



**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 – 892 8188 0048/PASSCODE - 214664**  
**NOVEMBER 7, 2023 – 12:00 PM**



**PAGE #**

1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
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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.*



<b>6: Transit Riders Advisory Committee (TRAC) Update</b>
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**Resource:** *Brandon Paulsen, TRAC Chair*

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A hybrid meeting of the Transit Riders Advisory Committee was held on Wednesday, October 25, 2023, and a quorum was met. Included are key highlights from the meeting's discussion.

- **November Service Change:** Planning and Development Manager Tony Filippini provided an update related to some minor changes to a few West Des Moines routes that will hopefully improve performance in late November.
- **TRAC Vice Chair Nominations:** Community Mobility Coordinator Catlin Curry walked through the nominating process for the TRAC Vice Chair position and distributed and collected nominating forms and reminded the committee about the voting process at the November meeting.
- **Budget and Service Planning:** Chief External Affairs Officer Erin Hockman provided an update to the committee on funding scenarios and what impacts and service reductions would need to be implemented if those funding gaps are not filled. This update also included information about the next steps of public outreach on potential service reductions. TRAC members had questions about their involvement in public input and where they could be most helpful in this process.

The next hybrid TRAC meeting is currently scheduled for Wednesday, November 29, 2023.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES  
MEETING HOSTED IN-PERSON AND VIRTUALLY  
620 CHERRY STREET, DES MOINES IA 50309  
OCTOBER 3, 2023**



**(Meeting was held in a hybrid format)**

**Commissioners/Alternates Present and Voting:**

Vern Willey, Tara Cox, Michael McCoy (arrived at 11.04am), Josh Mandelbaum, Andrew Borcharding, Paula Dierenfeld, Ross Grooters, Bridget Montgomery, and Joseph Jones

**Commissioners Absent:**

Kelly Stearns, Srikant Mikkilineni, Steve Van Oort and Russ Trimble

**CALL TO ORDER**

Vice Chair Josh Mandelbaum 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**

Vice Chair Josh Mandelbaum requested a motion to approve the agenda as presented.

It was moved by Vern Willey and seconded by Tara Cox to approve the October 3, 2023, agenda. The motion carried unanimously.

**PUBLIC COMMENT:**

Heather Armstrong from Des Moines shared concerns on express routes with little ridership and provided some suggestions for efficiency on DART routes. DART staff provided some comments on what is being worked on.

Garland Armstrong from Des Moines shared his concerns on the potential FY26 budget and service cuts. Hopes that we will include the ADA in future discussions.

**TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE**

Brandon Paulsen, TRAC Chair, provided an update on the last TRAC meeting which took place on Wednesday, October 25. The Committee was provided updates on the November Service Change and the nominating process for new TRAC members. Additionally, the committee was provided with an update on the Budget and Service Planning, which they found very helpful and potentially impactful to current committee members. Their concerns regarding the potential cuts were shared with the DART Commission, and Brandon advised the Commission that TRAC would like to be involved in public outreach as DART staff feel is appropriate.

**CONSENT ITEMS**

7A – Commission Meeting Minutes – September 5, 2023

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – OCTOBER 3, 2023**



7B – June FY2023 Consolidated Financials

7C - August FY2024 Consolidated Financials

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

**ACTION ITEMS**

8A – Contract Amendment with Sidekick Development

Luis Montoya, Chief Planning Officer, provided background on the initial and current contract with Sidekick Development, which outlined the services and approval of funds used throughout the work done on the project so far. It was identified what services will be needed as the project goes through the construction phases including the design, construction and close. The procurement process, which was completed in 2021, was shared as well as the evaluation summary for why Sidekick was selected. Sidekick has maintained their fee in proportion to the size of the project compared to what was originally approved. These fees are included in the approved project budget and will be paid using federal grant funds and the associated local match.

It was moved by Vern Willey and seconded by Tara Cox to approve a contract amendment with Sidekick Development for Owner's Representative Services to authorize Phase 1 activities, including the 1-year post construction warranty period. The motion carried unanimously.

8B – Construction Manager Agent (CMA) for New Operations and Maintenance Facility

Luis Montoya, Chief Planning Officer, provided a background of DART Commission approval for the CMA and the purpose of having a CMA for this project. DCI was selected through an RFP process in which four (4) qualified proposals were received. Following Commission approval in February 2023, DART staff negotiated and executed a contract for pre-approval activities. Cost and funding were identified sharing that the CMA is contained in DART's most recent O & M facility budget under the "construction" line item and will be paid for using Federal Grants and the associated local match.

It was moved by Bridget Montgomery and seconded by Vern Willey to approve DART staff to execute a contract amendment with DCI Group for Construction Manager Agent (CMA) services for the design and construction phases of the new Operations and Maintenance Facility for a negotiated General Conditions and CMA Fee. The motion carried unanimously.

8C – Human Resources Information System (HRIS) Contract Approval

Mike Gulick, Procurement and Contract Administration Manager, shared that DART is seeking to provide a Human Resource Information System (HRIS) including software and subscription, implementation, data conversion, integrations, training, hardware, and other additional services. This will replace seven (7) error prone fragmented systems that cause frequent and significant challenges processing each payroll cycle. The procurement process was shared, sharing that Ten (10) Firms were actively solicited multiple times in addition to public posting and three (3) Proposals were received – two (2) were deemed non-responsive. After consulting with the Executive Committee on March 22, 2023, staff conducted product demonstration with the one (1) responsive firm (Kronos SaaS, Inc./UKG). It was identified that all new future integration of this system will be funded by the DART operating budget.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – OCTOBER 3, 2023**



It was moved by Vern Willey and seconded by Ross Grooters to approve a contract with Kronos SaaS, Inc. to provide a Human Resource Information System (HRIS) solution with a five-year initial term plus five (5) one (1) year optional renewals with a not-to-exceed amount of \$1,250,000, without prior Commission approval. The motion carried unanimously.

**DISCUSSION ITEMS:**

9A – FY 25 Service and Budget Planning Workshop Update

Amanda Wanke, Chief Executive Officer and Luis Montoya, Chief Planning Officer provided an update of the budget and service planning that was shared at the September 26 Commission workshop. DART Commissioners shared a variety of input on the various scenarios and options but were generally affirmative around the idea of funding the structural deficit for FY25 while a suburban redesign is considered.

9B – Performance Report – August 2023

Nate Bleadorn, Business Intelligence Manager, shared the August performance report, sharing that it was up by 10% compared to August of 2022 and reminding the Commission that August is largely impacted by our State Fair service which was the 2<sup>nd</sup> highest ridership of all time. Preventable accidents were 0.48 per 100,000 miles and our on-time performance for the month was 74.5%. American Benchmarking Bus Group (ABBG) safety statistics and goal were shared and compared to DART data.

**DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)**

10A - Operations

None

10B – Planning

None

10C - External Affairs

None

10D – Finance/IT/Procurement

None

10E – Human Resources

None

10F – Chief Executive Officer

Amanda Wanke, Chief Executive Officer, thanked those member communities that she has met with so far for their time and informative sessions and shared she has a few more cities to meet with. The meetings were very good discussions as we plan how DART moves forward.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – OCTOBER 3, 2023**



**FUTURE AGENDA ITEMS**

None

**COMMISSIONER ITEMS**

12A – Nominating Committee Appointments

Vice Chair Josh Mandelbaum shared the nominating committee process on behalf of Chair Russ Trimble and advised on his behalf who Trimble has advised to serve on the nominating committee. Commissioners appointed were Commissioner Dierenfeld (Chair), Commissioner Willey and Commissioner Mikkilineni. All have agreed to serve on the committee.

Amanda Wanke, Chief Executive Officer, shared that the timing for the nominating committee as it states in the 28e make it hard for member cities and the DART Commission to have a confirmed slate at the early January meeting. DART staff are working with Brick Gentry to see if a later meeting in January is possible to help accommodate the timeline challenges outlined on the 28e. The long-term plan is to amend the 28e to give us more flexibility on the timing of the nomination process.

12B – 2024 Commission Meeting Dates and Times

Vice Chair Josh Mandelbaum shared that we have heard from several Commission members that the current date/time (first Tuesday of the month at noon) isn't ideal for their schedules so in order for us to recognize this and do our due diligence, Amanda has sent out a survey with date options for the Commission to complete so we may identify the best time/day for the 2024 DART Commission meetings. This will be discussed at the next Executive Committee meeting to bring back to the November meeting.

**NEXT MEETING:**

Regular DART Meeting - Tuesday, November 7, 2023 – 12:00 P.M.

**CLOSED SESSION**

It was moved by Bridget Montgomery and seconded by Michael McCoy that the Commission adjourn the regular session and reconvene in closed to discuss strategy to evaluate the professional competency of an individual whose appointment, hiring, performance of discharge is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session.

Roll Call: Willey - Yea, Whiting – Nay, Cox – Yea, Mikkilineni – Nay, McCoy – Yea, Mandelbaum – Yea, Borcharding - Nay, Dierenfeld - Yea, Grooters - Yea, Van Oort – Nay, Montgomery – Yea, Trimble – Nay, Jones – Yea.

Vice Chair Josh Mandelbaum recessed the regular meeting at 1.44pm.

No action was taken during the closed session.

At 1.51pm, a voice vote was taken for the closed session to be adjourned and the regular session be reconvened.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – OCTOBER 3, 2023**



No action was taken in the open session.

**ADJOURN**

Vice Chair Josh Mandelbaum adjourned the meeting at 1:52 p.m.

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

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

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



## CONSENT ITEM



<b>7B:</b>	<b>FY2028 Surface Transportation Block Grant (STBG) Request</b>
<b>Action:</b>	<b>Authorize submission of an application to the DMAMPO for federal STBG funds in the amount of \$1,500,000</b>

**Staff Resource:** *Mike Tiedens, Grants Program Administrator*

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### **Background:**

- Applications for the FY2028 Federal Surface Transportation Block Grant program (STBG) are due to the DMAMPO on January 5, 2024.
- The total STBG funding available for FY2028 is approximately \$15 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 2028 unallocated portion is distributed to projects that were either partially funded or unfunded, but only up to the original application amount.
- Last year, DART requested \$1,500,000 in FY2027 funding to replace heavy-duty buses and BCycle bike-share stations and was awarded the requested amount.

### **Proposed Request:**

- DART will request \$1,500,000 in FY2028 funds (10% of the estimated total), to purchase two or three heavy-duty buses identified in the capital plan and four or five replacement BCycle bike-share stations.

