



# 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 – 891 8659 1989/Passcode - 415948

APRIL 5, 2022 – 12:00 PM

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF APRIL 5, 2022, AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
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14. NEXT MEETING: Regular DART Meeting - <b>Tuesday, May 3, 2022 – 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.*



## PRESENTATION



**6A: PolicyWorks State Legislative Update**

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

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- Christopher Rants and John Cacciatore from PolicyWorks, who serve as DART's State Lobbyists, will be providing an update to the DART Commission on the 2022 Legislative session.



## PRESENTATION



**6B: "Here We Grow" Workforce Housing Initiative**

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

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- Matt Hauge, Communication Director at the Polk County Housing Trust Fund, will provide an overview of the "Here We Grow" initiative that the Capital Crossroads Workforce Housing Committee is leading.



### 7: Transit Riders Advisory Committee (TRAC) Update

**Resource:** *Carrie Kruse, TRAC Chair*

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- A meeting of the Transit Riders Advisory Committee was held on Wednesday, March 9, 2022, in a hybrid format and a quorum was met. Included are key highlights from the meeting's discussion.
  - **DART Budget Update:** Accounting and Finance Manager, Amber Dakan provided an update on DART's 2023 budget seeking to inform the committee on the changes. Committee members were provided with a printed copy of DART's budget book.
  - **Mobility Services:** Chief Operating Officer, Amanda Wanke gave an update on the upcoming restructuring of a Mobility Services Department that would oversee DART services that are not fixed route including Paratransit and Microtransit services.
  - **Half Fare Pilot Program Update:** Mobility Coordinator, Catlin Curry updated the committee on an overview of the Half Fare Pilot Program to date, including information about pilot participation, tracked metrics and potential next steps. Committee members were able to ask questions about the direction of the pilot
- The next TRAC meeting is currently scheduled for Wednesday, May 11, 2022.



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



[The above Commission Meeting was held in a hybrid format].

**ROLL CALL**

**Commissioners/Alternates Present and Voting:**

Vern Willey (participated via zoom), Kelly Whiting (left 1:27pm), Doug Elrod, Josh Mandelbaum, Andy Borcharding (participated via zoom), Paula Dierenfeld (arrived at 12:08pm), Ross Grooters (participated via zoom), Steve Van Oort (participated via zoom), Bridget Montgomery, Russ Trimble (participated via zoom) and Lauren Campbell.

**Commissioners Absent:**

Michael McCoy and Joseph Jones

**CALL TO ORDER**

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

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

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

It was moved by Josh Mandelbaum and seconded by Kelly Whiting to approve the March 1, 2022 agenda. The motion carried unanimously.

**PUBLIC COMMENT**

Mr. Garland from Des Moines shared his observations on lack of snow shoveling at the bus stop near his home at Hubbell Avenue and E. Douglas in Des Moines. Mr. Garland was asked to share the businesses near this stop so DART staff could work with them to assist with snow clearing.

Ms. Garland from Des Moines asked if route 17 will be extended to Altoona. Information was provided to Ms. Garland; DART staff will follow up appropriately.

**CONSENT ITEMS**

6A – Commission Meeting Minutes – February 1, 2022

6B – Transportation Improvement Program (TIP) Amendments

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



6C – January 2022 Financials

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

**7. PUBLIC HEARING ON FY2023 BUDGET AND TAX LEVY RATES**

Kent Farver, Chief Financial Officer, provided a background on the FY2023 Budget.

Chair, Doug Elrod opened a public hearing at 12:12 p.m. to discuss the DART FY2023 budget and tax levy rates was convened and asked for comments from the floor.

No members of the public came forward to comment regarding the FY2023 Budget and Tax Levy Rates.

Chair, Doug Elrod closed the public hearing at 12:13 p.m. of the FY2023 Budget and Tax Levy Rates.

7A – ACTION – Approve FY2023 Budget and Tax Levy Rates

It was moved by Bridget Montgomery and seconded by Paula Dierenfeld to approve the FY2023 Budget and Tax Levy Rates as presented.

The motion was approved by Vern Willey, Doug Elrod, Josh Mandelbaum, Andy Borcharding, Paula Dierenfeld, Ross Grooters, Steve Van Oort, Bridget Montgomery, Russ Trimble and Lauren Campbell. Kelly Whiting opposed the motion.

**ACTION ITEMS**

8A – FY2021 Audited Financials

Kent Farver, Chief Financial Officer advised that the audited financial statements were shared with the Executive Committee at their January meeting and introduced DART's auditor, Jodi Dobson, Partner with Baker Tilly Virchow Krause, LLP. Jodi summarized the findings and recommendations as part of the completed FY 2021 Annual Audit, outlining that the audit finalization was delayed due to awaiting finalization of FY 21 grant agreements.

It was moved by Paula Dierenfeld and seconded by Ross Grooters to approve the FY 2021 audited financial statements. The motion carried unanimously.

8B – Transit Optimization Study (TOS) Adoption

Luis Montoya, Chief Planning Officer, updated the Commission on the background of the TOS and the thanked the Commission and public for their guidance which was sought through workshops, public meetings and other outreach throughout the region. These efforts made it possible to successfully implement the adoption of the TOS.

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



It was moved by Josh Mandelbaum and seconded by Vern Willey to adopt the Transit Optimization Study as DART's service planning framework for an evolving regional transit. The motion carried unanimously.

**8C – 30' Heavy-Duty Bus Procurement Approval**

Mike Tiedens, Procurement Manager, shared that the procurement is replacements for four (4) 40-foot vehicles that have met their useful life and are due for replacement. The order of buses will be 30 feet in length. Staff is mixing 30-foot buses into the fleet to take advantage of the flexibility of shorter buses. Useful life of the vehicles is ten (10) years per the Federal Transit Administration (FTA). The procurement process was identified sharing that DART will be utilizing the State of Washington, Department of Enterprise Services contract for the purchase of the buses as the State of Iowa, Department of Transportation contract was not extended in Fall 2021. The new Iowa DOT contract anticipated to be in place in late 2022 or early 2023. Costs and funding were outlined.

It was moved by Vern Willey and seconded by Josh Mandelbaum to approve the purchase order with Gillig, LLC for four (4) 30' heavy-duty buses for the amount Not to Exceed \$2,260,000.00 under the State of Washington Cooperative Purchasing Agreement. The motion carried unanimously.

**DISCUSSION ITEMS**

**9A – Climate Action Strategy Update**

Luis Montoya, Chief Planning Officer provided an overview of the Climate Action Strategy, which will be presented as an action item at the March 2022 meeting.

**9B – Half Fare Update**

Catlin Curry, Mobility Coordinator provided the background of the Half Fare project, sharing that it gave us the opportunity to take a comprehensive look at DART's various reduced fare programs and the goals were outlined. Beginning January 1, 2021, DART launched a Half Fare Pilot Program to allow individuals who were receiving assistance from certain programs, to qualify for half fare bus passes. Individuals approved for enrollment in the pilot program were issued temporary half fare identification cards that enable them to purchase half fare passes throughout the duration of the pilot through June 2022. Enrollment numbers on the pilot were provided and other important highlights of the program. The opportunities and recommendations of program changes were identified for discussion and consideration for future Commission action.

**9C – Operator Barrier Update**

Amanda Wanke, Chief Operations Officer/Deputy Chief Executive Officer shared that at the request of the operators and the ATU, and the interest in operator safety DART has been considering whether permanent protective operator barriers on our buses would be a helpful improvement. Due to the long-term impact of the decision and the cost of the barriers, DART tested several barriers to gather staff and customer feedback. This evaluation was completed, and DART will be releasing the operator protective barrier RFP in April and will bring to the Commission for approval in June.

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



9D - Performance Report – December 2021

Due to time, Chair, Doug Elrod directed the Commission to review the written performance report for January. This was provided in their packets.

**DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)**

11A - Operations

None

11B – Planning

None

11C - External Affairs

Erin Hockman, Chief External Affairs Officer provided a Legislative update on the hotel/motel tax. Chair, Doug Elrod thanked the Commission for their support and shared the current status of the Member City letters and the Mayor signatures that have been acquired.

10D – Finance/IT/Procurement

None

10E – Human Resources

None

10F – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, shared that we completed and sent our Triennial Audit to the Federal Transit Authority (FTA). This is an audit we must complete every three (3) years. Elizabeth expressed her thanks to all DART staff that was involved but particularly the finance team as this is a huge lift for them. It was also shared that Luis Montoya; Chief Planning Officer has been accepted as a Forty under Forty participant and we will be celebrating him later this spring.

**FUTURE AGENDA ITEMS**

None

**COMMISSIONER ITEMS**

None

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



**ADJOURN**

Chair, Doug Elrod, adjourned the meeting at 1:45 p.m.

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

The next regular DART monthly Commission Meeting is scheduled for Tuesday, April 5, 2022 at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa. Pursuant to Iowa Code section 21.8, the DART Commission has determined that it is still impractical or impossible to require all Commission members, staff, and the public to be physically present for this Commission meeting. Accordingly, both in-person and virtual options for attendance of the April 5, 2022 Commission meeting will be offered as follows: (1) Commission members, staff, and the public will be allowed to attend this Commission meeting in person in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa; and (2) Commission members, staff, and the public will be allowed to attend this Commission meeting via a virtual platform such as Zoom. Participation directions for such virtual meeting option are as follows:

<https://ridedart.zoom.us/j/89186591989?pwd=K2ZtanJYWE4xUVVFN3FrdG9zYTVxUT09>

Meeting ID: 891 8659 1989/Passcode: 415948

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Chair

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Clerk

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Date



## CONSENT ITEM



**8B: FY2023 State of Iowa Consolidated Transit Grant Funding Application**

**Action: Approve the FY2023 Consolidated State Transit Funding application**

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

**Background:**

This consolidated resolution will summarize the individual grant programs included in the annual Iowa Consolidated Transit Funding Application. The Iowa Department of Transportation's Office of Public Transit requires this resolution to be assured that the applying transit system has the necessary local-match resources and the ability to implement the projects according to its rules and regulations. All the projects in the application support capital and operating projects identified in the FY2023 budgets.

**Operating:**

State Transit Assistance Formula Funds (STA):

- The State of Iowa allocates approximately \$16.7 million of the registration fees on new vehicle sales to transit; the funds are distributed annually to the 35 rural and urban public transit agencies in Iowa.
- The state estimates the allotment for DART in FY2023 will be \$1.92 million, an increase of \$50,000 over the current year. DART will be applying for the funds to offset operating costs.

5311– Federal Rural Formula Program:

- The state distributes these federal funds annually based on populations served by DART outside the defined Des Moines Urbanized Area.
- The state lists DART's portion for FY2021 at \$13,689, an \$833 increase from the current year. DART will be applying for the funds to offset paratransit operating costs in the non-urban portions of Polk County.

**Capital:**

Iowa State Public Transit Infrastructure Grants (PTIG):

- The PTIG program funds vertical infrastructure projects for Iowa transit agencies. The DOT's budget request for FY2023 is \$1.5 million, with no more than 40% of the total going to an individual agency in a single year.
- DART was successful in obtaining prior grant awards to renovate the offices of the 1100 DART Way Operations and Maintenance facility. The next project is to construct phase I of a new operations and maintenance facility. This facility will replace the DART Way Operations facility which primarily dates back to 1977, with repairs and upgrades made over time.
- DART will request \$500,000 in state funding, which requires \$125,000 in local match.



## CONSENT ITEM

### 8B: FY2023 State Grant Application

#### 5339– PTMS Bus Replacements:

- DART buses are eligible to compete for replacement through the state's Public Transit Equipment and Facilities Management System (PTMS), which is funded with clean air or discretionary 5339 funding. Iowa buses typically must average over 18 years of age to rank high enough to receive funding, so DART does not score well in the PTMS selection process.
- DART will be applying for \$923,916 in capital funding to replace two 2010 heavy-duty buses; if selected for funding, the project requires a \$163,044 local match.

#### **Recommendation:**

- Approve the grant submissions as presented and outlined above.



## ACTION ITEM



**8C: February FY2022 Consolidated Financial Report**

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

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

### Year-to-Date Budget Highlights:

#### **Revenue:**

- Fixed Route Operating revenue year to date is 3.1% ahead of budget projections. Other Contracted Services, Unlimited Access, and Reduced Fare Passes account for the accelerated revenues.
- Fixed Route Non-Operating revenue is ahead of budget by 15.1% year to date. CARES funding, State Operating Assistance, and FTA Lease Funds are tracking ahead of budget.
- Paratransit Operating revenue is trending above budget by 54.3%. Polk County Funding is the highest driver along with Cash Fares and Mobile Ticketing trending above levels.
- Paratransit Non-Operating revenue is 27% under budget year to date resulting from the recognition of CARES grant funds to occur in March financials.
- Rideshare revenues are under budget year to date. December concluded the TPI partnership. Although Rideshare continues to seek new partnerships, revenue per month for the remaining fiscal year will be at decreased levels.

#### **Operating Expense:**

- Fixed Route Budget Summary – Operating expenses are seeing a 6.3% savings year to date in comparison to budget projections. Salaries, Wages & Fringes, Fuel & Lubricants, and Equipment Repair Parts are the categories that continue seeing the most savings year to date.
- Paratransit Budget Summary – Operating expenses are 6.3% over budget. Salaries, Wages & Fringes and Services are two categories attributing to the over budget levels related to changes in operator retention efforts as well as the paratransit service analysis underway.
- Rideshare Budget Summary – Rideshare has a budget savings of 25% year to date. All categories are seeing savings. Miscellaneous Expenses and Services are showing the highest savings. Miscellaneous Expenses is seeing savings due to gain on sales of retired Rideshare vehicles.

#### **Recommendation:**

- Approve the February FY2022 Consolidated Financial Report.

#### **\*\* TOTAL Un-Audited Performance of February FY2022 Year to Date as Compared to Budget:**

Fixed Route	\$	4,497,048	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(582,289)	\$169,369.86
Rideshare	\$	<u>(56,428)</u>	
Total	\$	3,858,331	

**FY2022 Financials:**

**February 2022**

FIXED ROUTE	February 2022			Year-To-Date-(8) Months Ending 02/28/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	307,740	346,217	(38,477)	2,855,938	2,769,733	86,204
Non-Operating Revenue	4,082,393	2,472,240	1,610,153	22,767,056	19,777,922	2,989,134
Subtotal	4,390,133	2,818,457	1,571,676	25,622,994	22,547,655	3,075,339
Operating Expenses	2,468,499	2,818,457	349,958	21,125,946	22,547,655	1,421,709
Gain/(Loss)	1,921,634	-	1,921,634	4,497,048	-	4,497,048

PARATRANSIT	February 2022			Year-To-Date-(8) Months Ending 02/28/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	32,527	29,075	3,452	358,932	232,600	126,332
Non-Operating Revenue	190,542	261,022	(70,480)	1,526,481	2,088,175	(561,694)
Subtotal	223,069	290,097	(67,028)	1,885,413	2,320,775	(435,362)
Operating Expenses	366,600	290,097	(76,503)	2,467,702	2,320,775	(146,926)
Gain/(Loss)	(143,531)	-	(143,531)	(582,289)	-	(582,289)

RIDESHARE	February 2022			Year-To-Date-(8) Months Ending 02/28/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	16,322	30,000	(13,678)	228,643	240,000	(11,357)
Non-Operating Revenue	-	17,508	(17,508)	-	140,065	(140,065)
Subtotal	16,322	47,508	(31,186)	228,643	380,065	(151,422)
Operating Expenses	29,838	47,508	17,670	285,072	380,065	94,994
Gain/(Loss)	(13,516)	-	(13,516)	(56,428)	-	(56,428)

SUMMARY	February 2022			Year-To-Date-(8) Months Ending 02/28/2022		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	356,589	405,292	(48,703)	3,443,513	3,242,333	201,180
Non-Operating Revenue	4,272,935	2,750,770	1,522,164	24,293,538	22,006,163	2,287,375
Subtotal	4,629,524	3,156,062	1,473,462	27,737,051	25,248,496	2,488,555
Operating Expenses	2,864,936	3,156,062	291,126	23,878,720	25,248,496	1,369,776
Gain/(Loss)	1,764,587	-	1,764,587	3,858,331	-	3,858,331



## ACTION ITEM



**9A: Climate Action Strategy**

**Action: Adopt the Climate Action Strategy and Submit to the FTA in Response to the Sustainable Transit for a Healthy Planet Challenge**

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

### **Background:**

- Transportation is a major source of greenhouse gas (GHG) emissions in the United States, accounting for 29 percent of 2019 GHG emissions. Public transportation plays an important role in reducing a community's transportation GHG emissions through transportation and land use efficiencies.
- On June 15, 2021, the FTA launched the Sustainable Transit for a Healthy Planet Challenge to encourage transit agencies to build on progress already made and to further reduce GHG emissions from public transportation to support the federal government's GHG reduction goals.
- The FTA's Sustainable Transit for a Healthy Planet Challenge calls on transit agencies to develop climate action strategies with measurable goals to achieve GHG emission targets. All transit agencies nationwide are encouraged to develop climate action or sustainability plans that detail GHG reduction strategies, such as converting fleets to zero emissions buses and making facilities more energy efficient.
- Throughout 2021 and early 2022, FTA provided technical assistance and resources to agencies that commit to developing climate action plans or other strategies.
- On Earth Day 2022, FTA will showcase DART and other transit agency strategies and success stories toward reducing their GHG emissions.

