



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES  
MEETING HOSTED IN-PERSON AND VIRTUALLY  
620 CHERRY STREET, DES MOINES IA 50309  
November 7, 2023**



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

**Commissioners/Alternates Present and Voting:**

Vern Willey, Tara Cox (left at 1.306pm), Michael McCoy, Josh Mandelbaum, Andrew Borcharding (left at 1.36pm), Paula Dierenfeld, Ross Grooters, Steve Van Oort, Bridget Montgomery and Russ Trimble

**Commissioners Absent:**

Kelly Stearns, Srikant Mikkilineni, and Joseph Jones

**Other Non-Voting Present:**

David Jones

**CALL TO ORDER**

Chair Russ Trimble called the meeting to order at 12:03 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 Michael McCoy and seconded by Vern Willey to approve the November 7, 2023, agenda. The motion carried unanimously.

**PUBLIC COMMENT:**

Lee Jasinski from Ankeny shared that she is a current TRAC Committee member and travels DART from Ankeny every day. She shared her concerns about the services being cut and how it would affect her and many other people's lives who depend on the service.

Heather Armstrong from Des Moines shared her concerns on the current funding challenges for DART and suggested speaking to other agencies, such as PACE.

Garland Armstrong from Des Moines shared his concerns on needing a bus shelter at the NE corner of Hubbell and Douglas in Urbandale. DART staff tasked with looking into this, discussion with Mr. Armstrong.

Todd Kilzer from Urbandale and a member of the TRAC Committee shared he was a DART Paratransit rider and has come to appreciate and rely on the service DART provides. Cutting services will have a deep impact on him and asks the City of Des Moines to focus on DART. Encourages the Commission and DART staff to work with our local legislators.

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

Brandon Paulsen, TRAC Chair, shared that the last TRAC committee meeting was on October 25. Updates included upcoming service changes, Flex Connect, and budget and service planning which included information on the planning for the public input meetings. The majority of the discussion was around the budget/service planning, determining how TRAC can have more of a voice and become an advocate for the committee members and riders that rely 100% on public transit to get to work and other destinations.

**CONSENT ITEMS**

7A – Commission Meeting Minutes – October 3, 2023

7B – FY 2028 Surface Transportation Block Grant (STBG)

7C – Quarterly Investment Report

7D – September FY2024 Consolidated Financials

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

**DISCUSSION ITEMS:**

8A – FY 25 Service and Budget Planning Public Input Process

Erin Hockman, Chief External Affairs Officer, provided an update on plans to begin collecting public input in mid-November on possible service reductions that could occur over the next five years in the City of Des Moines without additional revenue.

**QUARTERLY AND PERFORMANCE REPORTS:**

9A – Performance Report – September 2023

Nate Bleadorn, Business Intelligence Manager, provided a performance report summary for September 2023, sharing that ridership is up 8.39% YTD on FY23. These first quarter numbers are largely impacted by the Iowa State Fair Ridership. Fixed, Para, and DART On Demand were all up month to month, over last year, and YTD. For September, we had 0.78 preventable accidents per 100,000 miles. This meets our goal of being under 1 per 100K miles. On-Time Performance (OTP) was 77.77% for September. This is below our target of 85% and is down 4.3 points in FY23. DART On Demand saw a month-to-month increase in ridership. September total rides were up 37.3% on September of 2022. YTD, we sit at a 43.89% increase in total ridership. This is largely driven by DART On Demand Ankeny as the other two new DOD zones are experiencing very low initial ridership as we work to promote them more.

9B – Quarterly Financial Update

Amber Dakan, Finance Director, provided an update on the quarterly financial report, July 1 – September 20, 2023.

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9C – Quarterly Safety Report

Pat Daly, Safety Manager, provided an overview of Q1 FY2024's safety report, DART's Safety Performance Target goals to actual fiscal year-to-date performance, and the prior year's performance for the same timeframe.

**DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)**

11A - Operations

Brandon Smiley, Chief Operating Officer, shared that due to staff shortages in our Customer Service department, Customer Experience will temporarily be adjusting hours to ensure that staff can answer calls in a timely manner. Phone and window hours will be 7 a.m.-6 p.m. beginning Monday, November 13. (Current hours are 6 a.m.-7 p.m.) Customers will be reminded of where they can find information via DART's text and apps services.

11B – Planning

None

11C - External Affairs

None

11D – Finance/IT/Procurement

None

11E – Human Resources

None

11F – Interim Chief Executive Officer

None

**FUTURE AGENDA ITEMS**

None

**COMMISSIONER ITEMS**

Chief Executive Officer, Amanda Wanke, provided an update on meeting time and date survey results, and shared the reasons why DART staff recommend the 2024 meetings as shared in the commission packet.

The DART Commission agreed to keep the same date and time for the 2024 commission meeting dates, the first Tuesday of the month at noon, other than the months of January, February and July (as listed below). Vicky Barr, Executive Coordinator and Commissions Clerk will send out the calendar invites to all commissioners.

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The meeting dates and times for 2024 are:

- January 23, 2024, at 12:00 pm (2 hours long)
- DART Commission and City Manager Budget Workshop – NO COMMISSION MEETING IN FEBRUARY
- March 5, 2024, at 12:00 pm
- April 2, 2024, at 12:00 pm
- May 7, 2024, at 12:00 pm
- June 4, 2024, at 12:00 pm
- July 9, 2024, at 12:00 pm (*week later due to 4<sup>th</sup> of July Holiday*)
- August 6, 2024, at 12:00 pm
- September 3, 2024, at 12:00 pm
- October 1, 2024, at 12:00 pm
- November 5, 2024, at 12:00 pm
- December 3, 2024, at 12:00 pm

**NEXT MEETING:**

Regular DART Meeting - Tuesday, December 5, 2023 – 12:00 P.M.

**14. EXEMPT SESSION**

At 1.08pm, Chair Russ Trimble requested a motion to move into exempt session. It was moved by Michael McCoy and seconded by Josh Mandelbaum that the Commission adjourned the regular session and reconvened in exempt session.

No action was taken during the exempt session.

Chair Russ Trimble recessed the exempt session at 1.48pm

No action was taken in the open session.

**ADJOURN**

Chair Russ Trimble, adjourned the meeting at 1:49 p.m.

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**Chair**

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**Clerk**

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**Date**