



# NOTICE OF COMMISSION MEETING AND AGENDA

## DES MOINES AREA REGIONAL TRANSIT AUTHORITY



[Zoom](#)

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JUNE 1, 2021 – 12:00 PM

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
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13. NEXT MEETING: Regular DART Meeting - <b>Tuesday, July 13, 2021 – 12:00 P.M.</b>	
14. CLOSED SESSION	67
15. ADJOURN	

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



### 6: 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, May 12, 2021, via Zoom and a quorum was met. Included are key highlights from the meeting's discussion.

- **Diversity, Equity and Inclusion Committee:** Mobility Coordinator, Catlin Curry, updated TRAC on DART's efforts around diversity, equity and inclusion including an update on efforts to-date and the formation of DART's Diversity, Equity and Inclusion committee.
- **RideShare Program Update:** RideShare Supervisor, Victoria Henderson-Weber, provided an update on DART's RideShare program outlining the program's impact and recovery related to the COVID-19 pandemic.
- **TOS Outreach Overview:** Chief Planning Officer, Luis Montoya, presented initial data from the public input DART collected during April related to the Transit Optimization Study. Committee members provided information related to service needs.
- **Operations Updates:** TRAC members received updates from various operations team members related to the electric bus pilot, bus service for the Iowa State Fair and an update on a survey for Paratransit riders.
- **External Affairs Updates:** Chief External Affairs Officer, Erin Hockman provided members with an update on the proposed DART operations and maintenance facility and additional information on DART's legislative priorities. TRAC members engaged, and asked questions related to the facility and impacts of the proposed hotel/motel tax.

The next TRAC meeting is currently scheduled for Wednesday, July 14, 2021.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES  
MEETING HOSTED BY ZOOM  
620 CHERRY STREET – DES MOINES, IOWA 50309  
MAY 4, 2021**



*[The above Commission Meeting was held via Zoom. The Commission determined that it is impossible and impractical for all members of the Commission, staff and members of the public to be physically present at this Commission meeting due to the Covid-19 pandemic, and that it is necessary to conduct this Commission meeting by electronic means.]*

**ROLL CALL**

**Commissioners/Alternates Present and Voting:**

Vern Willey, Kelly Whiting, Michael McCoy, John Edwards, Josh Mandelbaum, Jill Altringer, Paula Dierenfeld, Ross Grooters, Len Murray, Angela Connolly, Bridget Montgomery, Russ Trimble and Joseph Jones

**Commissioners/Alternates Absent:**

Doug Elrod

**CALL TO ORDER**

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

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

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

It was moved by Joseph Jones and seconded by Vern Willey to approve the May 4, 2021 agenda. The motion carried unanimously.

**PUBLIC COMMENT**

None

**7 - PRESENTATION**

6A – Iowa Legislative Session Update

Christopher Rants and John Cacciatore from PolicyWorks, who serve as DART's State Lobbyists, provided an update to the DART Commission on the 2021 Legislative session.

**CONSENT ITEMS**

7A – Commission Meeting Minutes – April 6, 2021

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – MAY 4 2021**



7B – Quarterly Investment Report

7C – March 2021 Financials

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

**ACTION ITEMS**

8A – 40' Heavy Duty Bus Purchase

Mike Tiedens, Procurement Manager provided the background and procurement process for this purchase and shared that the funding will come from DART's capital improvement budget and corresponding local match.

It was moved by Angela Connolly and seconded by Michael McCoy to approve a purchase order with New Flyer of America for ten (10) Heavy Duty Buses for the Amount Not to Exceed \$5,200,000. The motion carried unanimously.

8B – Bus Shelter Installation Services Contract

Mike Tiedens, Procurement Manager shared that DART is preparing to install up to seventy-five (75) new bus shelters over the next three years. All shelters will be replacements of old ones that have met their useful life or are new shelters at newly identified locations. Installation typically includes erecting the shelter, installing benches and/or connecting power and other services as needed. The procurement and evaluation process of the contractors was identified, and the pricing summary was outlined. The purchase, installation and ongoing maintenance and repair of bus shelters are accounted and budgeted for in DART's Capital Plan and Operating Budget.

It was moved by Ross Grooters and seconded by Josh Mandelbaum to approve contracts with Southeast Constructors and Jackson Contracting to provide Bus Shelter Installation Services. Each contract will be three (3) years with two (2) individual one (1) year options Not to Exceed = \$1,300,000 (includes 5% contingency). The motion carried unanimously.

8C – Transportation Infrastructure Finance & Innovation Act (TIFIA) Funding Letter of Interest

Kent Farver, Chief Financial Officer provided information on the exploration of alternative financing options to bonding for the DART Operations and Maintenance facility should the Commission choose to move forward with construction. Information and details were shared about The Transportation Infrastructure Finance and Innovation Act of 1998 (TIFIA) and that the Build America Bureau administers the application process for the TIFIA program. DART staff are working to meet with other transit agencies to understand the process and level of effort for the organization to obtain a loan. The submission of the Letter of Interest is the first step in the process and does not obligate DART to move forward with the loan if we were determined to be eligible. Once the Letter of Interest is submitted, the Bureau will conduct a preliminary evaluation of the project in advance of inviting the agency to apply for funding.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – MAY 4 2021**



It was moved by Bridget Montgomery and seconded by Vern Willey to approve DART submitting a Letter of Interest to the Build America Bureau to explore the opportunity of applying for a Transportation Infrastructure Finance and Innovation Act (TIFIA) loan for the potential DART Operations and Maintenance Facility project. The motion carried unanimously.

**DISCUSSION ITEMS**

9A – Electric Bus Pilot Update

Amanda Wanke, Chief Operations Officer provided an update on the Electric Bus Pilot program.

9B – State Fair Update

Amanda Wanke, Chief Operations Officer provided an update on the Park and Ride service DART provides for the Iowa State Fair.

9C – August Service Change

Tony Filippini, Senior Transit Planner, provided an overview of proposed service adjustments for August to resume DMPS tripper service and adding back service that had been temporarily reduced due to the COVID-19 pandemic.

Chair, Russ Trimble directed the Commission to review the written quarterly and performance reports which is provided in the meeting packets.

**DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)**

11A - Operations

None

11B – Planning

Luis Montoya, Chief Planning Officer, provided an update on the public outreach for the Transit Optimization Study and thanked those Commissioners that have been involved. Information on our Mobility on Demand pilot programs were also shared including Uber driver availability which staff continue to work on.

11C - External Affairs

Erin Hockman, Chief External Affairs Officer provided an exciting update that the first art shelters have been installed on University Avenue and reminder the Commission that the artwork was commissioned by Drake University.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – MAY 4 2021**



11D – Finance/IT/Procurement

None

11E – Human Resources

None

11F – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, gave a brief legislative update specifically around the proposed hotel/motel tax bill. Thanked those Commissioners that have reached out in support of the bill and DART Staff will continue to provide updates as they become available and be ready to work forward if this bill passed the legislature in the upcoming days.

**FUTURE AGENDA ITEMS**

None

**COMMISSIONER ITEMS**

None

**CLOSED SESSION**

It was moved by Kelly Whiting and seconded by Angela Connolly that the Commission adjourn the regular session and reconvene in closed session.

Roll Call: Willey - Yea, Whiting – Yea (arrived 1:42pm/left 1:58pm), Elrod – Nay – McCoy, Yea, Mandelbaum - Yea, Altringer – Yea – Dierenfeld, Yea, Grooters - Yea, Connolly (left at 1:50pm) - Yea, Montgomery – Yea, Trimble – Yea and Jones - Yea

Chair, Russ Trimble recessed the meeting at 1:32pm

Chair, Russ Trimble moved that the Commissioners of the Des Moines Area Regional Transit Authority go into closed session pursuant to section 21.5, subsection 1, paragraph (i) of the Iowa Code to evaluate the professional competency of the Chief Executive Officer whose appointment, hiring, performance or discharge is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session.

No action was taken during the closed session.

At 2:27 pm, it was moved by Vern Willey and seconded by Josh Mandelbaum that the closed session be adjourned. The motion carried unanimously.

MEETING RECONVENED IN OPEN SESSION

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – MAY 4 2021**



Roll Call: Willey - Yea, Whiting – Nay, Elrod – Nay, – McCoy, Yea, Mandelbaum - Yea, Altringer – Yea – Dierenfeld, Yea, Grooters - Yea, Connolly - Nay, Montgomery – Yea, Trimble – Yea and Jones - Yea

**ADJOURN**

Vice Chair, Doug Elrod, adjourned the meeting at 2:28 p.m.

\_\_\_\_\_  
**Chair**

\_\_\_\_\_  
**Clerk**

\_\_\_\_\_  
**Date**

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

The next regular DART monthly Commission Meeting is scheduled for Tuesday, June 1, 2021 at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa. (If the Administration offices at DART Central Station remain closed on June 1, 2021 and the Dart Commission determines that it is still impractical and impossible to have Commission members, staff and the public physically present for this Commission meeting, then the June 1, 2021 Commission meeting will again be hosted via a virtual platform such as Zoom. Participation directions for such the virtual meeting will be forthcoming).



## CONSENT ITEM



<b>7B:</b>	<b>FY 2022 Iowa Communities Assurance Pool (ICAP) Renewal</b>
<b>Action:</b>	<b>Approve the renewal contract in the amount of \$875,373 with Iowa Communities Assurance Pool (ICAP) for Fiscal Year 2021.</b>

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

**Background:**

- DART entered into the ICAP risk pool on July 1, 2015. This will be DART's seventh year of coverage.
- DART's policy includes: Liability (General, Automobile, Law Enforcement and Excess), Public Officials Wrongful Acts, Vehicle, Property, Equipment Breakdown, Crime, and Limited Cyber coverage.
- This year's renewal includes an increase in the excess liability coverage limit from \$10 million to \$13 million for an increase in premium of \$2,890. No other change in coverage, deductibles, or policy limits are included.
- The deductible remains at \$50,000 for our Fixed Route and Paratransit buses and \$10,000 for our Rideshare fleet.

**Costs:**

- Based on total pool performance in property and casualty coverage, DART has the opportunity to earn a rebate to apply to the renewal payment. Unfortunately, there is no rebate earned for any ICAP member in the current year.
- Total cost of DART's renewal is \$875,373 for FY 2022. Excluding the change in excess liability coverage, the change from the prior year is \$78,295, or a 9.8% increase. The premium increase is attributed to an increase in Total Insured Value (TIV) for DART as well as total pool impacts in the last year such as Iowa's Derecho.
- ICAP's FY22 renewal amount is within budget.

**Recommendation:**

- Approve the FY2022 ICAP contract renewal of \$875,373.



## CONSENT ITEM



<b>7C:</b>	<b>DART Annual Health Insurance Renewal</b>
<b>Action:</b>	<b>Approve a one-year renewal of DART's Health Insurance Coverage through Wellmark BCBS, not to exceed \$2.6 million.</b>

**Staff Resource:** *Danie Gohr, Human Resources Manager*

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**Background:**

- DART has had a fully insured Medical Plan through Wellmark since July 1, 2017.
- Wellmark increased rates for FY22 by 6.4%. Administrative staff has a cost share plan increase strategy which caused an increase of 4% - 9% for employee share of the premium.
- DART's total expenditure for all medical plans is projected to raise to a total spend of \$2,391,623 with a vacancy contingency plan not to exceed \$2.6 million.
- A breakdown of coverages, plan rates and estimated headcount per plan is attached. A contingency is included should employees add or change coverages through the year based on the estimated headcount.

**Action:**

- Approval of a one-year renewal of DART's Health Insurance Coverage through June 30, 2022 not to exceed \$2.6 million.



## DART Health Insurance Renewal - July 1, 2021

	Wellmark Renewal								
	\$1,000 Deductible Plan			\$3,000 HDHP Plan			\$5,000 HDHP Plan		
	Head Count	Rate	Annualized	Head Count	Rate	Annualized	Head Count	Rate	Annualized
Single	29	\$641.57	\$223,266	69	\$535.28	\$443,212	10	\$440.61	\$52,873
EE/Spouse	4	\$1,313.94	\$63,069	38	\$1,096.25	\$499,890	0	\$902.37	\$0
EE/Child	4	\$1,214.49	\$58,296	19	\$1,013.29	\$231,030	0	\$834.07	\$0
Family	3	\$1,968.98	\$70,883	38	\$1,642.77	\$749,103	0	\$1,352.23	\$0
			\$415,514			\$1,923,235			\$52,873
Combined Total							214		\$2,391,623
Plan Design	\$1,000 Deductible Plan In Network			\$3,000 HDHP Plan In Network			\$5,000 HDHP Plan In Network		
Deductible	\$1,000 / \$2,000			\$3,000/\$6,000			\$5,000/\$10,000 (Embedded)		
Coinsurance	80%/20%			100%/0%			100%/0%		
Out of Pocket Max.	\$3,000 / \$6,000			\$3,000 / \$6,000			\$5,000/\$10,000		
Office Visit	\$25 copay			Deductible and Coinsurance			Deductible and Coinsurance		
Preventive Benefits	Paid at 100%			Paid at 100%			Paid at 100%		
Urgent Care	\$50 Copay			Deductible and Coinsurance			Deductible and Coinsurance		
Emergency Services	\$150 Copay followed by coinsurance			Deductible and Coinsurance			Deductible and Coinsurance		
Inpatient	Deductible and Coinsurance			Deductible and Coinsurance			Deductible and Coinsurance		
Outpatient	Deductible and Coinsurance			Deductible and Coinsurance			Deductible and Coinsurance		
Rx	\$10/\$20/\$40			Deductible and Coinsurance			Deductible and Coinsurance		



## CONSENT ITEM



**7D: Marketing Services Contract Extension**

**Action: Approve a one (1) year contract extension with Flynn Wright for Marketing Services for the amount Not to Exceed \$75,000.**

**Staff Resource: Mike Tiedens, Procurement Manager**

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### **Background:**

- In July 2017, the Commission approved a three (3) year contract with two (2), one (1) year options with Flynn Wright to provide professional Marketing Services. The services include, but are not limited to:
  - Marketing Campaign and Message Development & Strategy
  - Community Organization and Mobilization
  - Stakeholder Engagement
  - Branding
  - Research
  - Public Education Planning and Execution

### **Procurement:**

- DART conducted an RFP for marketing and public affairs services in spring 2017. Flynn Wright was awarded the marketing contract that is set to expire on July 27, 2022. DDC Public Affairs was awarded the public affairs contract. The total Not to Exceed Amount approved for both the marketing and public affairs contracts was \$500,000.

### **Proposal:**

- The current agreement with Flynn Wright is eligible for 1 x 1-year extension; staff is requesting the Commission approve an additional \$75,000 towards the contract amount.
- The increase in the Not to Exceed Amount will allow DART to continue utilizing Flynn Wright to complete several projects they are already working on, including the new ridership campaign and other branding efforts.
- Flynn Wright's performance during the term of the agreement has been excellent.
- DART does not plan to extend its agreement with DDC Public Affairs. Staff will be working through updated procurements for marketing and public affairs so new contracts are in place at or prior to the start of FY23.

### **Funding:**

- Funding will come from operating funds and is allocated for within the FY22 operating budget approved by the Commission.

### **Recommendation:**

- Approval of a one (1) year contract extension with Flynn Wright for the total Not to Exceed amount of \$75,000.



## CONSENT ITEM



<b>7E:</b>	<b>Van Donation Program Recipients</b>
<b>Action:</b>	<b>Approve the donation of six retired RideShare vans in accordance with the Van Donation Program</b>

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

**Background:**

- The RideShare Van Donation Program was established with the approval of the DART Board of Commissioners in 2014 and annually awards retired passenger vans to eligible non-profit organizations and agencies to enhance access to transportation within DART's service area.
- Vans were awarded to the following agencies in the prior years of the program:
  - FY15 – Iowa Homeless Youth Centers, Oakridge Neighborhood Services, and YESS
  - FY16 – ArtForce Iowa, CISS, and USCRI
  - FY17 – Genesis Inc., Community Youth Concepts, and ChildServe Community Options
  - FY18 – Latinas/Latinos Al Exito, Eyerly Ball Community Mental Health Services, Helping Our Veterans with Everyday Living
  - FY19 - Children & Families of Iowa, Oakridge Neighborhood Services, Opportunity on Deck
  - FY20 – Anawim Housing, Iowa Congolese Organization and Center on Healing (ICOACH) and Starts Right Here

**Application Process:**

- DART solicited applications from area human service providers and eligible organizations. Applicants were required to submit copies of their 501(c)(3) documentation, if applicable, and were reviewed by a panel of DART staff representing various departments.
- 34 applications were received (40% increase from 25 applications received in FY20):
 

<ul style="list-style-type: none"> <li>○ AIRazi Academy</li> <li>○ Ankeny Service Center</li> <li>○ Art Force Iowa</li> <li>○ ATH-Elite</li> <li>○ Bhutanese Community in Iowa</li> <li>○ Boys &amp; Girls Club</li> <li>○ Catholic Charities</li> <li>○ Dental Connections</li> <li>○ Des Moines Refugee Support</li> <li>○ DMACC/Evelyn K. Davis Center</li> <li>○ DSM Mutual Aid</li> <li>○ Forest Ave Outreach</li> <li>○ Friendship Center</li> <li>○ Garden Gate Ranch</li> <li>○ Genesis Youth Foundation</li> <li>○ Goodwill of Central Iowa</li> <li>○ Greater City Foundation</li> </ul>	<ul style="list-style-type: none"> <li>○ Hip-Hope LLC</li> <li>○ ICOACH</li> <li>○ Iowa Homeless Youth Center</li> <li>○ Joppa Outreach</li> <li>○ Kingdom Living Center</li> <li>○ Royal Ballet of Iowa</li> <li>○ Shalom Covenant Church</li> <li>○ St. Vincent de Paul</li> <li>○ Trees Forever</li> <li>○ Ujima Community Services</li> <li>○ Urban Dreams</li> <li>○ USCRI</li> <li>○ Wilkie House</li> <li>○ Young Women's Resource Center</li> <li>○ Youth Homes of Mid-America</li> <li>○ Youth Justice Initiative</li> </ul>
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## CONSENT ITEM

### 7E: Van Donation Recommendation

- Applications submitted by the following organizations were recommended for selection based on criteria including community benefit, transportation need and vehicle utilization:
  - **Art Force Iowa** has a mission of transforming youth in need through art and was founded in 2012. All programs are based on three models: ArtForce, WorkForce and LifeForce. This model incorporates creative self-expression, work skills development and advocacy in a safe and supportive community.
  - **Bhutanese Community of Iowa** was founded in 2011 as a non-profit welfare organization serving the more than 800 Bhutanese community members living in Iowa. BCI provide services to promote self-sufficiency, cultural awareness, smooth integration into the mainstream culture.
  - **Shalom Covenant Church** was established in 2010 to bring together various refugee communities and unite them in worship in their native languages. Since then Shalom has helped provide services to refugees to navigate daily life and help individuals integrate through offering educational opportunities such as ESL classes and educational assistance to refugee youth who often have challenges with transportation as their parents work varied hours.
  - **Wilkie House** is a historically black nonprofit youth development center created in 1917, specifically to help African American families in Des Moines and focuses on providing evidence-based programming focusing on academics, social skill building, health and recreational activities through after school support, summer programming and mentorships.
  - **Young Women's Resource Center** was founded in 1978 and firmly believes that every girl deserves a life of possibilities and has a mission of empowering participants to be strong, self-confident, and resilient. YWRC works towards its mission through various empowerment programs, including a young mom's program and a counseling and therapy program. All services are provided at no cost to the participants to reduce barriers to access.
  - **Youth Justice Initiative** is a West Des Moines based organization that provides services for youth ages 4-19 who are at risk and for those who have offended, many of which come from low-income, refugee, immigrant and/or minority families. Their mission is to develop and sustain restorative processes in our community to promote healing, accountability and provide support.