### **DART's Climate Action Strategy:**

- DART staff developed the attached Climate Action Strategy by utilizing guidance from the FTA and identifying cost-effective measures and other first steps toward reducing DART's and the regions' GHG emissions.
- The goals and initiatives identified in the Climate Action Strategy are meant to document existing efforts, identify practical next steps, and improve coordination with local, regional and state Climate Action planning initiatives.
- The Climate Action Strategy includes the following sections:
  - **Emissions Inventory** documents the baseline condition of greenhouse gas emissions attributable to the operations of DART.
  - **Sustainability Initiatives** outlines existing initiatives and projects including previous work on LEED certification, fleet electrification, mode shift, and facility planning.
  - **Emission Reduction Goals** identifies four goals for DART to identify opportunities to reduce greenhouse gas emissions in facilities, fleet, through transit use and improved coordination.



**ACTION ITEM**

**9A: Climate Action Strategy Adoption**

- **Implementation** describes specific steps staff can participate in to advance the goals of the strategy.
- The Climate Action Strategy includes the following goals and action to improve planning, design, and collaboration to maximize opportunities to reduce GHG emissions:

Goal	Action	Action	Action
<b>1. Identify opportunities to reduce GHG emissions from DART vehicles</b>	Continue to monitor electric bus pilot	Investigate fleet propulsion technologies with lower or no greenhouse gas emissions	Identify infrastructure capacity and bus garage needs to accommodate fleet propulsion technologies
<b>2. Identify opportunities to reduce GHG emission from DART buildings</b>	Review DART Central Station energy production system technologies and identify cost effective updates	Work with local utility provider to optimize building energy use and pricing	Evaluate new green building and infrastructure certifications where appropriate
<b>3. Increase mode share of transit by 1%</b>	Maximize utilization of existing service	Implement effective transit service updates	Coordinate capital and service optimizations with area planning efforts
<b>4. Coordinate planning practices with State and regional partners, member communities, and alternative mobility providers</b>	Provide technical support to member communities and partner planning organizations	Collaborate on local and regional climate action planning initiatives	

- The strategy does not commit DART to specific projects, nor does it program or allocate funding.

**Recommendation:**

- Adopt the Climate Action Strategy and submit to the Federal Transit Administration as DART's participation in the Sustainable Transit for a Healthy Planet Challenge.



# CLIMATE ACTION STRATEGY



Submitted by:

**Des Moines  
Area Regional  
Transit Authority**

**Recipient ID: 1831**

Submitted to:

**Federal Transit Administration  
Sustainable Transit for a Healthy Planet  
Challenge**

**APRIL 5, 2022**



<b>Version Number and Updates</b>			
<i>Record the complete history of successive versions of this plan.</i>			
<b>Version Number</b>	<b>Section/Pages Affected</b>	<b>Reason for Change</b>	<b>Date Issued</b>
1		Original	April 2022



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## Abbreviations

ABBG	American Bus Benchmarking Group
APTA	American Public Transportation Association
DART	Des Moines Area Regional Transit Authority
FTA	Federal Transit Authority
GHG	Greenhouse Gas

## Definitions

**ABBG** – The American Bus Benchmarking Group, a North American association of mid-sized bus agencies that benchmark performance.

**APTA** – The American Public Transportation Association, a nonprofit association in North America representing public transportation.

**Des Moines Area Metropolitan Planning Organization** – The regional transportation planning organization for the Des Moines urbanized area.

**FTA** - The Federal Transit Administration, and operating administration within the United States Department of Transportation.

**Greenhouse Gas** – Greenhouse gasses include water vapor, carbon dioxide, methane, nitrous oxide, and ozone and have the effect of trapping radiation from the sun and warms the planet's surface.

**Mobilizing Tomorrow** - The Metropolitan Transportation Plan of the Des Moines Area MPO, is a federally required plan as part of the transportation planning process. The current plan was adopted on November 21, 2019.

**State** - A State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

**Transit Agency** - An operator of a public transportation system.



## Executive Summary

Transportation is a major source of greenhouse gas (GHG) emissions in the United States, accounting for 29 percent of 2019 GHG emissions. Public transportation plays an important role in reducing a community's transportation GHG emissions through transportation and land use efficiencies.

DART has developed a strategy for reducing greenhouse gas emissions by consolidating emission reduction initiatives already underway into a single document, and by identifying opportunities to study additional potential GHG reducing investments and practices. Four key goal areas outlined in this strategy are:

- ▶ Identify opportunities to reduce greenhouse gas emissions from DART vehicles
- ▶ Identify opportunities to reduce greenhouse gas emissions from DART buildings
- ▶ Increase mode share of transit by 1 percent
- ▶ Coordinate planning practices with State and regional partners, member communities, and alternative mobility providers

DART's Climate Action Strategy lays the groundwork for further GHG reduction in a cost-effective manner by studying and improving on existing GHG reduction practices and highlighting areas for further study and collaboration. This Climate Action Strategy is not intended as a commitment to specific investments, but rather as a roadmap for how DART staff should organize and prioritize various potential GHG reduction strategies in a manner that aligns with DART's budget constraints and its mission of enriching lives, connecting communities, and expanding opportunities.



## 1. Introduction

The purpose of this plan is to develop climate action strategies with measurable goals in pursuit of reaching greenhouse gas (GHG) emission targets. Transportation is a major source of GHG emissions in the United States and accounts for 29 percent of 2019 GHG emissions<sup>1</sup>. Public transit agencies across the United States play a role in reduction GHG emissions through the services provided and agency fleet and process improvements.

The Climate Action Strategy will identify the existing and potential future initiatives which would reduce DART and regional greenhouse gas emissions. The plan will identify the GHG impact of DART, existing initiatives to reduce the greenhouse gas emissions from the transportation sector, identify goals for reduction, and identify strategies for meeting the goals.

The action strategy was developed by DART staff using existing data from DART and with available data and tools from local, State and Federal partners. It provides a baseline for evaluating the impact DART provides on reducing greenhouse gas emissions in the region. The plan also provides coordination strategies to collaborate in regional planning processes to and work towards meeting regional targets.

The action strategy does is not a fiscally constrained plan nor is it a capital investment plan and does not create any new required investments or expenditures.

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<sup>1</sup> U.S. Greenhouse Gas Emissions and Sinks: 1990-2019  
<https://www.epa.gov/sites/default/files/2021-04/documents/us-ghg-inventory-2021-main-text.pdf?VersionId=yu89kg1O2qP754CdR8Qmyn4RRWc5iodZ>



## 2. Agency Overview

DART is the public transportation resource for the Greater Des Moines region, offering the largest network of buses in the State of Iowa as well as resources for those who vanpool, walk or bike. The Greater Des Moines region has changed dramatically in recent decades with a growing reputation and vision for competing on a national level. A significant part of our community's ability to compete is tied to our workforce, infrastructure, and economic vitality.

Transportation is a critical component of a region's competitiveness - vibrant, growing communities have strong public transit systems at the heart of their infrastructure to connect citizens with jobs, education, shopping and more. The DART Commission and staff have worked diligently to improve the regional transit system since it was formed in 2006. In October 2017, DART's governance structure was reconstituted to establish a Board of Commissioners with one representative for each of its member governments.

DART's current member governments include Altoona, Ankeny, Bondurant, Clive, Des Moines, Grimes, Johnston, Pleasant Hill, unincorporated Polk County, Urbandale, West Des Moines, and Windsor Heights.

Approximately 4.5 million rides in 2019 were provided on DART's fixed route, paratransit, and vanpool services. DART has a fleet of 150 fixed route, on-call, and paratransit vehicles and 112 rideshare vans. DART provides its services from one transit hub, one operations and maintenance facility, 1,780 bus stops, more than 20 Park and Ride locations, and 33 bus stop shelters.

DART's administrative offices and transit hub are located at 620 Cherry St, Des Moines, Iowa 50309, and its operations and maintenance facility is located at 1100 Dart Way, Des Moines, Iowa 50309.

DART is funded by a combination of local property taxes, public-private partnerships, fares, and a variety of state and federal funds, including FTA 5307, 5310, 5311, and 5339 grant programs.

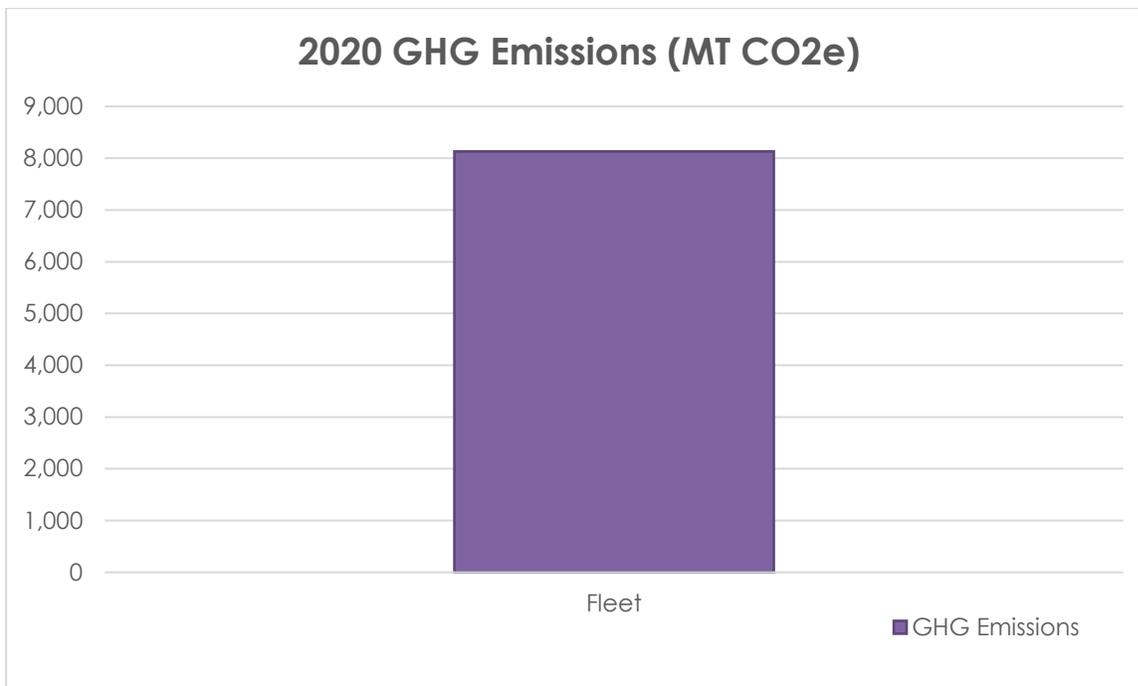


### 3. Emissions Inventory

A greenhouse gas inventory can be split into three different categories: produced, displaced as well as carbon offsets and sinks.

- ▶ **Produced: Emissions from transit.**
- ▶ **Displaced: Emission reductions as provided by transit.**
- ▶ **Offsets and Sinks: Purchase or sale of offsets. Development of sinks.**

The initial inventory includes the primary source of emissions produced, which includes the operations of public transit buses. Based on the fuel consumption and vehicle miles traveled in the 2020 calendar year, the operation of the DART bus fleet emitted an estimated at 8,131 metric tons CO<sub>2</sub>e. Details on this emissions inventory can be found in Appendix A.



Future efforts can calculate and monitor emissions from non-service-related activities such as non-revenue vehicle operations, building operations, solid waste, upstream electricity production, commuting and supply chain.



## 4. Sustainability Initiatives

DART has engaged in sustainable practice through various initiatives and projects. Designing for efficient operations is fundamentally sound business practice to reduce waste while also having ecological benefits. The following include past and current initiatives of DART which improve sustainability of the agency and impact on the community.

### Existing efforts

The following major initiatives demonstrate how DART already contributes to its emission reductions goals. This is not an exhaustive inventory of efforts which contribute to the reduction of greenhouse gas emissions.

#### DART Central Station LEED Certification

DART Central Station has been certified LEED Platinum, the highest certification of the LEED (Leadership in Energy and Environmental Design) Rating System of the U.S. Green Building Council. DART Central Station achieved LEED Platinum through sustainable site development, water savings, energy efficiency, materials selection and indoor environmental quality.

Highlights include:

- ▶ 24 percent of construction materials were recycled
- ▶ 28 percent of the materials were manufactured regionally
- ▶ 70 geothermal wells help with heating and cooling
- ▶ 23,100 kilowatt hours of energy have been generated since opening by rooftop photovoltaic panels, a savings of 39,274 pounds of carbon dioxide
- ▶ 1.2 million gallons of rainwater have been captured, cleaned, and reused in place of potable water since opening for tasks such as washing bus platforms – 63 percent of total water used
- ▶ 60 percent total energy cost savings.

The station opened in November 2012 at 620 Cherry Street in downtown Des Moines, replacing the former Walnut Street Transit Mall as DART's primary transfer location. The station features many amenities including climate-controlled waiting areas, covered loading platforms, and a bicycle storage room.

#### Bus Electrification

In November 2020 DART unveiled the first electric bus in the state of Iowa. DART began a pilot program to test seven electric buses by adding them into service on the Route 60, which is the Ingersoll/University Avenue loop in Des Moines. The pilot project was made possible thanks to a public-private partnership with MidAmerican Energy who signed on to provide the local match for DART's Low- or No-Emission grant application with the Federal Transit Administration (FTA), resulting in DART receiving a \$1.45 million grant.

The Proterra battery-electric buses purchased by DART are expected to save approximately 115 tons of greenhouse emissions annually when replacing a diesel bus. The electric buses are also



expected to reduced noise pollution and lower operating costs compared to combustion engine vehicles. The pilot program has enabled DART to assess the vehicles overall performance and lifecycle costs. In 2021, the first full year of operations, the electric fleet saved an estimated 386.9 tons of carbon dioxide emissions.

### Operations and Maintenance Facility

DART's operations and maintenance facility at 1100 DART Way was built in the 1970s and is beyond its useful life. While some electric bus charging infrastructure was installed to support a pilot fleet of electric buses, the garage is undersized for electric buses, is located within a flood plain, and is landlocked amidst rapidly growing residential development.

As DART considers options for investing in repairs or upgrades to its existing operations and maintenance facility or planning a new facility, the capacity to support electric and other zero emissions vehicles should be a key consideration. For example, investment in electric buses is severely constrained in the existing facility due to the size of the storage bay doors and overall height of the storage building as well as undersized electrical service.

### Mode Shift

Public transit improves efficiency of transportation by allowing multiple people to travel together with the effect of reducing the cumulative impact of low occupancies vehicles, resulting in reduced overall vehicle emissions and pollutants. Transit also reduces the scale of roadway capacity needs and parking infrastructure by facilitating compact development and decreasing the demand for vehicle trips.

DART provides fixed-route service, demand response, microtransit, and On Call services, paratransit, and RideShare. DART served approximately 15,000 riders on an average weekday and 4.4 million annually in 2019. DART's strongest ridership occurs along high-density corridors, at park and ride locations, at schools, and at major transit hubs (DART Central Station, Merle Hay Mall, Valley West Mall, and Southridge Mall)



The Des Moines Area Metropolitan Planning Organization (Des Moines Area MPO) metropolitan transportation plan, known as Mobilizing Tomorrow, cites the region having a 1% mode share of transit trips (Page 41, Figure 2.16). 88 % of trips are completed using private automobiles in combination of driving alone and carpooling. The data suggests that there is significant opportunity to shift single occupant trips to shared rides in the region, which would reduce GHG emissions.

