

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



**ZOOM**

**DIAL IN - +1-312-626-6799/ACCESS CODE – 892 9442 9756/PASSCODE – 456831**

**MARCH 3, 2026 – 12:00 PM**

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2.	ROLL CALL AND ESTABLISHMENT OF QUORUM	
3.	NOTICE OF MEETING	
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13.	NEXT MEETING: Regular DART Meeting - <b>Tuesday, April 7 – 12:00 p.m.</b>	
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.*

<b>6: Transit Riders Advisory Committee (TRAC) Update</b>
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**Resource:** *Leola Jasinski, TRAC Chair*

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A hybrid meeting of the Transit Riders Advisory Committee was held on Jan. 28, 2026, and a quorum was met. Included are key highlights from the meeting's discussion.

- **Member Community Update:** Chief Executive Officer Amanda Wanke updated TRAC members on the decision made by the cities of Bondurant and Pleasant Hill to forgo the Paratransit Only study and choose to withdraw from DART in June 2026.
- **Paratransit Service Analysis:** Chief Administrative and Strategy Officer Erin Hockman reviewed an analysis that was presented to the DART Commission outlining how changes to DART's bus network reduces the FTA required Bus Plus service area. It was discussed that DART staff are seeking guidance from the DART Commission to inform whether any changes are made to DART's Bus Plus service area in the future.
- **Network Implementation and Service Updates:** Communications Specialist Brandon Wolf and Creative Services Manager Amy Van Drimmelen shared updates related to the new network implementation including a preview of upcoming communication, a system map and draft route schedule brochures. TRAC members provided feedback regarding the orientation of information on the brochures and font size. Additionally, other TRAC members expressed feedback that some of the information shared seemed very helpful for riders to understand the impact of the new network.

The next hybrid TRAC meeting is currently scheduled for Feb. 25, 2026.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES  
MEETING HOSTED IN-PERSON AND VIRTUALLY  
620 CHERRY STREET, DES MOINES IA 50309  
January 20, 2026**



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

**Commissioners/Alternates Present and Voting:**

Dean O'Connor, Todd Shafer, Matt Silanpaa, John Edwards, Connie Boesen, Paula Dierenfeld, Ben Champ, Bridget Carberry Montgomery, Russ Trimble and Joseph Jones

**Commissioners Absent:**

Angela Connolly

**Other Commissioners Present:**

Justin Hollinrake, Josh Mandelbaum

**CALL TO ORDER**

Chair Connie Boesen called the meeting to order at 12.01 p.m. Roll call was taken, and a quorum was present.

Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

Chair Connie Boesen requested a motion to approve the agenda as presented.

It was moved by Todd Shafer and seconded by Dean O'Connor to approve January 20, 2026, agenda. The motion carried unanimously.

**DART COMMISSION OFFICER ELECTION**

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

The Nominating Committee, which consisted of Commissioners Connolly (Chair), Dierenfeld and Shafer, nominated the following Commissioners as officers starting immediately through the end of calendar year 2026: Chair – Connie Boesen, Vice Chair – Bridget Montgomery, Secretary/Treasurer – Joseph Jones, At-Large – Dean O'Connor and At-Large – Todd Schafer.

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

**WELCOME NEW COMMISSION MEMBERS**

Chair Connie Boesen took a few moments to welcome our new Primary and Alternate DART Commissioners.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – January 20, 2026**



**PUBLIC COMMENT**

Garland Armstrong from Des Moines passed on his thanks to one of our DART Operators for her assistance when the ramp malfunctioned on a recent paratransit trip he and his wife took.

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

Lee Jasinski, Chair of the Transit Advisory Committee, provided an update from their December 10, 2025, meeting. At this meeting the committee was provided with an update on the Reimagine DART Implementation and were asked to engage in a conversation about how they currently receive service-related information to help DART prioritize the creation of rider-focused materials to assist riders in understanding the changes happening in 2026. TRAC members shared feedback related to making sure they can access information about changes through both online and print materials. Additionally, TRAC membership for the upcoming calendar year was discussed, thanking those that were leaving the committee and welcoming the newly elected members.

**CONSENT ITEMS**

9A - Commission Meeting Minutes – December 2, 2025

9B - Pleasant Hill Withdrawal Approval

9C - Bondurant Withdrawal Approval

9D - IT Network Hardware Modernization Approval

9E - Federal Lobbying Services Contract Extension Approval

9F - Bus Stop Signs Contract Approval

9G - Phase II Operations and Maintenance Facility Design Approval

9H - November Consolidated Financials

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

**ACTION**

10A – 2026 State Legislative Priorities Approval

Amanda Wanke, CEO, provided the proposed State Legislative priorities for 2026, clearly outlining the purpose for these priorities and the focus for the upcoming year. It was identified that diverse transit funding will remain the top priority for the upcoming calendar year with potential impacts, responses and asks of the legislature outlined.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – January 20, 2026**



It was moved by John Edwards and seconded by Dean O'Connor to approve the 2026 State Legislative Priority to "maintain existing transit funding and/or diversify transit funding", giving staff authority, with guidance from the DART Executive Committee, to advocate for these and any additional legislative needs that may arise. The motion carried unanimously.