#### **Recommendation:**

- Approve donation of six (6) retired RideShare vehicles to be awarded to Art Force Iowa, Bhutanese Community of Iowa, Shalom Covenant Church, Wilkie House, Young Women's Resource Center and Youth Justice Initiative.
- Applicants not selected for donation will have the opportunity to purchase a retired RideShare van subject to availability.



## CONSENT ITEM



**7F: Transportation Improvement Program (TIP) Amendments**

**Action: Approve TIP Amendments**

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

### **Background:**

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

- The TIP is a federal requirement which must be developed in coordination with the state and public transit providers and has to be fiscally constrained.
- DART capital and operating projects selected during the planning/budgeting process must be listed in the TIP with funding amount and source in order to be programmed in annual federal and state grants, both formula and discretionary.
- Under Federal law, the Des Moines Area MPO may revise the TIP at any time under procedures agreed to by the cooperating parties consistent with the procedures established.
- There are two types of revisions, amendments and administrative modifications. Amendments are considered major changes and require approval by the MPO board whereas administrative modifications are considered minor and can be approved by staff. DART was informed last year that going forward, all amendments must first be approved by the agency commission before they can be submitted to the MPO.
- TIP Amendments accepted by the MPO are then supplied to the state to be included in the Statewide Transportation Improvement Program (STIP).

### **Amendments:**

DART is requesting the following amendments to the FY2021 TIP.

- Iowa Clean Air Attainment Program (ICAAP) Grant Funding – Adjust funding between funding years.
  - Route 17 Extension to Bondurant Funding – increase total by \$63,432 (\$50,745 federal share) in FY2021 TIP and remove the same from FY2022 TIP. Per the request of the Iowa Department of Transportation, DART is proposing a move of funding to an earlier year to align with the desire of IDOT Program Management to do all transfer requests of ICAAP transit projects simultaneously. This is a revenue neutral adjustment.

### **Recommendation:**

- Approve the proposed amendment as submitted.

**CONSENT ITEM**



<b>7G:</b>	<b>April FY2021 Consolidated Financial Report</b>
<b>Action:</b>	<b>Approve the April 2021 Consolidated Financial Report</b>

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

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

**Revenue:**

- Fixed Route Operating revenue is 41.5% below budget projections year to date. All categories are under budget levels. School Funding is the highest performer at 69.3% of budget. Cash Fares is seeing the most negative impacts due to COVID-19 conditions.
- Fixed Route Non-Operating revenue is ahead of budget by 24%. The largest factor is CARES Funding drawn down in the amount of \$6 million year to date in alignment with the CARES Spending Plan.
- Paratransit Operating revenue is under budget by 76.7%. All areas have been impacted by COVID-19 as many programs have been limited or suspended.
- Paratransit Non-Operating revenue is 2.7% under budget primarily resulting from the 5310 grant fund being limited from less eligible expenses in the current environment.
- Rideshare revenues are 57% below budget. The program has been significantly impacted by COVID-19.

**Operating Expense:**

- Fixed Route Budget Summary – Operating expenses are 13.4% below budget projections. Purchased Transportation and Miscellaneous (where COVID-19 specific expenses are shown) expenses are the only two categories not seeing savings year to date. Salaries, Wages, & Fringes, Services, and Fuel & Lubricants continue to see the most savings years to date.
- Paratransit Budget Summary – Operating expenses are 29.6% under budget year to date. Nearly all categories are at budget or seeing savings which is reflective of the reduced ridership levels. The exceptions to this are Services (where the Paratransit Analysis is shown) Equipment Repair Parts, and Supplies & Materials.
- Rideshare Budget Summary – Rideshare has a budget savings of 49.5% year to date. All but Utilities are seeing savings.

**Recommendation:**

- Approve the April 2021 Consolidated Financial Report.

**TOTAL Un-Audited Performance of April FY2021 Year to Date as Compared to Budget:**

Fixed Route	\$ 7,025,081*	Reserve for Accidents (See Balance Sheet):
Paratransit	\$ (17,724)	\$14,899.60
Rideshare	\$ <u>(52,766)</u>	
Total	\$ 6,954,591	

\*This balance reflects the CARES Spending Plan dollars which shall be allocated into reserve accounts for Operating, Capital, and Stabilization dollars by year end. DART plans to draw down \$10 million in Fiscal Year FY2021 of which we have drawn \$6 million.

**FY2021 Financials:**

**April 2021**

FIXED ROUTE	April 2021			Year-To-Date-(10) Months Ending 04/30/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	306,972	477,438	(170,466)	2,794,994	4,774,383	(1,979,390)
Non-Operating Revenue	1,980,591	2,236,001	(255,410)	27,724,019	22,360,008	5,364,010
Subtotal	2,287,564	2,713,439	(425,876)	30,519,012	27,134,392	3,384,620
Operating Expenses	2,355,004	2,713,439	358,435	23,493,931	27,134,392	3,640,461
Gain/(Loss)	(67,440)	-	(67,440)	7,025,081	-	7,025,081

PARATRANSIT	April 2021			Year-To-Date-(10) Months Ending 04/30/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	34,683	110,792	(76,109)	257,982	1,107,917	(849,934)
Non-Operating Revenue	181,603	187,270	(5,667)	1,821,919	1,872,700	(50,781)
Subtotal	216,286	298,062	(81,776)	2,079,902	2,980,617	(900,715)
Operating Expenses	235,800	298,062	62,261	2,097,626	2,980,617	882,991
Gain/(Loss)	(19,514)	-	(19,514)	(17,724)	-	(17,724)

RIDESHARE	April 2021			Year-To-Date-(10) Months Ending 04/30/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	35,887	67,917	(32,030)	292,209	679,167	(386,958)
Non-Operating Revenue	-	333	(333)	-	3,333	(3,333)
Subtotal	35,887	68,250	(32,363)	292,209	682,500	(390,291)
Operating Expenses	41,452	68,250	26,798	344,975	682,500	337,525
Gain/(Loss)	(5,565)	-	(5,565)	(52,766)	-	(52,766)

SUMMARY	April 2021			Year-To-Date-(10) Months Ending 04/30/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	377,542	656,147	(278,605)	3,345,184	6,561,467	(3,216,282)
Non-Operating Revenue	2,162,194	2,423,604	(261,410)	29,545,938	24,236,042	5,309,896
Subtotal	2,539,736	3,079,751	(540,015)	32,891,122	30,797,508	2,093,614
Operating Expenses	2,632,257	3,079,751	447,494	25,936,531	30,797,508	4,860,977
Gain/(Loss)	(92,520)	-	(92,520)	6,954,591	-	6,954,591



## ACTION ITEM



<b>8A:</b>	<b>Municipal Advisor Services for the Operations and Maintenance Facility</b>
<b>Action:</b>	<b>Approval of a contract with PFM Financial Advisors for Municipal Financial Advisor Services not to exceed \$137,500.</b>

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

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### **Background:**

- Staff is continuing to evaluate all financing options for the DART Operations and Maintenance facility should the Commission decide to move forward with construction.
- At the April 2021 DART Commission meeting, the Commission approved moving forward with a submitting a Letter of Interest to the Build America Bureau to explore the opportunity of applying for a Transportation Infrastructure Finance and Innovation Act (TIFIA) loan for the potential DART Operations and Maintenance Facility project. Staff are also continuing to explore bonding as a possible financing option.
- To assist staff with the analysis and requirements for moving forward with determine the best financing method for the project DART conducted a procurement for a firm to assist with municipal financial analysis, planning and debt issuance development services (includes short term financings, bonds, loans, letters of credit, line of credit, etc.).
- The municipal advisor services include, but are not limited to:

#### ***Financing Analysis:***

- Analyze financial and economic factors to determine what financing option is best for the project.
- Develop a financing plan in concert with DART staff.

#### ***Bond Financing Option (if chosen as the best financing option):***

- Assist DART by recommending the best method of sale, either as a negotiated sale, private placement or a public sale.
- Coordinate with DART staff and other advisors with respect to the furnishing of data for offering documents. Assist DART in the preparation of the offering document and conduct pre-marketing of issues.
- Assist and advise DART in negotiations with investment banking groups regarding fees, pricing of the bonds and final terms of any security offering and make definitive recommendations regarding a proposed offering to obtain the most favorable financial terms based on existing market conditions.
- Coordinate closing arrangements with DART, bond counsel and underwriting. Assist the DART CFO in coordinating receipt and disbursement of funds on the settlement date.
- Evaluate bids, including accuracy of TIC calculations, and recommend award.

## **ACTION ITEM**

### **8A: Municipal Advisor Services for Operations and Maintenance Facility**



#### ***TIFIA Financing Option:***

- Assist DART staff with preparing required TIFIA application documents:
  - Build America Bureau Outreach and Project Development
  - Submission of Letter of Interest/Draft Application
- Assist in the creating and submitting the application
- Ensure that appropriate monitoring, reporting and all other requirements of the TIFIA loan are met.
- Communicate with TIFIA/FTA and/or any other federal agencies' staff, oversight consultants, TIFIA investment advisors, rating agencies, and DART staff as necessary.
- Advise DART staff on the appropriate financial reporting of TIFIA financing.

#### **Procurement:**

- DART conducted a Request for Proposal (RFP) for the project. The RFP was published on March 1, 2021 and proposals were due on March 12, 2021. An Addendum to the RFP focusing on TIFIA financing experience and qualifications was published April 28, 2021 and were due May 13, 2021.
- Five (5) proposals were received and four (4) were responsive:
  - KNN Public Finance
  - D.A. Davidson
  - PFM Financial Advisers
  - Independent Public Advisors
  - Piper Sandler (chose not to respond to Addendum)
- DART conducted on-site interviews with the top two finalists (KNN Public Finance and PFM Financial Advisers) on May 24 and 25, 2021.

#### **Evaluation Summary:**

- After virtual interviews were conducted and evaluations were completed the proposers were ranked in the following order:
  1. PFM Financial Advisers
  2. KNN Public Finance
  3. Independent Public Advisors
  4. D.A. Davidson
  5. Piper Sandler
- Differentiating factors for selecting PFM Financial Advisers:
  - One of the top ranked financial advisory firms in the transportation finance sector.
  - Provided financial advisory services to entities within the State of Iowa for over 24 years, including many of our member communities.



## **ACTION ITEM**

### **8A: Municipal Advisor Services for Operations and Maintenance Facility**

- Have a dedicated national transit sectors specialist who is a member of PFM's National Transportation Group.
- Provide national resources as well as local office presence to ensure availability and responsiveness.
- Have advised on 24 TIFIA completed loans as well as several which are currently in process.

#### **Negotiated Financial Proposal:**

PFM Financial Advisers cost is \$250 per hour. The estimated cost of the services range from \$32,500 for bond financing services to \$125,000 for TIFIA financing support. With a 10% contingency, the total cost of the contract will not exceed \$137,500. DART will only be billed for hours of work used.

#### **Recommendation:**

- Approval of a contract with PFM Financial Advisers for Municipal Advisor Services for an amount Not to Exceed \$137,500 for the duration of the project.



## ACTION ITEM



**8B: Grimes On-Call Zone Expansion**

**Action: Approve proposed expansion of the Grimes On-Call Zone**

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

### **Background:**

- The Grimes On-Call Zone currently provides door to door service for residents of Grimes to access commercial destinations in select areas of Ankeny and West Des Moines. The service is offered only on Wednesdays from 8:30am to 3:00pm.
- Grimes is also served by Express Route 93—NW 86<sup>th</sup> Street, but that bus route focuses service in the southeast corner of Grimes, and primarily provides commuter transportation back and forth to Downtown Des Moines.
- Recognizing that Grimes is a rapidly growing community with increasing mobility needs, DART staff propose expanding the zone and hours of operation of the Grimes On-Call shuttle. DART staff have worked with Grimes staff to identify specific needs among seniors and youth that we believe could be addressed through this expansion.
- DART staff have also recommended that the Flex Connect service model be expanded into Grimes, which would provide first and last mile connections to DART bus routes via Uber or Yellow Cab. That proposal is still being studied, but in the meantime, we believe the expansion of the On-Call Zone could help meet immediate needs in the community.

### **Proposed Grimes On-Call Expansion**

- DART staff propose that the Grimes On-Call zone hours of operation be from 6am-6pm, so that DART can provide reliable access not only to jobs, but also to essential services and destinations for a variety of users.
- DART staff also propose that the Grimes On-Call zone be expanded to include more key destinations and employment centers. Trips that start or end in Grimes could travel to and from Clive, Johnston, Urbandale and destinations in West Des Moines north of I-235.
- Initial ideas for how the service would be used include opportunities to schedule youth outings during the summer and trips for seniors to meal sites and essential services year-round.
- Trips would be served in a DART vehicle driven by a DART operator and would need to be booked at least a day ahead of time.
- The expected costs will vary based on ridership and can be met within our existing operating budget. DART staff will attempt to organize customers onto shared trips to reduce costs based on how we market and schedule the service.

### **Recommendation:**

- Approve the expansion of the hours and zone of the Grimes On-Call as described above.



## ACTION ITEM



<b>8C:</b>	<b>Half Fare Pilot Program Extension</b>
<b>Action:</b>	<b>Approve the extension of the half fare pilot program for an additional 12 months and include housing assistance as an additional form of enrollment eligibility for pilot participants.</b>

**Staff Resource:** *Matt Harris, Business & Community Partnerships Manager*  
*Catlin Curry, Mobility Coordinator*

### **Background:**

- A recommendation was brought to and approved by the DART Commission to offer a six-month pilot program to run January-June 2021 that expands access to DART's half-fare program by allowing individuals who are connected to food assistance programs and/or trying to better their economic circumstances through workforce assistance or job training to enroll in DART's half-fare program with proof of third-party eligibility.
- Enrollment in the half fare pilot program offers eligible participants same-day enrollment with proof of third-party eligibility and the ability to purchase all forms of DART fare media including single trip, day, weekly and monthly passes at DART Customer Service and via the MyDART mobile app.
- Program eligibility for the pilot was informed by the results of the recent Transportation Gaps Analysis completed in partnership with the United Way of Central Iowa and Greater Des Moines Community Foundation.
- Goals of the pilot program included:
  - Reducing barriers for income-constrained customers;
  - Simplifying the administrative and customer burden; and
  - Encouraging ridership by streamlining access.
- Throughout the six-month pilot program, DART paused accepting new applications for the Opportunities Through Transit (OTT) program but continued to honor existing OTT participants' access to purchasing a reduced fare monthly bus pass.

### **Polk County Partnership**

- DART's Opportunities Through Transit (OTT) program has been a partnership with Polk County and currently serves certain income-constrained individuals but is unnecessarily burdensome for staff to administer and customers to access. The OTT program offers a monthly pass purchase option at \$18 instead of the standard half-fare price of \$24 but OTT participants do not currently have access to half-fare day, week or mobile passes and program participation is currently capped. Customers must also wait up to two weeks for DART to verify their program eligibility.
- Polk County has agreed to continue its funding partnership with DART to support not only a reimbursement for passes sold through the OTT program but for passes sold through the pilot program as well.



## **ACTION ITEM**

### **8C: Half Fare Pilot Program Extension**

#### **Half-Fare Pilot Program Outcomes to Date**

- 180 total pilot program participants enrolled since January 1, 2021:
  - 149 (82%) enrolled via proof of Food assistance:
  - 30 (16%) enrolled via proof of Proof of Job/Workforce Training:
  - 4 (2%) enrolled via Unemployment:
- Increased efficiency for customer and staff processes, including same-day participant enrollment
- Revenue impacts to date are less than initially projected.
- 10% of pilot program participants are riders new to DART.

#### **Pilot Program Extension**

- Staff recommend a 12-month extension of the current pilot program to allow for additional data collection and a more complete understanding of ridership trends and passenger revenue impacts to inform a long-term recommendation that would be brought to the Commission for consideration in late FY2022.
- Staff also recommend adding housing assistance as an additional form of pilot program eligibility. This will allow DART the opportunity to serve a relevant population with a transportation need, explore additional forms of third-party eligibility and raise awareness of the connection between affordable housing and access to transportation.

#### **Recommendation:**

- Approve a 12- month extension of the current half fare pilot program to run through June 30, 2022 and include housing assistance as an additional form of enrollment eligibility for pilot participants.

