



**NOTICE OF COMMISSION MEETING AND AGENDA**  
**DES MOINES AREA REGIONAL TRANSIT AUTHORITY**  
**DART MULTIMODAL ROOM, 620 CHERRY STREET**  
**MARCH 5, 2019 – 12:00 PM**



	<b>Page #</b>
1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF MARCH 5, 2019 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. LEGISLATIVE UPDATE	
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14. NEXT MEETING: Regular DART Meeting - <b>Tuesday, April 2, 2019 – 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.*



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES  
620 CHERRY STREET – DES MOINES, IOWA 50309  
FEBRUARY 5, 2019**



**ROLL CALL**

**Commissioners/Alternates Present and Voting:**

Vern Willey (left at 1:27pm), Bobbi Bentz, Doug Elrod, Josh Mandelbaum, Jeremy Hamp, Paula Dierenfeld (left at 1:16pm), Sara Kurovski (left at 1:22pm), Angela Connolly (arrived at 12:04pm), Tom Gayman, Tom Hadden (left at 1:17pm) and Zac Bales-Henry

**Commissioners Absent:**

Arlene Sampson, Gary Lorenz, Mike Bakous, Michael McCoy and Russ Trimble

**Other Commissioners/Alternates Present:**

Frank Cownie (left at 12:32pm)

**CALL TO ORDER**

Tom Gayman, Chair called the meeting to order at 12.00pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

Tom Gayman, Chair requested a motion to approve the agenda as presented.

It was moved by Sara Kurovski and seconded by Tom Hadden to approve the February 5, 2019 agenda. The motion carried unanimously.

**PUBLIC COMMENT**

None

**TRANSIT RIDERS ADVISORY COMMITTEE UPDATE**

Catlin Curry, Mobility Coordinator introduced Hayley Anderson, new TRAC Chair. Hayley provided updates on the last TRAC Committee Meeting. As there are seven new members of the committee the DART Leadership focused on orientation, DART information, updates on future service changes and current outreach programs.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – FEBRUARY 5, 2019**



**PRESENTATIONS**

6A – CulturalALL and Drake University – Transit, Photo Ethnography Project

Erin Lain, Drake University Associate Provost for Campus Equity and Inclusion and Associate Professor of Law, shared how her students' perceptions of public transit transformed throughout the fall semester working with CultureALL to complete a photo ethnography project about their experiences riding DART.

6B – Music Video featuring DMPS students and Will Keeps

Will Keeps shared the music video he created featuring DART, DMPD and DMPS students and the impact he hopes it will have.

**CONSENT ITEMS**

7A – Commission Meeting Minutes – January 8, 2019

7B – Des Moines Area Metropolitan Planning Organization Memorandum of Understanding for Transportation Planning

7C – Quarterly Investment Report

It was moved by Doug Elrod and seconded by Vern Willey to approve of consent items as presented. The motion carried unanimously.

**ACTION ITEMS**

8A – Code of Ethics and Conflict of Interest Policy for DART Commission Members and Alternates

Elizabeth Presutti, Chief Executive Officer shared that the current Code of Ethics and Conflict of Interest Policy for DART Commission Members and Alternates has not been updated since May 2014. Given that the policy has not been reviewed in nearly five years and that the DART Commission has been reconstituted since then, staff felt that the policy should be reviewed and brought forth for approval with recommended minor changes. Staff and DART legal counsel reviewed the policy.

It was moved by Tom Hadden and seconded by Vern Willey to approve the revised Code of Ethics and Conflict of Interest Policy for DART Commission Members and Alternates as presented. The motion carried unanimously.

8B – ATU Local 441 Labor Contract

Katie Stull, Chief Human Resources Officer, shared the highlights of the new DART and ATU Local 441 tentative agreement for a three-year labor contract. The agreement will be in place from July 1, 2019 until June 30, 2022. Copies of the full agreement are available upon request.



It was moved by Tom Hadden and seconded by Vern Willey to approve the Chief Executive Officer to sign the three (3)-year labor agreement with the Amalgamated Transit Union Local 441 that includes the outlined changes outlined in the action item. The motion carried unanimously.

#### 8C – FY2020 Budget Public Hearing Date

Jamie Schug, Chief Financial Officer shared that the DART staff began preparing the FY2020 DART Budget this past fall and apprised the DART Commission monthly on any changes to the assumptions used to develop the proposed budget. The Commission was reminded of the budget workshop, which was held on January 18<sup>th</sup>, and the city managers budget meeting on January 31<sup>st</sup>. Based on these meetings and feedback, the Commission were provided with an updated summary revenue and expense charts for the proposed FY 2020 budget. Per the 28M Agreement, the Regional Transit Authority must hold a public hearing on the proposed budget and allow any member community or the public to provide information to the Commission prior to its adoption of the budget. A public hearing on the proposed budget is scheduled for: Tuesday, March 5, 2019 at 12:00 P.M. at the DART Offices – 620 Cherry Street, Des Moines, Iowa 50309 (the hearing will be held at the regular DART Commission meeting where the Commission will consider adoption of the FY2020 budget in advance of the 28M Agreement's deadline of March 15, 2019).

It was moved by Vern Willey and seconded by Tom Hadden to approve the Public Hearing on the FY2020 Budget on March 5, 2019. The motion carried unanimously.

#### 8D – Operations and Maintenance Facility 10% Design and Cost Estimate

Mike Tiedens, Procurement Manager provided a background to DART's current Maintenance and Operations Facility. In order for the DART Commission to make an informed decision on whether to continue to invest in DART's current Operations and Maintenance Facility or pursue a new facility, staff is recommending that we complete 10% design for a facility to get a better understanding of the cost of the facility as well as how the facility could be built in phases.

It was moved by Angela Connolly and seconded by Sara Kurovski to approve a task order with Substance Architecture for 10% Design and Cost Estimate Not to Exceed \$575,000 (funding for this design work will come DART's federal capital funding and associated local match). The motion carried unanimously.

#### 8E – December Financials

Amber Dakan, Finance Manager provided a presentation on the December 2018 Financials, outlining cash flows for YTD.

Fixed Route Operating revenue ended the year at 0.64% below budget projections. Operations expenses are 1.70% below budget projections year to date.

Paratransit Operating revenue is 35.29% lower than budget expectations. Operating expenses are 5.87% under budget.

Rideshare revenues were 6.38% below budget. Operating expenses has a budget savings of 6.94% year to date.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – FEBRUARY 5, 2019**



It was moved by Vern Willey and seconded by Sara Kurovski to approve the December 2018 Financials. The motion carried unanimously.

**DISCUSSION ITEMS**

9A – Service and Fare Equity Policy

Luis Montoya, Planning and Development Manager, shared that staff are developing a three-year update to DART's Title VI Program as required by the FTA. Draft policy recommendations have been shared with the Planning Committee. Updated were provided on the major service change policy, service equity policy and fare equity policy and additional approval items will be brought to the DART Commission in March and April.

9B – Quarterly Safety Report

Pat Daly, Safety and Training Manager, provided a safety report on the 2<sup>nd</sup> quarter of FY2019.

9C – Performance Report

Elizabeth Presutti, Chief Executive Officer, shared that the November and December Performance Reports explaining the November report was delayed due to additional data validation that needed to take place. Overall ridership is 0.4% lower than this time last year, this is mainly due to the Holidays and less days our riders were at work. The Commission was given the head's up that overall ridership will be down for the month of January due to the school snow days which of course is out of our control. On-time performance has consistently been above 80% since the January 2019 service change went into effect.

**MONTHLY REPORTS**

12A – Operations

No Update.

12B – Engagement

Amanda Wanke, Chief External Affairs Officer reminded the Commission on the upcoming Windsor Heights celebration and shared future propose bus advertisements with the American Civil Liberties Union (ACLU).

12C – Procurement

No Update.

12D – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer shared DART staff will be meeting with Medicaid in the upcoming weeks and will report back to the Commission appropriately.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – FEBRUARY 5, 2019**



**FUTURE AGENDA ITEMS**

None

**COMMISSIONER ITEMS**

None

Tom Gayman, Chair adjourned the meeting at 1:33pm

\_\_\_\_\_  
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 March 5, 2019 at 12:00 pm in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa.**



## ACTION ITEM



**8A: Service and Fare Equity Policy**

**Action: Approve the DART Service and Fare Equity Policy**

**Staff Resource: Luis Montoya, Planning and Development Manager**

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### **Background:**

- Title VI of the Civil Rights Act states that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.
- The Federal Transit Administration (FTA) has several requirements to ensure that transit agencies comply with Title VI, among them the requirement to produce a Title VI Program every three years. DART last submitted a Title VI Program in June 2016, and is in the process of updating that program for submission to the FTA in May 2019. Various elements of the draft 2019 DART Title VI Program have or will be shared with the Commission at the February, March and April 2019 meetings for discussion and consideration of approval.
- As part of the Title VI Program, the FTA requires transit agencies to set policies to define a major service change requiring public outreach and analysis of impacts to communities served. The FTA also requires that transit agencies set thresholds of significance for impacts that changes to service or fares may have on minority and low-income communities.
- Staff proposes the following:
  - Proposed Major Service Change Policy: A Major Service Change is when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 percent or more.
  - Current Major Service Change Policy: A Major Service Change is when 25 percent or more of a route's ridership is affected. Ridership impacts are calculated based on alignment changes, frequency reductions, and frequency improvements on an absolute basis.
  - *The proposed changes relative to DART's existing Major Service Change policy are to use revenue hours or revenue miles as the relevant metric, as opposed to ridership, because hours and miles are easier to quantify and for the public to interpret.*
- Staff propose the following Service Equity Policies:
  - Proposed Disparate Impact on Minority Populations: DART will consider a proposed major service change to have a disparate impact if the affected route's minority population is more than 5 percentage points greater than the system average.
  - Current Disparate Impact on Minority Populations: Any major service change route with concentrations of minority and/or low-income populations greater than the modal network average is identified for disproportionate impacts.
  - Proposed Disproportionate Burden on Low-Income Populations: DART will consider a proposed major service change to have a disproportionate burden if the affected



## **ACTION ITEM:**

### **8A: Service and Fare Equity Policy**

route's low-income population is more than 5 percentage points greater than the system average.

- Current Disproportionate Burden on Low-Income Populations: Any major service change route with concentrations of minority and/or low-income populations greater than the modal network average is identified for disparate impacts.
- *The proposed changes relative to DART's existing service equity policies are to clarify the meaning and set the threshold of significance at greater than 5 percentage points compared to the system average, as opposed to zero percentage points, which accounts for statistical variation and is consistent with industry best practices.*
- Staff Propose the following Fare Equity Policies:
  - Proposed Disparate Impact on Minority Populations: DART will consider a proposed fare rate or media change to have a disparate impact if the proportion of minority customers likely to be negatively affected is more than 5 percentage points greater than the overall proportion of DART customers likely to be affected.
  - Current Disparate Impact on Minority Populations: If a planned transit fare adjustment results in minority populations bearing a fare rate change of greater than 5 percentage points as compared to non-minority populations, the resulting effect will be considered a minority disparate impact.
  - Proposed Disproportionate Burden on Low-Income Populations: DART will consider a proposed fare rate or media change to have a disproportionate burden if the proportion of low-income customers likely to be negatively affected is more than 5 percentage points greater than the overall proportion of DART customers likely to be affected.
  - Current Disproportionate Burden on Low-Income Populations: If a planned transit fare adjustment results in low-income populations bearing a fare rate change of greater than 5 percentage points as compared to non-low-income populations, the resulting effect will be considered a low-income disproportionate burden.
  - *The proposed changes relative to DART's existing fare equity policies are to clarify the meaning, as well as analyze impacts to vulnerable populations relative to the system average, as opposed to relative to non-minority or non-low-income populations, which is consistent with FTA guidance.*
- The result of a disparate impact or disproportionate burden finding for a particular service or fare change would be that staff would explore possible alternatives and mitigations, and share the analysis and findings with the Commission so that the Commission ultimately can determine how to proceed.
- Two public meetings were held at DART Central Station to share and discuss the proposed Service and Fare Equity Policies as well as the broader Title VI Program Update. The proposed policies and other Title VI Program Update materials were made available on the DART website, and shared with DART customers, stakeholders, and the general public in accordance with our Public Participation Plan.
- The thresholds outlined as part of this new policy will be used to evaluate all future DART service changes.

