



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

[Zoom Meeting](#)

Meeting ID: 868 2354 1905

Dial In – 1312-626-6799/Meeting ID - 86823541905#

SEPTEMBER 1 2020 – 12:00 PM

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1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF SEPTEMBER 1, 2020 AGENDA	
5. PUBLIC COMMENT (Limit 3 minutes)	
6. CONSENT ITEMS	
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11. COMMISSIONER ITEMS	
12. CLOSED SESSION	50
13. NEXT MEETING: Regular DART Meeting - Tuesday, October 6, 2020 – 12:00 P.M.	
14. ADJOURN	

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



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES
MEETING HOSTED BY WEBEX
620 CHERRY STREET – DES MOINES, IOWA 50309
AUGUST 4, 2020**



[The above Commission Meeting was held via WebEx. The Commission determined that it is impossible and impractical for all members of the Commission, staff and members of the public to be physically present at this Commission meeting due to the Covid-19 pandemic, and that it is necessary to conduct this Commission meeting by electronic means.]

ROLL CALL

Commissioners/Alternates Present and Voting:

Vern Willey, Kelly Whiting, Doug Elrod, Doug Elrod, Josh Mandelbaum, Jill Altringer, Paula Dierenfeld, Ross Grooters, Angela Connolly, Bridget Montgomery, Russ Trimble and Joseph Jones (arrived at 12:03pm)

Commissioners Absent:

Michael McCoy

CALL TO ORDER

Chair, Russ Trimble, 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

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

It was moved by Vern Willey and seconded by Josh Mandelbaum to approve the August 4, 2020 agenda. The motion carried unanimously.

PUBLIC COMMENT

None

6A - TRANSIT RIDERS ADVISORY COMMITTEE (TRAC) UPDATE

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

CONSENT ITEMS

7A – Commission Meeting Minutes – July 7, 2020

It was moved by Bridget Montgomery and seconded by Doug Elrod to approve the consent items as presented. The motion carried unanimously.

ACTION ITEMS

8A – Housekeeping Services Contract

Mike Tiedens, Procurement Manager shared the procurement processes that have been taken for housekeeping and cleaning services at DART Central Station and 1100 DART Way. The RFP was published on June 1 and two (2) proposals were received, and both were deemed responsive: Marsden Bldg. Maintenance and Nationwide Office Care.

It was moved by Doug Elrod and seconded by Ross Grooters to approve a two (2) year contract with Marsden Building Maintenance for Housekeeping Services for the amount Not to Exceed \$645,000. The motion was carried unanimously.

8B – DART Advertising Policy

Erin Hockman, Chief External Affairs Officer provided a background on the DART Advertising Policy and outlined the current provisions of the policy. Neither DART Legal Counsel nor staff have concerns with the current advertising policy. No changes to the policy are being recommended at this time.

It was moved by Vern Willey and seconded by Angela Connolly to approve the Policies and Standards for Advertising on or within DART Transit Facilities as presented. The motion was carried unanimously.

8C – DART Advertising Contract Amendment

Erin Hockman, Chief External Affairs Officer reviewed the current terms of our 5-year agreement with Adspposure. After discussion it was determined that the Commission would like to work with Adspposure to adjust the guaranteed minimum payments for future years. Chair, Russ Trimble, proposed to defer the discussion and voting on the DART Advertising Contract Amendment to a future DART Commission meeting.

It was moved by Angela Connolly and seconded by Doug Elrod to defer this agenda item to a future DART Commission meeting. The motion was carried unanimously.

8D – Des Moines Public Schools 2020-2021 School Year Contract

Elizabeth Presutti, Chief Executive Officer provided a brief background on the DART and Des Moines Public Schools relationship sharing that due to the impacts of COVID-19 on education and schools DMPS is still determining their transportation strategy for the 2020-2021 school year. In order to ensure we are able to provide service for the start of school prior and that there is not another scheduled Commission meeting until September, staff is requesting that the DART Commission grant authority to DART Chief Executive Officer, in conjunction with the DART Chair, to make business decisions regarding DMPS service so as to enable the provision of service for the start of the school year if the school year resumes prior to the next Commission meeting. These decisions, if any, will be communicated to the full DART Commission, and a contract for continuing service for the school year will be brought to the Commission for approval at its next meeting.

It was moved by Josh Mandelbaum and seconded by Vern Willey to grant authority to the DART Chief Executive Officer, in conjunction with the DART Chair, to make business decisions as discussed. The motion carried unanimously.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – AUGUST 4, 2020**



8E – Face Mask/Covering Requirement

Amanda Wanke, Chief Operating Officer shared that DART is currently requesting, but not requiring, that passengers on its services use face masks for the health of other passengers and operators. DART staff are recommending a mask requirement, starting August 23, 2020, given that mask requirements are increasing and beginning to be more of a norm, Des Moines Public Schools, major retailers, and other transit agencies are requiring masks, Operators and passengers have requested a mask requirement and consistency amongst riders (students and non-students) is important. Details on the enforcement and timeline were highlighted.

It was moved by Angela Connolly and seconded by Ross Grooters to approve the recommendation as presented to require all passengers to wear a face mask or covering while riding DART, beginning August 23, 2020, with exemptions for medical reasons and small children. The motion was carried unanimously.

DISCUSSION ITEMS

9A – DART COVID-19 Response Update

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

9B – Electric Bus Pilot Project Update

Amanda Wanke, Chief Operating Officer provided an update regarding DART's electric bus pilot project.

9C – DART FY 2021 Business Planning Update

Luis Montoya, Chief Planning Officer provided an update regarding DART's Fiscal Year 2021 Business Plan which included outlining the goals and key performance indicators.

9D – Performance Report – June 2020

Greg Ellingson, Business Analyst Manager advised the Commission that the June monthly performance report has been updated and briefly outlined the changes of the report. A summary of the June monthly performance was provided outlining that most of DART's performance summary indicators reflect the changes in service and mobility from the ongoing COVID-19 pandemic. Total ridership in June was down 46.8% compared to June 2019. Fixed route was down 45.0%, Paratransit was down 65.5%, and Rideshare was down 65.8%. Preventable and non-preventable accidents per 100,000 miles decreased in June compared to June 2019. On-Time Performance has continued to be improved compared to last year, likely due to decreased ridership. Year to date, this is improved by 2.5%.

MONTHLY REPORTS

10A – Operations

Amanda Wanke, Chief Operating Officer shared the recent DART retirements with the Commission.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
COMMISSION MEETING MINUTES – AUGUST 4, 2020**



10B – Planning

None

10C - External Affairs

None

10D – Procurement

None

10E – Chief Executive Officer

Elizabeth Presutti, Chief Executive Officer highlighted the recent DART Stakeholder video in which we celebrated the 30th anniversary of the American Disabilities Act (ADA). In addition, it was shared that we DART will welcome Kent Farver, our new Chief Financial Officer who will be starting with us on August 17. Kent comes to us from the Iowa Judicial Branch and prior to that worked at Metro Waste Authority.

FUTURE AGENDA ITEMS

None

COMMISSIONER ITEMS

CEO Review – Russ shared with the Commission that the DART Commission will be receiving a survey link in the upcoming days to complete the CEO's annual review. It was encouraged to complete this survey when received. The results and recommendation will be discussed in the September 1 Commission meeting.

Chair, Russ Trimble, adjourned the meeting at 1.38 p.m.

Chair

Clerk

Date

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

The next regular DART monthly Commission Meeting is scheduled for Tuesday, September 1, 2020 at 12:00 p.m. in the DART Multimodal Room at 620 Cherry Street, Des Moines, Iowa. (If the Administration offices at DART Central Station remain closed on September 1 and the Dart Commission determines that it is still impractical and impossible to have Commission members, staff and the public physically present for this Commission meeting, then the September 1 Commission meeting will again be hosted via a virtual platform such as WebEx. Participation directions for such the virtual meeting will be forthcoming)

 **CONSENT ITEM**



6B:	June FY2020 Consolidated Financial Report
Action:	Approve the June 2020 Consolidated Financial Report

Staff Resource: *Amber Dakan, Finance Manager*

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue year to date is 27.37% below budget projections year to date. DART suspended fare collection effective March 17th through June 30th in response to the COVID-19 pandemic. This impacted cash fares as well as pass sales and contracted revenue.
- Fixed Route Non-Operating revenue is 3.25% higher than budget projections. This higher than budget performance comes from funding from the CARES grant. The total draw was \$750,000 spread to all three divisions. Additionally, Interest Income, State Operating Assistance, and State Backfill all came in above budget.
- Paratransit Operating revenue came in under budget by 48.87%. DART also suspended the collection of cash fares for Paratransit beginning March 17th through June 30th. The Paratransit division has seen a reduction in all three areas of operating revenue- cash fares, Polk County trips, and Medicaid trips.
- Paratransit Non-Operating revenue is 6.36% over budget resulting a portion of CARES funding totaling approximately \$136,000.
- RideShare revenues are 37.58% below budget. The prior ridership challenges are compounded by significantly less commuters during this time. Many riders have placed a hold on their account while employers opt for work at home arrangements.
- RideShare Non-Operating revenue has no budget but recognized \$104,000 in revenue. All but \$2,400 was from CARES funding.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 2.97% under budget. Services, Fuel & Lubricants, and Insurance expense are the three categories with the most savings.
- Paratransit Budget Summary – Operating expenses are 15.68% under budget. Several categories are seeing savings. Salaries, Wages, & Fringes, Fuel & Lubricants, and Equipment Repair Parts saw the most savings.
- Rideshare Budget Summary – Rideshare has a budget savings of 26.46% year to date. Every category had savings with the exception of Local Match.

Recommendation:

- Approve June 2020 Consolidated Financial Report.

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

Fixed Route	\$	224,910	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	0	221,780
Rideshare	\$	<u>0</u>	
Total	\$	224,910	

FY2020 Financials:

June 2020

FIXED ROUTE	June 2020			Year-To-Date-(12) Months Ending 06/30/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	109,178	471,419	(362,242)	4,108,768	5,657,033	(1,548,265)
Non-Operating Revenue	3,002,993	2,116,809	886,184	26,206,712	25,381,709	825,003
Subtotal	3,112,171	2,588,229	523,942	30,315,480	31,038,742	(723,262)
Operating Expenses	2,933,448	2,586,020	(347,428)	30,090,570	31,012,243	921,673
Gain/(Loss)	178,723	2,208	176,515	224,910	26,499	198,411

PARATRANSIT	June 2020			Year-To-Date-(12) Months Ending 06/30/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	12,333	108,583	(96,250)	666,189	1,303,000	(636,812)
Non-Operating Revenue	312,528	161,913	150,615	2,087,718	1,962,958	124,760
Subtotal	324,861	270,497	54,365	2,753,906	3,265,958	(512,052)
Operating Expenses	224,003	270,497	46,493	2,753,906	3,265,958	512,052
Gain/(Loss)	100,858	-	100,858	0	-	0

RIDESHARE	June 2020			Year-To-Date-(12) Months Ending 06/30/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	23,071	77,958	(54,887)	583,981	935,500	(351,519)
Non-Operating Revenue	101,627	-	101,627	104,027	-	104,027
Subtotal	124,698	77,958	46,740	688,008	935,500	(247,492)
Operating Expenses	52,886	77,958	25,073	688,008	935,500	247,492
Gain/(Loss)	71,813	-	71,813	(0)	-	(0)

Summary	June 2020			Year-To-Date-(12) Months Ending 06/30/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	144,582	657,961	(513,379)	5,358,937	7,895,533	(2,536,596)
Non-Operating Revenue	3,417,149	2,278,722	1,138,426	28,398,457	27,344,667	1,053,790
Subtotal	3,561,731	2,936,683	625,047	33,757,394	35,240,200	(1,482,806)
Operating Expenses	3,210,337	2,934,475	(275,862)	33,532,484	35,213,701	1,681,217
Gain/(Loss)	351,394	2,208	349,186	224,910	26,499	198,411



ACTION ITEM



6C: July FY2021 Consolidated Financial Report

Action: Approve the July 2020 Consolidated Financial Report

Staff Resource: Amber Dakan, Finance Manager

Year-to-Date Budget Highlights:

Revenue:

- Fixed Route Operating revenue is 13.47% below budget projections for the first month of the year. D-Line Funding under Other Contracted Services, Monthly Passes, and ESP Weekly Passes are trending higher than budget but all other categories are underperforming.
- Fixed Route Non-Operating revenue is under budget by 8.67%. This is primarily a timing issue on grant funding.
- Paratransit Operating revenue is under budget by 85.08%. All areas have been impacted by COVID-19 as many programs have been limited or suspended.
- Paratransit Non-Operating revenue is .71% under budget resulting from grant fund timing.
- Rideshare revenues are 62.49% below budget. The program has been significantly impacted by COVID-19.

Operating Expense:

- Fixed Route Budget Summary – Operating expenses are 15.97% below budget projections. Many categories are seeing savings this early in the year with the exception of Tires, Local Match and Miscellaneous (where COVID-19 specific expenses are shown).
- Paratransit Budget Summary – Operating expenses are 31.38% under budget. Nearly all categories are seeing savings this early in the year.
- Rideshare Budget Summary – Rideshare has a budget savings of 44.76% year to date. All but the Local Match and Utilities are seeing savings in the first month.

Recommendation:

- Approve the July 2020 Consolidated Financial Report.