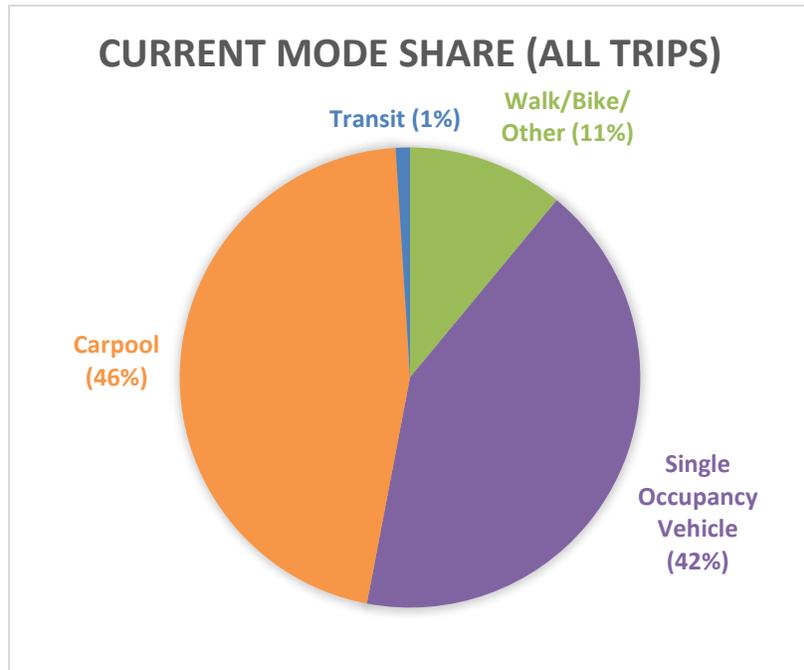


Figure 1 Current Mode Share (Mobilizing Tomorrow, DMAMPO)



## Other GHG reduction goals that may impact DART

In addition to the work of DART, local and regional governments are including emission reduction and sustainability goals in planning activities. The following goals have been adopted by the respective jurisdiction. Understanding regional goals within the DART service area provides additional context for DART to evaluate opportunities to collaborate and partner service in reaching goals.

**Polk County** adopted the following resolution outlining policies and goals on September 14, 2021

- ▶ Commits to:
  - ▷ Engaging an experience and qualified energy consulting firm to conduct a formal audit of the County's energy consumption and greenhouse gas emissions at all county properties and vehicle fleet; and
  - ▷ Include in the energy audit Scope of Work for the firm to provide recommendations of new practices and policies for reducing energy consumption and greenhouse gas emissions; and
  - ▷ Establish measurable greenhouse gas emissions reduction and renewable energy targets for Polk County with formal recommendations for implementation in fiscal year 22/23; and
  - ▷ Address the concerns of the underrepresented and vulnerable communities during the climate action planning process, and
  - ▷ Develop a Climate Action Plan to meet the greenhouse gas reduction and renewable energy targets; and
  - ▷ Implement the plan and ensure measurements are being properly reported and communicated to the community; and
  - ▷ Continuously monitor and report progress of the Climate Action Plan; and
- ▶ Invite and encourage the Polk County community to actively participate in this process of developing and implementing a Climate Action Plan to advocate for their priorities; and
- ▶ Use a collaborative approach to develop and implement plans to contribute to the successful achievement of County greenhouse reduction and renewable energy targets; and
- ▶ For the County Administrator's Office to provide administrative oversight for this effort and to establish a cross-department Climate Action Team. The Team will work with and support the energy consulting firm on the energy audit and new practice and policies recommendations; make recommendations to the Board for implementation plans; track and regularly report measurements, lead the implementation of the Climate Action Plan, prepare an annual report on the status of the Climate Action Plan, and other duties as assigned; and
- ▶ Board to provide strategic direction to the Team, shall approve the greenhouse gas reduction targets and implementation plan, shall provide the necessary staff with appropriate experience and financial resources to achieve the goals of the implementation plan, shall eliminate barriers to implementation, shall set interval for reporting the emissions inventory; and



- ▶ That the Team shall consist of designees from County departments, shall convene within three months of the signing of this Resolution, shall meet monthly to maintain actions to implement the Climate Action Plan, shall recommend reduction targets and department progress reporting deadlines to the Board, shall develop guidelines and necessary policies to support departments in meeting the County targets, shall facilitate cross-department coordination and shall seek the participation as appropriate of internal and external stakeholder groups; and
- ▶ That the Climate Action Plan will be integrated into key County processes and planning such as general plans, strategic plans, capital planning, budgeting, and training when possible and appropriate; and
- ▶ Polk County commits to a goal of reducing greenhouse gas emissions from county operations by 90% of current levels by the year 2040; and
- ▶ Global warming will be an on-going focus of Polk County including sharing urgent concerns and key learning with business, the public and other governmental agencies.

**City of Des Moines** adopted the following goals on January 11, 2021 (Roll Call Number 21-0040)

- ▶ Update greenhouse-gas emission goals to align with IPCC recommendations and commits to developing partnerships that advance a 45% reduction of greenhouse gas emission from 2010 levels by 2030 to reach net-zero greenhouse gas emissions by 2050.
- ▶ Community-wide goal of achieving 100% 24x7 electricity from carbon-free sources by 2035
- ▶ Work with utility partners, businesses, residents, and community stakeholders to identify a collaborative approach to achieve the emissions targets and energy goals with meaningful benchmarks and milestones between now and the target years referenced.



## 5. Emission Reduction Goals

The following goals provide a framework for identifying and prioritizing opportunities for reducing DART and the region's GHG emissions:

1. **Identify opportunities to reduce greenhouse gas emissions from DART vehicles**
2. **Identify opportunities to reduce greenhouse gas emissions from DART buildings**
3. **Increase mode share of transit by 1%**
4. **Coordinate planning practices with State and regional partners, member communities, and alternative mobility providers**



## 6. Strategies and Actions

This Climate Action Strategy identifies specific goals which have been selected because they are timely, actionable, and contribute to the reduction of greenhouse gas emissions. The following outlines specific strategies for DART to pursue and make progress on the goals. Each strategy includes a specific action, metrics used to track progress, on-going, near- and long-term timeframes, and DART departments responsible for leading the tactic.

### 6.1. Goal #1: Identify opportunities to reduce GHG emissions from DART vehicles

Understand the state of the industry in low and no-emission vehicle technology and the opportunities and challenges associated.

Strategy	Actions	Metric to track progress	Timeframe	Responsible Office
<b>Continue to monitor electric bus pilot</b>	Maintain dashboard of relevant metrics	Vehicle range, Lifecycle costs	On-Going	Business Intelligence
<b>Investigate fleet propulsion technologies with lower or no greenhouse gas emissions</b>	Review case studies	Number of technologies considered	Near term	Fleet
	Participate in peer sharing committees such as APTA and ABBG	Number of meetings attended	Near term	Fleet
<b>Identify infrastructure capacity and needs to accommodate fleet propulsion technologies</b>	Identify scalability of low/no emission fleet at DART facilities	Report	Near term	Facilities
	Identify opportunities to increase capacity of low/no emission fleet	Report	Near term	Facilities
<b>Plan bus garages and facilities for convertibility to accommodate future zero-emission technologies</b>	Incorporate technologies for zero-emission vehicles in design of bus garage and facility projects	Number of vehicles which could be accommodated in garage	Long Term	Facilities



## 6.2. Goal #2: Identify opportunities to reduce GHG emission from DART buildings

Define the current Infrastructure capacity of DART to operate low and no-emission vehicles and identify facility requirements to accommodate various fleet strategies.

Strategy	Actions	Metric to track progress	Timeframe	Responsible Office
<b>Review DART Central Station energy production system technologies and identify cost effective updates</b>	Review energy production system	Number of cost-effective technologies identified	Near term	Facilities
<b>Work with local utility provider to optimize building energy use and pricing</b>	Review electricity contracts	Total energy use, GHG emissions from building energy use	Near term	Facilities
<b>Evaluate new green building and infrastructure certifications where appropriate</b>	Review projects as they are developed	Number of certifications	Long Term	Facilities

## 6.3. Goal #3: Increase mode share of transit by 1%

Increase ridership on existing DART services through implementation of design principles in the Transit Optimization Study to provide effective service using the most appropriate means.

Strategy	Actions	Metric to track progress	Timeframe	Responsible Office
<b>Maximize service utilization</b>	Update routes based on performance	Service productivity metrics	On-Going	Planning
<b>Implement effective transit service updates</b>	Identify markets with high propensity for transit use	Ridership data	On-Going	Planning
	Implement services in accordance with TOS principles	Alignment with TOS recommendations	On-Going	Planning



Strategy	Actions	Metric to track progress	Timeframe	Responsible Office
<b>Coordinate capital and service optimizations with area planning efforts</b>	Coordinate amenity locations	Number of stops with amenities	On-Going	Planning and Facilities
	Participate in Des Moines ICM	Number of meetings attended	On-Going	Planning

#### 6.4. Goal #4: Coordinate planning practices with State and regional partners, member communities, and alternative mobility providers

Work with local partners to understand GHG reduction goals, collaborate on shared objectives, and stay abreast of the state of the practice and regional efforts.

Strategy	Actions	Metric to track progress	Timeframe	Responsible Department
<b>Provide technical support to member communities and partner planning organizations</b>	Share Transit Optimization Study and Climate Action Strategy recommendations	Number of meetings with member communities	Near term	Planning
	Technical input on local land use and roadway planning	Number of requests	On-Going	Planning
	Participate in regional transportation planning	Participation in MPO committees and other relevant opportunities	On-Going	Planning
<b>Collaborate on local and regional climate action planning initiatives</b>	Participate with DMA MPO Environmental Subcommittee	Number of meetings attended	Near term	Planning
	Seek new opportunities as they become available	Number of associations	On-Going	Planning



## 7. Implementation and Monitoring

Implementing these climate action strategies requires a concerted effort, partnerships and an understanding of the challenges ahead. The following processes will be used to track implementation of the strategies and monitor progress towards meeting DART's GHG emission reduction goals.

### 7.1. Tracking progress

The strategies and actions identified will be integrated into the appropriate agency activities, demonstrating progress in the following ways:

- ▶ **DART business plan** will include identified strategies and identify owners of appropriate activities.
- ▶ **Data and analytics** will be tracked and reported in internal systems on appropriate dashboards and reports.
- ▶ **Annual updates** to the commission will be made to demonstrate activities achieved, in progress and where additional opportunities exist.

### 7.2. Emerging Challenges

Recognizing challenges in progressing with the outlined goals is important to understand and plan for. Anticipating the future requires DART to adapt to new challenges, shifts in technology, and align with partner stakeholders over time. Understanding what challenges may emerge will benefit all participants during implementation.

- ▶ **Evolving technologies** Research into new technologies can quickly be outdated upon advancements. DART will need to understand potential future capabilities when evaluating existing technologies, and to plan for iteration over time in accommodating change.
- ▶ **Fuels** External pressures on fuels, such as price, availability, blends and local, State, or Federal mandates can have a major impact on the viability of different strategies. Anticipating the variability and potential outcomes will be key.

### 7.3. Looking Ahead

To meeting the evolving needs of our growing region, DART strives to provide seamless mobility options that support economic prosperity for all by:

- ▶ **Connecting people to jobs, education, and essential services**
- ▶ **Leveraging data, technology, and collaborative partnerships**
- ▶ **Ensuring innovative and regional mobility solutions are in the right place at the right time**

These objectives are demonstrated in the planning and programming of DART resources and services. This Climate Action Strategy is the first document specifically prepared to outline the impact DART services has contributed to greenhouse gas emission reduction. This document consolidates these initiatives and was prepared to focus on these efforts in a comprehensive way. As such, progress made on the outline goals and strategies, and changing conditions of technology, research, and local planning, will require updates to this plan over time.



## Appendix A – Greenhouse Gas Emissions Inventory Methodology

Emission Sources Associated with DART Service and Operations

Transit Service Delivery		Scope	
<b>Mobile combustion</b>	Emissions sources associated with combustion of fuels for transit vehicles	1	Purchased fuel
<b>Electricity for traction power</b>	Emission sources attributable to the electricity purchased or produced to power transit vehicles	2	Purchased electricity
<b>Trip diversions</b>	Emissions reductions associated with the reduction of automobile trips when riders use transit	3	
<b>Land Use</b>	Emission reductions associated with more compact development, more bike and walk trips, trip chaining, lower car ownership and other land-use effects associated with transit service	3	
<b>Capital works</b>	Indirect emissions (upstream) from materials associated with new capital works	3	Purchased goods and services capital
<b>Construction Equipment</b>	Direct emissions from on- and off-road vehicles and equipment	3	Services
Transit Maintenance and Operations		Scope	
<b>Agency fleet</b>	Direct emissions associated with agency fleet	1	Purchased fuel
<b>Facilities</b>	Electricity and fuel use at facilities, maintenance yards, offices, and other stationary sources	2	Purchased electricity Purchased heating and cooling



Emission Inventory Calculation Methodology for Fleet (Scope 1 production)

	Year	Diesel Bus MY 2007-2018		Gasoline Bus	
		gallons	VMT	gallons	VMT
Fleet Energy Usage	2020	783,922	4,313,792	8,473	278,553

<b>Mileage Based Emission Factors</b>	Diesel Bus MY07-18	Gasoline Bus (MY18)
	g/mi	g/mi
Methane (CH4)	0.0095	0.0326
Nitrous oxide (N2O)	0.0431	0.0082

<b>Volume Based Emission Factors</b>	Diesel Bus MY07-18	Gasoline Bus (MY18)*
	g/gallon	g/gallon
Carbon dioxide (CO2)	10,210	8,780

<b>Annual Emissions</b>	Diesel Bus MY07-18	Gasoline Bus (MY18)*
CH4 Emissions (grams)	40,981	9,081
N2O Emissions (grams)	185,924	9,081
CO2 (grams)	8,003,843,620	74,390,921

	Diesel Bus MY07-18	Gasoline Bus (MY18)*	<b>Fleet Total</b>
CH4 Emissions (grams) to MTCO2e	1.15	0	
N2O Emissions (grams) to MTCO2e	49.27	2	
CO2 (grams) to MTCO2e	8,003.84	74	
<b>Annual MTCO2e</b>	<b>8,054.26</b>	<b>77</b>	<b>8,131</b>
<b>Annual MTCO2e per VMT</b>	<b>0.001867095</b>	<b>0.000276614</b>	<b>0.001770623</b>

Emission calculations utilize emission factors from the 2021 Default Emissions from the Climate Registry (source: <https://www.theclimateregistry.org/wp-content/uploads/2021/05/2021-Default-Emission-Factor-Document.pdf>)



## ACTION ITEM



**9B: Half Fare Program Eligibility Expansion**

**Approve the following actions related to DART's half fare program and Opportunities Thru Transit (OTT) fare program:**

**Action:**

- **Approve the Title VI Fare Equity Analysis documenting the impacts of the expansion of DART's half fare program and discontinuation of the OTT program.**
- **Approve the expansion of the eligibility of DART's half fare program to include individuals who can demonstrate they are receiving food assistance, housing assistance or workforce assistance.**
- **Approve the discontinuation of the Opportunities Thru Transit (OTT) program effective July 1, 2022 and allow individuals still participating in the program to transition their eligibility to the expanded half fare program under the category of workforce assistance.**

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

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**Background:**

- DART formed an internal task force made of cross department leaders to take a comprehensive look at DART's various reduced fare programs. The goals of the task force included:
  - reducing barriers for income-constrained customers
  - simplifying the administrative and customer burden
  - encouraging ridership by streamlining access
- Beginning January 1, 2021, DART launched a Half Fare Pilot Program to allow individuals receiving one of the following forms of assistance to qualify for half fare bus passes:
 

○ food assistance programs	○ workforce training
○ unemployment benefits	○ housing assistance
- Individuals approved for enrollment in the pilot program were issued temporary half fare identification cards that enable them to purchase half fare passes throughout the duration of the pilot through June 2022.
- DART's Opportunities Through Transit (OTT) program is a partnership with Polk County and serves certain income-constrained individuals but is unnecessarily burdensome for staff to administer and customers to access. During the Half Fare Pilot Program, new enrollment into the OTT program was placed on hold to focus on administering the pilot.