### **Recommendation:**

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



## CONSENT ITEM



<b>7C:</b>	<b>Quarterly Investment Report &amp; Update of Approved Depository Resolution</b>
<b>Action:</b>	<b>Approve the recommended 1st quarter investment report for FY 2024</b>

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

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**Background:**

- DART began investing its reserve dollars in April 2016 with the intent to maximize the value of our assets.
- The first quarter of FY2024 (July 1, 2023 – September 30, 2023) ended with \$21,088,881 in our investment portfolio.
- The current quarterly statement recognizes \$243,198.66 in interest income, which is taking advantage of higher-level interest rates. At the quarter end, CD interest rates ranged from 5.210% to 5.550%.
- Portfolio assets are held in a market-based savings account and within Certificates of Deposits from multiple banks and with varying lengths of time. The quarter ended with a 5.467% weighted average interest rate. The Finance Staff continue to work with PMA to maximize earning interest vehicles.
- Attached within the packet is DART's Quarterly Investment Report.

**Recommendation:**

Approve the recommended quarterly investment report for the first quarter of Fiscal Year 2024 (July 1, 2023 – September 30, 2023).



## PMA Quarterly Statement

(39427-101) Investment Account

**Statement Period**

July 1, 2023 to September 30, 2023

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**Statement for the Account of:**

Des Moines Area Regional Transit Authority

**Des Moines Area Regional Transit Authority**

Amber Dakan

620 Cherry Street

Des Moines, IA 50309

(39427-101) Investment Account | Page 1 of 5



Des Moines Area Regional Transit Authority

Statement Period

July 1, 2023 to September 30, 2023

**SDA / MMA TRANSACTION ACTIVITY**

<b>FEDERATED FUNDS</b>			<b>BEGINNING BALANCE</b>			<b>\$105,467.22</b>
<b>Transaction</b>	<b>Date</b>		<b>Deposits</b>	<b>Withdrawals</b>	<b>Interest / Adjust</b>	<b>Balance</b>
21888	07/25/23	Withdrawal		(\$285.08)		\$105,182.14
21941	07/31/23	Interest			\$446.26	\$105,628.40
21952	08/17/23	Deposit	\$9,115,875.00			\$9,221,503.40
21957	08/25/23	Withdrawal		(\$285.09)		\$9,221,218.31
21969	08/31/23	Deposit	\$1,900,000.00			\$11,121,218.31
22041	08/31/23	Interest			\$20,149.69	\$11,141,368.00
21970	09/01/23	Withdrawal		(\$11,000,000.00)		\$141,368.00
22062	06/25/23	Withdrawal		(\$318.69)		\$141,049.31
22112	09/30/23	Interest			\$590.27	\$141,639.58
<b>TOTALS FOR PERIOD</b>			<b>\$11,015,875.00</b>	<b>(\$11,000,888.86)</b>	<b>\$21,186.22</b>	
			<b>ENDING BALANCE</b>			<b>\$141,639.58</b>

<b>BANK IOWA</b>			<b>BEGINNING BALANCE</b>			<b>\$8,741,103.98</b>
<b>Transaction</b>	<b>Date</b>		<b>Deposits</b>	<b>Withdrawals</b>	<b>Interest / Adjust</b>	<b>Balance</b>
280057	07/31/23	Interest			\$37,419.11	\$8,778,523.09
281050	08/31/23	Withdrawal		(\$1,900,000.00)		\$6,878,523.09
281577	08/31/23	Interest			\$38,869.31	\$6,917,392.40
283077	09/30/23	Interest			\$29,849.02	\$6,947,241.42
<b>TOTALS FOR PERIOD</b>			<b>\$0.00</b>	<b>(\$1,900,000.00)</b>	<b>\$106,137.44</b>	
			<b>ENDING BALANCE</b>			<b>\$6,947,241.42</b>

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 2 of 5



Des Moines Area Regional Transit Authority

Statement Period

July 1, 2023 to September 30, 2023

**FIXED INCOME INVESTMENTS**

**INTEREST**

Type	Holding ID	Transaction Date	Description	Interest
MMA	20549-1	07/31/23	Federated Funds	\$446.26
SDA	1285181-1	07/31/23	Savings Deposit Account - BANK IOWA	\$37,419.11
CD	295882-1	08/17/23	Federated Funds	\$115,875.00
MMA	20549-1	08/31/23	U.S. BANK NATIONAL ASSOCIATION	\$20,149.69
SDA	1285181-1	08/31/23	Savings Deposit Account - BANK IOWA	\$38,869.31
MMA	20549-1	09/30/23	Federated Funds	\$590.27
SDA	1285181-1	09/30/23	Savings Deposit Account - BANK IOWA	\$29,849.02
<b>Totals for Period:</b>				<b>\$243,198.66</b>



## Des Moines Area Regional Transit Authority

**Statement Period**

July 1, 2023 to September 30, 2023

### CURRENT PORTFOLIO

Type	Code	Holding ID	Trade	Settle	Maturity	Description	Cost	Rate	Face/Par	Market Value
MMA	N	20549-1		09/30/23		Federated - Government Obligations Fund	\$141,639.58	5.180%	\$141,639.58	\$141,639.58
SDA	IA	1285181-1		09/30/23		Savings Deposit Account - BANK IOWA	\$6,947,241.42	5.250%	\$6,947,241.42	\$6,947,241.42
CD	IA	295881-1		05/19/23	11/15/23	CD - U.S. BANK NATIONAL ASSOCIATION	\$3,000,000.00	5.210%	\$3,000,000.00	\$3,000,000.00
CD	IA	296390-1		09/01/23	11/30/23	CD - COMMUNITY STATE BANK	\$4,000,000.00	5.520%	\$4,000,000.00	\$4,000,000.00
CD	IA	296389-1		09/01/23	01/02/24	CD - BANKERS TRUST COMPANY	\$4,000,000.00	5.550%	\$4,000,000.00	\$4,000,000.00
CD	IA	296388-1		09/01/23	02/28/24	CD - BANKERS TRUST COMPANY	\$3,000,000.00	5.550%	\$3,000,000.00	\$3,000,000.00
<b>Totals for Period:</b>							<b>\$21,088,881.00</b>		<b>\$21,088,881.00</b>	<b>\$21,088,881.00</b>

Weighted Average Portfolio Yield: 5.467 %  
 Weighted Average Portfolio Maturity: 67.51 Days

**Portfolio Summary:**

Type	Allocation (%)	Allocation (\$)	Description
MMA	0.506%	\$141,639.58	Money Market Account
SDA	41.931%	\$6,947,241.42	Savings Deposit Account
CD	57.563%	\$14,000,000.00	Certificate of Deposit

Note: Weighted Yield & Weighted Average Portfolio Maturity are calculated using "Market Value" and are only based on the fixed rate investments (excluding SDA Investments).

"Cost" is comprised of the total amount you paid for the investment including any fees and commissions.

"Rate" is the Net Yield to Maturity.

"Face/Par" is the amount received at maturity.

"Market Value" reflects the market value as reported by an independent third-party pricing service. Certificates of Deposit and Commercial Paper and other assets for which market pricing is not readily available from a third-party pricing service are listed at "Cost".

**Deposit Codes**

N	Single FEIN
IA	Iowa State



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**About Your Account and Statement**

Securities and municipal advisory brokerage services (investments purchased with proceeds from a municipal securities issuance), and investments cleared through our clearing firm, Pershing LLC, are offered through PMA Securities LLC, a broker-dealer and municipal advisor registered with the SEC and MSRB, and a member of FINRA and SIPC. All other products and brokerage services are generally provided by PMA Financial Network LLC. Thus, certificates of deposit ("CD"), savings deposit accounts ("SDA") and commercial paper ("CP") may be executed through either PMA entity, as applicable, depending on whether the investment was purchased with proceeds derived from municipal securities. PMA Securities, LLC and PMA Financial Network, LLC operated under common ownership and are affiliated with Prudent Man Advisors, LLC.

**Fixed Rate Investment Activity**

This section shows all of the fixed term investments purchased and sold, maturities, interest received, and activity. This will include all CD, SDA, CP, securities and money market funds purchased through PMA Financial Network, LLC or PMA Securities, LLC as applicable. It also shows the approximate market value of each security whose price is obtained from an independent source believed to be reliable. However, PMA cannot guarantee their accuracy. This data is provided for informational purposes only. Listed values should not be interpreted as an offer to buy or sell at a specific price. CD's and CP are listed at their original cost. Redemption of a CD prior to maturity may result in result in early withdrawal penalties. Market values are based on the last day of the month for which this report date range is ending. If the run date of this report is prior to the end of the current month, the market values are listed as equivalent to the cost values.

**Money Market Fund**

The Rate shown for the money market fund represents the average net interest rate over the previous month which is then annualized. Information regarding the money market fund's investment objectives, risks, changes and expenses can be found in the money market fund's prospectus, which can be obtained by calling PMA at the phone numbers listed. The performance data featured represents past performance, which is no guarantee of future results. Investment returns will fluctuate. Current performance may be higher or lower than the performance data quoted. Please call PMA for the most recent performance figures.

The performance data featured represent past performance, which is no guarantee of future results. Investment returns will fluctuate. Current performance may be higher or lower than the performance data quoted. Please call PMA for the most recent performance figures.

**Additional Disclosures**

All funds, and/or securities are located and safe kept in an account under the client's name at their custodial bank. Any certificates of deposit listed are located in the client's name at the respective bank. Any money market fund shares are held directly with the money market fund. It is recommended that any oral communications be re-confirmed in writing to further protect your rights, including rights under the Securities Investor Protection Act.

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Some debt securities are subject to redemption prior to maturity. In the event of a partial or whole call of a security, the securities call will be automatically selected on a random basis as is customary in the securities industry. The probability that your securities will be selected is proportional to the amount of your holdings relative to the total holdings. Redemption prior to maturity could affect the yield represented. Additional information is available upon request.

A financial statement of PMA Securities, LLC is available for inspection at its office or a copy will be mailed to you upon written request.

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**How to Contact PMA**

Please call (630)657-6400 or write to us at PMA, 2135 CityGate Lane, 7th Floor, Naperville, IL 60563.

**How to Contact Pershing, LLC**

Please call (201)413-3330 or write to Pershing LLC, One Pershing Plaza, Jersey City, New Jersey, 07399.