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

Fixed Route	\$	175,075	Reserve for Accidents (See Balance Sheet):
Paratransit	\$	(2,058)	\$217,780
Rideshare	\$	<u>(12,223)</u>	
Total	\$	160,794	

FY2021 Financials:

July 2020

FIXED ROUTE	July 2020			Year-To-Date-(1) Month Ending 07/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	413,110	477,438	(64,328)	413,110	477,438	(64,328)
Non-Operating Revenue	2,042,136	2,236,001	(193,865)	2,042,136	2,236,001	(193,865)
Subtotal	2,455,246	2,713,439	(258,193)	2,455,246	2,713,439	(258,193)
Operating Expenses	2,280,171	2,713,439	433,268	2,280,171	2,713,439	433,268
Gain/(Loss)	175,075	-	175,075	175,075	-	175,075

PARATRANSIT	July 2020			Year-To-Date-(1) Month Ending 07/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	16,533	110,792	(94,259)	16,533	110,792	(94,259)
Non-Operating Revenue	185,937	187,270	(1,333)	185,937	187,270	(1,333)
Subtotal	202,470	298,062	(95,592)	202,470	298,062	(95,592)
Operating Expenses	204,528	298,062	93,534	204,528	298,062	93,534
Gain/(Loss)	(2,058)	-	(2,058)	(2,058)	-	(2,058)

RIDESHARE	July 2020			Year-To-Date-(1) Month Ending 07/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	25,475	67,917	(42,441)	25,475	67,917	(42,441)
Non-Operating Revenue	-	333	(333)	-	333	(333)
Subtotal	25,475	68,250	(42,775)	25,475	68,250	(42,775)
Operating Expenses	37,698	68,250	30,552	37,698	68,250	30,552
Gain/(Loss)	(12,223)	-	(12,223)	(12,223)	-	(12,223)

Summary	July 2020			Year-To-Date-(1) Month Ending 07/31/2020		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	455,118	656,147	(201,028)	455,118	656,147	(201,028)
Non-Operating Revenue	2,228,073	2,423,604	(195,531)	2,228,073	2,423,604	(195,531)
Subtotal	2,683,191	3,079,751	(396,560)	2,683,191	3,079,751	(396,560)
Operating Expenses	2,522,397	3,079,751	557,353	2,522,397	3,079,751	557,353
Gain/(Loss)	160,794	-	160,794	160,794	-	160,794



CONSENT ITEM



6D: Quarterly Investment Report

Staff Resource: Amber Dakan, Finance Manager

Background:

- DART began investing its reserve dollars in April, 2016 with the intent to maximize the value of our assets.
- The fourth quarter of FY2020 (April 1, 2020 - June 30, 2020) ended with \$2,084,862 in our investment portfolio. This is down from the prior quarter because it is historically a lower period of reserves awaiting April property tax receipts.
- The current quarterly statement recognized \$3,458 in accrued income and appreciation.
- Portfolio assets are currently held in high yield money market funds. The quarter ended with a .41% interest rate.
- Year to date, DART has recognized \$92,641 in Interest Income, which is 168.44% above the budgeted goal of \$55,000. Most of the interest income was earned in the first three fiscal quarters due to the dropping rate of interest in response to COVID-19.
- Attached within the packet is DART's Quarterly Investment Report.

Recommendation:

- Approve the recommended quarterly investment report for the fourth quarter of Fiscal Year 2020 (April 1, 2020 - June 30, 2020).



MILES *Capital*
PART OF PMA

Investment Review

Des Moines Area Regional Transit Authority

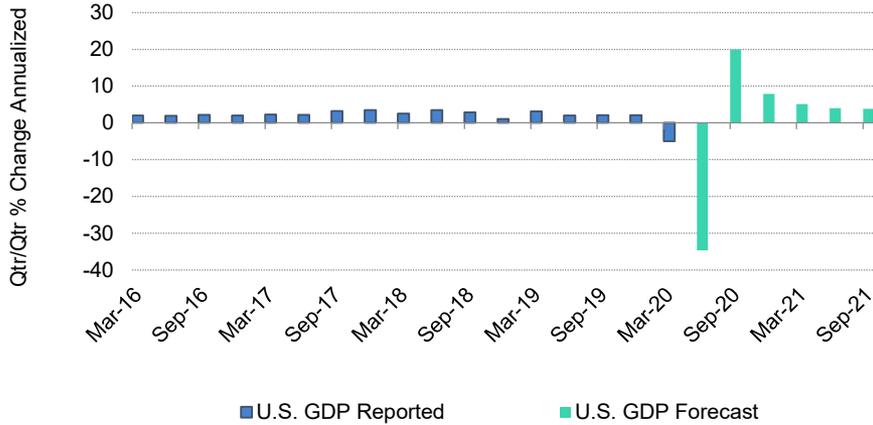
Period: April 1, 2020 – June 30, 2020

1415 28th St., Suite 200 | West Des Moines, IA 50266 | 800.343.7084

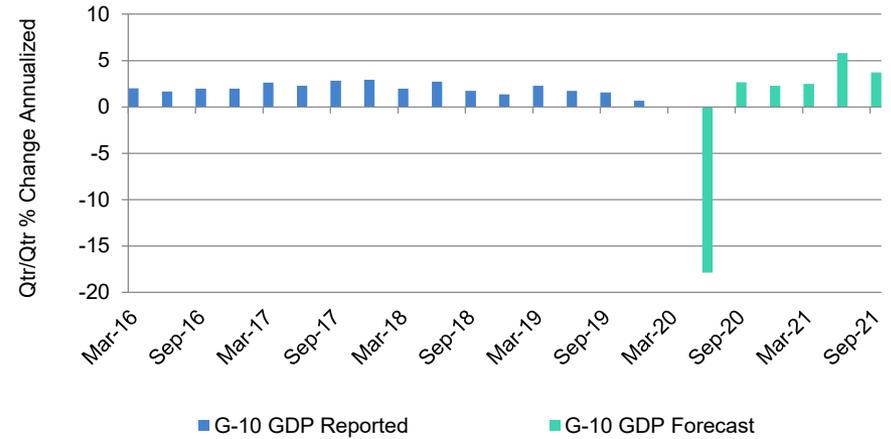
Economic Overview

As of: June 30, 2020

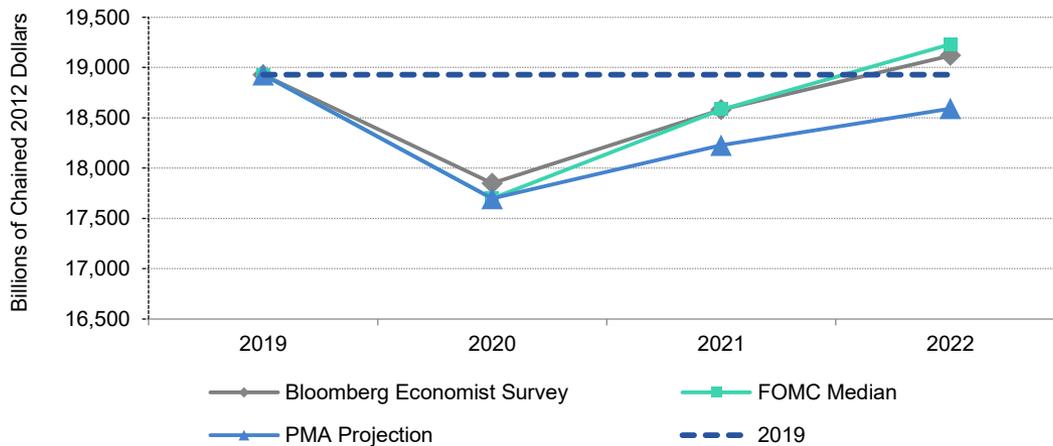
Quarterly U.S. Real GDP Growth



Quarterly G-10 Real GDP Growth



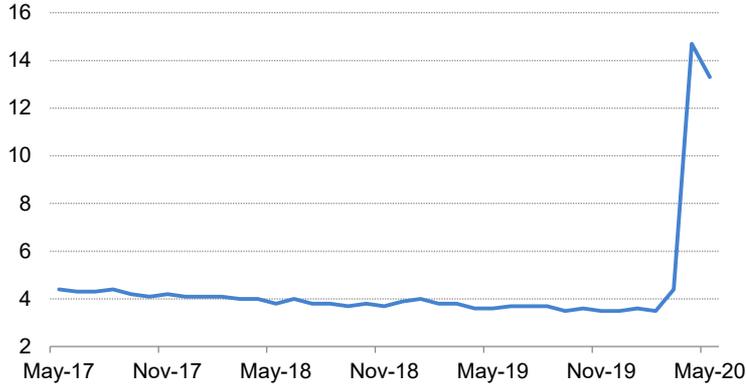
U.S. GDP



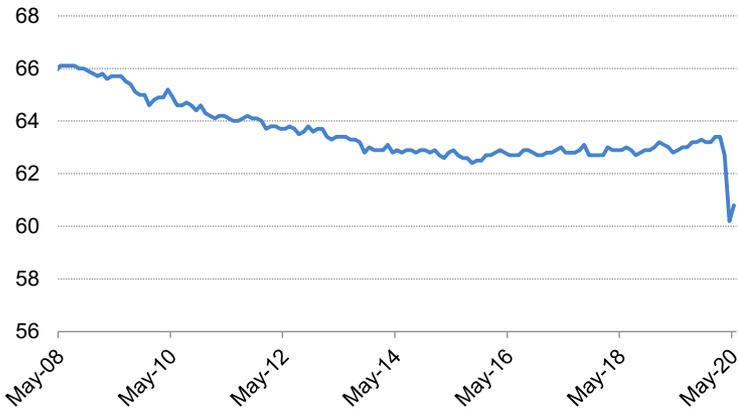
Economic Overview

As of: June 30, 2020

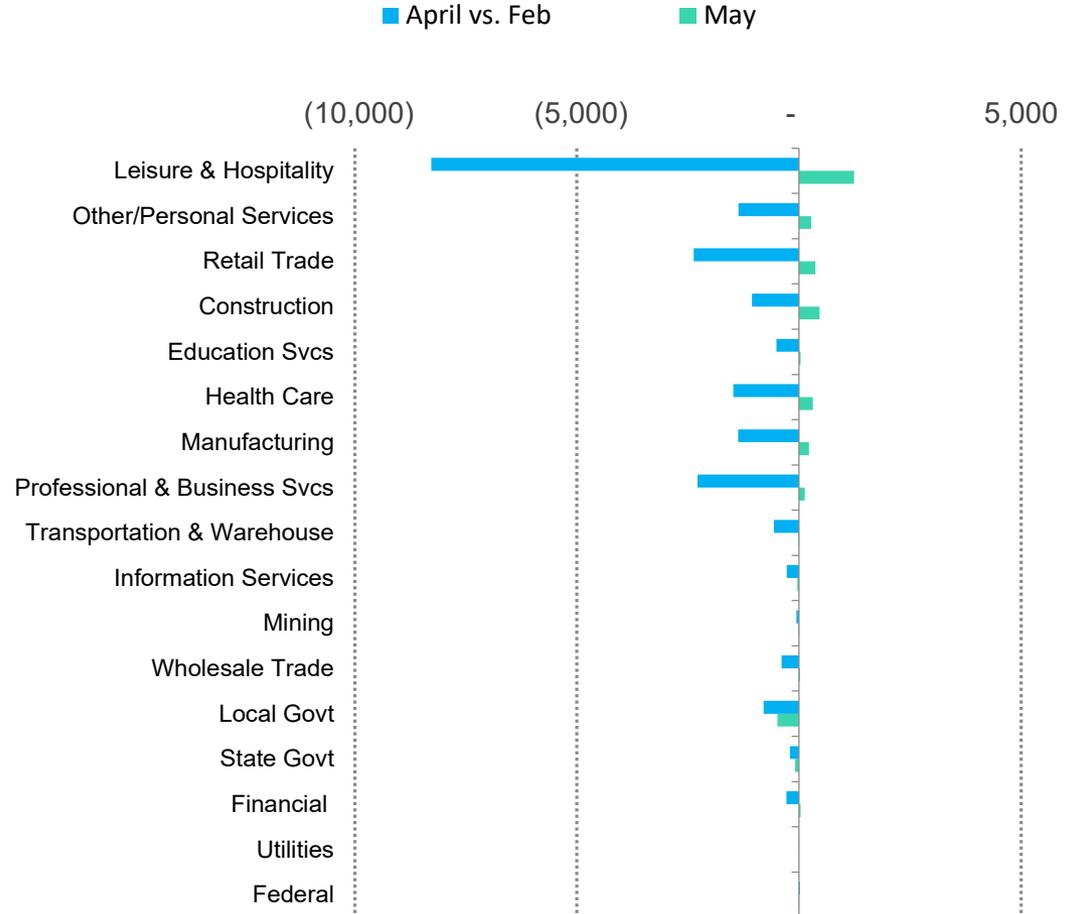
Unemployment Rate



Labor Force Participation Rate



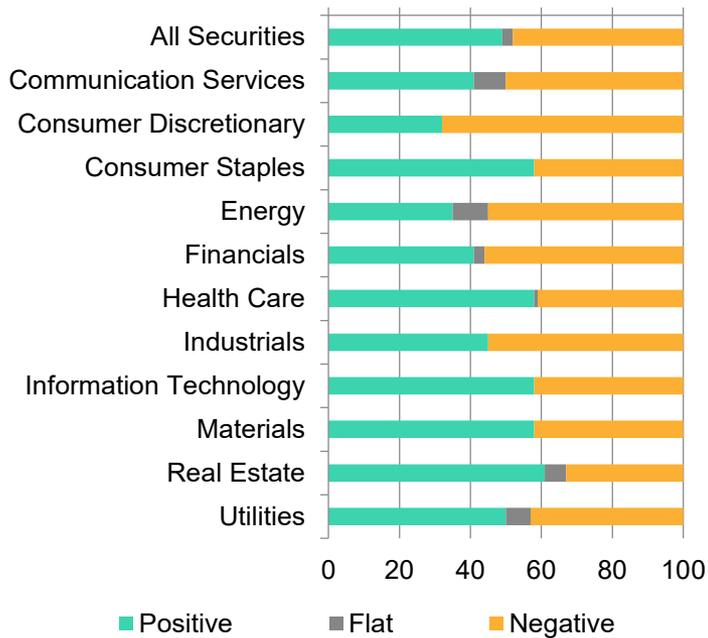
Cumulative Job Losses by Industry (Gain/Loss vs. February 2020 Level, in 000's)