### **Recommendation:**

- Approve the DART Service and Fare Equity Policy.



# SERVICE AND FARE EQUITY POLICY



**SCOPE:** DART TRANSIT SERVICES  
**RESPONSIBLE DEPARTMENT:** PLANNING AND DEVELOPMENT  
**APPROVAL DATE:** MARCH 5, 2019  
**APPROVED BY:** DART COMMISSION

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## Purpose:

The purpose of this policy is to establish thresholds for analyzing and reporting potential adverse impacts of transit service or fare changes on minority and low-income communities. This policy describes the criteria for analyzing changes to service and fares, as well as the steps that will be taken as a result of the analysis.

Title VI of the Civil Rights Act of 1964 states that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. The Federal Transit Administration (FTA) has several requirements to ensure that transit agencies comply with Title VI, among them the requirement to analyze changes to transit service or fares to determine whether changes are being applied equitably to minority and low-income communities.

Minor changes to service are exempted from this analysis and reporting, but each transit agency must identify what constitutes a Major Service Change for its system, as only Major Service Changes are subject to a service equity analysis. Changes that are anticipated to last less than 12 months, such as construction detours, are considered minor service changes and not subject to equity analysis.

All changes to fare cost and payment methods are subject to this analysis and reporting, excluding temporary or promotional fares lasting 12 months or less.

## Definitions:

- **Adverse Effect** is defined as a geographical or time-based reduction in service which includes but is not limited to span of service changes, frequency changes, route segment elimination, rerouting, or route elimination.
- **Disparate Impact** refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where DART's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objective but with less disproportionate effect on the basis of race, color, or national origin.
- **Disparate Treatment** refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of race, color, or national origin.
- **Disproportionate Burden** refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of



## SERVICE AND FARE EQUITY POLICY



disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

- **Low-income Person** means a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.
- **Low-income Population** refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.
- **Minority Persons** include those persons who self-identify as being one more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular.
- **Minority Populations** means any readily identified group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

### **Major Service Change Policy:**

A service equity analysis will be conducted whenever DART implements a major service change.

- A major service change is defined as when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 percent or more.

Changes to service that do not meet the major service change threshold are not subject to further Title VI analysis.

### **Disparate Impact Policy for Major Service and Fare Changes:**

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

- DART will consider a proposed major service change to have a disparate impact if the affected route's minority population is more than 5 percentage points greater than the system average.
- DART will consider a proposed fare rate or media change to have a disparate impact if the proportion of minority customers likely to be negatively affected is more than 5 percentage points greater than the overall proportion of DART customers likely to be affected.



## SERVICE AND FARE EQUITY POLICY



### **Disproportionate Burden Policy for Major Service and Fare Changes:**

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by low-income populations.

- DART will consider a proposed major service change to have a disproportionate burden if the affected route's low-income population is more than 5 percentage points greater than the system average.
- DART will consider a proposed fare rate or media change to have a disproportionate burden if the proportion of low-income customers likely to be negatively affected is more than 5 percentage points greater than the overall proportion of DART customers likely to be affected.

### **Service and Fare Equity Analysis Process:**

If either a disparate impact to minority communities or a disproportionate burden on low-income communities is identified, DART will take the following steps:

- Consider the degree of the adverse effects to these vulnerable communities and whether any adverse effects can be avoided or mitigated.
- Conduct public outreach to share the proposed major service changes and impacts and /or fare changes and impacts. Staff will collect feedback, consistent with the methods described in DART's Public Participation Plan.
- Prepare a report regarding all Major Service Changes and/or Fare Changes for consideration by the DART Commission prior to approval and implementation,
  - The report will outline the impacts to minority and low-income communities and describe public engagement process and the rationale used to develop the recommendations.
- If the DART Commission chooses, it may implement the service or fare change despite an inequity finding if there is justification for the change AND staff have demonstrated that there are no practical alternatives that would accomplish DART's program goals and have less of an impact on minority and/or low-income communities.



## ACTION ITEM



<b>8B:</b>	<b>Temporary Staffing and Recruiting Firms Contract</b>
<b>Action:</b>	<b>Approve Contracts with Referenced Firms to Provide Recruiting Services and Temporary Staffing Services</b>

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

### **Background:**

- DART is seeking partners to perform search and recruiting services for direct placement positions and temporary staffing services to support DART staff. Having contracts in place when needs arise saves time and allows us to understand associated recruiting costs while determining the best recruitment strategy to utilize.
  - Recruiting services for direct placement may be utilized for Executive level, Management level and Technical positions. The selected firm(s) shall have the ability to conduct a national search for the most qualified individual to fill the position.
  - Temporary staffing services will only be utilized to help support staff on short term basis or if DART recruiting efforts do not yield viable candidates. The selected firm(s) have a documented local talent pool and procedures to provide resources within two business days.

### **Procurement:**

- DART conducted a Request for Proposals (RFP) for the project. The RFP was published on January 7, 2019 and proposals were due on January 28, 2019.
- Thirty one (31) proposals were received for the requested services and all were deemed responsive.

### **Evaluation Summary:**

- Based upon the evaluation criteria identified in the RFP, DART has identified the following firms as scoring the highest and having the best value to DART:

<b><u>Recruiting Services</u></b>		<b><u>Temporary Staffing Services</u></b>	
<b><u>Firm</u></b>	<b><u>Service Type</u></b>	<b><u>Firm</u></b>	<b><u>Service Type</u></b>
Harris Rand Lusk	Transit Specific	Apple 1 Employment	Administrative
Pro Search	Exec / Management	Robert Half	Administrative
GovHR	Exec / Management	S&S Employment	Administrative
Mindlance	Technical	Mindlance	IT
Robert Half	Technical	Manpower	Light Industrial
		ClebrityStaff	Light Industrial



**ACTION ITEM**

**8B: Temporary Staffing and Recruiting Firms Contract**

**Pricing Summary:**

- Recruiting Services:

<b>Firm</b>	<b>Areas of Focus</b>	<b>Rate</b>
Harris Rand Lusk Executive Search	Transit Specific	27.5% Search Fee
Pro Search	Executive / Management	25% Direct Placement Fee
GovHR	Executive / Management	\$12,500 Flat Fee
Mindlance	Technical	15% Search and/or Direct Placement Fee
Robert Half	Technical	25% Search and/or Direct Placement Fee

- Temporary Staffing Services:

<b>Firm</b>	<b>Areas of Focus</b>	<b>Rate</b>	<b>Conversion Fee</b>
Apple1 Employment	Admin / Cust Service / Finance	42%	10% or No fee after 340 hours
Robert Half	Admin / Cust Service / Finance	62%	25% to No fee on a sliding scale
S&S Employment	Admin / Cust Service / Finance	50%	25% to No fee on a sliding scale
Apple1 Employment	IT	42%	10% or No fee after 340 hours
Robert Half	IT	62%	25% to No fee on a sliding scale
Mindlance	IT	36%	18% to No fee on a sliding scale
Manpower	Light Industrial	42%	5% flat
Celebrity Staff	Light Industrial	49%	10% or No fee after 700 hours

**Funding:**

- Funding will come from budgeted operating funds as needs arise.

**Recommendation:**

- Approve contracts with the referenced firms to provide Recruiting Services and Temporary Staffing Services.



## ACTION ITEM



**8C: January FY2019 Consolidated Financial Report**

**Action: Approve the January 2019 Consolidated Financial Report**

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

### Year-to-Date Budget Highlights:

#### **Revenue:**

- Fixed Route Operating revenue year to date is 2.98% below budget projections. Cash Fares and Monthly Passes are driving the underbudget levels but is offset by Mobile Ticketing and Other Contracted Revenue performing above budget.
- Fixed Route Non-Operating revenue is higher than budget projections by 1.76% primarily due higher performing interest income and higher than budgeted State Operating Assistance revenue.
- Paratransit Operating revenue is under budget by 36.6%. Other Contracted Services trips accounts for the shortfall in revenue.
- Paratransit Non-Operating revenue is 0.95% over budget.
- Rideshare revenues are 5.85% below budget. Rideshare revenue does cover the year to date expenses.

#### **Operating Expense:**

- Fixed Route Budget Summary – Operating expenses are 2.46% below budget projections. Fuel, Insurance, and Equipment Repair Parts are the primary drivers for the savings year to date.
- Paratransit Budget Summary – Operating expenses are 7.19% under budget. Insurance Expense, Salaries, Wages, and Fringes, and Miscellaneous expenses are seeing the largest savings.
- Rideshare Budget Summary – Rideshare has a budget savings of 8.71% year to date. Salaries, Wages, and Fringes and Insurance Expense are the primary categories seeing savings.

### Recommendation:

- Approve the January 2019 Consolidated Financial Report.

### **\*\* TOTAL Un-Audited Performance of January FY2019 Year to Date as Compared to Budget:**

Fixed Route	\$	557,431	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(216,377)	\$283,205.74
Rideshare	\$	<u>14,281</u>	
Total	\$	355,335	

**FY2019 Financials:**

**January 2019**

<b>FIXED ROUTE</b>	<b>January 2019</b>			<b>Year-To-Date-(7) Months Ending 01/31/2019</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	394,374	470,500	(76,126)	3,195,202	3,293,500	(98,298)
Non-Operating Revenue	1,920,439	1,952,302	(31,863)	13,906,470	13,666,116	240,355
Subtotal	2,314,813	2,422,802	(107,989)	17,101,672	16,959,616	142,057
Operating Expenses	2,236,059	2,409,538	173,479	16,451,393	16,866,768	415,375
Gain/(Loss)	78,754	13,264	65,490	650,279	92,848	557,431

<b>PARATRANSIT</b>	<b>January 2019</b>			<b>Year-To-Date-(7) Months Ending 01/31/2019</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	73,918	133,333	(59,415)	591,481	933,333	(341,852)
Non-Operating Revenue	117,872	133,872	(16,000)	928,156	937,102	(8,946)
Subtotal	191,790	267,205	(75,415)	1,519,637	1,870,436	(350,798)
Operating Expenses	227,076	267,205	40,129	1,736,015	1,870,436	134,421
Gain/(Loss)	(35,286)	-	(35,286)	(216,377)	-	(216,377)

<b>RIDESHARE</b>	<b>January 2019</b>			<b>Year-To-Date-(7) Months Ending 01/31/2019</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	70,057	71,283	(1,226)	469,808	498,983	(29,176)
Non-Operating Revenue	-	-	-	-	-	-
Subtotal	70,057	71,283	(1,226)	469,808	498,983	(29,176)
Operating Expenses	57,597	71,283	13,686	455,527	498,983	43,457
Gain/(Loss)	12,460	-	12,460	14,281	-	14,281

<b>Summary</b>	<b>January 2019</b>			<b>Year-To-Date-(7) Months Ending 01/31/2019</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	538,350	675,117	(136,767)	4,256,491	4,725,817	(469,326)
Non-Operating Revenue	2,038,311	2,086,174	(47,863)	14,834,627	14,603,218	231,409
Subtotal	2,576,660	2,761,291	(184,630)	19,091,117	19,329,035	(237,917)
Operating Expenses	2,520,732	2,748,027	227,294	18,642,935	19,236,187	593,252
Gain/(Loss)	55,928	13,264	42,664	448,183	92,848	355,335



## ACTION ITEM



**8D: Withdrawal Approval from Cities**

**Action: Approve the cities of Alleman and Granger withdrawal as a participating community of DART with the provision these cities pay DART for its share of outstanding DART liabilities**

**Staff Resource: Paul Drey, DART Legal Counsel  
Elizabeth Presutti, CEO**

**Background:**

- DART received notification prior to December 31, 2017 from the cities of Alleman and Granger, requesting to withdraw from DART effective June 30, 2019.
- Letters to all of DART's participating communities notifying them of their intent to withdraw were sent out by each of the cities requesting withdrawal.
- Article XVI of the Amended and Restated 28E Agreement for Des Moines Regional Transit Authority provides that the DART Commission, in its sole discretion, may require a participating community seeking withdrawal from DART to pay over to DART an amount determined by the Commission to be necessary to fully fund the withdrawing participating community's share of bonds or credit obligations issued to fund the construction of capital improvements or the acquisition of equipment for DART.
- DART sent letters to the cities of Alleman and Granger in December 2018 outlining their share of outstanding debt liabilities and requesting confirmation how they would like to pay those liabilities.
- The table below illustrates each withdrawing communities pro rata share of the debt service due on the 2010 Limited Tax General Obligation Bonds and 2016 Bus Lease assuming a June 30, 2019 withdrawal date.

