



NOTICE OF COMMISSION MEETING AND AGENDA

DES MOINES AREA REGIONAL TRANSIT AUTHORITY

[Zoom Meeting](#)

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NOVEMBER 3, 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 NOVEMBER 3, 2020 AGENDA	
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13. NEXT MEETING: Regular DART Meeting - Tuesday, December 1, 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.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED BY ZOOM
620 CHERRY STREET – DES MOINES, IOWA 50309
OCTOBER 6, 2020**



[The above Commission Meeting was held via Zoom. 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, Michael McCoy, John Edwards, Josh Mandelbaum, Jill Altringer, Paula Dierenfeld, Ross Grooters, Bridget Montgomery, Russ Trimble and Joseph Jones

Commissioners/Alternates Absent:

Doug Elrod and Angela Conolly

CALL TO ORDER

Chair, Russ Trimble, called the meeting to order at 12.02 p.m. Roll call was taken, and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

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

It was moved by Josh Mandelbaum and seconded by Bridget Montgomery to approve the October 6, 2020 agenda. The motion carried unanimously.

PUBLIC COMMENT

None

6. TRANSIT RIDERS ADVISORY COMMITTEE (TRAC)

Chair, Russ Trimble, referred the Commission to the packet to review the Transit Riders Advisory Committee update.

CONSENT ITEMS

7A – Commission Meeting Minutes – September 1, 2020

7B - August 2020 Financials

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



ACTION ITEMS

8A – State Lobbying Contract

Mike Tiedens, Procurement Manager shared that DART is seeking a qualified consultant to provide legislative services at the state level and outlined the services needed. The procurement process was outlined sharing that proposals were due on September 16, 2020. Three (3) proposals were received, and all were deemed responsive: BrownWinick Government Relations, LS2group (Larson Shannahan Slifka Group) and PolicyWorks Iowa. The evaluation process and differentiating factors were identified and the financial proposals were shared with the Commission.

It was moved by Vern Willey and seconded by Josh Mandelbaum to approve a three (3) year contract with two (2) individual, one (1) year options with PolicyWorks Iowa for State Lobbying Services for the amount Not to Exceed \$134,000. 11 Yea's, Commissioner Russ Trimble abstained.

8B – DART Advertising Contract Amendment

Erin Hockman, Chief External Affairs Officer shared that DART is entering the last year of a 5-year agreement with Adsplosure, the transit advertising contractor that sells and installs all interior and exterior ads on DART buses and shelters and provided background to their history and growth for DART. Current terms of the agreement were outlined as well as the negotiated changes to the guaranteed minimum that increases the minimum by \$10,000 annually.

It was moved by Joseph Jones and seconded by Bridget Montgomery to approve a contract amendment that would revise our agreement from the current 5-year contract with 3, 1-year options to a 5-year contract with 1, 3-year option, extending our contract with Adsplosure through FY24 and increasing the annual guaranteed minimum by \$10,000 per year. The motion carried unanimously.

8C - Secretary/Treasurer Officer Responsibilities

Kent Farver, Chief Financial Officer outlined the current responsibilities, based on the 28E agreement that the three officer positions hold and shared since MTA was formed (DART's predecessor organization), the Secretary/Treasurer role has signed any check written by DART that is \$50,000 or greater which is not a requirement of the 28E agreement or the DART bylaws. Current DART financial procedures and internal controls were highlighted.

It was moved by Josh Mandelbaum and seconded by Vern Willey to remove the current requirement that the Commission Secretary/Treasurer approves/signs any check \$50,000 or greater. Require that any check \$50,000 or greater have a dual signature from the DART CFO in addition to the CEO signature. The motion carried unanimously.



DISCUSSION ITEMS

9A – DART Property Tax Formula

Kent Farver, Chief Financial Officer provided an update on the DART Property Tax Formula discussions including a brief overview of the key findings and next steps from the Commission Workshop held on September 25, 2020 which identified “Scenario 5” formula which staff will continue to work on for future member city council discussions and final DART Commission recommendation.

9B – Reduced Fare Task Force Update

Matt Harris, Business and Partnership Manager and Catlin Curry, Mobility Coordinator provided a background to an internal task force made of cross department leaders which takes a comprehensive look at DART's various reduced fare programs. The goals of the task force were identified as well as the current and proposed future process. Based on the task force goals, staff identified the certain priorities to inform potential improvements to DART's reduced fare programs and, specifically, OTT which were identified to the Commission. The potential revenue loss from the six-month pilot is estimated to be between \$36,000 - \$89,000.

9C – Business Partnerships Update

Due to time, Chair, Russ Trimble, advised the Commission that the Business Partnerships Update presentation will be deferred to the November Commission meeting.

9E – Monthly Performance Report – August 2020

Chair, Russ Trimble, referred the Commission to the packet to review the August 2020 performance report.

MONTHLY REPORTS

Chair, Russ Trimble, referred the Commission to the packet to review department monthly reports.

10A – Operations

10B – Planning

10C - External Affairs

10D – Procurement

10E – Chief Executive Officer

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – OCTOBER 6, 2020**



FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

12A – Establishment of Nominating Committee

Chair, Russ Trimble asked Ms. Connolly (act as Chair of the Committee), Mr. Jones and Mr. McCoy to serve on the nominating committee. The process was outlined; the nominating committee will recommend a slate of officers at the January 2021 Commission meeting as well as nominate for the two at-large positions.

12B – 2021 Commission Meeting Dates and Times

The Commission agreed to keep the same date and time for the 2020 commission meeting dates, the first Tuesday of the month at noon (as listed below). Vicky Barr, Executive Coordinator and Commissions Clerk will send out the calendar invites to all commissioners. The meeting dates and times for 2021 are:

- January 5, 2021 at 12:00 pm
- February 2, 2021 at 12: 00 pm
- March 2, 2021 at 12:00 pm
- April 6, 2021 at 12:00 pm
- May 4, 2021 at 12:00 pm
- June 1, 2021 at 12:00 pm
- July 13, 2021 at 12:00 pm (moved from July 6 due to the July 4 Holiday)
- August 3, 2021 at 12:00 pm
- September 7, 2021 at 12:00 pm
- October 5, 2021 at 12:00 pm
- December 7, 2021 at 12:00 pm

CLOSED SESSION

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

Chair, Russ Trimble recessed the meeting at 1:17pm

Chair, Russ Trimble moved that the Commissioners of the Des Moines Area Regional Transit Authority go into closed session to discuss strategy with counsel in matters that are presently pending in litigation or where litigation is imminent where its disclosure would be likely to prejudice or disadvantage DART's position.

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

No action was taken during the closed session.

At 1:32 pm, it was moved by Vern Willey and seconded by Josh Mandelbaum that the closed

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – OCTOBER 6, 2020**



session be adjourned. The motion carried unanimously.

MEETING RECONVENED IN OPEN SESSION

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

ADJOURN

Chair, Russ Trimble, adjourned the meeting at 1:36 p.m.

Chair

Clerk

Date

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

The next regular DART monthly Commission Meeting is scheduled for Tuesday, November 3, 2020 at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa. (If the Administration offices at DART Central Station remain closed on November 3 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 November 3 Commission meeting will again be hosted via a virtual platform such as Zoom. Participation directions for such the virtual meeting will be forthcoming)



CONSENT ITEM



6B:	FY2025 Surface Transportation Block Grant (STBG) Request
Action:	Authorize submission of an application to the DMAMPO for federal STBG funds in the amount of \$1,510,000

Staff Resource: *Debra Meyer, Financial Analyst*

Background:

- Applications for the FY2025 Federal Surface Transportation Block Grant program (STBG) are due to the DMAMPO on January 8, 2021.
- The total STBG funding available for FY2025 is approximately \$13.2 million with MPO policy dictating the minimum distribution to transit at 10%, up to a maximum of 70%. If the MPO estimates are understated, the 2025 unallocated portion is distributed to projects that were either partially funded or unfunded, but only up to the original application amount.
- DART requested \$1,500,000 in FY2024 funding to replace three heavy-duty buses and was awarded slightly less at \$1,355,000

Proposed Request:

- DART will request \$1,510,000 in FY2025 funds (11% of the total), to purchase three heavy-duty buses specified in the capital plan.

Recommendation:

- Approve the submission of the grant as presented to the DMAMPO.



CONSENT ITEM



6C: FY 2021 Des Moines Public Schools Contract Pricing

Action: Approve the Des Moines Public Schools Contract Value of \$638,912.64 for the 2020-2021 School Year.

Staff Resource: Luis Montoya, Chief Planning Officer

Background:

- DART has been providing Des Moines Public School middle and high school students transportation to and from school since 1993.
- Over 2,500 student trips per day are provided on DART's regular fixed route services as well as additional bus routes that include slight variations off a DART route.
- As part of the contract, DART provides unlimited ridership privileges to eligible students every day of the week throughout the entire year including all break periods (Christmas Break, Spring Break, and Summer Break).
- Unlimited ridership privileges for eligible summer-school students.
- Unlimited free access to all DART transit services for any of the approximately 5,000 Des Moines Public School District employees.
- DMPS compensates DART for the true cost of DART services, not an estimated amount based on student passes issued. The district's payment will be guaranteed and received in 10 equal monthly payments during the school year.
- The DART Commission approved a new five-year contract with Des Moines Public Schools in July 2018.
- Given the current circumstances with COVID-19, service levels for the 2020-2021 school year have been modified to ensure DART is able to maintain adequate social distancing on vehicles throughout the school year.
- The contract pricing for 2020-2021 is also based on fewer school days than prior years due to DMPS's delayed start to in-person classroom instruction due to COVID-19.
 - School service for Middle School started October 26th and it will start on November 10th for High School.
- Per the action taken by the DART Commission at their August 2020 meeting, staff did discuss the DMPS contract with the DART Chair as well as the DART Executive Committee at their October 23, 2020 meeting before commencing service on October 26th.

Costs:

- DMPS will pay DART an amount of \$638,912.64 in Year 3 subject to the addition or deletion of any existing routes, school days, or major cost escalation (fuel).

Recommendation:

- Approve the 2020-2021 school year contract value of \$638,912.64.



ACTION ITEM



6C: September FY2021 Consolidated Financial Report

Action: Approve the September 2020 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue is 39.5% below budget projections year to date. D-Line Funding under Other Contracted Services and Monthly Passes are seeing above budget levels currently. Cash Fares, School Funding, and Mobile Ticketing Passes are seeing the most negative impacts due to COVID-19 conditions.
- Fixed Route Non-Operating revenue is ahead of budget by 22.78%. The largest factor is CARES Funding drawn down in the amount of \$2 million to cover anticipated revenue gap. Miscellaneous Income is currently outpacing budget levels and State Operating Assistance, Property Tax Revenue, and FTA Formula funds are all meeting projections.
- Paratransit Operating revenue is under budget by 81.8%. All areas have been impacted by COVID-19 as many programs have been limited or suspended.
- Paratransit Non-Operating revenue is .71% under budget resulting from grant fund timing.
- Rideshare revenues are 62.2 % below budget. The program has been significantly impacted by COVID-19.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 15.5% below budget projections. Nearly all categories are seeing savings this early in the year with the exception of Purchased Transportation and Miscellaneous (where COVID-19 specific expenses are shown). Salaries, Wages, & Fringes, Services, Services, and Fuel & Lubricants are seeing the most savings years to date.
- Paratransit Budget Summary – Operating expenses are 33% under budget year to date. Nearly all categories are seeing savings this early in the year and reflective of the reduced ridership levels. Salaries, Wages, & Benefits, Fuel & Lubricants, and Purchased Transportation are the three categories seeing the most savings.
- Rideshare Budget Summary – Rideshare has a budget savings of 39.1% year to date. All but the Local Match and Utilities are seeing savings.

Recommendation:

- Approve the September 2020 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of September FY2021 Year to Date as Compared to Budget:**

Fixed Route	\$	2,223,123	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	19,891	\$217,705
Rideshare	\$	<u>(47,539)</u>	
Total	\$	2,195,475	

FY2021 Financials: September 2020

FIXED ROUTE	September 2020			Year-To-Date-(3) Months Ending 09/30/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	206,495	477,438	(270,943)	865,923	1,432,315	(566,392)
Non-Operating Revenue	4,136,484	2,236,001	1,900,483	8,236,313	6,708,003	1,528,310
Subtotal	4,342,979	2,713,439	1,629,540	9,102,235	8,140,318	961,918
Operating Expenses	2,257,798	2,713,439	455,641	6,879,113	8,140,318	1,261,205
Gain/(Loss)	2,085,180	-	2,085,180	2,223,123	-	2,223,123

PARATRANSIT	September 2020			Year-To-Date-(3) Months Ending 09/30/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	23,346	110,792	(87,446)	60,448	332,375	(271,927)
Non-Operating Revenue	185,937	187,270	(1,333)	557,810	561,810	(4,000)
Subtotal	209,283	298,062	(88,779)	618,258	894,185	(275,927)
Operating Expenses	199,101	298,062	98,961	598,366	894,185	295,819
Gain/(Loss)	10,182	-	10,182	19,891	-	19,891

RIDESHARE	September 2020			Year-To-Date-(3) Months Ending 09/30/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	25,910	67,917	(42,007)	77,084	203,750	(126,666)
Non-Operating Revenue	-	333	(333)	-	1,000	(1,000)
Subtotal	25,910	68,250	(42,340)	77,084	204,750	(127,666)
Operating Expenses	42,996	68,250	25,254	124,623	204,750	80,127
Gain/(Loss)	(17,085)	-	(17,085)	(47,539)	-	(47,539)

Summary	September 2020			Year-To-Date-(3) Months Ending 09/30/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	255,751	656,147	(400,395)	1,003,454	1,968,440	(964,986)
Non-Operating Revenue	4,322,420	2,423,604	1,898,816	8,794,123	7,270,813	1,523,310
Subtotal	4,578,172	3,079,751	1,498,421	9,797,577	9,239,253	558,324
Operating Expenses	2,499,895	3,079,751	579,856	7,602,102	9,239,253	1,637,151
Gain/(Loss)	2,078,277	-	2,078,277	2,195,475	-	2,195,475



CONSENT ITEM



6D: Quarterly Investment Report

Staff Resource: *Amber Dakan, Finance Manager*

Background:

- DART began investing its reserve dollars in April, 2016 with the intent to maximize the value of our assets.
- The 1st quarter of FY2021 (July 1 – September 30) ended with \$1,085,380 in our investment portfolio. This is down from prior quarters because it is historically a lower period of reserves awaiting October property tax receipts.
- The current quarterly statement recognized \$1,706.14 in interest income.
- Portfolio assets are currently held in high yield money market funds. The quarter ended with a .20% interest rate.
- Attached within the packet is DART's Quarterly Investment Report.

