



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

[WebEx Meeting ONLY](#)

Dial In - 1-408-418-9388/Access Code - 126 027 5781

JUNE 2, 2020 – 12:00 PM

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| 1. CALL TO ORDER | |
| 2. ROLL CALL AND ESTABLISHMENT OF QUORUM | |
| 3. NOTICE OF MEETING | |
| 4. APPROVAL OF JUNE 2, 2020 AGENDA | |
| 5. PUBLIC COMMENT (Limit 3 minutes) | 2 |
| 6. TRANSIT RIDERS ADVISORY COMMITTEE UPDATE | |
| 7. CONSENT ITEMS | |
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| 12. COMMISSIONER ITEMS | |
| 13. NEXT MEETING: Regular DART Meeting - Tuesday, July 7, 2020 – 12:00 P.M. | |
| 14. 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.



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| 6: Transit Riders Advisory Committee Update |
|--|

Resource: *Hayley Anderson, TRAC Chair*

A meeting of the Transit Riders Advisory Committee was held on Wednesday, May 13 via WebEx. We did not meet quorum due to members arriving late.

- Chief Executive Officer, Elizabeth Presutti, provided an update on DART's response to COVID-19 to date.
- Chief Planning Officer, Luis Montoya shared the key service planning levels to date in response to COVID-19 and provided a timeline of recent service reductions with additional information to how we are keeping our employees and community safe.
- Chief Operating Officer, Amanda Wanke shared our actions to date in response to COVID-19 in the Operations areas. This included actions we have taken and what we will be planning to do in the upcoming weeks. The Rideshare program and new or extended DART partnerships were shared with the Committee.
- Chief Human Resources Officer, Erica Foreman shared our current employee efforts as it relates to COVID-19 and how we are consistently trying to keep our employees safe.
- Chief External Affairs Officer, Erin Hockman updated the Committee on recent communication efforts and shared recent positive social media posts we have received from some of our riders.
- Finance Manager, Amber Dakan shared COVID-19 financial impacts to DART and educated the Committee on the CARES Act Funding in which DART was apportioned some of those dollars.

The next TRAC meeting is currently scheduled for Wednesday, July 8.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED BY WEBEX
620 CHERRY STREET – DES MOINES, IOWA 50309
MAY 5, 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, Michael McCoy, John Edwards, Josh Mandelbaum, Jill Altringer, Paula Dierenfeld, Ross Grooters, Angela Connolly, Bridget Montgomery, Russ Trimble and Joseph Jones

CALL TO ORDER

Chair, Russ Trimble, called the meeting to order at 12:09 pm 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 Josh Mandelbaum to approve the May 5, 2020 agenda. The motion carried unanimously.

PUBLIC COMMENT

None

CONSENT ITEMS

6A – Commission Meeting Minutes – April 7, 2020

6B – March 2020 Financials

6C – Quarterly Investment Report

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

ACTION ITEMS

7A – CARES Act Funding

Amber Dakan, Finance Manager, provided the background on the Coronavirus Aid, Relief, and Economic Security (CARES) Act which was signed into law on March 27, 2020. Public Transportation was allocated \$25 billion in funding through the act with \$22.7 billion being apportioned to urbanized areas; DART, who is categorized as an urban agency, was specifically awarded \$19,259,409 in federal funding. Due to the need to expeditiously obligate the CARES Act funding, as well as the uncertainty surrounding the length of the pandemic and the impact to DART's financials for both FY2020 and FY2021, staff recommends that the entire apportionment be programmed to operating at this time.

It was moved by Ross Grooters and seconded by Doug Elrod to approve program the CARE's Act grant funding for operating expenses as presented. The motion was carried unanimously.

DISCUSSION ITEMS

8A – DART COVID-19 Response Update

As part of DART's response to the COVID-19 pandemic, DART staff provided an update on the most recent measures DART has put in place since the last Commission meeting and upcoming Covid-19 efforts and planning.

8B – Flex Connect 6-Month Evaluation

Luis Montoya, Planning and Development Manager, provided an update on the Flex Connect pilot project and the results of a preliminary evaluation. In addition, Luis provided a status on the Transit Optimization project and upcoming workshop.

8C – DART Banking Overview

Amber Dakan, Finance Manager provided an overview of current banking practices as well as recommended changes for the different types of banking controls and the corresponding staff roles assigned to each. Staff will seek commission approval on the banking controls at the June Commission meeting.

8D – Quarterly Financial Report

Chair, Russ Trimble, referred the Commission to the packet to review the quarterly financial report.

8E – Quarterly Safety Report

Chair, Russ Trimble, referred the Commission to the packet to review the quarterly safety report.

8F – Performance Report – March 2020

Chair, Russ Trimble, referred the Commission to the packet to review the March performance report.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – MAY 5, 2020**



MONTHLY REPORTS

10A – Operations

None

10B – External Affairs

None

10C – Procurement

None

10D – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer shared that we will be cancelling the May 15 Transit Optimization Workshop as mentioned by Luis and we will be in touch about the TOS project in the upcoming weeks.

Amanda Wanke was congratulated for her promotion to Chief Operating Officer and Deputy CEO. Elizabeth shared that her leadership and response with the COVID-19 pandemic and been outstanding, making this promotion well deserved. In addition, other changes will be announced in the upcoming days regarding the External Affairs team.

FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

Russ Trimble, Chair adjourned the meeting at 1:24pm.

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, June 2, 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 remains closed on June 2 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 June 2 Commission meeting will again be hosted via WebEx. Participation directions for such WebEx meeting will be forthcoming).



CONSENT ITEM



| | |
|----------------|--|
| 7B: | FY 2021 Iowa Communities Assurance Pool (ICAP) Renewal |
| Action: | Approve the renewal contract in the amount of \$799,188 with Iowa Communities Assurance Pool (ICAP) for Fiscal Year 2021. |

Staff Resource: *Amber Dakan, Finance Manager*

Background:

- DART entered into the ICAP risk pool on July 1, 2015. This will be DART's sixth year of coverage.
- DART's policy includes: Liability (General, Automobile, Law Enforcement and Excess), Public Officials Wrongful Acts, Vehicle, Property, Equipment Breakdown, Crime, and Limited Cyber coverage.
- This year's renewal has no change in coverage, deductibles, or policy limits.
- The deductible remains at \$50,000 for our Fixed Route and Paratransit buses and \$10,000 for our Rideshare fleet.

Costs:

- Based on total pool performance in property and casualty coverage, DART has the opportunity to earn a rebate to apply to the renewal payment. Unfortunately, there is no rebate earned for any ICAP member in the current year.
- DART's membership in the risk pool vests after five years, making us eligible for additional rebates beginning in FY2021.
- Total cost of DART's renewal is \$799,188 for FY 2021. This is a decrease from the prior year by \$23,109, or 2.81%.
- ICAP's FY21 renewal amount is within budget.

Recommendation:

- Approve the FY2021 ICAP contract renewal of \$799,188.



CONSENT ITEM



| | |
|----------------|---|
| 7C: | DART Annual Health Insurance Renewal |
| Action: | Approve a one-year renewal of DART's Health Insurance Coverage through Wellmark BCBS, not to exceed \$2.1 million. |

Staff Resource: *Danie Gohr, Human Resources Manager*

Background:

- DART has had a fully insured Medical Plan through Wellmark since July 1, 2017.
- Wellmark held rates flat for the FY21 plan year. Administrative staff has a cost share plan increase strategy which caused an increase of 1% - 4% for employee share of the premium.
- DART's total expenditure for all medical plans is projected to remain flat at a total spend of \$2,106,327.
- A breakdown of coverages, plan rates and estimated headcount per plan is attached. A contingency is included should employees add or change coverages through the year based on the estimated headcount.

Action:

- Approval of a one-year renewal of DART's Health Insurance Coverage through June 30, 2021 not to exceed \$2.1 million.



DART Health Insurance Renewal - July 1, 2020

| | Wellmark Renewal | | | | | | | | |
|---------------------|-------------------------------------|------------|------------|----------------------------|------------|-------------|-----------------------------|------------|-------------|
| | \$1,000 Deductible Plan | | | \$3,000 HDHP Plan | | | \$5,000 HDHP Plan | | |
| | Head Count | Rate | Annualized | Head Count | Rate | Annualized | Head Count | Rate | Annualized |
| Single | 26 | \$601.31 | \$194,824 | 72 | \$503.82 | \$453,438 | 18 | \$409.61 | \$58,984 |
| EE/Spouse | 4 | \$1,231.48 | \$44,333 | 34 | \$1,031.82 | \$433,364 | 1 | \$838.88 | \$10,067 |
| EE/Child | 2 | \$1,138.28 | \$40,978 | 21 | \$953.73 | \$412,011 | 1 | \$775.39 | \$9,305 |
| Family | 3 | \$1,845.42 | \$44,290 | 31 | \$1,546.22 | \$389,647 | 0 | \$1,257.09 | \$15,085 |
| | | | \$324,426 | | | \$1,688,461 | | | \$93,440 |
| Combined Total | | | | | | | 217 | | \$2,106,327 |
| Plan Design | \$1,000 Deductible Plan | | | \$3,000 HDHP Plan | | | \$5,000 HDHP Plan | | |
| | In Network | | | In Network | | | In Network | | |
| Deductible | \$1,000 / \$2,000 | | | \$3,000/\$6,000 | | | \$5,000/\$10,000 (Embedded) | | |
| Coinsurance | 80%/20% | | | 100%/0% | | | 100%/0% | | |
| Out of Pocket Max. | \$3,000 / \$6,000 | | | \$3,000 / \$6,000 | | | \$5,000/\$10,000 | | |
| Office Visit | \$25 copay | | | Deductible and Coinsurance | | | Deductible and Coinsurance | | |
| Preventive Benefits | Paid at 100% | | | Paid at 100% | | | Paid at 100% | | |
| Urgent Care | \$50 Copay | | | Deductible and Coinsurance | | | Deductible and Coinsurance | | |
| Emergency Services | \$150 Copay followed by coinsurance | | | Deductible and Coinsurance | | | Deductible and Coinsurance | | |
| Inpatient | Deductible and Coinsurance | | | Deductible and Coinsurance | | | Deductible and Coinsurance | | |
| Outpatient | Deductible and Coinsurance | | | Deductible and Coinsurance | | | Deductible and Coinsurance | | |
| Rx | \$10/\$20/\$40 | | | Deductible and Coinsurance | | | Deductible and Coinsurance | | |



CONSENT ITEM



| | |
|----------------|--|
| 7D: | DART Authorizing Resolution Update |
| Action: | Approve the recommended updates to the Authorizing Resolution with Bankers Trust. |

Staff Resource: *Amber Dakan, Finance Manager*

Background:

- DART has been using Bankers Trust as our primary banking partner since 2000.
- Staff began reviewing our specific banking agreements in early 2020 in relation to emergency preparedness goals and a need to update our ACH agreements.
- Additionally, the need to update the Authorizing Resolution was identified.
- The Authorizing Resolution is the primary agreement between DART and Bankers Trust which lays out the ten types of controls and the corresponding roles assigned to each.
- In preparation for this update, staff presented a detailed overview of DART's banking products and controls at the May 5, 2020 Commission Meeting.