Community	Amount Due
Alleman	\$7,153.77
Granger	\$19,344.94
<b>TOTAL</b>	<b>\$26,498.71</b>

- The total debt service reserve for future debt obligations for the cities of Alleman and Granger is.
  - The payments for Alleman and Granger totaling \$26,498.71 will be levied through property taxes.

**Recommendation:**

- Approve the withdrawal of the Cities of Alleman and Granger provided each pay the pro rata share of outstanding debt as outlined to DART.



## PUBLIC HEARING



<b>9: Public Hearing on Proposed FY2020 DART Budget and Tax Levy Rates</b>
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**Staff Resource:** *Jamie Schug, Chief Financial Officer*

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**Background:**

- Per the 28M Agreement and Section 28M.4 of the Iowa Code, the Regional Transit Authority must hold a public hearing on the proposed budget and allow any member community or the public to provide information to the Commission prior to its adoption of the budget.
- Any written correspondence received prior to the meeting will be available for review.

**Public Hearing Procedures:**

- Any participants wishing to speak on the proposed subject should sign up in advance on the appropriate speakers list.
- If necessary, DART staff will make a brief presentation regarding the subject of the hearing prior to receiving comment.
- Speakers will be asked to state their:
  - Name
  - Address
  - Affiliation (if any)
- Speakers will be asked to limit their remarks to 3 minutes.
- Written comments/emails received to date will be made available to anyone wishing to review them.



## ACTION ITEM



**9A: FY2020 DART Budget and Tax Levy Rates**

**Action: Certify the Proposed FY2020 DART Budget and the FY2020 Regional Transit Authority Tax Levy Rates as presented**

**Staff Resource: Jamie Schug, Chief Financial Officer**

**Background:**

- Staff began preparing the FY2020 DART Budget this past fall and apprised the DART Commission monthly on any changes to the assumptions used to develop the proposed budget.
- A workshop was held with Commission members on January 18th where staff outlined the proposed FY2020 Budget in detail.
- The staff also met with the member government city managers on January 31st following the same format as the commission workshop.
- Updated summary revenue and expense charts for the proposed FY 2020 budget based on the feedback from the DART Executive Committee are attached.

**Budget:**

- DART has made significant progress in serving the community, but we continue to hear from residents, businesses and community leaders about many unmet needs. The DART FY2020 budget aims to continue this progress over the next year with the following strategic initiatives:
  - A major, but cost-neutral service change in the western and northern suburbs;
  - Long-range transit services planning and business modeling;
  - Implementation of an on-demand transit pilot in order to test new service models;
  - Rollout of an electric bus pilot in partnership with MidAmerican Energy;
  - Analysis of the costs and benefits of using smaller vehicles in DART's fleet;
  - Full implementation of the Safety Management System;
  - Expanded partnerships to increase access to transit.
- FY 2020 revenue assumptions include:
  - Residential rollback at 56.918%, up from 56.6209% in FY2019
  - Commercial rollback at 90%
  - Multi-Residential rate at 75% and will continue to drop by 3.75% per year until 2021
  - Withdrawal of Alleman and Granger; reducing revenue by \$14,249 and \$38,153 respectively



**ACTION ITEM**

**9A: FY2020 DART Budget and Tax Levy Rates**

- \$26,499 held as debt service reserve for future debt obligations for the cities of Alleman and Granger levied through property taxes
- 2.5 cent Property Tax Levy Increase
- Medicaid revenue reduced by \$500,000
- Additional \$115,000 in Paratransit Revenue for upcoming ESL transportation in partnership with City of West Des Moines and an expanded meal site pilot with Polk County
- Growth in RideShare revenue of 9.36%; \$80,100
- \$125,000 increase in partnership revenue
- \$675,000 in Federal Lease Funds
- Increase in State Operating Assistance of \$25,000
- FY 2020 expenditure assumptions include:
  - Average of 3% pay increase for staff based upon labor contracts - tentative agreement has been reached with ATU
  - 10% premium increase in health insurance expense for employees currently enrolled
  - IPERS Rates steady at FY19 levels
  - Maintain existing service levels
  - Long Range Plan budgeted for \$300,000
  - Additional maintenance expense planned for remaining at DART Way location
  - Growth in RideShare program of 9.36%; \$80,100
  - Increase in Local Match for grants of 12.25%; \$163,305
  - Planned software upgrades
- Staff did propose the following staffing additions to meet the growing needs of the organization. These additions are included in the FY 2020 budget and the net cost of these additions are:

○ IT Staffing	\$0
○ Planning Staff	\$146,000
○ Medicaid Temp	\$20,000
○ Electric Vehicle Technician	\$80,000



**ACTION ITEM**

**9A: FY2020 DART Budget and Tax Levy Rates**

**Proposed Tax Levies:**

- Proposed tax rates listed include a 2.5 cent levy increase.
- Cities listed below in *italics* are withdrawing from DART.

Jurisdiction	FY2020 DART Levy	FY 2020 Annual Cost for \$200K Home	Jurisdiction	FY2020 DART Levy	FY 2020 Annual Cost for \$200K Home
<i>Alleman</i>	<i>\$0.29593</i>	<i>\$33.69</i>	<b>Grimes</b>	\$0.602	\$68.53
<b>Altoona</b>	\$0.714	\$81.28	<b>Johnston</b>	\$0.655	\$74.90
<b>Ankeny</b>	\$0.664	\$75.59	<b>Pleasant Hill</b>	\$0.634	\$72.17
<b>Bondurant</b>	\$0.603	\$68.64	<b>Unincorporated Polk County</b>	\$0.537	\$61.13
<b>Clive</b>	\$0.658	\$74.90	<b>Urbandale</b>	\$0.707	\$80.48
<b>Des Moines</b>	\$0.93975	\$106.98	<b>West Des Moines</b>	\$0.808	\$91.98
<i>Granger</i>	<i>\$0.2859</i>	<i>\$32.55</i>	<b>Windsor Heights</b>	\$0.950	\$108.14

**Recommendation:**

- Certify the Proposed FY2020 Budget and Regional Transit Authority Tax Levy Rates as presented.

## FY 2020 Consolidated Budget Overview

FY 2020 Budget	
<b>Operating Revenue</b>	\$7,895,533
<b>Non-Operating Revenue</b>	\$27,344,667
<b>Total Revenue</b>	\$35,240,200
<b>Total Expenses</b>	\$35,213,701
<b>Surplus (Deficit)</b>	<b>\$26,499</b>

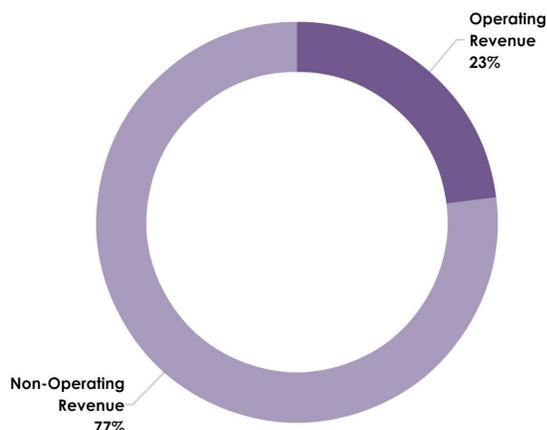
## FY 2020 Budget Overview

	Actual FY 2017	Actual FY 2018	Adopted FY 2019	Budget FY 2020	% Change FY2019/FY2020
Operating Revenue	\$7,136,757	\$6,917,742	\$8,101,400	\$7,895,533	(2.54%)
Non-Operating Revenue	\$23,611,280	\$24,268,133	\$25,034,088	\$27,344,667	9.23%
<b>Total Revenue</b>	<b>\$30,748,037</b>	<b>\$31,185,875</b>	<b>\$33,135,488</b>	<b>\$35,240,200</b>	<b>5.52%</b>
Salaries, Wages and Fringes	\$18,646,918	\$19,938,011	\$20,957,012	\$21,700,920	3.55%
Services	\$3,086,852	\$3,715,764	\$3,276,551	\$4,363,745	33.18%
Building and Grounds Materials	\$226,773	\$265,851	\$61,000	\$179,000	193.44%
Office Supplies	\$128,306	\$71,131	\$56,700	\$64,000	12.87%
Fuels and Lubricants	\$1,758,128	\$2,038,914	\$2,949,000	\$2,878,950	(2.38%)
Tires	\$190,173	\$152,718	\$166,000	\$165,800	(0.12%)
Equipment Repair Parts	\$1,721,301	\$1,557,207	\$1,582,256	\$1,594,250	0.76%
Supplies and Materials	\$255,291	\$218,254	\$250,480	\$286,600	14.42%
Utilities	\$352,062	\$449,302	\$492,000	\$560,750	13.97%
Insurance	\$801,783	\$914,194	\$1,128,760	\$1,164,000	3.12%
Purchased Transportation	\$251,724	\$256,129	\$188,500	\$209,500	11.14%
Miscellaneous Dept. Expenses	\$696,217	\$685,168	\$534,520	\$549,340	2.77%
Local Match	\$1,170,971	\$1,481,674	\$1,333,541	\$1,496,846	12.25%
<b>Total Expenses</b>	<b>\$29,286,499</b>	<b>\$31,744,317</b>	<b>\$32,976,320</b>	<b>\$35,213,701</b>	<b>6.78%</b>
<b>SURPLUS (DEFICIT)</b>	<b>\$1,461,538</b>	<b>-\$558,442</b>	<b>\$159,168</b>	<b>\$26,499</b>	

# Budget Summary – Operating Revenue

	Actual FY 2017	Actual FY 2018	Adopted FY 2019	Budget FY 2020	% Change FY2019/ FY2020
<b>OPERATING REVENUE</b>					
Cash Fares	\$3,999,804	\$3,984,638	\$4,655,500	\$4,775,033	2.57%
Other Contracted Services	\$2,375,957	\$2,080,071	\$2,570,900	\$2,097,500	(18.41%)
Polk County Funding	\$551,525	\$569,100	\$600,000	\$723,000	20.50%
Advertising Income	\$209,471	\$283,933	\$275,000	\$300,000	9.09%
<b>TOTAL Operating Revenue</b>	<b>\$7,136,757</b>	<b>\$6,917,742</b>	<b>\$8,101,400</b>	<b>\$7,895,533</b>	<b>(2.54%)</b>
<b>NON-OPERATING REVENUE</b>					
Interest Income (Expense)	(\$191,332)	(\$139,688)	(\$174,000)	(\$120,500)	(30.75%)
Sale Of Scrap	\$6,283	\$4,824	\$7,500	\$7,500	0.00%
DCS Rental Income	\$24,868	\$27,121	\$28,000	\$28,000	0.00%
Miscellaneous Income	\$60,257	\$118,222	\$41,000	\$61,000	48.78%
Property Tax Revenue	\$16,620,284	\$17,286,722	\$19,404,588	\$20,924,667	7.83%
Municipal Operating Assistance	\$680,000	\$680,000	\$0	\$0	0.00%
State Operating Assistance	\$1,517,504	\$1,607,610	\$1,650,000	\$1,675,000	1.52%
State Fellowships	\$53,881	\$64,830	\$0	\$0	0.00%
State Property Tax Backfill	\$691,142	\$634,140	\$610,000	\$610,000	0.00%
State Special Projects	\$3,258	\$0	\$0	\$0	0.00%
State Grant Funds	\$9,773	\$10,200	\$0	\$0	0.00%
CMAQ Funds	\$182,859	\$105,144	\$305,000	\$315,000	3.28%
FTA ADA - 5307	\$375,000	\$375,000	\$375,000	\$375,000	0.00%
5310 Cabs	\$186,794	\$177,052	\$180,000	\$185,000	2.78%
FTA Operating Income	\$2,595,000	\$2,595,000	\$2,595,000	\$2,595,000	0.00%
FTA Planning Income	\$67,800	\$0	\$0	\$0	0.00%
FTA 5311 Rural	\$17,461	\$11,507	\$12,000	\$14,000	16.67%
FTA Lease Funds	\$710,448	\$710,449	\$0	\$675,000	0.00%
<b>TOTAL Non-Operating Revenue</b>	<b>\$23,611,280</b>	<b>\$23,428,133</b>	<b>\$25,034,088</b>	<b>\$27,344,667</b>	<b>9.23%</b>
<b>TOTAL REVENUE</b>	<b>\$30,748,037</b>	<b>\$30,345,875</b>	<b>\$33,135,488</b>	<b>\$35,240,200</b>	<b>6.35%</b>

