



# 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 – 849 1980 6338/PASSCODE - 572258

OCTOBER 8, 2024 – 12:00 PM

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2.	ROLL CALL AND ESTABLISHMENT OF QUORUM	
3.	NOTICE OF MEETING	
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15.	NEXT MEETING: Regular DART Meeting - <b>Tuesday, November 5, 2024 – 12:00 P.M.</b>	
	A. Reimagine DART Commission Workshop #3 – <b>Monday, October 28, 2024 – 8:30 -11:30 A.M</b>	
16.	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:	<b>Transit Riders Advisory Committee (TRAC) Update</b>
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**Resource:** *Brandon Paulson, TRAC Chair*

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A hybrid meeting of the Transit Riders Advisory Committee was held on Wednesday, September 25, 2024, and a quorum was met. Included are key highlights from the meeting’s discussion.

- **Member Community Update:** Chief Executive Officer, Amanda Wanke, shared with TRAC an update on some of the ongoing conversations happening among the DART Commission and DART Member Communities.
- **Reimagine DART:** Chief Strategy Officer, Erin Hockman, provided an update to TRAC members on the most recent DART Commission Workshop and an overview of the results of the Request for Proposals and consultant interviews. TRAC members did inquire about the experience and background of some of the consultants who were being interviewed.
- **November Service Change:** Planning and Development Manager, Tony Filippini, reminded the committee about the scope of the November service change as well as an overview of feedback heard through the public input process. This led into a discussion on when the final details on route schedules go out for public input and how important those are to riders for planning their trips on DART.

The next hybrid TRAC meeting is currently scheduled for Wednesday, October 30, 2024.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES  
MEETING HOSTED IN-PERSON AND VIRTUALLY  
620 CHERRY STREET, DES MOINES IA 50309  
September 3, 2024**



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

**Commissioners/Alternates Present and Voting:**

Dean O'Connor, Todd Shafer, Tara Cox, Srikant Mikkilineni, Connie Boesen (arrived 12.02pm), Andrew Borcharding, Paula Dierenfeld, Ross Grooters, Angela Connolly, Bridget Montgomery, Russ Trimble (arrived 12.32pm) and Joseph Jones

**CALL TO ORDER**

Vice Chair Ross Grooters called the meeting to order at 12:00 p.m. Roll call was taken, and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

Vice Chair Ross Grooters requested a motion to approve the agenda as presented.

It was moved by Dean O'Connor and seconded by Paula Dierenfeld to approve the September 3, 2024, agenda. The motion carried unanimously.

**PUBLIC COMMENT:**

Thomas Washington from Des Moines congratulated the DART staff and operators for a successful Iowa State Fair service and shared his desire to keep and perhaps extend the service in future years.

Heather Armstrong from Des Moines thanked the DART operators for keeping riders safe during the Iowa State Fair.

Garland Armstrong from Des Moines thanked DART for the Iowa State Fair service and shared his concerns for DART's fiscal cliff.

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

In the absence of the Chair and Vice Chair of the TRAC Committee, DART's Mobility Coordinator, Catlin Curry updated the Commission on the last meeting which occurred on Wednesday, August 28, 2024. He shared that that the Committee received an update on Reimagine DART and future needs for new TRAC members. The next TRAC meeting will be held on Wednesday, September 25<sup>th</sup>.

**CONSENT ITEMS**

7A – Commission Meeting Minutes – August 6, 2024

7B – July Consolidated Financials

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – SEPTEMBER 3, 2024**



It was moved by Paula Dierenfeld and seconded by Dean O'Connor to approve the consent items. The motion carried unanimously.

**PUBLIC HEARING ON O&M FACILITY AWARDING CONSTRUCTION CONTRACTS**

Mike Gulick, DART's Procurement Manager, provided a presentation and a brief background and details on the contracts which are pending approval for awarding. Estimate of contract costs were identified as details on the Phase 1 construction bid packages.

Vice Chair Ross Grooters opened a Public Hearing at 12.14 p.m. to discuss the O&M facility construction contract awards and asked for comments from the floor.

Heather Armstrong of Des Moines shared the importance of a new facility as the current facility is getting old and she is concerned as it relates to safety impacts.

Garland Armstrong of Des Moines is in favor of a new facility especially if the buses can be inside and be easier to maintain, particularly in the winter months.

Thomas Washington of Des Moines asked details about the setup of the new facility as it relates to ADA and public access. Due to time, DART staff were asked to share these details with Thomas after the meeting.

Vice Chair Ross Grooters closed the Public Hearing to discuss the O&M facility construction contract awards at 12.23 p.m.

No action was taken.

**ACTION ITEMS**

**9A – O&M Facility Construction Awards**

It was moved by Bridget Montgomery and seconded by Connie Boesen to approve the recommended construction contracts and package awards to the vendors as presented. The motion carried unanimously.

**9B – O&M Facility Change Order Policy**

Mike Gulick, Procurement Manger, shared details of the Phase 1 Construction Order Policy, stating the purpose of it as we move forward with the construction of Phase 1.

It was moved by Angela Connolly and seconded by Srikant Mikkilineni to approve the Phase 1 construction change order policy as presented. The motion carried unanimously.

**DISCUSSION ITEMS:**

**10A – Mobility Coordinator Update**

Catlin Curry, Mobility Coordinator, provided an update an update on FY24 Mobility Outreach and Ride to Thrive.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – SEPTEMBER 3, 2024**



10B - Performance Report – July 2024

Nate Bleadorn, Business Intelligence Manager, provided an update on DART performance for July 2024, sharing that ridership was up over 4% compared to July 2023. Preventable accidents were 1.05 per 100,000 miles which just falls short of our goal of less than 1 per 100,000 miles. DART ridership was shared over the last two years, showing a significant increase in ridership growth this current year.

**DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)**

Vice Chair Ross Grooters asked the Commission to refer to their packets to review the monthly department reports, except for the COO and External Affairs reports.

11A – Operations

Luis Montoya, Chief Operating and Planning Officer, shared DART's ISF success, sharing that we broke past ridership numbers and provided more than 279,000 rides. We avoided having any accidents due in part to extensive training. Luis thanked all DART staff for their contribution and our commissioners that rode and helped assist at the Park and Rides.

11B – Planning

None

11C - External Affairs

Erin Hockman, Chief Strategy Officer, shared that we will be working on a recommendation for a van donation and explained the history and process for this. In addition, DART staff will be holding upcoming public meetings to discuss the upcoming November service change. It was shared that the Business Record will have a transit focus in their publication which will come out this Friday. Hockman also thanked commissioners for attending the recent Reimagine DART workshops.

11D – Finance/IT/Procurement

None

11E – Human Resources

None

11F – Chief Executive Officer

None

**FUTURE AGENDA ITEMS**

None

**COMMISSIONER ITEMS**

None

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – SEPTEMBER 3, 2024**



**NEXT MEETING**

Regular DART Meeting - Tuesday, October 8, 2024 – 12:00 P.M.

**EXEMPT SESSION**

At 12.52 p.m. Vice Chair, Ross Grooters asked for a motion to recess the meeting and reconvene in exempt session to discuss strategy regarding employment conditions for non-union employees.

It was moved by Dean O'Connor and seconded by Angela Connolly to open the exempt session. The motion carried unanimously.

No action was taken during the exempt session.

At 1.25 p.m. Vice Chair, Ross Grooters asked for a motion for the exempt session to be adjourned and the regular session be reconvened.

It was moved by Angela Connolly and seconded by Connie Boesen to close the exempt session. The motion carried unanimously.

**ACTION ITEM**

It was moved by Connie Boesen and seconded by Tara Cox to approve the compensation adjustment of 5% for the DART Chief Executive Officer. The motion carried unanimously.

**ADJOURN**

Vice Chair Ross Grooters adjourned the meeting at 1.26 p.m.

\_\_\_\_\_  
**Chair**

\_\_\_\_\_  
**Clerk**

\_\_\_\_\_  
**Date**

## CONSENT ITEM



**7B: Bus Cradlepoint Modem replacement**

**Action: Approve the purchase of eighty-two (82) replacement Cradlepoint modems and antennas for \$164,164**

**Staff Resource: Kyle Foster, Information Technology Director**

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### **Background:**

- DART currently has 82 (82) Cradlepoint 1100 modems in operation on vehicles. These modems control the connectivity from the vehicles to DART systems. The support on these modems will end in November 2024. After that, any issues that arise could cause vehicle communication downtime and additional employee time and cost to source and replace.
- These devices have reached the end of their operational lifespan.
- Verizon is offering a \$880 per modem statement credit on our monthly cellular bill over the next two years to help offset future operational costs.
- These devices will also allow us to have 5g connectivity on vehicles, giving us greater connection speeds for operational needs.

### **Procurement:**

- DART obtained quotes from Sector, Source Inc., and CDW-G. The most cost-effective solution with the best total cost of ownership was from Sector.

### **Funding:**

- As this was an expected purchase, staff have budgeted Federal Formula Grant funding to cover the purchase.

### **Recommendation:**

- Approve the purchase of eighty-two (82) replacement Cradlepoint modems and antennas for \$164,164.

**CONSENT ITEM**



**7C: FY24 Quarterly Financial Report, July 1 – June 30, 2024**

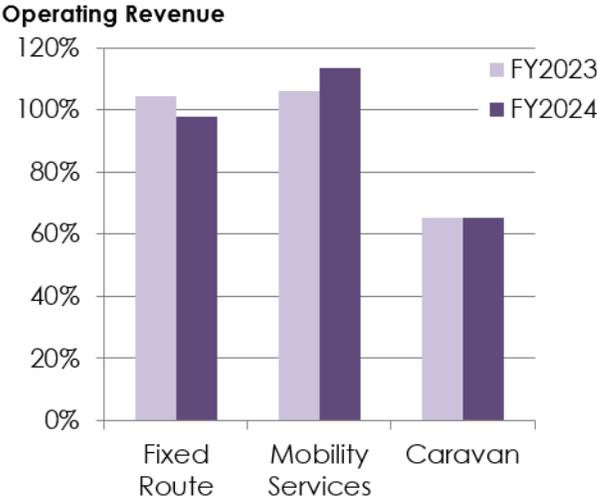
**Staff Resource: Amber Dakan, Finance Director**

**Revenue**

**Operating Revenue**

- Fixed Route operating revenue YTD through the fourth quarter of the fiscal year performed at 97.89% of the annual budget compared to 104.51% in FY23. This is reflective of an increased revenue budget over the prior year. Actual dollars collected in FY24 were higher than the prior year.
- Mobility Services operating revenue YTD through the fourth quarter of FY24 is 113.65% of budget in comparison to 105.90% in the prior year. Cash fares and Polk County funding are both up significantly over last year and exceeding budget.
- Caravan operating revenue for FY24 and FY23 were both at about 65% of budget. Ridership stayed steady as the program is preparing to ramp up with some new partners in the next fiscal year.

**Revenue, Percent of Budget  
July - June**



**Non-Operating Revenue**

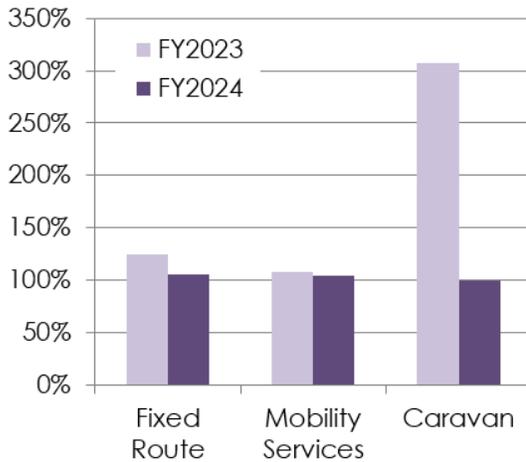
- Fixed Route non-operating revenue YTD through Q4 of FY24 is lower than in FY23 at 105.85% and 124.10% respectively. This is largely due to the larger drawdown of CARES grant funding in the previous year.
- Mobility Services non-operating revenue for FY24 was lower than in FY23. It was 108.41% in FY23 and 104.26% in FY24, largely due to the timing of grant drawdown of CARES funding.
- Caravan non-operating revenue was at 98.94% of budget in FY24. For FY23 it was at 306.70%. This difference is due to a large drawdown of CARES grant funding that was allocated to Caravan at the end of FY23.

**CONSENT ITEM**  
**7C: Quarterly Financial Report**



**Revenue, Percent of Budget**  
**July - June**

**Non-Operating Revenue**

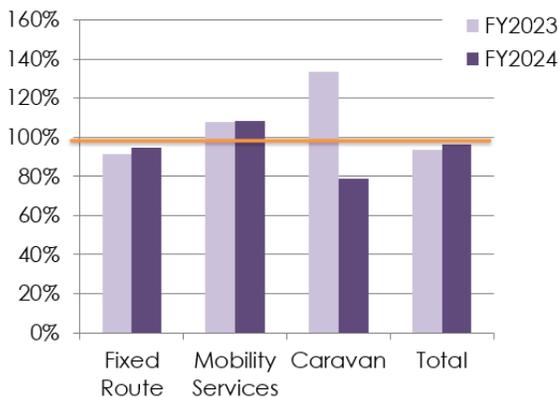


**Expenses**

- Fixed Route operating expenses as a percentage of budget were slightly higher in FY24 than they were in FY23. In FY24 the fourth quarter YTD ended at 94.79% while FY23 was at 91.41% of budget utilization.
- Mobility Services operating expense through the fourth quarter YTD ended very similarly to the prior year: 108.60% in FY24 and 108.05% in FY23.
- Caravan operating expense utilization in the current year was lower than the prior year. Expenses came in at 133.39% in FY23 as compared to 78.83% in FY24. Overall lower costs are attributed to fewer riders and vans operating in the program. The spike in FY23 was largely due to an insurance claim that was paid out.

**Expenses, Percent of Budget**  
**July - June**

**Expenses**



# CONSENT ITEM



<b>7D:</b>	<b>June FY 2024 Consolidated Financial Report</b>
<b>Action:</b>	<b>Approve the June 2024 Consolidated Financial Report</b>

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

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**Year-to-Date Budget Highlights:**

**Revenue:**

- Fixed Route operating revenue came in under budget by 2.1%. Unlimited access, cash fares, and certain types of passes yielded lower revenues than projected.
- Fixed Route non-operating revenue ended the fiscal year 5.9% ahead of budget due to the higher than projected interest income from favorable interest rates as well as state operating assistance and grant revenue exceeding budget expectations.
- Mobility Services operating revenue exceeded budget by 13.7% in FY2024. Polk County funding and cash fares came in at the highest above budget levels.
- Mobility Services non-operating revenue ended the year 4.3% ahead of budget. The biggest reason for this was the extra 5310 grant funding that was allocated to cover the higher levels of overflow taxicab expense.
- Caravan revenues were under budget by 27.2% in FY24 due to lower than anticipated passenger fares. Caravan is working to add additional business partners to the program in FY25 as well as implement a new user platform.

**Operating Expense:**

- Fixed Route operating expenses came in at a 5.2% savings from projections. Salaries, wages & fringes, services, and insurance had the most savings.
- Mobility Services operating expenses were over budget by 8.6% in FY24. Purchased transportation, as well as salaries, wages, and fringes were the areas that saw the highest over budget levels.
- Caravan had budget savings of 21.2% for operating expenses. Services as well as fuel and lubricants had the largest savings, which reflects the reduced service levels.

