



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 – 847 6535 3800/Passcode - 355623

NOVEMBER 2, 2021 – 12:00 PM

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2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF NOVEMBER 2, 2021 AGENDA	
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14. NEXT MEETING: Regular DART Meeting - Tuesday, December 7, 2021 – 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.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED IN-PERSON AND VIRTUALLY
620 CHERRY STREET – DES MOINES, IOWA 50309
OCTOBER 5, 2021**

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

ROLL CALL

Commissioners/Alternates Present and Voting:

Vern Willey, Kelly Whiting (participated via zoom), Doug Elrod (participated via zoom), John Edwards (participated via zoom), Josh Mandelbaum(participated via zoom), Jill Altringer (participated via zoom), Paula Dierenfeld, Ross Grooters, Angela Connolly (participated via zoom), Bridget Montgomery, Russ Trimble (participated via zoom) and Joseph Jones

Commissioners Absent:

Michael McCoy

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 Angela Connolly and seconded by Josh Mandelbaum to approve the October 5, 2021 agenda. The motion carried unanimously.

PUBLIC COMMENT

None

CONSENT ITEMS

7A – Commission Meeting Minutes – September 7, 2021

7B – August 2021 Financials

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

ACTION ITEMS

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

Kent Farver, Chief Financial Officer gave a brief verbal background and update on the Federal Transit Administration (FTA) discretionary grant opportunity as part of the Buses and Bus Facilities Program. Staff requested permission to submit a grant application for the second phase of



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

It was moved by Angela Connolly and seconded by Josh Mandelbaum to approve the October 5, 2021 agenda. The motion carried unanimously.

PUBLIC COMMENT

None

CONSENT ITEMS

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7B – August 2021 Financials

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

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COMMISSION MEETING MINUTES – OCTOBER 5, 2021**



construction on a new Bus Operations and Maintenance Facility. DART was awarded \$17.5 million from the program in 2019 toward Phase I construction.

It was moved by John Edwards and seconded by Josh Mandelbaum to approve staff to submit a grant application for the first phase construction of a new Bus Operations and Maintenance Facility. The motion carried unanimously.

8B – DART Privacy Policy

Erin Hockman, Chief External Affairs Officer shared that DART's 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. After recent review of the policy staff are suggesting some updates which were verbally shared with the Commission.

It was moved by John Edwards and seconded by Josh Mandelbaum to approve the Privacy Policy as presented. The motion carried unanimously.

DISCUSSION ITEMS

9A – Marketing and Communications Update

Rick Pallister, Marketing and Communications Manager provided an update on several key marketing and communications initiatives.

9B – Business Partnerships Update

Matt Harris, Business and Partnerships Director provided an update on the status of DART's business partnerships.

9C - Monthly Performance Report – August 2021

Luis Montoya, Chief Planning Officer provided a brief update sharing that overall ridership is up compared to August 2020. The return of the Iowa State Fair and DMPS students have contributed to this and in addition we are seeing some upticks to some of the Express Routes too.

DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

10A - Operations

Amanda Wanke, Chief Operating Officer and Deputy CEO shared that our "short" Gillig buses will be arriving in the upcoming weeks.

10B – Planning

None

10C - External Affairs

None

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COMMISSION MEETING MINUTES – OCTOBER 5, 2021**



10D – Finance/IT/Procurement

None

10E – Human Resources

Todd Sadler, Chief Human Resources Officer, provided an update on recruiting efforts for operators during the labor shortage.

10F – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, shared that we have started and continuing to schedule time with our member cities to present the TOS, our legislative priorities and other DART projects at upcoming council meetings. We will be looking to schedule these through the end of the calendar year 2021.

FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

Chair, Russ Trimble referred Commissioner Kelly Whiting who provided a brief update on the Ankeny transit study.

12A - Nominating Committee Appointments

Chair, Russ Trimble appointed the nominating committee of Commissioner Dierenfeld (Chair), Commissioner Connolly and Commissioner Altringer to serve on the nominating committee. The process was outlined; the nominating committee share the proposed nominations at the December 2021 Commission meeting and take action at the January 2022 Commission meeting.

12B – 2022 Commission Meeting Dates and Times

Pending confirmation of 2022 Holidays, the Commission agreed to keep the same date and time for the 2021 commission meeting dates, the first Tuesday of the month at noon, other than the month of July (as listed below). Vicky Barr, Executive Coordinator and Commissions Clerk will send out the calendar invites to all commissioners once Holidays do not conflict with any of the dates presented.

The meeting dates and times for 2022 are:

- 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



CONSENT ITEM



6B:	FY2026 Surface Transportation Block Grant (STBG) Request
Action:	Authorize submission of an application to the DMAMPO for federal STBG funds in the amount of \$1,397,000

Staff Resource: *Timothy Ruggles, Grants Program Administrator*

Background:

- Applications for the FY2026 Federal Surface Transportation Block Grant program (STBG) are due to the DMAMPO on January 8, 2022.
- The total STBG funding available for FY2026 is approximately \$12.7 million with MPO policy dictating the minimum distribution to transit at 10%, up to a maximum of 70%. If the MPO estimates are understated, the 2026 unallocated portion is distributed to projects that were either partially funded or unfunded, but only up to the original application amount.
- DART requested \$1,510,000 in FY2025 funding to replace three heavy-duty buses and was awarded slightly less at \$1,300,000

Proposed Request:

- DART will request \$1,397,000 in FY2026 funds (11% of the total), to purchase three heavy-duty buses specified in the capital plan.

Recommendation:

- Approve the submission of the grant as presented to the DMAMPO.



ACTION ITEM



6C: September FY2022 Consolidated Financial Report

Action: Approve the September 2021 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue year to date is 13.30% 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 10.00% year to date. This is primarily a timing issue on grant funding.
- Paratransit Operating revenue is trending above budget by 76.1%. Cash Fares, Mobile ticket passes and Polk County funding are seeing the higher performance levels for the first three months of the year. Other Contracted Service is keeping pace with the budget.
- Paratransit Non-Operating revenue is 27% under budget year to date resulting from grant fund timing.
- Rideshare revenues are 14.7% above budget year to date.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 8.8% below budget projections. Salaries, Wages & Fringes, Services, and Equipment Repair Parts are the categories seeing the most savings so far this year.
- Paratransit Budget Summary – Operating expenses are 11.5% under budget. Fuel & Lubricants, Salaries, Wages & Fringes, and Insurance Expense are the categories seeing the most savings year to date.
- Rideshare Budget Summary – Rideshare has a budget savings of 16% year to date. Services and Equipment Repair Parts are seeing the highest savings.

Recommendation:

- Approve the September FY2022 Consolidated Financial Report.

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

Fixed Route	\$	138,460	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(44,945)	\$194,762.35
Rideshare	\$	<u>(14,799)</u>	
Total	\$	78,717	

FY2021 Financials: September 2021

FIXED ROUTE	September 2021			Year-To-Date-(3) Months Ending 09/30/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	294,336	346,217	(51,880)	1,176,755	1,038,650	138,105
Non-Operating Revenue	2,235,433	2,472,240	(236,807)	6,674,797	7,416,721	(741,924)
Subtotal	2,529,769	2,818,457	(288,688)	7,851,552	8,455,371	(603,819)
Operating Expenses	2,373,506	2,818,457	444,951	7,713,092	8,455,371	742,279
Gain/(Loss)	156,263	-	156,263	138,460	-	138,460

PARATRANSIT	September 2021			Year-To-Date-(3) Months Ending 09/30/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	49,545	29,075	20,470	153,633	87,225	66,408
Non-Operating Revenue	190,542	261,022	(70,480)	571,625	783,066	(211,441)
Subtotal	240,087	290,097	(50,010)	725,258	870,291	(145,032)
Operating Expenses	250,483	290,097	39,614	770,203	870,291	100,088
Gain/(Loss)	(10,396)	-	(10,396)	(44,945)	-	(44,945)

RIDESHARE	September 2021			Year-To-Date-(3) Months Ending 09/30/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	35,542	30,000	5,542	105,517	90,000	15,517
Non-Operating Revenue	-	17,508	(17,508)	-	52,525	(52,525)
Subtotal	35,542	47,508	(11,966)	105,517	142,525	(37,008)
Operating Expenses	40,397	47,508	7,111	120,315	142,525	22,209
Gain/(Loss)	(4,855)	-	(4,855)	(14,799)	-	(14,799)

SUMMARY	September 2021			Year-To-Date-(3) Months Ending 09/30/2021		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	379,423	405,292	(25,869)	1,435,905	1,215,875	220,030
Non-Operating Revenue	2,425,975	2,750,770	(324,796)	7,246,422	8,252,311	(1,005,889)
Subtotal	2,805,398	3,156,062	(350,664)	8,682,327	9,468,186	(785,859)
Operating Expenses	2,664,386	3,156,062	491,676	8,603,610	9,468,186	864,576
Gain/(Loss)	141,012	-	141,012	78,717	-	78,717



CLOSED SESSION



7:	Closed Exempt Session
Action:	The Commission meeting be recessed and reconvened in closed session pursuant to Section 20.17 and 21.9 of the Iowa Code.

Staff Resource: *Elizabeth Presutti, Chief Executive Officer
Matt Brick and Paul Drey, DART Legal Counsel*

Background:

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

Procedures for Closed Session at Commission Meetings:

1. The Commission Chair asks for a motion to recess the meeting and reconvene in closed session.
2. Motion is made with following language:
"I move that the Commissioners of the Des Moines Area Regional Transit Authority go into closed exempt session pursuant to section 20.17 and 21.9 of the Iowa Code to discuss strategy in matters relating to employment conditions."
3. Motion is seconded.
4. Roll Call Vote is taken in open session.
5. All visitors leave the room.
6. Detailed minutes and an audio recording of the closed session must be recorded and be kept by the Commission clerk for a period of at least one year from the date of the closed session, except as otherwise required by law.
7. No action may be taken in a closed session.
8. The Chair will adjourn the closed session when discussion is over, and the meeting will reconvene in open session.
9. The Chair will state for the record that no action was taken during the closed session.
10. Action may be taken in open session on any discussion made in the closed session.



ACTION ITEM



8A: Paratransit Operator Pay Scale

Action: Approve new Paratransit Operator Pay Scale

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

Commission has the option to take action on the following recommendation:

- Approve action item pursuant to Iowa Code Sections 20.17 and 21.9 related to Paratransit Operator Pay Scale.



ACTION ITEM



8B:	Amalgamated Transit Union Memorandum of Understanding
Action:	Approve the Memorandum of Understanding with the Amalgamated Transit Union Memorandum

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

Commission has the option to take action on the following recommendation:

- Approve action item pursuant to Iowa Code Sections 20.17 and 21.9 related to the Amalgamated Transit Union Memorandum of Understanding.