**Proposed Program Changes:**

- Expand half-fare eligibility to include individuals who can demonstrate they are receiving one of the following forms of assistance:



## **ACTION ITEM**

### **9B: Half Fare Eligibility Expansion**

- food assistance
- housing assistance
- workforce assistance (could include unemployment, workforce training and childcare assistance programs)
- The duration of eligibility for these riders will be for a period of two years, at which time participants must re-enroll by presenting an approved form of verification to demonstrate their continued eligibility.
- DART will allow individuals to enroll using appropriate verification documents that demonstrate they are receiving an eligible community benefit related to food assistance, housing assistance or workforce assistance.
- Additional forms of verification that meet these criteria, as well as temporary eligibility for select community emergencies, would be subject to review by an internal committee of DART staff including the Chief Planning Officer, Mobility Coordinator and Customer Experience Manager, subject to approval by the Chief Executive Officer.
- DART proposes discontinuing the OTT program as of July 1, 2022. Individuals currently participating in OTT would be allowed to transition their eligibility to the expanded half fare program under the category of workforce assistance.

#### **Public Feedback:**

- DART sought public feedback from customers and stakeholders in a variety of ways:
  - Engaged human service agency partners to solicit feedback on the pilot.
  - Distributed a survey to half fare pilot participants to measure outcomes.
  - Promoted opportunities for input through DART Customer Service to OTT participants.
  - Held a public meeting on Wednesday, March 23 to review proposed changes.
- Additional external communication will be conducted in accordance with DART's Public Participation Plan as part of the implementation of the proposed changes.

#### **Title VI Fare Equity Analysis:**

- The proposed changes were evaluated for potential disproportionate negative impacts on racial minority or low-income customers according to DART's Fare Equity Policy and Federal regulations.
- This analysis centered on potential negative impacts to existing Opportunities Through Transit (OTT) program participants, since this is the only group identified as potentially being negatively impacted.
- The proposed changes would not have a disproportionate impact on minority customers since the proportion of minority customers in the OTT program is very similar to the proportion of minority customers for DART's fixed route service overall. The proposed change would not constitute a disparate impact on minority individuals.
- Qualifying individuals would experience a decrease in fares in most payment categories. However, the cost of a monthly pass would increase from \$18 to \$24 for individuals who would normally qualify for OTT. Since OTT participants are all low-income, the proposed change would result in a disproportionate burden.



## **ACTION ITEM**

### **9B: Half Fare Eligibility Expansion**

- Program design elements that mitigate potential negative impacts to customers include streamlining the application process and expanding access to additional half-fare media types. Also, the program changes were initially launched on a pilot basis so that extensive outreach could be conducted, and OTT customers would have the opportunity to transition to the new program.

#### **Recommendation:**

Approve the following actions related to DART's half fare program and Opportunities Thru Transit (OTT) fare program:

- Approve the Title VI Fare Equity Analysis documenting the impacts of the expansion of DART's half fare program and discontinuation of the OTT program.
- Approve the expansion of the eligibility of DART's half fare program to include individuals who can demonstrate they are receiving food assistance, housing assistance or workforce assistance.
- Approve the discontinuation of the Opportunities Thru Transit (OTT) program effective July 1, 2022 and allow individuals still participating in the program to transition their eligibility to the expanded half fare program under the category of workforce assistance.



# Title VI Fare Equity Analysis

*Half Fare Eligibility Expansion*

**April 2022**

**Des Moines  
Area Regional  
Transit Authority**

620 Cherry Street  
Des Moines, Iowa  
50309-4530

515-283-8100  
Fax 515-283-8135  
[ridedart.com](http://ridedart.com)



## Background

In 2019, a survey sponsored by the United Way of Central Iowa found that transit fares can be a barrier to meeting the transportation needs of local residents. This information led DART to examine its fare structure to see how reduced fare programs might be modified to lower barriers for income-constrained customers and encourage ridership on DART. Staff found that existing programs could be improved by streamlining application and administrative processes and expanding choice and access for customers.

One existing program that benefits many central Iowans is DART's Half Fare Program. Qualifying individuals ride DART for about half the cost of regular bus fare. Once eligibility is determined, customers are issued a Half Fare identification card, which they can use to purchase any DART fare media at a half fare rate. Adults 65 and over, people with disabilities, refugees, and students all qualify for the Half Fare program.

DART also offers the Opportunities Through Transit (OTT) program. OTT allows income-eligible customers to purchase a discounted monthly pass for \$18, which is less than half the price of a \$48 regular monthly pass. The program focuses on assisting those who rely on DART for getting to work, looking for a job or traveling to adult educational and training programs.

Beginning January 1, 2021, DART launched a Half Fare Pilot Program to allow individuals receiving food assistance, unemployment benefits, workforce training or housing assistance to qualify for its half fare program. A Title VI Fare Equity Analysis was conducted in November 2020 prior to the approval of the pilot, and the analysis and findings are largely the same as in this Title VI Fare Equity report.

## Proposed Changes

DART proposes to end the OTT fare program and expand eligibility to its Half Fare Program to include low-income and job-seeking residents, which will reduce costs for many qualified customers. This change would enable many more people, including the population currently served by the existing OTT program, to purchase any fare media at a half-fare price, rather than just a monthly bus pass.

Additionally, the application and approval process for low-income residents to participate in the Half Fare program would be simplified to allow for third party verification of income, such as proof of eligibility for food assistance, housing assistance, or proof of participation in a workforce assistance program. Qualifying customers with all the necessary materials could be instantly approved, as opposed to the current OTT process which requires multiple trips to DART Central Station, forms, and up to two weeks to review and confirm eligibility.

While the proposed expanded Half Fare Program is intended to benefit qualified individuals, one potential hardship that has been identified is that the current price for a monthly pass for OTT participants is \$18, and if the same individuals became qualified for the Half Fare program their monthly pass would cost \$24. DART believes that this potential negative impact is mitigated by the streamlined application burden and flexibility to purchase any fare media product at half price. through program design features discussed in a later section.



## Public Outreach

The impetus for these proposed changes was a survey of more than 600 Polk County residents that was conducted in 2019 as part of a Central Iowa Transportation Gaps Analysis and which found that for nearly 40 percent of respondents, the cost of riding DART was identified as a barrier to meeting their transportation needs. Many of the respondents were asset limited, income-constrained, employed (ALICE) population, which is the group that the proposed changes aim to help increase the access and affordability of transit.

Given the community need that was identified through the survey, DART staff conducted interviews with various stakeholder groups that work with the ALICE population in our region. When staff spoke with representatives of groups that provide housing, job training and employment placing assistance in Central Iowa, they pointed out that while the OTT program is popular, the cumbersome application process likely limits the number of residents that can participate. Groups interviewed include Central Iowa Works, Goodwill of Central Iowa, Central Iowa Shelter & Services (CISS), Iowa Workforce Development, and Project Iowa.

DART customer service staff also shared their experience administering the program to identify gaps and challenges.

In January 2021, DART expanded eligibility of its half fare program on a pilot basis. Additional public outreach was conducted to promote the pilot program and collect feedback from participants. Outreach included conversations with a number of agencies that work with some of our income constrained customers as well as direct outreach to individuals who would be impacted or eligible for the expanded program. We met with groups and individuals and worked with our human service provider partners to distribute flyers and other information to help promote the new program.

## Relevant Policies

Title VI of the Civil Rights Act of 1964 states that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The Federal Transit Administration (FTA) has several requirements to ensure that transit agencies comply with Title VI, among them the requirement to analyze changes to transit service or fares to determine whether changes are being applied equitably to minority and low-income communities.

All changes to fare cost and payment methods are subject to this analysis and reporting, excluding temporary or promotional fares lasting 12 months or less.

DART's Disparate Impact Policy provides a threshold which identifies when adverse effects of a fare change are borne disproportionately by minority populations. DART will consider a proposed fare rate or media change to have a disparate impact if the proportion of minority customers likely to be negatively affected is more than 5 percentage points greater than the overall proportion of DART customers likely to be affected.

DART's Disproportionate Burden Policy provides a threshold which identifies when adverse effects of a fare change are borne disproportionately by low-income populations. DART will consider a proposed fare rate or media change to have a disproportionate burden if the proportion of low-income customers likely to be negatively affected is more than 5 percentage points greater than the overall proportion of DART customers likely to be affected.



# Impact Analysis

In order to test whether the proposed changes would result in a disproportionate negative burden on minority or low-income population, DART staff collected available demographic information to compare the affected population to the regional population, as well as information about the proposed fare change. For this analysis, staff used the race and income information collected from participants in the Opportunities Through Transit (OTT) program. Staff compared OTT participants to residents of the region as a whole using available Census data. Details on this analysis can be found in the Appendix.

## OTT Participation

The following analysis compares the demographic make-up of OTT participants compared to all DART customers and DART's service area as a whole.

	Low Income	Minority
<b>OTT Participants</b>	100%	38%
<b>All DART Customers</b>	52%	39%
<b>DART Service Area</b>	19%	30%

## Fare Change Analysis

The following analysis focuses on the impacts of the proposed fare change on individuals who qualify for OTT, and who would be eligible for the expanded Half Fare Program as a result of the proposed changes. Demographic data is collected from each OTT applicant. The monthly pass is the only subsidized fare option in the OTT program. Therefore, we assume that all participants, upon purchasing a subsidized monthly pass, do not purchase any other fare products while they are in the program. Under the expanded Half Fare proposal, the same universe of OTT qualified individuals would be able to purchase any DART fare product at the half fare price.

The proposed changes would only negatively impact low-income, job seeking individuals who would qualify for the OTT program. Existing Half Fare program participants (such as seniors and people with disabilities) will not experience any fare change.

Fare Type	Cost		Change		Demographics by Fare Type		
	Existing	Proposed	Absolute	Percentage	Low-income (OTT)	Minority (OTT)	Overall (OTT)
Monthly Pass	\$18	\$24	\$6	33%	100%	38%	100%
Weekly Pass	\$16	\$7	(\$9)	-56%	0%	0%	0%
Day pass	\$4	\$2	(\$2)	-50%	0%	0%	0%
Single Ride	\$1.75	\$0.75	(\$1)	-57%	0%	0%	0%



## Findings

This analysis indicates that the proposed changes would not have a disproportionate impact on minority customers. 38% of OTT participants are in racial minority groups, and 39% of all DART customers are in racial minority groups. Since there is not a 5% or greater difference between the proportion of minority customers in the OTT program compared to DART customers as a whole, the proposed change would not constitute a disparate impact on minority individuals.

This analysis also shows that while qualifying individuals would experience a decrease in fares in most payment categories, the cost of a monthly pass would increase from \$18 to \$24 for participating individuals who would have previously qualified for the OTT program. Since 100% of OTT participants are low-income, compared to 52% of all DART customers, the differential of greater than 5% indicates that the proposed change would result in a disproportionate burden on low income customers who choose to purchase a monthly pass. Low income customers that qualify for the program who choose any other fare category will not experience a disproportionate burden because they would receive a fare decrease in every other fare category.

Given the finding that low-income residents who previously qualified for OTT could be disproportionately negatively impacted, DART should take steps to avoid, minimize or mitigate impacts where practicable.

## Justification and Mitigation Measures

DART staff believe that despite the disproportionate burden on some customers, the proposed changes would be a net benefit for all affected customers for the following reasons:

- ▶ By streamlining the application process, more people should be able to prove eligibility for the expanded Half Fare program relative to the OTT program. Participants will also experience much shorter wait times for approval since the Half Fare program has instant verification.
- ▶ By expanding eligibility for the Half Fare program, qualifying customers would be able to purchase any DART fare media at a discounted rate, as opposed to just being able to purchase a monthly pass-through OTT. Qualifying customers will get a fare reduction on most fare media and categories. It is only the monthly pass that will cost more through the half fare program when compared to OTT.

The following mitigation measures have been put in place to control for potential adverse impacts to customers:

- ▶ The program was initially launched as a pilot and pre-existing OTT customers had the option to continue to purchase a monthly pass at the existing rate of \$18 during the pilot period. This allowed for DART to ensure that the proposed changes would be well-received and for OTT customers to learn about the potential benefit of being able to purchase any fare media at half price.
- ▶ DART has conducted extensive public outreach to explain the changes and rationale to impacted customers through local human service agency partners, on-board DART vehicles and via electronic distribution of rider communications.



## Conclusions

The intent of expanding access to DART's Half Fare Program to low-income and job seeking individuals, as well as those undergoing job training, is to reduce barriers to transit for income-constrained customers. The proposed changes would simplify the administrative and customer burden, encourage ridership by streamlining access, and reduce costs for many customers. The change in policy may have a disproportionate burden on low-income individuals who previously qualified for the OTT program, however, DART has demonstrated that these impacts will be minimized and mitigated through program design.



# Appendix

## Title VI Analysis Data Sources and Definitions

Data from the American Community Survey (ACS), DART ridership reporting, and customer surveys were used to perform the Title VI analysis.

2017 ACS five-year estimates provided block-group-level population data for the existing network demographic analysis. For purposes of this analysis, the following origin by race categories were defined as minority:

- ▶ Black or African American alone
- ▶ American Indian or Alaska Native alone
- ▶ Asian alone
- ▶ Native Hawaiian or Other Pacific Islander alone
- ▶ Hispanic or Latino alone
- ▶ “Other” race alone
- ▶ Two or more races

Individuals who reported in the ACS that their income over the previous 12 months fell below the federal poverty line were defined as low-income for the geographic analysis.

For purposes of this analysis, the following origin by race categories were defined as minority as indicated on OTT application:

- |  |  |
|--|--|
| ▶ African American   | ▶ Black/ African American & Caucasian        |
| ▶ American Indian/ Alaskan Native                          | ▶ Black/ African American & Hispanic/ Latino |
| ▶ American Indian/ Alaskan Native & Black African American | ▶ Hispanic                                   |
| ▶ American Indian/ Alaskan Native & Caucasian              | ▶ Native American                            |
| ▶ Asian  | ▶ Native American/ Other Pacific Islander    |
| ▶ Asian & Caucasian  | ▶ Other                                      |
| ▶ Black/ African American                                  | ▶ Other Multi-Racial                         |
|  | ▶ White Hispanic/ Latino                     |

Results from the 2018 DART Customer Satisfaction on-board survey informed the Title VI evaluation of whether proposed service changes created a potential for a disparate impact or disproportionate burden. Survey respondents were asked to identify their race or ethnicity from the following categories and could select all that applied:

- |                          |                                |
|--------------------------|--------------------------------|
| ▶ Caucasian/White        | ▶ Asian/Pacific Islander       |
| ▶ African American/Black | ▶ Middle Eastern/North African |
| ▶ Hispanic/Latino        | ▶ Other                        |
| ▶ Native American        |                                |

Respondents who selected any combination of answers other than only Caucasian/White were considered minority riders.

The customer satisfaction survey also asked respondents to provide their household income before taxes among the following income brackets:

- ▶ Less than \$10,000
- ▶ \$10,00 - \$14,999
- ▶ \$15,000 – \$24,999
- ▶ \$25,000 - \$34,999
- ▶ \$35,000 - \$49,999
- ▶ \$50,000 - \$74,999
- ▶ \$75,000 or More

DART utilizes the federal poverty guideline updated each year by the U.S. Department of Health and Human Services to define low-income populations. The survey data did not include information on respondents' household sizes. Assuming an average household size of four people, incomes under \$25,750 fall below the poverty guideline. Thus, all DART survey respondents who selected "Less than \$10,000," "\$10,000 - \$14,999," and "\$15,000 - \$24,999" were considered low- income for purposes of this analysis.

*Table 1: 2019 Poverty Guideline for Determining Low-Income Status*

<b>HHS Poverty Guideline for 2019</b>	
<b>Household Size</b>	<b>Income</b>
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430

Source: U.S. Department of Health and Human Services, 2019.



