,000
- ADA Paratransit Service – \$625,000
- General Operations/Maintenance/Administration – \$2,215,000
  - State funds
- Operating Assistance - \$4,500,000
  - Formula funds (CRP funds)
- Operations for Rural Services – \$29,850
- Subcontracted Paratransit Operations – \$450,000
- Mobile Ticketing Platform – \$200,000
- Compensation Study – \$100,000
- Planning Study – \$1,000,000
- Shelters – \$287,285
- BikeShare Equipment – \$62,500
- Passenger Information Display Signs – \$125,000

**Recommendation:**

Approve the proposed 2025 Transportation Improvement Program (TIP) as submitted.

# CONSENT ITEM



<b>7D:</b>	<b>March FY2024 Consolidated Financial Report</b>
<b>Action:</b>	<b>Approve the March 2024 Consolidated Financial Report</b>

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

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**Year-to-Date Budget Highlights:**

**Revenue:**

- Fixed Route operating revenue is exceeding budget by 2.1% 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 14.4% due to the higher than projected interest income from favorable interest rates as well as State Operating Assistance exceeding budget expectations.
- Mobility Services operating revenue is exceeding budget by 8.2% so far in FY2024. Polk County Funding, Cash Fares, Mobile Ticketing Passes, and Other Contracted Services are all ahead of budget projections.
- Mobility Services non-operating revenue is exceeding budget by 14.4% year-to-date resulting from the drawdown of CARES grant funding as well as additional other grant funding drawn down to match up with higher levels of taxi cab expense.
- Caravan revenues are under budget by 23.8% year-to-date due to lower than anticipated passenger fares. Caravan is working to add additional business partners to the program in FY25 as well as implement a new user platform.

**Operating Expense:**

- Fixed Route operating expenses are seeing a 4.2% savings from projections. Insurance, Salaries, Wages & Fringes, and Services are seeing the most savings year to date.
- Mobility Services operating expenses are over budget by 8.1% year-to-date. Salaries, Wages, and Fringes, Purchased Transportation Services, and Fuel & Lubricants are seeing the highest over budget levels due to an increase in demand for these services.
- Caravan has budget savings of 23.9% year-to-date for operating expenses. Services and Fuel and Lubricants are seeing the largest savings to date which aligns with the lower operating revenue performance.

**Recommendation:**

- Approve the March FY2024 Consolidated Financial Report.

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

Fixed Route	\$ 2,277,108	Reserve for Accidents (See Balance Sheet):
Mobility Services	\$ 193,559	\$201,805
<u>Caravan</u>	<u>\$ 46</u>	
Total	\$ 2,470,713	

**FY2024 Financials:**

**March 2024**

FIXED ROUTE	March 2024			Year-To-Date-(9) Months Ending 3/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	312,341	402,217	(89,876)	3,695,330	3,619,950	75,380
Non-Operating Revenue	2,510,789	2,674,281	(163,492)	25,110,075	24,068,528	1,041,548
Subtotal	2,823,130	3,076,498	(253,368)	28,805,405	27,688,478	1,116,928
Operating Expenses	3,026,686	3,076,498	49,812	26,528,297	27,688,478	1,160,181
Gain/(Loss)	(203,556)	-	(203,556)	2,277,108	-	2,277,108

MOBILITY SERVICES	March 2024			Year-To-Date-(9) Months Ending 3/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	64,551	53,054	11,497	516,588	477,488	39,101
Non-Operating Revenue	210,312	343,925	(133,613)	3,540,570	3,095,325	445,245
Subtotal	274,863	396,979	(122,116)	4,057,158	3,572,813	484,346
Operating Expenses	445,101	396,979	(48,122)	3,863,599	3,572,813	(290,787)
Gain/(Loss)	(170,238)	-	(170,238)	193,559	-	193,559

CARAVAN	March 2024			Year-To-Date-(9) Months Ending 3/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	17,138	33,333	(16,195)	180,987	300,000	(119,013)
Non-Operating Revenue	-	9,468	(9,468)	112,410	85,208	27,203
Subtotal	17,138	42,801	(25,663)	293,397	385,208	(91,811)
Operating Expenses	41,044	42,801	1,757	293,351	385,208	91,857
Gain/(Loss)	(23,906)	-	(23,906)	46	-	46

SUMMARY	March 2024			Year-To-Date-(9) Months Ending 3/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	394,030	488,604	(94,574)	4,392,905	4,397,438	(4,533)
Non-Operating Revenue	2,721,101	3,027,673	(306,572)	28,763,055	27,249,060	1,513,995
Subtotal	3,115,131	3,516,278	(401,147)	33,155,960	31,646,498	1,509,463
Operating Expenses	3,512,831	3,516,278	3,447	30,685,247	31,646,498	961,251
Gain/(Loss)	(397,700)	-	(397,700)	2,470,713	-	2,470,713

## CONSENT ITEM



**7E: Quarterly Investment Report**

**Action: Approve the recommended quarterly investment report for the third quarter of the Fiscal Year 2024**

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

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### **Background:**

- DART began investing its reserve dollars in April 2016 with the intent to maximize the value of our assets.
- The 2nd quarter of FY2024 (January 1 – March 31, 2024) ended with \$26,707,431 in our investment portfolio.
- The current quarterly statement recognizes \$365,473.44 in interest income, which is due to higher-level interest rates. At the quarter end, interest rates ranged from 4.2% to 5.48%.
- Portfolio assets are held in a market-based savings account and within Certificates of Deposits from multiple banks and with varying lengths of time. The quarter ended with a 5.420% weighted average interest rate. The Finance Staff continues to work with PMA to maximize earning interest vehicles.
- Attached within the packet is DART's Quarterly Investment Report.

### **Recommendation:**

- Approve the recommended quarterly investment report for the second quarter of Fiscal Year 2024 (January 1 – March 31, 2024).



## PMA Quarterly Statement

(39427-101) Investment Account

**Statement Period**

January 1, 2024 to March 31, 2024

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**Statement for the Account of:**

Des Moines Area Regional Transit Authority

**Des Moines Area Regional Transit Authority**

Amber Dakan  
620 Cherry Street  
Des Moines, IA 50309

(39427-101) Investment Account | Page 1 of 5



Des Moines Area Regional Transit Authority

Statement Period

January 1, 2024 to March 31, 2024

SDA / MMA TRANSACTION ACTIVITY

FEDERATED FUNDS			BEGINNING BALANCE			\$159,123.13
Transaction	Date		Deposits	Withdrawals	Interest / Adjust	Balance
22311	01/02/24	Deposit	\$4,074,810.96			\$4,233,934.09
22333	01/22/24	Deposit	\$5,000,000.00			\$9,233,934.09
22336	01/24/24	Withdrawal		(\$9,000,000.00)		\$233,934.09
22340	01/26/24	Withdrawal		(\$83.33)		\$233,850.76
22393	01/31/24	Interest			\$14,993.33	\$248,844.09
22411	02/23/24	Withdrawal		(\$230.85)		\$248,613.24
22418	02/28/24	Deposit	\$3,082,109.59			\$3,330,722.83
22471	02/29/24	Interest			\$1,896.82	\$3,332,619.65
22474	03/06/24	Deposit	\$4,054,542.45			\$7,387,162.10
22479	03/20/24	Withdrawal		(\$7,387,162.00)		\$0.10
22483	03/25/24	Withdrawal		(\$288.85)		(\$288.75)
22537	03/31/24	Interest			\$16,718.17	\$16,429.42
<b>TOTALS FOR PERIOD</b>			<b>\$16,211,463.00</b>	<b>(\$16,387,765.03)</b>	<b>\$33,608.32</b>	
<b>ENDING BALANCE</b>						<b>\$16,429.42</b>

BANK IOWA			BEGINNING BALANCE			\$10,183,437.77
Transaction	Date		Deposits	Withdrawals	Interest / Adjust	Balance
289129	01/31/24	Interest			\$45,282.91	\$10,228,720.68
290647	02/29/24	Interest			\$42,549.80	\$10,271,270.48
291603	03/20/24	Deposit		(\$7,612,838.00)		\$2,658,432.48
292147	03/31/24	Interest			\$32,569.41	\$2,691,001.89
<b>TOTALS FOR PERIOD</b>			<b>\$0.00</b>	<b>(\$7,612,838.00)</b>	<b>\$120,402.12</b>	
<b>ENDING BALANCE</b>						<b>\$2,691,001.89</b>

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 2 of 5



Des Moines Area Regional Transit Authority

Statement Period

January 1, 2024 to March 31, 2024

**FIXED INCOME INVESTMENTS**

**INTEREST**

Type	Holding ID	Transaction Date	Description	Interest
CD	296389-1	01/02/24	BANKERS TRUST COMPANY	\$74,810.96
SDA	1285181-1	01/31/24	Savings Deposit Account - BANK IOWA	\$45,282.91
MMA	20549-1	01/31/24	Federated Funds	\$14,993.33
CD	196388-1	02/28/24	BANKERS TRUST COMPANY	\$82,109.59
SDA	1285181-1	02/29/24	Savings Deposit Account - BANK IOWA	\$42,549.80
MMA	20549-1	02/29/24	Federated Funds	\$1,896.82
CD	296917-1	01/02/24	COMMUNITY STATE BANK	\$54,542.45
SDA	1285181-1	01/31/24	Savings Deposit Account - BANK IOWA	\$32,569.41
MMA	20549-1	01/31/24	Federated Funds	\$16,718.17
<b>Totals for Period:</b>				<b>\$365,473.44</b>

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 3 of 5





Des Moines Area Regional Transit Authority

Statement Period  
January 1, 2024 to March 31, 2024

CURRENT PORTFOLIO

Type	Code	Holding ID	Trade	Settle	Maturity	Description	Cost	Rate	Face/Par	Market Value
MMA	N	20549-1		03/31/24		Federated - Government Obligations Fund	\$16,429.42	5.170%	\$16,429.42	\$16,429.42
SDA	IA	1285181-1		03/31/24		Savings Deposit Account - BANK IOWA	\$2,691,001.89	5.250%	\$2,691,001.89	\$2,691,001.89
CD	IA	297478-1		03/20/24	06/18/24	CD - COMMUNITY STATE BANK	\$6,000,000.00	5.480%	\$6,081,073.97	\$6,000,000.00
CD	IA	297280-1		01/24/24	07/23/24	CD - COMMUNITY STATE BANK	\$6,000,000.00	5.250%	\$6,156,205.48	\$6,000,000.00
CD	IA	297477-1		03/20/24	09/16/24	CD - COMMUNITY STATE BANK	\$9,000,000.00	5.370%	\$9,238,339.73	\$9,000,000.00
CD	IA	297279-1		01/24/24	10/21/24	CD - COMMUNITY STATE BANK	\$3,000,000.00	4.200%	\$3,115,824.66	\$3,000,000.00
<b>Totals for Period:</b>							<b>\$26,707,431.31</b>		<b>\$27,298,875.15</b>	<b>\$26,707,431.31</b>

Weighted Average Portfolio Yield: 5.420 %  
 Weighted Average Portfolio Maturity: 35.58 Days

Portfolio Summary:

Type	Allocation (%)	Allocation (\$)	Description
MMA	0.062%	\$16,429.42	Money Market Account
SDA	10.076%	\$2,691,001.89	Savings Deposit Account
CD	89.863%	\$24,000,000.00	Certificate of Deposit

Note: Weighted Yield & Weighted Average Portfolio Maturity are calculated using "Market Value" and are only based on the fixed rate investments (excluding SDA Investments).

