



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 – 896 8205 9741/Passcode - 306369

OCTOBER 5, 2021 – 12:00 PM

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2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
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14. ADJOURN	

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



6: Transit Riders Advisory Committee (TRAC) Update

Resource: *Susan Wells, TRAC Vice Chair*
Catlin Curry, DART Mobility Coordinator

A meeting of the Transit Riders Advisory Committee was held on Wednesday, September 15, 2021, as a hybrid meeting with an in-person and virtual option and a quorum was not met. Included are key highlights from the meeting's discussion.

- **Ankeny Microtransit Update:** Senior Marketing Specialist, Megan Grandgeorge, updated TRAC on the Ankeny Microtransit pilot launching in November, and sought feedback related to the marketing and communications plan.
- **Transit Optimization Study Outreach Update:** Chief Planning Officer, Luis Montoya gave an overview of the Transit Optimization Study and upcoming public outreach efforts. TRAC members were asked to provide feedback on proposed outreach ideas to get the feedback that DART is looking for.
- **Partnerships Update:** Business & Community Partnerships Manager, Matt Harris, provided an update on DART's Art Shelter project and a new Unlimited Access partnership with residential property manager Colin Properties at their Deer Ridge complex.

The next TRAC meeting is currently scheduled for Wednesday, November 10, 2021. This meeting is being planned as a hybrid meeting; with an in-person and virtual option for members.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED IN-PERSON AND VIRTUALLY
620 CHERRY STREET – DES MOINES, IOWA 50309
SEPTEMBER 7, 2021**



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

ROLL CALL

Commissioners/Alternates Present and Voting:

Vern Willey, Bobbi Bentz (participated via zoom), Doug Elrod, Michael McCoy, Frank Cownie, Jill Altringer, Paula Dierenfeld, Ross Grooters, Steve Van Oort (participated via zoom), Bridget Montgomery, Russ Trimble and Joseph Jones

Commissioners Absent:

Kelly Whiting, Josh Mandelbaum and Angela Connolly

CALL TO ORDER

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

Notice of the meeting was duly published.

APPROVAL OF AGENDA

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

It was moved by Vern Willey and seconded by Ross Grooters to approve the September 7, 2021 agenda. The motion carried unanimously.

PUBLIC COMMENT

Mr. Thomas Washington from Des Moines requested to see more bus shelters in Altoona near the Walmart which will be especially helpful to those in mobility devices. Commissioner Willey confirmed that the City of Altoona is addressing this. Staff encouraged Mr. Washington to share his observations with Chief Planning Officer, Luis Montoya.

CONSENT ITEMS

7A – Commission Meeting Minutes – August 3, 2021

7B – FY 2023 Iowa Clear Air Attainment Program (ICAAP) Grant Application

7C – Microsoft Services Contract Annual Renewal

7D – June 2021 Financials

7E – July 2021 Financials



7F – Quarterly Investment Report

It was moved by Michael McCoy and seconded by Doug Elrod to approve the consent items. The motion carried with Commissioner Montgomery abstaining from approving item 7A -August 3, 2021 Commission Meeting Minutes.

ACTION ITEMS

8A – November Service Change – Ankeny Microtransit Pilot Implementation

Luis Montoya, Chief Planning Officer shared that as an outgrowth of the Transit Optimization Study, "Microtransit" has been identified as a new service DART can provide in areas of the metro with demand for public transportation options which have not yet realized the conditions for fixed-route transit services. The Ankeny On-Call service was identified as a potential pilot to Microtransit and transition the service from 24-hour advance reservations to on-demand scheduling. For the pilot, the existing on-call zone will be condensed slightly and the hours of operation will be expanded. In March 2021, DART staff held online engagement activities with members of the public for the Ankeny Microtransit Pilot. The proposed service change with the implementation of the Microtransit pilot in Ankeny were outlined.

It was moved by Vern Willey and seconded by Doug Elrod to approve the November Service Change which included the listed service changes outlined to the Ankeny on call zone effective November 2021. The motion carried unanimously.

8B – Paratransit Consulting Services

Amanda Wanke, Chief Operating Officer and Deputy CEO shared that DART staff is seeking a contractor to partner with DART to develop and implement several recommendations from a recent assessment of our existing paratransit program. The specific tasks for this contractor were outlined as well as the procurement and interview process. After the interviews were completed, Transportation Management & Design, Inc. (TMD) was selected as the highest ranked firm.

It was moved by Joseph Jones and seconded by Bridget Montgomery to approve of a two (2) year contract with Transportation Management & Design, Inc. (TMD) for the amount Not to Exceed \$175,000. The motion carried unanimously.

DISCUSSION ITEMS

9A – 2021 Iowa State Fair Update

Amanda Wanke, Chief Operating Officer and Deputy CEO provided an update on DART's 2021 Iowa State Fair service.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – SEPTEMBER 7, 2021**



9B – Operator Hiring Update

Amanda Wanke, Chief Operating Officer and Deputy CEO provided an update on hiring challenges, focusing specifically on continued operator shortages.

9C – Finance Update

Kent Farver, Chief Financial Officer and Amber Dakan, Finance Manager provided a summary of the FY 2021 financial performance, CARES Act drawdown progress, the reserve account balances, and the Chart of Accounts project.

9D - Monthly Performance Report – June 2021

Luis Montoya, Chief Planning Officer provided a brief update sharing that overall ridership has increased in comparison to July 2020, seeing incremental increases in all services but especially our Rideshare program and our new partnerships on the program.

DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

10A - Operations

Amanda Wanke, Chief Operating Officer and Deputy CEO introduced Zach Ashmore, our new Facilities Manager.

10B – Planning

Luis Montoya, Chief Planning Officer shared advised the Commission that DART will be planning public outreach meetings over the next few months for the Transit Optimization Study and Commissioners will be receiving an email in the upcoming days with more details.

10C - External Affairs

None

10D – Finance/IT/Procurement

None

10E – Human Resources

None

10F – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, introduced Todd Sadler, our new Chief Human Resources Officer and shared his professional background with the Commission.

DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – SEPTEMBER 7, 2021



FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

None

ADJOURN

Chair, Russ Trimble, adjourned the meeting at 1:16 p.m.

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

The next regular DART monthly Commission Meeting is scheduled for Tuesday, October 5, 2021 at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa. Pursuant to Iowa Code section 21.8, the DART Commission has determined that it is still impractical or impossible to require all Commission members, staff, and the public to be physically present for this Commission meeting. Accordingly, both in-person and virtual options for attendance of the October 5, 2021 Commission meeting will be offered as follows: (1) Commission members, staff, and the public will be allowed to attend this Commission meeting in person in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa; and (2) Commission members, staff, and the public will be allowed to attend this Commission meeting via a virtual platform such as Zoom. Participation directions for such virtual meeting option are as follows:
<https://us02web.zoom.us/j/89682059741?pwd=VTZvcDRMWDDdLcTk5Z2lYV2E5Vnhwdz09>
Meeting ID: 896 8205 9741 /Passcode: 306369

Chair

Clerk

Date



ACTION ITEM



7B: August FY2022 Consolidated Financial Report

Action: Approve the August 2021 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue year to date is 27.8% ahead of budget projections. D-Line Funding under Other Contracted Services, Unlimited Access and Iowa State Fair revenues account for the accelerated revenues.
- Fixed Route Non-Operating revenue is under budget by 10.2% year to date. This is primarily a timing issue on grant funding.
- Paratransit Operating revenue is trending above budget by 43%. Cash Fares and Polk County funding are seeing the higher performance levels for the first two months of the year.
- Paratransit Non-Operating revenue is 27% under budget year to date resulting from grant fund timing.
- Rideshare revenues are 15.8% above budget year to date.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 5.7% below budget projections. Fuel and Lubricants and Equipment Repair Parts are the categories seeing the most savings so far this year. Salaries, Wages, & Fringes and Local Match continue to trend right on budget.
- Paratransit Budget Summary – Operating expenses are 10.43% under budget. Many categories continue to see savings year to date.
- Rideshare Budget Summary – Rideshare has a budget savings of 16% year to date. Many categories are currently seeing savings.

Recommendation:

- Approve the August FY2022 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of August FY2022 Year to Date as Compared to Budget:**

Fixed Route	\$	8,776	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(55,404)	\$196,255
Rideshare	\$	<u>(10,390)</u>	
Total	\$	(57,019)	

FY2021 Financials:

August 2021

FIXED ROUTE	August 2021			Year-To-Date-(2) Month Ending 08/31/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	338,567	346,217	(7,650)	884,772	692,433	192,338
Non-Operating Revenue	2,217,912	2,472,240	(254,329)	4,437,941	4,944,481	(506,540)
Subtotal	2,556,479	2,818,457	(261,978)	5,322,713	5,636,914	(314,201)
Operating Expenses	2,698,289	2,818,457	120,168	5,313,936	5,636,914	322,978
Gain/(Loss)	(141,810)	-	(141,810)	8,776	-	8,776

PARATRANSIT	August 2021			Year-To-Date-(2) Month Ending 08/31/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	43,836	29,075	14,761	83,208	58,150	25,058
Non-Operating Revenue	190,542	261,022	(70,480)	381,083	522,044	(140,960)
Subtotal	234,378	290,097	(55,719)	464,291	580,194	(115,903)
Operating Expenses	271,260	290,097	18,837	519,696	580,194	60,498
Gain/(Loss)	(36,882)	-	(36,882)	(55,404)	-	(55,404)

RIDESHARE	August 2021			Year-To-Date-(2) Month Ending 08/31/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	30,113	30,000	113	69,469	60,000	9,469
Non-Operating Revenue	-	17,508	(17,508)	-	35,016	(35,016)
Subtotal	30,113	47,508	(17,395)	69,469	95,016	(25,548)
Operating Expenses	38,448	47,508	9,060	79,859	95,016	15,157
Gain/(Loss)	(8,335)	-	(8,335)	(10,390)	-	(10,390)

SUMMARY	August 2021			Year-To-Date-(2) Month Ending 08/31/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	412,517	405,292	7,225	1,037,448	810,583	226,865
Non-Operating Revenue	2,408,453	2,750,770	(342,317)	4,819,024	5,501,541	(682,517)
Subtotal	2,820,970	3,156,062	(335,092)	5,856,472	6,312,124	(455,652)
Operating Expenses	3,007,997	3,156,062	148,065	5,913,491	6,312,124	398,633
Gain/(Loss)	(187,027)	-	(187,027)	(57,019)	-	(57,019)



ACTION ITEM



8A: FTA FY2021 Buses and Bus Facilities Grants Program Application

Action: Approve staff to submit a grant application for Phase 2 construction of a new Bus Operations and Maintenance Facility

Staff Resource: *Kent Farver, Chief Financial Officer*

Background:

- The Federal Transit Administration (FTA) announced the opportunity to apply for approximately \$409.59 million under the Grants for Buses and Bus Facilities Program on September 20, 2021. Grant applications are due November 19, 2021.
- As required by federal transit law and subject to funding availability, funds will be awarded competitively to assist in the financing of capital projects to replace, rehabilitate, purchase or lease buses and related equipment, and to rehabilitate, purchase, construct, or lease bus-related facilities.
- Staff is requesting permission to submit a grant application for the second phase of construction on a new Bus Operations and Maintenance Facility based on direction from the DART Executive Committee. DART was awarded \$17.5 million from the program in 2019 toward Phase I construction.