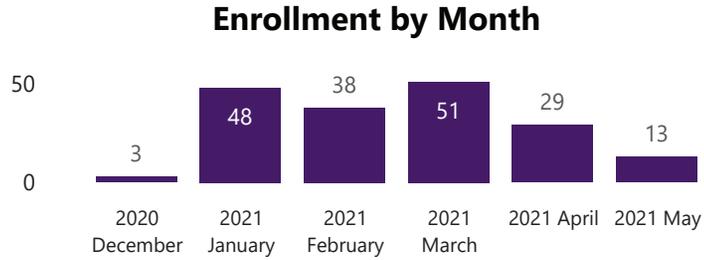


# Profile of Pilot Participants

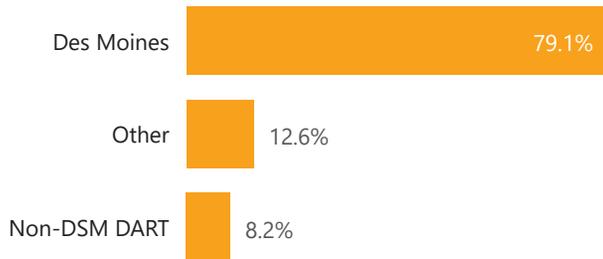
Data as of 5/23/2021

## 182

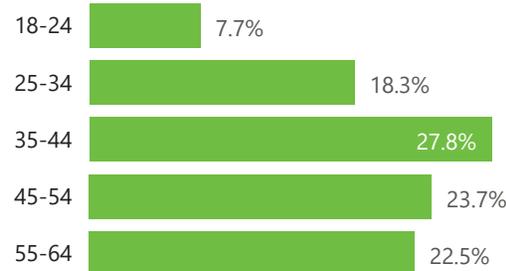
Total Participants



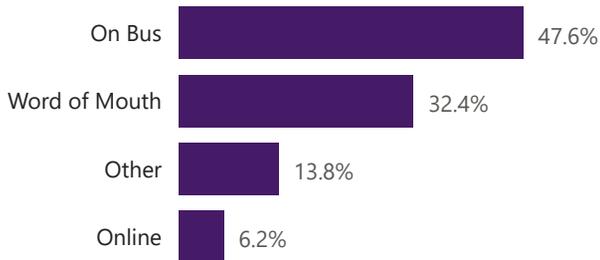
### City of Residence



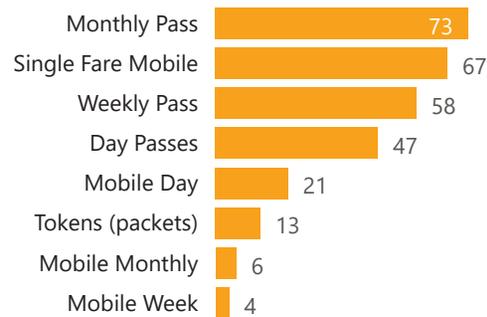
### Age of Participant



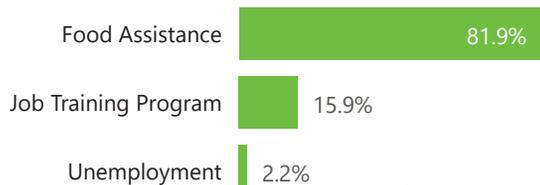
### How Customer Heard About Pilot



### Known Fare Media Purchase



### Form of Verification



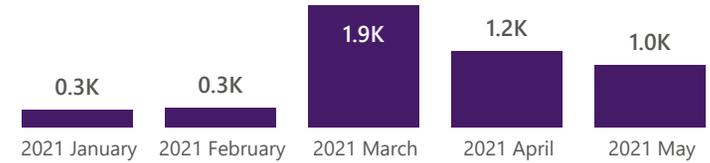
### Existing DART Rider



## Participant Ridership Statistics

# 4,558

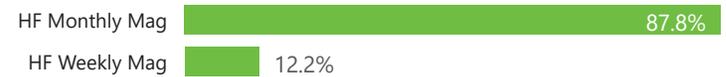
Identified Participant Trips from Trackable Magnetic Passes



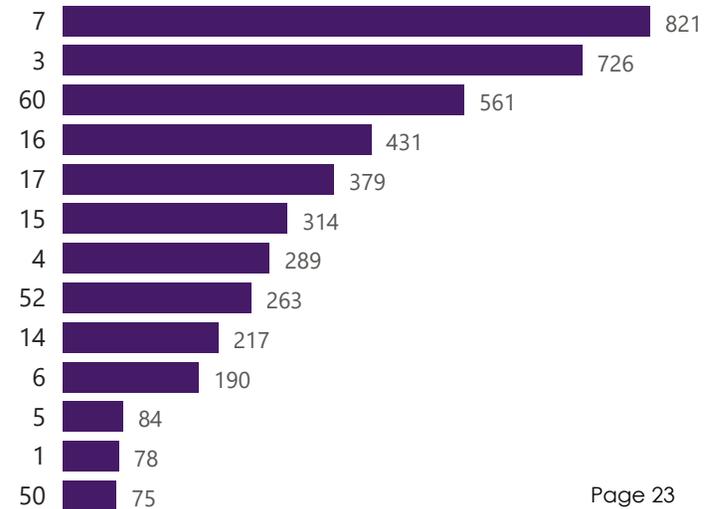
### Unique Trackable Passes Identified



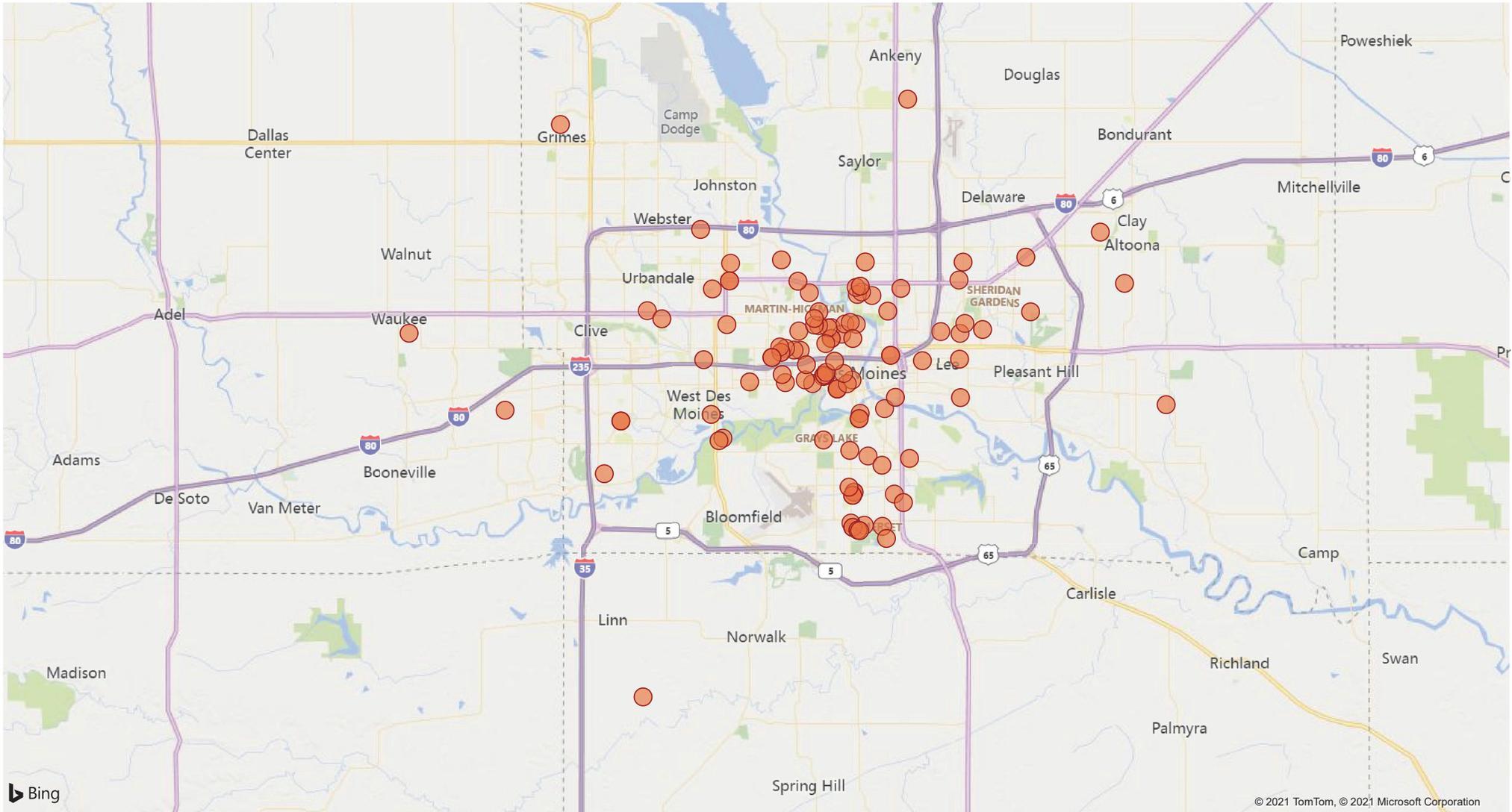
### Ridership by Pass Type



### Ridership by Route



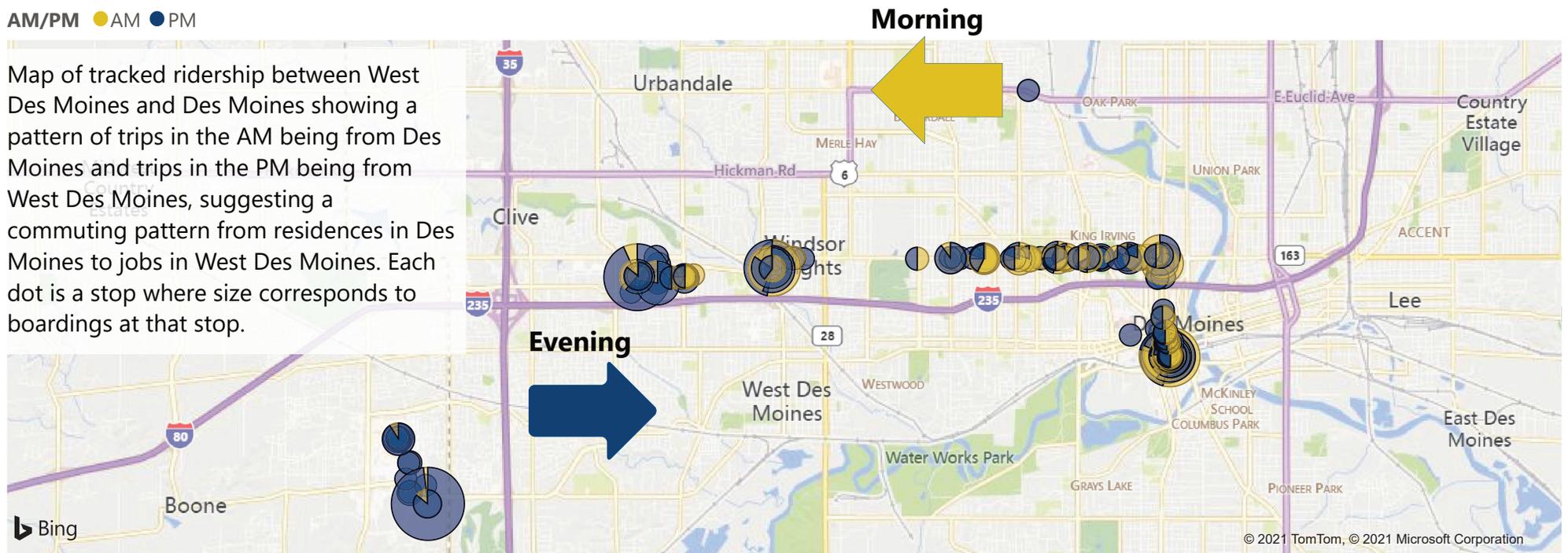
## Address of Participant



### Routes 3 and 52 Pilot Participant Ridership by Time of Day

AM/PM ● AM ● PM

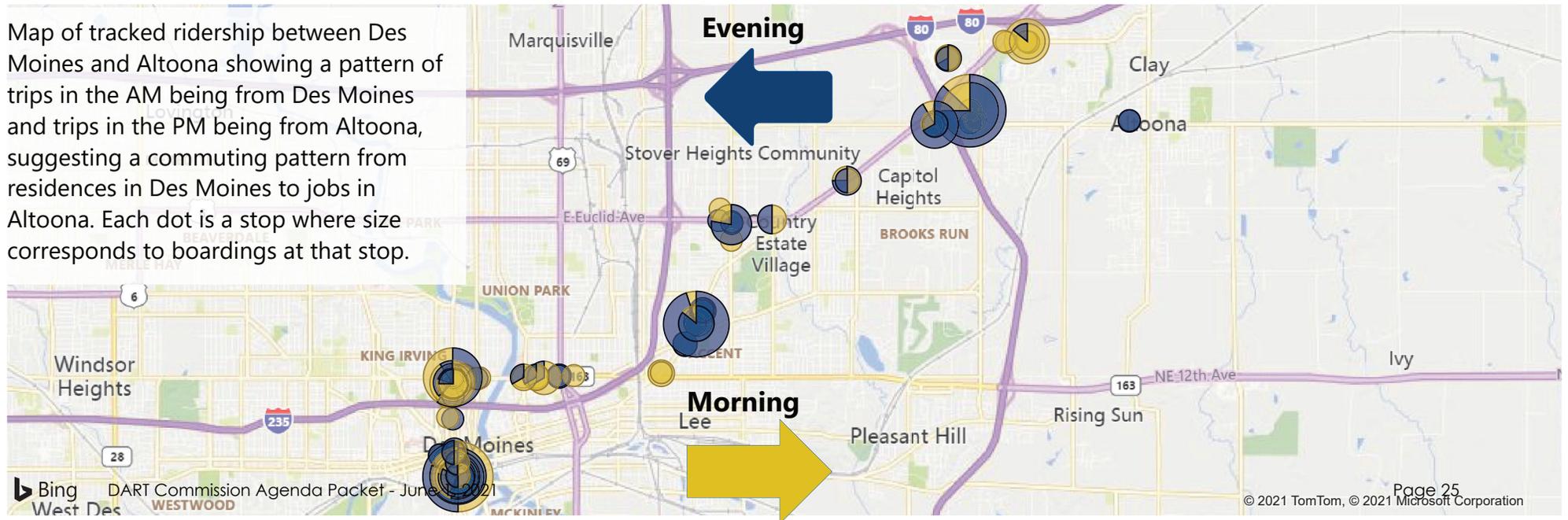
Map of tracked ridership between West Des Moines and Des Moines showing a pattern of trips in the AM being from Des Moines and trips in the PM being from West Des Moines, suggesting a commuting pattern from residences in Des Moines to jobs in West Des Moines. Each dot is a stop where size corresponds to boardings at that stop.



### Routes 17 and 99 Pilot Participant Ridership by Time of Day

AM/PM ● AM ● PM

Map of tracked ridership between Des Moines and Altoona showing a pattern of trips in the AM being from Des Moines and trips in the PM being from Altoona, suggesting a commuting pattern from residences in Des Moines to jobs in Altoona. Each dot is a stop where size corresponds to boardings at that stop.





## ACTION ITEM



<b>8D:</b>	<b>RideShare Part-Time Fare Proposal</b>
<b>Action:</b>	<b>Approve the proposed Part-Time Fare Structure as a permanent fare option for RideShare customers working a flexible schedule</b>

**Staff Resource:** *Matt Harris, Business & Community Partnerships Manager*  
*Victoria Lundgren, RideShare Supervisor*

### Background:

- The RideShare vanpooling program was founded in 1995 and helps groups of 5-15 commuters who live and work near each other share a ride to work.
- RideShare was created as a self-sustaining program with passenger fare covering the costs to operate the program.
- As more workplaces adopt flexible work policies, the customer profile for RideShare has transitioned from what has historically been white collar employees to blue collar employees.
- RideShare's current fare structure does not allow for a partial fare to accommodate customers with flexible work schedules who may need to ride less than a full month.
- In June 2020 in response to COVID-19, the DART Commission approved a temporary part-time fare structure for FY2021 to provide flexibility to passengers and support customer retention. The part-time rates are based on the existing RideShare fare structure but allows riders to pay for 8, 9, 10, 11 or 12 days per month at a modest premium.

### Impact of COVID-19 on RideShare:

- As of March 1, 2020, RideShare had 83 vans in service carrying 516 passengers.
- By July 1, 2020, RideShare had 41 vans in service carrying 188 passengers.
- As of March 1, 2021, RideShare had 47 vans in service carrying 248 passengers.
- Approximately 10 RideShare customers are actively using the part-time fare structure with another 12 planning to return to the program this fall because of it.

### Recommendation:

- Approve the proposed Part-Time Fare Structure as a permanent fare option for RideShare customers working a flexible schedule.

Van's Current Monthly Rate	Packages Available				
	8 Days	9 Days	10 Days	11 Days	12 Days
84	41	44	47	49	51
96	47	50	54	56	59
110	53	58	61	64	67
131	63	69	73	77	80
140	68	73	78	82	85
146	71	76	81	85	89
162	78	85	90	95	99
177	86	92	98	103	108
197	95	103	109	115	120
213	103	111	118	124	130
231	112	120	128	135	140
247	119	129	137	144	150
261	126	136	145	152	159
313	151	163	174	183	190
334	161	174	185	195	203
354	171	184	196	206	215
374	180	195	207	218	227
396	191	206	219	231	240



## ACTION ITEM



<b>8E:</b>	<b>August 2021 Service Change</b>
<b>Action:</b>	<p><b>A. Approve the Title VI Service Equity Analysis for the August 2021 Service Change</b></p> <p><b>B. Approve service changes to select fixed routes effective August 22, 2021</b></p>

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

### **Background:**

- DART regularly evaluates its services and implements any necessary route and/or schedule changes to improve the efficiency and effectiveness of the fixed-route bus service.
- At the height of the COVID-19 pandemic in the spring of 2020, DART reduced weekday service by approximately half due to decreased demand, operator availability and the desire to maintain social distancing onboard buses. Beginning in the summer of 2020 service was added back gradually.
- At present, DART is still providing roughly 6% less weekday service than before the pandemic.
- Given the improvements in ridership and the resumption of in-person activities, DART staff recommends adding back some of the service that has remained reduced.
- DART would also restart DMPS school services for the fall.
- Even with the proposed changes, DART would continue to operate slightly less weekday service compared to pre-pandemic conditions.

### **Proposed Changes:**

#### **1. Restore regular service to D-Line—Downtown Shuttle**

- The D-Line will be restored to normal service levels, returning to operate every 10-minutes Monday through Saturday. The D-Line has been reduced to every 15-minutes since Spring 2020.
- The D-Line serves a critical link for Express Route passengers connecting to major employers in Downtown Des Moines, particularly to the East Village and the Iowa State Capitol Complex.