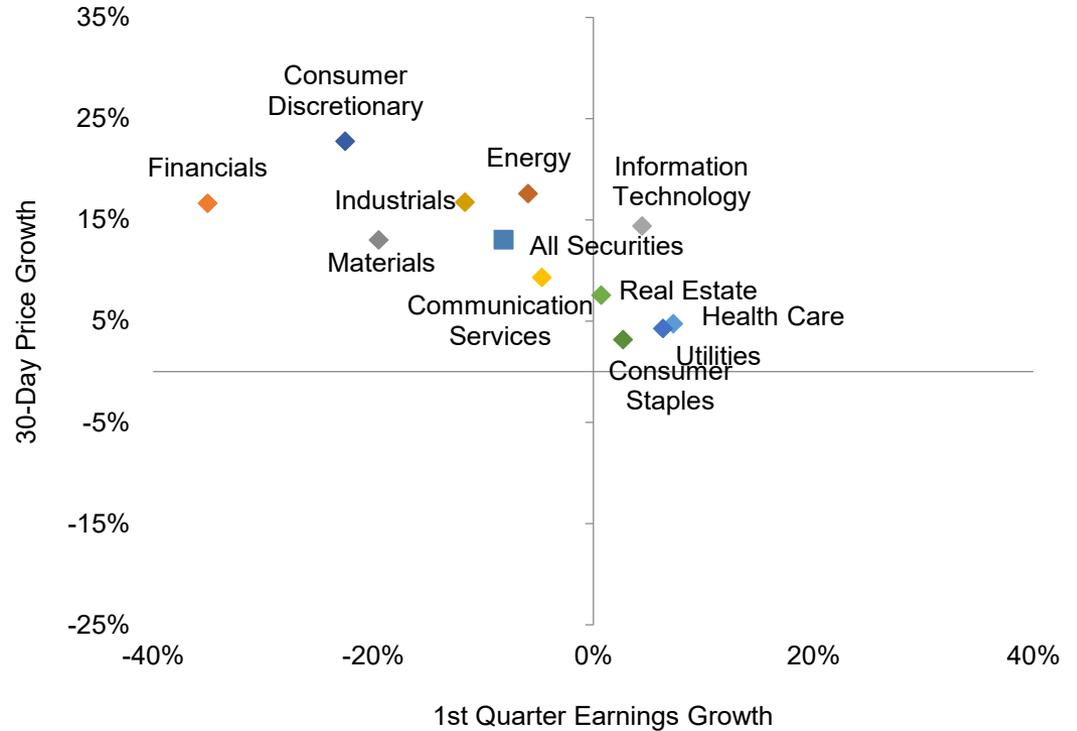
Market Overview

As of: June 30, 2020

Percent of S&P 500 Companies Reporting 1st Quarter Earnings Growth



S&P 500 Sectors



Summary

- ▶ Sectors taking the largest hit to earnings have seen stock prices bounce back
- ▶ Market is pricing in a swift recovery

Market Outlook

As of: June 30, 2020

- ▶ U.S. and Global Recessions Have Begun
- ▶ Security Selection and Asset Allocation are Key
- ▶ Credit Markets will Favor High Quality and Industries Receiving Support
- ▶ No Fed Rate Hike Expected Until at Least 2022
- ▶ Consumer Behavior Could Change for Years Ahead
- ▶ Growing Government Debt and Central Bank Balance Sheets Create Risks

Des Moines Area Regional Transit Authority

As of: June 30, 2020

Economic & Market Commentary:

The Covid-19 outbreak created an economic and market shock unlike any other crisis which has officially pushed the U.S. economy into recession, according to the National Bureau of Economic Research. In April and May, we observed significant weakness in the labor market, manufacturing, housing and consumer spending. At their June 10th meeting, the Federal Open Market (FOMC) statement painted a picture of an economy expected to improve slowly. Their median projection for GDP reflects a decline of 6.5% for 2020 and increases of 5.0% and 3.5% in 2021 and 2022, respectively. While we have seen some positive signs as people have returned to work in May following the furlough, the Fed projects unemployment to exceed 5% through 2022. Global and domestic Inflation should remain well contained in our estimation given the sudden economic shock and associated deflationary forces.

Strategy & Market Drivers:

Although the Fed provided constant liquidity to support markets, markets continued to experience volatility during the quarter. Interest rates fell across the curve. Treasuries ended the quarter with 1, 3 and 12 month bills at 0.09, 0.13 and 0.15%, respectively. The FOMC provided an updated Fed dot plot at their June meeting, showing the majority of FOMC participants project the target rate to remain at 0-0.25% through the end of 2022.

Outlook:

We expect the global economy to rebound with a large initial bounce in the quarters ahead and slower growth to follow. The potential for further economic volatility remains high as countries and specific locales revert to lockdown following new spikes in infection rates. High frequency economic data have been showing some surprising green shoots during May which indicate economic growth in the current quarter may be higher than the market is currently anticipating. We would expect consumption to rebound with pent up demand and greater mobility, but anticipate consumption will settle in at lower levels hamstrung by persistently higher unemployment rates. A rejuvenated jobs market is the single most important factor in determining the length of the current recession in our view. Given consumption represents 70% of longer term economic output, employment gains will prove critical in buoying consumer confidence and corresponding GDP growth.

Des Moines Area Regional Transit Authority

As of: June 30, 2020

Portfolio Appraisal

Cusip/Ticker	Quantity	Security Name	Rating	Coupon	Maturity	Purchase Cost		Market Value		% of Assets	Estimated Annual Income	Yield
						Average Cost	Total Cost	Price	Value			
Short Term Liquidity												
Cash/Cash Equivalents												
GOIXX	103	FEDERATED GOVT OBLI FD-IS	NR	0.070		1.00	103	1.00	103	0.0	0	0.07
SA0004000	2,084,074	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	NR	0.400		100.00	2,084,074	100.00	2,084,074	100.0	8,336	0.41
TOTAL Cash/Cash Equivalents							2,084,177		2,084,177	100.0	8,336	0.41
TOTAL PORTFOLIO							2,084,177		2,084,177			
TOTAL ACCRUED INCOME									685			
TOTAL PORTFOLIO + ACCRUED INCOME									2,084,862			

Estimated Annual Yield (EAY) as shown is calculated using Yield to Maturity on Market Price (YTM) for fixed income securities and Current Yield for equity securities. Cost basis information should not be relied upon for tax purposes.

Des Moines Area Regional Transit Authority

As of: June 30, 2020

Portfolio Performance

TOTAL RETURN (%)	QTD	YTD	1-year	3-year	5-year	Since Inception*
<small>(periods greater than 12 months annualized)</small>						
Client Portfolio (Gross)	0.17	0.51	1.48	1.76	—	1.46
Client Portfolio (Net)	0.13	0.45	1.38	1.67	—	1.39

*Since Inception date: April 1, 2016

Des Moines Area Regional Transit Authority:

Periods greater than one year are annualized. Past performance is not indicative of future performance. All performance figures include dividends and income, but do not include management fees.

Des Moines Area Regional Transit Authority

As of: June 30, 2020

Account Activity Summary

Portfolio Value on 4/1/2020	\$2,081,653
Deposits/Withdrawals	\$435
Management Fees	(\$684)
Income	\$3,407
Appreciation	(\$2)
Change In Accrued Income	\$53
Portfolio Value on 6/30/2020	\$2,084,862

Purchases & Sales

Trade Date	Settle Date	Quantity	Security	Ticker	Unit Price	Amount	Gain Loss
Short Term Liquidity							
Purchase							
04/01/2020	04/01/2020	0	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$0.31	
04/01/2020	04/01/2020	1,674	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$1,674.28	
04/01/2020	04/01/2020	3	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$2.73	
05/01/2020	05/01/2020	933	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$932.97	
05/01/2020	05/01/2020	0	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$0.07	
06/01/2020	06/01/2020	796	FIRST NATIONAL BANK OMAHA (ICS) - SAVINGS	SA0004000	\$100.00	\$796.32	
06/01/2020	06/01/2020	0	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$0.03	
TOTAL Purchases						\$3,406.71	
Sell							
04/27/2020	04/27/2020	83	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$83.33	
05/26/2020	05/26/2020	83	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$83.33	
06/25/2020	06/25/2020	83	FEDERATED GOVT OBLI FD-IS	GOIXX	\$1.00	\$83.33	
TOTAL Sales						\$249.99	

Des Moines Area Regional Transit Authority

As of: June 30, 2020

Disclosures:

The information provided in these reports is confidential and intended for existing client use only. All information contained herein is believed to be correct, but accuracy cannot be guaranteed and should not be relied upon for legal or tax reporting purposes. These reports are not intended for clients to use as a replacement for custodial statements, which should be considered the official record. Miles Capital encourages clients to compare and verify the information in this report with the custodial statement.

All expressions of opinion and predictions in this report are subject to change without notice. This report is not intended to be nor should it be relied upon in any way as a forecast or guarantee of future events regarding a particular investment or the markets in general. The information in this document derived from sources other than Miles Capital is believed to be accurate and is not independently verified nor guaranteed to be accurate or valid. If shown in this report, security and portfolio level analytics with respect to fixed income portfolios are derived opinions and market assumptions made by Miles Capital. Some of the assumptions with respect to fixed income portfolios and the underlying investments include, but are not limited to, expected levels of volatility, prepayment rates, default rates and recovery rates of certain assets held in the portfolio. Future market experience may differ from these opinions and assumptions.

Past performance is not a guarantee of future results. As with all strategies, there is a risk of loss of all or portion of the amount invested.

No chart, graph or formula can by itself determine which securities an investor should buy or sell.

Cost Basis in this statement reflects estimated unrealized or realized gains or losses for informational purposes only. Cost basis information is not verified by Miles Capital and should not be relied upon for legal or tax purposes. This statement should not be used for tax preparation without assistance from a tax consultant. Miles Capital does not report capital gains or losses for securities to the IRS.

Estimated Annual Income (EAI), when available, is used in this report to reflect the amount a client would earn on a security if its current position and related income remained consistent for a year. EAI reflects only the income generated by an investment. It does not reflect changes in its price, which may fluctuate.

Estimated Annual Yield (EAY), when available, is used in this report to reflect the current EAI divided by the current value of the security as of the statement closing date.

EAI and EAY are estimates and the actual income and yield may be lower or higher than the estimated amounts. The information used to derive these estimates is obtained from various outside vendors; Miles Capital is not responsible for estimated annual income and yields which are either missing or incorrect.



ACTION ITEM



7A: October 2020 Service Change

Action: Approve the proposed October 2020 Service Changes

Staff Resource: Luis Montoya, Chief Planning Officer

Background:

- The primary focus of the October 2020 service change is to create an extension of Route 17 into Bondurant.
- Route 17, which operates 7 days a week between DART Central Station and the Outlets of Des Moines in Altoona, will have select trips extended to serve the new Amazon warehouse in Bondurant.
- The extension will be limited to four trips daily and aligned with Amazon's shift times, but additional trips could be added demand and business partnerships warrant.
- The service change will also include other minor schedule modifications to improve on-time performance and customer transfer opportunities, as well as potential minor routing changes to improve safety.

Title VI:

- The proposed changes do not meet the threshold to be considered a Major Service Change per adopted DART policy.

Recommendation:

- Approve the proposed October 2020 Service Changes.



DISCUSSION ITEM



8A: Transit Optimization Study Update

Staff Resource: *Luis Montoya, Chief Planning Officer*

- Staff will provide a brief overview of the key findings and next steps from the Commission Workshop held on August 21st.