"Cost" is comprised of the total amount you paid for the investment including any fees and commissions.

"Rate" is the Net Yield to Maturity.

"Face/Par" is the amount received at maturity.

"Market Value" reflects the market value as reported by an independent third-party pricing service. Certificates of Deposit and Commercial Paper and other assets for which market pricing is not readily available from a third-party pricing service are listed at "Cost".

Deposit Codes

N	Single FEIN
IA	Iowa State

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 4 of 5



## Quarterly Statement

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### About Your Account and Statement

Securities and municipal advisory brokerage services (investments purchased with proceeds from a municipal securities issuance), and investments cleared through our clearing firm, Pershing LLC, are offered through PMA Securities LLC, a broker-dealer and municipal advisor registered with the SEC and MSRB, and a member of FINRA and SIPC. All other products and brokerage services are generally provided by PMA Financial Network LLC. Thus, certificates of deposit ("CD"), savings deposit accounts ("SDA") and commercial paper ("CP") may be executed through either PMA entity, as applicable, depending on whether the investment was purchased with proceeds derived from municipal securities. PMA Securities, LLC and PMA Financial Network, LLC operated under common ownership and are affiliated with Prudent Man Advisors, LLC.

#### Fixed Rate Investment Activity

This section shows all of the fixed term investments purchased and sold, maturities, interest received, and activity. This will include all CD, SDA, CP, securities and money market funds purchased through PMA Financial Network, LLC or PMA Securities, LLC as applicable. It also shows the approximate market value of each security whose price is obtained from an independent source believed to be reliable. However, PMA cannot guarantee their accuracy. This data is provided for informational purposes only. Listed values should not be interpreted as an offer to buy or sell at a specific price. CD's and CP are listed at their original cost. Redemption of a CD prior to maturity may result in early withdrawal penalties. Market values are based on the last day of the month for which this report date range is ending. If the run date of this report is prior to the end of the current month, the market values are listed as equivalent to the cost values.

#### Money Market Fund

The Rate shown for the money market fund represents the average net interest rate over the previous month which is then annualized. Information regarding the money market fund's investment objectives, risks, changes and expenses can be found in the money market fund's prospectus, which can be obtained by calling PMA at the phone numbers listed. The performance data featured represents past performance, which is no guarantee of future results. Investment returns will fluctuate. Current performance may be higher or lower than the performance data quoted. Please call PMA for the most recent performance figures.

The performance data featured represent past performance, which is no guarantee of future results. Investment returns will fluctuate. Current performance may be higher or lower than the performance data quoted. Please call PMA for the most recent performance figures.

#### Additional Disclosures

All funds, and/or securities are located and safe kept in an account under the client's name at their custodial bank. Any certificates of deposit listed are located in the client's name at the respective bank. Any money market fund shares are held directly with the money market fund. It is recommended that any oral communications be re-confirmed in writing to further protect your rights, including rights under the Securities Investor Protection Act.

#### Debt Securities

Some debt securities are subject to redemption prior to maturity. In the event of a partial or whole call of a security, the securities call will be automatically selected on a random basis as is customary in the securities industry. The probability that your securities will be selected is proportional to the amount of your holdings relative to the total holdings. Redemption prior to maturity could affect the yield represented. Additional information is available upon request.

A financial statement of PMA Securities, LLC is available for inspection at its office or a copy will be mailed to you upon written request.

**PLEASE ADVISE PMA AND OUR CLEARING FIRM, PERSHING LLC, IMMEDIATELY OF ANY INACCURACY OR DISCREPANCY ON YOUR STATEMENT. FOR A CHANGE OF ADDRESS OR QUESTIONS REGARDING YOUR ACCOUNT, PLEASE NOTIFY YOUR PMA REPRESENTATIVE. ANY ORAL COMMUNICATIONS SHOULD BE RE-CONFIRMED IN WRITING.**

#### How to Contact PMA

Please call (630)657-6400 or write to us at PMA, 2135 CityGate Lane, 7th Floor, Naperville, IL 60563.

#### How to Contact Pershing, LLC

Please call (201)413-3330 or write to Pershing LLC, One Pershing Plaza, Jersey City, New Jersey, 07399.

In accordance with FINRA Rule 2267, PMA Securities, LLC is providing the following information in the event you wish to contact FINRA. You may call (301)590-6500 or write to FINRA at 1735 K Street NW, Washington, D.C. 20006-1500. In addition to the public disclosure number (800) 289-9999. FINRA provides an investor brochure which describes their Public Disclosure Program. Additional information is also available at [www.finra.org](http://www.finra.org).

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 5 of 5

## ACTION ITEM



**8A: On-Call Taxi and Mobility Services**

**Action: Approve award contracts with Translowa L.C. and UZURV Holdings, Inc. both with a (1) year initial term with five (5) one (1) year renewal options for a combined Not to Exceed Amount of \$3,000,000 with contingency**

**Staff Resource: Michael Gulick, Procurement & Contract Manager  
Luis Montoya, Chief Operating & Planning Officer**

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### **Background:**

- DART is seeking to contract with capable firms to manage and operate taxicab and overflow services to support demand-responsive transportation, including both public paratransit and general public transit programs. Qualified firms must supply sedans, vans, and/or accessible vehicles for these services. The scope may also include additional services that DART plans to introduce, such as on-demand transit (known as DART On-Demand) and specialized services with contracted businesses.
- The use of transportation service contractors also serves to improve scheduling efficiency, reduce costs, mitigate demand fluctuations, and ensure seamless coordination with DART's services.
- DART historically has booked 7,000 to 10,000 ambulatory on-call taxi services annually. Paratransit services' growth is expected to continue to grow 10% annually.
- Contractors must comply with (at a minimum):
  - FTA Drug and Alcohol regulations
  - DART safety and service guidelines
  - DART reporting requirements, including NTD (National Transit Database)
  - DART data privacy and security requirements

### **Procurement:**

- DART published a Request for Proposals (RFP) on January 19, 2024, with proposals due at 2:00 PM Central on February 19, 2024.
- DART solicited ten (10) organizations both local and national.
- Two (2) proposals were received and deemed responsive.
  - Translowa L.C. (dba Yellow Cab Company)
  - UZURV Holdings, Inc.
- DART interviewed both firms.
- DART conducted a Best and Final Offer (BAFO) with both firms.
- DART recommends awarding contracts to both firms.

## **ACTION ITEM**

### **8A: On-Call Taxi and Mobility Services**

#### **Translowa LC Background:**

- Largest taxicab service company in central Iowa
- Providing overflow taxi service to DART since early 1980s
- Local customers include:
  - Polk County Health Services
  - Access2Care (non-emergency medical transportation service)
- Based on ten (10) miles for an average DART booked trip, Translowa's proposed cost to provide is \$32.50. After fare collection, the net costs to DART are \$29.00 for full fare collection.

#### **UZURV Holdings, Inc. Background:**

- Scalable Transportation Network Company (TNC) and Mobility Services provider based out of Richmond, VA.
- TNC Transit partnerships in fifteen (15) major markets delivering over 2 million FTA and ADA compliant rides.
  - Including PACE Chicago, IndyGo Indianapolis, TriMet Portland, Metro Phoenix, Jacksonville, WeGo Nashville, GTA Greenboro, GRTC Richmond, COTA Columbus, METRO Washington DC, T Boston, N Transit New Jersey, LYNX Orlando, MARTA Atlanta, RTA Riverside, MTS San Diego, RTC Las Vegas, Sacramento, EMBARK Oklahoma City, GO Durham, Chesterfield, Hanover DASH, MDOT Baltimore, Plam Tran Palm Beach, PSTA Pinellas, Alexandria DOT, and COAAA.
- Mobility Platform with GPS and in-vehicle technology monitoring and facilitating every ride.
  - Dispatching and tracking
  - Real-time arrival information and customer information
  - Key Performance Indicator (KPI) Analytics
- Ability to provide Wheelchair Accessible Vehicles (WAV).
- Based on ten (10) miles for an average DART booked trip, UZURV's proposed cost to provide is \$35.86. After fare collection, the net costs to DART are \$32.36 for full fare collection.

#### **Projected Trips (10% Annual Growth) and Costs (3% Annual Inflation)**

FY25 – 10,000 Trips (\$341,800)

FY26 – 11,000 Trips (\$387,259)

FY27 – 12,100 Trips (\$438,764)

FY28 – 13,310 Trips (\$497,120)

FY29 – 14,641 Trips (\$563,237)

FY30 – 16,105 Trips (\$638,148)

Six (6) year estimated costs \$2,866,331 before fare collection.

#### **Funding:**

- Funding will come from budgeted operating funds.

**ACTION ITEM**

**8A: On-Call Taxi and Mobility Services**

**Recommendation:**

- Approve award contracts with Translowa L.C. and UZURV Holdings, Inc. both with a (1) year initial term with five (5) one (1) year renewal options for a combined Not to Exceed Amount of \$3,000,000 with contingency.

## ACTION ITEM



**8B: Heavy Bus Procurement Approval**

**Action: Approve the purchase of four (4) 30-Foot Heavy Duty Buses at a cost Not to Exceed \$3,090,863 and ten (10) 40-Foot Heavy Duty Buses at a cost Not to Exceed \$7,881,566 from Gillig, LLC. under the State of Iowa Purchasing Contract.**

**Staff Resource:** *Michael Gulick, Procurement & Contract Manager*  
*Luis Montoya, Chief Operating & Planning Officer*

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### **Background:**

- Heavy Duty buses used for fixed route service have a useful life of 12 years. Each year, DART replaces approximately 8 Heavy Duty (HD) buses that have reached the end of their useful life.
- The purpose of replacing older buses is to reduce the maintenance costs and ensure we can provide reliable service.
- The majority of funding for bus purchases comes from the Federal Transit Administration (FTA), with an associated local match.
- DART has the option to purchase buses of various sizes to meet operational and budget needs. The 30' buses cost roughly \$16,000 less to purchase and achieve modest fuel economy savings compared to the standard 40' bus. The main benefit of 30' buses is to address the public perception that buses are empty.
- Since 2020, DART has received three orders of 30' Gillig buses, now totaling 16 30' buses in the fleet. DART primarily uses the 30' buses on routes with the lowest ridership.
- 30-Foot HD Buses
  - DART will order four (4) 30-foot buses as replacements for 40-foot vehicles that have met their useful life and are due for replacement.
  - Useful life of 30-foot is ten (10) years per the Federal Transit Administration (FTA), but we plan to keep the buses for 12 years.
- 40-Foot HD Buses
  - DART will order ten (10) 40-foot buses as replacements for 40-foot vehicles that have met their useful life and are due for replacement.
  - The useful life of 40-foot is twelve (12) years per the Federal Transit Administration (FTA).