#### **2. Restore one morning round trip on Express Route 98—Ankeny**

- Route 98 is the only fixed route with stops at the Des Moines Area Community College (DMACC) Ankeny Campus. It is anticipated that DMACC will return to in-person instruction for the fall semester.
- The recommended morning trip was observed as a preferred travel time for DMACC users prior to the pandemic.



## **ACTION ITEM**

### **8E: August 2021 Service Change**

#### **Title VI:**

- As required by Federal regulations and consistent with DART's adopted Title VI Program, staff conducted an analysis of the potential impact that the proposed changes would have on minority and low-income individuals. The full analysis and report is included in the agenda packet.
- At the onset of the COVID-19 pandemic, in March of 2020, DART made necessary service adjustments in response to public health guidance and rider and operator safety. Due to the ongoing nature of the emergency, and the extended period in which these service changes in effect, DART conducted an evaluation of the service levels with the Desperate Impact and Disproportionate Burden policies.
- The analysis found the reduction of service levels on the D-line to be significant and to have a disparate impact and disproportionate burden on populations living around the D-Line service area.
- The restoration of the D-Line will address the finding and balance on-going service reductions still in effect due to COVID-19.

#### **Recommendation:**

- A. Approve the Title VI Service Equity Analysis for the August 2021 Service Change.
- B. Approve the above listed service changes to select fixed routes effective August 21, 2021.



# **Title VI Service Equity Analysis for August 2021 Service Changes**

Prepared May 2021

## Purpose

In compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA) requires all transit agencies receiving federal funding to monitor the performance of their systems, ensuring services are made available and/or distributed equitably. Each transit agency must develop a Title VI Program to document its policies and procedures for meeting FTA requirements. The DART Title VI Program (last updated in May 2019) stipulates that any major service change must be evaluated to determine its impact on minority (race, ethnicity or national origin) and low-income populations.

The Des Moines Area Regional Transit Authority (DART) is the primary fixed-route transit operator serving the Des Moines Metropolitan Area and the largest public transit agency in Iowa. The agency serves 11 cities and other parts of Polk County. Member communities include: Altoona, Ankeny, Bondurant, Clive, Des Moines, Grimes, Johnston, Pleasant Hill, Urbandale, West Des Moines, and Windsor Heights. DART operates Local, Express, Shuttle, and On-Call services.

This Title VI analysis will perform the following functions:

- Describe the August 2021 service changes that continue to be in effect
- Determine whether the changes constitute a “major service change” or not,
- Evaluate how the changes may impact low-income and minority populations, and
- Identify strategies to avoid, minimize, or mitigate any disproportionate burdens, disparate impacts or any potentially negative outcomes.

## Relevant Policies

DART’s Service and Fare Equity Policy (approved by the Commission in March 2019 and included in DART’s 2019 Title VI Program Update) outlines how Title VI analysis should be performed for any major service change. The following definitions apply to this service change Title VI analysis:

- **Major Service Change:** A major service change is when 25 percent or more of a route’s revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 or more percent. (DART 2019 Title VI Program Update, Service and Fare Equity Policy)
- **Disparate Impact:** DART will consider a proposed major service change to have a disparate impact if the affected route’s minority population is more than 5 percentage points greater than the system average.
- **Disproportionate Burden:** DART will consider a proposed major service change to have a disproportionate burden if the affected route has a low-income population more than 5 percentage points greater than the system average.

## Proposed Route Changes for August 2021

The scope of the August 2021 service changes are to restore service to routes still impacted by reductions due to COVID-19. Table 1 lists the changes in service levels proposed for August 2021.

Table 1 Service Changes for August 2021

Route	Proposed Service Changes
D-Line – Downtown Shuttle	<ul style="list-style-type: none"><li>• Increase frequency from 15 minutes to 10 minutes. This action is restoring full service to the shuttle route, which was reduced in March 2020 due to the COVID-19 Pandemic.</li></ul>
98 – Ankeny Express	<ul style="list-style-type: none"><li>• Restore a round trip in the morning. This action is restoring a trip which was suspended in March 2020 due to the COVID-19 Pandemic.</li></ul>

## Impact of Service Changes

DART policy requires that all major service changes be evaluated for any potential disproportionate burden or disparate impact. The impacts of proposed changes must be calculated to determine whether or not the change is a “major service change.” Route-by-route changes in revenue hours and miles is summarized in Table 2 located in the appendix.

*Result:* DART defines a “major service change” as when 25 percent or more of a route’s revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 percent”. Analysis found the following changes meet the criteria of a major service change: Routes 6 (See Appendix Table 2). Thus, changes to these routes will be the focus for the remainder of the report. Changes to remaining impacted routes are not considered a major service change by DART’s policy.

Table 2 Major Service Changes for August 2021

Route	Major Service Change
D-Line – Downtown Shuttle	<ul style="list-style-type: none"> <li>Service was running every 10 minutes prior to the pandemic. In March 2020, service was reduced to every 15 minutes.</li> </ul> <p><b>The service increase would restore service to a population that is 37% minority and 23% low-income. The minority population is above the Disparate Impact threshold for Major Service Changes and the low-income population is above the Disproportionate Burden threshold.</b></p>

## Summary of Findings

D-Line – Downtown Shuttle, is determined to be a major service change due to the increase in both revenue miles and revenue hours. The changes are primarily a result of adding service back to the D-Line, which was reduced in March 2020 in response to the COVID-19 pandemic. Due to the continuing nature of the pandemic, the emergency COVID-19 service response was evaluated with the DART Title Service Equity Analysis policies and found the service reductions to have created a disparate impact and disproportionate burden. **This restoration of service is intended to address the disparate impact and disproportionate burdens.**

The area served by the D-Line exceed the regional average of minority and low-income populations and exceeds the threshold for the disparate impact and disproportionate impact policies. The proposed restoration of service constitutes a service improvement, which both minority and low-income populations are expected to benefit from the service levels as much as non-minority and non-low-income populations.



## **APPENDIX**

# **Methodology and Analysis**

### Assessment of Service Proposal for Major Service Change Determination

A major service change is when 25 percent or more of a route’s revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 or more percent.”(DART 2019 Title VI Program Update, Service and Fare Equity Policy). Table 2 below shows the magnitude of the proposed change by each affected route. Highlighted routes are identified as major service changes.

Table 3 Service Change Hours and Miles Comparison

Proposed Service Changes Revenue Hours and Miles Comparison							
Route	Route Description	Current		Proposed		% change in Revenue Hours	% change in Revenue Miles
		Revenue Hours	Revenue Miles	Revenue Hours	Revenue Miles		
D-Line	DOWNTOWN SHUTTLE	16	214.2	25.9	351.2	+38%	+ 39%
98	ANKENY EXPRESS	17.0	390.43	18.3	425.15	+ 3%	+ 5%
	FULL NETWORK	700.1	10,249	711.3	10,421	+ 2%	+2%

## Geographic Concentrations of Minority and Low-Income Populations

### 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.

2019 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.

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
- African American/Black
- Hispanic/Latino
- Native American
- Asian/Pacific Islander
- Middle Eastern/North African
- Other

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

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

- Less than \$10,000
- \$10,000 - \$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. See Table 6. 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 4 2019 Poverty Guidelines for Determining Low-Income Status

HHS Poverty Guideline for 2019	
Household Size	Income
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.

### Population Analysis

**Methodology:** To evaluate which demographic groups would be impacted by the proposed service changes, geographic concentrations of minority and low-income populations were identified using Geographic Information Systems (GIS) analysis. All Census block groups were joined with 2017 ACS demographic data. All people living within a half-mile of the DART network were included in the analysis. The percentage of minority and low- income riders for each route were compared to the percentages for the total system, per DART policy. A route with a major service change that serves a population that is 5 percentage points or more above the system average minority population or low-income population would indicate a disparate impact or disproportionate burden, respectively.

**Result:** Table 3 includes the population and minority and low-income percentages for each route with above-average routes highlighted. Above-average block groups are also identified in Map 1 and Map 2.

Table 5 DART Network Demographics, ACS 2019 5-Year Average

Minority and Low Income Population by Route					
Route	Total Population	Low-Income Population	Low-Income Percentage	Minority Population	Minority Percentage
1	30,210	6,009	19.89%	10,740	35.55%
3	10,300	1,991	19.33%	3,854	37.42%
4	42,568	7,346	17.26%	17,947	42.16%
5	45,025	6,735	14.96%	10,449	23.21%
6	24,220	4,207	17.37%	8,931	36.88%
7	24,281	2,996	12.34%	5,613	23.12%
8	22,348	2,706	12.11%	4,713	21.09%
10	26,376	5,094	19.31%	11,460	43.45%
11	24,888	3,359	13.50%	5,414	21.75%
13	10,009	2,470	24.67%	4,897	48.92%
14	37,895	6,673	17.61%	13,636	35.98%
15	21,847	4,220	19.32%	9,214	42.18%
16	38,182	6,723	17.61%	15,784	41.34%
17	36,870	7,231	19.61%	14,517	39.37%
50	37,970	4,982	13.12%	11,163	29.40%
52	47,260	6,301	13.33%	13,766	29.13%
60	33,752	7,662	22.70%	12,136	35.96%
72	39,085	2,263	5.79%	8,396	21.48%
74	15,974	921	5.77%	3,352	20.98%
92	49,995	7,413	14.83%	12,706	25.41%
93	56,718	7,573	13.35%	14,711	25.94%
94	44,341	6,422	14.48%	13,292	29.98%
95	45,252	5,880	12.99%	12,455	27.52%
96	61,405	6,992	11.39%	15,752	25.65%
98	42,253	6,293	14.89%	12,936	30.61%
99	30,857	5,226	16.93%	11,159	36.16%
D-LINE	9,953	2,097	21.07%	4,431	44.52%
LINK	5,219	1,185	22.70%	1,950	37.38%
<b>System Average</b>	<b>32,680</b>	<b>4,963</b>	<b>15.19%</b>	<b>10,192</b>	<b>31.19%</b>
Finding Threshold			20.19%		36.19%

Figure 1 DART Service Area: Areas of Above Average Minority Populations

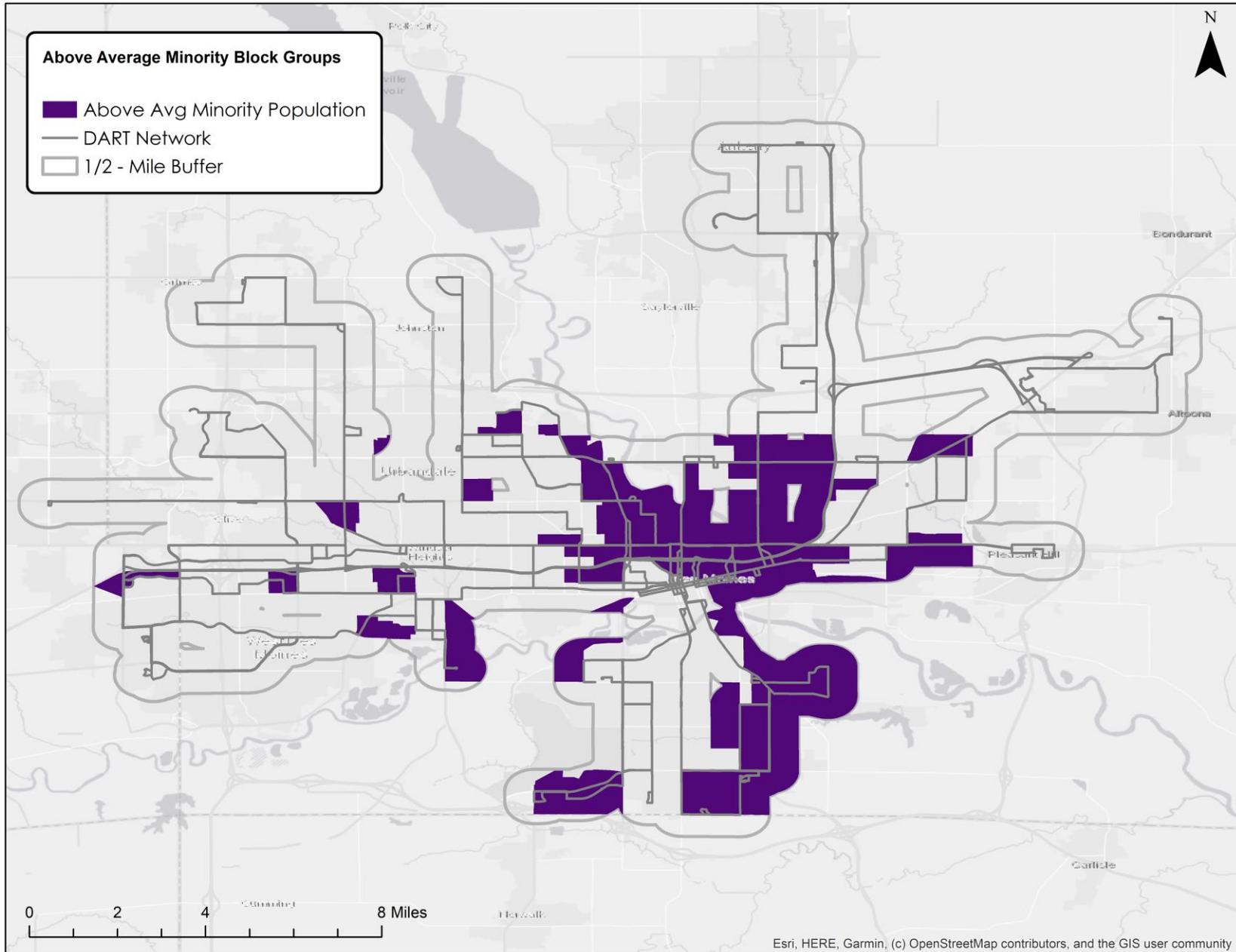
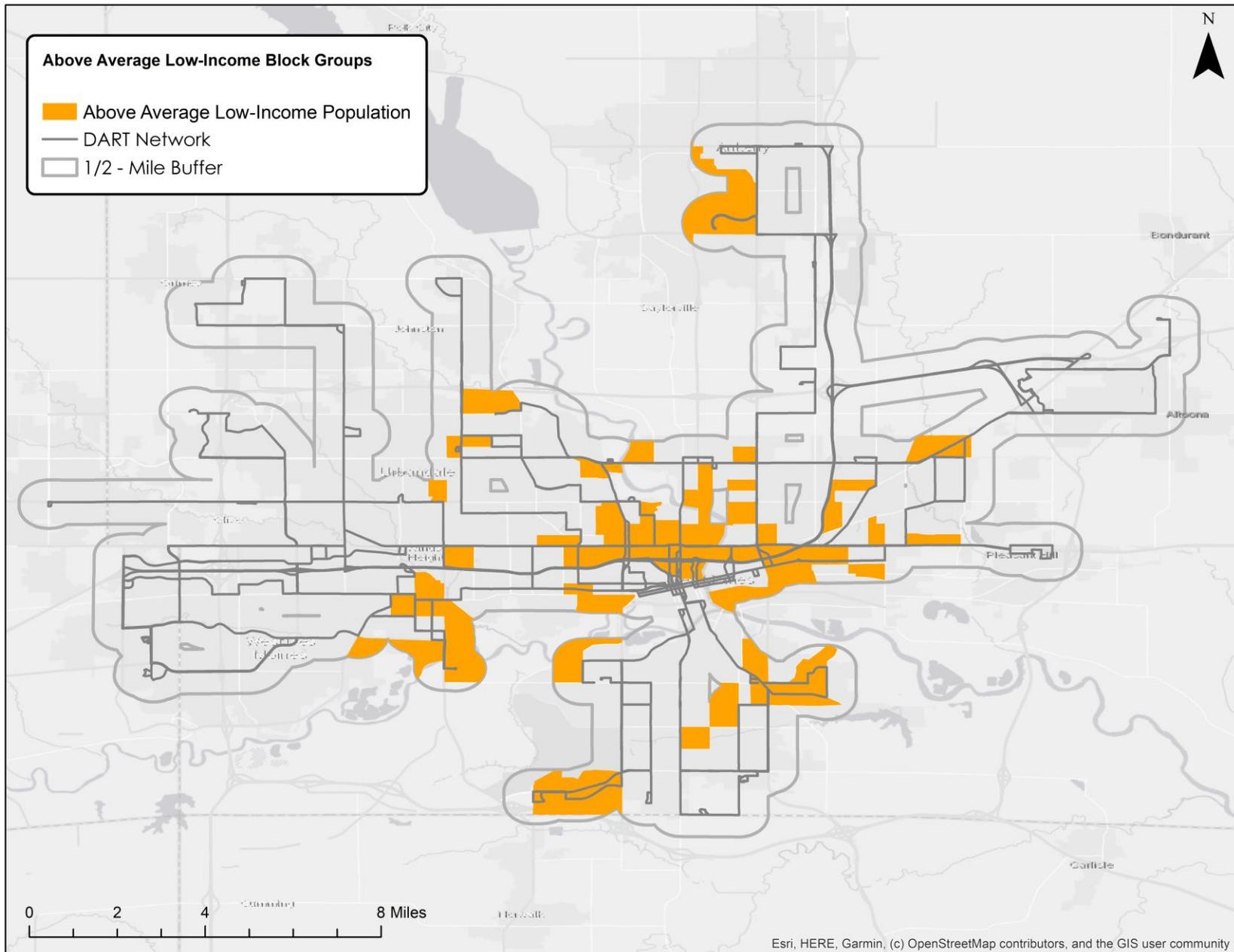


Figure 2 DART Service Area: Areas of Above Average Poverty





## DISCUSSION ITEM



**9A: Transit Optimization Study Phase One Public Outreach Overview**

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

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- Staff will provide an update on the efforts and public feedback received as part of the initial round of outreach for the Transit Optimization Study.



