



NOTICE OF COMMISSION MEETING AND AGENDA

DES MOINES AREA REGIONAL TRANSIT AUTHORITY

DART MULTIMODAL ROOM, 620 CHERRY STREET/[ZOOM](#)

DIAL IN - +1-312-626-6799/ACCESS CODE – 812 0374 8159/PASSCODE - 404413

MAY 2, 2023 – 12:00 PM

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF MAY 2, 2023, AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
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14. NEXT MEETING: Regular DART Meeting - Tuesday, June 6 – 12:00 P.M.	
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.



TRAC REPORT



6: Transit Riders Advisory Committee (TRAC) Update

Resource: *Brandon Paulsen, TRAC Chair*

A hybrid meeting of the Transit Riders Advisory Committee was held on Wednesday, April 26, 2023, and a quorum was met. Included are key highlights from the meeting's discussion.

- **Bus Plus & Paratransit Update:** Chief Operations Officer, Brandon Smiley, updated the committee on DART's Bus Plus and Paratransit service changes that will be going into effect this calendar year related to adding medical verification, free fixed route service for Bus Plus approved riders and adding a premium service area. TRAC members, including those who utilize these services, provided feedback related to the changes and asked questions related to the impact of these changes.
- **CEO Search Update:** Interim Chief Executive Officer, Sheri Kyras, informed the committee on the DART CEO Search committee's progress towards narrowing the candidate search and interview process for DART's new CEO.
- **DART Legislative Prioritizes:** Chief External Affairs Officer, Erin Hockman, provided a Legislative update to TRAC outlining the current priorities around funding diversification work with the legislature. TRAC members asked questions around other types of taxes that could be utilized such as gaming and road taxes.
- **Customer Satisfaction Survey:** Chief External Affairs Officer, Erin Hockman, shared an overview of DART's Customer Satisfaction Survey results that showed DART receiving high satisfaction marks on most categories of the survey and scoring significantly higher than other transit agencies on customer satisfaction.

The next hybrid TRAC meeting is currently scheduled for Wednesday, May 31, 2023.



PRESENTATION



7A:	Cornerstone State Legislative Update
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Staff Resource: *Erin Hockman, Chief External Affairs Officer*

- A representative from Cornerstone Government Affairs, DART's State Lobbyist, will provide an update on efforts related to revenue diversification as the Legislature works to adjourn the 2023 Legislative Session.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED IN-PERSON AND VIRTUALLY
620 CHERRY STREET – DES MOINES, IOWA 50309
APRIL 4, 2023**

(Meeting was held in a hybrid format)

ROLL CALL

Commissioners/Alternates Present and Voting:

Vern Willey, Kelly Stearns, Tara Cox, Srikant Mikkilineni, Josh Mandelbaum, Andrew Borcharding, Paula Dierenfeld, Ross Grooters, Bridget Montgomery, Russ Trimble, and Joseph Jones

Commissioners Absent:

Steve Van Oort

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 Ross Grooters and seconded by Josh Mandelbaum to approve the April 4, 2023, agenda. The motion carried unanimously.

PRESENTATION

6A – Cornerstone State Legislative Update

David Adelman from Cornerstone, who serves as DART's State Lobbyist, provided an update on efforts related to revenue diversification and recent bills introduced in the Iowa Legislature during the 2023 session.

6B – Customer Survey Results (ETC)

Chris Tatham, CEO of ETC Institute, presented results from DART's Fixed Route, Paratransit, DART On Demand and RideShare Customer Satisfaction Surveys.

CONSENT ITEMS

7A – Commission Meeting Minutes – March 7, 2023

7B – January 2023 Financials

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – APRIL 4, 2023**



It was moved by Joseph Jones and seconded by Srikant Mikkilineni to approve the consent items. The motion carried unanimously.

8. PUBLIC HEARING ON FY2023 BUDGET AND TAX LEVY RATES

Amber Dakan, Finance Director, provided a brief background on the FY2024 Budget and shared that due to DART staff missing the publication deadline, we will need to set a third public hearing. However, as the April 4 public hearing was set, the public hearing was held.

Chair, Russ Trimble opened a Public Hearing at 12.40 p.m. to discuss the DART FY2024 budget and tax levy rates and asked for comments from the floor.

One member of the public spoke about service-related issues, but no members of the public came forward to comment regarding the FY2024 Budget and Tax Levy Rates.

Chair, Russ Trimble closed the Public Hearing of the FY2024 Budget and Tax Levy Rates at 12:43 p.m.

No action was taken.

ACTION ITEMS:

9A – Public Hearing on FY 2024 DART Budget and Tax Levy Rates for April 17, 2023

Amber Dakan, Finance Director, provided next steps to set a new Public Hearing date on the FY 2024 Budget and Tax Levy Rates. No action is recommended to be taken with the Public Hearing today (April 4, 2023), but DART requests that the Commission schedule a third Public Hearing Date on the FY 2024 Budget and Tax Levy Rates for April 17, 2023.

It was moved by Paula Dierenfeld and seconded by Josh Mandelbaum to set the Public Hearing date for the FY2024 budget to April 17, 2023. The motion carried unanimously.

9B – Public Hearing on Des Moines Community Playhouse Quit Claim Deed for April 17, 2023

Luis Montoya, Chief Planning Officer shared that in 1994 The City of Des Moines deeded the MTA a narrow parcel of land adjacent to the Des Moines Community Playhouse, which had formerly been an alleyway (provided as a picture in the Commission packet). The MTA then gave an easement to the Playhouse so that the Playhouse could expand their footprint, in exchange for the right for the MTA to operate a Park and Ride on Playhouse property. In the fall of 2022 DART staff were approached by the Playhouse and their representatives about the possibility of obtaining DART's real estate interest on a permanent basis, which is required for further renovations they have planned. DART staff presented the above to the DART Executive Committee and have been working with the Brick Gentry Law firm to draft documents and ensure that we are following applicable laws and procedures. The proposed Quit Claim Deed was included in the packet.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – APRIL 4, 2023**



Per Chapter 28M of the Iowa Code, the Regional Transit Authority must hold a public hearing on the disposition of real property and allow any member community or the public to provide information to the Commission prior to it taking action. DART requests that the Commission schedule a Public Hearing Date on Des Moines Community Quit Claim Deed for April 17, 2023.

It was moved by Tara Cox and seconded by Ross Grooters to set the Public Hearing date on Des Moines Community Playhouse Quit Claim Deed for April 17, 2023. The motion carried unanimously.

9C – FY 2022 Audited Financials

Amber Dakan, Finance Director advised that the audited financial statements were shared with the Executive Committee at their March meeting and introduced DART's auditor, Jodi Dobson, Partner, with Baker Tilly Virchow Krause, LLP. Jodi summarized the findings and recommendations as part of the completed FY 2022 Annual Audit.

It was moved by Srikant Mikkilineni and seconded by Joseph Jones to accept the FY 2022 Audited Financial Statements as presented. The motion carried unanimously.

9D – New TRAC Members

Erin Hockman, Chief External Affairs Officer provided a brief background of the TRAC Committee and the establishment of new members including the application process. DART staff recommended that 3 new TRAC Committee members are needed for the committee and those individuals were shared.

It was approved by Josh Mandelbaum and seconded by Ross Grooters to approve the three recommended new TRAC members and alternate as presented. The motion carried unanimously.

DISCUSSION ITEMS

10A - RideShare Fare Policy Update

Erin Hockman, Chief External Affairs Officer provided a preliminary recommendation to the DART Commission regarding an update to the RideShare Fare Policy that will result in a slight fare increase for some vanpool participants.

Due to time, Chair, Russ Trimble asked the Commission to refer to their packets to review the performance report.

10B – Performance Report – February 2023

DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

11A - Operations

None

11B – Planning

None

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – APRIL 4, 2023**



11C - External Affairs

Erin Hockman, Chief External Affairs Officer shared that DART hosted Congressman Nunn's staff for a tour of its operations facility on April 3rd to seek his approval of its Buses and Bus Facilities program grant application. Erin thanked the DART Commissioners that were able to attend the tour.

11D – Finance/IT/Procurement

None

11E – Human Resources

None

11F – Interim Chief Executive Officer

Sheri Kyras, Interim Chief Executive Officer provided an update on the IPTA DC Fly-in meeting and APTA 2023 Legislative Conference, sharing that DART staff met with representatives from the FTA and our federal lobbyists. The meeting was held in Washington, DC March 9-14, 2023.

FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

None

NEXT MEETING:

Regular DART Meeting - Tuesday, May 2, 2023 – 12:00 P.M.

ADJOURN

Chair, Russ Trimble, adjourned the meeting at 1:34 p.m.

Chair

Clerk

Date



CONSENT ITEM



8B: Transportation Improvement Program (TIP) Approval

Action: Approve 2024 Transportation Improvement Program

Staff Resource: Mike Tiedens, Grants Program Administrator

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 to be programmed in annual federal and state grants, both formula and discretionary.
- All potential agency projects occurring in fiscal year 2024 need to be identified in the TIP, but don't necessarily have to occur.
- Once the TIP is approved by its governing agency (the DART Commission), it will subsequently be submitted for approval to the MPO. It is then shared with the state to be included in the Statewide Transportation Improvement Program (STIP)
- The 2024 TIP must be approved and submitted by June 15, 2022.

Projects:

DART is requesting the following projects be included in the FY2024 TIP. All dollar amounts identified are grant funds, local match and in some cases, 3rd party grant funds.

- Microtransit Operating – \$455,000
 - DART on Demand Service
- Operations and Maintenance Facility Engineering and Design – \$1,250,000
- Security and Safety Upgrades/Improvements – \$50,000
 - Cameras, Fencing (if needed)
- Shop and Garage Equipment – \$315,000
 - Floor Scrubbers, Portable Lifts
- Miscellaneous Equipment – \$1,200,000
 - Driver Barriers on Bus
- Computer hardware – \$480,000
- Associated Transit Improvements – \$794,785
 - Shelters, Signage and other Bus Stop Enhancements

CONSENT ITEM

8B: Transportation Improvement Program (TIP) Approval

- Support Vehicles – \$427,200
 - Administrative Vehicle Replacement
- Existing Bus Lease – \$845,000
- Computer Software – \$972,500
- Website Update – \$75,000
- Medium and Light Duty Buses – \$1,163,500
- Heavy Duty Buses (Diesel) – \$4,893,000
- Heavy Duty Electric Buses – \$7,900,000
- New Operations and Maintenance Facility (Phase 1) – \$34,789,700
- New Operations and Maintenance Facility (Phase 2) – \$50,000,000
- Radio System Replacement – \$363,125
- Preventive Maintenance – \$3,437,500
- ADA Paratransit Service – \$593,750
- General Operations/Maintenance/Administration – \$2,437,794
- Operations for Rural Services – \$27,322
- Subcontracted Paratransit Operations – \$152,500
- Local Routes Service Improvements – \$318,270
- Route 17 Extension to Bondurant – \$68,490
- Customer Communications Applications – \$1,750,000
 - Customer-facing App Update or Replacement
- Art Wall Restoration – \$100,000
- Passenger Information Display Signs – \$125,000
- Expanded Weekend Local Service – \$75,000

Recommendation:

Approve the proposed 2024 Transportation Improvement Program (TIP) as submitted.



CONSENT ITEM



8C: FY2024 State of Iowa Consolidated Transit Grant Funding Application

Action: Approve the FY2024 Consolidated State Transit Funding application

Staff Resource: Mike Tiedens, Grants Program Administrator

Background:

This consolidated resolution will summarize the individual grant programs included in the annual Iowa Consolidated Transit Funding Application. The Iowa Department of Transportation's Public Transit Bureau requires this resolution to be assured that the applying transit system has the necessary local-match resources and the ability to implement the projects according to its rules and regulations. All the projects in the application support capital and operating projects identified in the FY2024 budgets.