In accordance with FINRA Rule 2267, PMA Securities, LLC is providing the following information in the event you wish to contact FINRA. You may call (301)590-6500 or write to FINRA at 1735 K Street NW, Washington, D.C. 20006-1500. In addition to the public disclosure number (800) 289-9999. FINRA provides an investor brochure which describes their Public Disclosure Program. Additional information is also available at [www.finra.org](http://www.finra.org).

**Questions?** Please call 630 657 6400

**(39427-101) Investment Account | Page 5 of 5**



# CONSENT ITEM



<b>7D:</b>	<b>September FY2024 Consolidated Financial Report</b>
<b>Action:</b>	<b>Approve the September 2023 Consolidated Financial Report.</b>

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

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

**Revenue:**

- Fixed Route operating revenue is exceeding budget by 26.2% year-to-date. This is a result of higher revenues in Other Contracted Services attributed to the Iowa State Fair, Unlimited Access, and the annualized support from Polk County recognized for the Ride to Thrive program.
- Fixed Route non-operating revenue is under budget by 9.0% due to the timing of grant funding drawdowns.
- Paratransit operating revenue is exceeding budget by 7.4% so far in FY2024. Polk County Funding and Mobile Ticketing Passes are both ahead of budget projections.
- Paratransit non-operating revenue is 10.5% under budget year-to-date resulting from drawdown grant funding timing.
- Rideshare revenues are under budget by 23.8% year-to-date due to lower than anticipated passenger fares. Rideshare continues to work through implementation of a new rider platform as part of an effort to revamp the program.

**Operating Expense:**

- Fixed Route operating expenses are seeing a 2.2% savings from projections. Services and Utilities are the two categories seeing the most savings so far this fiscal year.
- Paratransit operating expenses are over budget by 1.6% year-to-date. Purchased Transportation Services and Fuel and Lubricants are seeing the highest over budget levels.
- Rideshare has budget savings of 24.6% year-to-date for operating expenses. Services and Fuel and Lubricants are seeing the largest savings to date.

**Recommendation:**

- Approve the September FY2024 Consolidated Financial Report.

**\*\* TOTAL Un-Audited Performance of September FY2024 Year-to-Date as Compared to Budget:**

Fixed Route	\$ (200,074)	Reserve for Accidents (See Balance Sheet):
Paratransit	\$ (115,551)	\$365,751.47
Rideshare	\$ 1,114	
Total	\$ (314,511)	

**FY2024 Financials: September 2023**

FIXED ROUTE	September 2023			Year-To-Date-(3) Months Ending 09/30/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	384,214	402,217	(18,003)	1,523,126	1,206,650	316,476
Non-Operating Revenue	2,177,302	2,674,784	(497,482)	7,302,378	8,024,353	(721,975)
Subtotal	2,561,516	3,077,001	(515,485)	8,825,504	9,231,003	(405,499)
Operating Expenses	2,769,436	3,077,001	307,565	9,025,578	9,231,003	205,425
Gain/(Loss)	(207,920)	-	(207,920)	(200,074)	-	(200,074)

PARATRANSIT	September 2023			Year-To-Date-(3) Months Ending 09/30/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	55,982	53,054	2,928	170,970	159,163	11,808
Non-Operating Revenue	502,308	343,422	158,886	921,925	1,030,265	(108,340)
Subtotal	558,290	396,476	161,814	1,092,895	1,189,428	(96,533)
Operating Expenses	375,451	396,476	21,025	1,208,446	1,189,428	(19,019)
Gain/(Loss)	182,839	-	182,839	(115,551)	-	(115,551)

RIDESHARE	September 2023			Year-To-Date-(3) Months Ending 09/30/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	15,974	33,333	(17,359)	56,885	100,000	(43,115)
Non-Operating Revenue	41,000	9,468	31,533	41,000	28,403	12,598
Subtotal	56,974	42,801	14,173	97,885	128,403	(30,518)
Operating Expenses	29,399	42,801	13,402	96,771	128,403	31,632
Gain/(Loss)	27,575	-	27,575	1,114	-	1,114

SUMMARY	September 2023			Year-To-Date-(3) Months Ending 09/30/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	456,170	488,604	(32,434)	1,750,981	1,465,813	285,169
Non-Operating Revenue	2,720,610	3,027,673	(307,063)	8,265,303	9,083,020	(817,717)
Subtotal	3,176,780	3,516,278	(339,498)	10,016,284	10,548,833	(532,549)
Operating Expenses	3,174,286	3,516,278	341,992	10,330,795	10,548,833	218,038
Gain/(Loss)	2,494	-	2,494	(314,511)	-	(314,511)



## DISCUSSION ITEM



**8A: FY25 Service and Budget Planning Public Input Process**

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

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- Staff will provide an update on plans to begin collecting public input in mid-November on possible service reductions that could occur over the next five years in the City of Des Moines without additional revenue.



<b>9A: Performance Report – September 2023</b>
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**Staff Resource:** *Nate Bleadorn, Business Intelligence Manager*

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**Summary of September 2023 Monthly Performance:**

- Total September Ridership was up 4.08% compared to the same month last year. Ridership is up 8.39% YTD on FY23. These first quarter numbers are largely impacted by the Iowa State Fair Ridership. Fixed, Para, and DART On Demand were all up month to month, over last year, and YTD.
- For September, we had 0.78 preventable accidents per 100,000 miles. This meets our goal of being under 1 per 100K miles. Through the first quarter, we sit at .65 per 100K Miles YTD, which is an improvement of 16% on last year. Non-preventable accidents occurred at a rate of 1.82 per 100,000 miles in September.
- On-Time Performance (OTP) was 77.77% for September. This is below our target of 85% and is down 4.3 points on FY23.
- Road calls per 100,000 miles, where our buses need service while in operation, were 7.52 for the month of September.
- DART On Demand saw a month-to-month increase in ridership. September total rides were up 37.3% on September of 2022. YTD, we sit at a 43.89% increase in total ridership. This is largely driven by DART On Demand Ankeny as the other two new DOD zones are experiencing very low initial ridership as we work to promote them more.
- Paratransit ridership is up 11.7% YTD on FY23.
- RideShare or Caravan ridership is down 30% YTD. Rides for September were down 33.65% from September of 2022.



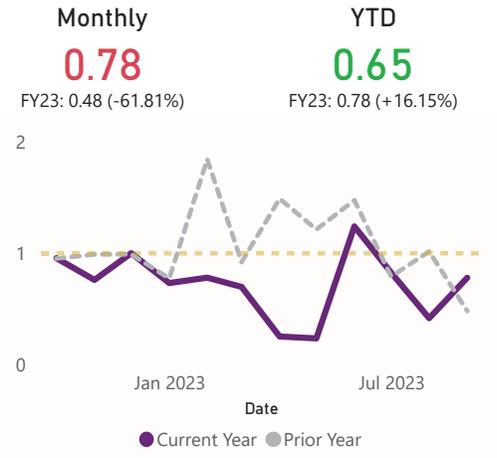
# Performance Summary - September 2023

10/1/2022 9/30/2023

## Ridership

## Preventable Accidents/100k Miles

## Non-Preventable Accidents/100k



## On-Time Performance

## Farebox Recovery Ratio

## FR Passengers / Revenue Hour





# Fixed Route Performance

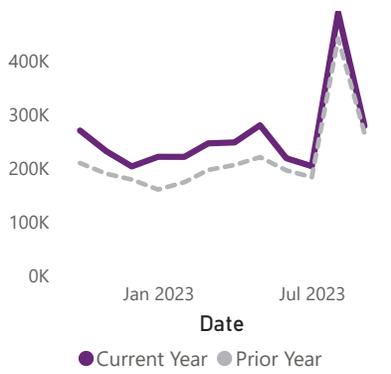
10/1/2022

9/30/2023

## Ridership

**Monthly**  
**279,589**  
 FY22: 266,329 (+4.98%)

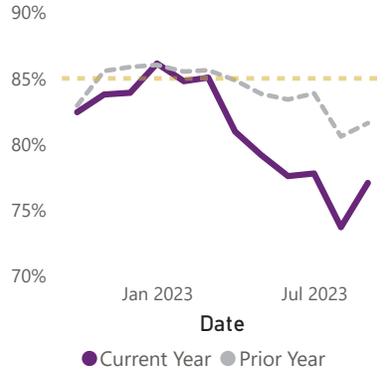
**YTD**  
**975,101**  
 FY22: 893,183 (+9.17%)



## On-Time Performance

**Monthly**  
**77.07%**  
 FY22: 81.61% (-5.57%)

**YTD**  
**76.04%**  
 FY22: 81.96% (-7.22%)



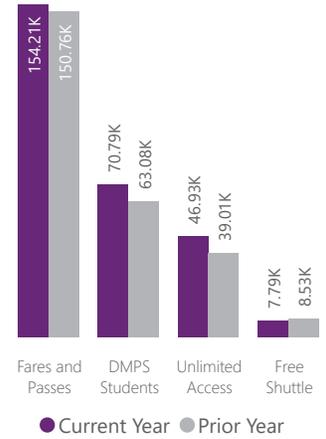
## Operating Cost/Rev. Hour

**Monthly**  
**\$151.41**  
 FY22: \$98.51 (-53.7%)

**YTD**  
**\$139.28**  
 FY22: \$124.81 (-11.6%)



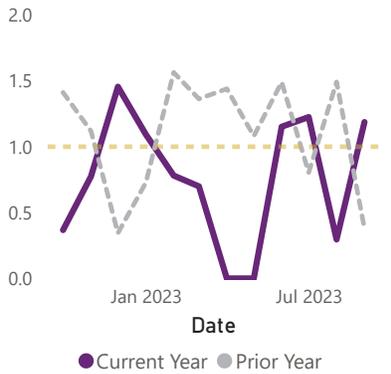
## Monthly Ridership by Fare Group



## Preventable Acc./100k

**Monthly**  
**1.19**  
 FY22: 0.38 (-213.71%)

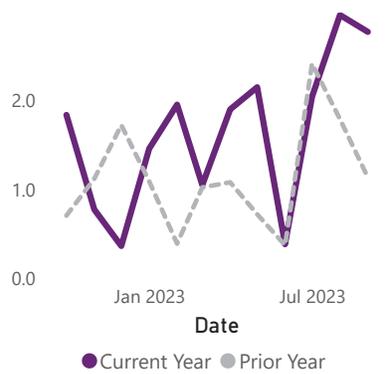
**YTD**  
**0.84**  
 FY22: 0.94 (+11.15%)