### **Procurement:**

- DART will be utilizing the State of Iowa, Department of Administrative Services contract for the purchase of the buses.
- The State of Iowa has signed a cooperative purchase agreement with the State of Washington to allow use of the transit bus contract in the state of Iowa.



## **ACTION ITEM**

### **8B: Heavy Bus Procurement Approval**

- 30-foot Gillig Buses
  - 30' HD Base bus price = \$557,339 (previously \$445,000 in 2022)
  - Estimated price after adding in DART specifications with contingency = \$772,716
  - Prior 30' HD bus order was NTE \$2,613,250 for 5 buses (\$522,650 per bus)
- 40-Foot Gillig Buses
  - 40' HD Base bus price = \$571,376 (previously \$413,000 in 2021)
  - Estimated price after adding in DART specifications with contingency = \$788,156
  - Prior 40' HD bus order was NTE \$5,200,000 for ten (10) buses (\$520,000 per bus)

#### **Funding:**

- Funding will come from DART's capital improvement budget and the corresponding local match.

#### **Recommendation:**

Approve the purchase of four (4) 30-Foot Heavy Duty Buses at a cost Not to Exceed \$3,090,863 and ten (10) 40-Foot Heavy Duty Buses at a cost Not to Exceed \$7,881,566 from Gillig, LLC. under the State of Iowa Purchasing Contract.

## ACTION ITEM



<b>8C:</b>	<b>Light Duty Bus Procurement Approval</b>
<b>Action:</b>	<b>Approve purchase of five (5) New England Wheels FrontRunner Light Duty Buses from Hoglund Bus Co., Inc. at a cost Not to Exceed \$1,492,542.</b>

**Staff Resource:** *Michael Gulick, Procurement & Contract Manager*  
*Luis Montoya, Chief Operating & Planning Officer*

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### **Background:**

- Over the course of the last few years, staff have been evaluating options for the replacement of buses based on capacity needs, ride comfort, mobility device usability, fuel costs, maintenance costs, and ground clearance.
- DART has purchased twelve (12) New England Wheels Front Runners. Seven (7) in 2022 that arrived May 2023 and five (5) in 2023 arriving May 2024.
- Staff continue to experience improved ride comfort, fuel costs, maintenance costs, and ground clearance with an appropriate capacity for mobility services.
- DART is recommending purchasing five (5) additional Frontrunners to replace five (2) medium-duty high-floor vehicles that have met their useful life and will result in a net increase of three (3) buses. The five (5) Frontrunners will be used to support DART's mobility services (Paratransit, DART On Demand, and On-Call), and potential other route types, bringing that fleet up from 33 buses to 36 buses.
- The useful life of the light-duty FrontRunner bus is five (5) years per the Federal Transit Administration (FTA).
- Staff will continue to analyze the changing needs of the fleet and bus options on an annual basis while closely monitoring the performance of the Frontrunners.

### **Procurement:**

- DART will utilize the State of Iowa Department of Transportation contract for the purchase of the buses.
  - Base bus price = \$168,503 (previously \$153,000)
  - Estimated price after adding in required DART specifications with contingency = \$298,508 (previously \$250,000)
- DART has reviewed the state's DOT purchasing documentation and determined that the solicitation meets DART's procurement policies and Hoglund Bus Co. is a responsive and responsible bidder.

### **Funding:**

- Funding will come from DART's capital improvement budget and the corresponding local match.





**ACTION ITEM**

**8C: Light-Duty Bus Procurement**

**Recommendation:**

- Approve purchase of five (5) New England Wheels Front Runner Light Duty Buses from Hوجلund Bus Co., Inc. at a cost Not to Exceed \$1,492,542.

## DISCUSSION ITEM



<b>9A:</b>	<b>DART On Demand Update</b>
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**Staff Resource:** *Luis Montoya, Chief Planning Officer*

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- Staff will provide an update on DART On Demand, including next steps for the DART On Demand pilots in River Bend and Jordan Creek, as well as a fare increase for DART On Demand.

## DISCUSSION ITEM



**9B:** Reimagine DART

**Staff Resource:** *Erin Hockman, Chief Strategy Officer*

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- Staff will provide an update on Reimagine DART.

<b>10A: Performance Report – March 2024</b>
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**Staff Resource:** *Nate Bleadorn, Business Intelligence Manager*

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**Summary of March 2024 Monthly Performance:**

- Total March Ridership was up 4% compared to the same month last year with YTD ridership 10% higher than FY23 YTD. Driving this growth is:
  - Fixed route ridership was up 4% compared to March 2023 and YTD ridership is up 11%.
  - Paratransit ridership was up 5% compared to March 2023 and YTD ridership is up 11%.
  - DART On Demand ridership was up 22% compared to March 2023 and YTD ridership is up 41%.
- Preventable accidents were .24 per 100,000 miles in March, and non-preventable were .98 per 100,000 miles. Through March, our preventable accidents YTD were .61 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 1.44.
- On-Time Performance (OTP) was 81.49% in March. This is below our target of 85%.
- Road calls per 100,000 miles, which is when buses need service while in operation, were 10.58 for fixed route in March. YTD we are at 11.02 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 16.93% YTD through March. Rides for March were up 5.2% from March of 2023.
- In mid-February, DART launched a new route in partnership with Kemin Industries. This new route, Route 2, operates on Maury Street between DART Central Station, Kemin Industries, and the Iowa State Fairgrounds. The route operates limited daily runs but has had 115 rides to date.



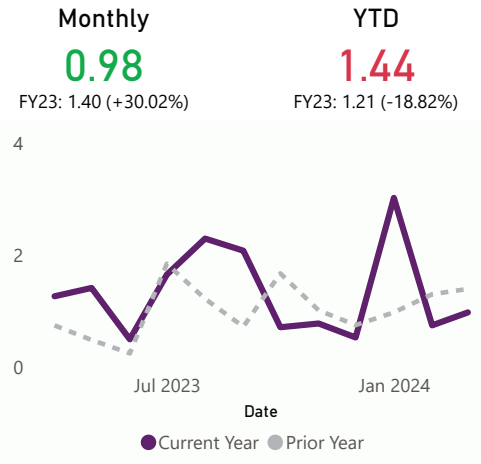
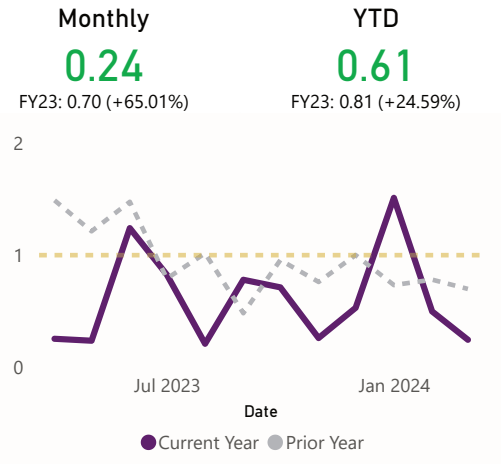
# Performance Summary - March 2024

4/1/2023 3/31/2024

## Ridership

## Preventable Accidents/100k Miles

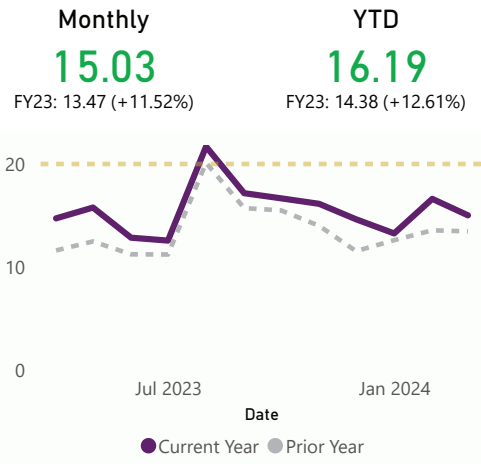
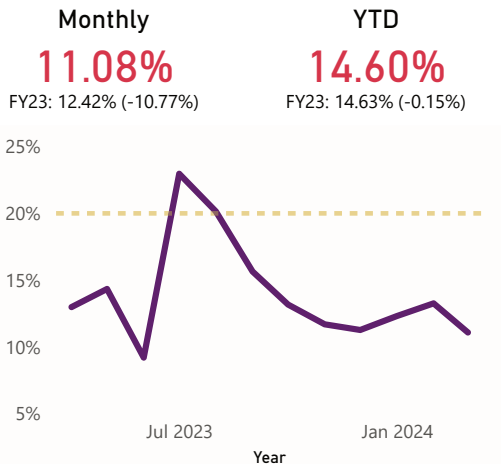
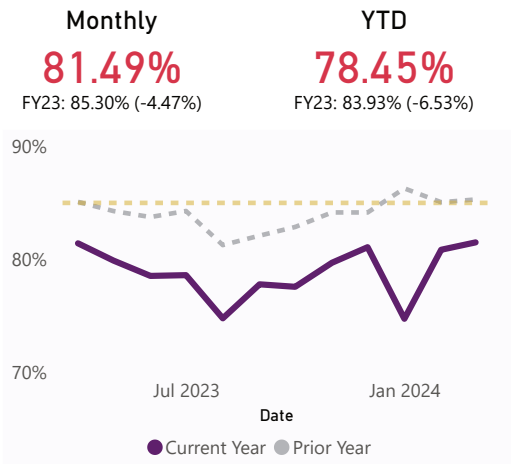
## Non-Preventable Accidents/100k



## On-Time Performance

## Farebox Recovery Ratio

## FR Passengers / Revenue Hour





# Fixed Route Performance

4/1/2023

3/31/2024

## Ridership

Monthly

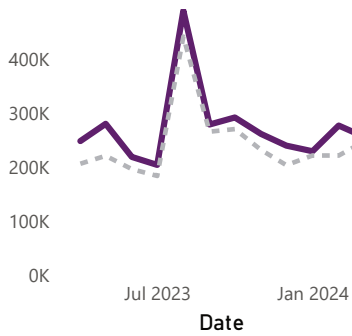
257,599

YTD

2,535,632

FY23: 2,292,309 (+10.61%)

FY23: 247,174 (+4.22%)