## MONTHLY REPORT



**9B: Monthly Performance Report - April 2021**

**Staff Resource: Greg Ellingson, Business Analyst Manager**

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### **Summary of April 2021 Monthly Performance:**

- Total fixed route ridership increased modestly in April compared to March, rising 1.2%. From March 2021 to April 2021, average weekday fixed route ridership increased 6.5%, and average weekday paratransit ridership increased 1%. Total April ridership was up 36.8% compared to April 2020. Fixed route was up 36.3%, Paratransit was up 172.1%, and RideShare was up 4.6%.
- Fiscal year-to-date, preventable accidents are occurring at a rate of 0.74 per 100,000 miles, meeting our goal of 1 preventable accident per 100,000 miles and compared to performance of 0.69 per 100,000 miles in FY20 YTD. Non-preventable accidents occurred at 0.98 per 100,000 miles in April and are at 1.12 per 100,000 miles for the fiscal year.
- On-Time Performance has continued to exceed internal benchmarks and previous performance and was 89% this month. This performance is 88.2% for the fiscal year which is 6.2% higher this fiscal year overall compared to last.
- The farebox recovery ratio was 14% in April and is 12.9% for the fiscal year. Fare revenue directly from passengers and operating costs were higher in April compared to March.
- Fixed Route operating costs per revenue hour are \$126.12 this fiscal year to date which meets our goal of \$150. These costs are up 4.3% compared to last year.
- Road Calls per 100,000 miles, where our buses need service while in operation, are down 34.8% fiscal year-to-date compared to last year.

### **May Ridership Outlook:**

As of 5/20, fixed route ridership has been similar in May compared to April. The average weekday ridership for fixed route is about even compared to April. Average weekday paratransit ridership has decreased 1.7% thus far in May compared to April.



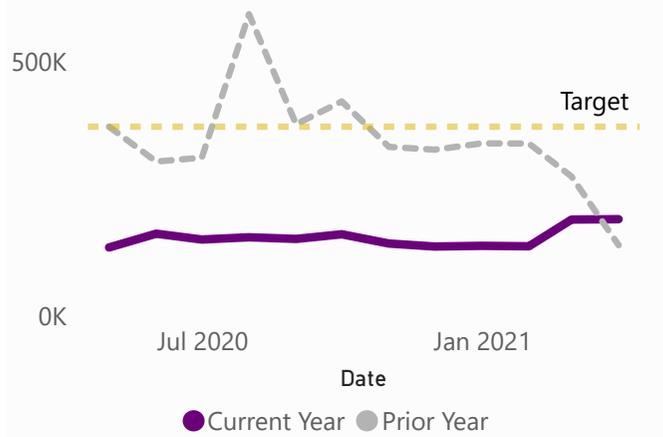
# Performance Summary - April 2021

5/1/2020

4/30/2021

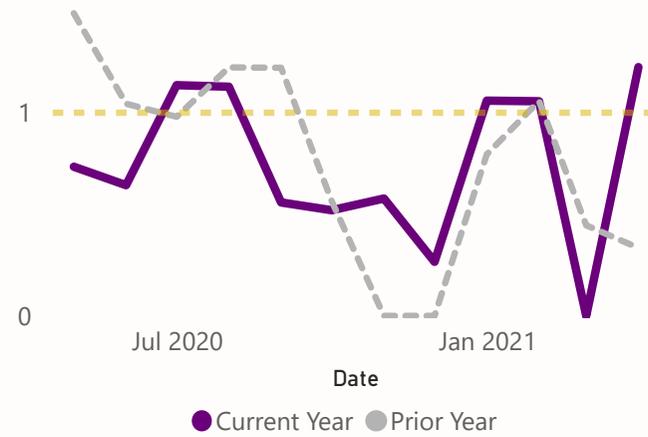
## Ridership

Monthly **190,352** YTD **1,550,631**  
 FY20: 139,165 (+36.78%) FY20: 3,457,459 (-55.15%)



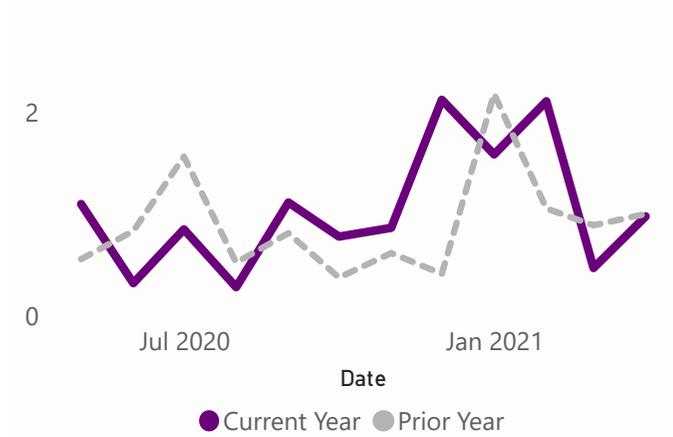
## Preventable Accidents/100k Miles

Monthly **1.22** YTD **0.74**  
 FY20: 0.33 (-266.11%) FY20: 0.69 (-8.2%)



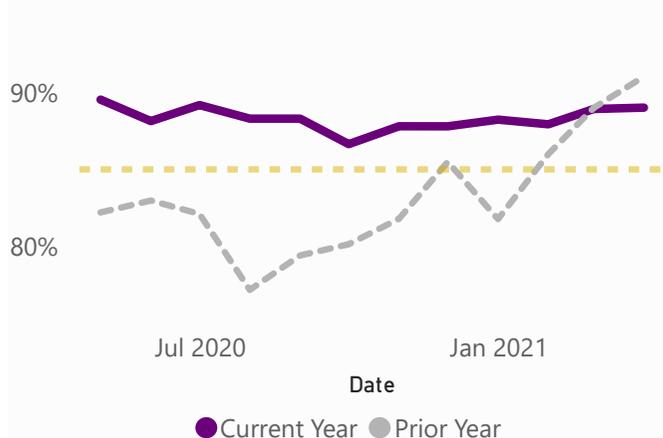
## Non-Preventable Accidents/100k

Monthly **0.98** YTD **1.12**  
 FY20: 1.00 (+2.37%) FY20: 0.94 (-19.02%)



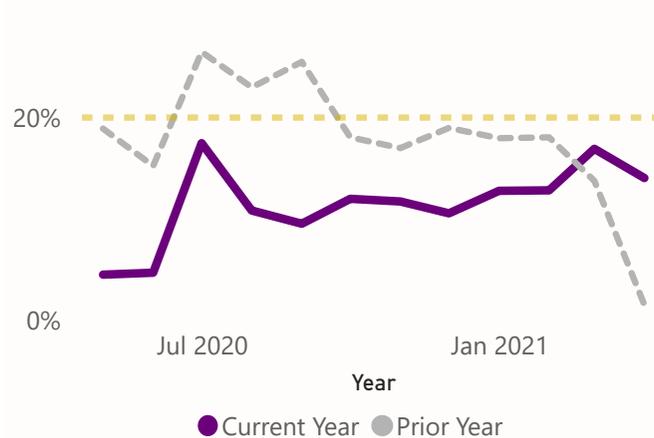
## On-Time Performance

Monthly **89.03%** YTD **88.23%**  
 FY20: 91.05% (-2.22%) FY20: 83.08% (+6.21%)



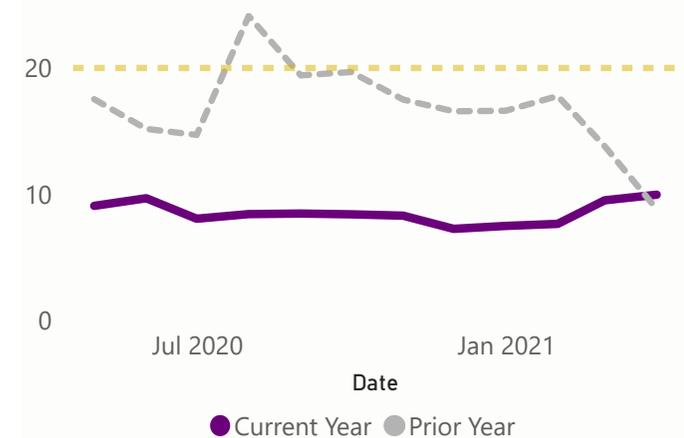
## Farebox Recovery Ratio

Monthly **14.04%** YTD **12.90%**  
 FY20: 1.55% (+806.15%) FY20: 18.28% (-29.44%)



## FR Passengers / Revenue Hour

Monthly **9.97** YTD **8.38**  
 FY20: 8.84 (+12.85%) FY20: 17.26 (-51.42%)





# Fixed Route Performance

10/1/2020 4/30/2021

## Ridership

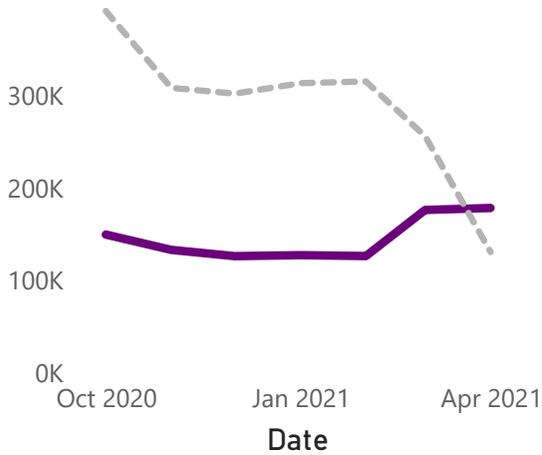
Monthly

178,572

YTD

1,445,640

FY20: 130,977 (+36.34%) FY20: 3,224,005 (-55.16%)



● Current Year ● Prior Year

## On-Time Performance

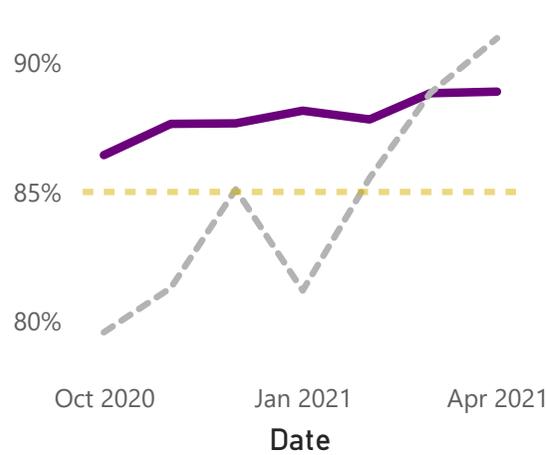
Monthly

88.88%

YTD

88.09%

FY20: 90.95% (-2.27%) FY20: 82.62% (+6.61%)



● Current Year ● Prior Year

## Operating Cost/Rev. Hour

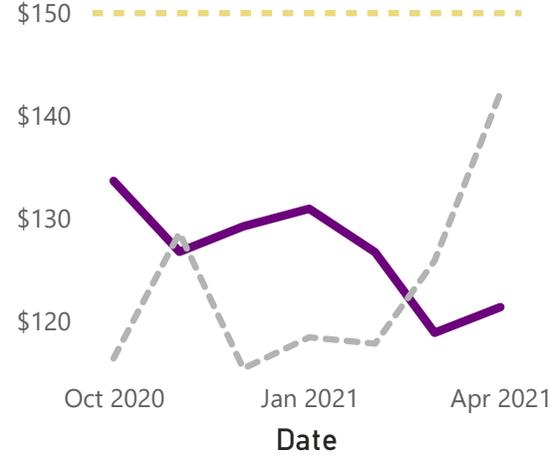
Monthly

\$121.39

YTD

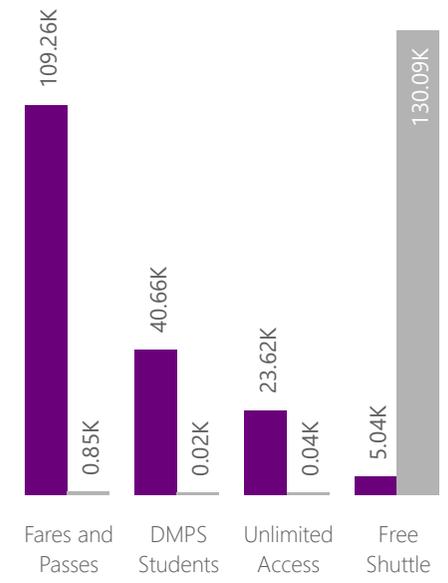
\$126.12

FY20: \$142.26 (+14.67%) FY20: \$120.95 (-4.27%)



● Current Year ● Prior Year

## Monthly Ridership by Fare Group



● Current Year ● Prior Year

## Preventable Acc./100k

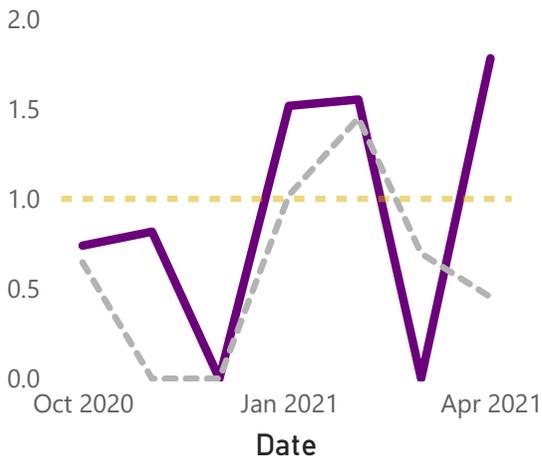
Monthly

1.78

YTD

1.03

FY20: 0.45 (-292.72%) FY20: 0.97 (-5.57%)



● Current Year ● Prior Year

## Non-Preventable Acc./100k

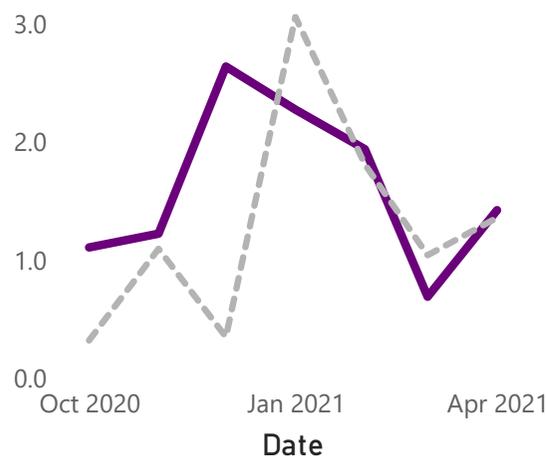
Monthly

1.43

YTD

1.37

FY20: 1.36 (-4.73%) FY20: 1.29 (-6.52%)



● Current Year ● Prior Year

## Road Calls/100k Miles

Monthly

2.14

YTD

7.01

FY20: 8.17 (+73.82%) FY20: 10.75 (+34.81%)



● Current Year ● Prior Year

## Complaints/100k Passengers

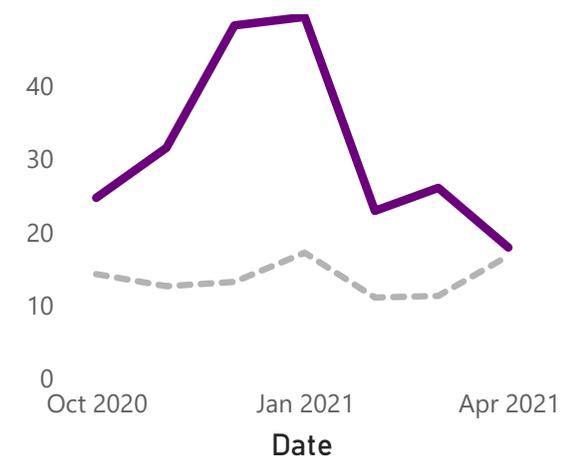
Monthly

17.92

YTD

27.60

FY20: 16.80 (-6.69%) FY20: 12.75 (-116.5%)



● Current Year ● Prior Year



# Paratransit Performance

10/1/2020 4/30/2021

## Ridership

Monthly

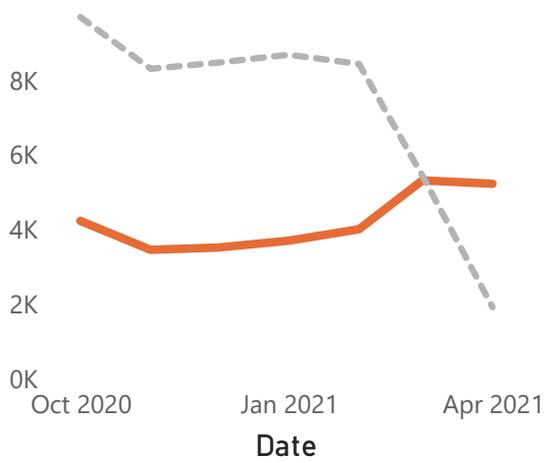
5,227

FY20: 1,921 (+172.1%)

YTD

39,905

FY20: 77,625 (-48.59%)



● Current Year ● Prior Year

## On-Time Performance

Monthly

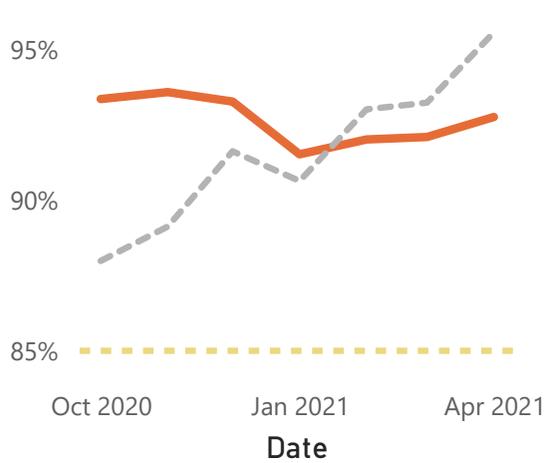
92.76%

FY20: 95.56% (-2.94%)

YTD

92.75%

FY20: 90.28% (+2.73%)



● Current Year ● Prior Year

## Operating Cost/Passenger

Monthly

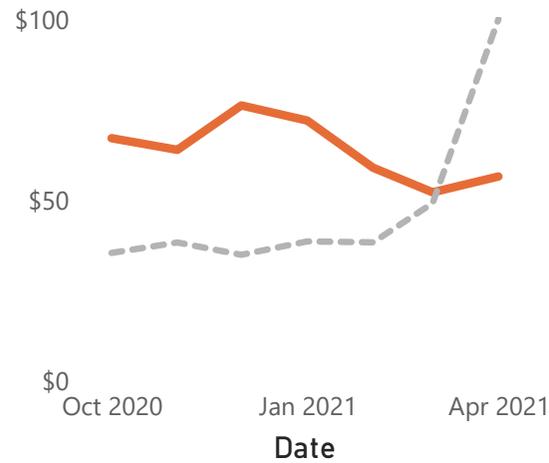
\$56.53

FY20: \$100.04 (+43.49%)