## Non-Preventable Acc./100k

**Monthly**  
**2.77**  
 FY22: 1.13 (-144%)

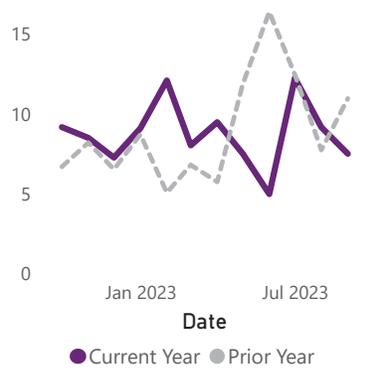
**YTD**  
**2.63**  
 FY22: 1.77 (-48.93%)



## Road Calls/100k Miles

**Monthly**  
**7.52**  
 FY22: 10.97 (+31.49%)

**YTD**  
**9.57**  
 FY22: 10.13 (+5.54%)



## Complaints/100k Passengers

**Monthly**  
**22.89**  
 FY22: 21.03 (-8.87%)

**YTD**  
**21.02**  
 FY22: 19.03 (-10.46%)





# Paratransit Performance

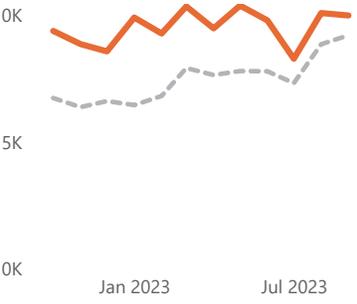
10/1/2022

9/30/2023

## Ridership

Monthly: **9,984**  
FY22: 9,204 (+8.47%)

YTD: **28,344**  
FY22: 25,375 (+11.7%)

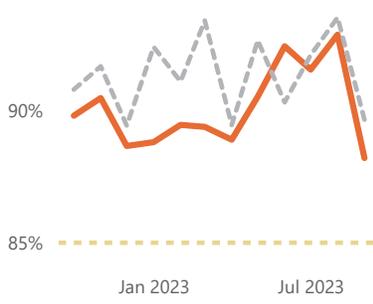


● Current Year ● Prior Year

## On-Time Performance

Monthly: **88.21%**  
FY22: 89.67% (-1.63%)

YTD: **90.86%**  
FY22: 91.73% (-0.94%)

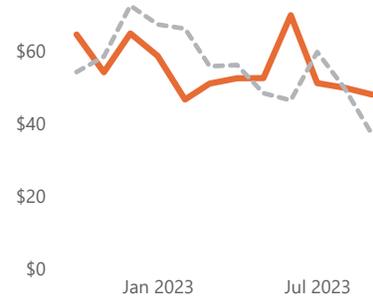


● Current Year ● Prior Year

## Operating Cost/Passenger

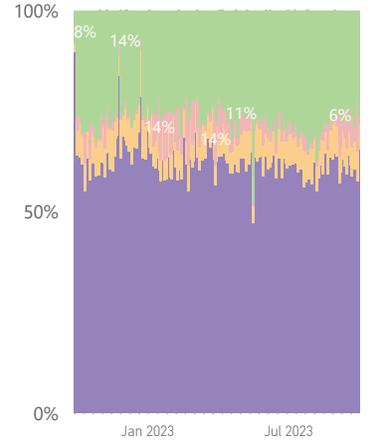
Monthly: **\$47.97**  
FY22: \$37.10 (-29.29%)

YTD: **\$49.55**  
FY22: \$48.00 (-3.21%)



● Current Year ● Prior Year

## Paratransit Customer Type Breakdown

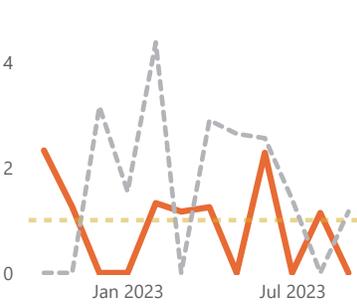


● Bus Plus ● Medicaid ● Other ● Polk County

## Preventable Acc./100k

Monthly: **0.00**  
FY22: 1.16 (+100%)

YTD: **0.40**  
FY22: 0.83 (+51.3%)

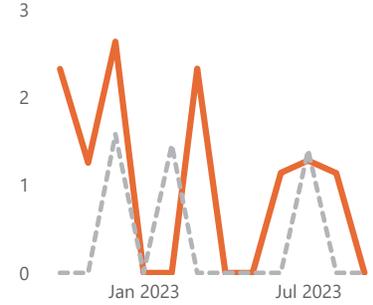


● Current Year ● Prior Year

## Non-Preventable Acc./100k

Monthly: **0.00**  
FY22: 0.00

YTD: **0.80**  
FY22: 0.41 (-94.79%)

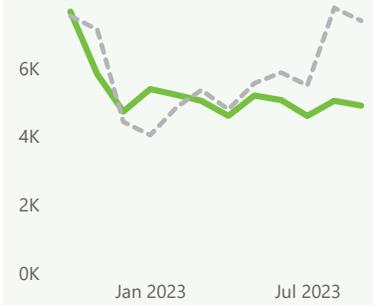


● Current Year ● Prior Year

## RideShare - Ridership

Monthly: **4,900**  
FY22: 7,385 (-33.65%)

YTD: **14,539**  
FY22: 20,639 (-29.56%)



● Current Year ● Prior Year

## RideShare - Op. Cost/Passenger\*

Monthly: **\$11.66**  
FY22: \$8.09 (-44.18%)

YTD: **\$11.29**  
FY22: \$9.14 (-23.6%)



● Current Year ● Prior Year

# dart DART On Demand Performance

Request Zone

All

Booking Type

All

10/1/2022

9/30/2023

## Completed Trips

Monthly

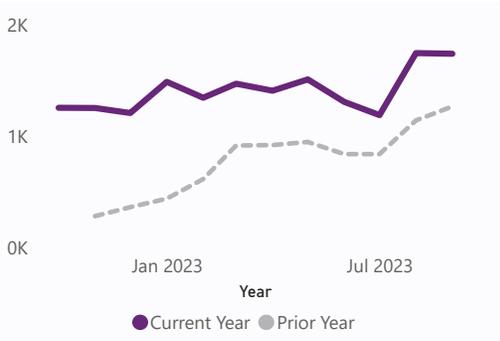
1741

FY22: 1268 (+37.3%)

YTD

4678

FY22: 3251 (+43.89%)



## Avg. Wait Time (On Demand)

Monthly

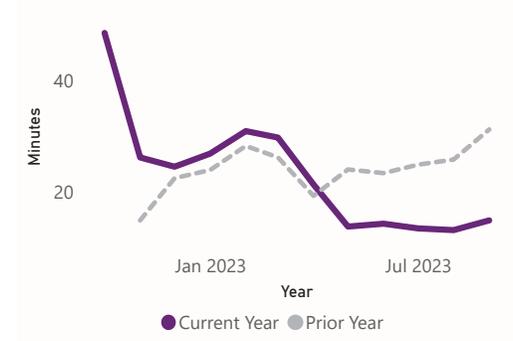
14.89

FY22: 31.23 (+52.3%)

YTD

13.84

FY22: 27.38 (+49.45%)



## Mobile Booking Rate

Monthly

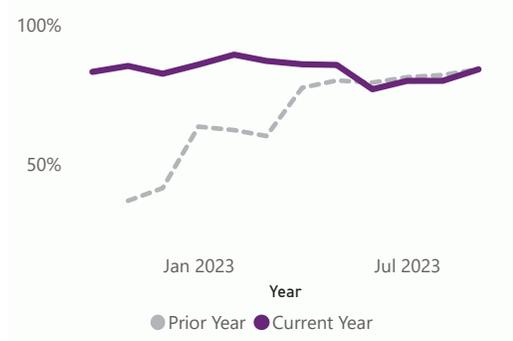
84.02%

FY22: 84.17% (-0.17%)

YTD

81.44%

FY22: 82.74% (-1.57%)



## Unique Active Riders

Monthly

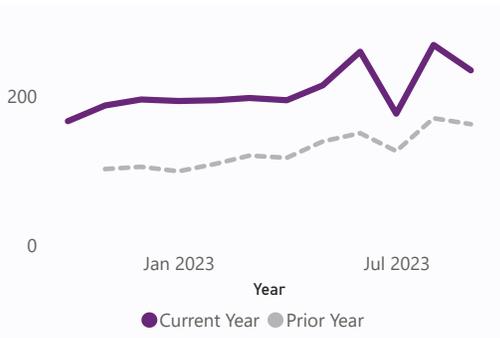
234

FY22: 162 (+44.44%)

YTD

403

FY22: 270 (+49.26%)



## New Accounts Created

Monthly

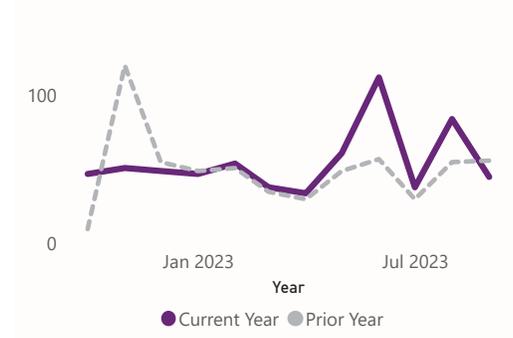
45

FY22: 56 (-19.64%)

YTD

167

FY22: 141 (+18.44%)



## First Time Riders

Monthly

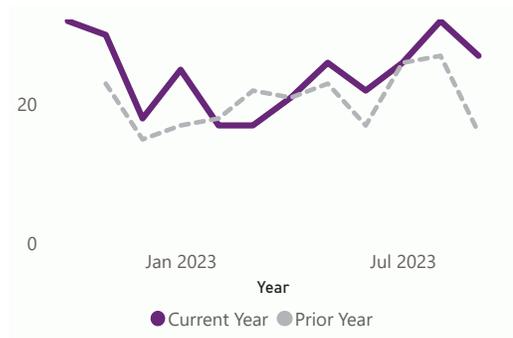
27

FY22: 16 (+68.75%)

YTD

34

FY22: 24 (+41.67%)