Recommendation:

- Approve the recommended quarterly investment report for the first quarter of Fiscal Year 2021 (July 1 – September 30).



PMA Monthly Statement

(39427-101) Investment Account

Statement Period

Sep 1, 2020 to Sep 30, 2020

Statement for the Account of:

Des Moines Area Regional Transit Authority

Des Moines Area Regional Transit Authority

Amber Dakan

620 Cherry Street

Des Moines, IA 50309



Des Moines Area Regional Transit Authority

Statement Period

Sep 1, 2020 to Sep 30, 2020

SDA / MMA TRANSACTION ACTIVITY

FEDERATED FUNDS			BEGINNING BALANCE				\$0.00
Transaction	Date		Deposits	Withdrawals	Interest / Adjust	Balance	
20549	09/29/20	Deposit	\$253.16			\$253.16	
TOTALS FOR PERIOD			\$253.16	\$0.00	\$0.00		
ENDING BALANCE							\$253.16
FIRST NATIONAL BANK OF OMAHA - M			BEGINNING BALANCE				\$0.00
Transaction	Date		Deposits	Withdrawals	Interest / Adjust	Balance	
228044	09/14/20	Deposit	\$1,085,601.76			\$1,085,601.76	
228076	09/16/20	Withdrawal		(\$400.00)		\$1,085,201.76	
228782	09/30/20	Interest			\$178.33	\$1,085,380.09	
TOTALS FOR PERIOD			\$1,085,601.76	(\$400.00)	\$178.33		
ENDING BALANCE							\$1,085,380.09



Des Moines Area Regional Transit Authority

Statement Period

Sep 1, 2020 to Sep 30, 2020

FIXED INCOME INVESTMENTS

INTEREST

Type	Holding ID	Transaction Date	Description	Interest
SDA	228782	09/30/20	Savings Deposit Account - FIRST NATIONAL BANK OF OMAHA - M	\$178.33
Totals for Period:				\$178.33



Des Moines Area Regional Transit Authority

Statement Period
Sep 1, 2020 to Sep 30, 2020

CURRENT PORTFOLIO

Type	Code	Holding ID	Trade	Settle	Maturity	Description	Cost	Rate	Face/Par	Market Value
MMA		20549-1		09/30/20		Federated - Government Obligations Fund	\$253.16		\$253.16	\$253.16
SDA	5	228782-1		09/30/20		Savings Deposit Account - FIRST NATIONAL BANK OF OMAHA - M	\$1,085,380.09	0.200%	\$1,085,380.09	\$1,085,380.09
Totals for Period:							\$1,085,633.25		\$1,085,633.25	\$1,085,633.25

Weighted Average Portfolio Yield: 0.000 %

Weighted Average Portfolio Maturity: 0.00 Days

Deposit Codes:

5) Promontory

Portfolio Summary:

Type	Allocation (%)	Allocation (\$)	Description
MMA	0.02%	\$253.16	Money Market Account
SDA	99.98%	\$1,085,380.09	Savings Deposit Account

Note: Weighted Yield & Weighted Average Portfolio Maturity are calculated using "Market Value" and are only based on the fixed rate investments (excluding SDA investments).

"Cost" is comprised of the total amount you paid for the investment including any fees and commissions.

"Rate" is the Net Yield to Maturity.

"Face/Par" is the amount received at maturity.

"Market Value" reflects the market value as reported by an independent third-party pricing service. Certificates of Deposit and Commercial Paper and other assets for which market pricing is not readily available from a third-party pricing service are listed at "Cost".



Monthly Statement



About Your Account and Statement

Securities and municipal advisory brokerage services (investments purchased with proceeds from a municipal securities issuance), and investments cleared through our clearing firm, Pershing LLC, are offered through PMA Securities, LLC, a broker-dealer and municipal advisor registered with the SEC and MSRB, and a member of FINRA and SIPC. All other products and brokerage services are generally provided by PMA Financial Network, LLC. Thus, certificates of deposit ("CD"), savings deposit accounts ("SDA") and commercial paper ("CP") may be executed through either PMA entity, as applicable, depending on whether the investment was purchased with proceeds derived from municipal securities. PMA Securities, LLC and PMA Financial Network, LLC are operated under common ownership and are affiliated with Prudent Man Advisors, LLC.

Fixed Rate Investment Activity

This section shows all of the fixed term investments purchased and sold, maturities, interest received, and activity. This will include all CD, SDA, CP, securities and money market funds purchased through PMA Financial Network, LLC or PMA Securities, LLC as applicable. It also shows the approximate market value of each security whose price is obtained from an independent source believed to be reliable. However, PMA cannot guarantee their accuracy. This data is provided for informational purposes only. Listed values should not be interpreted as an offer to buy or sell at a specific price. CD's and CP are listed at their original cost. Redemption of a CD prior to maturity may result in early withdrawal penalties. Market values are based on the last day of the month for which this report date range is ending. If the run date of this report is prior to the end of the current month, the market values are listed as equivalent to the cost values.

Money Market Fund

The Rate shown for the money market fund represents the average net interest rate over the previous month which is then annualized. Information regarding the money market fund's investment objectives, risks, charges and expenses can be found in the money market fund's prospectus, which can be obtained by calling PMA at the phone numbers listed. The performance data featured represents past performance, which is no guarantee of future results. Investment returns will fluctuate. Current performance may be higher or lower than the performance data quoted. Please call PMA for the most recent performance figures.

The performance data featured represents past performance, which is no guarantee of future results. Investment returns will fluctuate. Current performance may be higher or lower than the performance data quoted. Please call PMA for the most recent performance figures.

Additional Disclosures

All funds, and/or securities are located and safe kept in an account under the client's name at their custodial bank. Any certificates of deposit listed are located in the client's name at the respective bank. Any money market fund shares are held directly with the money market fund. It is recommended that any oral communications be re-confirmed in writing to further protect your rights, including rights under the Securities Investor Protection Act.

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Some debt securities are subject to redemption prior to maturity. In the event of a partial or whole call of a security, the securities call will be automatically selected on a random basis as is customary in the securities industry. The probability that your securities will be selected is proportional to the amount of your holdings relative to the total holdings. Redemption prior to maturity could affect the yield represented. Additional information is available upon request.

A financial statement of PMA Securities, LLC is available for inspection at its office or a copy will be mailed to you upon written request.

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How to Contact PMA

Please call (630) 657-6400 or write to us at PMA, 2135 CityGate Lane, 7th Floor, Naperville, Illinois 60563.

How to Contact Pershing, LLC

Please call (201) 413-3530 or write to Pershing, LLC, One Pershing Plaza, Jersey City, New Jersey, 07399

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ACTION ITEM



7A: Reduced Fare Task Force Pilot Proposal

Action: Approve proposed reduced fare pilot program

Staff Resource: Matt Harris, Business & Community Partnerships Manager

Background:

- DART formed an internal task force made of cross department leaders to take a comprehensive look at DART's various reduced fare programs. The process undertaken by staff to conduct its review of reduced fare programs included internal evaluation and process mapping; industry research and benchmarking; external partner feedback; financial analysis and modeling; and a pilot program recommendation.
- The goals of the task force included:
 - Reducing barriers for income-constrained customers;
 - Simplifying the administrative and customer burden; and
 - Encouraging ridership by streamlining access.
- DART's Opportunities Through Transit (OTT) program is a partnership with Polk County and currently serves certain income-constrained individuals but is unnecessarily burdensome for staff to administer and customers to access. The OTT program offers a monthly pass purchase option at \$18 instead of the standard half-fare price of \$24. OTT participants do not currently have access to half-fare day, week or mobile passes and program participation is currently capped.

Proposed Pilot Program

- FY2021 provides a timely and cost-effective opportunity to implement a reduced fare pilot due to lower levels of ridership and the increased community need from COVID-19.
- A proposed six-month pilot program would expand access to DART's half-fare program by allowing individuals who are connected to food assistance programs and/or trying to better their economic circumstances through workforce assistance or job training to enroll in DART's half-fare program upon proof of third-party eligibility. This would enable access to all fare media, including day, week, month and mobile half-fare passes.
- New applications to the current OTT program would be frozen during the pilot period while the \$18 monthly pass price point for current OTT participants would be honored until permanent program changes are adopted following the conclusion of the pilot.
- The potential revenue loss from the six-month pilot is estimated to be between \$36,000 - \$89,000 while the revenue loss for a full year at normal ridership could be between \$123,000 - \$297,000.
- Polk County has agreed to continue its partnership with DART and will provide a per-pass subsidy for passes sold during the pilot up to \$25,000. DART is exploring opportunities for additional funding partnerships to help off-set anticipated revenue changes.



ACTION ITEM

7A: Reduced Fare Task Force Pilot Proposal

Title VI Fare Equity Analysis:

- The proposed pilot was evaluated for potential disproportionate negative impacts on racial minority or low-income customers according to DART's Fare Equity Policy and Federal regulations.
- The proposed changes would not have a disproportionate impact on minority customers since the proportion of minority customers in the OTT program is very similar to the proportion of minority customers for DART's fixed route service overall. The proposed change would not constitute a disparate impact on minority individuals.
- Qualifying individuals would experience a decrease in fares in most payment categories. However, the cost of a monthly pass would increase from \$18 to \$24 for individuals who would normally qualify for OTT. Since OTT participants are all low-income, the proposed change would result in a disproportionate burden.
- The program is designed to mitigate potential negative impacts to customers by being a temporary pilot that would inform any future permanent change, streamlining the application process, expanding access to additional half-fare pass types and by honoring the original OTT reduced fare monthly pass price for those currently enrolled.

Recommendation:

Approve a six-month pilot program to run from January – June 2020 that would allow individuals who are connected to food assistance programs and/or trying to better their economic circumstances through workforce assistance or job training to enroll in DART's half-fare program upon proof of third-party eligibility.



Title VI Fare Equity Analysis

DART Reduced Fare Program

November 2020

**Des Moines
Area Regional
Transit Authority**

620 Cherry Street
Des Moines, Iowa
50309-4530

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ridedart.com



Background

In 2019, a survey sponsored by the United Way of Central Iowa found that transit fares can be a barrier to meeting the transportation needs of local residents. This information led DART to examine its fare structure to see how reduced fare programs might be modified to lower barriers for income-constrained customers and encourage ridership on DART. Staff found that existing programs could be improved by streamlining application and administrative processes and expanding choice and access for customers.

One existing program that benefits many central Iowans is DART's Half Fare Program. Qualifying individuals ride DART for about half the cost of regular bus fare. Once eligibility is determined, customers are issued a Half Fare identification card, which they can use to purchase any DART fare media at a half fare rate. Adults 65 and over, people with disabilities, refugees, and students all qualify for the Half Fare program.

DART also offers the Opportunities Through Transit (OTT) program. OTT allows income-eligible customers to purchase a discounted monthly pass for \$18, which is less than half the price of a \$48 regular monthly pass. The program focuses on assisting those who rely on DART for getting to work, looking for a job or traveling to adult educational and training programs.

Proposed Changes

DART proposes a pilot project to expand eligibility to its Half Fare Program to include low-income and job-seeking residents, which will reduce costs for many qualified customers. This change would enable the population currently served by the existing OTT program to purchase any fare media at a half-fare price, rather than just a monthly bus pass. Additionally, the application and approval process for low-income residents to participate in the Half Fare program would be simplified to allow for third party verification of income, such as proof of eligibility for food assistance, proof of unemployment, or proof of participation in a job training program. Qualifying customers with all the necessary materials could be instantly approved, as opposed to the current OTT process which requires multiple trips, forms, and up to two weeks to review and confirm eligibility.

While the proposed expanded Half Fare Program is intended to benefit qualified individuals, one potential hardship that has been identified is that the current price for a monthly pass for OTT participants is \$18, and if the same individuals became qualified for the Half Fare program their monthly pass would cost \$24. DART hopes to mitigate this potential negative impact through program design features discussed in a later section.

The pilot project only affects individuals who qualify for the OTT program. Base fares, fare structure, and fare medias are not changing as part of this pilot program.



Public Outreach

The impetus for these proposed changes was a recent survey of more than 600 Polk County residents that was conducted as part of a Central Iowa Transportation Gaps Analysis and which found that for nearly 40 percent of respondents, the cost of riding DART was identified as a barrier to meeting their transportation needs. Many of the respondents were asset limited, income-constrained, employed (ALICE) population, which is the group that the proposed changes aim to help increase the access and affordability of transit.

Given the community need that was identified through a robust survey, DART staff conducted interviews with various stakeholder groups that work with the ALICE population in our region. When staff spoke with representatives of groups that provide housing, job training and employment placing assistance in Central Iowa, they pointed out that while the OTT program is popular, the cumbersome application process likely limits the number of residents that can participate. Groups interviewed include Central Iowa Works, Goodwill of Central Iowa, Central Iowa Shelter & Services (CISS), Iowa Workforce Development, and Project Iowa.

DART customer service staff also shared their experience administering the program to identify gaps and challenges.