Operating:

State Transit Assistance Formula Funds (STA):

- The State of Iowa allocates approximately \$17 million of the registration fees on new vehicle sales to transit; the funds are distributed annually to the 35 rural and urban public transit agencies in Iowa.
- The state estimates the allotment for DART in FY2024 will be \$1.98 million, an increase of \$30,000 over the current year. DART will be applying for the funds to offset operating costs.

5311– Federal Rural Formula Program:

- The state distributes these federal funds annually based on populations served by DART outside the defined Des Moines Urbanized Area.
- DART's portion for FY2023 was \$16,311. DART anticipates a 1 – 2% increase for FY2024. DART will be applying for the funds to offset paratransit operating costs in the non-urban portions of Polk County.

Capital:

Iowa State Public Transit Infrastructure Grants (PTIG):

- The PTIG program funds vertical infrastructure projects for Iowa transit agencies. The DOT's budget request for FY2024 is \$1.5 million, with no more than 40% of the total going to an individual agency in a single year.
- DART was successful in obtaining prior grant awards to renovate the offices of the 1100 DART Way Operations and Maintenance facility. The next project is to contribute to phase I of a new operations and maintenance facility. This facility will replace the DART Way Operations facility which primarily dates back to 1977, with repairs and upgrades made over time.
- DART will request \$500,000 in state funding to assist in funding DART's new Operations & Maintenance facility, which requires \$125,000 in local match.

CONSENT ITEM

8C: FY2024 State Consolidated Grant Application



5339– PTMS Bus Replacements:

- DART buses are eligible to compete for replacement through the state's Public Transit Equipment and Facilities Management System (PTMS), which is funded with clean air or discretionary 5339 funding. Iowa buses typically must average over 18 years of age to rank high enough to receive funding, so DART does not score well in the PTMS selection process.
- DART will be applying for \$1,005,960 in capital funding to replace two heavy-duty buses; if selected for funding, the project requires a \$177,522 local match.

Recommendation:

- Approve the grant submissions as presented and outlined above.



CONSENT ITEM



8D: March FY2023 Consolidated Financial Report

Action: Approve the March 2023 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Director

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue is exceeding budget by 2.3% year-to-date. This continues to be a reflection of increased Other Contracted revenue dollars, additional revenue in school funding and higher Mobile ticket sales.
- Fixed Route Non-Operating revenue is exceeding budget by 11.2% due to the timing of property tax revenues, higher state operating assistance funds than projected and CARES Funding year-to-date.
- Paratransit Operating revenue is ahead of budget by 3.8%. Polk County Funding, Other Contracted Revenue, and Mobile Ticketing are all exceeding budget expectations.
- Paratransit Non-Operating revenue is 10.1% under budget year to date resulting from drawdown grant fund timing.
- Rideshare revenues are under budget by approximately 35% year-to-date. Rideshare continues to work towards recovery of the program and is working to implement a new rider platform that will aid in attracting new riders.

Operating Expense:

- Fixed Route Operating expenses are seeing a 3.2% savings from projections. Services, Salaries, Wages & Fringes, and Equipment Repair Parts are the three categories seeing the most savings.
- Paratransit Operating expenses are exceeding budget by 10.1% year to date. Fuel & Lubricants, Services, and Equipment Repair Parts are seeing the highest over budget levels.
- Rideshare has a budget savings of 6.5% year-to-date for Operating expenses. Services and Miscellaneous Expenses are seeing the largest savings to date.

Recommendation:

- Approve the March FY2023 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of March FY2023 Year-to-Date as Compared to Budget:**

Fixed Route	\$ 3,550,562	Reserve for Accidents (See Balance Sheet):
Paratransit	\$ (567,936)	\$309,113.89
Rideshare	\$ (118,134)	
Total	\$ 2,864,493	

FY2023 Financials:**March 2023****FIXED ROUTE****March 2023****Year-To-Date-(9) Months Ending 03/31/2023**

	Actual	Budgeted	Variance		Actual	Budgeted	Variance
Operating Revenue	304,656	361,371	(56,715)		3,326,372	3,252,338	74,034
Non-Operating Revenue	4,999,734	2,614,763	2,384,971		26,162,342	23,532,870	2,629,472
Subtotal	5,304,391	2,976,134	2,328,256		29,488,713	26,785,208	2,703,506
Operating Expenses	2,798,206	2,976,134	177,928		25,938,151	26,785,208	847,056
Gain/(Loss)	2,506,184	-	2,506,184		3,550,562	-	3,550,562

PARATRANSIT**March 2023****Year-To-Date-(9) Months Ending 03/31/2023**

	Actual	Budgeted	Variance		Actual	Budgeted	Variance
Operating Revenue	60,298	50,880	9,418		475,495	457,920	17,575
Non-Operating Revenue	512,701	295,313	217,387		2,388,381	2,657,820	(269,439)
Subtotal	572,998	346,193	226,805		2,863,876	3,115,740	(251,864)
Operating Expenses	404,880	346,193	(58,686)		3,431,811	3,115,740	(316,071)
Gain/(Loss)	168,119	-	168,119		(567,936)	-	(567,936)

RIDESHARE**March 2023****Year-To-Date-(9) Months Ending 03/31/2023**

	Actual	Budgeted	Variance		Actual	Budgeted	Variance
Operating Revenue	18,231	33,333	(15,102)		195,569	300,000	(104,432)
Non-Operating Revenue	40,500	13,592	26,908		81,131	122,325	(41,194)
Subtotal	58,731	46,925	11,806		276,700	422,325	(145,626)
Operating Expenses	65,483	46,925	(18,558)		394,833	422,325	27,492
Gain/(Loss)	(6,752)	-	(6,752)		(118,134)	-	(118,134)

SUMMARY**March 2023****Year-To-Date-(9) Months Ending 03/31/2023**

	Actual	Budgeted	Variance		Actual	Budgeted	Variance
Operating Revenue	383,185	445,584	(62,399)		3,997,435	4,010,258	(12,823)
Non-Operating Revenue	5,552,935	2,923,668	2,629,267		28,631,853	26,313,015	2,318,838
Subtotal	5,936,120	3,369,253	2,566,868		32,629,288	30,323,273	2,306,016
Operating Expenses	3,268,569	3,369,253	100,684		29,764,796	30,323,273	558,477
Gain/(Loss)	2,667,551	-	2,667,551		2,864,493	-	2,864,493



DISCUSSION ITEM



9A: ADA Paratransit Changes Update

Staff Resource: *Brandon Smiley, Chief Operations Officer*

Background:

In the Fall 2022, DART distributed a Paratransit Bus Plus customer satisfaction survey and hosted public input meetings to better understand the needs of paratransit users. Highlights of the survey responses include:

- Overall, current service users were comfortable with providing some form of medical verification during the eligibility process.
- Of those surveyed, fifty-four percent indicated it is easy to obtain a signed medical statement from a licensed medical professional.
- Forty-nine percent of those surveyed indicated they would utilize DART fixed route service for some of their trips if the service was free to use. An additional sixteen percent indicated they would also utilize DART fixed route service for some of their trips if DART provided some form of fixed route training.

January 2023 staff presented the survey and public input meetings findings to the Commission. Listed below, are the three items that were identified as the improvements to the Bus Plus program:

- Modifying the Bus Plus eligibility form to include medical verification (see Item #10A1 for new form).
- Implementing a free fare for Bus Plus users on DART's fixed route.
- Implementing a premium Bus Plus zone to allow customers to access locations beyond DART's Bus Plus service area, but within Polk County (fare aligned with Polk County Paratransit contract)
- As a result, staff has developed an action plan for implementing these three projects.

Action Plan:

Implementing the three Bus Plus modifications is proposed to occur in two phases over the next six months. Below is a summary chart with key project milestones:

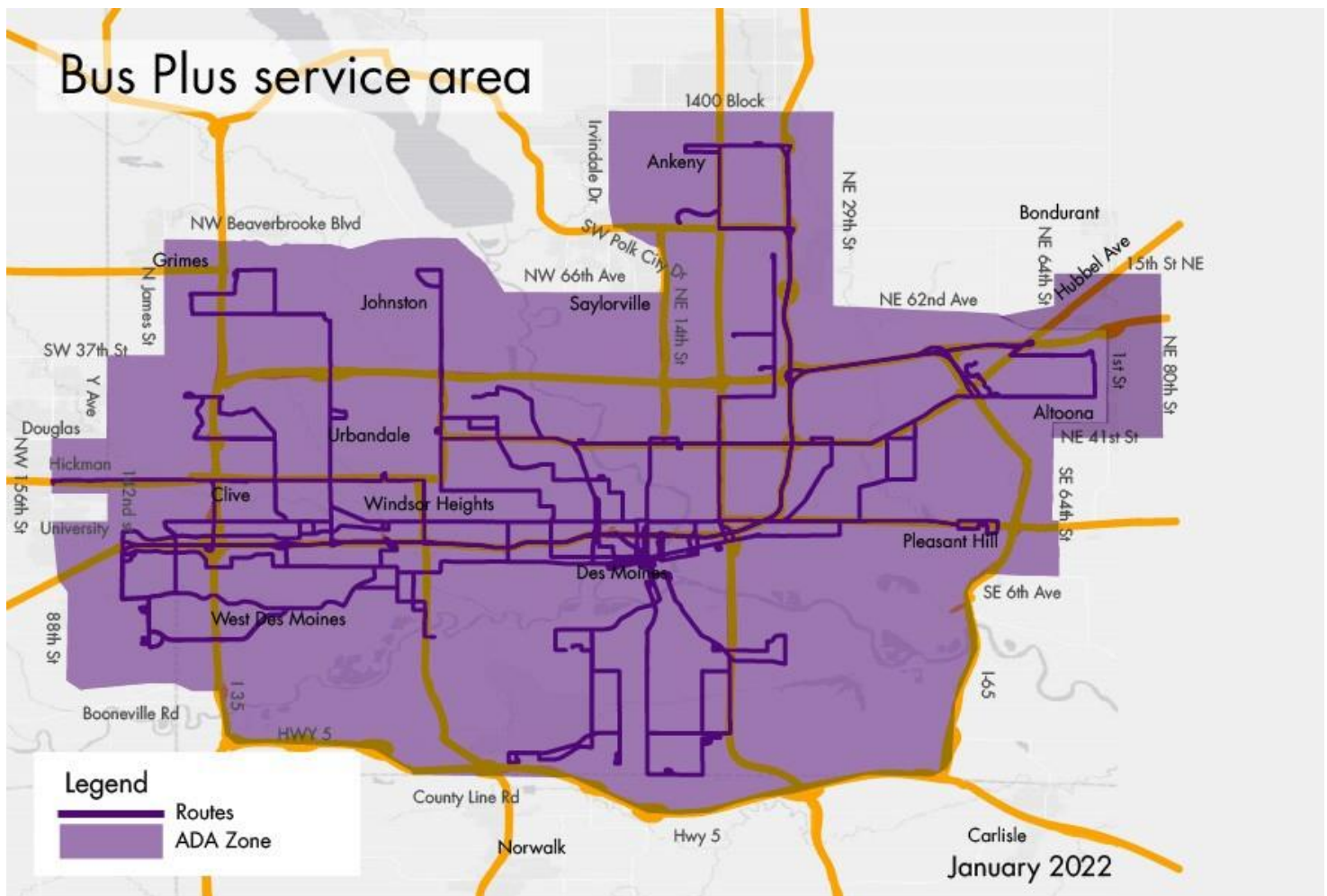
CONSENT ITEM**9A: ADA Paratransit Changes Update**

Project/Activities	Deadline
Phase 1 - Eligibility/Medical Verification Form	
Stakeholder Outreach	Mid-May
Customer Information Distributed	Mid-May
New Form Implemented	July 1, 2023
Phase 2 - Free Fixed Route Service for Bus Plus Customers/New Bus Plus Premium Zone	
Develop New Policies	August 1, 2023
Final Fare Structures (Fixed Route & Premium Zone)	August 1, 2023
Commission Approval – Fare/Policy Changes	August Commission Meeting
Modify Fixed Route/Bus Plus Rider Guides and Promotional Materials	Mid-August
Stakeholder Outreach	Early September
Customer Information Distributed	Following Commission Approval
Fixed Route Training	September
New Policies/Fares Implemented	November 1, 2023

DART Bus Plus

OVERVIEW

Bus Plus is DART's ADA paratransit service that provides transportation for people with a disability preventing them from using DART's Fixed-Route bus service. This service is door-to-door and wheelchair accessible. Riders must apply to use the Bus Plus service. If approved, riders may travel within the Bus Plus zone (see map below) for any reason. The service operates with comparable hours to DART's bus service and costs \$3.50 per ride. For more information, visit ridedart.com/services/paratransit.