ACTION ITEM



8C: DART Terms of Use Policy

Action: Approve the updated DART Terms of Use Policy

Staff Resource: Erin Hockman, Chief External Affairs Officer

Background:

- DART's Terms of Use Policy was established with its website, outlining guidelines users of DART's website must follow and limiting DART's liability for any disruptions in service.
- Staff worked with Brick Gentry to update its Terms of Use to include both the new DART On Demand and the MyDART app.
- Changes include:
 - Broadening the scope of the Terms of Use to include mobile applications, technology platforms or other online products DART offers in addition to its website.
 - User expectations related to:
 - creating and maintaining an up-to-date account,
 - providing valid payment methods for services that require payment,
 - lawful use of such services,
 - consent to receive electronic communications from DART,
 - eligibility and restrictions,
 - export controls and international use,
 - mobile ticketing,
 - network access and devices,
 - software license,
 - third-party offerings,
 - indemnification,
 - disclaimer of warranties,
 - limitation of liability,
 - termination,
 - choice of law,
 - notices,
 - content disclaimer, and
 - general provisions.
- Once approved, the new Terms of Use 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 terms on an annual basis and will update throughout the year as needed if services change.

Recommendation:

- Approve the DART Terms of Use Policy as presented.



Des Moines Area Regional Transit Authority Terms Of Use Policy



Scope:	General Public
Responsible Department:	External Affairs
Effective Date:	July 2014
Revision Date:	November 2, 2021
Approved By:	DART Commission

I. PURPOSE

These terms and conditions of use ("Terms of Use Policy") govern the access or use by you of any Des Moines Area Regional Transit Authority ("DART") websites, mobile applications, technology platforms, and/or other content, products, and services made available online by DART (collectively, the "Services"). As used in these Terms of Use, "you" or "your" means any person or entity using the Service.

PLEASE READ THIS TERMS OF USE POLICY CAREFULLY BEFORE REGISTERING FOR AN ACCOUNT, SUBMITTING PAYMENT INFORMATION, AND/OR OTHERWISE ACCESSING OR USING THE SERVICES. The Services are offered to you conditioned on your acceptance without modification of this Terms of Use Policy, the DART Privacy Policy, and any documents incorporated by reference herein or therein (collectively, the "User Agreement"). Your access and use of the Services constitutes your agreement to be bound by the User Agreement. You further agree that the User Agreement is a legally binding contract between you and DART. If you do not agree to the User Agreement, including these Terms of Use, then you may not access or use the Services.

DART may modify the User Agreement, including these Terms of Use, at any time and from time to time. Modifications to these Terms of Use will be effective upon DART's posting of such modified Terms of Use on the Services. You acknowledge and agree that it is your responsibility to review the User Agreement, including these Terms of Use, periodically and to be aware of any modifications. Your continued use of or access to the Services after any such modifications constitutes your acknowledgment of the modified Terms of Use and your agreement to abide and be bound by the modified Terms of Use and User Agreement.

Section 2 – Registration Data and Your Account

In order to access or use the Services, you may need to create an account and log in by providing a username, password, cellular phone number, and email address. Your account is personal to you, and you may not share your account information with, or allow access to your account by, any third party. As you will be responsible for all activity that occurs under, or results from any use of, your access credentials (including, without limitation, the behavior of any other people that travel in your party), you agree to use reasonable efforts to prevent unauthorized access to or use of the Services, your username, password, and/or other login credentials, and any device that you use to access the Services.

You are responsible for keeping your account information accurate. You represent and warrant that the information you provide to DART during registration, during your use of the Services, and at all other times, will be true, accurate, current, and complete. You grant DART the right to



disclose to third parties certain registration data about you, and you also authorize DART, directly or through third parties, to make any inquiries DART considers necessary to validate your registration.

DART respects the privacy of your personal information, and DART has developed a separate Privacy Policy, which is specifically incorporated by reference herein, that we encourage you to review for more information on this topic.

You agree to notify DART immediately of any breach in the secrecy of your login credentials. If you have any reason to believe that your account information has been compromised or that your account has been accessed by an unauthorized third party, you agree to immediately notify DART by email at: **dart@ridedart.com**. You will be solely responsible for all losses incurred due to any unauthorized use of your account. There is risk that unauthorized third parties may engage in illegal activity to obtain stored personal information or intercept transmissions of personal information over the Internet. DART is not responsible for any data obtained by third parties in an unauthorized manner.

Section 3 – Payment of Fees and Processing

If you use a Service that requires payment of a fee, you agree to pay all fees associated with your use of such Service, and you will be required to provide a valid payment method. You agree to maintain accurate, complete, and up-to-date information in your account for billing and payment processing purposes. If, for any reason, your credit card company or other payment partner refuses to pay the amount billed for the Service, you agree that DART may, at its option, and in addition to any other rights DART may have, suspend or terminate your use of the Service and require you to pay the overdue amount by other means acceptable to DART. DART may charge a fee for reinstatement of suspended or terminated accounts. DART makes no representations or warranties regarding the amount of time needed to complete payment processing, such as delays in the banking system, nor shall DART be liable for any actual or consequential damages arising from any claim of delay.

Section 4 – User Conduct and Prohibited Transactions

The Services are for your personal and noncommercial use. You may not modify, copy, change, adapt, reverse engineer, decompile, disassemble, attempt to derive any source code or underlying ideas or algorithms, distribute, transmit, display, perform, reproduce, publish, license or sub-license, create derivative works from, transfer, or sell the Services, any part of the Services, or any information, software, products or services obtained from the Services. You may not remove any copyright, trademark, or other proprietary notices contained in or on the Services or “frame” or “mirror” any part of the Services. You may not infringe or violate the intellectual property rights or any other rights of anyone else, including DART or its licensors, in connection with your use of the Services.

Further, your use of the Services is subject to all applicable laws and regulations, and you are solely responsible for the contents of your communications through the Services. As a condition of your use of the Services, you warrant to DART that you will not use the Services for any purpose that is unlawful or prohibited by the User Agreement, including these Terms of Use. Further, you may not



use the Services in a manner that is harmful, fraudulent, deceptive, threatening, harassing, defamatory, obscene, or otherwise objectionable.

You may not transmit any software, files, or other materials that contain viruses, corrupted files, or any other similar software or programs that are malicious, destructive, or may otherwise damage the operation of another's computer or device.

You may not restrict or inhibit any other party from using the Services or use the Services in any manner which could damage, disable, overburden, or impair the Services or otherwise interfere with any other party's use and enjoyment of the Services. Without limiting the foregoing, you may not take any action that imposes or may impose an unreasonable or disproportionately large load on DART's (or DART's third-party vendors' or service providers') infrastructure.

You may not obtain or attempt to obtain any materials or information through any means not intentionally made available or provided for through the Services. Without limiting the foregoing, you may not use any application or other manual or automatic device or process to retrieve, index, data mine or in any way reproduce or circumvent the navigational structure or presentation of the Services or its contents or harvest or otherwise collect information about others.

If DART or any of its affiliates or third-party vendors or service providers, including, without limitation, application developers or payment processors, have any reason to believe that you may be engaging in or have engaged in fraudulent, unlawful, or improper activity, including, without limitation, violation of any of these Terms of Use or other terms of the User Agreement, your access to the Services may be suspended or terminated without prior notice to you, at DART's sole discretion. You will cooperate fully with DART and DART's affiliates and third-party vendors and service providers to investigate any suspected unlawful, fraudulent, or improper activity.

Section 5 – Consent to Electronic Communications

Notices or other communications regarding your account and/or your use of the Service(s) ("Communications") may be provided to you electronically, and you agree to receive all Communications from DART (including, where applicable, on behalf of its third-party vendors or service providers) in electronic form. Communications may be posted within the Services, as applicable, and/or delivered to the email address you provided to DART upon registration. You may print a copy of any Communications and retain it for your records. All Communications in either electronic or paper format will be considered to be in "writing," and shall be deemed to have been given and received no later than upon the expiration of forty-eight (48) hours after mailing or posting (if sent by first class mail or pre-paid post) or twelve (12) hours after sending or posting (if sent by email or posted electronically on the Services), regardless of whether you have received or retrieved the Communication. DART reserves the right, but assumes no obligation, to provide Communications in paper format. Your consent to receive Communications electronically is valid until you revoke your consent by notifying DART of your decision to do so by emailing DART at: dart@ridedart.com. If you revoke your consent to receive Communications electronically, DART will terminate your right to use the Services. You have an affirmative obligation to provide DART with a correct, current, and functional email address and to promptly notify DART as to any changes to or functionality of any and all email addresses you provide DART.



Section 6 – User Eligibility and Restrictions

To the extent applicable, DART complies with the requirements of the Children's Online Privacy Protection Act, and accordingly, the Services are offered and available to users who are 13 years of age or older. By using any of the Services, you represent and warrant that you are 13 years of age or older. If you are not 13 years of age or older, you must not access or use the Services. Further, by using any of the Services, you represent and warrant 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 the Services.

Section 7 – Export Controls and International Use

Any software available on, through, or in connection with the Services ("Software") is subject to United States export controls. No Software may be downloaded or exported, directly or indirectly, into a country, or to a national or resident of any country, prohibited by or subject to United States export restrictions. Further, although the Services may be accessible worldwide, DART makes no representation that the Services, or content available on or through the Services, are appropriate or available for use in locations outside the United States, and any access of the Services from territories or jurisdictions where their contents are illegal is expressly prohibited. Those who choose to access the Services from other locations do so on their initiative and are responsible for compliance with local laws. If you are a non-U.S. user, you warrant that you are violating no law or regulation by your use of the Service(s), and you indemnify DART and its affiliates, directors, officers, employees, agents, and contractors from any and all liability that may arise from your use of the Service(s). Any offer for any product, service, and/or information made in connection with the Services is void where prohibited.

Section 8 – Mobile Ticketing (For Users of the MyDART App Only)

A mobile ticket refers to a type of pass or ride credit purchased through the Services using a smartphone or mobile device. Tickets purchased through the Services may be stored on your phone or other mobile device through the Service. The security of your smartphone, mobile device, and mobile ticket is your responsibility. If any of the foregoing are lost or stolen, DART will not provide a duplicate or replacement mobile ticket. It is also your responsibility to use a charged and properly operating phone or mobile device with Internet connectivity to access and use the Service(s). You are solely responsible at all times for the proper functioning of your phone or mobile device to activate and present your proof of payment. You cannot print or transfer ride credits or mobile tickets purchased through the Services.

Section 9 – Network Access and Devices

You are responsible for obtaining and maintaining the data network access necessary to use the Services. Your mobile network's data and message rates and fees may apply if you access or use the Services from a wireless-enabled device. You are responsible for acquiring and updating compatible hardware or devices necessary to access and use the Services and any updates thereto. DART does not guarantee that the Services, or any portion thereof, will function on any particular hardware or devices. In addition, the Services may be subject to malfunctions and delays inherent in the use of the Internet and electronic communications.



Section 10 – Software License

Your use of any Software in connection with the Services is governed by the User Agreement, including these Terms of Use, and the terms of the applicable end user license agreement, if any, which accompanies or is included with the applicable Software. You may not install or use any Software that is accompanied by or includes a license agreement unless you first agree to such license agreement terms. For any Software not accompanied by a license agreement, and subject to your compliance with the User Agreement, including these Terms of Use, and further provided that you keep intact all copyright and other proprietary notices, DART hereby grants to you, the user, a limited, revocable, non-sublicensable, non-transferable, non-exclusive license to use the Software solely for viewing and otherwise using the particular Service in accordance with the User Agreement, including these Terms of Use, in each case for your personal and noncommercial use, and for no other purpose. All Software is owned by DART and/or its licensors (such as its third-party vendors, service providers, or other contractors) and is protected by copyright laws and international treaty provisions, and any rights not expressly granted herein are reserved by DART and its licensors. For clarity, all intellectual property, including, without limitation, the account to which you are granted access pursuant to the User Agreement, is owned by DART and/or its licensors. Any reproduction or redistribution of the Software is expressly prohibited by law and may result in severe civil and criminal penalties. No warranties of any kind are made with respect to any of the Software except as may be specifically set forth in the written terms of the applicable license agreement.

