



NOTICE OF COMMISSION MEETING AND AGENDA
DES MOINES AREA REGIONAL TRANSIT AUTHORITY
DART MULTIMODAL ROOM, 620 CHERRY STREET



ZOOM

DIAL IN - +1-312-626-6799/ACCESS CODE – 822 8405 5624/PASSCODE - 266004

MARCH 5, 2024 – 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 MARCH 5, 2024, AGENDA	
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13. COMMISSIONER ITEMS	
14. NEXT MEETING: Regular DART Meeting - Tuesday, April 2, 2024 – 12:00 P.M.	
15. ADJOURN	

Language, visual, hearing and transportation services are available at meetings upon request. For requests, please call DART at 515.283.8100 at least 48 hours in advance of the meeting.



6: Transit Riders Advisory Committee (TRAC) Update
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Resource: *Brandon Paulsen, TRAC Chair*

A hybrid meeting of the Transit Riders Advisory Committee was held on Wednesday, February 28, 2024, and a quorum was met. Included are key highlights from the meeting’s discussion.

- **FY25 Budget and Funding Update:** Chief External Affairs Officer, Erin Hockman, reviewed DART’s current budget conversations as it relates to funding levels and potentials for service reductions in the next fiscal year. TRAC members were able to ask questions related to the franchise fee, potential service reductions and messaging around these potential reductions.
- **CEO Update:** Chief Executive Officer, Amanda Wanke, shared a summary of what she has been focused on in her first six months in this role. This update outlined her focus areas for the organization that include listening to employees, community and business leaders and local elected officials about current and future priorities for the organization.
- **Transit Employee Appreciation Day:** Transportation Director, Lewis Lowry, provided a brief summary of Transit Employee Appreciation Day happening on March 18, including a few ways that DART takes time to show appreciation and support for those employees.

The next hybrid TRAC meeting is currently scheduled for Wednesday, March 27, 2023.



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED IN-PERSON AND VIRTUALLY
620 CHERRY STREET, DES MOINES IA 50309
January 23, 2024**



(Meeting was held in a hybrid format)

Commissioners/Alternates Present and Voting:

Dean O'Connor, Todd Shafer, Tara Cox, Srikant Mikkilineni, Connie Boesen, Chris Coleman (arrived at 12.11pm), Andrew Borcharding (left at 1.31pm), Paula Dierenfeld, Ross Grooters, Angela Connolly, Bridget Montgomery, Russ Trimble, and Joseph Jones

CALL TO ORDER

Chair Russ Trimble called the meeting to order at 12:01 p.m. Roll call was taken, and a quorum was present.

Notice of the meeting was duly published.

APPROVAL OF AGENDA

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

It was moved by Joseph Jones and seconded by Todd Schafer to approve the January 23, 2024, agenda. The motion carried unanimously.

5 - DART COMMISSION OFFICER ELECTION

Paula Dierenfeld, Nominating Committee Chair, presented the proposed Officer slate in accordance with the substituted and restated DART 28E agreement that commenced on October 1, 2017, and the proposed Restated Bylaws.

The Nominating Committee, which consisted of Commissioners Dierenfeld (Chair), Mikkilineni and Willey, nominated the following Commissioners as officers starting immediately, through the end of calendar year 2024: Chair – Russ Trimble, Vice Chair – Ross Grooters, Secretary/Treasurer – Bridget Montgomery, At-Large – Connie Boesen and At-Large – Joseph Jones.

It was moved by Dean O'Connor and seconded by Todd Schafer to approve the slate of Officers as presented. The motion carried unanimously.

PUBLIC COMMENT:

Heather Garland from Des Moines shared that some of the DART bus stops are hard to get to with the snow. DART staff acknowledged this challenge and shared that we rely on our neighborhood partners to assist us with the clearing of snow as we unfortunately do not have the resources to clear every stop.

Thomas Washington from Des Moines was pleased to see that we will be installing the safety barriers on our buses to assist keeping the operators safe. He recognized that the DOT has encouraged transit agencies to install these and gave a kudos to DART Commission and staff for thinking about the well-being of our bus operators.

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Garland Armstrong from Des Moines shared his recent challenges with having to walk over the snow with his cart to get on a bus. He stated that the bus operators are always very helpful to him to make sure he does not fall. He also has some concerns about the budget and funding shortfall.

Amanda Formaro, Vice President of Human Resources for Kemin Industries, read a letter that Kemin wrote and will be sharing with the Des Moines City Council regarding the approval of the franchise fee and the implications it has on their employees who utilize DART services.

TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE

Jeremy Guenther, newly elected Vice Chair of the TRAC Committee, shared that at the committee's most recent meeting on Wednesday, December 20, 2023, the committee was provided updates on new DART Central Station signage and the positive impact it can have in helping our customers; the February service changes; the budget shortfall and how valuable DART service is; and how the Committee can play a role in telling the story of DART.

The next hybrid TRAC meeting is currently scheduled for Wednesday, January 31, 2024.

CONSENT ITEMS

9A – Commission Meeting Minutes – December 5, 2023

9B – November FY2024 Consolidated Financials

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

ACTION ITEMS:

10A – February 2024 Service Change

Tony Filippini, Planning and Development Manager, provided an overview of the proposed new services and fixed-route changes planned for the February Service Change, which include a proposed new local route from DART Central Station serving employers along the East MLK Parkway corridor in Des Moines that would be fully funded through a new \$35,000 Unlimited Access partnership with Kemin Industries. Also included as part of the February Service Change are routine schedule adjustments and a realignment of Route 10 – East University to accommodate the upcoming closure of the Walnut Street bridge downtown.

It was moved by Ross Grooters and seconded by Connie Boesen to approve Title VI Service Equity Analysis for the February 2024 Service Change. It was moved by Bridget Montgomery and seconded by Joseph Jones to approve service changes to selected fixed routes as discussed, effective February 18, 2024.

10B – Purchase Agreement Approval for Land (Operations & Maintenance Facility)

Luis Montoya, Chief Planning Officer, shared the background that on September 5, 2023, the DART Commission authorized staff to proceed with design and construction of Phase I of a new Operations and Maintenance Facility, which will include purchasing land for the entire project and constructing the vehicle maintenance garage. With the current facility at the end of its useful life, in poor condition, and landlocked, building a new facility will cost local taxpayers less than repairing the existing facility and allow DART to operate more effectively long-term. The land is currently owned by the City of Des Moines, and DART staff and contractors have taken all

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – JANUARY 23, 2024**



appropriate steps to conduct preliminary investigations, obtain National Environmental Protection Act approval, and establish fair market value for the property. Details of the procurement process were outlined as well as the financial impact.

It was moved by Todd Schafer and seconded by Angela Connolly to approve the provided purchase agreement with the City of Des Moines for the purchase of property at 3500 Vandalia Road. The motion was approved by Dean O'Connor, Todd Schafer, Tara Cox, Srikant Mikkilineni, Jake Anderson, Paula Dierenfeld, Ross Grooters, Angela Connolly, Bridget Montgomery, Russ Trimble and Joseph Jones. Connie Boesen abstained.

10C – Passenger Information Displays (PIDS)

Michael Gulick, Procurement Manager, shared that DART is seeking a solution to replace a dysfunctional Passenger Information Display System (PIDS) with a cloud solution including software and subscription, implementation, training, hardware, and other additional services. The existing system is no longer supported by the vendor, which has rendered all DART platform signs inoperable. The new solution will add platform signs for arrivals, as well as meet ADA requirements for visually impaired riders. DART recommends replacing our current content management system provided by Vontas as well as the 15 platform signs and push-to-talk equipment. The procurement process was discussed, sharing that eleven (11) Firms were actively solicited multiple times in addition to public posting. DART received seven (7) Proposals. Five (5) Firms were selected for interviews with demonstrations of products and system, and staff conducted Best and Final Offer with the one (1) Firm. Michael Gulick also informed that CAD/AVL, which stands for Computer-Aided Dispatch and Automatic Vehicle Location, is a technology used in fixed-route transit operations. It integrates computer systems to facilitate efficient dispatching of vehicles and real-time tracking of their locations. This enables transit agencies to optimize routes, monitor vehicle performance, and provide accurate arrival information to passengers, improving overall operational efficiency and the quality of service. The funding impacts were identified and discussed.

It was moved by Todd Shafer and seconded by Ross Grooters to approve a contract with GMV Syncromatics Corp. to provide a Passenger Information Display System (PIDS) solution with a two-year initial term plus three (3) one (1) year optional renewals with a total not-to-exceed amount of \$500,000. Any purchases above the current \$248,475 capital and \$7,865 annual operating costs planned are only to be spent if correlating grant revenues are obtained.

DISCUSSION ITEMS:

11A – FY 2025 DART Service and Budget Planning

Amanda Wanke, Chief Executive Officer; Luis Montoya, Chief Planning Officer; and Erin Hockman, Chief External Affairs Officer provided an update on the budget and service planning scenarios.

11B – Fleet Planning Update

Due to time, Chair, Russ Trimble tabled this agenda item for a future DART Commission meeting.

11C – Performance Report – October 2023

Due to time, Chair, Russ Trimble asked the Commission to refer to their packets to review the performance report.

DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – JANUARY 23, 2024



DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)

12A - Operations

12B – Planning

12C - External Affairs

12D – Finance/IT/Procurement

12E – Human Resources

12F – Chief Executive Officer

Due to time, Chair Russ Trimble asked the Commission to refer to their packets to review the monthly department reports.

COMMISSIONER ITEMS

None

NEXT MEETING:

Regular DART Meeting - Tuesday, March 5, 2024 – 12:00 P.M.

ADJOURN

Chair Russ Trimble adjourned the meeting at 2.12 p.m.

Chair

Clerk

Date



CONSENT ITEM



7B: FY 2023 Audited Financial Statements

Action: Accept the FY 2023 Audited Financial Statements

Staff Resource: *Amber Dakan, Finance Manager*

Background:

- The audit report was discussed with the DART Executive Committee at the February 14, 2024, meeting.
- The 28M Agreement creating the Regional Transit Authority requires such an annual audit to be conducted per Iowa State Law. Additionally, the Federal Transit Administration requires such an audit.
- The FY 2023 Audited Financial Statements were emailed to each Commissioner in advance of the meeting for their review.

Recommendation:

- Accept the FY 2023 Audited Financial Statements.



CONSENT ITEM



7C:	Architecture and Engineering Services for New Operations and Maintenance Facility Phase I
Action:	Approve a three (3) year contract with Substance Architecture for Architectural and Engineering Consulting Services for the amount Not to Exceed \$3,000,000 for Phase I.

Staff Resource: *Michael Gulick, Procurement and Contract Manager*

Background:

- In 2018, DART selected Substance LLC through a competitive qualifications-based solicitation to provide Architecture and Engineering (A&E) Services for the design of the new Operations and Maintenance facility and other A&E Services needed by DART.
- Due to unprecedented delays and complications, including Federal Funding issues, the COVID-19 pandemic, and NEPA (National Environmental Policy Act) requirements, the project's timeline has extended far beyond the initial expectations and exceeded the timeline of the initial award.
- Substance LLC has been the Architect of Record for all design and engineering aspects of the new O&M Facility since their selection in 2018. Their long-term involvement has given them unparalleled familiarity with our project's specific needs, goals, and site conditions. This familiarity is a key asset for Phase I construction and for the overall success of the facility. With their leadership and the involvement of their subcontractors the project has accomplished many initial milestones in the planning and design process.
- Substance LLC's continued involvement ensures seamless transition and project continuity, minimizing setbacks that could occur with a change in contractors.
- The new operations and maintenance facility project is highly specialized and complex. Substance LLC has been instrumental in the project's design, and their familiarity with the intricacies of this undertaking is invaluable.
- Reopening the project to competitive bidding would result in added expenses in terms of time, resources, and potential rework. Substance LLC's continued involvement represents a cost-effective approach, as they can immediately contribute to the ongoing construction, providing design and engineering services as needed.
- We have thoroughly reviewed all applicable regulations, including NEPA requirements, and are confident that the proposed sole source selection is in full compliance with all relevant guidelines.
- Given these compelling reasons, we believe that extending the Substance LLC Contract as the sole source for Architectural and Engineering services is the most practical and effective choice for the continued success of our new O&M Facility construction through completion of all phases of construction that will likely take several years.

Funding:

- Funding will come from budgeted capital and federal grants and is part of the Phase I budget approved by the DART Commission in September 2023.
- The award is for a not-to-exceed amount but the actual spend is planned to be less based on the tasks identified.



CONSENT ITEM

7C: Architecture and Engineering Services for New Operations and Maintenance Facility Phase I

- Future Phases of the O&M facility will be brought back to Commission for consideration and approval.

Recommendation:

- Approve a three (3) year contract with Substance, LLC. for Architectural and Engineering Consulting Services for the New Operations and Maintenance Facility Phase I the amount Not to Exceed \$3,000,000.