**Recommendation:**

- Approve the June FY2024 Consolidated Financial Report.

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

Fixed Route	\$ 3,698,226	Reserve for Accidents (See Balance Sheet):
Mobility Services	\$ (146,706)	\$256,040
Caravan	\$ (31,144)	
<u>Total</u>	<u>\$ 3,520,376</u>	

**\* The final financial report will include year-end adjustments that are not yet made, and not shown in the above-listed numbers. Final financials will be included in the year-end auditor report presentation as the audited financial statements.**

**FY2024 Financials:**

**June 2024**

<b>FIXED ROUTE</b>	<b>June 2024</b>			<b>Year-To-Date-(12) Months Ending 6/30/2024</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	249,769	402,217	(152,448)	4,724,539	4,826,600	(102,061)
Non-Operating Revenue	3,254,955	2,674,281	580,674	33,969,499	32,091,370	1,878,129
Subtotal	3,504,724	3,076,498	428,227	38,694,038	36,917,970	1,776,068
Operating Expenses	2,634,834	3,076,498	441,664	34,995,812	36,917,970	1,922,158
Gain/(Loss)	869,890	-	869,890	3,698,226	-	3,698,226

<b>MOBILITY SERVICES</b>	<b>June 2024</b>			<b>Year-To-Date-(12) Months Ending 6/30/2024</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	56,607	53,054	3,553	723,535	636,650	86,885
Non-Operating Revenue	352,205	343,925	8,280	4,303,011	4,127,100	175,911
Subtotal	408,812	396,979	11,833	5,026,546	4,763,750	262,796
Operating Expenses	411,100	396,979	(14,121)	5,173,252	4,763,750	(409,502)
Gain/(Loss)	(2,288)	-	(2,288)	(146,706)	-	(146,706)

<b>CARAVAN</b>	<b>June 2024</b>			<b>Year-To-Date-(12) Months Ending 6/30/2024</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	25,655	33,333	(7,678)	261,317	400,000	(138,683)
Non-Operating Revenue	-	9,468	(9,468)	112,410	113,610	(1,200)
Subtotal	25,655	42,801	(17,146)	373,727	513,610	(139,883)
Operating Expenses	10,557	42,801	32,244	404,871	513,610	108,739
Gain/(Loss)	15,098	-	15,098	(31,144)	-	(31,144)

<b>SUMMARY</b>	<b>June 2024</b>			<b>Year-To-Date-(12) Months Ending 6/30/2024</b>		
	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>	<b>Actual</b>	<b>Budgeted</b>	<b>Variance</b>
Operating Revenue	332,031	488,604	(156,573)	5,709,391	5,863,250	(153,859)
Non-Operating Revenue	3,607,160	3,027,673	579,487	38,384,920	36,332,080	2,052,840
Subtotal	3,939,191	3,516,278	422,914	44,094,311	42,195,330	1,898,981
Operating Expenses	3,056,491	3,516,278	459,787	40,573,935	42,195,330	1,621,395
Gain/(Loss)	882,700	-	882,700	3,520,376	-	3,520,376

# CONSENT ITEM



<b>7E:</b>	<b>August FY 2025 Consolidated Financial Report</b>
<b>Action:</b>	<b>Approve the August 2024 Consolidated Financial Report</b>

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

**Year-to-Date Budget Highlights:**

**Revenue:**

- Fixed Route operating revenue is exceeding budget by 36.4% through the first two months of the fiscal year. This is largely due to a spike in cash fares and mobile ticketing passes from the Iowa State Fair, as well as the timing of some annual contributions from partners such as Polk County (Ride to Thrive program), the Iowa State Fair, and unlimited access partners.
- Fixed Route non-operating revenue is trending ahead of budget by 5.0% due to the higher than projected interest income from favorable interest rates as well as local grant revenue contributions.
- Mobility Services operating revenue is exceeding budget by 14.9% year to date. Polk County funding is seeing the most significant level over budget so far.
- Mobility Services non-operating revenue is on track with budget through the first two months.
- Caravan revenues are under budget by 55.6% due to lower than anticipated passenger fares. Caravan is working to add additional business partners to the program in FY25 as well as implement a new user platform.

**Operating Expense:**

- Fixed Route operating expenses are trending slightly over budget by 0.6% so far in FY25. Salaries, wages, & fringes is the only category seeing any significant overage, which is due to the increased hours worked by staff for the Iowa State Fair.
- Mobility Services operating expenses are under budget by 4.1% year-to-date. Equipment repair parts, insurance, and salaries, wages, and fringes are seeing the most budget savings so far year to date.
- Caravan has budget savings of 13.0% so far in FY25. Fuel and lubricants along with equipment repairs are seeing the most savings to date.

**Recommendation:**

- Approve the August FY2025 Consolidated Financial Report.

**\*\* TOTAL Un-Audited Performance of August FY2025 Year-to-Date as Compared to Budget:**

Fixed Route	\$ 501,193	Reserve for Accidents (See Balance Sheet):
Mobility Services	\$ 50,127	\$220,785
<u>Caravan</u>	<u>\$ (46,746)</u>	
Total	\$ 504,574	

**FY2025 Financials:**

**August 2024**

FIXED ROUTE	August 2024			Year-To-Date-(2) Months Ending 8/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	445,147	375,766	69,381	1,024,869	751,533	273,337
Non-Operating Revenue	2,725,399	2,661,639	63,760	5,589,707	5,323,278	266,429
Subtotal	3,170,546	3,037,405	133,141	6,614,576	6,074,811	539,765
Operating Expenses	3,279,875	3,109,311	(170,564)	6,257,194	6,218,622	(38,572)
Gain/(Loss)	(109,329)	(71,905)	(37,424)	357,382	(143,811)	501,193

MOBILITY SERVICES	August 2024			Year-To-Date-(2) Months Ending 8/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	64,753	55,583	9,170	127,714	111,167	16,547
Non-Operating Revenue	395,883	397,767	(1,884)	791,767	795,533	(3,766)
Subtotal	460,636	453,350	7,286	919,481	906,700	12,781
Operating Expenses	440,441	453,350	12,909	869,354	906,700	37,346
Gain/(Loss)	20,195	-	20,195	50,127	-	50,127

CARAVAN	August 2024			Year-To-Date-(2) Months Ending 8/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	15,405	39,939	(24,534)	32,515	79,878	(47,363)
Non-Operating Revenue	8,154	14,992	(6,838)	16,308	29,983	(13,675)
Subtotal	23,559	54,931	(31,372)	48,823	109,862	(61,039)
Operating Expenses	68,436	54,931	(13,505)	95,569	109,862	14,293
Gain/(Loss)	(44,877)	-	(44,877)	(46,746)	-	(46,746)

SUMMARY	August 2024			Year-To-Date-(2) Months Ending 8/31/2024		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	525,305	471,289	54,016	1,185,098	942,578	242,521
Non-Operating Revenue	3,129,436	3,074,398	55,039	6,397,782	6,148,795	248,987
Subtotal	3,654,741	3,545,686	109,055	7,582,880	7,091,373	491,508
Operating Expenses	3,788,752	3,617,592	(171,160)	7,222,117	7,235,183	13,066
Gain/(Loss)	(134,011)	(71,905)	(62,106)	360,763	(143,811)	504,574

## DISCUSSION ITEM



**8: CEO Discussion Item**

***Staff Resource: Amanda Wanke, Chief Executive Officer***

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Chief Executive Officer Amanda Wanke will provide an update on the conversations between DART member communities, suggestions for the next Commission workshop, and implications of the various timelines and decisions that are ahead of us.

## ACTION ITEM



<b>9A:</b>	<b>Reimagine DART Network Service Study and Redesign</b>
<b>Action:</b>	<b>Approve the selection of the top-ranked proposer for the DART Network Redesign project and authorize DART staff to enter contract negotiations for an amount not to exceed \$870,000.</b>

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

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### **Background:**

- DART is reimagining how it serves Greater Des Moines to establish a sustainable 10-year vision for public transit, focusing on optimizing service delivery, ensuring ADA compliance, and addressing the evolving needs of the region.
- The objective is to develop a network that aligns with the goals established by the DART Commission and member communities for transit and supports regional cooperation.
- To support this initiative, an RFP (FY25-RFP-001) was issued with six proposals submitted by the following firms:
  1. Jarrett Walker + Associates in partnership with Transpo Group
  2. Transportation Management & Design, Inc. in partnership with Cambridge Systematics, Horizon Group and Four Nines Technologies
  3. Sam Schwartz in partnership with SRF Consulting, Confluence, and Rebel Group
  4. Foursquare Integrated Transportation Planning, Inc
  5. Nelson\Nygaard Consulting Associates, Inc in partnership with HNTB Corporation
  6. TransPro Consulting, LLC in partnership with Olsson Corp, Ray Center, and RouteSprout LLC
- Each proposal was evaluated based on the criteria outlined in the RFP, including methodology, qualifications, project timeline, and costs.
- An evaluation committee composed of DART staff assessed the proposals based on the following criteria:
  1. Methodology and Process: Including peer system comparison, network redesign, service redesign for paratransit, commission workshops and public engagement.
  2. Proposed Timeline and Strategy: Assessing the feasibility of the project timeline and adherence strategies.
  3. Qualifications and Experience: Evaluating the proposer's relevant experience and the expertise of their project teams.
  4. Costs: Including a firm-fixed price evaluation and cost transparency.
- After the initial evaluation, interviews were conducted with the top three proposers: Jarrett Walker + Associates in partnership with Transpo Group; Transportation Management & Design, Inc. in partnership with Cambridge Systematics, Horizon Group, Four Nines Technologies, and Via Mobility; and Sam Schwartz in partnership with SRF Consulting, Confluence, and Rebel Group.

## **ACTION ITEM**

### **9A: Reimagine DART Network Service Study and Redesign**

- The interviews focused on key areas such as methodology, relevant experience, innovation, and strategies to ensure alignment among decision makers throughout the project.
- The final rankings based on the evaluation process and interviews are as follows:
  - 1. Jarrett Walker + Associates in partnership with Transpo Group**
  2. Transportation Management & Design, Inc. in partnership with Cambridge Systematics, Horizon Group, Four Nines Technologies, and Via Mobility.
  3. Sam Schwartz in partnership with SRF Consulting, Confluence, and Rebel Group
- The interview committee recommends selecting Jarrett Walker + Associates in partnership with Transpo Group for the DART Network Redesign project. Their proposal demonstrates a clear strategy and process for delivering a redesigned network, including Paratransit, by December 2025.
- Funding would consist of \$600,000 from DART's Capital Budget and \$270,000 from Principal Foundation and Polk County grants for a total of \$870,000.
- The committee recommends authorizing contract negotiations for an amount not to exceed \$870,000, with the intent of delivering the following project tasks within the approved budget and timeline:
  - Network Redesign
  - Paratransit Service Area Update
  - Commission Workshops
  - Optional Public Input

#### **Recommendation:**

- Approve the selection of the top-ranked proposer Jarrett Walker + Associates in partnership with Transpo Group for the DART Network Redesign project and authorize DART staff to enter into a contract for an amount not to exceed \$870,000.

## ACTION ITEM



<b>9B: November Service Change</b>
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**Staff Resource:** *Tony Filippini, AICP, Planning & Development Manager*

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**Background:**

- In May 2024, the DART Commission approved the FY 2025 operating budget. The Fixed Route services require adjustments to perform reliably and within the set budget.
- The D-Line shuttle has operated since 2008 as a joint program of Operation Downtown, the State of Iowa and the City of Des Moines. Since 2016, DART has taken on more of the operating expenses of the shuttle. The D-Line provides a free trip between Western Gateway Park and the Iowa State Capitol Complex, connecting commuters from Express Routes to the Capitol Complex and used over lunch hours by the downtown business community.

**Proposed Changes:**

- **Eliminate the D-Line:**
  - Since 2020, the D-Line has been reduced from operating every 10-minutes to every 15 and provides approximately 5,500 trips a month, about 35% of pre-COVID ridership.
  - In past years, the D-Line has been operated at high-capacity during major events to ease parking and provide easy access to downtown entertainment. Additional services have been provided on the D-Line to support events such as RAGBRAI, concerts at Wells Fargo Arena, Yankee Doodle Pops, the Downtown Farmers Market and 80/35 Music Festival.
  - Discontinuing the D-Line will have some impacts on the network such as: removing the only route that connects all the way through downtown without requiring a transfer at DART Central Station, removes a free shuttle for Express customers since Express Routes do not travel to the East Village or Iowa State Capitol Complex.
  - The D-Line is a candidate for elimination because there are alternative bus routes that can be used to reach the same destinations, and because the D-Line is a relatively short distance and can be walked or biked. In addition, the route has not seen a ridership recovery like other routes have since 2020. It should be noted that the Downtown office environment has been altered since 2020 and several major buildings are being renovated for new tenants. Downtown office traffic may improve as repurposed buildings reopen in the coming years.



## ACTION ITEM

### 9B: November 2024 Service Change

- **Reduced Route 52 Schedule:**

- In June 2023, Route 52 - Jordan Creek was restructured along with Route 72 in a cost-neutral fashion to launch a new On-Demand zone in West Des Moines. As a result, Route 52 was realigned to include University Avenue in West Des Moines and Clive between Valley West Mall and 60<sup>th</sup> Street in West Des Moines. The schedule was maintained at operating every 30 minutes on weekdays and hourly on evenings and weekends.
- Route 52 has seen increased ridership since the realignment with more boardings and alightings along University Avenue.
- On-time performance has suffered with more ridership, frequent stops, higher traffic volumes and long traffic signals. On-time performance is near 70% while the service standard is a minimum of 85%.
- The schedule has been modified since June 2023 to adjust for the runtime and improve reliability, but the runtimes are now exceeding what can be performed at a 30-minute headway with the service hours available in the budget.
- The cost-neutral recommendation is to reduce the schedule to operate every 40-minutes during weekdays and maintain hourly service in the evenings and on weekends so that the route can function more reliably for customers.

- **Reduce Route 15 on Weekends:**

- Route 15 is one of three routes which run every 30-minutes on Saturday and one of two which runs every 30-minutes on Sunday. Most routes run hourly on the weekends.
- Route 15 carries a similar number of passengers as most hourly routes. Staff recommends reducing the frequency on the weekends to one trip every hour to align service with ridership more consistently with the rest of the network.
- The reduction in frequency allows DART to realign resources to improve reliability on other routes.

**ACTION ITEM**

**9B: November 2024 Service Change**



**• Realign Route 17 in Altoona:**

- Higher levels of traffic on 8th St SW have made left turns onto 36th Ave SW challenging for DART vehicles to get into the left turn lane. Moving the route one block east onto 34th Ave SW will provide more distance for bus operators to get into traffic and make the left turn.
- 34th Ave SW by Walmart also provides the opportunity for a new bus shelter and better sidewalk access for the busiest bus stop in Altoona. DART staff are working with City of Altoona staff on bus stop siting and customer amenities.
- New access will be gained with two new stop pairs, providing more opportunities to reach Adventureland Park and locations along Adventureland Drive.