Section 11 – Third-Party Offerings.

The Services may also include third party advertisements and promotions or may otherwise provide information regarding or link to certain applications and goods and/or services provided or offered by third parties (collectively, the "Third-Party Offerings"). DART is merely an information provider and is not a referral service, and DART does not recommend or endorse any such Third-Party Offerings or monitor or have any control over such Third-Party Offerings. DART makes no guarantee, representation, or warranty of any kind as to the quality, competency, value, reliability, responsiveness, accuracy, or completeness of any such Third-Party Offerings or the results obtained therefrom, and DART assumes no responsibility or liability for any Third-Party Offerings or for the actions or failure to act of those providing such Third-Party Offerings. Your business dealings or correspondence with, or participation in promotions of, advertisers other than DART, and any terms, conditions, warranties, or representations associated with such dealings, are solely between you and such third party. DART is not responsible or liable for any loss or damage of any kind or nature incurred as the result of any such dealings or as the result of the presence of such third-party advertisers or Third-Party Offerings on the Services, and you assume full responsibility for your use of any such Third-Party Offerings.

Section 12 – Indemnification

You agree to indemnify and hold harmless DART and its affiliates, directors, officers, employees, agents, and contractors from any and all claims, demands, losses, liabilities, and expenses (including attorneys' fees) arising out of or in connection with: (i) your use of and activities in connection with your use of the Services or services obtained through your use of the Services; (ii) your breach or violation of any of the terms of the User Agreement, including these Terms of Use; or (iii) your violation of the rights of any third party.



Section 13 – Disclaimer of Warranties

ALL SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. DART DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, WHETHER STATUTORY, EXPRESS, OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND THE WARRANTY OF NONINFRINGEMENT. IN ADDITION, AND WITHOUT LIMITING THE FOREGOING, DART MAKES NO REPRESENTATION, WARRANTY, OR GUARANTEE: (A) THAT THE SERVICES WILL BE UNINTERRUPTED, SECURE, OR FREE FROM MISTAKES, ERRORS, OR DEFECTS; OR (B) REGARDING THE ACCURACY, RELIABILITY, TIMELINESS, QUALITY, SUITABILITY, OR AVAILABILITY OF: (i) THE SERVICES; (ii) INFORMATION OBTAINED FROM OR THROUGH THE SERVICES; OR (iii) ANY SERVICES REQUESTED THROUGH THE USE OF THE SERVICES.

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YOU ACKNOWLEDGE AND AGREE THAT YOUR USE OF THE SERVICES IS DONE AT YOUR OWN DISCRETION, THE ENTIRE RISK ARISING OUT OF YOUR USE OF THE SERVICES, AND ANY SERVICE REQUESTED IN CONNECTION THEREWITH, REMAINS SOLELY WITH YOU, AND YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGES OR LOSSES, INCLUDING, WITHOUT LIMITATION, LOSS OF DATA, THAT RESULTS FROM SUCH ACTIVITIES, TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW.

Section 14 – Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW, IN NO EVENT SHALL DART BE LIABLE FOR ANY DAMAGES CAUSED OTHER THAN BY DART'S INTENTIONAL MISCONDUCT. FURTHER, AND WITHOUT LIMITING THE FOREGOING, IN NO EVENT SHALL DART BE LIABLE FOR DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, LIABILITIES OR LOSSES OF ANY KIND OR NATURE, INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOST DATA, LOSS OF PRIVACY, DISCLOSURE OF CONFIDENTIAL INFORMATION, PERSONAL INJURY, OR PROPERTY DAMAGE IN ANY WAY RELATED TO, IN CONNECTION WITH, OR OTHERWISE ARISING OUT OF OR RESULTING FROM: (1) YOUR USE OF OR RELIANCE ON THE SERVICES; (2) YOUR INABILITY TO ACCESS OR USE THE SERVICES; (3) ANY UNAUTHORIZED ACCESS TO OR USE OF ANY AND ALL PERSONAL INFORMATION AND/OR FINANCIAL INFORMATION STORED ON DART'S SYSTEMS OR SERVICES OR THE SYSTEMS OR SERVICES OF DART'S AGENTS, THIRD-PARTY VENDORS OR SERVICE PROVIDERS, OR OTHER CONTRACTORS; OR (4) ANY ERRORS, MISTAKES, INACCURACIES OR OMISSIONS IN ANY MATERIALS, OR FOR ANY LOSS OR DAMAGE OF ANY KIND INCURRED AS A RESULT OF THE USE OF ANY MATERIALS POSTED, EMAILED, TRANSMITTED OR OTHERWISE MADE AVAILABLE VIA THE SERVICES, IN ANY CASE EVEN IF DART HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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TELECOMMUNICATIONS, OR OTHER UTILITY SERVICES). IN NO EVENT SHALL DART'S TOTAL LIABILITY TO YOU IN CONNECTION WITH THE SERVICES FOR ALL DAMAGES, LOSSES, AND CAUSES OF ACTION EXCEED ONE HUNDRED DOLLARS (\$100).

Section 15 – Termination

DART, in its sole discretion, reserves the right to terminate the User Agreement, these Terms of Use, and/or your access to and use of the Services or any portion thereof at any time and for any reason, with or without cause. Additionally, DART reserves the right, in its sole discretion, to modify, suspend, or discontinue any Service or part of any Service at any time, with or without notice to you. Upon such termination, suspension, or discontinuance, regardless of the reasons therefor, your right to access and/or use the Services immediately ceases, and you acknowledge and agree that DART may immediately deactivate or delete your account and all related information and files in your account and/or bar any further access to such information or files. Further, upon deactivation or deletion of your account, for any reason, any pending transactions will be cancelled, and any unused mobile tickets will be forfeited. You will remain liable for all obligations related to your account even after such account is deactivated or deleted.

Section 16 – Choice of Law

These Terms of Use and the rights and obligations of the parties under these Terms of Use and the User Agreement will be governed by, and construed and interpreted in accordance with, the laws of the State of Iowa, excluding its conflicts of law rules. Any and all obligations under the User Agreement are due in Polk County, Iowa, and the parties hereby irrevocably consent to the jurisdiction of the state and federal courts in Polk County, Iowa with respect to all disputes arising out of the User Agreement.

Section 17 – Notices

DART may give any notice to you by means of a general notice on the Services, electronic mail to your email address in your account, or by written communication sent by first class mail or pre-paid post to the address in your account, if you provided one. Such notice shall be deemed to have been given and received upon the expiration of forty-eight (48) hours after mailing or posting (if sent by first class mail or pre-paid post) or twelve (12) hours after sending or posting (if sent by email or posted electronically on the Services). You may give notice to DART, with such notice deemed given when received by DART, at any time by first class mail or pre-paid post to Des Moines Area Regional Transit Authority, 620 Cherry Street, Des Moines, Iowa 50309.

Section 18 - Content Disclaimer

Although DART strives to provide content, information, and related materials that are both useful and accurate, the nature of the data and other information available via the Services may be subject to frequent changes. Accordingly, the content, information, and related materials available via the Services may not be up-to-date, accurate, or complete at all times.



Section 19 – General Provisions

You may not assign the User Agreement, including these Terms of Use, without DART's prior written approval. Any purported assignment in violation of this section shall be void and of no effect. DART may assign its rights and/or obligations under the User Agreement, including these Terms of Use, without notice, consent, or other restriction. If any provision of the User Agreement, including these Terms of Use, is held to be invalid or unenforceable, such provision shall be removed or construed in a manner consistent with applicable law to reflect, as nearly as possible, the original intent of the parties, and the remaining provisions shall remain in full force and effect. DART's failure to enforce any right or provision in the User Agreement, including these Terms of Use, shall not constitute a waiver of such right or provision.



ACTION ITEM



8D:	American Rescue Plan Act (ARPA) Spending Plan
Action:	Approve ARPA Spending Plan Proposal

Staff Resource: *Kent Farver, Chief Financial Officer*

Background:

- During the FY 22 budget process the Commission approved the spending plan for the CARES Act funds and the CRRSA funds that totaled \$22.5 million. Neither of these programs have a deadline for drawing down, however the drawdown plan agreed upon by the Commission completes the drawdown of these funds by the end of FY 22.
- In March 2021, the federal government passed the American Rescue Plan Act. Out of this legislation, DART was allocated \$17.2 million (\$17,172,098 of 5310 funds and \$67,296 of 5310 funds) that must be drawn down by September 30, 2024.
- The rules for the ARPA funds are the same as what we must follow with the CARES and CRRSA funds, with a couple of exceptions.
- Staff recommends that the funds be used for operating expenses and will draw them down by the deadline of September 30, 2024.

Proposed Spending Plan:

- Use ARPA funds to replace federal formula funds that are used to cover preventative maintenance expenses in FY 22, 23, and 24. This will allow us to use the formula funds on capital projects in each of these years amounting to \$2.6 annually during those three fiscal years.
- Fund the capital reserve fund with \$5 million of property tax revenue to assist with upcoming capital projects.
 - ARPA funds will be used to offset the property tax revenue in the FY 22, 23 and 24 operating budgets.
- Fund the stabilization reserve fund with \$4.3 million of property tax revenue. This fund is intended to mitigate short-term revenue losses to maintain service levels in future budgets and/or fund capital improvement projects.
 - ARPA funds will be used to offset \$4.3 million of property tax revenue in the FY 22, 23 and 24 operating budgets.

ARPA Funding Use	Amount
Preventative Maintenance substitution in FY 22	\$ 2,600,000
Preventative maintenance substitution in FY 23	\$ 2,600,000
Preventative Maintenance substitution in FY 24	\$ 2,600,000
Capital Reserve (property tax revenue offset)	\$ 5,000,000
Stabilization Fund (property tax revenue offset)	\$ 4,372,098
TOTAL	\$ 17,172,098

Recommendation:

Approve the ARPA spending plan as presented.



DISCUSSION ITEM



9A: Radio Project Update

Staff Resources: Shane Galligan, IT Director

- Staff will provide an update on the Radio Project and the recommendations from the assessment of the different radio system options available to DART.



DISCUSSION ITEM



9B: Transit Optimization Study Update

Staff Resource: *Luis Montoya, Chief Planning Officer*

- Staff will provide an overview of public outreach efforts and feedback received on the draft Transit Optimization Study recommendations



DISCUSSION ITEM



9C: FY 2023 DART Budget Process

Staff Resource: Kent Farver, Chief Financial Officer

- Staff will provide an update regarding DART's upcoming FY 2023 Budget Process.