Recommendation:

- Approve staff to submit a grant application for the first phase construction of a new Bus Operations and Maintenance Facility.



ACTION ITEM



8B: DART Privacy Policy

Action: Approve the updated DART Privacy Policy

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

Background:

- DART's privacy policy was established with its website.
- The privacy policy notifies DART riders of what information DART collects when they use DART's website and/or mobile applications. The policy outlines how customer information is used and any third parties the information is shared with.
- DART staff recently worked with Brick Gentry to complete a thorough review of the policy and made the following updates:
 - Clarify how and what data is collected
 - Provide notice of how collected data may be used
 - Update the description of rights available under the California Consumer Privacy Act
- Once approved, the policy will be updated on DART's website and DART staff will notify riders via email and the MyDART app.
- DART staff will review the privacy policy on an annual basis and will update throughout the year as needed to add or remove third-party service providers.

Recommendation:

- Approve the Privacy Policy as presented.



Des Moines Area Regional Transit Authority Privacy Policy



Scope:	General Public
Responsible Department:	External Affairs
Effective Date:	July 2014
Revision Date:	October 5, 2021
Approved By:	DART Commission

I. PURPOSE

The Des Moines Area Regional Transit Authority ("DART") respects your privacy and makes efforts to ensure the safekeeping of any information you submit to DART and to ensure such information is used responsibly. By using DART's website, DART's mobile applications, including but not limited to the MyDART app, and/or DART's software generally, you consent to the collection and use of information as set forth below.

SECTION 1 - INFORMATION DART COLLECTS

Use of DART's website, DART's mobile applications, including but not limited to the MyDART app, and/or DART's software generally may require you to provide personal information so DART may follow up with you. Such personal information may be required to subscribe to email notifications, complete surveys, apply for a job online or fill out other forms, such as the "contact us" form.

Personal Information: You may provide DART with personal information, including but not limited to, the following:

1. Name, address, telephone number, and email address.
2. Login/password for your account with DART.
3. Payment information.
4. Date of birth.
5. Social media usernames.
6. The identification number associated with your account with DART.

Non-Personal Information: DART may also collect analytic data to maintain the high quality and efficacy of DART's website, DART's mobile applications, including but not limited to the MyDART app, and/or DART's software generally using automated means such as cookies (as described in Section 2 below), server logs, web beacons, etc. The collected analytic data may include, but is not limited to, the following:

1. Your internet protocol (I.P.) address.
2. Your basic location information (strictly a group statistic), i.e., state/city you are located in.
3. Cookie session IDs.
4. The page(s) you visited.
5. Features you used/searched for.



6. Web browser you used during your visit.
7. Operating system you use.
8. The link that referred/brought you to DART's website or DART's software generally.

DART uses Google Analytics, a third-party measurement software, to gather and compile the above-referenced information. Google Analytics does not collect, track or have any access to personal information received at this website. To find out more about Google Analytics, its technology, or its privacy policy, please visit <http://www.google.com/analytics/>. For Google Analytics opt-out alternatives, please visit http://www.doubleclick.com/privacy/opting_out.aspx.

SECTION 2 - COOKIES

Please be advised that DART may use cookies to collect general information about your visit that will be retained and used by DART, including, without limitation, for DART marketing as described in this privacy policy. By using DART's website, you expressly consent to the use and collection by DART of this information. To withdraw your consent after accepting the cookies, delete them from your browser. For more information on cookies and deletion of cookies, please visit: <http://www.allaboutcookies.org/>

You can stop cookies from being deployed on your computer by configuring your browser not to accept them. Please refer to your browser's help section for more information. Be aware that deleting certain cookies can disrupt normal website and/or service functionality.

SECTION 3 - WHAT DART DOES WITH YOUR INFORMATION

DART uses the information collected for internal purposes such as evaluating, operating, and improving DART, its website, the MyDART app, and protecting against and preventing data breaches and fraud, complying with legal requirements, etc. DART may also make use of and provide this information to third parties for business purposes such as, but not limited to, maintaining your account, to conduct engagement audits, to conduct marketing of DART services, to protect the security of our website, mobile applications, and business, and to prevent fraud. DART will not rent or sell your personal information for money.

More specifically, DART may use the collected information in conjunction with third parties as follows:

Email Marketing: By providing your email you are agreeing that DART may send you emails, either directly or through DART's third-party service provider(s), regarding DART's promotions and other updates. DART uses Flynn Wright and Constant Contact, both of which are third-party marketing agencies, to deliver updates and marketing materials to you. In the course of DART's marketing efforts, DART may provide Flynn Wright and Constant Contact with the personal information DART collects. These third parties are separate entities from DART, and as such, have their own privacy policies. You may review Flynn Wright's privacy policy by visiting the follow link: <https://www.flynnwright.com/privacy-policy/>. Additionally, Constant Contact's privacy policy may be reviewed at the following link: <https://www.constantcontact.com/legal/privacy-statement>.



SECTION 4 - CONSENT

How does DART get my consent?

When you provide DART with personal information, utilize DART's website, DART's mobile applications, including but not limited to the MyDART app, and/or DART's software generally, utilize DART's services, verify your credit card, place an order, etc., you agree to consent to DART collecting your information and using it for the purposes set out in this privacy policy.

How do I withdraw my consent?

If you change your mind, you may withdraw your consent for DART to contact you for the continued collection, use or disclosure of your information, at any time, by contacting DART at dart@ridedart.com.

SECTION 5 - DISCLOSURE

In addition to disclosure for the uses described above, DART may also disclose your personal information if DART is required by law to do so or if you violate DART's [Terms of Service](#).

SECTION 6 - THIRD-PARTY POLICIES

DART's website is hosted by a third-party hosting service. Additionally, the MyDART app is provided by Bytemark, Inc., a third-party software solutions provider. Bytemark is a separate entity from DART and has its own privacy policy and terms of use. Links to Bytemark's policies as well as the privacy policies of DART's other third-party service providers may be found below. DART strongly recommends you review these additional policies and terms to fully understand how each DART vendor uses your information. DART has no specific information regarding the privacy policies of companies with which DART is not directly associated and encourages users of DART's website, DART's mobile applications, including but not limited to the MyDART app, and/or DART's software generally to contact the providers for additional details pertaining to privacy policies that may allow collection of information by any such entities.

Bytemark Privacy Policy: <https://www.bytemark.co/privacy-policy>

Bytemark Terms: <https://www.bytemark.co/terms>

CloudBadging: <https://www.cloudbadging.com/Agreements/CloudBadging-Privacy-Policy.pdf>

Dynamics 365 (Microsoft): <https://privacy.microsoft.com/en-us/privacystatement>

First Data Payment Processor Privacy Policy: https://www.firstdata.com/en_us/privacy.html

HaCon Trip Planner Privacy Policy: <http://hacon.de/datenschutz-en>

InComm Payments Privacy Policy: <https://www.incomm.com/about/policies/privacy/>

Iowa Rideshare Privacy Policy:

<https://www.iowarideshare.org/Public/PublicPage.aspx?ItemName=PrivacyStatement&FileType=html>



Nodus Privacy Policy: <https://www.nodus.com/privacy-policy/>

Pay Fabric: <https://www.payfabric.com/us/policy.html>

RideShark Privacy Policy: <https://www.rideshark.com/privacy-policy/>

Square: <https://squareup.com/us/en/legal/general/privacy>

Survey Monkey: <https://www.surveymonkey.com/mp/legal/privacy/>

Uber: <https://www.uber.com/legal/en/document/?country=united-states&lang=en&name=privacy-notice>

Via Transportation Privacy Policy: <https://ridewithvia.com/privacy-policy/>

Braintree Privacy Policy: <https://www.braintreepayments.com/legal/braintree-privacy-policy>

SECTION 7 - THIRD-PARTY SERVICES

In general, the third-party providers used by DART will only collect, use, and disclose your information to the extent necessary to allow them to perform the services they provide to DART. However, certain third-party service providers, such as payment gateways and other payment transaction processors, if any, have their own privacy policies with respect to the information DART is required to provide to them for your purchase-related transactions.

For these providers in particular, DART recommends that you read their privacy policies and terms of service so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or DART. If you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

As an example, if you are located in Canada and your transaction is processed by a payment gateway located in the United States, then your personal information used in completing that transaction may be subject to disclosure under United States legislation, including the Patriot Act.

Once you leave DART's website, mobile applications, including but not limited to the MyDART app, and/or software or are redirected to a third-party website or application, you are no longer governed by this privacy policy or DART's [Terms of Service](#). As such, this privacy policy applies solely to DART's website, DART's mobile applications, including but not limited to the MyDART app, and/or DART's software generally. Links to other organizations' websites are included to provide website visitors with additional information. DART is not responsible for the content or privacy policies of such websites.

Links: When you click on links using DART's website, DART's mobile applications, including but not limited to the MyDART app, and/or DART's software generally, the links may direct you to a third-party website. DART is not responsible for the privacy practices of other websites and encourages you to read their privacy statements.



Do Not Track Signals: DART does not process or respond to "Do Not Track" signals from your browser or other mechanisms that enable consumer choice regarding the collection of personal information about your online activities over time and across third-party websites or online services.