**DISCUSSION**

11A – Paratransit Service Area Analysis

Erin Hockman, Chief Administrative and Strategy Officer introduced Heidi Ganum, from our consulting company Transpro, who presented on the on the updated Bus Plus program analysis using the final Reimagine DART bus network to illustrate the percentage of FY25 Bus Plus trips that would be considered required to inform future Commission conversations and decisions.

11B – FY 2027 DART Budget Update

Mike Gulick, Senior Director of Finance & Compliance, provided an update on the FY27 budget.

11C – Workforce Shuttle Update

Victoria Henderson-Weber, Caravan Manager, provided an update on the workforce shuttle project.

**WRITTEN DEPARTMENTAL MONTHLY REPORTS (BY EXCEPTION)**

Chair Connie Boesen asked the Commission to refer to their packets to review the monthly reports, with an exception for a verbal CEO report.

- 10A – Operations and Planning
- 10B – External Affairs
- 10C – Human Resources
- 10D – Customer Service
- 10E – Chief Executive Officer
- 10F – Performance Report

Amanda Wanke, Chief Executive Officer, shared that DART received a special project grant for \$75,000 from the Iowa DOT to help fund, market and make awareness of the new network and thanked the marketing/communications team for their work on this. Information was provided about a property transfer request that the City of Des Moines and Polk County are working on to redevelop, and we will keep the Commission up to date as necessary.

**FUTURE AGENDA AND COMMISSIONER ITEMS**

None

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – January 20, 2026**



**NEXT MEETING**

Chair Connie Boesen reminded the Commission of the upcoming DART Budget Meeting which will be held on February 18, 2026, at 3.30 p.m. and our next regular DART Meeting on Tuesday, March 3, 2026, at 12:00 p.m. This will be the Commission's Annual Meeting.

**ADJOURN**

Chair Connie Boesen adjourned the meeting at 1.19 p.m.

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

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

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

## CONSENT ITEM



**7B: FY 2027 Budget Public Hearing Date**

**Action: Approve the Public Hearing on the FY2027 Budget**

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

### **Background**

- Staff began preparing for the FY 2027 DART budget this past summer taking into consideration the many changes needing met. Staff have kept the DART Commission apprised of the revenue and expense assumptions used to develop the proposed budget.
- A workshop was held with Commission and city managers February 18 where staff outlined the proposed FY27 Capital Plan, operating budget, and reserves position in detail.
- Per the 28M Agreement, the Regional Transit Authority must hold a public hearing on the proposed budget and allow any member community or the public to provide information to the Commission prior to its adoption of the budget. A public hearing on the proposed budget is scheduled for:

Tuesday, April 7, 2026  
12:00 PM  
DART Offices – 620 Cherry Street  
Des Moines, IA 50309

- The hearing will be held immediately prior to the regular DART Commission meeting where the Commission will consider adoption of the FY2027 budget in advance of the 28M Agreement's deadline of April 30, 2026.

### **FY 2027 Budget**

- The FY 2027 budget is a transformational plan that untangles multiple complexities from prior years and takes into consideration many new items as well.
- FY 2027 includes the implementation of Reimagine DART network redesign with 10% less service hours and the addition of two new microtransit zones.
- Expenses are 2.65% less than the current year, coming in just shy of the targeted 3% reduction in expenses.
- Separately from the FY 2027 operating budget, staff are proposing the use of up to \$900,000 in reserve funding collected through higher-than-normal interest rates to achieve a few non-recurring initiatives that do not add to ongoing expenses in future years. Those projects are:
  - Attrition/Retention Plan for Reimagine network transition: \$250,000
  - Process Improvement (carryover/unused from FY26): \$200,000
  - Safety & Security training and planning: \$100,000
  - Workforce Shuttle (\$100,000 carryover/unused from FY26): \$150,000