ELIGIBILITY PROCESS

Potential customers must complete the Bus Plus application form and submit a signed Professional Verification form to DART (via mail or electronically) to be considered for the service. Note that your application package will not be considered complete if you do not fully complete and submit both documents. After receiving and reviewing your application package, DART will notify you via mail within 21 days of your eligibility determination. We may reach out to you if we need additional information. If you are not eligible, instructions on appealing the decision will be included with your determination letter.

BUS PLUS APPLICATION

To start the eligibility process, fill out the attached DART Bus Plus application. This form may be completed by someone on behalf of the applicant if it is noted at the end of the form. The form includes areas for contact information for the applicant and information on the need for the Bus Plus service.

PROFESSIONAL VERIFICATION FORM

In order to evaluate your eligibility for the Bus Plus service, DART requires that you have the included DART Professional Verification form completed by one of the professionals listed below. Alternatively, you may submit a letter from one of these professionals (on their letterhead) which provides supporting information on your eligibility for Bus Plus. If you are unable to get the form completed, or receive a letter because you are not currently under the care of a professional, please contact us at (515) 283-8100 and DART can assist you in finding a professional who can evaluate your disability and/or medical conditions.

- Chiropractor
- Optometrist
- Psychologist
- Licensed Clinical Social Worker
- Orientation & Mobility Specialist
- Registered Nurse
- Mental Health Clinician
- Physical Therapist
- Rehabilitation Counselor
- Nurse Practitioner
- Physician
- Respiratory Therapist
- Occupational Therapist
- Physician's Assistant
- Social Worker (MSW)
- Ophthalmologist
- Psychiatrist
- Psychologist
- Case Manager

Bus Plus Application

PERSONAL INFORMATION

Name:

First Name / Middle Initial / Last Name

Date of Birth:

Month / Day / Year

Gender:

- ☐ Male ☐ Non-binary
☐ Female ☐ Transgender

Medicaid Number:

- _____
☐ I do not have a Medicaid number

Medicaid MCO (if applicable):

Application Type:

- ☐ New Rider
☐ Recertification

Home Address:

Street Address / Apt. #

City, State, Zip

Mailing Address (if different):

Street Address / Apt. #

City, State, Zip

Email Address:

Contact Phone:

EMERGENCY CONTACT

Name:

First Name / Last Name

Phone:

Relationship:

DISABILITY AND MOBILITY INFORMATION

What type or types of disabilities or health conditions prevent you from using the DART Fixed-Route bus service? (Check all that apply):

- | | |
|--|---------------------------------|
| <input type="checkbox"/> Physical Limitation | <input type="checkbox"/> None |
| <input type="checkbox"/> Cognitive Disability | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Vision Loss / Blindness | _____ |
| <input type="checkbox"/> Mental Health | _____ |

Do the above conditions change from day to day affecting your ability to use the Fixed-Route bus?

- | | |
|------------------------------|------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| _____ | <input type="checkbox"/> Sometimes |

(Please explain)

If this is a temporary disability or health condition, how long do you expect it to prevent you from using the city bus?

MOBILITY DEVICES / AIDS

Do you use any mobility aids or equipment listed below? (Check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Cane | <input type="checkbox"/> Portable Oxygen |
| <input type="checkbox"/> White Cane | <input type="checkbox"/> Communication Board |
| <input type="checkbox"/> Powered Wheelchair* | <input type="checkbox"/> Service Animal (Indicate tasks performed): |
| <input type="checkbox"/> Power Scooter* | _____ |
| <input type="checkbox"/> 3-Wheel Scooter Crutches | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Manual Wheelchair | _____ |
| <input type="checkbox"/> Leg Brace(s) | <input type="checkbox"/> I do not use any of these mobility aids |
| <input type="checkbox"/> Prosthesis | |

*DART may not be able to transport a mobility aid that exceeds the "common wheelchair" parameters as set forth in the ADA regulations, including a mobility aid that (1) is longer than 48 inches, measured two inches above the ground, (2) is wider than 30 inches, or (3) weighs more than 600 pounds when occupied. (49 C.F.R. Section 37.3 (2001))

Do you ever need to bring someone else with you to help when you use the Fixed-Route Bus or Paratransit services ("personal assistant" or "personal attendant")?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Is there anything you want to add about your disability or health condition that might help us to better understand your travel abilities and limitations?

CERTIFICATION AND AUTHORIZATION OF RELEASE OF INFORMATION

I understand that:

- The purpose of this application is to determine if there are times when I cannot use DART Fixed-Route bus service and may therefore require the Bus Plus ADA Paratransit service for my public transportation needs.
- DART has the right to review my ADA Paratransit eligibility at any time, and where circumstances may warrant, I may become ineligible to receive ADA Paratransit services in the future.
- I must notify DART if my condition changes, if I am using a new mobility device, or if I no longer need to use ADA Paratransit service.
- Providing false information may result in denial of service.

I certify that:

- To the best of my knowledge, the information in this application is true and correct.
- The professional identified on the medical verification form or letter is authorized to release all information about my disability(s) or health condition(s) necessary for the purpose of DART determining my eligibility for the Bus Plus ADA Paratransit service.

Name:

Date:

Signature:

PERSON AUTHORIZED TO COMPLETE FORM ON BEHALF OF THE APPLICANT

First Name / Last Name

Primary Phone

Referring Agency (if applicable)

Signature

Relationship

Date

Professional Verification Form

The applicant has requested eligibility for DART Bus Plus Paratransit Service, which is a door-to-door, shared-ride paratransit service for people whose disabilities or health conditions prevent them from riding the DART Fixed-Route Bus system all, or part of the time. Eligibility is not based on medical diagnosis, age, inconvenience, or income. Note that DART Fixed-Route buses are equipped with ADA accessible features, such as low floor buses, lifts/ramps, audio announcements, designated priority seating areas for people with disabilities, enhanced signage, kneeling buses, and handrails.

As the applicant's healthcare provider or case manager, you are uniquely qualified to clarify the applicant's functional abilities and limitations to ride the bus, and the information you provide will assist DART in determining your patient's need to use Bus Plus for some or all of their transportation needs. All information on this form will be strictly confidential and will not be released. If you have any questions about this form or the Bus Plus service, please contact DART at 515-283-8100.

Applicant Name:

First Name / Middle Initial / Last Name

Date of Birth:

Month / Day / Year

Is the applicant currently under your care?

☐ Yes

☐ No

Last Time Seen:

Does the applicant have a disability which prevents them from getting to/from and riding the DART Fixed-Route Bus system?

☐ Yes

☐ No

☐ Sometimes

If yes or sometimes, please explain how the applicant's disability or health related conditions prevent use of the public bus system. If you are not sure, please selected N/A.

Does the applicant have the mental capacity, visual and/or hearing ability to:

	Yes	No	N/A
Ask for, understand, and follow directions?			
Ask for assistance from appropriate sources?			
Safely cross a major street?			
Recognize a destination or landmark?			
Signal a bus operator to get off at destination stop?			
Visually locate steps and curbs?			
See in dimly-lit conditions or at night?			
Other / Comments:			

Is the applicant, while using their mobility aid, able to independently:

	Yes	No	N/A
Travel outdoors on their own property?			
Travel up to one (1) city block?			
Travel up to three (3) city blocks?			
Stand for up to 15 minutes with support?			
Stand for up to 15 minutes without support?			
Travel up or down hills?			
Climb a ramp or steps?			
Other / Comments:			

Are there any weather conditions which impact the applicant's ability to travel?

	Yes	No	N/A
Windy weather?			
Hot weather?			
Cold weather?			
Raining or snowing?			
Snow and/or Ice on ground?			
Other / Comments:			

What is the expected duration of the disability(s)?

- ☐ Permanent (Conditions with little expectation of improvement)
 - ☐ Temporary (Conditions lasting at least 90 days but are likely to improve within one year)
 - ☐ Best Estimate of Recovery Date:
-

Is there any other information we should know regarding the applicant's disability? Please include any information about if the condition is intermittent or if treatment induces side effects which may impact ability to travel.

PROFESSIONAL INFORMATION

I certify that the information on this Professional Verification Form is true and correct.

First Name / Last Name

Profession

License / Certification (if applicable)

Address

Primary Phone

Signature

Email

Date



DISCUSSION ITEM



9B: August 2023 Service Change

Staff Resources: Tony Filippini, AICP, Senior Transit Planner

- Staff will provide an overview of proposed service adjustments for August to prepare services for the 2023-2024 academic year.



MONTHLY REPORT



10A: Performance Report – March 2023

Staff Resource: *Nate Bleadorn, Business Intelligence Manager*

Summary of March 2023 Monthly Performance:

- March ridership was up 8.6% over February, and up more than 20% over March of last year. Most of the increase was from Fixed Route ridership, which was up 11.33% over last month. Paratransit was up 3.76% over February. Full RideShare numbers were not available at the time of the report.
- For March, preventable accidents occurred at a rate of 0.70 per 100,000 miles. This achieves our goal of 1 or less and continues a three-month downward trend in preventable accidents. Our year-to-date rate is also below our target of 1 at .89 per 100,000 miles. Non-preventable accidents occurred at a rate of 1.05 per 100,000 miles in March, and we are at 1.42 per 100,000 YTD.
- On-Time Performance was 85.30% for the month of March. This achieves our target of 85%.
- Road calls per 100,000 miles, where our buses need service while in operation, were 7.72 for the month of March.

