



# 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 – 884 1357 5130 /Passcode - 713818

DECEMBER 7, 2021 – 12:00 PM

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
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14. COMMISSIONER ITEMS	
A. Facilities Project Commission Workshop – <b>Thursday, December 9, 2021 – 11:30 A.M.</b>	
15. NEXT MEETING: Regular DART Meeting - <b>Tuesday, January 4, 2022 – 12:00 P.M</b>	
16. 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:** *Carrie Kruse, TRAC Chair*

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- A meeting of the Transit Riders Advisory Committee was held on Wednesday, November 10, 2021, via Zoom and a quorum was met. Included are key highlights from the meeting's discussion.
  - **Snow Removal Follow Up:** COO, Amanda gave an update on snow removal processes and DART's approach to it for this upcoming season. TRAC members were able to ask questions and provide input on.
  - **Bus Operator Update:** COO, Amanda gave an update on Operations, focusing primarily on the challenges of hiring bus operators right now. Amanda updated the committee on what DART is doing right now to find creative ways to hire and what riders can do to make sure operators feel appreciated for their tireless efforts.
  - **TRAC Member Update and Discussion:** Mobility Coordinator, Catlin reviewed the results of a recent survey completed by most of the current TRAC members. This survey showed that most members felt as though the current schedule of meetings worked, and that the meeting was covering relevant topics. Discussion was had on other topics and how to keep TRAC members engaged, including finding ways that TRAC can learn about and advocate more. Catlin also updated the committee on efforts to recruit two new members to join in 2022.
- The next TRAC meeting is currently scheduled for Wednesday, January 12, 2022.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
 COMMISSION MEETING MINUTES  
 MEETING HOSTED IN-PERSON AND VIRTUALLY  
 620 CHERRY STREET – DES MOINES, IOWA 50309  
 NOVEMBER 2, 2021**



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

**ROLL CALL**

**Commissioners/Alternates Present and Voting:**

Vern Willey (participated via zoom), Kelly Whiting (left at 1.27pm), Doug Elrod (participated via zoom), Michael McCoy (arrived at 12:06 pm), Jill Altringer (participated via zoom), Ross Grooters (participated via zoom), Angela Connolly (participated via zoom, arrived at 12:06pm), Bridget Montgomery, Russ Trimble and Joseph Jones

**Commissioners Absent:**

Josh Mandelbaum and Paula Dierenfeld

**CALL TO ORDER**

Chair, Russ Trimble called the meeting to order at 12:04 p.m. Roll call was taken, and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

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

It was moved by Joseph Jones and seconded by Vern Willey to approve the November 2, 2021 agenda. The motion carried unanimously.

**PUBLIC COMMENT**

None

**CONSENT ITEMS**

6A – Commission Meeting Minutes – October 5, 2021

6B – FY2026 Surface Transportation Block Grant (STBG) Request)

6C - September 2021 Financials

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

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – NOVEMBER 2, 2021**



**CLOSED EXEMPT SESSION**

It was moved by Vern Willey and seconded by Michael McCoy that the Commission adjourn the regular session and reconvene in closed session.

Roll Call: Willey - Yea, Whiting – Yea, Elrod – Yea, McCoy (arrived at 12.06 p.m.) - Yea, Mandelbaum – Not Present, Altringer - Yea, Dierenfeld – Not Present, Grooters - Yea, Connolly - Yea, Montgomery – Yea, Trimble – Yea and Jones - Yea

Chair, Russ asked for a motion to recess the meeting and reconvene in closed session the meeting at 12.10 p.m.

Chair, Russ Trimble moved that the Commissioners of the Des Moines Area Regional Transit Authority go into closed session pursuant to section 20.17 and 21.9 of the Iowa Code to discuss strategy in matters relating to employment conditions.

No action was taken during the closed session.

12.43 p.m. MEETING RECONVENED IN OPEN SESSION

Roll Call: Willey - Yea, Whiting – Yea, Elrod – Yea, McCoy - Yea, Mandelbaum – Not Present, Altringer - Yea, Dierenfeld – Not Present, Grooters - Yea, Connolly - Yea, Montgomery – Yea, Trimble – Yea and Jones - Yea

**ACTION ITEMS**

8A – Paratransit Operator Pay

It was moved by Michael McCoy and seconded by Bridget Montgomery to approve action item pursuant to Iowa Code Sections 20.17 and 21.9 related to Paratransit Operator Pay Scale. The motion carried unanimously.

8B – Amalgamated Transit Union Memorandum of Understanding

It was moved by Joseph Jones and seconded by Bridget Montgomery to approve action item pursuant to Iowa Code Sections 20.17 and 21.9 related to the Amalgamated Transit Union Memorandum of Understanding. The motion carried unanimously.

8C – DART Terms of Use

Erin Hockman, Chief External Affairs Officer, provided a background and guidelines on DART's Terms of Use Policy. Staff has worked with Brick Gentry to update the Terms of Use to include both the new DART On Demand and the MyDART app and the changes were outlined. 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.

It was moved by Kelly Whiting and seconded by Michael McCoy to approve the DART Terms of Use Policy as presented. The motion carried unanimously.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – NOVEMBER 2, 2021**



8D – American Rescue Plan Act (ARPA) Spending Plan

Kent Farver, Chief Financial Officer shared the background and proposed spending plan of the American Rescue Plan Act (ARPA)

It was moved by Vern Willey and seconded by Bridget Montgomery to approve the ARPA spending plan as presented. The motion carried unanimously.

**DISCUSSION ITEMS**

9A – DART Radio System Update

Shane Galligan, IT update on the Radio Project and the recommendations from the assessment of the different radio system options available to DART.

9B – Transit Optimization Study Update

Luis Montoya, Chief Planning Officer, provided an overview of public outreach efforts and feedback received on the draft Transit Optimization Study recommendations

9C – FY2023 DART Budget Update

Kent Farver, Chief Financial Officer provided an update regarding DART's upcoming FY 2023 Budget Process.

**QUARTERLY AND PERFORMANCE REPORTS**

10A - Monthly Performance Report – September 2021

10B – Quarterly Safety Report

Due to time, Chair, Russ Trimble directed the Commission to review the written quarterly and performance report for September which was provided in their packets.

**DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)**

10A - Operations

None

10B – Planning

None

10C - External Affairs

None

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – NOVEMBER 2, 2021**



10D – Finance/IT/Procurement

None

10E – Human Resources

None

10F – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer, reminded the Commission of the December 9 Commission Workshop to talk about the new facility and updated the Commission on the current status of the project.

**FUTURE AGENDA ITEMS**

None

**COMMISSIONER ITEMS**

Ross Grooters asked for an update on the shelter snow removal which was provided in the commission packet in the Operations monthly departmental report. More information will be provided to the Commission at a future meeting.

**ADJOURN**

Chair, Russ Trimble, adjourned the meeting at 1:40 p.m.

**\*\*\*OFFICIAL NOTICE OF THE NEXT DART COMMISSION MEETING DATE IS HEREBY PUBLISHED:  
The next regular DART monthly Commission Meeting is scheduled for Tuesday, December 7, 2021 at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa. Pursuant to Iowa Code section 21.8, the DART Commission has determined that it is still impractical or impossible to require all Commission members, staff, and the public to be physically present for this Commission meeting. Accordingly, both in-person and virtual options for attendance of the December 7, 2021 Commission meeting will be offered as follows: (1) Commission members, staff, and the public will be allowed to attend this Commission meeting in person in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa; and (2) Commission members, staff, and the public will be allowed to attend this Commission meeting via a virtual platform such as Zoom. Participation directions for such virtual meeting option are as follows:  
<https://us02web.zoom.us/j/88413575130?pwd=WVEwWDVGZ2hRV2p3Q3VxQkR5WDRlUT09>  
Meeting ID: 884 1357 5130/Passcode: 713818**

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Clerk

\_\_\_\_\_  
Date



## CONSENT ITEM



<b>8B:</b>	<b>Des Moines Area MPO and CIRTPA Staff Representation for DART</b>
<b>Action:</b>	<b>Appoint DART Staff representatives to serve at MPO and CIRTPA meetings</b>

**Staff Resource:** *Vicky Barr, Executive Coordinator and Commission Clerk*

### **Background:**

- The Des Moines Area Metropolitan Planning Organization (MPO) and the Central Iowa Regional Transportation Planning Alliance (CIRTPA) require annual approval of staff representatives serving as:

#### **MPO**

- A voting member to the Policy Committee.
- A voting member to the Technical Committee.

#### **CIRTPA**

- An advisory member on the Policy Committee
- A voting member on the Technical Committee

### **Recommendation:**

- Appoint the following DART staff members to serve in 2022 on the MPO and CIRTPA Committees:

#### **MPO:**

- Voting Member on Policy Committee  
 Representative: Elizabeth Presutti, Chief Executive Officer  
 Alternate 1: Amanda Wanke, Chief Operations Officer/Deputy CEO  
 Alternate 2: Luis Montoya, Chief Planning Officer
- Voting Member on Technical Committee  
 Voting Member: Luis Montoya, Chief Planning Officer  
 Alternate 1: Tony Filippini, Senior Transit Planner

#### **CIRTPA:**

- Advisory Member on Policy Committee  
 Representative: Luis Montoya, Chief Planning Officer  
 Alternate: Tony Filippini, Senior Transit Planner
- Voting Member on Technical Committee  
 Voting Member: Luis Montoya, Chief Planning Officer  
 Alternate: Tony Filippini, Senior Transit Planner



## CONSENT ITEM



<b>8C:</b>	<b>Des Moines Area Metropolitan Planning Organization (MPO) Project List</b>
<b>Action:</b>	<b>Authorize staff to submit a project to the DMAMPO for consideration of inclusion as a regional priority for federal funding</b>

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

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**Background:**

- Each year, the Des Moines Area Metropolitan Planning Organization (MPO) identifies a limited number of projects to be considered as regional priorities for federal transportation funding.
- MPO members can submit project requests, and the MPO Executive Committee ultimately selects which projects get included in the list of regional priorities for federal funding.
- The list is shared with the federal congressional delegation and their staff and relevant federal departments as part of the annual regional trip to Washington DC organized by the Greater Des Moines Partnership.
- Inclusion on the list does not commit DART to any action.

**Proposed Request:**

- DART will request that a potential new Operations and Maintenance Facility be included in the list of regional transportation priorities.

**Recommendation:**

- Approve the submission of the Operations and Maintenance Facility to the MPO for considerations of inclusion in the list of regional priorities for federal funding.



## CONSENT ITEM



<b>8D:</b>	<b>Brick Gentry Legal Services Contract Amendment</b>
<b>Action:</b>	<b>Approve Amendment to Current Brick Gentry Legal Services Agreement</b>

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

**Background:**

Brick Gentry, P.C. provides general legal counsel services to support DART staff members and its Board of Directors (DART Commission) in accordance with general legal advice, as well as day-to-day activities.

The current agreement with Brick Gentry was effective for 5 years with the option to renew if mutually agreed by both parties. For FY 2015 – FY 2019 this original contract was in effect and renewal was mutually agreed upon by both parties in FY 20.

**Proposed Amendment:**

The original language in the agreement states that pricing for the option years is to be negotiated and not to exceed the annual change in Consumer Price Index (CPI) based on the most recent annual change in the CPI for all urban consumers for the Des Moines area, at the time of negotiation.

This negotiation was not completed, and we have been paying Brick Gentry \$115 per hour for services since 2018.

Due to the complexity of calculating the renewal rates based on this language, DART is proposing to change the renewal rate pricing to the following schedule.