CONSENT ITEM



7D:	FTA Buses and Bus Facilities and Low-No Grants Program Application 2024
Action:	Approve staff to submit a grant application to the FTA Buses and Bus Facility and Low-No Grant Programs to fund the second phase of construction of a new Bus Operations and Maintenance Facility

Staff Resource: *Mike Tiedens, Grants Program Administrator*

Background:

- The Federal Transit Administration (FTA) administers two corresponding grant programs called “Bus and Bus Facilities” and “Low or No Emissions” that supports transit system’s major bus and facility purchases with up to 80% funding, if selected nationally for award. These are competitive grant programs with more requests than funding; however, replacement of DART’s Operations and Maintenance Facility’s age and condition make it a good candidate for this funding.
- On February 8, 2024, the FTA announced the opportunity to apply for grants for the Buses and Bus Facilities and Low or No Emissions Programs. In 2023, the available funding was \$1.69 billion. Grant applications are due on April 25, 2024.
- As required by federal transit law and subject to funding availability, funds will be awarded competitively to assist in the financing of capital projects to replace, rehabilitate, purchase or lease buses and related equipment, and to rehabilitate, purchase, construct, or lease bus-related facilities.
- Staff are requesting permission to submit a grant application requesting between \$30 and \$40 million for the second phase of construction of a new Bus Operations and Maintenance Facility. The specific federal dollar request will be dependent on the scope of the next phase of the project (Phase 2), which is currently being evaluated and is dependent on local match funds on hand. The application amount will be included in April or May’s Departmental Monthly Report.
- The Bus and Bus Facilities grant program previously awarded DART \$17.275 million in 2019 toward Phase I facility construction.

Recommendation:

- Approve staff to submit a grant application to the FTA Buses and Bus Facility and/or Low or No Emission Grant Program(s) to fund the second phase of construction of a new Bus Operations and Maintenance Facility.



CONSENT ITEM



7E: December FY2024 Consolidated Financial Report

Action: Approve the December 2023 Consolidated Financial Report.

Staff Resource: Amber Dakan, Finance Director

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route operating revenue is exceeding budget by 10.4% year-to-date. This is a result of higher revenues in Other Contracted Services, Unlimited Access, and Cash Fares.
- Fixed Route non-operating revenue is trending over budget by 16.4% due to the timing of grant funding drawdowns as well as elevated interest income.
- Mobility Services operating revenue is exceeding budget by 7.1% so far in FY2024. Polk County Funding, Other Contracted Services, and Mobile Ticketing Passes are all ahead of budget projections.
- Mobility Services non-operating revenue is 24.1% under budget year-to-date resulting from drawdown grant funding timing.
- Caravan revenues are under budget by 35.9% year-to-date due to lower than anticipated passenger fares and the timing of grant funding drawdowns. Caravan continues to work through implementation of a new rider platform and is also working to add new business partners.

Operating Expense:

- Fixed Route operating expenses are seeing a 5.5% savings from projections. Services and Insurance are the two categories seeing the most savings so far this fiscal year.
- Mobility Services operating expenses are over budget by 6.8% year-to-date. Salaries, Wages, and Fringes, Purchased Transportation Services, and Fuel and Lubricants are seeing the highest over budget levels.
- Caravan has budget savings of 19.8% year-to-date for operating expenses. Services and Fuel and Lubricants are seeing the largest savings to date.

Recommendation:

- Approve the December FY2024 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of December FY2024 Year-to-Date as Compared to Budget:**

Fixed Route	\$ 3,896,012	Reserve for Accidents (See Balance Sheet):
Mobility Services	\$ (637,200)	\$231,563.92
Caravan	\$ (41,404)	
Total	\$ 3,217,408	

FY2024 Financials: December 2023

FIXED ROUTE	December 2023			Year-To-Date-(6) Months Ending 12/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	311,960	402,217	(90,257)	2,663,182	2,413,300	249,882
Non-Operating Revenue	2,533,236	2,674,281	(141,045)	18,668,902	16,045,685	2,623,217
Subtotal	2,845,196	3,076,498	(231,302)	21,332,084	18,458,985	2,873,099
Operating Expenses	2,718,556	3,076,498	357,942	17,436,072	18,458,985	1,022,913
Gain/(Loss)	126,640	-	126,640	3,896,012	-	3,896,012

MOBILITY SERVICES	December 2023			Year-To-Date-(6) Months Ending 12/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	58,497	53,054	5,443	340,760	318,325	22,435
Non-Operating Revenue	210,312	343,925	(133,613)	1,565,908	2,063,550	(497,642)
Subtotal	268,809	396,979	(128,170)	1,906,668	2,381,875	(475,207)
Operating Expenses	503,912	396,979	(106,933)	2,543,868	2,381,875	(161,993)
Gain/(Loss)	(235,103)	-	(235,103)	(637,200)	-	(637,200)

CARAVAN	December 2023			Year-To-Date-(6) Months Ending 12/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	17,042	33,333	(16,291)	123,574	200,000	(76,426)
Non-Operating Revenue	-	9,468	(9,468)	41,000	56,805	(15,805)
Subtotal	17,042	42,801	(25,759)	164,574	256,805	(92,231)
Operating Expenses	37,063	42,801	5,738	205,978	256,805	50,827
Gain/(Loss)	(20,021)	-	(20,021)	(41,404)	-	(41,404)

SUMMARY	December 2023			Year-To-Date-(6) Months Ending 12/31/2023		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	387,499	488,604	(101,105)	3,127,516	2,931,625	195,891
Non-Operating Revenue	2,743,548	3,027,673	(284,125)	20,275,810	18,166,040	2,109,770
Subtotal	3,131,047	3,516,278	(385,231)	23,403,326	21,097,665	2,305,661
Operating Expenses	3,259,531	3,516,278	256,747	20,185,918	21,097,665	911,747
Gain/(Loss)	(128,484)	-	(128,484)	3,217,408	-	3,217,408



CONSENT ITEM



7F: January FY2024 Consolidated Financial Report

Action: Approve the January 2024 Consolidated Financial Report.

Staff Resource: Amber Dakan, Finance Director

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route operating revenue is exceeding budget by 6.9% year-to-date. This is a result of higher revenues in Other Contracted Services, Unlimited Access, Mobile Ticketing Passes, and Cash Fares.
- Fixed Route non-operating revenue is trending over budget by 13.5% due to the timing of grant funding drawdowns as well as elevated interest income.
- Mobility Services operating revenue is exceeding budget by 5.3% so far in FY2024. Polk County Funding and Mobile Ticketing Passes are both ahead of budget projections.
- Mobility Services non-operating revenue is 26.2% under budget year-to-date resulting from drawdown grant funding timing.
- Caravan revenues are under budget by 40.0% year-to-date due to lower than anticipated passenger fares and the timing of grant funding drawdowns. Caravan is working to add additional business partners to the program in FY25.

Operating Expense:

- Fixed Route operating expenses are seeing a 5.4% savings from projections. Services and Insurance are the two categories seeing the most savings so far this fiscal year.
- Mobility Services operating expenses are over budget by 5.7% year-to-date. Salaries, Wages, and Fringes and Purchased Transportation Services are seeing the highest over budget levels.
- Caravan has budget savings of 24.7% year-to-date for operating expenses. Services and Fuel and Lubricants are seeing the largest savings to date.

Recommendation:

- Approve the January FY2024 Consolidated Financial Report.

**** TOTAL Un-Audited Performance of January FY2024 Year-to-Date as Compared to Budget:**

Fixed Route	\$ 3,880,527	Reserve for Accidents (See Balance Sheet):
Mobility Services	\$ (769,174)	\$223,045.80
Caravan	\$ (45,655)	
Total	\$ 3,065,698	

FY2024 Financials: January 2024

FIXED ROUTE	January 2024			Year-To-Date-(7) Months Ending 1/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	350,695	402,217	(51,522)	3,009,107	2,815,517	193,590
Non-Operating Revenue	2,573,710	2,674,281	(100,571)	21,242,612	18,719,966	2,522,646
Subtotal	2,924,405	3,076,498	(152,093)	24,251,719	21,535,483	2,716,237
Operating Expenses	2,935,296	3,076,498	141,202	20,371,192	21,535,483	1,164,291
Gain/(Loss)	(10,891)	-	(10,891)	3,880,527	-	3,880,527

MOBILITY SERVICES	January 2024			Year-To-Date-(7) Months Ending 1/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	49,528	53,054	(3,526)	390,932	371,379	19,553
Non-Operating Revenue	210,312	343,925	(133,613)	1,776,220	2,407,475	(631,255)
Subtotal	259,840	396,979	(137,139)	2,167,152	2,778,854	(611,702)
Operating Expenses	392,458	396,979	4,521	2,936,326	2,778,854	(157,472)
Gain/(Loss)	(132,618)	-	(132,618)	(769,174)	-	(769,174)

CARAVAN	January 2024			Year-To-Date-(7) Months Ending 1/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	15,280	33,333	(18,053)	138,854	233,333	(94,479)
Non-Operating Revenue	-	9,468	(9,468)	41,000	66,273	(25,273)
Subtotal	15,280	42,801	(27,521)	179,854	299,606	(119,752)
Operating Expenses	19,531	42,801	23,270	225,509	299,606	74,097
Gain/(Loss)	(4,251)	-	(4,251)	(45,655)	-	(45,655)

SUMMARY	January 2024			Year-To-Date-(7) Months Ending 1/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	415,503	488,604	(73,101)	3,538,893	3,420,229	118,664
Non-Operating Revenue	2,784,022	3,027,673	(243,651)	23,059,832	21,193,713	1,866,119
Subtotal	3,199,525	3,516,278	(316,753)	26,598,725	24,613,943	1,984,783
Operating Expenses	3,347,285	3,516,278	168,993	23,533,027	24,613,943	1,080,916
Gain/(Loss)	(147,760)	-	(147,760)	3,065,698	-	3,065,698



CONSENT ITEM



7G:	Quarterly Investment Report
Action:	Approve the recommended quarterly investment report for the second quarter of Fiscal Year 2024.

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 2nd quarter of FY2024 (October 1 – December 31, 2023) ended with \$17,342,560.90 in our investment portfolio.
- The current quarterly statement recognizes \$254,043.63 in interest income, which is due to higher-level interest rates. At the quarter end, interest rates ranged from 5.220% to 5.55%.
- Portfolio assets are held in a market-based savings account and within Certificates of Deposits from multiple banks and with varying lengths of time. The quarter ended with a 5.420% weighted average interest rate. The Finance Staff continues to work with PMA to maximize earning interest vehicles. Attached within the packet is DART's Quarterly Investment Report.
- Attached within the packet is DART's Quarterly Investment Report.

Recommendation:

- Approve the recommended quarterly investment report for the second quarter of Fiscal Year 2024 (October 1 – December 31, 2023).



PMA Quarterly Statement

(39427-101) Investment Account

Statement Period

October 1, 2023 to December 31, 2023

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

(39427-101) Investment Account | Page 1 of 5



Des Moines Area Regional Transit Authority

Statement Period

October 1, 2023 to December 31, 2023

SDA / MMA TRANSACTION ACTIVITY

FEDERATED FUNDS			BEGINNING BALANCE			\$141,639.58
Transaction	Date		Deposits	Withdrawals	Interest / Adjust	Balance
22128	10/23/23	Withdrawal		(\$98.53)		\$141,541.05
22175	10/31/23	Interest			\$626.00	\$142,167.05
22186	11/15/23	Deposit	\$3,078,150.00			\$3,220,317.05
22192	11/27/23	Withdrawal		(\$83.33)		\$3,220,233.72
22197	11/30/23	Deposit	\$4,054,443.84			\$7,274,677.56
22242	11/30/23	Interest			\$10,429.01	\$7,285,106.57
22247	12/07/23	Withdrawal		(\$3,132,593.84)		\$4,152,512.73
22248	12/07/23	Withdrawal		(\$4,000,000.00)		\$152,512.73
22266	12/26/23	Withdrawal		(\$181.87)		\$152,330.86
22315	12/31/23	Interest			\$6,792.27	\$159,123.13
TOTALS FOR PERIOD			\$7,132,593.84	(\$7,132,957.57)	\$17,847.28	
ENDING BALANCE						\$159,123.13

BANK IOWA			BEGINNING BALANCE			\$6,947,241.42
Transaction	Date		Deposits	Withdrawals	Interest / Adjust	Balance
284573	10/31/23	Interest			\$30,977.08	\$6,978,218.50
286111	11/30/23	Interest			\$30,111.49	\$7,008,329.99
287038	12/07/23	Deposit	\$3,132,593.84			\$10,140,923.83
287602	12/31/23	Interest			\$42,513.94	\$10,183,437.77
TOTALS FOR PERIOD			\$3,132,593.84	\$0.00	\$103,602.51	
ENDING BALANCE						\$10,183,437.77