If the proposed changes are approved by the DART Commission, DART staff will undertake a robust external communications strategy consistent with DART's Public Participation Plan. The aim will be to ensure the more than 200 community partner organizations that DART works with are educated on how eligible populations can participate in the pilot program and benefit from expanded access to its Half-fare Program. DART will also target outreach to eligible populations through local human service agency partners, on-board and electronic distribution of rider communications, as well as formal announcement via DART's media contacts.

Relevant Policies

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.

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.

DART's Disparate Impact Policy provides a threshold which identifies when adverse effects of a fare change are borne disproportionately by 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.

DART's Disproportionate Burden Policy provides a threshold which identifies when adverse effects of a fare change are borne disproportionately by 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.



Impact Analysis

In order to test whether the proposed changes would result in a disproportionate negative burden on minority or low-income population, DART staff collected available demographic information to compare the affected population to the regional population, as well as information about the proposed fare change. For this analysis, staff used the race and income information collected from participants in the Opportunities Through Transit (OTT) program. Staff compared OTT participants to residents of the region as a whole using available Census data. Details on this analysis can be found in the Appendix.

OTT Participation

The following analysis compares the demographic make-up of OTT participants compared to all DART customers and DART's service area as a whole.

	Low Income	Minority
OTT Participants	100%	38%
All DART Customers	52%	39%
DART Service Area	19%	30%

Fare Change Analysis

The following analysis focuses on the impacts of the proposed fare change on individuals who qualify for OTT, and who would be eligible for the expanded Half Fare Program as a result of the proposed changes. Demographic data is collected from each OTT applicant. The monthly pass is the only subsidized fare option in the OTT program. Therefore, we assume that all participants, upon purchasing a subsidized monthly pass, do not purchase any other fare products while they are in the program. Under the expanded Half Fare proposal, the same universe of OTT qualified individuals would be able to purchase any DART fare product at the half fare price.

The proposed changes would only impact low-income, job seeking individuals who would qualify for the OTT program. Existing Half Fare program participants (such as seniors and people with disabilities), and general customers who do not meet the OTT qualifications will not experience any fare change.

Fare Type	Cost		Change		Demographics by Fare Type		
	Existing	Proposed	Absolute	Percentage	Low-income (OTT)	Minority (OTT)	Overall (OTT)
Monthly Pass	\$18	\$24	\$6	33%	100%	38%	100%
Weekly Pass	\$16	\$7	(\$9)	-56%	0%	0%	0%
Day pass	\$4	\$2	(\$2)	-50%	0%	0%	0%
Single Ride	\$1.75	\$0.75	(\$1)	-57%	0%	0%	0%



Findings

This analysis indicates that the proposed changes would not have a disproportionate impact on minority customers. 38% of OTT participants are in racial minority groups, and 39% of all DART customers are in racial minority groups. Since there is not a 5% or greater difference between the proportion of minority customers in the OTT program compared to DART customers as a whole, the proposed change would not constitute a disparate impact on minority individuals.

This analysis also shows that while qualifying individuals would experience a decrease in fares in most payment categories, the cost of a monthly pass would increase from \$18 to \$24 for participating individuals. Since 100% of OTT participants are low-income, compared to 52% of all DART customers, the differential of greater than 5% indicates that the proposed change would result in a disproportionate burden on low income customers who choose to purchase a monthly pass. Low income customers that qualify for the program who choose any other fare category will not experience a disproportionate burden because they would receive a fare decrease in every other fare category.

Given the finding that low-income residents who choose to purchase a monthly pass would be disproportionately negatively impacted, DART should take steps to avoid, minimize or mitigate impacts where practicable.

Justification and Mitigation Measures

DART staff believe that despite the disproportionate burden on some customers, the proposed changes would be a net benefit for all affected customers for the following reasons:

- ▶ By streamlining the application process, more people should be able to prove eligibility for the expanded Half Fare program relative to the OTT program. Participants will also experience much shorter wait times since the Half Fare program has instant verification.
- ▶ By expanding eligibility for the Half Fare program, qualifying customers would be able to purchase any DART fare media at a discounted rate, as opposed to just being able to purchase a monthly pass through OTT. Qualifying customers will get a fare reduction on most fare media and categories. It is only the monthly pass that will cost more through the half fare program when compared to OTT.

The following mitigation measures have been put in place to control for potential adverse impacts to customers:

- ▶ The program will be a 6-month pilot. A formal evaluation will document the effectiveness and customer satisfaction of the program.
- ▶ Existing OTT customers will have the option to continue to purchase a monthly pass at the existing rate of \$18 during the pilot period. Therefore, only new participants or current participants who wish to purchase other fare categories and media would be affected.
- ▶ DART will explain the changes and rationale to impacted customers through local human service agency partners, on-board and electronic distribution of rider communications, as well as formal announcement via DART's media contacts.



Conclusions

The intent of expanding access to DART's Half Fare Program to low-income and job seeking individuals, as well as those undergoing job training, is to reduce barriers to transit for income-constrained customers. The proposed changes would simplify the administrative and customer burden, encourage ridership by streamlining access, and reduce costs for many customers. The change in policy will have a disproportionate burden on low-income individuals, however, DART has demonstrated that these impacts will be mitigated through program design.



Appendix

Title VI Analysis Data Sources and Definitions

Data from the American Community Survey (ACS), DART ridership reporting, and customer surveys were used to perform the Title VI analysis.

2017 ACS five-year estimates provided block-group-level population data for the existing network demographic analysis. For purposes of this analysis, the following origin by race categories were defined as minority:

- ▶ Black or African American alone
- ▶ American Indian or Alaska Native alone
- ▶ Asian alone
- ▶ Native Hawaiian or Other Pacific Islander alone
- ▶ Hispanic or Latino alone
- ▶ "Other" race alone
- ▶ Two or more races

Individuals who reported in the ACS that their income over the previous 12 months fell below the federal poverty line were defined as low-income for the geographic analysis.

For purposes of this analysis, the following origin by race categories were defined as minority as indicated on OTT application:

- | | |
|------------------------------------------------------------|----------------------------------------------|
| ▶ African American | ▶ Black/ African American & Caucasian |
| ▶ American Indian/ Alaskan Native | ▶ Black/ African American & Hispanic/ Latino |
| ▶ American Indian/ Alaskan Native & Black African American | ▶ Hispanic |
| ▶ American Indian/ Alaskan Native & Caucasian | ▶ Native American |
| ▶ Asian | ▶ Native American/ Other Pacific Islander |
| ▶ Asian & Caucasian | ▶ Other |
| ▶ Black/ African American | ▶ Other Multi-Racial |
| | ▶ White Hispanic/ Latino |

Results from the 2018 DART Customer Satisfaction on-board survey informed the Title VI evaluation of whether proposed service changes created a potential for a disparate impact or disproportionate burden. Survey respondents were asked to identify their race or ethnicity from the following categories and could select all that applied:

- ▶ Caucasian/White
- ▶ African American/Black



- ▶ Hispanic/Latino
- ▶ Native American
- ▶ Asian/Pacific Islander
- ▶ Middle Eastern/North African
- ▶ Other

Respondents who selected any combination of answers other than only Caucasian/White were considered minority riders.

The customer satisfaction survey also asked respondents to provide their household income before taxes among the following income brackets:

- ▶ Less than \$10,000
- ▶ \$10,00 - \$14,999
- ▶ \$15,000 – \$24,999
- ▶ \$25,000 - \$34,999
- ▶ \$35,000 - \$49,999
- ▶ \$50,000 - \$74,999
- ▶ \$75,000 or More

DART utilizes the federal poverty guideline updated each year by the U.S. Department of Health and Human Services to define low-income populations. The survey data did not include information on respondents' household sizes. Assuming an average household size of four people, incomes under \$25,750 fall below the poverty guideline. Thus, all DART survey respondents who selected "Less than \$10,000," "\$10,000 - \$14,999," and "\$15,000 - \$24,999" were considered low-income for purposes of this analysis.

Table 1: 2019 Poverty Guideline for Determining Low-Income Status

HHS Poverty Guideline for 2019	
Household Size	Income
1	\$12,490
2	\$16,910
3	\$21,330
4	\$25,750
5	\$30,170
6	\$34,590
7	\$39,010
8	\$43,430

Source: U.S. Department of Health and Human Services, 2019.



ACTION ITEM



7B: Security Services Contract Extension

Action: Approve a six (6) month contract extension with American Security and Investigations for Security Services for the amount Not to Exceed \$95,000

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- In December 2015, DART entered into an agreement with American Security to provide security services. The services ensure the safety of DART employees and passengers on and around all DART facilities. Services include (but are not limited to):
 - Monitoring admittance of personnel and authorized visitors to DART facilities
 - Making rounds/inspections to ensure fences, gates, doors, and windows are properly closed and secured
 - Providing customer service to DART passengers
 - General enforcement of DART rules and security regulations
 - Responding to emergencies and/or alarms
 - Reporting any unsafe or dangerous conditions or circumstances to appropriate personnel

Procurement:

- DART last conducted an RFP for security services in fall 2015. American Security, the highest scorer of the proposers, was awarded a contract that is set to expire on December 31, 2020, at a rate of about \$156,000 per year at Year 5 and a total not-to-exceed of \$775,000.

Proposal:

- Due to the COVID-19 pandemic and the social unrest of the past 6 months, staff are recommending a six-month contract extension to thoroughly reassess security service needs before a new RFP, including but not limited to:
 - Researching and assessing new techniques in security;
 - Ensuring a customer service first approach; and
 - Exploring whether other types of services are needed to meet the needs of DART customers.
- American Security has tentatively agreed to a six (6) month extension at the current rate of about \$13,000 per month.
- Staff is recommending a six-month contract with a not-to-exceed of \$95,000. This factors in contingency should security situations evolve and more service is needed.



ACTION ITEM

7B: Security Services Contract Extension

Funding:

- Funding will come from operating funds and is within the FY21 operating budget approved by the Commission.

Recommendation:

- Approval of a six (6) month year contract extension with American Security and Investigations, with a total not-to-exceed of \$95,000.00 for the six-month period.



ACTION ITEM



7C: Federal Lobbying Services Contract

Action: Approve a three (3) year contract with two (2) additional one (1) year options with Cardinal Infrastructure Federal Lobbying Services for the amount Not to Exceed \$394,000.

Staff Resource: Mike Tiedens, Procurement Manager

Background:

- DART is seeking a qualified firm to provide them representation at the federal level. Services include, but are not limited to:
 - Develop a federal legislative agenda that addresses critical issues related to DART and public transportation.
 - Identify federal grant opportunities and assist DART staff with writing and reviewing grant applications.
 - Meet as needed with appropriate staff and the DART Commission.
 - Meet with appropriate members of Congress and their staff to advocate for DART.
 - Monitor the federal legislative process and alert DART staff to legislative developments.
- Federal Lobbying Services were previously awarded in 2015 with a three-year contract with two (2), one (1) year options and it was terminated in March 2020.

Procurement:

- DART conducted a Request for Proposals (RFP) the project. The RFP was published on August 26, 2020 and proposals were due on September 16, 2020.
- Five (5) proposals were received and all were responsive:
 - Alcalde & Fay
 - Cardinal Infrastructure
 - CFM Advocates
 - Chambers, Conlon, and Hartwell
 - Van Scoyoc
- DART conducted on-site interviews with the top 3 finalists on September 24, 2020

Evaluation Summary:

- After on-site interviews were conducted and evaluations were completed the proposers were ranked in the following order:
 1. Cardinal Infrastructure
 2. Van Scoyoc



ACTION ITEM

7C: Federal Lobbying Services Contract

- 3. CFM Advocates
- 4. Alcalde & Fay
- 5. Chambers, Conlon, and Hartwell
- Differentiating factors for selecting Cardinal Infrastructure:
 - Specialize in medium-size transit agencies and focus solely on transportation and infrastructure related issues
 - Strongest, most experienced team of the 3 finalists
 - Strong track record of assisting their clients with successful grant applications.
 - Showed strong experience in drafting, amending and advocating for the passage of legislation beneficial for public transit, including FAST Act and MAP-21.
 - Work to ensure Congress fully funds existing grant programs and also works to create new programs for which client projects are eligible.
 - Provides regulatory services that other firms do not provide.
 - Proactive in working to identify emerging threats and opportunities. Advise and assist clients in how to respond to proposed rules and once rules are determined, how to remain compliant.

Cardinal Infrastructure Background:

- Over 20 years experience with advocacy services.
- 3 positive reference checks who utilize Cardinal for the services: (Connect Transit in Normal, IL; Valley Metro in Phoenix, AZ; UTA in Salt Lake City, UT).

Financial Proposal:

Item	Amount
Year 1	\$75,000
Year 2	\$75,000
Year 3	\$75,000
Year 4 (Option 1)	\$75,000
Year 5 (Option 2)	\$75,000
Sub-Total	\$375,000
Contingency	5%
Total	\$394,000

Funding:

- Pricing is competitive. Polk County is also in the midst of hiring for federal lobbying services. The bidding firms and their respective rates was shared on their website and the firm rates range from \$84,000 – 300,000/year.



ACTION ITEM

7C: Federal Lobbying Services Contract

- The financial proposal is within our budget for this year due to savings from not having a lobbyist for the first half of the year.
- We will need to budget for this in future years and plan to find savings elsewhere to cover the additional cost so it doesn't result in an overall budget increase.

Recommendation:

- Approval of a three (3) year contract with two (2) individual, one (1) year options with Cardinal Infrastructure for Federal Lobbying Services for the amount Not to Exceed \$394,000.
 - 5% Contingency for Extra Services



ACTION ITEM



7D:	Flex Connect Pilot Extension
Action:	Approve an extension of the Flex Connect pilot program, which uses Uber and Translowa to assist customers with accessing select DART bus stops.

