



# NOTICE OF COMMISSION MEETING AND AGENDA DES MOINES AREA REGIONAL TRANSIT AUTHORITY



[Zoom Meeting](#)

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OCTOBER 6, 2020 – 12:00 PM

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
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14. NEXT MEETING: Regular DART Meeting - <b>Tuesday, November 3, 2020 – 12:00 P.M.</b>	
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:** *Hayley Anderson, TRAC Chair*

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A meeting of the Transit Riders Advisory Committee was held on Wednesday, September 9, via Zoom and a quorum was not met with some members absent.

**Service Planning Updates:** Chief Planning Officer, Luis Montoya updated the Committee on Service Planning. Recent ridership numbers were shared along with the next Service Change and updates on the Transit Optimization Study.

**Marketing/Communications Updates:** Senior Marketing Specialist, Megan Grandgeorge updated the Committee with free rides on the upcoming election day, an electric bus update, and a TRAC member recruitment update.

**DART Leadership Updates:** Chief Operating Officer, Amanda Wanke provided the Committee an update on our newly received 30-foot buses and the routes they service. A brief update was provided on mask wearing and enforcement on DART buses, current Des Moines Public Schools service and an introduction to Kent Farver, DART's new Chief Financial Officer.

**Reduced Fare Taskforce:** Mobility Coordinator, Catlin Curry provided a brief update on the Reduced Fare Task Force project and the reason why DART is working on this, sharing history, other transit data, feedback from external stakeholders and a timeline for the upcoming months for the taskforce and proposed pilot program that will test

**TRAC Membership Update:** Mobility Coordinator, Catlin Curry provided an update on the TRAC membership update, current membership update, Committee needs as we move into the new calendar year and the process for nominations and voting for a new Committee Chair, Vice Chair and recruiting and onboarding new members.

The next TRAC meeting is currently scheduled for Wednesday, November 11.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES  
MEETING HOSTED BY WEBEX  
620 CHERRY STREET – DES MOINES, IOWA 50309  
SEPTEMBER 1, 2020**



*[The above Commission Meeting was held via WebEx. The Commission determined that it is impossible and impractical for all members of the Commission, staff and members of the public to be physically present at this Commission meeting due to the Covid-19 pandemic, and that it is necessary to conduct this Commission meeting by electronic means.]*

**ROLL CALL**

**Commissioners/Alternates Present and Voting:**

Vern Willey, Kelly Whiting, Doug Elrod, Doug Elrod, Michael McCoy, Josh Mandelbaum, Jill Altringer, Paula Dierenfeld, Ross Grooters, Angela Connolly, Bridget Montgomery, Russ Trimble and Joseph Jones (arrived at 12:05pm)

**CALL TO ORDER**

Chair, Russ Trimble, called the meeting to order at 12.01 p.m. Roll call was taken, and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

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

It was moved by Vern Willey and seconded by Angela Connolly to approve the September 1, 2020 agenda. The motion carried unanimously.

**PUBLIC COMMENT**

None

**CONSENT ITEMS**

6A – Commission Meeting Minutes – August 4, 2020

6B – June 2020 Financials

6C – July 2020 Financials

6D – Quarterly Investment Report

It was moved by Michael McCoy and seconded by Josh Mandelbaum to approve the consent items as presented. The motion carried unanimously.

**ACTION ITEMS**

7A – October 2020 Service Change

Luis Montoya, Chief Planning Officer provided details of the October 2020 service change stating is to create an extension of Route 17 into Bondurant. Frequency of the route along with details of areas the route would service was shared. The service change will also include other minor schedule modifications to improve on-time performance and customer transfer opportunities, as well as potential minor routing changes to improve safety. It was identified that these proposed changes do not meet the threshold to be considered a Major Service Change, hence Title VI does not come into effect.

It was moved by Doug Elrod and seconded by Angela Connolly to approve the proposed October Service Changes as presented. The motion was carried unanimously.

**DISCUSSION ITEMS**

8A – Transit Optimization Study

Luis Montoya, Chief Planning Officer provided a brief overview of the key findings and next steps from the Commission Workshop held on August 21<sup>st</sup>, 2020.

8B – Quarterly Safety Update

Pat Daly, Safety Manager provided a quarterly safety update.

8C – Mobility Coordinator Update

Catlin Curry, DART's Mobility Coordinator gave an update on recent community outreach, overview of activities from FY20 and an update on the DART's reduced fare task force project.

8D – Performance Report – July 2020

Greg Ellingson, Business Analyst Manager shared a summary of the July monthly performance report, identifying that the total ridership in June was down 51.7% compared to June 2019. This is mainly due to the changed in service and mobility from the COVID-19 pandemic. Fixed route was down 50.4%, Paratransit was down 63.7%, and Rideshare was down 66.0%. Preventable and non-preventable accidents per 100,000 miles increased in July compared to July 2019. On-Time Performance has continued to be improved compared to last year, likely due to decreased ridership. Year to date, this is improved by 8.7% in comparison to July 2019.

**MONTHLY REPORTS**

9A – Operations

None

9B – Planning

9C - External Affairs

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – SEPTEMBER 1, 2020**



None

9D – Procurement

None

9E – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer provided a brief update on our lobbyist RFP efforts, sharing we will come to the Commission with a recommendation for both State and Federal lobbyist firms at the October meeting. A brief update was provided on the electric bus unveiling, inviting Commissioners to attend and welcomed Kent Farver, our new Chief Financial Officer.

**FUTURE AGENDA ITEMS**

None

**COMMISSIONER ITEMS**

None

**CLOSED SESSION**

It was moved by Doug Elrod and seconded by Angela Connolly that the Commission adjourn the regular session and reconvene in closed session.

Roll Call: Willey - Yea, Whiting - Yea, Elrod – Yea – McCoy, Yea, Mandelbaum - Yea, Altringer – Yea – Dierenfeld, Yea, Grooters - Yea, Connolly - Yea, Montgomery – Yea, Trimble – Yea and Jones - Yea

Chair, Russ Trimble recessed the meeting at 1:16pm

Chair, Russ Trimble moved that the Commissioners of the Des Moines Area Regional Transit Authority adjourn and reconvene in closed session pursuant to Section 21.5, Subsection I of the Iowa code to evaluate the professional competency of an individual whose appointment, hiring, performance, or discharge is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session.

No action was taken during the closed session.

At 1:52 pm, it was moved by Angela Connolly and seconded by Vern Willey that the closed session be adjourned. The motion carried unanimously.

**MEETING RECONVENED IN OPEN SESSION**

At 1:52 pm it was moved Angela Connolly and seconded by Bridget Montgomery that the regular Commission meeting reconvene.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – SEPTEMBER 1, 2020**



Roll Call: Willey - Yea, Whiting - Yea, Elrod – Yea – McCoy, Yea, Mandelbaum - Yea, Altringer – Yea – Dierenfeld, Yea, Grooters - Yea, Connolly - Yea, Montgomery – Yea, Trimble – Yea and Jones - Yea

It was moved by Vern Willey and seconded by Bridget Montgomery that the commission approve the performance review and the recommended compensation adjustment for the DART Chief Executive Officer, Elizabeth Presutti. 11 Yea's, Commissioner Kelly Whiting abstained.

**ADJOURN**

Chair, Russ Trimble, adjourned the meeting at 1:54 p.m.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Clerk

\_\_\_\_\_  
Date

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

The next regular DART monthly Commission Meeting is scheduled for Tuesday, October 6, 2020 at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa. (If the Administration offices at DART Central Station remain closed on October 6 and the Dart Commission determines that it is still impractical and impossible to have Commission members, staff and the public physically present for this Commission meeting, then the October 6 Commission meeting will again be hosted via a virtual platform such as WebEx. Participation directions for such the virtual meeting will be forthcoming)



## ACTION ITEM



**7B: August FY2021 Consolidated Financial Report**

**Action: Approve the August 2020 Consolidated Financial Report**

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

### Year-to-Date Budget Highlights:

#### **Revenue:**

- Fixed Route Operating revenue is 31.1% below budget projections year to date. D-Line Funding under Other Contracted Services, Monthly Passes, and Unlimited Access are seeing above budget levels currently. Cash Fares, School Funding, and Mobile Ticketing Passes are seeing the most negative impacts due to COVID-19 conditions.
- Fixed Route Non-Operating revenue is under budget by 8.3%. State Operating Assistance is currently under performing and will likely be negatively impacted from COVID-19. With exception of State Operating Assistance, the remaining differences are primarily a timing issue on grant funding.
- Paratransit Operating revenue is under budget by 83.3%. All areas have been impacted by COVID-19 as many programs have been limited or suspended.
- Paratransit Non-Operating revenue is .71% under budget resulting from grant fund timing.
- Rideshare revenues are 62.2 % below budget. The program has been significantly impacted by COVID-19.

#### **Operating Expense:**

- Fixed Route Budget Summary – Operating expenses are 14.75% below budget projections. Nearly all categories are seeing savings this early in the year with the exception of Equipment Repair Parts, Purchased Transportation, and Miscellaneous (where COVID-19 specific expenses are shown). Salaries, Wages, & Fringes, Services, and Fuel & Lubricants are seeing the most savings years to date.
- Paratransit Budget Summary – Operating expenses are 33% under budget year to date. Nearly all categories are seeing savings this early in the year and reflective of the reduced ridership levels.
- Rideshare Budget Summary – Rideshare has a budget savings of 40.6% year to date. All but the Local Match and Utilities are seeing savings.

#### **Recommendation:**

- Approve the August 2020 Consolidated Financial Report.