DISCUSSION ITEM

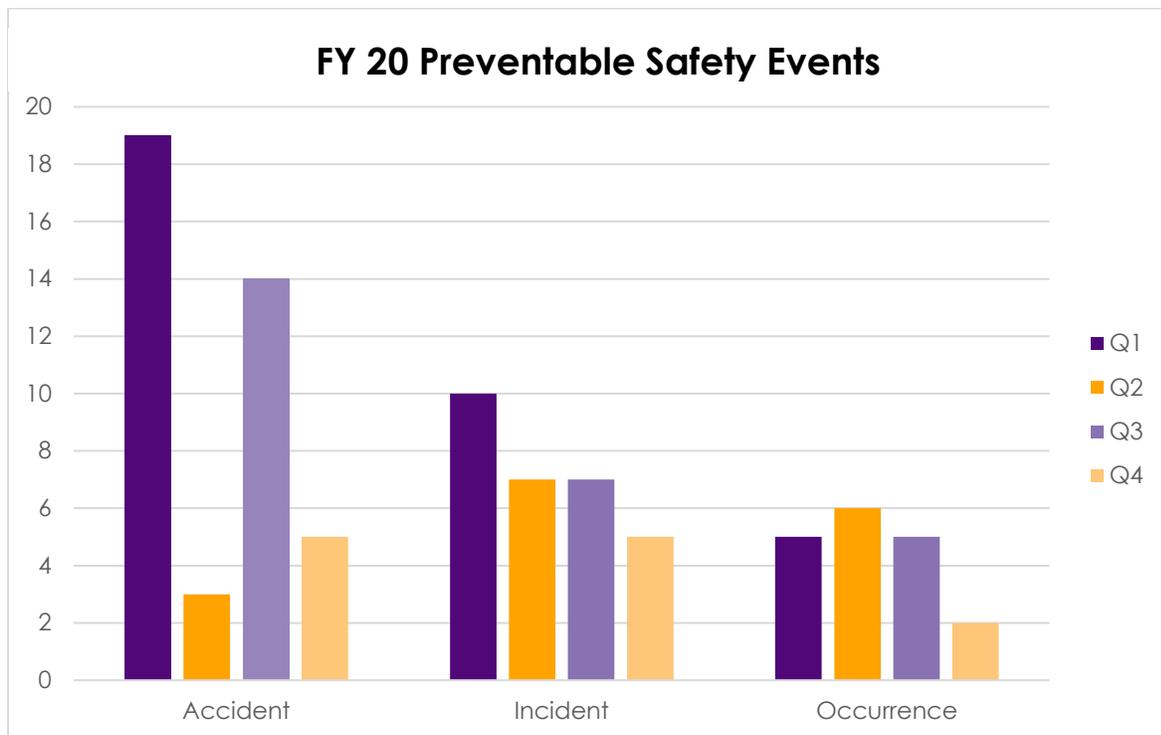


8B: Quarterly Safety Report – Q4 FY 2020

Staff Resource: *Pat Daly, Safety Manager*

Overview:

Preventable Vehicle Events – The fourth quarter saw a decrease in all three categories of preventable safety events over the third quarter. Predictably, much of this can be attributed to DART’s reduction in service as a response to COVID-19 and to the decrease in overall general traffic on the roads during the fourth quarter.



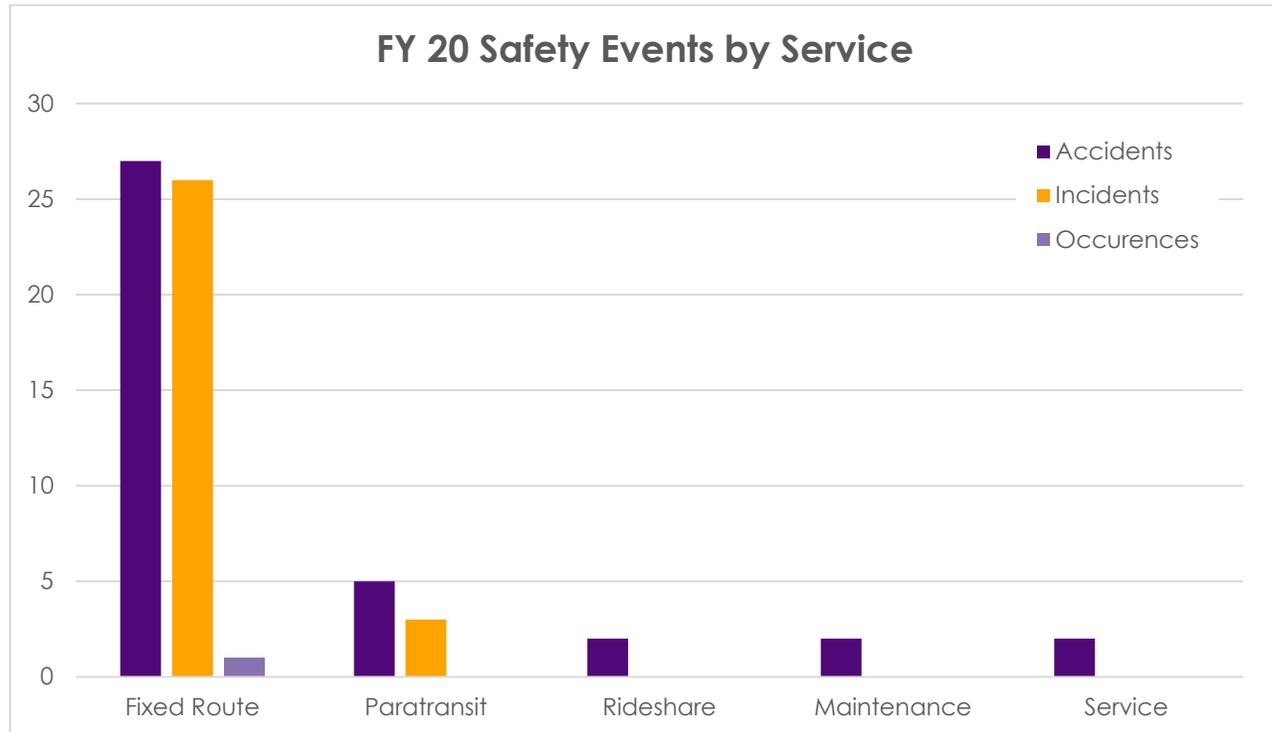
Accident – A collision with a motor vehicle or regardless of damage and any collision with a fixed object that results in a DART vehicle being removed from service.

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

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

DISCUSSION ITEM

8B: Quarterly Safety Report – Q4 FY 2020



FY 2020 Highlights:

- Fixed route had a goal of 1.95 preventable accidents per 100,000 miles and finished the year at 0.78
- Paratransit had a goal of 2.00 preventable accidents per 100,000 miles and finished the year at 0.72
- DART did not have a preventable major NTD reportable event for the year. The last reportable preventable event was on April 29, 2019.
- DART saw a 54% drop in property damage and personal injury claims filed over FY 2019. Prior to COVID-19 service reductions, we were on track for a 23% reduction. Fixed route had the largest reduction in claims generated with a 70.5% drop.

FY 2020 Trends:

Right Side of Bus – For the year, events involving the right side of buses accounted for 55 of 88, or 62.5% of contact events.

The majority of right side events involved the bus mirror contacting a sign or pole or the bus body making contact with another vehicle's driver's mirror or vehicle body. The bus operators involved in these events are usually within their first two years and are still in the process of replacing the automatic driving responses they developed over years of driving smaller vehicles with those needed to keep a bus away from the curb.

The winter months added to this challenge due to the narrowing of streets as a result snow being plowed to the curb and operators being reluctant to use more than one lane when needed.

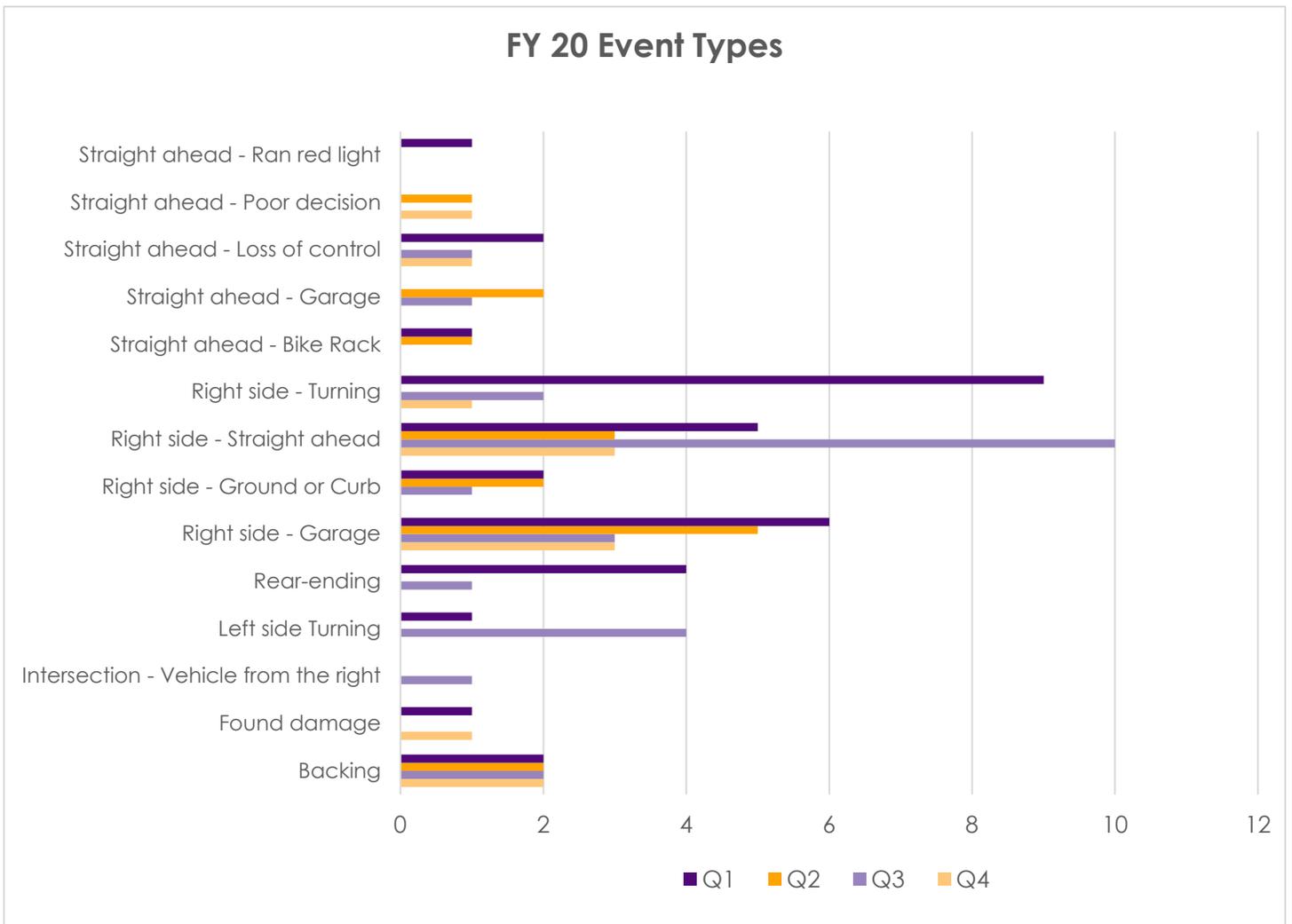
DISCUSSION ITEM

8B: Quarterly Safety Report – Q4 FY 2020



Safety is continually working with the Training and the Operations departments to devise strategies to employ with operators that will help them avoid such events. Some of those strategies include:

- Constant messaging throughout the year of the necessity to use more than one lane in appropriate situations.
- Having supervisors perform more “follow along” observations to get a better idea of how an individual operator handles their bus.
- Additional training opportunities in preparation or winter driving in the late fall.





DISCUSSION ITEM



8C: Quarterly Financial Review

Staff Resource: Amber Dakan, Finance Manager

NOTE: FY2020 financials are unaudited

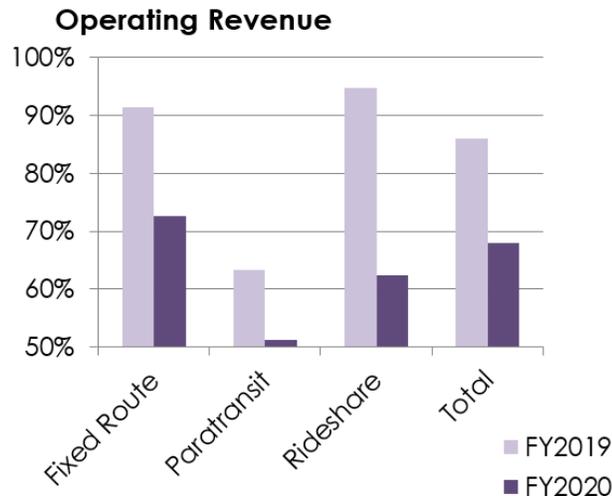
Revenue

Operating Revenue

- Fixed Route Operating Revenue closed FY20 at 72.6% of the annual budget. This is significantly lower than FY19 due to the impacts of COVID-19. Prior to the suspension of cash collection on March 17th, 2020, Unlimited Access Partnerships, Mobile Ticketing, and Other Contracted Services were strong performers for FY20. In response to the pandemic, cash collection and pass sales were further suspended until July 1 and other contractual relationships were discounted and/or discontinued.
- Paratransit Operating Revenue for FY20 is 51.1% of budget. This is less than FY19 which performed at 63.3%. In terms of dollars, FY20 collected approximately \$347,000 less than the prior year. The impact on COVID-19 was felt in all three areas of operating revenue with the suspension of cash fares, and reduced trips through Polk County and Medicaid.
- RideShare Operating Revenue for FY20 is down compared to FY19 at 62.4% and 94.7% respectively. This equates to a difference of \$226,000. The decrease in passengers seen this year has been exacerbated by the pandemic. Many of the RideShare program participants have placed a hold on their participation rather than cancelation during the emphasis on remote work.



Revenue, Percent of Budget July - June



DISCUSSION ITEM

8C: Quarterly Financial Review

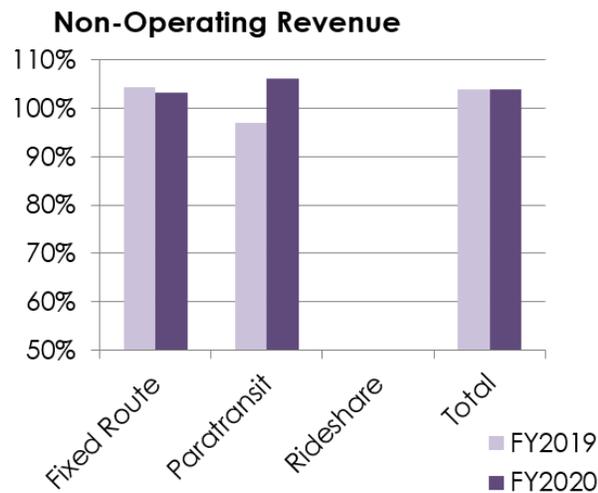
Non-Operating Revenue

- Fixed Route Non-Operating Revenue for FY20 remains comparable to FY19 at 103.25% and 104.36% respectively. For FY20, the large differentiation is CARES funding makes up a large component versus FY19 where there was receipt of unbudgeted FTA Lease Funds.
- Paratransit Non-Operating Revenue for FY20 is 106.2% of budget. This is higher than the prior year at 96.9%. The higher performance as well as the increase in total dollars collected is attributed to the change in FY20's annual budget to increase Property Tax Revenues and offsetting the decrease in Operating Revenue as well as CARES Funding allocated to the division.
- RideShare has no Non-Operating Revenue budget for FY20 or in FY19. However, it is important to note that RideShare did receive a little more than \$100,000 in CARES Funding in FY20.