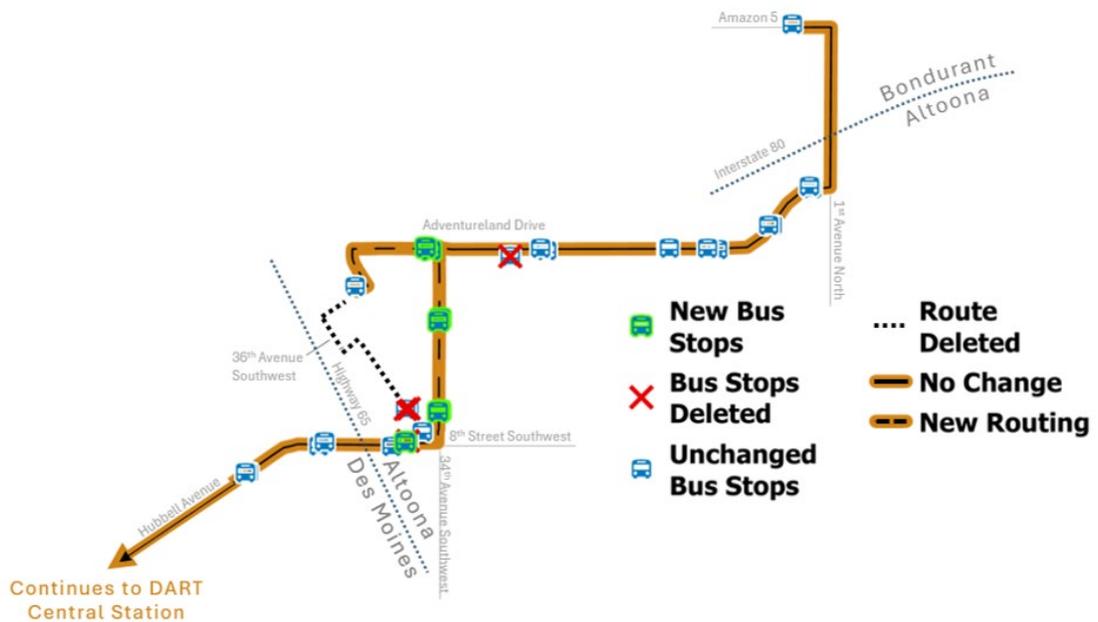


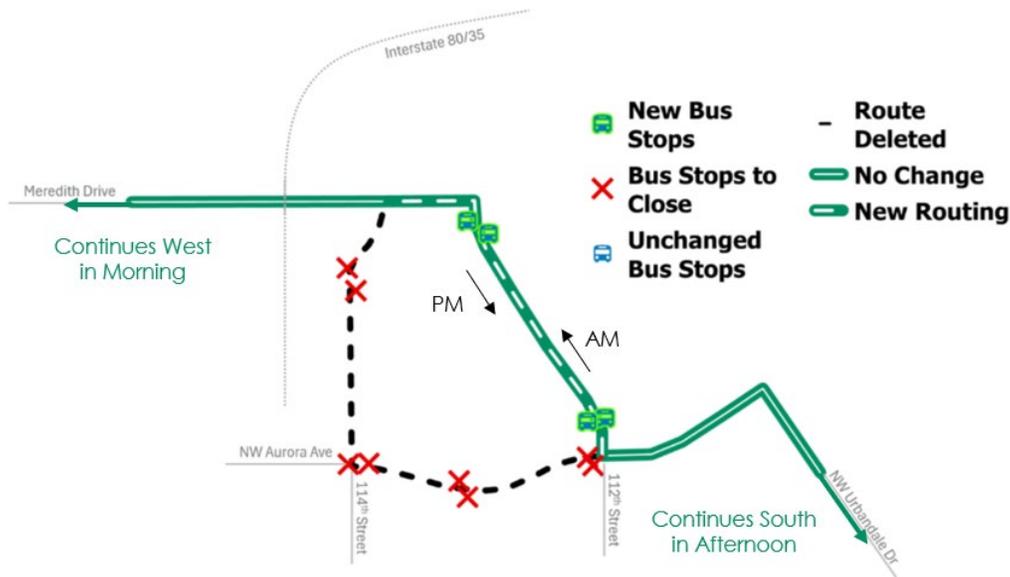
Figure 1 Route 17 - Hubbell Av

**ACTION ITEM**

**9B: November 2024 Service Change**

- **Realign Route 74 in Urbandale:**

- In the morning, the bus turns left onto Meredith Drive from 114<sup>th</sup> Street at a stop sign. Crossing Meredith Drive to travel West.
- Heavy traffic on Meredith Drive makes the left turn difficult to find a gap to cross the street in a timely manner. As a result, the bus will wait longer to find a gap in the traffic.



*Figure 2 Route 74 - NW Urbandale*

- **Update Select Timetables:**

- Staff have identified changes in the time it takes to travel between certain timepoints. Select timetables will be adjusted by minutes to provide the right travel time between points and better manage layover.
  - Route 4 – E 14<sup>th</sup> St
  - Route 5 – Franklin Av



## **ACTION ITEM**

### **9B: November 2024 Service Change**

#### **Public Input:**

- A public input period was held (September 10-25, 2025) which included two public meetings.
- 67 survey responses were submitted:
  - Generally, people indicated a preference to maintain service levels rather than reduce frequency.
  - Even with the proposed changes, customers are concerned with the amount of traffic in West Des Moines and the long travel time on Route 52.
  - Many people noted that the D-Line being a free service has made it a convenient service and valuable to those who cannot afford or have access to DART passes.
  - Of the 52 responses received on the D-Line, 28% indicated that it is the only way they have to travel to their destination.

#### **Title VI:**

- As required by Federal regulations and consistent with DART's adopted Title VI Program, staff determined the proposed changes do meet the threshold of a "major service change".
- The D-Line will be eliminated, and this change meets the threshold for the analysis. Based on the analysis, DART concludes that the proposed elimination does create a disproportionate burden and have disparate impacts.
- The unique nature of the D-Line, as free downtown shuttle covering Downtown Des Moines, results in the service as duplicative and supplemental to the rest of the network. The route overlaps significantly with other routes, including Route 1, 4, 10, 11, and 60, so riders will always have an alternative available to them.

#### **Impacts:**

- **Paratransit:** Paratransit service areas and span will not be impacted by changes proposed in the June service package.
- **Property Tax Formula:** The proposed changes do not change any tier service levels for any community.

#### **Recommendation:**

Approve the following actions related to the February 2024 Service Change:

- Approve the Title VI Service Equity Analysis for the November 2024 Service Change
- Approve service changes to select fixed routes effective November 24, 2024



# **Title VI Service Equity Analysis for November 2024 Service Changes**

Prepared September 2024

## Purpose

In compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA) requires all transit agencies receiving federal funding to monitor the performance of their systems, ensuring services are made available and/or distributed equitably. Each transit agency must develop a Title VI Program to document its policies and procedures for meeting FTA requirements. The DART Title VI Program (last updated in May 2019) stipulates that any major service change must be evaluated to determine its impact on minority (race, ethnicity or national origin) and low-income populations.

The Des Moines Area Regional Transit Authority (DART) is the primary fixed-route transit operator serving the Des Moines Metropolitan Area and the largest public transit agency in Iowa. The agency serves 11 cities and other parts of Polk County. Member communities include: Altoona, Ankeny, Bondurant, Clive, Des Moines, Grimes, Johnston, Pleasant Hill, Urbandale, West Des Moines, and Windsor Heights.

This Title VI analysis will perform the following functions:

- Describe the November 2024 service changes that continue to be in effect
- Determine whether the changes constitute a “major service change” or not,
- Evaluate how the changes may impact low-income and minority populations, and
- Identify strategies to avoid, minimize, or mitigate any disproportionate burdens, disparate impacts or any potentially negative outcomes.

## Relevant Policies

DART's Service and Fare Equity Policy (approved by the Commission in March 2019 and included in DART's 2022 Title VI Program Update) outlines how Title VI analysis should be performed for any major service change. The following definitions apply to this service change Title VI analysis:

- *Major Service Change*: A major service change is when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 or more percent. (DART 2019 Title VI Program Update, Service and Fare Equity Policy)
- *Disparate Impact*: DART will consider a proposed major service change to have a disparate impact if the affected route's minority population is more than 5 percentage points greater than the system average.
- *Disproportionate Burden*: DART will consider a proposed major service change to have a disproportionate burden if the affected route has a low-income population more than 5 percentage points greater than the system average.

## Proposed Route Changes for November 2024

The scope of the November 2024 service changes are to scale services to the approved FY 2025 budget and improve reliability. Table 1 lists the changes in service levels proposed for November 2024.

Table 1 Service Changes for November 2024

Route	Proposed Service Changes
D-Line	<ul style="list-style-type: none"> <li>Eliminate</li> </ul>
15 – 6 <sup>th</sup> Av	<ul style="list-style-type: none"> <li>Extend weekend headways from 30-minutes to 60-minutes</li> </ul>
17 – Hubbell Av	<ul style="list-style-type: none"> <li>Realign a portion of the route from 36<sup>th</sup> Avenue SW to 34<sup>th</sup> Avenue SW in the City of Altoona, located one block east of the existing route.</li> </ul>
52 – Jordan Creek	<ul style="list-style-type: none"> <li>Extend weekday headways from 30-minutes to 40-minutes</li> </ul>
74 – NW Urbandale	<ul style="list-style-type: none"> <li>Realign a portion of the route from 114<sup>th</sup> Street to 112<sup>th</sup> Street in the City of Urbandale, located one block east of the existing route.</li> </ul>

## Impact of Service Changes

DART policy requires that all major service changes be evaluated for any potential disproportionate burden or disparate impact. The impacts of proposed changes must be calculated to determine whether or not the change is a “major service change.” Route-by-route changes in revenue hours and miles is summarized in Table 3 located in the appendix.

*Result:* DART defines a “major service change” as when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 percent”. Analysis found the following changes meet the criteria of a major service change: D-Line (See Appendix Table 3). Thus, changes to these routes will be the focus for the remainder of the report. Changes to remaining impacted routes are not considered a major service change by DART's policy.

Table 2 Major Service Changes for November 2024

Route	Major Service Change
D-Line	<ul style="list-style-type: none"> <li>Eliminate</li> </ul>

The Elimination of the D-Line Downtown Shuttle is determined to be a major service change due to the total elimination in revenue miles and revenue hours.

DART considers this major service change to pose both a disparate impact and disproportionate burden because the populations that live in the vicinity of the D-Line are disproportionately higher percentage of minority and low-income residents compared to the system as a whole (See Appendix Table 4 and Table 5).

## **Mitigation Measures**

Typically, when agencies find that proposed service or fare changes cause disparate impacts or disproportionate burdens, they are required to mitigate those changes in some way. The FTA Circular provides an exception to this for legitimate planning purposes. This allows agencies to, for example, reduce service on an extremely low-performing route, even if that would otherwise cause a disparate impact or disproportionate burden.

The D-Line was identified for elimination because of low ridership and productivity, and because it overlaps significantly with other routes, including Route 1, 4, 10, 11, and 60. The D-Line is a free shuttle which operations on weekdays every 15-minutes from 6:30 am to 6:00 pm and on Saturdays from 10:00 am to 5:00 pm. The route is relatively short, about 2 miles, and is a 10-minute trip from end-to-end. Users will still have an alternative available to them of several bus routes which operate on the same streets 7-days a week. In addition, Downtown Des Moines is walkable with sidewalks (cleared of snow in the winter), 4.2 miles of skywalks, and 12 B-Cycle bike share stations within a block of the existing route.

## **Summary of Findings**

The D-Line is designated as both a minority and low-income route, so its elimination represents a disparate impact and disproportionate burden. The D-Line is also unique in that it is a free downtown shuttle. However, any service cut to meet DART's established budget was likely to impact minority and low income routes. The D-line was identified for elimination because of low ridership and productivity, and because it overlaps significantly with other routes, including Route 1, 4, 10, 11, and 60, so riders will still have an alternative available to them.



## APPENDIX

# Methodology and Analysis

## Assessment of Service Proposal for Major Service Change Determination

A major service change is when 25 percent or more of a route's revenue hours or revenue miles is added or reduced, or when the total revenue hours for the system are expanded or reduced by 10 or more percent."(DART 2022 Title VI Program Update, Service and Fare Equity Policy). Table 3 below shows the magnitude of the proposed change by each affected route. Highlighted routes are identified as major service changes.

Table 3 Service Change Hours and Miles Comparison

Route Name	Current		Proposed		Change	
	Revenue Hours	Revenue Miles	Revenue Hours	Revenue Miles	% change in Revenue Hours	% change in Revenue Miles
D-Line Downtown Shuttle	90.2	1,213.7	0	0	-100%	-100%
15 - 6 <sup>th</sup> Av	124.1	2,077.4	115.3	1,922.4	-7%	-7%
17 - Hubbell Av	235.4	4,452.8	233.3	4,572.2	-1%	+3%
52 - Jordan Creek	216.4	5,326.9	191.4	4,512.8	-12%	-15%
74 - NW Urbandale	24.4	475.5	21.4	466.9	-12%	-2%
FULL NETWORK	513.30	9,456.19	514.70	9,475.52	0%	0%

## Geographic Concentrations of Minority and Low-Income Populations

### Data Sources

Data from the 2023 American Community Survey (ACS) and the 2022 DART Customer Survey were used to perform the Title VI analysis.

### American Community Survey

2023 ACS five-year estimates provide census block group-level population data for the geography-based analysis.

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

For purposes of this analysis, the following origin by race categories are defined as minority:

- Black or African American alone
- American Indian or Alaska Native alone

- Asian alone
- Native Hawaiian or Other Pacific Islander alone
- Hispanic or Latino
- “Other” race alone
- Two or more races

## 2022 DART Customer Survey

The following questions from the 2022 DART Customer Survey were analyzed for the service equity analysis:

- **Route:** The route the survey was collected on.
- **Demographics, Ethnicity:** Which of the following best describes your race/ethnicity?
- **Demographics, Household Size:** Including yourself, how many people live in your household?
- **Demographics, Income:** Last year, what was your total household income, before taxes?

All respondents who indicated a race/ethnicity other than Non-Hispanic White/Caucasian were considered a minority for purposes of this analysis. If a respondent indicated more than one race/ethnicity, they were considered a minority. Furthermore, if a respondent indicated “other,” they were considered a minority. Records where the respondent did not answer the race/ethnicity question were excluded from the disparate impact analysis, as their minority status could not be determined.<sup>1</sup>

Respondents were classified as low-income or non-low-income based on the number of people living in their household and reported income. Respondents whose household income fell beneath the federal poverty line at their household size were classified as low-income.

### Route Categorization

Routes were categorized as minority routes and low-income routes based on the ACS analysis and the Customer Survey analysis. The ACS analysis looked at populations living within a half mile of DART service to categorize routes as minority and low-income. Routes were categorized as a minority route if the minority population living within a half mile of the route was five (5) percentage points higher than the system average and were categorized as low-income if the low-income population living within a half mile of the route was five (5) percentage points higher than the system average. Overall, 25% of the population living within a half mile of DART service identifies as a minority, so any route serving a minority population greater than 30% is considered a minority route. Similarly, 21% of the population is low-income, so any route serving a low-income population greater than 26% is considered a low-income route.