Year	Rate /Hour
2022	\$ 137
2023	\$ 141
2024	\$ 146
2025	\$ 151
2026	\$ 157

This schedule facilitates growth of 3.5% per year in the rate to be charged and clearly illustrates precisely what the agreed upon rate will be throughout the next 5 years of the agreement.

Our rates are very competitive with other municipal agreements in the metro area with our FY 22 rate below the current agreements held by Ankeny, Clive, Urbandale, West Des Moines, and Johnston.

**Recommendation:**

Approve staff to amend current Brick Gentry legal services agreement with pricing structure identified above for the next five calendar years beginning in 2022. This recommendation was shared with the Executive Committee at their November meeting.



## ACTION ITEM



**8E: October FY2022 Consolidated Financial Report**

**Action: Approve the October 2021 Consolidated Financial Report**

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

### Year-to-Date Budget Highlights:

#### **Revenue:**

- Fixed Route Operating revenue year to date is 21.9% ahead of budget projections. D-Line Funding and Iowa State Fair contributions under Other Contracted Services, Unlimited Access and State Fair revenues account for the accelerated revenues.
- Fixed Route Non-Operating revenue is under budget by 15.7% year to date. State Operating Assistance as well as the State Backfill funding are tracking ahead of budget.
- Paratransit Operating revenue is trending above budget by 74.3%. All categories are meeting or exceeding budget levels for the first four months of the year.
- Paratransit Non-Operating revenue is 27% under budget year to date resulting from grant fund timing.
- Rideshare revenues are 16.9% above budget year to date. Revenue is expected to decline at the conclusion of the TPI partnership in January.

#### **Operating Expense:**

- Fixed Route Budget Summary – Operating expenses are seeing a 7.25% savings year to date in comparison to budget projections. Salaries, Wages & Fringes, Fuel & Lubricants, and Equipment Repair Parts are the categories seeing the most savings so far this year.
- Paratransit Budget Summary – Operating expenses are 8.68% 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 9.5% year to date. Services and Salaries, Wages, & Fringes are seeing the highest savings.

#### **Recommendation:**

- Approve the October FY2022 Consolidated Financial Report.

#### **\*\* TOTAL Un-Audited Performance of October FY2022 Year to Date as Compared to Budget:**

Fixed Route	\$	2,670,912	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(94,776)	\$194,762.35
Rideshare	\$	<u>(31,740)</u>	
Total	\$	2,544,396	

**FY2022 Financials:**

**October 2021**

<b>FIXED ROUTE</b>	<b>October 2021</b>			<b>Year-To-Date-(4) Months Ending 10/31/2021</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	512,207	346,217	165,991	1,688,672	1,384,867	303,805
Non-Operating Revenue	5,426,141	2,472,240	2,953,901	11,439,164	9,888,961	1,550,203
Subtotal	5,938,349	2,818,457	3,119,892	13,127,836	11,273,828	1,854,008
Operating Expenses	2,674,969	2,818,457	143,488	10,456,924	11,273,828	816,903
Gain/(Loss)	3,263,379	-	3,263,379	2,670,912	-	2,670,912

<b>PARATRANSIT</b>	<b>October 2021</b>			<b>Year-To-Date-(4) Months Ending 10/31/2021</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	48,952	29,075	19,877	202,683	116,300	86,383
Non-Operating Revenue	190,542	261,022	(70,480)	762,167	1,044,088	(281,921)
Subtotal	239,494	290,097	(50,603)	964,850	1,160,388	(195,538)
Operating Expenses	291,523	290,097	(1,426)	1,059,625	1,160,388	100,762
Gain/(Loss)	(52,029)	-	(52,029)	(94,776)	-	(94,776)

<b>RIDESHARE</b>	<b>October 2021</b>			<b>Year-To-Date-(4) Months Ending 10/31/2021</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	34,851	30,000	4,851	140,237	120,000	20,237
Non-Operating Revenue	-	17,508	(17,508)	-	70,033	(70,033)
Subtotal	34,851	47,508	(12,657)	140,237	190,033	(49,796)
Operating Expenses	41,270	47,508	6,238	171,977	190,033	18,056
Gain/(Loss)	(6,419)	-	(6,419)	(31,740)	-	(31,740)

<b>SUMMARY</b>	<b>October 2021</b>			<b>Year-To-Date-(4) Months Ending 10/31/2021</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	596,011	405,292	190,719	2,031,592	1,621,167	410,425
Non-Operating Revenue	5,616,683	2,750,770	2,865,912	12,201,331	11,003,081	1,198,249
Subtotal	6,212,694	3,156,062	3,056,632	14,232,923	12,624,248	1,608,675
Operating Expenses	3,007,762	3,156,062	148,300	11,688,527	12,624,248	935,721
Gain/(Loss)	3,204,931	-	3,204,931	2,544,396	-	2,544,396



## ACTION ITEM



**9A: 2022 State Legislative Priorities**

**Action: Approve the 2022 State Legislative Priorities**

**Staff Resource:** *Erin Hockman, Chief External Affairs Officer*  
*Elizabeth Presutti, Chief Executive Officer*

### Proposed Legislative Agenda:

#### 1. Funding Diversification

DART is aggressively pursuing funding diversification to reduce its reliance on property taxes. A legislative proposal for a local option transit hotel/motel tax was introduced and passed the Senate during the 2021 session. DART is asking the Iowa Legislature to pass the transit hotel/motel tax during the 2022 session or assist in identifying other alternative revenue sources to diversify local public transportation funding. As potential funding solutions arise, staff and lobbyists will bring these options to the Executive Committee for approval before moving forward and will update the DART Commission accordingly.

- o **Background:** When DART was formed by the Iowa Legislature in 2006, the DART Commission was given the authority to collect a transit levy from residential and commercial taxpayers in its member communities, up to \$0.95 per \$1,000 of taxable valuation. As the region and transportation needs have grown since 2006, several of DART's member communities are at or nearing the property tax cap.

For its part, the DART Commission has worked through changes to the property tax formula and implemented a new formula. In doing so, it became clear that continuing to fund a regional transit system for a region projected to reach nearly 1 million people by 2040 would result in significant property tax increases that are not sustainable. As a result, the Commission directed DART to focus all of its legislative efforts on diversifying funding sources that will replace or significantly reduce the DART property tax levy.

The proposed transit hotel/motel tax would allow voters in DART's member communities to determine if they want to partially fund transit service through an up to 5% transit hotel/motel tax that would provide dollar-for-dollar property tax relief to central Iowa taxpayers.

#### 2. Medicaid

DART is seeking ongoing regulatory and potential legislative engagement to ensure that the cost of transportation for trips previously funded by Medicaid are not transferred to local transit authorities, and thereby local property taxpayers.

- o **Background:** Prior to Medicaid modernization, DART worked directly with Iowa Medicaid to recover the full cost of a paratransit trip for Medicaid members, which at the time was \$24.29 per passenger. DART Medicaid revenue has decreased cumulatively by nearly \$4 million since Medicaid put in place a significant administrative change in 2017 following



## ACTION ITEM

### 9A: 2022 State Legislative Priorities

the adoption of managed care. For example, revenue in FY21 was under \$190,000 compared to \$1.2 million in FY15.

A significant number of trips have shifted from Medicaid reimbursement to the federally required ADA program, for which the fare is only \$3.50 per trip. There is no additional revenue source for offering this mandated program that must be subsidized through DART's budget. As a result, DART had to increase its property tax levy for fiscal year 2020 to cover the ongoing loss in revenue. This means local taxpayers are paying state taxes for Medicaid as well as paying more in local property taxes to offer the same number of paratransit trips as previously provided.

DART has asked that Iowa Medicaid commit to furthering the discussion on fair and appropriate Medicaid reimbursement to public transit agencies versus increased use of the ADA program as well as improved coordination of Medicaid trips. DART and the Iowa Public Transit Association (IPTA) have proposed a variety of potential administrative options to Iowa Medicaid, from carving out transportation as its own rate reimbursement to conducting an in-depth analysis of transportation needs and reimbursement. DART also plans to continue legislative engagement as needed to move a potential solution forward. Additionally, DART is continuing conversations with the Centers for Medicare and Medicaid Services (CMS) on balancing the intent of the ADA program with Medicaid service needs.

### **3. Monitoring Other Legislative Proposals, Providing Feedback on Bills of Impact**

DART closely monitors proposed legislation that may impact its operations and administration and provides feedback to lawmakers, and, at times, registers in support of or against bills. Staff will continue to update the DART Commission as proposed bills with potential significant impact arise.

- **Background:** For example, in the 2021 legislative session a biofuels bill proposed by the governor would have impacted operations and costs related to DART fleets and how DART procures and stores fuel. There is likely to be more action on this topic during the 2022 session. Economic proposals that could provide opportunities for organizations such as DART to leverage more resources at a time when the cost of goods and services is increasing and as labor shortages continue is another area for monitoring and feedback.

#### **Recommendation:**

- Approve the 2022 State Legislative Priorities.



## ACTION ITEM



**9B: Radio System Replacement Project**

**Action: Approve the Radio Replacement project in an amount not to exceed \$1,089,000.**

**Staff Resource: Shane Galligan, IT Director**

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### **Background:**

- DART currently owns and maintains its own radio system. It transmits essential voice communications as well as location data for DART's automatic vehicle location system.
- The current radio system is a single system UHF analog FM radio system and the external antenna system components are located on top of 801 Grand Avenue. The system is more than 30 years old and exceeds its intended service life.
- Given the age of the system and the coverage issues DART has been experiencing, an assessment of the radio system was conducted.
- The assessment identified the following issues with the DART radio system:
  - Base station repeaters, mobiles, portables, and desktop radios have been discontinued by their respective manufacturers
  - Base station antenna system components at 801 Grand Avenue are obsolete
  - Service doesn't cover all of DART's service area
  - Limited data throughput capacity, limiting vehicle tracking and real-time data accuracy
  - System does not allow for use of new technology for communication and data transmission options
  - Unable to communicate directly with regional First Responders in emergency situations
- Given the extent of the issues identified with the assessment, it was recommended that DART replace its current radio system with one of the existing radio system options available locally. These included:
  - Raycom (Polk County)
  - ISICS (State of Iowa)
  - Cellular (Verizon Government and FirstNet/AT&T)
- The evaluation of these options focused on the coverage area, the compatibility with CAD/AVL system, maintenance requirements, the cost of ownership, and compatibility with regional First Responders.
- Based on the evaluation, the recommended solution was the replacement of the UHF analog radio system with the ISICS P 25 radio network for voice communications and the transition of all vehicle data traffic to Verizon's cellular network via the existing modems on the vehicles.



**ACTION ITEM**

**9B: Radio System Replacement Project**

**Proposed Radio Replacement Plan:**

- DART will transition to new P25 digital radios and cellular data transmission during calendar year 2022.
- The project schedule is as follows:

Project Phase	Vendor	Schedule
ISICS Application Acceptance Configuration Design	ISICS Ross & Baruzzini	January-March 2022
Transition to Cellular Data Transmission	Vontas Verizon Ross & Baruzzini	January-April 2022
Equipment Installation Transition to P25 voice radio	Electronic Engineering ISICS Vontas Ross & Baruzzini	September-November 2022*
Decommission old equipment	Ross & Baruzzini	December 2022*

\*phase schedule depends on equipment order lead time and any supply delays

The budget for the radio replacement project is \$1,089,000. The line-item detail for the budget is below.