## On-Time Performance

Monthly

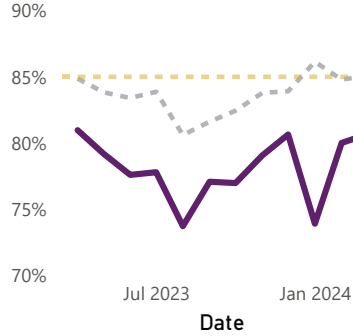
80.65%

YTD

77.69%

FY23: 85.06% (-5.19%)

FY23: 83.57% (-7.03%)



## Operating Cost/Rev. Hour

Monthly

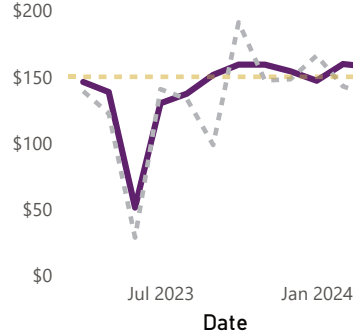
\$157.71

YTD

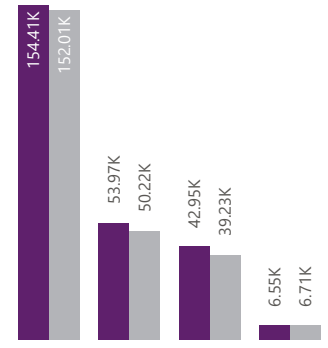
\$150.19

FY23: \$136.65 (-15.4%)

FY23: \$144.76 (-3.75%)



## Monthly Ridership by Fare Group



## Preventable Acc./100k

Monthly

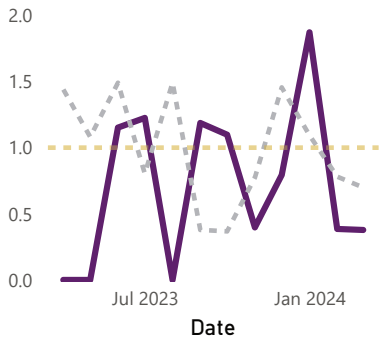
0.38

YTD

0.79

FY23: 0.70 (+45.98%)

FY23: 0.89 (+11.24%)



## Non-Preventable Acc./100k

Monthly

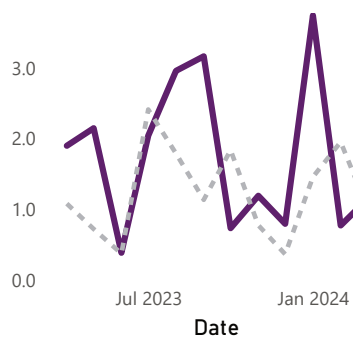
1.13

YTD

1.87

FY23: 1.05 (-8.05%)

FY23: 1.42 (-32.14%)



## Road Calls/100k Miles

Monthly

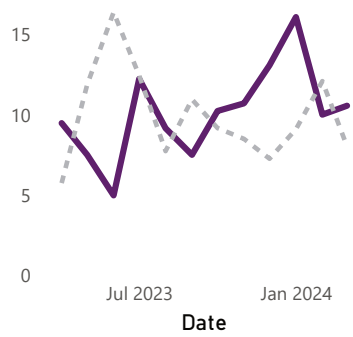
10.58

YTD

11.02

FY23: 8.04 (-31.54%)

FY23: 9.39 (-17.39%)



## Complaints/100k Passengers

Monthly

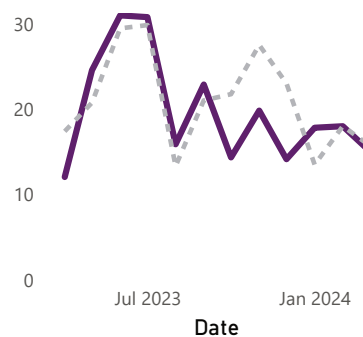
15.14

YTD

18.26

FY23: 15.78 (+4.05%)

FY23: 19.59 (+6.78%)





# Paratransit Performance

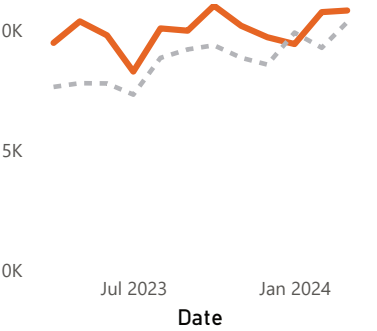
4/1/2023

3/31/2024

## Ridership

Monthly: **10,826**  
FY23: 10,341 (+4.69%)

YTD: **90,285**  
FY23: 81,696 (+10.51%)

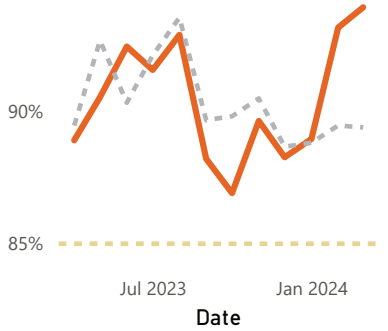


● Current Year ● Prior Year

## On-Time Performance

Monthly: **93.94%**  
FY23: 89.40% (+5.08%)

YTD: **90.46%**  
FY23: 90.18% (+0.31%)

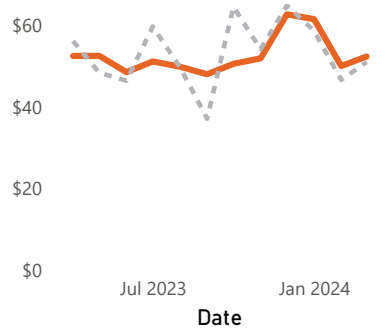


● Current Year ● Prior Year

## Operating Cost/Passenger

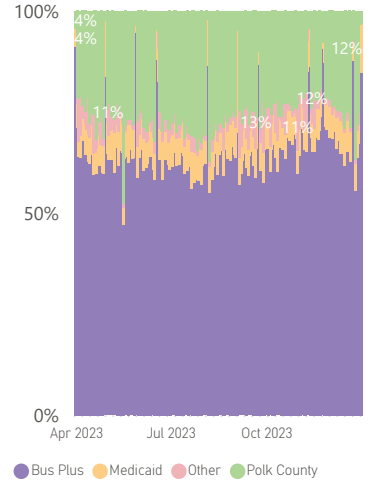
Monthly: **\$52.32**  
FY23: \$50.98 (-2.63%)

YTD: **\$52.96**  
FY23: \$53.81 (+1.57%)



● Current Year ● Prior Year

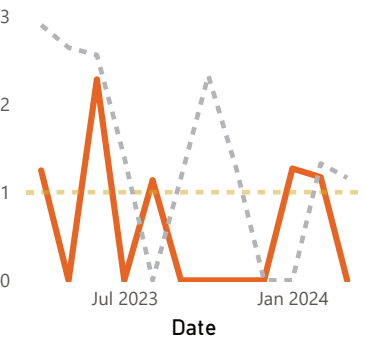
## Paratransit Customer Type Breakdown



## Preventable Acc./100k

Monthly: **0.00**  
FY23: 1.16 (+100%)

YTD: **0.40**  
FY23: 0.96 (+58.77%)

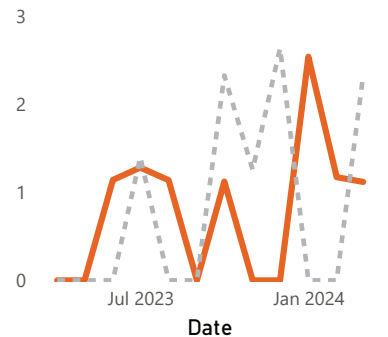


● Current Year ● Prior Year

## Non-Preventable Acc./100k

Monthly: **1.12**  
FY23: 2.33 (+51.99%)

YTD: **0.93**  
FY23: 1.10 (+15.82%)

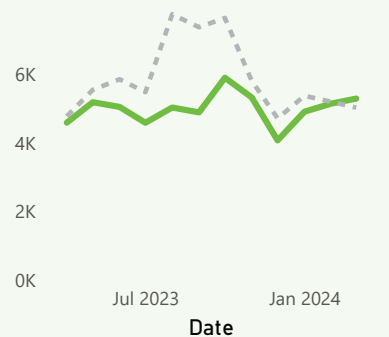


● Current Year ● Prior Year

## RideShare - Ridership

Monthly: **5,302**  
FY23: 5,038 (+5.24%)

YTD: **45,248**  
FY23: 54,472 (-16.93%)

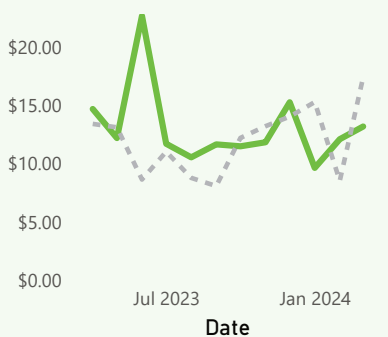


● Current Year ● Prior Year

## RideShare - Op. Cost/Passenger\*

Monthly: **\$13.19**  
FY23: \$17.42 (+24.28%)

YTD: **\$11.88**  
FY23: \$11.75 (-1.11%)



● Current Year ● Prior Year



# DART On Demand Performance

Request Zone

All

Booking Type

All

4/1/2023

3/31/2024

## Completed Trips

Monthly

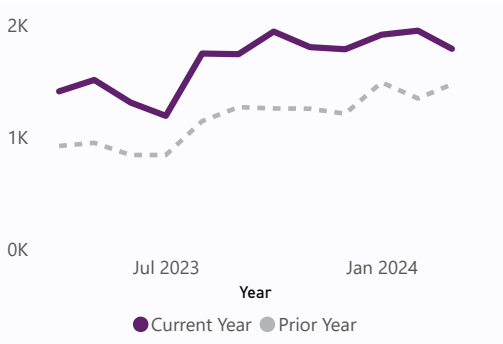
1789

FY23: 1472 (+21.54%)

YTD

15865

FY23: 11277 (+40.68%)



## Avg. Wait Time (On Demand)

Monthly

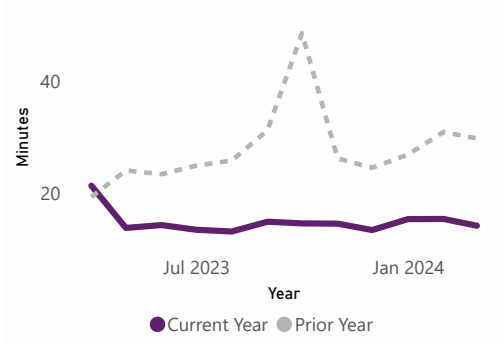
14.17

FY23: 29.76 (+52.38%)

YTD

14.30

FY23: 29.93 (+52.22%)