SECTION 8 - NOTICE TO CALIFORNIA CUSTOMERS

If you are a resident of California, you may make certain requests concerning the personal information collected by DART. DART will comply with these requests to the extent required by law.

You may request to know what personal information of yours that we have, to delete that information, and to request that your personal information not be sold. However, DART will not sell your information for monetary gain.

To make such a request, you can email or write to DART at the address below. Please mention in your communication that you are making a "California Consumer Privacy Act" inquiry. DART will respond within thirty days.

SECTION 9 - PROTECTING YOUR INFORMATION

To protect your personal information, DART follows usual and customary industry practices to ensure your information is not inappropriately lost, misused, accessed, disclosed, altered, or destroyed.

Credit card information is not directly accepted by DART's website, DART's mobile applications, including but not limited to the MyDART app, and/or DART's software generally. Credit card and other personal information is transmitted to DART's payment processor(s), First Data, InComm Payments, Nodus, Pay Fabric, Braintree and/or Square. Although no method of transmission over the Internet or electronic storage is 100% secure, DART's payment processor(s), First Data, InComm Payments, Nodus, Pay Fabric, Braintree and/or Square, follow usual and customary industry practices to protect your data.

SECTION 10 - AGE OF CONSENT

By using the DART website, DART's mobile applications, including but not limited to the MyDART app, and/or DART's software generally, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given DART your consent to allow any of your minor dependents to use DART's website, DART's mobile applications, including but not limited to the MyDART app, and/or DART's software generally.

SECTION 11 - CHANGES TO THIS PRIVACY POLICY

DART reserves the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the DART website or upon updating the DART mobile application(s). If DART makes material changes to this privacy policy, DART will notify you here that it has been updated, so that you are aware of what information DART collects, how DART uses it, and under what circumstances, if any, DART uses and/or discloses it.



SECTION 12 - COMPLIANCE WITH THE CHILDREN'S ONLINE PRIVACY PROTECTION ACT

To the extent applicable, DART complies with the requirements of the Children's Online Privacy Protection Act. DART will not target its offerings towards, or knowingly collect any personally identifiable information from, children under 13 years of age.

SECTION 13 - ONLINE POLICY ONLY

This privacy policy applies only to information collected through DART's website, DART's mobile applications, including but not limited to the MyDART app, and/or DART's software generally and not to information collected offline.

SECTION 14 - SECURITY

Information emailed to DART via the Internet is not secure and could be intercepted by others. DART recommends you do not use email to send private or sensitive data about yourself or others unless it is encoded or encrypted. DART uses usual and customary industry encryption and cybersecurity policies to protect your passwords, contact information, and other personal information.

QUESTIONS AND CONTACT INFORMATION

If you would like to access, correct, amend or delete any personal information DART has about you, register a complaint, or simply want more information, contact DART at dart@ridedart.com or by mail at Des Moines Area Regional Transit Authority, 620 Cherry Street, Des Moines, IA 50309-4530.

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DISCUSSION ITEM



9A: Marketing and Communications Update

Staff Resources: Rick Pallister, Marketing and Communications Manager

- Staff will provide an update on several key marketing and communications initiatives.



DISCUSSION ITEM



9B: Business Partnerships Update

Staff Resources: Matt Harris, Business & Community Partnerships Manager

- Staff will provide an update on the status of DART's business partnerships.



MONTHLY REPORT



9C: Monthly Performance Report - August 2021

Staff Resource: *Luis Montoya, Chief Planning Officer*

Summary of August 2021 Monthly Performance:

- Total fixed route ridership increased 97.9% in August compared to July. Total August ridership was up 112.8% compared to August 2020. Fixed route was up 116.6%, Paratransit was up 100.7%, and RideShare was up 30% compared to August 2020. The return of the Iowa State Fair can be attributed with most of the ridership increase, however the return of DMPS student ridership at the end of the month and even notable upticks in some Express Route ridership also contributed.
- In total for the fiscal year, preventable accidents occurred at a rate of .98 per 100,000 miles, and non-preventable accidents occurred at a rate of .54 per 100,000 miles. Both are improvements over last year's performance and meet our targets.
- With increases in ridership and traffic on the roads On-Time Performance has declined slightly at 82.60% for the month and 85.01% for the year, which still is in line with our benchmark of 85%.
- Fixed Route operating costs per revenue hour are \$127.43 this fiscal year to date which meets our goal of \$150. These costs are up 2% compared to August of last year.
- Road Calls per 100,000 miles, where our buses need service while in operation, were down 76.59% this fiscal year compared to last year.



Performance Summary - August 2021

9/1/2020

8/31/2021

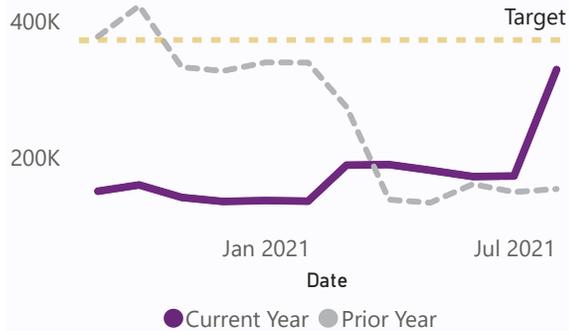
Ridership

Monthly
329,136

FY21: 154,685 (+112.78%)

YTD
502,827

FY21: 304,972 (+64.88%)



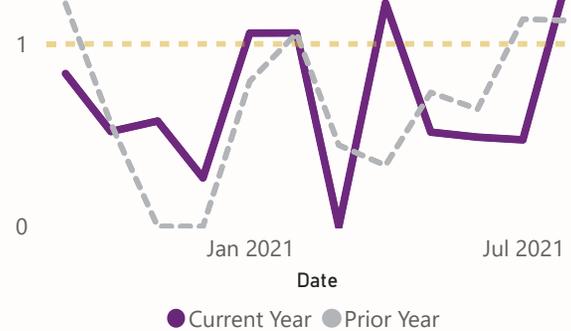
Preventable Accidents/100k Miles

Monthly
1.41

FY21: 1.13 (-24.69%)

YTD
0.98

FY21: 1.13 (+13.49%)



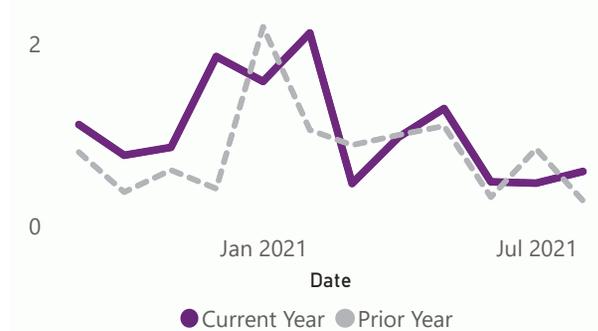
Non-Preventable Accidents/100k

Monthly
0.60

FY21: 0.28 (-113.75%)

YTD
0.54

FY21: 0.57 (+3.87%)



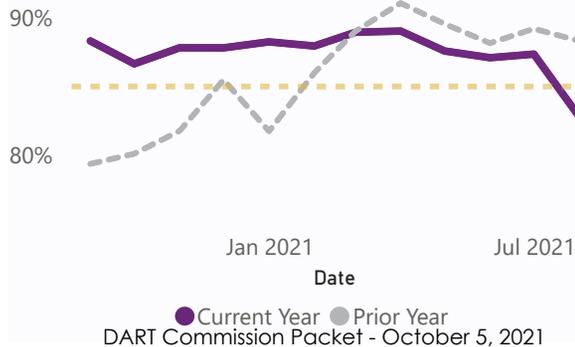
On-Time Performance

Monthly
82.81%

FY21: 88.31% (-6.22%)

YTD
85.01%

FY21: 88.75% (-4.21%)



Farebox Recovery Ratio

Monthly YTD YTD

* Data is currently pending the month close

Current Year Prior Year

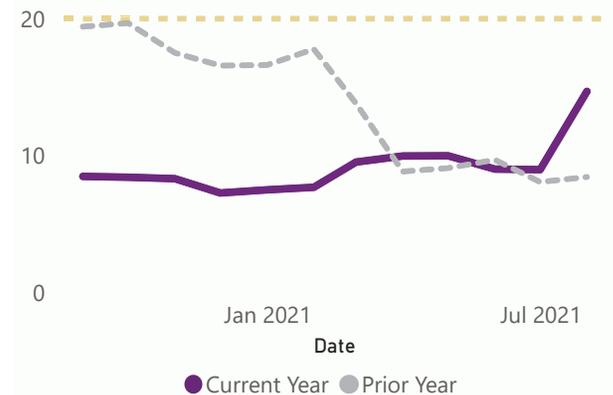
FR Passengers / Revenue Hour

Monthly
14.69

FY21: 8.44 (+74.1%)

YTD
12.10

FY21: 8.25 (+46.64%)





Fixed Route Performance

2/1/2021

8/31/2021

Ridership

Monthly

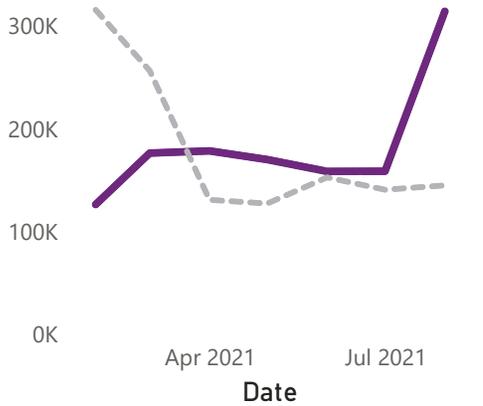
314,216

FY21: 145,027 (+116.66%)

YTD

473,008

FY21: 285,818 (+65.49%)



● Current Year ● Prior Year

On-Time Performance

Monthly

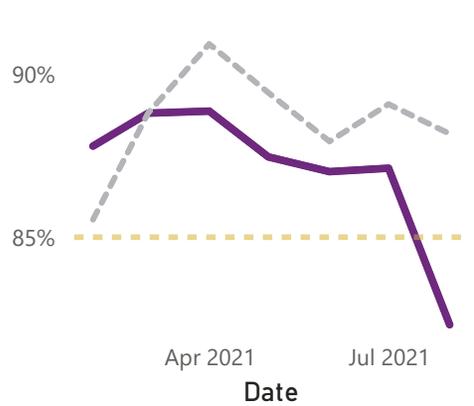
82.30%

FY21: 88.18% (-6.67%)