Proposed Changes to Authorizing Resolution with Bankers Trust:

- Remove Jamie Schug from the Chief Financial Officer role due to her departure from the agency.
- Update CEO permissions type to "Exercise all the powers listed in this resolution". This update adds only the ability to open and close certificates of deposits to the existing permission levels.
- Add the additional role of Deputy CEO to the agreement in order to provide limited but overlapping permissions in the event of an emergency where the CEO is unavailable.



Authorizing Resolution Controls

| Permission Type | CEO | Deputy CEO | CFO | Treasurer |
|---|-----|------------|-----|-----------|
| Exercise all of the powers listed in this resolution | X | | | |
| Open and close any deposit accounts | | | X | |
| Open and close any certificates of deposit | | | X | |
| Appoint authorized signers to deposit and time deposit accounts | | | X | X |
| Appoint authorized callers to deposit, time deposit, and loan accounts | | | | |
| Endorse checks or otherwise withdraw or transfer funds from this Bank. | | X | X | X |
| Enter into Safe Deposit Box agreement | | | | |
| Enter into a credit card agreement with this Bank | | | | |
| Request changes to account details (i.e., change product type, mailing address, or other contact information) | | X | | |
| Enter into Bank service agreements | | X | | |

Recommendation:

- Approve the recommended updates to the Authorizing Resolution with Bankers Trust.

 **CONSENT ITEM**



| | |
|----------------|---|
| 7E: | April FY2020 Consolidated Financial Report |
| Action: | Approve the April 2020 Consolidated Financial Report |

Staff Resource: *Amber Dakan, Finance Manager*

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue year to date is 18.26% below of budget projections year to date. DART suspended fare collection effective March 17th in response to the COVID-19 pandemic.
- Fixed Route Non-Operating revenue is 1% under budget. Interest Income and State Operating Assistance are trending above budget year to date. Timing related to FTA Lease Funds and CMAQ Funding is attributed to the under budget level.
- Paratransit Operating revenue is under budget by 37%. DART also suspended the collection of cash fares for Paratransit beginning March 17th.
- Paratransit Non-Operating revenue is 1.34% under budget resulting from grant timing as well as fewer eligible expenses tied to 5310 Funds.
- Rideshare revenues are 31.02% below budget. Their prior underbudget levels are compounded by significantly less commuters during this time.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 4.21% under budget. Services, Fuel & Lubricants, and Insurance expense continue to be the three categories seeing the most savings.
- Paratransit Budget Summary – Operating expenses are 13.30% under budget. Salaries, Wages, & Fringes, Fuel & Lubricants, and Insurance Expense are seeing the most savings year to date.
- Rideshare Budget Summary – Rideshare has a budget savings of 23.58% year to date. Every category is seeing savings with the exception of Local Match.

Recommendation:

- Approve April 2020 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of April FY2020 Year to Date as Compared to Budget:**

| | | |
|-------------|--------------------|--|
| Fixed Route | \$ 16,687 | Reserve for Accidents (See Balance Sheet): |
| Paratransit | \$ (61,911) | \$186,029.85 |
| Rideshare | <u>\$ (55,600)</u> | |
| Total | \$ (100,824) | |

FY2020 Financials:

April 2020

| FIXED ROUTE | April 2020 | | | Year-To-Date-(10) Months Ending 04/30/2020 | | |
|-----------------------|------------|-----------|-----------|--|------------|-------------|
| | Actual | Budgeted | Variance | Actual | Budgeted | Variance |
| Operating Revenue | 60,601 | 471,419 | (410,818) | 3,853,548 | 4,714,194 | (860,646) |
| Non-Operating Revenue | 2,148,192 | 2,116,809 | 31,383 | 20,940,620 | 21,151,424 | (210,804) |
| Subtotal | 2,208,793 | 2,588,229 | (379,436) | 24,794,168 | 25,865,618 | (1,071,450) |
| Operating Expenses | 2,262,180 | 2,586,020 | 323,841 | 24,755,399 | 25,843,536 | 1,088,137 |
| Gain/(Loss) | (53,387) | 2,208 | (55,595) | 38,769 | 22,082 | 16,687 |

| PARATRANSIT | April 2020 | | | Year-To-Date-(10) Months Ending 04/30/2020 | | |
|-----------------------|------------|----------|-----------|--|-----------|-----------|
| | Actual | Budgeted | Variance | Actual | Budgeted | Variance |
| Operating Revenue | 3,819 | 108,583 | (104,764) | 683,988 | 1,085,833 | (401,846) |
| Non-Operating Revenue | 161,330 | 161,913 | (583) | 1,613,860 | 1,635,798 | (21,938) |
| Subtotal | 165,149 | 270,497 | (105,347) | 2,297,848 | 2,721,632 | (423,784) |
| Operating Expenses | 172,718 | 270,497 | 97,778 | 2,359,758 | 2,721,632 | 361,873 |
| Gain/(Loss) | (7,569) | - | (7,569) | (61,911) | - | (61,911) |

| RIDESHARE | April 2020 | | | Year-To-Date-(10) Months Ending 04/30/2020 | | |
|-----------------------|------------|----------|----------|--|----------|-----------|
| | Actual | Budgeted | Variance | Actual | Budgeted | Variance |
| Operating Revenue | 13,828 | 77,958 | (64,131) | 537,776 | 779,583 | (241,807) |
| Non-Operating Revenue | - | - | - | 2,400 | - | 2,400 |
| Subtotal | 13,828 | 77,958 | (64,131) | 540,176 | 779,583 | (239,407) |
| Operating Expenses | 48,764 | 77,958 | 29,195 | 595,776 | 779,583 | 183,807 |
| Gain/(Loss) | (34,936) | - | (34,936) | (55,600) | - | (55,600) |

| Summary | April 2020 | | | Year-To-Date-(10) Months Ending 04/30/2020 | | |
|-----------------------|------------|-----------|-----------|--|------------|-------------|
| | Actual | Budgeted | Variance | Actual | Budgeted | Variance |
| Operating Revenue | 78,248 | 657,961 | (579,713) | 5,075,312 | 6,579,611 | (1,504,299) |
| Non-Operating Revenue | 2,309,522 | 2,278,722 | 30,799 | 22,556,880 | 22,787,223 | (230,343) |
| Subtotal | 2,387,769 | 2,936,683 | (548,914) | 27,632,192 | 29,366,833 | (1,734,641) |
| Operating Expenses | 2,483,662 | 2,934,475 | 450,813 | 27,710,933 | 29,344,751 | 1,633,817 |
| Gain/(Loss) | (95,892) | 2,208 | (98,101) | (78,741) | 22,082 | (100,824) |



ACTION ITEM



| | |
|----------------|--|
| 8A: | Bus and Bus Facilities Discretionary Grant Encumbrance |
| Action: | Approve the encumbrance of the \$17.275 million Bus and Bus Facilities Discretionary Grant dollars in order to secure the funds with FTA. |

Staff Resource: *Amber Dakan, Finance Manager*

Background:

- The Federal Transit Administration (FTA) announced the opportunity to apply for approximately \$423.3 million under the Grants for Buses and Bus Facilities Infrastructure Investment Program on May 15, 2019. Grant applications were due June 21, 2019.
- Funds were awarded competitively to assist in the financing of capital projects to replace, rehabilitate, purchase or lease buses and related equipment, and to rehabilitate, purchase, construct or lease bus-related facilities.
- Staff submitted a grant application for the construction of a new Bus Operations and Maintenance Facility in the amount of \$20 million.
- DART was awarded \$17.275 million in late November of 2019, much higher than initially anticipated for the first round of funding.

Activities to Date:

- Over the last six months, DART staff has been actively refining the Bus Operations and Maintenance Facility project. To date actions that have occurred are:
 - Met with Federal Transit Administration (FTA) Region 7 to receive full check list of requirements in order to become a recognized project
 - Site selection and pre NEPA (National Environmental Policy Act) work
 - Completed sound study (required)
 - Completed 10% A&E Design
 - Produced additional funding scenarios to show a higher level of federal commitment as well as illustrate the funding needs of either a new facility or rehabilitation of the existing structure.

Next Steps:

- Encumber/secure the \$17.275 million grant for DART's facility
 - Encumbrance can occur on the grant without spending.
 - This strategy is akin to the action taken on the CARES funding. It asserts control over the dollars.
 - DART will be eligible to apply for Phase 2 funding in the spring of FY2021 but will need to have programmed the initial set of dollars in advance.

Recommendation:

- Approve the encumbrance of the \$17.275 million Bus and Bus Facilities Discretionary Grant dollars in order to secure funds with FTA. Staff will not draw down on the funding without Commission approval.



ACTION ITEM



8B: Transportation Improvement Program (TIP) Amendments

Action: Approve TIP Amendments

Staff Resource: Debra Meyer, Financial Analyst

Background:

The Transportation Improvement Program (TIP) is a compilation of surface transportation projects that are eligible for federal aid within the planning area of the Des Moines Area MPO. The TIP covers a period of no less than four years and is updated annually for compatibility with the Statewide Transportation Improvement Program (STIP).

- The TIP is a federal requirement which must be developed in coordination with the state and public transit providers and has to be fiscally constrained.
- DART capital and operating projects selected during the planning/budgeting process must be listed in the TIP with funding amount and source in order to be programmed in annual federal and state grants, both formula and discretionary.
- Under Federal law, the Des Moines Area MPO may revise the TIP at any time under procedures agreed to by the cooperating parties consistent with the procedures established.
- There are two types of revisions, amendments and administrative modifications. Amendments are considered major changes and require approval by the MPO board whereas administrative modifications are considered minor and can be approved by staff. DART was recently informed that, going forward, all amendments must first be approved by the agency commission before they can be submitted to the MPO.
- TIP Amendments accepted by the MPO are then supplied to the state to be included in the Statewide Transportation Improvement Program (STIP).

Amendments:

DART is requesting the following amendments to the FY2020 TIP.

- Formula Projects – Adjust funding between TIP elements.
 - Rideshare Vehicles – decrease total by \$170,000 and delay programming of four vehicles. Computer Hardware – increase total by \$165,000, moving projects forward one year.
 - Large Buses – decrease total by \$175,000 and utilize prior years funding. Small Buses – decrease total by \$480,000, reduce vehicle size and delay programming of two vehicles. Facility A&E – increase total by \$660,000 for upcoming facility projects.
 - Support Vehicles – decrease total by \$40,000 and delay replacement of one vehicle. Computer Software – decrease total by \$15,000, Facility Renovations – decrease total by \$15,000, and Shop Equipment – decrease total by \$20,000 as all three projects are not moving forward this year. ADA Paratransit – increase total by \$125,000 due to



ACTION ITEM

8B: Transportation Improvement Program (TIP) Amendments

decreased 5310 revenue for 2020, utilize \$35,000 in previously unprogrammed funding (apportionment higher than projected).