Budget Item	Vendor	Amount
New Radio Purchase and Service Maintenance	Motorola Solutions Inc	\$655,000
Third-Party Radio Installation and Disposal of Old Radios	Electronic Engineering	\$80,000
Radio Programming	Electronic Engineering	\$10,000
Project Management/Implementation Support	Ross & Baruzzini	\$130,000
Decommissioning Existing Radio Infrastructure	Ross & Baruzzini	\$10,000
AVL System Programming - Cell Transition	Vontas	\$25,000
AVL System Programming - Radio Transition	Vontas	\$80,000
Project Contingency (10%)		\$99,000
Total		\$1,089,000

**Procurements:**

- Motorola Solutions Inc - State of Iowa Contract MA 005 4936-15
  - Purchase of radio equipment
- Electronic Engineering – State of Iowa Contract MA 005 21361
  - Radio installation and disposal of old radios
- Ross & Baruzzini – Existing DART contract for Transit Technology Consulting Services
  - Project Management/Implementation Support
  - Decommissioning Existing Radio Infrastructure
- Vontas – Sole Source Award
  - AVL System Programming - Cell Transition



## **ACTION ITEM**

### **9B: Radio System Replacement Project**

- AVL System Programming - Radio Transition
  - The sole source award justification is to avoid a substantial duplication of costs (DART would incur substantial duplication of costs to procure a new AVL provider solely for the purpose of this project).

#### **Funding:**

- Grant funds from the 2022 grant will be used to pay for this project, as referenced in our ARPA spending plan approved by the Commission at the November 2021 meeting.

#### **Recommendation:**

- Approve the Radio Replacement project in an amount not to exceed \$1,089,000 and execute contracts/task orders with Motorola Solutions Inc., Electronic Engineering, Vontas, and Ross & Baruzzini.



## ACTION ITEM



<b>9C:</b>	<b>1100 DART Way Easements and Sale of Small Property Remnants</b>
<b>Action:</b>	<b>Approve agreements with City of Des Moines for easements and sale of small property remnants 1100 DART Way</b>

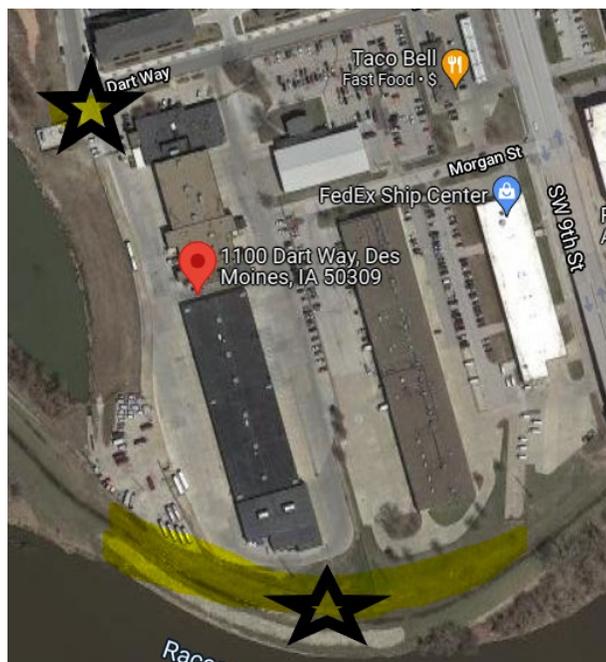
**Staff Resource:** *Kent Farver, Chief Financial Officer*

### Background:

- In separate letters mailed to DART on April 22, 2021, and May 19, 2021, The City of Des Moines presented offers for two different projects related to 1100 DART Way.
- The first project involved a permanent and a temporary easement on the south side of 1100 DART Way for the Des Moines River levy Alterations Phase B project.
- The second project involved a temporary easement and a small piece of property sale for the Gray's Parkway Paving project (SW 11<sup>th</sup> Street to SW 12<sup>th</sup> Street).
- Due to the federal interest in the property, DART is required to obtain an independent appraisal and an independent review of the appraisal for the easement and property acquisition.
- Commercial Appraisers of Iowa, Inc. performed the appraisal for both projects.
- Frandson & Associates were selected and performed the independent appraisal review for both projects.
- Brick Gentry provided legal services through the process.

### Project Proposal One:

The City of Des Moines has offered \$207,300 for the permanent and temporary easements on the south side of 1100 DART Way. The pictures below detail the locations of these easements.

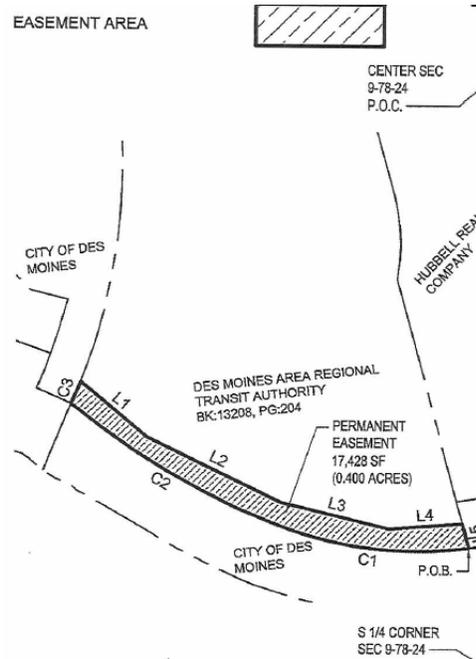


**ACTION ITEM**

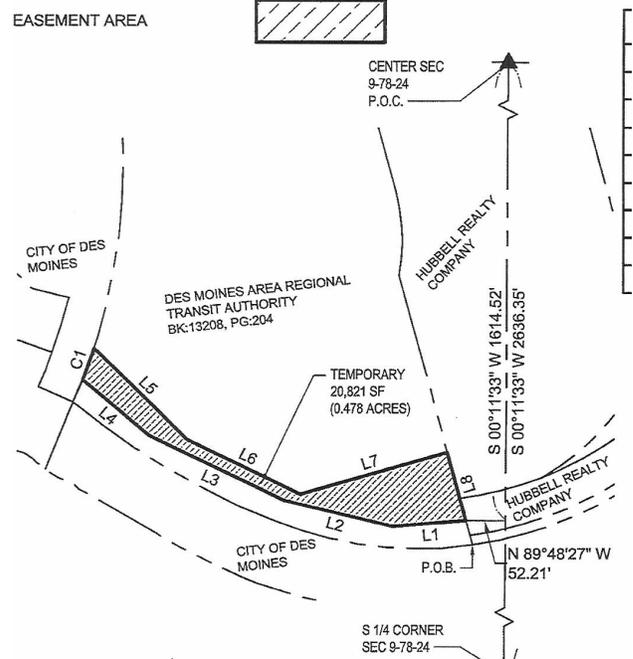
**9D: 1100 DART Way Easements and Small Property Sale**



**Permanent Easement:**



**Temporary Easement:**



Both the appraisal and the review of the appraisal confirmed the value of this property at \$207,300.

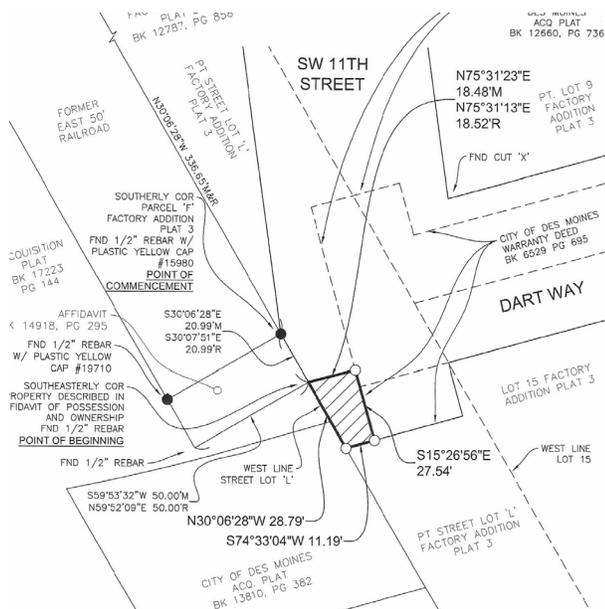
**ACTION ITEM**

**9D: 1100 DART Way Easements and Small Property Sale**

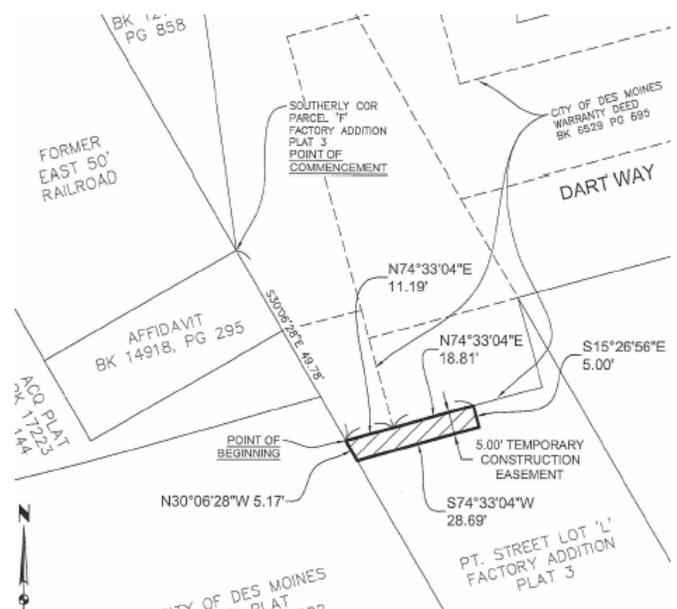
**Project Proposal Two:**

The City has offered \$6,900 for the temporary easement and a small piece of property sale for the Gray's Parkway Paving project on the northwest corner of 1100 DART Way. The pictures below detail the areas identified for the temporary easement and the small piece of property being sold.

**Small Property Sale:**



**Temporary Easement:**



Both the appraisal and the review of the appraisal verified that the value of the temporary easement and the property being sold equals \$6,900.

FTA has concurred with the review and the documentation and has granted permission for us to proceed with these agreements.

**Recommendation:**

Approve the City of Des Moines offers as presented.



## ACTION ITEM



**9D: Bus Shelter Manufacturer Contract**

**Action: Approval of a contract with Tolar Manufacturing to provide Bus Transit Shelters for the Not to Exceed Amount of \$2,500,000 (up to 5 years)**

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

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### **Background:**

- DART is seeking a qualified firm for the complete modular construction and delivery of transit bus shelters and the associated amenities.
- There is an increasing focus and desire for shelters to include integrated art.
- The shelters shall match DART's current shelter design and aesthetic:
  - Furnish all framing, panels, illumination, roof, anchors, fasteners, etc
  - Up to 77 shelters over a maximum of 5 years
  - ADA compliant
  - Shelters shall comply with applicable local building codes for all the member communities and shall withstand local environmental conditions
  - Shelters shall be shipped completely as an individually crated unit
  - Optional items/amenities proposed include, but aren't limited to:
    - Art display glass panels
    - Benches
    - Advertising panels
    - Solar power system

### **Procurement:**

- DART conducted a Request for Proposals (RFP) the project. The RFP was published on September 20, 2021 and proposals were due on October 21, 2021.
- Three (3) proposals were received and all were responsive:
  - Brasco International
  - Dimensional Innovations
  - Tolar Manufacturing Company

### **Evaluation Summary:**

- After evaluations were completed, the proposers were ranked in the following order:
  1. Tolar Manufacturing Group
  2. Brasco International



**ACTION ITEM**

**9D: Bus Shelter Manufacturer Contract**

3. Dimensional Innovations

- Differentiating factors for selecting Tolar Manufacturing:
  - Strong references among the industry (39 transit systems listed)
  - Demonstrated high quality design and strength of materials
  - Aesthetic match to current DART shelters already erected
  - Lowest shelter pricing submitted amongst the proposals

**Pricing Proposal:**

Description	Shelter Dimension (W x D)	Estimated Quantity	Unit Price
Shelter Type "A"	12' x 4'	45	\$13,980
Shelter Type "B"	12' x 2'	30	\$12,955
Shelter Type "C"	16' x 4'	2	\$18,345
Ad Panel			\$2,790
Solar Unit w/ Ad Panel			\$6,605
Solar Unit w/o Ad Panel			\$2,440
Perforated Aluminum Screen Wall			\$3,110
At Glass Panel (per panel)			\$1,535 - \$2,685
Bench			\$970 - \$1,060

**Financial Proposal:**

Total cost not to exceed \$2,500,000.