Performance Summary - September 2021

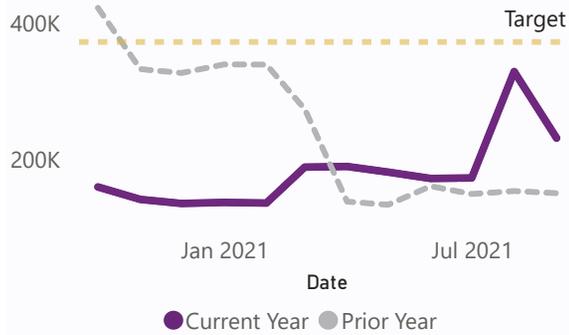
10/1/2020

9/30/2021

Ridership

Monthly **232,008**
FY21: 151,465 (+53.18%)

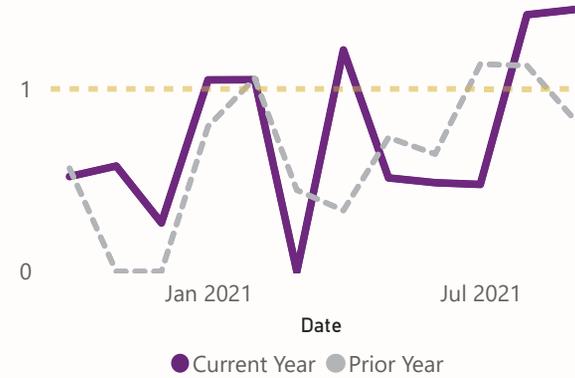
YTD **734,921**
FY21: 456,437 (+61.01%)



Preventable Accidents/100k Miles

Monthly **1.43**
FY21: 0.84 (-71.3%)

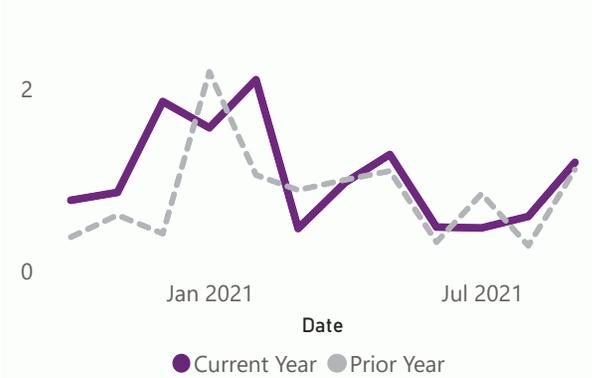
YTD **1.12**
FY21: 1.03 (-8.76%)



Non-Preventable Accidents/100k

Monthly **1.20**
FY21: 1.12 (-7.06%)

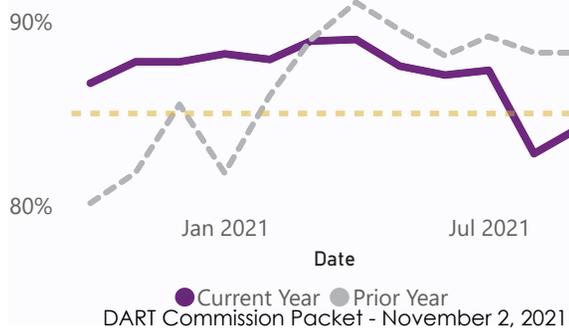
YTD **0.75**
FY21: 0.75 (+0.3%)



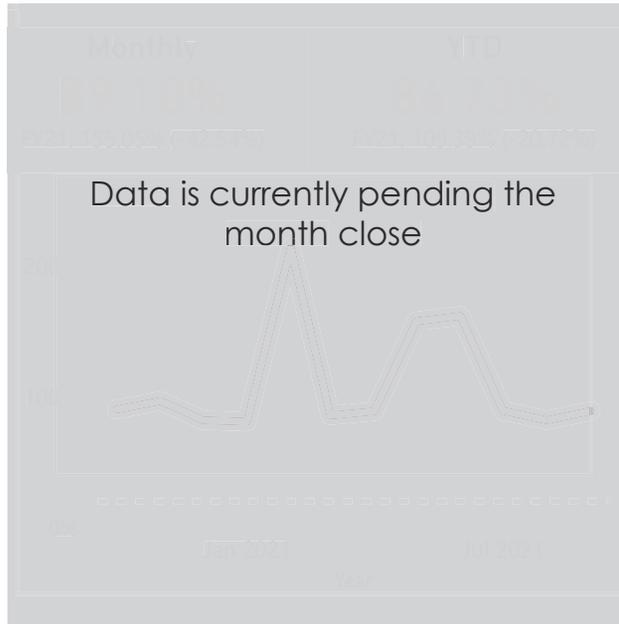
On-Time Performance

Monthly **84.22%**
FY21: 88.31% (-4.63%)

YTD **84.76%**
FY21: 88.61% (-4.34%)



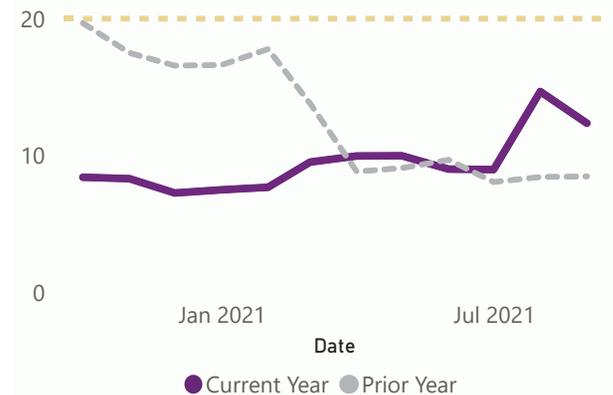
Farebox Recovery Ratio



FR Passengers / Revenue Hour

Monthly **12.36**
FY21: 8.48 (+45.81%)

YTD **12.18**
FY21: 8.33 (+46.31%)





Fixed Route Performance

3/1/2021

9/30/2021

Ridership

Monthly

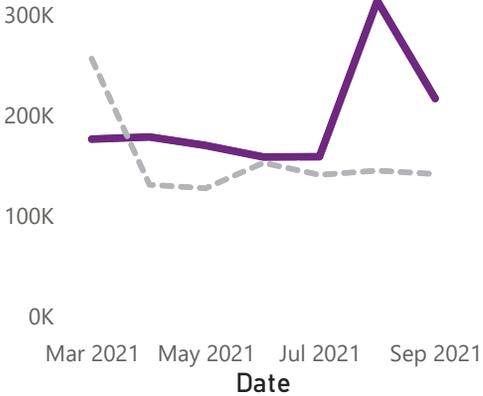
216,908

FY21: 141,599 (+53.18%)

YTD

690,012

FY21: 427,417 (+61.44%)



● Current Year ● Prior Year

On-Time Performance

Monthly

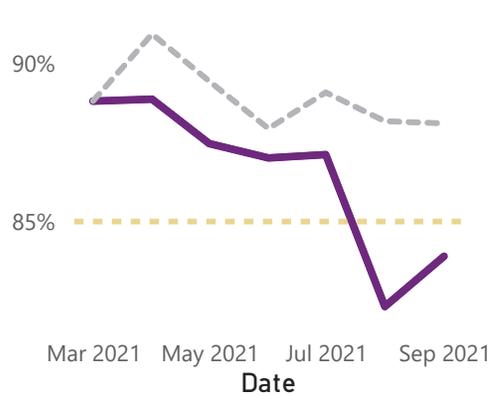
83.90%

FY21: 88.11% (-4.79%)

YTD

84.40%

FY21: 88.47% (-4.6%)



● Current Year ● Prior Year

Operating Cost/Rev. Hour

Monthly

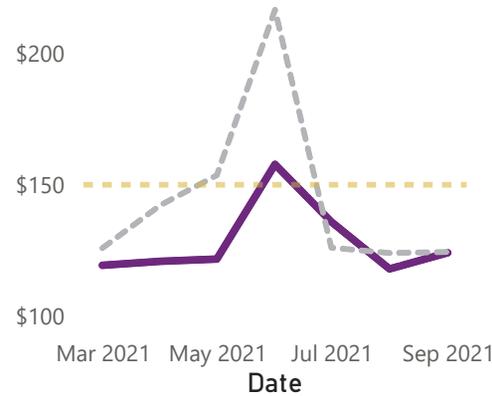
\$124.12

FY21: \$124.42 (+0.24%)

YTD

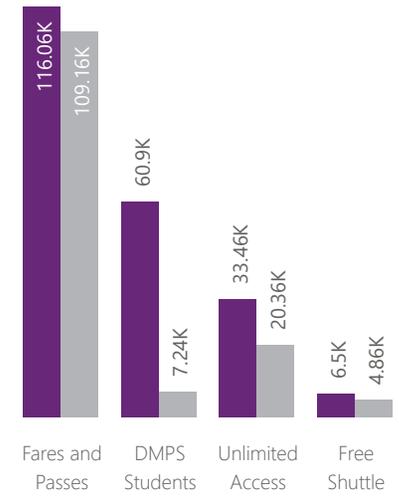
\$125.48

FY21: \$124.84 (-0.51%)



● Current Year ● Prior Year

Monthly Ridership by Fare Group



● Current Year ● Prior Year

Preventable Acc./100k

Monthly

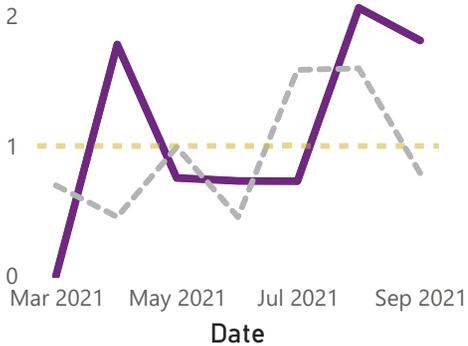
1.81

FY21: 0.79 (-129.24%)

YTD

1.57

FY21: 1.32 (-18.91%)



● Current Year ● Prior Year

Non-Preventable Acc./100k

Monthly

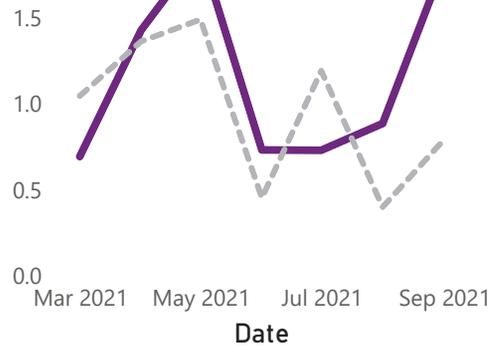
1.81

FY21: 0.79 (-129.24%)

YTD

1.12

FY21: 0.79 (-41.56%)



● Current Year ● Prior Year

Road Calls/100k Miles

Monthly

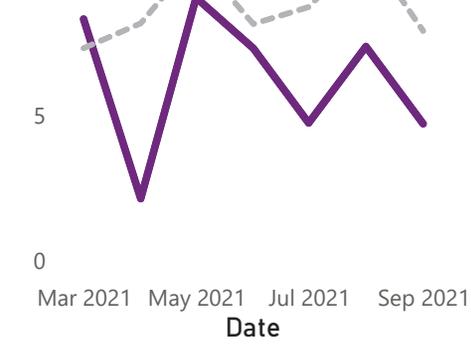
4.71

FY21: 7.91 (+40.4%)