#### **\*\* TOTAL Un-Audited Performance of August FY2021 Year to Date as Compared to Budget:**

Fixed Route	\$	131,898	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	9,917	\$217,780
Rideshare	\$	<u>(29,753)</u>	
Total	\$	112,062	

**FY2021 Financials:**

**August 2020**

FIXED ROUTE	August 2020			Year-To-Date-(2) Months Ending 08/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	242,690	477,438	(234,748)	657,890	954,877	(296,987)
Non-Operating Revenue	2,045,846	2,236,001	(190,155)	4,100,482	4,472,002	(371,519)
Subtotal	2,288,536	2,713,439	(424,903)	4,758,372	5,426,878	(668,506)
Operating Expenses	2,294,481	2,713,439	418,958	4,626,474	5,426,878	800,404
Gain/(Loss)	(5,945)	-	(5,945)	131,898	-	131,898

PARATRANSIT	August 2020			Year-To-Date-(2) Months Ending 08/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	20,568	110,792	(90,223)	37,101	221,583	(184,482)
Non-Operating Revenue	185,937	187,270	(1,333)	371,873	374,540	(2,667)
Subtotal	206,505	298,062	(91,557)	408,975	596,123	(187,149)
Operating Expenses	194,148	298,062	103,913	399,058	596,123	197,066
Gain/(Loss)	12,357	-	12,357	9,917	-	9,917

RIDESHARE	August 2020			Year-To-Date-(2) Months Ending 08/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	26,319	67,917	(41,597)	51,299	135,833	(84,534)
Non-Operating Revenue	-	333	(333)	-	667	(667)
Subtotal	26,319	68,250	(41,931)	51,299	136,500	(85,201)
Operating Expenses	43,354	68,250	24,896	81,052	136,500	55,448
Gain/(Loss)	(17,034)	-	(17,034)	(29,753)	-	(29,753)

Summary	August 2020			Year-To-Date-(2) Months Ending 08/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	289,578	656,147	(366,569)	746,290	1,312,293	(566,003)
Non-Operating Revenue	2,231,783	2,423,604	(191,821)	4,472,356	4,847,208	(374,853)
Subtotal	2,521,360	3,079,751	(558,390)	5,218,646	6,159,502	(940,856)
Operating Expenses	2,531,983	3,079,751	547,767	5,106,584	6,159,502	1,052,918
Gain/(Loss)	(10,623)	-	(10,623)	112,062	-	112,062



## ACTION ITEM



<b>8A:</b>	<b>State Lobbying Services Contract</b>
<b>Action:</b>	<b>Approve a three (3) year contract with two (2) individual, one (1) year options with PolicyWorks Iowa for State Lobbying Services for the amount Not to Exceed \$134,000.</b>

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

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### **Background:**

- DART is seeking a qualified consultant to provide legislative services at the state level. Services include, but are not limited to:
  - Representation to the state legislature, including monitoring of state legislative issues and priorities
  - Advisory services to DART staff and the DART Commission
  - Drafting agreed upon legislation on behalf of DART
  - Coordination of meetings with legislators, legislative staff, and other pertinent public transportation groups and associations, and preparation of DART positions to be presented to legislators
- The services were previously awarded in 2015 with a three (3) year contract with two (2) x one (1) year options that expired in September 2020.

### **Procurement:**

- DART conducted a Request for Proposals (RFP) the project. The RFP was published on August 19, 2020 and proposals were due on September 16, 2020.
- Three (3) proposals were received, and all were deemed responsive:
  - BrownWinick Government Relations
  - LS2group (Larson Shannahan Slifka Group)
  - PolicyWorks Iowa
- DART conducted on-site interviews with all of the respondents on September 24, 2020

### **Evaluation Summary:**

- After on-site interviews were conducted and evaluations were completed the proposers were ranked in the following order:
  1. PolicyWorks Iowa
  2. BrownWinick
  3. LS2 Group
- Differentiating factors for selecting PolicyWorks Iowa:
  - Experience and knowledge of DART initiatives



**ACTION ITEM**

**8A: State Lobbying Services**

- o Experience working with Executive Branch and House and Senate members, including Chairs and ranking members

**PolicyWorks Iowa Background:**

- Bi-partisan government affairs firm established in 2006. Services include executive and legislative branch lobbying services.
- Local customers include the Des Moines Public Schools, Iowa State Troopers Association, and Advantage Capital.

**Financial Proposal:**

<b>Item</b>	<b>Amount</b>
Year 1	\$24,000
Year 2	\$25,000
Year 3	\$25,000
Year 4 (Option 1)	\$26,000
Year 5 (Option 2)	\$27,000
Sub-Total	\$127,000
Contingency	5%
Total	\$134,000

**Funding:**

- Funding will come from budgeted operating funds.
- Annual pricing proposal is at no increase for Year 1 with slight increases in out years.

**Recommendation:**

- Approval of a three (3) year contract with two (2) individual, one (1) year options with PolicyWorks Iowa for State Lobbying Services for the amount Not to Exceed \$134,000.
  - o 5% Contingency for Extra Services



## ACTION ITEM



<b>8B:</b>	<b>DART Advertising Contract Amendment</b>
<b>Action:</b>	<b>Approve a contract amendment that would revise our agreement from the current 5-year contract with 3, 1-year options to a 5-year contract with 1, 3-year option, extending our contract with Adspposure through FY24.</b>

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

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### **Background:**

- DART is entering the last year of a 5-year agreement with Adspposure, the transit advertising contractor that sells and installs all interior and exterior ads on DART buses and shelters.
- DART began working with Adspposure in July 2016. Since then, DART's advertising revenue has grown from \$209,000 to as much as \$333,000 in fiscal year 2019.
- Current terms of our agreement are:
  - DART's revenue share is 57% of gross sales
  - 5-year contract with 3, 1-year options
  - Guaranteed minimum revenue to DART each fiscal year
- Following discussion with the Commission in August, staff discussed increasing the guaranteed minimums with Adspposure in fiscal year 2022-2024. Adspposure agreed to a \$10,000 increase each year, which is reflected below.

<b>Year</b>	<b>Guaranteed Minimum Payment</b>	<b>DART Revenue Share</b>
<b>FY17</b>	\$200,000	\$209,470
<b>FY18</b>	\$215,000	\$283,900
<b>FY19</b>	\$230,000	\$333,240
<b>FY20</b>	\$245,000	\$300,000
<b>FY21</b>	\$260,000	
<b>Optional FY22</b>	\$270,000	
<b>Optional FY23</b>	\$280,000	
<b>Optional FY24</b>	\$290,000	

### **Recommendation:**

- Based upon Adspposure's strong sales performance, commitment to establishing a presence in our market with a local sales representative and willingness to increase the guaranteed minimums in FY22-24, staff is recommending the Commission approve a contract amendment that would revise our agreement from the current 5-year contract with 3, 1-year options to a 5-year contract with 1, 3-year option, extending our contract with Adspposure through FY24.



## ACTION ITEM



**8C: Secretary/Treasurer Officer Responsibilities**

**Action: Approve the change to Secretary/Treasurer Officer Responsibilities**

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

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### **Background:**

- DART has three officer positions with specific responsibilities as outlined in the 28E agreement:
  - DART Chair - The Chair shall preside at all meetings of the Commission. Signatory for anything needing to be executed on behalf of the Commission
  - DART Vice Chair - Assumes the responsibilities of Chair in their absence.
  - DART Secretary/Treasurer - Preservation of the minutes; giving of all notices in accordance with this Agreement; custodian of the records of DART; current registry of Commissioners; overseeing the safeguarding of DART revenue; audit any financial matters of DART.
- Since MTA was formed (DART's predecessor organization), the Secretary/Treasurer role has signed any check written by DART that is \$50,000 or greater.
  - This requires the Commission Secretary/Treasurer to review and sign any Invoice that meets this threshold on a weekly basis. This is in addition to the CEO signature.
  - This requirement is not specified in the 28E agreement or the DART bylaws.
- The dual signature requirement is a duplicative internal control for DART, but not enforced through any bank process or the process of checks being cashed through the bank system.
- Since the formation of DART, the addition of finance positions allow for the proper segregation of duties including vendor reviews, multiple reviewers and purchasing thresholds, and regular reconciliation of accounts payable to invoices.
- Checks being written currently travel through multiple internal controls of review and approval as well as being reconciled against the bank statement each month. The process of the approver, the person signing the check, and the bank reconciliation are all done by different individuals.
- All payments to vendors are provided to the Commission each month in the packet.
- Our auditor, Baker Tilly, is comfortable with our internal control structure and this would make the internal control process more efficient.
- This recommendation was presented to the DART Executive Committee in September and there were no concerns identified at that time.

### **Recommendation:**

- Remove the current requirement that the Commission Secretary/Treasurer approves/signs any check \$50,000 or greater. Require that any check \$50,000 or greater have a dual signature from the DART CFO in addition to the CEO signature.



## DISCUSSION ITEM



### 9A: DART Property Tax Formula Initiative Update

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

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- The DART Commission commenced its Property Tax Formula Update Initiative in the fall of 2019 with the goal of working through a process of determining a new property tax formula that:
  - meets the regional intent of DART;
  - allows for DART's member communities to continue to find value in maintaining their membership; and
  - provides flexibility for DART to meet future needs of the community.
- The Operating Values established for the process were:
  - An open and inclusive process of gathering input and recommendations from key stakeholders.
  - To be good listeners, be respectful of all points of view, and have robust discussions on the key issues regarding the formula.
  - To work towards finding consensus through the process, recognizing that the end solution will not likely be a perfect solution for everyone.
  - Success is finding consensus on a formula that aligns the costs and benefits to members communities and factors in the importance of regionality in how people travel.
- The timeline of the process to date has been:
  - October – November 2019 – Interviews and Feedback on Current Formula
  - December 13, 2019 – Discussion on Property Tax Formula Principles
  - January 24, 2020 – Discussion on Property Tax Formula Principles
  - February 7, 2020 - Discussion on Property Tax Formula Principles
  - February 28, 2020 – Presentation on Property Tax Formula Options
  - September 25, 2020 – Review and refinement of preferred Property Tax Formula Option from February 28<sup>th</sup> meeting
- Over the course of the first three workshops, the DART Commission established guiding principles to help evaluate potential formula options. These principles are:
  - **Long-term Viability**
    - The new property tax formula should have long-term viability for funding DART into the future.
    - A viable property tax formula should be flexible enough to meet future changes in the region without an unreasonable escalation of costs for residents and communities over time.
  - **Predictability**
    - A new property tax formula should have predictability for DART, communities and residents.