Staff Resource: *Luis Montoya, Chief Planning Officer*

Background:

- In October 2020 DART launched Flex Connect, a pilot project to test the feasibility of Mobility on Demand (MOD), a concept of using private transportation services to assist DART customers with accessing select DART bus stops in Urbandale and Des Moines on an individual as-needed basis.
- This pilot project replaced Route 73 to provide on-demand service within a designated zone, as opposed to a fixed-route bus on a published schedule. Qualifying trips must start or end at either the Gloria Dei (Route 93) or Buccaneer Ice Arena (Route 92) Park & Ride lots, or at Merle Hay Mall (Routes 5, 14, 16 and 50).
- DART conducted a Request for Proposal (RFP) for contractors to provide Flex Connect Service in June of 2019, and in August of 2019 DART awarded Translowa and Uber contracts to provide the Flex Connect Service, with options for extensions.
- Prior to the COVID-19 pandemic, the Flex Connect pilot was considered a success because we successfully transitioned customers from Route 73 onto the new service, and ultimately saved costs. Since the pandemic started ridership on Flex Connect has been down, but since DART only pays for individual rides that are needed this decline in ridership has resulted in additional cost savings.
- Since the pilot was initially successful, DART staff recommend extending the pilot for another year to continue to provide a useful service and to continue to help us learn about how best to design such MOD services.
- DART has adequate contract capacity with both Uber and Translowa to continue the Flex Connect pilot for an additional year.
- Given that other similar MOD pilots are under development, modifications to the design or even service provider could be possible to provide consistency across pilot projects.

Recommendation:

- Extend the Flex Connect Pilot for one year, keeping the same service area and program design, but reserving the option to implement modifications to the program within the next year pending recommendations for other similar MOD pilots.



DISCUSSION ITEM



8A: Transit Optimization Study Pilots Update

Staff Resource: *Luis Montoya, Chief Planning Officer*

- Staff will provide an update regarding the Transit Optimization Study (TOS) pilot projects.



DISCUSSION ITEM



8B: Public Transportation Agency Safety Plan Update

Staff Resource: *Pat Daly, Safety Manager*

Background:

- On July 19, 2018, the FTA published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS).
- The rule applies to all operators of public transportation systems that are recipients and sub-recipients of federal financial assistance under the Urbanized Area Formula Program (49 U.S.C. § 5307).
- Large bus operators (operating more than 100 vehicles in peak revenue service) to whom the PTASP rule applies must draft and implement their own safety plans.
- Transit agencies must certify they have a safety plan in place meeting the requirements of the rule by December 31, 2020. The plan must be updated and certified by the transit agency annually.

PTASP Benefits to DART:

- PTASP is operations oriented and it formalizes and reinforces many of the practices that are already employed to evaluate hazards, manage risk, and work to ensure the safety of DART passengers, staff, the public, and equipment and property. Among the higher priority practices already used at DART include:
 - A top down organizational commitment to safety
 - A collaborative labor/management approach to Safety
 - An employee Safety Reporting System
 - Formal hazard assessment, risk analysis, and mitigation tracking.
 - Gathering data to be used in decision making
 - Being proactive toward hazard mitigation.
- The PTASP will also help to:
 - Clarify safety responsibilities of positions and departments
 - Ensure that safety accountability lays at the operational level.
 - Help in reducing costs associated with accidents, injuries and property damage
 - Provide a higher-level of customer experience.



DISCUSSION ITEM

8B: Public Transportation Agency Safety Plan Update

Requirements of the PTASP:

- There are several general and specific requirements of the PTASP:
 - Be approved by DART CEO and the Commission
 - Conduct an annual review and update of the plan.
 - Compliance with the Public Transportation Safety Program/National Safety Plan
 - Appointment of a Safety Management System (SMS) Executive to implement and maintain the PTASP.
 - Contain all elements of DART's SMS
 - Contain Safety Performance Targets
 - Provide for a Confidential Employee Safety Reporting Program

Elements of the SMS:

- Safety Management Policy
- Safety Risk Management
- Safety Assurance
- Safety Promotion.

Next Steps:

- DART's draft PTASP was reviewed by the FTA and returned with recommendations outlining where additional clarifications or information was needed. Those recommendations are currently being incorporated into the PTASP.
- A GAP analysis is being performed to determine which practices require additional process documentation.
- The PTASP will be brought forth for approval to the DART Commission December 2020 meeting.
- Upon approval by the DART Commission, staff will work to implement the plan along with training other staff members on the plan and associated expectations.



DISCUSSION ITEM



8C: DART Property Tax Formula Initiative Update

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*
Kent Farver, Chief Financial Officer

-
- Staff will provide an update regarding the DART Property Tax Formula Initiative at the Commission meeting.



DISCUSSION ITEM



8D: FY 2022 DART Budget Development

Staff Resource: Kent Farver, Chief Financial Officer

- Staff will provide an update regarding DART's upcoming FY 2022 Budget Process.



DISCUSSION ITEM



8E: Paratransit Update

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

- Staff will provide an update on the effects of COVID-19 on DART's paratransit services as well as long-term planning for the program.



MONTHLY REPORT



9A: Monthly Performance Report - September 2020

Staff Resource: *Greg Ellingson, Business Analyst Manager*

Summary of September 2020 Monthly Performance:

- Total September ridership was down 59.9% compared to September 2019. Fixed route was down 59.7%, Paratransit was down 55.8%, and RideShare was down 64.9%. From August 2020 – September 2020, weekday fixed route ridership rose 1.4% and weekday paratransit ridership rose 14.2%.
- Preventable accidents per 100,000 miles decreased 54.3% in September compared to September 2019. Fiscal year-to-date, preventable accidents are 22.2% lower than last year. Non-preventable accidents per 100,000 miles increased 37.1% in September compared to last year, and fiscal year-to-date, these have decreased by 21.2%.
- On-Time Performance has continued to exceed internal benchmarks and previous performance. This increased 7.9% compared to September 2019 and is 11.5% higher this fiscal year compared to last.
- The farebox recovery ratio was 9.94% in September. This is down 61% from September 2019 with reduced revenue from the ridership decline and lack of school service. Fare revenue directly from passengers increased 8.7% from August to September.
- Fixed Route operating costs per revenue hour have been below our target of \$150 per revenue hour over the past three months and were up 1.5% this September compared to September 2019.
- Road Calls per 100,000 miles where our buses need service while in operation are down 34.2% fiscal year-to-date compared to last year.

October Ridership Outlook:

As of 10/20, fixed route ridership has continued to be steady this fiscal year. Average weekday ridership for fixed route is up 0.6% in October compared to September. Paratransit ridership has continued to increase in October. Average weekday paratransit ridership is up about 6.3% in October compared to September.



Performance Summary - September 2020

10/1/2019 9/30/2020

Ridership

Monthly
151,464

FY20: 377,333 (-59.86%)

YTD
456,432

FY20: 1,282,722 (-64.42%)



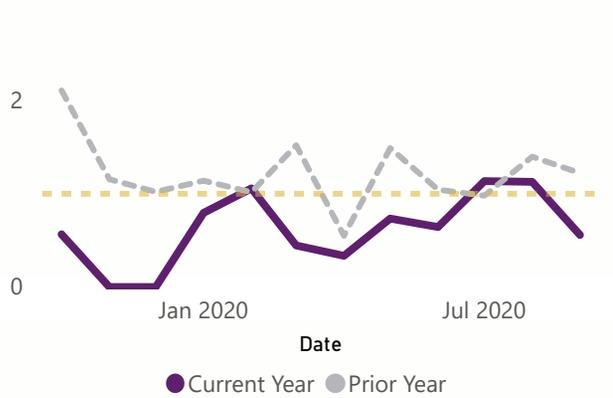
Preventable Accidents/100k Miles

Monthly
0.56

FY20: 1.22 (+54.29%)

YTD
0.94

FY20: 1.21 (+22.22%)



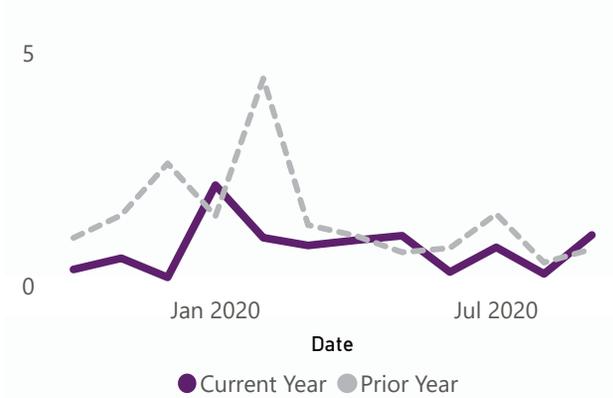
Non-Preventable Accidents/100k

Monthly
1.12

FY20: 0.81 (-37.14%)

YTD
0.75

FY20: 0.95 (+21.19%)



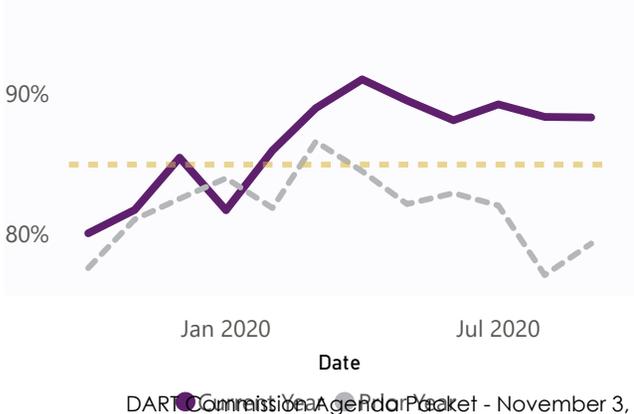
On-Time Performance

Monthly
88.35%

FY20: 81.86% (+7.93%)

YTD
88.67%

FY20: 79.56% (+11.46%)



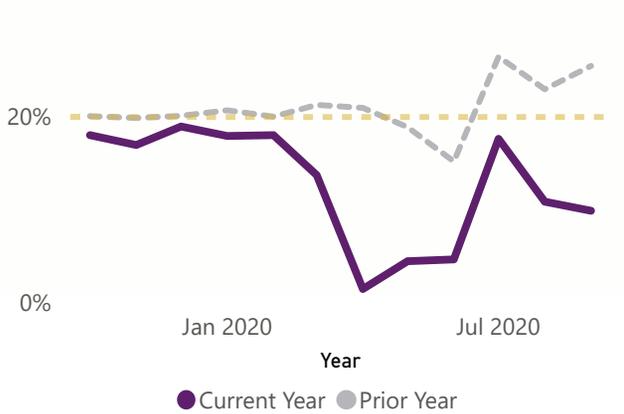
Farebox Recovery Ratio

Monthly
9.94%

FY20: 25.48% (-60.97%)

YTD
12.89%

FY20: 24.94% (-48.31%)



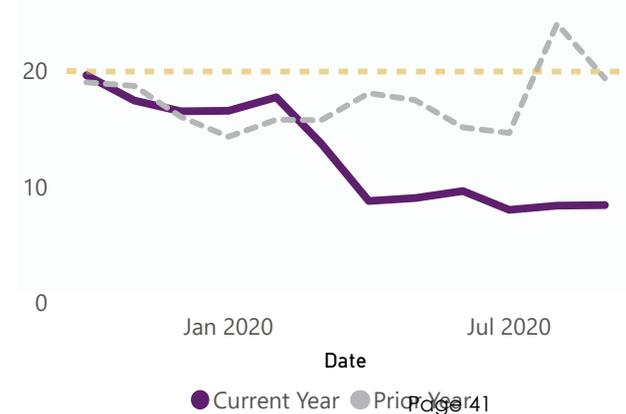
FR Passengers/ Revenue Hour

Monthly
8.48

FY20: 19.42 (-56.33%)

YTD
8.33

FY20: 19.74 (-57.82%)