YTD

84.64%

FY21: 88.64% (-4.51%)



● Current Year ● Prior Year

Operating Cost/Rev. Hour

Monthly

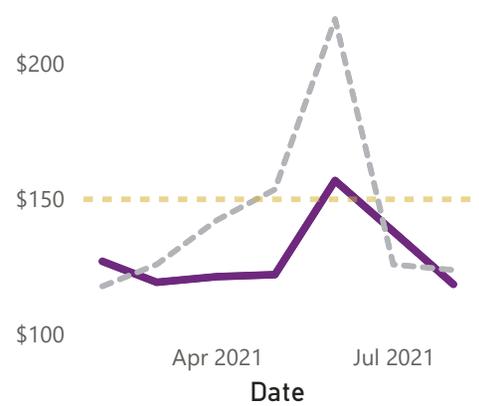
\$118.59

FY21: \$123.85 (+4.24%)

YTD

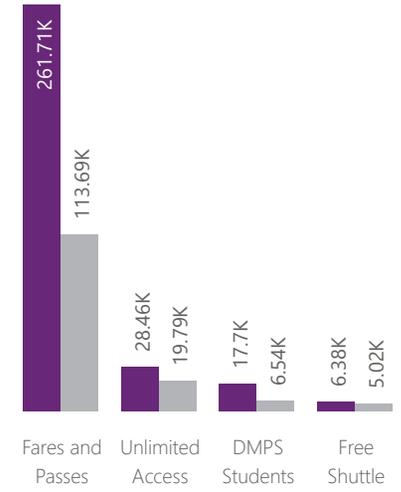
\$127.43

FY21: \$124.89 (-2.04%)



● Current Year ● Prior Year

Monthly Ridership by Fare Group



● Current Year ● Prior Year

Preventable Acc./100k

Monthly

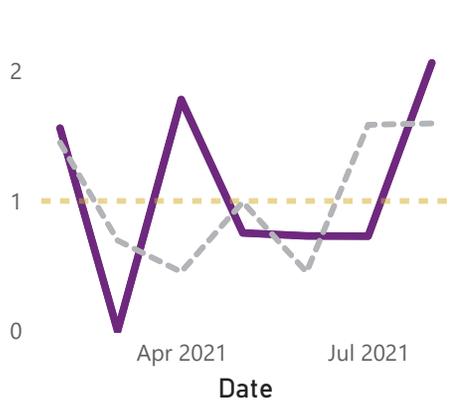
2.06

FY21: 1.60 (-29.18%)

YTD

1.47

FY21: 1.59 (+7.86%)



● Current Year ● Prior Year

Non-Preventable Acc./100k

Monthly

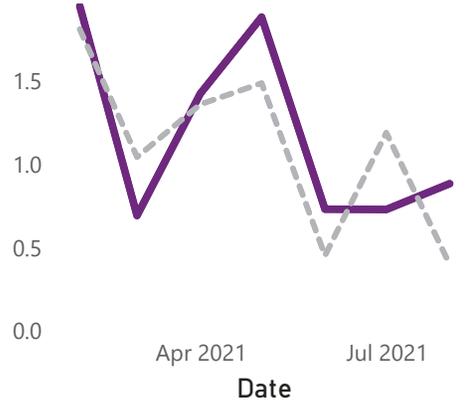
0.88

FY21: 0.40 (-121.44%)

YTD

0.81

FY21: 0.80 (-2.37%)



● Current Year ● Prior Year

Road Calls/100k Miles

Monthly

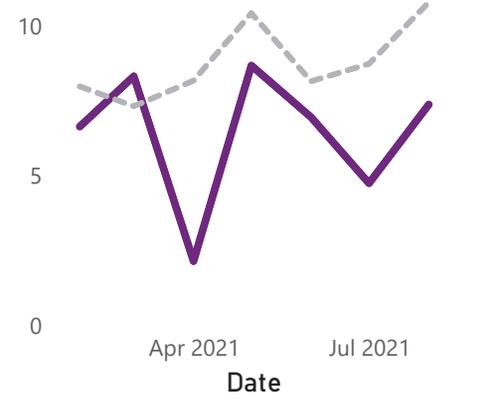
7.37

FY21: 10.78 (+31.65%)

YTD

6.19

FY21: 9.75 (+36.49%)



● Current Year ● Prior Year

Complaints/100k Passengers

Monthly

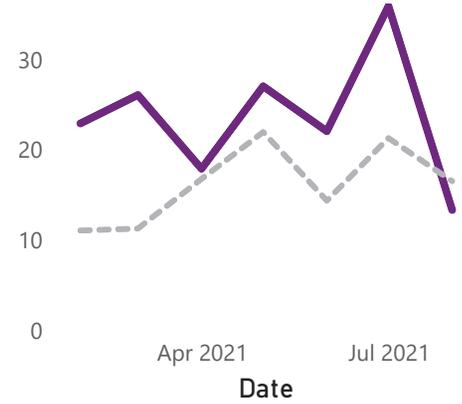
13.37

FY21: 16.55 (+19.23%)

YTD

20.93

FY21: 18.89 (-10.78%)



● Current Year ● Prior Year



Paratransit Performance

2/1/2021

8/31/2021

Ridership

Monthly

6,799

FY21: 3,388 (+100.68%)

YTD

13,244

FY21: 6,658 (+98.92%)

On-Time Performance

Monthly

93.76%

FY21: 92.53% (+1.32%)

YTD

92.93%

FY21: 92.51% (+0.45%)

Operating Cost/Passenger*

Monthly

\$40.22

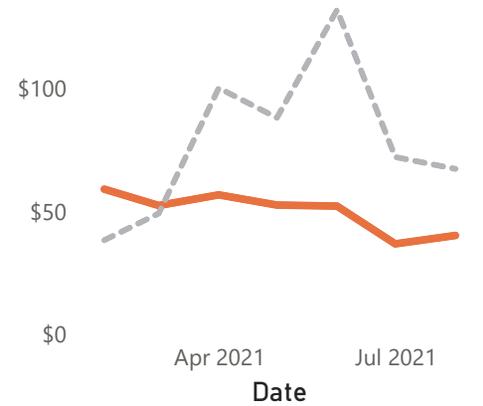
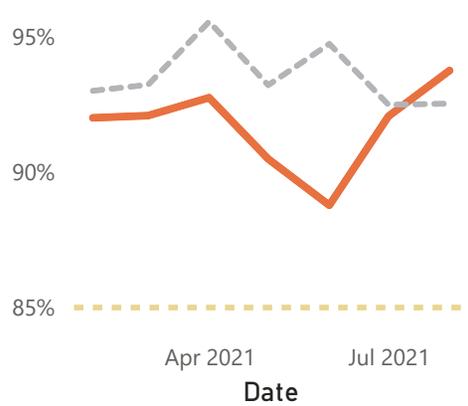
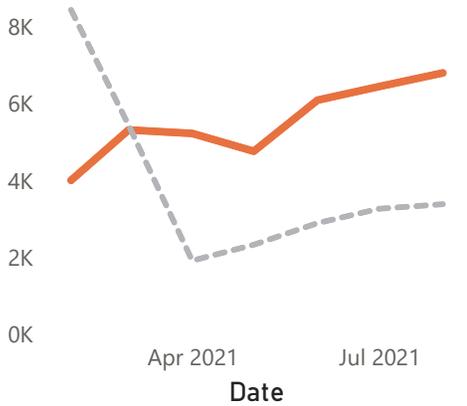
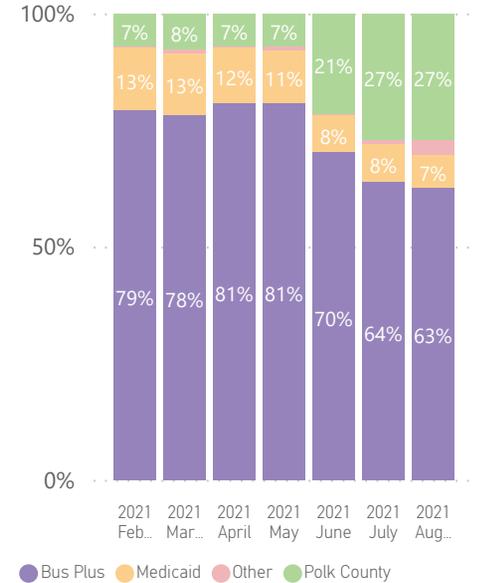
FY21: \$67.24 (+40.18%)

YTD

\$38.56

FY21: \$69.59 (+44.59%)

Paratransit Customer Type Breakdown



Preventable Acc./100k

Monthly

0.00

FY21: 0.00

YTD

0.00

FY21: 0.00

Non-Preventable Acc./100k

Monthly

0.00

FY21: 0.00

YTD

0.00

FY21: 0.00

RideShare - Ridership

Monthly

8,121

FY21: 6,270 (+29.52%)

YTD

16,575

FY21: 12,496 (+32.64%)