YTD

5.73

FY21: 9.13 (+37.22%)



● Current Year ● Prior Year

Complaints/100k Passengers

Monthly

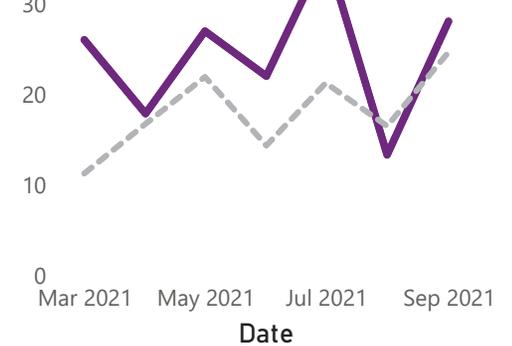
28.12

FY21: 24.72 (-13.77%)

YTD

23.19

FY21: 20.82 (-11.36%)



● Current Year ● Prior Year



Paratransit Performance

3/1/2021

9/30/2021

Ridership

Monthly

6,434

FY21: 3,785 (+69.99%)

YTD

19,668

FY21: 10,443 (+88.34%)

On-Time Performance

Monthly

91.21%

FY21: 94.11% (-3.08%)

YTD

92.38%

FY21: 93.08% (-0.75%)

Operating Cost/Passenger

Monthly

\$48.56

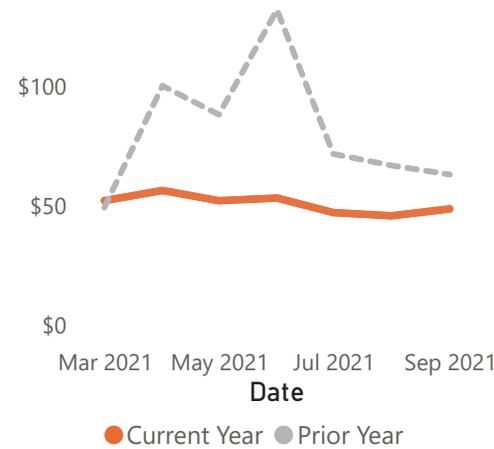
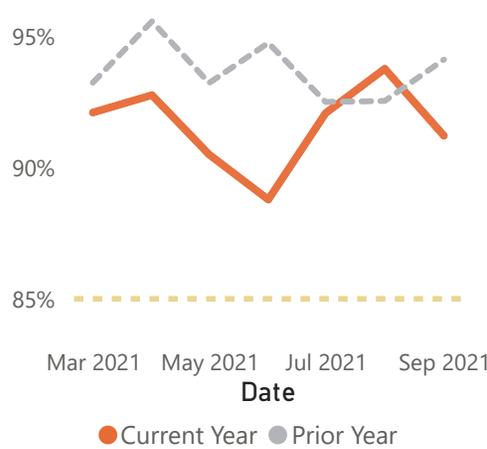
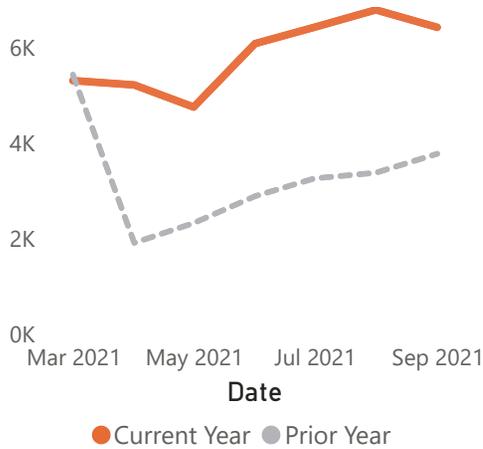
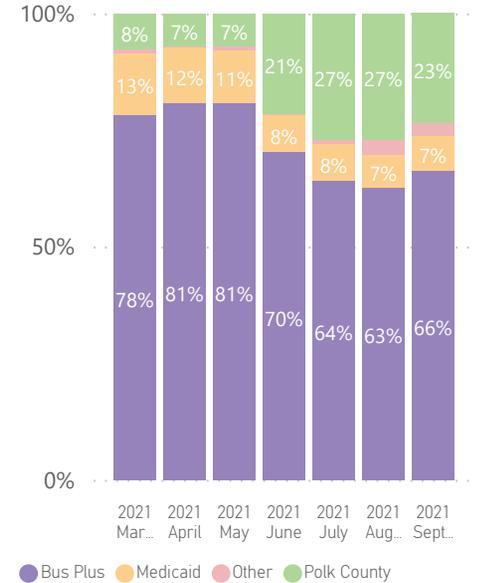
FY21: \$62.96 (+22.86%)

YTD

\$47.07

FY21: \$66.86 (+29.6%)

Paratransit Customer Type Breakdown



Preventable Acc./100k

Monthly

0.00

FY21: 0.00

YTD

0.00

FY21: 0.00

Non-Preventable Acc./100k

Monthly

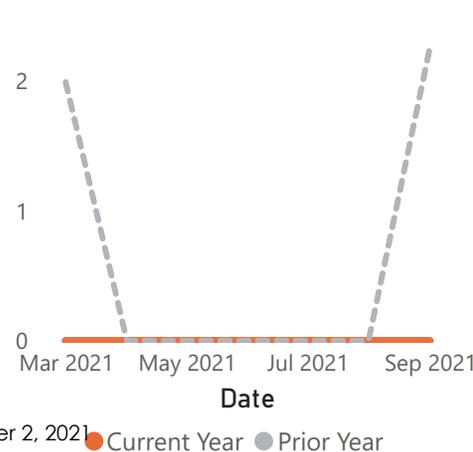
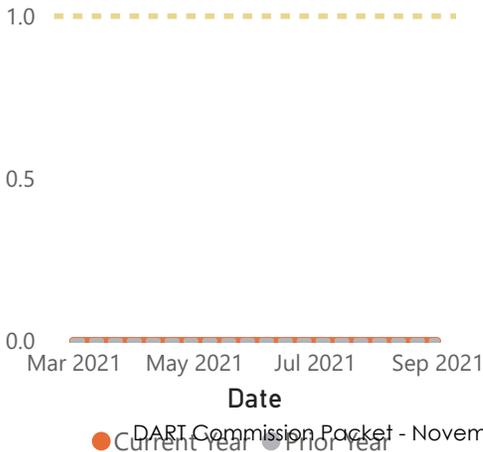
0.00

FY21: 2.26 (+100%)

YTD

0.00

FY21: 0.81 (+100%)



RideShare - Ridership

Monthly

8,666

FY21: 6,081 (+42.51%)

YTD

25,241

FY21: 18,577 (+35.87%)

RideShare - Op. Cost/Passenger*

Monthly

\$11.19

FY21: \$10.57 (-5.92%)

YTD

\$10.10

FY21: \$10.12 (+0.26%)





Route Details

Month

September 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	11,499	6,030	169,865	15,845	154,020	972.0%	28.22	60.87%
	#3 - University	20,484	18,669	60,253	59,637	616	1.0%	13.11	86.65%
	#4 - E. 14th	9,994	6,522	27,401	18,598	8,803	47.3%	10.54	89.47%
	#5 - Franklin Ave/Johnston	7,759	3,727	17,448	10,934	6,514	59.6%	7.50	87.22%
	#6 - Indianola	17,827	9,271	42,675	29,478	13,197	44.8%	13.59	88.23%
	#7 - SW 9th St.	26,014	16,252	61,837	47,922	13,915	29.0%	20.87	90.74%
	#8 - Fleur Dr.	2,665	836	4,952	2,320	2,632	113.4%	10.47	77.02%
	#10 - East University	1,235	510	2,338	1,836	502	27.3%	5.33	88.99%
	#11 - Ingersoll/Valley Junction	1,157	860	3,360	2,654	706	26.6%	6.85	67.59%
	#13 - Evergreen	4,186	138	5,523	182	5,341	2934.6%	21.33	79.84%
	#14 - Beaver Ave.	12,398	7,152	30,012	20,333	9,679	47.6%	11.54	88.13%
	#15 - 6th Ave.	15,522	8,829	34,815	26,959	7,856	29.1%	13.45	78.23%
	#16 - Douglas Ave.	22,726	16,231	57,938	49,297	8,641	17.5%	12.82	84.99%
	#17 - Hubbell Ave.	15,608	11,522	42,484	36,975	5,509	14.9%	10.52	86.59%
	#50 - Euclid	4,045	3,304	10,603	11,083	-480	-4.3%	5.23	93.40%
	#52 - Valley West/Jordan Creek	7,289	6,602	22,132	17,733	4,399	24.8%	6.76	86.41%
	#60 - Ingersoll/University	21,823	14,733	55,652	44,304	11,348	25.6%	12.51	83.17%
#72 - West Des Moines Loop	3,137	2,898	9,124	8,826	298	3.4%	3.64	80.14%	
#74 - NW Urbandale	294	206	907	640	267	41.7%	2.25	86.50%	
2. Shuttle	Link Shuttle	232	218	1,911	248	1,663	670.6%	2.24	97.07%
	Downtown Shuttle	5,878	4,553	16,631	14,662	1,969	13.4%	7.85	90.13%
3. Express	#92 - Hickman	599	284	1,206	769	437	56.8%	1.88	79.62%
	#93 - NW 86th	636	280	1,736	856	880	102.8%	2.59	86.82%
	#94 - Westtown	481	305	1,073	927	146	15.7%	4.18	90.64%
	#95 - Vista	180	155	465	461	4	0.9%	2.07	80.52%
	#96 - E.P. True	644	288	1,420	827	593	71.7%	3.34	81.16%
	#98 - Ankeny	2,087	788	4,562	1,955	2,607	133.4%	4.11	80.02%
	#99 - Altoona	384	318	1,152	856	296	34.6%	2.34	83.11%
5. On Call	Ankeny	125	104	398	281	117	41.6%	3.23	81.20%
	NW Johnston / Grimes								
	Regional		14	43	19	24	126.3%	3.21	100.00%
Cab	Paratransit: Taxi	789	153	1,667	524	1,143	218.1%	4.92	
Paratransit	Paratransit: Bus/Van	5,645	3,632	18,011	9,919	8,092	81.6%	1.88	92.38%
RideShare	RideShare	8,666	6,081	25,241	18,577	6,664	35.9%	4.30	
Total		232,008	151,465	734,835	456,437	278,398	61.0%	10.14	84.76%



DISCUSSION ITEM



10B: Quarterly Safety Report – Q1 FY 2022

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 2022 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 22 - Target	0	0	10.0	1.25	12.0	1.50	10,500
FY 22 - Actual	0	0	2.0	.54	3.0	0.81	14,898.38
FY 21 - YTD	0	0	2.0	.40	2.0	0.40	11,781.15
Paratransit							
FY 22 - Target	0	0	2.0	1.0	2.0	0.4	400,000
FY 22 - Actual	0	0	0.0	0.0	0.0	0.0	-----
FY 21 - YTD	0	0	0.0	0.0	0.0	0.0	-----
Rideshare							
FY 22 - Target	0	0	1.0	1.0	1.0	0.17	138,000
FY 22 - Actual	0	0	0.0	0.0	1.0	0.54	-----
FY 21 - YTD	0	0	0.0	0.0	1.0	0.00	-----
Taxi							
FY 22 - Target	0	0	1.0	1.0	1.0	0.17	7,400
FY 22 - Actual	0	0	0.0	0.0	0.0	0.00	-----
FY 21 - YTD	0	0	0.0	0.0	0.0	0.00	-----

DISCUSSION ITEM

10B: Quarterly Safety Report – Q1 2022



Safety Performance Targets

The three fixed route safety events in the first quarter were all preventable events, as was the Rideshare safety event. There were two injuries and two motor vehicle crashes where the other vehicle was towed from the scene. While DART is currently on target for meeting this fiscal year's targets, we are running slightly behind last year's performance through the first quarter.