## CONSENT ITEM

### 7B: FY 2027 Budget Public Hearing Date



- Contingency & Emergency Repairs at DART Way: \$200,000
- FY 2026 revenue assumptions include:
  - Residential/multi-residential rollback at 44.53%, Commercial rollback at 90% for value exceeding \$150,000
  - Underlying local tax revenue is flat. The reported increase of 5.0% is attributable entirely to the removal of \$2.6 million in MPO grant funding that reduced property tax needs in FY 2026
  - Year six of DART property tax formula implementation: 40% old formula/60% new formula
  - Revenue was reduced in operating fares due to service reduction as well as property tax backfill (7-year phase out from the State), and the loss of Pleasant Hill and Bondurant
  - Additional \$1 million in federal grant funding will be converted to operating support
  - Operating budget eliminates one-time reserve funding for ongoing operations
- FY 2027 expenditure assumptions include:
  - Phase 1 of the new Operations & Maintenance Facility will be operational
  - Increases in health (10%), property & casualty (10%), and workers compensation (20%) insurance premiums
  - Purchased transportation increased due to a shift toward our taxi and TNC partners providing more paratransit trips with lower costs
  - Local match budgeted to meet the needs for FY 2027 FTA grant funding
  - All remaining expense categories see a decrease in budget over prior year

### **Recommendation**

- Approve the Public Hearing on the FY2027 Budget.

**CONSENT ITEM**



<b>7C:</b>	<b>Uniform Services Contract Amendment</b>
<b>Action:</b>	<b>Approve a contract amendment with Galls, LLC for Uniform Services for the remaining term of the original contract, including available renewal options (total 5 years), in a total not-to-exceed amount of \$300,000</b>

**Staff Resource:** *Michael Gulick, Senior Director of Finance and Compliance*

**Background:**

- DART provides uniforms for operators, maintenance personnel, supervisors, and dispatch staff to ensure professional appearance, employee safety, brand consistency, and clear identification of DART personnel to the public. Uniform standards support compliance with labor agreements, promote customer confidence, and enhance safety and operational readiness across service areas.
- Under FY24-RFP-013, DART solicited proposals for Uniform Services for a firm fixed price contract with a duration of up to five (5) years.
- DART originally awarded Contract to UniFirst Corporation on November 11, 2024. However, due to documented performance deficiencies, including failure to meet delivery timelines, uniform quality issues, invoicing discrepancies, and inadequate customer service, DART terminated the contract for breach/default in accordance with Section 20(b) of the agreement.
- To ensure continuity of service and avoid disruption to employees who rely on uniform allowances and timely fulfillment of orders, DART awarded the contract to Galls, LLC, the incumbent vendor and next most qualified proposer under FY24-RFP-013.
- This amendment formalizes the continuation of services with Galls for the remaining life of the original contract term, inclusive of available renewal options.

**Procurement:**

- Uniform Services were publicly solicited under FY24-RFP-013, with the solicitation issued May 8, 2024, and proposals due May 31, 2024.
- The contract was structured as a single award, firm fixed price agreement with a term of up to three (3) years with two (2) one-year renewals.
- Following termination of the UniFirst contract for default, DART exercised its rights under the procurement to award to the next most qualified proposer.
- Galls has agreed to honor its original proposal pricing and contractual terms as submitted under FY24-RFP-013.

**Funding:**

- Funding for Uniform Services is included in the DART Operating Budget.

**Recommendation:**

- Approve a contract amendment with Galls, LLC to provide Uniform Services for the remaining term of the original contract period, including up to the available renewal options (total 5 years) in a total not-to-exceed amount of \$300,000.

**CONSENT ITEM**



<b>7D:</b>	<b>December FY 2026 Consolidated Financial Report</b>
<b>Action:</b>	<b>Approve the December FY 2026 Consolidated Financial Report</b>

**Staff Resource:** *Kayley Alexander, Accounting Manager*

**Year-to-Date Budget Highlights**

**Revenue:**

- Fixed Route operating revenue is above budget by 11.7% halfway through the fiscal year. Cash fares and mobile ticketing peaked due to the Iowa State Fair. Other contracted services is also trending well above budget due to contract timing.
- Fixed Route non-operating revenue is trending below budget by 2.8% so far. The main driver is that MPO grant dollars have not yet been drawn down.
- Mobility Services operating revenue is coming in very close to budget this fiscal year. Mobile ticketing passes and DART on Demand are trending ahead of budget, while Polk County Funding is trending below budget so far.
- Mobility Services non-operating revenue is coming in 1.2% above budget due to timing and recognition of property tax revenues and grant dollars.
- Caravan revenues are under budget by 44.6% due to fewer vanpools in operation than projected. Some revenue has shifted from operating to non-operating as we created a new line item for van rental income to separate that from our traditional Vanpool passenger fares.

**Operating Expense:**

- Fixed Route year-to-date operating expenses are 10.9% over budget. This is due to the large accounting entries mentioned in the October report related to losses on disposal of six Proterra buses and one heavy-duty bus that was totaled in a fire.
- Mobility Services operating expenses are over budget by 0.8% year-to-date. Purchased transportation is trending over budget so far, while fuel and lubricants and equipment repair parts and trending under budget.
- Caravan operating expenses are under budget by 14.4% so far in FY26. Fuel and lubricants as well as services are trending the most under budget.