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 2 of 5



Des Moines Area Regional Transit Authority

Statement Period

October 1, 2023 to December 31, 2023

FIXED INCOME INVESTMENTS

INTEREST

Type	Holding ID	Transaction Date	Description	Interest
MMA	20549-1	10/31/23	Federated Funds	\$626.00
SDA	1285181-1	10/31/23	Savings Deposit Account - BANK IOWA	\$30,977.08
MMA	20549-1	11/30/23	Federated Funds	\$10,429.01
SDA	1285181-1	11/30/23	Savings Deposit Account - BANK IOWA	\$30,111.49
CD	295881-1	11/30/23	U.S. BANK NATIONAL ASSOCIATION	\$78,150.00
CD	296390-1	11/30/23	COMMUNITY STATE BANK, NA	\$54,443.84
MMA	20549-1	12/31/23	Federated Funds	\$6,792.27
SDA	1285181-1	12/31/23	Savings Deposit Account - BANK IOWA	\$42,513.94

Totals for Period: \$254,043.63

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 3 of 5



Des Moines Area Regional Transit Authority

Statement Period

October 1, 2023 to December 31, 2023

CURRENT PORTFOLIO

Type	Code	Holding ID	Trade	Settle	Maturity	Description	Cost	Rate	Face/Par	Market Value
MMA	N	20549-1		12/31/23		Federated - Government Obligations Fund	\$159,123.13	5.220%	\$159,123.13	\$159,123.13
SDA	IA	1285181-1		12/31/23		Savings Deposit Account - BANK IOWA	\$10,183,437.77	5.250%	\$10,183,437.77	\$10,183,437.77
CD	IA	296389-1		09/01/23	01/02/24	CD - BANKERS TRUST COMPANY	\$4,000,000.00	5.550%	\$4,000,000.00	\$4,000,000.00
CD	IA	296388-1		09/01/23	02/28/24	CD - BANKERS TRUST COMPANY	\$3,000,000.00	5.550%	\$3,000,000.00	\$3,000,000.00
CD	IA	296917-1		12/07/23	03/06/24	CD - COMMUNITY STATE BANK	\$4,000,000.00	5.530%	\$4,000,000.00	\$4,000,000.00
Totals for Period:							\$17,342,560.90		\$17,342,560.90	\$17,342,560.90

Weighted Average Portfolio Yield: 5.420 %
 Weighted Average Portfolio Maturity: 35.58 Days
 Portfolio Summary:

Type	Allocation (%)	Allocation (\$)	Description
MMA	0.746%	\$159,123.13	Money Market Account
SDA	47.714%	\$10,183,437.77	Savings Deposit Account
CD	51.540%	\$11,000,000.00	Certificate of Deposit

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".

Deposit Codes

N	Single FEIN
IA	Iowa State

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 4 of 5



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 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, changes 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 represent 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.

Debt Securities

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.

PLEASE ADVISE PMA AND OUR CLEARING FIRM, PERSHING LLC, IMMEDIATELY OF ANY INACCURACY OR DISCREPANCY ON YOUR STATEMENT. FOR A CHANGE OF ADDRESS OR QUESTIONS REGARDING YOUR ACCOUNT, PLEASE NOTIFY YOUR PMA REPRESENTATIVE. ANY ORAL COMMUNICATIONS SHOULD BE RE-CONFIRMED IN WRITING.

How to Contact PMA

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

How to Contact Pershing, LLC

Please call (201)413-3330 or write to Pershing LLC, One Pershing Plaza, Jersey City, New Jersey, 07399.

In accordance with FINRA Rule 2267, PMA Securities, LLC is providing the following information in the event you wish to contact FINRA. You may call (301)590-6500 or write to FINRA at 1735 K Street NW, Washington, D.C. 20006-1500. In addition to the public disclosure number (800) 289-9999. FINRA provides an investor brochure which describes their Public Disclosure Program. Additional information is also available at www.finra.org.

Questions? Please call 630 657 6400

(39427-101) Investment Account | Page 5 of 5



RECEIVE AND FILE



8A: FY 24 – 26 Disadvantaged Business Enterprise Program & Goal

Staff Resource: *Amber Dakan, Finance Director*

As a recipient of FTA funds, DART must comply with multiple Civil Rights Requirements, one of which is the US DOT's Disadvantaged Business Enterprise (DBE) regulations. The purpose of DART's DBE program is to ensure nondiscrimination in the award and administration of FTA assisted contracts.

The objectives of DART's DBE program include the following:

- To ensure nondiscrimination in the award and administration of DOT-assisted contracts
- To create a level playing field on which DBEs can compete fairly for DOT-assisted contracts
- To ensure that the DBE Program is narrowly tailored in accordance with applicable law
- To ensure that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate as DBEs
- To help remove barriers to the participation of DBEs in DOT-assisted contracts

To be certified as a DBE, a firm must be a small business owned and controlled by socially and economically disadvantaged individual(s). The firm must be for-profit and must be at least 51% owned (or 51% stock owned) by one or more individuals who are socially and economically disadvantaged. They must be managed and controlled daily by one or more individuals of the disadvantaged owners. Any individual who is not a member of a protected minority group may provide evidence showing social disadvantage to qualify. The Iowa DOT is the Unified Certification Program for the State of Iowa.

DART attempts to solicit firms listed in the DBE Directory that is published and updated by the Iowa DOT when procuring items. Other ways in which we attempt to interact with DBE firms is through outreach to DBE's through forums hosted by the Iowa DOT and other local entities.

DART has responsibility for monitoring and enforcement of DBE participation and is required to provide a monitoring and enforcement mechanism. DART also tracks actual payments to DBE firms for work committed and submits semiannual reports to FTA that identify their participation.

DART's DBE Program Policy can be found at <https://www.ridedart.com/business-center/dbe-program>.

DART must submit participation goals to FTA on a triennial basis. The current goals are set for FY 2024 – FY 2026. In accordance with regulations of the U.S. Department of Transportation, 49 CFR, Part 26, our FY 2024 – 2026 goal is 1.8% for Disadvantaged Business Enterprise (DBE) participation on Federal Transit Administration (FTA) assisted contracts, purchases, and services.



DISCUSSION ITEM



9A: FY 2025 Budget and Service Planning Update

Staff Resource: Amanda Wanke, Chief Executive Officer

- Staff will summarize the FY25 budget scenarios and related impacts that were shared during the February 23 budget workshop. Staff will also provide additional information requested by Commissioners during the workshop regarding the impacts of various expense reductions proposed.



DISCUSSION ITEM



9B: Reimagine DART Update

Staff Resource: Erin Hockman, Chief Executive Officer

- Staff will provide an update on Reimagine DART.



DISCUSSION ITEM



9C: Fleet Planning Update

Staff Resource: Luis Montoya, Chief Planning Officer

- Staff will provide an overview and update on fleet planning activities to advise on upcoming procurements and fleet decisions.



DISCUSSION ITEM



9D: June Service Change

Staff Resource: Tony Filippini, AICP, Planning and Development Manager

- Staff will provide an overview of the proposed new services and fixed route changes planned for the June Service Change.



MONTHLY REPORT



10A: Performance Report – January 2024

Staff Resource: Nate Bleadorn, Business Intelligence Manager

Summary of January 2024 Monthly Performance:

- Total January Ridership was up 2.9% compared to the same month last year. Ridership is up 9% YTD on FY23.
- Both preventable and non-preventable accidents increased in January due to winter storms. Non-preventable accidents increased the most to 3.02 per 100,000 miles while preventable accidents increased to 1.51 per 100,00 miles. Despite the increase in January, preventable accidents YTD is 0.68, which is well below our goal of less than 1 preventable accident per 100,000 miles. Non-preventable accidents YTD is not meeting the goal at 1.57 per 100,000 miles.
- On-Time Performance (OTP) was 74.71% for January. This is below our target of 85%. After two months of increasing OTP, winter weather and driving conditions negatively impacted on-time performance in January.
- Road calls per 100,000 miles, which is when buses need service while in operation, were 16.1 for the month of January. We have seen an increasing trend in this number YTD as our fleet continues to age, and winter weather was also responsible for some of these calls in January. As a result, YTD we sit at 11.22 road calls per 100,000 miles, which is not meeting our goal of fewer than 7 road calls per 100,000 miles.
- DART On Demand saw a slight increase in ridership for January to 1,915 rides. This is up 29% on January of FY23 and puts overall ridership 43.34% higher than FY23 YTD.
- Paratransit ridership was down 4.82% in January of FY23. YTD, ridership is up 10.66%.
- Caravan ridership is down 21.33% YTD through January. Rides for January were down 8.62% from January of 2023.



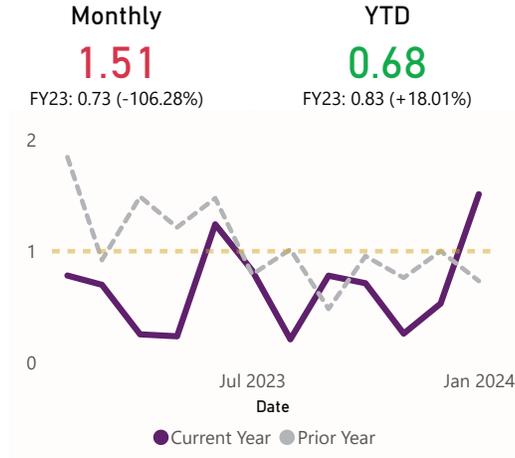
Performance Summary - January 2024

2/1/2023 1/31/2024

Ridership

Preventable Accidents/100k Miles

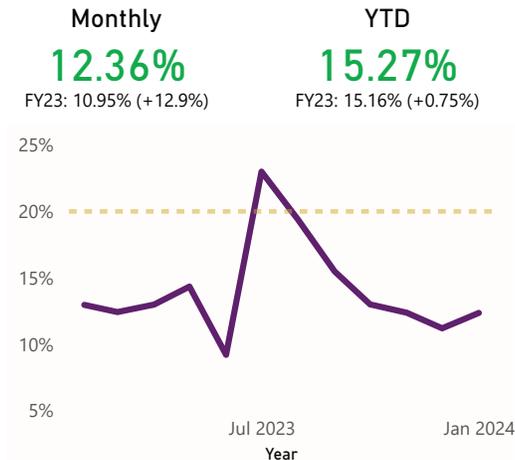
Non-Preventable Accidents/100k



On-Time Performance

Farebox Recovery Ratio

FR Passengers / Revenue Hour





Fixed Route Performance

2/1/2023

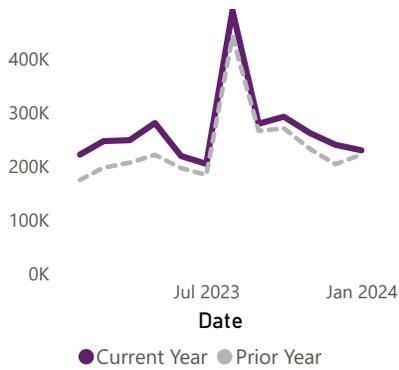
1/31/2024

Ridership

Monthly YTD

229,975 2,000,325

FY23: 222,141 (+3.53%) FY23: 1,823,124 (+9.72%)

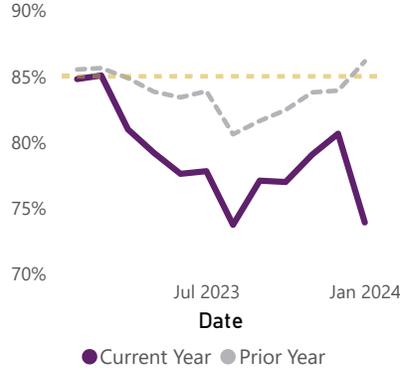


On-Time Performance

Monthly YTD

73.89% 76.94%

FY23: 86.13% (-14.21%) FY23: 83.17% (-7.5%)



Operating Cost/Rev. Hour

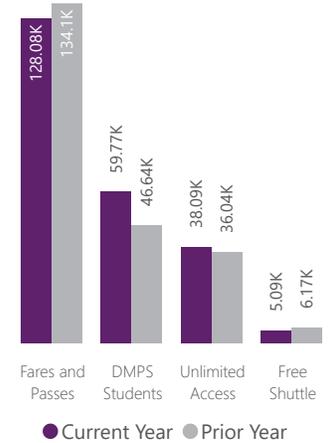
Monthly YTD

\$151.85 \$148.54

FY23: \$166.08 (+8.56%) FY23: \$146.22 (-1.58%)