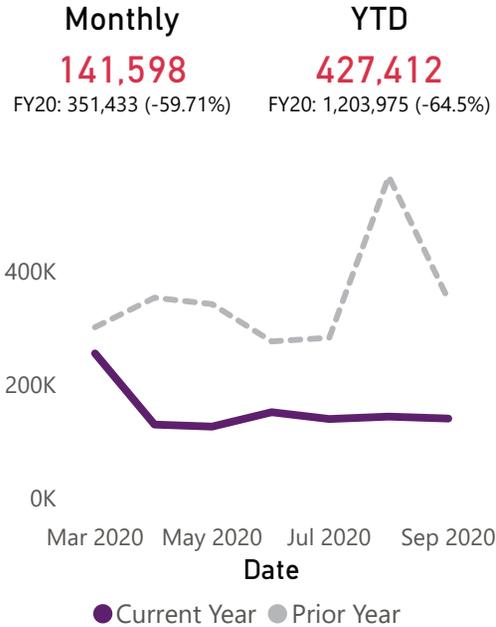




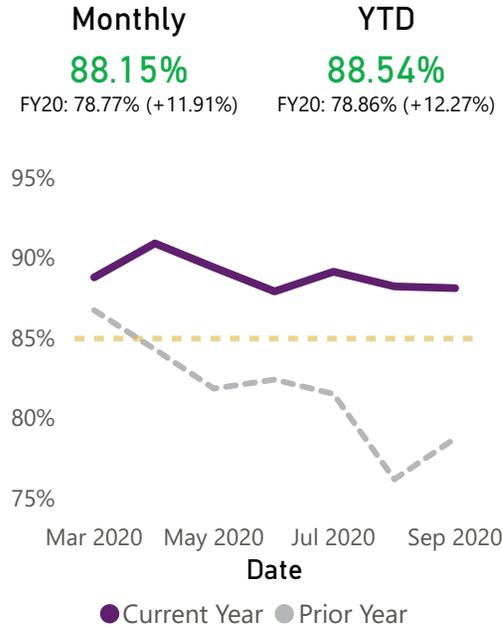
Fixed Route Performance

3/1/2020 9/30/2020

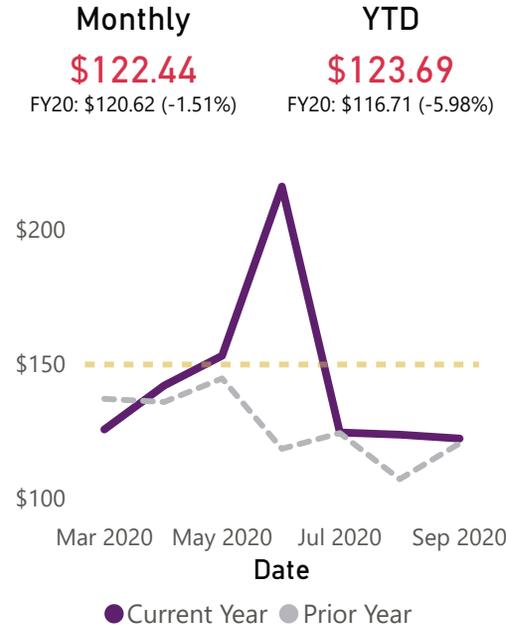
Ridership



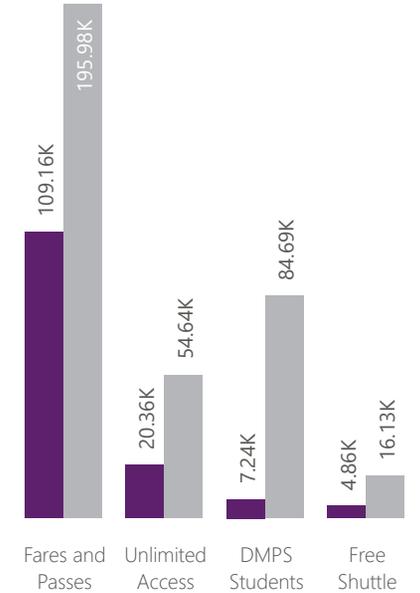
On-Time Performance



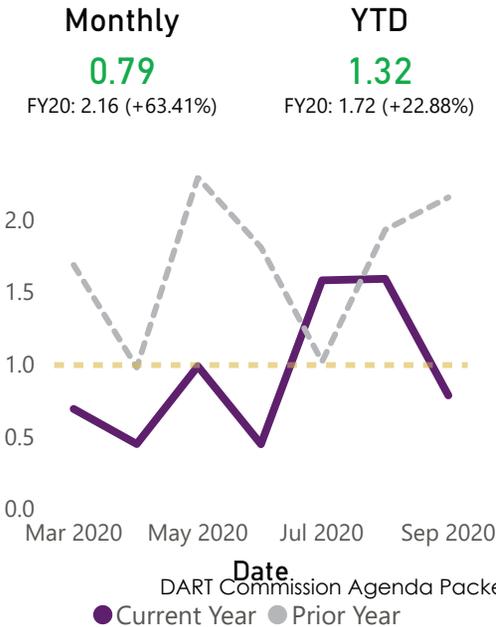
Operating Cost/Rev. Hour



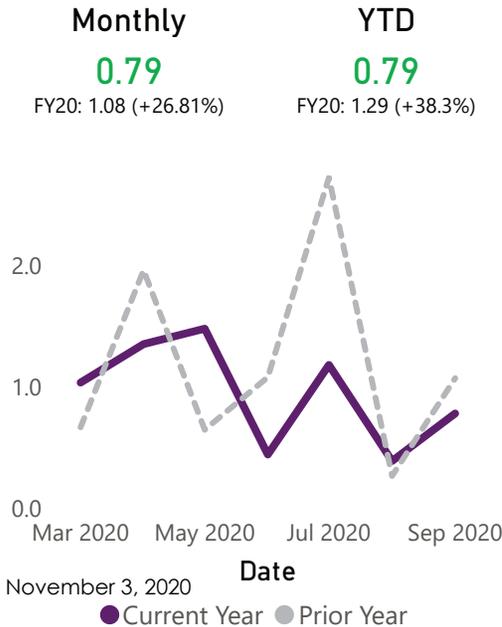
Monthly Ridership by Fare Group



Preventable Acc./100k



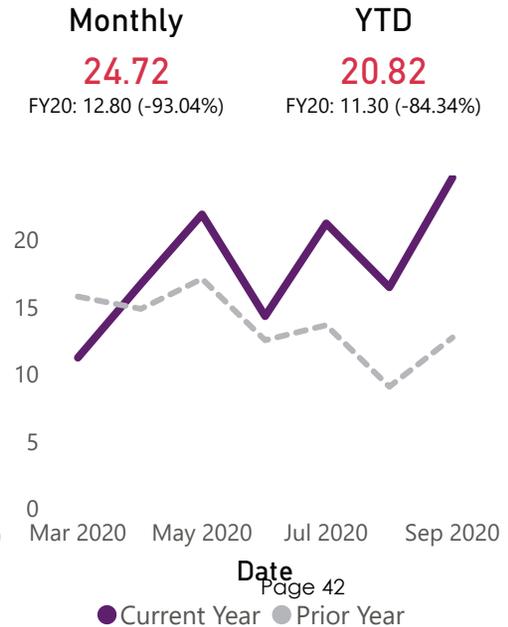
Non-Preventable Acc./100k



Road Calls/100k Miles



Complaints/100k Miles





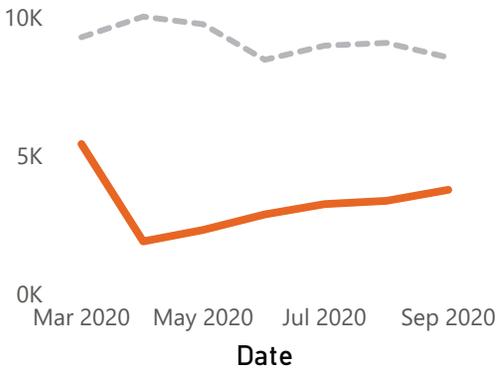
Paratransit Performance

3/1/2020 9/30/2020

Ridership

Monthly
3,785
FY20: 8,569 (-55.83%)

YTD
10,443
FY20: 26,662 (-60.83%)

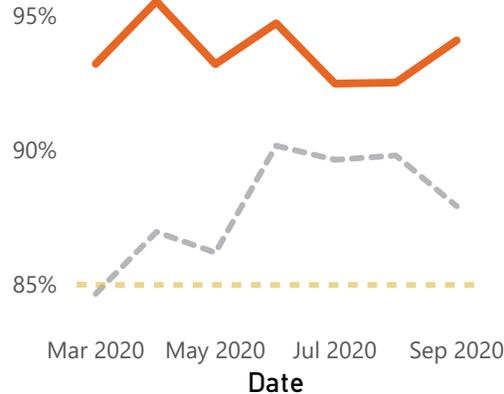


● Current Year ● Prior Year

On-Time Performance

Monthly
94.11%
FY20: 87.93% (+7.02%)

YTD
93.08%
FY20: 89.16% (+4.4%)

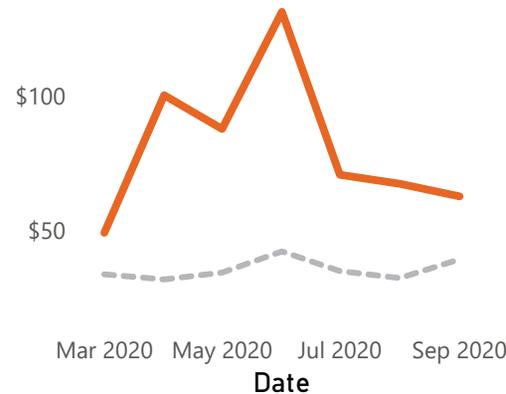


● Current Year ● Prior Year

Operating Cost/Passenger

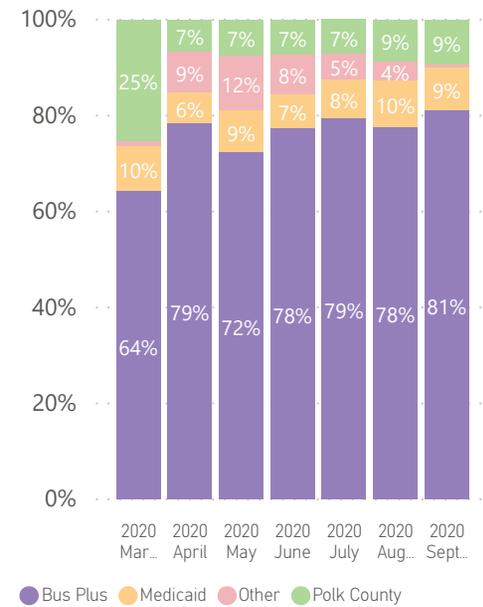
Monthly
\$62.97
FY20: \$39.52 (-59.35%)

YTD
\$67.01
FY20: \$35.67 (-87.87%)



● Current Year ● Prior Year

Paratransit Customer Type Breakdown

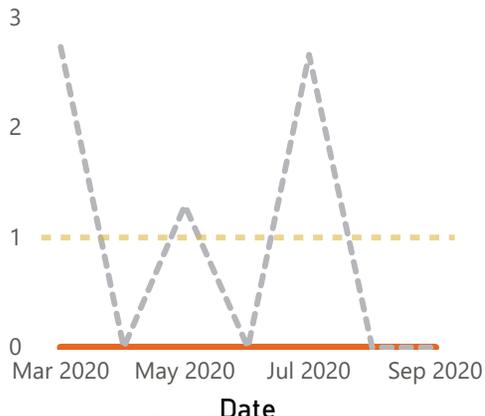


● Bus Plus ● Medicaid ● Other ● Polk County

Preventable Acc./100k

Monthly
0.00
FY20: 0.00

YTD
0.00
FY20: 0.91 (+100%)

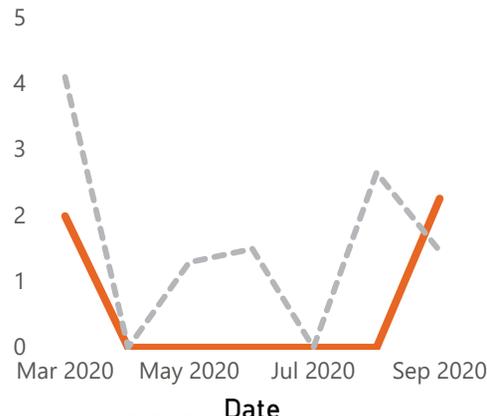


● Current Year ● Prior Year

Non-Preventable Acc./100k

Monthly
2.26
FY20: 1.46 (-54.45%)

YTD
0.81
FY20: 1.37 (+40.77%)

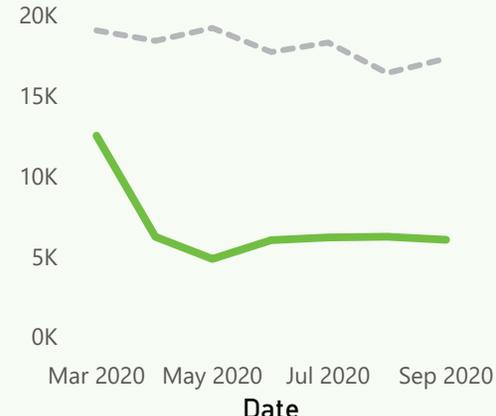


● Current Year ● Prior Year

RideShare - Ridership

Monthly
6,081
FY20: 17,331 (-64.91%)

YTD
18,577
FY20: 52,085 (-64.33%)

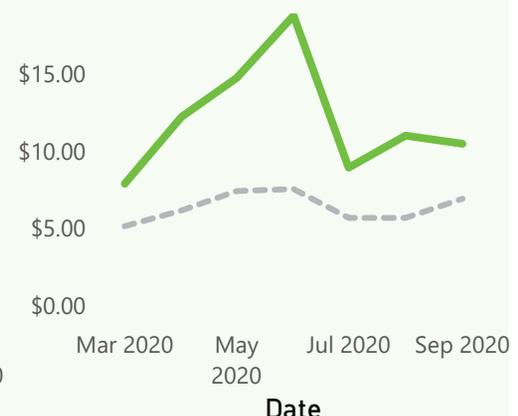


● Current Year ● Prior Year

RideShare - Op. Cost/Passenger

Monthly
\$10.52
FY20: \$6.97 (-50.96%)

YTD
\$10.18
FY20: \$6.15 (-65.65%)