**One-Time Expenses (Reserves)**

- Through the first six months of the fiscal year \$12,244 has been expensed of the \$650,000 Reimagine DART Implementation budget.

**Recommendation**

Approve the December FY2026 Consolidated Financial Report.

**\*\* TOTAL Un-Audited Performance of December FY 2026 Year-to-Date as Compared to Budget:**

Fixed Route	\$ (2,286,497)	Reserve for Accidents (See Balance Sheet):
Mobility Services	\$ 4,964	\$391,686
<u>Caravan</u>	<u>\$ (31,680)</u>	
Total	\$ (2,313,213)	

**FY2026 Financials:**

**December 2025**

FIXED ROUTE	December 2025			Year-To-Date-(6) Months Ending 12/31/2025		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	307,941	385,617	(77,676)	2,585,194	2,313,700	271,494
Non-Operating Revenue	2,760,666	2,814,305	(53,639)	16,408,407	16,885,830	(477,423)
Subtotal	3,068,607	3,199,922	(131,315)	18,993,601	19,199,530	(205,929)
Operating Expenses	2,857,498	3,172,600	315,102	21,116,168	19,035,600	(2,080,568)
Gain/(Loss)	211,109	27,322	183,787	(2,122,567)	163,930	(2,286,497)

MOBILITY SERVICES	December 2025			Year-To-Date-(6) Months Ending 12/31/2025		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	61,538	61,150	388	365,438	366,900	(1,462)
Non-Operating Revenue	447,612	442,699	4,913	2,686,869	2,656,195	30,674
Subtotal	509,150	503,849	5,301	3,052,307	3,023,095	29,212
Operating Expenses	504,443	503,849	(594)	3,047,343	3,023,095	(24,248)
Gain/(Loss)	4,707	-	4,707	4,964	-	4,964

CARAVAN	December 2025			Year-To-Date-(6) Months Ending 12/31/2025		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	14,124	32,750	(18,626)	83,912	196,500	(112,588)
Non-Operating Revenue	5,106	2,917	2,189	34,686	17,500	17,186
Subtotal	19,230	35,667	(16,437)	118,598	214,000	(95,402)
Operating Expenses	51,435	73,551	22,116	377,583	441,305	63,722
Gain/(Loss)	(32,205)	(37,884)	5,679	(258,985)	(227,305)	(31,680)

SUMMARY	December 2025			Year-To-Date-(6) Months Ending 12/31/2025		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	383,603	479,517	(95,914)	3,034,544	2,877,100	157,444
Non-Operating Revenue	3,213,384	3,259,921	(46,537)	19,129,962	19,559,525	(429,563)
Subtotal	3,596,987	3,739,438	(142,451)	22,164,506	22,436,625	(272,119)
Operating Expenses	3,413,376	3,750,000	336,624	24,541,094	22,500,000	(2,041,094)
Gain/(Loss)	183,611	(10,563)	194,174	(2,376,588)	(63,375)	(2,313,213)

One-Time Expenses (Reserves)	December 2025 YTD	
	Actual	Budgeted
Reimagine DART Implementation	12,244	650,000
Workforce Shuttles	-	100,000
Process Improvement	-	200,000
	12,244	950,000

**CONSENT ITEM**



<b>7E:</b>	<b>January FY 2026 Consolidated Financial Report</b>
<b>Action:</b>	<b>Approve the January FY 2026 Consolidated Financial Report</b>

**Staff Resource:** *Kayley Alexander, Accounting Manager*

**Year-to-Date Budget Highlights**

**Revenue:**

- Fixed Route operating revenue is above budget by 8.5% seven months through the fiscal year. Other contracted services, cash fares, and mobile ticketing passes are all trending well above budget.
- Fixed Route non-operating revenue is trending below budget by 2.3% so far. The main driver is that MPO grant dollars have not yet been drawn down.
- Mobility Services operating revenue is coming in 2.4% below budget so far this fiscal year. Mobile ticketing passes and DART on Demand are trending ahead of budget, while Polk County Funding and cash fares are trending below budget.
- Mobility Services non-operating revenue is coming in 2.7% above budget due to timing of grant drawdowns.
- Caravan revenue will not be reported for January due to a system transition. Reporting is expected to resume in February.

**Operating Expense:**

- Fixed Route year-to-date operating expenses are 8.9% over budget. This is due to the large accounting entries related to losses on disposal of six Proterra buses and one heavy-duty bus that was totaled. Purchased transportation is the only other category trending over budget.
- Mobility Services operating expenses are trending very close to budget year-to-date. Purchased transportation and services are trending over budget so far, while fuel and lubricants and equipment repair parts and trending under budget.
- Caravan expenses will not be reported for January due to a system transition. Reporting is expected to resume in February.

**One-Time Expenses (Reserves)**

- Through the first seven months of the fiscal year \$14,947 has been expensed of the \$650,000 Reimagine DART Implementation budget.