**Funding Sources:**

- Capital budget funds (Federal Formula Grant funds and associated local match)
- MPO TAP Grant (FY 2024)
- City of Des Moines park and ride funding
- Bravo Greater Des Moines grant for art
- Contributions from local community groups and other partner organizations

**Recommendation:**

- Approval of a 5-year contract with Tolar Manufacturing to provide transit bus shelters with an amount Not to Exceed \$2,500,000.



## DISCUSSION ITEM



**10A: Transit Optimization Study Update**

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

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- Staff will provide an overview of the proposed revisions to the draft Transit Optimization Study recommendations as a result of public feedback and further analysis.



## DISCUSSION ITEM



**10B: February Service Change**

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

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- Staff will provide an overview of the proposed minor modifications to fixed-route schedules planned for the February Service Change.



## DISCUSSION ITEM



**10C:                    Snow Removal Update**

**Staff**                    *Amanda Wanke, Chief Operations Officer and Deputy Chief Executive Officer*  
**Resources:**            *Zach Ashmore, Facilities Manager*

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- Staff will provide an update on snow removal at bus stops.



11A: Quarterly Financial Report, July 1- September 30, 2021

Staff Resource: Amber Dakan, Finance Manager

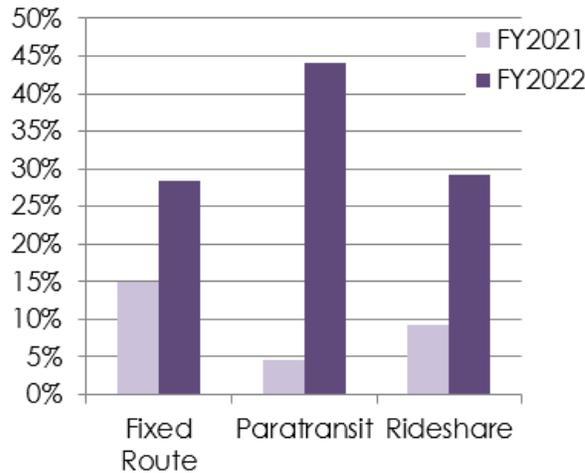
Revenue

Operating Revenue

- Fixed Route Operating Revenue for Quarter 1 of FY22 performed at 28.32% of the annual budget. This is higher than FY21 levels of 14.96% largely due to a modest recovery from COVID-19. Most categories with the exception of Monthly passes, Full & Reduced Fare Tokens and OTT Passes have experienced growth during the quarter.
- Paratransit Operating Revenue for Quarter 1 of FY22 is 44.06% of budget. This is a large improvement over FY21 which performed at 4.54%. In terms of dollars, FY22 collected approximately \$93,000 more than the prior year's quarter. The slow recovery from the impact on COVID-19 was evident in all categories of operating revenue.
- RideShare Operating Revenue for FY22 is up compared to FY21 at 29.27% and 9.25% respectively. This equates to an increase of approximately \$29,900 for the quarter.



Operating Revenue, Percent of Budget July - September

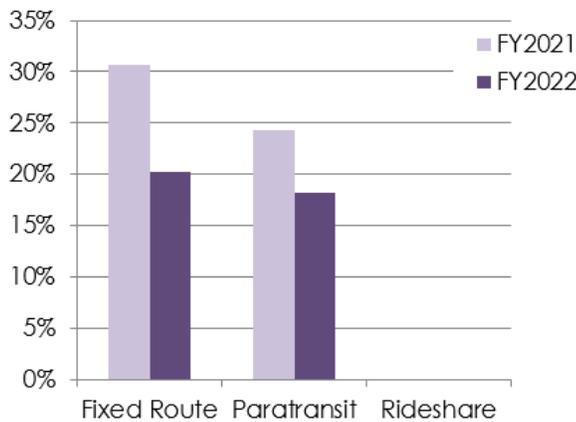




**Non-Operating Revenue**

- Fixed Route Non-Operating Revenue for Q1 of FY22 is lower than FY21's first quarter of the year at 20.27% and 30.70% respectively. The differentiation is grant timing of drawing funds for CARES as well as formula grant funding in FY22 compared to FY21.
- Paratransit Non-Operating Revenue for FY22 is under performing as compared to the prior year at 18.25% and 24.28% respectively. In terms of dollars, this is a difference of approximately \$26,000 and is a result of an increased budget and less grant dollars drawn.
- RideShare did not have any Non-Operating Revenue in the first quarter as well is in the prior year first quarter.

 **Non-Operating Revenue, Percent of Budget**  
July - September



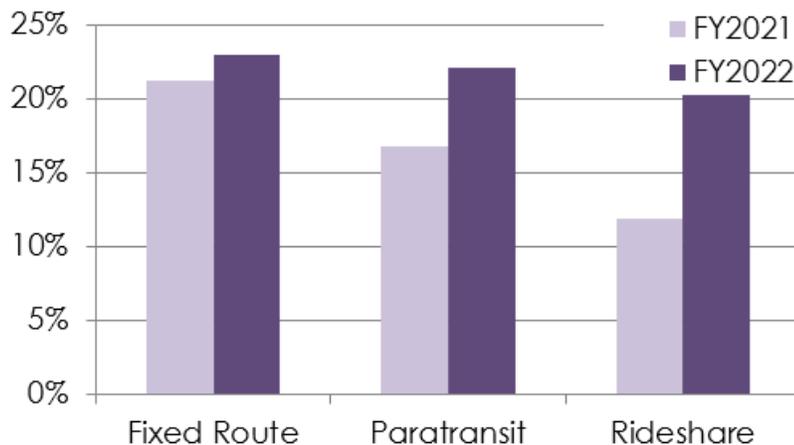
**Expenses**

- Fixed Route Operating Expenses as a percentage of budget is higher in FY22 than it was as compared to FY21. FY21 utilized 21.20% of the expense budget while FY22 is 23.01% of budget utilization for the first quarter. One large factor is the performance of the Iowa State Fair in FY22 that was canceled in FY21.
- Paratransit Operating Expense is up as a comparison of budget in FY22 over FY21. First quarter FY22 Operating Expenses were 22.06% and 16.81% in FY21. Salaries, Wages, & Fringes, Services, Equipment Repairs Parts, Supplies and Materials, Purchased Transportation Services and Misc. Departmental Expenses are all higher than the prior year's usage. These categories are all a factor and in alignment with ridership increasing and therefore an increasing of expenses.
- RideShare operating expense utilization in the current year has increased in the current year over the prior year as some vanpools have returned to the workplace. Quarter 1 of FY22 is a 22.93% utilization as compared to FY21 at 11.84%. Most categories are seeing an increase over the prior year, namely Fuel & Lubricants and Equipment Repair Parts.



## **Expenses, Percent of Budget**

### July – September





<b>11B: Monthly Performance Report - October 2021</b>
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**Staff Resource:** *Luis Montoya, Chief Planning Officer*

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**Summary of October 2021 Monthly Performance:**

- Ridership was relatively flat compared to the previous month, but up significantly compared to this same time last year. Total October ridership was up 39.8% compared to October 2020. Fixed route was up 40.5%, Paratransit was up 54.6%, and RideShare was up 13.6% compared to October 2020.
- In total for the fiscal year, preventable accidents occurred at a rate of 1.08 per 100,000 miles, which is up compared to last year and slightly above our target of 1 per 100,000 miles. Non-preventable accidents occurred at a rate of 0.63 per 100,000 miles, which is an improvement over last year.
- With increases in ridership and traffic on the roads On-Time Performance has declined slightly at 83.3% for the month and 84.4% for the year, which falls just below our benchmark of 85%.
- Fixed Route operating costs per revenue hour are \$128.19 this fiscal year to date which meets our goal of \$150. These costs are up 0.8% compared to October of last year.
- Road calls per 100,000 miles, where our buses need service while in operation, were down 27.04% this fiscal year compared to last year.



# Performance Summary - October 2021

11/1/2020

10/31/2021

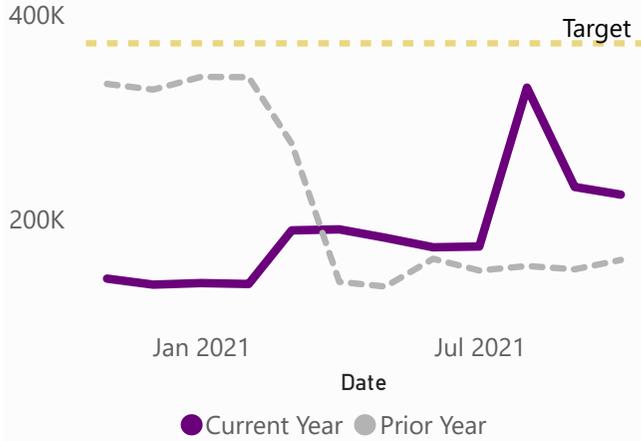
## Ridership

Monthly  
**224,508**

FY21: 160,625 (+39.77%)

YTD  
**959,402**

FY21: 617,062 (+55.48%)



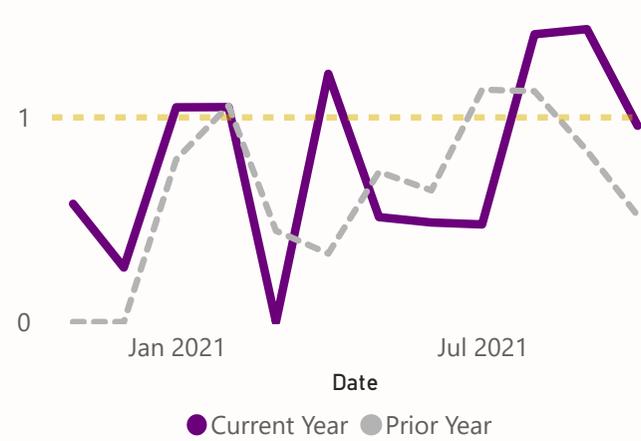
## Preventable Accidents/100k Miles

Monthly  
**0.96**

FY21: 0.52 (-84.39%)

YTD  
**1.08**

FY21: 0.90 (-20.84%)



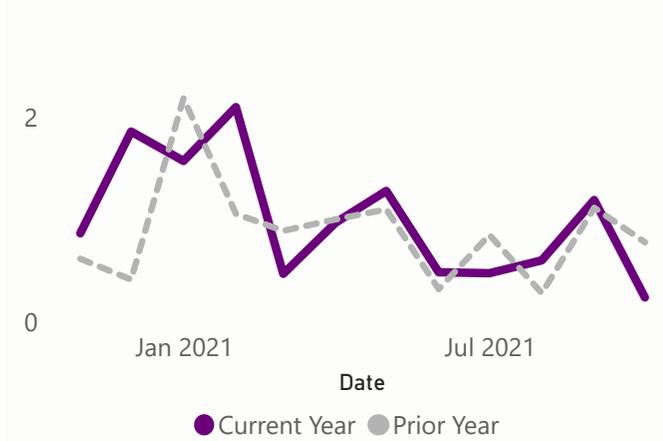
## Non-Preventable Accidents/100k

Monthly  
**0.24**

FY21: 0.78 (+69.27%)