- Discretionary Projects: New Operations and Maintenance Facility – adjust total to match actual Bus & Bus Facilities grant award of \$17,275,000 and corresponding 20% local match of \$4,318,750. Currently, this project is listed in the TIP at less than DART was apportioned; \$20 million total, split 50/50 between federal and local sources.

Recommendation:

- Approve the proposed amendments as submitted.



ACTION ITEM



8C: RideShare Part-Time Fare Proposal

Action: Approve the proposed FY 21 part-time fare structure for RideShare

Staff Resource: Erin Hockman, Chief External Affairs Officer

Background:

- The RideShare vanpooling program was founded in 1995 and helps groups of 5-15 commuters who live and work near each other share a ride to work.
- The RideShare program is self-sustaining and the passenger fare cover the costs to operate the program.
- RideShare serves approximately 500 commuters within 18 counties who have relatively consistent work schedules and want to save time, money, stress and the environment.
- As more workplaces adopt flexible work policies, the customer profile for RideShare has transitioned from what has historically been white collar employees to blue collar employees.
- Prior to the onset of COVID-19, DART's RideShare program was losing on average 8-10 passengers/month. Top reasons for people leaving the program are: retirement, change in their job or commuting pattern, more flexible work schedule (working remotely 2-3 days/week).

Impact of COVID-19 on RideShare:

- As of March 1, 2020, RideShare had 83 vans in service carrying 516 passengers
- As of April 1, 2020, RideShare had 46 vans in service carrying 213 passengers
 - 18 passengers terminated their contract
 - 234 passengers paused their contract due to remote work
 - 51 passengers paused their contract due to health concerns
 - 15 passengers received credit due to part-time schedule or due to being furloughed
- Estimated revenue loss to-date is \$71,400.



ACTION ITEM

8C: RideShare Part-Time Fare Proposal

Current Fare Structure:

- Current fare structure was adopted in July 2013.
- Primary drivers pay \$0 monthly fare
- Backup drivers receive \$25/month discount
- A one-day ride is \$25
- Does not allow for a partial fare to accommodate flexible work schedule

| Daily Round Trip Van Miles | Number of Passengers* | | | |
|----------------------------|-----------------------|-------|-------|-------|
| | 5-6 | 7-8 | 9-10 | 11-14 |
| 1-30 | \$84 | \$84 | \$84 | \$84 |
| 31-40 | \$96 | \$89 | \$87 | \$84 |
| 41-50 | \$110 | \$103 | \$94 | \$85 |
| 51-60 | \$131 | \$116 | \$97 | \$88 |
| 61-70 | \$140 | \$122 | \$102 | \$89 |
| 71-80 | \$146 | \$128 | \$106 | \$92 |
| 81-90 | \$162 | \$132 | \$110 | \$93 |
| 91-100 | \$177 | \$137 | \$113 | \$100 |
| 101-110 | \$197 | \$152 | \$122 | \$109 |
| 111-120 | \$213 | \$164 | \$139 | \$114 |
| 121-130 | \$231 | \$175 | \$148 | \$121 |
| 131-140 | \$247 | \$189 | \$156 | \$131 |
| 141-150 | \$261 | \$200 | \$164 | \$138 |
| 151-160 | \$313 | \$235 | \$188 | \$156 |
| 161-170 | \$334 | \$250 | \$200 | \$166 |
| 171-180 | \$354 | \$265 | \$212 | \$177 |
| 181-190 | \$374 | \$282 | \$224 | \$188 |
| 191-200 | \$396 | \$297 | \$238 | \$198 |

Proposed FY 21 Part-Time Fare Structure:

- Goals:
 - Provide flexibility to passengers impacted by COVID-19 in order to retain them for the long-term
 - Minimize staff time required to administer program
 - Minimize revenue losses due to COVID-19
- Proposal:
 - Offer part-time fare structure pictured to the right, in addition to the full fare, allowing riders to pay for 8, 9, 10, 11 or 12 days per month
 - Reduce restrictions on the minimum passengers/van to 2 passengers at any one time

| Van's Current Monthly Rate | Packages Available | | | | |
|----------------------------|--------------------|--------|---------|---------|---------|
| | 8 Days | 9 Days | 10 Days | 11 Days | 12 Days |
| 84 | 41 | 44 | 47 | 49 | 51 |
| 96 | 47 | 50 | 54 | 56 | 59 |
| 110 | 53 | 58 | 61 | 64 | 67 |
| 131 | 63 | 69 | 73 | 77 | 80 |
| 140 | 68 | 73 | 78 | 82 | 85 |
| 146 | 71 | 76 | 81 | 85 | 89 |
| 162 | 78 | 85 | 90 | 95 | 99 |
| 177 | 86 | 92 | 98 | 103 | 108 |
| 197 | 95 | 103 | 109 | 115 | 120 |
| 213 | 103 | 111 | 118 | 124 | 130 |
| 231 | 112 | 120 | 128 | 135 | 140 |
| 247 | 119 | 129 | 137 | 144 | 150 |
| 261 | 126 | 136 | 145 | 152 | 159 |
| 313 | 151 | 163 | 174 | 183 | 190 |
| 334 | 161 | 174 | 185 | 195 | 203 |
| 354 | 171 | 184 | 196 | 206 | 215 |
| 374 | 180 | 195 | 207 | 218 | 227 |
| 396 | 191 | 206 | 219 | 231 | 240 |

Recommendation:

- Approve the proposed FY 21 RideShare Part-Time Fare Structure



DISCUSSION ITEM



9A: DART COVID-19 Response Update

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

As part of DART's response to the COVID-19 pandemic, below are some of the measures DART has put in place. Staff also will provide a presentation on DART's COVID-19 response at the Commission meeting.

The goals DART seeks to achieve throughout our evolving response include:

- Provide essential transportation service throughout the term of the COVID-19 outbreak
- Maintain a level of service that manages available staff and budget resources
- Reduce exposure of DART staff and customers
- Maintain employee engagement and retention

Updates *since last Commission meeting on May 5:*

- Service level changes:
 - May 18, 2020 – select trips were reinstated on suspended Route 8—Fleur Dr
 - June 1, 2020
 - Service reinstated on suspended Route 10—East University Ave
 - Service reinstated on suspended Route 11—Ingersoll/Valley Junction
 - Additional trips were restored on Express Route 98—Ankeny
- Covid-19 testing and employee status: DART was able to work with area partners to secure COVID-19 testing for all employees on Tuesday, May 12. Nearly 200 employees were tested, with 9 employees testing positive. Since the beginning of the pandemic, a total of 16 employees have tested positive, and 8 of those have since returned to work.
- Childcare leaves, high risk leaves & premium pay ending
 - Childcare leaves will end on May 30, 2020
 - High risk leave will end on June 27, 2020 assuming operator barriers are in place as the farebox.
 - Premium pay for front-line staff will end on June 27, 2020
- Recovery planning: Staff are working through a managed return plan and will present details at the June Commission meeting. The plan prioritizes:
 - Health and safety of the public and employees
 - Maintaining essential transportation services and restore service levels
 - Ensure organizational resilience for the future—financial sustainability and capacity to reimagine

DISCUSSION ITEM

9A: DART COVID-19 Response Update

- Fare collection resumption planning for July 1: Plans are underway to resume fare collection effective July 1. In order to do so in a safe manner, staff are implementing several measures including:
 - Soft-sided, clear barriers separating the operator from the customer and the farebox
 - Operator and rider PPE
 - Limiting ridership to 50% of seated capacity
- Administrative return to work plan: Targeting a July 1, 2020 date
 - Surveying all employees to inform our planning
 - Considering a phased approach
 - Will continue to accommodate high risk employees
- Customer and stakeholder efforts
 - Surveying riders to inform service, safety and communications plans moving forward
 - Developing a business partner retention strategy
 - Developing a rider education and communications plan related to fare resumption, service levels and safety

Updates *prior to last Commission meeting on May 5:*

Safety

- Encouraging employee safety practices such as:
 - Use disposable cups, plates and silverware and not the communal items found in the breakrooms
 - Wash hands regularly, at least once per hour
 - Sanitize your desk or personal workspace often
 - Avoid sharing items with coworkers
 - Don't put items, including pens, pencils or your hands, near or in your mouth
 - Use a barrier, such as a paper towel, Kleenex or sleeve to open doors
- Suspending fare collection to minimize interaction between employees and riders;
- Asking all riders who can safely do so to get on and off the bus through the back door;
- Disinfecting all vehicles daily by spraying a CDC-recommended antiviral agent;
- Increasing the frequency of cleaning and sanitizing high touch surface areas throughout our facilities; additional deep cleaning of all break areas, lounges and restrooms at DART Central Station and DART Way every Sunday.
- Installed rope barriers behind the wheel well of Fixed Route buses to keep passengers back from DART operators.
- Encouraging social distancing by asking riders to maintain six feet of distance from other people on the bus, at bus stops or while at DART Central Station; and



DISCUSSION ITEM

9A: DART COVID-19 Response Update

- Cancelling all public meetings and how-to-ride training sessions.
- Employees who can work from home have been encouraged to work remotely.
- Closed the second floor of DART Central Station to the public and is encouraging anyone who needs assistance to see the Customer Service window.
- Further encouraged social distancing and limited DART trips to essential purposes only by:
 - Restricting access to DART Central Station to riders who need to speak with customer service, need to use the restroom, or need to wait for a transferring bus for 15+ minutes.
 - All doors to the lobby at DCS are locked during the day, except the south doors (doors facing the platform).
 - DART Supervisors and DART Central Station Security began asking riders where they are traveling to. Anyone traveling for a nonessential reason will not be permitted to ride.
 - Limiting trips to one-way only and asking riders to get off the bus at the end of the line.
 - Running extra buses on busier routes during peak travel times to limit the number of riders on a bus at one time.
- On April 20, 2020, DART further restricted access to DART Central Station—allowing one person in at a time to use the restroom or speak with customer service.
- Riders are being strongly encouraged to wear masks. DART will begin providing bandanas to riders who are not wearing a mask or face covering at DART Central Station. Each DART operator will receive a supply of bandanas to provide to riders not wearing a face covering if they must come within six feet of the individual.
- Distribution of PPE to front-line staff. This includes at least one face mask, hand sanitizer and sanitizing wipes.
- Operators have been instructed to:
 - Manage airflow in their buses to maximize their safety
 - Follow an updated policy regarding mobility device securement on Fixed Route buses to minimize the opportunity for cross contamination.