## ACTION ITEM

### 9A: DART Property Tax Formula Initiative Update

- DART financial modeling should be based on data-informed decisions that provide the necessary resources for DART operations and capital needs while at the same time providing communities and residents with timely information for local forecasting of costs and impact of any (reasonable) cost increases.
- **Transparency**
  - The new property tax formula should be transparent as it relates to both
    - the process and data that is used to drive the property tax formula; and
    - the ability to articulate the property tax formula to residents in each community.
- **Regional Mindset**
  - Regional mindset is necessary and must be balanced with community interests in crafting the new property tax funding formula. The regional perspective around transit service needs to include consideration of the regional benefits that all communities enjoy.
- **Equity**
  - The new property tax formula should have some element of equity as it relates to service-to-value ratio/factoring that may not be in direct alignment with service delivery - though it cannot be unreasonable.
- **Base Level of Support**
  - Every member government of DART should contribute a base level of support for being part of the regional system.
- **Creative**
  - Commission members discussed the need for a 'lens of creativity' in developing the new property tax formula as it may be impacted by creative alternatives that local governments may choose to use to reduce their property tax levy rate.
- At the DART Commission workshop on February 28, 2020, five formula options were presented and discussed. After the discussion, the "Scenario 5" option was the formula most favored and best met the guiding principles. The "Scenario 5" formula presented works as follows:
  - Determine the total DART property tax need
  - Allocate the dollar amount to the City of Des Moines based on the formula percentage
  - Determine the dollar amount for other members based on the remaining amount
    - Allocate 60% of this amount based on share of population
    - Allocate 40% based on service tier and applicable percentage (allocate through each tier by share of population)
- The Commission workshop on September 25, 2020 reviewed the formula options that were presented on February 28<sup>th</sup>, confirmed the preference for the "Scenario 5" formula, outlined a potential implementation plan as well as results from sensitivity testing that was done.
- Based on discussions at the September 25<sup>th</sup> workshop, at the October Commission meeting staff will present the results of minor tweaks to the formula for the Commission's consideration along with next steps in the process.



## DISCUSSION ITEM



### 9B: Reduced Fare Task Force Update

**Staff Resource: Matt Harris, Business & Community Partnerships Manager and Catlin Curry, Mobility Coordinator**

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#### **Background**

DART formed an internal task force made of cross department leaders to take a comprehensive look at DART's various reduced fare programs. The goals of the task force included reducing barriers for income-constrained customers, simplifying the administrative and customer burden and encouraging ridership by streamlining access.

The task force process included:

- internal evaluation and process mapping;
- industry research and benchmarking;
- external partner feedback;
- financial analysis and modeling;
- pilot program recommendation.

DART's Opportunities Through Transit (OTT) program currently serves income-constrained individuals and is unnecessarily burdensome for both staff and customers. The OTT program offers a monthly pass purchase option at \$18, which is a further reduction from DART's standard half-fare price of \$24.

Based on the task force goals, staff identified the following priorities to inform potential improvements to DART's reduced fare programs and, specifically, OTT:

- Fare & Fare Media – *what and how individuals pay*
- Eligibility – *how individuals qualify*
- Enrollment – *when individuals are approved*

#### **Reduced Fare Pilot Proposal**

Based on the outcomes of the task force, staff will present a recommendation for a reduced fare pilot program to run from January – June 2020 that would allow individuals who are connected to food assistance programs and/or trying to better their economic circumstances through workforce assistance or job training to enroll in DART's half-fare program upon proof of third-party eligibility.



## DISCUSSION ITEM



**9C: Business Partnerships Update**

***Staff Resource: Matt Harris, Business & Community Partnerships Manager***

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



## DISCUSSION ITEM



**9D:                    October Service Change Update**

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

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- Staff will provide an update on aspects of the service change that was approved at the September DART Commission meeting.



# MONTHLY REPORT



**9E: Monthly Performance Report - August 2020**

**Staff Resource: Greg Ellingson, Business Analyst Manager**

**Summary of August 2020 Monthly Performance:**

- Overall August ridership was down 74% compared to August 2019. This deficit increased in August due to the cancellation of the Iowa State Fair and lack of school service for DMPS. Fixed route was down 74.5%, Paratransit was down 62.8%, and RideShare was down 61.8%. Fixed route ridership was down 54% without State Fair ridership and increased 2.9% from July to August.
- Preventable accidents per 100,000 miles increased 1.1% in August compared to August 2019. Fiscal year-to-date, preventable accidents are 6.3% higher than last year. There were 0 non-preventable accidents in August, and fiscal year-to-date, these have decreased by 58.1%.
- On-Time Performance has continued to exceed internal benchmarks and previous performance. This increased 8.4% compared to August 2019 and is 11.5% higher this fiscal year compared to last.
- The farebox recovery ratio was 10.99% in August. This is down 52.2% from August 2019 with reduced revenue from the lack of Iowa State Fair service. Fare revenue was down 14.5% from July to August as ridership from unlimited access partners comprised a greater proportion of our ridership in August.
- Fixed Route operating costs per revenue hour have been below our target of \$150 per revenue hour over the past three months.
- ADA bus plus paratransit trips have comprised around 78% of all paratransit trips the past three months compared to 59% in February.

**September Ridership Outlook:**

Daily ridership has increased slightly on fixed route service in September compared to August. Average weekday ridership is up 1.4% in September compared to August. Paratransit ridership has continued to increase in September compared to August. Average weekday paratransit ridership is up about 12.5% in September compared to August.



# Performance Summary - August 2020

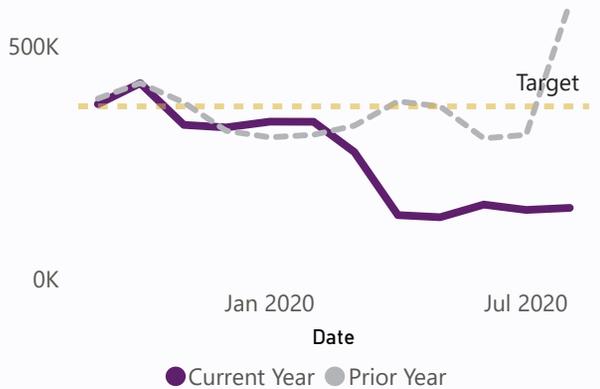
9/1/2019

8/31/2020

## Ridership

Monthly **154,681**  
FY20: 593,952 (-73.96%)

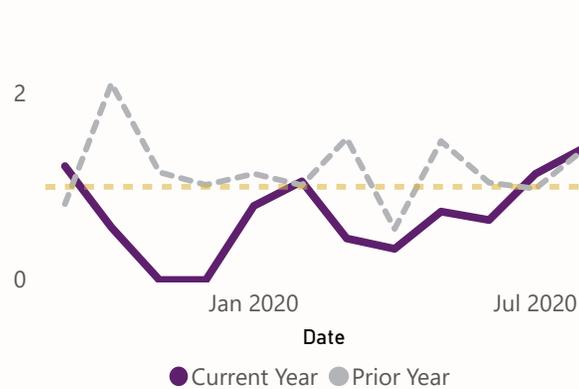
YTD **304,967**  
FY20: 905,393 (-66.32%)



## Preventable Accidents/100k Miles

Monthly **1.41**  
FY20: 1.40 (-1.14%)

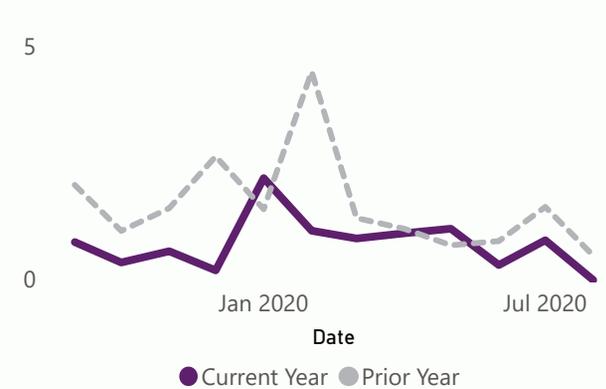
YTD **1.28**  
FY20: 1.20 (-6.31%)



## Non-Preventable Accidents/100k

Monthly **0.00**  
FY20: 0.52 (+100%)

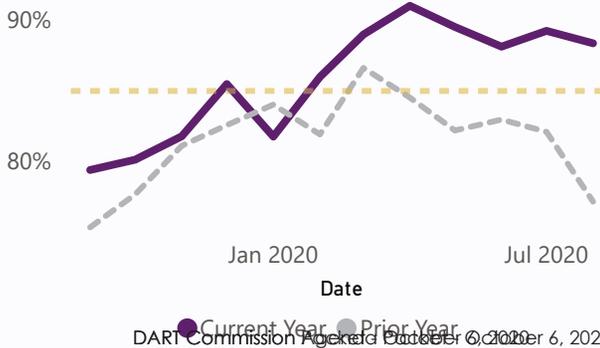
YTD **0.43**  
FY20: 1.02 (+58.12%)



## On-Time Performance

Monthly **88.39%**  
FY20: 81.56% (+8.38%)

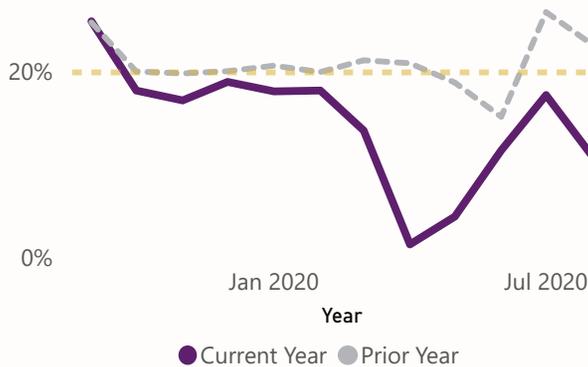
YTD **88.83%**  
FY20: 79.64% (+11.54%)



## Farebox Recovery Ratio

Monthly **10.99%**  
FY20: 22.97% (-52.18%)

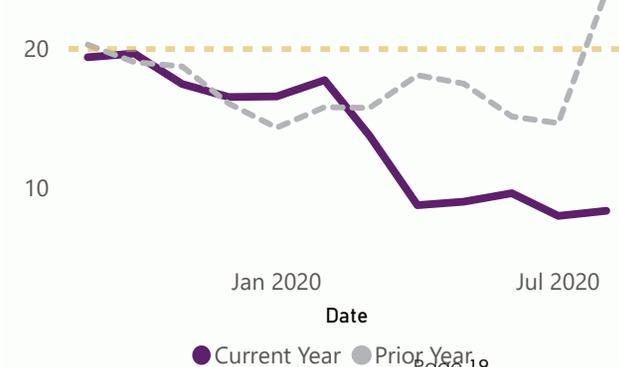
YTD **14.30%**  
FY20: 24.69% (-42.07%)