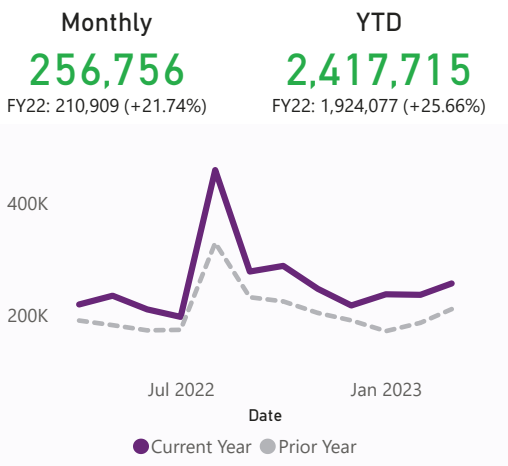


Performance Summary - March 2023

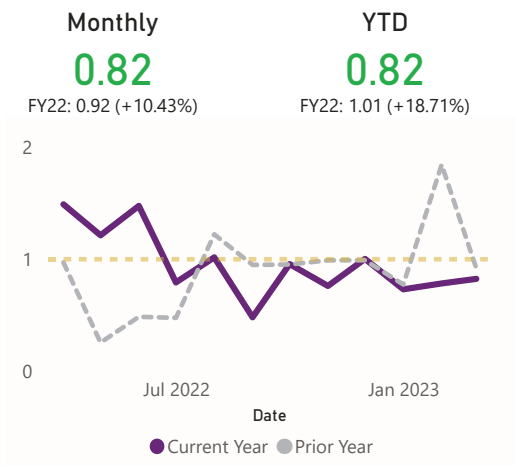
4/1/2022

3/31/2023

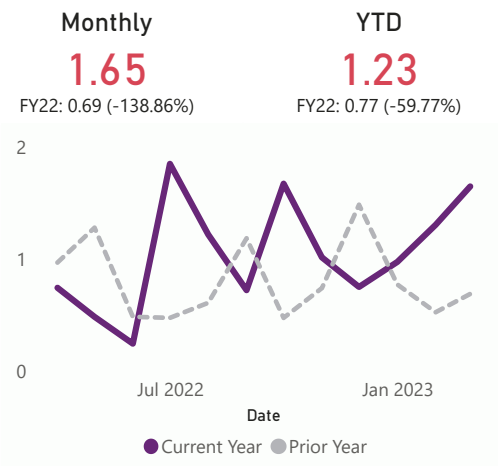
Ridership



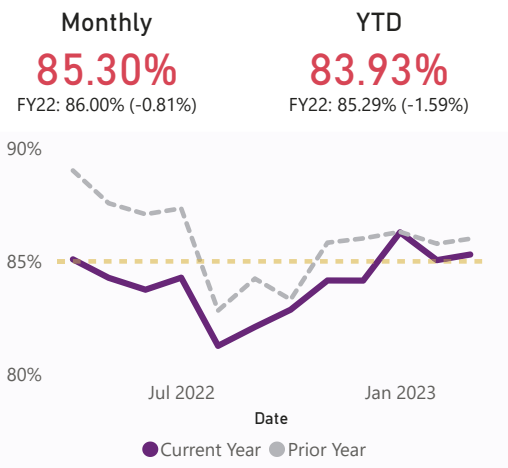
Preventable Accidents/100k Miles



Non-Preventable Accidents/100k



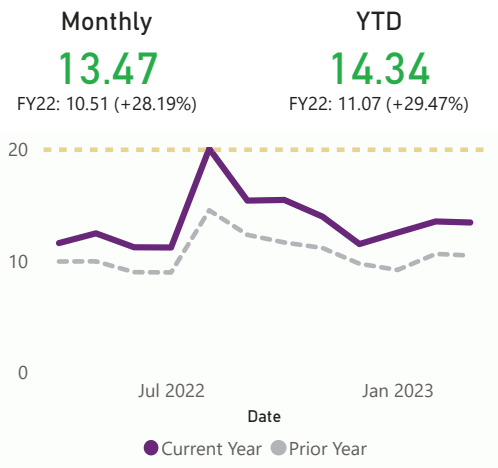
On-Time Performance



Farebox Recovery Ratio



FR Passengers / Revenue Hour





Fixed Route Performance

4/1/2022 3/31/2023

Ridership

Monthly
247,174
FY22: 197,639 (+25.06%)

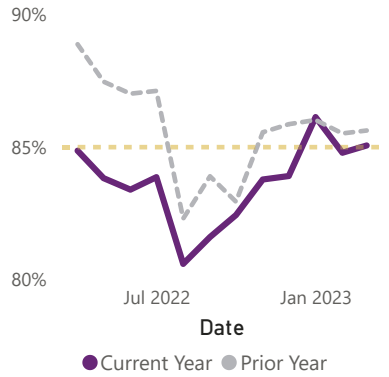
YTD
2,287,464
FY22: 1,804,665
(+26.75%)



On-Time Performance

Monthly
85.06%
FY22: 85.63% (-0.66%)

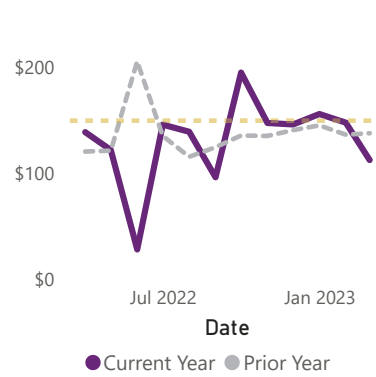
YTD
83.57%
FY22: 84.98% (-1.66%)



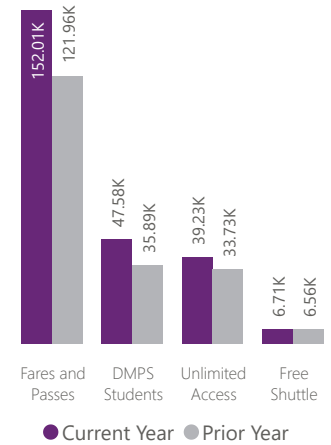
Operating Cost/Rev. Hour

Monthly
\$112.89
FY22: \$138.14 (+18.28%)

YTD
\$143.08
FY22: \$133.98 (-6.8%)



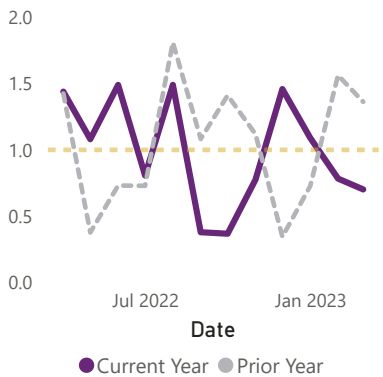
Monthly Ridership by Fare Group



Preventable Acc./100k

Monthly
0.70
FY22: 1.36 (+48.52%)

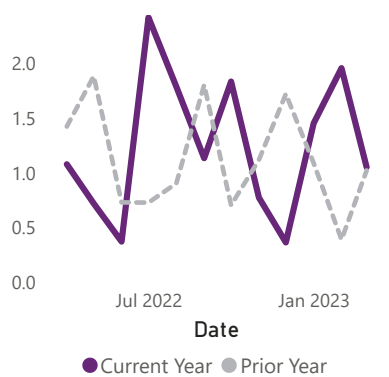
YTD
0.89
FY22: 1.14 (+21.63%)



Non-Preventable Acc./100k

Monthly
1.05
FY22: 1.02 (-2.96%)

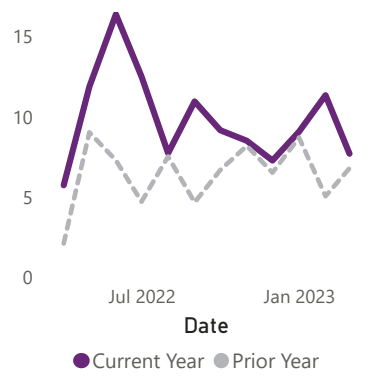
YTD
1.42
FY22: 1.06 (-33.91%)



Road Calls/100k Miles

Monthly
7.72
FY22: 6.81 (-13.26%)

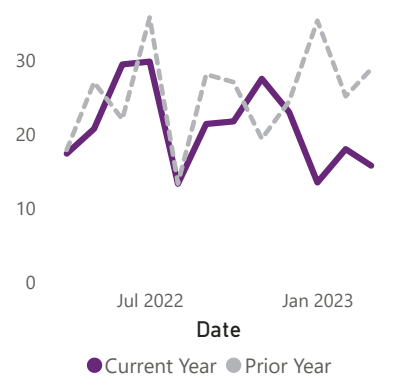
YTD
9.28
FY22: 6.59 (-40.81%)



Complaints/100k Passengers

Monthly
15.78
FY22: 28.84 (+45.29%)

YTD
19.63
FY22: 25.27 (+22.32%)





Paratransit Performance

4/1/2022

3/31/2023

Ridership

Monthly

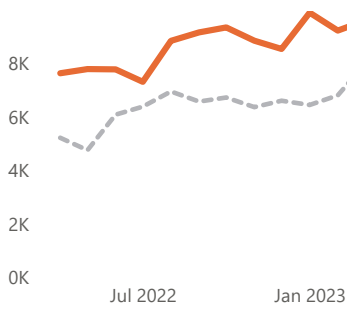
9,582

FY22: 7,914 (+21.08%)

YTD

80,817

FY22: 60,836 (+32.84%)



Date

● Current Year ● Prior Year

On-Time Performance

Monthly

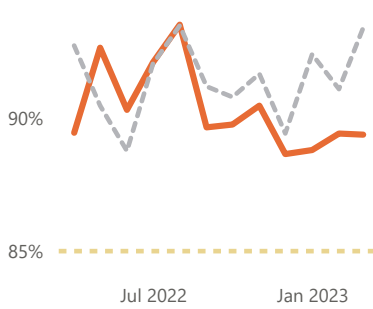
89.40%

FY22: 93.43% (-4.31%)

YTD

90.17%

FY22: 91.79% (-1.76%)



Date

● Current Year ● Prior Year

Operating Cost/Passenger

Monthly

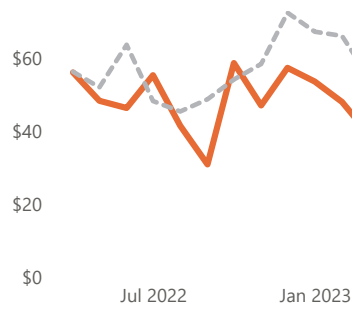
\$39.90

FY22: \$55.73 (+28.4%)

YTD

\$47.87

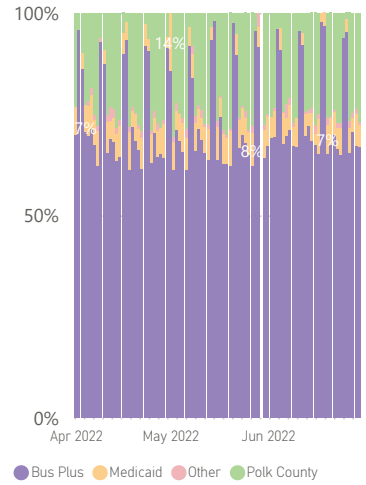
FY22: \$57.31 (+16.48%)



Date

● Current Year ● Prior Year

Paratransit Customer Type Breakdown



Preventable Acc./100k

Monthly

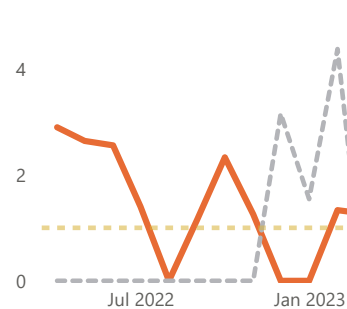
1.27

FY22: 0.00

YTD

0.97

FY22: 1.04 (+6.53%)



Date

● Current Year ● Prior Year

Non-Preventable Acc./100k

Monthly

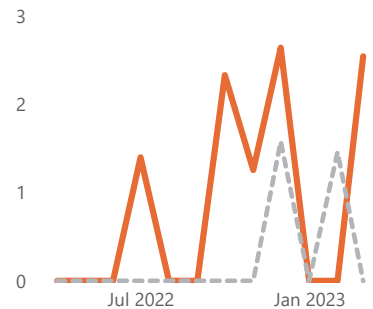
2.54

FY22: 0.00

YTD

1.11

FY22: 0.35 (-220.47%)



Date

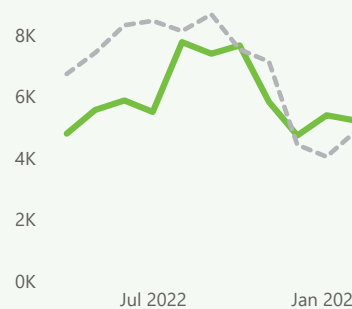
● Current Year ● Prior Year

RideShare - Ridership

Monthly

49,434

FY22: 58,576 (-15.61%)



Date

● Current Year ● Prior Year

RideShare - Op. Cost/Passenger*

Monthly

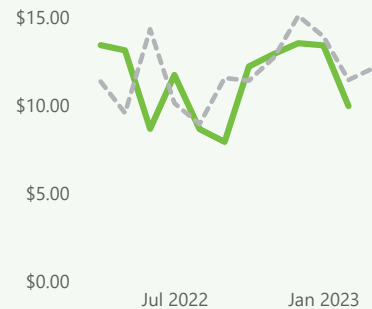
NaN

FY22: \$12.05 (+NaN%)