Monthly Ridership by Fare Group

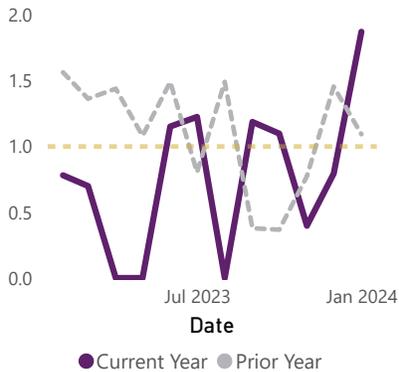


Preventable Acc./100k

Monthly YTD

1.87 0.90

FY23: 1.09 (-71.2%) FY23: 0.93 (+3.11%)

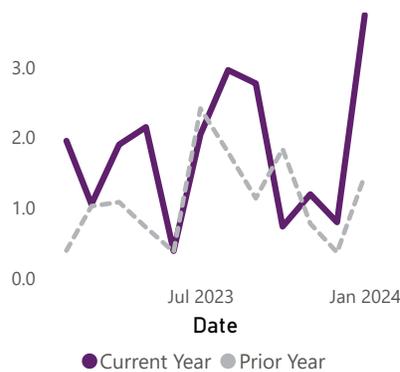


Non-Preventable Acc./100k

Monthly YTD

3.74 2.07

FY23: 1.46 (-156.8%) FY23: 1.40 (-48.19%)

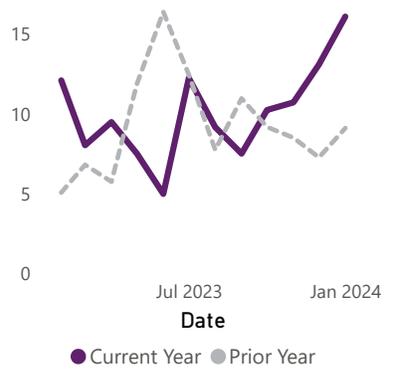


Road Calls/100k Miles

Monthly YTD

16.10 11.22

FY23: 9.11 (-76.68%) FY23: 9.23 (-21.61%)

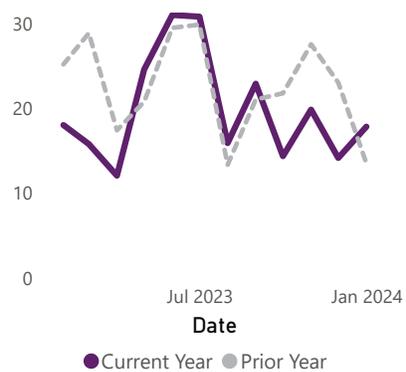


Complaints/100k Passengers

Monthly YTD

17.83 18.70

FY23: 13.50 (-32.01%) FY23: 20.29 (+7.87%)





Paratransit Performance

2/1/2023 1/31/2024

Ridership

Monthly **9,427**
FY23: 9,904 (-4.82%)

YTD **68,700**
FY23: 62,082 (+10.66%)



● Current Year ● Prior Year

On-Time Performance

Monthly **88.96%**
FY23: 88.82% (+0.16%)

YTD **89.47%**
FY23: 90.40% (-1.04%)

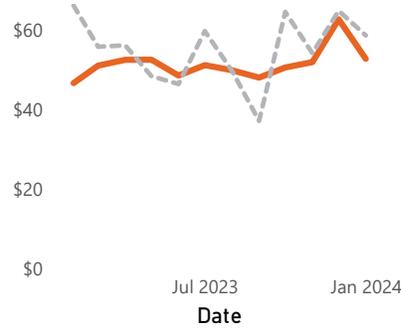


● Current Year ● Prior Year

Operating Cost/Passenger

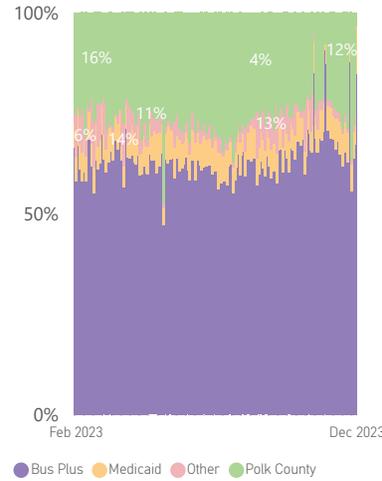
Monthly **\$52.69**
FY23: \$58.58 (+10.06%)

YTD **\$52.33**
FY23: \$55.36 (+5.48%)



● Current Year ● Prior Year

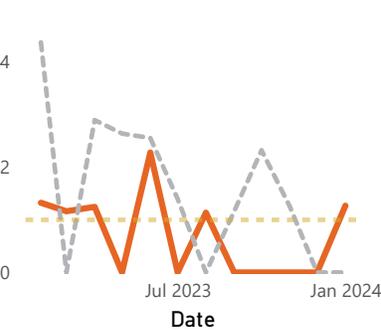
Paratransit Customer Type Breakdown



Preventable Acc./100k

Monthly **1.27**
FY23: 0.00

YTD **0.34**
FY23: 0.88 (+61.05%)

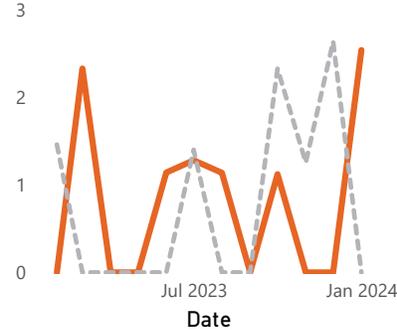


● Current Year ● Prior Year

Non-Preventable Acc./100k

Monthly **2.54**
FY23: 0.00

YTD **0.86**
FY23: 1.06 (+18.84%)



● Current Year ● Prior Year

RideShare - Ridership

Monthly **4,920**
FY23: 5,384 (-8.62%)

YTD **34,790**
FY23: 44,224 (-21.33%)



● Current Year ● Prior Year

RideShare - Op. Cost/Passenger*

Monthly **\$9.65**
FY23: \$15.29 (+36.9%)

YTD **\$11.65**
FY23: \$11.48 (-1.44%)



● Current Year ● Prior Year



DART On Demand Performance

Request Zone

All

Booking Type

All

2/1/2023

1/31/2024

Completed Trips

Monthly

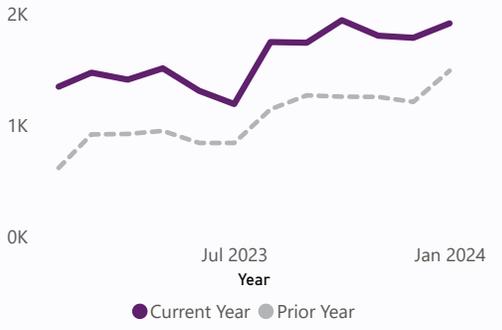
1915

FY23: 1489 (+28.61%)

YTD

12125

FY23: 8459 (+43.34%)



Avg. Wait Time (On Demand)

Monthly

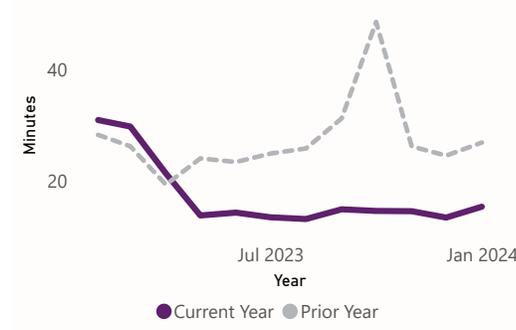
15.36

FY23: 26.88 (+42.88%)

YTD

14.20

FY23: 29.80 (+52.34%)



Mobile Booking Rate

Monthly

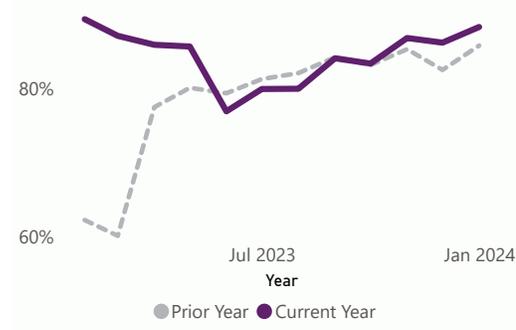
88.24%

FY23: 85.73% (+2.92%)

YTD

84.26%

FY23: 83.66% (+0.72%)



Unique Active Riders

Monthly

278

FY23: 193 (+44.04%)

YTD

700

FY23: 497 (+40.85%)



New Accounts Created

Monthly

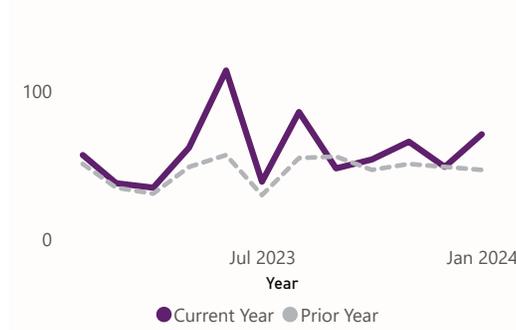
71

FY23: 47 (+51.06%)

YTD

413

FY23: 335 (+23.28%)



First Time Riders

Monthly

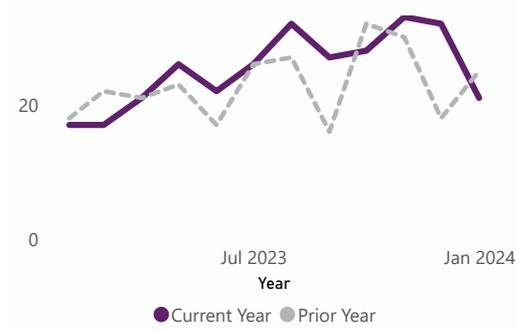
21

FY23: 25 (-16%)

YTD

39

FY23: 32 (+21.88%)





Route Details

Month

January 2024 ▼

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	9,080	10,235	312,534	293,437	19,097	6.5%	28.93	58.74%
	#3 - University	20,754	21,838	174,033	163,128	10,905	6.7%	16.14	75.34%
	#4 - E. 14th	9,936	9,292	76,287	67,288	8,999	13.4%	13.08	78.14%
	#5 - Franklin Ave/Johnston	9,922	9,007	74,777	56,785	17,992	31.7%	11.36	78.31%
	#6 - Indianola	22,681	19,928	162,279	142,421	19,858	13.9%	21.94	81.99%
	#7 - SW 9th St.	25,432	22,263	187,512	168,544	18,968	11.3%	27.35	84.71%
	#8 - Fleur Dr.	2,677	2,338	19,549	15,256	4,293	28.1%	16.04	72.72%
	#10 - East University	1,204	941	8,112	6,584	1,528	23.2%	8.33	81.37%
	#11 - Ingersoll/Valley Junction	3,814	2,824	23,547	17,945	5,602	31.2%	19.44	59.08%
	#13 - Evergreen	5,193	4,178	30,068	27,378	2,690	9.8%	40.04	82.20%
	#14 - Beaver Ave.	13,237	12,794	93,369	90,733	2,636	2.9%	15.13	82.42%
	#15 - 6th Ave.	17,805	15,872	129,294	111,447	17,847	16.0%	21.65	76.16%
	#16 - Douglas Ave.	25,075	24,909	193,085	176,562	16,523	9.4%	18.29	78.40%
	#17 - Hubbell Ave.	17,337	17,360	141,604	124,640	16,964	13.6%	15.59	79.11%
	#50 - Euclid	4,931	4,741	41,753	34,403	7,350	21.4%	9.10	82.11%
	#52 - Valley West/Jordan Creek	8,747	8,669	77,553	64,175	13,378	20.8%	10.24	66.88%
	#60 - Ingersoll/University	19,944	20,066	155,715	147,586	8,129	5.5%	15.11	79.50%
#72 - West Des Moines Loop	2,020	4,004	18,883	29,824	-10,941	-36.7%	6.13	74.56%	
#74 - NW Urbandale	380	544	2,761	3,345	-584	-17.5%	3.15	77.93%	
2. Shuttle	Link Shuttle	575	885	5,563	5,395	168	3.1%	2.88	86.60%
	Downtown Shuttle	4,236	4,988	37,360	42,905	-5,545	-12.9%	9.33	80.85%
3. Express	#92 - Hickman	422	340	3,839	2,767	1,072	38.7%	5.16	67.68%
	#93 - NW 86th	507	627	5,811	4,372	1,439	32.9%	4.41	76.89%
	#94 - Westown	347	287	2,543	2,797	-254	-9.1%	5.29	81.05%
	#95 - Vista	311	151	1,507	1,552	-45	-2.9%	4.53	74.48%
	#96 - E.P. True	710	690	4,533	4,937	-404	-8.2%	6.85	68.47%
	#98 - Ankeny	1,848	2,134	12,824	13,471	-647	-4.8%	6.23	76.50%
	#99 - Altoona	348	236	1,970	1,732	238	13.7%	3.43	78.08%
5. On Call	Ankeny								
	NW Johnston / Grimes								
	Regional				28	-28	-100.0%		
6. DART On Demand	#31 - DART On Demand - Jordan Creek			17		17	Infinity	18.89	
	#32 - DART On Demand - River Bend	32		90		90	Infinity	7.43	
	DART On Demand - Ankeny	1,883	1,489	12,061	8,533	3,528	41.3%	3.25	
Cab	Paratransit: Taxi	926	720	6,954	3,796	3,158	83.2%	3.38	
Paratransit	Paratransit: Bus/Van	6,586	7,695	49,841	49,582	259	0.5%	1.79	89.47%
RideShare	RideShare	4,920	5,384	34,790	44,224	-9,434	-21.3%	5.29	
Total		243,820	237,429	2,102,418	1,927,572	174,846	9.1%	12.90	77.66%