## FR Passengers/ Revenue Hour

Monthly **8.44**  
FY20: 24.12 (-65.02%)

YTD **8.25**  
FY20: 19.88 (-58.48%)





# Fixed Route Performance

2/1/2020 8/31/2020

## Ridership

Monthly

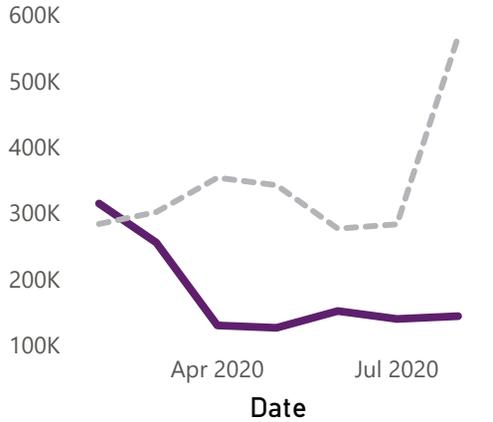
145,023

FY20: 568,424 (-74.49%)

YTD

285,814

FY20: 852,542 (-66.48%)



## On-Time Performance

Monthly

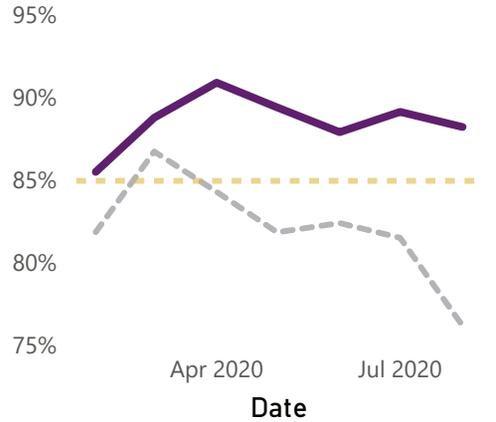
88.26%

FY20: 76.22% (+15.8%)

YTD

88.72%

FY20: 78.90% (+12.44%)



## Operating Cost/Rev. Hour

Monthly

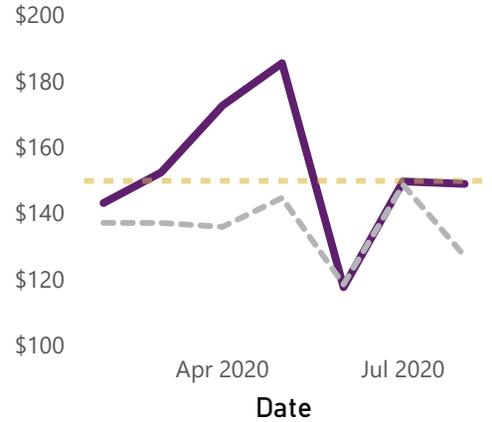
\$149.07

FY20: \$127.24 (-17.16%)

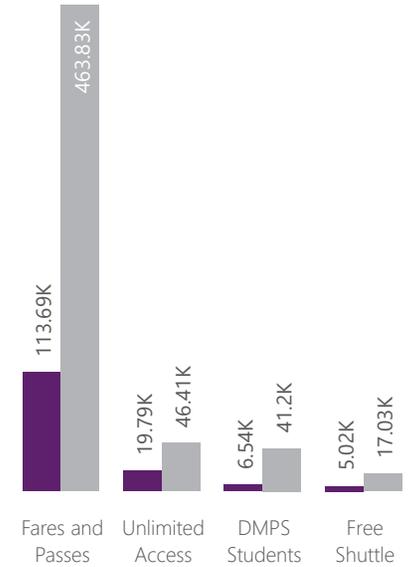
YTD

\$149.44

FY20: \$136.95 (-9.12%)



## Monthly Ridership by Fare Group



## Preventable Acc./100k

Monthly

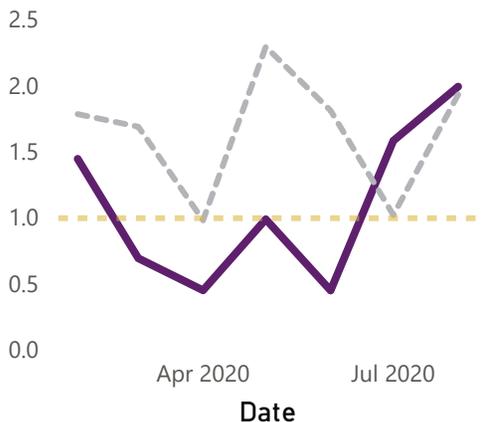
2.00

FY20: 1.94 (-3.13%)

YTD

1.79

FY20: 1.53 (-17.22%)



## Non-Preventable Acc./100k

Monthly

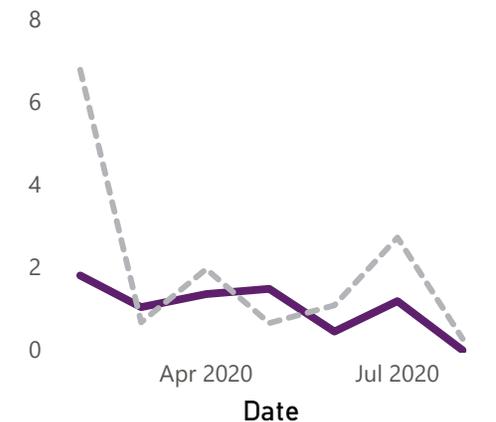
0.00

FY20: 0.28 (+100%)

YTD

0.60

FY20: 1.37 (+56.58%)



## Road Calls/100k Miles

Monthly

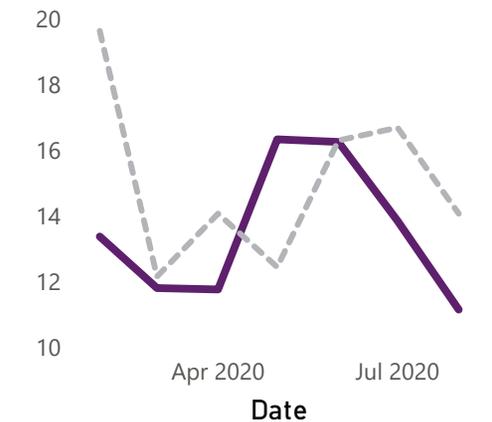
11.18

FY20: 14.10 (+20.73%)

YTD

12.54

FY20: 15.28 (+17.94%)



## Complaints/100k Miles

Monthly

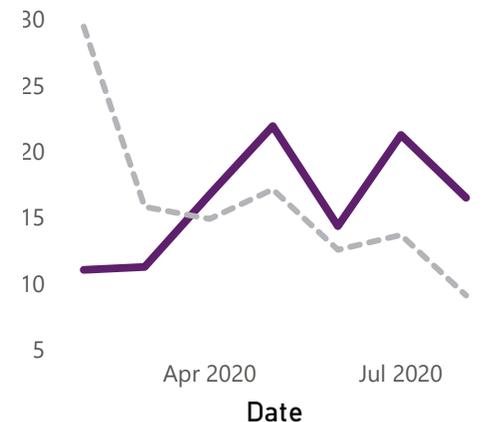
16.55

FY20: 9.15 (-80.9%)

YTD

18.89

FY20: 10.67 (-77%)





# Paratransit Performance

2/1/2020 8/31/2020

## Ridership

Monthly

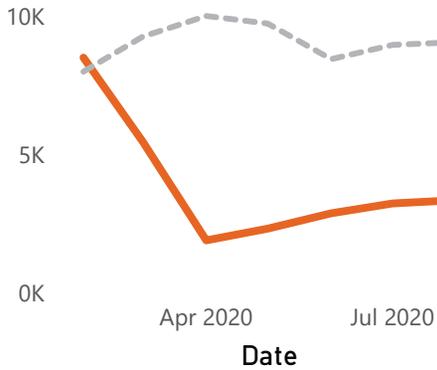
**3,388**

FY20: 9,098 (-62.76%)

YTD

**6,657**

FY20: 18,097 (-63.21%)



● Current Year ● Prior Year

## On-Time Performance

Monthly

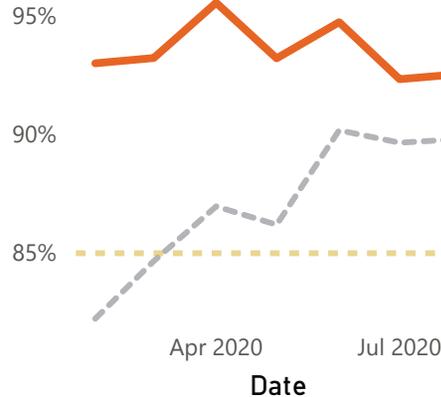
**92.56%**

FY20: 89.82% (+3.06%)

YTD

**92.45%**

FY20: 89.74% (+3.02%)



● Current Year ● Prior Year

## Operating Cost/Passenger

Monthly

**\$67.52**

FY20: \$32.55 (-107.46%)

YTD

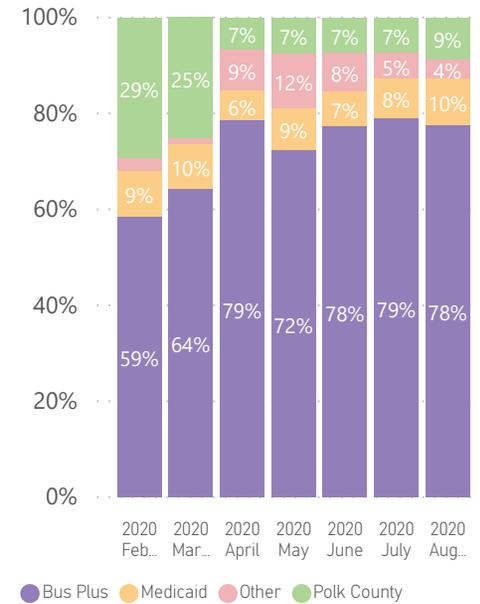
**\$69.24**

FY20: \$33.84 (-104.62%)