YTD

\$11.05

FY22: \$11.57 (+4.43%)



Date

● Current Year ● Prior Year



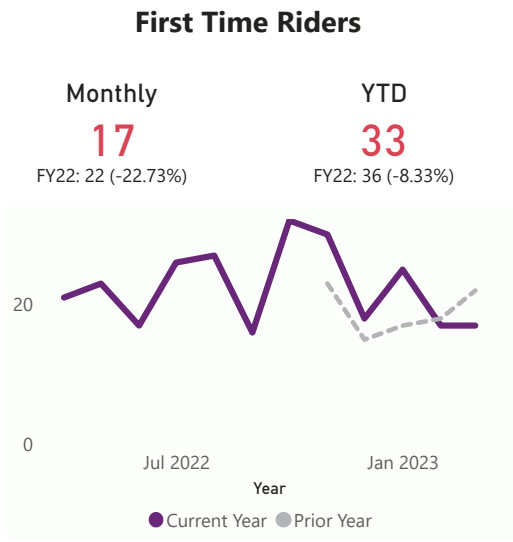
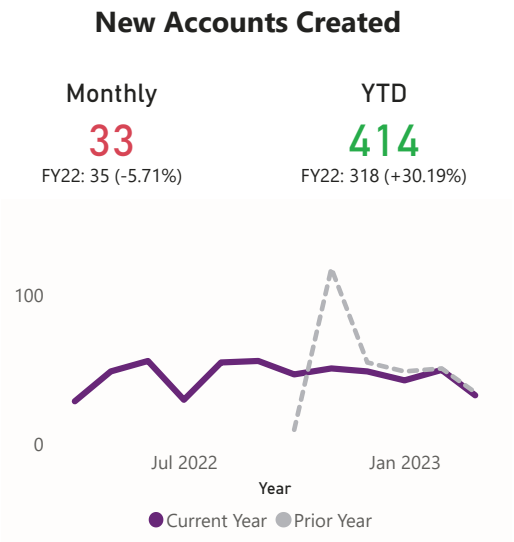
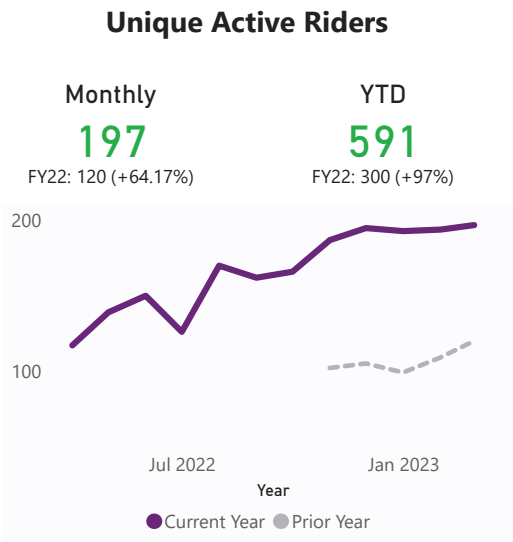
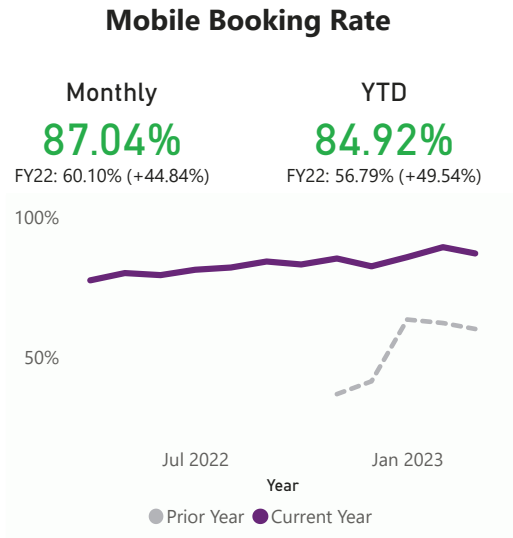
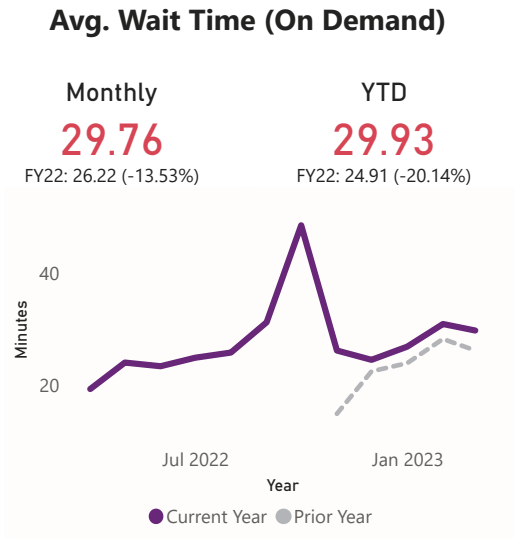
DART On Demand Performance

Booking Type

All

4/1/2022

3/31/2023





Route Details

Month

March 2023



Program	Route	Month Ridership	Month Last Year	YTD Ridership	Last Year YTD Ridership	YTD Change	YTD Change %	YTD Passengers/ Revenue Hour	YTD On-Time Performance
1. Local	#1 - Fairgrounds	11,367	8,988	315,147	223,800	91,347	40.8%	27.07	69.22%
	#3 - University	24,588	22,435	208,836	177,192	31,644	17.9%	15.26	86.20%
	#4 - E. 14th	9,790	8,531	86,227	76,988	9,239	12.0%	11.24	87.26%
	#5 - Franklin Ave/Johnston	10,292	6,484	76,725	56,364	20,361	36.1%	9.78	78.69%
	#6 - Indianola	21,396	16,393	183,836	135,507	48,329	35.7%	19.26	87.18%
	#7 - SW 9th St.	25,967	21,345	218,086	184,690	33,396	18.1%	24.48	89.20%
	#8 - Fleur Dr.	2,191	2,106	19,764	18,157	1,607	8.9%	13.80	85.49%
	#10 - East University	1,019	817	8,537	7,390	1,147	15.5%	6.69	84.14%
	#11 - Ingersoll/Valley Junction	3,331	1,536	24,383	10,578	13,805	130.5%	15.44	79.95%
	#13 - Evergreen	4,429	3,487	36,615	26,213	10,402	39.7%	34.46	84.09%
	#14 - Beaver Ave.	13,716	10,722	117,214	94,514	22,700	24.0%	14.66	85.28%
	#15 - 6th Ave.	16,831	12,923	143,401	112,660	30,741	27.3%	18.73	83.71%
	#16 - Douglas Ave.	28,479	20,972	229,597	174,515	55,082	31.6%	16.80	81.41%
	#17 - Hubbell Ave.	19,728	14,774	161,531	124,365	37,166	29.9%	13.58	85.27%
	#50 - Euclid	5,767	4,084	44,792	33,876	10,916	32.2%	7.48	88.36%
	#52 - Valley West/Jordan Creek	9,278	7,831	81,769	65,016	16,753	25.8%	8.36	88.27%
	#60 - Ingersoll/University	22,746	19,653	190,484	164,608	25,876	15.7%	14.36	82.21%
	#72 - West Des Moines Loop	4,490	3,305	38,139	25,143	12,996	51.7%	5.01	81.65%
2. Shuttle	#74 - NW Urbandale	639	388	4,516	2,653	1,863	70.2%	3.79	87.94%
	Link Shuttle	674	232	6,734	4,474	2,260	50.5%	2.67	78.92%
2. Shuttle	Downtown Shuttle	5,607	6,006	52,987	48,549	4,438	9.1%	10.29	87.62%
3. Express	#92 - Hickman	348	610	3,437	3,848	-411	-10.7%	3.54	77.45%
	#93 - NW 86th	774	663	5,777	4,890	887	18.1%	3.30	80.87%
	#94 - Westown	341	375	3,378	3,705	-327	-8.8%	5.28	83.41%
	#95 - Vista	188	118	1,944	1,204	740	61.5%	4.51	73.36%
	#96 - E.P. True	918	597	6,818	4,583	2,235	48.8%	7.54	81.87%
	#98 - Ankeny	2,008	1,891	17,632	15,072	2,560	17.0%	6.49	81.80%
	#99 - Altoona	272	373	2,288	3,192	-904	-28.3%	3.00	79.83%
5. On Call	Ankeny	1		1	584	-583	-99.8%	Infinity	
	NW Johnston / Grimes								
	Regional			28	46	-18	-39.1%	2.91	93.93%
6. DART On Demand	DART On Demand - Ankeny	1,472	917	11,351	2,537	8,814	347.4%	3.78	
Cab	Paratransit: Taxi	979	265	5,511	4,098	1,413	34.5%	4.21	
Paratransit	Paratransit: Bus/Van	7,890	6,751	64,625	53,239	11,386	21.4%	1.88	90.17%
RideShare	RideShare		5,356	49,434	58,576	-9,142	-15.6%	4.72	
Total		257,516	210,928	2,421,544	1,922,826	498,718	25.9%	11.61	83.93%



QUARTERLY REPORT



10B: FY23 YTD Quarterly Financial Report, July 1, 2022 – March 31, 2023

Staff Resource: *Amber Dakan, Finance Director*

Revenue

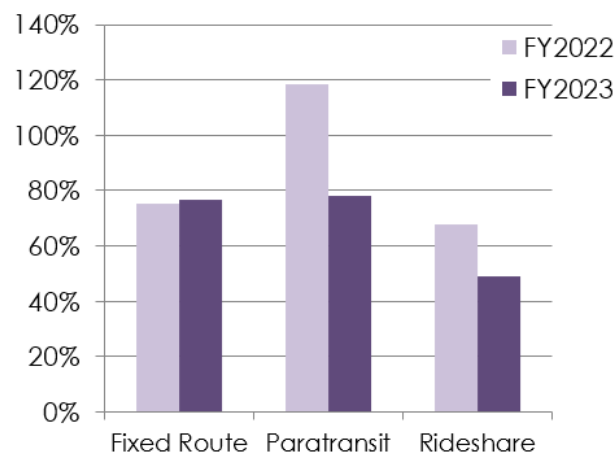
Operating Revenue

- Fixed Route Operating Revenue for Q3 YTD of the fiscal year performed at 76.7% of the annual budget. This is higher than FY22 levels of 75.5% largely due to the ongoing recovery from COVID-19. Many categories have experienced increases in comparison to the prior year including School Funding and Mobile Ticketing Revenue.
- Paratransit Operating Revenue through the 3rd quarter of FY23 is 77.9% of budget in comparison to 118.4% in the prior year. In the 3rd quarter of FY23 we have collected almost \$44,000 more than we did in the 3rd quarter of FY22, but the budget was increased substantially to meet actual trends.
- RideShare Operating Revenue for the 3rd quarter of FY23 is underperforming compared to FY22 at 48.9% compared to 67.8% in FY22. The budget for revenue increased in the current year over last, as well as having less dollars collected in FY23 due to the loss of a major employer in the program.