YTD  
**0.63**

FY21: 0.76 (+17.32%)



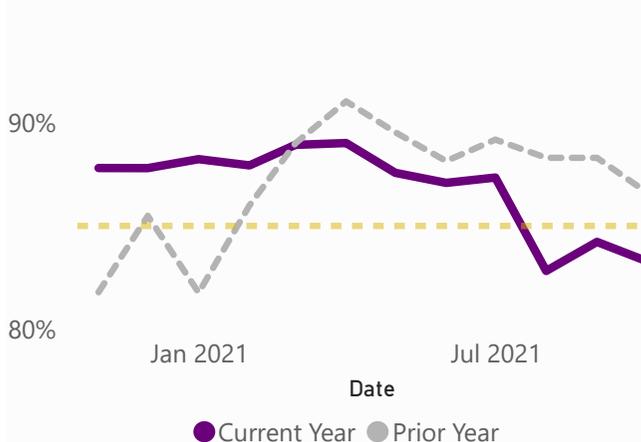
## On-Time Performance

Monthly  
**83.30%**

FY21: 86.65% (-3.86%)

YTD  
**84.40%**

FY21: 88.09% (-4.2%)



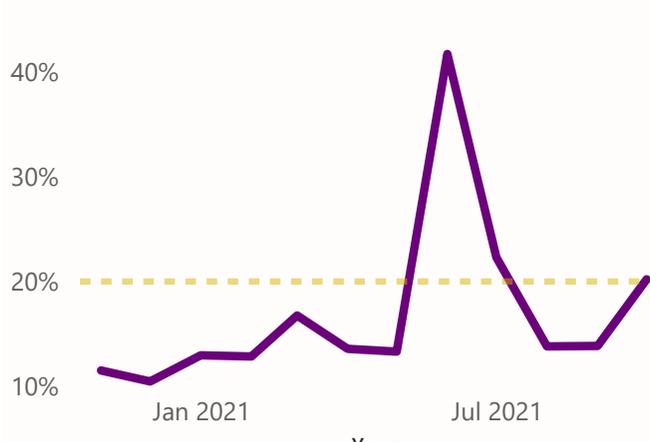
## Farebox Recovery Ratio

Monthly  
**20.21%**

FY21: 11.97% (+68.79%)

YTD  
**17.58%**

FY21: 12.49% (+40.77%)



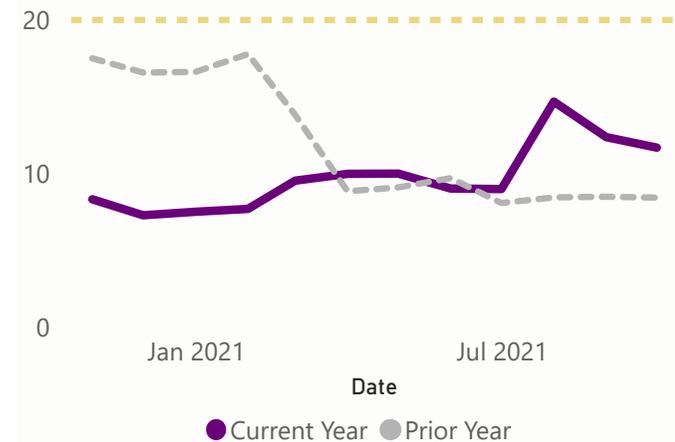
## FR Passengers / Revenue Hour

Monthly  
**11.68**

FY21: 8.42 (+38.71%)

YTD  
**12.06**

FY21: 8.35 (+44.43%)





# Fixed Route Performance

4/1/2021

10/31/2021

## Ridership

Monthly

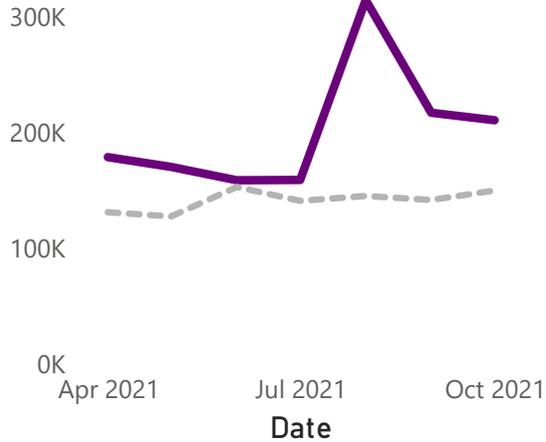
**210,440**

FY21: 149,769 (+40.51%)

YTD

**900,452**

FY21: 577,186 (+56.01%)



● Current Year ● Prior Year

## On-Time Performance

Monthly

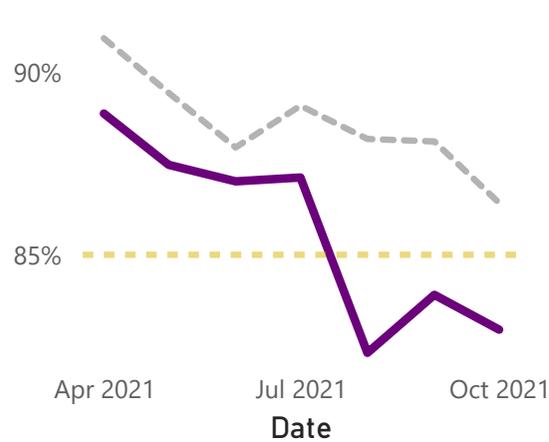
**82.94%**

FY21: 86.42% (-4.03%)

YTD

**84.04%**

FY21: 87.94% (-4.43%)



● Current Year ● Prior Year

## Operating Cost/Rev. Hour

Monthly

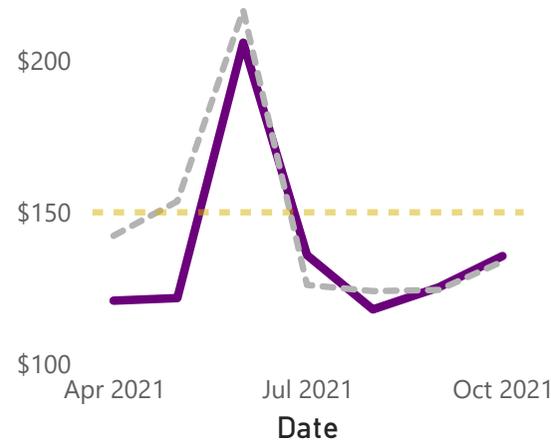
**\$135.59**

FY21: \$133.80 (-1.34%)

YTD

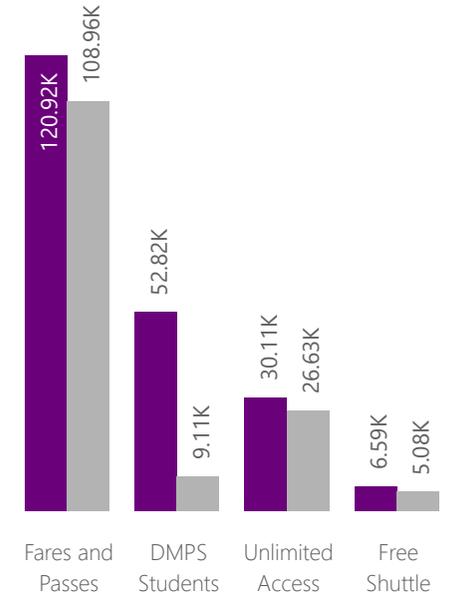
**\$128.19**

FY21: \$127.14 (-0.82%)



● Current Year ● Prior Year

## Monthly Ridership by Fare Group



● Current Year ● Prior Year

## Preventable Acc./100k

Monthly

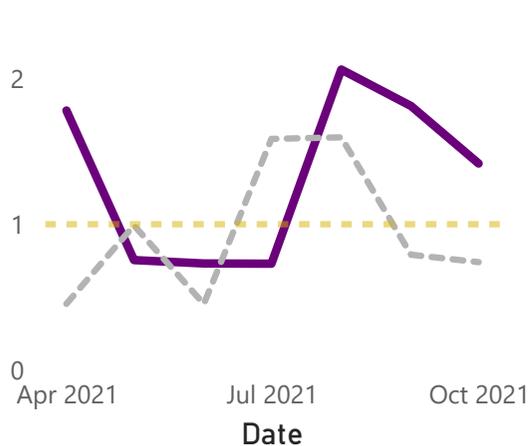
**1.42**

FY21: 0.74 (-91.59%)

YTD

**1.54**

FY21: 1.17 (-31.33%)



● Current Year ● Prior Year

## Non-Preventable Acc./100k

Monthly

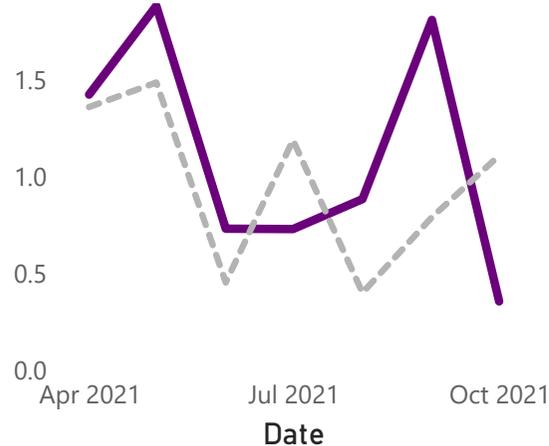
**0.35**

FY21: 1.11 (+68.07%)

YTD

**0.94**

FY21: 0.88 (-7.01%)



● Current Year ● Prior Year

## Road Calls/100k Miles

Monthly

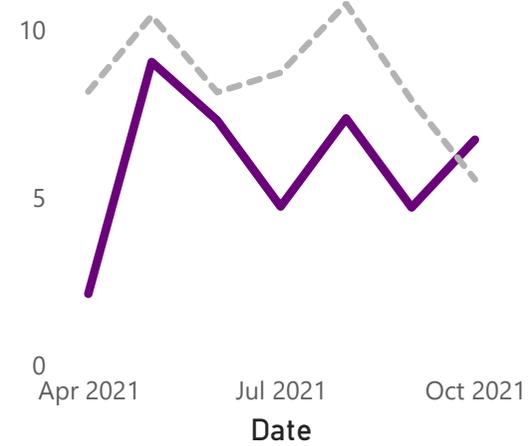
**6.73**

FY21: 5.55 (-21.34%)

YTD

**5.97**

FY21: 8.19 (+27.04%)



● Current Year ● Prior Year

## Complaints/100k Passengers

Monthly

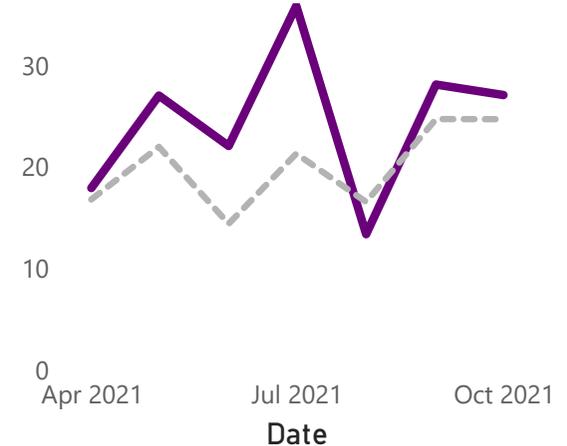
**27.09**

FY21: 24.70 (-9.64%)