● Current Year ● Prior Year

## Paratransit Customer Type Breakdown



● Bus Plus ● Medicaid ● Other ● Polk County

## Preventable Acc./100k

Monthly

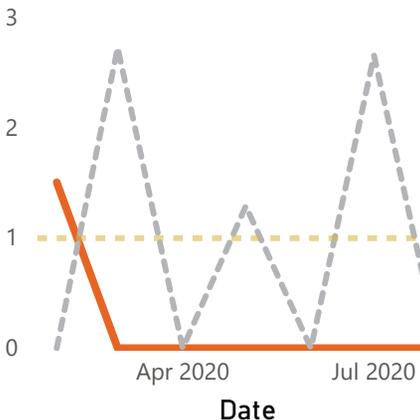
**0.00**

FY20: 0.00

YTD

**0.00**

FY20: 1.33 (+100%)



● Current Year ● Prior Year

## Non-Preventable Acc./100k

Monthly

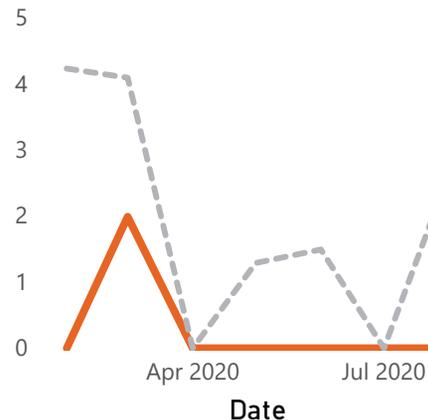
**0.00**

FY20: 2.65 (+100%)

YTD

**0.00**

FY20: 1.33 (+100%)



● Current Year ● Prior Year

## RideShare - Ridership

Monthly

**6,270**

FY20: 16,430 (-61.84%)

YTD

**12,496**

FY20: 34,754 (-64.04%)



● Current Year ● Prior Year

## RideShare - Op. Cost/Passenger

Monthly

**\$10.93**

FY20: \$5.73 (-90.58%)

YTD

**\$9.96**

FY20: \$5.73 (-73.61%)



● Current Year ● Prior Year



# Route Details

Month

August 2020

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	5,288	270,267	10,399	282,783	-272,384	-96.3%	9.01	83.83%
	#3 - University	22,196	37,159	43,474	72,114	-28,640	-39.7%	10.34	89.32%
	#4 - E. 14th	6,660	16,865	12,885	34,190	-21,305	-62.3%	10.70	89.88%
	#5 - Franklin Ave/Johnston	3,659	9,078	7,504	17,260	-9,756	-56.5%	5.21	86.75%
	#6 - Indianola	10,799	26,231	21,865	48,497	-26,632	-54.9%	10.08	91.77%
	#7 - SW 9th St.	17,030	32,037	33,238	58,536	-25,298	-43.2%	11.72	93.55%
	#8 - Fleur Dr.	778	2,433	1,531	4,080	-2,549	-62.5%	4.95	88.23%
	#10 - East University	627	2,749	1,370	5,642	-4,272	-75.7%	4.61	90.26%
	#11 - Ingersoll/Valley Junction	898	2,013	1,809	3,919	-2,110	-53.8%	5.20	88.00%
	#13 - Evergreen	50	2,091	50	2,860	-2,810	-98.3%	2.85	78.21%
	#14 - Beaver Ave.	6,859	15,117	13,864	27,897	-14,033	-50.3%	9.34	89.26%
	#15 - 6th Ave.	9,860	21,814	19,304	39,425	-20,121	-51.0%	11.67	90.69%
	#16 - Douglas Ave.	17,818	32,782	34,808	62,536	-27,728	-44.3%	9.00	88.70%
	#17 - Hubbell Ave.	13,991	22,378	27,510	44,220	-16,710	-37.8%	9.07	88.85%
	#50 - Euclid	3,944	5,651	8,079	11,454	-3,375	-29.5%	5.89	94.76%
	#52 - Valley West/Jordan Creek	6,257	13,560	11,701	27,112	-15,411	-56.8%	7.90	88.09%
	#60 - Ingersoll/University	15,592	30,737	30,877	58,361	-27,484	-47.1%	10.28	90.76%
	#72 - West Des Moines Loop	3,068	3,718	6,139	7,455	-1,316	-17.7%	3.63	84.55%
	#74 - NW Urbandale	205	667	447	1,285	-838	-65.2%	1.62	85.15%
2. Shuttle	Link Shuttle	36	1,107	36	1,969	-1,933	-98.2%	0.46	85.10%
	Downtown Shuttle	5,326	15,954	10,770	33,321	-22,551	-67.7%	9.45	84.99%
3. Express	#92 - Hickman	239	2,511	487	4,800	-4,313	-89.9%	2.13	77.36%
	#93 - NW 86th	307	2,867	686	5,710	-5,024	-88.0%	2.74	87.47%
	#94 - Westtown	322	1,066	628	2,097	-1,469	-70.1%	5.86	76.12%
	#95 - Vista	133	858	308	1,757	-1,449	-82.5%	3.06	80.69%
	#96 - E.P. True	303	2,244	539	4,077	-3,538	-86.8%	3.13	73.68%
	#98 - Ankeny	662	6,111	1,211	11,577	-10,366	-89.5%	2.66	78.76%
	#99 - Altoona	297	1,276	559	2,547	-1,988	-78.1%	2.95	83.86%
4. Flex	#73 - Flex: Urbandale / Windsor Heights		216		413	-413	-100.0%		
5. On Call	#76 - Deer Ridge Shuttle		2		18	-18	-100.0%		
	Ankeny	80	103	186	212	-26	-12.3%	2.63	79.12%
	NW Johnston / Grimes		108		255	-255	-100.0%		
	Regional	1	43	5	211	-206	-97.6%	3.88	60.00%

## DART Performance Report Metric Guide

Statistic	Definition	Data Source
<b>Ridership</b>	Total number of passenger trips across all DART service	Farebox, Paratransit Manifest, RideShare Manifest
<b>Preventable Accidents/100k Miles</b>	Total number of accidents deemed preventable per 100,000 miles of service across all DART service	TransitMaster Incident Reports, Route schedule, Paratransit Manifest, RideShare Manifest
<b>Non-Preventable Accidents/100k Miles</b>	Total number of accidents deemed non-preventable per 100,000 miles of service across all DART service	TransitMaster Incident Reports, Route schedule, Paratransit Manifest, RideShare Manifest
<b>On-Time Performance</b>	The percentage of fixed route and paratransit trips performed on time. Fixed route trips performed within 5 minutes of schedule. Paratransit trips performed within 30 minutes.	TransitMaster AVL Stop Adherence, Paratransit Manifest
<b>Farebox Recovery Ratio</b>	Total incidents deemed accidents and non-preventable in TransitMaster incidents	GP Financials
<b>Passengers per Revenue Hour</b>	Total ridership divided by the total hours of service across all DART service	Farebox, Paratransit Manifest, RideShare Manifest, Route schedule
<b>Operating Cost per Revenue Hour</b>	Total operating costs divided by the total hours of service across all DART service	GP Financials, Farebox, Paratransit Manifest, RideShare Manifest, Route schedule
<b>Road Calls/100k Miles</b>	Total number of road calls for maintenance per 100,000 miles of service across all DART service	Trapeze EAM Asset Works, Route schedule, Paratransit Manifest, RideShare Manifest
<b>Complaints/100k Miles</b>	Total number of complaints per 100,000 miles of service across all DART service	Trapeze Customer Feedback, Route schedule, Paratransit Manifest, RideShare Manifest
<b>Operating Cost per Passenger</b>	Total operating costs divided by ridership	GP Financials, Farebox, Paratransit Manifest, RideShare Manifest



**10A: Operations Team Report**

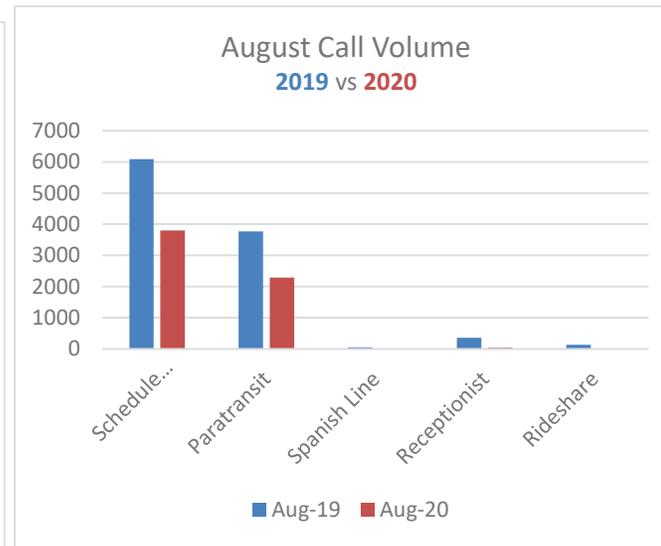
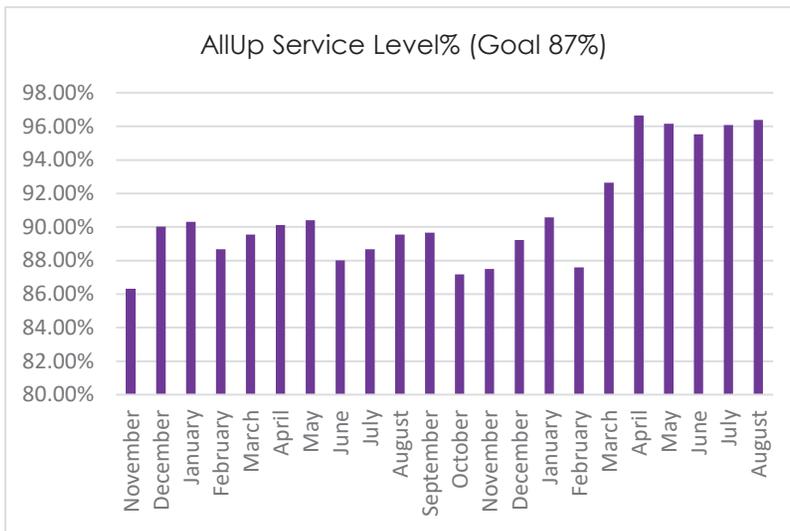
**Staff Resources:** *Amanda Wanke, Chief Operations Officer and Deputy Chief Executive Officer*