Revenue, Percent of Budget July - March

Operating Revenue



QUARTERLY REPORT
10B: Quarterly Financial Report



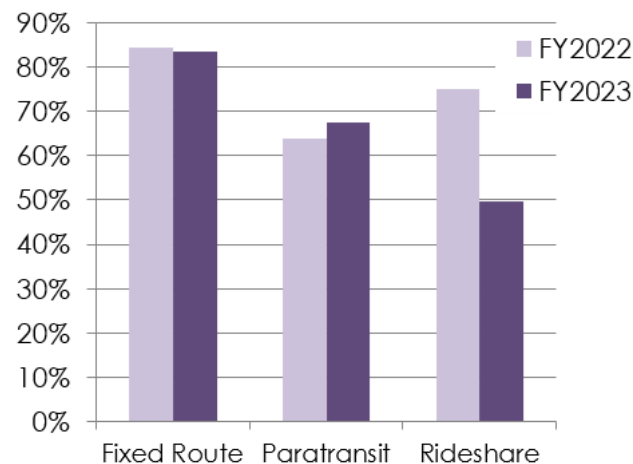
Non-Operating Revenue

- Fixed Route Non-Operating Revenue for the third quarter year-to-date for FY23 is very similar to the prior year at 83.4% and 84.3%, respectively. Interest income increased significantly with higher interest rates. Property tax revenue also increased while less CARES stimulus dollars have been drawn down.
- Paratransit Non-Operating Revenue for FY23 is trending ahead of last year at the third quarter with 67.4% for FY23 compared to 63.9% in FY22. This is largely due to Federal ADA dollars that were recognized in FY23 but were not utilized in FY22.
- RideShare Non-Operating Revenue for FY23 is at 49.7% as compared to 75.0% for the same time period in FY22. This year less CARES stimulus dollars have been drawn down for Rideshare.



Revenue, Percent of Budget July - March

Non-Operating Revenue



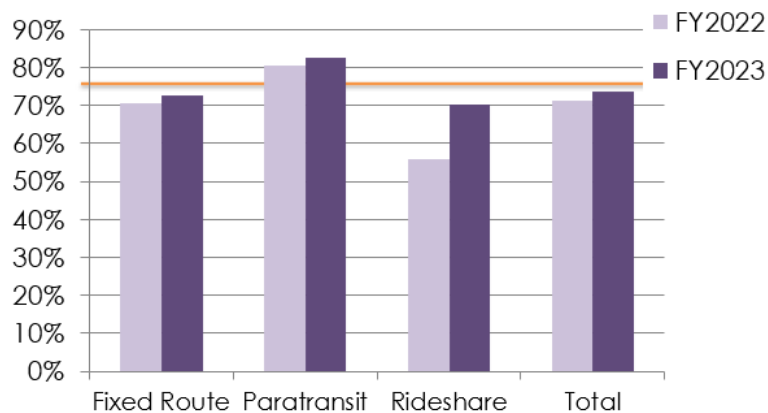
Expenses

- Fixed Route Operating Expenses as a percentage of budget is slightly higher in FY23 than it was compared to FY22. Third quarter YTD FY23 is at 72.6% of the expense while FY22 was 70.5% of budget utilization for the same period. Some line items seeing increases year over year are Salaries, Wages, & Fringes, Buildings & Grounds Materials, and Fuel.
- Paratransit Operating Expense for Q3 YTD exceeded the budget in FY23 at 82.6% as compared to the prior year at 80.4%. Several categories are seeing higher levels in the current year, namely Salaries, Wages, & Fringes, Fuel & Lubricants, Insurance, and Cab Contract Services.
- RideShare operating expense utilization in the current year is higher than in the previous year. Expenses came in at 55.8% in FY22 compared to 70.1% in FY23. Services, Tires, and Equipment Repairs are seeing higher levels of budget utilization year-to-date in FY23.



Expenses, Percent of Budget July – March

Expenses





DISCUSSION ITEM



10C: Quarterly Safety Report – Q3 FY 2023

Staff Resource: Pat Daly, Safety Manager

Agency Safety Plan Safety Performance Safety Targets

DART's Public Transit Agency Safety Plan is required to set and track safety performance targets. There are seven safety performance areas tracked for the four modes of service DART delivers.

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

FY 2023 Safety Performance Targets							
Mode of Transit Service	Fatalities	Fatalities per 100/K Miles	Injuries	Injuries per 100/K Miles	Safety Events	Safety Events per 100/K Miles	System Reliability (Major Road Calls)
Fixed Route							
FY 23 - Target	0	0	7	0.30	12	0.57	15,801
FY 23 - Actual	0	0	10	0.62	12	0.74	11,780
FY 22 - YTD	0	0	9	0.53	10	0.59	17,726
Paratransit							
FY 23 - Target	0	0	1	0.13	1	0.14	27,744
FY 23 - Actual	0	0	0	0.0	2	0.31	106,175
FY 22 - YTD	0	0	0	0.0	0	0.0	38,164
Rideshare							
FY 23 - Target	0	0	1	1.0	2	0.26	138,000
FY 23 - Actual	0	0	2	0.43	2	0.43	-----
FY 22 - YTD	0	0	0	0.0	1	0.26	-----
Taxi							
FY 23 - Target	0	0	1	1.0	1	0.17	7,400
FY 23 - Actual	0	0	0	0.0	0	0.00	-----
FY 22 - YTD	0	0	0	0.0	0	0.00	-----

DISCUSSION ITEM
10C: Quarterly Safety Report – Q2 2023



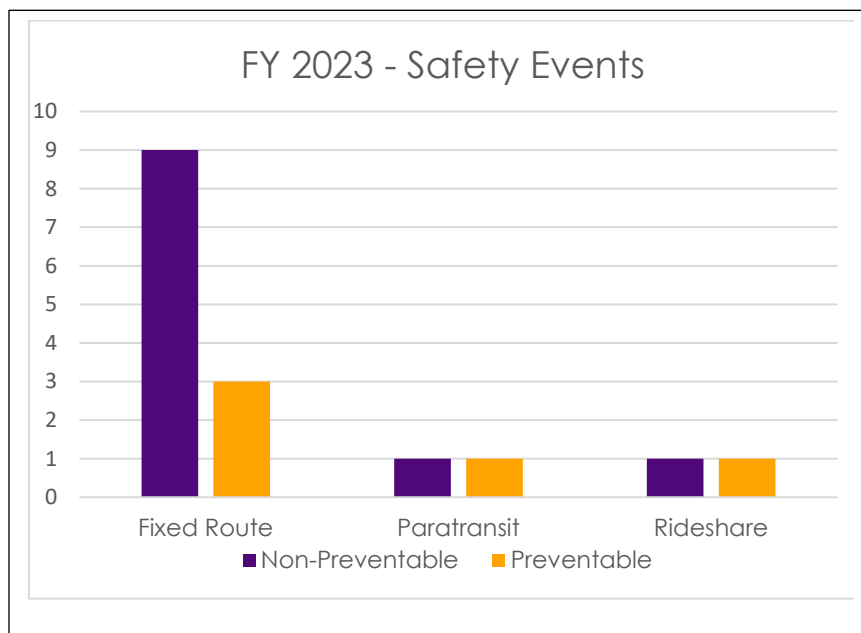
Safety Performance Targets

Of the 12 fixed route safety events for the year, nine were non-preventable events. There were a total of eight non-preventable collisions resulting in six injuries and eight vehicles being towed from the scene of the accidents. There was also an injury sustained due to a passenger assault at DCS.

Of the three preventable fixed route safety events, there were two collisions resulting in two injuries and one vehicle being towed from the scene. There were also two passenger injuries due to a sudden stop.

Of the two paratransit safety events, both the non-preventable and preventable events were collisions that resulted in a vehicle being towed.

Of the two Rideshare safety events, both the non-preventable and preventable were collisions that resulted in a vehicle being towed from the scene. The two Rideshare injuries were sustained in the non-preventable collision with a deer.



Preventable Vehicle Accidents

For FY 23, DART has the goal of less than 1.00 preventable accident per 100/K miles of revenue service. Through the end of the third quarter, we were at 0.82 preventable accidents per 100/K of revenue service.

We continue to review accident data and conduct trend analysis and develop recommendations to address findings.



MONTHLY REPORT



11A: Operations Team Report

Staff Resources: *Brandon Smiley, Chief Operations Officer*

Maintenance – Keith Welch, Fleet Manager

- **Light Duty FrontRunner Buses 2022:** Our 7 new Light duty FrontRunner buses have been received at DART. We have scheduled with Vontas for the ITS installation, starting the week of May 1st, with commissioning them for service to follow. We are hoping to have them in service by the end of May.
- **Gillig 30' Buses (4):** The bus build date began in April 2023. Currently, these buses are scheduled to be delivered to DART in June 2023.

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

- **DART On-Demand (DOD) Added Service:** A fourth vehicle has been added to DOD servicing the Ankeny area. The fourth unit was added on Monday, April 24, 2023. The purpose of adding another vehicle to the on-demand service program is to reduce wait times during peak demand.
- **Taxi Service Update:** On-time performance for trips assigned to Yellow Cab continues to show improvement. Service expectations, system efficiency, the addition of dedicated taxi drivers for DART's Paratransit program and customer centric conversations has changed the perception of DART's contract partner. On-Time performance (OTP) is currently performing at 81%. This is an 18.9% improvement compared to OTP statistics in January.

Facilities – Ben Cross, Facilities Manager

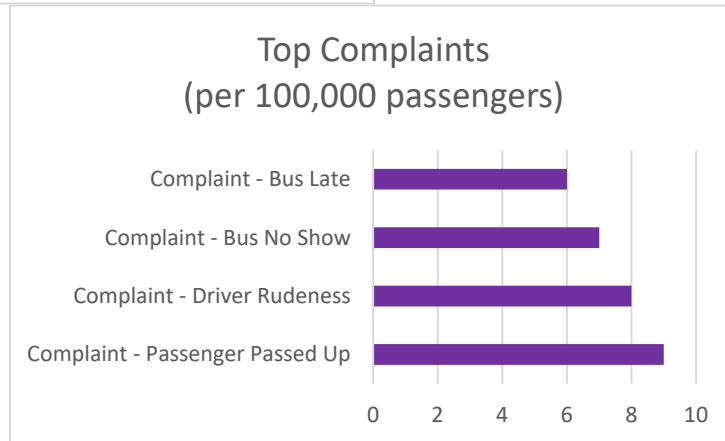
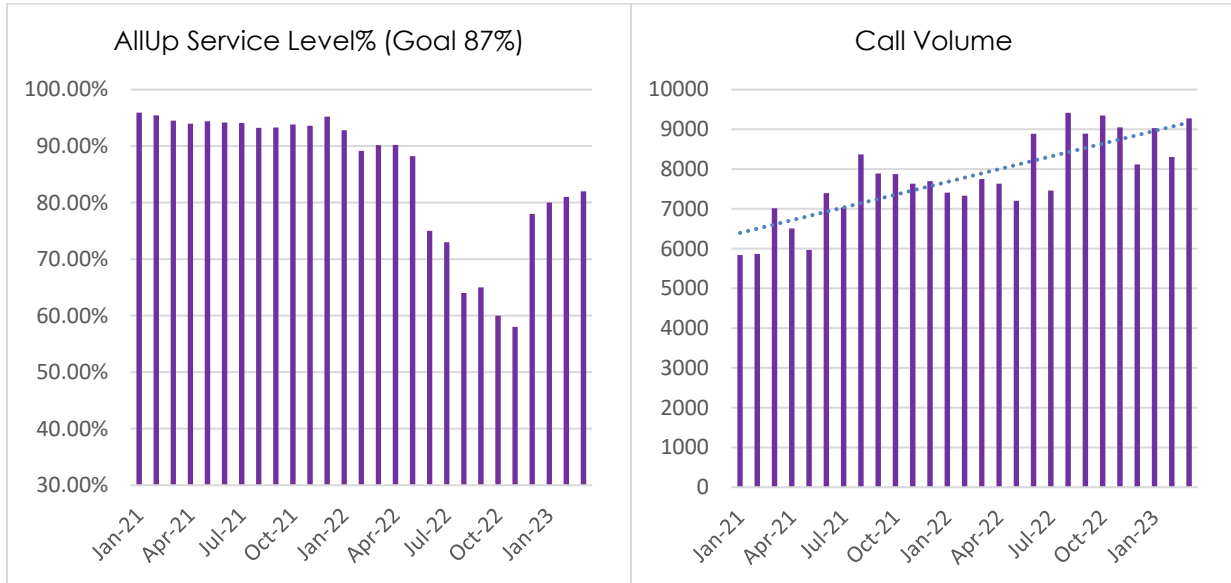
- **Shelters:** The new metal art pane arrived on 4/19/23. Staff is currently working to determine whether this will be a suitable replacement for the current glass panels being used in these shelters as the glass panes have been vandalized.