A similar approach was applied to the survey data, with routes being categorized as

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<sup>1</sup> If these respondents did not answer the race/ethnicity question but did answer the questions related to household size and income, they were still included in the disproportionate burden analysis. The FTA directs recipients to analyze disparate impact and disproportionate burden separately.

minority or low-income if survey responses indicated minority or low-income ridership as five (5) percentage points higher than the system average, respectively. Table 1 shows how routes were designated as minority and non-minority, and Table 2 shows how routes were designated as low-income and non-low-income. If a route was determined to be minority or low-income based on census data or survey data, they were considered a minority or low-income route for this analysis.

Table 4: Minority Route Categorization

Table 4 Minority Route Categorization

Route	Census Minority Percentage	Census Minority Route?	Survey Minority Percentage	Survey Minority Route?	Minority Route?
1	32%	Yes	42%	No	Yes
2	31%	Yes			Yes
3	34%	Yes	40%	No	Yes
4	34%	Yes	54%	Yes	Yes
5	22%	No	59%	Yes	Yes
6	31%	Yes	44%	No	Yes
7	23%	No	49%	No	No
8	19%	No	63%	Yes	Yes
10	34%	Yes	75%	Yes	Yes
11	21%	No	60%	Yes	Yes
13	45%	Yes	0%	No	Yes
14	37%	Yes	57%	Yes	Yes
15	40%	Yes	47%	No	Yes
16	4%	No	50%	No	No
17	33%	Yes	60%	Yes	Yes
50	32%	Yes	29%	No	Yes
52	26%	No	38%	No	No
60	32%	Yes	46%	No	Yes
72	20%	No	43%	No	No
74	22%	No			No
92	25%	No	0%	No	No
93	26%	No	0%	No	No
94	27%	No	0%	No	No
95	26%	No			No
96	23%	No	67%	Yes	Yes
98	22%	No	0%	No	No
99	26%	No			No
D-LINE	34%	Yes			Yes
LINK	36%	Yes			Yes
System	25%		46.5%		

Table 5: Low-Income Route Categorization

Route	Census Low-Income Percentage	Census Low-Income Route?	Survey Low-Income Percentage	Survey Low-Income Route?	Low-Income Route?
1	29%	Yes	60%	Yes	Yes
2	27%	Yes			Yes
3	29%	Yes	47%	No	Yes
4	32%	Yes	63%	Yes	Yes
5	20%	No	63%	Yes	Yes
6	28%	Yes	60%	Yes	Yes
7	23%	No	58%	No	No
8	21%	No	33%	No	No
10	28%	Yes	0%	No	Yes
11	22%	No	33%	No	No
13	31%	Yes	0%	No	Yes
14	26%	No	57%	No	No
15	37%	Yes	60%	Yes	Yes
16	27%	Yes	68%	Yes	Yes
17	31%	Yes	48%	No	Yes
50	26%	Yes	75%	Yes	Yes
52	23%	No	36%	No	No
60	31%	Yes	60%	Yes	Yes
72	13%	No	40%	No	No
74	10%	No			No
92	21%	No	0%	No	No
93	21%	No	50%	No	No
94	24%	No	33%	No	No
95	23%	No			No
96	20%	No	0%	No	No
98	20%	No	54%	No	No
99	26%	Yes			Yes
D-LINE	30%	Yes			Yes
LINK	31%	Yes			Yes
System	21%		53%		

Figure 1 DART Service Area: Areas of Above Average Minority Populations

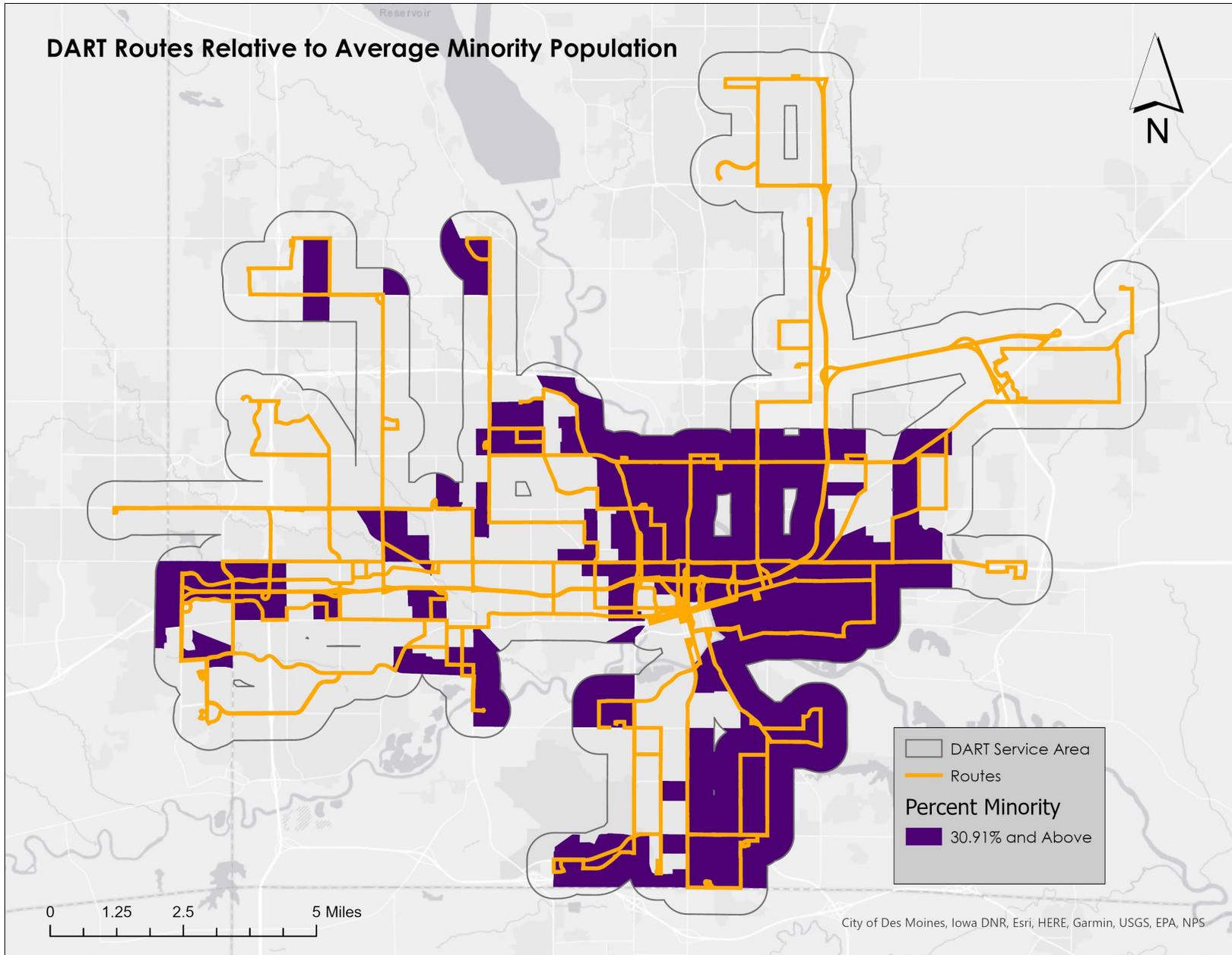
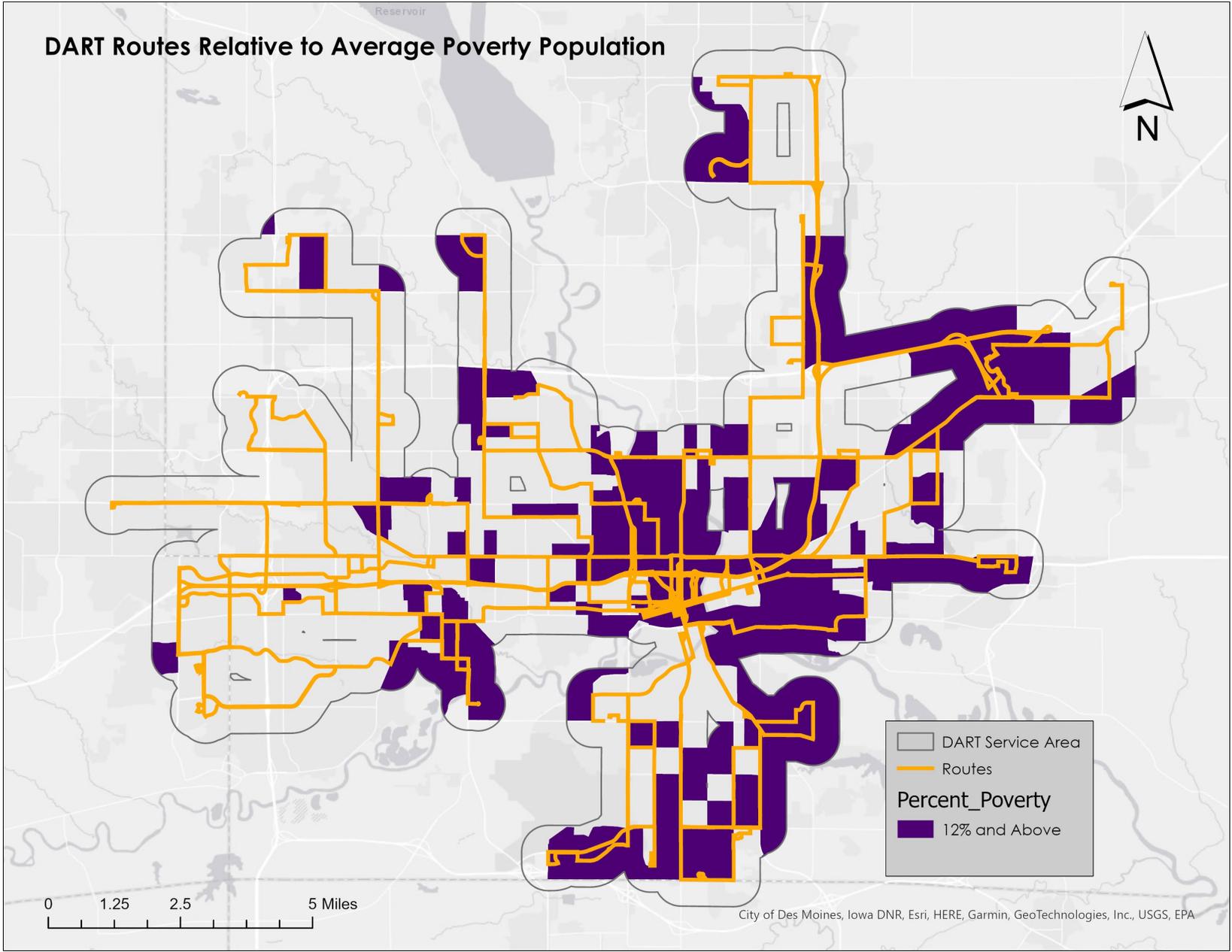


Figure 2 DART Service Area: Areas of Above Average Poverty



## DISCUSSION ITEM



**10A: Grimes Withdrawal Update**

***Staff Resource: Tony Filippini, AICP, Planning & Development Manager***

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- DART staff will provide an update on the Grimes Withdrawal.

<b>11A: Performance Report – August 2024</b>
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**Staff Resource:** *Nate Bleadorn, Business Intelligence Manager*

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**Summary of August 2024 Monthly Performance:**

- Total August ridership was up 5.89% compared to the same month last year. This increase in ridership was driven by our Iowa State Fair service.
  - DART set a new record for ridership during the Iowa State Fair, providing 272,880 trips, which is an increase of 13% compared to last year.
  - Iowa State Fair ridership aside, Fixed Route ridership was flat compared to August of 2023.
  - Overall mobility services ridership, including Paratransit and DART On Demand, was flat compared to August 2023.
    - Paratransit ridership was 3% higher compared to prior year.
    - DART On Demand ridership was down 15.8% compared to prior year.
- Caravan ridership for August was down 8.37% from August of 2023.
- Preventable accidents were 1.28 per 100,000 miles in August. Our monthly non-preventable accidents were 0.43 per 100,000 miles.
- On-Time Performance (OTP) was 67.27% in August. This figure includes ISF service. If we remove the Fair-specific routes, our OTP improves to 69.45%, which is still below our goal of 85%. On-Time Performance has been negatively impacted by construction throughout the warm weather months, as well as increased traffic and ridership on some routes. DART is making schedule changes to several routes in the November service change to try and improve reliability and DART bus operators are being coached on best practices to manage their time to minimize delays.
- Road calls per 100,000 miles, when buses need service while in operation, were 8.06 for fixed route in August. This doesn't meet our goal of 7 and reflects DART's aging fleet.

# dart Performance Summary - August 2024

9/1/2023 8/31/2024

## Ridership



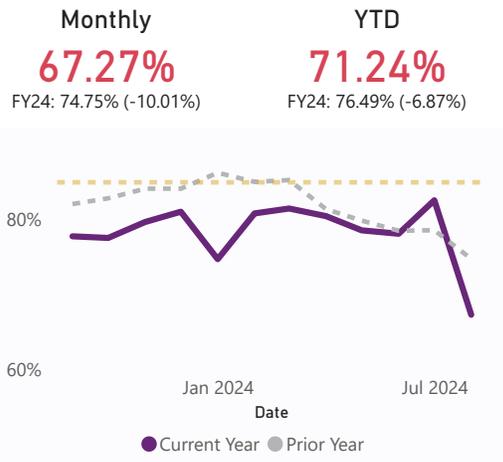
## Preventable Accidents/100k Miles



## Non-Preventable Accidents/100k



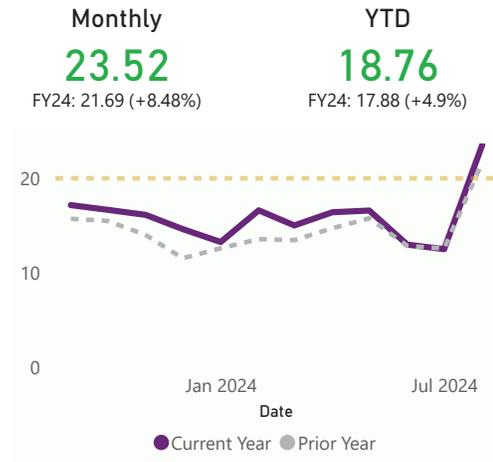
## On-Time Performance



## Farebox Recovery Ratio



## FR Passengers / Revenue Hour





# Fixed Route Performance

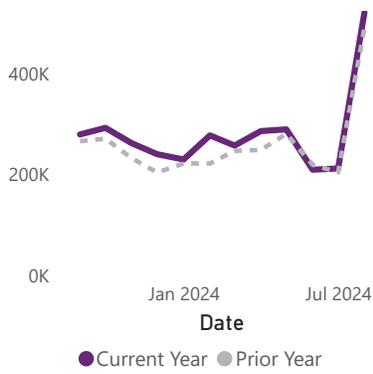
9/1/2023

8/31/2024

## Ridership

**Monthly**  
521,082  
FY24: 490,868 (+6.16%)

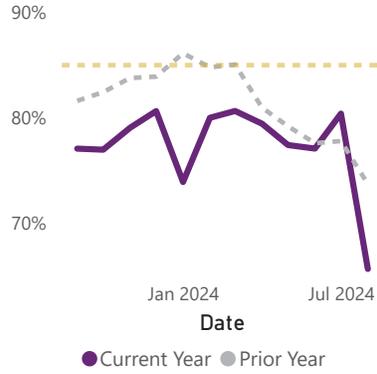
**YTD**  
733,257  
FY24: 695,512 (+5.43%)