QUARTERLY REPORT



10B: FY24 Quarterly Financial Report, July 1 – December 31, 2023

Staff Resource: Amber Dakan, Finance Director

Revenue

Operating Revenue

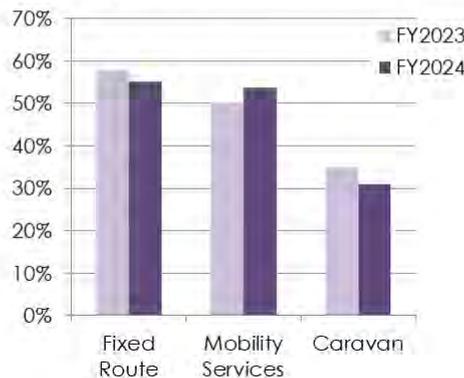
- Fixed Route Operating Revenue for the second quarter of the fiscal year performed at 55.10% of the annual budget compared to 57.85% in FY23.
- Mobility Services Operating Revenue for the second quarter of FY24 is 53.63% of budget in comparison to 50.23% in the prior year. This is largely because Polk County Funding is performing better than last fiscal year and is ahead of budget.
- Caravan Operating Revenue for FY24 is underperforming compared to FY23 at 30.89% and 35.00% respectively for the second quarter. The budgeted revenue amount stayed the same from year to year, while Caravan continues to work towards rebuilding the program.



Revenue, Percent of Budget

July – December

Operating Revenue



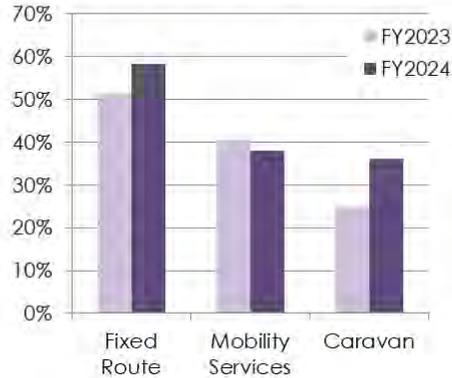
Non-Operating Revenue

- Fixed Route Non-Operating Revenue for Q2 of FY24 is slightly higher than FY23's second quarter at 58.17% and 51.78% respectively. This is largely due to the rise in interest rates generating significant interest income.
- Mobility Services Non-Operating Revenue for FY24 is trending slightly below that of the second quarter in FY23. It was 40.56% in FY23 and 37.94% in FY24.
- Caravan Non-Operating Revenue is at 36.09% of budget so far in FY24. For the second quarter in FY23 it was at 24.91%.



Revenue, Percent of Budget July – December

Non-Operating Revenue



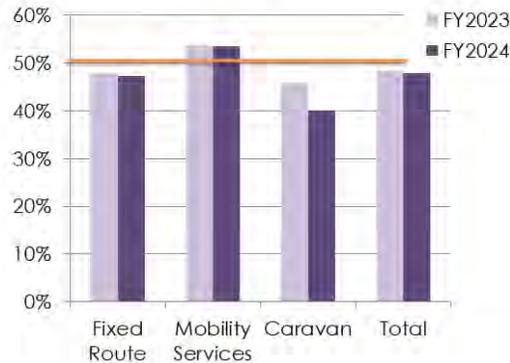
Expenses

- Fixed Route Operating Expenses as a percentage of budget are slightly lower in FY24 than they were in the second quarter of FY23. Second quarter FY24 is at 47.23% while FY23 was 47.96% of budget utilization for the same period.
- Mobility Services Operating Expense for the second quarter is trending similarly to the prior year: 53.40% in FY24 and 53.65% in FY23.
- Caravan operating expense utilization in the current year is lower than the prior year for the same period. Expenses came in at 45.85% in FY23 and 40.10% in FY24.



Expenses, Percent of Budget July – December

Expenses





DISCUSSION ITEM



10C: Quarterly Safety Report – Q2 FY 2024

Staff Resource: Pat Daly, Safety Manager

Agency Safety Plan Safety Performance Safety Targets

DART’s Public Transit Agency Safety Plan is required to set and track safety performance targets. There are seven safety performance areas tracked for the four modes of service DART delivers.

The following table compares DART’s Safety Performance Target goals to actual fiscal year-to-date performance and the prior year’s performance for the same timeframe.

FY 2024 Safety Performance Targets							
Mode of Transit Service	Fatalities	Fatalities per 100/K Miles	Injuries	Injuries per 100/K Miles	Safety Events	Safety Events per 100/K Miles	System Reliability (Major Road Calls)
Fixed Route							
FY 24 – Target	0	0	10	0.45	12	0.58	12,500
FY 24 – Thru Q2	0	0	9	0.89	8	0.69	8,416
FY 23 – Thru Q2	0	0	6	0.56	8	0.74	11,681
Mobility Services							
FY 24 – Target	0	0	0	0.00	1	0.13	65,000
FY 24 – Thru Q2	0	0	0	0.0	0	0	51,019
FY 23 – Thru Q2	0	0	0	0.0	2	0.46	-----
Caravan							
FY 24 – Target	0	0	1	1.00	2	0.50	138,000
FY 24 – Thru Q2	0	0	0	0.0	0	0.00	-----
FY 23 – Thru Q2	0	0	0	0.0	0	0.00	-----
Taxi							
FY 24 – Target	0	0	0	0	0	0	0
FY 24 – Thru Q2	0	0	0	0.0	0	0.00	-----
FY 23 – Thru Q2	0	0	0	0.0	0	0.00	-----

DISCUSSION ITEM

10C: Quarterly Safety Report – Q1 2024



Safety Performance Targets by Service

Fixed Route: For the quarter, fixed route had a total of two injuries and five safety events.

- Preventable Injuries – 2
 - o One passenger fell to the floor of a bus when the operator moved the bus forward as they started to sit down.
 - o One passenger tripped on a ramp that was being deployed as she was exiting the bus.
- Preventable Safety Events – 2
 - o The two injuries incidents are also counted as Safety Events.
- Non-Preventable Injuries – 3
 - o Three occupants of a car that rear-ended bus that was slowing to service a stop were transported by EMS for evaluation.
- Non-Preventable Safety Events - 3
 - o A car rear-ended a bus that was slowing to service a stop and was towed from the scene. This is the same incident that the three occupants were transported from by EMS.
 - o A car rear-ended a bus that was stopped to service a stop and was towed from the scene.
 - o A car made a sudden mid-block right turn from the curb lane and across the travel path of the bus resulting in a collision. The car was towed from the scene.

Preventable Vehicle Accidents

For FY 24, DART has the goal of less than 1.00 preventable accident per 100/K miles of revenue service. Through the end of the first quarter, we were at 0.65 preventable accidents per 100/K of revenue service.

We continue to review accident data and conduct trend analysis on and develop recommendations to address any findings.



MONTHLY REPORT



11A: Operations Team Report

Staff Resources: *Luis Montoya, Chief Operating and Planning Officer*

Maintenance – Keith Welch, Fleet Manager:

New Heavy-Duty Bus Order – For a variety of reasons, DART has delayed its regular schedule for ordering heavy duty vehicles. To maintain a useful life that results in the most efficient utilization of taxpayer resources, new heavy-duty buses may need to be ordered in the next few months, depending on future service plans. The Planning and Operations teams are assessing fleet and bus sizing needs and are discussing the options with the Commission, to guide the next steps.

New Light-Duty Bus Order- DART Planning and Operations teams are in the process of reviewing build specifications and pricing for the next Light Duty bus build. Once completed we will bring a recommendation to the commission.

Electric Bus Demo in Service- During the week of January 8, 2024, staff tested a 40’, 686 kilowatt-hour heavy-duty Gillig electric bus on the D-Line. Overall, the bus appeared to do well in difficult weather elements. Follow up data below.

DATE	START TIME	START MILEAGE	END TIME	END MILEAGE	TOTAL TIME	TOTAL KWH	TOTAL MILES	REMAINING SO	Temperature	weather	Notes
Tuesday, January 9, 2024	6:00am	10725.6	6:00pm	10832.7	12	3.74	107.1	32%	High 32/ low 16	Heavy snow	No Auxiliary heater
Wednesday, January 10, 2024	6:00am	10833.2	6:00pm	10941.5	12	2.39	108.29999999999999	58.40%	High 32/ low 19	Heavy snow	
Thursday, January 11, 2024	6:00am	10942	6:00pm	11050.3	12	2.31	108.29999999999999	54.40%	High 28/ low 12	Heavy snow	
Friday, January 12, 2024	6:00am	11051	6:00pm	11156	12	2.8	105	51.00%	High 18/ low 3	Heavy snow	
Saturday, January 13, 2024	9:30am	11156	4:30pm	11210	7	4.6	54	64.00%	High 3/ Low -16	Snow	No Auxiliary heater

Transportation – Lewis Lowry, Transportation Director; Joy Crutcher, Fixed Route Manager; Skip Herbold, Mobility Services Manager:

David Sartin – 5 Year Service Anniversary – DART is proud to recognize bus operator, David Sartin. David has completed five (5) years of service with DART. Throughout David’s career at DART, David has stood out as an exemplary bus operator. Mr. Sartin is a customer service ambassador and works hard every day to make a difference in the community.

Merle Hay Mall Bus Stop – DART is happy to report that the bus stop and shelter at Merle Hay Mall are open and back in service.

Facilities – Ben Cross, Facilities Manager:

Bus Wash - On February 1, Facilities replaced a motor on one of the final rinse brushes as it was constantly tripping the breaker. The brush spun fine for a couple of nights and then started tripping

MONTHLY REPORT
11A: Operations



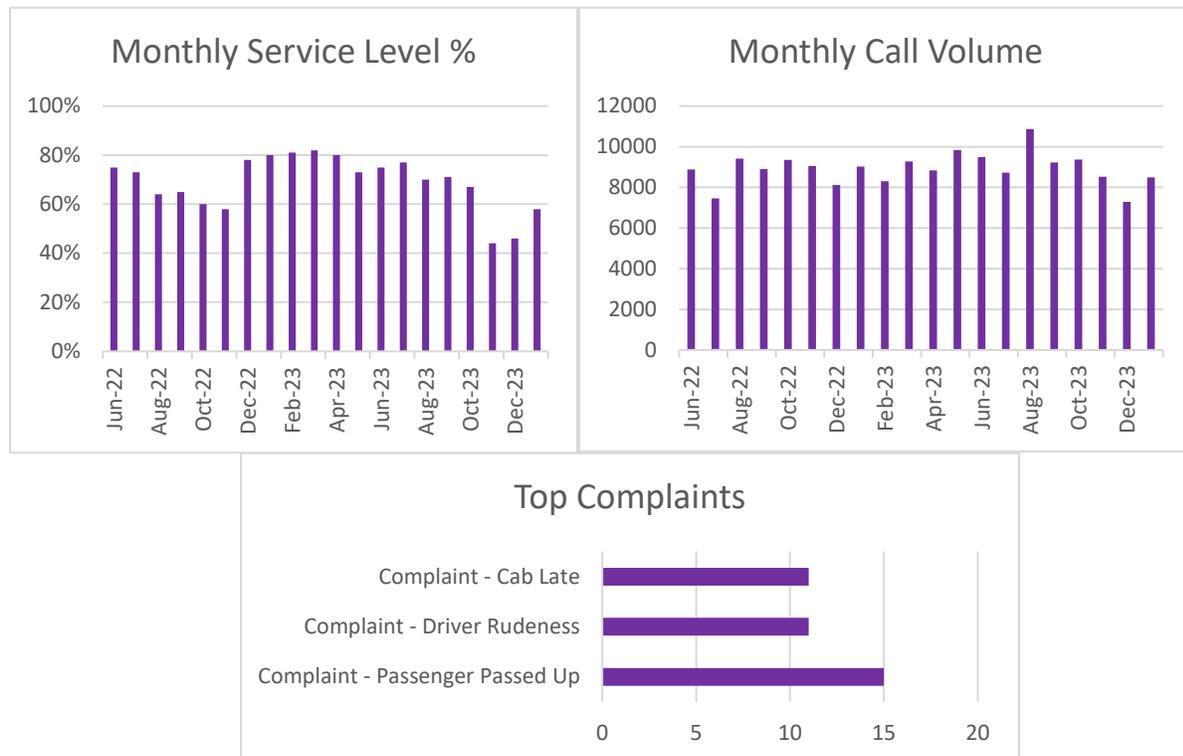
the breaker again and would not respond after resetting. Facilities then installed a new breaker and experienced no response. An electrician was called, and they discovered a broken wire between the brush arm and the main PLC panel in the control cabinet. A new wire was run to the Programmable Logic Controller (PLC) and it was discovered that the PLC lost its memory. A new PLC was programmed and installed on the 6th by the electrician. The bus wash started and followed its proper order of operations but was not dispensing water pressure after 30seconds of run time. After checking the pump, we discovered that the keyway was completely rusted away and called for a possible rebuild kit. The pump is obsolete, and a new one was ordered at a price of \$5,235. Facilities will do the installation.