● Current Year ● Prior Year



Route Details

Month

September 2020

Program	Route	Month Ridership	Month Last Year	YTD Ridership	Last Year YTD Ridership	YTD Change	YTD Change %	YTD Passengers/Revenue Hour	YTD On-Time Performance
1. Local	#1 - Fairgrounds	6,420	18,712	16,819	301,495	-284,676	-94.4%	8.47	84.82%
	#3 - University	19,597	36,063	63,071	108,177	-45,106	-41.7%	11.09	88.39%
	#4 - E. 14th	6,902	16,669	19,787	50,859	-31,072	-61.1%	9.53	91.64%
	#5 - Franklin Ave/Johnston	3,825	12,040	11,329	29,300	-17,971	-61.3%	5.21	86.55%
	#6 - Indianola	9,898	30,704	31,763	79,201	-47,438	-59.9%	10.66	90.86%
	#7 - SW 9th St.	17,031	37,483	50,269	96,019	-45,750	-47.6%	13.03	93.55%
	#8 - Fleur Dr.	867	3,995	2,393	8,075	-5,682	-70.4%	5.24	86.19%
	#10 - East University	521	3,421	1,891	9,063	-7,172	-79.1%	4.31	88.25%
	#11 - Ingersoll/Valley Junction	871	2,011	2,680	5,930	-3,250	-54.8%	5.22	89.08%
	#13 - Evergreen	148	6,112	198	8,972	-8,774	-97.8%	2.51	71.45%
	#14 - Beaver Ave.	7,393	19,856	21,257	47,753	-26,496	-55.5%	9.19	89.07%
	#15 - 6th Ave.	9,425	27,446	28,729	66,871	-38,142	-57.0%	11.67	91.36%
	#16 - Douglas Ave.	17,008	35,167	51,816	97,703	-45,887	-47.0%	9.77	88.12%
	#17 - Hubbell Ave.	12,150	22,639	39,660	66,859	-27,199	-40.7%	9.42	88.96%
	#50 - Euclid	3,473	5,532	11,552	16,986	-5,434	-32.0%	5.70	94.97%
	#52 - Valley West/Jordan Creek	7,011	12,956	18,712	40,068	-21,356	-53.3%	7.38	90.01%
	#60 - Ingersoll/University	15,254	34,376	46,131	92,737	-46,606	-50.3%	10.32	91.59%
	#72 - West Des Moines Loop	2,972	3,536	9,105	10,991	-1,886	-17.2%	3.65	82.08%
	#74 - NW Urbandale	210	539	657	1,824	-1,167	-64.0%	1.62	85.27%
	2. Shuttle	Link Shuttle	225	600	261	2,569	-2,308	-89.8%	0.73
Downtown Shuttle		4,927	15,571	15,697	48,892	-33,195	-67.9%	9.31	85.75%
3. Express	#92 - Hickman	292	2,521	779	7,321	-6,542	-89.4%	1.75	77.35%
	#93 - NW 86th	304	2,699	990	8,409	-7,419	-88.2%	2.27	85.31%
	#94 - Westtown	311	1,003	939	3,100	-2,161	-69.7%	4.95	77.08%
	#95 - Vista	159	1,012	467	2,769	-2,302	-83.1%	2.70	83.13%
	#96 - E.P. True	294	2,848	833	6,925	-6,092	-88.0%	2.71	76.57%
	#98 - Ankeny	844	6,125	2,055	17,702	-15,647	-88.4%	2.54	80.36%
	#99 - Altoona	330	1,119	889	3,666	-2,777	-75.8%	2.56	83.35%
4. Flex	#73 - Flex: Urbandale / Windsor Heights		161		574	-574	-100.0%		
5. On Call	#76 - Deer Ridge Shuttle		11		29	-29	-100.0%		
	Ankeny	107	78	293	290	3	1.0%	2.87	79.79%
	NW Johnston / Grimes		98		353	-353	-100.0%		
	Regional	14	2	19	213	-194	-91.1%	5.71	57.14%

DART Performance Report Metric Guide

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



DISCUSSION ITEM



9B: Quarterly Financial Review

Staff Resource: Amber Dakan, Finance Manager

Revenue

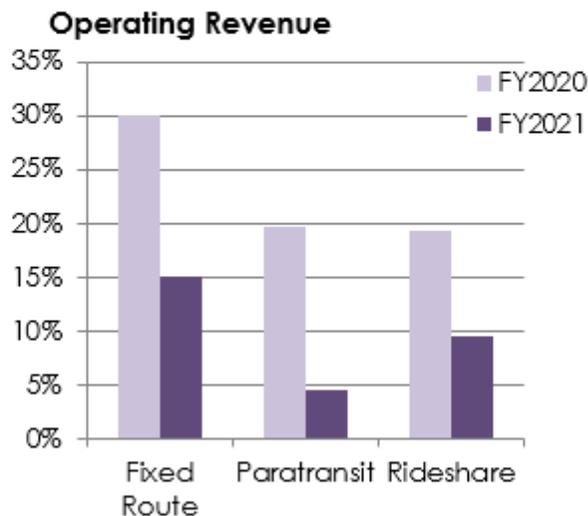
Operating Revenue

- Fixed Route Operating Revenue for Quarter 1 of FY21 performed at 15.11% of the annual budget. This is significantly lower than FY20 at 29.9% due to all three months being impacted by COVID-19. Each category is lower than the same period last year with exception of Advertising Income. Advertising Income has collected \$63,700 this year in comparison to \$39,000 last year.
- Paratransit Operating Revenue for Quarter 1 of FY21 is 4.55% of budget. This is less than FY20 which performed at 19.7%. In terms of dollars, FY21 collected approximately \$196,000 less than the prior year's quarter. The impact on COVID-19 was felt in all three areas of operating revenue with reduced trips through Bus Plus, Polk County, and Medicaid.
- RideShare Operating Revenue for FY21 is down compared to FY20 at 9.5% and 19.4% respectively. This equates to a difference of approximately \$104,000. The decrease in passengers seen in FY20 has been exacerbated by the pandemic. Many of the RideShare program participants have placed a hold on their participation rather than cancellation during the emphasis on remote work.



Revenue, Percent of Budget

July - September



DISCUSSION ITEM

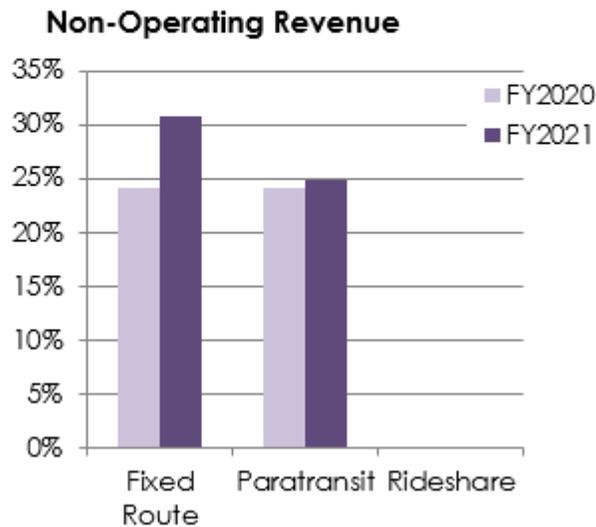
9B: Quarterly Financial Review

Non-Operating Revenue

- Fixed Route Non-Operating Revenue for FY21 is outperforming FY20's first quarter of the year at 30.7% and 24.2% respectively. For FY21, the large differentiation is CARES funding of \$2Million drawn to offset operating revenue losses as well as in planning for ongoing operating needs.
- Paratransit Non-Operating Revenue for FY21 is performing similarly to the prior year at 24.8% and 24.2% respectively. Property Tax Revenues is budgeted higher in the current fiscal year as a continuation of the shift of trip types to Bus Plus and therefore more funding needed. Because of this change, Non-Operating Revenue has collected approximately \$83,000 more dollars.
- RideShare has no Non-Operating Revenue thus far in FY21. FY20 did see \$2,400 of Non-Operating Revenue in the first quarter.



Revenue, Percent of Budget
July - September



DISCUSSION ITEM

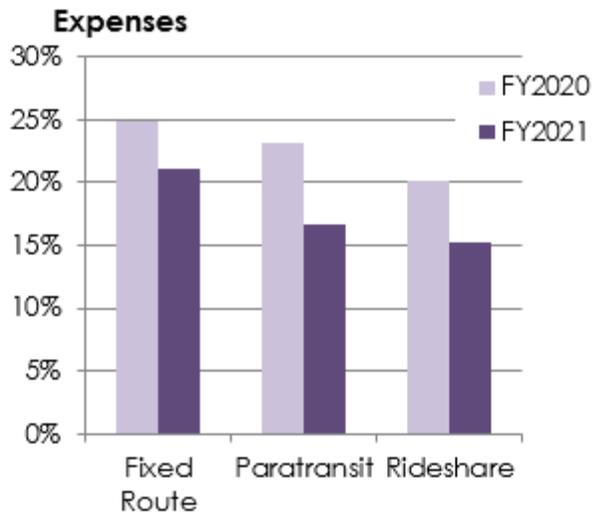
9B: Quarterly Financial Review

Expenses

- Fixed Route Operating Expenses as a percentage of budget is lower in FY21 than it was as compared to FY20. FY20 utilized 24.9% of the expense budget while FY21 is 21.1% of budget utilization. Several categories are seeing savings over the prior year reflective of COVID-19 such as Fuel & Lubricants and Salaries, Wages, & Fringes. Conversely, Supplies & Materials, Utilities, Purchased Transportation, and Miscellaneous are categories seeing higher expense utilization in the current year.
- Paratransit Operating Expense is down as a comparison of budget in FY21 over FY20. FY21 Operating Expenses were 16.7% and 23.1% in FY20. Salaries, Wages, & Fringes, Fuel & Lubricants, Equipment Repair Parts, and Purchased Transportation are all lower than the prior year's usage. Services, Utilities, and Insurance expense utilization are higher than prior year's usage.
- RideShare operating expense utilization in the current year is reflective of the lower ridership levels due to COVID-19. Quarter 1 of FY21 is a 15.2% utilization as compared to FY20 at 20.2%. With the exception of Salaries, Wages, and Fringes, Utilities, and Insurance; every category in the RideShare division is the same or lower in FY21 than in FY20.



Expenses, Percent of Budget
July - September





DISCUSSION ITEM

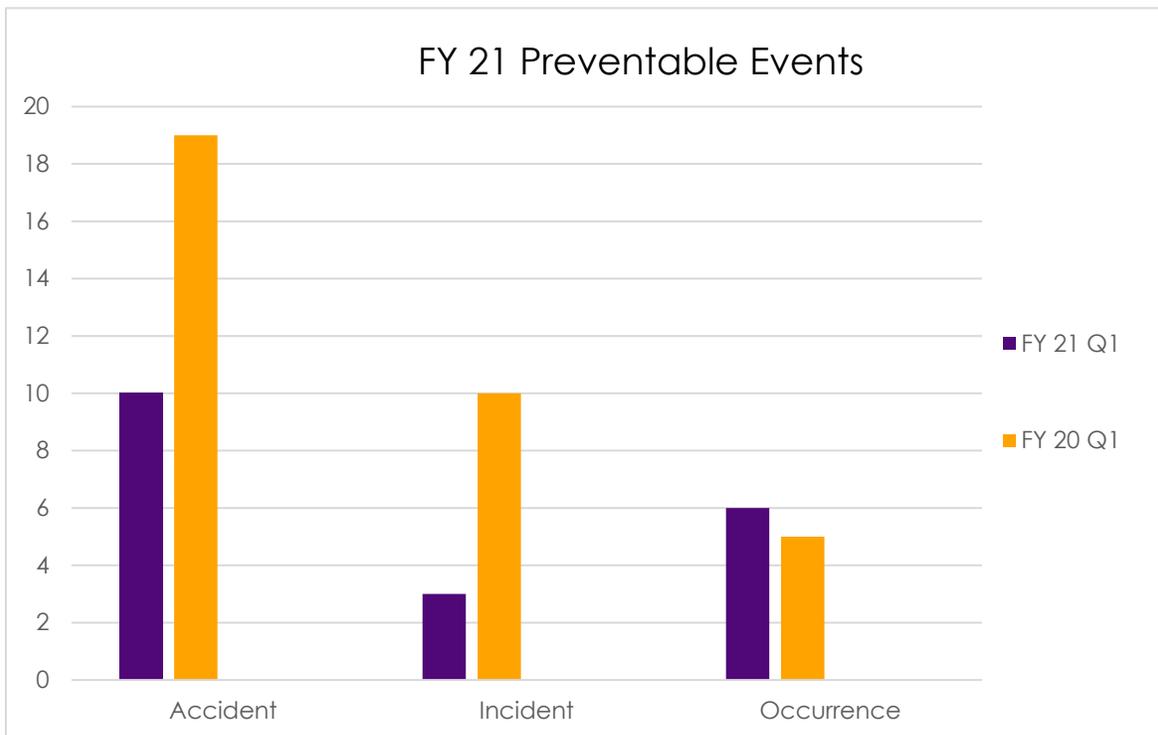


9C: Quarterly Safety Report – Q1 FY 2021

Staff Resource: Pat Daly, Safety Manager

Overview:

Preventable Vehicle Events – The first quarter saw a decrease in preventable accidents and incidents compared to the same time last year. An overall reduction in traffic volume and DART service early in the quarter undoubtedly accounted for some of the improvement, the reduction in overall preventable events.



Accident – A collision with a motor vehicle regardless of damage and any collision with a fixed object that results in a DART vehicle being removed from service or an event that results in an injury requiring immediate medical attention.

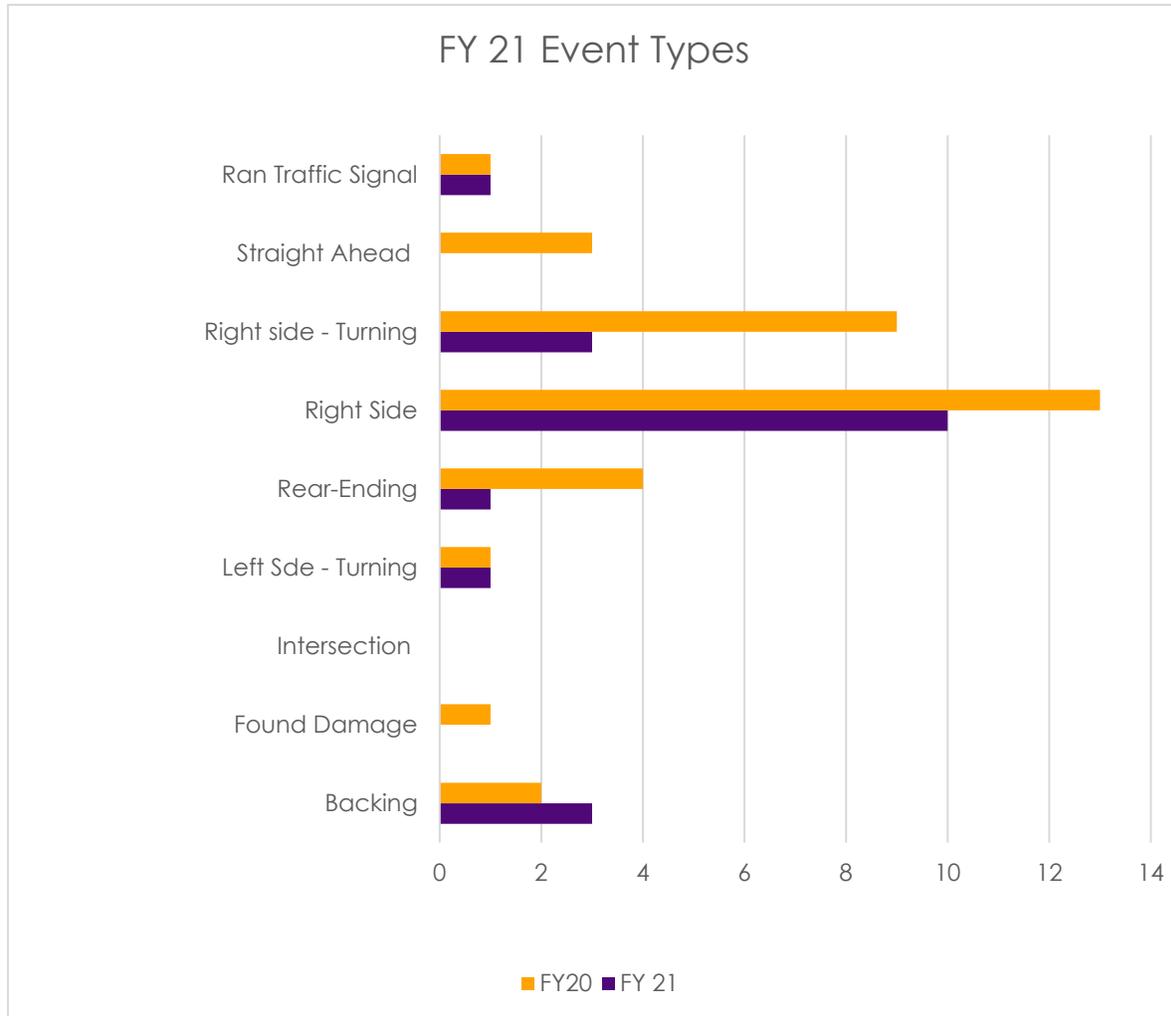
Incident – A collision with a fixed object that results in damage to a DART vehicle or property that will require repair but does not remove the bus from service or that causes a major disruption in service.