YTD

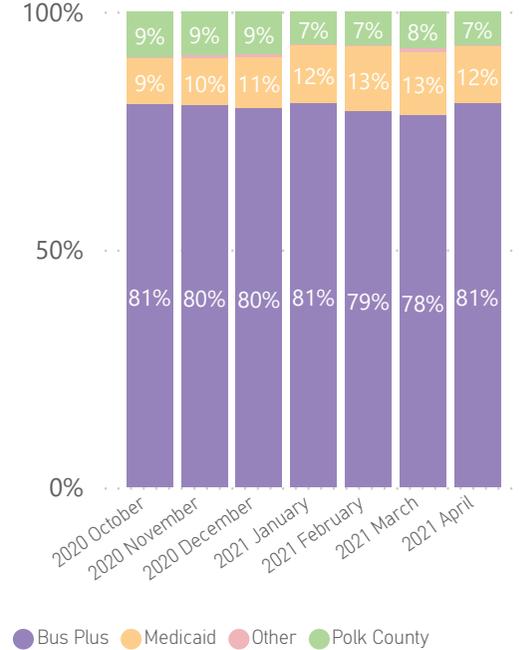
\$63.96

FY20: \$38.87 (-64.56%)



● Current Year ● Prior Year

## Paratransit Customer Type Breakdown



## Preventable Acc./100k

Monthly

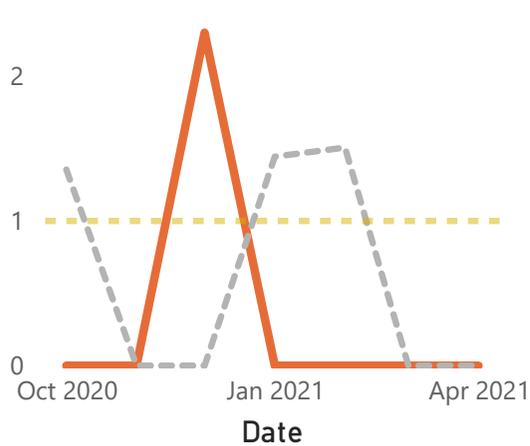
0.00

FY20: 0.00

YTD

0.21

FY20: 0.78 (+72.64%)



● Current Year ● Prior Year

## Non-Preventable Acc./100k

Monthly

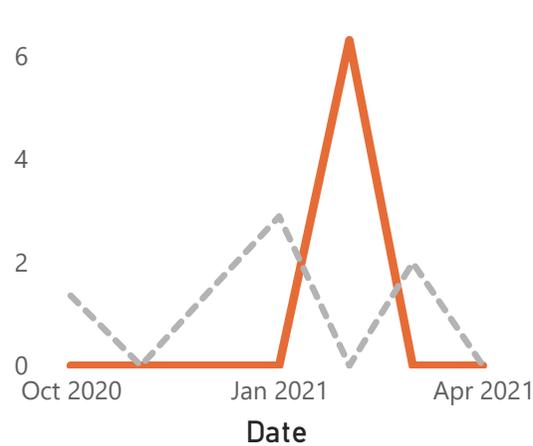
0.00

FY20: 0.00

YTD

0.85

FY20: 1.25 (+31.61%)



● Current Year ● Prior Year

## RideShare - Ridership

Monthly

6,553

FY20: 6,267 (+4.56%)

YTD

65,086

FY20: 155,829 (-58.23%)



● Current Year ● Prior Year

## RideShare - Op. Cost/Passenger

Monthly

\$11.52

FY20: \$12.26 (+6.07%)

YTD

\$10.48

FY20: \$6.69 (-56.52%)



● Current Year ● Prior Year

DART Commission Agenda Packet - June 1, 2021



# Route Details

Month

April 2021

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	9,001	6,480	63,201	400,522	-337,321	-84.2%	7.87	85.84%
	#3 - University	19,137	21,161	182,717	309,841	-127,124	-41.0%	11.22	85.80%
	#4 - E. 14th	7,436	6,887	65,283	141,759	-76,476	-53.9%	8.04	89.26%
	#5 - Franklin Ave/Johnston	6,465	3,395	40,535	94,467	-53,932	-57.1%	5.38	87.14%
	#6 - Indianola	12,607	9,536	99,266	249,729	-150,463	-60.3%	10.98	88.59%
	#7 - SW 9th St.	20,865	14,683	163,947	308,193	-144,246	-46.8%	14.39	92.43%
	#8 - Fleur Dr.	1,936	379	10,756	26,621	-15,865	-59.6%	6.90	83.40%
	#10 - East University	739	171	5,484	18,794	-13,310	-70.8%	3.81	88.18%
	#11 - Ingersoll/Valley Junction	1,243	265	9,084	16,884	-7,800	-46.2%	5.40	87.49%
	#13 - Evergreen	2,636	109	8,246	38,561	-30,315	-78.6%	10.92	82.04%
	#14 - Beaver Ave.	11,594	5,660	78,670	154,005	-75,335	-48.9%	9.39	89.14%
	#15 - 6th Ave.	12,708	9,175	94,755	211,353	-116,598	-55.2%	11.02	87.11%
	#16 - Douglas Ave.	19,695	14,419	166,991	298,369	-131,378	-44.0%	10.59	89.55%
	#17 - Hubbell Ave.	12,384	10,800	116,032	195,175	-79,143	-40.5%	8.66	89.15%
	#50 - Euclid	3,347	3,562	32,092	48,156	-16,064	-33.4%	4.83	94.84%
	#52 - Valley West/Jordan Creek	7,313	3,938	62,655	111,883	-49,228	-44.0%	6.23	90.29%
	#60 - Ingersoll/University	18,348	13,572	148,452	284,009	-135,557	-47.7%	10.01	90.88%
#72 - West Des Moines Loop	2,821	1,798	27,494	36,217	-8,723	-24.1%	3.31	81.98%	
#74 - NW Urbandale	283	106	2,293	5,288	-2,995	-56.6%	1.73	87.63%	
2. Shuttle	Link Shuttle	746		2,698	5,716	-3,018	-52.8%	1.17	82.10%
	Downtown Shuttle	3,911	3,378	40,674	129,144	-88,470	-68.5%	7.29	89.29%
3. Express	#92 - Hickman	568	149	3,155	18,605	-15,450	-83.0%	1.58	75.96%
	#93 - NW 86th	395	188	3,013	23,702	-20,689	-87.3%	1.72	85.08%
	#94 - Westtown	265	247	2,556	8,082	-5,526	-68.4%	3.29	83.36%
	#95 - Vista	129	103	1,406	6,958	-5,552	-79.8%	2.06	82.06%
	#96 - E.P. True	381	196	2,787	21,190	-18,403	-86.8%	2.17	82.72%
	#98 - Ankeny	1,187	391	7,886	47,646	-39,760	-83.4%	2.50	86.02%
	#99 - Altoona	311	172	2,553	10,771	-8,218	-76.3%	1.72	83.89%
4. Flex	#73 - Flex: Urbandale / Windsor Heights				640	-640	-100.0%		
5. On Call	#76 - Deer Ridge Shuttle				30	-30	-100.0%		
	Ankeny	107	61	917	1,229	-312	-25.4%	3.09	79.14%
	NW Johnston / Grimes				400	-400	-100.0%		
	Regional	14	1	45	72	-27	-37.5%	5.70	61.54%
Cab	Paratransit: Taxi	281	156	1,958	6,535	-4,577	-70.0%	3.88	
Paratransit	Paratransit: Bus/Van	4,946	1,778	37,947	71,445	-33,498	-46.9%	1.56	92.75%
RideShare	RideShare	6,553	6,267	65,086	155,829	-90,743	-58.2%	4.44	
<b>Total</b>		<b>190,352</b>	<b>139,183</b>	<b>1,550,634</b>	<b>3,457,820</b>	<b>-1,907,186</b>	<b>-55.2%</b>	<b>7.32</b>	<b>88.23%</b>

## DART Performance Report Metric Guide

Statistic	Definition	Data Source
<b>Ridership</b>	Total number of passenger trips across all DART service	Farebox, Paratransit Manifest, RideShare Manifest
<b>Preventable Accidents/100k Miles</b>	Total number of accidents deemed preventable per 100,000 miles of service across all DART service	TransitMaster Incident Reports, Route schedule, Paratransit Manifest, RideShare Manifest
<b>Non-Preventable Accidents/100k Miles</b>	Total number of accidents deemed non-preventable per 100,000 miles of service across all DART service	TransitMaster Incident Reports, Route schedule, Paratransit Manifest, RideShare Manifest
<b>On-Time Performance</b>	The percentage of fixed route and paratransit trips performed on time. Fixed route trips performed within 5 minutes of schedule. Paratransit trips performed within 30 minutes.	TransitMaster AVL Stop Adherence, Paratransit Manifest
<b>Farebox Recovery Ratio</b>	Total incidents deemed accidents and non-preventable in TransitMaster incidents	GP Financials
<b>Passengers per Revenue Hour</b>	Total ridership divided by the total hours of service across all DART service	Farebox, Paratransit Manifest, RideShare Manifest, Route schedule
<b>Operating Cost per Revenue Hour</b>	Total operating costs divided by the total hours of service across all DART service	GP Financials, Farebox, Paratransit Manifest, RideShare Manifest, Route schedule
<b>Road Calls/100k Miles</b>	Total number of road calls for maintenance per 100,000 miles of service across all DART service	Trapeze EAM Asset Works, Route schedule, Paratransit Manifest, RideShare Manifest
<b>Complaints/100k Passengers</b>	Total number of complaints per 100,000 passenger trips across all DART service	Trapeze Customer Feedback, Farebox, Paratransit Manifest, RideShare Manifest
<b>Operating Cost per Passenger</b>	Total operating costs divided by ridership	GP Financials, Farebox, Paratransit Manifest, RideShare Manifest



## MONTHLY REPORT



<b>10A: Operations Team Report</b>
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**Staff Resources:** *Amanda Wanke, Chief Operations Officer and Deputy CEO*

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**Facilities and Maintenance – Keith Welch, Facilities and Maintenance Manager**

- **Gillig Bus Order:** DART has placed the order for the next five 30' buses. Production will start the last week in August, with an estimated delivery date being the first week in October.

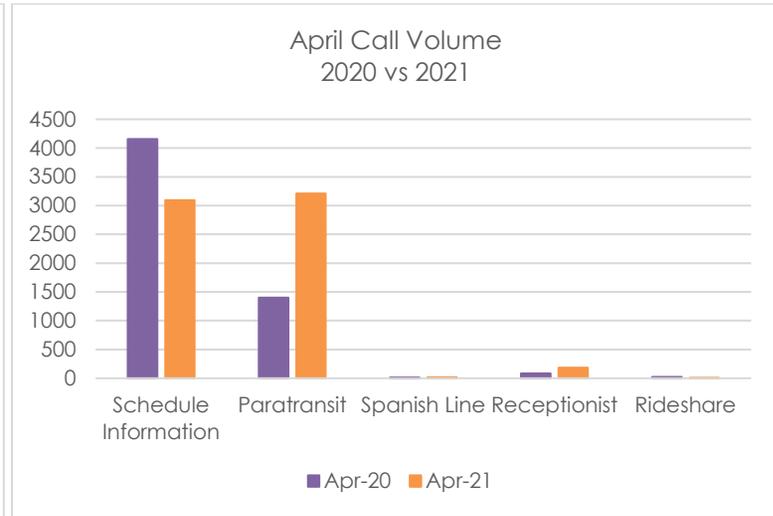
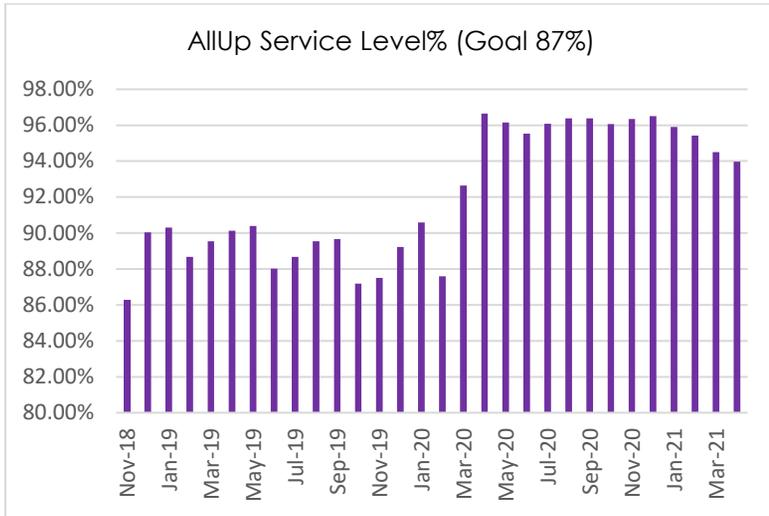
**Transportation – Steve Wright, Transportation Manager**

- **Onboard Evaluations:** Operations supervisors have once again begun onboard evaluations of operators, which were previously not able to take place because of COVID-19 and social distancing. Resumption of this regular practice will allow for additional coaching to drive continuous improvement.
- **Meal Sites Update:** Polk County will resume several of its meal sites on June 1 and more on July 1, which means that DART will resume assisting with transportation to these sites.
- **June Service Change:** The Fixed Route operator bid for the June service change has taken place, and the service change will go into effect June 6.

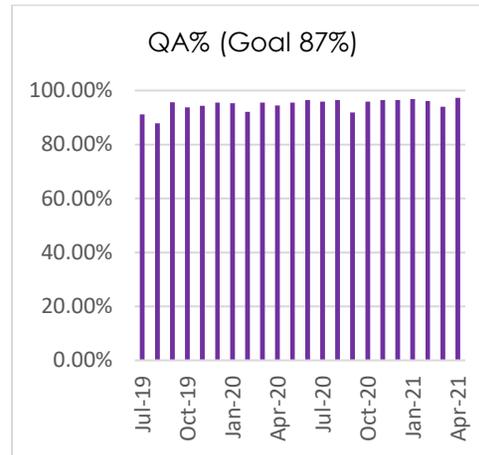
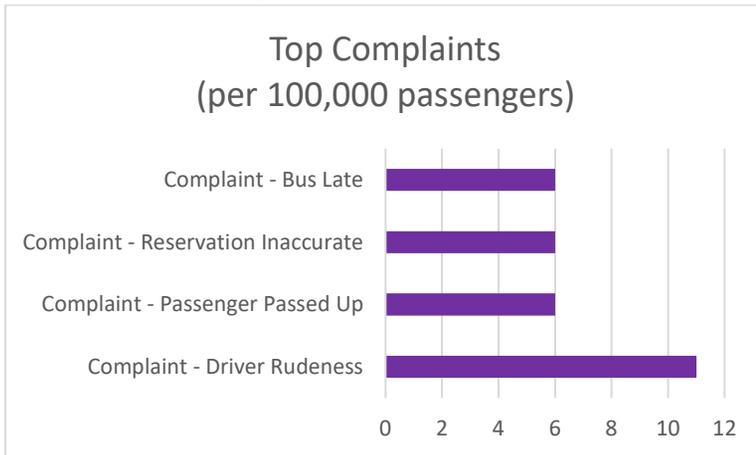
**Customer Experience – Ashley Lara, Customer Experience Manager**

- **American Bus Benchmarking Group (ABBG) Paratransit Survey:** The Customer Experience Team is facilitating an American Bus Benchmarking Group (ABBG) Paratransit survey during the month of June. We will be gathering feedback on a variety of topics including the experience scheduling trips, accuracy of pickup times, comfort of rides, etc. As a thank you, each participant will get a DART reusable shopping bag and pen. We hope to have strong participation and create an even better customer experience for our riders!

**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.



<b>10B: Planning Team Report</b>
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**Staff Resources:** *Luis Montoya, Chief Planning Officer*

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- **June Service Change:** A service change will go into effect June 6, in which we will pause DMPS school tripper service for the summer, restore some of the service that has been suspended since the start of the pandemic, and adjust bus running times to account for shorter travel times and improve reliability.
- **August Service Change:** A service change is planned for August, in which we will resume DMPS school tripper service as well as restore D-Line service to its normal 10-minute frequency. It has been operating at 15-minute frequency since the start of the pandemic. One additional trip of Route 98—Ankeny Express will also be added back.
- **Transit Optimization Study:** An overview of public outreach efforts and input received will be shared with the Commission at its June meeting. A Commission workshop to share and discuss the draft recommendations will be held on June 11.
- **Mobility On Demand Pilots:** The existing Flex Connect pilot continues to operate, although concerns persist about Uber's inability to fulfil all customer requests. Staff will continue to monitor the pilot but plans to expand the pilot have been put temporarily on hold pending performance improvements or an alternative service model that ensures reliability for DART customers. Additionally, DART is moving forward with a microtransit pilot in Ankeny that will utilize DART vehicles and operators but be enabled with third party mobility on demand technology. A contract for a microtransit technology platform will be brought to the Commission for approval in July, with an expected launch in the fall of 2021.
- **FY 22 Business Plan:** DART staff are updating the annual business plan to reflect evolving priorities and projects. The FY 22 Business Plan will be shared with the Commission in the coming months, and the DART management team will monitor projects and key performance indicators on a regular basis. Emphasis will be placed on ridership and revenue recovery, preparing for the future, and continuous improvement of ongoing business practices.



10C: External Affairs Team Report

Staff Resources: Erin Hockman, Chief External Affairs Officer

Marketing and Communications – Rick Pallister, Marketing and Communications Manager

- Updates to ridedart.com:** At the end of June, we'll release updates to the ridedart.com website. These are mostly behind-the-scenes updates related to converting to a more current version of our content management system as the existing system will be retired and no longer supported in early 2022. The new version of our CMS will allow us to make the top navigation on the site easier to use. In addition, we've combined duplicated content from the Fares and Services pages into one content area and added detour notices on the individual route pages. This has also provided an opportunity to gather feedback on the website, resulting in a list of possible future enhancements the marketing team will be considering for FY22 and beyond.
 