The bus wash is 5 years past its useful life and will need some main components replaced next year to keep it operating as it should.

Customer Experience – Steve Wright, Customer Experience Manager:

Service Levels – We are currently backfilling our last spot with a temporary position to provide some relief in the service level arena. Interviews start the week of 2/26/24. January’s service level finished at 58% and we are tracking to be at 70% in February.

Call Trends – Calls have slowed down in relation to potential service reductions, and we are seeing a return to more “typical” customer interactions: schedule questions, Paratransit questions/reservations, etc.



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



MONTHLY REPORT



11B: Planning Team Report
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Staff Resources: Luis Montoya, Chief Operating and Planning Officer

- **Operations and Maintenance Facility:** Rezoning for the project was approved by the Des Moines City Council. Staff have negotiated a purchase agreement with City staff that will be considered for approval by the Des Moines City Council in April. Staff received a 30% design review and updated cost estimates from the consultants that will be shared with the Commission.
- **FY25 Budget and Service Planning:** Staff are preparing details of a likely 20% service reductions in November. We will hold another round of public outreach in April to share the specific impacts of the service cuts.
- **Planning and Scheduling:** A service change was implemented in February to modify the schedule of Route 52 – Jordan Creek and to initiate the new Route 2- Maury St. serving Kemin Industries.



MONTHLY REPORT



11C: External Affairs Team Report

Staff Resources: Erin Hockman, Chief External Affairs Officer

- **Staffing:** The External Affairs management team has been re-evaluating staffing needs given the uncertainty regarding future funding. As a result, we have left three positions open for several months. Open positions include a Communications Specialist, Senior Marketing Specialist and Business and Community Partnerships Coordinator. Given the ongoing public input and service changes we need to plan for, we are in the process of hiring a Communications Specialist. As shared during the FY25 budget workshop, we have eliminated the Business and Community Partnerships Coordinator position and are continuing to evaluate if and how to move forward with the Senior Marketing Specialist role.

Marketing – Carissa Meredith, Marketing Manager

- **DART On Demand River Bend Spring Marketing Campaign:** To incentivize ridership on the River Bend service, the Marketing Team has begun a marketing plan to offer new riders 10 free credits on the service from Mar. 1 - Apr. 26.

The campaign targets two audiences, current riders and high-need families in the River Bend zone. Tactics for DART riders using our Fixed Route service through the River Bend zone include encouraging them to take DART On Demand River Bend for their first and last mile of transit will begin Mar. 1. Promotional brochures with free ride coupons will be placed on buses, and audio ads on key connecting routes that travel through the zone. An SMS ad campaign is also being launched to support awareness, offering the service with each NextBus request at stops in the zone.

- **Bus Plus Recertification Support:** DART now requires Paratransit Bus Plus customers to submit a new application to recertify their disability status every three years. From February 2024 through July 2025, customers will be notified of the recertification requirements by mail. They will have 60 days to reapply to continue service without interruption. Staff have developed and deployed a direct mail to all existing Bus Plus customers in addition to sharing the new requirements on social media, FAQ on the website and fliers on DART buses.
- **Brand Refresh:** Marketing staff is continuing to receive business templates from other administrative departments to bring them up to current DART Brand Standards. The team is also performing a physical and digital audit to ensure all instances of the DART logo and other aspects of the brand elements reflect the refreshed brand image.

MONTHLY REPORT
11C: External Affairs Team Report



MyDART App Report

Metric	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2023	TOTAL FY 2024
Downloads	3,450	1,496	1,361	1,349	833	1,351	11,292
iOS	1,784	505	420	399	359	352	4,202
Android	1,676	991	941	956	474	999	7,106
Accounts Created	4,117	924	881	842	757	934	9,534
Orders Placed	11,707	6,226	6,889	6,470	6,364	6,294	49,931
Passes Purchased	21,791	8,449	9,274	8,815	8,507	8,550	73,536
Revenue	\$49,705	\$34,638	\$36,960	\$36,218	\$33,026	\$36,154	\$261,378

Marketing Analytics Report

Metric	Aug 2023	Sept 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Jan 2023	Year Prior
MyDART App Accounts	62,130	63,054	63,935	66,459	67,216	68,150	48,214	41%
Website Unique Visitors	14,273	20,496	18,878	18,534	15,688	21,691	23,482	-8%
Facebook Followers	6,315	6,313	6,328	6,346	6,387	6,403	6,199	3%
Twitter Followers	2,555	2,566	2,562	2,564	2,580	2,583	2,558	1%
Instagram Followers	1691	1713	1737	1,751	1,772	1,792	1,615	11%
LinkedIn Followers	991	1,027	1,048	1,056	1,064	1,123	915	23%
Email Subscribers	14,452	14,488	14,553	14,558	6,362	4,765	14,330	-67%
Trip Plans	67,948	61,834	61,916	53,907	49,333	46,372	46,979	-1%
Real-time Map	48,344	44,354	44,988	38,482	31,736	33,246	33,892	-2%
Next DART Bus	562,867	528,273	578,531	519,493	487,102	421,229	360,694	17%
SMS Text Messaging	132,762	135,985	131,931	122,021	113,801	134,277	116,365	15%

MONTHLY REPORT
11C: External Affairs Team Report



Communications – Sarah Welch, Communications Manager

- **Media Requests:** DART responded to several media requests for stories on the Operations & Maintenance Facility and on the FY 2025 Budget and Service Planning conversations. To ensure accurate reporting and public information about both initiatives, the Communications Team published a webpage on the facility (www.ridedart.com/operations-and-maintenance-facility) and republished a page on funding (www.ridedart.com/funding-our-future). A press release about DART’s FY25 budget scenarios was also drafted and shared with reporters who attended the Feb. 23 budget workshop or requested information.

From Feb. 19 - Feb. 26, five local media outlets reported on the facility and three outlets reported on funding. In addition, TV stations covered the launch of Route 2 in mid-February and dsm Magazine conducted an interview to feature a story on the bus rodeo that will appear in its May/June issue.

- **Hiring:** The Communications Manager, in collaboration with other DART staff, is holding interviews for the Communications Specialist position. That position is anticipated to be filled by April and will be instrumental in supporting public input, implementing service change communications for riders, employees, and stakeholders, as well as telling stories and writing blogs that elevate the value of public transit in the region.
- **Newsletters:** The Communications Manager has been in the process of evaluating communications tools and strategies for riders, employees, and stakeholders. As part of these efforts, the team has relaunched a stakeholder newsletter. Called Making Moves, the newsletter will go out about every two months and provide a deeper understanding of public transit in Greater Des Moines and news about DART. DART stakeholders had the opportunity to opt-in to the newsletter through an initial invitation on February 23. The team is also relaunching a monthly employee newsletter that will celebrate milestones, share community comments, and give an update on each department’s activities, with the goal of fostering employee engagement and connections across the organization.

DART in the News

[Lincoln High School fundraiser rolls in thousands to fund school bussing](#)

-KCRG-TV, 02/05/2024

[DART partners with Kermin Industries on new bus route](#)

-Mass Transit, 02/15/2024

[Des Moines may budget \\$3.5 million to maintain DART services](#)

-Axios, 02/22/2024

[Des Moines finds \\$3.5 million for bus services. DART says it's not enough to avoid cuts](#)

-The Des Moines Register, 02/23/2024

[DART proposing move to new \\$100 million facilities building amid budget concerns](#)

-KCCI-TV, 02/25/2024

MONTHLY REPORT
11C: External Affairs Team Report



Caravan /- Victoria Henderson Weber, Caravan Supervisor

- Rideshare Recovery & Data:** The entire External Affairs team is working to rebuild DART’s vanpool program. The recovery strategy includes implementing an improved technology platform, updating the fare policy, rebranding the program, and increasing awareness to attract new vanpool participants and new vanpool partners. Our goal is for each vanpool to have a minimum of 7 passengers. The program currently has on average of almost 9 people per vanpool, achieving the target for this key performance indicator shows program efficiency.

FY	Vanpools	Ave. Pass Per Van	Pass Miles
FY19	88	7.24	8,467,267
FY20	49	4.29	6,197,708
FY21	48	4.96	3,074,463
FY22	32	6.53	3,318,638
FY23	27	5.86	3,347,794
July 2023	26	6.29	191,855
August 2023	25	6.52	212,816
September 2023	25	7.04	221,312
October 2023	26	8.15	278,085
Novemeber 2023	24	7.79	251,640
December 2023	24	7.96	193,175
January 2024	24	8.63	226,370
FY25 Target	46	7.69	7,383,192

This fiscal year, staff will continue to focus on increasing the number of vanpools in service and have set a target to have 46 vanpools in operation by the end of FY25. Based on conversations with several large employers, staff is on track to achieve this key metric.

- Ride Matching with the DOT:** DART staff and the DOT have begun work with HBSS to create a new ride matching website to replace iowarideshare.org. This website was primarily used by DART to help provide accessibility for individual passengers to join vanpools. The replacement website will serve much of the same purpose as well as support connectivity with other transit agencies for vanpool commuting opportunities. The DOT is fully funding the cost of the website.
- Memorandum of understanding with SIMPCO:** DART has reached a tentative agreement with the Siouxland Regional Transit System (SRTS) allowing Caravan to serve a major employer in the area in a passenger-funded revenue-sharing model. We will begin drafting the MOU in March for the DART Commission and SRTS’s Board’s review and approval later this spring. This MOU lays the groundwork for DART to replicate this pilot with other transit agencies in the future to expand Caravan’s footprint and maintain positive relationships with our transit counterparts.

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

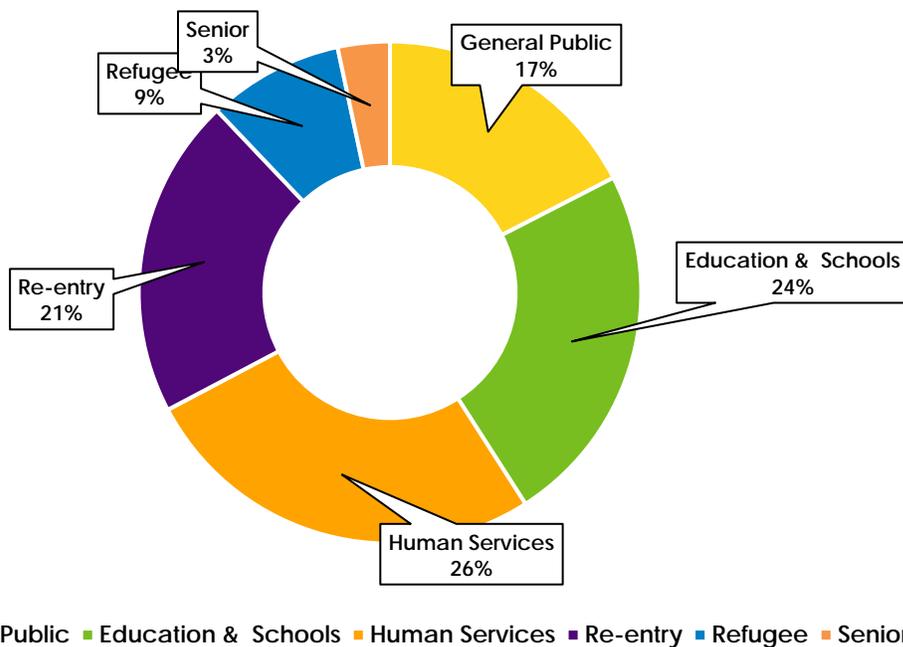
- Reimagine DART:** DART is seeking funding opportunities to support the Reimagine DART initiative. Applications are being submitted to the Polk County Community Betterment Grant Program, the Prairie Meadows Legacy Grant Program, and to the Principal Foundation. Conversations with additional prospective funders are ongoing. Reimagine DART seeks a sustainable 10-year vision for the future of public transit in Greater Des Moines to address post-pandemic realities and draw upon recent planning efforts and resources to help chart a fresh course forward that is unconstrained by the agency’s current service delivery model.
- Art shelters:** Progress continues on the art shelter program, with installation nearly complete on DART’s 12th art shelter, located in Johnston and featuring artwork by Des Moines-based artist Laura Palmer. Art processes are launching for projects in Uptown and along the SW 9th Corridor in Des Moines. Out of 53 art shelter locations planned, 85% are in some phase of completion or activation. Calendar 2024 installations are anticipated for locations in Des Moines, Urbandale, and Windsor Heights.