# Route Details

Month

September 2023 ▼

Program	Route	Month Ridership	Month Last Year	YTD Ridership	Last Year YTD Ridership	YTD Change	YTD Change %	YTD Passengers/Revenue Hour	YTD On-Time Performance
1. Local	#1 - Fairgrounds	11,326	12,332	272,603	251,092	21,511	8.6%	36.66	45.16%
	#3 - University	26,026	24,922	78,155	73,283	4,872	6.6%	16.90	73.23%
	#4 - E. 14th	11,767	10,360	33,723	29,404	4,319	14.7%	13.50	78.62%
	#5 - Franklin Ave/Johnston	13,130	9,578	30,046	20,903	9,143	43.7%	10.79	77.91%
	#6 - Indianola	26,792	25,393	62,431	56,776	5,655	10.0%	20.12	79.70%
	#7 - SW 9th St.	29,360	29,814	75,380	69,813	5,567	8.0%	25.98	81.42%
	#8 - Fleur Dr.	2,323	2,762	9,140	5,619	3,521	62.7%	15.68	69.87%
	#10 - East University	1,275	1,054	2,971	2,482	489	19.7%	7.09	78.67%
	#11 - Ingersoll/Valley Junction	4,134	3,066	8,493	6,263	2,230	35.6%	16.89	55.87%
	#13 - Evergreen	6,175	5,791	8,680	8,097	583	7.2%	32.27	85.08%
	#14 - Beaver Ave.	15,709	16,113	36,955	36,505	450	1.2%	14.19	84.23%
	#15 - 6th Ave.	22,069	20,025	51,270	44,406	6,864	15.5%	20.23	75.34%
	#16 - Douglas Ave.	29,376	27,191	82,583	73,029	9,554	13.1%	18.40	80.33%
	#17 - Hubbell Ave.	22,706	20,094	62,337	53,392	8,945	16.8%	16.11	77.66%
	#50 - Euclid	6,589	5,598	18,195	15,158	3,037	20.0%	9.26	83.67%
	#52 - Valley West/Jordan Creek	11,248	9,568	34,648	29,046	5,602	19.3%	10.68	71.46%
	#60 - Ingersoll/University	24,382	24,302	63,424	64,506	-1,082	-1.7%	14.39	80.24%
#72 - West Des Moines Loop	2,829	4,573	8,145	13,136	-4,991	-38.0%	6.23	71.90%	
#74 - NW Urbandale	384	499	1,320	1,603	-283	-17.7%	3.51	81.62%	
2. Shuttle	Link Shuttle	1,198	771	2,450	1,768	682	38.6%	2.96	89.22%
	Downtown Shuttle	5,725	7,199	18,457	21,270	-2,813	-13.2%	10.39	80.97%
3. Express	#92 - Hickman	504	424	1,318	1,231	87	7.1%	4.11	72.59%
	#93 - NW 86th	908	676	2,796	1,999	797	39.9%	4.91	76.23%
	#94 - Westown	402	515	1,257	1,502	-245	-16.3%	6.06	80.68%
	#95 - Vista	184	355	538	733	-195	-26.6%	3.87	74.87%
	#96 - E.P. True	658	953	1,854	2,230	-376	-16.9%	6.62	60.29%
	#98 - Ankeny	2,081	2,125	5,110	5,387	-277	-5.1%	5.66	73.00%
	#99 - Altoona	329	276	822	837	-15	-1.8%	3.41	73.18%
5. On Call	Ankeny								
	NW Johnston / Grimes								
	Regional				26	-26	-100.0%		
6. DART On Demand	#31 - DART On Demand - Jordan Creek	1		11		11	Infinity	12.22	
	#32 - DART On Demand - River Bend	2		20		20	Infinity	2.94	
	DART On Demand - Ankeny	1,738	1,342	4,655	3,325	1,330	40.0%	2.92	
Cab	Paratransit: Taxi	906	366	2,343	886	1,457	164.4%	3.21	
Paratransit	Paratransit: Bus/Van	7,337	7,496	21,555	21,033	522	2.5%	1.78	90.86%
RideShare	RideShare	4,900	7,385	14,539	20,639	-6,100	-29.6%	5.13	
<b>Total</b>		<b>294,473</b>	<b>282,918</b>	<b>1,018,224</b>	<b>937,379</b>	<b>80,845</b>	<b>8.6%</b>	<b>14.05</b>	<b>76.90%</b>



9B: FY24 Quarterly Financial Report, July 1 – September 30, 2023

Staff Resource: Amber Dakan, Finance Director

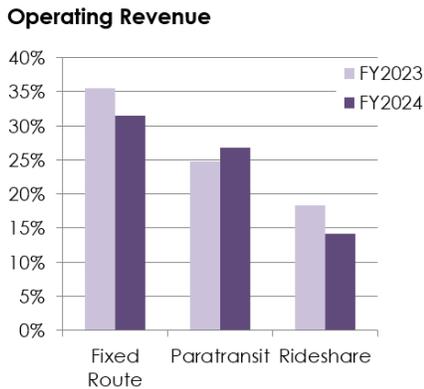
Revenue

Operating Revenue

- Fixed Route Operating Revenue for the first quarter of the fiscal year performed at 31.56% of the annual budget. This is lower than FY23 levels of 35.51%. Many areas have seen slight increases, with an exception of cash fares. Additionally, the FY24 budget grew by \$490,000 which also is a factor in the differing percentages.
- Paratransit Operating Revenue for the first quarter of FY24 is 26.85% of budget in comparison to 24.78% in the prior year. This is largely because Polk County Funding is performing better than last fiscal year and is ahead of budget.
- RideShare Operating Revenue for FY24 is underperforming compared to FY23 at 14.22% and 18.39% respectively for the first quarter. The budgeted revenue amount stayed the same from year to year, while RideShare continues towards a new platform and rebuild the program.



Revenue, Percent of Budget July – September



Non-Operating Revenue

- Fixed Route Non-Operating Revenue for Q1 of FY24 is slightly higher than FY23's first quarter at 22.75% and 20.52% respectively. This is largely due to the rise in interest rates generating significant interest income.
- Paratransit Non-Operating Revenue for FY24 is trending ahead year over year. It was 16.40% in FY23 and 22.37% in FY24. This is due to the timing of drawing down CARES dollars earlier in FY24.

**QUARTERLY REPORT**

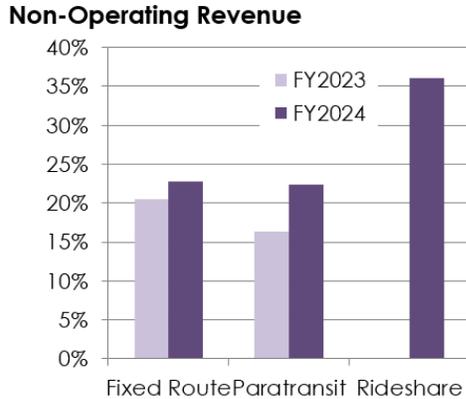


**9B: Quarterly Financial Report**

- RideShare Non-Operating Revenue is at 36.09% of budget so far in FY24. For the first quarter in FY23 it was at 0% because we had not drawn down any grant funding yet.



**Revenue, Percent of Budget**  
July – September

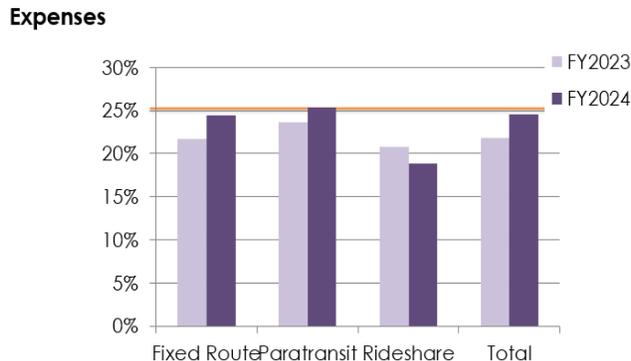


**Expenses**

- Fixed Route Operating Expenses as a percentage of budget is higher in FY24 than it was in the first quarter of FY23. First quarter FY24 is at 24.44% of the expense budget while FY23 was 21.66% of budget utilization for the same period. Some line items seeing the largest increase year over year are Salaries, Wages, & Fringes, Diesel Fuel, Equipment Repair Parts, and Insurance.
- Paratransit Operating Expense for the first quarter is a little higher than the prior year: 25.40% in FY24 and 23.59% in FY23. Salaries, Wages, & Fringes, Tires, and Purchased Transportation are all ahead of budget compared to the first quarter of last year.
- RideShare operating expense utilization in the current year is lower than the prior year for the same period. Expenses came in at 20.81% in FY23 and 18.84% in FY24. Less has been spent on items such as fuel and insurance, even though budgets have increased.



**Expenses, Percent of Budget**  
July – September





# QUARTERLY REPORT



**9C: Quarterly Safety Report – Q1 FY 2024**

**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 timeframe.

FY 2024 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)
<b>Fixed Route</b>							
FY 24 - Target	0	0	10	0.45	12	0.58	12,500
FY 24 – Thru Q1	0	0	4	0.77	3	0.58	10,146
FY 23 – Thru Q1	0	0	5	1.41	4	1.13	9,101
<b>Paratransit</b>							
FY 24 - Target	0	0	0	0.00	1	0.13	65,000
FY 24 – Thru Q1	0	0	0	0.0	0	0	51,508
FY 23 – Thru Q1	0	0	0	0.0	1	0.70	-----
<b>Rideshare</b>							
FY 24 - Target	0	0	1	1.00	2	0.50	138,000
FY 24 – Thru Q1	0	0	0	0.0	0	0.00	-----
FY 23 – Thru Q1	0	0	0	0.0	0	0.00	-----
<b>Taxi</b>							
FY 24 - Target	0	0	0	0	0	0	0
FY 24 – Thru Q1	0	0	0	0.0	0	0.00	-----
FY 23 – Thru Q1	0	0	0	0.0	0	0.00	-----

## QUARTERLY REPORT

### 9C: Quarterly Safety Report – Q1 2024



#### Safety Performance Targets by Service

##### Fixed Route:

- Preventable Injuries – 0
- Preventable Safety Events – 1
  - A bus struck a pickup, one vehicle was towed.
- Non-Preventable Injuries – 4
- Non-Preventable Safety Events - 2
  - A car crossed onto the opposite lane of traffic and struck the bus. The bus operator and the two occupants of the car were transported by EMS. Both vehicles were towed from the scene.
  - A pickup ran a red light and struck a bus. One passenger on the bus was transported by EMS.

#### Preventable Vehicle Accidents

For FY 24, 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 0.65 preventable accidents per 100/K of revenue service.

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



# MONTHLY REPORT



**10A: Operations Team Report**

**Staff Resources:** *Brandon Smiley, Chief Operations Officer*

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**ATU Local 441 Petition**

The ATU filed a petition with the Public Employment Relations Board (PERB) seeking to amend the composition of the current bargaining unit to include paratransit operators. A hearing on the petition has been scheduled for Monday, November 20 at 11 a.m. Currently, staff is working with legal counsel to identify DART's best path forward.