- Advertising campaign:** The next phase of our multi-phase awareness campaign will be in market in early June through the end of July. We will pause advertising this campaign in August and September while we promote public input for the second phase of the Transit Optimization Study and then resume advertising again in October. This next phase is designed to encourage former riders who stopped riding during the pandemic to return to transit as well as attract new riders. The creative theme will be: Ride whenever you're ready – Let's go places again. The campaign will target key geographic areas on high priority routes, and those routes that have seen the greatest ridership loss, in addition to new movers.
- June service change:** Marketing staff promoted changes to schedules for many Local and Express Routes as part of a service change scheduled for Sunday, June 6. This was communicated through on-bus audio, online on DART's website and on social media, at DART Central Station through signage and via email.
- ABBG Paratransit survey:** Marketing staff created a communications plan to help the Customer Service and Operations teams promote the upcoming American Bus Benchmarking Group (ABBG) survey of Paratransit riders. Surveys will be promoted online and on bus to Paratransit riders in June.

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



**Marketing Analytics Report**

Metric	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	April 2021	April 2020	Year Prior
MyDART App Accounts	23,514	23,850	24,257	24,686	25,077	25,502	20,920	18%
Website Unique Visitors	12,279	11,800	13,675	14,231	14,514	14,034	11,890	15%
Facebook Likes	4,782	4,804	4,837	4,870	4,919	4,954	4,661	6%
Twitter Followers	2,390	2,404	2,410	2,424	2,433	2,441	2,353	4%
Instagram Followers	1,363	1,383	1,387	1,395	1,405	1,413	1,309	7%
LinkedIn Followers	519	530	533	535	541	549	415	24%
Email Subscribers	14,435	14,424	14,329	14,248	14,240	14,153	16,360	-16%
Trip Plans	17,883	18,074	12,652	18,398	20,925	18,212	13,363	27%
Real-time Map	11,269	11,018	8,208	13,232	14,451	14,817	8,013	46%
Next DART Bus	98,127	111,390	65,080	112,493	144,277	140,119	105,689	25%
SMS Text Messaging	109,660	99,955	99,724	90,851	108,298	110,499	121,171	-10%
IVR Phone Calls	4,174	4,478	4,399	4,007	5,359	5,093	4,986	2%

**MyDART App Report**

Metric	Nov. 2020	Dec. 2020	Jan. 2021	Feb. 2021	Mar. 2021	April 2021	TOTAL
Downloads	549	630	681	655	740	661	33,470
iOS	157	177	187	159	189	164	10,129
Android	392	453	494	496	551	497	23,306
Accounts Created	417	336	407	429	391	425	25,502
Orders Placed	2,040	2,002	2,179	2,215	2,782	2,491	104,495
Passes Purchased	2,593	2,668	2,974	3,070	3,920	3,506	153,162
Revenue	\$13,983	\$13,331	\$15,172	\$14,664	\$18,129	\$16,762	\$697,979

**DART in the NEWS**

**Top Stories**

[Des Moines residents could see a transit-driven property tax bump](#)

[DART Seeks Community Input on Public Transit](#)

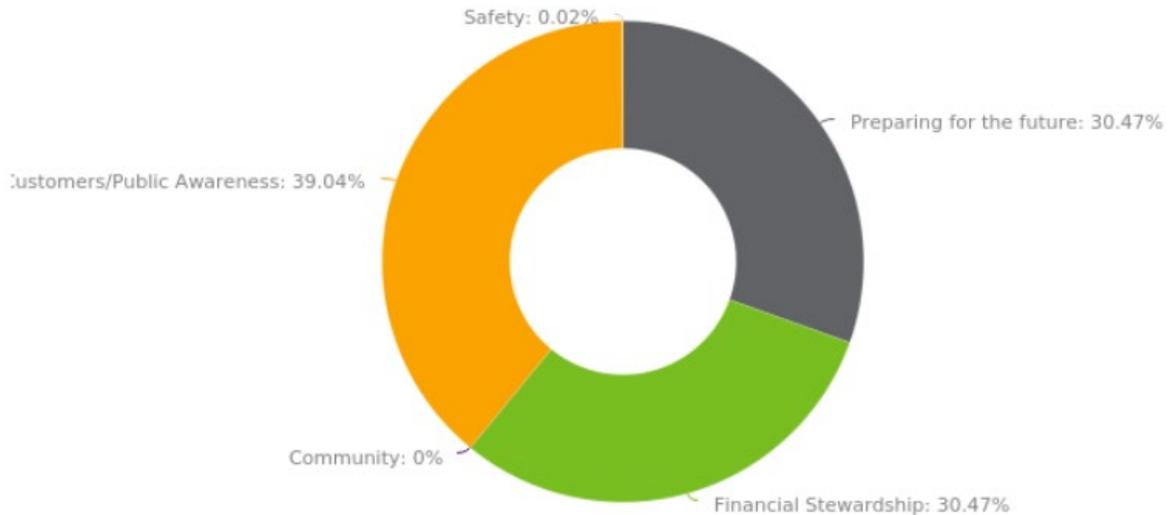
[Coming to a bus stop near you: DART plans to give 70 of the metro's shelters makeovers featuring Iowa artists' designs](#)

[First art shelters in central Iowa being added by DART](#)

**Reach**

Broadcast	237,751,065
Online	2,484,787
<b>Total Reach</b>	<b>240,235,852</b>

DART News Coverage by Topic



**RideShare – Victoria Lundgren, RideShare Supervisor**

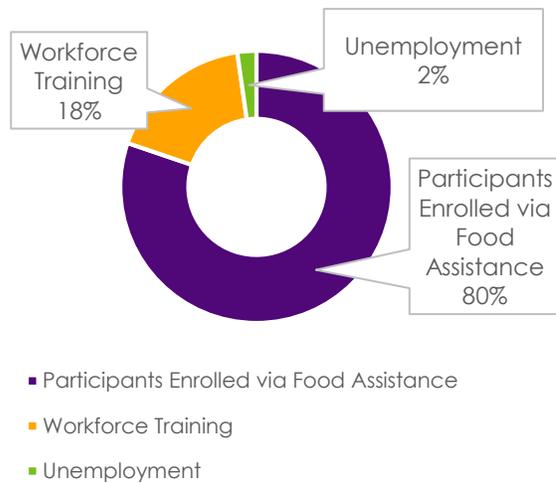
- **New partnership opportunities:** Staff are fielding increased interest in RideShare from multiple businesses seeking to address workforce transportation needs, particularly in the food production and manufacturing sector throughout central, southern, and eastern Iowa.
- **Van Donation Program:** DART received applications from 34 eligible agencies and nonprofit organizations for a donated RideShare van, a 40% increase from the previous year's application cycle. A majority of applications received represented youth-serving agencies and organizations. A recommendation for six (6) recipients is included on the June 1 DART Commission agenda.
- **Marketing & Communications Projects:** A series of rider training video tutorials and new customer communications projects are underway to support the continued return of passengers to the RideShare program and onboarding of new vanpool partners.
- **New systems RFP:** Staff are scheduling demos from select technology providers to preview potential platforms for managing RideShare customer and fleet information more efficiently.

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

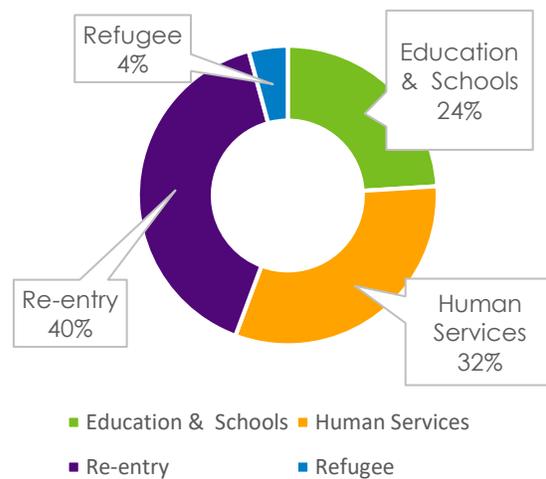
- **Unlimited Access Partnerships:** Many Unlimited Access partners are beginning phased return to work plans beginning in June or planning for the fall. Upcoming Unlimited Access partner renewals include Polk County, Nationwide Insurance and UnityPoint Health Des Moines. Letters of Intent have been signed with two new residential Unlimited Access partners.

**Half Fare Pilot and Mobility Coordination Update:** Year-to-date half fare pilot enrollment and mobility outreach participation are shown below. A recommendation to extend the Half Fare Pilot through FY2022 is being presented to the DART Commission during the June 1 meeting with a request to add housing assistance as a form of enrollment eligibility.

**Half Fare Pilot Enrollment by Eligibility**  
 180 Total Participants



**FY2021 YTD Mobility Outreach Participants**



- **Art Shelters:** Installation of DART's first art shelter at Drake University is complete. Scheduling for installation of the second Drake art shelter is in progress.

A Call for Artists has been issued by the Iowa Arts Council with a deadline for submission of qualifications by June 10. A regional jury of representatives from DART member communities will review submitted qualifications and recommend a pre-qualified artist roster for upcoming art shelter projects. Art concepts are complete for an additional 14 shelter projects along the **6<sup>th</sup> Avenue Corridor** (12 shelters) as well as the **Roosevelt Cultural District** (2 shelters), to be installed in Fall 2021. Follow up to all DART member communities and major project stakeholders to coordinate art shelter planning and artist selection is ongoing.



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



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

- **Federal Initiatives:** Federal public affairs activity in May included DART staff helping promote our organization's and the American Public Transportation Association's federal priorities as well as sharing feedback on potential impacts of proposed federal legislation.
  - Follow up from DART's federal fly-in meetings in April included a request for updated federal regulations that would authorize public transportation agency-designated transportation network companies (TNC) and other first-mile/last-mile trips be included in National Transit Database (NTD) ridership data, as well as to develop an innovative mobility integration and deployment program.
  - DART staff and Commission Chair Russ Trimble had the opportunity to participate in the American Public Transportation Association's (APTA) virtual federal fly-in meetings which included opportunities to discuss federal priorities with staff from Congresswoman Axne's and Congresswoman Hinson's offices, as well as with staff from Senator Grassley's and Senator Ernst's offices. APTA's federal priorities are focused on significant investments in transit and rail, restoring a 20 percent share for bus capital grants, creating a new mobility innovation and technology initiative and adjusting federal regulations to allow for more new mobility efforts.
  - DART learned that while its community project funding/earmark application for \$3 million toward the cost of a new operations and maintenance facility was not selected for submission to the House Appropriations Committee, it was submitted to the House Transportation and Infrastructure Committee for consideration in the surface transportation reauthorization bill.
  - DART staff and federal lobbyists met with officials from several federal agencies including the Centers for Medicare and Medicaid Services (CMS) to discuss DART's ongoing paratransit reimbursement revenue losses from the Iowa Medicaid program. DART continues to seek clarification from state and federal officials on how to better coordinate for appropriate reimbursement for Medicaid trips.
  - DART worked with federal delegation staff to explain the potentially negative impacts of proposed federal legislation requiring a commercial driver's license (CDL) for all for-hire vehicles seating 8 or more people. Lowering the CDL requirement from 16 passenger vehicles to 8 passenger vehicles would most likely result in the end of DART's vanpooling program and a loss of \$1 million in federal formula funding for DART. A fix to the language to exclude volunteer driver programs and/or commuter vanpool programs is being proposed.
- **State Initiatives:** DART staff worked regularly with PolicyWorks and the Iowa Public Transit Association (IPTA) on legislation that was active at the Iowa Statehouse.
  - The Iowa House and Senate passed a sweeping tax plan that will change the way mental health is funded in Iowa, end the property tax backfill and address other tax laws. DART's effort to have the legislature approve a local option transit hotel/motel tax as part of this legislative package made significant progress this session, passing the Senate and becoming part of the Governor's tax proposal, but ultimately was not included in the final legislation. Leaders in the Iowa House of Representatives have indicated they would be willing to work with DART on this effort next session. DART will begin to plan for the impact of the bill's provision that will phase out the property tax backfill over time. Last year, the backfill provided \$780,000 in revenue for DART.

## State Legislative Update for Des Moines Area Regional Transit Authority

### Prepared by PolicyWorks on May 23, 2021

- DART entered the 2021 Legislative Session with priorities related to funding diversification and maintaining revenue streams. The legislature finished its work on May 19, 2021.
  - Emphasis was placed on diversifying revenue away from property taxes, and significant progress was made in gaining support for a transit hotel/motel tax through multiple conversations with legislative leadership and with legislators in DART's service area. The transit hotel/motel tax provision was part of discussions related to a sweeping tax package that addressed the way mental health is funded in Iowa, ended the inheritance tax and eliminated the property tax backfill. In an effort to mitigate loss of the backfill and to diversify funding, the transit hotel/motel tax proposal was introduced and passed the Senate and became part of the Governor's tax proposal. While it was not included in the final legislation, legislative leaders have indicated they would be willing to work with DART and other transit systems to pass a transit hotel/motel tax next session and work will continue throughout the interim.
  - Meetings were held throughout session with officials from Iowa Medicaid as well as state legislators to discuss Medicaid reimbursement. DART has experienced a cumulative loss of more than \$3 million in estimated Medicaid revenue since FY2016, even while providing about the same number of trips. Several legislators have expressed continued interest in addressing the cost shifting from Medicaid to local property taxpayers that is occurring under the current structure. Conversations will continue in the interim with legislators who may be interested in examining this issue further through a more formalized study or other reporting.
- Appropriations funding:
  - The state infrastructure appropriation for public transit, or the Public Transit Infrastructure Grant Fund, was approved at \$1.5 million, the same level as previous years.
- Bills of interest that passed both chambers include:
  - A bill for new Commercial Driver's License (CDL) fees. DART and the Iowa Public Transit Association requested and received an amendment that will prohibit the fees being charged to a person if the person is a government employee/volunteer and the CDL is necessary for the person's duties.
  - A bill requiring certain diversity training requirements and including prohibitions on specific concepts was passed and is awaiting signature by the Governor. She has 30 days from the adjournment of session to act on the legislation.
- Bills that were monitored but did not pass included:
  - A biofuels proposal supported by the Governor that would require certain blends of fuel and could impact the fueling of public transit fleets. The Governor has said additional stakeholder work will be done on the proposal before the next legislative session.
  - A hands-free driving bill, allowing the use of only voice-activated and hands-free modes for electronic communications while driving made it through committees in both chambers. DART and IPTA requested an exemption for public transit workers who may use hand-held devices when the vehicle is not moving and that provision was included in the final version of the bill which remains on the calendar and could be taken up again next year.
  - A bill related to liability of employee drivers that could impact insurance rates.

## **Federal Update for Des Moines Area Regional Transit Authority Prepared by Cardinal Infrastructure on May 24, 2021**

### **Activities Conducted by Cardinal Infrastructure**

Cardinal worked with DART leadership to follow-up on meetings held with the congressional delegation. The follow-up letter included DART project and policy funding priorities, including but not limited to, federal regulations to authorize Transportation Network Companies to be included in the National Transit Database ridership data for purposes of federal funding; development of an innovative mobility integration and deployment program; and concern over proposed changes to commercial drivers license requirements.

Our team coordinated and participated in a meeting with DART leadership and federal government officials from the Disabled and Elderly Health Programs Group at Centers for Medicare & Medicaid Services to obtain additional information on the ongoing issue related to the Medicaid Home and Community Based Services Waiver program.

Cardinal Infrastructure worked with DART to submit requests to Congresswoman Axne for the Operations and Maintenance Facility and robust funding for bus programs in the upcoming appropriations and surface transportation reauthorization bills.

We will continue to correspond with the delegation as necessary, to communicate DART's policy priorities and seek active support for the Operations and Maintenance Facility project through the Buses and Bus Facilities grant.

### **FTA Nomination Hearing**

The Senate Banking Committee held its nomination hearing of Nuria Fernandez to serve as Federal Transit Administrator.

In Acting Administrator Fernandez's written testimony, she noted public transit's response to COVID and the opportunities ahead, by way of the American Jobs Plan, to make significant investments in transportation and infrastructure. She writes, "I look forward to welcoming new technology and building upon FTA's decades of delivering reliable and equitable transportation."

Chairman Brown (D-OH) noted his interest in electric and hydrogen bus workforce development. Acting Administrator Fernandez expressed support for retraining and upskilling the workforce to ensure they are able to perform maintenance and manufacturing of related zero emission bus technologies, supporting recruitment and retention of this workforce.

Ranking Member Toomey (R-PA), in his opening remarks, noted the considerable and superfluous funding to public transit made by Congress over the past year, and the partisan American Rescue Act, saying, "These systems are by definition local. They serve a city or maybe a metropolitan area. Should the local jurisdictions and states where these systems reside have any responsibility to pay for these systems? Evidently not, according to my colleagues."

Ranking Member Toomey referenced the additional \$2.2 billion for grants to eligible recipients or subrecipients of funds under sections 5307 or 5311, included in the American Rescue Plan. The Senator stressed the importance of ensuring that the funding is only provided, per the statute, to those projects that require additional need because of COVID-19.

Senator Reed (D-RI) discussed the Low or No Emission Vehicle Grant Program. Fernandez noted the popularity of the program annually, illustrating the need by agencies and the investment proposed by the American Jobs Plan to electrify public fleets.

Senator Cortez Masto (D-NV) noted the need for flexibility to enhance coordination between MPOs, local land use agencies, and housing stakeholders, to work towards better housing and employment

centers - bringing higher density housing into existing transit corridors. Fernandez expressed support for co-locating housing with transit. She noted the partnership with HUD to "ensure that public transportation and affordable housing are integrated."

Senator Moran (R-KS) expressed the significant handicaps of rural transit. He spoke on the significant costs of battery electric buses and related infrastructure - asking whether there can be a balance of natural gas vehicles and battery electric.

Senator Van Hollen (D-MD) noted his previously introduced legislation, the Transit Worker and Pedestrian Protection Act, to decrease the number of operator assaults on transit. Fernandez responded by noting the priority of safety for front-line workers, and providing steps the FTA has taken, like providing de-escalation training given the challenges of mask mandates.

Senator Smith (D-MN) asked about how the needs of transit will evolve in a post-COVID world. Fernandez said that even when there are many individuals working from home, there is still an essential need for transit for essential workers and to bring people to school and medical services. She committed to, "Ensure we have a transit system that is responsive to this new normal...that we are going to be facing."