Preventable Vehicle Accidents

For FY 22, DART has the goal of less than 1.00 preventable accident per 100/K miles of revenue service. Through the end of the first quarter, we were at 1.23 preventable accidents per 100/K of revenue service.

We continue to review and analysis our preventable accident data and develop recommendations to address any trends.



MONTHLY REPORT



11A: Operations Team Report

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

Maintenance – Keith Welch, Fleet Manager

- **Gillig Bus Order:** DART has received its five 30' buses. We will be prepping and commissioning the buses for service over the next several weeks. DART plans to have the buses in service mid to late November.
- **New Flyer Bus Order:** DART has placed an order for ten 40' buses. We have started receiving the first of these buses on site.
- **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. While the shortage is a challenge to service, the transportation team continues to work on creative approaches to deliver service, maintain operator morale and maintain excellent customer service. Most recently, the operations team worked with planning to implement a new bid that allows for operators to choose more overtime rather than having it assigned to them on a mandatory basis at the last minute. This has reduced the amount of mandatory overtime, but operators are still working a significant amount of optional overtime and some mandatory.
- **Paratransit project update:** Consultant staff from TMD were on-site in October to continue work on a large project previously discussed with the Commission that aims 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 operation's best practices and organizational structures, certification and eligibility, and paratransit service boundaries.
- **Student Access and Behavior:** DART staff continue to work closely with Des Moines Public Schools to help address behavior-related issues on DART's services. One of the first steps in this process is to be able to enforce student passes, which identify the hours of access for students. This was delayed due to issues DMPS had in the distribution of passes. DART staff are also working on communication and training for operators on how to handle behavior issues. We have seen numerous issues at the start of the school year and continue to work closely with the school team to address.

Facilities – Zach Ashmore, Facilities Manager

- **Winterization:** The Building and Grounds team has been prepping for the upcoming winter season. Plow Trucks and salters have undergone all maintenance and are ready for the first snow event. Our two building locations, DART Central Station and 1100 DART Way, have been winterized as well.



MONTHLY REPORT

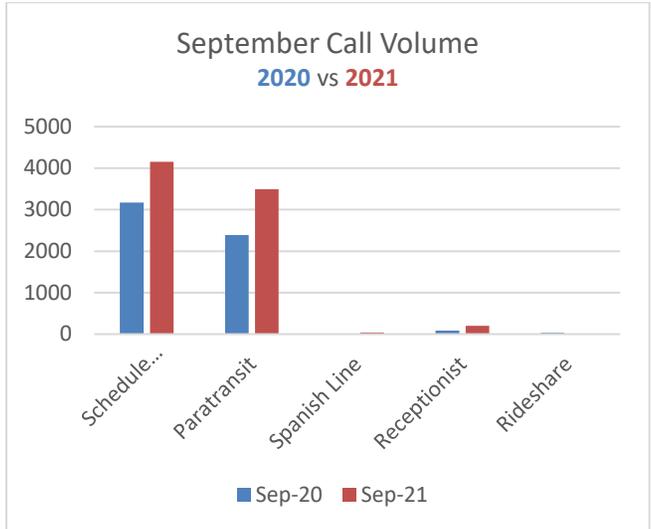
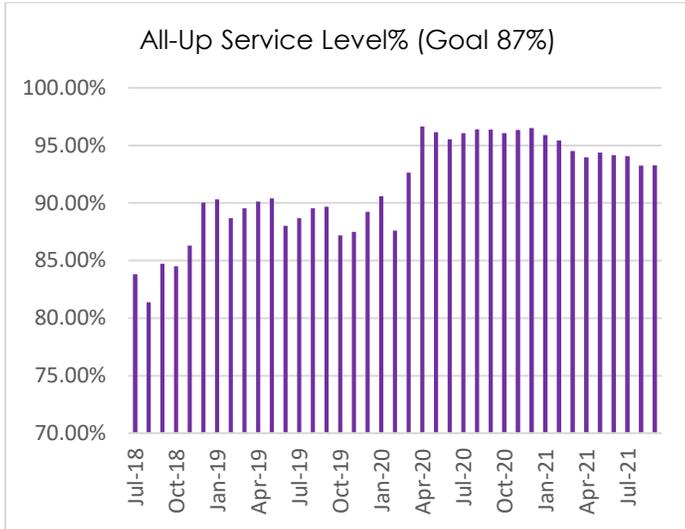
11A: Operations Team Report

- **Stop and Shelter Snow Removal:** DART continues to work both internally and with external partners to prepare for the snow season, including:
 - Bringing the responsibility for snow removal and maintenance of shelters DART has responsibility for in-house. This was an efficiency effort approved by the Commission last year in lieu of contracting out these services.
 - Communicating with partners that have multiple stops and shelters under their responsibility to ensure they have clarity of expectation.
 - Developing a communications plan for riders to understand what to do if a stop is blocked by snow.
 - Communicating with member city partners on how to best address complaints or concerns of stops that are blocked by snow.

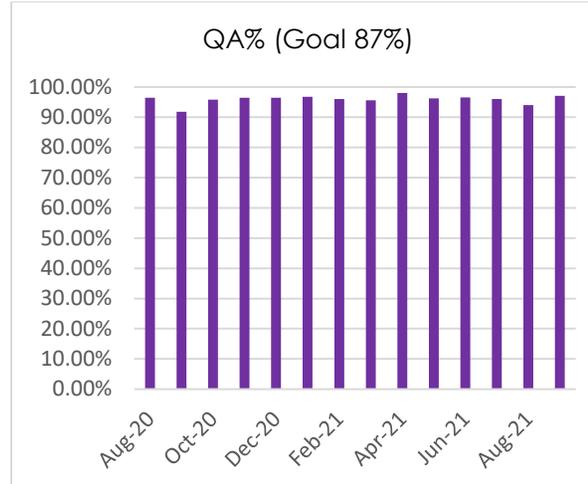
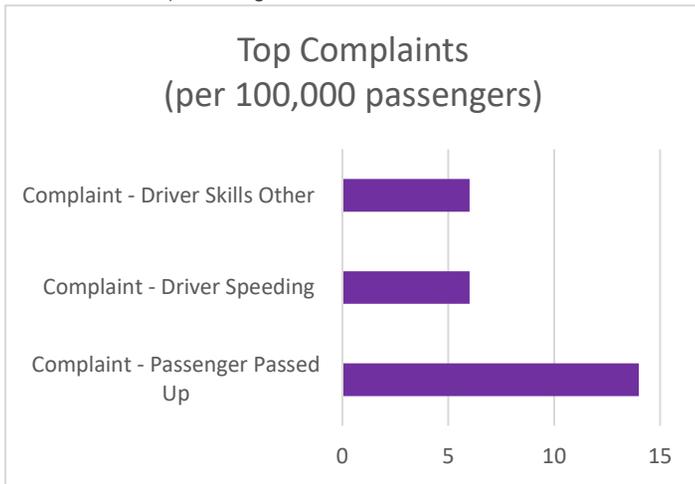
MONTHLY REPORT
11A: Operations Team Report



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.



11B: Planning Team Report

Staff Resources: *Luis Montoya, Chief Planning Officer*

- **Transit Optimization Study:** The recommendations of the TOS were shared with the general public in September and October. Staff led virtual and in-person public meetings, created an interactive project website and various tailored print materials, and ensured that riders received information about the study on-board affected bus routes. A full summary of efforts and feedback received will be shared at the November Commission meeting. The project team will consider whether and how to update the recommendations based on the feedback received and will provide an update to the Commission in December.
- **Ankeny Microtransit Pilot:** Project launch is scheduled for November 15th. Staff training is complete and communications to existing riders has begun. A larger marketing push will follow project roll-out so that we can ensure the new service is working well for existing customers initially.
- **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



11C: External Affairs Team Report

Staff Resources: Erin Hockman, Chief External Affairs Officer

Marketing and Communications – Rick Pallister, Marketing and Communications Manager

- DART On Demand:** DART's marketing team is promoting the rollout of DART On Demand, the new microtransit service in Ankeny that launches in November. Efforts include creating bus stop signage, marketing materials, website updates, rider communications and leading outreach efforts to past riders of the Ankeny On Call service. The marketing team is also working with Via to brand the DART On Demand app.
- DART Job Fair:** DART's marketing team assisted the Human Resources department with promoting a job fair and driver skills demonstration at the Iowa State Fairgrounds on Oct. 22-23. The event invited job applicants and the media to drive a 40-foot bus. Interested applicants could also complete their job application and interview with DART staff directly at the event. Promotions resulted in earned media coverage and posts were shared widely on social media.
- Transit Optimization Study:** DART's Marketing team completed public input in October for Phase 2 of the Transit Optimization Study. This fall, we staffed or supported more than 30 public meetings or presentations, collected nearly 400 responses to our survey, fielded more than 140 comments about the proposals on social media, and saw more than 2,000 visitors to our website at ridedart.com/future.



Local Routes Creative Version



Express Routes Creative Version

- Grimes On Call:** Phased promotion of the Grimes On Call updates continues with targeted outreach to Grimes community-based organizations, a digital and social media campaign, and ads in Grimes Living and through the Grimes Chamber of Commerce.
- Other Marketing and Communications Projects:**
 - Privacy Policy and Terms of Use:** This month the team will work to communicate changes to the privacy policy and terms of use to riders.

MONTHLY REPORT

11C: External Affairs Team Report



- **Election Day Rides:** Promotion has begun to communicate free rides on Election Day on DART's Fixed Route and On Call services, as well as Paratransit riders riding to and from polls.
- **Thanksgiving Service:** This month the marketing team will be reminding riders and the public that DART does not have service on Thanksgiving Day and will run Saturday service schedules the day after the holiday.