## On-Time Performance

**Monthly**  
65.63%  
FY24: 73.71% (-10.96%)

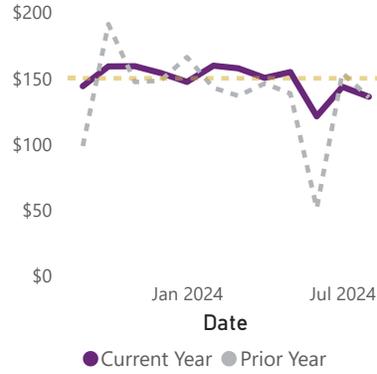
**YTD**  
69.14%  
FY24: 75.56% (-8.49%)



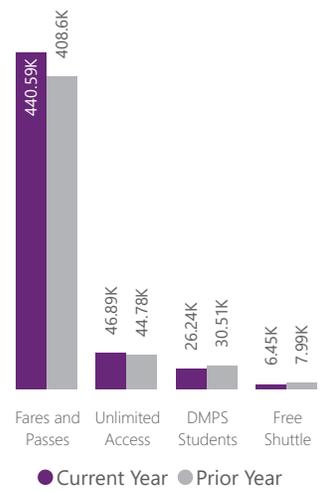
## Operating Cost/Rev. Hour

**Monthly**  
\$135.98  
FY24: \$135.50 (-0.36%)

**YTD**  
\$139.25  
FY24: \$143.24 (+2.78%)



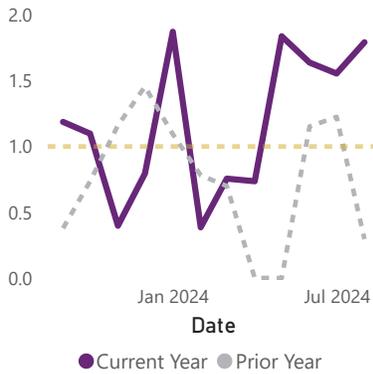
## Monthly Ridership by Fare Group



## Preventable Acc./100k

**Monthly**  
1.79  
FY24: 0.30 (-505.64%)

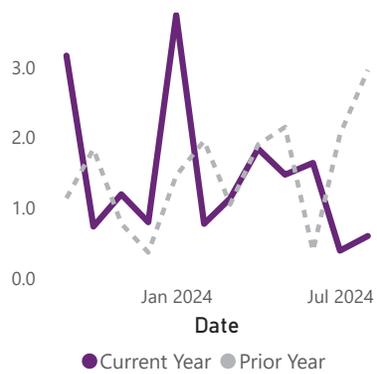
**YTD**  
1.69  
FY24: 0.69 (-146.11%)



## Non-Preventable Acc./100k

**Monthly**  
0.60  
FY24: 2.96 (+79.81%)

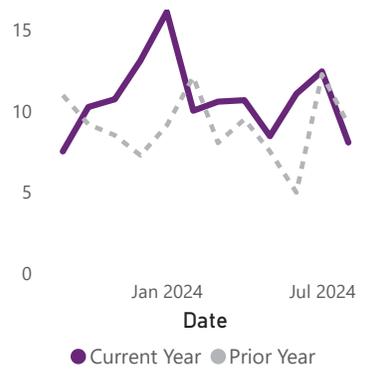
**YTD**  
0.51  
FY24: 2.57 (+80.31%)



## Road Calls/100k Miles

**Monthly**  
8.06  
FY24: 9.17 (+12.08%)

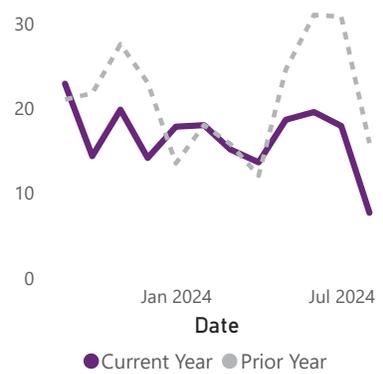
**YTD**  
9.96  
FY24: 10.46 (+4.78%)



## Complaints/100k Passengers

**Monthly**  
7.68  
FY24: 15.89 (+51.69%)

**YTD**  
10.64  
FY24: 20.27 (+47.53%)



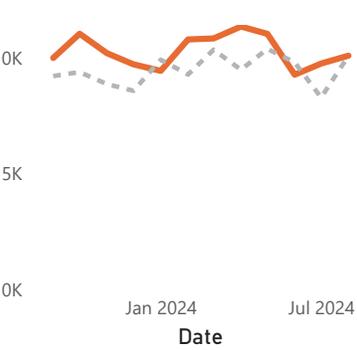


# Paratransit Performance

9/1/2023 8/31/2024

## Ridership

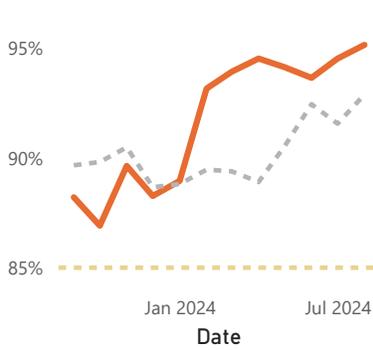
Monthly: 10,083  
FY24: 10,080 (+0.03%)  
YTD: 19,827  
FY24: 18,360 (+7.99%)



● Current Year ● Prior Year

## On-Time Performance

Monthly: 95.16%  
FY24: 92.90% (+2.44%)  
YTD: 94.85%  
FY24: 92.27% (+2.8%)



● Current Year ● Prior Year

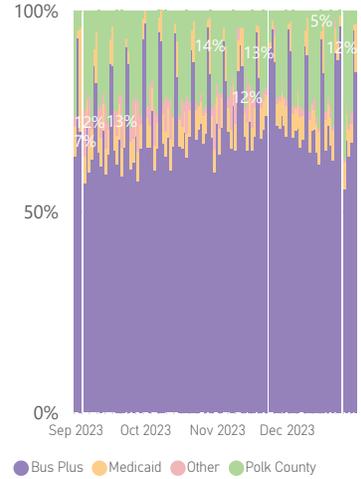
## Operating Cost/Passenger

Monthly: \$52.18  
FY24: \$49.31 (-5.81%)  
YTD: \$51.15  
FY24: \$54.29 (+5.79%)



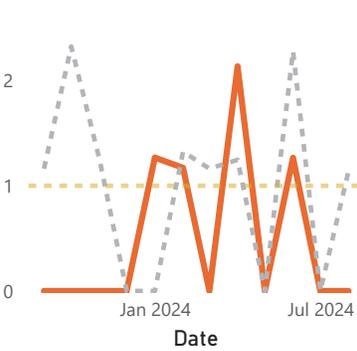
● Current Year ● Prior Year

## Paratransit Customer Type Breakdown



## Preventable Acc./100k

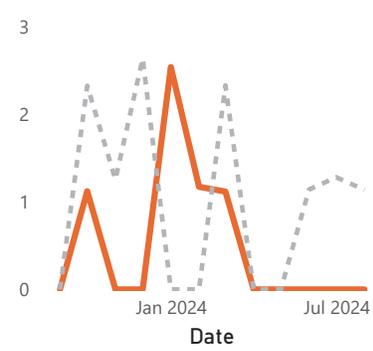
Monthly: 0.00  
FY24: 1.14 (+100%)  
YTD: 0.00  
FY24: 0.60 (+100%)



● Current Year ● Prior Year

## Non-Preventable Acc./100k

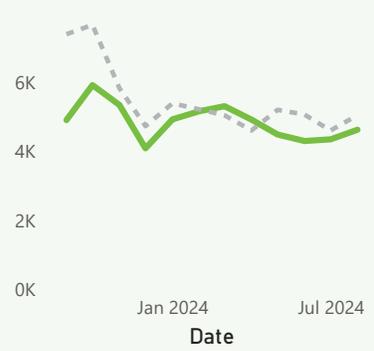
Monthly: 0.00  
FY24: 1.14 (+100%)  
YTD: 0.00  
FY24: 1.20 (+100%)



● Current Year ● Prior Year

## RideShare - Ridership

Monthly: 4,620  
FY24: 5,042 (-8.37%)  
YTD: 8,962  
FY24: 9,639 (-7.02%)



● Current Year ● Prior Year

## RideShare - Op. Cost/Passenger\*

Monthly: \$19.31  
FY24: \$10.78 (-79.14%)  
YTD: \$15.44  
FY24: \$11.95 (-29.23%)



● Current Year ● Prior Year



# DART On Demand Performance

Request Zone

All

Booking Type

All

9/1/2023

8/31/2024

## Completed Trips

Monthly

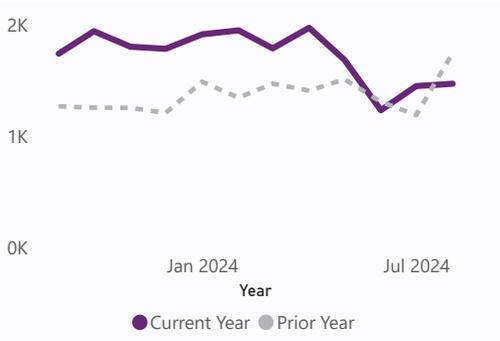
1471

YTD

2921

FY24: 1747 (-15.8%)

FY24: 2937 (-0.54%)



## Avg. Wait Time (On Demand)

Monthly

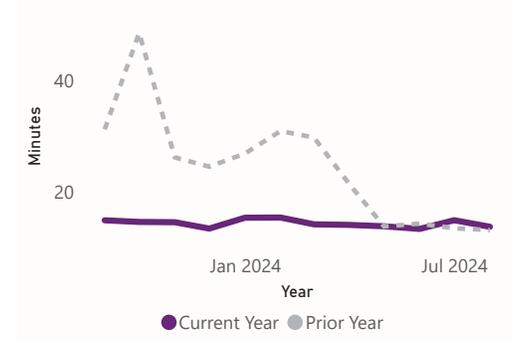
13.73

YTD

14.37

FY24: 13.15 (-4.45%)

FY24: 13.29 (-8.13%)



## Mobile Booking Rate

Monthly

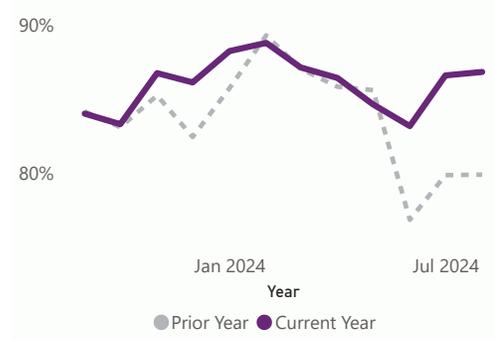
86.83%

YTD

86.72%

FY24: 79.91% (+8.66%)

FY24: 79.90% (+8.53%)



## Unique Active Riders

Monthly

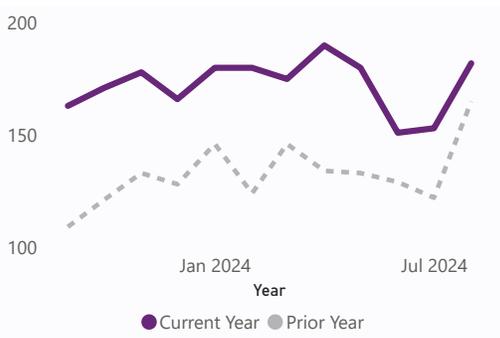
182

YTD

225

FY24: 165 (+10.3%)

FY24: 198 (+13.64%)



## New Accounts Created

Monthly

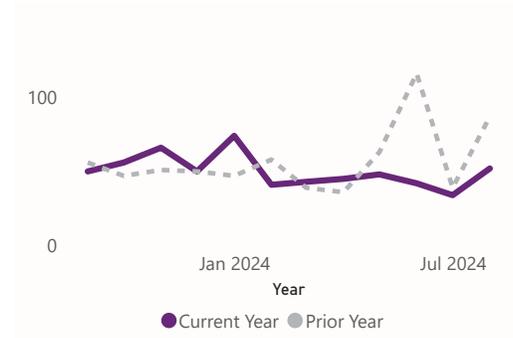
52

YTD

86

FY24: 87 (-40.23%)

FY24: 126 (-31.75%)



## First Time Riders

Monthly

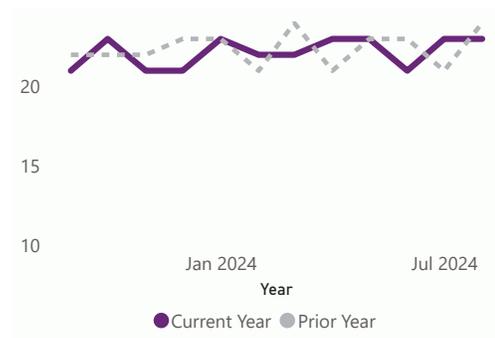
23

YTD

45

FY24: 24 (-4.17%)

FY24: 44 (+2.27%)





# Route Details

Month

August 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	284,713	253,800	293,365	261,277	32,088	12.3%	45.14	40.27%
	#2 - Maury St	156		316		316	Infinity	Infinity	
	#3 - University	29,940	26,763	57,847	52,129	5,718	11.0%	18.26	64.13%
	#4 - E. 14th	11,517	11,694	23,240	21,956	1,284	5.8%	13.50	74.86%
	#5 - Franklin Ave/Johnston	9,279	9,402	16,756	16,916	-160	-0.9%	8.92	66.63%
	#6 - Indianola	22,116	20,687	39,256	35,639	3,617	10.1%	18.83	87.70%
	#7 - SW 9th St.	25,724	25,353	45,943	46,020	-77	-0.2%	23.28	83.22%
	#8 - Fleur Dr.	1,924	1,682	3,144	6,817	-3,673	-53.9%	10.08	79.07%
	#10 - East University	1,025	975	1,913	1,696	217	12.8%	6.61	77.58%
	#11 - Ingersoll/Valley Junction	2,377	2,646	4,139	4,359	-220	-5.0%	12.29	50.93%
	#13 - Evergreen	1,992	2,204	2,387	2,505	-118	-4.7%	16.82	72.81%
	#14 - Beaver Ave.	10,382	12,081	18,070	21,246	-3,176	-14.9%	10.33	83.81%
	#15 - 6th Ave.	16,043	16,612	28,816	29,201	-385	-1.3%	16.96	69.22%
	#16 - Douglas Ave.	28,567	28,832	54,564	53,207	1,357	2.6%	17.90	62.45%
	#17 - Hubbell Ave.	20,666	21,505	39,584	39,757	-173	-0.4%	14.81	72.02%
	#50 - Euclid	5,242	6,482	10,041	11,606	-1,565	-13.5%	7.32	75.74%
	#52 - Valley West/Jordan Creek	13,595	12,423	26,349	23,400	2,949	12.6%	11.78	67.78%
#60 - Ingersoll/University	21,892	22,063	40,861	39,042	1,819	4.7%	13.42	75.85%	
#72 - West Des Moines Loop	2,819	2,733	5,824	5,316	508	9.6%	6.55	75.34%	
#74 - NW Urbandale	445	543	918	936	-18	-1.9%	3.49	76.23%	
2. Shuttle	Link Shuttle	991	916	1,679	1,252	427	34.1%	2.91	75.23%
	Downtown Shuttle	4,843	6,615	9,107	12,732	-3,625	-28.5%	7.60	74.16%
3. Express	#92 - Hickman	436	455	801	814	-13	-1.6%	3.76	69.43%
	#93 - NW 86th	794	1,162	1,594	1,888	-294	-15.6%	4.08	73.35%
	#94 - Westown	341	454	721	855	-134	-15.7%	5.06	78.95%
	#95 - Vista	173	177	371	354	17	4.8%	3.90	62.95%
	#96 - E.P. True	667	677	1,279	1,196	83	6.9%	6.19	74.38%
	#98 - Ankeny	1,991	1,785	3,784	3,029	755	24.9%	5.91	75.91%
	#99 - Altoona	430	273	861	493	368	74.6%	5.36	67.15%
5. On Call	Ankeny								
	NW Johnston / Grimes								
	Regional	2		23		23	Infinity	7.93	77.78%
6. DART On Demand	#31 - DART On Demand - Jordan Creek		2		10	-10	-100.0%		
	#32 - DART On Demand - River Bend		12		18	-18	-100.0%		
	DART On Demand - Ankeny	1,471	1,733	2,625	2,917	-292	-10.0%	2.69	
Cab	Paratransit: Taxi	850	762	1,611	1,437	174	12.1%	3.55	
Paratransit	Paratransit: Bus/Van	7,762	7,580	15,295	14,218	1,077	7.6%	1.85	94.85%
RideShare	RideShare	4,620	5,042	8,962	9,639	-677	-7.0%	5.38	
<b>Total</b>		<b>535,785</b>	<b>506,125</b>	<b>762,046</b>	<b>723,877</b>	<b>38,169</b>	<b>5.3%</b>	<b>15.12</b>	<b>71.21%</b>