RideShare - Op. Cost/Passenger*

Monthly

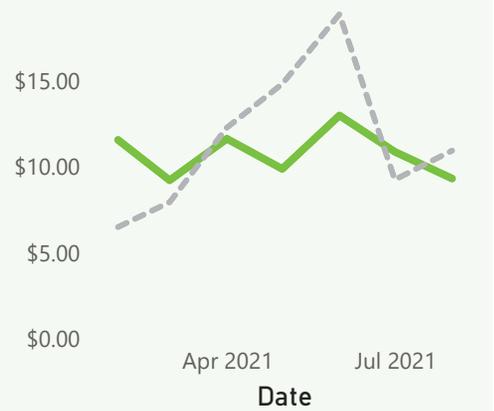
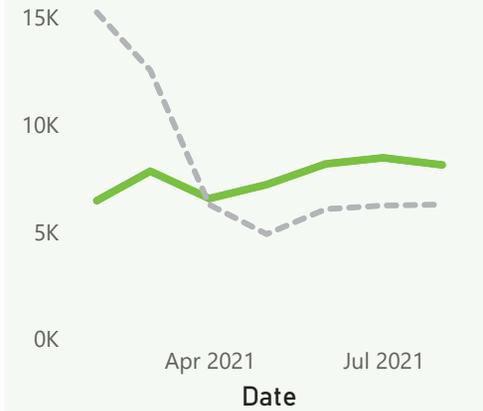
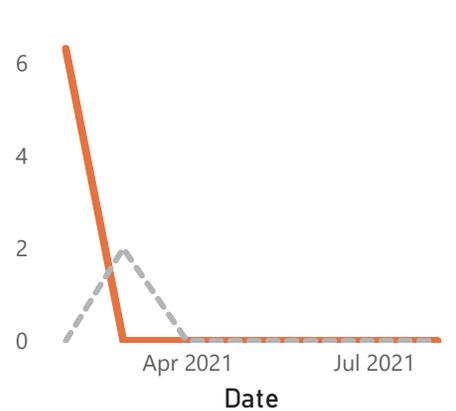
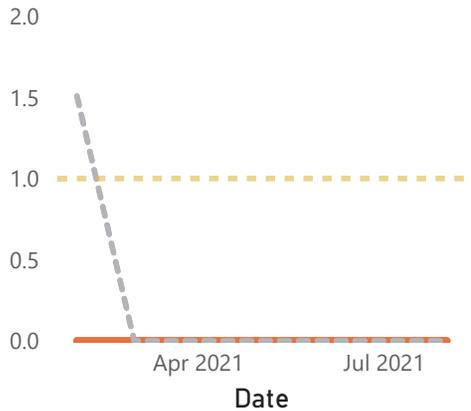
\$9.31

FY21: \$10.93 (+14.82%)

YTD

\$10.10

FY21: \$10.09 (-0.12%)



DART Commission Pocket - October 5, 2021



Route Details

Month

August 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	151,220	5,010	158,366	9,815	148,551	1513.5%	30.54	56.91%
	#3 - University	20,437	21,033	39,769	40,968	-1,199	-2.9%	12.77	86.59%
	#4 - E. 14th	8,999	6,241	17,407	12,076	5,331	44.1%	9.88	89.64%
	#5 - Franklin Ave/Johnston	5,398	3,515	9,689	7,207	2,482	34.4%	6.25	87.91%
	#6 - Indianola	13,283	9,936	24,848	20,207	4,641	23.0%	11.91	89.25%
	#7 - SW 9th St.	18,794	16,231	35,823	31,670	4,153	13.1%	18.14	91.38%
	#8 - Fleur Dr.	1,350	762	2,287	1,484	803	54.1%	7.32	78.90%
	#10 - East University	620	612	1,103	1,326	-223	-16.8%	3.71	90.82%
	#11 - Ingersoll/Valley Junction	1,128	892	2,203	1,794	409	22.8%	6.63	64.11%
	#13 - Evergreen	1,057	44	1,337	44	1,293	2938.6%	9.48	75.37%
	#14 - Beaver Ave.	9,513	6,481	17,614	13,181	4,433	33.6%	10.07	89.65%
	#15 - 6th Ave.	10,119	9,239	19,293	18,130	1,163	6.4%	11.35	79.11%
	#16 - Douglas Ave.	17,965	16,872	35,212	33,066	2,146	6.5%	11.54	86.44%
	#17 - Hubbell Ave.	13,324	13,065	26,876	25,453	1,423	5.6%	9.84	88.16%
	#50 - Euclid	3,315	3,791	6,558	7,779	-1,221	-15.7%	4.78	93.32%
	#52 - Valley West/Jordan Creek	7,367	5,896	14,843	11,131	3,712	33.3%	6.69	84.99%
	#60 - Ingersoll/University	17,346	14,966	33,829	29,571	4,258	14.4%	11.22	85.17%
#72 - West Des Moines Loop	3,190	2,968	5,987	5,928	59	1.0%	3.52	79.80%	
#74 - NW Urbandale	317	194	613	434	179	41.2%	2.25	90.69%	
2. Shuttle	Link Shuttle	724	30	1,679	30	1,649	5496.7%	2.91	98.19%
	Downtown Shuttle	5,341	4,980	10,753	10,109	644	6.4%	8.41	90.79%
3. Express	#92 - Hickman	300	239	607	485	122	25.2%	1.41	83.26%
	#93 - NW 86th	554	269	1,100	576	524	91.0%	2.43	84.99%
	#94 - Westtown	261	322	592	622	-30	-4.8%	3.42	91.03%
	#95 - Vista	133	133	285	306	-21	-6.9%	1.88	81.25%
	#96 - E.P. True	399	303	776	539	237	44.0%	2.72	79.47%
	#98 - Ankeny	1,237	635	2,475	1,167	1,308	112.1%	3.30	81.30%
	#99 - Altoona	373	287	768	538	230	42.8%	2.31	83.13%
5. On Call	Ankeny	145	80	273	177	96	54.2%	3.70	80.49%
	NW Johnston / Grimes								
	Regional	7	1	43	5	38	760.0%	3.21	100.00%
Cab	Paratransit: Taxi	494	187	878	371	507	136.7%	3.63	
Paratransit	Paratransit: Bus/Van	6,305	3,201	12,366	6,287	6,079	96.7%	5.31	92.93%
RideShare	RideShare	8,121	6,270	16,575	12,496	4,079	32.6%	4.18	
Total		329,136	154,685	502,827	304,972	197,855	64.9%	11.02	85.01%



MONTHLY REPORT



10A: Operations Team Report

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

Maintenance – Keith Welch, Fleet Manager

- **Gillig Bus Order:** DART has placed the order for its next five 30' buses. Production started the first week in September. DART did have a technician onsite the week of September 12 to inspect the first buses coming off the line. The buses are meeting DART's build specifications and will be delivered between the end of October and the beginning of November.
- **New Flyer Bus Order:** DART has placed an order for ten 40' buses. Production start date was moved to the second week in September with the first buses exiting the build line the week of October 18th. DART will have a technician onsite week of October 18, 2021 to inspect the buses as they come off the line. Dart management will be onsite for the build audit October 21-22. New delivery date will start the first week in November.
- **Supply chain impacts:** DART's fleet maintenance department continues to be impacted by parts shortages due to the supply chain challenges that have resulted from the COVID-19 pandemic. Staff are monitoring inventory closely, adjusting ordering as needed, and scenario planning to do everything possible so that this shortage doesn't have an impact on regularly scheduled service.

Transportation – Steve Wright, Transportation Manager

- **Staffing impacts:** The operator shortage, which is being addressed in many ways outlined in the Human Resources report, has an impact on the day-to-day operations of DART's transportation services. Specifically, most days involve a significant amount of mandatory overtime in order to provide all scheduled services, and on many days DART's transportation administrative staff are helping fill open runs. While the shortage is a challenge to service, the transportation team is working on creative approaches to deliver service, maintain operator morale and maintain excellent customer service.
- **Paratransit project update:** Staff are continuing to work closely with consultants to improve the efficiency and effectiveness of DART's paratransit service and prepare for future innovative service delivery options. This includes continued work on multiple scheduling improvements and quality assurance efforts as well as looking at operations best practices and organizational structures, certification and eligibility, and paratransit service boundaries.

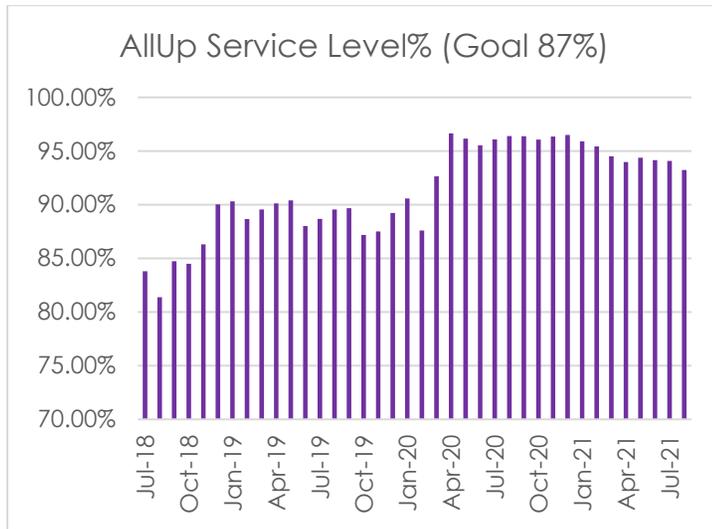
Facilities – Zach Ashmore, Facilities Manager

- **Zero Emission Bus Conference:** Amanda Wanke, Chief Operations Officer and Deputy CEO, and Zach Ashmore, Facilities Manager, attended the Zero Emission Bus Conference in Denver, CO, September 15-17, 2021. They learned about the latest challenges and considerations at other transit agencies when transitioning fleets to zero-emission buses as well as sharing best practices and lessons learned.

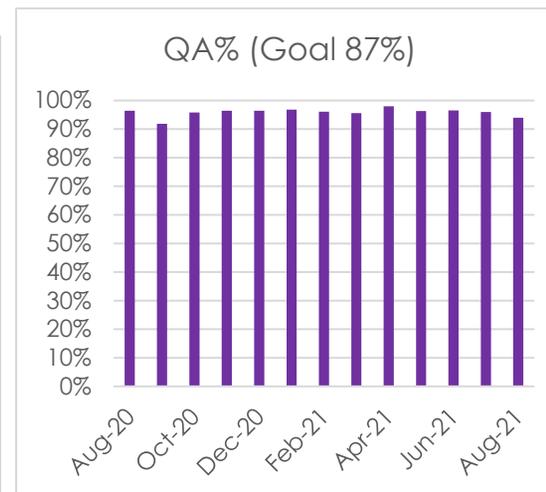
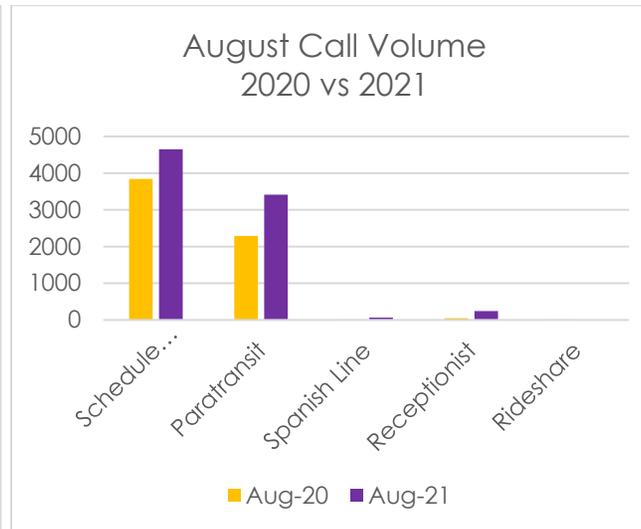
MONTHLY REPORT
10A: Operations Team Report



Customer Experience – Ashley Caruthers, Customer Experience Manager



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.