- **Electric Bus Update:** DART has received five of its seven electric buses. All seven chargers have been commissioned and are operating. Staff have begun “make ready” processes to the buses, such as technology installations and integrations in order to get the buses ready for the unveiling event, training, and revenue service. As part of this process, and because this is new technology for DART and the region, DART is reaching out to and offering all emergency response agencies within our service area the opportunity to conduct familiarization tours of the buses and present the manufacturer’s recommended guidelines for fighting a battery compartment fire.
- **New Flyer Buses:** DART has five 40’ New Flyer buses on order that will begin being built in mid-October with an arrival date to DART by end of December.
- **Paratransit Deep Dive:** McCloud Transportation & Associates was on-site in September as they work on a Paratransit Comprehensive Analysis for DART. The study will assist DART in re-imagining its overall paratransit program and services that are needed now and in the future. Given that the heart of paratransit program is the Americans with Disabilities Act (ADA) paratransit complementary service, DART wants to ensure that the agency is in compliance with the ADA, utilizes best practices and industry standards, and meet the needs of customers. The project will include of review existing conditions related to service, policies and procedures as well as recommend changes based on the analysis and an approach for staggered implementation. Staff will have an update for the Commission on this analysis later this fall.
- **Operations Supervisor Initiative:** DART has seven Operations Supervisors that are primarily responsible for on-street support of operators and customers, operator coaching and development, and advancement of a culture of continuous feedback. With a new leadership team on the operations side, as well as a few new operations supervisors, the team is focusing on an initiative to ensure a clear understanding of the role and expectations for the supervisors. This includes a supervisor and coaching training plan; accountability and quality control; updated job descriptions; proc documentation and regular team 1:1s.

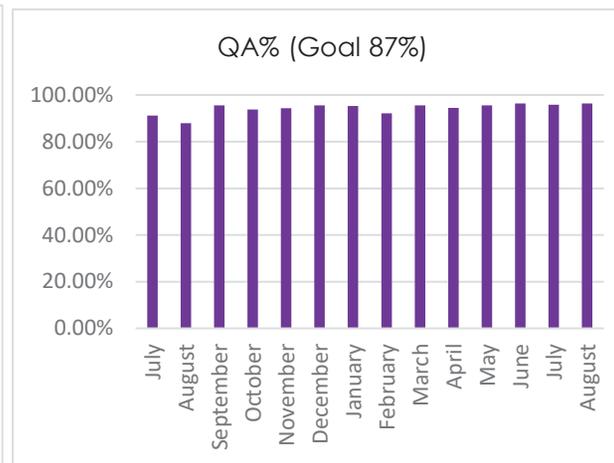
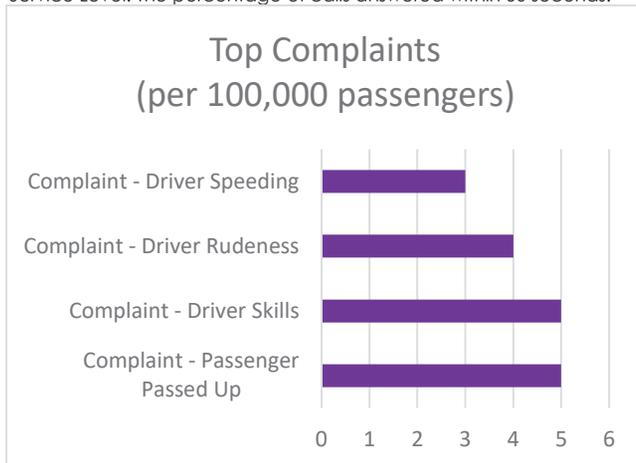
**MONTHLY REPORT**  
**10A: Operations**



**Customer Experience – Stephen Wright, 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.



## MONTHLY REPORT



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

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- **Service Planning:** DMPS service is not running, although DMPS has identified tentative dates for resuming in-classroom learning. The next service change is planned for November, in which Route 17 will be extended into Bondurant to serve the new Amazon warehouse.
- **Transit Optimization Study:** After the second Commission workshop on August 21<sup>st</sup>, the team is refining the pilot project concepts and preparing to conduct outreach to affected member communities.
- **FY 21 Business Planning:** The DART Leadership Team is overseeing the implementation of the FY 21 Business Plan. The focus is on continuing to respond to COVID-19 and the resultant ridership and financial impacts, while still making progress on priority projects and ensuring a high-functioning workforce.



# MONTHLY REPORT



10C: External Affairs Team

Staff Resources: Erin Hockman, Chief External Affairs Officer

## Marketing and Communications

- **Operations and maintenance facility public input:** Staff is organizing and promoting two open houses for residents and businesses near the proposed site of the new operations and maintenance facility the DART Commission is considering. As shared with the Commission in July, public involvement is required as part of the National Environmental Policy Act (NEPA) to assess the effects of the proposed development on the area. DART will be seeking feedback from the neighborhood on the proposed project at the open houses on Oct. 12 and 15. Feedback will also be collected on DART's website and by Customer Service.
- **Bike Month:** Typically, DART celebrates national Bike Month each May. This year, we had to postpone to October and are now calling it Bike and Ride Month. During the entire month, anyone who boards with a bike will ride free. DART will be promoting Bike and Ride Month on social media and through a partnership with the Des Moines Street Collective. This is also the 15<sup>th</sup> year that DART has had bike racks on all of its buses, and we plan to highlight this as we promote multimodal transportation in Greater Des Moines.
- **November service change:** Staff is developing communications as well as updating route schedules and maps in preparation for the November service change.
- **Electric bus unveiling and promotion:** DART was joined by community and business leaders and members of the media for its electric bus unveiling on Oct. 1. In addition to organizing the unveiling event, staff developed a campaign to introduce DART's electric buses and their benefits to all central Iowans. The ad shown below was included in the Business Record's Transportation Trends issue, published on Oct. 2, and will be shared via online advertising, several billboards along the Route 60 and a short television ad in early November leading up to the buses being added into revenue service on Route 60.



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



**Marketing Analytics Report**

Metric	Mar. 2020	April 2020	May 2020	June 2020	July 2020	August 2020	Aug 2019	Year Prior
MyDART App Accounts	20,718	20,920	21,148	21,419	21,868	22,360	15,929	30%
Website Unique Visitors	24,063	11,890	11,159	13,495	12,595	12,668	32,904	-160%
Facebook Likes	4,591	4,661	4,675	4,700	4,704	4,704	4,245	10%
Twitter Followers	2,340	2,353	2,356	2,348	2,358	2,376	2,243	6%
Instagram Followers	1,306	1,309	1,324	1,332	1,346	1,350	1,206	11%
LinkedIn Followers	412	415	441	455	475	483		
Email Subscribers	16,260	16,360	16,450	16,470	16,628	16,610	14,750	11%
Trip Plans	24,987	13,363	12,353	15,223	14,359	16,048	43,110	-169%
Real-time Map	12,975	8,013	7,787	10,125	9,867	10,971	28,555	-160%
Next DART Bus	194,498	105,689	106,403	127,362	106,465	100,159	243,074	-143%
SMS Text Messaging	101,726	121,171		122,291	116,533	108,614	154,160	-42%
IVR Phone Calls	7,383	4,986	3,842	3,845	4,506	4,963	9,447	-90%

**MyDART App Report**

Metric	Mar. 2020	Apr. 2020	May 2020	June 2020	July 2020	Aug. 2020	TOTAL
Downloads	765	484	472	544	699	690	28,326
iOS	163	89	101	135	185	217	8,784
Android	602	395	371	409	514	473	19,507
Accounts Created	494	202	228	271	449	492	22,360
Orders Placed	2,019	0	0	85	1,865	1,881	86,453
Passes Purchased	2,673	0	0	149	2,555	2,516	128,430
Revenue	\$14,288	\$0	\$0	\$1,823	\$13,505	\$14,148	\$547,227

**DART in the NEWS**

**Top Stories**

[DART to unveil Iowa's first all-electric buses](#)

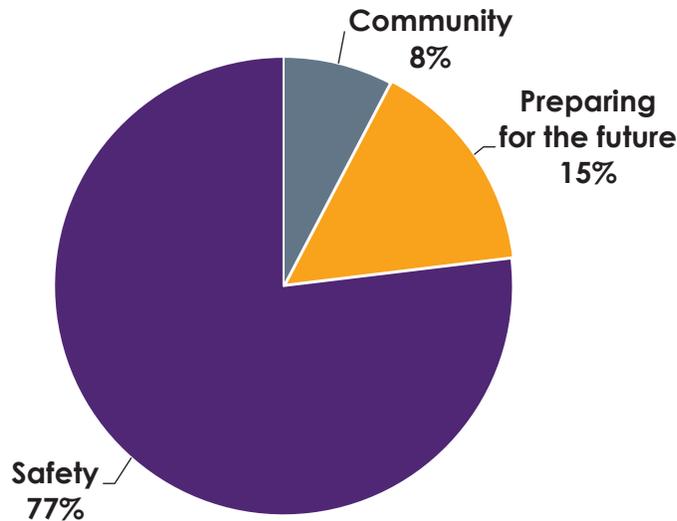
[More than COVID-19 worries stand in the way of Des Moines schools resuming in-person classes](#)

[Des Moines Mayor issues Mandatory Mask Mandate](#)