## Mobile Booking Rate

Monthly

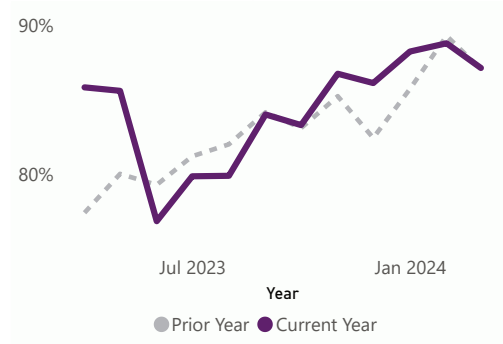
87.13%

FY23: 87.04% (+0.1%)

YTD

85.11%

FY23: 84.92% (+0.23%)



## Unique Active Riders

Monthly

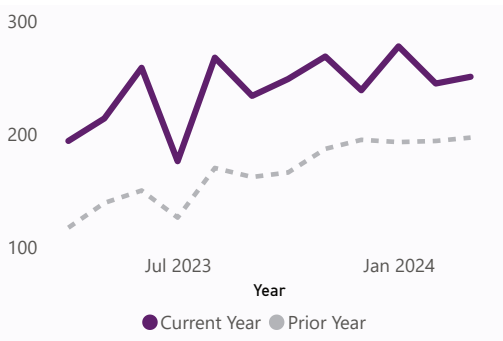
251

FY23: 197 (+27.41%)

YTD

802

FY23: 591 (+35.7%)



## New Accounts Created

Monthly

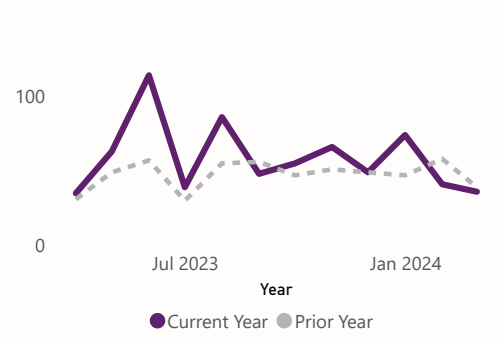
36

FY23: 39 (-7.69%)

YTD

494

FY23: 432 (+14.35%)



## First Time Riders

Monthly

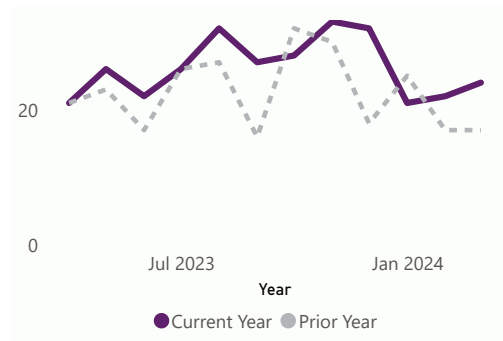
24

FY23: 17 (+41.18%)

YTD

36

FY23: 33 (+9.09%)







# Route Details

Month

March 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	10,204	11,367	334,211	315,147	19,064	6.0%	26.77	61.21%
	#2 - Maury St	93		115		115	Infinity	Infinity	
	#3 - University	26,715	24,588	226,525	208,836	17,689	8.5%	16.34	76.49%
	#4 - E. 14th	11,675	9,790	98,993	86,227	12,766	14.8%	13.21	78.54%
	#5 - Franklin Ave/Johnston	11,377	10,292	98,196	76,725	21,471	28.0%	11.57	79.49%
	#6 - Indianola	24,866	21,396	216,357	183,836	32,521	17.7%	22.69	82.63%
	#7 - SW 9th St.	25,732	25,967	241,376	218,086	23,290	10.7%	27.33	85.29%
	#8 - Fleur Dr.	2,328	2,191	24,614	19,764	4,850	24.5%	16.04	73.52%
	#10 - East University	1,257	1,019	10,886	8,537	2,349	27.5%	8.70	83.49%
	#11 - Ingersoll/Valley Junction	3,243	3,331	30,951	24,383	6,568	26.9%	19.79	63.69%
	#13 - Evergreen	4,378	4,429	40,379	36,615	3,764	10.3%	40.90	79.32%
	#14 - Beaver Ave.	13,503	13,716	121,783	117,214	4,569	3.9%	15.31	83.16%
	#15 - 6th Ave.	19,142	16,831	170,575	143,401	27,174	18.9%	22.19	76.75%
	#16 - Douglas Ave.	28,116	28,479	251,499	229,597	21,902	9.5%	18.51	79.26%
	#17 - Hubbell Ave.	19,567	19,728	182,330	161,531	20,799	12.9%	15.56	79.67%
	#50 - Euclid	5,255	5,767	52,879	44,792	8,087	18.1%	8.97	82.86%
	#52 - Valley West/Jordan Creek	11,407	9,278	99,653	81,769	17,884	21.9%	10.23	68.05%
#60 - Ingersoll/University	23,739	22,746	204,230	190,484	13,746	7.2%	15.41	78.95%	
#72 - West Des Moines Loop	2,701	4,490	24,439	38,139	-13,700	-35.9%	6.16	75.52%	
#74 - NW Urbandale	361	639	3,524	4,516	-992	-22.0%	3.12	77.55%	
2. Shuttle	Link Shuttle	849	674	7,497	6,734	763	11.3%	3.02	86.29%
	Downtown Shuttle	5,089	5,607	47,386	52,987	-5,601	-10.6%	9.25	82.34%
3. Express	#92 - Hickman	772	348	5,571	3,437	2,134	62.1%	5.84	68.19%
	#93 - NW 86th	648	774	7,067	5,777	1,290	22.3%	4.18	78.73%
	#94 - Westown	410	341	3,309	3,378	-69	-2.0%	5.36	80.70%
	#95 - Vista	468	188	2,575	1,944	631	32.5%	6.01	74.74%
	#96 - E.P. True	767	918	6,109	6,818	-709	-10.4%	7.11	70.23%
	#98 - Ankeny	2,137	2,008	17,068	17,632	-564	-3.2%	6.48	75.77%
	#99 - Altoona	293	272	2,637	2,288	349	15.3%	3.57	79.10%
5. On Call	Ankeny		1		1	-1	-100.0%		
	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	23		120		120	Infinity	5.73	
	DART On Demand - Ankeny	1,766	1,472	15,771	11,351	4,420	38.9%	3.34	
Cab	Paratransit: Taxi	1,014	979	9,009	5,511	3,498	63.5%	3.44	
Paratransit	Paratransit: Bus/Van	8,023	7,890	65,631	64,625	1,006	1.6%	1.80	90.46%
RideShare	RideShare	5,302	5,038	45,248	54,472	-9,224	-16.9%	5.26	
<b>Total</b>		<b>273,220</b>	<b>262,554</b>	<b>2,668,530</b>	<b>2,426,582</b>	<b>241,948</b>	<b>10.0%</b>	<b>12.77</b>	<b>78.45%</b>



10B: FY24 Quarterly Financial Report, July 1 – March 31, 2024

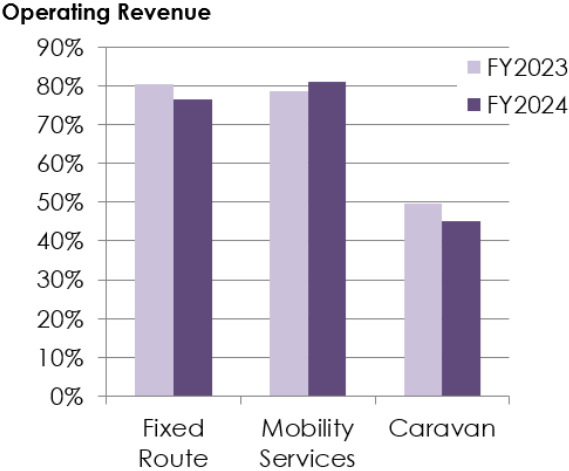
Staff Resource: Amber Dakan, Finance Director

Revenue

Operating Revenue

- Fixed Route Operating Revenue for the third quarter of the fiscal year performed at 76.56% of the annual budget compared to 80.51% in FY23. This is reflective of an increased revenue budget over the prior year, actual dollars collected FY24 YTD is higher than the prior year.
- Mobility Services Operating Revenue for the third quarter of FY24 is 81.14% of budget in comparison to 78.53% in the prior year. Cash Fares and Polk County Funding are both up over last year and exceeding budget.
- Caravan Operating Revenue for FY24 is underperforming compared to FY23 at 45.25% and 49.54% respectively for the third quarter. The budgeted revenue amount stayed the same from year to year, while Caravan continues to work towards rebuilding the program.

Revenue, Percent of Budget July - March



**QUARTERLY REPORT**  
**10B: Quarterly Financial Report**

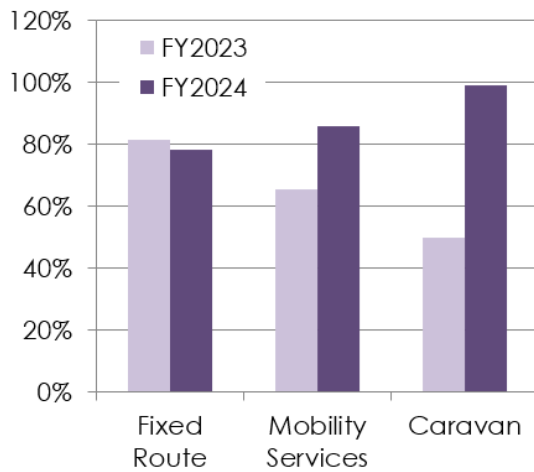


**Non-Operating Revenue**

- Fixed Route Non-Operating Revenue for Q3 of FY24 is slightly lower than FY23's third quarter at 78.25% and 81.30% respectively. This is largely due to the larger drawdown of CARES grant funding in the previous year.
- Mobility Services Non-Operating Revenue for FY24 is trending higher than the third quarter in FY23. It was 65.53% in FY23 and 85.79% in FY24, largely due to the timing of grant drawdown of CARES funding.
- Caravan Non-Operating Revenue is at 98.94% of budget so far in FY24. For the third quarter in FY23 it was at 49.74%. This difference is due to the full drawdown of CARES grant funding in FY24.