Occurrence – An event in which a part of a DART vehicle makes contact with a fixed object, the ground, or bus parked in the garage but does not require repairs or cause a disruption in service.

DISCUSSION ITEM
9C: Quarterly Safety Report – Q1 FY 2021



Safety Event Types:



Key Points:

- Fixed route has a goal of 1.00 preventable accidents per 100,000 miles. It is currently at 1.37
- Paratransit has a goal of 1.00 preventable accidents per 100,000 miles. It is currently at 0.00

Trends:

- 7 out of 10 of the accidents involved operators with less than one year of experience.
- When looking at whether fatigue may have been a contributing factor to operators being involved in accidents, seven accidents occurred within the first half of the operator's workday and none of those operators had worked late the day before.
- Indications from conversations with operators after an incident indicate that they are starting to experience "Covid-fatigue" and that the additional pandemic related tasks they must perform along with the daily possibility of being exposed to COVID-19 are adding increased mental stress of an already challenging job.

DISCUSSION ITEM

9C: Quarterly Safety Report – Q1 FY 2021



Mitigation Strategies:

The Training and Operations departments continue to focus on new operators training. Behind-the-wheel trainers are focusing on developing new operators' decision-making skills and to protect the right side of the bus. Supervisors will be following buses and conducting on-board evaluations of all operators, with an emphasis on new operators.

Operations, HR, and Safety are working on mental health awareness for operators to help combat the increased stress. By helping operators to be aware of the added stress they face and of resources available to them such as EAP, we believe we can help them manage that stress.



MONTHLY REPORT



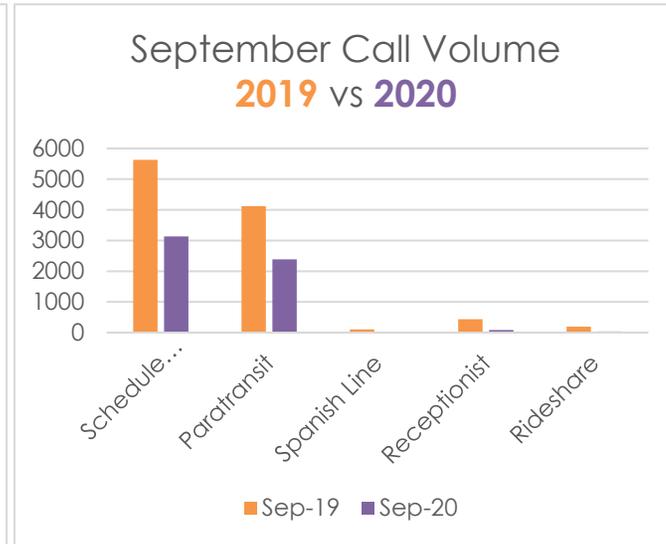
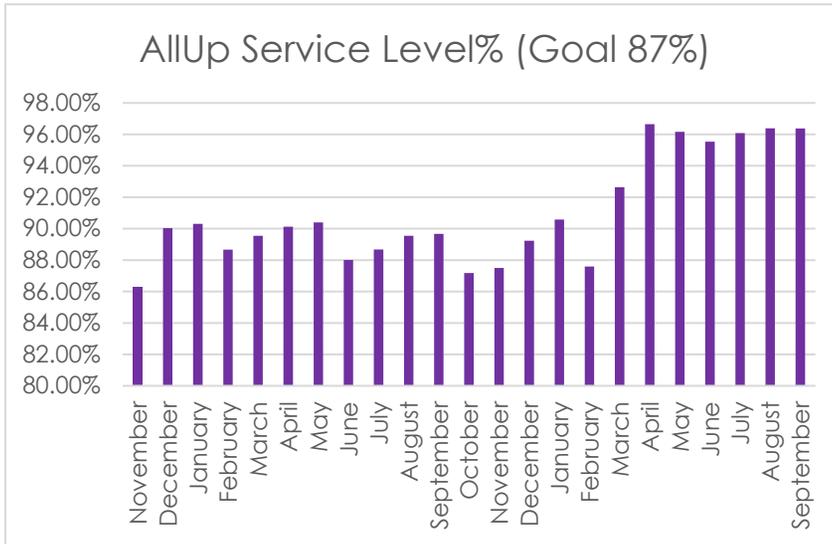
10A:	Operations Team Report
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Staff Resources: *Amanda Wanke, Chief Operations Officer and Deputy Chief Executive Officer*

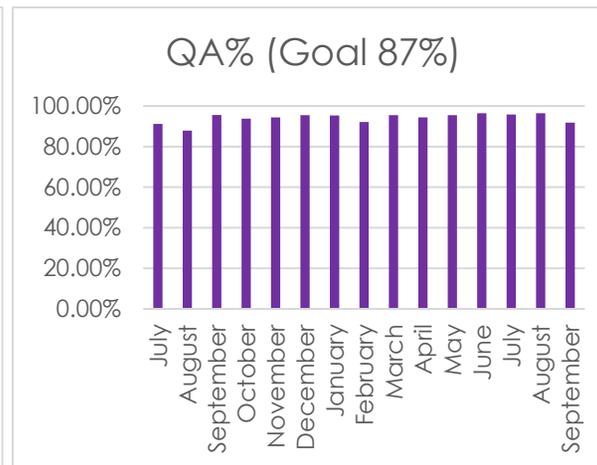
- **New Flyer Buses:** DART has five 40' New Flyer buses on order that will begin to be built the week of October 26 with the buses beginning to arrive at DART in December.
- **Electric Bus Update:** DART will receive the last of its seven buses in early November. Staff are well underway training maintenance staff and operators, as well as area emergency responders, on all aspects of these new buses. The "make-ready" process of adding components such as the farebox, radio, etc. are also on track, and staff expect the first buses to be put into revenue service in the coming weeks.
- **Operations Supervisor Initiative:** After a few months of staff shortages in the on-road supervision area due to health issues and retirements, the team is now fully staffed. With that, implementation of the Operations Supervisor Initiative is underway, including a supervisor and coaching training plan, process documentation and regular team 1:1s.
- **Paratransit Deep Dive:** Staff continue to work with McCloud Transportation & Associates on a Paratransit Comprehensive Analysis that will help re-imagine the paratransit program and services. Recommendations are expected to be brought to the Commission in late 2020-early 2021.



Customer Experience – Stephen Wright, Customer Experience Manager



Service Level: The percentage of calls answered within 60 seconds.



Quality Assurance: Measures Customer Service representatives average scores for the month. Scoring includes accuracy of information and appropriate soft skills used with customers.



MONTHLY REPORT



10B:	Planning Team Report
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Staff Resources: *Luis Montoya, Chief Planning Officer*

- **Service Planning:** DMPS service resumed on October 26th. The next service change is planned for November 15th, in which Route 17 will be extended into Bondurant to serve the new Amazon warehouse.
- **Transit Optimization Study:** After the second Commission workshop on August 21st, the team is refining the pilot project concepts and preparing to conduct outreach to affected member communities.
- **Strategic Planning:** The DART Leadership Team is overseeing the implementation of the FY 21 Business Plan. The focus is on continuing to respond to COVID-19 and the resultant ridership and financial impacts, while still making progress on priority projects and ensuring a high-functioning workforce. Additionally, the Planning team is looking further ahead to identify long-term needs and strategic initiatives to aid in capital and resource planning.



MONTHLY REPORT



10C: External Affairs Team

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

Marketing and Communications – Rick Pallister, Marketing and Communications Manager

- **MyDART App:** Beginning in late November, riders will be able to pay cash for mobile tickets in the MyDART app at customer service. Cash payment for mobile tickets will also be available at several dozen third party retailers through a partnership with our app developer, Bytemark, and InComm.
- **Election rides:** Promotions have started to riders and to the general public about free rides available on Election Day, Tuesday, Nov. 3. All rides on Local, Express and On Call services are free all-day. Riders can reserve free trips to and from the polls on DART Paratransit in advance.
- **November service change:** Promotion of the service change occurring on Sunday, Nov. 15, has started on DART's communication channels. DART worked with the City of Bondurant to update the information available about public transit services in the city, focusing on the expansion of Local Route 17 that will serve the new Amazon Fulfillment Center with daily trips at select times. DART will be participating in a joint ribbon cutting with Amazon to celebrate the opening of their new facility and the Route 17 extension. The event is tentatively planned for Sunday, Nov. 22 at 8 a.m.
- **Operations and maintenance facility public input:** Two informational open houses were held in October for residents and businesses near the proposed site of the new operations and maintenance facility the DART Commission is considering. A handful of residents attended the sessions on Oct. 12 and 15 to learn more about the proposed facility. Questions centered primarily around traffic patterns and hours of operation. Attendees were asked to complete a survey, and those results are currently being tabulated. This public meeting is required as part of the National Environmental Policy Act (NEPA) to assess the effects of the proposed development on the area.

MONTHLY REPORT
10C: External Affairs



Marketing Analytics Report

Metric	April 2020	May 2020	June 2020	July 2020	August 2020	Sept 2020	Sept 2019	Year Prior
MyDART App Accounts	20,920	21,148	21,419	21,868	22,630	22,743	16,960	25%
Website Unique Visitors	11,890	11,159	13,495	12,595	12,668	12,895	35,843	-178%
Facebook Likes	4,661	4,675	4,700	4,704	4,704	4,740	4,310	9%
Twitter Followers	2,353	2,356	2,348	2,358	2,376	2,387	2,255	6%
Instagram Followers	1,309	1,324	1,332	1,346	1,350	1,353	1,210	11%
LinkedIn Followers	415	441	455	475	483	501		
Email Subscribers	16,360	16,450	16,470	16,628	16,610	14,410	14,780	-3%
Trip Plans	13,363	12,353	15,223	14,359	16,048	19,109	41,483	-117%
Real-time Map	8,013	7,787	10,125	9,867	10,971	12,390	24,911	-101%
Next DART Bus	105,689	106,403	127,362	106,465	100,159	134,175	205,723	-53%
SMS Text Messaging	121,171		122,291	116,533	108,614	118,311	150,011	-27%
IVR Phone Calls	4,986	3,842	3,845	4,506	4,963	4,640	8,893	-92%

MyDART App Report

Metric	Apr. 2020	May 2020	June 2020	July 2020	Aug. 2020	Sept. 2020	TOTAL
Downloads	484	472	544	699	690	604	28,930
iOS	89	101	135	185	217	146	8,930
Android	395	371	409	514	473	458	19,965
Accounts Created	202	228	271	449	492	383	22,743
Orders Placed	0	0	85	1,865	1,881	2,066	88,519
Passes Purchased	0	0	149	2,555	2,516	2,778	131,208
Revenue	\$0	\$0	\$1,823	\$13,505	\$14,148	\$14,117	\$547,227

DART in the NEWS

Top Stories

[Bravo, partners use art to bring social issues out of the shadows](#)

[Transportation During Hybrid – Des Moines Public Schools](#)

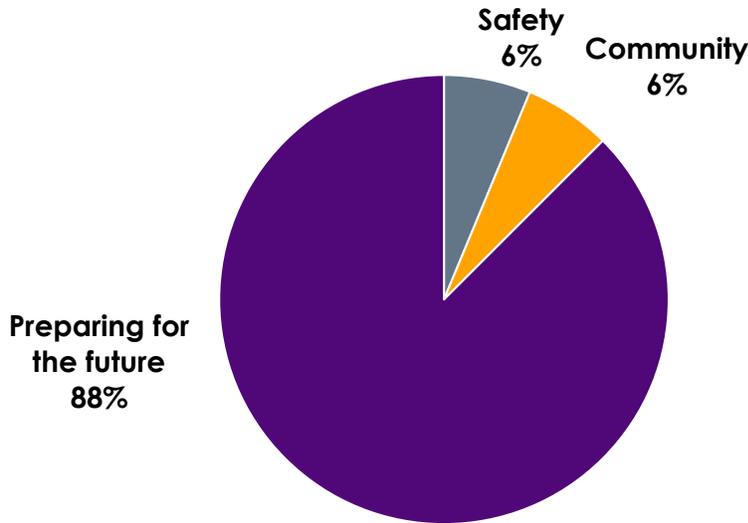
[DART's electric bus unveiling touts environmental benefits of zero-emission buses
Iowa's first electric buses are in Polk County. Here's what DART hopes to learn from them.](#)

Total Reach

Online	19,880,544
Broadcast	139,880
Total Reach	20,020,424



DART News Coverage by Topic



DART News and Social Media Sentiment by Topic



RideShare – Victoria Lundgren, RideShare Supervisor

- **New systems RFI:** DART has posted a Request for Information to identify and recommend a system to more efficiently manage customer and fleet maintenance information.
- **Fare structure review:** Staff have begun evaluating the current vanpooling fare structure to ensure it can effectively support the future needs of the program and remain attractive to prospective riders and partners to support post-pandemic recovery.
- **Program metrics:** As part of the FY 2021 business plan, the RideShare program seeks to demonstrate a positive ridership trajectory, increase the percentage of fleet generating mileage, and increase number of active vanpools in service. These goals will be supported across multiple internal teams.