**Proterra Chapter 11 Bankruptcy Update**

The bid deadline for Proterra Transit was set for Thursday, October 26, with an auction scheduled for November 13, if needed. The results from that bid have not yet been released for review. Staff are pursuing and discussing a variety of next steps to ensure the best recourse for DART as it relates to the buses that are not performing well and currently not in service. Staff are also continuing to examine other options in the low- to zero-emissions platform.

**Maintenance – Keith Welch, Fleet Manager:**

**Supply Chain/Bus Part Delays** - The overall timeline of receiving parts has improved over the last three months. However, we are still experiencing major delays with some parts. For example, we are starting to run into back ordered AUX heater and heater parts, with up to a 45-day timetable.

**New Heavy Duty bus order** – For a variety of reasons, DART has delayed its regular schedule for ordering heavy duty vehicles. In order to maintain a useful life that results in the most efficient of taxpayer resources, new heavy duty buses need to be ordered in the next few months. The Maintenance Department is assessing fleet and bus sizing needs in order to make a recommendation on this purchase to the Commission.

**Open Positions** - We currently have 1 open technician position and 1 open service position. We are experiencing some difficulty filling technician positions, due to the highly competitive salaries and sign-on bonuses offered at other organizations.

**Ongoing Training** - Throughout the month of October, trainings were conducted with Vontas on some of our FrontRunners as they have the newest ITS (Integrated Technology Systems) equipment on the buses. We are also working on future Trapeze training at several levels within the shop, along with Cummins Insight training and Allison DOC training.

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

**Overflow Taxi Bus Plus On-Time Performance** - Public transportation in the form of Paratransit service is important to customers who rely on DART's Bus Plus program. DART uses a fleet of dedicated buses and contracts with the Yellow Cab Company to provide on-time, safe and reliable service to individuals with disabilities and the elderly community. As DART's overflow Paratransit service provider, Yellow Cab continues to demonstrate its commitment by delivering great service and improved on-time performance (OTP) stats. For the month of September, Yellow Cab delivered 91.3% OTP.

**MONTHLY REPORT  
10A: Operations**



**Des Moines Public Schools & DART Strategizes to Improve Student Transportation** - Des Moines Public Schools (DMPS) and DART have been engaging in meetings related to the ongoing partnership to provide essential transportation services to DMPS students. A group of 10 to 15 teachers, administrative staff, and DART's Leadership representatives, meet for approximately 90 minutes each Friday to identify challenges and opportunities to improve the students' experience while traveling to and from school.

**Facilities – Ben Cross, Facilities Manager:**

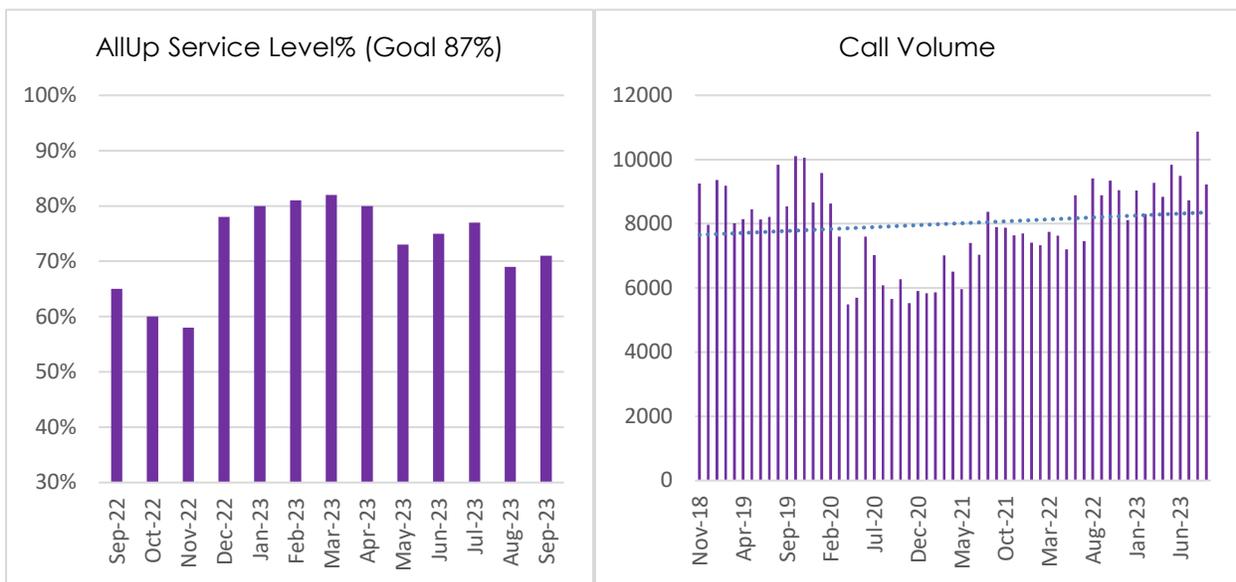
**Shelter Damage** - The shelter at 6<sup>th</sup> & Boston in front of the Polk County Northside Community Center had some glass damaged overnight on 10/24. A bullet was found at the scene and DMPD was called (Case # 23-29847). This is the second occurrence of this shelter being damaged within a two-month period.

**Inclement Weather Preparation** - The Facilities Department is getting the buildings and grounds at DART prepared for winter, as well as servicing/prepping the snow removal equipment.

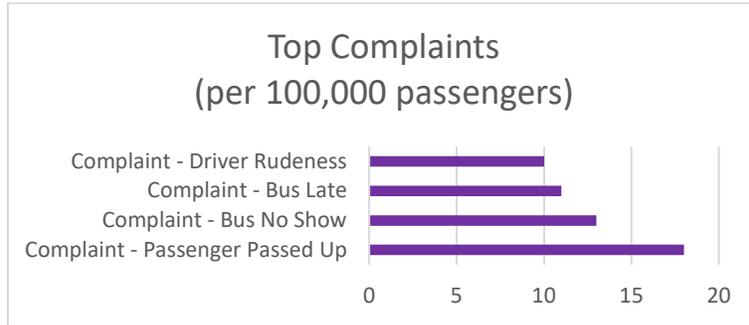
**Customer Experience – Steve Wright, Customer Experience Manager:**

**Open Positions and Staffing** - Currently, there are two open positions on the Customer Experience team. Two staff have moved to other departments within DART, and it has been difficult to fill the open positions due to the current hiring environment.

These shortages have resulted in an increased wait time for callers. In order to ensure that staff are able to answer calls in a timely manner, Customer Experience will temporarily be adjusting phone and window hours to 7 a.m.-6 p.m. beginning Monday, November 13. (Current hours are 6 a.m.-7 p.m. The first and last hour of the day see the lowest call volumes.) Customers will be reminded of where they can find information via DART's text and apps services.



**MONTHLY REPORT**  
**10A: Operations**



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



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

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- **Operations and Maintenance Facility:** A two-day workshop was held to review the design criteria and discuss sizing and phasing options to work within the approved project budget. An appraisal and review appraisal were completed for the land that the new O&M facility will be sited on. Soil borings and topographical survey were completed. An offer of just compensation was submitted to the FTA and, upon approval, negotiations for the land can begin.
- **FY 25 Budget and Service Planning:** Staff have adapted route and schedule scenarios based on Commission direction at the September workshop and October Commission meeting so that they can be shared with the public starting in November.
- **New Service Requests:** Kemin Industries has agreed to fund a new route along Scott Ave. The service would initially cater to Kemin shift times, but we are also in conversation with Titan Tires to hopefully fund additional trips as well.
- **DART on Demand:** Staff are developing a DOD update for the December Commission meeting to review two years' worth of Ankeny DOD data as well as initial observations and recommendations for the new Jordan Creek and River Bend zones.
- **Recent Service Updates:**
  - A service change will go into effect on November 26 in which minor schedule changes will be made to increase on-time performance on Routes 52 and 72, which underwent major changes in June 2023. The on-time performance has decreased because of those changes.



# MONTHLY REPORT



**10C: External Affairs Team Report**

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

- **Staffing:** Staff retention continues to be a challenge with our low unemployment rate. There are currently three open positions on the external affairs team. We are continuing to evaluate staffing needs before determining how to move forward with filling these vacancies.
- **FY25 Budget Planning:** The entire External Affairs team is assisting with upcoming public input on potential service reductions in the City of Des Moines. We anticipate a high level of engagement in public input and are providing training to DART staff who will be assisting with public meetings, answering customer questions and speaking to external organizations about the potential for service reductions without additional revenue from the City of Des Moines.

**Marketing – Carissa Meredith, Marketing Manager**

- **Brand refresh:** The marketing team will be continuing to roll out the brand refresh internally by holding in-person meetings with staff from across the organization. These meetings will help standardize communications and templates and help build understanding and excitement for the new look supporting our core mission.
- **Bus Plus Participant Education & Trainings:** Marketing efforts were deployed to communicate changes to the Bus Plus Program that allow Bus Plus riders to take Fixed Route service for free. The efforts included on-site how-to-ride trainings, social media and direct mailers.