**Revenue, Percent of Budget**  
**July - March**

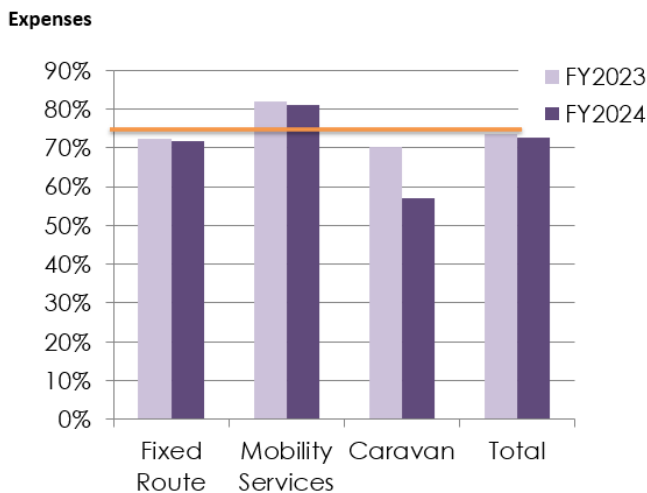
**Non-Operating Revenue**



**Expenses**

- Fixed Route Operating Expenses as a percentage of budget are slightly lower in FY24 than they were in the third quarter of FY23. Third quarter FY24 is at 71.86% while FY23 was 72.48% of budget utilization for the same period.
- Mobility Services Operating Expense for the third quarter is trending similarly to the prior year: 81.10% in FY24 and 81.91% in FY23.
- Caravan operating expense utilization in the current year is lower than the prior year for the same period. Expenses came in at 70.19% in FY23 and 57.12% in FY24. This is due to fewer riders and vans operating in the program at this time.

**Expenses, Percent of Budget**  
**July - March**



<b>10C: Quarterly Safety Report – Q3 FY 2024</b>
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**Staff Resource: Pat Daly, Safety Manager**

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## Agency Safety Plan Safety Performance Targets

DART is required to set and track safety performance targets as part of its Public Transit Agency Safety Plan and as defined by the National Transportation Safety Plan.

In general, the incidents tracked as safety performance targets are events that are of “high consequence” meaning either someone has been transported from the scene for immediate medical attention and/or combined property damage is estimated be \$25,000 or greater.

The safety performance targets DART tracks are reported when they meet one or more of the following thresholds:

1. Fatalities.
2. Injuries requiring immediate transport for medical attention.
3. Property damage equal to or greater than \$25,000
4. Evacuation of a vehicle or facility for life safety reasons.
5. Collisions involving a revenue vehicle which result in one or more vehicles being towed.

There are seven different event types that make up the Fatalities, Injuries, and Safety Events Safety Performance Target categories:

1. Collisions.
2. Fire.
3. Hazardous materials spill.
4. Acts of God (Nature).
5. Personal security – assault, robbery, theft, etc.
6. System security – arson, cyber-attack, bomb threat, etc.
7. Other safety occurrences not otherwise classified – two injuries from a single event.

The table on the next page compares DART's Safety Performance Target goals to actual fiscal year-to-date performance and the prior year's performance for the same time frame.

Please note injuries are also included in the “Safety Event” category. For example, if a collision results in two injuries and one vehicle being towed away, two injuries and one safety event are recorded.

The National Transportation Safety Plan does not make any distinction between preventable and non-preventable accidents in its guidance to agencies for setting their safety performance targets. The deviation from goals is largely driven by non-preventable accidents.



FY 2024 Safety Performance Targets							
Mode of Transit Service	Fatalities	Fatalities per 100/K Miles	Injuries	Injuries per 100/K Miles	Safety Events	Safety Events per 100/K Miles	System Reliability (Major Road Calls)
<b>Fixed Route</b>							
FY 24 – Target	0	0	10	0.45	12	0.58	12,500
FY 24 – Thru Q3	0	0	11	0.70	11	0.70	8,941
FY 23 – Thru Q3	0	0	11	0.51	14	0.24	14,617
<b>Mobility Services</b>							
FY 24 – Target	0	0	0	1.00	1	0.13	65,500
FY 24 – Thru Q3	0	0	0	0.0	0	0	38,199
FY 23 – Thru Q3	0	0	0	0.0	0	0	-----
<b>Caravan</b>							
FY 24 – Target	0	0	1	1.00	1	0.50	138,000
FY 24 – Thru Q3	0	0	0	0.0	0	0.00	-----
FY 23 – Thru Q3	0	0	0	0.0	0	0.00	-----
<b>Taxi</b>							
FY 24 – Target	0	0	0	1.00	1	0	7,400
FY 24 – Thru Q3	0	0	0	0.0	0	0.00	-----
FY 23 – Thru Q3	0	0	0	0.0	0	0.00	-----

**Safety Performance Target Detail by Service**

**Mobility Services, Caravan, and Taxi:**

- Mobility Services, Caravan, and taxi have not had an injury or safety event in FY 2024.

**Fixed Route:** For the quarter, fixed route had a total of two injuries and three safety events.

- Preventable Injuries – 1

## QUARTERLY REPORT

### 10C: Quarterly Safety Report – Q3 FY 2024



- A bus struck an SUV, and the driver of the SUV was transported to a hospital for minor injuries.
- Preventable Safety Events – 1
  - A bus struck an SUV, the driver was transported to a hospital and the SUV was towed from the scene. This is the same accident as the preventable injury accident above.
- Non-Preventable Injuries – 1
  - A car ran a red light and collided with a bus; the driver of the car was transported to a hospital.
- Non-Preventable Safety Events – 2
  - A car ran a red light and collided with a bus; the driver of the car was transported to a hospital and the SUV was towed. This is the same accident as the preventable injury accident above.
  - A service truck ran a red light and collided with a bus; the service truck was towed from the scene.

#### **Preventable Versus Non-Preventable Injuries and Safety Events**

A breakdown of preventable and non-preventable injuries and safety events through March 31, 2024, is shown below.

- Fixed Route – FY 2024
  - Preventable Injuries: 3
  - Preventable Safety Events: 4
  - Non-Preventable Injuries: 8
  - Non-Preventable Safety Events: 7

#### **Preventable Vehicle Accidents**

For FY24, DART has the goal of less than 1.00 preventable accident per 100/K miles of revenue service. Through the end of the first quarter, we were at 0.61 preventable accidents per 100/K of revenue service.

We continue to review each accident and conduct analysis to develop recommendations and mitigation strategies to address trends and any other findings.

# MONTHLY REPORT



<b>11A: Operations Team Report - May 2024</b>
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**Staff Resources:** *Luis Montoya, Chief Operating and Planning Officer*

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**Maintenance – Keith Welch, Fleet Manager**

**New Heavy-Duty Bus Order:** DART Operations and Planning teams are finalizing our next scheduled order of heavy-duty vehicles, to maintain a useful life that results in the most efficient utilization of taxpayer resources. The Planning and Operations teams are assessing fleet, bus sizing needs and are value engineering to meet FTA standardization. The next order will be brought to the commission with recommendations and for approval in the May commission meeting.

**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. The next order will be brought to the commission with recommendations and for approval in the May commission meeting.

**DART Bus Rodeo:** Maintenance is working with Safety on the upcoming DART Bus Rodeo on May 18, 2024. Maintenance will be prepping buses for the event and assisting during the event.

**Iowa State Fair:** It seems early in the year, but it takes several months for DART to prepare for the Iowa State Fair. Maintenance has already started with some of its responsibilities, such as bus needs and assigning operations support vehicles. In the coming months there will be several steps taken in preparing for DART's biggest event of the year.

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

**Coffee With CEO:** On April 25, 2024, the Operations and Maintenance departments had the pleasure of enjoying bagels, fruit, and coffee with the CEO. This is a great time for the operators and maintenance staff to know they are appreciated and enjoy some face-to-face time with Amanda.

**Farebox Decal Signage:** DART customers will now see a farebox decal on the fare boxes. This is a way to communicate with new and current customers the cost of a day pass or a trip on a DART bus. This is one more way we are providing our customers with useful and important information.

**April Weather:** This month we have seen a great fluctuation in our weather. Mother nature has kept us on our toes, from snow to tornadoes. As we have encountered each weather warning, the field supervisors, dispatchers, safety department, and managers have collaborated to ensure the safety of our customers and operators.

**Bus Plus Recertification Report:** Staff are happy to report that the second round of Bus Plus recertification applications have started. The mailings have been sent to our Bus Plus customers. We are continuing to assist our Bus Plus customers, who have renewed their ADA certification, by answering questions or providing guidance. We are still encouraging Bus Plus riders to use Fixed Route services when possible and continue to operate in a cost-effective manner.



**MONTHLY REPORT**  
**11A: Operations Team Report**



**Facilities – Ben Cross, Facilities Manager**

**1100 DART Way:** A structural engineer examined the utility tunnel to determine and advise how we can ensure the integrity of the tunnel as the building and its infrastructure move beyond their useful life.

**Shelter Damage:** The bus shelter located on 42<sup>nd</sup> Street in front of the Des Moines Playhouse was reported to have a broken art panel on April 4, 2024. Facilities pulled the broken panel and installed a clear panel. New glass has been ordered through Tolar and is expected to ship on June 28, 2024. This is the first panel that has been broken at this location.

The bus shelter at SW 9<sup>th</sup> and Loomis was reported to have one panel broken on April 24, 2024. Facilities cleaned up the broken glass and determined it was best to wait until the demolition of the house next door is complete prior to replacing the panel. DART has a replacement panel for this shelter and will handle the installation. This is the second time at this shelter and will go before the DART Executive Leadership team to consider alternative options if this location receives another broken panel.



11B	Planning Team Report
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**Staff Resources:** *Luis Montoya – Chief Operating and Planning Officer*

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- **Operations and Maintenance Facility:** DART staff and the design team continue to make progress on refining the design of Phase I of the new facility. The project has reached the 60% design milestone and is expected to complete 95% design in May. DART Staff submitted a grant application for \$30M to the FTA's Bus and Bus facilities program. If fully funded, the grant plus required local match would fund the design and construction of enough of the bus storage building to move fixed route operations to the new facility. On May 6<sup>th</sup> the City of Des Moines will hold a public hearing on the sale of 3500 Vandalia Rd to DART.
- **Service Planning:** Staff are preparing details for minor service changes in August and November.
- **New Bus Shelters in Urbandale and Johnston:** DART worked with the cities of Urbandale and Johnston on three bus shelters. The Johnston shelter (across Merle Hay Rd. from City Hall) is complete, and the site work is underway for two shelter locations in Urbandale (City Hall and Gloria Dei).
- **Park and Ride Lots:** The Planning team is working to ensure that customer information is consistent at all designated Park and Ride locations. Inconsistent signage and customer information on the website is in the process of being updated.

# MONTHLY REPORT



<b>11C: External Affairs Team Report</b>
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**Staff Resources:** *Erin Hockman, Chief Strategy Officer*

- **Community Support for DART’s Buses and Bus Facilities Grant Application:** DART included 26 letters of support in its Buses and Bus Facilities grant application submitted in April. Support spanned public, private and non-profit organizations throughout central Iowa, including a letter of support from each DART member community.
- **Facility tours for Congressional Staff:** DART hosted John Hollinrake, Deputy State Director for Senator Ernst, and Noah Scrad, Regional Director for Senator Grassley, for a tour of DART Way on April 22. The tour was an opportunity to reinforce the need for a new facility and the important role our federal delegation can play in supporting our federal funding requests.