10B: Planning Team Report

Staff Resources: *Luis Montoya, Chief Planning Officer*

- **Transit Optimization Study:** The recommendations of the TOS are being shared as part of the second phase of public outreach through the end of October. Outreach methods include in-person engagement, as well as an interactive project website, virtual public meetings, and on-board rider communications. Public feedback on DART's vision for the future of transit in our region will be incorporated into a final plan, which will be considered for approval by the DART Commission in December.
- **Ankeny Microtransit Pilot:** Project launch has preparations are underway. The project has generated positive public feedback and anticipation thanks to several local media spotlights.
- **Climate Action Strategy:** In response to the FTA's Healthy Climate Challenge, staff are developing a Climate Action Strategy for DART that will catalogue DART's existing greenhouse gas (GHG) emissions, document past and current efforts to reduce GHG emissions, set a GHG reduction goal for DART, and identify potential strategies. Staff will update the Commission on progress and seek feedback on GHG emissions reductions over the winter before bringing the strategy for Commission approval in the spring.



MONTHLY REPORT



10C: External Affairs Team Report

Staff Resources: Erin Hockman, Chief External Affairs Officer

Marketing and Communications – Rick Pallister, Marketing and Communications Manager

- **Transit Optimization Study:** Promotion for the transit study began in September and continues through much of October. This includes outreach to local businesses, organizations, and communities to ask for their assistance by sharing information about the study with their audiences. In addition, advertising in local media channels has started, along with regular emails to riders, audio messages and hang tags on the buses, on-site promotion at DCS, social posts on DART's social media channels, and notifications in the MyDART app. Also, DART staff have participated in several community events to gather input (see below).
- **Community Events:** Staff continues to participate in community events with a focus on gathering public input on the short- and long-term service recommendations. Community events since the last update include:
 - Sept. 4 – Electric bus in Pleasant Hill Parade
 - Sept. 9 – Clive Chamber Sponsorship
 - Sept. 15 – Altoona Chamber Sponsorship
 - Sept. 16 – Valley Junction Farmer's Market
 - Sept. 18 – Electric bus at Downtown Farmer's Market (picture at right)
 - Sept. 22 – Downtown Chamber Sponsorship
 - Sept. 23 – Johnston Chamber Sponsorship
 - Sept. 24 – Sierra Club's – Electric bus Lunch and Learn
 - Sept. 25 – Ankeny Farmer's Market
 - Sept. 27 – Public meeting at DART Central Station
 - Sept. 28 – Public open house at DART Central Station
- **DART on Demand:** Marketing staff is working closely with planning staff and DART's vendor, Via, to support the launch of DART's first microtransit pilot in Ankeny on Nov. 15. Staff is working with Via to brand the app, which will be called DART On Demand. A marketing plan to promote the service is being finalized and will be deployed in early November.
- **Bus Operator Recruitment:** The DART marketing team worked with Human Resources to promote operator openings at DART. A radio campaign on local stations KIOA, KDRB, KGGO, and KJJY started on August 23 and runs until October 17. Social posts have been running on DART social media channel promoting operator openings, and on-bus ads are in development.
- **Grimes on Call:** Targeted outreach is being done to promote the extended hours of the Grimes On Call zone.



DART Staff collect feedback on TOS and give tours of DART's electric bus

MONTHLY REPORT
10C: External Affairs Team Report



Marketing Analytics Report

Metric	Mar 2021	April 2021	May 2021	June 2021	July 2021	Aug 2021	August 2020	Year Prior
MyDART App Accounts	25,077	25,502	25,964	26,541	27,104	29,353	22,630	23%
Website Unique Visitors	14,514	14,034	13,563	16,345	17,020	27,500	12,668	54%
Facebook Likes	4,919	4,954	4,972	4,991	5,056	5,110	4,704	8%
Twitter Followers	2,433	2,441	2,442	2,446	2,451	2,462	2,376	3%
Instagram Followers	1,405	1,413	1,417	1,425	1,441	1,453	1,350	7%
LinkedIn Followers	541	549	560	565	572	580	483	17%
Email Subscribers	14,240	14,153	13,131	13,130	13,131	13,121	16,610	-27%
Trip Plans	20,925	18,212	19,648	21,315	14,587	10,189	16,048	-58%
Real-time Map	14,451	14,817	14,661	18,023	18,646	13,330	10,971	18%
Next DART Bus	144,277	140,119	118,819	136,369	142,272	184,349	100,159	46%
SMS Text Messaging	108,298	110,499	112,445	107,720	110,631	115,472	108,614	6%
IVR Phone Calls	5,359	5,093	4,919	5,844	6,195	6,899	4,963	20%

YTD MyDART App Report

Metric	Mar. 2021	April 2021	May 2021	June 2021	July 2021	Aug 2021	TOTAL FY 2022
Downloads	740	661	676	800	852	2,056	2,908
iOS	189	164	180	224	224	889	1,113
Android	551	497	496	576	628	1,167	1,795
Accounts Created	391	425	462	577	563	2,249	2,812
Orders Placed	2,782	2,491	2,514	2,197	2,900	5,040	7,940
Passes Purchased	3,920	3,506	3,516	3,922	3,890	9,380	13,270
Revenue	\$18,129	\$16,762	\$16,811	\$18,415	\$17,889	\$25,407	\$43,296

DART in the NEWS

Top Stories

[DART will test new, on-demand service](#)

[DART will offer on-demand ride program through a smartphone app in Ankeny this fall](#)

Reach

Broadcast	639,929
Online	503,411
Total Reach	1,143,340



RideShare – Victoria Lundgren, RideShare Supervisor

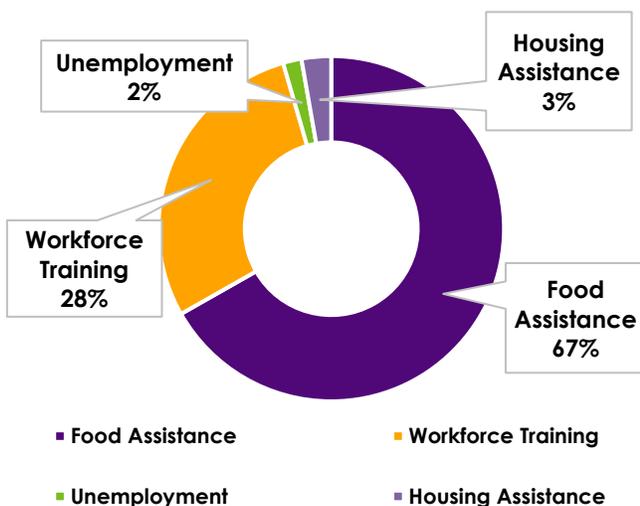
- **New systems RFP:** DART will soon issue a Request for Proposals to seek a new technology platform to manage RideShare customer and fleet information more efficiently.
- **Part time fare structure:** The recent approval of a new part-time fare structure by the DART Commission is helping support a more flexible return to work option for RideShare customers who are returning to the office.
- **Prospective vanpooling partnerships:** Staff are continuing to field interest in RideShare from multiple businesses seeking to address workforce transportation needs, particularly in the food production and manufacturing sectors throughout central, southern, and eastern Iowa.
- **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.

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

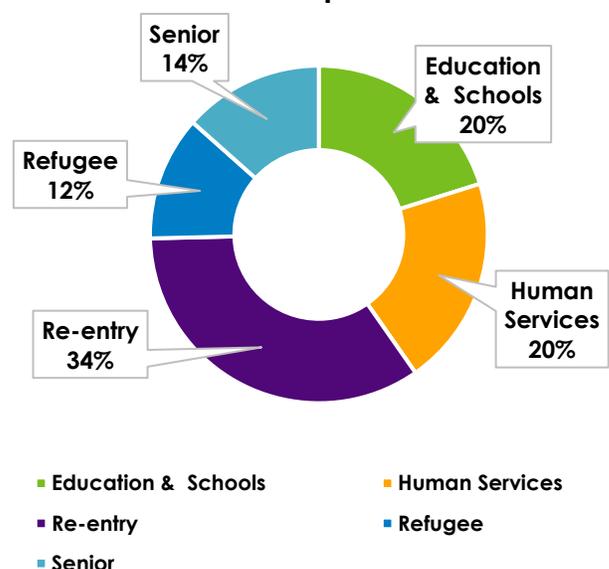
- **Unlimited Access Partnerships:** Unlimited Access partnership renewals recently completed or in progress include Unity Point, EMC Insurance, Nationwide Insurance, Polk County, and Principal Financial Group. Planning is underway for cultivating new prospective Unlimited Access partnerships with residential properties and development along key routes. Roll out of a new partnership with Conlin Properties is in progress and will provide unlimited access to DART for residents of Deer Ridge Apartments in Des Moines via the MyDART mobile app.
- **Art Shelters:** Installation of the first five art shelters along the **6th Avenue Corridor** in Des Moines is expected early Fall 2021. Art shelter concepts are complete for the **Roosevelt Cultural District** (2 shelters) and the **Johnston Town Center** (1 shelter). Distribution of a pre-qualified artist roster for project stakeholders to reference when undertaking art shelter projects is in progress. Follow up to major project stakeholders to coordinate art shelter planning is ongoing.
- **Half Fare Pilot and Mobility Coordination Update:** Half fare pilot enrollment and mobility outreach participation YTD through August 31, 2021, are shown below.

Half Fare Pilot Enrollment by Eligibility

289 Total Participants



FY2021 YTD Mobility Outreach Participants



MONTHLY REPORT
10C: External Affairs Team Report



Public Affairs – Amy McCoy, Public Affairs Manager

• **Federal Initiatives:**

- DART staff monitored federal progress on the surface transportation reauthorization bill and federal infrastructure package. This included monitoring virtual updates from Sen. Charles Grassley and Congresswoman Cindy Axne. More details on the proposal's progress are included in the Cardinal Infrastructure report.
- A federal Notice of Funding Opportunity (NOFO) for the 2021 Buses and Bus Facilities Grant was issued and staff began preparing application materials for submission in November, pending Commission approval. DART plans to request letters of support from Congressional delegation members and local entities such as the Greater Des Moines Partnership and the Des Moines Area Metropolitan Planning Organization (MPO).