**Recommendation**

Approve the January FY2026 Consolidated Financial Report.

**\*\* TOTAL Un-Audited Performance of January FY 2026 Year-to-Date as Compared to Budget:**

Fixed Route	\$ (2,203,753)	Reserve for Accidents (See Balance Sheet):
Mobility Services	\$ 70,334	\$391,686
Caravan	\$ *	
<u>Total</u>	<u>\$ *</u>	

\*Note: Caravan financials will not be reported for January due to a system transition. Reporting is expected to resume in February.  
 DART Commission Packet - March 3, 2026

**FY2026 Financials:**

**January 2026**

FIXED ROUTE	January 2026			Year-To-Date-(7) Months Ending 01/31/2026		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	334,469	385,617	(51,148)	2,929,401	2,699,317	230,084
Non-Operating Revenue	2,833,862	2,814,305	19,557	19,244,436	19,700,135	(455,699)
Subtotal	3,168,331	3,199,922	(31,591)	22,173,837	22,399,452	(225,615)
Operating Expenses	3,078,179	3,172,600	94,421	24,186,338	22,208,200	(1,978,138)
Gain/(Loss)	90,152	27,322	62,830	(2,012,501)	191,252	(2,203,753)

MOBILITY SERVICES	January 2026			Year-To-Date-(7) Months Ending 01/31/2026		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	52,166	61,150	(8,984)	417,604	428,050	(10,446)
Non-Operating Revenue	552,732	442,699	110,033	3,183,350	3,098,894	84,456
Subtotal	604,898	503,849	101,049	3,600,954	3,526,944	74,010
Operating Expenses	483,278	503,849	20,571	3,530,620	3,526,944	(3,676)
Gain/(Loss)	121,620	-	121,620	70,334	-	70,334

\*Note: Caravan financials will not be presented for January as we are working through a system transition.

One-Time Expenses (Reserves)	January 2026 YTD	
	Actual	Budgeted
Reimagine DART Implementation	14,947	650,000
Workforce Shuttles	-	100,000
Process Improvement	-	200,000
	14,947	950,000

## ACTION ITEM



**8A: FY 2025 Audited Financial Statements**

**Action: Approve the FY 2025 Audited Financial Statements**

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

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### Background

- The 28M Agreement creating the Regional Transit Authority requires an annual audit to be conducted per Iowa State Law. Additionally, the Federal Transit Administration requires such an audit due to the amount of federal funds expended annually.
- The FY 2025 Audited Financial Statements can be found in the attached PDFs: "DART Audit Financial Statements" and "DART Audit Reporting and Insights."
- Jodi Dobson, Principal with Baker Tilly, will present a summary of the financial activity via zoom at the meeting and be available for any questions.

### Highlights

DART's financial position strengthened in FY2025, with notable changes in assets, liabilities, and net position.

### **Assets and Deferred Outflows**

- Total assets and deferred outflows increased \$13,159,266. This was driven primarily by higher cash and investments, increases in federal grant receivables, and ongoing capital activity related to phase one of a new Operations & Maintenance (O&M) Facility.
- Capital assets net of accumulated depreciation increased by \$7,827,526. The increase is largely attributed to the active construction on the O&M facility along with investments in vehicles, shelters, facility improvements, and shop equipment.
- Construction in Progress (CIP) totaled \$18,653,524, reflecting architectural and engineering services, construction, bus shelter installations, vehicle purchases, security projects, as well as shop/garage equipment.
- Deferred Outflows of Resources totaled \$3,155,478, primarily related to GASB No. 68 pension reporting requirements for participation in the Iowa Public Employees' Retirement System (IPERS). Please refer to Note 6 for individual items which account for the balance of the Deferred Outflows of Resources.

### **Current Assets**

Major changes in current assets include:

- Cash and investments (including restricted): +\$6,180,629
- Federal grant receivables: +\$1,204,996
- Trade receivables: -\$144,941
- Property tax receivables: -\$442,846
- Inventories: -\$81,220
- Prepaid expenses: -\$36,796

## **ACTION ITEM**

### **8A: FY 2025 Audited Financial Statements**

#### **Liabilities and Deferred Inflows**

- Current liabilities increased by \$3,727,172, primarily due to higher accounts payable, payroll-related obligations, and self-insurance reserves.
- Long-term liabilities decreased by \$2,813,927, driven by favorable actuarial adjustments to the pension liability and a reduction in capital financing obligations.
- Deferred inflows increased by \$906,488, reflecting changes in succeeding-year property taxes but were offset by decreases in GASB 68 pension components and deferred capital revenue.

#### **Net Position**

- Total net position increased by \$11,339,533, reflecting strong capital investment and modest growth in restricted and unrestricted resources.