**Marketing – Carissa Meredith, Marketing Manager**

- **Bike & Board Month 2024:** DART will be hosting its seventh annual Bike & Board Month throughout May. This event offers free rides to those using DART’s Fixed Route, On Demand and On Call services with a bicycle.

The Marketing Team has been preparing strategic communications for DART staff and external organizations to promote the event. One notable example is partnering with Des Moines Street Collective to further push out targeting to Des Moines’ cyclist community through an advertising trade agreement.



- **Caravan Spring Marketing Campaign:** The Marketing Team is working on implementing a spring ridership campaign to help increase ridership on existing vanpool routes. Tactics include digital display and social media advertising deployed from May through July, state-wide Spanish language radio advertising, and promoting a rider referral program to current Caravan riders and drivers.



**MONTHLY REPORT**  
**11C: External Affairs Team Report**



**MyDART App Report**

Metric	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	March 2024	TOTAL FY 2024
Downloads	1,361	1,349	833	1,351	1,269	1,298	13,859
iOS	420	399	359	352	296	377	4,875
Android	941	956	474	999	973	921	9,000
Accounts Created	881	842	757	934	805	801	11,140
Orders Placed	6,889	6,470	6,364	6,294	6,425	6,625	62,981
Passes Purchased	9,274	8,815	8,507	8,550	8,870	9,214	91,620
Revenue	\$36,960	\$36,218	\$33,026	\$36,154	\$36,288	\$36,723	334,389

**Marketing Analytics Report**

Metric	Oct. 2023	Nov. 2023	Dec. 2023	Jan. 2024	Feb. 2024	March 2024	March 2023	Year Prior
MyDART App Accounts	63,935	66,459	67,216	68,150	68,957	71,519	51,647	38%
Website Unique Visitors	18,878	18,534	15,688	21,691	23,016	18,423	21,469	-14%
Facebook Followers	6,328	6,346	6,387	6,403	6,410	6,412	6,224	3%
Twitter Followers	2,562	2,564	2,580	2,583	2,584	2,586	2,547	2%
Instagram Followers	1,737	1,751	1,772	1,792	1,803	1,806	1,641	10%
LinkedIn Followers	1,048	1,056	1,064	1,123	1,141	1,148	945	21%
Email Subscribers	14,553	14,558	6,362	4,765	4,759	4,723	14,329	-67%
Trip Plans	61,916	53,907	49,333	46,372	54,913	55,978	48,479	15%
Real-time Map	44,988	38,482	31,736	33,246	38,221	35,635	33,488	6%
Next DART Bus	578,531	519,493	487,102	421,229	540,016	557,876	406,783	37%
SMS Text Messaging	131,931	122,021	113,801	134,277	128,123	135,782	127,199	7%

**MONTHLY REPORT**  
**11C: External Affairs Team Report**



**Communications – Sarah Welch, Communications Manager**

- **Upcoming Rider Communications:** Staff has developed a comprehensive rider communications plan to share several changes taking effect in July. Changes DART will be communicating starting in June, include:
  - Removing Wi-Fi on the buses
  - Reducing Customer Service hours
  - Increasing DART On Demand fare from \$1.75 to \$3.50

Riders will also begin receiving notice of Ride to Thrive re-enrollment that needs to occur every two years.

- **Supporting New HRIS Rollout:** DART's Communications team is supporting the launch of a new Human Resources Information System (*HRIS*) set for July 5, which will impact DART team members in a variety of ways such as payroll, timesheets, scheduling, benefits, leave and more. The communications leading up to the rollout will educate and explain reasoning for the change, underscore training requirements, help to build excitement and ensure a smooth adoption by DART staff.
- **Communications Specialist Onboarding:** Brandon Anderson joined DART as the Communications Specialist on April 22. He will be responsible for coordinating, writing and implementing communications for riders and staff, supporting public input efforts, and developing and sharing content that educates on who uses DART and the value of public transportation in the region. Brandon comes to DART with a decade of experience as a meteorologist and content creator, most recently with WOI-TV. His experience in television has many applicable skills for this position, including creating, producing, and distributing written and visual content for broadcast and digital platforms; managing professional social media accounts; and producing stories.

**DART in the News**

**[Des Moines metro denied electric vehicle charging grant](#)**

*Axios, 03/25/2023*

**[Editorial: We must preserve and grow Des Moines' public transit services](#)**

*-KCCI-TV Editorial, 03/29/2024*

**[Nonprofit Job Rides helps workers get to work](#)**

*-DSM Magazine, 04/04/2024*

**Caravan – Victoria Henderson Weber, Caravan Supervisor**

- **Memorandum of Understanding (MOU) with Siouxland Regional Transit System:** Staff is continuing to work with Siouxland Regional Transit System (SRTS) on a passenger-funded revenue-sharing agreement as DART prepares to operate vanpools for a major employer in the area. We anticipate a final intergovernmental agreement should be ready for the DART Commission and SRTS Board to approve in June.

**MONTHLY REPORT**  
**11C: External Affairs Team Report**



- **Caravan 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.

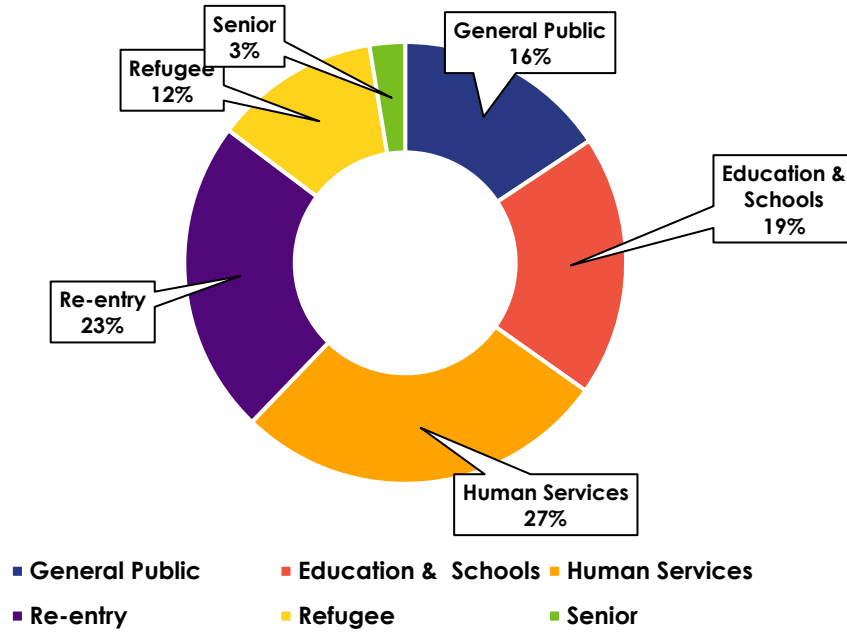
Our goal is for each vanpool to have a minimum of 7 passengers. The program currently has on average 8+ people per vanpool, achieving the target for this key performance indicator shows program efficiency. Staff is focused on increasing the number of vanpools in service and have set a target to have 46 vanpools in operation by the end of FY25. 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
March 2024	23	8.91	253,498
<b>FY25 Target</b>	<b>46</b>	<b>7.69</b>	<b>7,383,192</b>

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

- **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 for Principal and Polk County are anticipated this summer. The request submitted to Prairie Meadows was not recommended for funding.
- **Unlimited Access:** Year-over-year ridership by Unlimited Access partners through March 2024 continues to trend 30% higher but was down 4% month-over-month from February.
- **Art shelters:** Art processes have launched for shelter projects in Uptown at 42<sup>nd</sup> St. and University and along the SW 9<sup>th</sup> Corridor in Des Moines. Installations have been completed in Johnston and will soon be underway in Urbandale and Windsor Heights later this spring or early summer.
- **Mobility Coordination:** YTD mobility outreach training and participation through March 2024 is shown in the chart below.

**FY2024 YTD Mobility Outreach Participants**  
2,577 Total Participants as of March 2024



**11D: Finance/Procurement/IT Team Report**

**Staff Resources: Dan Washburn, Amber Dakan, Mike Gulick, and Kyle Foster**

**Finance Department – Amber Dakan, Finance Director**

- **FY 2025 Budget Planning:** The Finance Team filed the adopted FY 2025 Budget with the Iowa Department of Management and the county auditor after the approval at the special commission meeting on April 23<sup>rd</sup>. Staff are now working on a more detailed budget that reflects the additional funding from the MPO as well as the \$500,000 in administrative expense reductions that were committed to.
- **Bus and Bus Facilities Grant Application:** An application for phase two of DART's Operations & Maintenance Facility was completed and submitted in April. Staff anticipate award announcements later this summer.
- **HRIS System Implementation:** The Finance, HR, and IT staff continue the implementation work of UKG/Kronos in replacement of multiple systems including payroll processing. Payroll go live is projected for the week of July 1.
- **ENO Transit Senior Executive (TSE) Program:** Amber Dakan had the opportunity to attend the 2024 ENO TSE (Transportation Senior Executive) program held the week of April 14<sup>th</sup> in Tysons Corner, VA. The course is an intensive, advanced leadership development course that focuses on strategic management, building transit industry connections, and hearing from transit industry leaders as guest lecturers on emerging transit trends and strategies.

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

- **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.
- **Future Procurements**
  - On-Call Marketing Services
  - On-Call Research Services
  - Reimagine DART

**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



## MONTHLY REPORT

### 11D: Finance/Procurement/IT Team Report

- patch. We've pushed back the upgrade until September 2024, to focus all 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, and setup and configuration of equipment at both Dart Way and DCS have been completed.
        - Migration of the virtual machines from the old equipment to the new equipment will be completed by the end of May.
    - 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.
- **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. 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. Departmental sites are being built on an as needed basis to help with adoption to the new site. DART IT staff are actively working on building this out in house.
- **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.
  - Staff training will be conducted through the month of May.
  - Individual modules will be enabled as setup is completed.
  - Parallel payroll testing is scheduled to start on 5/26/2024.
  - Go live is scheduled for 6/23/2024.
- **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**

### **11D: Finance/Procurement/IT Team Report**

- A Site visit was performed by GMV on 4/24/2024 to finalize the build list.
- An estimated build timeline of 15 weeks was provided to us. We will most likely be coordinating installation for after the Iowa State Fair.

# MONTHLY REPORT



**11E: 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
  - IT Support Specialist
  - Operations Supervisor
- **Recent Hires:**
  - 1 – Communications Specialist
- **Four-Week Call Off Average:** Fixed route 15.15%, Paratransit is 3.95%
- **Turnover Rate:** March 0.3%, YTD 5.8%
- Mid-Year Reviews have been completed.
- UKG employee and manager training has been scheduled during the month of May. Both UKG and GreenShades will be used during parallel payrolls starting 5/26 and will continue through June.
- Open Enrollment will take place May 29<sup>th</sup> through June 12<sup>th</sup>. Open Enrollment education meetings will take place May 15<sup>th</sup> through May 28<sup>th</sup>.