MONTHLY REPORT
11A: Operations



Customer Experience – Steve Wright, Customer Experience Manager

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





MONTHLY REPORT



11B: Planning Team Report

Staff Resources: *Luis Montoya, Chief Planning Officer*

- **Principal Foundation Pilot - River Bend DOD:** Staff are preparing to launch this new service in June.
- **DART on Demand West Des Moines:** Staff are preparing to launch this new DART On Demand zone in southwest West Des Moines in June. It will function as a First-mile/Last-mile service to distribute customers from Route 52 and 72 at Jordan Creek Towncenter to DMACC and other destinations along Grand Ave. This service change will also include related changes to fixed routes 52 and 72 to improve efficiency.
- **DART on Demand Ankeny:** Ridership continues to be strong. The request denial rate and wait times are still higher than we would like. Once vacant paratransit operator positions are filled, we should be able to adjust how we assign operators at busier times of the day to try and increase reliability and serve currently unmet demand.
- **Bus Stop Amenities:** A license agreement with City of Des Moines staff for customer amenities such as benches and trash cans in the public right-of-way was approved by the DART Commission and the Des Moines City Council.
- **Operations and Maintenance Facility:** NEPA clearance was received from the FTA. This allows us to obligate the FY19 grant. DART staff are awaiting the results of the FY24 grant that was recently submitted (expected by July 1) before holding a commission workshop to determine next steps. Staff expects to hold a Commission workshop in August to share an updated funding plan, as well as updated design and operational details based on available funding.



MONTHLY REPORT



11C: External Affairs Team Report

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

- **DMDC:** DART will participate in the Infrastructure Policy Team during the Greater Des Moines Partnership's DMDC trip May 10-12 along with representatives from the Des Moines Area MPO and the Mid-Iowa Planning Alliance for Community Development. DART and the MPO are working together to schedule meetings with members of the Central Iowa delegation to discuss infrastructure priorities. DART's primary focus will be on its recent Buses and Bus Facilities grant application for phase II funding of a new operations and maintenance facility.
- **Revenue diversification:** DART is closely following Senate File 569 (formerly SSB 1218) as the new Senate property tax bill includes the same franchise fee provision that was previously included in SF 550. DART's lobbyists, Cornerstone Government Affairs, as well as the Iowa Public Transit Association, registered in support of the franchise fee provision that would allow a city with a population exceeding 200,000 to increase their franchise fee to 7.5% without a special election as long as the additional revenue generated is used to lower transit property tax levies or maintain existing transit service.
- **Public Relations Manager:** DART has had a Public Relations Manager position posted since mid-January. Several great applicants have applied and moved through the interview process. Unfortunately, two candidates have accepted the position and then later turned it down due to receiving higher counter offers from their current employer. Due to these challenges, staff will be revisiting the position and evaluating how to move forward.

Marketing and Communications – Carissa Meredith, Marketing and Communications Manager

- **June Service Change:** External communications begin this month, notifying the public of plans for the June service change. The change goes into effect on Sunday, June 11, 2023 and includes the introduction of DART On Demand Jordan Creek and DART On Demand River Bend, as well as map and/or schedule changes for several of DART's Local and Express Routes. The Marketing and Communications team have drafted communications to share this information on DART's website, social media channels, broadcast on buses, printed newsletters for riders, and is working with partners from our member cities, local businesses and human service organizations to share information ahead of the service change.
- **Bike Month:** DART is again offering free rides to anyone who board with a bike during the month of May to celebrate Bike Month. Bike Month promotion began in mid-April and will continue through the month of May.
- **Brand Refresh:** Staff is seeking input on a new creative strategy, developed in partnership with DART's marketing agency Hatch, to refresh various aspects of the DART brand. Input is being collected from staff, TRAC members, and other community stakeholders on a refreshed logo design, a potential new name for the D-Line, a new name for RideShare, and as well as a new ridership campaign. The first deployment of the brand refresh will coincide with the introduction of the new FrontRunners in June. As part of the brand

MONTHLY REPORT

9C: External Affairs Team Report



refresh, DART is updating the bus wrap for Fixed Route, Paratransit and DART On Demand buses that will be phased in over time as new buses are purchased.

- **Bus Plus Customer Communication:** Staff is developing customer communications to support the introduction of medical verification for new Bus Plus applicants that will take effect July 1, 2023.
- **Gen Z Ridership Campaign:** The “Bus is for all of us” campaign that DART launched last spring will be used again this spring-fall, targeting Gen Z (born between 1995-2012) residents who live along robust transit in the downtown and surrounding areas.

Top News Stories:

Downtown Des Moines Farmer's Market: Date, Time, Parking, and Suppliers

-Deleicious Food, 04/12/23

Marketing Analytics Report

Metric	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 2023	March 2022	Year Prior
MyDART App Accounts	45,755	46,480	47,227	48,214	49,177	51,647	36,818	40%
Website Unique Visitors	23,307	20,595	23,439	23,482	18,627	21,469	19,078	13%
Facebook Followers	6,124	6,139	6,182	6,199	6,210	6,224	6,000	4%
Twitter Followers	2,556	2,547	2,562	2,558	2,552	2,547	2,505	2%
Instagram Followers	1,589	1,597	1,606	1,615	1,627	1,641	1,503	9%
LinkedIn Followers	845	874	897	915	929	945	698	35%
Email Subscribers	13,568	14,368	14,332	14,330	14,327	14,329	13,504	6%
Trip Plans	34,963	41,737	39,756	46,979	47,027	48,479	32,865	48%
Real-time Map	26,508	27,918	25,995	33,892	31,777	33,488	22,532	49%
Next DART Bus	282,038	355,217	422,748	360,694	541,033	406,783	279,818	45%
SMS Text Messaging	131,912	123,713	117,559	116,365	115,289	127,199	147,731	-14%

MyDART App Report

Metric	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	March 2023	TOTAL FY 2023
Downloads	1,255	1,058	1,121	1,197	963	1,181	12,185
iOS	387	290	320	342	241	352	4,036
Android	868	768	801	855	722	829	8,149
Accounts Created	846	725	747	987	705	933	10,382
Orders Placed	5,623	4,466	5,089	5,259	5,420	6,213	51,986
Passes Purchased	7,828	6,302	7,069	7,284	7,478	8,563	76,154
Revenue	\$32,922	\$27,684	\$29,466	\$31,261	\$30,305	\$34,262	285,352





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9C: External Affairs Team Report



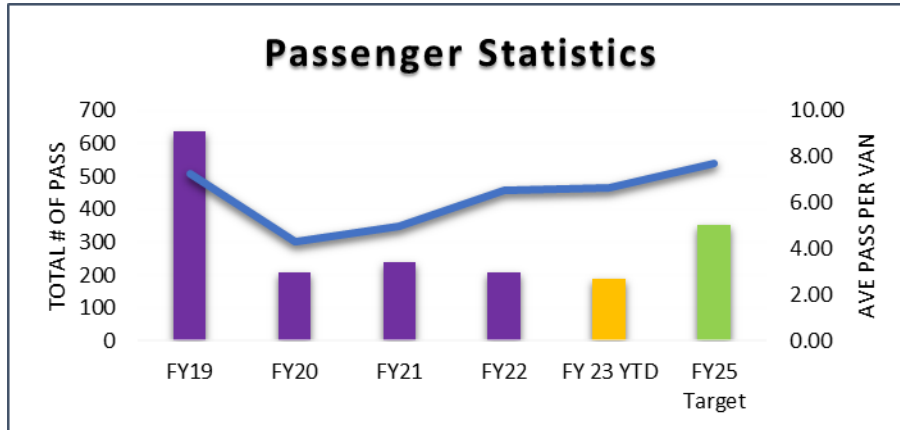
RideShare – Victoria Henderson-Weber, RideShare Supervisor

- **New Technology Systems Implementation:** DART staff is continuing to work with HBSS to finalize the new vanpool platform. The implementation team is conducting final testing of the customer portal, which will allow riders to search, book, and pay for joining the vanpool program. The portal is a significant upgrade to the customer experience and will make converting interested passengers into vanpool participants a more streamlined process for the passenger and for DART staff.
- **RideShare Fare Policy:** Staff is preparing to communicate the anticipated fare change to customers to assess questions or concerns before making a final recommendation to the Commission at the June meeting.
- **Van Donation:** Staff is preparing for our annual spring van disposition and as part of that process it is estimated there will be three (3) vans available for donation this year. Final vehicle availability will be determined as vehicles are inspected in the coming weeks as they are taken out of service. Over the next few months staff will prepare and promote applications, review submissions, and make recommendations for final approval with the goal of donating the vehicles in July 2023.
- **RideShare Recovery:** The entire External Affairs team is working to rebuild DART's vanpool program. The recovery strategy includes implementing the improved technology platform, updating the fare policy, rebranding the program, increasing awareness to attract new vanpool participants and new vanpool partners. This fiscal year, staff has been focused on retiring vanpools with too few passengers and increasing the number of passengers in each vanpool to ensure the vans we are operating are generating expected corresponding revenue. Our goal is for each vanpool is to have a minimum of 5-7 passengers. The chart below shows that to-date this fiscal year, the program has on average of more than 6 people per vanpool, achieving the target for this key performance indicator. Staff is now focused on increasing the number of vanpools in service and have set a target to have 46 vanpools in operation by the end of FY25, which staff projects will generate enough fare revenue to fully fund the operating cost of the vanpools in service.

FY	Vanpools	Ave. Pass Per Van	Pass Miles
			
FY19	88	7.24	8,467,267
FY20	49	4.29	6,197,708
FY21	48	4.96	3,074,463
FY22	32	6.53	3,318,638
FY 23 YTD	29	6.62	2,471,127
FY25 Target	46	7.69	7,383,192

MONTHLY REPORT

9C: External Affairs Team Report

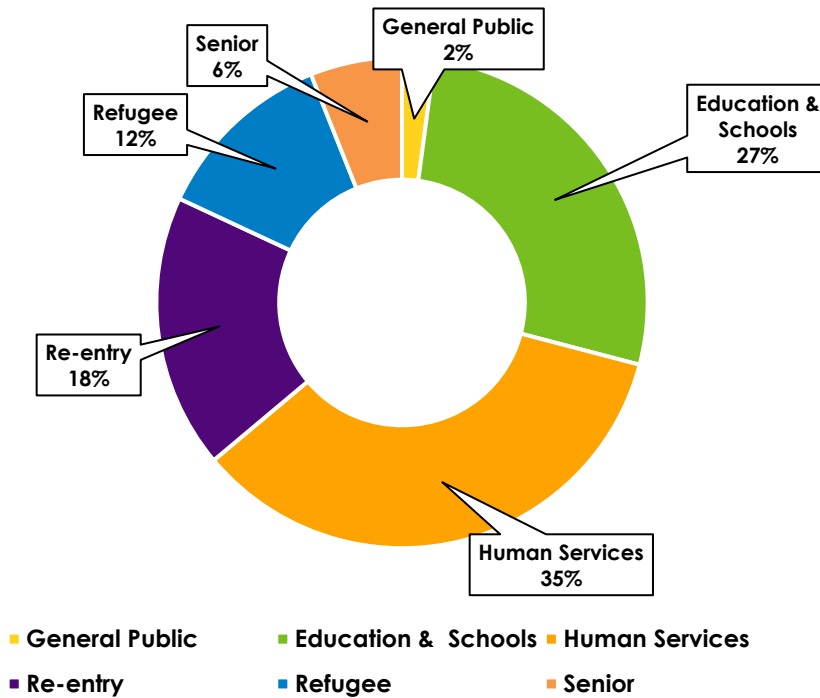


Business & Community Partnerships – Matt Harris, Business & Community Partnerships Manager