• **State Initiatives:**

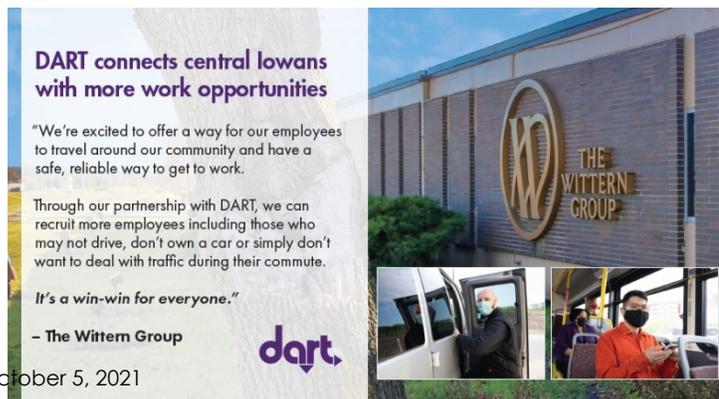
- DART staff continued coordination with PolicyWorks, DART's contracted lobbyists, to meet with legislators before the 2022 legislative session. Discussions are focusing on funding diversification including potential updates to the last year's proposed transit hotel/motel tax legislation. More details can be found in the PolicyWorks report.
- Coordination continued with the Iowa Public Transit Association to better understand impacts of a proposed transit hotel/motel tax to other transit systems statewide.
- Monitoring and outreach continued for local city council races and special elections for the state legislature to prepare to assist newly elected officials to learn about DART's mission and vision, regional services and value to central Iowa citizens.

• **Regional Initiatives:**

- DART staff participated in the [Greater Des Moines Partnership's](#) first state legislative meeting in preparation for the 2022 legislative session. The partnership will post priorities at its webpage in the coming weeks.

• **Other Initiatives:**

- Supporting materials were developed for DART Chief Operating Officer and Deputy CEO Amanda Wanke as she prepared to speak during a podcast presented by Iowa Workforce Development.
- A presentation was developed for the [American Bus Benchmarking Group \(ABBG\)](#), a consortium of medium-sized bus agencies in North America. The presentation provided an overview of DART services, the Transit Optimization Study, DART's new property tax formula and other ongoing initiatives.
- The ad shown below will appear in a November Business Record publication focused on jobs.





**State Legislative Update for Des Moines Area Regional Transit Authority
Prepared by PolicyWorks on September 24, 2021**

- On Sept. 8, along with DART staff, met with Senate Ways and Means Chair Dan Dawson, R-Council Bluffs, and his Ways and Means Committee staff about hotel/motel tax legislation. Feedback received was to look at a 'base year' approach to implementation. Per direction from DART staff, we will be following up with Sen. Dawson's staff.
- Joined DART staff in meeting Sept. 16 with Rep. Garrett Gobble, R-Ankeny, about proposed transit hotel/motel tax legislation. Rep. Gobble has offered to be supportive and would like additional follow up pending the discussions with Sen. Dawson.
- Discussed Iowa Medicaid transportation concerns with DART staff in preparation for a meeting on the topic with Iowa Public Transit Association (IPTA) and Iowa Department of Human Services (DHS) Director Kelly Garcia that's scheduled for Oct. 11.
- Continued to discuss the best methods for communicating property tax levy decreases with area legislators with decreases that are due to the implementation of DART's new property tax formula, as well as the potential for further levy reduction if transit hotel/motel tax legislation is passed and approved by voters.

Federal Legislative Update for Des Moines Area Regional Transit Authority UPDATE on September 30, 2021

Congress has ended the fiscal year with a 9-week continuing resolution, funding the government through the first week of December.

Due to continued delay over a budget reconciliation framework, and House Progressives' hesitation in voting for an infrastructure bill without the Senate first passing a robust reconciliation bill, the fiscal year ended with a delay in the FACT Act and surface transportation authorization.

The lapse means that FTA will not be able to reimburse transit agencies for new costs under its formula programs, which are Highway Trust Fund (HTF)-funded. Agencies will be reimbursed following reauthorization of the FAST Act. Payments for construction projects supported by the general-funded Capital Investment Grants program could continue.

FTA has reported that it will not furlough any of its employees as their salaries are paid through appropriations.

It is unclear whether there could be a short-term extension of the FACT Act, or whether it will remain lapsed to put pressure on House Progressives to pass an infrastructure bill.

Prepared by Cardinal Infrastructure on September 27, 2021

Activities Conducted by Cardinal Infrastructure

Cardinal Infrastructure continues to engage alongside APTA and the Bus Coalition on advocating for transit funding and favorable policy language in the form of the Infrastructure Investment and Jobs Act (Senate bipartisan infrastructure bill), budget reconciliation, and annual appropriations.

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 application to the Buses and Bus Facilities grant program.

Bipartisan Infrastructure Bill

In a 'Dear Colleague' letter issued by Speaker Pelosi on September 26th, the Speaker noted that the House will start floor debate on the infrastructure package September 27th, and a vote will occur on September 30th; the day before the FAST Act expires. Senate Environment and Public Works Committee Chairman Carper indicated that they are considering different options to extend funding for surface transportation programs if the scheduled vote fails or gets postponed.

A handful of House Republicans have indicated they will vote for the infrastructure bill, though this wouldn't be enough to make up for the "no" votes expected from House Progressives should an agreement on a reconciliation vote not come in time.

As a reminder, the infrastructure bill provides \$1.2 trillion in spending over five years; of which, \$550 billion is new federal investments. The bill provides \$91.2 billion in funding for the Federal Transit Administration over five years, of which \$40.4 billion is "above baseline" spending increases provided by the bill. The bill also authorizes an additional \$15.75 billion in supplemental appropriations from general revenues for FTA over the next five fiscal years.

Budget Reconciliation

The House Budget Committee passed the reconciliation package out of committee, even though there is not yet an agreement on all the provisions with Senate Democrats. The legislation is now referred to the House Rules Committee for floor preparation, where additional revisions from House and Senate Democratic leaders are anticipated.

The House Transportation and Infrastructure Committee's budget reconciliation bill would increase spending by \$57.3 billion over 10 years. In its current form, the House bill provides, among other funding provisions, \$9.9 billion for the newly created Affordable Housing Access Program Competitive grants program, to be issued jointly by FTA and the Department of Housing and Urban Development to support access to affordable housing and the enhancement of mobility for residents in disadvantaged communities or neighborhoods, in persistent poverty communities, or for low-income riders generally.

Moderate House and Senate Democrats have threatened to vote against the reconciliation package if there is not a vote on the bipartisan infrastructure legislation the week of September 27th, while House Progressives have said they will vote against the infrastructure legislation unless the House and Senate agree to vote on the reconciliation package.

Speaker Pelosi also wrote that they plan to conclude negotiations with the Senate and White House on the reconciliation package fairly soon, which will be challenging as a number of issues remain, including health care, climate, long-term home care and childcare, immigration, taxes.

Bus and Bus Facilities

FTA released a notice of funding opportunity for its FY 2021 Buses and Bus Facilities Program. The program provides \$409.59 million in funding for capital projects to replace, rehabilitate, purchase or lease buses and related equipment, and bus-related facilities. Applications are due by 11:59 p.m. Eastern Time on November 19, 2021. In addition to applying statutory review criteria, FTA will also give priority consideration to applications that encourage racial equity and address barriers to opportunity; create significant community benefits relating to the environment; and projects that support the Justice40 Initiative with the goal of delivering 40 percent of the overall benefits of relevant investments to disadvantaged communities.

Route Planning Restoration

FTA released its \$25 million FY 2021 notice of funding opportunity for the Route Planning Restoration Program. Proposals are due by 11:59 pm Eastern Time on November 15, 2021. This program funding will be awarded to supports route planning designed to: 1) Increase ridership and reduce travel times, while maintaining or expanding the total level of vehicle revenue miles of service provided in the planning period; or 2) Make service adjustments to increase the quality or frequency of service provided to low-income riders and disadvantaged neighborhoods or communities. With a federal funding share of 100%, applicants must have experienced a reduction in transit service any time on or after January 20, 2020, as a result of the COVID-19 pandemic.

Transit Worker Safety

The FTA published a Request for Information (RFI) on Transit Worker Safety, requesting input on transit worker assault prevention. Based on security events reported to the National Transit Database, the RFI notes an increase in assaults on transit operators. According to the RFI, "FTA continues to explore options for potential FTA actions to address this concern." Comments are due by November 23rd, 2021.

Vaccination Requirement

The President announced that "the Department of Labor is developing an emergency rule to require all employers with 100 or more employees, that together employ over 80 million workers, to ensure their workforces are fully vaccinated or show a negative test at least once a week." The President further stated that, "The Department of Labor will require employers with 100 or more workers to give those workers paid time off to get vaccinated."



MONTHLY REPORT



10D:	Finance, IT & Procurement Team Report
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Staff Resources: *Kent Farver, Chief Financial Officer*

Operations and Maintenance Facility Update – Kent Farver, CFO

- DART staff met with FTA regional office staff, the State Historical Preservation Office (SHPO) staff, and tribal representatives on Wednesday September 15th in our environmental scan consultation meeting. At this meeting, DART received approval to move forward with phase 1A of the archaeological survey work at the proposed operations and maintenance facility site beginning September 20th. That work has been completed and we expect to get the report back from this phase 1A survey by October 15th. At that time, the FTA regional staff, the SHPO staff, and the tribal representatives will have 30 days to comment on our plans for the phase 1B field work that is scheduled to begin in mid-November. Our hope is to get the second part of the archaeology survey completed in November/December 2021, with a review and approval by the SHPO and FTA to follow in early 2022.
- The 30% design work has been completed as of the end of September and the cost estimation group is now working on completing all cost estimation work by the end of October. We will be bringing this information to the Commission once it has been completed.