MONTHLY REPORT
11C: External Affairs Team Report



- **Partnership supports launch of new route:** A new Unlimited Access partnership with Kemin Industries is funding the addition of the new Local Route 2, with service between DART Central Station and East Maury Street. The route provides access for Kemin employees as well as other employers along the corridor. DART is grateful for the support of Kemin and their recognition of the value access to public transit brings to workforce retention and recruitment.
- **Mobility Coordination** – YTD mobility outreach training and participation through January 2024 is shown in the chart below.

FY2024 YTD Mobility Outreach Participants
2,001 Total Participants as of January 2024





MONTHLY REPORT



11D: Finance/Procurement/IT Team Report

Staff Resource: Dan Washburn, Amber Dakan, Mike Gulick, and Kyle Foster

Finance Department – Amber Dakan, Finance Director

- **FY 2025 Budget Planning** – The Finance Team continues to work closely with External Affairs and Planning on the FY25 Budget and Service Planning project. The Finance Team is working on both a status quo budget that maintains most of existing service levels as well as a reduced budget to plan for the level of funding available over what the City of Des Moines can contribute through property taxes.
- **FY 2024 Budget Monitoring** – The Finance team is closely monitoring the year-to-date expense trends. January YTD actual spend is seeing some savings in comparison to YTD budget forecast (55.77% vs 58.33%) which yields some expense buffer. Mobility Services (Paratransit) is exceeding budget expense forecasts, which is happening largely due to larger increases in paratransit ridership, and it is being offset by savings being seen in services and insurance expense on the Fixed Route side.
- **HRIS System Implementation** – The Finance, HR, and IT staff have begun the implementation of UKG/Kronos in replacement of multiple systems including payroll processing. The discovery process is under way as the first step in mapping out the existing setup and confirming the new system requirements. Progress continues to be made in the project that is projected for a July 1 cutover of the payroll system.
- **Financial Audit Services** – DART’s current contract with Baker Tilly for annual financial audit services concluded with the review of FY23’s financials. DART has solicited an RFP for the upcoming review of FY 2024. Proposals are due February 29 and will be reviewed by the executive committee before a recommendation to award is made.

Procurement Department – Mike Gulick, Procurement Manager

Upcoming Projects and Procurements:

- **Transportation Services** – DART is seeking services from qualified contractor(s) for the operation and management of taxicab and other types of overflow services in support of demand response for public mobility services as well as other programs, using contractor provided sedans, vans and/or accessible vehicles.
 - RFP closed with two proposals received.
 - Currently in the evaluation phase.
 - Anticipating April/May Commission Approval.
- **On-Call Architecture and Engineering Services (Excluding New O&M Facility)** - is seeking to contract with up to two (2) Architecture and Engineering consulting teams that DART can call on to support specific projects to maintain and sustain the current facilities and mobility hubs as described above. DART will select from the most qualified firms based on the task order and other considerations, including availability, experience, etc.
 - RFQ closed with three proposals received.
 - Currently in the evaluation phase following the Brooks Act.

MONTHLY REPORT

11D: Finance/IT/Procurement Team Report



- **Financial Audit Services** – DART is seeking services from qualified independent certified public accountants, licensed in the State of Iowa, to express an opinion on the fair presentation of basic financial statements in conformity with accounting principles generally accepted in the United States of America (generally accepted accounting principles) based upon the audit of the basic financial statements of DART. The auditor shall also be responsible for performing certain limited procedures involving supplementary information required by the Governmental Accounting Standards Board (GASB). Length of project will span review of fiscal years 2024, 2025, and 2026 with an option to extend the agreement to include 2027 and 2028 should both parties agree to the modification.
 - RFP closes February 29, 2024.
 - Anticipating April/May Commission Approval.
- **Grant Writing Professional Services** – DART is seeking professional services to bolster its efforts in securing vital grant funding. The selected contractor will play a pivotal role in providing comprehensive support and expertise throughout the application process to optimize the chances of success. Responsibilities include coordinating project management tasks, aligning strategies with FTA requirements, identifying key staff for internal management, and maintaining a well-structured timeline. Moreover, strategic guidance will be crucial in deciding the focus between the Bus and Bus Facilities (BBF) program and the Low or No Emission Program, as well as in engaging stakeholders, refining previous applications, and enhancing content for maximum impact. Additionally, technical and tactical assistance will be provided to ensure the coherence, effectiveness, and alignment of the grant application with program objectives, culminating in the final compilation and submission by the specified deadline.
 - RFO closed with two quotes received.
 - Currently in the evaluation phase.
- **Update of DART's Public Transit Authority Procurement Policy and Procedures Manual** - The goal of this project is to comprehensively update the existing Public Procurement Policy and Procedures Manual for DART to ensure alignment with both state and federal regulatory requirements. The updated manual will serve as a reliable guide for all procurement activities within the organization. Project timeline is estimated to take six months.
- **Future Procurements**
 - FY 2024 Fleet Order
 - Executive Consulting Services
 - Reimagine DART

IT Department – Kyle Foster, IT Director

- **Technology Roadmap** – Underutilization of existing software and solutions as well as aging infrastructure equipment were two key points identified in a technology audit.
 - Systemwide upgrades of software, along with consolidation of duplicate solutions are a key focus for 2023. The goal will be to have all solutions upgraded to the latest versions by the end of the year.
 - Half of our systems have been updated as of 6/28/2023.
 - The remaining systems are all being upgraded at once due to them sharing server infrastructure. The upgrade process started on 11/2/2023. Testing is 90% complete. There were a few bugs identified but are being resolved with a patch. Tentative upgrade date is scheduled for June 15.

MONTHLY REPORT

11D: Finance/IT/Procurement Team Report



- Staff training coordination has been completed for systems we've already upgraded to the latest versions.
- Future training will be coordinated once we're closer to the production upgrade date of the remainder systems.
- Server hardware is getting past its useful life. Storage, servers, and network equipment are all in the process of being upgraded in 2023/2024.
 - Storage has been replaced and cut over as of Q1 of 2023.
 - Compute servers have been ordered and all components have arrived onsite.
 - CDWG has been selected to do the initial implementation, with ongoing assistance as needed from RSM.
 - All equipment is racked and wired as of 1/22/2024.
 - Setup and configuration is 90% complete at Dart Way and 50% completed at DCS as of 2/27.
 - We are currently auditing our internal network infrastructure. A plan will be built to focus on what we need today, as well as what will be required for our future move to the new O&M facility.
- **Disaster Recovery/Incident Response** – DART IT staff are currently undergoing a full update/re-write of our DR and Incident Response Plan. Cyber Security threats, loss of power, loss of facility, and individual system failures are all being taken into consideration to meet all critical system recovery time objectives.
 - The first draft of the re-write was completed as of 4/19/2023.
 - All systems are being tested individually to finalize processes and procedures over the next few months. The goal is to have an end-to-end test procedure built by year end.
 - A micro-penetration test has been performed by our cyber insurance provider. The results showed no vulnerability findings.
 - We will also be engaging some third-party resources provided by the State of Iowa to help do an end-to-end test of our final plan early 2024.
 - All DART departments are engaged in building out a full-scale testing plan, to be executed annually.
- **Document Management Discovery** – DART has utilized many different solutions to store documents over time, which has caused inefficiencies and challenges in finding historical documents. It was identified as a priority to establish a single solution for all document management needs.
 - Departmental discovery has been completed to identify DART's business requirements for a future document management solution.
 - RSM was engaged to do an audit of our existing SharePoint implementation and has delivered their final assessment document. Their recommendation is to utilize the cloud-based version of SharePoint moving forward.
 - DART IT staff are also experimenting with an internal site in the cloud-based version of SharePoint, for both the IT team and the administrative team to learn about capabilities and limitations.
 - A new SharePoint site has been built specifically focused on Document Management. AP and Policy storage have been the first projects selected to pilot this.



MONTHLY REPORT

11D: Finance/IT/Procurement Team Report

- o Should staff choose to explore options outside of RSM's recommendations, an RFP will be built to acquire additional bids from other document management vendors. RSM has sent over two options to assist, if needed, one to train us, and the other to do most of the heavy lifting for us.
- **HRIS implementation** – As mentioned in earlier reports, DART has selected UKG/Kronos as our new HRIS (Human Resources Information System) vendor, and IT is heavily involved in supporting this implementation and transition.
 - o We've completed and signed off on the business requirements for 3 of the 4 segments of this implementation. The last piece we are working on finishing up is the time keeping section.
 - o Current estimated go live time is July 1, 2024.



MONTHLY REPORT



11E: Human Resources/Training/Safety Team Report

Staff Resource: Kelley Burgess – Chief People Officer

Human Resources – Alaina Severino, Human Resource Manager

- **Recruitment Update:** The HR department is currently interviewing for the following openings:
 - Bus Operator (Para & Fix)
 - Service Person
 - Communication Specialist
- **Recent Hires:**
 - 2– Paratransit Operators
 - 3 – Fixed Operators
 - 1 – Chief Financial Officer
 - 1 – Building & Grounds Person
- **Four-Week Call Off Average:** Fixed route 15.15%, Paratransit is 3.98%
- **Turnover Rate:** February 0.7%, YTD 3.8%
- Mid-Year Reviews have been completed.
- W2s and 1095Cs have been distributed.

Training – Matt Johnson, Training Manager

- **Fixed Route New Hire Trainees:** Training continues for five Fixed Route operators.
- **Mobility Services New Hire Trainees:** Training continues for two Mobility Services operators.
- **Bus Servicer CDL Trainee:** One Bus Servicer completed training and successfully obtained his Class B CDL with Passenger endorsement.
- **Mobility Services Training Graduate:** One new operator completed all training requirements and graduated to Part-Time Mobility Services Operators.
- **Building and Grounds Person:** One new Buildings and Grounds Person was hired and completed safe vehicle operations training.
- **Operator Safety Meetings:** Safety meetings were held with all operators. Topics highlighted included customer service requirements and standards as well as ADA service requirements. Additionally, de-escalation and challenging situations were worked through in a small group activity and workshopped.
- **New Route Training:** Training updated the operator route guide with turn-by-turn directions for the February service change that included the new Route 2.

Safety – Pat Daly, Safety Manager

- We hosted three Active Attack/Threat training sessions for administrative staff. 78 out of 80 staff attended one of the three session options. The training was presented by a Public Resource Officer with the Iowa Department of Public Safety.
- We delivered two new employee safety orientations that included an overview of DART’s Agency Safety Plan, the Employee Safety Report Program, and the hazard and near-miss reporting program. Also included were safety familiarization tours of 1100 Dart Way and DART Central Station.
- We met with two groups of new operators finishing their classroom training to discuss accident preventability, show them the most common accidents new operators have, and talked about actions they can take to avoid those.



MONTHLY REPORT



11F: Chief Executive Officer

Staff Resource: Amanda Wanke, Chief Executive Officer

- **DART Executive Committee** - The DART Executive Committee met on Wednesday, February 14, 2024. The discussion items presented during the meeting included:
 - Audited FY23 Financials
 - MPO Funding for DART
 - FY 2025 Budget and Service Planning
 - Reimagine DART
- **Des Moines City Council Meetings** – DART’s executive team has had multiple conversations with the City of Des Moines and the DART Executive Committee over the past six weeks regarding future funding. I would like to thank the DART Commission, specifically the DART Executive Committee and the Des Moines City Council members for their time and energy that has been put in to work to find a solution for the DART funding deficit.
- **Employee Town Hall Meetings** – During the month of February, we held several employee town hall meetings to share updates on DART’s FY25 budget and service planning and the current and future status of the Operations and Maintenance Facility. Staff appreciated the time to connect and hear information first-hand, especially since DART has recently been receiving lots of attention in the media. Employee town halls will continue on a quarterly basis.
- **APTA Transit CEO Seminar** – I had the opportunity to attend APTA’s CEO seminar on February 16-18, during which I had an opportunity to network and meet CEOs from other leading transit agencies around the country. The conference agenda included education and the sharing of best practices on multiple topics including bus procurement, labor, ridership, construction costs and other challenges and opportunities the industry faces.
- **Chief Financial Officer Named** – I am happy to share that Dan Washburn accepted the role of DART’s Chief Financial Officer. Dan started with us on February 12, 2024, and comes to DART with extensive experience in financial reporting, budgeting, operational reviews, risk management, strategy, board reporting, investments, financial systems, audit, and process improvement. He most recently worked for Forvis, one of the country’s largest audit firms, where he led multiple client projects including completing federal grant budgets, general ledger integrations, improvement on accounting processes as well as audit preparation for federal onsite compliance. Prior to Forvis, Dan worked extensively in the financial areas of healthcare, holding Chief Financial Officer and leadership roles for multiple health centers in the Midwest. Dan attended the University of Iowa, attaining his Bachelor of Arts in Business Administration, followed up acquiring his Master’s. Dan resides in Ankeny.