# DISCUSSION ITEM



**11B: Quarterly Safety Report – Q4 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 time frame.

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)
<b>Fixed Route</b>							
FY 24 – Target	0	0	10	0.45	12	0.58	12,500
FY 24 – Thru Q4	0	0	11	0.53	12	0.72	8,988
FY 23 – Thru Q4	0	0	11	0.51	14	0.65	12,450
<b>Mobility Services</b>							
FY 24 – Target	0	0	0	1.00	1	0.13	65,000
FY 24 – Thru Q4	0	0	0	0.0	0	0.00	29,656
FY 23 – Thru Q4	0	0	0	0.0	2	0.27	49,488
<b>Caravan</b>							
FY 24 – Target	0	0	1	1.00	1	0.50	138,000
FY 24 – Thru Q4	0	0	0	0.0	0	0.00	-----
FY 23 – Thru Q4	0	0	0	0.0	0	0.00	-----
<b>Taxi</b>							
FY 24 – Target	0	0	0	1.00	0	0.00	7400
FY 24 – Thru Q4	0	0	1	1.28	1	1.28	-----
FY 23 – Thru Q4	0	0	0	0.0	0	0.00	-----

**DISCUSSION ITEM**

**11B: Quarterly Safety Report – Q4 FY 2024**



**Goal Summary:**

**Fixed Route:** Fixed route saw a total of 11 injuries and 12 safety events. Fixed route missed the FY 2024 injury goal by one but remained the same as FY 2023.

Fixed route met the target for safety events which reflect an improvement of two less events over FY 2023.

**Taxi:** Taxi experienced one injury and one safety event, the goal for the year for both was zero.

**Preventable Versus Non-Preventable Injuries and Safety Events:**

The National Transportation Safety Plan, which defines the categories tracked for Safety Performance Targets, does not make any distinction between preventable and non-preventable accidents in its guidance to agencies for setting their safety performance targets. Any deviation from goals is largely driven by non-preventable accidents.

A breakdown of preventable and non-preventable injuries and safety events for FY 2024 is shown below:

**Fixed Route**

- Preventable safety events 4
- Preventable injuries 3
- Non-preventable safety events 8
- Non-preventable injuries 8

**Taxi**

- Preventable safety events 1
- Preventable injuries 1

Mobility services and Caravan did not experience any injuries or safety events.

**Preventable Vehicle Accidents:**

For FY 24, DART has the goal of less than 1.00 preventable accident per 100/K miles of revenue service. DART finished the year at 0.79 preventable accidents per 100/K of revenue service compared to 0.76 preventable accident per 100/K of revenue service for FY 2023.

	<u>FY 24</u>	<u>FY 23</u>
- Fixed Route:	1.00	0.76
- Mobility Services:	0.59	1.02
- Caravan:	0.00	0.32

The increase in the fixed route accident rate can be attributed to new operators and challenging road conditions, mainly construction and detours.

We look forward to implementing DART Academy through UKG Ready Learning as it will greatly improve our ability to deliver safety meeting content to staff that are unable to attend in person. We believe that the accountability that UKG Ready Learning will provide will help DART staff better retain the safety information provided at the monthly meetings.

# MONTHLY REPORT



<b>12A: Operations Team Report - October 2024</b>
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**Staff Resources:** *Luis Montoya, Chief Operating and Planning Officer*

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**Maintenance – Keith Welch, Fleet Manager**

**Light Duty Buses Received:** An order placed earlier this year for five Frontrunner light-duty buses, has been delivered. The buses have been painted in-house with a savings of 5K per bus, compared to having them painted externally. ITS (integrated technology system) equipment has been installed on the first bus. The goal is to have these buses in service by the end of October 2024.

**Fleet peak needs:** With schools now in service DART's peak for Heavy Duty (H/D) fixed route buses are 82 daily, total in the H/D fleet is 105. With the 7 electric buses and 2 hybrid buses permanently down. Along with normal repairs and Preventative Maintenance (PM's), we average a spare ratio of 3 buses a day.

Peak for Light Duty( L/D) - Para buses peak is 28 daily; total in the L/D fleet is 33, with 1 bus permanently down. Along with normal repairs and PM's, we average a spare ratio of 1 bus a day.

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

**Mutual Aid for Cedar Rapids Schools:** DART responded to a request to help students and staff that were stranded due to a disabled school bus returning students to Cedar Rapids. Operator John Benton was able to modify his route to accommodate taking 25-30 students to the Flying J in Altoona to await a replacement school bus from Cedar Rapids.

**Mutual Aid for Polk County:** DART Received a request from Polk County Emergency Management for a bus to transport individuals from two motels that the city was shutting down. Operator Nick Mosher transported six individuals from the Baymont Inn and Suites and Super 8 in the 4600 block of NE 14th to the Motel 6 at 4940 NE 14th.

**Facilities – Ben Cross, Facilities Manager**

**Projects:** The facilities team has been working on removing the old caulking on the wall and concrete joint on a wall that is shared between the bus wash and body shop. Over time, the caulking has broken down and allowed water to enter the body shop as well as the tunnel below when the bus wash is operated. Staff only make minimal repairs to the bus wash to keep it operational and limit damage to the building and infrastructure from water intrusion. The bus wash would ideally be discontinued once Phase II of the Operations and Maintenance Facility is funded and built.

**Dart Central Station:** The platforms and surrounding sidewalks were all pressure washed and sealant was applied to protect the concrete from any damage from this upcoming winter.

# MONTHLY REPORT



**12A1: Phase I Operations and Maintenance Facility Report  
3500 Vandalia Road, Des Moines, Iowa 50309**

**Staff Resources:** *Mike Gulick, Procurement Manager & Luis Montaya, Chief Operating and Planning Officer*

## Construction Activities

- **Progress Update Last 30 days:**

- **Contracting:** Six of the twelve prime contracts have been completed with the remaining six in progress including on-boarding of all contractors.
  - Completed prime contracts include Elder Corporation, Absolute Group, Baker Mechanical Corp, Kline Electric, Core, and Elite Fire.
  - Equipment bid package rebid targeting mid-October 2024.
- **Permitting:** Site permit is complete and general building permit is in final stages.
- **Site Mobilization:** This is underway, including setup of temporary facilities, utilities, equipment, access roads, fencing, signage, safety measures, and other essential items.
- **Site Work:** Earthmoving is in full progress, with initial special soil testing set to begin soon.



## MONTHLY REPORT

### 12A1: Phase I Operations and Maintenance Facility Report

- **Upcoming Activities:**

- Continued on-boarding of contractors to solidify enclosure schedule and coordination of trades.
- Temporary rock placement, site utilities, electrical and site mobilization.

#### **Financial Management Update**

- **Budget Status:** On-track; expended \$6,513,839 of approved \$34,789,700. See *Phase I Budget attachment in the packet for details.*

- **Change Orders:**

- September 2024: None.
- October 2024: Two (2) Pending.
  - Expecting one for \$23,000 due to increased scope for general building permit request from City of Des Moines Fire Code Review requiring additional rationale and calculations for smoke control system related to battery-powered vehicles.
  - Expecting one for an increased scope of earthwork for temporary storm runoff needed on site. Will be using unit prices from bid to calculate change order amount. Expected to be a minor change order.

- **Funding Plan:** No change. See *Phase I Funding Plan attachment in the packet for details.*

#### **Issues & Risk Management**

- **Builders Risk Insurance:** Binder signed with Alliant Insurance Services, Inc through carrier Continental Casualty Company from 9.15.2024 to 6.30.2026 for a premium of \$32,043.
- **Political Uncertainty:** In response to inquiries from the Commission and other stakeholders, DART staff are preparing a detailed explanation of the costs and impacts of the project to member communities that choose to leave DART.

**Operations and Maintenance Facility Phase I Construction Budget (as of 9/30/2024)**

**Project Overview:**

Project Name	Phase I Maintenance & Parts
Project Location	3500 Vandalia Road, Des Moines, IA 50319
Project Description	Building 76,848 sqft / Driveway & Parking 102,500 sqft
Occupancy Date	May 2026

		Budget	Expenditures to Date
<b>Land Acquisition Costs:</b>		<b>\$3,918,362.00</b>	<b>\$3,871,440.00</b>
Land Acquisition Costs		\$3,910,000.00	\$3,861,078.00
Land Assessment Costs		\$7,500.00	\$9,500.00
Permitting Fees		\$862.00	\$862.00
<b>Architect &amp; Engineering / Constuction Manger Costs:</b>		<b>\$5,665,653.61</b>	<b>\$2,596,499.89</b>
<b>Owner's Representation:</b>	Sidekick Development LLC	<b>\$380,000.00</b>	<b>\$154,000.00</b>
Project Management Fees		\$380,000.00	\$154,000.00
Reimbursable Expenses			
<b>Architect:</b>	Substance, LLC	<b>\$2,618,837.61</b>	<b>\$2,301,549.89</b>
Architectural & Engineering Design Fees		\$2,618,837.61	\$2,300,799.51
Reimbursable Expenses			\$750.38
<b>Construction Manager (as Agent):</b>	DCI Group Inc	<b>\$2,666,816.00</b>	<b>\$140,950.00</b>
Construction Management Fixed Fee		\$810,000.00	\$0.00
General Conditions Costs		\$1,856,816.00	\$140,950.00
<b>Construction Costs:</b>	<b>Prime Contractor</b>	<b>\$22,048,536.24</b>	<b>\$0.00</b>
Tree Clearing	Wright Outdoor Solutions	\$4,896.49	
BP01 - Site demolition, Earthwork, Utilities & Landscaping	Elder Corporation	\$2,073,700.00	
BP02 - Concrete & paving	Absolute Group	\$2,669,844.75	
BP03 - Masonry	Forrest & Associate Inc	\$516,210.00	
BP04 - Steel and precast Total	PDM Precast Inc	\$3,563,092.00	
BP05 - General carpentry & finishes	Core Construction Services LLC	\$892,000.00	
BP06 - Roofing	T&K Roofing Company	\$940,000.00	
BP07 - Overhead & coiling doors	Adams Door Company	\$318,713.00	
BP09 - Exterior fencing	Des Moines Steet Fence Co Inc	\$224,900.00	
BP10 - Fire suppression	Elite Fire	\$296,880.00	
BP11 - Electrical	Kline Electric	\$3,411,300.00	
BP12 - Mechanical and plumbing	Baker Mechancial Inc	\$5,600,000.00	
BP13 - Equipment	TBD - Rebidding	\$1,537,000.00	
<b>Allocated Contingency and Escalation:</b>		<b>\$1,718,838.63</b>	<b>\$0.00</b>
Construction Contingency		\$1,218,838.63	
Design Contingency		\$500,000.00	
<b>Project Soft Costs:</b>		<b>\$987,000.00</b>	<b>\$0.00</b>
Furniture, Fixtures, and Equipment (FFE) OFOI		\$732,000.00	
Moving and Relocation Costs		\$20,000.00	
IT Infrastructure		\$200,000.00	
Training Costs/Commissioning		\$35,000.00	
<b>Legal and Insurance:</b>		<b>\$60,000.00</b>	<b>\$45,899.40</b>
Legal Fees		\$10,000.00	\$13,856.40
Insurance Premiums		\$50,000.00	\$32,043.00
<b>Non-Allocated Contingency and Escalation:</b>		<b>\$400,341.52</b>	<b>\$0.00</b>
Reserved fund for unexpected costs		\$400,341.52	
<b>Grand Total Construction Budget:</b>			
<b>Sum of all the above categories</b>		<b>\$34,798,732.00</b>	<b>\$6,513,839.29</b>

Commission Approved Budget (September 5, 2023)

\$34,789,700.00

**Phase I Funding Plan** as of 9/26/2024

Grant Award Number/Description	Federal	Local	Current Spend (Federal + Local)	Grant Year	Status
IA-2023-036	\$ 17,275,000.00	\$ 4,318,750.00	\$ 2,963,416.00	2019	programmed
2021 (IA-2022-007) (5307)	\$ 1,889,200.00	\$ 472,300.00	\$ 1,069,801.00	2021	to be programmed
IA-2024-025	\$ 791,157.00	\$ 197,789.25		2021	programmed
IA-2024-028	\$ 5,110,580.00	\$ 1,265,605.00		Multiple	programmed
IA-2020-037	\$ 221,608.00	\$ 55,402.00	\$ 277,010.00	2020	programmed
IA-2020-034	\$ 274,892.80	\$ 68,723.20	\$ 343,616.00	2020	programmed
Local Match - Extra		\$ 2,288,492.75	\$ 112,040.00		
Pond Proceeds	\$ 560,200.00		\$ 560,200.00		
	<u>\$ 26,122,637.80</u>	<u>\$ 8,667,062.20</u>	<u>\$ 5,326,083.00</u>		
<b>Budget Approved by Commission Sept 5, 2023</b>		<b>\$34,789,700.00</b>			

Grant Award Number/Description	Federal	Local	Current Spend (Federal + Local)	Grant Year	Status
IA-2024-028	\$ 48,160.00	\$ 12,040.00		2023	programmed
2023 (IA-2024-001) (5307)	\$ 42,534.00	\$ 10,634.00		2023	apportioned, not programmed
	<u>\$ 90,694.00</u>	<u>\$ 22,674.00</u>			
<b>Total Additional Available Funding Pending Commission Approval</b>		<b>\$113,368.00</b>			
<b>Grand Total Available Funding</b>		<b>\$34,903,068.00</b>			

<b>12B</b>	<b>Planning Team Report</b>
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**Staff Resources:** *Tony Filippini, AICP – Planning & Development Manager*

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### Department Projects

- **August Service Change:** The Planning team have been evaluating performance of trips scheduled to accommodate DMPS students. Several routes have experienced loads that lead to over-crowding. Staff is working with the Transportation Department and DMPS to manage student assignments and consider route changes to better manage ridership so that students are not being passed up on a regular basis.
- **November Service Change:** The department conducted two public meetings for the November 2024 service change in September. Feedback will be shared as part of the Commission approval at the October meeting. Draft schedules have been prepared and scheduling staff are preparing the run cut.