## FY 2020 Operating Revenue as a % of Total Revenue

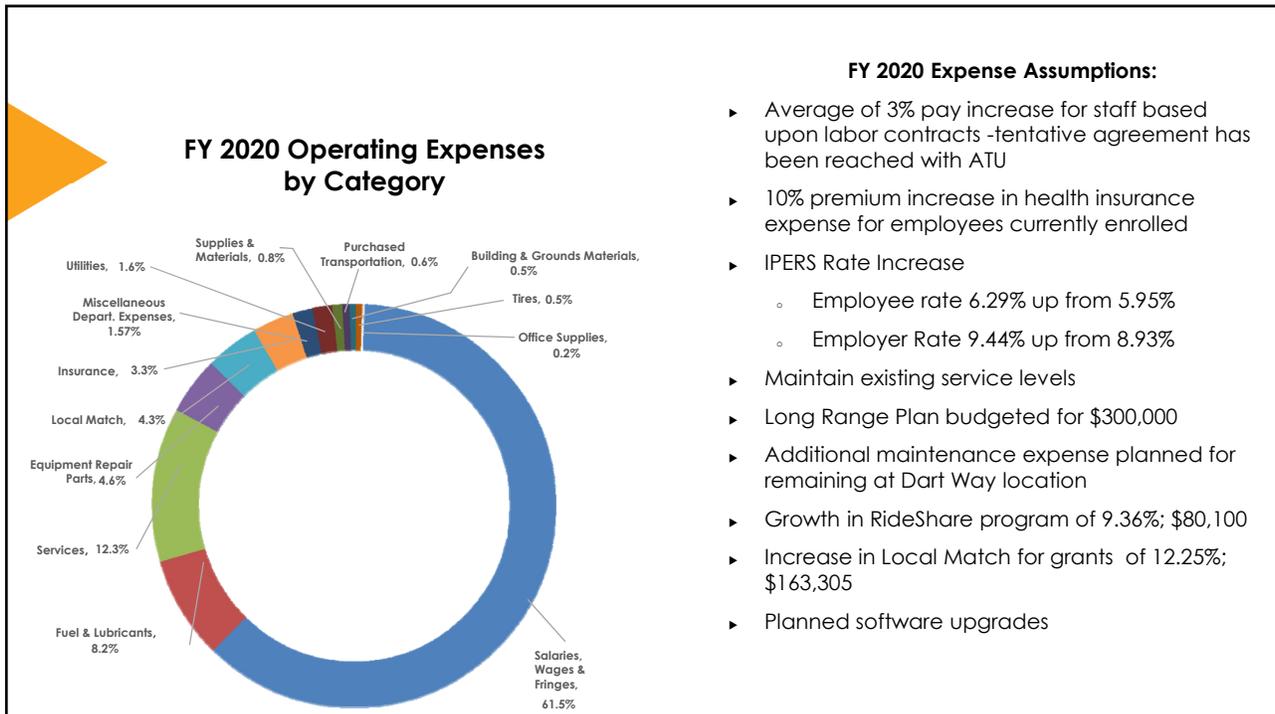


### FY 2020 Revenue Assumptions:

- ▶ Residential rollback at 56.918%, up from 56.6209% in FY2019
- ▶ Commercial rollback at 90%
- ▶ Multi-Residential rate at 75% and will continue to drop by 3.75% per year until 2021. Impact of \$247,800 in FY20 and approx. \$1M cumulatively
- ▶ Withdrawal of Alleman and Granger; reducing revenue by \$14,249 and \$38,153 respectively
- ▶ \$26,499 held as debt service reserve for future debt obligations for the cities of Alleman and Granger levied through property taxes
- ▶ Medicaid revenue loss of \$500,000
- ▶ Additional \$115,000 in Paratransit Revenue for upcoming ESL transportation in partnership with City of West Des Moines and an expanded meal site pilot with Polk County
- ▶ 2.5 cent Property Tax Levy Increase
- ▶ \$675,000 in Federal Lease Funds
- ▶ Increase in State Operating Assistance of \$25,000
- ▶ Growth in RideShare program of 9.36%

## Budget Summary – Operating Expenses

	Actual FY 2017	Actual FY 2018	Adopted FY 2019	Budget FY 2020	% Change FY2019/ FY2020
Salaries, Wages and Fringes	\$18,646,918	\$19,938,011	\$20,957,012	\$21,700,920	3.55%
Services	\$3,086,852	\$3,715,764	\$3,276,551	\$4,363,745	33.18%
Building and Grounds Materials	\$226,773	\$265,851	\$61,000	\$179,000	193.44%
Office Supplies	\$128,306	\$71,131	\$56,700	\$64,000	12.87%
Fuels and Lubricants	\$1,758,128	\$2,038,914	\$2,949,000	\$2,878,950	(2.38%)
Tires	\$190,173	\$152,718	\$166,000	\$165,800	(0.12%)
Equipment Repair Parts	\$1,721,301	\$1,557,207	\$1,582,256	\$1,594,250	0.76%
Supplies and Materials	\$255,291	\$218,254	\$250,480	\$286,600	14.42%
Utilities	\$352,062	\$449,302	\$492,000	\$560,750	13.97%
Insurance	\$801,783	\$914,194	\$1,128,760	\$1,164,000	3.12%
Purchased Transportation	\$251,724	\$256,129	\$188,500	\$209,500	11.14%
Miscellaneous Depart. Expenses	\$696,217	\$685,168	\$534,520	\$549,340	2.77%
Local Match	\$1,170,971	\$1,481,674	\$1,333,541	\$1,496,846	12.25%
<b>TOTAL EXPENSES</b>	<b>\$29,286,499</b>	<b>\$31,744,317</b>	<b>\$32,976,320</b>	<b>\$35,213,701</b>	<b>6.78%</b>





## DISCUSSION ITEM



### 10A: Public Participation Plan

**Staff Resource:** *Amanda Wanke, Chief External Affairs Officer*

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**Background:**

- DART's Public Participation Plan is its roadmap for how it will share important updates and collect feedback from its customers and the general public. As part of Title VI compliance, the FTA requires that DART's Public Participation Plan take certain steps to ensure that the communications needs of minority and low-income groups are considered. Therefore, DART will submit an updated Public Participation Plan as part of the larger Title VI Program Update.
- Title VI of the Civil Rights Act states that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.
- The Federal Transit Administration (FTA) has several requirements to ensure that transit agencies comply with Title VI, among them the requirement to produce a Title VI Program every three years. Various elements of the draft 2019 DART Title VI Program have or will be shared with the Commission at the February, March, April and May 2019 meetings for discussion and consideration of approval.
- DART's Public Participation Plan will include the following:
  - Goals and Principles for effective communications and public participation in DART's decision making.
  - DART's Public Comment Policy, which provides timelines and methods for soliciting public input on key decisions.
  - A description of the direct communication tools that DART employs to share important updated with our customers and the general public.
  - An explanation of how customers can share feedback with DART, and in particular how DART provide opportunities for people with a variety of backgrounds to participate meaningfully in important decisions.
  - Analysis of customer preferences for DART to share information and collect public feedback.
  - A Language Assistance Plan, which includes:
    - Explanation of how DART makes important information available in multiple languages.
    - Analysis of the prevalent languages in the community and among DART customers to advise on how DART should approach providing interpretation services.
    - Description of how DART works with human service providers and other partners in the community to share information and collect feedback from individuals with limited English proficiency.



## DISCUSSION ITEM



**10B: Planning Update**

**Staff Resource:** *Luis Montoya, Planning and Development Manager*

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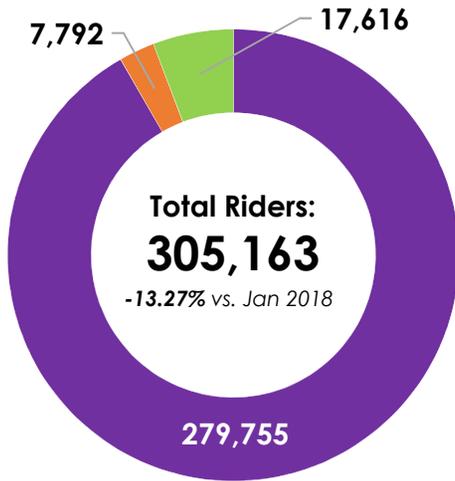
**Background:**

- Staff will provide an update on the implementation of the January 2019 service change, as well as next steps for the regularly scheduled June 2019 service change.
- In addition, the major 2019 service planning project to consider changes in the western suburbs and Ankeny for implementation in late summer or early fall is roughly at its mid-point. Staff will share the results of the first round of public outreach and an update on next steps for the project.