DISCUSSION ITEM



11F.1: CEO Six Month Update (Written Report Only)

Staff Resource: *Amanda Wanke, Chief Executive Officer*

Purpose: The beginning of March marks the end of my first six months as DART's CEO, and I'm providing this six-month update to ensure awareness for you and accountability for me. I've organized this into four areas of focus: 1) workforce, 2) relationships, 3) infrastructure and delivery of service, and 4) financial stability. I hope you find this report valuable—I know it has been helpful for me to look back at the progress of the first few months. As challenging as things have been, I remain committed to our riders, employees, and the communities we serve. As always, I appreciate your support and welcome your feedback and input.

1) Workforce – Streamlined, Engaged, Innovative

DART's Human Resources department plays a pivotal role in the organization, impacting employees, compliance, and my work as CEO. This key department has been in a state of flux for some time, which is why as a first order of business, I focused on what, and who, would be needed to stabilize the team and help it become the resource and co-pilot of culture we need. In my first couple of months, that included seeking guidance from those who have helped others manage similar challenges.

- **HR Assessment:** I engaged Jennifer Bryant of Human Pivot to conduct a "Functional Effectiveness Review" that included 1:1 employee interview with the HR team, focus groups, external benchmarking, job shadowing, and a "policies and practices" assessment. This resulted in key findings and actionable recommendations. This includes, modernizing and simplifying the use of technology, especially in the area of payroll processing; creating a 2024-2025 compliance priorities and policy updates schedule; redefining and actualizing HR's promise to those they serve; and resetting our diversity, equity and belonging approach.
- **HR Leadership:** When I arrived the CHRO (now titled CPO, Chief People Officer) position was open and temporarily being managed by an interim resource. We identified the expertise, style and approach needed and conducted a search that led to the hiring of Kelley Burgess. She started as our CPO on January 22. While just a month into the job, her interface with Jennifer Bryant's work product and their shared accountability are already making a significant and positive difference.
- **Leadership Expectations and Training:** I believe clarity is kindness, starting with clear expectations and consistency with how our employees are led by their managers. That's why in August 2023, I outlined *Essential Elements of Leadership at DART* and, shortly after starting as CEO, further refined them with our people leaders to create a Leadership Compact that clearly outlines the leadership culture we want at DART. This includes four leadership elements—support, communication, trust, and accountability—as well as descriptions and training for how they are to be demonstrated.

- **Leadership Team Streamlining and Hiring:** A series of events, including the resignation of our COO, budget challenges and having very capable employees, led to my decision to not fill the COO position with a new hire. I have instead restructured the tasks of several departments and asked select leadership team and mid-level managers to expand their scope of responsibilities. In short, we are doing more with fewer people and building our bench strength. A few of the especially visible changes include our Chief People Officer taking on Customer Experience in addition to Human Resources; our Chief Planning Officer now also overseeing Operations; and transitioning the Chief External Affairs Officer role to a Chief Strategy Officer role, taking on additional responsibility and management of strategy and data. In addition, we filled the position of CFO with the hire of Dan Washburn, who comes to DART with extensive financial experience.
- **Employee Relations:** I believe creating a culture where every person feels heard, seen and valued is essential. That's why my first order of business included hearing directly from employees (all levels/all jobs) to gauge morale and set the stage for improved performance, engagement, and transparency. A variety of approaches and tools were used such as listening sessions, an in-depth employee engagement survey and related action plan around key themes, and Town Hall meetings, just to name a few. The leadership team is now focused on delivering on the action plan, which included many "quick wins." The approach of sharing immediate changes shows we listen, care and have our finger on the pulse of our workforce.

2) Relationships – Winning hearts and minds

From skeptics to champions and everyone in between, I dedicated more than half of my time these first six months to meeting with people to listen and learn what they value and want from DART, as well as to build support for me as a leader, and in turn, the services we provide. Some were 1:1 and small group discussions, and others were larger group presentations – all were enlightening and valuable. A few themes that were consistent were 1) DART staff provide excellent communication and service to everyone they work with; 2) there is support for public transit as a lifeline service for our community; 3) there are many perspectives as to the level of investment our region should put into public transit; 4) we need to ensure that DART has adapted to post-pandemic travel patterns and new travel technologies to help others have confidence we're running the most efficient and effective service possible; and 5) we need to continue to bring community and business leaders, as well as taxpayers, along in understanding what an effective regional transit system looks like.

- **Member Governments:** While every community is different, having a common understanding and focus for what was learned from each of them was critically important. When I met with DART Commissioners and Alternates as well as city/county managers, I used a discussion guide with key questions that gleaned information on communication, their community's strategic priorities, and what was important to them in creating a shared vision for public transit.
- **Community Relations:** Although being at DART seven years before being named CEO helped with my transition, this role requires a different approach to the discussions that reinforce, reengage or rally support. While this kind of work is ongoing, I have met with a cross-section of community and organizational leaders including but not limited to Dan Houston and Jo Christine Miles/Principal Financial Group, Rob Denson/DMACC, Jeff Rommel/Nationwide, Kathryn Kunert/MidAmerican Energy, Greg Edwards/Catch Des

Moines, Dylan Mullenix/MPO, Brad Anderson/AARP, Scott Raecker/The Ray Center (Character Counts), Jeremy Lewis/Street Collective, Emily Abbas/Bankers Trust, Kristi Knous and Angie Dethlefs-Trettin/Community Foundation, and Tiffany Tauscheck/DSM Partnership, just to name a few.

I also presented to several groups such as The Greater Des Moines Partnership's Board, Ankeny City Council, The Des Moines Rotary Club, Fuse DSM and Lead DSM (formerly Greater Des Moines Leadership Institute). I will be speaking to the Greater Des Moines Committee at their March meeting.

- **Industry Relations:** Our industry is definitely one that recognizes that “a rising tide lifts all boats.” Taking time to be involved in conversations with other transit agencies ensures we have access to best practices and trends and do our part to understand and help influence funding opportunities and regulations. That’s why I made sure to connect with key transit agencies and attend committee meetings and events with the FTA (Federal Transit Administration) along with participating in the American Public Transportation Association’s Annual Conference where workshops and discussions focused on regulations, funding, innovation, and board and legislative relations. I also participated—and continue to participate—in transit CEO committees and roundtables as well as the American Bus Benchmarking Group (ABBG), which provides an in depth look at key industry data and best practices.
- **Government Relations:** Having strong relationships with local, state, and federal officials is essential to DART’s success. In the first few months, I had meetings with FTA’s Regional and National leadership as well as the Iowa DOT public transportation office. In April and May we’ll be doing Hill visits and a meeting with the FTA in which we hope to include several commissioners. I also meet regularly with our federal and state lobbyists to stay current on state and federal developments. Currently, our priorities in government relations include funding—both for operations and our new operations and maintenance facility—as well as navigating evolving regulations, changes to bus procurement processes and more.

3) Infrastructure and Delivery of Service – Modernized, Efficient, Sustainable

The service we provide—and the infrastructure we need to provide it—is at the core of our work. I feel fortunate to have joined a team of experienced transit professionals who provide a high-quality of service to our riders and communities day in and day out. My area of focus has been to ensure we’re continuing to improve that service amid day-to-day challenges, and that both our service and infrastructure are modernized to ensure efficiency, sustainability, and longevity.

- **Operations & Maintenance Facility:** The team has made great progress these last six months on our new facility. In the midst of funding challenges, historical inflation and increases in construction costs, the need for a new building has continued to be reinforced as residential development around our current facility continues to expand and federal funding is dependent on a new location. From media relations to meetings and tours of the old facility with elected officials, sharing why we need a new facility has been a priority.

Since September, the Commission approved Phase 1 and made an offer on the land; rezoning has been completed; and we have reached the 30% design milestone. Value

engineering activities are underway to reduce costs, enhance functionality and prolong the lifespan of the new facility. We're regularly meeting with the FTA to update them on Phase I progress, and our collaboration is going smoothly. Work is underway on the Phase II grant application, expected to be submitted in late April. We anticipate releasing construction bid packages in the summer with groundbreaking shortly thereafter. Anticipated occupancy remains on track for May 2026.

- **Fleet Planning:** Over the last several years, DART has diversified our fleet by adding 30' buses and a new model of light-duty vehicles. It has been several years since the last purchase of Heavy-Duty vehicles, the fleet continues to age, and bus builds are taking 18-24 months. With those changes, DART needs to think both strategically and quickly about what the next bus purchases will be. Staff have been evaluating the fleet and ridership to bring updated information and a recommendation to the Commission.

In addition, the team is working diligently with the FTA and Phoenix Motors, who purchased the now-bankrupt Proterra. They are determining the best path forward with the Proterra buses in DART's fleet to ensure a resolution that ensures the best use of taxpayer dollars and learning from the investment in this electric bus pilot. We also continue to research the next best steps forward on a zero-emission future, which included a test of a Gillig electric bus, which performed well during blizzards in January.

- **Service quality and customer experience:** Areas of focus in service quality and customer experience have included improvements to on-time performance (OTP) that have been hampered by detours and changing traffic patterns. The planning team has implemented schedule changes to routes to improve OTP. In addition, due to an increase of calls to book trips on DART's paratransit services combined with health challenges and promotions that have impacted Customer Service staffing, we have made changes to reduce wait times and ensure we don't burn out existing staff, all while operating within a constrained budget. This includes shortening customer service hours to focus on peak call times, increasing involvement of management in taking calls, and evaluating ways we can use technology as a way to help improve the customer experience.

4) Financial Stability – Service Sustainability, Organizational Resilience

I have intentionally placed this section at the end, as you are all very familiar with the many conversations and extensive work that is happening to determine our FY25 budget (and beyond) in a way that ensures transparency, the best possible service to our riders and flexibility as dynamics evolve.

- **Evolving Budget Scenarios:** In my first six months, the DART team has once again been extremely creative, nimble, and responsive. They—along with financial consultants—have run an endless number of financial scenarios to try and thread the needle of the best possible path forward to ensure sustainable funding for DART's services and clarity for riders, elected officials, taxpayers, and employees.
- **FY25 and Three-Year Stability Budget:** To ensure DART has flexibility to maintain as much service as possible amidst evolving funding commitments, staff proposed two budgets at our FY25 Budget Workshop. Each budget also projects three years of funding and potential impacts to service, with the goal of providing several years of stability to riders

who rely on DART and to allow the DART Commission and staff to focus on developing a new regional vision for the future of public transit in Greater Des Moines. The two budget scenarios are 1) an operating budget that allows DART to maintain most of its service in the event the City of Des Moines passes the franchise fee by the end of May and uses those funds to maintain service; and 2) a reduced operating budget that reflects the additional funding the City of Des Moines has committed for the next two years.

- **Public Input:** As a public agency that receives federal funds, DART is required to seek public input when making major changes to its services. Because DART did not know the level of funding we would receive as the new formula is implemented, public input was conducted in November and December on a possible 40% cut in services. The feedback was robust with more than 1,100 survey responses and 250 people attending a public meeting. The input results have been shared with elected officials, inquiring media and those who participated.
- **Reimagine DART:** Throughout my initial conversations with community and business leaders, as well as the evolving budget work, it has become clear that to get DART off the current hamster wheel of budget and service cut conversations, we need to engage a wider regional voice in developing a sustainable, 10-year vision for transit. This work, which we're calling Reimagine DART, will happen over the next 18-24 months and aims to address post-pandemic realities while drawing upon recent planning efforts and resources to help chart a fresh course forward that is unconstrained by our existing service delivery model.



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

April 2, 2024 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> • FY 2025 Budget Public Hearing • Heavy Duty Bus Purchase • DART General Reserve Fund • Updated Procurement Policy and Procedures • State Consolidated Grant Funding Application FY2025 • June 2024 Service Change 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee Update • Public Input Plan for FY25 Budget and Service Cuts • Legislative Federal Priorities
May 7, 2024 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> • Des Moines Public School Services Contract Renewal • Overflow Taxi Contract Approval • Transportation Improvement Program (TIP) Approval FY2025 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee Update • Quarterly Investment Report • Quarterly Financial Update • Quarterly Safety Report • August Service Change
June 4, 2024 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> • Health Insurance Renewal • ICAP Renewal • August Service Change 	<ul style="list-style-type: none"> • Transit Riders Advisory Committee

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee Meeting	TBD	TBD	TBD