### Regional Coordination

- **Meeting with City of Ankeny:** Staff met with the Ankeny City Manager and his staff to review ridership and other performance metrics for DART's service in Ankeny. This is part of an ongoing discussion with Ankeny City staff to monitor the DART On Demand pilot and better understand the value of DART in Ankeny and consider how best to meet the needs of Ankeny residents and businesses.
- **Des Moines Area MPO Long Range Plan:** Planning staff have coordinated updates as requested pertaining to transit specific targets for the plan.

# MONTHLY REPORT



**12C: External Affairs Team Report**

**Staff Resources:** *Erin Hockman, Chief Strategy Officer*

- **Reimagine DART:** Staff reviewed six proposals received in response to the Reimagine DART RFP. The top three proposers were interviewed in-person September 19 and 20. Reference checks were conducted following interviews in order to finalize a recommendation for Commission consideration at the October meeting.
- **Budget Scenarios for Network Redesign:** Two preliminary budget scenarios for Reimagine DART were shared with the DART Executive Committee at their meeting in September. The scenarios include total revenue and expense projections to maintain current hours of service and total revenue and expense projections to limit growth aligned with property tax valuations. Staff will refine these scenarios based on feedback from the executive committee and share with the full Commission at the October 28 workshop.

**Marketing – Carissa Meredith, Marketing Manager**

- **Election Day 2025 Free Ride Promotion:** DART is planning to provide free rides on all Fixed Route and Paratransit trips to and from polls on Election Day 2025. The Marketing Team is working through an internal communications plan and public-facing promotions. One change for this year, DART On Demand and On Call mobility services will not offer free rides. Targeted communications will be sent to these riders to alert them of the change.

**Marketing Analytics Report**

Metric	March 2024	April 2024	May 2024	June 2024	July 2024	August 2024	August 2023	Year Prior
MyDART App Accounts	71,519	72,392	73,392	74,327	75,289	84,487	62,130	36%
Website Unique Visitors	18,423	20,901	23,309	20,591	24,981	46,573	14,273	226%
Facebook Followers	6,412	6,427	6,435	6,458	6,549	6,574	6,315	4%
Twitter Followers	2,586	2,591	2,591	2,591	2,592	2,595	2,555	2%
Instagram Followers	1,806	1,818	1,828	1,837	1,851	1,861	1,691	10%
LinkedIn Followers	1,148	1,164	1,174	1,178	1,195	1,211	991	22%
Email Subscribers	4,723	6,585	6,575	6,572	6,585	6,643	14,452	-54%
Trip Plans	55,978	42,619	55,978	53,548	56,306	75,279	67,948	11%
Real-time Map	35,635	31,243	35,635	38,016	37,166	52,690	48,344	9%
Next DART Bus	57,876	58,690	557,876	528,578	577,852	607,319	562,867	8%
SMS Text Messaging	35,782	39,547	157,797	125,038	129,884	147,621	132,762	11%

**MONTHLY REPORT**  
**12C: External Affairs Team Report**



<b>Metric</b>	<b>March 2024</b>	<b>April 2024</b>	<b>May 2024</b>	<b>June 2024</b>	<b>July 2024</b>	<b>August 2024</b>	<b>TOTAL FY 2025</b>
Downloads	1,298	1,374	1,010	1,399	1,302	6,978	8,280
iOS	377	547	482	425	395	3,442	3,837
Android	921	827	528	974	907	3,563	4,470
Accounts Created	801	873	1,000	935	962	9,198	10,160
Orders Placed	6,625	6,973	7,035	6,857	7,354	21,751	29,105
Passes Purchased	9,214	9,617	9,294	9,284	10,155	45,389	55,544
Revenue	\$36,723	\$38,167	\$34,846	\$35,895	\$38,504	\$71,152	109,656

**Communications – Sarah Welch, Communications Manager**

- **Communications on Reimagine DART:** DART staff introduced Reimagine DART to stakeholders, riders and media on September 3. The Reimagine DART website received 429 views through Sept. 26, 75 individuals have signed up to receive ongoing email updates on Reimagine DART, and DART was the cover story of the Business Record's Sept. 6 issue.
- **Communications in Response to Withdrawal Discussions:** DART's Communications Team has supported the organization's response to public conversations about funding and member communities withdrawing from DART. Email and website updates were shared with riders, stakeholders and staff on both the Pleasant Hill vote to withdraw and the possibility of additional communities withdrawing. Statements were developed and shared with media on both events and the team supported the DART CEO with participating in interviews. DART has been mentioned 47 times on TV and Radio channels and featured 16 times in news articles in September, including stories with the Des Moines Register, Axios, IPR, KCCI, and WOI.
- **Public Input:** The team has completed outreach on public input opportunities for the November service changes. Staff are also preparing for public input on service changes that will be made when Grimes withdraws in June 2024. In late October, DART will notify riders who use Paratransit, Route 93 and On Call to travel into or out of Grimes about the proposed changes and how they can provide feedback. Findings will be presented to the DART Commission before the Commission votes to approve the withdrawal in December.
- **Paratransit Changes:** Riders who use Paratransit will receive notification starting in mid-October about DART's new partnership with UZURV. Customers will be informed that their trip could be assigned to a DART, UZURV or Yellow Cab vehicle and that they will need to pay for their trip before or at the time of their ride. Riders will be notified in a variety of ways, including a letter mailed to each Paratransit user.
- **DART Blog:** The Communications Team has been capturing stories of riders to feature on the blog, including how [this father and son](#) bond while riding the bus together. Additional stories will be featured on social media and DART materials over the coming weeks. Blogs will also soon be posted to share information about microtransit and examples of how other communities are investing in public transit.



**DART in the News**

[DART launches effort to reimagine public transit](#)  
*Business Record, 09/06/2024*

[Suburban mayors threaten to leave DART, accuse Des Moines of failing to pay its fair share](#)  
*The Des Moines Register, 09/12/2024*

[DART executive remains hopeful for the regional transit's future](#)  
*Iowa Public Radio, 09/18/2024*

**Caravan – Victoria Henderson Weber, Caravan Supervisor**

- **Caravan Recovery & Data:** The External Affairs team is actively engaged in revitalizing DART's vanpool program. Our comprehensive recovery strategy includes the implementation of an enhanced technology platform, the refinement of our fare policy, a rebranding initiative, and increased outreach efforts to attract both new participants and vanpool partners.

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
FY24	22	8.41	2,688,773
July 20234	22	9.18	1,88,288
August 2024	23	8.43	204,820
FY25 EOY Target	46	7.69	7,383,192

Our target is to ensure each vanpool has a minimum of 7 passengers. Staff reports that during FY 24, the program averaged 8.41 passengers per vanpool, surpassing our target for this key performance indicator and demonstrating enhanced program efficiency.

Staff is committed to expanding the number of operational vanpools, with a goal of reaching 46 vanpools in service by the end of FY25. Based on ongoing conversations with several large employers, staff are on track to achieve this key metric.

- **Ride matching with the DOT Update:** DART staff and the DOT are in the final stages with HBSS to create a new ride matching website to replace iowarideshare.org. This website provides 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 commuting opportunities. The DOT is fully funding the cost of the website and will be launching the updated website soon.
- **Van Donation:** This year DART will be awarding two full-sized vans that meet disposal and donation requirements. Per the updated policy, recipients must be a 501(c)3 public charity or government agency located in DART's service area that is able to demonstrate the need to provide transportation to their clients/members and pay for the federal interest DART owes for the van. More information and program applications are available here: <https://www.ridedart.com/news-archive/local-nonprofits-invited-apply-van-donation>

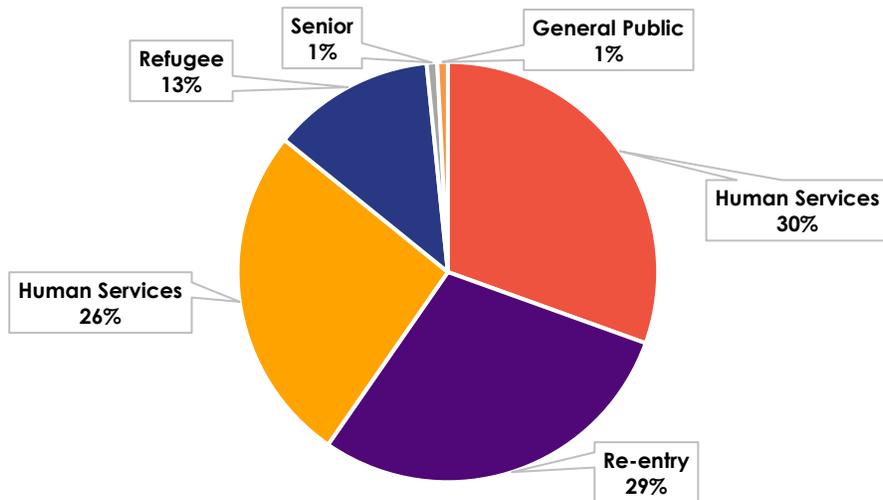
**Business & Community Partnerships – Matt Harris, Business & Community Partnerships Manager**



- **Art shelters:** Art shelters were dedicated in Windsor Heights at University & 66<sup>th</sup> as well as University & Hy-Vee, featuring work by artists Tibi Chelsea and Maddy Fusco. Art shelters were also dedicated in Urbandale at 86<sup>th</sup> & Colby Parkway featuring work by Tyler Boeyink and the Gloria Dei Park & Ride, featuring work by Maddy Fusco.
- **Mobility Coordination –** YTD mobility outreach training and participation through September 2024 is shown in the chart below. Highlights include participation by DART at a Future Ready Iowa event for students at North High School as well as a presentation to a group of seniors at Crestview Terrace in West Des Moines.

**FY25 Mobility Outreach Participants**

741 Total Participants as of September 2024



<b>12D: Finance/Procurement/IT Team Report</b>
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**Staff Resources:** Dan Washburn, Amber Dakan, Mike Gulick, and Kyle Foster

**Finance Department – Amber Dakan, Finance Director**

- **HRIS System Implementation:** DART's new UKG/Kronos payroll module went live with the first payroll check occurring in this system on 07/12/24. There is ongoing work underway in cleaning up outstanding items, transitioning tax and vendor payments and importing data into the ERP system. Much of the outstanding punch list has been completed, and the project will be transitioning to maintenance/support in the coming weeks.
- **Fiscal Year End Preparation:** The Finance team hosted external auditor, Baker Tilly, the week of September 16th for onsite review of financials, grant oversight, inventory testing, as well as IT systems control review. Finalized statements are projected to be reviewed with DART's Executive Committee in December and presented for approval at the full commission meeting in January 2025.
- **FY2024 National Transit Database (NTD) reporting:** In conjunction with the completion of the financial audit, DART's finance team is working with Baker Tilly to complete an Agreed Upon Procedure (AUP) review of the financial and statistical information related to FY24. This review is required as part of the submission of data to the NTD database which is how our Federal Formula grant dollars are apportioned.

**Procurement Department – Mike Gulick, Procurement Manager**

- **Heavy Duty Bus Procurement:** Working through final quote and pre-award Buy America Certifications to formally place order for four 30-foot and ten 40-foot heavy duty buses approved by the Commission on May 7, 2024. Estimated delivery is late 2025.
- **Light Duty Bus Procurement:** Working through final quote and pre-award Buy America Certification to formally place order for five light duty buses approved by the Commission on May 7, 2024. Estimated delivery is late 2024/early 2025.
- **Reimagine DART Procurement:** DART sought to engage a Proposer to develop a reimagined transit service network for Greater Des Moines that charts a fresh course forward unconstrained by DART's existing service delivery model.
  - Six (6) Proposal received
  - Three (3) Top Proposers Interviews held September 19 – 20, 2024
  - October 8, 2024, Commission Action Item 8C.
- **Uniforms Procurement:** DART requires uniforms for operators, maintenance, and facilities staff. DART current contract is at its end-of-life. DART sought a new contract through competitive proposals.
  - Received three (3) proposals
  - Conducted extensive evaluation including interviews and product reviews.
  - The Evaluation Committee awarded Contract to Unifirst Corporation with a not-to-exceed amount of \$100,000 without prior Commission approval for up to three (3) years with up to two (2) one-year renewals.

## MONTHLY REPORT

### 12D: Finance/Procurement/IT Team Report

- **Occupational Health & Worker Compensation Services Procurement:** DART requires drug and alcohol testing, occupational health medical services, and Worker Compensation Medical Services. DART current contracts are approaching their end-of-life. DART is seeking new contracts through competitive proposals.
  - Publicly Post RFP September 16, 2024
  - Proposals Due October 9, 2024
  - Targeting November 5, 2024, Commission Consent Action Item

#### 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 FY24 & FY25.
    - All major software components have been upgraded except for Trapeze OPS. This upgrade got postponed from September 21<sup>st</sup> to November 16<sup>th</sup>, 2024, due to a last-minute bug found in their software.
    - Network storage and server hardware have been replaced.
    - Our internal network layout is currently being re-designed to simplify and plan for the new Operations and Maintenance building. Once the design is complete, we'll have a parts list needed to replace. Multiple vendors are being engaged to get budgetary quotes. We have received proposals from 2 different vendors so far and awaiting a 3<sup>rd</sup> one before we finalize our plan. This will complete the hardware refresh of all major DART systems.
- **Disaster Recovery/Incident Response:** DART IT staff has completed 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. IT will present this back to the leadership team and then roll this out so each department can create their own plans on what to do during an outage while IT works to restore systems. The next steps are to build out an annual tabletop testing exercise.
- **Document Management:** 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. We have defined the single solution to use for document management going forward to be our hosted SharePoint environment. We have built the main page for this and have started to work with departments with immediate needs for the starting point. We have a FY25 goal to get all departments set up and utilizing this system day forward. Some IT staff are currently undergoing online training to help accelerate the rollout.
- **Passenger Information Displays (PIDS):** As mentioned in earlier reports, DART has selected GMV Syncromatics as our vendor to replace the platform signs at DCS. Onsite installation of the physical signs is scheduled for the week of October 7<sup>th</sup>.

# MONTHLY REPORT



**12E: Human Resources/Training/Safety Team/Customer Service Report**

**Staff Resources: Kelley Burgess – Chief People Officer**

## A. Employee Engagement

- Iowa State Fair Employee Appreciation Lunch** – Employees were recognized for their extra efforts supporting a successful Iowa State Fair Service with an appreciation lunch of sandwiches, fruit, salad, and fresh lemonade.



- Peer to Peer Recognition** - Launched a refreshed recognition program this month via a streamlined QR code SharePoint form that was created by DART IT Director, Kyle Foster. The program allows employees to recognize another employee within the organization for displaying our Core Values of adaptability, teamwork, excellence, safety, accountability, and innovation. In our first month, 37 employees recognized each other for values excellence.