Service Level Changes

- On March 26, 2020 DART reduced fixed route service by approximately 20%, focusing mainly on reducing peak hour frequency. Nearly every DART route is impacted by the temporary service reduction. The changes include:
 - The following Local Routes will end service at approximately 9 p.m. on weekdays: 1, 4, 6, 14, 15, 17, 52 and 72
 - The following Local Routes will end service at approximately 10 p.m. on weekdays: 3, 7, 16, 60
 - DART Express Routes will reduce to only make two morning and two evening trips
 - The D-Line will now run every 15 minutes
 - The Link Park and Ride Shuttle will be discontinued



DISCUSSION ITEM

9A: DART COVID-19 Response Update

- Frequency on several Local Routes 1, 6, 8, 17 and 72 will be reduced during peak travel times
- Paratransit service will end at 10 p.m. on weekdays
- DART Central Station will close at 10 p.m. on weekdays
- On April 12, DART reduced its service to about 50%. This was driven primarily by a reduction in our operator availability and is appropriate given our ridership has decreased by about 55%
 - The following Local Routes will follow a Saturday service schedule on weekdays: 3, 7, 16
 - The following Local Routes will follow a Saturday service schedule on weekdays with reduced service in the evenings after approximately 8:30 p.m.: 1, 4, 6, 14, 15, 17, 52, 60, 72
 - Local Route 5 will continue to operate on its weekday schedule since it does not have a Saturday service schedule to follow. This route will end earlier in the evening.
 - Regular weekday service will continue for the following: Local Route 50, Ankeny On Call, Bondurant On Call, Easter Lake On Call, Grimes On Call and Flex Connect
 - Several Local Routes will be temporarily suspended: 8, 10, 11, 13, 74
 - The service schedules for Express Routes that were put in place as part of March 26, 2020 will remain in place as well as the reduced frequency on the D-Line shuttle to run every 15 minutes and the suspension of the LINK Shuttle.
 - DART worked with Unlimited Access partners impacted by these changes to provide shuttle routes between DART Central Station and their facility.
 - Uber and taxi service is being provided at no cost to customers who have indicated they relied on one of the five discontinued routes and need to travel to work, the pharmacy, grocery store or a medical appointment.
- Limiting and managing the amount of non-essential riders, specifically from the homeless population). DART staff has been working with Central Iowa Shelter and Services (CISS) to find solutions. Between March 21 and April 28, DART transported 106 individuals from CISS to area motels. DART also transported one individual who tested positive to the isolation shelter at the Iowa State Fairgrounds.

Workforce

- The following paid leave scenarios were put in place:
 - DART will provide two weeks paid leave for an employee who has to self-quarantine due to a medical recommendation, to seek a diagnosis, receive a treatment for COVID-19, or needs to quarantine due to a family member testing positive. The employee must provide appropriate documentation from a medical professional.
 - DART will provide 2/3 paid leave for an employee with high risk factors including anyone over the age of 65 or who has lung disease, heart disease, diabetes, asthma, HIV, a suppressed immune system or is pregnant. This will be paid for the duration of the recommended quarantine or 4 weeks, whichever is shorter.



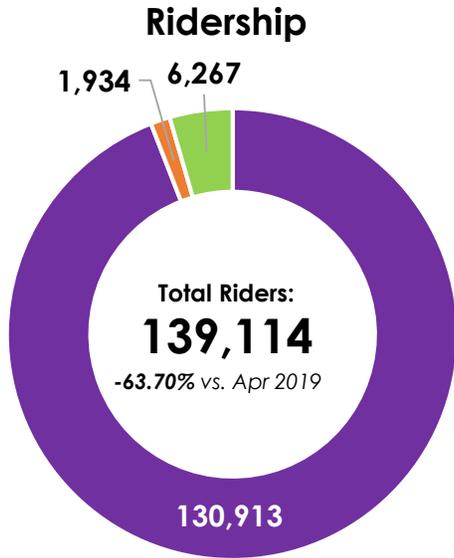
DISCUSSION ITEM

9A: DART COVID-19 Response Update

- DART will provide 2/3 paid leave for an employee who needs to care for their children due to a school closure or childcare provider is unavailable due to COVID-19.
- Offering a small premium pay incentive payment to operators and maintenance staff who are continuing to work as well as other positions who are having regular exposure to the public and others in the organization.
- Drafted communications so we are prepared in the event we learn of an employee testing positive for COVID-19. Our communications strategy is aimed at protecting the employee's identity while sharing enough information to adequately inform our employees, rider and the public of what they may need to be aware of. The most information we will share is what area the employee worked: administration, Fixed Route, Paratransit, or maintenance, and the last day the individual reported to work.
- Beginning April 27, 2020 DART enacted the following policies:
 - Wellbeing screening are required at the start of each workday for all operators and any other employees reporting to work at DART Way
 - DART employees are required to wear masks while on DART property
 - Limiting the use of break rooms, encouraging people to eat at their desks or another location away from people
 - Continue to encourage staff to stay at home if they are sick
- As of April 30, 2020, 3 employees have tested positive for COVID-19 and 1 employee has tested negative. DART is notifying employees at the end of each day if it learns throughout the day that an employee tested positive. Moving forward, DART will share positive and negative test results on its website at ridedart.com/dart-employees-impacted-covid-19.