Revenue, Percent of Budget

July - June



DISCUSSION ITEM
8C: Quarterly Financial Review

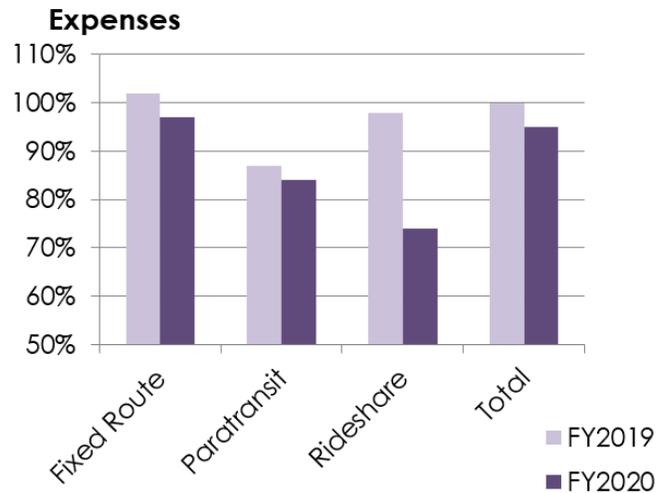


Expenses

- Fixed Route Operating Expenses as a percentage of budget is lower in FY20 than it was as compared to FY19. FY19 utilized 102% of the expense budget while FY20 is 97% of budget utilization. Fuel & Lubricants and Services are two categories which have the largest savings over the prior year. Salaries, Wages, and Fringes held steady this year over the prior year. Conversely, Tires and Equipment Repair Parts were categories seeing higher expense in FY20 than FY19.
- Paratransit Operating Expense is down as a comparison of budget in FY20 over FY19. FY20 Operating Expenses were 84% and 87% in FY19. Salaries, Wages, & Fringes, Services, Fuel & Lubricants, Equipment Repair Parts, and Purchased Transportation, are all lower than the prior year's usage. Tires and Insurance Expense are higher than prior year's usage.
- RideShare operating expense utilization in FY20 was lower in comparison to 2019. Operating Expenses are 74% of budget for FY20 and 98% for the year prior. Consistent with the prior quarters, with the exception of Salaries, Wages, and Fringes and Utilities; every category in the RideShare division is lower in FY20 than in FY19.



Expenses, Percent of Budget
July - June





DISCUSSION ITEM



8D: Mobility Coordinator Update

Staff Resource: Catlin Curry, Mobility Coordinator

- DART's Mobility Coordinator will give an update to the Commission on recent community outreach, overview of activities from FY20 and an update on the DART's reduced fare task force project.



MONTHLY REPORT



8E: Monthly Performance Report - July 2020

Staff Resource: Greg Ellingson, Business Analyst Manager

Summary of July 2020 Monthly Performance:

- Most of DART's performance summary indicators reflect the changes in service and mobility from the ongoing COVID-19 pandemic.
- Overall July ridership was down 51.7% compared to July 2019. Fixed route was down 50.4%, Paratransit was down 63.7%, and RideShare was down 66.0%. Ridership declined on fixed route buses from June to July as fare collection resumed and public health indicators worsened.
- Preventable accidents per 100,000 miles increased 16.2% in July compared to July 2019. Non-preventable accidents decreased 45.5% compared to July 2019.
- On-Time Performance has continued to be improved compared to last year with decreased ridership. This was up 8.7% compared to July 2019.
- The farebox recovery ratio increased to 17.99% in July with the resumption of fare collection. This is down 32.0% from July 2019 with reduced passenger revenue due to reduced ridership and declining revenue from contracted services. Fare-paying passengers have resumed ridership at a greater pace than passengers riding free with unlimited access arrangements.
- Fixed Route operating costs per revenue hour decreased in July to \$145.77. This meets our internal target and represents a normal service after pandemic-related cost increases from March through June.
- Bus Plus passengers continue to comprise a higher percentage of Paratransit passengers over the last five months as contracted trips with Medicaid and Polk County have decreased faster than Bus Plus.

August Ridership Outlook:

- Ridership has increased slightly on fixed route service in August compared to July. Average weekday ridership is up about 4% in August compared to July. Paratransit ridership has continued to increase in August compared to July. Average weekday paratransit ridership is up about 8% in August compared to July.



Performance Summary - June 2020

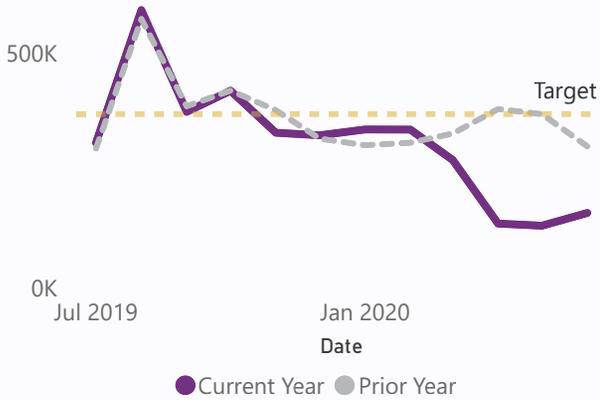
Ridership

Monthly
161,790

FY19: 303,816 (-46.75%)

YTD
3,754,249

FY19: 4,395,323 (-14.59%)



Preventable Accidents/100k Miles

Monthly
0.64

FY19: 1.04 (+38.42%)

YTD
0.80

FY19: 1.13 (+29.5%)



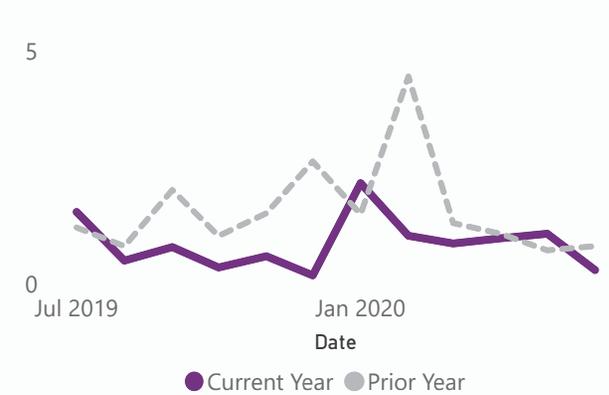
Non-Preventable Accidents/100k

Monthly
0.32

FY19: 0.84 (+61.51%)

YTD
0.89

FY19: 1.58 (+43.56%)



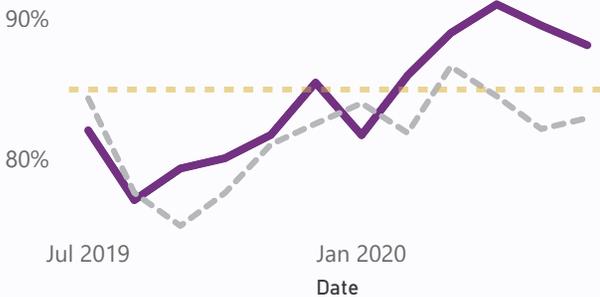
On-Time Performance

Monthly
88.15%

FY19: 82.97% (+6.24%)

YTD
83.80%

FY19: 81.76% (+2.5%)



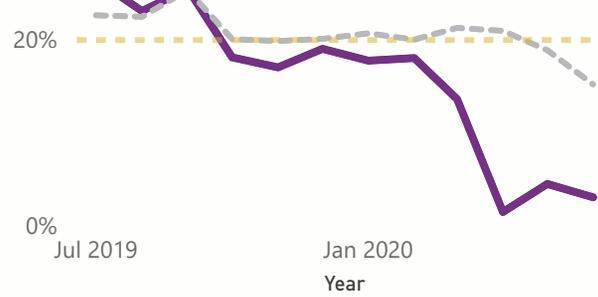
Farebox Recovery Ratio

Monthly
3.13%

FY19: 15.24% (-79.47%)

YTD
15.81%

FY19: 20.59% (-23.23%)



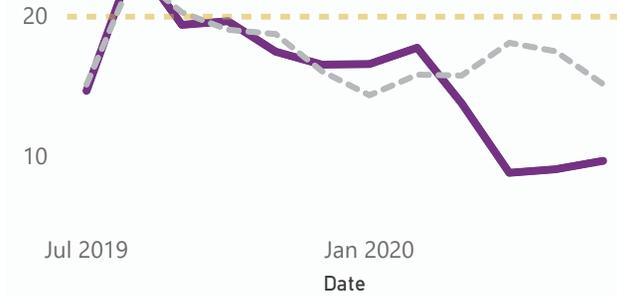
FR Passengers/ Revenue Hour

Monthly
9.69

FY19: 15.18 (-36.14%)

YTD
16.18

FY19: 17.58 (-7.97%)





Fixed Route Performance

Ridership

Monthly

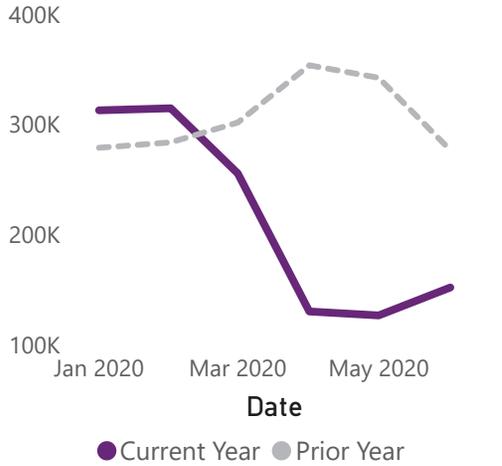
152,803

FY19: 277,598 (-44.96%)

YTD

3,504,203

FY19: 4,068,189 (-13.86%)



On-Time Performance

Monthly

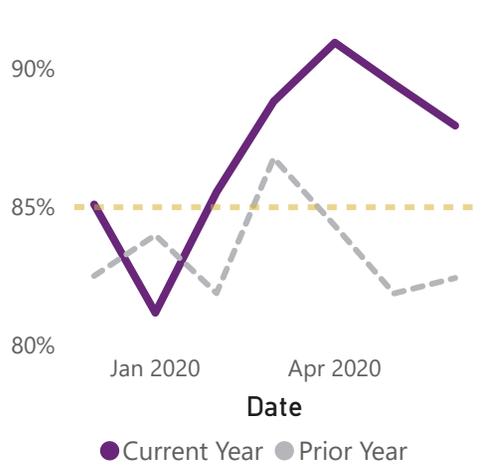
87.95%

FY19: 82.44% (+6.68%)

YTD

83.41%

FY19: 81.58% (+2.25%)



Operating Cost/Rev. Hour

Monthly

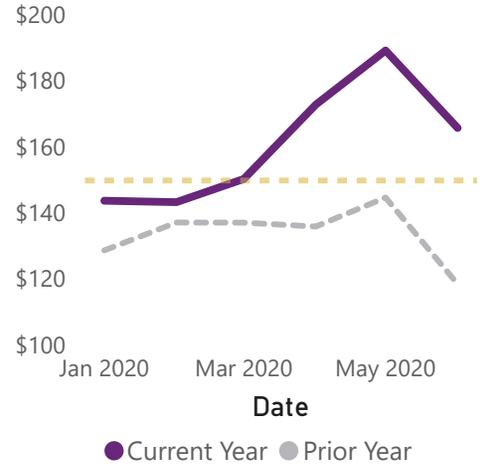
\$165.92

FY19: \$118.63 (-39.86%)

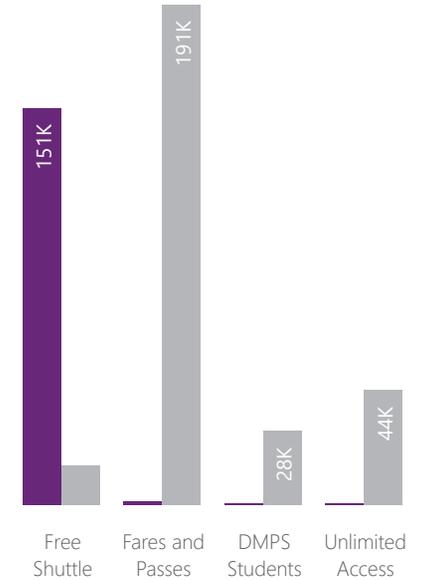
YTD

\$149.97

FY19: \$136.08 (-10.21%)



Monthly Ridership by Fare Group



Preventable Acc./100k

Monthly

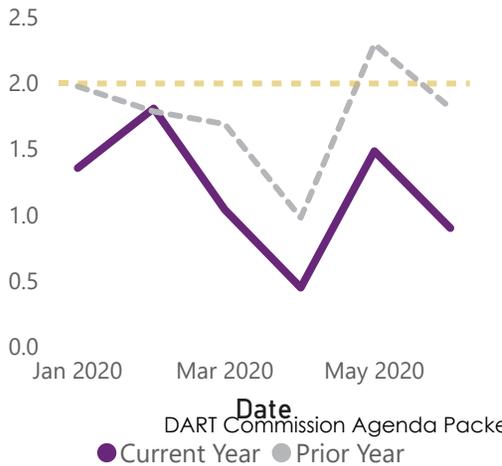
0.90

FY19: 1.81 (+50.14%)