- **Unlimited Access Updates:** Ridership by Unlimited Access partners continues to trend nearly 40% higher year-over-year, with gains across all partner segments including Education, Office, Manufacturing, Residential, Healthcare and Government. An Unlimited Access partnership with UnityPoint Health System was recently renewed after an internal survey of UnityPoint employees reinforced their need and desire for an employee transportation benefit through DART. UnityPoint has been a DART Unlimited Access partner since 2012.
- **Affordable Housing Week** - DART staff participated in Affordable Housing Week activities presented by the Polk County Housing Trust Fund and spotlighted Unlimited Access partnerships with residential properties during the 2023 Landlord Forum. More than a dozen residential properties throughout the metro now partner with DART through the Unlimited Access program.
- **Art Shelter recognition** – The 6th Avenue Corridor art shelter project was recently recognized by the Iowa Economic Development Authority at the 2023 Main Street Iowa Awards, winning in the Placemaking Category. DART was recognized alongside the 6th Avenue Corridor Urban Main Street Program in Des Moines and the Greater Des Moines Public Art Foundation among 55 Main Street programs statewide.
- **Ride to Thrive Program** - Implementation of the new Ride to Thrive Program continues with 554 participants enrolled since July 1, of which more than 60% have enrolled using Food Assistance as proof of eligibility, with Housing Assistance and Workforce Assistance enrollments each making up approximately 20%. Enrollment in the program has now surpassed the number of individuals who participated in the half-fare pilot program.
- **Mobility Coordination** - Mobility outreach training through March 2023 participation is shown in the chart.

FY2023 YTD Mobility Outreach Participants

1,316 Total Participants





MONTHLY REPORT



11D: Finance/IT/Procurement Team Report

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

Finance Department – Amber Dakan, Finance Director

- **DART awarded grant from Iowa Workforce Development** – Staff was notified at the end of March that our grant request for an Entry Level Driver Training Program was funded in the amount of \$63,750. These funds will be used for aiding new operators in obtaining their CDL. Special thanks to our Grants Program Administrator, Mike Tiedens, for pursuing this new opportunity.
- **Insurance Renewals** – Finance staff are currently working through insurance renewals for workers compensation, cyber, property & liability, and health insurance. Each program is set to renew with the fiscal year.
- **Transportation Improvement Program (TIP) Plan and State Application** – DART's TIP Plan is a rolling four-year plan of projects and investments that are planned or could be planned for implementation in the coming years. These items are then coordinated into a statewide plan called the STIP. Projects are required to be listed in the TIP in order to qualify for grant funding. Both the TIP and the annual State Consolidated Application are due to be submitted to the Iowa Department of Transportation by June 1st.

Procurement Department – Mike Gulick, Procurement Manager

Upcoming Projects and Procurements:

- **Human Resource Information System (HRIS)** - DART is seeking a fully HRIS integrated cloud solution, including software and subscription, implementation, data conversion, integrations, training, hardware, other additional services, and managed services.
 - Anticipate June Commission Action Item

Contracts and Task Orders Approved Recently:

- **Medium Duty Buses** – DART has placed a purchase order off a State Contract for four (4) 29' Gillig Buses. Estimated time for delivery is 2nd quarter 2023.
 - On March 1, 2022, the Commission approved the purchase of Four (4) Gillig, LLC Heavy-Duty 30-foot Buses at a cost not to exceed \$2,260,000.
 - ETA for Delivery is expected in late May 2023.
- **FY2024 Bus Passes** - DART has placed a purchase order for FY2024 Bus Passes from Trapeze/Vontas for an estimated \$51,078.
 - ETA for Delivery is expected in late May/June 2023.

Future Procurements:

- Passenger Information Display System (PIDS)
- Property, Risk, Vehicle, Flood, Crime, Cyber Insurance Broker Services
- FY2024 Fleet Order
- Bond/Financing Counsel Services
- Art Wall Refresh
- Appraiser(s) Services

IT Department – Kyle Foster, IT Director

- **Technology Roadmap** – Underutilization of existing software and solutions, as well as aging infrastructure equipment were two key points identified in a technology audit.
 - System wide upgrades of software, along with consolidation of duplicate solutions are a key focus to 2023. The goal will be to have all solutions upgraded to the latest versions by the end of the year.
 - Staff training will be coordinated after upgrades are complete, to take advantage of new features and improve efficiency.
 - Server hardware is getting past its useful life. Storage, servers, and network equipment are all in the process of being upgraded in 2023/2024.
 - Storage has been replaced and cut over to as of Q1
 - Quotes are being obtained for server replacement, with an anticipated purchase slated for this summer.
 - Network equipment will be dealt with early 2024.
- **Disaster Recovery/Incident Response** – DART IT staff are currently undergoing a full update/re-write of our DR and Incident Response Plan. Cyber Security threats, loss of power, loss of facility, and individual system failures are all being taken into consideration to meet all critical system recovery time objectives.
 - The first draft of the re-write was completed as of 4/19/2023
 - Testing is going to be scheduled out over the next few months to find any gaps in the documentation.
- **Map Updates** – DART's system maps both in software and on the vehicles are outdated.
 - Map updates to all systems and vehicles was completed as of 4/21/2023
- **Document Management Discovery** – DART has utilized many different solutions to store documents over time, which has caused some confusion in where to find things at. It was identified that we need to establish a single solution for all document management needs.
 - Departmental discovery has been completed to identify DART's business requirements for a future document management solution.
 - Next steps will be solution discovery and RFP creation later this year.



MONTHLY REPORT



11E: Human Resources, Training & Safety Team Report

Staff Resource: *Beth Hanson, Chief Administrative Officer*

Human Resources – Alaina Severino

- **Recruitment Update:** The HR department is currently interviewing for the following openings.
 - Bus Operator
 - Maintenance Tech
 - Service Person
 - Building & Grounds Person
 - Maintenance Admin Coord.
 - Operations Supervisor
 - State Fair Bus Operators (10)
- **Recent Hires:**
 - 4 – Paratransit Operators – 4/24/23
 - 5 – Paratransit Operators – 5/8/23
 - Payroll & Benefits Specialist – 5/1, Public Affairs Mgr. – 5/3
- **Four-Week Call Off Average:** Fixed route 14.9%, Paratransit is 1.6%
- **Turnover Rate** – April – 1.7% YTD - 10.2%
- **United Way Stuff the Bus** – Will run May 1-22 with books being delivered to United Way on May 23

Training – Matt Johnson, Training Manager

- **Paratransit Trainees:** Training continues for nine Paratransit Operators in training.
- **Paratransit Graduate:** Four Paratransit Operators completed training to graduate to part-time operators.
- **Operator and Maintenance Safety Meetings:** Safety Meetings were held with all operators and maintenance personnel. Topics highlighted included safe driving in practice, as well as organizational updates and highlights.

Safety – Pat Daly, Safety Manager

- Delivered new employee safety plan, hazard and near miss reporting orientations.
- Meet with new bus operators on their last day of classroom training to discuss various topics related to the safe operation of their bus.
- Conducted a diesel exhaust particulate study of the maintenance shop. Samples were taken from five areas of the shop. No sample exceeded 66 micrograms of carbon per cubic meter. The permissible exposure level (PEL) is 160 ug/m3.
- Rolled out our Non-Profit Return to Work program. If an employee sustains an on-the-job injury and is placed on modified duty, but the restrictions are such that DART does not have job duties to accommodate those restrictions, the program matches the employee with the needs of a local non-profit organization. The employee reports to that organization and is



MONTHLY REPORT

11E: Human Resources, Training and Safety Team Report

assigned duties within their restrictions. The employee is still considered an employee of DART and continues to receive their wages and benefits.

- Began planning for the 2023 DART ROADEO. The ROADEO is on May 20th and is a bus driving skills competition.
- Evaluated an Active Shooter/Active Threat training program for staff. A Public Resource Officer from the Governor's School Safety Bureau in the Iowa Department of Public Safety delivered the Civilian Response to Active Shooter Events (CRASE) to DART's leadership team along with the Facilities and Safety departments. The decision was made to move forward with this training for all staff.



MONTHLY REPORT



11F: Chief Executive Officer

Staff Resource: Sheri Kyras, *Interim Chief Executive Officer*

- **DART Executive Committee** - The DART Executive Committee was scheduled to meet on Wednesday, April 19th; however, staff did not have pressing items that needed to be discussed in advance of the May Commission meeting. As a result, Chair Russ Trimble approved cancelling the meeting. The next Executive Committee meeting will be on Wednesday, May 17th at noon.
- **DART CEO Search Committee** – DART's search firm, K&A provided the committee with eight CEO candidates for consideration. The Committee, on Tuesday, April 11th, discussed next steps on which applicants are to be considered for first round interviews. These interviews will be conducted via zoom on April 26 and May 3, 2023. After the first round is complete, the Committee will determine the final candidates for in-person interviews in mid-May with the full commission in closed session. More information will be provided to the full DART Commission in the upcoming weeks.
- **New Operations & Maintenance Facility – NEPA Approval** – On Tuesday, April 18th, DART was notified by FTA that, after almost three years, they have approved our NEPA request (National Environmental Policy Act) on the site selected for the new Operations & Maintenance Facility at E. 36th & Vandalia. With this approval, DART can now move forward in getting the \$17.235 million grant award it received in 2019 into a grant and will wait for the outcome (anticipated in early July) from our \$40 million dollar request from the Bus & Bus Facilities grant. Commission discussions regarding moving forward with the project will occur after staff finalizes a budget including all available funding sources and identifies what can be built with this funding.
- **Congressman Nunn's Earmark Request** – Unfortunately DART was notified on April 12th that its \$2 million facility project for the training/community room was not selected for further consideration in Congress' Community Project Funding program (earmark). While this is disappointing, DART staff knew how competitive this funding program was at the outset and that it may not be successful. However, with the Bus & Bus Facilities grant submitted, we are hopeful that we can receive full funding under this FTA program. I would like to recognize the DART Grant Team of: Mike Tiedens, Amber Dakan, Luis Montoya, Erin Hockman and Vicky Barr for working so hard on this submission.
- **Federal Reporting/Funding Change** – The FTA paused annually modifying transit system data at FY2019 levels during COVID. This year, they will again be using recent data to calculate each transit system's federal formula funding. This could positively or negatively impact DART's total federal funding depending on whether it has recovered more quickly when compared with other transit systems around the nation. It will not impact FY2024 operating funds but could its capital fund. If funding is reduced, capital purchases may need to be deferred to future years. Staff will determine capital priorities in case funding is lower than anticipated, as this funding will not be known until well into FY2024.



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

June 6, 2023 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Des Moines Public School Services Contract Renewal Trapeze/Vontas Agreement ICAP Renewal ADA Paratransit Changes DART O & M Facility 30% Design Approval Rideshare Fare Policy Approval Health Insurance Renewal August Service Change Human Resources Information System (HRIS) 	<ul style="list-style-type: none"> Transit Riders Advisory Committee DART Vanpool Service Area
July 11, 2023 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Updated Procurement Policy and Procedures 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Iowa State Fair Updates/Reminders DART O & M Facility Grant Award Announcements/Next Steps October Service Change State Fair Update/Reminder
August 1, 2023 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> DART O & M Facility Grant Construction Project (make need to be a workshop at a different date/time) October Service Change Advertising Policy 	<ul style="list-style-type: none"> Transit Riders Advisory Committee State Fair Update/Reminder Mobility Coordinator Update

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
April DART Executive Committee	Wednesday, May 17, 2023	12:00 p.m.	Zoom