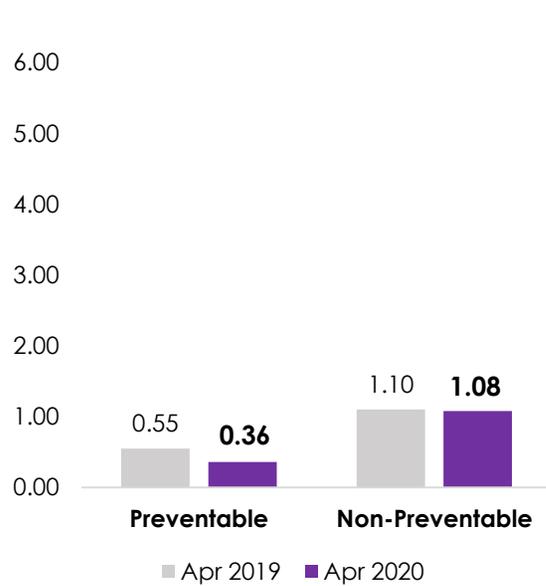


Performance Summary – April 2020

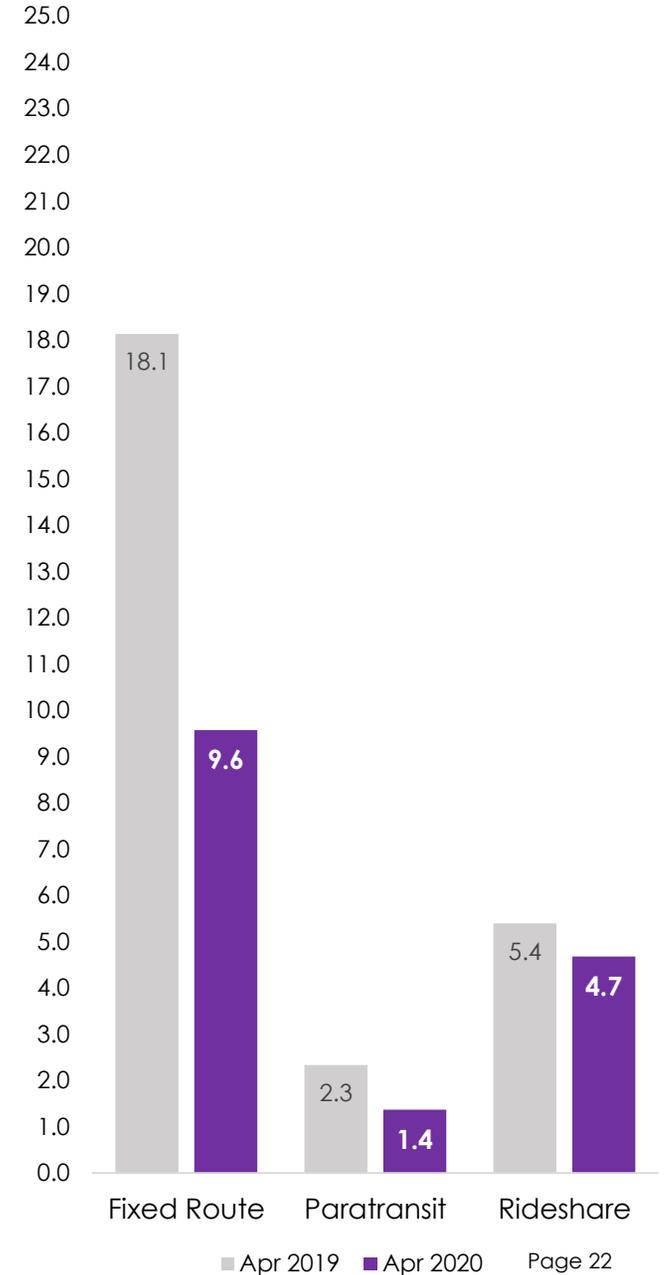


■ Fixed Route ■ Paratransit ■ Rideshare

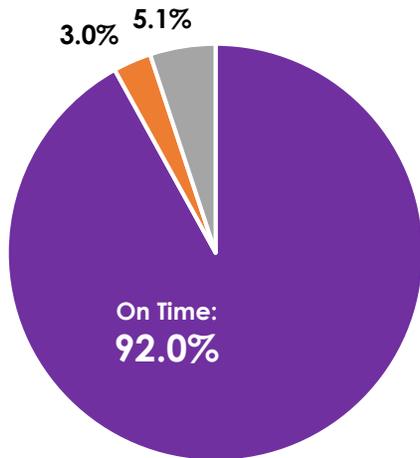
Accidents / 100K Miles



Passengers Per Revenue Hour

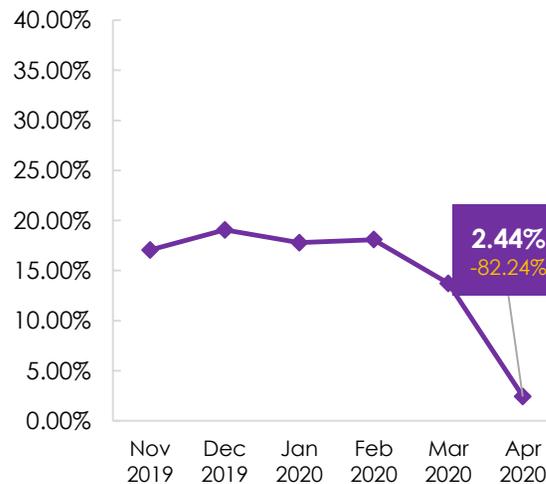


On Time Performance



■ On Time ■ Early ■ Late

Cost Recovery Ratio



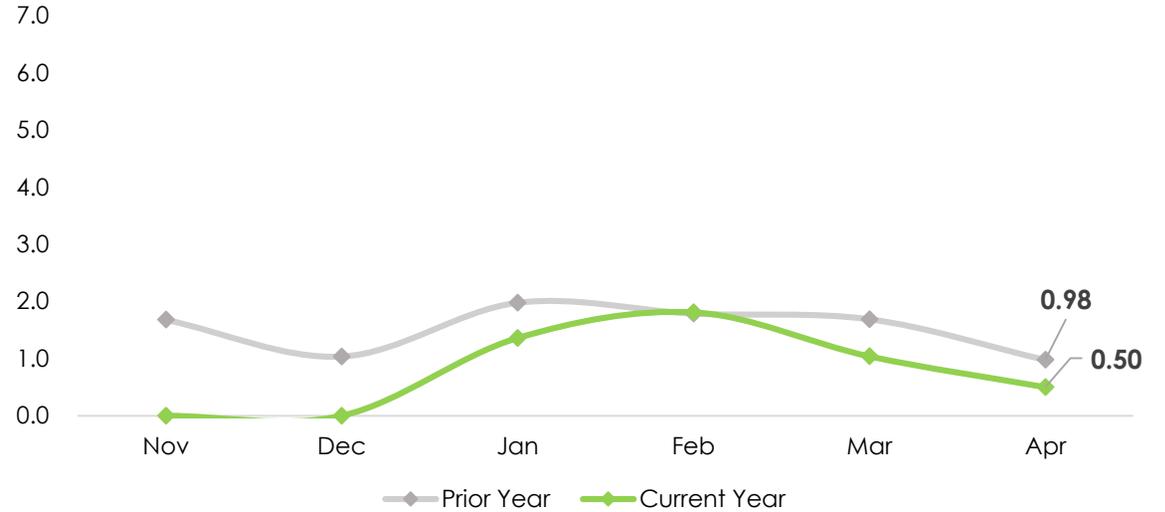


Safety Performance – April 2020

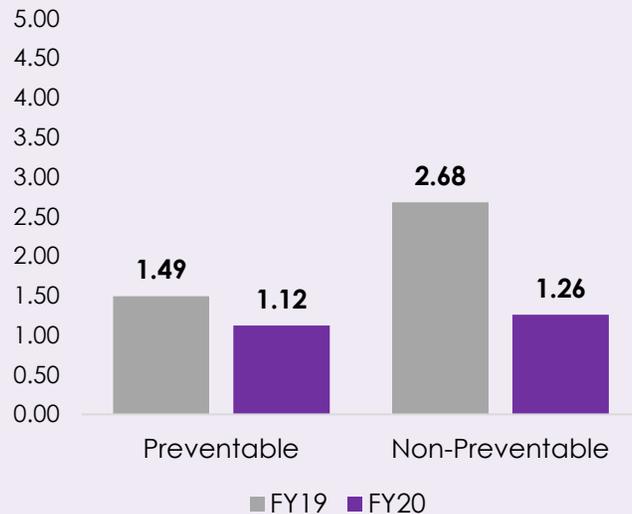
Preventable Accident Report April 2020

| | Accidents | Per 100,000 Miles |
|-------------------|------------|-------------------|
| Nov 2019 | 0 | 0.00 |
| Dec 2019 | 0 | 0.00 |
| Jan 2020 | 5 | 0.99 |
| Feb 2020 | 6 | 1.27 |
| Mar 2020 | 3 | 0.67 |
| Apr 2020 | 1 | 0.36 |
| YTD 2020 | 38 | 0.80 |
| YTD 2019 | 58 | 1.11 |
| YTD Change | -20 | -28.32% |

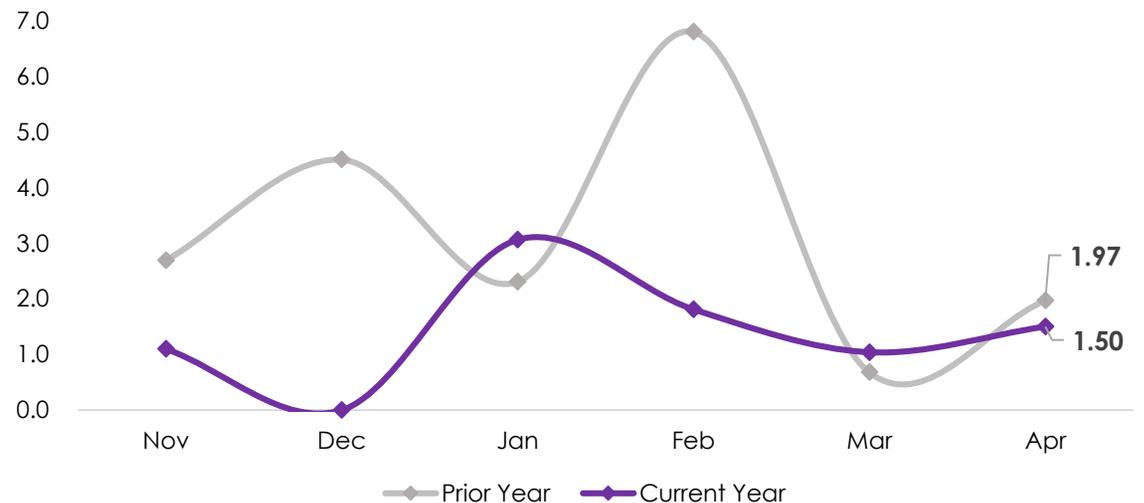
Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



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



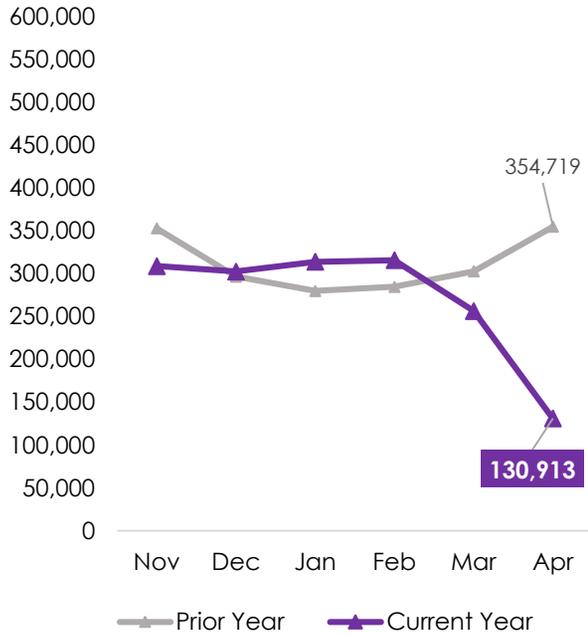
Non-Preventable Accidents Per 100,000 Miles Last Six Months - Fixed Route



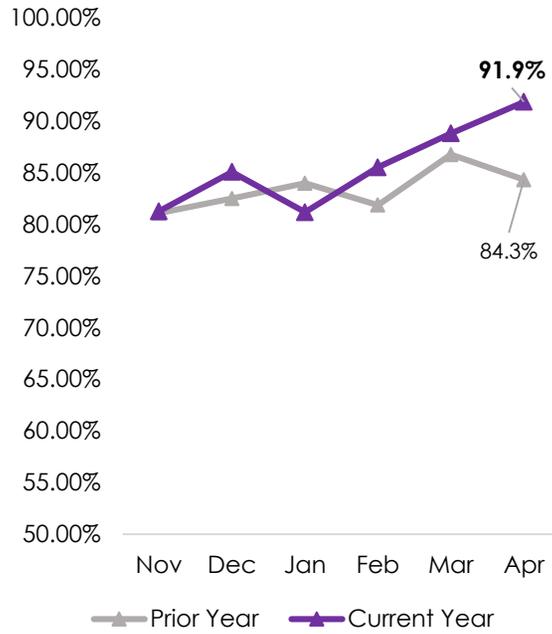


Fixed Route Performance – April 2020

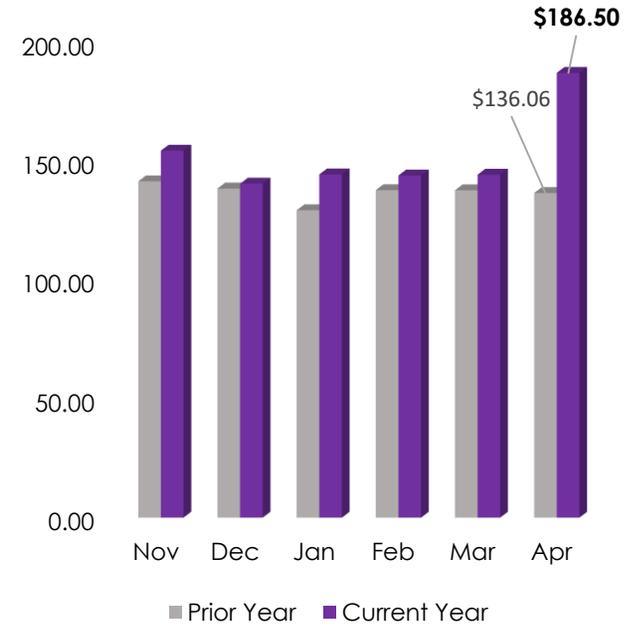
Total Ridership



On Time Performance



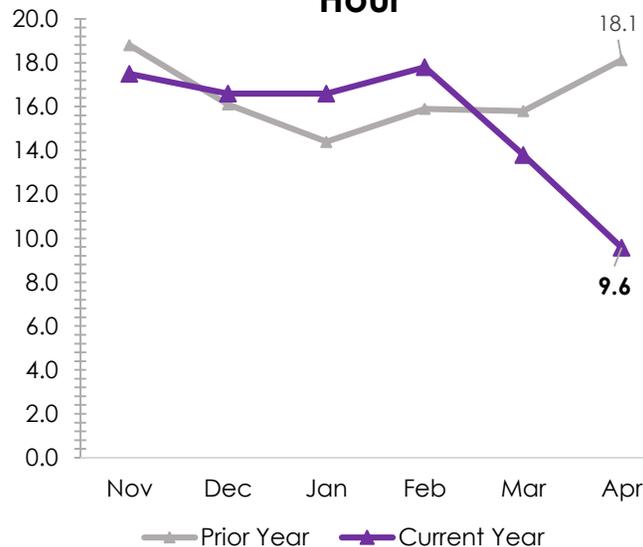
Operating Cost Per Revenue Hour



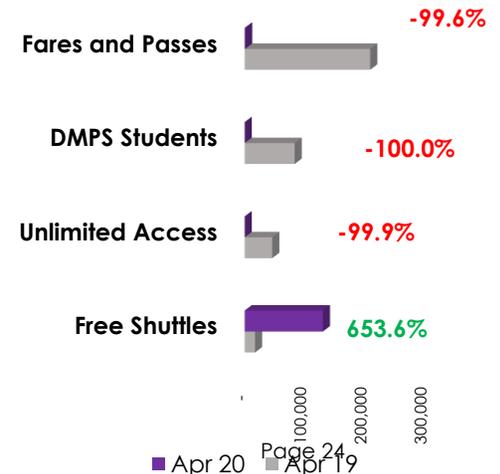
YTD Report – Fixed Route

| Metrics | FY19 | FY20 | % Change |
|-----------------------------|-----------|-----------|----------|
| Customer Service | | | |
| On Time Performance | 81.47% | 82.61% | 1.41% |
| Complaints p/100K Cust. | 18.10 | 12.75 | -29.57% |
| Roadcalls p/100K Miles | 16.78 | 14.75 | -12.12% |
| Passengers Per Revenue Hour | 17.36 | 17.81 | -2.51% |
| Financial | | | |
| Cost Per Revenue Hour | \$138.04 | \$142.46 | 6.03% |
| Ridership | | | |
| Fixed Route Ridership | 3,447,209 | 3,223,941 | -6.48% |