**Training – Matt Johnson, Training Manager**

- **Fixed Route New Hire Trainees:** Training continues for one Fixed Route operator.
- **Mobility Services New Hire Trainees:** Training continues for one Mobility Services operator.
- **Mobility Services Training Graduates:** One new operator completed all training requirements and graduated to Part-Time Mobility Services Operator.
- **Fixed Route Training Graduates:** Three new operators completed all training requirements and graduated to Part-Time Fixed Route Operators.
- **Operations Safety Meetings:** Safety meetings were held with all operators. Topics highlighted included vulnerable road users, railroad crossing procedures, customer service to student riders, and leading indicators of accidents. Maintenance meetings included a focus on Personal Protective Equipment and use.
- **Transit Ambassador for Customer Service Sessions:** Sessions were held restarting the Transit Ambassador Program. DART has utilized this program since 2017 as a focused development

## MONTHLY REPORT

### 11E: Human Resources/Training/Safety/Customer Service Team Report

for experienced operators to further develop their skills around delivering a positive customer experience. A group of twenty-four operators will complete the multi-session program by the end of June.

- **Learning Management System (LMS) Set Up:** Training worked with UKG on set up for the LMS system that will be included with the new Human Resources Information System. Training will continue to work through set up and implementation of the new LMS in coming months.

#### **Safety – Pat Daly, Safety Manager**

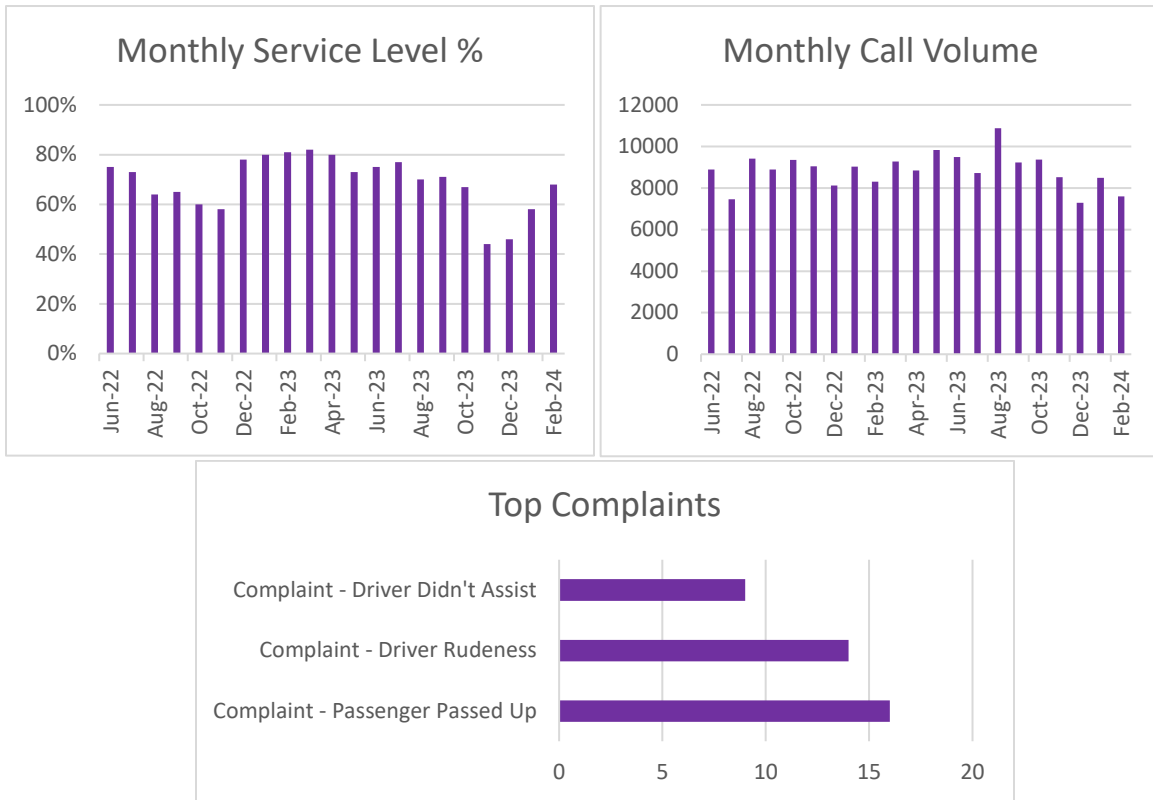
- **New Employee Safety Orientations:** Delivered one new employee safety orientations that included an overview of DART's Agency Safety Plan, the Employee Safety Report Program, the hazard and near-miss reporting program, and safety familiarization tours of 1100 Dart Way and DART Central Station.
- **New Operator Accident Prevention Discussions:** We met with two groups 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.
- **Safety Meetings:** Delivered annual vulnerable road user awareness training to three bus operator safety meetings. Additionally, discussed recent accidents using video of the accident and leading discussions on each incident regarding steps bus operators can take to avoid getting into similar situations. Conducted annual Bloodborne Pathogen awareness training for the maintenance and facility staff in addition to presenting the content covered in the bus operator safety meeting.
- **DART Roadeo:** Continued planning stages for the 2024 DART Roadeo, a bus operator bus driving skills competition being held on Saturday, May 18<sup>th</sup>.
- **IPTA:** Participated, as DART's representative, in planning the 2024 Iowa Public Transit Association's Annual Meeting & Training Conference and ROADEO.

#### **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.

**MONTHLY REPORT**

**11E: Human Resources/Training/Safety/Customer Service Team Report**



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

11F	Chief Executive Officer
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**Staff Resource:** Amanda Wanke, Chief Executive Officer

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### UPCOMING ACTION ITEMS:

- **August Service Change** (*June Commission Meeting Action Item*)

Each August, DART implements a service change to add service to support the Des Moines Public Schools academic year and make any necessary route and/or schedule changes to continue to improve service for customers. DART contracts with the Des Moines Public Schools to supplement the district operated yellow buses to transport students to and from school. To do this, DART runs additional trippers to provide needed capacity on routes which students are assigned to take to their respective school. DART Planning staff have been engaged with the DMPS District Office to plan the 2024-2025 school year services. All service changes will be brought to the Commission for approval at the June 2024 meeting. Proposed changes include:

#### **Supplemental Services for Des Moines Public Schools 2024-2025 Academic Year**

- DART supplements current routes with additional trips to provide junior high and high school students transportation to Des Moines Public Schools. These trippers run on school days only.
- In anticipation of the new school year, staff reviews the operation of routes in the previous school year and proposes adjustments to rebalance routes to avoid over-crowding.
- The level of service provided to Des Moines Public School students will be equivalent to what was provided in the 2023-2024 school year.

#### **Minor changes to Express Route trip times**

- Express Routes have carried fewer passengers than prior to the 2020 COVID Pandemic due to changes in where people work and the greater flexibility in office hours.
- Prior to reimagining suburban services, an effort will be made to modify existing services to be more attractive to commuters in response to the current trends in ridership.
- Select trips will be moved to better align during busier periods, generally earlier in the afternoon.

### OTHER BUSINESS:

- **DART Executive Committee** - The DART Executive Committee met on Wednesday, April 24, 2024. The discussion items presented during the meeting included:
  - Taxi Procurement Contract
  - DART on Demand
  - Bus Procurement Update

## MONTHLY REPORT

### 11F: Chief Executive Report

- Caravan Update
- Reimagine DART
- **APTA Legislative Conference** – Erin Hockman, Chief Strategy Officer and I attended the APTA Legislative Conference in Washington, DC, April 8-10. This conference is an opportunity for transit professionals across the nation to have our voices heard in Washington, DC, as well helping educate APTA members on important federal legislation and policy initiatives. Commissioner Grooters and Dierenfeld were able to attend to support DART and be part of conversations with the federal delegation including meetings with staff members from Senators Ernst and Grassley as well as Representative Nunn. The purpose of these meetings was to educate and gain their support for our Bus and Bus Facility grant application. In addition, Congressman Nunn gave a small group night tour of the Capitol to a group of constituents including Commissioner Grooters and me. I would like to thank the Commissioners for their time and commitment in attending these important discussions.
- **International Bus Roadeo and APTA Mobility Conference** – I had the opportunity to attend the International Bus Roadeo and APTA Mobility Conference in Portland Oregon April 27-30. Lewis Lowry, Transportation Director, and Billy Formaro and Bernadis Dumpor, Maintenance Supervisors to attend multiple trainings and cheer on Cesar Chavez, our Fixed Route Operator who qualified to participate in the International Roadeo. Ceaser did very well, placing 17<sup>th</sup> out of 70 contestants. We are very proud of his accomplishments and representation of DART. In addition, we all attended the Mobility Conference, which addresses the critical priorities and challenges facing bus and paratransit systems and explores the changing environment in which systems operate in today's mobility landscape.
- **DART Roadeo/Opportunity to Drive a Bus** – Our annual DART ROADEO is an opportunity for our bus operators to test their skills in a friendly competition for a chance to represent DART at the state and national levels. It also presents an excellent occasion for DART Commissioners to come together, have some fun and give you the chance to drive a bus. The ROADEO will be the morning of May 18, 2024, at the Iowa State Fairgrounds Midway, and we welcome any Commissioners to attend and cheer on our operators. In addition, and per the email I sent out last week, we will have a special engagement for DART Commissioners (weather permitting) the morning of Thursday, May 16, where you will be able to participate in a friendly competition of driving skills. If you would like to participate in this fun event, please let Vicky know as soon as possible and we will be in touch with further details later this week.

## FUTURE DART COMMISSION ITEMS



### Future Agenda Items:

June 4, 2024 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> <li>• Des Moines Public School Services Contract Renewal</li> <li>• Health Insurance Renewal</li> <li>• August Service Change</li> <li>• DART on Demand</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Riders Advisory Committee Update</li> <li>• HRIS Update</li> <li>• O&amp;M Facility Project Update</li> <li>• Caravan Contract Update</li> <li>• Updated Procurement Policy and Procedures</li> </ul>
July 9, 2024 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> <li>• Updated Procurement Policy and Procedures</li> <li>• ICAP Renewal</li> <li>• Caravan Contract Update</li> </ul>	<ul style="list-style-type: none"> <li>• Des Moines Metropolitan Planning Organization Update</li> <li>• Transit Riders Advisory Committee Update</li> <li>• November Service Change/Title VI</li> <li>• Iowa State Fair Updates/Reminders</li> </ul>
August 6, 2024 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> <li>• November Service Change/Title VI</li> <li>• Advertising Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Riders Advisory Committee Update</li> <li>• Iowa State Fair Updates/Reminders</li> </ul>

### Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee Meeting	Wednesday, May 22	12.30 p.m.	Zoom