YTD

1.12

FY19: 1.58 (+29.12%)



Non-Preventable Acc./100k

Monthly

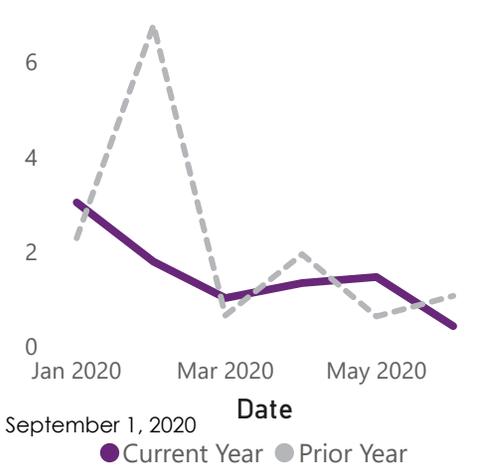
0.45

FY19: 1.09 (+58.45%)

YTD

1.21

FY19: 2.39 (+49.21%)



Road Calls/100k Miles

Monthly

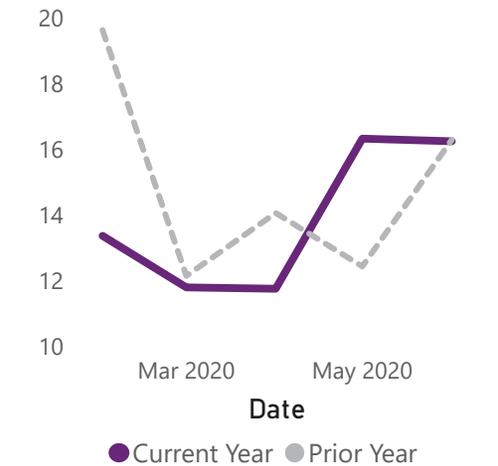
16.29

FY19: 16.33 (+0.28%)

YTD

14.77

FY19: 16.66 (+11.33%)



Complaints/100k Miles

Monthly

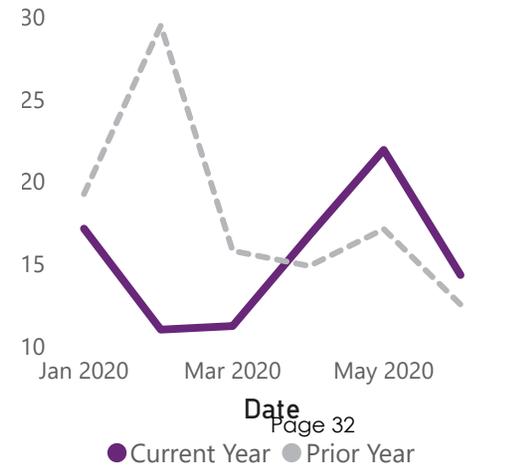
14.40

FY19: 12.61 (-14.19%)

YTD

13.16

FY19: 17.65 (+25.46%)





Paratransit Performance

Ridership

Monthly

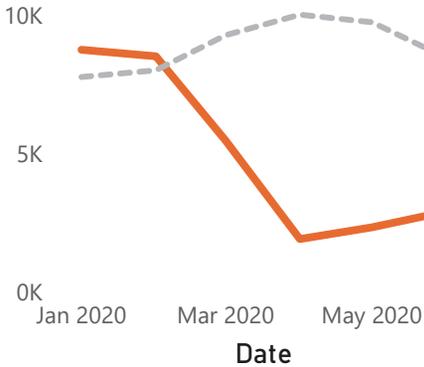
2,929

FY19: 8,484 (-65.48%)

YTD

83,267

FY19: 103,247 (-19.35%)



● Current Year ● Prior Year

On-Time Performance

Monthly

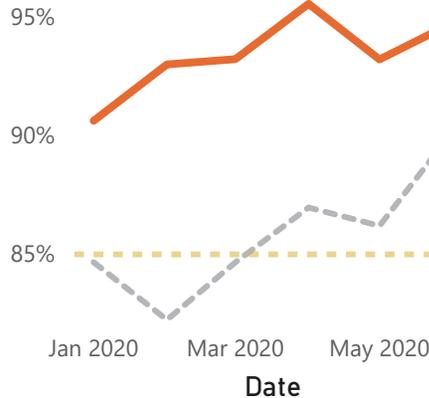
94.76%

FY19: 90.18% (+5.08%)

YTD

90.52%

FY19: 84.47% (+7.17%)



● Current Year ● Prior Year

Operating Cost/Passenger

Monthly

\$86.39

FY19: \$42.47 (-103.38%)

YTD

\$41.42

FY19: \$36.18 (-14.47%)



● Current Year ● Prior Year

Paratransit Customer Type Breakdown



Preventable Acc./100k

Monthly

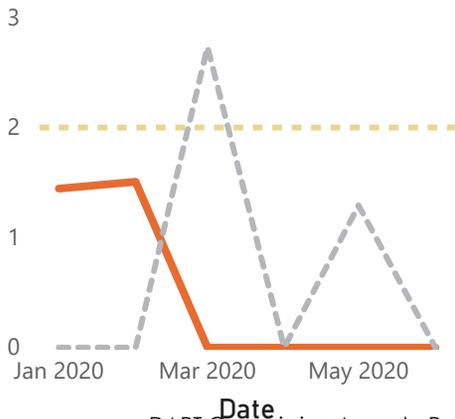
0.00

FY19: 0.00

YTD

0.72

FY19: 1.53 (+52.98%)



● Current Year ● Prior Year

Non-Preventable Acc./100k

Monthly

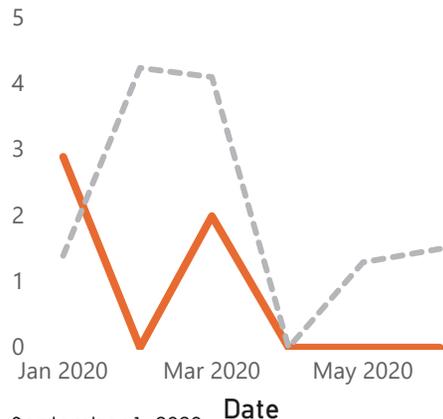
0.00

FY19: 1.49 (+100%)

YTD

1.15

FY19: 1.17 (+2.19%)



● Current Year ● Prior Year

RideShare - Ridership

Monthly

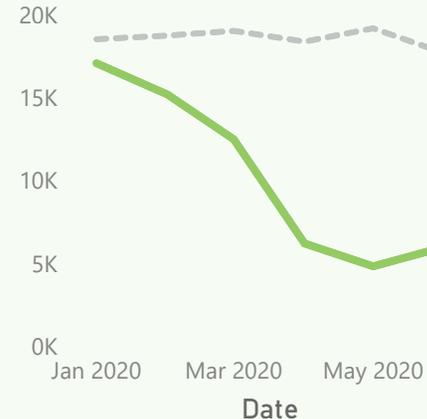
6,058

FY19: 17,734 (-65.84%)

YTD

166,779

FY19: 223,887 (-25.51%)



● Current Year ● Prior Year

RideShare - Op. Cost/Passenger

Monthly

\$14.45

FY19: \$7.60 (-90.23%)

YTD

\$7.20

FY19: \$6.15 (-17.06%)



● Current Year ● Prior Year



Route Details

Program	Route	Month Ridership	Month Last Year	YTD Ridership	Last Year YTD Ridership	YTD Change	YTD Change %	YTD Passengers/Revenue Hour	YTD On-Time Performance
1. Local	#1 - Fairgrounds	6,627	11,885	417,049	417,775	-726	-0.2%	31.15	77.18%
	#3 - University	26,157	34,215	372,833	383,782	-10,949	-2.9%	19.28	83.70%
	#4 - E. 14th	9,133	18,501	162,322	194,878	-32,556	-16.7%	15.50	86.55%
	#5 - Franklin Ave/Johnston	4,221	7,352	103,886	113,971	-10,085	-8.8%	11.58	82.37%
	#6 - Indianola	11,494	21,750	277,168	316,507	-39,339	-12.4%	22.83	88.23%
	#7 - SW 9th St.	16,066	27,572	345,305	396,472	-51,167	-12.9%	27.38	88.11%
	#8 - Fleur Dr.	805	1,521	28,073	45,391	-17,318	-38.2%	17.12	73.58%
	#10 - East University	492	2,360	19,647	35,043	-15,396	-43.9%	9.89	74.86%
	#11 - Ingersoll/Valley Junction	1,060	1,655	18,446	22,902	-4,456	-19.5%	11.27	72.54%
	#13 - Evergreen		621	38,704	59,940	-21,236	-35.4%	44.09	85.65%
	#14 - Beaver Ave.	7,592	11,842	170,597	208,135	-37,538	-18.0%	16.30	85.01%
	#15 - 6th Ave.	11,073	18,571	238,506	289,292	-50,786	-17.6%	23.51	87.41%
	#16 - Douglas Ave.	20,521	29,853	343,589	393,801	-50,212	-12.8%	18.90	83.40%
	#17 - Hubbell Ave.	14,072	22,635	229,583	277,875	-48,292	-17.4%	13.79	86.14%
	#50 - Euclid	4,962	4,999	59,467	46,193	13,274	28.7%	7.28	93.85%
	#52 - Valley West/Jordan Creek	5,472	13,518	126,448	154,969	-28,521	-18.4%	10.86	85.53%
	#60 - Ingersoll/University	13,810	25,962	316,500	365,564	-49,064	-13.4%	18.97	81.90%
#72 - West Des Moines Loop	3,074	3,533	42,606	40,247	2,359	5.9%	3.85	84.96%	
#74 - NW Urbandale	19	519	5,406	7,257	-1,851	-25.5%	4.58	72.92%	
2. Shuttle	Link Shuttle		914	5,739	8,103	-2,364	-29.2%	2.32	72.45%
	Downtown Shuttle	4,507	14,142	141,028	168,473	-27,445	-16.3%	15.12	81.57%
	#43 - Hy-Vee Shuttle				1,685	-1,685	-100.0%		
3. Express	#92 - Hickman	262	2,124	19,663	28,552	-8,889	-31.1%	8.20	71.75%
	#93 - NW 86th	364	2,757	24,861	33,892	-9,031	-26.6%	7.45	77.49%
	#94 - Westtown	245	867	8,639	10,593	-1,954	-18.4%	9.30	80.41%
	#95 - Vista	143	861	7,180	12,692	-5,512	-43.4%	7.66	72.41%
	#96 - E.P. True	311	1,822	21,754	24,136	-2,382	-9.9%	14.43	77.80%
	#98 - Ankeny	602	5,505	49,608	73,060	-23,452	-32.1%	9.55	75.59%
	#99 - Altoona	272	1,153	11,268	15,725	-4,457	-28.3%	6.65	74.12%
4. Flex	#73 - Flex: Urbandale / Windsor Heights		149	640	2,119	-1,479	-69.8%	0.80	65.80%
5. On Call	#76 - Deer Ridge Shuttle		15	30	164	-134	-81.7%	0.60	98.81%
	Ankeny	55	76	1,396	1,115	281	25.2%	3.54	76.83%
	NW Johnston / Grimes		132	400	1,429	-1,029	-72.0%	1.20	97.94%
	Regional	12	161	230	317	-87	-27.4%	9.71	80.00%
Cab	Paratransit: Taxi	166	550	7,086	8,459	-1,373	-16.2%	4.17	
Paratransit	Paratransit: Bus/Van	2,933	8,523	81,796	100,960	-19,164	-19.0%	2.16	90.52%
RideShare	RideShare	6,058	17,734	166,779	223,887	-57,108	-25.5%	5.45	

DART Performance Report Metric Guide

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



9A: Operations Team Report

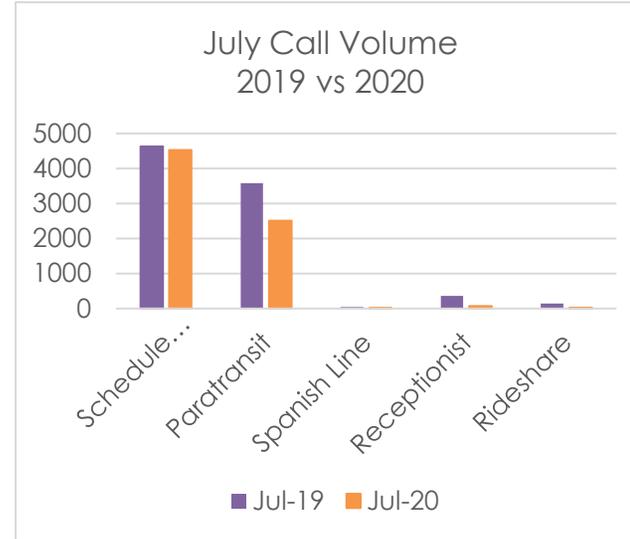
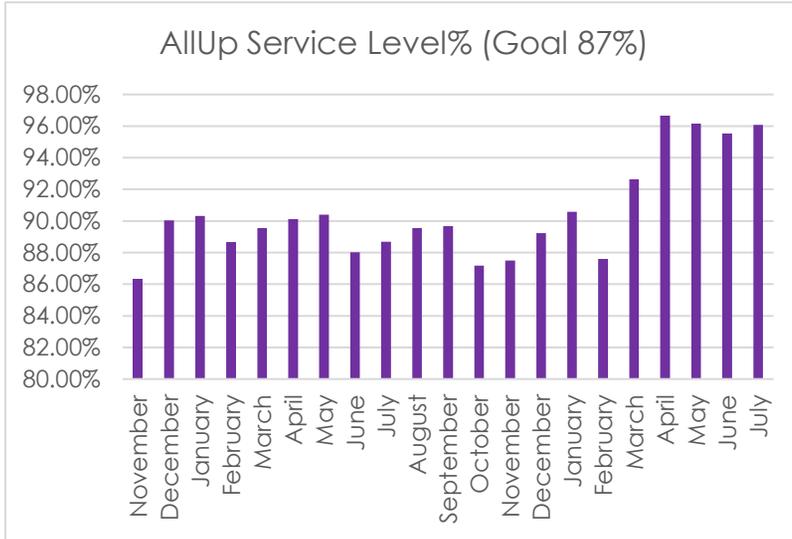
Staff Resources: *Amanda Wanke, Chief Operations Officer and Deputy Chief Executive Officer*