Marketing Analytics Report

Metric	April 2021	May 2021	June 2021	July 2021	Aug 2021	Sept 2021	Sept 2020	Year Prior
MyDART App Accounts	25,502	25,964	26,541	27,104	29,353	32,290	22,743	30%
Website Unique Visitors	14,034	13,563	16,345	17,020	27,500	21,414	12,895	40%
Facebook Likes	4,954	4,972	4,991	5,056	5,110	5,138	4,740	8%
Twitter Followers	2,441	2,442	2,446	2,451	2,462	2,462	2,387	3%
Instagram Followers	1,413	1,417	1,425	1,441	1,453	1,458	1,353	7%
LinkedIn Followers	549	560	565	572	580	586	501	15%
Email Subscribers	14,153	13,131	13,130	13,131	13,121	13,121	14,410	-10%
Trip Plans	18,212	19,648	21,315	14,587	10,189	32,384	19,109	41%
Real-time Map	14,817	14,661	18,023	18,646	13,330	26,157	12,390	53%
Next DART Bus	140,119	118,819	136,369	142,272	184,349	214,985	134,175	38%
SMS Text Messaging	110,499	112,445	107,720	110,631	115,472	132,265	118,311	11%
IVR Phone Calls	5,093	4,919	5,844	6,195	6,899	6,511	4,640	29%

YTD MyDART App Report

Metric	April 2021	May 2021	June 2021	July 2021	Aug 2021	Sept 2021	TOTAL FY 2022
Downloads	661	676	800	852	2,056	885	3,793
iOS	164	180	224	224	889	280	1,393
Android	497	496	576	628	1,167	605	2,400
Accounts Created	425	462	577	563	2,249	688	3,500
Orders Placed	2,491	2,514	2,197	2,900	5,040	3,097	11,037
Passes Purchased	3,506	3,516	3,922	3,890	9,380	3,872	17,142
Revenue	\$16,762	\$16,811	\$18,415	\$17,889	\$25,407	\$19,185	\$62,481

MONTHLY REPORT
11C: External Affairs Team Report



DART in the NEWS

Top Stories

[DART will offer on-demand ride program through a smartphone app in Ankeny this fall](#)
[Axios Des Moines drives a DART bus at the Iowa State Fairgrounds](#)

Reach

Broadcast	66079525
Online	285252
Total Reach	66,364,777

RideShare – Victoria Lundgren, RideShare Supervisor

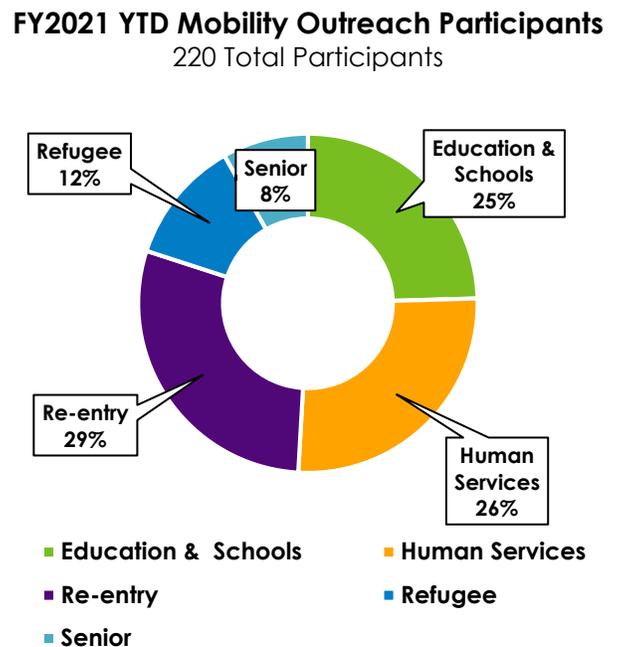
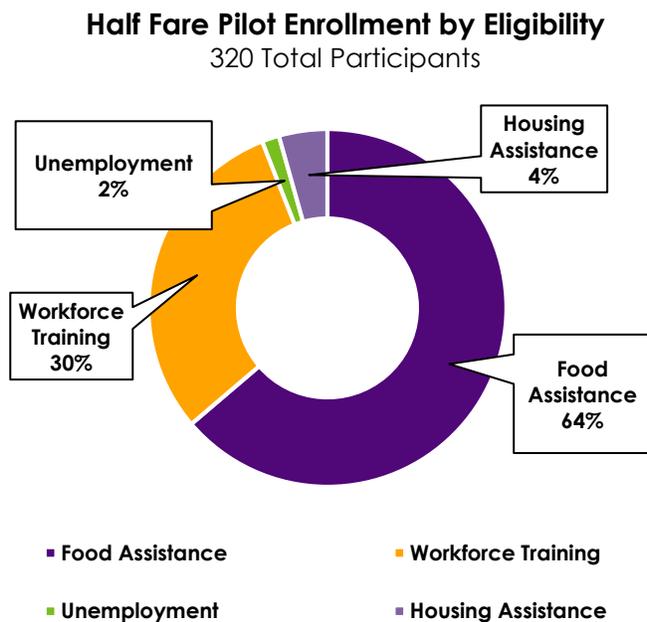
- **TPI partnership:** A contracted vanpooling partnership between DART and TPI Composites in Newton, IA will sunset at the end of 2021 following suspension of plant operations in December.
- **Statewide vanpooling interest:** Staff are continuing to field interest in RideShare from multiple businesses seeking to address workforce transportation needs, particularly in the food production and manufacturing sectors throughout central, southern, and eastern Iowa.
- **New technology 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 and to position the program as a turnkey, attractive solution for future partners and riders.
- **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.

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

- **Partner ridership:** Ridership by Unlimited Access-affiliated partners posted its highest month of ridership since February 2020, with gains made by partners in the education, manufacturing, and residential sectors.
- **Partnership renewals:** Unlimited Access partnership renewals recently completed or in progress include the Hy-Vee Commissary in Ankeny, Unity Point, EMC Insurance and Nationwide Insurance.
- **Residential Partnerships:** Planning is underway for cultivating new prospective partnerships with residential properties and developments along key fixed routes. Roll out of a new partnership with Conlin Properties is in progress and prospective partnerships with at least two other residential developments have been proposed.
- **Workforce transportation requests:** DART continues to field multiple requests for new or expanded fixed route service from local employers struggling to attract workers within and beyond DART member communities.
- **Art Shelters:** Installation of the first five art shelters along the 6th Avenue Corridor in Des Moines will begin once construction permits are issued. Art shelter concepts are complete for the Roosevelt Cultural District (2 shelters) and pending order placement. 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.

MONTHLY REPORT
11C: External Affairs Team Report

- **Half Fare Pilot and Mobility Coordination Update:** Half fare pilot enrollment and mobility outreach participation YTD through September 30, 2021, are shown below.



Public Affairs – Amy McCoy, Public Affairs Manager

- **Federal Initiatives:**
 - DART staff monitored federal progress on the surface transportation reauthorization bill and federal infrastructure package. More details on the proposal's progress are included in the Cardinal Infrastructure report.
 - A federal Notice of Funding Opportunity (NOFO) for the 2021 Bus and Bus Facilities Grant was issued in September and staff continue preparing application materials and attending webinars in preparation for submission in November.
- **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. Work included a meeting with representatives from other urban systems with a presentation from DART on next steps.
 - DART staff prepared materials for a meeting with the director of the Iowa Department of Human Services regarding reimbursement for paratransit services.

MONTHLY REPORT
11C: External Affairs Team Report



• **Regional Initiatives:**

- A series of presentations were drafted and delivered to city councils in the DART service area. Additional presentations are scheduled through the fall and provide an opportunity for DART to outline its value in the communities and what's being done to be as efficient and effective as possible.
- DART staff participated in the [Greater Des Moines Partnership's](#) ongoing series related to the development of The Partnership's state legislative priorities for the 2022 legislative session.
- Staff prepared materials for DART leadership to present to the [Partnership's Transit Future Workgroup](#) with a focus on the long-range planning and recommendations being offered through [the Transit Optimization Study](#).

• **Other Initiatives:**

- DART published a stakeholder newsletter that provides the latest on DART activities to a wide range of stakeholders who have signed up for the publication, [which you can find by clicking here or on the image to your right](#).
- Ads featuring how DART connects people with jobs were submitted to the Des Moines Business Record and FUSE DSM.



What moves you? Help us plan the future!

Thanks to the support of the DART Board of Commissioners, DART has an opportunity to meet new mobility and community needs as Greater Des Moines expands rapidly.

Together, we're creating a new long-term vision for DART, and we're working hard, every day, to provide the most efficient and effective public transit system that serves our region in the best manner possible.

By offering affordable, safe and accessible public transportation, we're giving everyone, regardless of backgrounds, ages and abilities, the opportunity to participate fully in the expanding opportunities that Greater Des Moines has to offer.

If you'd like to be a part of helping plan for the future of DART, I'd ask you to review our long-range planning efforts below, take our survey and then encourage others to do so as well.

Finally, I want to thank [DART's Board of Commissioners](#), which is made up of elected officials from our 12 member communities. They make it possible for transit to be offered as a public service throughout central Iowa, connecting our region through more than 4.4 million trips in an average year.

Warmest regards,





**State Legislative Update for Des Moines Area Regional Transit Authority
Prepared by PolicyWorks on October 25, 2021**

- Continued outreach to Senate Republican Ways and Means staff to follow up on possible adjustments to the transit hotel/motel tax proposal.
- Scheduled a meeting with Sen. Dawson (R-Council Bluffs) for October 28 to follow up regarding the public transit hotel/motel tax proposal.
- Collaborated with DART staff in preparation for a meeting with the Iowa Public Transit Association (IPTA) and Iowa Department of Human Services (DHS) Director Kelly Garcia that's scheduled for late October. The meeting will focus on Medicaid transportation reimbursement and related concerns.
- Continued to discuss the best methods for communicating property tax levy decreases with area legislators following 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.
- Discussed anticipated Ankeny public transit study with DART staff in preparation for its release.

Federal Legislative Update for Des Moines Area Regional Transit Authority Prepared by Cardinal Infrastructure on October 28, 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 and Budget Reconciliation

On October 1st, the House passed a 30-day extension of the surface transportation authorization, the FAST Act.

On October 28th, Congress passed a third extension of the FAST Act, set to expire on December 3rd. This was necessary due to the House not passing the Senate-passed bipartisan infrastructure bill, the (Infrastructure Investment and Jobs Act (IIJA)) before the expiration of the one-year and 30-day FAST Act extension respectively. Multiple surface transportation authorizations are not without precedent; TEA-21 was extended 13 times, SAFETEA extended 10 times, and MAP-21 extended 5 times.

The IIJA and budget reconciliation bill are more tied together in a vote, despite House Moderates' attempt to de-couple budget reconciliation from timely passage of the infrastructure bill. House Progressives are against voting on the Senate-passed infrastructure bill until the House votes on budget reconciliation. Progressive Caucus members urged Speaker Pelosi to keep all the proposed programs in the budget reconciliation package and to just cut the duration of the programs in order to reduce overall spending, which is one option Pelosi is looking at, though she has also indicated they may drop entire provisions or use a combination of both approaches to reduce the package's costs.

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.

Appropriations

Senate Democrats released the remaining FY 2022 appropriation bills, including the Transportation-HUD bill. The FY 2022 spending bills provide a 5% increase to defense-spending and 13% increase to non-defense spending. Senate Republicans are not supporting these appropriation measures, as they are insistent on increasing defense spending.

According to reports, congressional aides are cautioning that failure to reach an agreement before December 3rd could result in a continuing resolution (CR) for the remainder of the fiscal year. It is possible, should there be no movement before the end of November, that Congress

passes a second short-term CR (2-3 weeks) to buy more time before kicking the fight out further.