Passengers Per Revenue Hour



Ridership Change by Fare Type

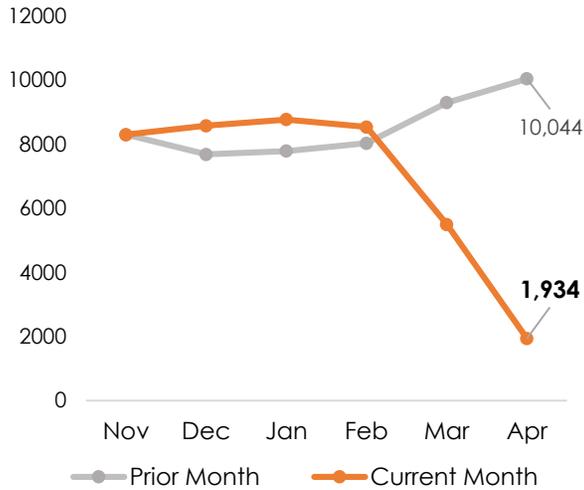




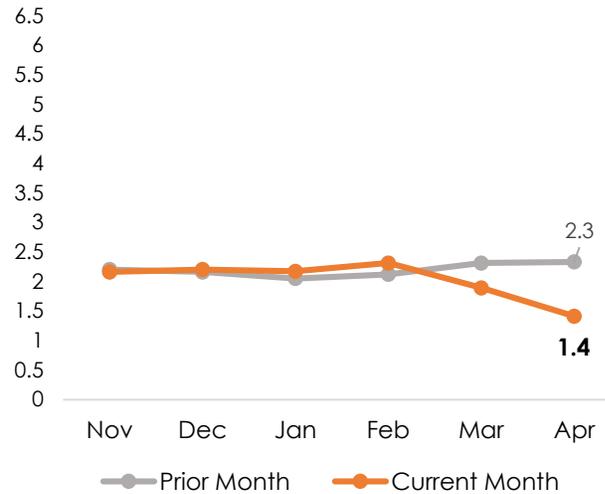
Paratransit & Rideshare Performance – April 2020

Paratransit

Total Ridership



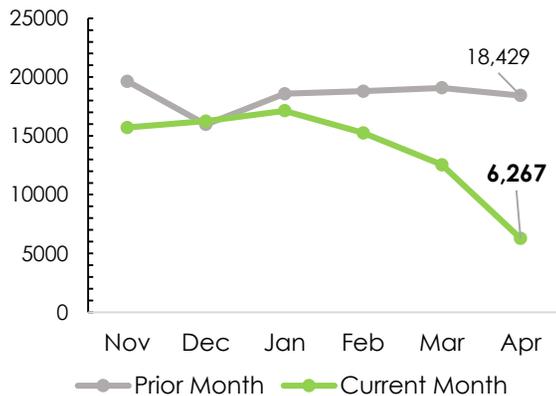
Passengers Per Revenue Hour



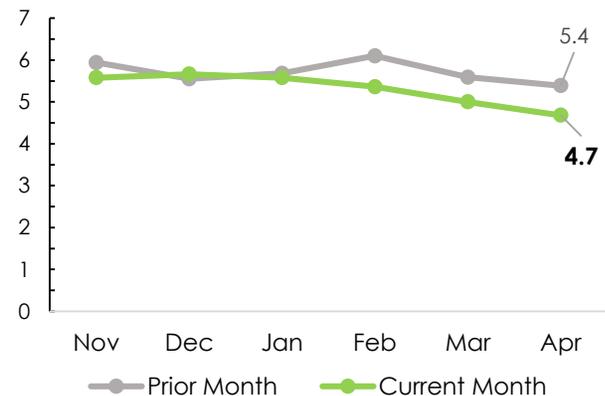
| YTD Report | FY19 | FY20 | % Change |
|-----------------------------|----------|----------|----------|
| Customer Service | | | |
| On Time Performance | 83.68% | 90.28% | 7.89% |
| Complaints p/100K Cust. | 136.48 | 137.21 | 0.54% |
| Roadcalls p/100K Miles | 5.37 | 3.28 | -38.93% |
| Passengers Per Revenue Hour | 2.21 | 2.15 | -2.85% |
| Financial | | | |
| Operating Cost Per Run | \$388.77 | \$423.63 | 8.97% |
| Ridership | | | |
| Total Passengers | 84,993 | 77,980 | -8.25% |

Rideshare

Total Ridership



Passengers Per Revenue Hour



| YTD Report | FY19 | FY20 | % Change |
|------------------------------|---------|---------|----------|
| Customer Service | | | |
| Passengers Per Revenue Hour | 5.69 | 5.57 | -2.14% |
| Financial | | | |
| Operating Cost Per Passenger | \$5.88 | \$6.70 | 13.95% |
| Ridership | | | |
| Total Passengers | 189,924 | 155,829 | -16.64% |



Detailed Ridership Report – April 2020

| | 20-Jan | 20-Feb | 20-Mar | 20-Apr | 19-Apr | Apr % Change FY19 | FY20 Apr YTD | FY19 Apr YTD | YTD % Change FY20 |
|---------------------------------|----------------|----------------|----------------|----------------|----------------|-------------------|------------------|------------------|-------------------|
| Fixed Route | 313,805 | 315,659 | 256,478 | 130,913 | 354,719 | -63.09% | 3,223,941 | 3,447,209 | -6.48% |
| 1. Local | | | | | | | | | |
| #1 - Fairgrounds | 15,489 | 16,362 | 12,439 | 6,480 | 16,331 | -60.32% | 400,522 | 386,368 | 3.66% |
| #3 - University | 29,065 | 30,164 | 28,474 | 21,161 | 33,542 | -36.91% | 309,841 | 307,952 | 0.61% |
| #4 - E. 14th | 13,631 | 13,878 | 12,089 | 6,887 | 17,982 | -61.70% | 141,759 | 155,112 | -8.61% |
| #5 - Franklin Ave/Johnston | 11,143 | 10,776 | 7,630 | 3,395 | 10,944 | -68.98% | 94,467 | 94,744 | -0.29% |
| #6 - Indianola | 27,523 | 26,296 | 21,908 | 9,536 | 29,322 | -67.48% | 249,729 | 260,199 | -4.02% |
| #7 - SW 9th St | 33,391 | 34,323 | 27,736 | 14,683 | 37,634 | -60.98% | 308,193 | 325,154 | -5.22% |
| #8 - Fleur Dr | 3,168 | 2,964 | 2,453 | 379 | 4,205 | -90.99% | 26,621 | 39,566 | -32.72% |
| #10 - East University | 1,428 | 1,489 | 1,114 | 171 | 3,262 | -94.76% | 18,794 | 28,803 | -34.75% |
| #11 - Ingersoll/Valley Junction | 1,982 | 1,669 | 1,307 | 260 | 1,878 | -86.16% | 16,879 | 19,118 | -11.71% |
| #13 - Evergreen | 5,614 | 5,567 | 3,069 | 109 | 6,318 | -98.27% | 38,561 | 53,575 | -28.02% |
| #14 - Beaver Ave | 16,942 | 17,616 | 12,758 | 5,660 | 19,546 | -71.04% | 154,005 | 174,025 | -11.50% |
| #15 - 6th Ave | 23,894 | 23,482 | 18,154 | 9,175 | 26,308 | -65.12% | 211,353 | 238,928 | -11.54% |
| #16 - Douglas Ave | 30,418 | 32,456 | 27,197 | 14,419 | 34,920 | -58.71% | 298,369 | 323,646 | -7.81% |
| #17 - Hubbell Ave/Altoona | 19,186 | 19,237 | 17,717 | 10,800 | 23,462 | -53.97% | 195,175 | 224,167 | -12.93% |
| #50 - Euclid | 4,730 | 5,074 | 4,357 | 3,562 | 5,209 | -31.62% | 48,156 | 34,355 | 40.17% |
| #52 - Valley West/Jordan Creek | 11,192 | 11,720 | 9,563 | 3,874 | 12,597 | -69.25% | 111,819 | 125,773 | -11.09% |
| #60 - Ingersoll/University | 29,803 | 29,531 | 25,888 | 13,572 | 33,847 | -59.90% | 284,009 | 302,878 | -6.23% |
| #72 - West Des Moines Loop | 4,126 | 4,099 | 3,243 | 1,798 | 3,229 | -44.32% | 36,217 | 32,786 | 10.46% |
| #74 - NW Urbandale | 551 | 513 | 366 | 106 | 573 | -81.50% | 5,288 | 6,195 | -14.64% |
| 2. Shuttle | | | | | | | | | |
| Hy-Vee Shuttle | 0 | 0 | 0 | 0 | 0 | | 0 | 1,560 | -100.00% |
| D-Line | 13,608 | 13,023 | 9,490 | 3,378 | 14,492 | -76.69% | 129,144 | 137,362 | -5.98% |
| Link Shuttle | 513 | 420 | 515 | 0 | 1,708 | -100.00% | 5,716 | 5,775 | -1.02% |
| 3. Express | | | | | | | | | |
| #92 - Hickman | 2,042 | 1,900 | 962 | 149 | 2,525 | -94.10% | 18,605 | 23,521 | -20.90% |
| #93 - NW 86th | 2,948 | 2,524 | 1,584 | 188 | 3,043 | -93.82% | 23,702 | 27,938 | -15.16% |
| #94 - Westtown | 872 | 813 | 562 | 247 | 682 | -63.78% | 8,082 | 8,895 | -9.14% |
| #95 - Vista | 777 | 708 | 448 | 103 | 1,219 | -91.55% | 6,958 | 10,554 | -34.07% |
| #96 - E.P. True | 2,512 | 2,361 | 1,273 | 196 | 2,140 | -90.84% | 21,190 | 20,118 | 5.33% |
| #98 - Ankeny | 5,852 | 5,305 | 3,185 | 391 | 6,030 | -93.52% | 47,646 | 61,023 | -21.92% |
| #99 - Altoona | 1,278 | 1,185 | 811 | 172 | 1,348 | -87.24% | 10,771 | 13,034 | -17.36% |
| 4. Flex | | | | | | | | | |
| #73 - Urbandale/Windsor Heights | 0 | 0 | 0 | 0 | 194 | | 640 | 1,800 | -64.44% |
| 5. On Call | | | | | | | | | |
| Deer Ridge | 0 | 0 | 0 | 0 | 6 | | 29 | 104 | -72.12% |
| Ankeny | 127 | 202 | 184 | 61 | 91 | -32.97% | 1,229 | 946 | 29.92% |
| Johnston/Grimes | 0 | 0 | 0 | 0 | 129 | | 400 | 1,176 | -65.99% |
| Regional | 0 | 2 | 2 | 1 | 3 | -66.67% | 72 | 59 | 22.03% |
| Paratransit | 8,775 | 8,539 | 5,496 | 1,934 | 10,044 | -80.74% | 77,980 | 84,993 | -8.25% |
| Medicaid | 791 | 811 | 523 | 121 | 1,210 | -90.00% | 9,302 | 11,888 | -21.75% |
| ADA BusPlus | 5,121 | 5,001 | 3,532 | 1,513 | 5,057 | -70.08% | 48,753 | 45,149 | 7.98% |
| Rideshare | 17,126 | 15,244 | 12,542 | 6,267 | 18,429 | -65.99% | 155,829 | 186,924 | -16.64% |
| Total Ridership | 339,706 | 339,442 | 274,516 | 139,114 | 383,192 | -63.70% | 3,457,750 | 3,719,126 | -7.03% |
| Flex Connect | 228 | 219 | 160 | 68 | 0 | | 1,289 | | |
| Taxi | 0 | 0 | 0 | 0 | 0 | | 16 | | |
| Uber | 228 | 219 | 160 | 68 | 0 | | 1,273 | | |