#### **Recommendation**

- Approve the FY 2025 Audited Financial Statements

## ACTION ITEM



<b>7F:</b>	<b>Reimagine DART Implementation</b>
<b>Action:</b>	<b>Approve various actions related to the Reimagine DART Implementation</b>

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

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### **Background**

- In December 2025, the DART Commission approved the Reimagine DART bus network plan. The June service change is the first phase of implementation of this plan, focusing on Fixed Route network changes. The second and final phase will take place in the fall of 2026 and focus on microtransit services.
- The goals of the plan were crafted through a series of commission workshops, stakeholder meetings and public outreach events. After considering public input results, in June 2025, the Commission directed staff to design a new bus network that:
  - Prioritized ridership for the region overall with a preference for coverage in Altoona, Ankeny and Clive.
  - Reduced total hours of service by 10% to limit property tax revenue growth.
- Key Outcomes of the Proposed Final Bus Network:
  - The average resident can reach 15% more destinations in 45 minutes on weekdays and 89% more destinations on Sundays
  - 7% more residents are near frequent, 15-minute service on weekdays, and 11% more residents are near 15-minute service on Sundays
  - 5% more residents are near any transit service on weekdays
- The City of Pleasant Hill and the City of Bondurant have withdrawn from the Des Moines Area Regional Transit Authority and service boundaries for Bus Plus and Bus Plus Premium zones will be updates to remove areas of these two communities from the DART service area.
- Additional practices of DART need to be updated to match the features of the new network and remove elements that will be discontinued:
  - Fare schedule
  - Bus Stop Design Guidelines
  - Service Standards
- A Service Equity Analysis is required per the DART Title VI program. The analysis is required when a major service change is proposed.

### **A. Title VI Service Equity Analysis**

- 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".
- At a network level, the new network developed with the Reimagine DART planning effort will provide greater access and to minority and low-income populations. Therefore, there

**ACTION ITEM**

**7F: Reimagine DART Implementation Approvals**



is **no disparate impact** for minority individuals and **no disproportionate burden** for low-income individuals. The analysis of the new network finds will have greater access to transit, especially frequent transit.

- The average low-income resident can reach 11% more jobs in 45 minutes.
- The average resident of color can reach 12% more jobs in 45 minutes.