## ACTION ITEM



<b>9C:</b>	<b>Banking Services Contract</b>
<b>Action:</b>	<b>Approve a five (5) year contract with two (2), one (1) year options with Community State Bank for Banking Services for the amount Not to Exceed \$110,000.</b>

**Staff Resource:** *Kent Farver, Chief Financial Officer*

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### **Background:**

- DART is seeking a qualified commercial banking institution to provide business banking services.
- Services would include, but not be limited to:
  - General banking services
  - Fare coin, currency, and token processing
  - Automated clearing house (ACH) and wire services
  - Disaster Response Preparation & Assistance
  - Account conversion planning
  - Reporting- Recurring and ad hoc
  - Pricing and account analysis
  - Custodial and trust services
  - Repurchase agreements
  - Prices and services chart
  - Balance and compensation summary

### **Procurement:**

- DART conducted a Request for Proposals (RFP) for the service contract. The RFP was published on January 24, 2022, and proposals were due by 1:00 PM CDT on February 28, 2022.
- Five (5) proposals were received, and all were deemed responsive:
  - Bankers Trust Company
  - Community State Bank
  - Great Western Bank
  - Lincoln Savings Bank
  - West Bank
- After initial evaluations were held, three (3) finalists were selected for on site interviews that were held on March 10th, 2022.
  - Bankers Trust
  - Community State Bank
  - West Bank



## **ACTION ITEM**

### **9C: Banking Services Contract**

#### **Selection Factors:**

- Experience working with governmental agencies, references, and past performance verifications and descriptions
- Customer service team
- Key personnel and their availability
- Price

#### **Evaluation:**

- After evaluations we completed, the proposers ranked in the following order:
  1. Community State Bank – 4.01
  2. West Bank – 3.52
  3. Bankers Trust – 3.23
  4. Lincoln Savings Bank – 2.88
  5. Great Western Bank – 2.06
- Differentiating Factors for awarding Community State Bank:
  - Quality of personnel and customer service. Local representation and main contact is located in the Johnston office. Potential to transition DART HSA accounts with equity option.
  - Presentation and demonstrated understanding of services needed matched with proposed service level plans. Strong transition plan was presented and stated they can handle coins and tokens immediately. Strong response to cybersecurity and disaster recovery questions.
  - Demonstrated experience in the community.
  - Competitive pricing. Fees will see a reduction of approximately 40% versus previous contract.

#### **Funding:**

- Funding will come from budgeted operating funds.

#### **Recommendation:**

- Approval of a five (5) year contract with two (2), one (1) year options with Community State Bank for Banking Services for the amount Not to Exceed \$110,000.
  - Contract Pricing Summary:
    - \$14,285 Estimated Annual Spend
  - Includes 15% contingency to allow for potential services not identified at this time.



## DISCUSSION ITEM



**10A: June 2022 Service Change**

***Staff Resources: Tony Filippini, Senior Transit Planner***

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- Staff will provide an overview of proposed service adjustments for June to better align bus service with community needs and travel patterns.



## DISCUSSION ITEM



**10B: Title VI Program Update**

**Staff Resources: Tony Filippini, Senior Transit Planner**

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- Staff will provide an overview of the Title VI Program Update, which will be presented as an action item at the May 2022 Commission meeting.



## DISCUSSION ITEM



**10C: DART On Demand Update**

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

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- Staff will provide an update on the Ankeny DART on Demand Service.



## MONTHLY REPORT



**10D: Monthly Performance Report - February 2022**

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

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

- Ridership was up in February compared to January, and was up compared to this same time last year. Total February ridership was up 35% compared to February of 2021. Fixed route was up 38% and Paratransit was up 55%. RideShare is up year to date compared to last year, but use declined compared to last month. DART on Demand continues to see increased ridership, with more discussion available in the Planning Department monthly report.
- For the month of February, preventable accidents occurred at a rate of 1.82 per 100,000 miles, which is up compared to last month and above our target of 1 per 100,000 miles. We attribute this uptick in accidents partly to new operators, among other factors. Year To Date, we sit just above our goal at 1.05 accidents per 100,000 miles. Non-preventable accidents occurred at a rate of 0.52 per 100,000 miles in February, which is a decrease compared to last month.
- On-Time Performance saw a slight month-to-month decrease to 85.77% for the month and 85.1% for the year, which is right at our benchmark of 85%.
- Fixed Route operating costs per revenue hour are \$133.72 this month which meets our goal of \$150. These costs are up 5% compared to February of last year, and just over a 4% higher than FY 21 YTD.
- Road calls per 100,000 miles, where our buses need service while in operation, are currently sitting at 4.95. This is down 14% fiscal year to date. February saw a decreased number of Calls/100K miles compared to January.



# Performance Summary - February 2022

3/1/2021

2/28/2022

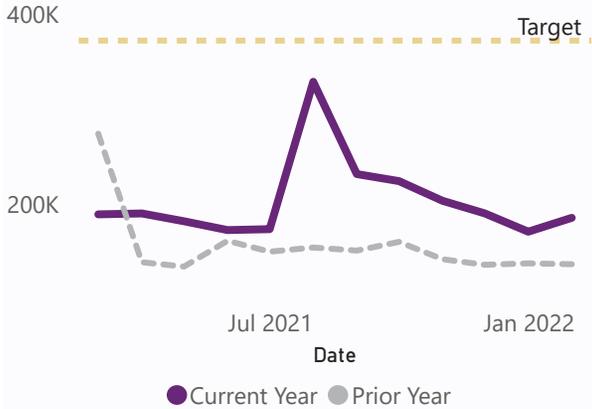
## Ridership

Monthly  
**185,918**

FY21: 137,112 (+35.6%)

YTD  
**1,711,378**

FY21: 1,171,050 (+46.14%)



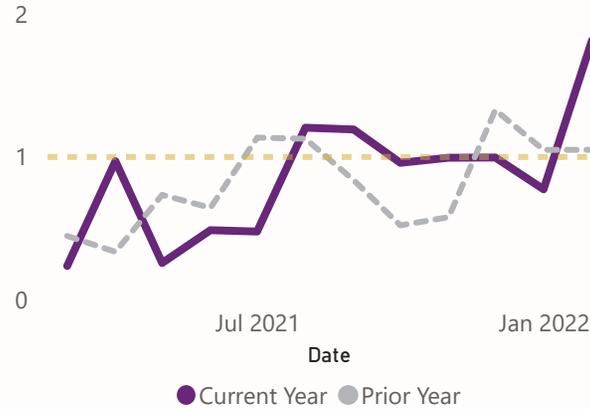
## Preventable Accidents/100k Miles

Monthly  
**1.82**

FY21: 1.05 (-72.83%)

YTD  
**1.05**

FY21: 0.95 (-10.11%)



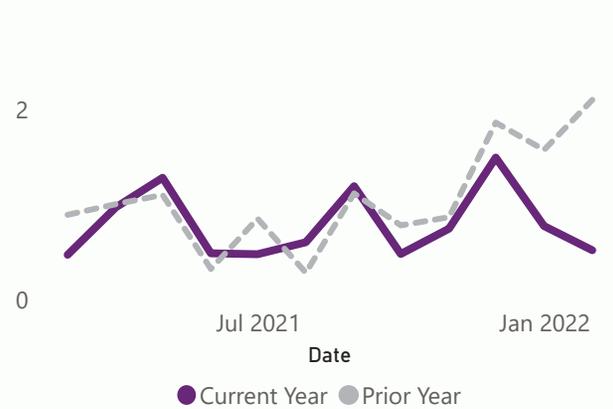
## Non-Preventable Accidents/100k

Monthly  
**0.52**

FY21: 2.10 (+75.31%)

YTD  
**0.78**

FY21: 1.19 (+34.56%)



## On-Time Performance

Monthly  
**85.77%**

FY21: 87.94% (-2.47%)

YTD  
**85.18%**

FY21: 88.02% (-3.23%)



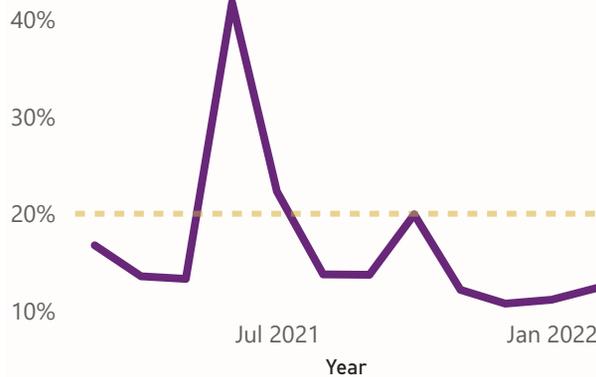
## Farebox Recovery Ratio

Monthly  
**12.38%**

FY21: 12.83% (-3.48%)

YTD  
**14.46%**

FY21: 12.21% (+18.5%)



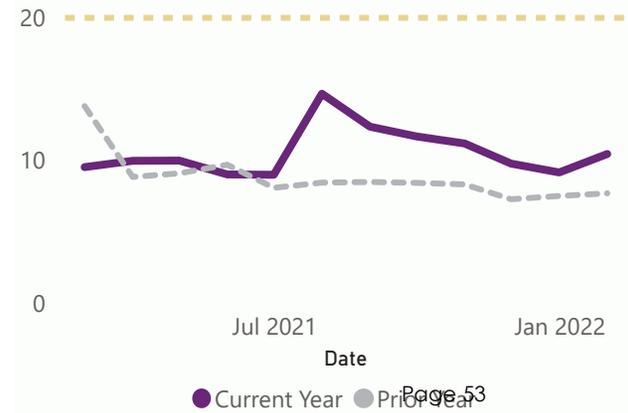
## FR Passengers / Revenue Hour

Monthly  
**10.45**

FY21: 7.69 (+35.97%)

YTD  
**11.13**

FY21: 8.02 (+38.73%)





# Fixed Route Performance

3/1/2021

2/28/2022

## Ridership

Monthly

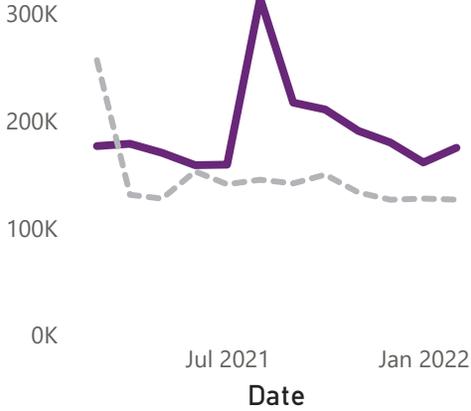
**174,808**

FY21: 126,475 (+38.22%)

YTD

**1,607,024**

FY21: 1,090,647 (+47.35%)



## On-Time Performance

Monthly

**85.52%**

FY21: 87.81% (-2.61%)

YTD

**84.89%**

FY21: 87.87% (-3.4%)



## Operating Cost/Rev. Hour

Monthly

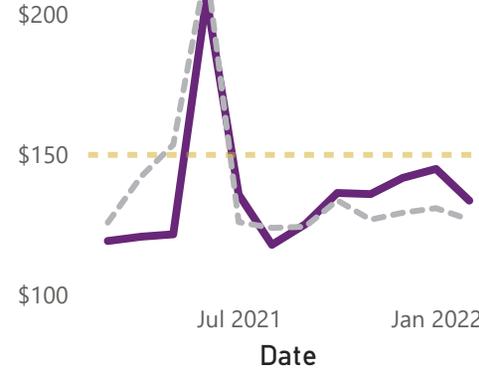
**\$133.72**

FY21: \$126.95 (-5.34%)

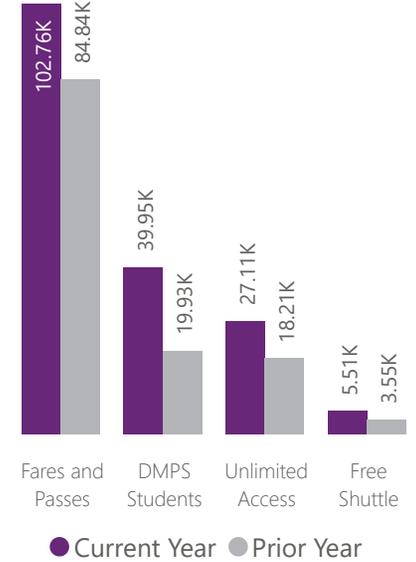
YTD

**\$133.64**

FY21: \$127.87 (-4.51%)



## Monthly Ridership by Fare Group



## Preventable Acc./100k

Monthly

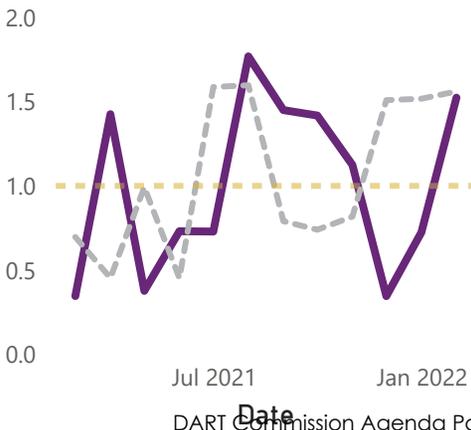
**1.52**

FY21: 1.56 (+2.39%)

YTD

**1.15**

FY21: 1.26 (+9.3%)



## Non-Preventable Acc./100k

Monthly

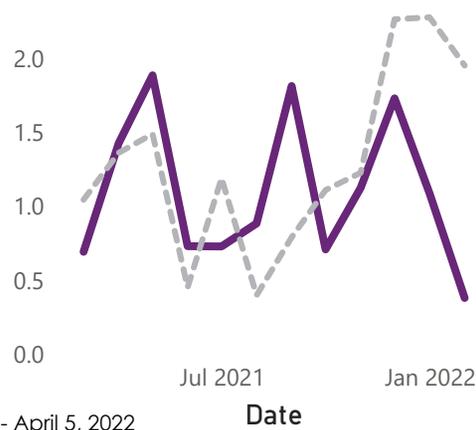
**0.38**

FY21: 1.95 (+80.48%)

YTD

**1.06**

FY21: 1.41 (+24.94%)



## Road Calls/100k Miles

Monthly

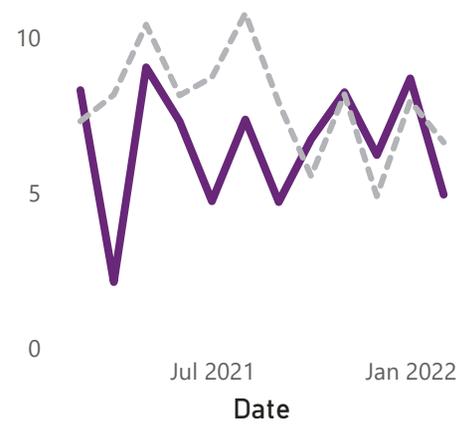
**4.95**

FY21: 6.63 (+25.36%)

YTD

**6.49**

FY21: 7.54 (+13.98%)



## Complaints/100k Passengers

Monthly

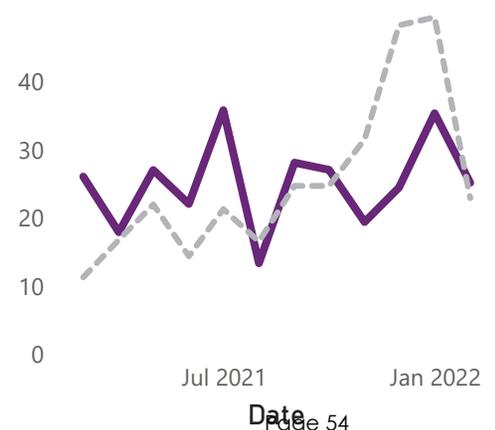
**25.17**

FY21: 22.93 (-9.77%)

YTD

**24.83**

FY21: 29.43 (+15.64%)





# Paratransit Performance

3/1/2021

2/28/2022

## Ridership

Monthly

6,243

FY21: 4,008 (+55.76%)

YTD

51,134

FY21: 29,360 (+74.16%)

## On-Time Performance

Monthly

90.99%

FY21: 92.01% (-1.1%)

YTD

91.58%

FY21: 92.86% (-1.38%)