MONTHLY REPORT



10A: Operations Team Report

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

- **Electric Bus Update:** Seven new 40' electric buses are being built; the first bus build started on May 18, 2020 with an estimated completion date for all seven buses in August. We are currently reviewing daily, live video with Proterra staff and an inspector. DART staff will be on-site in June to inspect each bus.
- **Gillig Bus Build:** Five new 30' buses are being built; the first bus build will start on June 9, 2020 with an estimated completion date for all five buses in July. DART staff will be onsite in June to inspect each bus.
- **Sign-In Terminal (SIT) Project Update:** Trapeze OPS is software currently being used to handle dispatch work, vehicle assignments, absence tracking and payroll for the fixed route team. This project will move the maintenance and paratransit departments to OPS as well. Using OPS for payroll will streamline our payroll process for the operations department. Employees will also be able to use Sign-In Terminals—computers with badge scanners—to “Sign In” to a shift and get their assigned vehicle information. Sign-in tracking will notify dispatch of late arrivals and absences so work can be arranged. Time clocks and paper punch cards will be phased out.

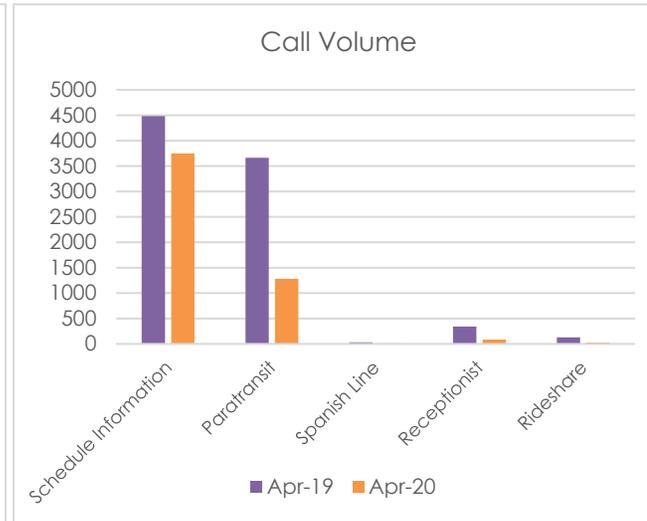
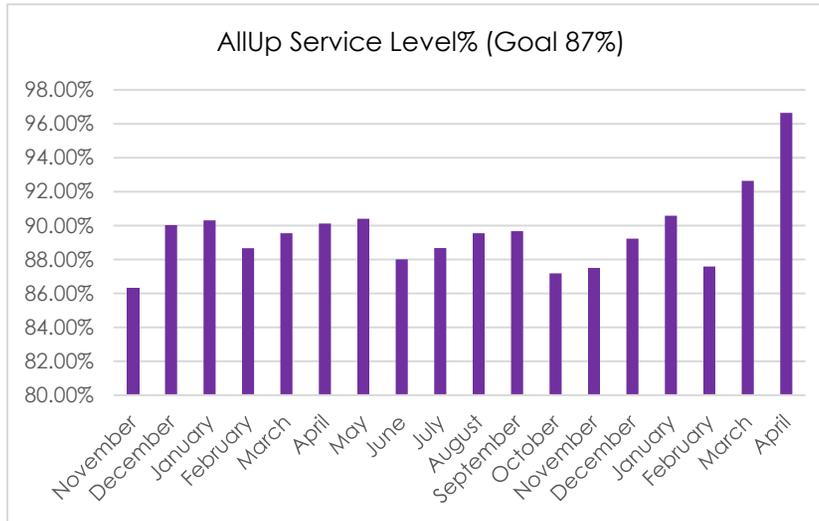
The current project phase is testing the configuration of all the settings and pay rules. In July we will do additional training for dispatch and supervisors, followed by six weeks of payroll testing. We expect to go-live in either September or October FY21, depending on the timing of service changes.

- **Paratransit PASS Project Update:** PASS is an advanced scheduling and dispatching paratransit application developed to support the transportation management efforts of demand response transit services. DART has begun implementing the PASS program in a multi-phased approach with the goal of improving the efficiency and effectiveness of paratransit scheduling. Various phases include:
 - Automated scheduling of individual paratransit trips
 - Streamlining of scheduling processes
 - Eliminating paper manifests to allow in-route schedule changes and efficiencies
 - Scheduling of subscription trips

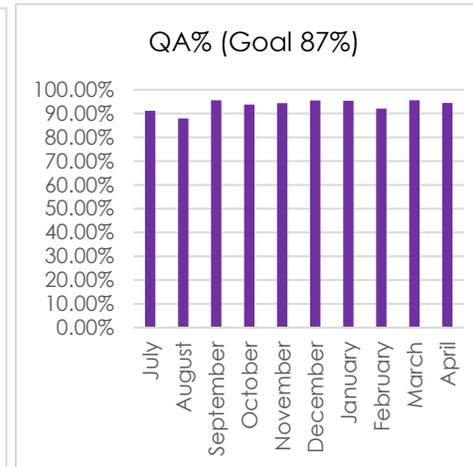
MONTHLY REPORT
10A: Operations



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.



| |
|----------------------------------|
| 10B: Planning Team Report |
|----------------------------------|

Staff Resources: *Luis Montoya, Chief Planning Officer*

- **Transit Optimization Study:** The project scope and approach to stakeholder engagement will be adjusted taking into consideration how ridership and transportation needs within the community are evolving, and the limitations on public gatherings. The overall goals of the project remain the same, but the timeline will be extended to account for delays and allow for new patterns to settle in and adequate opportunity to study and collect input.
- **Service Changes:** Our current strategy is to prioritize social distancing onboard DART buses to protect the health of our customers and employees. Extra buses are running on our busiest routes six days a week. With restrictions on businesses mostly lifted, we will gradually increase service levels so that we can provide reliable transportation as more people get back to work. However, that will be balanced with the desire to maintain social distancing and in recognition that ridership will still be down for the foreseeable future.
 - On May 17th a minor service change was implemented to add back service on Route 8—Fleur Dr.
 - On June 1st service was additionally added back on Route 10—East University Ave, Route 11—Ingersoll/Valley Junction, and additional trips were added to Express Route 98—Ankeny.
 - On June 28th another service change is planned which will further increase service levels. This increase is timed to coincide with the ending of operator leaves and with the expectation that we will have a full workforce and increased demand for our services.
 - We also are working with Des Moines Public Schools to determine the appropriate level of service they will need and the timing of the resumption of school service.
- **Bus stop improvements:** Staff are developing a plan to install and maintain benches and trash cans at bus stops. The City of Des Moines recently allocated revenue from the Center Street Parking Garage for this purpose.



MONTHLY REPORT



10C: External Affairs Team

Staff Resources: Erin Hockman, Chief External Affairs Officer

Marketing and Communications – Marketing and Communications Manager

- **Rider face mask campaign:** DART will deploy a campaign encouraging riders to wear masks for their own and for others safety. This campaign will be deployed in June as DART moves away from encouraging essential rides only to encouraging riders to wear a mask or face covering.
- **Service change communications:** Staff are focused on keeping riders informed as DART begins to slowly restore service.
- **Fare resumption communications plan:** As DART continues to refine its plan to resume fare collection, the marketing team has been researching how other agencies are handling fare collection resumption in order to inform our communications plan.
- **Rider and employee surveys:** Staff is drafting an employee and a rider survey to gather feedback on DART's response to COVID-19. In addition, the employee survey will seek to understand employees concerns around returning to work in the office. The rider survey will seek to understand how rider transportation habits have been impacted by COVID-19 and what concerns people have about using transit during this time.

MyDART Analytics Report

| Metric | Nov 2019 | Dec 2019 | Jan 2020 | Feb. 2020 | Mar. 2020 | April 2020 | April 2019 | Year Prior |
|-------------------------|----------|----------|----------|-----------|-----------|------------|------------|------------|
| MyDART App Accounts | 18,472 | 19,018 | 19,480 | 20,224 | 20,718 | 20,920 | 10,601 | 49% |
| Website Unique Visitors | 29,413 | 29,231 | 32,616 | 30,154 | 24,063 | 11,890 | 26,806 | -125% |
| Facebook Likes | 4,359 | 4,414 | 4,498 | 4,520 | 4,591 | 4,661 | 3,834 | 18% |
| Twitter Followers | 2,278 | 2,284 | 2,303 | 2,325 | 2,340 | 2,353 | 2,206 | 6% |
| Instagram Followers | 1,243 | 1,256 | 1,272 | 1,280 | 1,306 | 1,309 | | |
| LinkedIn Followers | 344 | 364 | 379 | 402 | 412 | 415 | | |
| Email Subscribers | 14,860 | 15,120 | 15,140 | 15,200 | 16,260 | 16,360 | 14,720 | 10% |
| Trip Plans | 38,984 | 33,732 | 39,288 | 35,505 | 24,987 | 13,363 | 26,104 | -95% |
| Real-time Map | 24,949 | 20,632 | 25,662 | 22,633 | 12,975 | 8,013 | 29,977 | -274% |
| Next DART Bus | 255,132 | 289,298 | 397,191 | 257,117 | 194,498 | 105,689 | 149,736 | -42% |
| SMS Text Messaging | 140,734 | 142,068 | 148,421 | 151,367 | 101,726 | 121,171 | 251,269 | -107% |
| IVR Phone Calls | 7,218 | 7,177 | 7,500 | 7,674 | 7,383 | 4,986 | 8,421 | -69% |