**MyDART App Report**

Metric	April 2023	May 2023	June 2023	July 2023	Aug 2023	Sept 2023	TOTAL FY 2024
Downloads	1,654	894	942	1,452	3,450	1,496	6,398
iOS	322	349	375	383	1,784	505	2,672
Android	1,332	545	567	1,069	1,676	991	3,736
Accounts Created	743	613	636	1,079	4,117	924	6,120
Orders Placed	5,936	5,766	6,101	5,981	11,707	6,226	23,914
Passes Purchased	7,947	7,891	8,193	8,150	21,791	8,449	38,390
Revenue	\$30,825	\$32,642	\$39,163	\$34,677	\$49,705	\$34,638	\$119,020



**Marketing Analytics Report**

Metric	April 2023	May 2023	June 2023	July 2023	Aug 2023	Sept 2023	Sept 2022	Year Prior
MyDART App Accounts	52,390	54,871	55,507	59,624	62,130	63,054	44,909	40%
Website Unique Visitors	20,632	22,551	23,307	30,700	14,273	20,496	21,768	-6%
Facebook Followers	6,227	6,247	6,267	6,291	6,315	6,313	6,114	3%
Twitter Followers	2,547	2,542	2,543	2,551	2,555	2,566	2,580	-1%
Instagram Followers	1,646	1,650	1,674	1,683	1,691	1,713	1,579	8%
LinkedIn Followers	949	958	971	977	991	1,027	786	31%
Email Subscribers	14,416	14,432	14,435	14,445	14,452	14,488	13,561	7%
Trip Plans	49,176	52,706	56,001	51,432	67,948	61,834	51,143	21%
Real-time Map	35,530	39,784	43,561	36,291	48,344	44,354	39,813	11%
Next DART Bus	412,866	465,376	465,509	421,175	562,867	528,273	353,738	49%
SMS Text Messaging	125,269	140,106	151,839	128,030	132,762	135,985	133,679	2%

**Communications – Sarah Welch, Communications Manager**

- Budget and Service Planning Education and Public Input:** Staff is preparing and delivering education opportunities for DART employees, stakeholders, riders and community members to learn about DART’s funding challenge, options the City of Des Moines has to fund transit service, and possible cuts to service that would occur without additional funding. A webpage – [ridedart.com/funding-our-future](http://ridedart.com/funding-our-future) – provides a broad overview of the current situation and answers frequently asked questions about DART. Staff have also been preparing for public input on possible service reductions in the City of Des Moines. Public input will take place November 29 - December 12 with five in-person and one virtual meeting opportunities and a survey. These opportunities will be promoted starting November 15 through the website, handout materials, emails, social media, and more.
- Thanksgiving & Nov. Service Change Communications:** Communications reminding riders that DART does not have service on Thanksgiving Day and will run Saturday service schedules the day after the holiday are being shared on social media, through on-bus audio ads, and through emails. Targeted emails and on-bus ads will also run on the impacted and connecting routes from this month's service change.
- Free Rides on Election Day:** DART will not collect fare on Election Day Tuesday, Nov. 7 for most services. External communications have been deployed with refreshed creative. There has been a larger internal push this year to make sure every operator knows that rides are free for everyone, and riders do not need explicitly say they are headed to a polling location to qualify.

**DART in the News**

**DART routes risk cuts without property tax increases**

-Axios DSM, 10/02/23

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



[Meet Courtney Clarke, running for Waukee mayor in the 2023 election](#)

-Des Moines Register, 10/16/23

**Caravan – Victoria Henderson Weber, Caravan Supervisor**

- **Caravan Data:** Caravan staff was able to work with the DOT to regain access and export all necessary data from the old platform. The team was able to update data that was missed and submit current data on time. There are no anticipated issues with future reporting.

FY	Vanpools	Ave. Pass Per Van	Pass Miles
			
FY19	88	7.24	8,467,267
FY20	49	4.29	6,197,708
FY21	48	4.96	3,074,463
FY22	32	6.53	3,318,638
FY23	27	5.86	3,347,794
July 2023	26	6.29	191,855
August 2023	25	6.52	212,816
September 2023	25	6.76	221,312
FY25 Target	46	7.69	7,383,192

- **Rideshare Recovery:** The entire External Affairs team is working to rebuild DART's vanpool program. The recovery strategy includes implementing an improved technology platform, updating the fare policy, rebranding the program, and increasing awareness to attract new vanpool participants and new vanpool partners. Our goal is for each vanpool to have a minimum of 6-7 passengers. The program currently has on average more than 6 people per vanpool, achieving the target for this key performance indicator shows program efficiency.

This fiscal year, staff will continue to focus on increasing the number of vanpools in service and have set a target to have 46 vanpools in operation by the end of FY25. Staff projects meeting the average passenger per van and vanpools in service goals (FY25 Target shown above) will generate enough fare revenue to fully fund the operating cost of the program. Productive conversations are underway with several large employers in the state that could lead to significant growth in the number of active vanpools in operation in the second half of the fiscal year.

- **New Technology Systems Implementation:** DART staff have begun testing the new vanpool platform. The new system will allow riders to search, book, and pay for the vanpool program online. The portal is a significant upgrade to the customer experience and will make converting interested passengers into vanpool participants a more streamlined process for the passenger and DART staff.

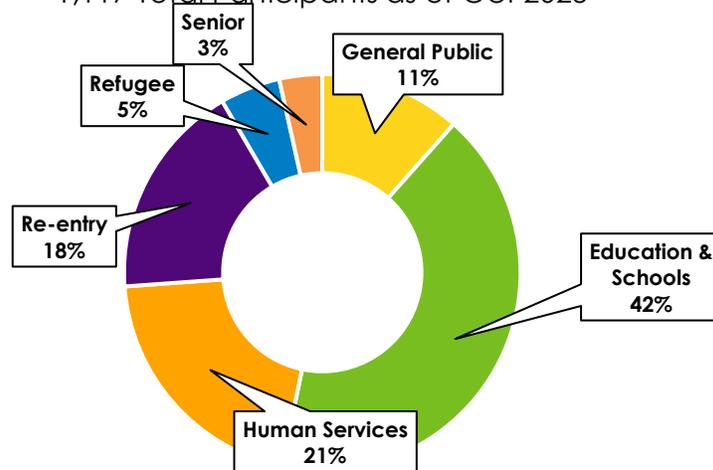


**Business & Community Partnerships – Matt Harris, Business & Community Partnerships Manager**

- **Anawim Housing new Unlimited Access partner** – DART announced its newest residential Unlimited Access partnership with Anawim Housing, which will provide its residents and staff with free use of all fixed route bus service. Anawim is the state's largest provider of permanent, supportive housing and serves nearly 400 individuals across 240 scattered site housing units and program locations.
- **Partner webinars** - Staff will be hosting a series of informational webinars for business and community partners to learn more about DART funding challenges and preview potential service reductions ahead of public input later this fall.
- **Vanpool program promotion** - DART staff recently participated in the Iowa Manufacturing Conference and Society of Human Resource Managers Conference to promote use of its Caravan program as a workforce transportation benefit for employers.
- **Mobility Coordination** – YTD mobility outreach training and participation for October 2023 is shown in the chart below and is more than double the same time last year. Activity highlights include participation in the Ankeny Senior Expo at the Albaugh Family Senior Community Center, meetings with social workers and healthcare navigators from MercyOne, UnityPoint and the Iowa Heart Center to share information and resources on DART services, as well as a how-to-ride training at the Fresh Start Women's Center.

**FY2024 YTD Mobility Outreach Participants**

1,117 Total Participants as of Oct 2023



■ General Public    ■ Education & Schools    ■ Human Services



# MONTHLY REPORT



<b>10D:</b>	<b>Finance/Procurement/IT Team Report</b>
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**Staff Resource:** *Amber Dakan, Mike Gulick, and Kyle Foster*

**Finance Department – Amber Dakan, Finance Director**

- **FY2023 National Transit Database (NTD) Annual Filing** – The Finance Team submitted its annual filing of financial, operating, and asset condition to the NTD repository as required by FTA to be eligible for federal grant funds. This is the first draft submission that will be reviewed by analysts as well as our outside auditors before finalized, which will likely in the Spring of 2024.
- **FY2025 Budget Planning** – The Finance Team continues to work closely with External Affairs and Planning on FY25 Budget and Service Planning project.
- **GASB 96 Implementation** – GASB 96 is a statement by the Governmental Accounting Standards Board (GASB) that provides rulemaking guidance on accounting and financial reporting of Subscription Based IT Arrangements (SBITA) for fiscal year 2023. The Finance Team is working in conjunction with external resources to audit DART's IT related contracts to identify all possible contracts that will need updated financial reporting based on the new guidance.

**Procurement Department – Mike Gulick, Procurement Manager**

**Upcoming Projects and Procurements:**

- **Passenger Information Display System (PIDS)** – DART is seeking to replace the current non-supported PIDS.
  - Currently evaluating seven (7) proposals
  - Conducted presentations with five (5) Proposers.
  - Final Negotiations in progress
  - Projecting December Commission Action Item
- **HR Study** – DART contracted with a professional external consultant to do an in-depth study of our HR resources, structure, practices, procedures, and policies.
- **CFO Recruitment Services** – DART is seeking the services of a qualified executive search firm(s) to assist in the recruitment and selection of a highly qualified and experienced Chief Financial Officer (CFO).
  - Currently evaluating four (4) proposals

**Future Procurements:**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Transportation Services</li> <li>• Property, Risk, Vehicle, Flood, Crime, Cyber Insurance Broker Services</li> <li>• FY2024 Fleet Order</li> <li>• Financial Audit Services</li> <li>• Executive Consulting Services</li> </ul> | <ul style="list-style-type: none"> <li>• Bond/Financing Counsel Services</li> <li>• Art Wall Refresh</li> <li>• CHRO Recruitment Services</li> <li>• A&amp;E Services</li> <li>• Staffing Services</li> </ul> |
|--|---|

## MONTHLY REPORT

### 10D: Finance/IT/Procurement Team Report



#### IT Department – Kyle Foster, IT Director

- **Technology Roadmap** – Underutilization of existing software and solutions as well as aging infrastructure equipment were two key points identified in a technology audit.
  - System wide upgrades of software, along with consolidation of duplicate solutions are a key focus for 2023. The goal will be to have all solutions upgraded to the latest versions by the end of the year.
    - Half of our systems have been updated as of 6/28/2023.
    - The remaining systems are all being upgraded at once due to them sharing server infrastructure. The kickoff meeting is scheduled for 11/2/2023, with an anticipated completion of Q2 of 2024.
    - Staff training coordination has been completed for systems we've already upgraded to the latest versions.
  - Server hardware is getting past its useful life. Storage, servers, and network equipment are all in the process of being upgraded in 2023/2024.
    - Storage has been replaced and cut over as of Q1.
    - Compute servers have been ordered and most components are on-site. The remaining equipment is slated to show up in mid-November.
    - SOW's have been received from both CDWG and RSM to assist with the installation and conversion between the old compute environment and the new one. This will also include in-depth training for IT staff to enable self-sufficiency going forward.
    - CDWG has been selected to do the initial implementation, with ongoing assistance as needed from RSM.
    - Network equipment will be audited this fall. A plan will be put into place to focus on what we need today, but how that impacts our future move to the new O&M facility.
- **Disaster Recovery/Incident Response** – DART IT staff are currently undergoing a full update/re-write of our DR and Incident Response Plan. Cyber Security threats, loss of power, loss of facility, and individual system failures are all being taken into consideration to meet all critical system recovery time objectives.
  - The first draft of the re-write was completed as of 4/19/2023.
  - All systems are being tested individually to finalize processes and procedures over the next few months. The goal is to have an end-to-end test procedure built by year end.
  - A micro-penetration test has been performed during the week of 9-18 by our cyber insurance provider. The results showed no vulnerability findings.
  - We will also be engaging some third-party resources provided by the State of Iowa to help do an end-to-end test of our final plan early 2024.
  - All DART departments are engaged in building out a full-scale testing plan, to be executed annually.
- **Document Management Discovery** – DART has utilized many different solutions to store documents over time, which has caused some inefficiencies in where files can be located. It was identified as a priority to establish a single solution for all document management needs.