## Operating Cost/Passenger

Monthly

\$70.19

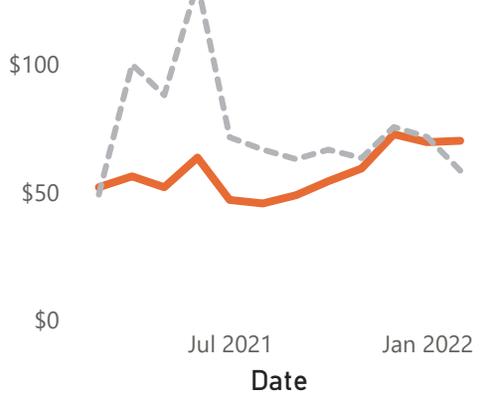
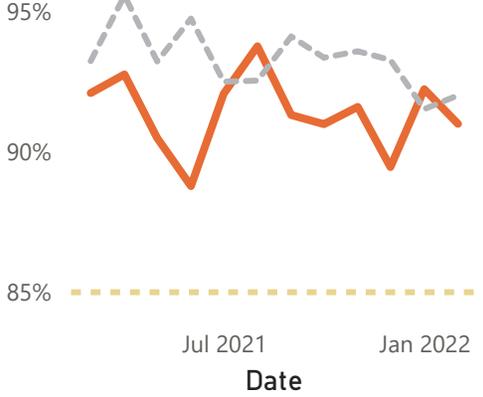
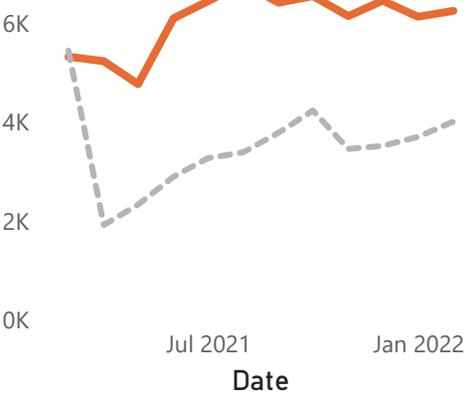
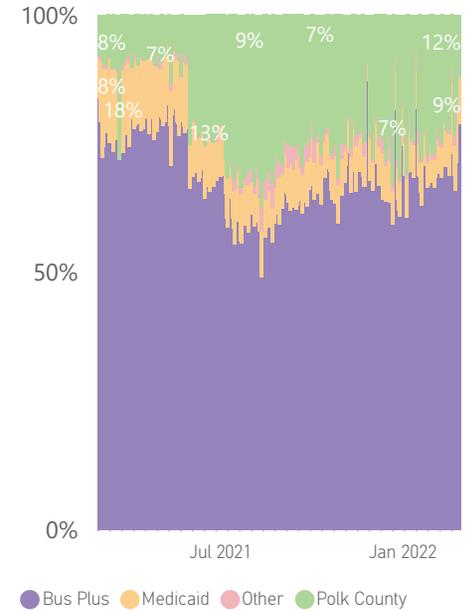
FY21: \$58.53 (-19.92%)

YTD

\$58.29

FY21: \$66.95 (+12.94%)

## Paratransit Customer Type Breakdown



## Preventable Acc./100k

Monthly

4.42

FY21: 0.00

YTD

1.22

FY21: 0.29 (-326.38%)

## Non-Preventable Acc./100k

Monthly

1.47

FY21: 6.30 (+76.61%)

YTD

0.41

FY21: 1.14 (+64.47%)

## RideShare - Ridership

Monthly

4,867

FY21: 6,629 (-26.58%)

YTD

53,220

FY21: 51,043 (+4.27%)

## RideShare - Op. Cost/Passenger\*

Monthly

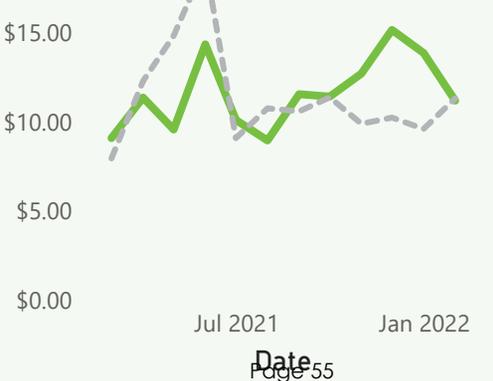
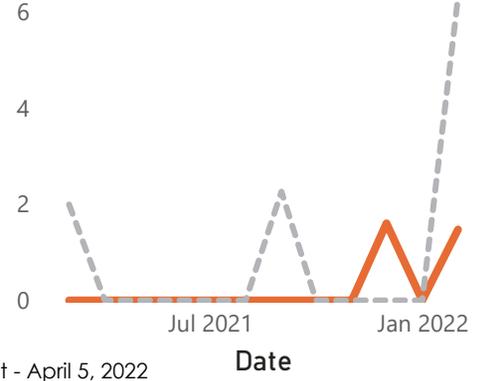
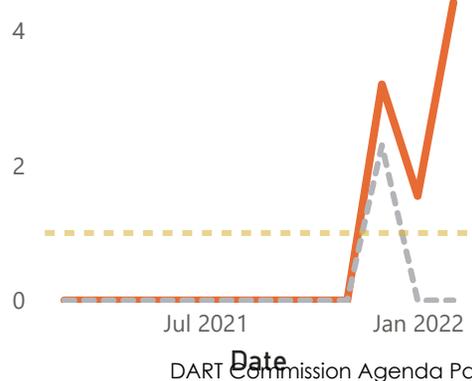
\$11.17

FY21: \$11.29 (+1.07%)

YTD

\$11.48

FY21: \$10.35 (-10.96%)





# Route Details

Month

February 2022 ▼

Program	Route	Month Ridership	Month Last Year	YTD Ridership	Last Year YTD Ridership	YTD Change	YTD Change %	YTD Passengers/Revenue Hour	YTD On-Time Performance
1. Local	#1 - Fairgrounds	8,622	6,390	214,736	46,113	168,623	365.7%	21.01	73.1
	#3 - University	18,410	14,432	154,738	144,126	10,612	7.4%	12.79	86.9
	#4 - E. 14th	7,597	5,639	68,444	50,547	17,897	35.4%	10.01	89.8
	#5 - Franklin Ave/Johnston	6,109	3,961	49,307	28,618	20,689	72.3%	7.98	87.1
	#6 - Indianola	14,629	8,752	119,027	73,948	45,079	61.0%	14.19	87.9
	#7 - SW 9th St.	19,499	14,543	163,215	122,011	41,204	33.8%	20.68	90.4
	#8 - Fleur Dr.	2,223	1,146	15,983	7,195	8,788	122.1%	12.62	76.5
	#10 - East University	772	404	6,567	4,052	2,515	62.1%	5.73	84.4
	#11 - Ingersoll/Valley Junction	1,149	796	9,014	6,605	2,409	36.5%	7.02	69.4
	#13 - Evergreen	3,720	1,408	22,568	3,318	19,250	580.2%	27.92	86.2
	#14 - Beaver Ave.	10,551	7,717	83,648	56,101	27,547	49.1%	12.12	85.6
	#15 - 6th Ave.	12,377	8,619	99,651	69,850	29,801	42.7%	14.51	78.9
	#16 - Douglas Ave.	17,934	14,462	153,445	127,722	25,723	20.1%	12.89	83.6
	#17 - Hubbell Ave.	12,860	9,587	109,588	90,309	19,279	21.3%	10.31	87.0
	#50 - Euclid	3,801	2,318	29,787	25,487	4,300	16.9%	5.62	93.5
	#52 - Valley West/Jordan Creek	6,388	5,331	57,175	48,194	8,981	18.6%	6.65	86.0
	#60 - Ingersoll/University	16,656	12,919	144,864	111,529	33,335	29.9%	12.40	83.0
	#72 - West Des Moines Loop	2,446	2,324	21,830	21,673	157	0.7%	3.31	78.7
	#74 - NW Urbandale	256	231	2,265	1,687	578	34.3%	2.15	82.4
	2. Shuttle	Link Shuttle	426	498	4,123	1,294	2,829	218.6%	1.85
Downtown Shuttle		4,816	2,781	42,543	32,437	10,106	31.2%	6.80	89.3
3. Express	#92 - Hickman	296	313	3,211	2,106	1,105	52.5%	1.90	78.3
	#93 - NW 86th	431	341	4,227	2,174	2,053	94.4%	2.38	85.2
	#94 - Westown	387	238	3,330	2,020	1,310	64.9%	4.84	87.2
	#95 - Vista	89	155	1,069	1,122	-53	-4.7%	1.82	79.8
	#96 - E.P. True	422	231	3,981	2,064	1,917	92.9%	3.55	79.6
	#98 - Ankeny	1,684	727	13,175	5,643	7,532	133.5%	4.50	81.4
	#99 - Altoona	258	156	2,805	1,969	836	42.5%	2.17	82.2
	5. On Call	Ankeny		113	584	706	-122	-17.3%	3.50
NW Johnston / Grimes									
Regional				46	31	15	48.4%	2.92	99.4
6. DART On Demand	DART On Demand - Ankeny	610		1,072		1,072		0.16	
Cab	Paratransit: Taxi	374	178	3,937	1,431	2,506	175.1%	4.88	
Paratransit	Paratransit: Bus/Van	5,681	3,830	46,182	27,929	18,253	65.4%	1.80	91.5
RideShare	RideShare	4,867	6,629	53,220	51,043	2,177	4.3%	4.13	
	RideShare	4,867	6,629	53,220	51,043	2,177	4.3%	4.13	
<b>Total</b>		<b>186,340</b>	<b>137,169</b>	<b>1,709,357</b>	<b>1,171,054</b>	<b>538,303</b>	<b>46.0%</b>	<b>9.27</b>	<b>85.1</b>



# MONTHLY REPORT



## 11A: Operations Team Report

**Staff Resources:** Amanda Wanke, Chief Operations Officer and Deputy CEO

- **Transit Employee Appreciation Day:** On March 18, 2022, DART celebrated Transit Employee Appreciation Day along with many other public transit agencies across the country, recognizing our amazing operators and maintenance staff who keep our service running. To help celebrate this special day, posters were hung up, cookies and fresh fruit were available in the breakrooms, and the marketing team promoted on DART social media to encourage all of our riders to participate.



### Maintenance – Keith Welch, Fleet Manager

- **Light Duty Bus Order:** DART is near finalizing the order of seven New England Wheels' Front Runner Light Duty buses. Due to production restraints, build time is six to twelve months out. We are working closely with our vendor to stay up to date on changes to the final production date.
- **30' Bus Order:** DART has placed the order for four Heavy Duty 30' buses. Due to production restraints, build time is six to twelve months out. We are working closely with our vendor, Gillig, to stay up to date on changes to the final production date.
- **Supply Chain Impacts:** DART's fleet maintenance department continues to be impacted by parts shortages due to supply chain challenges that have resulted from the COVID-19 pandemic. Staff are monitoring inventory closely, adjusting ordering as needed, and scenario planning to do everything possible so that this shortage doesn't have an impact on regularly scheduled service.
- **Supply Cost:** DART has seen an increase in cost in parts (20%), tires (7-10%), and petroleum oil lubricants (POL) such as grease and transmission fluid (40%). We continue to see increases of POL products such as engine oil, which took a \$.64 jump per gallon in March. Staff continues to monitor and adjust ordering as needed.

### Transportation

- **Operator Matt Cole:** DART Fixed Route Operator Matt Cole passed away unexpectedly on Saturday, March 26, 2022. Matt has been a valued member of our DART family since March 2017. The DART family is mourning this loss.
- **American Bus Benchmarking (ABBG) Paratransit Workshop:** DART staff representing the Mobility Services team at DART participated in the ABBG Paratransit Workshop where nearly 20 transit agencies shared data, experiences, best practices and innovation ideas. The information gleaned will help improve DART's paratransit and on-demand services to the community.
- **Fixed Route and Mobility Services:** Over the last several months DART has worked with external consultants regarding the structure and resources needed to best support paratransit, on-call, DART On Demand, and Flex Connect. Through these conversations and





## MONTHLY REPORT

### 11A: Operations Team Report

research into other transit agency organizational structures, we came to two primary goals in this organizational structure. They are:

- We must ensure we have clear ownership and responsibility for the support of these services while not losing the gains that have come from having a unified customer service, dispatch and road supervision team.
- We must ensure we are resourced to operate additional microtransit services well as we have seen a very positive community reaction to our first Microtransit pilot, and we know that additional administrative support is needed for microtransit as well as the growth in Bus Plus clients.

With these goals in mind, DART has decided to restructure the current Transportation Manager and Assistant Transportation Manager roles into two new manager roles: 1) a Fixed Route Manager that will oversee road supervision, dispatch and all fixed route operators; and 2) a Mobility Services Manager that will oversee a new Mobility Services team with responsibility for DART on Demand, Paratransit, On Call, and Flex Connect. The two new manager positions are currently posted, and we will be starting the interview process in the month of April.

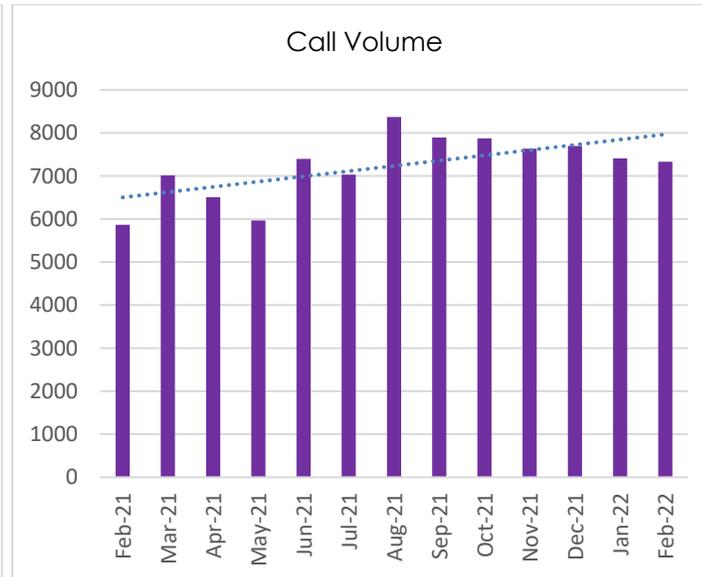
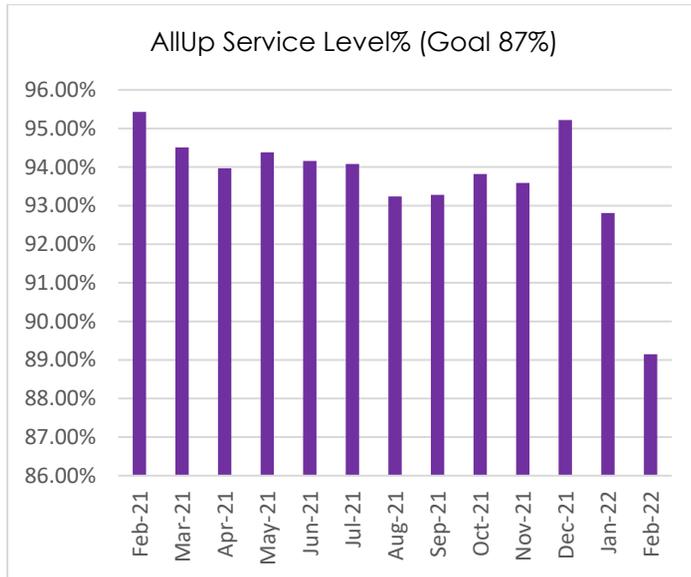
#### **Facilities – Zach Ashmore, Facilities Manager**

- **DART Central Station Vandalism:** DART Central Station was one of several downtown targets that were vandalized on the morning of March 31. Four window panes were broken, and the suspect was apprehended by DMPD. Glass has been ordered to repair the windows.
- **Shelter Vandalism:** DART has been working with DMPD detectives on the rash of vandalism on shelter glass with a total of nine shelters that need replacing; six art glass panels on 6<sup>th</sup> Avenue got shot out and three clear glass panels are broken on SW 9<sup>th</sup> St. Glass is ordered and should arrive and be installed by the 1<sup>st</sup> week of May.
- **Intake Repair at DCS:** DART will have two intakes to repair on the platform at DART Central Station for the water reclaim system. This work will happen over two consecutive weekends in the coming months.

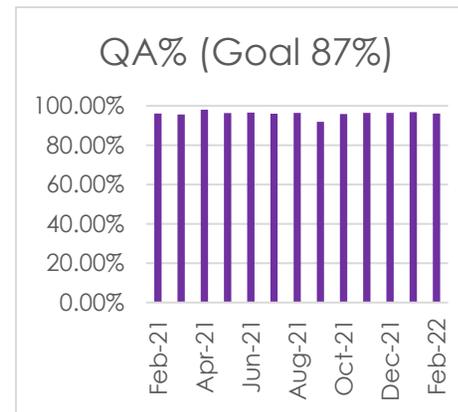
#### **Customer Experience – Steve Wright, Customer Experience Manager**

- **New Customer Service Manager:** Steve Wright has returned to the position of Customer Experience Manager. Steve was in this position for one year before we asked him to step into the Interim Transportation and then Transportation Manager roles. Based on lots of conversations and thought, we believe Steve's knowledge of the Customer Service team, expertise in call centers and customer service, and steady leadership are what the team need at this time. We appreciate his willingness to make this change.