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

- **Art Shelters:** Art shelters for the Drake University corridor have been ordered and are awaiting delivery. Art shelter pilot projects along the 6th Ave Corridor are in the final stages of design formatting. An artist process is underway for the Roosevelt Cultural District. Outreach to member community city managers is in progress and a phase 2 art shelter plan is due to be submitted to Bravo Greater Des Moines by December 31, 2020. A study to test potential community interest in private fundraising to support art shelter costs has been paused out of respect to the pressing needs facing the community during COVID-19.

- **Mobility Coordination Outreach:** DART monthly rider trainings have resumed in a virtual format. Participation in regular mobility stakeholder meetings is ongoing. Staff are responding to human service agencies and medical organizations who are looking to DART to help facilitate efficient transportation service in response to COVID-19.

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

- **Reduced Fare Task Force:** Staff have recommended a reduced fare pilot program which is slated for action by the DART Commission at their November 3 meeting. The proposed pilot program would allow individuals who are connected to food assistance programs and/or trying to better their economic circumstances through workforce assistance or job training to enroll in DART's half-fare program upon proof of third-party eligibility, which would enable access to day, week, month and mobile half fare passes. The proposed pilot was evaluated for potential disproportionate negative impacts on racial minority or low-income customers according to DART's Fare Equity Policy and Federal regulations.
- **New Unlimited Access Partner:** Newbury Living will become DART's newest Unlimited Access partner in January 2021 when select residential facilities will be offered free access to DART fixed route services through a new pilot program.



MONTHLY REPORT



10D: Finance, IT & Procurement Team Report

Staff Resources: *Kent Farver, Chief Financial Officer*

Finance Department – Amber Dakan, Finance Manager

- **Budget Planning for FY2021 & FY2022** – DART Finance staff finalized a revised spending plan for FY2021's budget based on the COVID-19 impacts. FY2022's budget preparation is ongoing with budget collection forms activated for managers as well as planning sessions commenced.
- **Chart of Accounts Project** – The Finance Team continues to work on revamping of the agency's chart of accounts in order to gain more flexibility of reporting as well as separating of federal and local funding.
- **Capital Improvement Plan Updates** – The Finance Team has been working to update DART's Capital Improvement Plan (CIP) as well as modify the process to more closely mirror the Operating Budget Timeline. Staff will be gathering input from stakeholders throughout the organization in order to prioritize projects in the coming FY22 Budget.
- **Employee Recognition** – I am proud to congratulate Debra Meyer, Financial Analyst, on her 25th anniversary with DART. Debra is an integral part of the Finance Team who oversees grant funding and DART's fixed asset program.

IT Department – Shane Galligan, IT Director

- **OPS Sign In Terminal Project:** DART staff has been working closely with Trapeze and the Operations team to deploy the Sign In Terminals for Operators. The project is now in the parallel testing phase as we had a successful launch of the software platforms into production on Sunday, 10/18/20.
- **FY20 PC Replacements and Monitor Updates:** Helpdesk personnel have continued to replace desktop and laptop computers throughout the organization to ensure that those devices that are out of warranty get replaced with newer hardware. In addition, we have replaced older monitors with monitors with built-in speakers, cameras, and microphones to support remote meetings for required users.
- **New Bus Rollout (Gillig and Proterra):** IT has worked with our 3rd party vendors and our internal maintenance department to upfit the new buses with all appropriate communication hardware. We continue to work with our vendors to ensure that all new buses are communicating as expected and are "road ready" as soon as possible.
- **Update from Skype for Business:** We have rolled out a number of different platforms to allow for more remote meetings for staff members in order to communicate internally and with external stakeholders. While we were able to support the temporary roll-out of some of these platforms, we have also been developing the formal process for transitioning from Skype for Business to Microsoft Teams to support a seamless transition of our phone, chat, and internal meeting platform.

MONTHLY REPORT
10D: Finance/IT/Procurement



Procurement Department – Mike Tiedens, Procurement Manager

Upcoming Projects and Procurements:

- **Bus Shelter Installation Services** – DART is soliciting responses from contractors to provide snow removal services from DART Central Station, DART bus shelters, and other select locations (Park & Rides, etc.) At DART Central Station, snow must be cleared and hauled away. The contracted services will be on-call in nature when a snow event occurs.
 - Request for Proposals to be published in October 2020

Contracts and Task Orders Approved Recently:

- **250,000 Masks** – DART solicited quotes for 3-ply masks to make available for DART customers when boarding the buses.
 - The winning bidder was MCT ProTools Inc and the bid was \$6,750.00

Other Initiatives:

- **Heat Pump Replacement (DCS)** – The DART Procurement team has been involved with the project management of the heat pump replacement above the IT Server Room at DART Central Station. The project is substantially complete.
- **RideShare System RFI** – DART is seeking information on RideShare applications or software systems which will enable the agency to perform various functions related to the RideShare van pool program including, but not limited to, fleet management, rider management, invoicing, reporting, etc. The system shall maintain and document compliance with all applicable laws, rules, and regulations.

Future Procurements:

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Bus Shelter Installation Services• Security Services• Light Duty / Medium Duty Buses• Printing Services• Flex Connect Zones | <ul style="list-style-type: none">• E-Procurement System• Financial Advisory Services• Outdoor Signage Displays• Marketing Support Services• Mini Fleet Services |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



10E: Human Resources, Training & Safety Team Report

Staff Resource: *Erica Foreman, Chief Human Resources Officer*

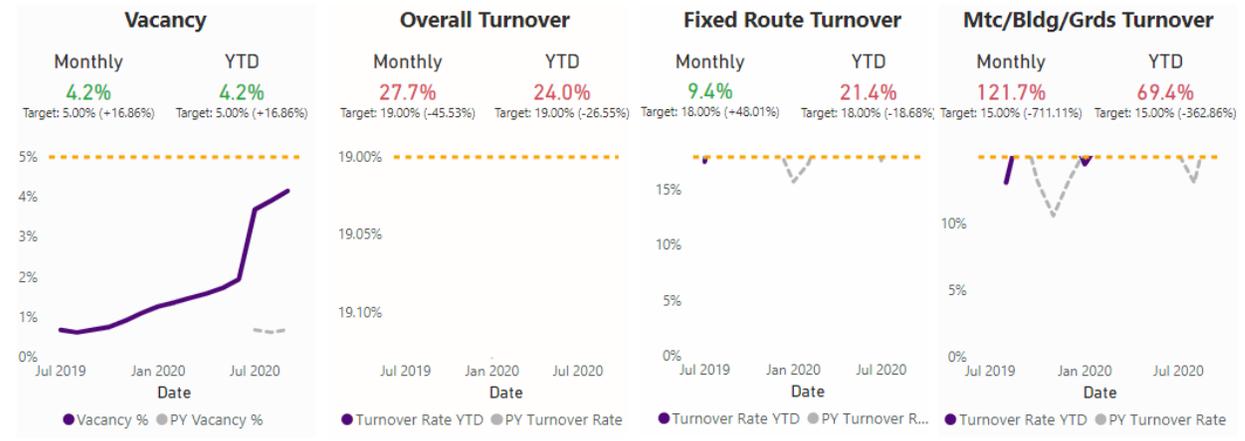
Human Resources – Danie Gohr, HR Manager /Erica Foreman, CHRO

- **Compensation Study Update:** DART's compensation study is complete with a recommendation for salary structure and pay grades. Leadership team is finalizing discussions on a recommendation for compensation philosophy and policy.
- **Launching Diversity, Equity and Inclusion Initiative:** Human Resources is helping to launch a DEI initiative. A committee is being formed with co-chair selection complete. Committee selection will be conducted within both administration and operations.
- **Diversity, Equity and Inclusion training:** Human Resources has launched a two-part training series for all employees. The first one-hour training was held in October and focused on an introduction to diversity, equity and inclusion issues in the workplace. The second one-hour training is being conducted in November with a focus on unconscious bias concepts in the workplace.
- **Handbook Review:** HR has completed the handbook update and outside legal counsel has provided a favorable review. Updates are being sent to all employees for sign-off
- **United Way Campaign:** United Way meetings are being held weekly with the committee. Our theme for 2020 is "Better Together". Our weeklong campaign November 9-13 will be focused on impacting Central lowans and our very own DART employees with their specific needs.
- **Recruitment Update:** The HR team is currently recruiting and interviewing for 9 open positions in the areas of IT, Maintenance, Marketing, Customer Service and Safety.
- **COVID-19 Update:** Currently we have 24 positive cases with 244 negative cases.
- **Sign-In Terminal Testing:** The HR Team is currently conducting sign in terminal parallel testing and the project should near completion by Mid-November.
- **Refinement of employee discipline process:** HR is meeting with operations leaders on their current practice and philosophy of our discipline process. After meetings take place, assessment will be made on areas of opportunity and follow through to ensure we foster a culture striving for continuous improvement.
- **Turnover and Vacancy Rate:** Overall turnover has taken a substantial decrease from this time last year. We are currently sitting at a year to date of 24% with the goal being 19%. Some factors for a decrease in turnover could include, overall market instability with COVID related layoffs encouraging people to stay, internal culture shifts in operations resulting in more coaching, re-training and flexibility to our operators, and internal shifts on the administrative teams resulting in a more flexible workplace for our team members. Maintenance has endured a significant amount of turnover this year. We have worked closely with the leadership to understand where we can better execute in the areas of hiring, training, coaching, etc. The team has a focus on their people and have shown dedication to mitigating turnover when it is within their control. Vacancy has increased since this time last year. Due to the temporary decrease in service needs, we have refrained from refilling some roles until the confirmed need is there. We continue to halt the hiring of Operators as the current staff has not resumed full service. When we return to full service, we anticipate the need to increase as well. Furthermore, all administrative roles are going through a leadership



MONTHLY REPORT
10E: Human Resources and Safety

position review prior to filling. We are comfortable at this current vacancy rate given the climate we are in.



Training – Matt Johnson, Training Manager

- **Electric Bus Operator Training:** DART Training conducted training for Fixed Route Operator familiarity for the new Proterra electric buses. Operators were given a safety and basic familiarity overview, as well as time operating the bus on the test route.
- **New Fixed Route Operators:** Three new operators completed all training requirements and graduated into Fixed Route service. One additional employee started training for Fixed Route Operator.
- **Electric Bus Testing:** Training assisted in road testing the Proterra electric buses.

Safety – Pat Daly, Safety Manager

- **Electric Bus Training for First Responders:** Developed electric bus emergency responder training and conducted training for approximately 36 responders.
- **DART Safety Plan:** Received draft copy of DART's Agency Safety Plan back from the FTA after review and incorporated their comments into the plan.
- **Hiring for a replacement Safety & Training Specialist:** Our Safety & Training Specialist took another role within DART and we have been interviewing for the replacement. We currently have 4 interviews the week of October 26.



MONTHLY REPORT



10F: Chief Executive Officer

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

- **DART Executive Committee: DART Executive Committee:** The DART Executive Committee met on Friday, October 23, 2020. The discussion items presented during the meeting included:
 - Federal Lobbying Contract
 - Property Tax Formula Update
 - Paratransit COVID Impacts Next Steps

The next DART Executive Committee meeting is scheduled for Friday, November 20, 2020.

- **American Public Transportation Association 2020 TRANScend Meeting:** Myself and several of our Leadership and Management team were able to participate in APTA's TRANScend meeting which was held virtually on October 21-22. The event explored different perspectives of the six biggest questions for the year ahead and how to rise above the challenges we are currently experiencing including but not be limited to, long term impacts of COVID-19, bringing riders back, putting equity in the forefront, the changing landscape of cities, policing in a new era, and more.
- **Iowa Public Transit Association Mid-Year Meeting –** Last week I had the opportunity, with several other DART staff members to attend the IPTA Mid-Year Meeting which was held virtually this year. This was an opportunity to learn about local transportation initiatives.



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

December 1, 2020 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • Audited FY20 Financials • Public Transportation Agency Safety Plan • TRAC Member Recruitment • 2021 Legislative Priorities • Disadvantaged Business Enterprise Goal 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee Update • DART Business Planning Update • Compensation Study • Bravo Partnership and Art Shelters • FY 2022 DART Budget Update • DART Operations and Maintenance Facility
January 5, 2021 – 12:00 P.M. (Annual Meeting)	
Action Items	Information Items
<ul style="list-style-type: none"> • Winter Service Change • Rideshare Van Donation • Compensation Study • DART Property Tax Formula Initiative 	<ul style="list-style-type: none"> • Marketing Update • Transit Optimization Study Update • FY2022 DART Budget Development Update
February 2, 2021 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> • FY 2022 Budget Public Hearing Date • Bus Shelter Purchase • Heavy Duty Bus Purchase 	<ul style="list-style-type: none"> • RideShare Update • Quarterly Investment Report • Quarterly Financial Update • Quarterly Safety Report

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee	November 20, 2020	7:30 am	Zoom Meeting