Finance Department – Amber Dakan, Finance Manager

- **Financial Audit FY2021**- Baker Tilly, DART's contracted independent audit firm, conducted its onsite portion of the engagement. This year it was performed virtually due to the pandemic. Staff will continue to finalize footnote statements and pension adjustments in the coming weeks.
- **National Transit Database (NTD) Reporting:** As the Financial Audit concludes, staff will work with Baker Tilly on an Agreed Upon Procedures (AUP) review of the National Transit Database Reporting statistics due in October.
- **Payroll Review** – DART has contracted with RSM to conduct a thorough review of participants and processes comprised within the payroll function. DART has four distinct areas that operate with different pay rules: Maintenance, Paratransit, Fixed Route, and Administration. The goals of the project are to update documentation of the processes, identify areas of opportunity to become more efficient and ensure compliance and accuracy of the work product. This project kicked off in September and will continue over the course of the next few months.
- **GASB87 Work** – The Finance team as well as the Procurement team continue to work to catalog all contracts and agreements that may be defined as a lease arrangement under the new GASB 87 standards. These involve both lessee and lessor relationships. DART has contracted with Eide Bailly to assist with the implementation of the standard that is effective in the current fiscal year.
- **Bus and Bus Facilities Notice of Funding Opportunity (NOFO)** – FTA has released its notice of funding opportunity for the current year's Bus and Bus Facilities Program. The Finance Team is working on a grant application for the competitive funding opportunity in conjunction with

MONTHLY REPORT
10D: Finance/IT/Procurement



our Public Affairs Manager. DART was previously awarded \$17.275 million towards a proposed new Operations and Maintenance Facility project.

Procurement Department – Mike Tiedens, Procurement Manager

Upcoming Projects and Procurements:

- **Bus Shelter Manufacture** – (no update from September) DART is seeking a contractor to complete the modular fabrication/construction and delivery of transit bus shelters and benches. The contract will encompass the shelters DART intends to purchase and install over the next 3 – 5 years. The shelters shall match DART's current shelter design as well as allowing options for art glass, solar power and ad panels. The shelter design will meet applicable building codes.
 - Request for Proposals published in September 2021.

Contracts and Task Orders Approved Recently:

- **Paratransit Support** – Through its contract with TMD for On Call Planning Services, DART has enacted a task order for additional paratransit support. Services include but are not limited to, side by side staff evaluations, onboard paratransit trips, follow up PASS software training, QA check in meetings and assistance with software configurations. The task order was for the Not to Exceed amount of \$24,520.

Current Work:

- **DBE Webinar Participation** – DART Procurement staff has created materials to present at the Disadvantaged Business Enterprise and Targeted Small Business Diversity Webinar with CIRAS/Iowa State University on September 28, 2021.

Future Procurements:

- Copier/Printing Services
- Light Duty Buses
- Vanpool Management System
- Banking Services
- Bond/Financing Counsel Services
- Construction Management Services
- Outdoor Signage Displays



10E: Human Resources, Training & Safety Team Report
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Staff Resource: *Todd Sadler, Chief Human Resources Officer*

Human Resources – Danie Gohr, HR Manager

- **Payroll Process Evaluation:** With recent staff transitions, the HR and Finance team have uncovered areas of opportunity within our payroll function. The teams are engaging a third party (RSM) to engage in the evaluation of the entire payroll process and provide solutions and best practices moving forward. This will be a several month process and will involve cross departmental teamwork.
- **Recruitment Update:** Recruitment is a priority for DART right now as we are facing an operator shortage as well as increased admin turnover, and therefore, are getting creative on ways to attract talent. These include:
 - A 5-week radio ad that is reaching across 3 stations in the metro to attract applicants for our Paratransit and Fixed Route openings.
 - Finding efficiencies in our hiring process to reduce the amount of time it takes to apply and work through the applicant screening process.
 - Increasing the Employee Referral incentive from \$300 to \$1,500
 - Attending multiple job fairs with local community partners, such as Evelyn K Davis Center, Iowa Workforce Development, and DMACC to promote our current openings.
- **Current Openings:**
 - Human Resources Manager
 - Maintenance Supervisor
 - Operations Supervisor
 - Bus Service Person
 - Part-time Fixed Route Operator
 - Part-time and Full-time Paratransit Operator
 - Senior Staff Accountant
- **Upcoming Openings:**
 - Employee Relations Coordinator- position is currently in review and HR Department is assessing needs
 - Safety & Training Specialist
 - Paratransit Coordinator
- **COVID-19 Update:** Since the beginning of 2021 we have had 18 positive tests. Notable statistics include that our total vaccination rate is 62%. We are continuing to showcase the benefit of getting vaccinated to our employees. We have updated our COVID FAQ's,



MONTHLY REPORT

10E: Human Resources, Training and Safety Team Report

documentation process as well as created a vaccination form to be filled out by all new employees.

Training – Matt Johnson, Training Manager

- **Fixed Route Trainees:** Training continued for five Fixed Route Operators in training. Three are working to obtain their CDL, while two with licensing work through route training.
- **Fair Training for Administrative Staff:** Training sessions were held for all administrative staff to prepare for supporting service during the fair. Sessions were conducted in person, as well as virtual, and pre-recorded this year.
- **Temporary State Fair Operators:** Seven temporary operators were trained to support additional efforts during the fair.
- **DART Operator Fair Training:** Route training was conducted to familiar DART operators with fair service. Additionally, a service overview training video was published to inform operators of the service.

Safety – Pat Daly, Safety Manager

- **Safe Driver Recognition:**
 - Planning for annual DART safe driving recognition event.
- **DART ROADEO:**
 - Planning for an abbreviated bus operator driving skills challenge to be held along with a job fair that will allow those interest in becoming bus operators to have the opportunity to drive a bus on a closed course.
- **Investigation:**
 - Investigated bus operator seat component failure
- **DART Safety Plan:**
 - Continued review, revision, and development of DART's emergency preparedness plans.
 - Continued implementation plan timeline development



MONTHLY REPORT



10F: Chief Executive Officer

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

- **DART Executive Committee** - The DART Executive Committee met on Friday, September 17, 2021. The discussion items presented during the meeting included:
 - Funding Diversification
 - Operations and Maintenance Facility Update
 - Operator Hiring Update
 - Privacy Policy Update
- **Midwest Transit Conference** – myself and several DART staff members attended the Midwest Transit Conference which was held in St. Louis September 7-9. The conference was hosted by Iowa Public Transit Association, Kansas Public Transit Association, and Missouri Public Transit Association and provided several opportunities to meet with other transit professionals, stakeholders, elected and interested citizens across the Midwest.
- **American Bus Benchmarking Annual Meeting:** Amanda Wanke, Chief Operating Officer and I attended the American Bus Benchmarking Annual Meeting in Salt Lake City, UT, September 20-22, 2021. We learned about the initiatives at other transit agencies as well as a review of the most recent benchmarking data.
- **MOVE America 2021** - I was recently invited and participated on a panel at the MOVE America 2021 conference which was held in Austin, TX September 28, 2021. The panel topic was "Is the electric bus revolution under way?" and DART was identified to participate due of our recent news coverage on our testing of all-electric, zero-emission buses, offering cleaner transportation to Greater Des Moines.



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

November 2, 2021 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> STBG Grant 	<ul style="list-style-type: none"> FY 2023 DART Budget Update Transit Optimization Study Update Radio Upgrade Project
December 7, 2021 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Audited FY21 Financials Transit Optimization Study Approval TRAC Member Recruitment 2022 Legislative Priorities Rideshare Software Contract Bus Shelter Manufacture Contract 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update FY 2023 DART Budget Update DART Strategy Alignment
January 4, 2022 – 12:00 P.M. (Annual Meeting)	
Action Items	Information Items
<ul style="list-style-type: none"> MPO/CIRTA Representation Winter Service Change Rideshare Van Purchase 	<ul style="list-style-type: none"> FY2022 DART Budget Development Update

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee	Friday, October 22, 2021	7:30 a.m.	Zoom Meeting
DART Facilities Project Workshop	Thursday, December 9, 2021	11:30 a.m.	Hybrid Meeting
DART FY 2023 Budget Workshop	Friday, January 28, 2022	11:30 a.m.	Hybrid Meeting



COMMISSIONER ITEM



12A: Nominating Committee Appointments
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Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

Rules Relating to Nominating Committee Appointment:

- As stated in Article V, Section 2 of the 28E agreement (page 13), the Nominating Committee shall be appointed by the Chair at a regular Commission meeting held at least **three (3) months prior to the annual meeting in January.**
- As stated in Article III, Section 4 of the 28e agreement (page 10), the officers of the Commission shall be elected every year by and from the members of the Commission present at the annual meeting of the Commission for that year.
 - The Nominating Committee shall select and offer nominations for each office at the annual meeting. Nominations for the officer positions shall also be accepted from the representatives present at that annual meeting.
 - All nominees, including those offered by the Nominating Committee, must receive a second in order to be considered a candidate and voted on for said office.
- The officers of the Commission shall be the Chair, the Vice Chair and the Secretary/Treasurer, each of whom shall be elected each year by vote of the Commission at the annual meeting of the Commission for that year. Officers shall be elected for a one (1) year term, with a possible second term available. In no event shall a person hold one specific officer position for more than two (2) one-year terms. Although not required, it is anticipated that the Vice-Chair shall move into the position of the Chair, and the Secretary/Treasurer shall move into the position of Vice-Chair.

Nominating Committee Appointment and Proposed Schedule:

- The Nominating Committee shall meet and be prepared to share the proposed nominations at the December 2021 Commission meeting and take action at the January 2022 Commission meeting.



COMMISSIONER ITEM



12B:	2022 DART Commission Meeting Dates and Times
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Staff Resource: *Vicky Barr, Executive Coordinator & Commission Clerk*

The proposed 2022 DART Commission Meeting dates and times are as follows:

- January 4, 2022 at 12:00 pm
- February 1, 2022 at 12:00 pm
- March 1, 2022 at 12:00 pm
- April 5, 2022 at 12:00 pm
- May 3, 2022 at 12:00 pm
- June 7, 2022 at 12:00 pm
- July 12, 2022 at 12:00 pm (week later due to 4th of July Holiday)
- August 2, 2022 at 12:00 pm
- September 6, 2022 at 12:00 pm
- October 4, 2022 at 12:00 pm
- November 1, 2022 at 12:00 pm
- December 6, 2022 at 12:00 pm