- **Electric Bus Update:** DART has received the first three of its seven electric buses. Staff have begun “make ready” processes such as technology installations and commissioning of the chargers, in order to get the buses ready for the unveiling event, training, and revenue service. As part of this process, and because this is new technology for DART and the region, DART is reaching out to and offering all emergency response agencies within our service area the opportunity to conduct familiarization tours of the buses and present the manufacturer’s recommended guidelines for fighting a battery compartment fire. Emails and letters are being sent about this training to all member communities.
- **30’ Bus Update:** DART recently deployed five new 30-foot Gillig brand buses. The buses are the result of work by the DART Commission and DART staff to analyze and ensure DART’s fleet size are reflective of ridership and community needs. The buses are smaller than the typical 40-foot bus and will be deployed on routes that don’t require the greater capacity. The 30’ vehicles will primarily serve the DLine, Link as well as Routes 8, 10 and 11.
- **Paratransit Analysis:** DART has partnered with McCloud Transportation & Associates to conduct a Paratransit Comprehensive Analysis. The study will assist DART in re-imagining its overall paratransit program and services that are needed now and in the future. Given that the heart of paratransit program is the Americans with Disabilities Act (ADA) paratransit complementary service, DART wants to ensure that the agency is in compliance with the ADA, utilizes best practices and industry standards, and meet the needs of customers. The project will include of review existing conditions related to service, policies and procedures as well as recommend changes based on the analysis and an approach for staggered implementation.
- **Transportation Manager Update:** Steve Wright has accepted the role of Transportation Manager on a permanent basis effective August 11, 2020. During the last seven months in the interim position, Steve has shown first-hand his skills in coaching and development; his care for teamwork and people; and his willingness to embrace the change and innovation necessary to keep the operations team moving forward. Steve, who was previously the Customer Experience Manager, will continue to help the Customer Service team through this transition as DART works to hire a new lead for that team as quickly as possible.
- **2020 APTA Mobility Webinar:** In lieu of holding the annual mobility conference in-person this year, the American Public Transportation Association (APTA) offered online learning August 12-13, 2020. DART employees took advantage of the two-day event to listen to presenters on the latest insights, trends and best practices impacting mobility as well as ‘Future of Transit’ sessions exploring what the industry will look like in the post-pandemic world. This was an excellent opportunity to learn, share and connect with peers.

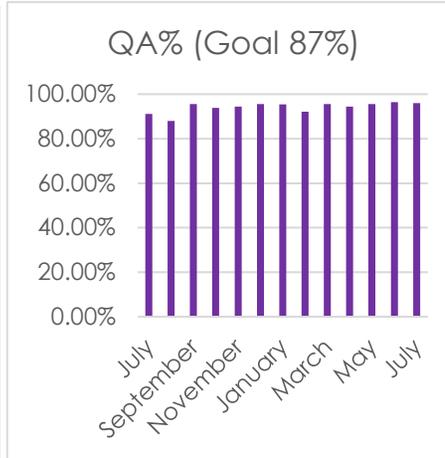
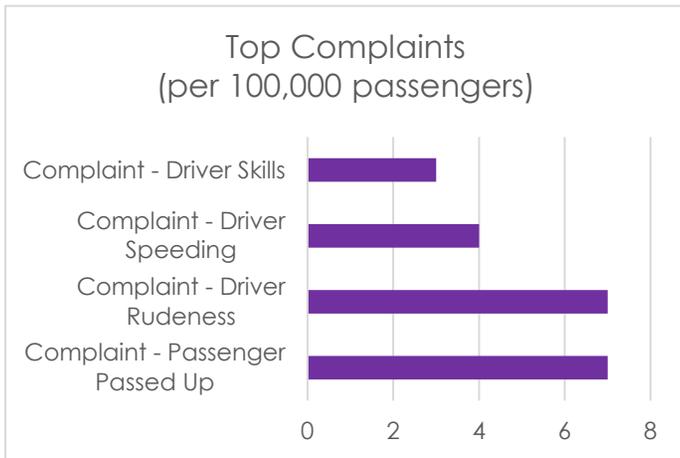
MONTHLY REPORT
9A: Operations



Customer Experience – Stephen Wright, Customer Experience Manager



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



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



9B: Planning Team Report

Staff Resources: *Luis Montoya, Chief Planning Officer*

- **Service Planning:** On August 23rd a service change was implemented to resume normal weekday levels of service on most routes. Some service focused on serving peak hour commuters will not yet resume in recognition that many people are still working remotely. DMPS service is not running until further notice from DMPS that they are resuming in-classroom learning. The next service change is planned for October, in which Route 17 will be extended into Bondurant to serve the new Amazon warehouse.
- **Transit Optimization Study:** A second Commission workshop was held on August 21. The team shared information about DART's current performance, needs in the community, and emerging mobility solutions. Ideas for pilot projects that utilize emerging mobility solutions to improve efficiency and effectiveness were also presented.
- **Local Property Tax Formula Revision:** Staff has reengaged the work with our consultant team to study modifications to the Local Property Tax Formula. A series of Commission workshops were held, most recently on February 28th, but the work was suspended in March due to the coronavirus. A Commission workshop will be scheduled in September.
- **FY 21 Business Planning:** The DART Leadership Team finalized an FY 21 Business Plan. The focus is on continuing to respond to COVID-19 and the resultant ridership and financial impacts, while still making progress on priority projects and ensuring a high-functioning workforce.



9C: External Affairs Team

Staff Resources: Erin Hockman, Chief External Affairs Officer

Marketing and Communications

- **Mask requirement and service change communications:** DART informed riders of the new mask requirement and service change that took effect Aug. 23. Information regarding these changes was shared on buses in English and Spanish through news bulletins, stickers and bus audio announcements. The information was also promoted with signs at DART Central Station, on DART's website and social media accounts and sent to riders via email.
- **Electric bus unveiling and promotion:** Planning is underway for an electric bus unveiling event in late September. In addition, staff are developing a marketing campaign to promote our investment in cleaner air for central Iowa that will launch shortly after the unveiling.
- **DART supports Iowa Stops Hunger Corporate Challenge:** DART is a silver sponsor of a new year-long initiative - Iowa Stops Hunger. This initiative is led by Business Publications Corp. who publishes the Business Record, dsm Magazine and ia Magazine. As a sponsor, DART will have the opportunity to highlight the role of public transportation in solving hunger.

Connecting Riders to Community Resources

"Having the mobile pantry at DART has really helped me make sure I get the food I need. Now, I can get food from the pantry while I wait for my bus home and don't have to worry about making a special trip or not being able to get to the pantry when it's open."

-DART Rider, Ramanda

Learn more at ridedart.com/stophunger

Enriching Lives, Connecting Communities, Expanding Opportunities

MONTHLY REPORT
9C: External Affairs



MyDART Analytics Report

Metric	Jan 2020	Feb. 2020	Mar. 2020	April 2020	May 2020	June 2020	June 2019	Year Prior
MyDART App Accounts	19,480	20,224	20,718	20,920	21,148	21,419	11,860	45%
Website Unique Visitors	32,616	30,154	24,063	11,890	11,159	13,495	38,115	-182%
Facebook Likes	4,498	4,520	4,591	4,661	4,675	4,700	4,078	13%
Twitter Followers	2,303	2,325	2,340	2,353	2,356	2,348	2,230	5%
Instagram Followers	1,272	1,280	1,306	1,309	1,324	1,332		
LinkedIn Followers	379	402	412	415	441	455		
Email Subscribers	15,140	15,200	16,260	16,360	16,450	16,470	14,800	10%
Trip Plans	39,288	35,505	24,987	13,363	12,353	15,223	30,210	-98%
Real-time Map	25,662	22,633	12,975	8,013	7,787	10,125	21,532	-113%
Next DART Bus	397,191	257,117	194,498	105,689	106,403	127,362	175,433	-38%
SMS Text Messaging	148,421	151,367	101,726	121,171		122,291	239,536	-96%
IVR Phone Calls	7,500	7,674	7,383	4,986	3,842	3,845	8,372	-118%

MyDART App Report

Metric	Jan. 2020	Feb. 2020	Mar. 2020	Apr. 2020	May 2020	June 2020	TOTAL
Downloads	976	1,206	765	484	472	544	26,937
iOS	253	254	163	89	101	135	8,382
Android	723	952	602	395	371	409	18,520
Accounts Created	462	744	494	202	228	271	21,419
Orders Placed	4,046	3,628	2,019	0	0	85	82,707
Passes Purchased	5,278	10,004	2,673	0	0	149	123,359
Revenue	\$27,347	\$23,886	\$14,288	\$0	\$0	\$1,823	\$547,227

DART in the NEWS

Top Stories

[DART implements mask requirement, updates routes](#)

[City of Des Moines to hand out 12,000 face masks](#)

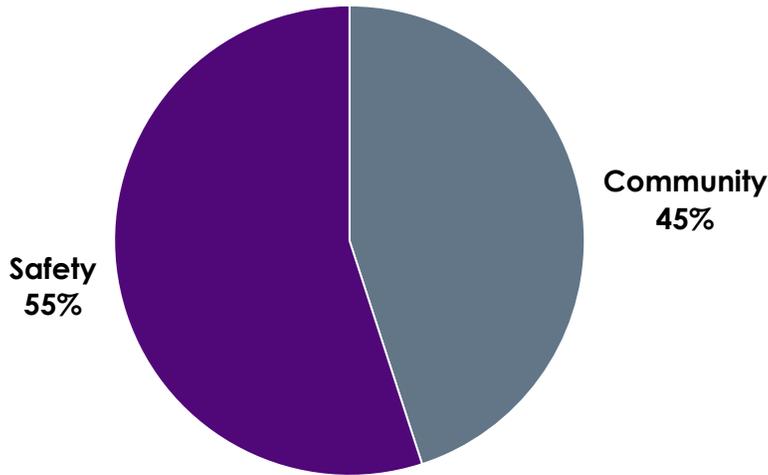
[Des Moines police conclude Abdi Sharif's case, releasing new information](#)

Total Reach

Online	22,887,780
Broadcast	170,255
Total	23,058,035



DART News Coverage by Topic



DART News and Social Media Sentiment by Topic



RideShare – Victoria Lundgren, RideShare Supervisor

- **Safety protocols:** As more vans begin to enter back into service, DART is implementing the following safety protocols for RideShare and is in the process of communicating them to riders:
 - Service will not be provided to anyone who knowingly has COVID-19 to protect the safety of other passengers.
 - Encouraging passengers to conduct daily self-wellness checks and not ride if they are sick.
 - Requiring passengers to wear masks; each van will be given a package of free masks.
 - Encouraging the use of alcohol-based hand rubs containing at least 60% alcohol for passengers.
 - Encouraging the use of EPA approved cleaners and suggested by the CDC.



- **RideShare partnerships:** DART is continuing to support vanpooling partners such as TPI and Quantum Plastics with additional vans to accommodate social distancing while working to extend the contracted period for both partnerships. Efforts to streamline and clarify the Guaranteed Ride Home process in the era of COVID-19 are underway. RideShare is also responding to new business opportunities with employers in the food warehousing and production sector to help facilitate employee transportation for essential workers.
- **Part-time fare proposal:** Staff is working to update billing codes and rider communications to introduce the new part-time fare structure to accommodate more flexible working arrangements for RideShare participants throughout the fiscal year.

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

- **Art Shelters:** A Phase 1 plan for art shelter installation was submitted to Bravo Greater Des Moines on June 30, 2020. Ridership at select locations slated for art shelters are being monitored by DART staff to plan for potential alternative locations based on outcomes of the Transit Optimization Study and changes to commuter travel patterns from COVID-19. Art shelter pilot projects along the 6th Ave Corridor and at Drake University are in the final stages of design formatting and city approval with the potential for installation in late 2020.
- **Mobility Coordination Outreach:** DART monthly rider trainings have resumed in a virtual format as have training opportunities with some human service agency partners, such as those serving the reentry population. Staff are responding to needs from food insecurity organizations as well as youth shelters and medical providers who are looking to DART to help facilitate efficient transportation service in response to COVID-19. Participation in regular mobility stakeholder meetings is ongoing.
- **Reduced Fare Task Force:** Recommendations from an internal task force for streamlining DART's reduced fare programs are being finalized for a forthcoming update to the DART Commission. The task force has prioritized opportunities that address fare media and pass types, price point consistency and enrollment procedures while identifying ways to utilize third-party verification for customers to demonstrate reduced fare eligibility. The task force ultimately hopes to reduce barriers to transit for customers while aligning recommendations for program enhancements to ensure community needs are being met.
- **Unlimited Access Partnerships:** DART staff have been closely tracking the return to work plans for Unlimited Access partners as they have continued to evolve since the onset of COVID-19. Frequent outreach to partners is ongoing to ensure employees are aware of their Unlimited Access benefits despite increased remote work scenarios. DART worked closely with Unlimited Access partners The Wittern Group and the Hy-Vee Commissary to successfully operate temporary shuttles while fixed route service was reduced to ensure employees could still reach their place of work using transit. Staff have also supported return to campus promotions for Drake and Grand View University to ensure students are aware of their DART benefits while new students at DMACC can now access their Unlimited Access pass via DART's mobile app. DART's Unlimited Access partnership with Principal Financial Group was recently renewed for an additional year while other Unlimited Access partner contracts coming up for renewal in FY21 include Ruan Transportation, Des Moines MPO, Wellmark, Davis Brown, Drake University, Polk County and Unity Point Health.