**B. Proposed Service Changes**

- Replace all fixed routes with the Reimagine DART network

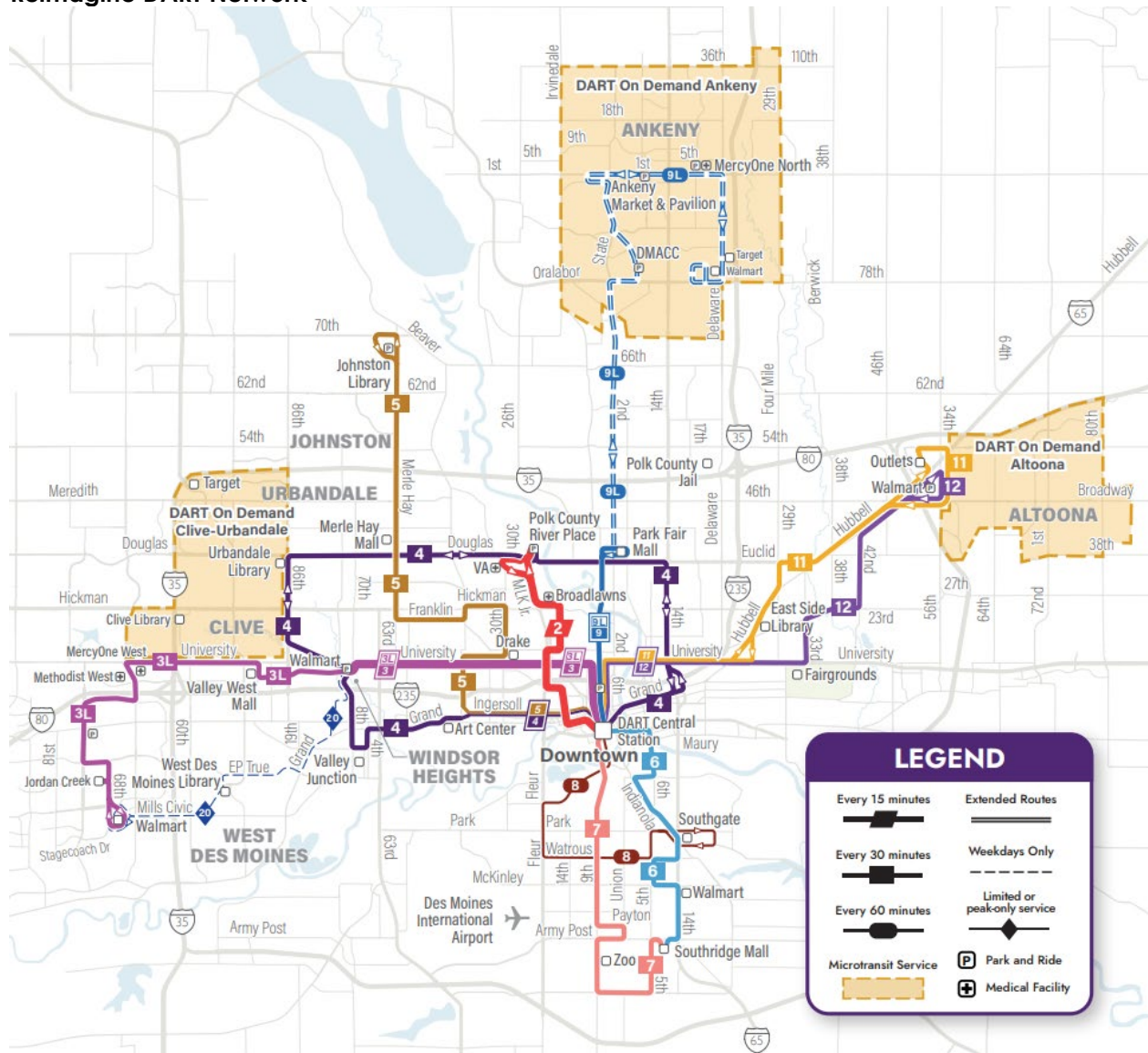
Current Routes Discontinuing June 14, 2026		Future Routes Launching June 14, 2026
<ul style="list-style-type: none"> <li>• 1 – Fairgrounds</li> <li>• 2 – Maury St</li> <li>• 3 – University Ave</li> <li>• 4 – E 14th St</li> <li>• 5 – Franklin Ave</li> <li>• 6 – Indianola Ave</li> <li>• 7 – SW 9th Ave</li> <li>• 8 – Fleur Ave</li> <li>• 10 – East University Ave</li> <li>• 11 – Ingersoll / Valley Junction</li> <li>• 13 – SE Park Ave</li> <li>• 14 – Urbandale Ave</li> <li>• 15 – 6th Ave</li> <li>• 16 – Douglas Ave</li> <li>• 17 – Hubbell Ave</li> </ul>	<ul style="list-style-type: none"> <li>• LINK Shuttle</li> <li>• 50 – Euclid/Douglas Crosstown</li> <li>• 52 – Jordan Creek</li> <li>• 60 – Ingersoll/University</li> <li>• 72 – WDM Valley</li> <li>• 74 – NW 100th</li> <li>• 92 – Hickman Express</li> <li>• 93 – NW 86th Express</li> <li>• 94 – Westtown Express</li> <li>• 95 – Vista Express</li> <li>• 96 – EP True Express</li> <li>• 98 – Ankeny Express</li> <li>• 99 – Altoona Express</li> </ul>	<ul style="list-style-type: none"> <li>• 2 – MLK Jr Pkwy</li> <li>• 3 – University Ave</li> <li>• 4 – Crosstown</li> <li>• 5 – Merle Hay Ave</li> <li>• 6 – E 14th St</li> <li>• 7 – SW 9th St</li> <li>• 8 – Watrous Ave</li> <li>• 9 – 6th Ave</li> <li>• 11 – Hubbell Ave</li> <li>• 12 – Easton Blvd</li> <li>• 20 – Mills Civic Pkwy</li> </ul>

- One adjustment was made to the network following the December 2025 approval of the planning phase:
- The turnaround point for Route 9L in Ankeny was moved to SE Michael Drive behind Walmart. This change will provide the minimum amount of recovery time needed at the end of the route to promote better on-time performance.
- Discontinue On Call Services
  - Northeast Suburban On Call
  - Easter Lake On Call
  - Jordan Creek On Call
- Discontinue Flex Connect
  - Flex Connect
- Update hours of operation for fixed-route and paratransit
  - Monday – Saturday, 6:00 am – 10:00 pm
  - Sunday, 7:00 am – 7:00 pm