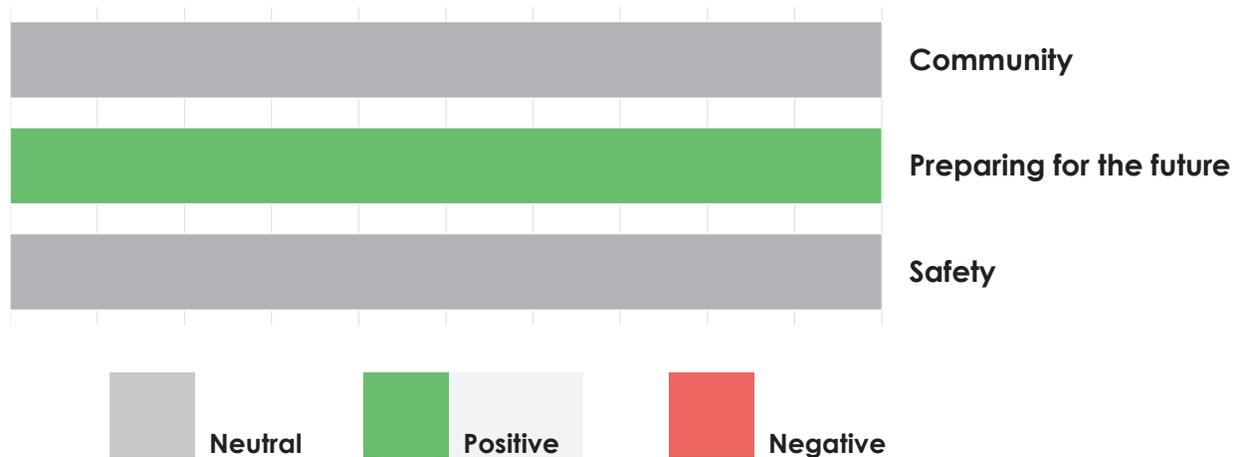
**Total Reach**

Online	2,123,424
Broadcast	47,553
<b>Total Reach</b>	<b>2,170,977</b>

### DART News Coverage by Topic



### DART News and Social Media Sentiment by Topic



### RideShare – Victoria Lundgren, RideShare Supervisor

- **New systems RFI:** DART will issue a Request for Information to identify and recommend a system to more efficiently manage customer and fleet maintenance information.
- **Fare structure review:** Staff have committed to evaluating the current vanpooling fare structure to ensure it can effectively support the future needs of the program and remain attractive to prospective riders and partners to support post-pandemic recovery.
- **Program metrics:** As part of the FY2021 business plan, the RideShare program seeks to demonstrate a positive ridership trajectory, increase the percentage of fleet generating mileage, and increase number of active vanpools in service. These goals will be supported across multiple internal teams.



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

- **Art Shelters:** Art shelter pilot projects along the 6<sup>th</sup> Ave Corridor and at Drake University are in the final stages of design formatting and city approval with the potential for installation in late 2020. A study to test potential community interest in private fundraising to support art shelter costs has been paused out of respect to the pressing needs facing the community during COVID-19. The ad-hoc fundraising study committee has already compiled a list of community stakeholders to potentially engage in the future when the study is revisited in 2021. Art shelter projects will continue to proceed with current funding sources already identified and secured.

- **Mobility Coordination Outreach:**

DART monthly rider trainings have resumed in a virtual format as have training opportunities with some human service agency partners, such as those serving the reentry population. Staff are responding to needs from food insecurity organizations as well as youth shelters and medical providers who are looking to DART to help facilitate efficient transportation service in response to COVID-19. Participation in regular mobility stakeholder meetings is ongoing.

<b>FY21 Mobility Coordination Training &amp; Outreach Totals</b>	<b>July 2020</b>	<b>Aug 2020</b>	<b>Sept 2020</b>	<b>FY21 YTD</b>
Education/Schools	-	-	22	22
General Public	-	0	0	0
Human Services	30	19	12	62
Re-Entry	31	16	10	57
Refugee	-	-	-	-
Senior	-	-	-	-
<b>Total Participants</b>	<b>61</b>	<b>35</b>	<b>44</b>	<b>141</b>
<b>Organizations Reached</b>	<b>4</b>	<b>4</b>	<b>5</b>	
<b>Stakeholder Convenings</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>13</b>

- **Reduced Fare Task Force:** Staff will present an update during the October Commission meeting recommending a pilot program informed by outcomes from an internal task force evaluation of DART's reduced fare programs. The task force has prioritized opportunities that address fare media and pass types, price point consistency and enrollment procedures while identifying ways to utilize third-party verification for customers to demonstrate reduced fare eligibility more efficiently. The task force seeks to reduce barriers to transit for customers while aligning recommendations for program enhancements to ensure community needs are being met.
- **Unlimited Access Partnerships:** The Business & Community Partnership Team has prioritized assessing partner resilience, fostering partner relationships and promoting partnership renewal throughout FY2021 and has been in frequent communication with business partners to monitor return to work plans and respond to specialized transportation needs. DART's Unlimited Access partnership with Principal Financial Group was recently renewed for an additional year while other Unlimited Access partner contracts coming up for renewal in FY21 include Ruan Transportation, Des Moines MPO, Wellmark, Davis Brown, Drake University, Polk County and UnityPoint Health. Staff continue to seek out and respond to prospective new business and community partnership opportunities.



<b>10D: Finance, IT &amp; Procurement Team Report</b>
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**Staff Resources:** *Kent Farver, Chief Financial Officer*

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

- **FY2020 Financial Audit** – Staff has been preparing for our annual Financial Audit over the months of August and September. The onsite portion scheduled for the week of September 14<sup>th</sup> was moved to virtual due to COVID-19 precautions. All has gone well so far even with the changes. DART plans to have draft financial statements to present at the November Executive Committee meeting and finalized statements for the December Commission meeting.
- **National Transit Database (NTD) Agreed Upon Procedures** – As the Finance team concludes work on the Financial Audit, we have transitioned with our auditors, Baker Tilly Virchow Krause, LLP, to conduct their annual review of our financial and statistical submission to FTA's National Transit Database. This is a required set of reports submitted to NTD as a record of the financial, operating, and asset condition of transit systems. The finalized submission is due by October 31, 2020.
- **Budget Planning for FY2021 & FY2022** – As we close out the first two months of the year, DART staff continues to forecast and update a revised spending plan for FY2021's budget based on the COVID-19 impacts. Additionally, the Finance team has begun work on FY2022's budget with budget collection forms slated to go out to department managers in mid-October.

**IT Department – Shane Galligan, IT Director**

- **OPS Sign In Terminal Project:** DART staff has been working closely with Trapeze and the Operations team to deploy the Sign In Terminals for Operators.
- **FY20 PC Replacements and Monitor Updates:** Helpdesk personnel have continued to replace desktop and laptop computers throughout the organization to ensure that those devices that are out of warranty get replaced with newer hardware. In addition, we have replaced older monitors with monitors with built-in speakers, cameras, and microphones to support remote meetings for required users.
- **FY2020 IT Audit:** Staff has prepared documentation for the IT Audit. Scheduled for the week of 09/21/2020, we encountered delays due to staffing shortages, but have now prepared all documentation for review by the audit team.
- **New Bus Rollout (Gillig and Proterra):** IT has worked with our 3<sup>rd</sup> party vendors and our internal maintenance department to upfit the new buses with all appropriate communication hardware. We continue to work with our vendors to ensure that all new buses are communicating as expected and are "road ready" as soon as possible.
- **Restructuring of the Department:** The IT department restructure was approved by the Leadership Team on August 25<sup>th</sup>. This new structure will allow for more effective and efficient communication within the Helpdesk and Systems Engineering portions of the department, while also allowing the department to focus on strategic goals for the future and the development of our Technology Plan and a formal Business Continuity and Disaster Recovery plan.

**MONTHLY REPORT**  
**10D: Finance/IT/Procurement**



- **Developed a Network Topology map:** Staff worked collectively to create our first Network Topology map. This allows us to be more informed of the varied platforms throughout the organization and how they integrate together. This is a critical step in developing our long-term Technology Plan.
- **Update from Skype for Business:** We have rolled out a number of different platforms to allow for more remote meetings for staff members in order to communicate internally and with external stakeholders. While we were able to support the temporary roll-out of some of these platforms, we have also been developing the formal process for transitioning from Skype for Business to Microsoft Teams to support a seamless transition of our phone, chat, and internal meeting platform.

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

***Upcoming Projects and Procurements:***

- **Snow Removal Services –** DART is soliciting responses from contractors to provide snow removal services from DART Central Station, DART bus shelters, and other select locations (Park & Rides, etc.) At DART Central Station, snow must be cleared and hauled away. The contracted services will be on-call in nature when a snow event occurs.
  - Request for Proposals to be published in October 2020
- **Security Services –** DART is soliciting responses from security firms to provide security services at DART Central Station, 1100 DART Way and other select DART locations as needed. Security will be provided during select business hours as well as roaming service after hours. Services include, but are not limited to, monitoring personnel and behavior, inspections, customer assistance, emergency response, employee assistance and many others.
  - Request for Proposals to be published in October 2020

**RideShare System RFI –** DART is seeking information on RideShare applications or software systems which will enable the agency to perform various functions related to the RideShare van pool program including, but not limited to, fleet management, rider management, invoicing, reporting, etc. The system shall maintain and document compliance with all applicable laws, rules, and regulations.

***Contracts and Task Orders Approved Recently:***

- **Temporary Barriers –** DART has purchased temporary barriers to install on a select group of buses to test the effectiveness for protection of the operators.

***Other Initiatives:***

- **Electric Bus Pilot Project Rollout –** The DART Procurement team has been steadily involved with the rollout of the Proterra electric bus pilot project. Tasks include monitoring production, procuring the bus cover, coordinating make ready items, scheduling training (operator, maintenance, first responder, etc.), commissioning the chargers as well as other activities.