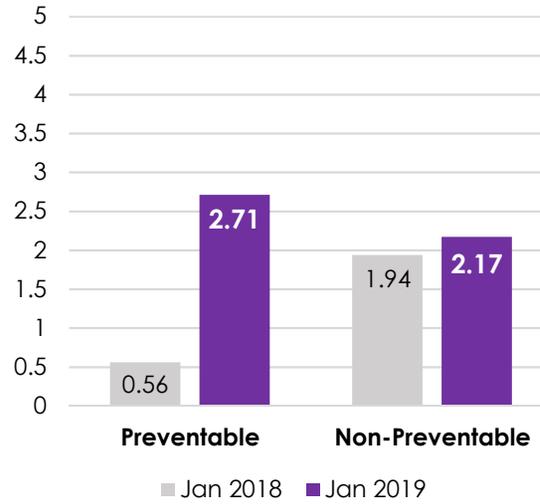
# Performance Summary – January 2019

## Ridership

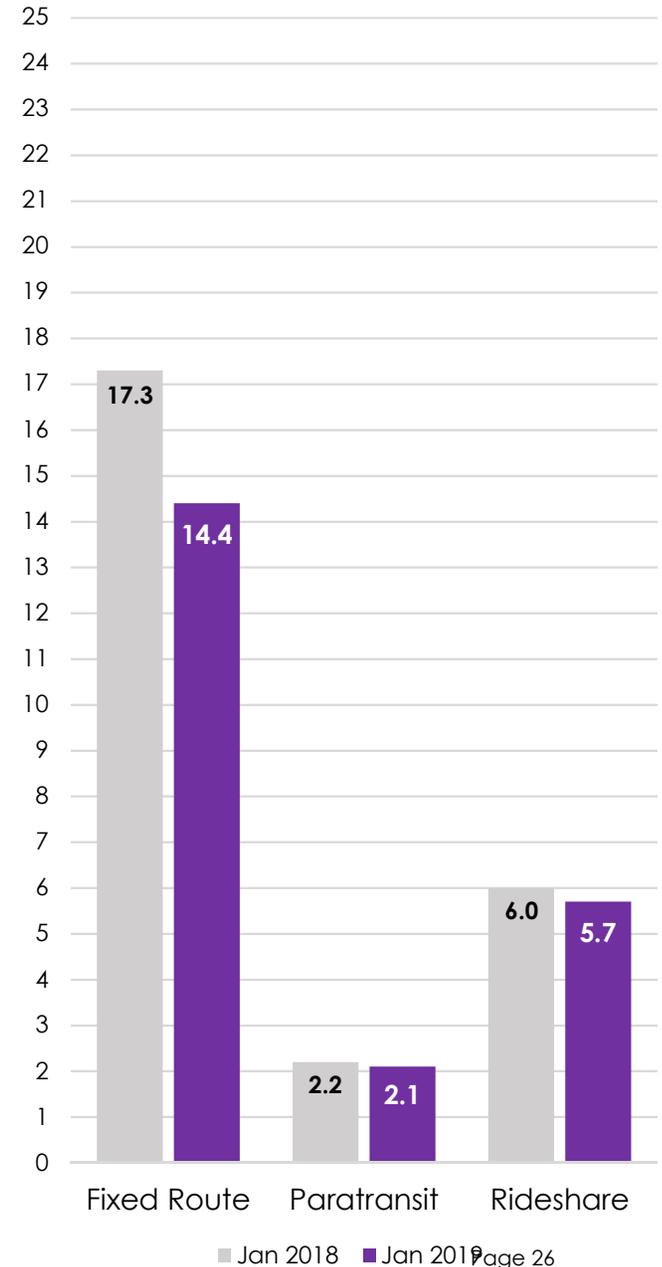


■ Fixed Route ■ Paratransit ■ Rideshare

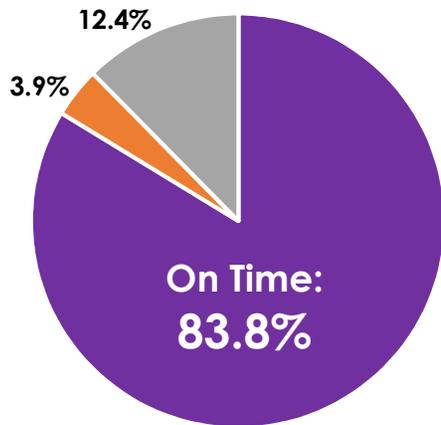
## Accidents / 100K Miles



## Passengers Per Revenue Hour



## On Time Performance



■ On Time ■ Early ■ Late

## Cost Recovery Ratio



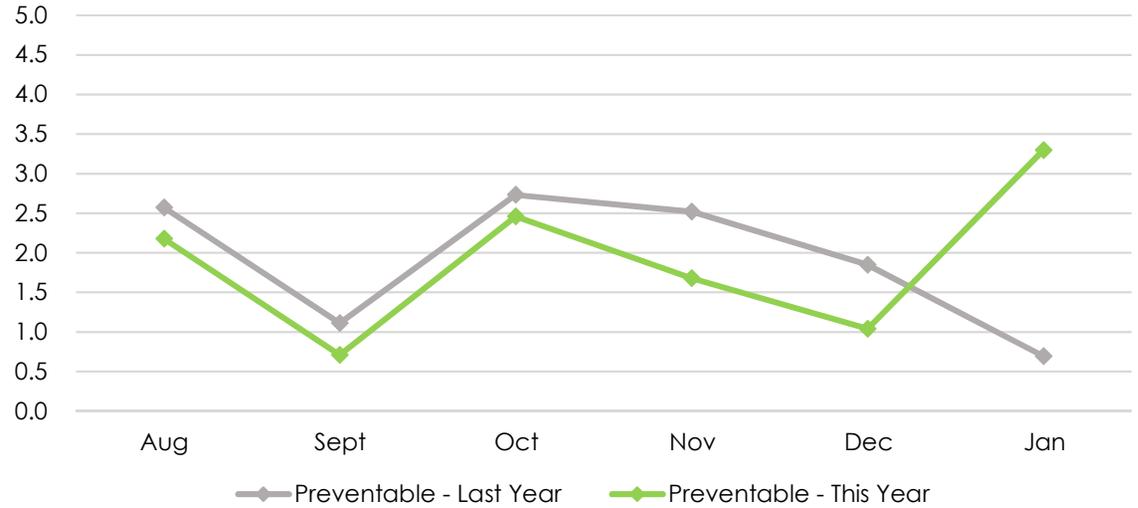


# Safety Performance – January 2019

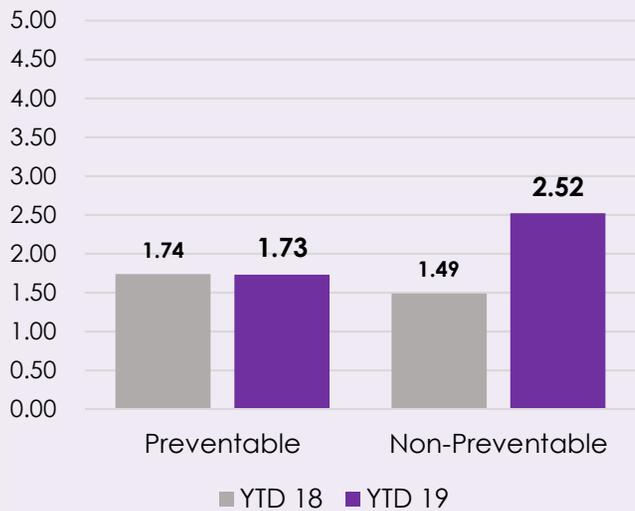
## Preventable Accident Report January 2019

	Accidents	Per 100,000 Miles
Aug 2018	9	2.09
Sept 2018	4	1.19
Oct 2018	12	3.04
Nov 2018	6	1.89
Dec 2018	5	1.43
<b>Jan 2019</b>	<b>10</b>	<b>2.71</b>
<b>YTD 2019</b>	<b>47</b>	<b>1.82</b>
YTD 2018	40	1.59
<b>YTD Change</b>	<b>+7</b>	<b>14.5%</b>

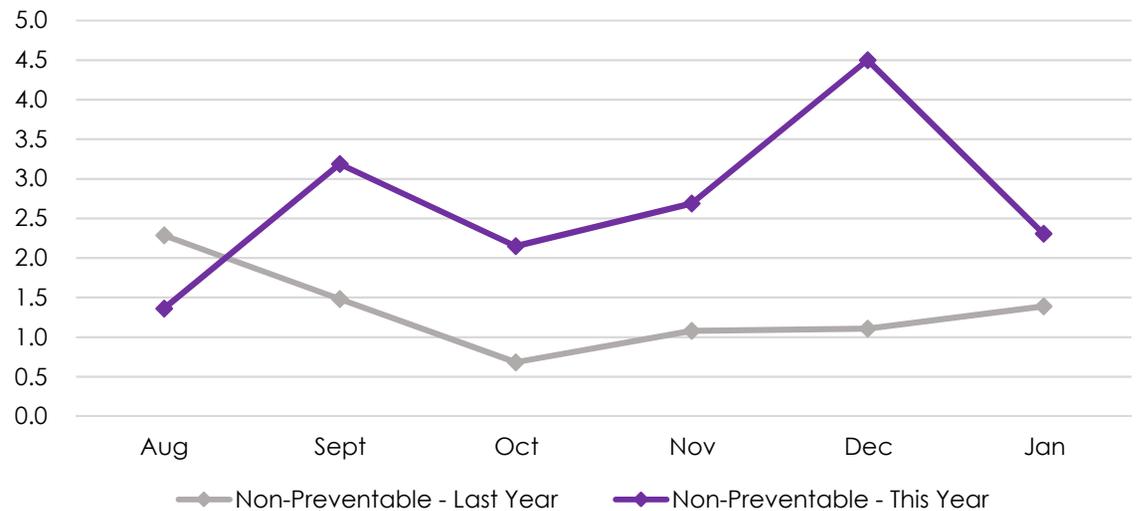
## Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



## Year To Date – Fixed Route Accidents Per 100,000 Miles



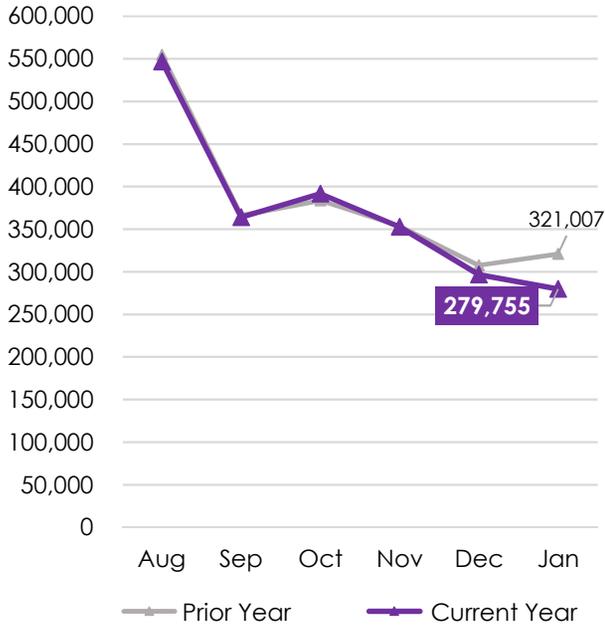
## Non-Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



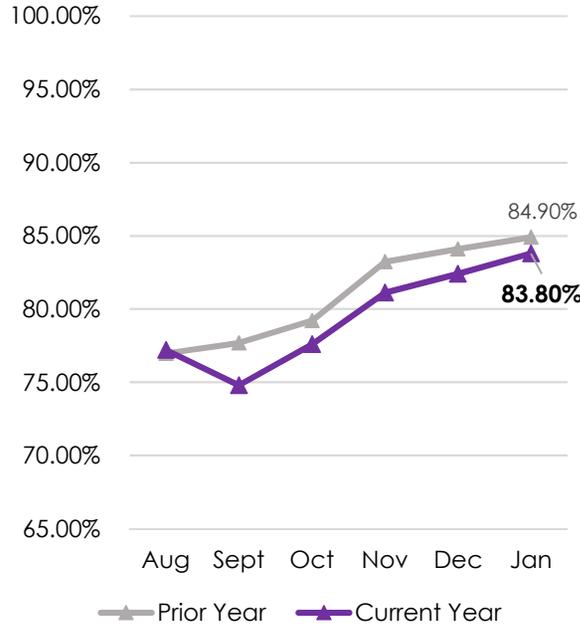


# Fixed Route Performance – January 2019

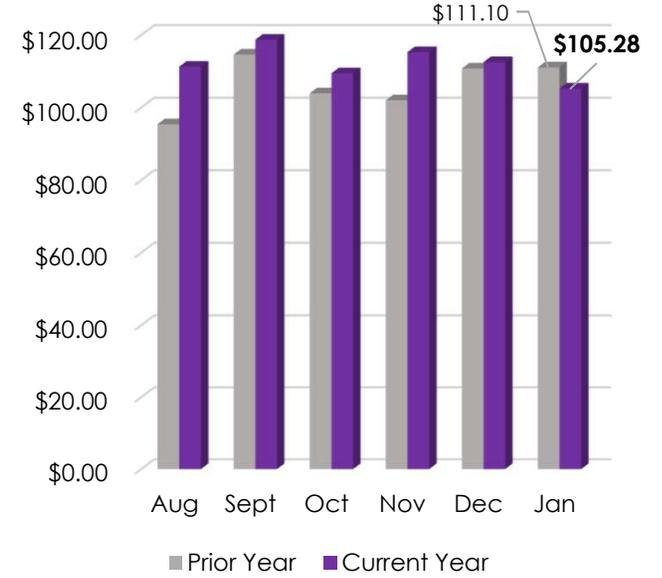
### Total Ridership



### On Time Performance



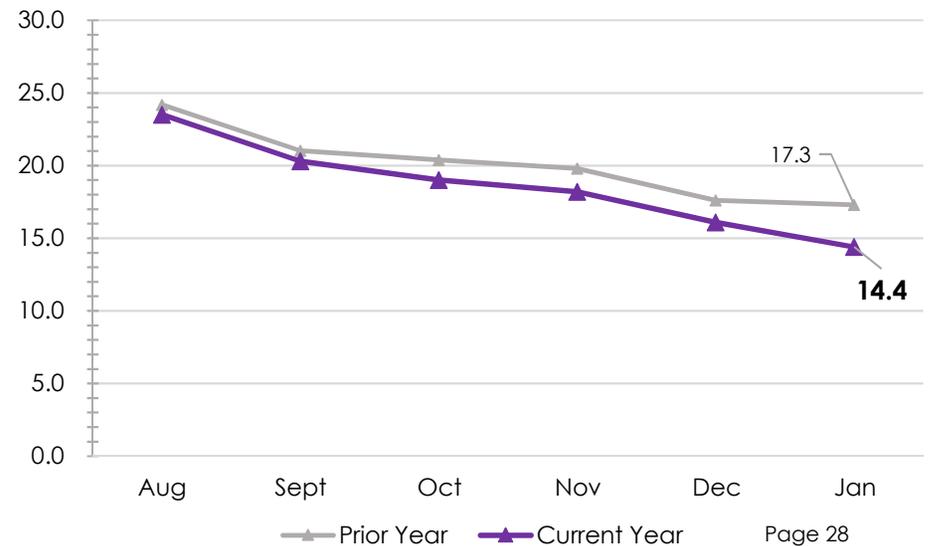
### Operating Cost Per Revenue Hour



### YTD Report – Fixed Route

Metrics	FY18	FY19	% Change
<b>Customer Service</b>			
On Time Performance	81.2%	80.2%	-1.21%
Complaints p/100K Cust.	15.71	17.52	11.51%
Roadcalls p/100K Miles	25.43	15.03	-40.87%
Passengers Per Revenue Hour	19.6	18.4	-6.33%
<b>Financial</b>			
Operating Cost/Rev. Hour	\$106.48	\$112.84	5.97%
<b>Ridership</b>			
Fixed Route Ridership	2,552,392	2,505,937	-1.82%