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



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



Quality Assurance: Measures Customer Service representatives average scores for the month. Scoring includes accuracy of information and appropriate soft skills used with customers.



# MONTHLY REPORT

**11B: Planning Team Report**

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

- **Express Route Schedules:** Staff are planning a June service change to adjust service levels on most Express Routes to account for lower ridership. A survey was launched in February to ask customers what times they would like each Express Route to operate. New schedules were drafted and shared back with customers in March for feedback, and details will be shared with the Commission before being proposed to the DART Commission in April and May.
- **DART on Demand West Des Moines:** Staff are refining the TOS proposal for a new DART on Demand zone in West Des Moines. Public outreach will be conducted in May to share details and collect feedback on zone boundaries, span of service, proposed fare pricing, and likely wait times. The new zone could be launched in the fall of 2022 or spring of 2023.
- **DART on Demand (Microtransit) Pilot:** A table below shows key performance metrics for the first four weeks of March. A second vehicle was added during the peak period of the day starting March 14<sup>th</sup> to help improve reliability. This allowed ridership to grow while reducing average wait times and instances of no vehicle being available.

Week	Ridership					Customer Experience			Service Adoption		
	Number of Trips	Number of Passengers	Total Unique Riders (who booked)	First Time Users (who booked)	No Proposed Trip Available (percent of requests)	Average Wait Time: on-demand only	Average Ride Duration	Booking Method	Unique Mobile On-Demand Customers	Accounts Created (total)	
Feb. 28-Mar. 4	Week	170	180	46	6	47	26.8 minutes	10.2 Minutes	Call-In: 39%	18	14 New
	<b>Cumulative</b>	<b>1,582</b>	<b>1,769</b>		<b>124</b>	15%			Mobile: 58%		
Mar. 7-11	Week	175	187	50	3	68	27.4 minutes	10.3 Minutes	Call-In: 46%	15	14 New
	<b>Cumulative</b>	<b>1,757</b>	<b>1,956</b>		<b>127</b>	19%			Mobile: 50%		
Mar. 14-18	Week	147	169	38	5	26	18.2 minutes	11.2 Minutes	Call-In: 52%	15	11 New
	<b>Cumulative</b>	<b>1,904</b>	<b>2,125</b>		<b>132</b>	9%			Mobile: 43%		
Mar. 21-25	Week	191	209	51	6	59	21.7 minutes	11.6 Minutes	Call-In: 30%	18	15 New
	<b>Cumulative</b>	<b>2,095</b>	<b>2,334</b>		<b>138</b>	16%			Mobile: 67%		

- **Title VI Program Update:** Staff are preparing a required update of DART's plan to ensure that members of the public are not denied service based on race, ethnicity or national origin. Many policies were updated in 2019, and the 2022 update is expected to refresh data and report on policy implementation. An informational overview will be provided to the Commission in April and approval of the program update will be sought in May.
- **Climate Action Strategy:** Staff completed the Climate Action Strategy in response to the FTA's Healthy Climate Challenge. The strategy inventories DART's existing greenhouse gas emissions and recommends strategies for reducing emissions.



# MONTHLY REPORT



**11C: External Affairs Team Report**

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

### Marketing and Communications

- **Express Route Rider Survey:** A second round of public input was collected in March to gather feedback on proposed schedule changes for all of DART's Express Routes. DART held two virtual open houses and received more than 100 responses to an online survey. Promotion of communications was primarily focused on reaching current and past riders of Express Routes.
- **Half Fare Pilot:** Ongoing outreach to the Half Fare Pilot program participants as well as Opportunities Through Transit (OTT) program participants is underway to collect feedback on the proposal to discontinue OTT and offer half fare to individuals receiving workforce, housing or food assistance. A public meeting was held in March and DART is collecting feedback through an online and print survey.
- **Read and Ride Week** - DART partnered with public libraries to offer free rides for Read Across America Week. DART's Read and Ride promotion was February 27 – March 5. More than 2,000 rides were given to library card holders, and the campaign received a lot of positive attention on social media.
- **New rider acquisition** – The marketing team is developing a new campaign to promote ridership among young, urban individuals to debut this summer. In the short-term, DART will be offering a \$1 fare on Local, Express and On Call April 4 – May 31. The goal of the promotion is to recruit new riders who may want to save money as a result of rising inflation and gas prices. The team will promote the discounted fare with simple, witty meme-like messages.

### Marketing Analytics Report

Metric	Sept 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Feb 2021	Year Prior
MyDART App Accounts	32,290	32,955	33,524	34,117	35,007	35,829	24,686	32%
Website Unique Visitors	21,414	20,827	19,238	16,515	17,000	20,214	14,231	35%
Facebook Likes	5,138	5,179	5,205	5,312	5,983	6,000	4,870	19%
Twitter Followers	2,462	2,466	2,470	2,481	2,481	2,501	2,424	3%
Instagram Followers	1,458	1,462	1,474	1,468	1,488	1,490	1,395	6%
LinkedIn Followers	586	600	645	659	668	682	535	22%
Email Subscribers	13,121	13,403	13,335	13,349	13,349	13,532	14,248	-5%
Trip Plans	32,384	30,022	25,089	25,214	29,093	29,081	18,398	37%
Real-time Map	26,157	24,854	20,802	18,700	22,908	21,729	13,232	37%
Next DART Bus	214,985	189,754	173,743	191,519	203,723	193,726	112,493	40%
SMS Text Messaging	132,265	120,902	122,839	122,099	123,598	125,722	90,851	28%
IVR Phone Calls	6,511	6,321	5,948	5,572	4,974	4,833	4,007	17%

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



**MyDART App Report**

Metric	Sept 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	TOTAL FY 2022
Downloads	885	950	834	880	890	822	8,169
iOS	280	291	236	247	259	464	2,890
Android	605	659	598	633	631	617	5,538
Accounts Created	688	665	569	593	669	566	6,562
Orders Placed	3,097	3,349	2,910	2,993	3,005	3,164	26,458
Passes Purchased	3,872	4,756	4,247	4,050	4,118	4,363	38,676
Revenue	\$19,185	\$21,384	\$18,679	\$18,779	\$20,077	\$19,478	\$160,878

**DART in the NEWS**

**Top Stories:**

[DART ridership gets closer to pre-pandemic levels](#)

[The future of DART in the suburbs](#)

[DART to restore service on routes that were reduced because of staff shortages - Business Record](#)

**RideShare – Victoria Lundgren, RideShare Supervisor**

- **Transportation solutions for new lowans:** A preliminary vanpooling partnership between DART and the Bureau of Refugee Services will provide use of up to three RideShare vans through 2022 to help address transportation solutions for new lowans to support access to essential services as well as employment destinations.
- **New technology systems RFP:** DART will issue a Request for Proposals in April to seek a new technology platform to manage RideShare customer and fleet information more efficiently and to position the program as a turnkey, attractive solution for future partners and riders. Opportunities for program technology efficiencies and collaboration with the Iowa DOT are being explored to help respond to sustained interest from employers statewide.
- **Vanpool interest:** DART continues to field interest for additional vanpools from Pella Corp facilities as well as food production facilities in east central Iowa.

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

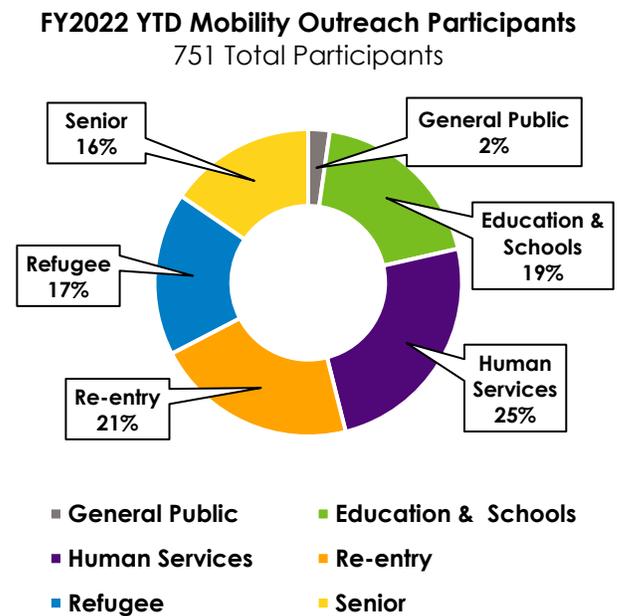
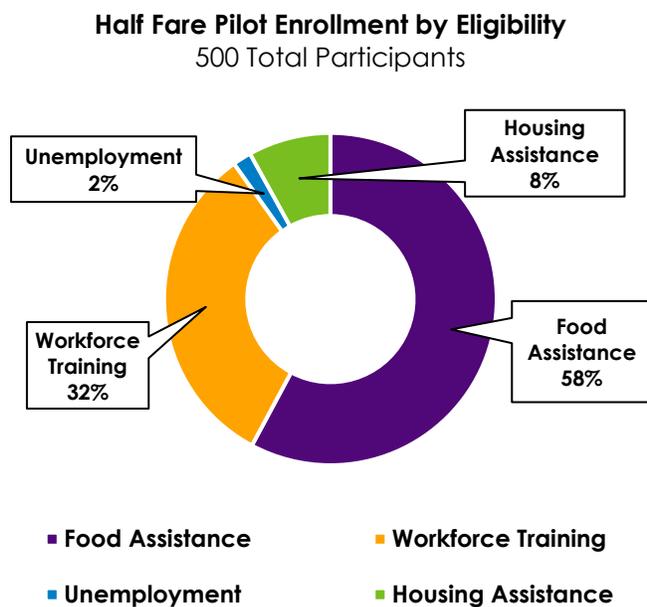
- **Bravo Greater Des Moines:** DART will provide an update to the Bravo Greater Des Moines executive committee on April 20 and submit a request to draw down the second and final \$125,000 installment of Bravo's \$250,000 investment to support art shelter projects. 100% of Bravo's investment has been allocated toward art-related expenses at 53 art shelter locations across 9 DART member communities, supporting access to every day, everywhere art.
- **Half Fare Pilot:** A recommendation to make the half fare pilot program a permanent part of DART's fare policy is included as an action item on the April 2022 DART Commission agenda. The recommendation offers half fare eligibility to individuals receiving food, housing, or workforce assistance on a two-year renewable basis with proof of continued eligibility. The

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



recommendation follows a nearly 18-month pilot program that has helped reduce barriers to transportation for approximately 500 individuals. YTD pilot enrollment is shown below.

- **Unlimited Access Program:** An Unlimited Access partnership renewal remains in progress with UnityPoint. Upcoming partnership renewals include the City of Des Moines, Des Moines University and DMACC. Partnership proposals are under consideration by multiple developers who are interested in prospective residential Unlimited Access partnerships modeled after successful partnerships launched to date with Newbury Living and Conlin Properties. Ridership by Unlimited Access partners saw month-over-month increases across all partner segments from January to February 2022. Quarterly partner meetings are scheduled for Spring 2022.
- **Mobility Coordination:** Mobility outreach participation through February 28, 2022, is shown below.



**Public Affairs – Amy McCoy, Public Affairs Manager**

- **Federal Initiatives:**
  - The Federal Transit Administration (FTA) in March released a Notice of Funding Opportunity (NOFO) for the 2022 Buses and Bus Facilities grant program. DART staff have begun reviewing the NOFO and compiling information as well as participating in numerous webinars and informational sessions related to the 2022 Buses and Bus Facilities grant process.
  - DART leadership traveled to the American Public Transit Association's (APTA) legislative conference in Washington DC in mid-March. During the visit, DART met with staff from the offices of Sen. Charles Grassley, Sen. Joni Ernst and Rep. Cindy Axne to discuss federal priorities. Additionally, DART held an in-person meeting with its federal lobbying firm, Cardinal Infrastructure, to discuss federal policy strategies. With Congress recently

## MONTHLY REPORT

### 11C: External Affairs Team Report



- passing appropriations along with other significant infrastructure and jobs investments, DART continues to prepare for formula funding details as they become available.
- DART continued participating with the Greater Des Moines Partnership's Federal Policy Committee. The group is assisting in developing the partnership's federal priorities for the remainder of the 117<sup>th</sup> Congressional session.
- **State Initiatives:**
    - The Legislature's second funnel week ended March 18. DART staff have been coordinating daily with PolicyWorks, DART's state contracted lobbyists, to gain legislative leadership's support to include a local option transit hotel-motel tax in other tax policy proposals that may move yet this session. DART staff and commissioners made extensive contacts with local elected officials and business leaders to ask for their active support in contacting legislative leadership. A letter of support from mayors from the majority of DART member communities was shared with legislative leadership.
    - DART leadership and staff participated in a two-day legislative event for the Iowa Public Transit Association (IPTA), which included a "Day on the Hill" activity in the Iowa Capitol rotunda. During the event, speakers from the Iowa Department of Transportation also provided updates on new policies as well as funding developments and goals. DART had the opportunity to highlight the transit hotel-motel tax proposal and ask that other transit systems to support the proposal, which could be used by other systems if approved by voters in their area.
    - DART staff coordinated with PolicyWorks to bring Medicaid paratransit reimbursement issues back to legislators and provide them with information on how the federally required ADA program is being leveraged inappropriately by some Medicaid providers. This situation puts an additional burden on area taxpayers to subsidize the ADA program which only allows charging of a nominal fare versus the Medicaid rate which covers a greater share of the cost of paratransit trips.
  - **Regional Initiatives:**
    - DART continued to work with the Greater Des Moines Partnership on how to best engage members of the Transit Future Work Group to support the transit hotel-motel tax proposal.
    - DART will continue to contribute content to the Iowa Taxpayers Association of Central Iowa for its weekly newsletter. TACI has requested that DART provide updates on the local option transit hotel-motel tax proposal, a potential new operations and maintenance facility, ridership trends and more.
  - **Other Initiatives:**
    - DART submitted a new ad to dsm Magazine (next page), highlighting its ongoing efforts to support conversations about diversity as part of the magazine's Inclusion edition.



Untitled Series: 6th Avenue Corridor Bus Shelters  
Artist: Sheena Rose



DART works to be intentional in supporting conversations about diversity, equity and inclusion within our organization and our communities.

Featuring a vibrant, growing and more diverse Greater Des Moines within the glass artwork of our new bus shelters is one of the ways we're continuing this important dialogue and celebrating the diversity of the people and places we serve.



“ DART is grateful to the many community partners who help make access to transportation a more equitable, inclusive and creative amenity for our riders ”



**Matthew Harris,**  
Business & Community  
Partnerships Manager





**State Legislative Update for Des Moines Area Regional Transit Authority  
Prepared by PolicyWorks on March 22, 2022**

- Coordinated with DART staff on correspondence from DART community mayors to House Speaker Grassley in support of the local option transit hotel-motel tax.
- Worked with DART staff and the Greater Des Moines Partnership staff on contacts and talking points for Speaker Grassley to support the hotel/motel public transit tax.
- Spoke with legislators with municipal transit systems – including Rep. Bossman, R-Sioux City, and Rep. Mohr, R-Davenport, to share their support for the hotel-motel tax with Speaker Grassley
- Provided Rep. Gobble, R-Ankeny, additional district specific information to bolster his case to the Speaker to support the hotel-motel tax.
- Identified potential legislative vehicles to attach the hotel-motel tax for legislators to consider.
- Spoke with Sen. Dawson, R-Council Bluffs, about alternative strategies to move the hotel-motel tax through the Legislature.
- Revisited the Medicaid transportation reimbursement issue with Sen. Edler, R-State Center. Asked for opportunity to share with Sen. Edler and Sen. Costello, R-Imogene, a couple of actions the Legislature could consider in the Health and Human Services (HHS) appropriations bill.
- Discussed the Medicaid transportation reimbursement issue with Rep. Fry, R-Osceola. Shared with him a few actions the Legislature could consider on their HHS appropriations bill.

## **Federal Legislative Update for Des Moines Area Regional Transit Authority Prepared by Cardinal Infrastructure on March 28, 2022**

### **Fiscal Year 2022 Appropriations**

The House and Senate approved the Consolidated Appropriations Act for Fiscal Year 2022 and it was signed by the President on March 15. The final bill totaled \$1.5 trillion, including \$15 billion in emergency aid for Ukraine as well as \$13.4 billion for the Federal Transit Administration.