YTD

**24.10**

FY21: 21.83 (-10.39%)



● Current Year ● Prior Year



# Paratransit Performance

4/1/2021

10/31/2021

## Ridership

Monthly

**6,541**

FY21: 4,232 (+54.56%)

YTD

**26,182**

FY21: 14,675 (+78.41%)



● Current Year ● Prior Year

## On-Time Performance

Monthly

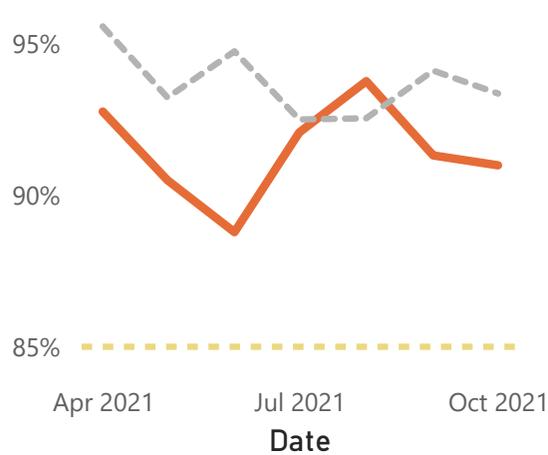
**90.98%**

FY21: 93.35% (-2.54%)

YTD

**92.06%**

FY21: 93.15% (-1.17%)



● Current Year ● Prior Year

## Operating Cost/Passenger

Monthly

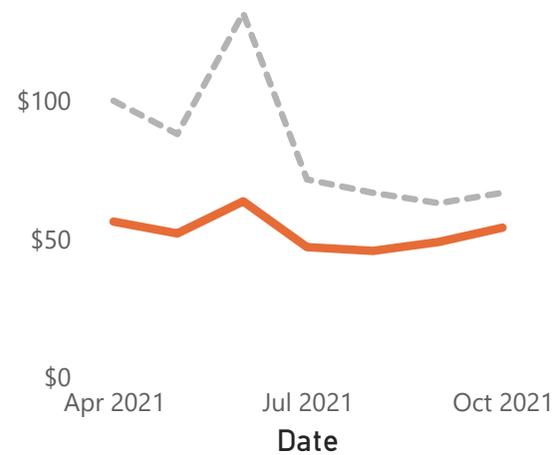
**\$54.10**

FY21: \$66.72 (+18.91%)

YTD

**\$48.92**

FY21: \$66.83 (+26.81%)



● Current Year ● Prior Year

## Paratransit Customer Type Breakdown



● Bus Plus ● Medicaid ● Other ● Polk County

## Preventable Acc./100k

Monthly

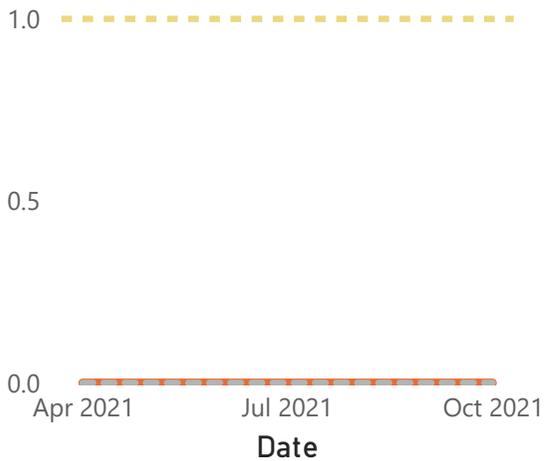
**0.00**

FY21: 0.00

YTD

**0.00**

FY21: 0.00



● Current Year ● Prior Year

## Non-Preventable Acc./100k

Monthly

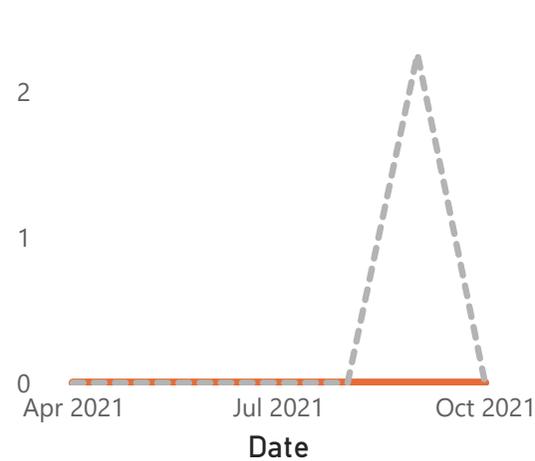
**0.00**

FY21: 0.00

YTD

**0.00**

FY21: 0.58 (+100%)



● Current Year ● Prior Year

## RideShare - Ridership

Monthly

**7,527**

FY21: 6,624 (+13.63%)

YTD

**32,768**

FY21: 25,201 (+30.03%)



● Current Year ● Prior Year

## RideShare - Op. Cost/Passenger\*

Monthly

**\$11.29**

FY21: \$11.35 (+0.56%)

YTD

**\$10.46**

FY21: \$10.45 (-0.13%)



● Current Year ● Prior Year



# Route Details

Month

October 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	10,573	6,372	180,438	22,217	158,221	712.2%	26.22	63.37%
	#3 - University	20,725	19,468	80,978	79,105	1,873	2.4%	13.17	86.25%
	#4 - E. 14th	9,534	7,514	36,935	26,112	10,823	41.4%	10.64	89.87%
	#5 - Franklin Ave/Johnston	7,362	3,955	24,810	14,889	9,921	66.6%	8.00	87.10%
	#6 - Indianola	17,442	10,201	60,117	39,679	20,438	51.5%	14.25	87.47%
	#7 - SW 9th St.	23,945	16,764	85,782	64,686	21,096	32.6%	21.59	90.27%
	#8 - Fleur Dr.	2,572	1,012	7,524	3,332	4,192	125.8%	11.89	75.58%
	#10 - East University	1,135	463	3,473	2,299	1,174	51.1%	5.98	87.98%
	#11 - Ingersoll/Valley Junction	1,169	1,008	4,529	3,662	867	23.7%	6.98	64.69%
	#13 - Evergreen	3,837	280	9,360	462	8,898	1926.0%	25.03	81.48%
	#14 - Beaver Ave.	12,536	7,726	42,548	28,059	14,489	51.6%	12.18	86.89%
	#15 - 6th Ave.	15,734	8,849	50,549	35,808	14,741	41.2%	14.52	77.54%
	#16 - Douglas Ave.	21,871	17,560	79,809	66,857	12,952	19.4%	13.22	83.76%
	#17 - Hubbell Ave.	15,193	12,239	57,677	49,214	8,463	17.2%	10.69	85.63%
	#50 - Euclid	3,986	3,434	14,589	14,517	72	0.5%	5.44	93.59%
	#52 - Valley West/Jordan Creek	8,029	6,983	30,161	24,716	5,445	22.0%	6.90	86.55%
	#60 - Ingersoll/University	20,468	15,143	76,120	59,447	16,673	28.0%	12.82	82.20%
	#72 - West Des Moines Loop	3,017	2,906	12,141	11,732	409	3.5%	3.61	79.60%
	#74 - NW Urbandale	352	195	1,259	835	424	50.8%	2.36	85.56%
2. Shuttle	Link Shuttle	533	223	2,444	471	1,973	418.9%	2.16	96.09%
	Downtown Shuttle	5,714	4,730	22,345	19,392	2,953	15.2%	7.49	90.06%
3. Express	#92 - Hickman	531	334	1,737	1,103	634	57.5%	2.04	77.68%
	#93 - NW 86th	558	315	2,294	1,171	1,123	95.9%	2.58	86.04%
	#94 - Westown	550	263	1,623	1,190	433	36.4%	4.75	88.61%
	#95 - Vista	135	122	600	583	17	2.9%	2.02	78.51%
	#96 - E.P. True	625	281	2,045	1,108	937	84.6%	3.62	80.62%
	#98 - Ankeny	1,851	936	6,413	2,891	3,522	121.8%	4.36	80.15%
	#99 - Altoona	371	383	1,523	1,239	284	22.9%	2.33	83.42%
5. On Call	Ankeny	89	98	487	379	108	28.5%	3.34	81.40%
	NW Johnston / Grimes								
	Regional	3	12	46	31	15	48.4%	2.92	99.47%
Cab	Paratransit: Taxi	603	259	2,270	783	1,487	189.9%	4.97	
Paratransit	Paratransit: Bus/Van	5,938	3,973	23,949	13,892	10,057	72.4%	1.88	92.06%
RideShare	RideShare	7,527	6,624	32,768	25,201	7,567	30.0%	4.26	
<b>Total</b>		<b>224,508</b>	<b>160,625</b>	<b>959,343</b>	<b>617,062</b>	<b>342,281</b>	<b>55.5%</b>	<b>10.04</b>	<b>84.40%</b>



# MONTHLY REPORT



<b>12A: Operations Team Report</b>
------------------------------------

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

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**Maintenance – Keith Welch, Fleet Manager**

- **Gillig Bus Order:** DART has received its five 30' buses. We are in the process of prepping and commissioning the buses for service. The buses went into service at the end of November.
- **New Flyer Bus Order:** DART has placed an order for 10 - 40' buses. We have received eight of these buses on site, with the last two expected in the next couple weeks. We have started the process of prepping and commissioning these buses. DART plans to have these buses in service by Mid-January.
- **Supply chain impacts:** DART's fleet maintenance department continues to be impacted by parts shortages due to 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.
- **Supply cost:** DART has seen an increase in cost in parts (20%), tires (7-10%), and petroleum oil lubricants, such as grease and transmission fluid (40%). Staff continues to monitor closely.

**Transportation – Steve Wright, Transportation Manager**

- **Staffing shortages:** The transportation team continues to work on creative approaches to deliver service, maintain operator morale and maintain excellent customer service during the current operator shortage and with administrative openings in operations support positions as well (i.e., supervisors, dispatch, customer service). Staff are still working a significant amount of overtime, but we are cautiously optimistic that this will decline with the hiring numbers we've seen lately due to some of the pay changes and recruitment efforts.
- **Paratransit project update:** Consultant staff from TMD continue to 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.

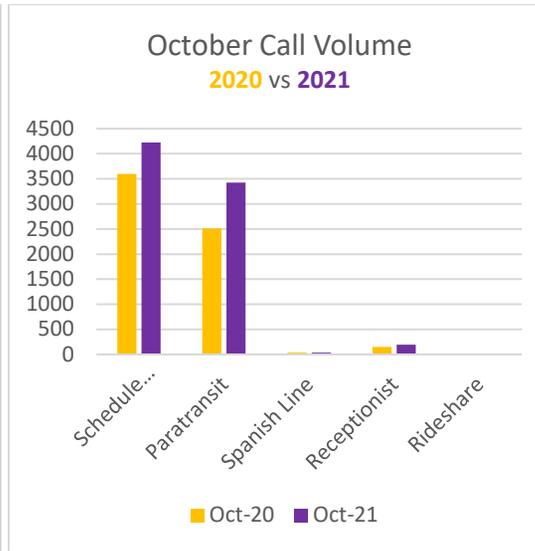
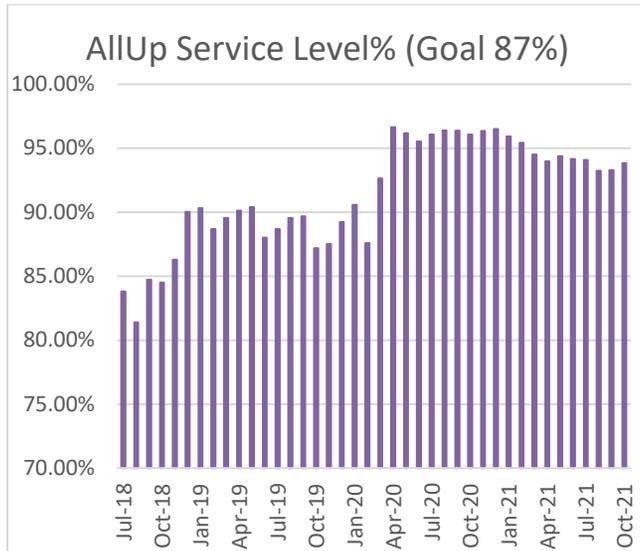
**Facilities – Zach Ashmore, Facilities Manager**

- **Stop and Shelter Snow Removal:** DART continues to work both internally and with external partners to prepare for the snow season, including:
  - Clearing snow at targeted stops that fall under DART's responsibility.
  - Communicating with partners that have multiple stops and shelters under their responsibility to ensure they have clarity of expectation. Formal letter is being sent out, and meetings set up with partners.
  - Communications plan for riders to understand what to do if a stop is blocked by snow has been developed and an SOP sent out to customer service and the facilities team for handling complaints.