MONTHLY REPORT
10C: External Affairs



MyDART App Report

| Metric | Nov. 2019 | Dec. 2019 | Jan. 2020 | Feb. 2020 | Mar. 2020 | Apr. 2020 | TOTAL |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Downloads | 681 | 870 | 976 | 1,206 | 765 | 484 | 25,921 |
| iOS | 235 | 253 | 253 | 254 | 163 | 89 | 8,146 |
| Android | 411 | 617 | 723 | 952 | 602 | 395 | 17,740 |
| Accounts Created | 681 | 546 | 462 | 744 | 494 | 202 | 20,920 |
| Orders Placed | 3,427 | 3,468 | 4,046 | 3,628 | 2,019 | 0 | 82,622 |
| Passes Purchased | 4,399 | 4,283 | 5,278 | 10,004 | 2,673 | 0 | 123,210 |
| Revenue | \$21,583 | \$24,012 | \$27,347 | \$23,886 | \$14,288 | \$0 | \$547,227 |

DART in the NEWS

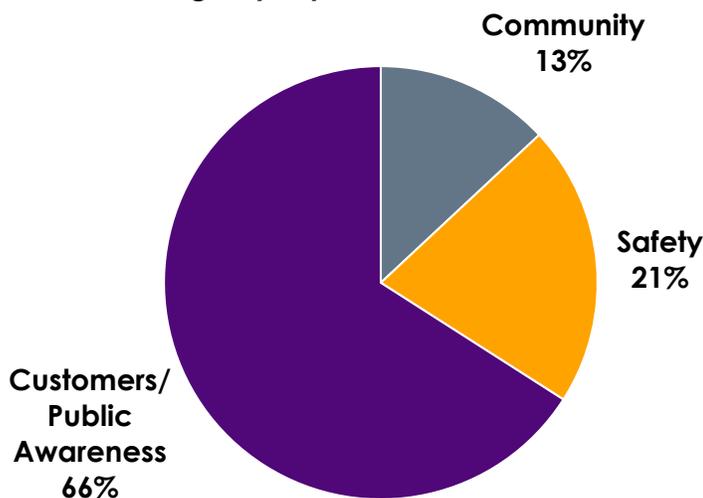
Top Stories

- [DART proactively tests employees for COVID-19](#)
- [DART reports additional positive COVID-19 cases, a small percentage of overall workforce](#)
- [Des Moines settles suit after officer takes teen to ground](#)
- [DART announces promotions in leadership team](#)
- [Some U.S. city transit agencies turn to Uber as ridership drops during coronavirus crisis](#)

Total Reach

| | |
|--------------------|--------------------|
| Broadcast reach | 114,088 |
| Online reach | 187,814,573 |
| Total reach | 187,928,661 |

DART News Coverage by Topic

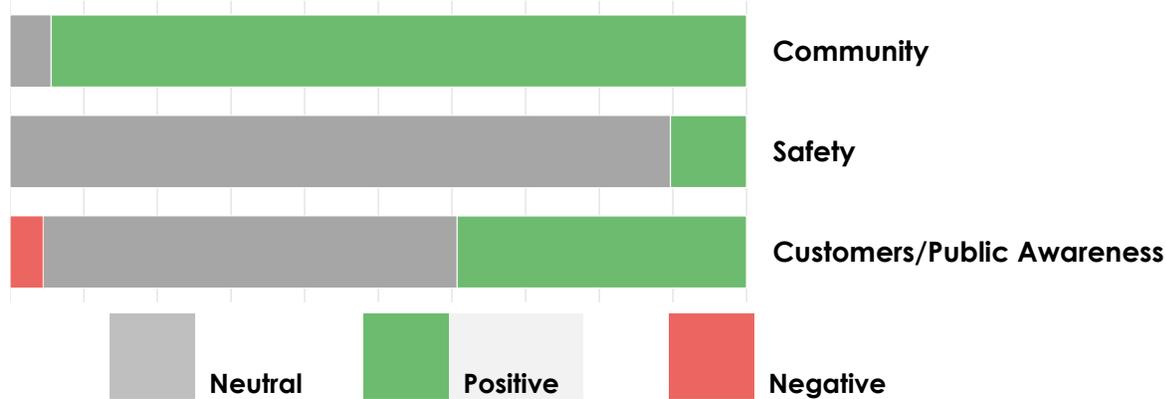




MONTHLY REPORT



DART News and Social Media Sentiment by Topic



RideShare – Victoria Lundgren, RideShare Supervisor

- **Fleet Plan:** Staff have developed and are now maintaining on a quarterly basis a detailed inventory of its fleet. The inventory tracks years the van has been in operation as well as mileage, allowing DART to more accurately manage its fleet to meet the program's needs.
- **TPI contract amendment:** Staff is continuing to work with TPI to meet their evolving transportation needs as the organization responds to the impacts of COVID-19. DART will be providing TPI with an RideShare van outfitted with a barrier between the driver and the passenger in order for TPI to transport employees who are or may be positive for COVID-19 home if needed.
- **Part-time fare proposal:** DART is anticipating RideShare participants will have staggered returns to work beginning in July. Many participants have indicated they will return to working in the office on a part-time basis. As a result, staff have developed a part-time fare structure proposal for fiscal year 2021 to ensure DART is able to meet vanpooler commuting needs as individuals continue to deal with the impact of COVID-19.

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

- **Art Shelters:** Staff are planning for outreach to each DART member community to discuss the vision for art shelters and to identify appropriate points of contact to engage in localized planning. An application to the Prairie Meadows Legacy Grant program to support art shelters was submitted February 28, 2020. Preparation for a private sector fundraising study continues. An initial plan for art shelter installation is due to Bravo Greater Des Moines by June 30, 2020.

| FY2020 Mobility Coordination Training & Outreach Totals | April 2020* | FY20 YTD |
|---|-------------|--------------|
| Education/Schools | 0 | 295 |
| General Public | 0 | 102 |
| Human Services | 0 | 558 |
| Re-Entry | 0 | 819 |
| Refugee | 0 | 189 |
| Senior | 0 | 143 |
| Total Participants | 0 | 2,106 |

**April mobility trainings canceled due to COVID-19*

MONTHLY REPORT
10C: External Affairs



- **Mobility Coordination Outreach:** Due to the ongoing response to COVID-19, all DART mobility trainings or events have been canceled. DART staff remain in frequent contact with human service agency partners and are actively participating in mobility stakeholder groups.
- **New Community Partnerships:** DART is partnering with the American Cancer Society and Iowa Cancer Consortium to provide paratransit trips to cancer patients traveling to treatment at four facilities throughout Greater Des Moines. DART has also offered available operators to support delivery of meals and groceries to residents in need in partnership with DMARC.
- **Reduced Fare Task Force:** An internal review of DART's reduced fare programs has identified opportunities for streamlining processes to reduce barriers to transit for populations in need of access. Task force recommendations are being revisited as a result of COVID-19 to determine what, if any, adjustments are warranted prior to bringing a proposal to the DART Commission.
- **Unlimited Access Partnerships:** DART staff have been in frequent communication with Unlimited Access partners to provide updates on DART's response to COVID-19 and to address interim transportation needs as a result of service reductions.



MONTHLY REPORT



| | |
|-------------|--------------------|
| 10D: | Procurement |
|-------------|--------------------|

Staff Resource: *Mike Tiedens, Procurement Manager*

Upcoming Procurements:

Federal Lobbying Services – DART is soliciting responses from Consultants to provide the following legislative services at the national level (including, but not limited to): representation, federal monitoring of 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.

- Request for Proposals to be published in June 2020

Housekeeping Services – DART is seeking responses from a qualified Contractor to provide housekeeping services for its two (2) locations: DART Central Station and 1100 DART Way. The requested services will include, but not be limited to: in depth and detailed cleaning of all interior and exterior facilities, as well as facility grounds. All services will ensure the safety of DART customers and staff and will strive to minimize disruption to DART operations. Also included will be special considerations for any specialized cleaning related to current and future pandemics. Dart Central Station is certified LEED Platinum and any cleaning practices and products will comply with the certification.

- Request for Proposals to be published in June 2020

Contracts and Task Orders Approved Recently:

Trash and Recycle Bins

- DART requested quotes for the replacement of trash and recycle bins at DART Central Station. The quantities include twelve (12) trash receptacles and six (6) recycling receptacles.
 - Indoff Inc. submitted the lowest, responsive bid and the bid price is \$19,131

Heat Pump Replacement – IT Room/DART Central Station

- DART requested quotes for the installation of a heat pump located above the IT Workroom at DART Central Station. Work includes, but is not limited to: demo and removal of existing .5-ton heat pump and replacement and installation of a 5-ton heat pump. Associated electrical, mechanical, and duct work is included.
 - Proctor Mechanical submitted the lowest, responsive bid and the bid price is \$59,369

Future Procurements:

- | | |
|------------------------------|-------------------------------|
| • State Lobbying Services | • E-Procurement System |
| • Marketing Support Services | • Financial Advisory Services |
| • Printing Services | • RideShare Vans |
| • Outdoor Signage Displays | |



MONTHLY REPORT



10E: Chief Executive Officer

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

- **DART Executive Committee:** The DART Executive Committee has met several times over the last month to discuss DART's COVID-19 issues. Their meeting dates for June haven't been set yet.
- **DART's COVID-19 Response** – I continue to be thankful for all the ways the DART team is working together during this incredibly challenging time. I continue to witness the commitment they have to serving our customers and to serving each other and keeping service on the road for so many of our customers that need it every day. We greatly appreciate the support of the Commission as we have worked to navigate these unprecedented times.
- **New DART Leadership Team Members** – With the Amanda Wanke's transition to DART's Chief Operating Officer role, I am pleased to share that Luis Montoya's promotion to the role of Chief Planning Officer, leading DART's transit planning and scheduling, customer facility planning, strategic planning and business analytics functions. In addition, I am equally pleased to share Erin Hockman will be promoted to the role of Chief External Affairs Officer, overseeing Marketing and Communications, Business and Community Partnerships, Government Relations and RideShare.



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

| July 7, 2020 – 12:00 P.M. | |
|--|---|
| Action Items | Information Items |
| <ul style="list-style-type: none"> • August 2020 Service Change • Art Shelters • October Service Change | <ul style="list-style-type: none"> • Electric Bus Update • Reduced Fare Task Force |
| August 4, 2020 – 12:00 P.M. | |
| Action Items | Information Items |
| <ul style="list-style-type: none"> • DART Operations and Maintenance Facility | <ul style="list-style-type: none"> • Transit Riders Advisory Committee Update • DART Advertising Policy Update • Comp Study Findings • PTASP Review |
| September 1, 2020 – 12:00 P.M. | |
| Action Items | Information Items |
| <ul style="list-style-type: none"> • DART Advertising Policy • Federal Lobbying Contract | <ul style="list-style-type: none"> • DMPS/Student Behavior Update • Mobility Coordinator Update |

Other Future Agenda Items:

Upcoming DART Meetings:

| MEETING | DATE | TIME | LOCATION |
|--------------------------|---------------|------|---------------|
| DART Executive Committee | June 19, 2020 | TBD | WebEx Meeting |