### Passengers Per Revenue Hour

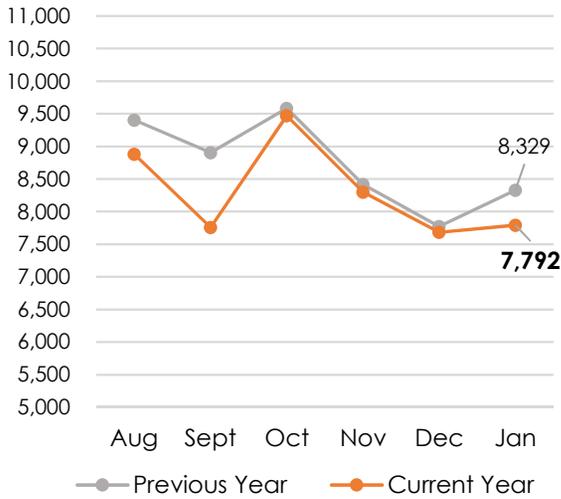




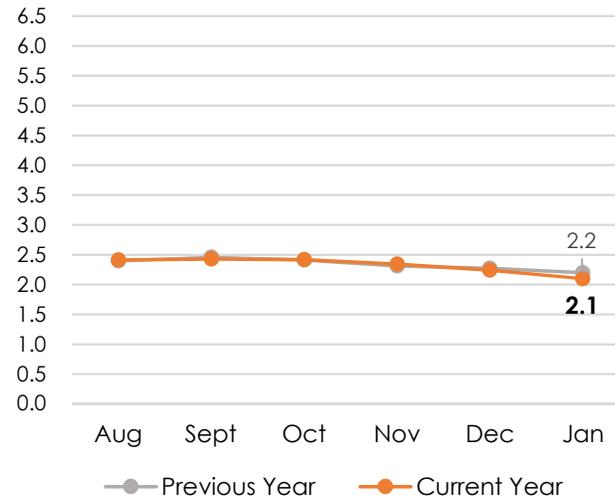
# Paratransit & Rideshare Performance – Jan 2019

## Paratransit

**Total Ridership**



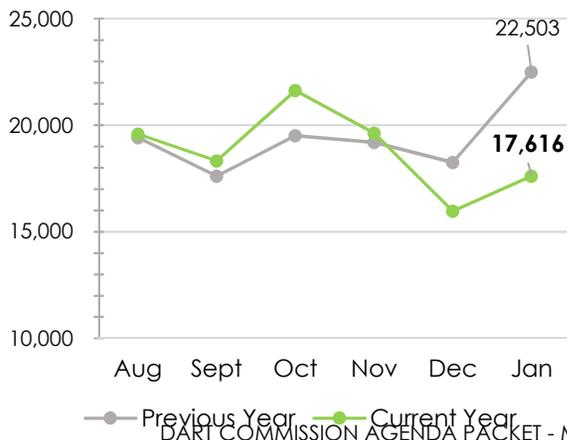
**Passengers Per Revenue Hour**



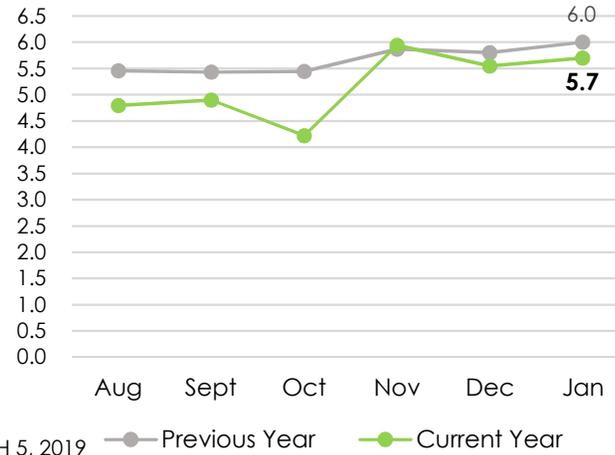
YTD Report	FY18	FY19	% Change
<b>Customer Service</b>			
On Time Performance	82.76%	83.14%	0.46%
Complaints p/100K Cust.	118.54	154.39	30.25%
Roadcalls p/100K Miles	8.25	5.72	-30.58%
Passengers Per Revenue Hour	2.4	2.3	-1.10%
<b>Financial</b>			
Operating Cost Per Run	\$394.43	\$377.78	-4.22%
<b>Ridership</b>			
Total Passengers	60,740	57,646	-5.09%

## Rideshare

**Total Ridership**



**Passengers Per Revenue Hour**



YTD Report	FY18	FY19	% Change
<b>Customer Service</b>			
Passengers Per Revenue Hour	5.6	5.0	-10.38%
<b>Financial</b>			
Operating Cost Per Passenger	\$5.76	\$6.40	11.10%
<b>Ridership</b>			
Total Passengers	132,608	129,575	-2.29%



# Detailed Ridership Report – January 2019

	18-Oct	18-Nov	18-Dec	19-Jan	18-Jan	Jan % Change FY19	FY19 Jan YTD	FY18 Jan YTD	YTD % Change FY19
<b>Fixed Route</b>	391,421	345,044	296,504	279,755	321,007	-12.85%	2,505,937	2,552,392	-1.82%
<b>1. Local</b>									
#1 - Fairgrounds	19,862	16,615	13,590	12,423	15,441	-19.55%	342,863	349,691	-1.95%
#3 - University	34,395	32,953	29,842	27,530	28,315	-2.77%	218,889	215,337	1.65%
#4 - E. 14th	16,753	15,744	13,476	13,159	15,122	-12.98%	108,372	107,533	0.78%
#5 - Franklin Ave/Johnston	11,297	9,897	8,367	8,351	9,937	-15.96%	66,447	63,055	5.38%
#6 - Indianola	32,822	28,889	24,680	22,494	26,405	-14.81%	183,465	189,856	-3.37%
#7 - SW 9th St	40,685	34,621	30,560	28,994	33,939	-14.57%	223,694	239,698	-6.68%
#8 - Fleur Dr	5,901	5,427	3,452	3,137	4,473	-29.87%	28,607	32,184	-11.11%
#10 - East University	3,633	3,286	2,652	2,647	2,867	-7.67%	20,456	20,390	0.32%
#11 - Ingersoll/Valley Junction	2,149	1,857	1,659	1,841	1,677	9.78%	13,615	12,501	8.91%
#13 - Evergreen	8,434	7,101	5,048	4,682	7,095	-34.01%	36,383	41,195	-11.68%
#14 - Beaver Ave	23,338	18,373	15,452	14,420	19,348	-25.47%	124,041	137,412	-9.73%
#15 - 6th Ave	30,466	28,252	23,811	20,499	23,037	-11.02%	170,179	168,628	0.92%
#16 - Douglas Ave	38,573	35,245	28,934	27,692	32,908	-15.85%	230,987	233,023	-0.87%
#17 - Hubbell Ave/Altoona	26,743	23,387	20,639	18,476	22,071	-16.29%	163,048	162,044	0.62%
#50 - Euclid	4,131	4,001	3,958	4,253	0	100.00%	20,870	0	100.00%
#52 - Valley West/Jordan Creek	14,359	12,755	12,925	10,793	11,769	-8.29%	90,301	95,904	-5.84%
#60 - Ingersoll/University	36,800	32,627	26,755	26,043	31,378	-17.00%	212,831	222,771	-4.46%
<b>2. Shuttle</b>									
Hy-Vee Shuttle	361	108	0	0	0	0.00%	1,560	0	100.00%
D-Line	15,477	13,231	13,052	11,699	12,970	-9.80%	98,457	99,777	-1.32%
Link Shuttle	573	325	326	388	730	-46.85%	2,882	4,657	-38.11%
<b>3. Express</b>									
#91 - Merle	0	0	0	0	0	0.00%	0	3,501	-100.00%
#92 - Hickman	2,599	2,321	2,002	2,527	2,502	1.00%	16,286	15,406	5.71%
#93 - NW 86th	2,960	2,625	2,328	2,718	3,059	-11.15%	19,719	18,958	4.01%
#94 - Westown	1,157	980	847	821	943	-12.94%	6,928	7,570	-8.48%
#95 - Vista	1,155	920	795	1,009	954	5.77%	7,156	7,286	-1.78%
#96 - E.P. True	2,481	1,914	1,608	2,035	1,902	6.99%	14,148	14,695	-3.72%
#98 - Ankeny	7,419	6,107	4,880	6,112	6,883	-11.20%	43,559	44,756	-2.67%
#99 - Altoona	1,608	1,167	974	1,256	1,419	-11.49%	9,209	10,302	-10.61%
<b>4. Flex</b>									
#72 - West Des Moines/Clive	4,076	3,374	2,938	2,767	2,776	-0.32%	23,601	26,506	-10.96%
#73 - Urbandale/Windsor Heights	234	180	174	211	228	-7.46%	1,212	1,444	-16.07%
#74 - NW Urbandale	754	561	600	586	552	6.16%	4,610	4,361	5.71%
<b>5. On Call</b>									
Deer Ridge	0	15	18	11	0	100.00%	74	0	100.00%
Ankeny	127	106	98	63	127	-50.39%	697	732	-4.78%
Johnston/Grimes	95	78	63	116	143	-18.88%	740	885	-16.38%
Regional	4	2	1	2	37	-94.59%	51	334	-84.73%
<b>Paratransit</b>	9,471	8,302	7,683	7,792	8,329	-6.45%	57,646	60,740	-5.09%
Cab	921	698	612	505	1,221	-58.64%	4,910	6,737	-27.12%
Bus/Van	8,550	7,604	7,071	7,287	7,108	2.52%	52,736	54,003	-2.35%
<b>Rideshare</b>	21,630	19,632	15,970	17,616	22,503	-21.72%	129,575	132,608	-2.29%
<b>Total Ridership</b>	<b>422,522</b>	<b>372,978</b>	<b>320,157</b>	<b>305,163</b>	<b>351,839</b>	<b>-13.27%</b>	<b>2,693,158</b>	<b>2,745,740</b>	<b>-1.92%</b>



## MONTHLY REPORT



<b>11A: Operations Team Report</b>
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**Staff Resources:** *Jamie Schug, CFO/Interim Chief Operating Officer*

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- **Snow days:** Central Iowa experienced near record snowfall in the month of February. The operations team has done an exceptional job keeping DART up and running during the heavy snow and extreme cold.
- **Human trafficking awareness training:** The Iowa Department of Transportation Motor Vehicle Enforcement Division was onsite to provide training at DART's monthly safety meeting regarding the recognition, prevention and intervention of human trafficking. Participants learned red flags to look for and what to do if you think someone is a victim of human trafficking.