Democrats are proposing the following in the Transportation-HUD appropriations measure:

- Bus and Bus Facilities formula - \$664.61 million (\$582.61 M in 2021)
- Bus and Bus Facilities competitive - \$444.04 million (\$414 M in 2021)
- Low or No Emission - \$187 million (\$180 M in 2021)
- RAISE grant program - \$1.9 billion (\$1 B in 2021)
- 5337 State of Good Repair - \$2.729 billion (\$45 M increase from 2021)



MONTHLY REPORT



11D:	Finance, IT & Procurement Team Report
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Staff Resources: *Kent Farver, Chief Financial Officer*

Operations and Maintenance Facility Update – Kent Farver, CFO

- As DART continues to progress through its NEPA (National Environmental Policy Act) process, and after agreement at the September 15th Interested Parties consultation meeting, Impact7G conducted the first part of their phase 1 archaeological survey during the week of September 20th – September 24th. The results of this study were published on Friday, October 15th and the recommendations for the second part of the phase 1 survey were shared with the Interested Parties group, SHPO, and FTA. A meeting will be held on November 16th with these groups to get the approval to move into this second part of the phase 1 survey with the work expected to last from mid-November through mid-December, with a report being published by January 15, 2022. Our expectation is that after the completion of this second part of the phase 1 survey, DART will have a better understanding of any required mitigation efforts that will need to be undertaken based on archaeological findings. This would allow us to work on completion of the NEPA process and move forward on design and development work.
- The 30% design work was completed at 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 at a Commission workshop scheduled for Thursday December 9th at 11:30 AM.

Finance Department – Amber Dakan, Finance Manager

- **National Transit Database (NTD) Reporting:** Staff continues to work with Baker Tilly on an Agreed Upon Procedures (AUP) review of the National Transit Database Reporting statistics due in October.
- **GASB87 Work** – Finance and Procurement continue to work with Eide Bailly on the implementation of the new lease standards.
- **Senior Staff Accountant** – The Finance team is pleased to announce the fulfillment of our open Senior Staff Accountant role. Marika Longmire-Gray comes previously from the Oakridge Neighborhood with an extensive amount of budget and financial reporting experience.
- **Amalgamated Transit Union (ATU) Negotiations** – The Finance team has been formulating costing estimates in preparation for the upcoming contract bargaining later this month.

Procurement Department – Mike Tiedens, Procurement Manager

Upcoming Projects and Procurements:

- **Banking Services** – DART will be seeking a certified bank to provide full banking services to the organization. Services will include, but not be limited to: general banking, ACH and wire services, disaster control, conversion, reporting, analysis, fare coin/currency/token



MONTHLY REPORT

11D: Finance/IT/Procurement

processing, custodial and trust services, repurchase agreements, credit card services and others.

- Request for Proposals to be published in January 2022.
- **Printer/Copier Services** – DART is seeking a contractor to provide complete printer, copier, scanner and fax machine package (including full functional capabilities) for all DART locations. DART anticipates utilizing the federal GSA Schedule 70 as the contracting mechanism for the services.
 - Contract award anticipated in December 2021 or January 2022.

Current Work:

- **E-Procurement System** – DART Procurement staff is in the process of implementing the new e-procurement system, Bonfire. The system will automate bidding, evaluation, vendor management, request intake, and contract administration functions for the organization. Implementation, training and rollout will continue through the fall and winter of 2021.

Future Procurements:

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

IT Department – Shane Galligan, IT Director

- **Technology Plan (Health Assessment) Development:** We are in the planning stages of creating a detailed schedule and project plan to develop a comprehensive evaluation of our current state of technology which includes:
 - Analyzing the existing conditions and adequacy
 - Documenting issues and challenges facing the business
 - Benchmarking/industry scan and documentation of industry best practices
 - Compare processes and technology in use at DART against best practices and recommended technology across transit
 - Evaluate and score the overall technology systems and processes at DART and highlight systems/infrastructure that requires attention
- **Radio Replacement Project** – The radio system evaluation has been completed and we have provided our initial recommendations to the Executive Committee. Our next step is to present our findings and recommendations to the Commission at the November 2nd commission meeting.
- **Phone System Transition** – DART is transitioning from Skype for Business to Zoom phone. The Zoom phone platform has been activated and we have finalized the connectivity to our active directory so we can connect existing accounts and enable single sign on (SSO). We

MONTHLY REPORT
11D: Finance/IT/Procurement



also have the Zoom phone profile built in our KACE platform so that we can remotely deploy and manage the software on end user computers.

- **Ankeny Microtransit Pilot** – The beta version of the Via rider app is scheduled to be available to test on October 25th. The hardware for driver app has delivered and is set up and ready for testing. Vehicle mounts for the hardware is scheduled to deliver on October 25th and we are scheduled to perform a dry run of the driver and rider apps on Monday, November 1st.
- **Farebox Software Update** – Updated the EZAdmin software for the fareboxes to ensure wireless connectivity to farebox systems onboard transit vehicles



MONTHLY REPORT



11E: 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:** the HR and Finance team continue to work with (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:
 - Our 5-week radio ad was updated so that it reaches across 3 stations in the metro to emphasize our hiring event that was held October 22 and October 23 at the Iowa State Fair Grounds.
 - We held a Hiring Event at the Iowa State Fair Grounds on Friday, October 22 and Saturday, October 23. We allowed citizens to drive the bus with a DART trainer onboard. We had 24 people show up for the event: 14 people applied for fixed route and/or paratransit positions, 10 of the candidates are going through the hiring process.
 - Continue to find efficiencies in our hiring process to reduce the amount of time it takes to apply and work through the applicant screening process.
 - Participated in the Iowa Workforce Development job fair in Newton targeting employees from Arocса Wind Towers.
- **Annual Wellness Screenings:** All employees who have medical insurance through DART are required to participate in an annual health screen. We utilize the information obtained through our health screenings to understand and evaluate our population as well as see where we should focus wellness initiatives. We also provided flu shots. The Covid booster was not yet available, but we hope to be able to offer it soon.
- **Current Openings:**
 - Building & Grounds Person
 - Maintenance Supervisor
 - Bus Service Person
 - Safety & Training Specialist
 - Part-time Fixed Route Operator
 - Part-time and Full-time Paratransit Operator
- **Upcoming Openings:**
 - Paratransit Coordinator
 - Mail Courier



MONTHLY REPORT

11E: Human Resources, Training and Safety Team Report

- **Recent Hires:**
 - Senior Staff Accountant
 - Human Resources Manager
 - Operations Supervisor
 - 9 Fixed Route Operators to start 11/8
 - 8 Paratransit Operators to start 11/8
 - Employee Relations Coordinator- position is currently in review and HR Department is assessing needs
 - Safety & Training Specialist
 - Paratransit Coordinator
- **New Human Resources Manager:** Jamie Wilson will be joining the DART team on November 15th in the position of Human Resources Manager. She comes to DART from the Iowa Department of Transportation and previously to that, the Iowa DOT. Jamie has extensive knowledge in recruitment, onboarding, benefits, wellness, leave, employee relations, HRIS systems, and HR analytics and we are looking forward to her assisting with structuring the DART Human Resources department as we look to the future.
- **COVID-19 Update: COVID-19 Update:** Since the beginning of 2021 we have had 20 positive tests. Notable statistics include that our total vaccination rate is 61.20%. We are continuing to showcase the benefit of getting vaccinated to our employees. We have updated our COVID FAQ's, 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 continues for eight Fixed Route Operators in training. Five are working to obtain their CDL, while three who have obtained their license work through route training.
- **Paratransit New Operator:** One paratransit operator completed all training requirements and graduated to a full-time position in paratransit.
- **Fixed Route New Operators:** Three fixed route operators completed all training requirements and graduated to full-time positions in fixed route.
- **New Licensing Requirements:** Training is completing final review to ensure compliance with new federal CDL training requirements for February.

Safety – Pat Daly, Safety Manager

- **Safe Driver Recognition:**
 - Planning for annual DART safe driving recognition event.
- **DART Driver Skills Demonstration and Job Fair:**
 - Planned and held an abbreviated bus operator driving skills challenge to be held along with a job fair that allowed those interest in becoming bus operators to have the opportunity to drive a bus on a closed course at the Iowa State Fairgrounds.



MONTHLY REPORT

11E: Human Resources, Training and Safety Team Report

- **Investigation:**
 - Continued investigation of bus operator seat component failure
- **Winter Weather Preparation:**
 - Delivered the first set of winter weather driving presentations to bus operators and maintenance staff.
 - Delivered presentations to all DART staff on winter walking and travel safety.
- **DART Safety Plan:**
 - Continued review, revision, and development of DART's emergency preparedness plans.
 - Continued implementation plan timeline development



MONTHLY REPORT



11F: Chief Executive Officer

Staff Resource: Elizabeth Presutti, Chief Executive Officer

- **DART Executive Committee** - The DART Executive Committee met on Friday, October 22, 2021. The discussion items presented during the meeting included:
 - Operator Shortage Update and Next Steps
 - DART Radio System Analysis
 - American Rescue Plan Act (ARPA) Plan
- **City Council Meetings** – Staff has been attending member community city council meetings to provide a DART update which include and overview of the Transit Optimization Study recommendations as well as other project and initiatives.

In October we presented to the cities of Bondurant, Johnston, Altoona, Pleasant Hill and Clive. In November, we will be presenting at city council meetings in Des Moines, West Des Moines, Windsor Heights and Urbandale.

- **Healthiest State Walk:** DART participated in the Healthiest State Walk on October 6th. We had eight staff members join in on the over 1-mile walk from DART Central Station to DART Way. A great time was had by all!
- **West Des Moines Services Tour** – myself and other key DART staff members and our architects from Substance visited the West Des Moines Public Services facilities on October 27. This visit provided us information to assist us with the plan for the proposed DART Operations and Maintenance facility.
- **Ankeny Transit Study** - Staff reviewed the data analysis highlighted in the presentation that Ankeny shared with us regarding the Ankeny Transit Study. Some discrepancies in the data were identified by DART staff. On October 22, staff and several DART Executive Committee members met with City of Ankeny staff and elected officials to discuss the identified discrepancies and request changes to the calculations along with having an opportunity to review the draft report before it is finalized. The City of Ankeny is reviewing DART's calculations and requests for further consideration.
- **2022 DART Commission Meeting Dates and Times** – per request of the Commission at the October meeting none of the proposed 2022 Commission dates conflict with any Holidays so we would like to go ahead and confirm these dates for calendar year 2022.
 - 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





MONTHLY REPORT

11F: Chief Executive Officer Report

- 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



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

December 7, 2021 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Audited FY21 Financials TRAC Member Recruitment 2022 Legislative Priorities Rideshare Software Contract Bus Shelter Manufacturer Contract 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update FY 2023 DART Budget Update Operator Protective Barriers
January 4, 2022 – 12:00 P.M. (Annual Meeting)	
Action Items	Information Items
<ul style="list-style-type: none"> Transit Optimization Study Approval MPO/CIRTA Representation Winter Service Change Rideshare Van Purchase Operator Protective Barriers 	<ul style="list-style-type: none"> FY2023 DART Budget Development Update
February 1, 2021 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> FY 2023 Budget Public Hearing Date 	<ul style="list-style-type: none"> Quarterly Investment Report Quarterly Financial Update Quarterly Safety Report

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee	Friday, November 19, 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