### **Senate Finance Hearing**

The Senate Finance Committee held a hearing on "Funding and Financing Options to Bolster American Infrastructure." Witnesses included:

- Joseph Kile, Director of Microeconomic Analysis, Congressional Budget Office
- Victoria Sheehan, President, American Association of State Highway and Transportation Officials
- Shirley Bloomfield, CEO of NTCA - The Rural Broadband Association
- Heather Buch, Chair, National Association of Counties Transportation Steering Committee

Senator Grassley struck an optimistic tone in the hearing, remarking that "it's hard to find consensus on how to pay for infrastructure but Mr. Chairman, we have met that challenge before and I think we're going to do it again this time."

Chairman Wyden (D-OR) promoted "mega-corporations" paying to support the infrastructure proposal and leveraging private sector participation and spoke against leaning on user-fees to pay for infrastructure.

Ranking Member Crapo (R-ID) was clear in his opening statement on where the GOP stands on paying for the infrastructure bill, saying, "Consideration of offsetting the cost of infrastructure with a corporate tax rate increase... is counterproductive and a non-starter on my side of the aisle." He further endorsed utilizing user-fees, including for electric vehicles, as well as P3's and financing tools (PABs, TIFIA, etc.) to pay for the infrastructure bill.

AASHTO's Victoria Sheehan said, "Financing mechanisms can supplement, but not replace direct federal funding." To pay for surface transportation reauthorization, Sheehan noted AASHTO's endorsement of motor fuel tax increase and indexing; freight-based user fee; per barrel oil fee; and mileage-based user fee (MBUF) or vehicle miles traveled (VMT).

Senator Stabenow (D-MI) noted that EVs are only 2% of vehicles sold today, and a fee on EVs would only cover 1.6% of the HTF shortfall. Senator Stabenow said that fees on EVs are not a solution over the next five-year, at least, and to make sure "large corporate users of roads and highways are paying their fare share."

Senator Cortez Masto (D-NV) spoke on the Moving FIRST Act and asked about the importance of expanding transportation and technology partnerships. Buch discussed NaCo's support of the bill, and

that the legislation will improve safety and efficiency of roads and support the incentives for energy conservation efforts.

Senator Brown, Chairman of the Senate Banking Committee, asked NaCo about what Congress can do to make public transit and housing investments work together. Buch noted that housing can be paired with transit by pursuing transit-oriented development with housing agencies, as well as partnership outreach to local financial institutions to support home conversions and additional housing units.

Senator Warner (D-VA) discussed the Reinventing Economic Partnerships and Infrastructure Redevelopment Act (REPAIR) Act which would "establish a fiscally responsible Infrastructure Financing Authority to complement existing infrastructure funding through loans and loan guarantees."

Senator Cornyn (R-TX) discussed imposing a mileage-based fee on heavy trucks to help raise money for the HTF but said that a corporate tax increase or gas tax increase are "nonstarters."

Senator Cantwell (D-WA), Chair of the Senate Commerce Committee, discussed the issue of sustainable funding for the HTF - noting support of the Chamber of Commerce and others on increased user fees. Buch mentioned that counties are concerned about the insolvency of the HTF and encouraged Congress to find a sustainable funding source.

### **Senate EPW Reauthorization Bill**

The Senate Environment and Public Works (EPW) Committee released a bipartisan \$303.5 billion (34% above FAST Act) surface transportation reauthorization bill. In FY 2021, Iowa was apportioned \$538 million; the estimated amounts under the bill are: \$651.08 million in FY 2022, \$664.1 million in FY 2023, \$677.39 million in FY 2024, \$690.9 million in FY 2025, and \$704.75 million in FY 2026.

Among other provisions, the bill:

Increases the Surface Transportation Block Grant (STBG) Transportation Alternatives Program set-aside.

Amends STBG funding eligibility to include construction of wildlife crossing structures, electric vehicle charging and vehicle-to-grid infrastructure, intelligent transportation technologies, projects that facilitate intermodal connections between emerging transportation technologies, resilience features, etc.

Expands Congestion Mitigation and Air Quality Improvement Program (CMAQ) activities to include bikesharing, shared scooter systems, purchase of medium- or heavy-duty zero emission vehicles and related charging equipment.

Expands eligibility for federal highway funding to support bus-only lanes, Bus Rapid Transit projects, and transit signal prioritization.

Amends the Highway Safety Improvement Program to include construction or installation of features, measures, and road designs to calm traffic and reduce vehicle speeds...[i]nstallation or upgrades of traffic control devices for pedestrians and bicyclists..."

Establishes a Federal Share Flexibility Pilot Program for up to 10 states per year to participate.

Establishes a Bridge Investment Program "to improve the safety, efficiency, and reliability of the movement of people and freight over bridges."

Establishes new grant programs for charging and fueling infrastructure "to strategically deploy publicly accessible electric vehicle charging infrastructure, hydrogen fueling infrastructure, propane fueling

infrastructure, and natural gas fueling infrastructure along designated alternative fuel corridors or in certain other locations that will be accessible..."

Establishes a carbon reduction program to reduce transportation emissions; eligible projects include a public transportation project eligible for federal highway assistance, among other projects. No later than two years after enactment, the State and MPO shall develop a carbon reduction strategy.

Establishes a Promoting Resilient Operations for Transformative, Efficient, and Cost-saving Transportation (PROTECT) grant program, composed of both formula and discretionary funds, to improve the resiliency of transportation infrastructure.

Establishes the Healthy Streets grant program to improve air quality, reduce impervious surfaces, storm water runoff and flood risks, and heat impacts to infrastructure and road users.

Establishes the Reconnecting Communities Pilot Program to study the feasibility and impacts of removing, retrofitting, or mitigating an existing transportation facilities that create barriers to mobility, access, or economic development, and for construction funds to carry out a project to remove, retrofit or mitigate an eligible facility and, if appropriate, to replace it with a new facility.

Requires each State and MPO to either adopt complete streets standards and policies, development of a complete streets prioritization plan, active and mass transportation planning, regional and megaregional planning to address travel demand through alternatives to highway travel, or transit-oriented development planning.

Codifies One Federal Decision; limiting the time required for environmental reviews and authorizations for major infrastructure projects to two years; limits environmental documents to 200 pages unless a review is of unusual scope and complexity.

Establishes a National Motor Vehicle Per-Mile User Fee Pilot, to be created by the Secretary of Transportation in coordination with the Secretary of the Treasury.

### **Treasury Guidance**

The Department of Treasury released its interim final rule on Coronavirus State and Local Fiscal Recovery Funds and additional information on the Coronavirus Capital Projects Fund.

- The American Rescue Plan authorizes states, counties, and cities to transfer amounts paid from the Coronavirus State and Local Fiscal Recovery Funds to a number of specified entities. The Interim Final Rule permits the transfer of Fiscal Recovery Funds to other constituent units of government, including "a public benefit corporation involved in the transportation of passengers or cargo, or a special-purpose unit of State or local government."

The Interim Final Rule states that funds may be transferred to those not specifically identified in the statute; "to other constituent units of government (e.g., a county is able to transfer Fiscal Recovery Funds to a city, town, or school district within it) or to private entities."

- The Coronavirus State and Local Fiscal Recovery Funds restricts the use of funds to costs incurred by December 31, 2024 for specific purposes, including to respond to workers performing essential work by providing premium pay to eligible state, local or tribal employees or by providing grants to eligible employers that have eligible workers. The Interim Final Rule defines essential work, as reflected in the bill, and provides a list of industries recognized as essential critical infrastructure sectors - including transportation.

- The Interim Final Rule establishes that costs associated with "COVID-19 response and prevention" encompasses "[e]mergency medical response expenses, including emergency medical transportation, related to COVID-19."
- The Capital Project Fund provides \$100 million to each State; remaining funds are distributed based on population, proportion of individuals in rural areas, and lower-income communities. "Treasury will begin to accept applications for review in the summer of 2021 and will issue guidance before that date."



# MONTHLY REPORT



<b>10D:</b>	<b>Finance, IT &amp; Procurement Team Report</b>
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**Staff Resources:** *Kent Farver, Chief Financial Officer*

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

- **FY2022 Consolidated Transit Funding Application** – The Finance Team recently submitted the annual consolidated funding application to the Iowa Department of Transportation. The application allows for State Transit Assistance (STA) funding among other items. DART has budgeted \$1,625,000 from STA funds in the upcoming year.
- **Transportation Improvement Plan (TIP)** – The Finance Team is currently working on the FY22 update to the Transportation Improvement Program (TIP). This is a compilation of surface transportation projects that are eligible for federal aid within the planning area of the Des Moines Area Metropolitan Planning Organization (MPO).
- **Year-end preparation** – DART's fiscal year ends June 30 and as such preparations are being made to ensure a smooth close out of financials and general ledger accounts prior to audit in September.

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

- **Technology Plan Development:** We have begun the initial documentation work with IBI to create our Technology Plan. The project kickoff has been completed with the Leadership Team and departmental interviews are underway.
- **Multimodal Room Upgrade:** Working with CTI, we have designed an update to the Multimodal Room at DCS that will allow for video conferencing. With intelligent microphones and cameras, we will be able to have video conferences without the need for individual pedestal microphones and cameras will be able to respond to speakers for a more engaging video conference experience. The room update has been scheduled for the week of June 1<sup>st</sup>.
- **VMware, Storage and Firewall update:** Replacement hardware has been identified to update the network equipment for our VMware environment, Backup Storage and Firewalls. Once this equipment is delivered and implemented, our VMware will be upgraded to a flash environment to provide more stability for products and services accessed remotely. Additionally, we will have high availability (HA) pairs for our firewalls in both DART Way and DCS.
- **BGP Peering for Redundant Connectivity:** Working with MediaCom and CenturyLink (Lumen), we updated our internal network switches to create an automated cutover environment for network outage events. This allows us to automatically transition from one provider to the other in the event of a network outage so that we can maintain connectivity and system availability to support our organization and mission.
- **Update from Skype for Business:** We have worked closely with system engineers and developer from Zoom phone to thoroughly evaluate Zoom as a replacement for Skype for business. The contract with Zoom has been signed and we have scheduled System Engineer training for Wednesday, June 2<sup>nd</sup>.

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



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

***Upcoming Projects and Procurements:***

- **Marketing Professional Services** – DART is seeking proposals from qualified professional firms to provide various professional marketing services on an as-needed basis. Services will include but not be limited to: creative services (concepts/campaigns, strategy), graphic design, creative writing, photography, videography and media buying (digital and traditional).
  - Request for Proposals to be published in June 2021.
- **Appraisal for Easement at DART Way** – DART is seeking quotes from qualified professional firms to provide appraisals and review appraisals for two permanent easements at 1100 DART Way and required by the City of Des Moines.
  - Request for Quotes to be published in May/June 2021.

***Current Work:***

- **Polk County Services Contract** – DART Procurement staff are in the process of negotiating the upcoming Polk County Services contract. The agreement will go into effect on July 1, 2021.
- **Trapeze Master Agreement** – DART Procurement staff are in the process of negotiating a master agreement with Trapeze and Vontas to cover all of the existing transit technology (software and hardware) on the buses as well as laying the groundwork for future enhancements and upgrades. The agreement effective date is TBD.

***Future Procurements:***

- Flex Connect Zones
- Light Duty/Medium Duty Buses
- Vanpool Management System
- Trash and Recycling Removal
- Appraisal for Easement at DART Way
- Compressor PM Service
- Marketing Professional Services
- Printing Services
- Outdoor Signage Displays



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

**Staff Resource: Danie Gohr, Human Resources Manager**

**Human Resources – Danie Gohr, HR Manager**

- **Goal Workshops for Performance Management** Human Resources will be conducting training with teams throughout June and July on effective goal creation as it relates to business planning.
- **Annual Open Enrollment:** This month we are holding our annual open enrollment. Key changes implemented this year include change in our H.S.A. administration from yearly lump sum to quarterly deposits to mitigate financial risk to the organization. Furthermore, we implemented a change in the 401(a)-retirement plan through Principal that will encourage employees to increase their financial wellbeing. Our health insurance renewal was a 6.4% increase resulting in a spend not to exceed 2.6 million for FY22.
- **FTA Drug and Alcohol Audit:** In March, the FTA conducted an audit on the mandated drug and alcohol testing program. The results were overall positive. There were a few minor findings to correct including a slight policy wording change, more diversity in the timing of random testing throughout the day (before, during and after shifts) and a reassessment of which roles at DART are truly safety sensitive roles. Our response to correct the findings are due in June.
- **Recruitment Update:** Recruitment is in full swing for the summer months. We recently recruited 20 temporary operators for the state fair. We are also facing an operator shortage similar to the rest of the industry. Our team is working on creative solutions to recruit such as onsite interviews, sign on bonuses and employee referral programs.
  - Current Openings:
    - Facilities Manager
    - Customer Service Specialist
    - Part-time Fixed Route Operator
    - Part-time Paratransit Operator
    - Full-time Grants Program Administrator
    - Temporary State Fair Fixed Route Operator
- **COVID-19 Update:** Since the beginning of 2021 we have had 11 positive tests and 25 negative tests. Notable statistics include our last positive test was in early March and our last COVID call out was in early April. We are continuing to showcase the benefit of getting vaccinated to our employees.
- **Turnover and Vacancy Rate:** Our turnover rates are all lower than April 2020. Annual turnover rate sits at 19.7%. The current voluntary turnover rate is at 13.6% and involuntary turnover is 5.6%. Our vacancy is currently at 6.5% with the goal of 5%.



## MONTHLY REPORT

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

#### Training – Matt Johnson, Training Manager

- **New Operator Training:** One Fixed Route Operator completed all training requirements and graduated from training. Training continues for four fixed route operators, as well as for one paratransit operator.

#### Safety – Pat Daly, Safety Manager

- **DART Safety Plan:**
  - Job Hazard Analyses for maintenance, service, and buildings and grounds have been completed and reviewed by the affected manager and supervisors. Their feedback is being incorporated and staff training developed.
  - The Hazard-Risk Assessment process was formalized and documented.
- **Post-Accident Operators Hearing and Skill Development:** Implemented a time sensitive process to notify Employee Relations Coordinator, Transportation Manager, and Training Manager when an accident has been graded “preventable or non-preventable” and give them easy access to the accident reports and grading determination worksheet. This will ensure timely post-accident hearings and skills development sessions.



<b>10F:</b>	<b>Chief Executive Officer</b>
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**Staff Resource:** *Elizabeth Presutti, Chief Executive Officer*

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- **DART Executive Committee** - The DART Executive Committee met on Friday, May 21, 2021. The discussion items presented during the meeting included:
  - Rideshare Update and Part-time Fare Proposal
  - Half Fare Pilot Program Recommendation
  - Van Donation Update
  - Legislative Update
  - Return to in-person Commission meetings
  - CEO Review
- **APTA Legislative Meeting and Virtual Fly-In** – On May 19<sup>th</sup> DART staff and Commissioner Trimble had the opportunity to meet with Senators Grassley, Ernst and Representative Axne's staff to discuss the initiatives that DART is working on including support for new mobility and our proposed Operations and Maintenance Facility.
- **Facility Site Visits** – In May, myself, other key DART staff members and our architects from Substance visited three operations and maintenance facilities in and around the Massachusetts area. These visits provided us information to assist us with the 40% design plan for the proposed DART Operations and Maintenance facility.
- **In-Person DART Commission Meetings** – We would like to bring back in-person DART Commission meetings in September but also know that it will be necessary to offer a virtual platform for these meetings going forward. Staff is working to update the technology in our Multimodal room at DART Central Station to accommodate offering a hybrid meeting format. We will provide more information in the upcoming months.
- **Erica Foreman/Interim CHRO** - I wanted to share the news that Erica Foreman, DART Chief Human Resources Officer has left DART to pursue her long-term career passions in the private sector and driving business growth working as the Director, HR Business Partner with Fidelity & Guaranty Life Insurance Company in Des Moines. I was so grateful for how much Erica moved us forward on so many initiatives as well as her work to help lead our response to COVID-19. As we work to recruit for Erica's position, Danie Gohr, our HR Manager will be stepping in as interim CHRO. Danie's skills in communications, understanding of DART and project leadership will help the HR team with both the day-to-day and will be able to help continue with the good work the team already has underway.



## FUTURE DART COMMISSION ITEMS



### Future Agenda Items:

July 13, 2021 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• Microtransit Contract</li> <li>• Security Services Contract</li> </ul>	<ul style="list-style-type: none"> <li>• Radio System Update</li> <li>• FY22 DART Business Plan</li> <li>• October Service Change</li> </ul>
August 3, 2021 – 12:00 P.M	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• October Service Change</li> <li>• Des Moines Public Schools Contract</li> <li>• DART Advertising Policy</li> <li>• Bus and Bus Facility Grant Approval</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Riders Advisory Committee Update</li> <li>• Art Shelters and Business Partnerships</li> <li>• Electric Bus Update</li> </ul>
September 7, 2021 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• Rideshare Software Contract Approval</li> <li>• Rideshare Van Purchase</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing Update</li> </ul>

### Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee	Friday, June 18, 2021	7:30 a.m.	Zoom Meeting



## CLOSED SESSION



<b>14:</b>	<b>Closed Session – Chief Executive Officer Performance Review</b>
<b>Action:</b>	<b>The Commission meeting be recessed and reconvened in closed session pursuant to Section 21.5, Subsection (1), paragraph (i) of the Iowa Code.</b>

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

### **Background:**

- In order to adjourn for a closed session, an affirmative vote must be taken of the Commission of either two-thirds of the members of the Commission or all of the members present at the meeting.

### **Procedures for Closed Session at Commission Meetings:**

1. The Commission Chair asks for a motion to recess the meeting and reconvene in closed session.
2. Motion is made with following language:  
 "I move that the Commissioners of the Des Moines Area Regional Transit Authority go into closed session pursuant to section 21.5, subsection 1, paragraph (i) of the Iowa Code to evaluate the professional competency of the Chief Executive Officer whose appointment, hiring, performance or discharge is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session."
3. Motion is seconded.
4. Roll Call Vote is taken in open session.
5. All visitors leave the room.
6. Detailed minutes and an audio recording of the closed session must be recorded and be kept by the Commission clerk for a period of at least one year from the date of the closed session, except as otherwise required by law.
7. No action may be taken in a closed session.
8. The Chair will adjourn the closed session when discussion is over, and the meeting will reconvene in open session.
9. The Chair will state for the record that no action was taken during the closed session.
10. Action may be taken in open session on any discussion made in the closed session.

### **Closed Session:**

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

### **Upon Reconvening in Open Session:**

The Commission will discuss and consider approving a new contract for the Chief Executive Officer.