# MONTHLY REPORT

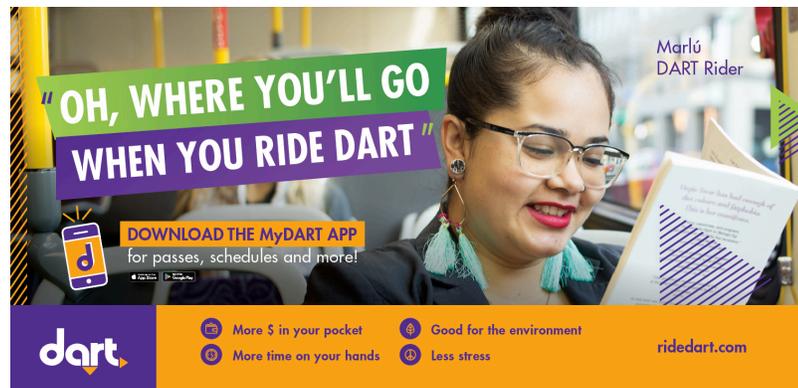


## 11B: External Affairs Team Report

Staff Resources: Amanda Wanke, Chief External Affairs Officer

### Marketing and Communications – Erin Hockman, Marketing and Communications Manager

- **Public affairs** – Staff will begin implementing a social media campaign featuring rider stories about the importance of DART and the impact of DART on access, economic vitality and quality of life.
- **Public outreach** – A communications plan was implemented to solicit input from riders and the public on changes DART is making to policies that are a part of its Title VI program.
- **Member community outreach** – DART sponsored the Pleasant Hill Chamber’s Lunch Club on Feb. 14 and had the opportunity to provide an overview of DART services, regional impact and future planning efforts. DART is sponsoring Chamber luncheons in Clive, Johnston and Urbandale in March.
- **Ridership marketing campaign** – Four DART riders will be featured in the updated ridership campaign promoting DART’s Park & Rides, DART’s Fixed Route services and DART’s Unlimited Access program. Ads will begin running in March.



**MONTHLY REPORT**  
**11B: External Affairs**



**Marketing Analytics Report**

Metric	Sep. 2018	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019	Jan. 2018	% Change Year Prior
MyDART App Accounts	7,586	8,064	8,503	8,859	9,317	1,560	82.39%
Website Unique Visitors	36,657	40,060	28,825	20,698	23,895	33,800	-63.30%
Facebook Likes	3,503	3,530	3,561	3,570	3,590	3,112	12.83%
Twitter Followers	2,148	2,159	2,155	2,150	2,177	2,005	6.74%
Email Subscribers	8,720	8,790	8,810	14,691	14,691	5,750	60.86%
Next DART Bus	201,171	154,082	133,539	115,312	165,613	3,682	96.81%
Real-time Map	38,242	33,182	31,807	28,580	38,748	n/a	n/a
Trip Plans	22,322	21,834	20,671	19,704	26,742	7,304	62.93%
SMS Text Messaging	186,221	218,835	204,657	194,978	215,505	78,014	59.99%
IVR	10,657	10,428	7,381	8,121	7,692	7,696	5.23%

**MyDART App Report**

Metric	Aug. 2018	Sept. 2018	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2018	TOTAL
Downloads	2,751	635	633	555	487	620	11,376
iOS	973	176	162	146	114	161	3,988
Android	1,778	459	471	409	373	459	7,388
Accounts Created	3,319	467	478	439	356	458	9,317
Orders Placed	5,943	2,032	2,171	2,458	2,404	2,517	31,100
Passes Purchased	12,227	2,543	2,757	2,975	2,964	3,199	43,892
Revenue	\$24,225	\$15,856	\$17,115	\$18,294	\$17,928	\$19,015	\$229,557

**DART in the News**

Date	Headline	Source	Reach	Sentiment	Topic
18-Feb-2019 07:57AM	Today	WHO-DM (NBC)	29,491	Positive	Partnership
18-Feb-2019 06:37AM	Today in Iowa at 6	WHO-DM (NBC)	19,265	Positive	Partnership
18-Feb-2019 06:07AM	Today in Iowa at 6	WHO-DM (NBC)	19,265	Positive	Partnership
18-Feb-2019 05:34AM	Today in Iowa at 5:30	WHO-DM (NBC)	11,626	Positive	Partnership
18-Feb-2019 05:05AM	Today in Iowa at 5	WHO-DM (NBC)	9,505	Positive	Partnership
31-Jan-2019 06:40AM	Good Morning Iowa	WOI-DM (ABC)	2,670	Positive	Safety
31-Jan-2019 05:37AM	Good Morning Iowa	WOI-DM (ABC)	1,985	Positive	Safety
30-Jan-2019 12:32PM	Channel 13 News at Noon	WHO-DM (NBC)	18,125	Positive	Safety
30-Jan-2019 12:05PM	Channel 13 News at Noon	WHO-DM (NBC)	16,475	Positive	Safety
30-Jan-2019 06:36AM	Today in Iowa at 6	WHO-DM (NBC)	15,155	Positive	Safety
30-Jan-2019 06:06AM	Today in Iowa at 6	WHO-DM	15,155	Positive	Safety

**MONTHLY REPORT**  
**11B: External Affairs**



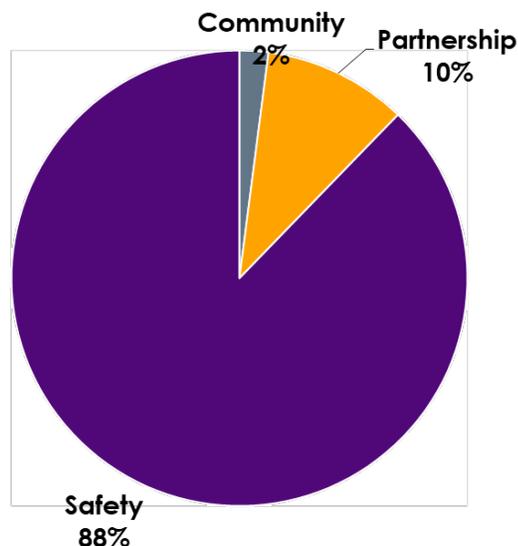
Date/Time	Program	Station	Viewers	Rating	Category
		(NBC)			
30-Jan-2019 05:32AM	Today in Iowa at 5:30	WHO-DM (NBC)	9,344	Positive	Safety
30-Jan-2019 05:00AM	Today in Iowa at 5	WHO-DM (NBC)	9,282	Positive	Safety
29-Jan-2019 10:15PM	KCCI 8 News at Ten	KCCI-DM (CBS)	61,666	Negative	Safety
29-Jan-2019 06:06PM	Channel 13 News at 6	WHO-DM (NBC)	51,906	Negative	Safety
29-Jan-2019 06:00PM	Channel 13 News at 6	WHO-DM (NBC)	51,906	Positive	Safety
29-Jan-2019 06:00PM	KCCI 8 News at Six	KCCI-DM (CBS)	62,452	Positive	
29-Jan-2019 05:02PM	Channel 13 Live at 5	WHO-DM (NBC)	38,999	Negative	Safety
29-Jan-2019 04:05PM	Channel 13 News at Four	WHO-DM (NBC)	20,168	Negative	Safety
29-Jan-2019 12:35PM	Channel 13 News at Noon	WHO-DM (NBC)	19,769	Positive	Safety
29-Jan-2019 12:30PM	Channel 13 News at Noon	WHO-DM (NBC)	19,769	Negative	Safety
29-Jan-2019 12:05PM	Channel 13 News at Noon	WHO-DM (NBC)	17,085	Negative	Safety
29-Jan-2019 12:00PM	Channel 13 News at Noon	WHO-DM (NBC)	17,085	Negative	Safety
28-Jan-2019 04:05PM	Channel 13 News at Four	WHO-DM (NBC)	20,622	Positive	Safety
28-Jan-2019 12:33PM	Channel 13 News at Noon	WHO-DM (NBC)	24,407	Positive	Safety
28-Jan-2019 12:00PM	Channel 13 News at Noon	WHO-DM (NBC)	18,527	Positive	Safety
28-Jan-2019 06:36AM	Today in Iowa at 6	WHO-DM (NBC)	19,265	Positive	Safety
28-Jan-2019 05:31AM	Today in Iowa at 5:30	WHO-DM (NBC)	11,626	Positive	Safety
28-Jan-2019 05:00AM	Today in Iowa at 5	WHO-DM (NBC)	9,505	Positive	Safety
26-Jan-2019 09:02AM	Today in Iowa Sunday	WHO-DM (NBC)	11,278	Positive	Safety
26-Jan-2019 08:00AM	Today in Iowa Sunday	WHO-DM (NBC)	11,278	Positive	Safety
25-Jan-2019 05:00PM	Channel 13 Live at 5	WHO-DM (NBC)	25,763	Positive	Safety
25-Jan-2019 04:05PM	Channel 13 News at Four	WHO-DM (NBC)	15,973	Positive	Safety
25-Jan-2019 12:30PM	Channel 13 News at Noon	WHO-DM (NBC)	16,287	Positive	Safety
25-Jan-2019 12:00PM	Channel 13 News at Noon	WHO-DM (NBC)	12,299	Positive	Safety
25-Jan-2019 07:27AM	Today	WHO-DM (NBC)	26,135	Positive	Safety
25-Jan-2019 06:31AM	Today in Iowa at 6	WHO-DM (NBC)	18,604	Positive	Safety
25-Jan-2019 06:06AM	Today in Iowa at 6	WHO-DM (NBC)	18,604	Positive	Safety
24-Jan-2019 10:05PM	Channel 13 News at 10	WHO-DM (NBC)	33,053	Positive	Safety

**MONTHLY REPORT**  
**11B: External Affairs**



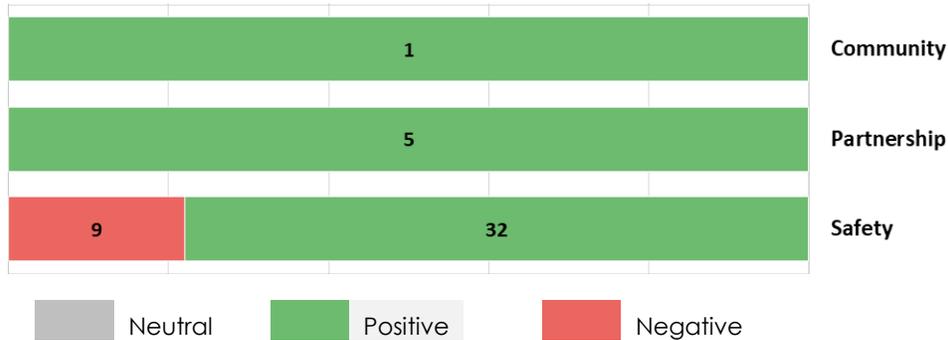
06-Feb-2019 07:43PM	Three area nonprofits receive vans from DART	Iowa Patch.com	852	Positive	Community
30-Jan-2019 06:58PM	Extremely Cold Temperatures Make Fighting Fires Even More Challenging	WHOTV.com	156,397	Positive	Safety
30-Jan-2019 06:16AM	Crews Battle House Fire and Treacherous Temperatures	WHOTV.com	156,397	Positive	Safety
30-Jan-2019 04:22AM	RAW VIDEO: Fire crews rotate in and out of cold to fight blaze	WeAreIowa	30,481	Positive	Safety
29-Jan-2019 04:21PM	Iowa weather: What is wind chill and how is it calculated?	The Des Moines Register	635,260	Positive	Safety
29-Jan-2019 11:39AM	Iowa weather: DART giving free rides to warming centers, shelters amid historic cold	The Des Moines Register	635,260	Positive	Safety
29-Jan-2019 08:41AM	Police: Man Hijacked DART Bus, Forced Driver to Take Him to Police Station	WHOTV.com	156,397	Negative	Safety
29-Jan-2019 07:47AM	Des Moines man accused of hijacking DART bus, threatening to kill police officers	The Des Moines Register	635,260	Negative	Safety
28-Jan-2019 01:51PM	Stay Safe in Dangerous Wind Chill Temperatures	WHOTV.com	156,397	Positive	Safety
25-Jan-2019 08:19AM	How to Stay Warm in Extreme Cold Weather	WHOTV.com	156,397	Positive	Safety
24-Jan-2019 01:21PM	Use this tool to make sure your child doesn't stand out in the cold	WeAreIowa	30,481	Positive	Safety
<b>Total Reach</b>			<b>3,580,953</b>		