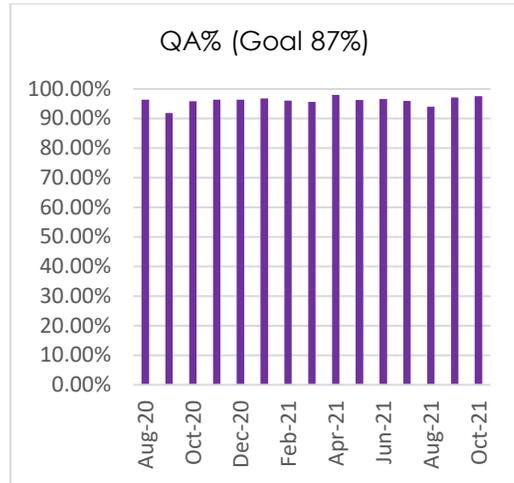
**MONTHLY REPORT**  
**12A: Operations Team Report**



**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.



<b>12B: Planning Team Report</b>
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**Staff Resources:** *Luis Montoya, Chief Planning Officer*

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- **Transit Optimization Study:** The project team has considered whether and how to update the study recommendations based on the public feedback received and additional analysis. An update will be provided to the Commission in December, with a final report expected to be shared in January.
- **DART on Demand (Microtransit) Pilot:** Service launched in Ankeny on November 15<sup>th</sup>. Early performance metrics are positive, with average ridership roughly three times higher than with the previous On-Call service. Additionally, the number of unique riders and accounts created indicates that more people are finding value in the service. Average wait times are roughly 10 minutes, and average ride durations are about 13 minutes, which indicates that the service could still absorb additional customers with existing resources as more people find out about and try the service.
- **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



## 12C: External Affairs Team Report

Staff Resources: Erin Hockman, Chief External Affairs Officer

### Marketing and Communications

- DART On Demand:** Staff supported the successful launch of the new microtransit service on Nov. 15. An ad campaign is running and includes targeted Facebook ads and Search Engine Marketing using targeted keywords. A "How to Ride" video was produced and will continue to promote the service to attract new riders, engage unlimited access and community partners and promote use of the new DART On Demand app.



- Holiday communications:** Communication was developed to inform riders about DART's holiday service hours throughout the months of November and December for the Thanksgiving, Christmas Day and New Year's Day holidays. Efforts included posters in high traffic areas of DART Central Station, social media posts, bilingual bus audio announcements, website updates, press releases and more.
- Operator recruitment:** The marketing and communications team is working closely with human resources to help promote open operator positions. A new advertising plan is being developed to target individuals who are most likely to consider driving for DART.

### Marketing Analytics Report

Metric	May 2021	June 2021	July 2021	Aug 2021	Sept 2021	Oct 2021	Oct 2020	Year Prior
MyDART App Accounts	25,964	26,541	27,104	29,353	32,290	32,955	23,097	30%
Website Unique Visitors	13,563	16,345	17,020	27,500	21,414	20,827	15,052	28%
Facebook Likes	4,972	4,991	5,056	5,110	5,138	5,179	4,769	8%
Twitter Followers	2,442	2,446	2,451	2,462	2,462	2,466	2,398	3%
Instagram Followers	1,417	1,425	1,441	1,453	1,458	1,462	1,360	7%
LinkedIn Followers	560	565	572	580	586	600	508	15%
Email Subscribers	13,131	13,130	13,131	13,121	13,121	13,403	14,419	-8%
Trip Plans	19,648	21,315	14,587	10,189	32,384	30,022	18,915	37%
Real-time Map	14,661	18,023	18,646	13,330	26,157	24,854	12,165	51%
Next DART Bus	118,819	136,369	142,272	184,349	214,985	189,754	137,448	28%
SMS Text Messaging	112,445	107,720	110,631	115,472	132,265	120,902	110,687	8%
IVR Phone Calls	4,919	5,844	6,195	6,899	6,511	6,321	4,744	25%

**MONTHLY REPORT**  
**12C: External Affairs Team Report**



**YTD MyDART App Report**

Metric	May 2021	June 2021	July 2021	Aug 2021	Sept 2021	Oct 2021	TOTAL FY 2022
Downloads	676	800	852	2,056	885	950	3,793
iOS	180	224	224	889	280	291	1,393
Android	496	576	628	1,167	605	659	2,400
Accounts Created	462	577	563	2,249	688	665	3,500
Orders Placed	2,514	2,197	2,900	5,040	3,097	3,349	11,037
Passes Purchased	3,516	3,922	3,890	9,380	3,872	4,756	17,142
Revenue	\$16,811	\$18,415	\$17,889	\$25,407	\$19,185	\$21,384	\$62,481

**DART in the NEWS**

**Top Stories**

[DART looks to expand suburban transit with on-demand options, revised routes](#)

[DART Launching New Microtransit Service in Ankeny](#)

[Axios Des Moines drives a DART bus at the Iowa State Fairgrounds](#)

**Reach**

Broadcast	65,134,671
Online	517,244
<b>Total Reach</b>	<b>65,651,885</b>

**RideShare – Victoria Lundgren, RideShare Supervisor**

- **Statewide vanpooling partnerships:** Staff anticipate new vanpooling partnerships with at least two major manufacturing employers with facilities located in southwest and northern Iowa. DART was invited to present to an employer roundtable hosted by Clarke County Economic Development to discuss vanpooling opportunities. 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.
- **New technology systems RFP:** Staff are finalizing 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.
- **Fleet management update:** Staff are updating fleet management plans to absorb inventory from paused or discontinued vanpools and to accommodate supply chain challenges impacting production of new full-size vans.
- **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.

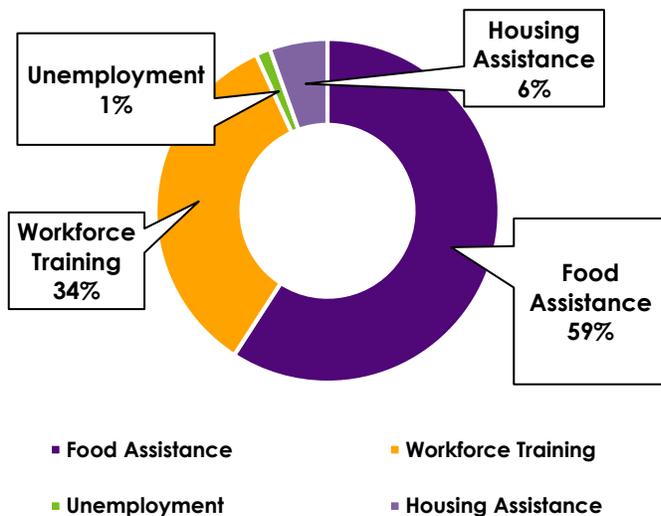


**Business & Community Partnerships – Matt Harris, Business & Community Partnerships Manager**

- **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.
- **Partnership renewals:** Unlimited Access partnership renewals recently completed or in progress include the Hy-Vee Commissary in Ankeny, UnityPoint, EMC Insurance, Nationwide Insurance and Wellmark Blue Cross Blue Shield.
- **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.
- **Art Shelters:** Installation of the first five art shelters along the 6<sup>th</sup> Avenue Corridor in Des Moines is underway. Art shelter concepts are complete for the Roosevelt Cultural District (2 shelters) and pending order placement. A pre-qualified artist roster for project stakeholders to reference when undertaking art shelter projects has been distributed to DART member community partners. Follow up to project stakeholders to coordinate art shelter planning is ongoing.
- **Half Fare Pilot:** An evaluation of the half fare pilot program is in progress to prepare for a forthcoming recommendation to the DART Commission that will inform a future update to DART's fare policy. Half Fare Pilot enrollment through November 30, 2021, is shown below.
- **Mobility Coordination:** Mobility outreach participation YTD through November 30, 2021, is shown below.

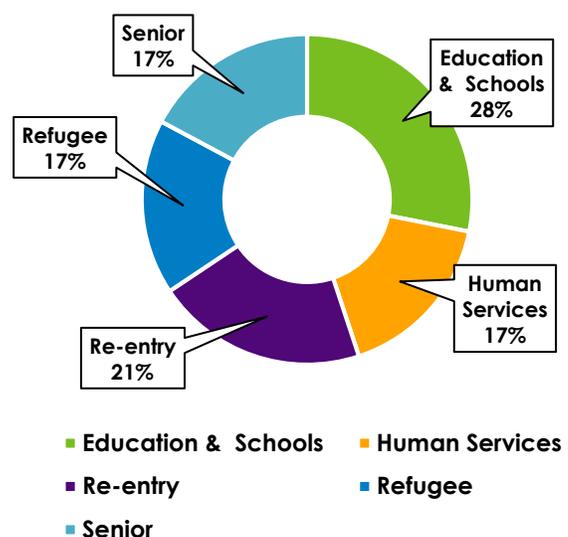
**Half Fare Pilot Enrollment by Eligibility**

367 Total Participants Enrolled YTD



**Mobility Outreach Participants FY2021**

512 Total Participants YTD



**MONTHLY REPORT**  
**12C: External Affairs Team Report**



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

● **Federal Initiatives:**

- DART staff continue to monitor the impacts of the federal infrastructure package and the surface transportation reauthorization bill passed by Congress in November. Formula updates may not be known for several months. More details are included in the Cardinal Infrastructure report.
- Staff attended a series of Federal Transit Administration (FTA) webinars on the Biden administration's Justice40 initiative. Justice40 is a whole-of-government effort to ensure that federal agencies work with states and local communities to deliver at least 40 percent of the overall benefits from federal investments in climate and clean energy to disadvantaged communities.

● **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 (IPTA) to better understand impacts of a proposed transit hotel/motel tax to other transit systems statewide. Staff also continue to coordinate with IPTA regarding follow up with Iowa Medicaid regarding reimbursement for paratransit services.

● **Regional Initiatives:**

- A series of presentations were drafted and delivered to city councils in the DART service area. These presentations 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.
- Staff prepared materials for DART leadership to present to Capital Crossroads, including an overview of the region's transit gaps, DART's long-range planning and recommendations being offered through [the Transit Optimization Study](#).

● **Other Initiatives:**

- Staff prepared materials and correspondence to partners and stakeholders on several areas of interest, including passage of the infrastructure package and capital project needs.
- Budget preparation began in anticipation of the January Commission budget workshop.
- Staff worked to finalize greetings for the upcoming holiday season, including a holiday card for DART employees and a New Year's e-greeting for stakeholders that will be sent in early January.
- Work continued on an e-newsletter to stakeholders for mid-December that will feature updates on DART on Demand, the Transit Optimization Study, operator hiring initiatives and Veteran's Day rides.