**Future Procurements:**

- Snow Removal Services
- Security Services
- Light Duty / Medium Duty Buses
- Printing Services
- Outdoor Signage Displays
- E-Procurement System
- Financial Advisory Services
- Outdoor Signage Displays
- Marketing Support Services
- Shelter Installation Services



<b>10E: Human Resources, Training &amp; Safety Team Report</b>
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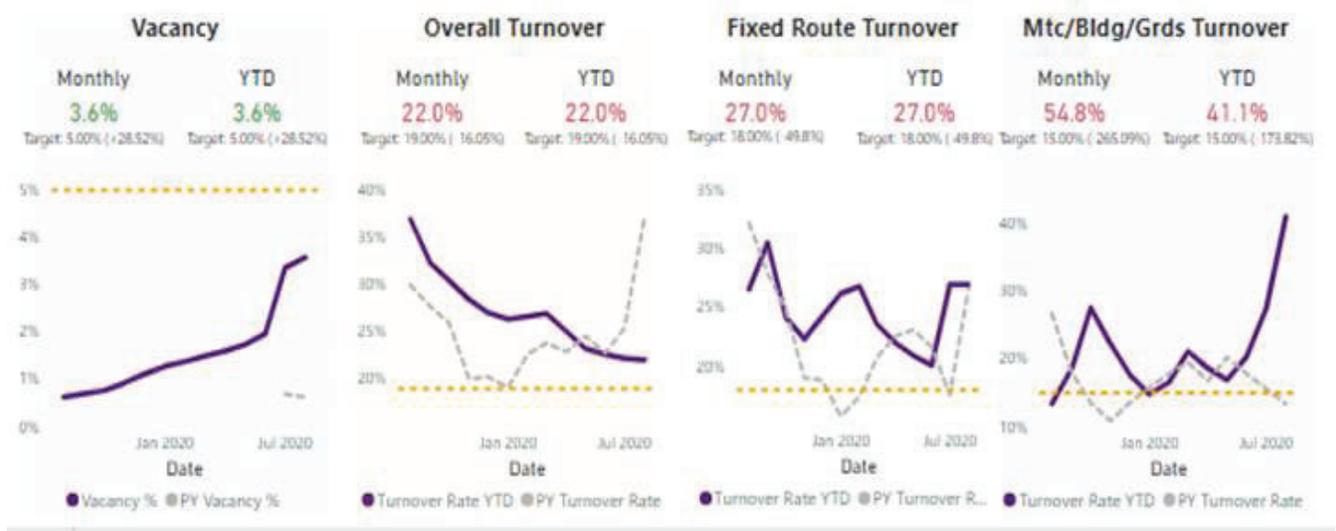
**Staff Resource:** *Erica Foreman, Chief Human Resources Officer*

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**Human Resources – Danie Gohr, HR Manager /Erica Foreman, CHRO**

- **Outsource of FMLA/STD:** DART's Short-Term Disability and FMLA programs were previously self-administered. In an effort to decrease risk to the organization and administration to the HR team, these programs are being outsourced to Voya. STD went live on August 1, 2020 with FMLA went live on September 14, 2020.
- **Compensation Study Update:** DART's compensation study has had a final review of market data and is near completion of a salary grade structure recommendation. An initial discussion regarding merit administration options was conducted with senior leadership team.
- **Launching Diversity, Equity and Inclusion Initiative:** Human Resources is helping to launch a DEI initiative. A committee is being formed with co-chair selection complete. Committee selection will be conducted within both administration and operations.
- **Handbook Review:** HR has completed the handbook update and has sent to outside counsel for Legal Review.
- **United Way Campaign:** The United Way committee has been formed and meetings will be held the next 4 weeks to launch a weeklong program at the end of October or early November. The focus this year is to volunteer time and dollars to causes that have felt the effect of 2020.
- **Recruitment Update:** The HR team is currently recruiting and interviewing for 12 open positions with a heavy focus on IT and Maintenance roles.
- **COVID-19 Update:** Currently we have 23 positive cases with 235 negative cases
- **Sign-In Terminal Testing:** The HR Team is currently conducting sign in terminal testing and will be implementing parallel testing mid-October.
- **Refinement of employee discipline process:** HR is meeting with operations leaders on their current practice and philosophy of our discipline process. After meetings take place, assessment will be made on areas of opportunity and follow through to ensure we foster a culture striving for continuous improvement.
- **Turnover and Vacancy Rate:** Overall turnover has taken a substantial decrease from this time last year. We are currently sitting at a year to date of 22% with the goal being 19%. One assumption is that the current climate has encouraged people to stay and appreciate the role they have. We have seen a slight uptick since June in involuntary and voluntary turnover within the operations departments. Vacancy has increased since this time last year. Due to the temporary decrease in service needs, we have refrained from refilling some roles until the confirmed need is there. Furthermore, all administrative roles are going through a leadership position review prior to filling. We are comfortable at this current vacancy rate given the climate we are in.

**MONTHLY REPORT**  
**10E: Human Resources and Safety**



**Training – Matt Johnson, Training Manager**

- **Electric Bus Maintenance Training:** Proterra staff was on site to train maintenance personnel on basic preventative maintenance procedures for the new Proterra electric buses.
- **Electric Bus First Responder Training:** DART Safety and Training staff went through training on First Responder training. Safety has worked with local Fire and EMS to provide appropriate training to their agency.
- **Electric Bus Operator Training:** Proterra training provided on site Train-the-Trainer sessions to fourteen DART staff members. These DART staff members will participate in operator training for all DART Fixed Route operators. These training efforts will start early October.
- **New Fixed Route Operators:** Training continued for three new Fixed Route operators. We anticipate these new operators going into service in early October.
- **Diverging Diamond Interchange:** Training provided training guidance for navigation of the new diverging diamond interchange in Ankeny on I-35.

**Safety – Pat Daly, Safety Manager**

- **Temperature Screening:** Researched and acquired an automated temperature scanning station for screening employees when they report to work. A pilot program will be run with bus operators and, if successful, rolled out to for all employees.
- **DART Safety Plan:** Submitted draft copy of DART's Agency Safety Plan to the FTA for review and comments.



10F:	Chief Executive Officer
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**Staff Resource:** Elizabeth Presutti, Chief Executive Officer

- **DART Executive Committee: DART Executive Committee:** The DART Executive Committee met on Friday, September 18, 2020. The discussion items presented during the meeting included:
  - Electric Bus Update
  - Paratransit Deep Dive
  - Secretary/Treasurer Officer Signature Responsibilities
  - Reduced Fare Task Force
  - Commission Governance

The next DART Executive Committee meeting is scheduled for Friday, October 23, 2020.

- **U.S. Committee for Refugees and Immigrants (USCRI):** Myself and Catlin Curry, our Mobility Coordinator were asked to join in a contributing to a video message to help celebrate the USCRI's 10-year anniversary. Many other community leaders, including DART Alternate Commissioner and Des Moines City Mayor, Frank Cownie were included in contributing to this effort.
- **American Bus Benchmarking Annual Meeting:** Myself and several of our Leadership and Management team were able to participate in the American Bus Benchmarking Annual Meeting which was held virtually this year. We learned about the initiatives at other transit agencies as well as a review of the most recent benchmarking data.
- **Electric Bus Unveiling –** Thank you to the DART Commissioners and City staff that were able to attend the DART electric bus unveiling, which was held last Thursday, October 1. The event was a huge success thanks to the partnerships with Mid-American Energy and Proterra on this project. We will keep the Commission updated on when these buses will be placed into service.





## FUTURE DART COMMISSION ITEMS



### Future Agenda Items:

November 3, 2020 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• STBG Grant</li> <li>• Federal Lobbying Contract</li> </ul>	<ul style="list-style-type: none"> <li>• FY 2022 DART Budget Update</li> <li>• PTASP Review</li> <li>• Security Services</li> <li>• Paratransit Deep Dive</li> </ul>
December 1, 2020 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• Audited FY20 Financials</li> <li>• PTASP</li> <li>• Security Services</li> <li>• Heavy Duty Bus Purchase</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Riders Advisory Committee Update</li> <li>• FY 2022 DART Budget Update</li> <li>• DART Business Planning Update</li> <li>• Disadvantaged Business Enterprise</li> </ul>
January 5, 2020 – 12:00 P.M. (Annual Meeting)	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• Winter Service Change</li> <li>• Rideshare Van Donation</li> </ul>	<ul style="list-style-type: none"> <li>• FY2022 DART Budget Development Update</li> <li>• Comp Study</li> <li>• Marketing Update</li> </ul>

### Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee	October 23, 2020	7:30 am	Zoom Meeting



## COMMISSIONER ITEM



<b>12A:                    Nominating Committee Appointments</b>
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**Staff Resource:** *Elizabeth Presutti, Chief Executive Officer*

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**Rules Relating to Nominating Committee Appointment:**

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

**Nominating Committee Appointment and Proposed Schedule:**

- The Nominating Committee shall meet and be prepared to make nominations at the December 2020 DART Commission meeting.



## COMMISSIONER ITEM



<b>12B:</b>	<b>2021 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 2021 DART Commission Meeting dates and times are as follows:**

- January 5, 2021 at 12:00 pm
- February 2, 2021 at 12:00 pm
- March 2, 2021 at 12:00 pm
- April 6, 2021 at 12:00 pm
- May 4, 2021 at 12:00 pm
- June 1, 2021 at 12:00 pm
- July 13, 2021 at 12:00 pm (moved from July 6<sup>th</sup> due to 4<sup>th</sup> of July Holiday)
- August 3, 2020 at 12:00 pm
- September 7, 2020 at 12:00 pm
- October 5, 2020 at 12:00 pm
- November 2, 2020 at 12:00 pm
- December 7, 2020 at 12:00 pm



## CLOSED SESSION



<b>13:</b>	<b>Closed Session – Discuss Strategy with Legal Counsel Involving Potential or Pending Litigation</b>
<b>Action:</b>	<b>The Commission meeting be recessed and reconvened in closed session pursuant to Section 21.5(1)(c) of the Iowa Code.</b>

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

### **Background:**

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

### **Procedures for Closed Session at Commission Meetings:**

1. The Commission Chair asks for a motion to recess the meeting and reconvene in closed session.
2. Motion is made with the following language:  
 "I move that the Commissioners of the Des Moines Area Regional Transit Authority go into closed session to discuss strategy with counsel in matters that are presently pending in litigation or where litigation is imminent where its disclosure would be likely to prejudice or disadvantage DART's position."
3. Motion is seconded.
4. Roll Call Vote is taken in open session.
5. All visitors leave the room.
6. Detailed minutes and an audio recording of the closed session must be taken and be kept by the Commission clerk for a period of at least one year from the date of the closed session, except as otherwise required by law.
7. No action may be taken in a closed session.
8. The Chair will adjourn the closed session when discussion is over, and the meeting will reconvene in open session.
9. The Chair will state for the record that no action was taken during the closed session.
10. Action may be taken in open session on any discussion made in the closed session.

### **Closed Session:**

- The Commission will discuss with counsel pertaining to pending or potential litigation matters where its disclosure would be likely to prejudice or disadvantage the position of the Des Moines Area Regional Transit Authority (DART) in such litigation.