**DART NEWS BY TOPIC**





**DART NEWS SENTIMENT**



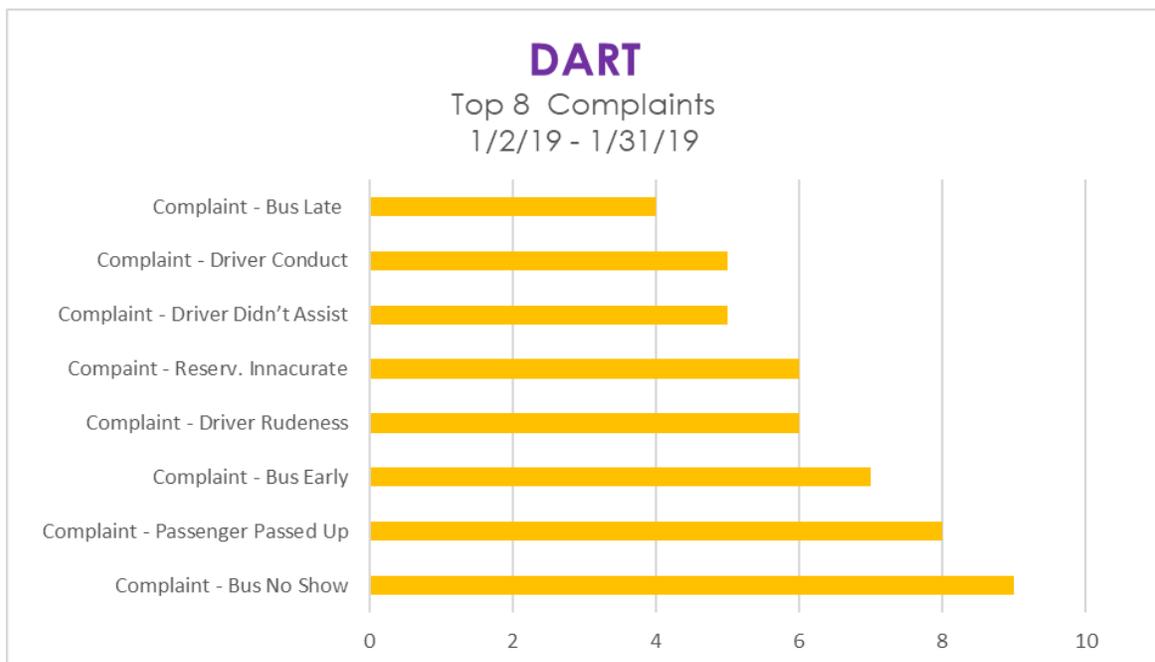
**Customer Experience – Stephen Wright, Customer Experience Manager**

**Total Calls for January 2019**

- Schedule Information – 5,302
- Paratransit – 4038
- Spanish Line – 34
- Receptionist – 336
- RideShare – 141

**Website Communication and Messages for January 2019**

- Contact/Feedback Form = 57
- Voicemails = 98
- Required response = 9 (10%)





**Planning – Luis Montoya, Planning and Development Manager**

- **2019 Transit Service Planning:** Staff is in the process of conducting analysis and public outreach to study service changes to provide better and more efficient service to the western suburbs and Ankeny. Public outreach events have been held in Ankeny, Clive, Grimes, Urbandale and West Des Moines. More information can be found at [www.ridedart.com/2019](http://www.ridedart.com/2019).
- **Title VI Program Update:** Staff are developing a three-year update to DART's Title VI Program as required by the FTA. Draft policy recommendations were shared at two public meetings at DART Central Station, as well on our website and via emails to customers and partners. Discussion and approval items will be brought to the DART Commission in February, March, April and May.
- **Greater Des Moines Mobility Plan:** A draft scope of work was shared and discussed with the Executive and Planning Committees. Staff have begun to draft a request for proposals to procure a consultant to assist with the development of this plan. The RFP would be advertised in March, following FY20 budget approval, so that the project can begin promptly in the new fiscal year.

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

- **Art Shelters:** DART is seeking a Contractor to conduct a feasibility study that will identify potential fundraising opportunities and gauge interest from the business and philanthropic community in supporting art shelters and other DART programs.
- **Business Partnerships:** DART staff was invited to present to the February 22, 2019 meeting of the Iowa Business Council Deputies to discuss the role of transit in workforce development. The Iowa Business Council is a nonpartisan, nonprofit organization whose 23 members are the chief decision makers of the state's largest employers.
- **HIRTA RFP:** A draft agreement between DART and Heart of Iowa Regional Transit Agency (HIRTA) to provide commuter vanpooling services is under review by HIRTA and their board. The agreement will be acted upon by the DART Commission at an upcoming 2019 meeting.
- **Mobility Coordination:** An internal review of DART's reduced fare programs is currently underway and will identify opportunities for streamlining processes to reduce barriers to transit for populations in need of access.

**Mobility Coordination Outreach - January 2019:**

Re-Entry	128
Human Services	80
Public Trainings	5
Refugee	5
General Outreach	13
<b>Total Participants</b>	<b>220</b>
<b>Total Organizations reached</b>	<b>12</b>



# MONTHLY REPORT



<b>11C:</b>	<b>Procurement</b>
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**Staff Resource:** *Mike Tiedens, Procurement Manager*

**Upcoming Procurements:**

**Funding Feasibility Study (Art Shelters)** – DART is seeking a Contractor to conduct a feasibility study that will identify potential fundraising opportunities and gauge interest from the business and philanthropic community in supporting art shelters and other DART programs.

- Request for Proposal to be published in February 2019

**Uniform Services** – DART is seeking a Contractor to perform Uniform Services for its staff. Services will include providing uniforms, patches, embroidery, and all associated accessories and customer services regarding uniforms.

- Request for Proposal to be published in late March/Early April 2019

**Contracts and Task Orders Approved Recently:**

**Portable Lifts (Maintenance)** – DART is seeking to acquire two (2) sets of portable lifts to be utilized in the Maintenance Department. The 2 sets are a quantity of 4 and 6 to have the flexibility to lift a medium duty, heavy duty and an articulated bus. The lifts will replace existing ones that have met their useful life. Funding for the lifts is included as part of the capital asset budget.

- The lowest bidder was Midwest Lift Works for Stertil-Koni brand lifts. The winning bid amounts are as follows:
  - 4 lifts = \$37,889.00
  - 6 lifts = \$56,834.00

**Rooftop Heating Unit (1100 DART Way)** – DART is seeking to acquire a replacement rooftop heating unit at 1100 DART Way. The unit will replace one that was original to the building and has expired. Funding for the unit will come from the operating budget. Work includes removing the old unit and installing the replacement.

- The lowest bidder was A.J. Allen and the winning bid was \$7,884.00

**Snow Bucket for Bobcat Skid Loader** – DART is seeking to acquire a replacement 100" snow bucket attachment for its Bobcat skid loader. The bucket will replace one that splitting and due for replacement. Funding for the bucket will come from the operating budget.

- DART utilized the State of Iowa, Department of Administrative Services Contract to purchase the bucket from Capital City Equipment and the contract list price amount was \$1,406.00

**Future Procurements:**

- Bus Wash
- Shop Drains
- IT Consulting Services
- Uniforms
- Printing Services
- On Call Planning Consulting Services
- Compensation Study
- Greater Des Moines Mobility Plan
- Electrical Infrastructure for Electric Buses



# MONTHLY REPORT



**11D: Chief Executive Officer**

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

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- **DART Executive Committee** - The DART Executive Committee met on Friday, February 15, 2019. The discussion items presented during the meeting included:
  - FY2020 Budget Development
  - 2019 Service Change
  - Service Standards
  - Legislative Update

The next DART Executive Committee meeting is scheduled for Friday, March 22, 2019 at 7:30 a.m.

- **DART/Medicaid Meeting** - I met with officials from Medicaid on February 21, 2019 to further discuss further the impacts facing DART as a result of privatizing Medicaid and the tiered rate system for services.
- **Legislative Meetings Update** – To continue our educational efforts with State Legislatures regarding DART's 2019 State Legislative Priorities, we have met the following Senators and Representatives since our last Commission Meeting on February 5, 2019.
  - Representatives Olson
  - Representative Fry
  - Senator Costello
  - Representative Landon
- **DART/Des Moines Courthouse Meeting** – DART staff met with Polk County, DMPD and Des Moines School representatives to discuss the collaboration between the organizations with the opening of the new criminal courts building across the street from DART Central Station.
- **Triennial Review Update** - The Triennial 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.

The onsite review took place April 17-18, 2018. The Triennial Review focused on DART's compliance in twenty (20) areas. No deficiencies were found in fourteen (14) areas and one (1) area was deemed not applicable. Deficiencies were found in five (5) areas. All requested information has been provided to FTA by DART. Two findings remain open at this time pending FTA review, inadequate oversight of sub recipients and late vehicle/vessel preventive maintenance.

- **Veteran's Ride DART Free** – I was grateful to receive a thank you letter from one of our local veterans thanking us for the free service DART is currently providing to all veterans. This would not be possible without the continued partnership with Polk County Veterans Affairs and after the successful pilot program in May 2018. A copy of the letter received is in your packet.

- **Windsor Heights Celebration** – On February 13, 2019 DART partnered with the Windsor Heights Chamber of Commerce to have a celebration event to recognize and thank everyone involved in the public-private partnership that led to the improvements at the Windsor Heights bus stop. These changes will greatly benefit the safety of our riders and have improved the aesthetics of the popular shopping destination. I would like to thank Commissioners Tom Gayman and Zac Bales-Henry for their participation and support of the event.



- **“Forty Under 40”** – I am very honored to share that DART's Chief Human Resources Officer, Katie Stull, has been named as one of the Des Moines Business Record “Forty Under 40” honorees! For the past 20 years, the publication has selected 40 local professionals annually for this prestigious list. Katie's nomination comes in part due to all of the wonderful work she does here at DART. Her recognition also takes into consideration her community involvement, including her service as a leader for the Central Iowa Chapter of the Society for Human Resource Management (SHRM), her work mentoring students at Drake University, other community organizations, including Make-A-Wish Iowa. While we know how talented Katie is from working with her daily, it is gratifying to see one of our own receiving community-wide recognition.

To The Dart Team,

I am a veteran that had open heart surgery in May of 2017. I haven't been able to work and I don't receive any disability payments.

When Dart started the veterans' ride free, it was a blessing to me and my fellow vets.

I wanted the Dart employees and board members to know how much myself and vet friends appreciate the free rides.

It was and is a very Big Deal to us. Thank you so much.

Yours Truly  
George Ballantine  
Army Vet.



# FUTURE DART COMMISSION ITEMS



## FUTURE AGENDA ITEMS:

April 2, 2019 - 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• DART Service Standards</li> <li>• Public Participation Plan</li> <li>• June Service Change</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Riders Advisory Committee Update</li> <li>• August Service Changes</li> </ul>
May 7, 2019 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• Title VI Program</li> <li>• Greater Des Moines Mobility Plan Contract</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly Safety Report</li> <li>• Fleet Analysis</li> <li>• Electrical Infrastructure Upgrade</li> <li>• August Service Changes</li> </ul>
June 4, 2019 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> <li>• Electrical Infrastructure Upgrade</li> <li>• Fleet Analysis</li> <li>• August Service Change</li> </ul>	<ul style="list-style-type: none"> <li>• Mobility Coordinator Update</li> <li>• Transit Riders Advisory Committee Update</li> </ul>

## Other Future Agenda Items:

- IT Consulting Contract
- Planning Consulting Services Contract
- Uniform Services

## Upcoming DART Meetings:

- DART Planning Committee – the next meeting is scheduled for March 12, 2019 at 12:00 p.m.
  - Location - DART Central Station
- DART Transit Riders Advisory Committee – the next meeting is scheduled for March 13, 2019 at 12:00 p.m.
  - Location - DART Central Station
- DART Executive Committee – the next meeting is scheduled for March 22, 2019 at 7:30 a.m.
  - Location - DART Central Station