**State Legislative Update for Des Moines Area Regional Transit Authority  
Prepared by PolicyWorks on November 29, 2021**

- Coordinated with DART staff regarding legislative priorities for the 2022 legislative session to present to the DART Commission.
- Attended a follow up meeting with Sen. Dan Dawson, chairman of the Senate Ways and Means Committee, to confirm the method for establishing the proposed hotel/motel tax formula and continued outreach to Senate Republican Ways and Means staff on the adjustments.
- Collaborated with DART staff on follow up with the Iowa Public Transit Association (IPTA) and Iowa Department of Human Services (DHS) on Medicaid transportation reimbursement and related concerns. Continued conversations with legislators, including Sen. Jeff Edler, chairman of the Senate Human Resources Committee, regarding the issue.
- Attended legislative updates to understand upcoming topics and bill proposals that may impact DART operations.

## **Federal Legislative Update for Des Moines Area Regional Transit Authority Prepared by Cardinal Infrastructure on December 2, 2021**

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

The Cardinal team is continuing to meet with DART leadership to discuss the Infrastructure Investment and Jobs Act ("bipartisan infrastructure deal") and the resulting opportunities for DART.

We continue to engage alongside APTA and the Bus Coalition on advocating for transit funding and favorable policy language in the form of the Build Back Better Act budget reconciliation and annual appropriations.

We will continue to engage with DART and correspond with the delegation as necessary to communicate DART's policy priorities. Additionally, Cardinal will continue working with DART to understand ongoing needs related to a proposed Operations and Maintenance Facility project, and has had a series of discussions with DART related to leveraging federal approvals for site work and funding.

### **Bipartisan Infrastructure Bill**

On November 15<sup>th</sup>, President Biden signed the Infrastructure Investment and Jobs Act. This bipartisan infrastructure deal 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.

While transit funding increased by 43% above baseline levels for contract authority, for \$69.9 billion over the next five years, when combined with supplemental appropriations for transit, the infrastructure bill provides an 83% increase for transit compared to FAST Act levels. Furthermore, under the 5339 bus grant programs, we've realized a 172% overall increase in funding, with programmatic funding increasing from \$808 million in 2021 to \$2.2 billion in 2026.

Program funding in the bill includes, but is not limited to:

- Urbanized Area Formula - \$33.5 billion
- State of Good Repair - \$23.15 billion
- Bus and Bus Facilities Formula - \$3.2 billion
- Bus and Bus Facilities Discretionary - \$7.6 billion
- Low or No Emission Vehicle Grant Program- \$5.63 billion
- Capital Investment Grant Program - \$24 billion
- Rebuilding American Infrastructure with Sustainability and Equity Grant Program - \$7.5 billion
- Congestion Mitigation and Air Quality Improvement Program - \$13.2 billion
- Promoting Resilient Operations for Transformative, Efficient and Cost-saving Transportation Grant Program - \$1.4 billion discretionary/\$7.3 billion formula
- Public Transportation Innovation Program - \$192.8 million
- Carbon Reduction Formula Program - \$6.4 billion
- Strengthening Mobility and Revolutionizing Transportation Grant Program - \$500 million

Federal agencies that will oversee these programmatic authorizations and appropriations are preparing for what is sure to be a massive interagency implementation effort. Biden-Harris Administration are developing agency specific websites devoted to communicating implementation of the bipartisan infrastructure deal. The U.S. Department of Transportation recently announced its website dedicated to describing the funding available as a result of the infrastructure bill.

### **Budget Reconciliation**

The Build Back Better Act is being considered by the Senate following passage in the House with a vote of 220-213. The Senate is expected to make changes to the House-passed version of the bill, likely sending it back to the House for consideration. Senate Majority Leader Schumer is aiming to have the Senate vote on the reconciliation bill and send it back to the House before the holiday recess.

In its current form, the House bill provides, among other funding provisions, \$9.9 billion for the newly created Affordable Housing Access Program Competitive grants program, to be issued jointly by the Federal Transit Administration and the Department of Housing and Urban Development to support access to affordable housing and the enhancement of mobility for residents in disadvantaged communities or neighborhoods, in persistent poverty communities, or for low-income riders generally.

### **Appropriations**

The current continuing resolution (CR) for government funding expires December 3<sup>rd</sup>, 2021. An agreement has been reached on a CR through February 18, 2022. A vote is expected in the House on December 2<sup>nd</sup>, with consideration by the Senate before a shut-down is to occur. Should a shut-down occur, it is currently expected to be mere hours and occur over the weekend with limited to no impact.



## MONTHLY REPORT



### 12D: Finance, IT & Procurement Team Report

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

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#### **Operations and Maintenance Facility Update – Kent Farver, CFO**

- An Operations and Maintenance Facility Update will be brought to the Commission at a workshop scheduled for Thursday December 9<sup>th</sup> at 11:30 AM.

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

- **FY2023 Budget Process** – The Finance Team is preparing for the FY2023 Budget. Department preliminary meetings have occurred, and more finalized requests will take place in early December.
- **Payroll Review-** DART is working through a payroll review with RSM to identify process efficiencies, update documentation, and confirm compliances. Draft process documentation has been reviewed for feedback and will continue to be further fleshed out.
- **Amalgamated Transit Union (ATU) Negotiations** – The Finance team is continuing to work on contract bargaining. Onsite negotiations take place November 30-December 1.

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

##### **Upcoming Projects and Procurements:**

- **Vanpool Management System** – DART is seeking proposals from qualified firms to provide a fee-based software system to assist in managing DART's vanpool program (RideShare). Functionality will include, but not be limited to: fleet management, reporting, maintenance management, customer management.
  - Request for Proposals to be published in December 2021.
- **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 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
- **Facemasks (PPE)** – DART will be soliciting bids for 150,000 masks for DART customers to use at any facility or on a bus.
  - Request for quotes to be published in December 2021.

**MONTHLY REPORT**  
**12D: Finance/IT/Procurement**



**Contracts and Task Orders Approved Recently:**

- **Laptops** – DART solicited proposals for 13 Windows-based laptops. The hardware is replacement for units that are at end of life and are scheduled for disposition.
  - The winning proposer was Qualmar Technology Group and winning bid was \$13,392

**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
- Barriers (Bus Operator Area)

**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
  - Our current target is to begin on-site interviews with our technology consultant the week of 01/17/2022.
  - We have provided the following documents to our consultant for review prior to the scheduled interviews.
    - System Topology Map and network diagram
    - Listing of all non-web-based software platforms w/ current version numbers
    - Listing of all customized systems with detailed use cases
    - A breakdown of our current fare collection systems
    - Vehicle equipment listing of all electronics and supporting software
- **Radio Replacement Project** – The radio system evaluation has been completed and we have provided our initial recommendations to the Commission during the November meeting. We have developed a project budget and timeline for review that includes all phases of the project from application to the ISICS environment to completion of the hardware installation and programming.

**MONTHLY REPORT**  
**12D: Finance/IT/Procurement**



- **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 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. We are currently working to evaluate and develop a clean and efficient call queue process with Customer Service and Dispatch to ensure that we are creating an environment that is easy to use from an internal perspective and for all of our riders.
- **Ankeny Microtransit Pilot** – The Dart on Demand pilot was launched on November 15<sup>th</sup> as scheduled.
- **Farebox Software Update** – Updated the EZAdmin software for the fareboxes to ensure wireless connectivity to farebox systems onboard transit vehicles



# MONTHLY REPORT



<b>12E: Human Resources, Training &amp; Safety Team Report</b>
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**Staff Resource:** *Todd Sadler, Chief Human Resources Officer*

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**Human Resources – Jamie Wilson, HR Manager**

- **Recruitment Update: Current Openings:**
  - Bus Service Person
  - Part-time Fixed Route Operator
  - Part-time and Full-time Paratransit Operator
  - Operations Dispatcher (Temporary AND Permanent)
- **Upcoming Openings:**
  - Paratransit Coordinator
  - Employee Relations Coordinator
  - Marketing & Communications Manager
- **Recent Hires:**
  - Bus Service Person
  - Safety & Training Specialist
  - Maintenance Supervisor
  - 4 Fixed Route Operators to start 12/6
  - 6 Paratransit Operators to start 12/6
- **COVID-19 Update: COVID-19 Update:** Since the beginning of 2021 we have had 29 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.

## MONTHLY REPORT

### 12E: Human Resources, Training and Safety Team Report



#### **Safety – Pat Daly, Safety Manager**

- **Safe Driver Recognition:**
  - Planning for annual DART safe driving recognition event.
- **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



**12F: Chief Executive Officer**

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

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- **DART Executive Committee** - The DART Executive Committee met on Friday, November 19, 2021. The discussion items presented during the meeting included:
  - Brick Gentry Legal Services Contract Amendment
  - FY2022 Legislative Priorities
  - Operation and Maintenance Facility Update
- **Amalgamated Transit Union (ATU) Local 441 Labor Negotiations:** DART and the ATU exchanged contract proposals on the morning of November 30. Negotiations continued the evening of December 1, 2021. DART and the ATU reached a tentative agreement and the ATU membership will vote on the agreement later this month. If the ATU membership approves the tentative agreement it will be brought forth to the DART Commission for approval at the January 2022 meeting.
- **Federal Transit Authority (FTA) Triennial Review Notice:** On November 22, DART received notice from the FTA to prepare our triennial review. This review is one of FTA's management tools for examining grantee performance and adherence to current FTA requirements and policies. Mandated by Congress in 1982, the Triennial Review occurs once every three years. It examines how recipients of Urbanized Area Formula Program funds meet statutory and administrative requirements. We will provide updates to the Commission over the next several months as staff work through the process.
- **American Public Transportation Association TRANSform Conference and EXPO:** Due to the pandemic APTA's TRANSform conference and Expo was delayed a year (this is usually held every 3 years). I attended the event with other DART staff members. There was an opportunity for DART to meet with many of our vendors to discuss products and services as well as see some of the latest vehicle offerings.



## FUTURE DART COMMISSION ITEMS



### Future Agenda Items:

January 4, 2022 – 12:00 P.M. (Annual Meeting)	
Action Items	Information Items
<ul style="list-style-type: none"> <li>February Service Change</li> <li>Amalgamated Transit Union (ATU) Local 441 Labor Contract Approval</li> <li>Public Transportation Agency Safety Plan Approval</li> </ul>	<ul style="list-style-type: none"> <li>FY2023 DART Budget Development Update</li> <li>Small Bus Purchase</li> </ul>
February 1, 2022 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>Transit Optimization Study Approval</li> <li>FY 2023 Budget Public Hearing Date</li> <li>Rideshare Fleet and Customer Management Software Contract</li> <li>Small Bus Purchase</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly Investment Report</li> <li>Quarterly Financial Update</li> <li>Quarterly Safety Report</li> <li>Marketing Update</li> <li>Rideshare Update</li> </ul>
March 1, 2022 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>FY 2023 Budget</li> </ul>	<ul style="list-style-type: none"> <li>FTA Triennial Review Update</li> </ul>

### Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
<b>DART Facilities Project Workshop</b>	Thursday, December 9, 2021	11:30 a.m.	Hybrid Meeting
<b>DART Executive Committee</b>	Friday, December 17, 2021	7:30 a.m.	Zoom Meeting
<b>DART FY 2023 Budget Workshop</b>	Friday, January 28, 2022	11:30 a.m.	Hybrid Meeting