MONTHLY REPORT



9D: Procurement

Staff Resource: *Mike Tiedens, Procurement Manager*

Upcoming Procurements:

- **State Lobbying Services** – DART is soliciting responses from Consultants to provide the following legislative services at the state level (including, but not limited to): representation, monitoring of state legislative issues and priorities, advisory services to DART staff and the DART Commission, drafting agreed upon legislation on behalf of DART, coordination of meetings with legislators, legislative staff, and other pertinent public transportation groups and associations, and preparation of DART positions to be presented to legislators.
 - Request for Proposals published in August 2020
- **Federal Lobbying Services** – DART is soliciting responses from Consultants to provide legislative services at the national level. The services will include but are not limited to: representation, monitoring of federal legislative issues and priorities, advisory services to DART staff and the DART Commission, drafting agreed upon legislation on behalf of DART, coordination of meetings with legislators, legislative staff, and other pertinent national public transportation groups and associations, and preparation of DART positions to be presented to legislators.
 - Request for Proposals to be published in August 2020
- **Face Masks** – DART is soliciting quotes from qualified professionals to provide 10,000 3-ply face masks for DART to have available for customers.
 - Request for Quotes to be published in August 2020
- **Tuck Point Repair – 1100 DART Way** – DART is soliciting quotes from qualified professional masons to tuck point and repair grout between exterior wall blocks at 1100 DART Way. The tuck pointing will be completed on the west addition of the administrative area. Leaks in the grout were discovered after the derecho event in August.
 - Request for Quotes to be published in August 2020

Contracts and Task Orders Approved Recently:

- **RSM McGladrey, On-Call IT Services Contract** – 2 Additional software add-ons for the Chart of Accounts Redesign Project that will help DART redesign its chart of accounts to allow some non-Federal funding to be utilized for pilot projects and other innovative, out of the box services. RSM McGladrey's consultants will assist in set up and testing of the redesign.
 - Great Plains Re-formatter Software was approved for \$3,840
 - Great Plains Advanced Interfund Software was approved for \$1,500 (if needed)

MONTHLY REPORT
9D: Procurement



Future Procurements:

- State Lobbying Services
- Federal Lobbying Services
- Printing Services
- Outdoor Signage Displays
- Marketing Support Services
- Snow Removal Services
- Financial Advisory Services
- E-Procurement System
- Security Services
- Light Duty Bus Contract



MONTHLY REPORT



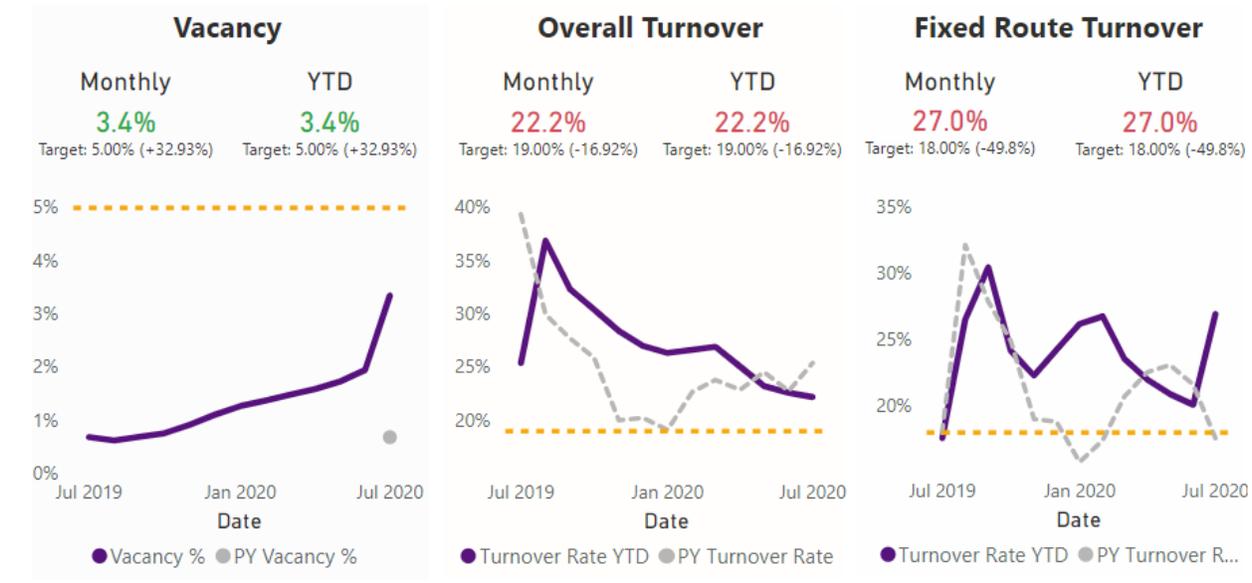
9E: Human Resources, Training & Safety Team Report

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

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

- **Outsource of FMLA/STD:** DART's Short-Term Disability and FMLA programs were previously self-administered. In an effort to decrease risk to the organization and administration to the HR team, these programs are being outsourced to Voya. STD went live on August 1, 2020 with FMLA to go live on September 1, 2020.
- **Compensation Study Update:** DART's compensation study was completed by 14 of the 18 agencies and government entities asked to respond. Data verification as well as initial draft of a compensation philosophy/policy is being developed by HR.
- **Launching Diversity, Equity and Inclusion Initiative:** Human Resources is helping to launch a DEI initiative. A committee is being formed with a charter and a DEI commitment statement. Work has been done to launch bias and inclusion training in October and November for the organization.
- **Handbook Review:** HR is conducting an entire handbook policy review of all DART's policies.
- **Year-end Performance Review Process:** DART employees and managers have worked to complete the FY'20 performance review process. Employee/Manager discussions are complete by 8-21-2020
- **Goal plans Finalized:** All FY'21 goals plan for employees are to be complete by 8-30-2020. A goal planning training was conducted for all managers.
- **HR Goal Planning & Values Offsite:** The HR/Training/Safety team participated in a FY'21 goal planning offsite. During this time, we also solidified values as a team. These team values include:
 - **Approachable:** We are committed to being open, helpful and hospitable to our employees
 - **Empathetic:** We understand and listen to our employee's perspectives and feelings
 - **Engaged:** We are involved together as a team and actively support our managers and employees in their business
 - **Accountable:** We are responsible to each other, our team and our organization for helping reach their business goals
 - **Empowering:** We help our managers and employees to be fully equipped to do their jobs and enable their success
- **Recruitment Update:** The HR team is currently recruiting and interviewing for 15 open positions
- **COVID-19 Update:** Currently we have 22 positive cases with 222 negative cases
- **Sign-In Terminal Testing:** The HR Team is currently conducting sign in terminal testing
- **Turnover and Vacancy Rate:** Overall turnover has seen a downward trajectory since July 2019. Fixed Route turnover had a steep decline during the initial response to COVID-19. The vacancy rate is higher than normal due to a hold on hiring for areas that are heavily affected by the decrease in ridership. One example of that is Paratransit. DART is not replacing those drivers until ridership increases.

MONTHLY REPORT
9E: Human Resources and Safety



Training – Matt Johnson, Training Manager

- **Smaller Freightliner Bus Training:** Training is working to complete familiarization training for all Fixed Route operators.
- **Return to Work Training:** Training facilitated refresher sessions for all operators returning from leave.
- **Electric Bus Preparation:** Continued planning efforts to prepare maintenance and operators for the arrival and service implementation for electric buses.
- **Monthly Safety Video:** Assisted in transition from in person monthly safety meetings, to web-based safety videos. This allows operators to view the content while remaining socially distanced.

Safety – Pat Daly, Safety Manager

- **Return to Front Door Boarding and Fare Collection:** Monitored and accessed operator use of protective equipment and procedures as DART returned to fare collection and front door board on fixed route buses.
- **Developed and Implemented Return to the Workplace Guidelines:** DART had three different groups of employees return to the workplace throughout the month of July. Each of these groups required a different plan for their returning to DART. Our return to work plan has been operating successfully for all employees.
- **Face Mask Research:** Conducted research on the industry response to requiring passenger to wear a facemask while on buses. Public transit agencies were contacted via APTA, ABBG, and personal contacts.
- **Evaluated New 30-Foot Gillig's:** The new 30' buses were evaluated for the need for additional operator training before an operator can drive the new buses. It was determined that due to their shorter wheelbase and electrically assisted steering, the steering and ride characteristics of the bus when on the freeway are different enough to warrant the additional operator training



MONTHLY REPORT

9E: Human Resources and Safety

- **Videos:** Assisted the marketing department with the production of several videos. One set was designed to help bus operators and customer navigate the return to front door boarding and fare collection. The other set was in preparation for requiring to passengers to wear masks while on the bus.
- **Fall Protection Program:** DART's Fall Protection Program was reviewed.
- **Powered Industrial Truck Training:** Forklift and aerial platform training was conducted for those Buildings and Grounds and Maintenance employees that needed the training
- **Assisted the Training Department with Farebox Refresher Training and Behind the Wheel Trainer Evaluation**
- **Railroad Crossing Construction Plan:** Worked with the Operations and Training departments to implement and monitor the plan for buses arriving and departing DART Central Station while the 6th and 7th street were closed for railroad crossing reconstruction.
- **DART Safety Plan:** Continued development on DART's – Public Transit Agency Safety Plan. The plan must be adopted and in place no later than December 31, 2020.



MONTHLY REPORT



9F: Chief Executive Officer

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

- **DART Executive Committee: DART Executive Committee:** The DART Executive Committee met on Friday, August 21, 2020. The discussion items presented during the meeting included:
 - Des Moines Public Schools
 - October Service Change
 - CEO Review

The next DART Executive Committee meeting is scheduled for Friday, September 18, 2020.

- **Budget Calibration Meetings:** On Wednesday August 19th, myself and the Finance team met with each DART department concerning the recalibrating of the FY 2021 budgets. Operations, HR/Safety, Planning, Finance, and External Affairs each shared their expectations/forecast for the remainder of FY 2021 based on current activity and anticipated changes, specifically as it relates to COVID-19. With the information gathered in these meetings the DART Finance team will begin developing an updated internal document on spending guidelines. From doing this exercise we know that operating revenue amounts and expenses will be reduced. Budget reports for the remainder of the year will indicate the actual results compared to the original fiscal year 2021 budget and the revised spending plan. The final changes are still being assembled and the actual adjustment information will be provided to the Commission at a future meeting.
- **Electric Bus Unveiling** – DART will be hosting an unveiling for our new electric buses in the upcoming weeks. We will send out the details on this event in the next few days and hope that many of you will be able to join us.



FUTURE DART COMMISSION ITEMS



Future Agenda Items:

October 6, 2020 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Federal Lobbying Contract State Lobbying Contract DART Advertising Contract Amendment 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update Quarterly Investment Update Comp Study Findings
November 3, 2020 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> STBG Grant 	<ul style="list-style-type: none"> FY 2022 DART Budget Update PTASP Review Security Services Disadvantaged Business Enterprise
December 1, 2020 – 12:00 P.M.	
Action Items	Information Items
<ul style="list-style-type: none"> Audited FY20 Financials PTASP Security Services 	<ul style="list-style-type: none"> Transit Riders Advisory Committee Update FY 2022 DART Budget Update

Other Future Agenda Items:

Upcoming DART Meetings:

MEETING	DATE	TIME	LOCATION
DART Executive Committee	September 18, 2020	7:30 am	Zoom Meeting



CLOSED SESSION



12:	Closed Session – Chief Executive Officer Performance Review
Action:	The Commission meeting be recessed and reconvened in closed session pursuant to Section 21.5, Subparagraph i of the Iowa Code.

Staff Resource: *Elizabeth Presutti, Chief Executive Officer*

Background:

- In order to adjourn for a closed session, an affirmative vote must be taken of the Commission of either two-thirds of the commission or all of the members present at the meeting.

Procedures for Closed Session at Commission Meetings:

1. The Chairman asks for a motion to recess the meeting and reconvene in closed session.
2. Motion is made with following language:

“I move that the Commissioners of the Des Moines Area Regional Transit Authority go into closed session to evaluate the professional competency of an individual whose appointment, hiring, performance or discharge is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session.”
3. Motion is seconded.
4. Roll Call Vote is taken.
5. All visitors leave the room.
6. A special tape must be recorded and kept by the commission clerk for a period of one year of the closed session.
7. No action may be taken in a closed session.
8. The Chair will adjourn the closed session when discussion is over.
9. The Chair will state for the record that no action was taken during the closed session.
10. Action may be taken at this time on any discussion made in the closed session.

Closed Session:

- The Commission will discuss Chief Executive Officer performance and consider approving a compensation level adjustment for the Chief Executive Officer.