The government funding package substantially boosts funding for the military and nearly every non-defense agency, growing domestic spending to \$730 billion, an almost 7 percent increase over current funding. The measure increases national defense coffers to \$782 billion, about a 6 percent increase.

The bill included, for the first time in decades, congressionally directed spending referred to as "earmarks." The return of earmarks has helped build support, since lawmakers will be able to tout specific projects they got funded in their districts. The final bill includes over \$800 million in earmarks for transportation projects.

### **Fiscal Year 2023 Appropriations and Budget**

President Biden's [budget request](#) for fiscal year 2023 for the U.S. Department of Transportation totals envisions \$142.3 billion in gross spending authority, an increase of about \$1.6 billion from the fiscal 2022 enacted level. The bulk of the funding has already been provided by the bipartisan infrastructure law (the Infrastructure Investment and Jobs Act, or IJJA).

The document rollout is taking some time. The main Budget Message is [here](#) and the detailed Appendix is [here](#), but most of the rest isn't complete. We hope to get some summary documents from the Department of Transportation soon.

The House Budget Committee plans to hold its first hearing on the FY 2023 budget on Tuesday, March 29. The Senate Budget Committee will also hold a hearing on Wednesday, March 30.

Congressional leaders and top appropriators have already started discussing their plans for moving quickly to pass the 12 annual spending bills for fiscal 2023. Congressional offices are requesting interested local governments to submit earmark requests before mid-April.

### **Infrastructure Law Implementation**

The U.S. Department of Transportation is moving ahead quickly on disbursing the historic funding levels provided by the Infrastructure Investment and Jobs Act. On March 4, the Federal Transit Administration announced they will be accepting grant applications for the Low and No Emissions program as well as the Bus and Bus Facilities discretionary grant program through May 31. There is more than \$1.1 billion available for Low-No projects and \$550 million for Buses and Bus Facilities.

The U.S. Department of Transportation released a combined INFRA/Mega NOFA with applications due May 23, 2022. Railway/highway grade separation or elimination projects are eligible for both Mega and INFRA programs.

### **Gas Tax Holiday Proposal**

A handful of Senate Democrats (Kelly-AZ, Hassan-NH, Warnock-GA and Cortez Masto-NV) who are in for tough midterm election battles are throwing their weight into a proposal to suspend the federal gas tax through the end of the year. A similar bill was also introduced in the House

A gas tax holiday creates problems on several fronts: any reduction in receipts would short what was passed in Infrastructure Bill or require a general fund transfer and there's no assurance that lower gas prices get passed along to the consumer.

### **Mask Order**

The Biden administration extended the federal mask mandate for all transportation networks through April 18, one month after it was set to expire. The one-month extension is based off a recommendation from the Centers for Disease Control and Prevention (CDC).

"During that time, CDC will work with government agencies to help inform a revised policy framework for when, and under what circumstances, masks should be required in the public transportation corridor," according to an administration spokesperson.

Reps. Sam Graves of Missouri and Garret Graves of Louisiana sent letters to the CDC, TSA — which oversees the mandate's implementation — and the White House requesting that it immediately be reversed, saying the "contradictory" policy "continues to frustrate and damage an airline industry." The lawmakers' letter follows Senate action a few days prior, where the chamber voted to support a resolution intended to void the CDC's guidance to mask up on transportation services. The measure is unlikely to go anywhere, considering the House Democratic leadership is not on board and the White House has threatened a veto.

### **Congressional Hearings**

The Senate Banking Committee held a hearing on Tuesday, March 15 entitled "Advancing Public Transportation under the Bipartisan Infrastructure Law." The CEOs of Metropolitan Atlanta Rapid Transit Authority and the Central Ohio Transit Authority testified on the importance of transit-oriented development with room for affordable housing, newly created funding programs for fleet modernization, and research and development to improve safety and mobility for all riders.

The Senate Environment and Public Works Committee held a hearing on implementation of the "Infrastructure Investment and Jobs Act" by the Transportation Department on March 2, 2022. A link to the hearing, including testimony from DOT Secretary Pete Buttigieg, can be found [here](#).

The House Transportation and Infrastructure Highways and Transit Subcommittee holds a hearing on "Examining Workforce Development and Job Creation in Surface Transportation Construction." More info will be made available [here](#).

### **APTA Conference**

The 2022 APTA Legislative Conference was a successful reunification of transit leaders from around the country after two years of remote meetings. Highlighted by the attendance of Secretary Buttigieg, FTA Administrator Nuria Fernandez, Rep. DeFazio (House T&I Chair), and Sen. Brown (Senate Banking Chair) the Conference was an opportunity to hear directly from the Biden Administration and its allies about what its priorities were and what the expectations for transit agencies should be over the next two years. Hundreds of transit authorities carried the public transportation message to the Hill for visits with their delegation. Including DART, who met with Senators Grassley and Ernst, as well as the office of Rep. Axne.

### **State of the Union**

President Biden delivered his first State of the Union Address March 1 with the shadow of the war in Europe providing unusual common ground for both parties.

The President focused on the administration's achievements over the last year with particular emphasis on his signature achievement-- passage of the Infrastructure Investment and Jobs Act. Biden said there will be no more infrastructure weeks, because now we will have an "infrastructure decade." He also mentioned the administration's initiative to build 500,000 electric vehicle charging stations using funds from the Infrastructure Act.

In his discussion of the economy and the challenges families are facing from inflation, the President made his case that the best way to improve our economy and reduce inflation is to buy American. He pledged to enforce the buy America requirement and that all products purchased with federal funds will be made in America from beginning to end. "When we use taxpayer dollars to rebuild America we are going to buy American: buy American products to support American Jobs."

With the Members of Congress gathered in the House chamber for the first time in two years without masks, the President used the occasion to declare his resolve to continue to provide Americans with tests, vaccines and anti-viral medications needed to keep the virus and any variants at bay. He told Congress he intends to seek additional funding to combat the Covid pandemic.

Biden also made it clear he supports not only funding police but increasing funding across the country and made a point of decrying efforts to "defund" the police. He included a call for universal background checks, banning high-capacity magazines and ghost guns as crime fighting measures that Congress should enact.



## MONTHLY REPORT



**11D: Finance, IT & Procurement Team Report**

**Staff Resources: Kent Farver, Chief Financial Officer**

### **Operations and Maintenance Facility Update – Kent Farver, CFO**

- Staff have worked with Substance Architecture to identify six potential sites for a new Operations and Maintenance facility. With the assistance of the regional FTA office, we have updated our site selection criteria and are in the process of completing the site selection evaluation. This work is expected to be completed by the end of March and the results will be brought to the Commission Facility Sub-committee in mid- April. A discussion of the site evaluation and the recommended site selection will take place at this meeting as well as a determination of the next steps in this process.

### **Release of First Annual Comprehensive Financial Report – Kent Farver, CFO**

- On March 31, 2022, DART released its first Annual Comprehensive Financial Report (formerly know as the Comprehensive Annual Financial Report). The report is comprised of introductory, financial, and statistical sections and includes much more detail than the traditional audited financial statements and external audit report. The report is available on DART's website.

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

- **Banking Services RFP** – DART Finance staff worked through 5 proposals for banking services over the last few weeks in order to select a recommended candidate at the April commission meeting.
- **Grants Program Administrator** – DART's Grants Program Administrator, Timothy Ruggles, has found a new opportunity outside of the organization and will be leaving us after 7 years of service within the Finance Team. The team will deeply miss his contributions and are currently in the recruitment/interviewing process for this role.
- **Enhanced Retirement Implementation** – DART is currently implementing a new module for our financial system called Enhanced Retirement that will allow for more seamless management and oversight of our deferred compensation plan. This will be particularly helpful as we anticipate more enrollees in our deferred compensation plan beginning July 1<sup>st</sup> with the match being extended to our ATU employees.

### **Procurement Department – Mike Tiedens, Procurement Manager**

#### **Upcoming Projects and Procurements:**

- **Intake Repairs** – DART is seeking a contractor to repair two (2) storm sewer intakes at DART Central Station. As part of routine maintenance and ongoing repairs due to wear and tear, the selected contractor will demo and replace the existing intakes and ancillary areas.
  - Request for Quotes published on March 10<sup>th</sup>



## MONTHLY REPORT

### 11D: Finance/IT/Procurement

- **Floor Scrubbers** – DART is seeking a contractor to provide a walk-behind scrubber to clean the floor of the Maintenance Shop. The scrubber will replace an existing unit that has met its useful life
  - Request for Quotes published on March 10<sup>th</sup>
- **Driver Barriers** – DART will be seeking a contractor to provide hardware and installation of bus driver protective barriers on all of its revenue vehicles. The barriers will provide protection and safety for bus operators as well as ensuring a high-quality level of experience for DART customers.
  - Request for Proposals published in April 2022.

#### **Future Procurements:**

- Vanpool Management System
- Fire Panel Replacement (DCS)
- Facilities Truck
- Bond/Financing Counsel Services
- Construction Management Services
- HRIS System
- Janitorial / Housekeeping Services
- Security Upgrades (1100 DART Way)
- Outdoor Signage Displays
- A/C Recovery Units

#### **IT Department – Shane Galligan, IT Director**

- **Technology Plan (Health Assessment) Development** – Feedback meetings were conducted with each of our departments to review the initial draft of the Current State Review document provided by R&B. This document is the compiled information from the interviews that were conducted with each department. It includes a general summary of each department's responsibilities, graphical workflows showing major processes, and opportunities for improvement for each department.
- **Radio Replacement Project** – Working with Vontas (our CAD/AVL system provider), we completed a successful pilot of transitioning our vehicle data from radio to cellular. The initial pilot was 10 buses and was completed without issue. All remaining buses have now been transitioned to cellular for vehicle data transmission. We also submitted the order for all of our replacement hardware from Motorola. We currently do not have an expected delivery date from the manufacturer; however, we are anticipating delivery during the summer months of this year.
- **Phone System Transition** – All of the end user phone lines have been transitioned from Century Link over to Zoom phone. The call queues have been created for incoming calls from riders. The new call queue script has been written and will be recorded the week of 04/04/2022. All non-call queue administrative staff have been transitioned over to the Zoom platform and the remaining staff including Customer Service and Dispatch are targeted to make the transition over to Zoom by 04/15/2022.
- **Hub Room Video Conferencing update** – We are working with Conference Technologies, Inc to update the hardware currently installed in the Hub Room at DART Way to allow for video

**MONTHLY REPORT**  
**11D: Finance/IT/Procurement**



teleconferencing. The final installation is currently scheduled for April 13<sup>th</sup>.

- **Promotional Fare** – IT is supporting our promotion fare change by creating and implementing a new fare product in our mobile app store. Additionally, we are updating the programming for our cash fare acceptance for the farebox on our vehicles. These updates took place and were available to riders on April 4<sup>th</sup>.



# MONTHLY REPORT



**11E: Human Resources, Training & Safety Team Report**

**Staff Resource:** *Todd Sadler, Chief Human Resources Officer*

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**Human Resources – Jamie Wilson, HR Manager**

- **Recruitment Update: Current Openings:**
  - Bus Service Person
  - Part-time Human Resources Specialist
  - Grants Program Administrator
  - Human Resources Generalist
  - Part-time Procurement and Contract Specialist
  - Mobility Services Manager
  - Customer Service Specialist
  - Fixed Route Manager
  - Paratransit Operator
- **Upcoming Openings:**
  - Paratransit Coordinator
  - Employee Relations Coordinator
- **Recent Hires:**
  - Marketing & Communications Manager to start on 04/11
  - 1 Part-time Paratransit Operator to start on 04/11
  - 2 Part-time Paratransit Operators started 03/28
  - 1 Temporary Operations Dispatcher started on 03/20
  - 2 Fixed Route Operators started on 03/14
  - 1 Paratransit Operator started on 03/14
- **COVID-19 Update:** Since the beginning of 2022 we have had 32 positive tests. Notable statistics include that our total vaccination rate is 69.14%. We are continuing to showcase the benefit of getting vaccinated to our employees. We have updated our COVID FAQ's.

**Training – Matt Johnson, Training Manager**

- **Fixed Route Trainees:** Training continues for nine Fixed Route Operators in training. Eight are now fully licensed, while one is working to complete training for the CDL testing after obtaining their permit.
- **Paratransit Trainees:** Training continues for three Paratransit Operators in training. Two have succeeded in obtaining their full license with DART, while one is training to obtain their CDL, after successfully completing their permit testing.
- **Paratransit New Operators:** Three paratransit operators completed all training requirements and graduated to become paratransit operators.
- **Fixed Route New Operator:** Two fixed route operators completed all training requirements and graduated to fixed route operators.



## MONTHLY REPORT

### 11E: Human Resources, Training and Safety Team Report

#### Safety – Pat Daly, Safety Manager

- **Severe Weather Training:**
  - Conducted annual tornado and severe thunderstorm training for bus operators, maintenance staff, and administrative staff.
- **DART ROADEO:**
  - Held kick-off meeting for the 2022 DART ROADEO and began promotion to encourage bus operator participation. The ROADEO is a bus operator's driving skills competition. Bus operators test their bus handling skills against a number of challenge stations that recreate situations bus operators may every day.
- **DART Safety Plan:**
  - Continued work on the safety plan implementation.



# MONTHLY REPORT



11F: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- DART Executive Committee** - The DART Executive Committee met on Thursday, March 29. The discussion items presented during the meeting included:
  - o Upcoming Service Changes
  - o Legislative Update
  - o Banking Services
  - o Operations and Maintenance Facility Update
- 15 Year Service Award** - Abay Mengistu celebrated 15 years of service with DART on March 16, 2022. Abay spent the first 10 years of his DART journey as a dedicated Fixed Route Bus Operator and has been a part of the Maintenance Department for the past 5 years thriving in his position as a Journeyman level Technician.
 
- IPTA State Legislative Conference** – I, along with Erin Hockman and Amy McCoy attended the IPTA State Legislative Conference in March, which was held in Ankeny. This is an opportunity all Iowa transit agencies to discuss State legislative priorities.
- APTA Legislative Conference** – Erin Hockman and I attended the recent APTA Legislative Conference, were held in Washington, D.C. March 13-15. We met with Senator Grassley and Senator Ernst's staff and Congresswoman Axne's staff as well as our lobbyists Cardinal Infrastructure.
- The Bus Coalition Annual Meeting** – On March 13, prior to the APTA Legislative Conference, TBC held their Annual Meeting in Washington, D.C. The meeting focused on key implementation challenges including zero-emission fleet transition plans, spare ratio flexibility, local match concerns and other topics.



## FUTURE DART COMMISSION ITEMS



### Future Agenda Items:

<b>May 3, 2022 – 12:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>FTA Bus &amp; Bus Facilities Grant Application</li> <li>June Service Change</li> <li>Title VI Program Update</li> <li>New TRAC Members</li> </ul>	<ul style="list-style-type: none"> <li>Legislative Update</li> <li>Paratransit Path Forward</li> <li>RideShare Update</li> <li>Quarterly Investment Report</li> <li>Quarterly Financial Update</li> <li>Quarterly Safety Report</li> </ul>
<b>June 7, 2022 – 12:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>Rideshare Fleet and Customer Management Software Contract</li> <li>Health Insurance Renewal</li> <li>ICAP Renewal</li> <li>TIP Amendments</li> </ul>	<ul style="list-style-type: none"> <li>Transit Riders Advisory Committee Update</li> <li>August Service Change</li> <li>Marketing Update</li> </ul>
<b>July 12, 2022 – 12:00 P.M.</b>	
<b>Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>Operator Protective Barriers</li> <li>August Service Change</li> <li>DMPS Contract</li> <li>ICAAP Grant</li> </ul>	<ul style="list-style-type: none"> <li>October Service Change</li> <li>State Fair Update/Reminders</li> <li>Brand Refresh Update</li> </ul>

### Upcoming DART Meetings:

<b>MEETING</b>	<b>DATE</b>	<b>TIME</b>	<b>LOCATION</b>
<b>DART Executive Committee</b>	Tuesday, April 19, 2022	12:00 p.m.	Zoom
<b>DART Operations and Maintenance Facility Commission Committee</b>	Thursday, April 21, 2022	12:00 p.m.	Zoom