- Designed awards program that leverages history of safety awards for operators and expands to highlight customer service commendations and values excellence across all employee groups. Employee awards were designed by DART employee, Amy LeRue.



- Launched intercultural developmental assessments for staff through a survey tool. These assessments will be grouped together and utilized to inform our Belonging (DEIB) roadmap. The People Team is also planning a Multicultural Event for December 17, with cultural ambassador workshops and a cultural potluck.



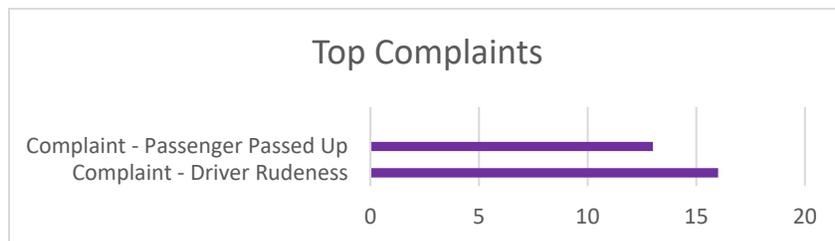
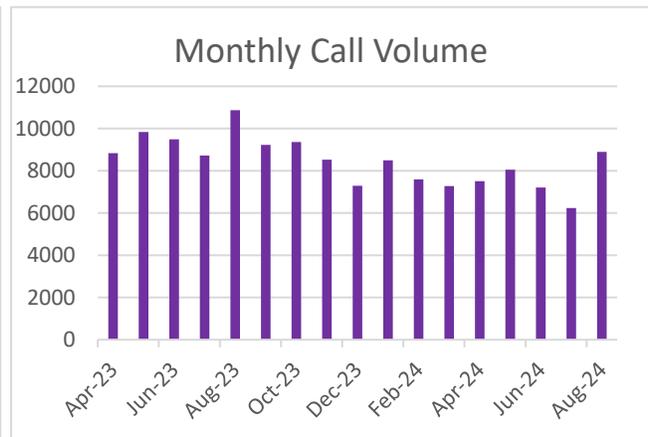
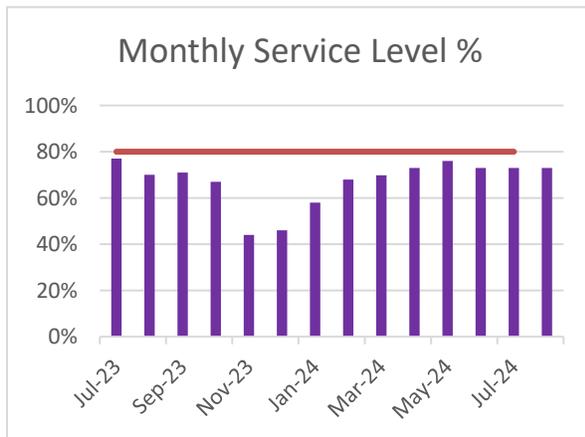
**MONTHLY REPORT**

**12E: Human Resources/Training/Safety/Customer Service Team Report**

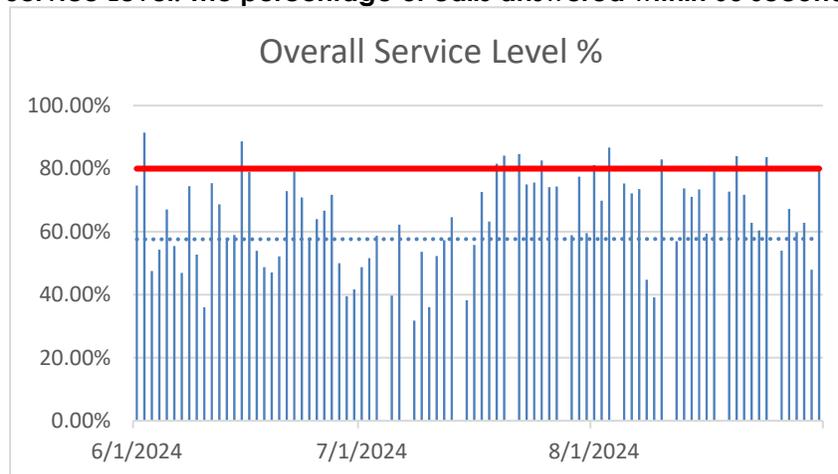
**Customer Experience – Alyson Reimers, Customer Service Supervisor:**

**Service Levels** – Our service level has remained consistent while we finalize the training of our customer service staff. With everyone now trained, we are planning for service levels to trend in a positive direction.

**Call Trends** – We have continued to see normal call trends: schedule questions, Paratransit questions/reservations, etc. We are still seeing complaints in driver rudeness and passenger passed up in August, but our other categories have remained low.



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



# MONTHLY REPORT



<b>12F:</b>	<b>Chief Executive Officer</b>
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**Staff Resource:** Amanda Wanke, Chief Executive Officer

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- **Reimagine DART Workshops:** Thank you to all member community representatives who participated in the Reimagine DART workshop that occurred on September 17. It was extremely helpful to have all member communities present.

An upcoming workshop is scheduled for:

- October 28, 8:30-11:30 am

As a reminder, the goal is to have as many Commissioners as possible in person for these workshops, with a hybrid option available only if absolutely necessary. If a commissioner is unable to attend, it is strongly encouraged that their alternate or another local elected official attend. Participation by all member communities is necessary to ensure consensus.

- **DART Executive Committee:** The DART Executive Committee met on Wednesday, September 18, 2024. The discussion items presented during the meeting included:
  - Grimes Update
  - Reimagine DART Update
  - Job Rides Update
  - Mediation Discussion
- **Pleasant Hill Withdrawal** – As previously communicated, DART has received notice from the City of Pleasant Hill requesting to withdraw from DART. The City of Pleasant Hill has been evaluating whether to continue its participation in DART over the past several weeks and shared that one reason driving this discussion is the challenging budget decisions they need to make due to state changes in how cities can collect property taxes. The city passed the vote to withdraw from DART 4-1 at their council meeting on September 10. Included in your packets today is the withdrawal notice that DART received from Pleasant Hill on September 11, 2024. We expect their withdrawal to not impact DART and our service in Pleasant Hill until July 1, 2026.
- **American Public Transportation Annual Meeting (APTA) and FTA Headquarters Meeting** - I had the opportunity, with four other DART staff members, to attend the APTA Annual meeting which took place September 29 – October 2 in Anaheim, California. This is the largest transit conference of the year and an opportunity to learn and connect with transit professionals and vendors. Many of the sessions focused on workforce development, innovative ways to deliver transportation, innovative procurement ideas and future transit sustainability.

In addition, DART was one of a small handful of transit agencies granted meetings with representatives from FTA headquarters where we discussed several topics important to the future of DART.

- **Town Hall Employee Meetings** – During the month of September, we held several employee town hall meetings to share updates on member community conversations, organizational priorities, Reimagine DART and accomplishments over the last year. Staff appreciated the time to connect and hear information first-hand. Employee town halls will continue on a quarterly basis.



5160 Maple Drive, Suite A  
Pleasant Hill, IA 50327-8440  
Ph: 515.262.9368  
Fax: 515.262.9570  
pleasanthilliowa.org

September 10, 2024

Russ Trimble, Board Chair  
Des Moines Area Regional Transit Authority  
620 Cherry Street  
Des Moines, IA 50309

**Re: Pleasant Hill Notice of Withdrawal**

Dear Chairperson Trimble:

Pursuant to Article XVI of the Amended and Restated Agreement for the Des Moines Regional Transit Authority, the City of Pleasant Hill (Pleasant Hill) hereby gives its notice of withdrawal from the Des Moines Area Regional Transit Authority (DART) effective July 2026. Pursuant to Article XVI, Section 2 and 3, Pleasant Hill further states:

1. That Pleasant Hill requests that DART provide no further transit services to Pleasant Hill effective July 1, 2026, and understands that the DART Commission could choose to end service earlier than that date.
2. That Pleasant Hill will annually levy or annually pay its share of the outstanding bond or credit obligations under this agreement until Pleasant Hill's share of such bond or credit obligations have been fully paid.
3. That until its share of such bond or credit obligations have been fully paid, Pleasant Hill will continue to make an annual payment of the base transit levy rate as provided under Article VIII, Section 4(a)(1) of the Amended and Restated Agreement for the Des Moines Regional Transit Authority.
4. That Pleasant Hill is entitled to a pro rata share of DART System capital improvements and equipment pursuant to Article XVI, Section 3.

It is our understanding from the agreement that this withdrawal is contingent upon approval by the DART commission, but that the minimum 18-month notice begins when this letter is received.

Pleasant Hill further advises DART that it reserves any other legal rights that it has available to it, within the DART agreement or outside of the DART agreement, as it concerns its legal relationship with DART.

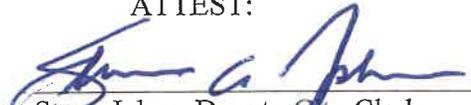
Mayor 515.262.9368	City Manager 515.309.9460	Assistant City Manager 515.309.9464	City Clerk Finance Director 515.262.9368	Public Works Director 515.309.9455	Police Chief 515.309.9440	Fire Chief 515.309.9415	Library Director 515.309.9470
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Should you have any questions about this letter, please do not hesitate to contact me. Thank you for your consideration.

CITY OF PLEASANT HILL

  
Sara Kurovski, Mayor

ATTEST:

  
Steve Johns, Deputy City Clerk

- CC: City of Alleman
- City of Altoona
- City of Ankeny
- City of Bondurant
- City of Carlisle
- City of Clive
- City of Des Moines
- City of Elkhart
- City of Granger
- City of Grimes
- City of Johnston
- City of Mitchellville
- City of Pleasant Hill
- City of Polk City
- City of Runnells
- City of Sheldahl
- City of Urbandale
- City of West Des Moines
- City of Windsor Heights
- Polk County

**RESOLUTION #091024-07**

**A RESOLUTION WITHDRAWING THE CITY OF PLEASANT HILL FROM THE DES MOINES AREA REGIONAL TRANSIT AUTHORITY**

WHEREAS, the City of Pleasant Hill is currently a member of the Des Moines Area Regional Transit Authority (DART); and

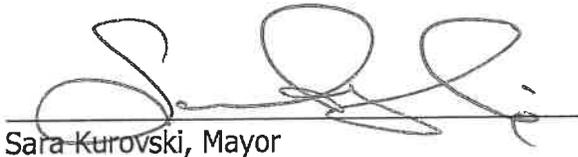
WHEREAS, the City of Pleasant Hill has been a strong supporter of DART and has complied with its obligations as a Participating Community under the DART agreement by financially supporting DART; and

WHEREAS, the City of Pleasant Hill has dramatically increased its financial support of DART since it became a Participating Community; and

WHEREAS, the City Council finds that the services provided by DART are no longer a net benefit to the community due to the high financial cost of continuing as a Participating Community under the DART agreement; and

NOW, THEREFORE, BE IT RESOLVED, that the City Council of Pleasant Hill, Iowa, in Polk County, Iowa, does hereby declare its intent to withdraw from DART, authorizes the Mayor and City Clerk to sign the attached letter (Exhibit A) giving notice to the DART Commission and other participating communities pursuant to Article XVI of the Dart agreement, and directs the City Manager to negotiate with DART representatives any terms and conditions necessary to execute the withdrawal subject to further City Council approval.

ADOPTED this 10<sup>th</sup> day of Sept, 2024.



Sara Kurovski, Mayor

ATTEST:



Steve Johns, Deputy City Clerk

## FUTURE DART COMMISSION ITEMS



### Future Agenda Items:

<b>November 5, 2024 – 12:00 P.M.</b>	
<b>Consent/Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>• PTASP Approval</li> <li>• FY 2029 Surface Transportation Block Grant (STBG) Approval</li> <li>• Privacy Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Riders Advisory Committee Update</li> <li>• Commission Nominating Committee</li> <li>• Signature Policy Update</li> </ul>
<b>December 3, 2024 – 12:00 P.M.</b>	
<b>Consent/Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>• Grimes Withdrawal Approval</li> <li>• Weighted Vote Approval</li> <li>• Transit Riders Advisory Committee Member Approval</li> <li>• 2025 Legislative Priorities</li> <li>• Signature Policy Approval</li> <li>• FY 2026 Transportation Alternatives Program (TAP) Grant</li> <li>• Van Donation</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Advisory Committee Update</li> <li>• FY 2026 DART Budget Update</li> <li>• February Service Change</li> <li>• Bus Procurement</li> </ul>
<b>January 21, 2025 – 12:00 P.M. (Annual Meeting)</b>	
<b>Consent/Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>• Audited FY24 Financials</li> <li>• MPO/CIRTA Representation</li> <li>• February Service Change</li> <li>• Public Transportation Agency Safety Plan Approval</li> <li>• Officer Election/Executive Committee Slate</li> <li>• Bus Procurement</li> </ul>	<ul style="list-style-type: none"> <li>• Transit Advisory Committee Update</li> <li>• FY 2026 DART Budget Update</li> </ul>

### Upcoming DART Meetings:

<b>MEETING</b>	<b>DATE</b>	<b>TIME</b>	<b>LOCATION</b>
<b>DART Executive Committee Meeting</b>	Wednesday, October 23, 2024	12.30 p.m.	Zoom
<b>Reimagine DART Commission Workshop</b>	Monday, October 28, 2024	8:30 a.m.	DART Central Station, (In person preferred; Hybrid available)

<b>14A:                    Nominating Committee Appointments</b>
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**Staff Resource:** *Amanda Wanke, Chief Executive Officer*

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**Rules Relating to Nominating Committee Appointment:**

- As stated in Article V, Section 2 of the 28E agreement (page 13), the Nominating Committee shall be appointed by the Chair at a regular Commission meeting held at least **three (3) months prior to the annual meeting in January**.
- As stated in Article III, Section 4 of the 28e agreement (page 10), the officers of the Commission shall be elected every year by and from the members of the Commission present at the annual meeting of the Commission for that year.
  - The Nominating Committee shall select and offer nominations for each office at the annual meeting. Nominations for the officer positions shall also be accepted from the representatives present at that annual meeting.
  - All nominees, including those offered by the Nominating Committee, must receive a second in order to be considered a candidate and voted on for said office.
- The officers of the Commission shall be the Chair, the Vice Chair and the Secretary/Treasurer, each of whom shall be elected each year by vote of the Commission at the annual meeting of the Commission for that year. Officers shall be elected for a one (1) year term, with a possible second term available. In no event shall a person hold one specific officer position for more than two (2) one-year terms. Although not required, it is anticipated that the Vice-Chair shall move into the position of the Chair, and the Secretary/Treasurer shall move into the position of Vice-Chair.

**Nominating Committee Appointment and Proposed Schedule:**

- The Nominating Committee shall meet and be prepared to share the proposed nominations ahead of the January 2025 Annual Commission meeting; action will be taken at that meeting.
- **NOTE** - Due to timing constraints with local elections and the seating of newly elected officials, the Annual Meeting will be held on January 21, 2025, in order to give time for member governments to select their representatives for the DART Commission for calendar year 2025. DART Officers for 2024 will remain in effect until the January 21, 2025, meeting and vote of the new Officer slate.