## MONTHLY REPORT

### 10D: Finance/IT/Procurement Team Report

- Departmental discovery has been completed to identify DART's business requirements for a future document management solution.
- RSM was engaged to do an audit of our existing SharePoint implementation and has delivered their final assessment document. Their recommendation is to utilize the cloud-based version of SharePoint moving forward, and they are building out a SOW for consideration.
- RSM is preparing a SOW option for engaging them to assist in migrating our existing systems to the cloud-based version of SharePoint. This SOW is still in RSM's legal review. The anticipated delivery time is mid-November.
- Should staff choose to explore options outside of RSM's recommendations, an RFP will be built to acquire additional bids from other document management vendors.



# MONTHLY REPORT



**10E: Human Resources/Training/Safety Team Report**

**Staff Resource:** *Beth Hanson, Chief Administrative Officer*

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**Human Resources – Alaina Severino, Human Resource Manager**

- **Recruitment Update:** The HR department is currently interviewing for the following openings:
  - Bus Operator (Para & Fix)
  - Customer Service (2)
  - Chief Financial Officer
  - Data Analyst Intern
  - Chief Human Resource Officer
  - Diesel Transit Mec
  
- **Recent Hires:**
  - 5 – Paratransit Operators
  - 1 – Service Person (2<sup>nd</sup> shift)
  - 3 – Fixed Operators
  - 1 – Diesel Tech. (2<sup>nd</sup> shift)
  
- **Four-Week Call Off Average:** Fixed route 15.78%, Paratransit is 3.19%
- **Turnover Rate:** October .6%    September 1.7%    YTD 22.5%
- **2023 United Way Campaign** –This year's United Way Campaign was held Oct. 23-27. Throughout the week DART employees came together to have some fun and raise money for United Way. Pledge sheets were collected during the week and employees were given the opportunity to be included in drawings for some great prizes. As part of the fun, several DART employees participated in a Chili Cook-Off Contest, testing the cooking skills of those claiming they could make the best chili. The competition was fierce. A panel of five judges voted on which chili dishes were the best. The winners were:
  - Jena Kendeigh (Paratransit) – 1st Place Winner
  - John Rugama (Fixed Route) – 2nd Place Winner
  - Kelsey Green (Administration) & Heather Adams (Fixed Route) – tied 3rd Place Winners.

Friday's close of the week event was a dunk tank. Amanda kicked off this event as the first of 12 volunteers to be dunked for a great cause.

All total DART raised **\$16,018.96** in annual pledges, chili cookoff and the dunk tank event.

**Training – Matt Johnson, Training Manager**

- **Fixed Route New Hire Trainees:** Training continues for four Fixed Route operators in training.
- **Mobility Services Trainees:** Training continues for two Mobility Services operators in training.
- **Maintenance Technician CDL License Completion:** Training continues for four Fixed Route operators in training.
- **Mobility Services Training Graduate:** One new operator completed all training requirements and graduated to Part-Time Mobility Services Operator.
- **Operator and Maintenance Safety Meetings:** Safety Meetings were held with all operators and maintenance personnel. Topics highlighted included preparation for winter weather and how to remain safe walking and driving in winter conditions. De-escalation training was defined and discussed as an ongoing effort to equip staff.



## MONTHLY REPORT

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

#### **Safety – Jake Comstock, Safety and Training Specialist**

- Delivered one new employee safety orientation that included an overview of DART's Agency Safety Plan, the Employee Safety Report Program, and the hazard and near miss reporting program.
- Delivered required safety reporting requirements and steps to operators and maintenance staff at Safety Meetings.
- Met with Polk County Emergency Management to discuss DART's role in the countywide Extreme Temperature Plan; connected with other agencies that are a part of the plan.
- Pat Daly, Safety Manager, attended the APTA Expo and Conference in Orlando. Sessions attended included FTA updates on driver fatigue and hours of service monitoring; recognizing and reducing human trafficking; and reducing assaults on bus operators and other transit workers. The FTA has mandated transit agencies consider adopting technology to help reduce accidents and injuries. The EXPO provided the opportunity to see collision avoidance, pedestrian warning, and driver fatigue monitoring systems installed in buses.



# MONTHLY REPORT



<b>10F:</b>	<b>Chief Executive Officer</b>
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**Staff Resource:** *Amanda Wanke, Chief Executive Officer*

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- **DART Executive Committee** - The DART Executive Committee did not meet in the month of October.
- **Member Community Meetings** – I continue to meet with our member city Commissioners and City Managers/Administrators and will be wrapping these up in the month of November. These meetings have been very informal and have been helpful in terms of understanding the community’s top initiatives, projects, and visions over the next several years and how transit can best help their communities. I would like to thank all our member cities for taking the time to meet with me and I look forward to working and partnering with our member city communities in the future.
- **Small Group Employee Meetings** - I continue to have a variety of internal meetings small group employee listening sessions to understand perceptions on a variety of topics including internal culture so that I can prioritize what issues and areas on which to focus to ensure a positive workplace. These meetings will wrap up at the end of November. They have been informative and beneficial as we look to the future of DART and our internal culture.
- **Chief Human Resources Officer Hiring Status** – We have received several promising applicants for the CHRO position. It is important for me to find the right person for this role. I have been taking the time to meet briefly via zoom with each of the top candidates to get to know them and whether they are a fit for DART. We will bring in approximately four candidates for in-person second round interviews, which will include my direct reports and myself. As reported last month, we are working with an external consultant to do an in-depth study of our HR resources and structure. This work has started so I felt it important to include the consultant in our interview process so she can assist in helping find the right candidate based on the findings from her consultancy work. We are planning to do final interviews with 2-3 candidates at the end of November and hopefully extend the offer in early December.
- **Chief Financial Officer Hiring Status** – I have been working with the Procurement department on a CFO recruitment services RFP. We have received several proposals and hope to have a decision on who will be chosen in the next couple of weeks and start the recruiting process. I will update the Commission appropriately.
- **American Public Transportation Annual Meeting (APTA) and Expo** - I had the opportunity, with three other staff members, to attend the APTA Annual meeting and Expo which took place October 7-11 in Orlando, Florida. This is the largest transit conference of the year and an opportunity for me to connect and network with other transit professionals and vendors. Many of the sessions focused on the deficit shortfall within transit, zero-emissions transitions, workforce challenges and opportunities, and how data can help the industry as we look to the future.



## FUTURE DART COMMISSION ITEMS



### Future Agenda Items:

December 5, 2023 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> <li>• Passenger Information Displays (PIDS)</li> <li>• 2024 Legislative Priorities</li> <li>• Disadvantaged Business Enterprise (DBE)</li> <li>• FY 2026 Transportation Alternatives Program (TAP) Grant</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Riders Advisory Committee Update</li> <li>• FY 2025 DART Budget Update</li> <li>• Winter Service Change</li> <li>• Heavy Duty Bus Purchase</li> <li>• Iowa State Fair Update</li> <li>• FY 25 Service and Budget Planning Update</li> <li>• DART on Demand Update</li> </ul>
January DATE/TIME TBD, 2024 (Annual Meeting)	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> <li>• Audited FY23 Financials</li> <li>• MPO/CIRTA Representation</li> <li>• Winter Service Change</li> <li>• New Members – TRAC</li> <li>• Public Transportation Agency Safety Plan Approval</li> <li>• Executive Committee Slate</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Riders Advisory Committee Update</li> <li>• FY 25 Service and Budget Planning Update</li> </ul>
February DATE/TIME TBD, 2024	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> <li>• Operations and Maintenance Facility Land Purchase</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Riders Advisory Committee Update</li> <li>• FY 25 Budget/Service Reduction Public Input Process</li> <li>• Receive and File DART's three-year DBE Goal</li> <li>• Quarterly Investment Report</li> <li>• Quarterly Financial Update</li> <li>• Quarterly Safety Report</li> <li>• FY 2024 Budget Public Hearing Date</li> <li>• June 2024 Service Change</li> </ul>

### Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
November DART Executive Committee	Wednesday, November 15, 2023	12:00 p.m.	Zoom



## COMMISSIONER ITEM



<b>12A: 2024 DART Commission Meeting Dates and Times</b>
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**Staff Resource:** *Vicky Barr, Executive Coordinator & Commission Clerk*

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**The proposed 2024 DART Commission Meeting dates and times are as follows:**

- January 23 or 30, 2024 at 12:00 pm (2 hours long)
- DATE TBD, 2024 – DART Commission and City Manager Budget Workshop
- March 5, 2024, at 12:00 pm
- April 2, 2024, at 12:00 pm
- May 7, 2024, at 12:00 pm
- June 4, 2024, at 12:00 pm
- July 9, 2024, at 12:00 pm (*week later due to 4<sup>th</sup> of July Holiday*)
- August 6, 2024, at 12:00 pm
- September 3, 2024, at 12:00 pm
- October 1, 2024, at 12:00 pm
- November 5, 2024, at 12:00 pm (election day)
- December 3, 2024, at 12:00 pm



## EXEMPT SESSION



<b>14:</b>	<b>Exempt Session</b>
<b>Action:</b>	<b>The Commission meeting be recessed and reconvened in exempt session pursuant to Section 20.17(3) of the Iowa Code.</b>

**Staff Resource:** *Amanda Wanke, Chief Executive Officer*  
*Brandon Smiley, Chief Operations Officer*  
*Erin Clanton and Paul Drey, DART Legal Counsel*

### Background:

Iowa Code §20.17(3) provides that “Negotiating sessions, strategy meetings of public employers, mediation, and the deliberative process of arbitrators shall be exempt from the provisions of Chapter 21.”

### Procedures for Exempt Session:

1. The Commission Chair asks for a motion to recess the meeting and reconvene in exempt session.
2. The Commission Chair announces that:  
 “The Des Moines Area Regional Transit Authority will go into exempt session pursuant to section 20.17(3) of the Iowa Code to discuss strategy in matters relating to the union.”
3. All visitors leave the room.
4. No action may be taken in an exempt session.
5. If any action is necessary following the exempt session, it will be placed as an action item at a subsequent open meeting.