**ACTION ITEM**  
**7F: Reimagine DART Implementation Approvals**



**Reimagine DART Network**

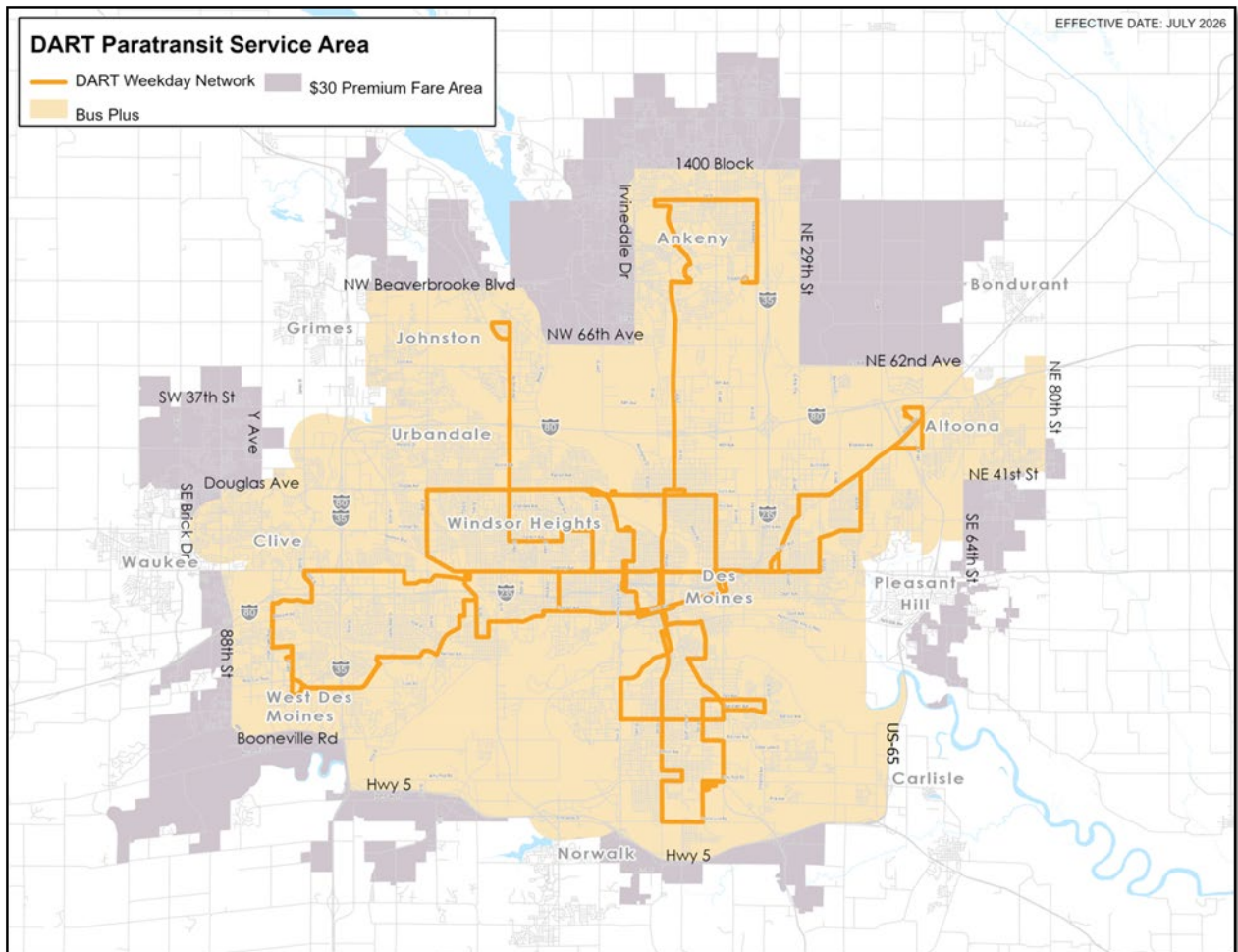


**ACTION ITEM**  
**7F: Reimagine DART Implementation Approvals**



**C. Paratransit Zone Updates**

- The new network includes a route along NW 2<sup>nd</sup> Street in Polk County, South of Ankeny, that is currently not in the current zone that must be extended to meet Federal requirements.
- The City of Pleasant Hill and the City of Bondurant have withdrawn from the Des Moines Area Regional Transit Authority. Areas of these communities will be removed from the paratransit Bus Plus and Bus Plus Premium zones.



## **ACTION ITEM**

### **7F: Reimagine DART Implementation Approvals**



#### **D. Fare Policy Updates**

- The Fare Policy outlines the payment options and costs. The policy needs to be updated to reflect the services offered in the new Reimagine DART network. No dollar amounts are changing for fare to ride Fixed Route, On Demand and Paratransit.
- Key changes:
  - Remove fare for Express routes
  - Remove fare for On Call

#### **E. Bus Stop Design Guidelines**

- These guidelines provide a set of standards for bus stop placement and layout. The document outlines a cohesive and collaborative approach to bus stop placement procedures and development and recognizes that partnerships with local municipalities, neighborhoods, and individual property owners are crucial to the successful implementation of any DART program.
- The guidelines were last approved in 2014.
- Key changes include:
  - Updating stop spacing standards to target ¼ mile, as presented in the Reimagine DART network redesign final proposal
  - New bus stop signage and layout specifications
  - Additional guidance on sight-clearance and dimensional standards for bus stop signs and improvements

#### **Recommendation**

Approve the following actions related to the June 2026 Service Change:

- A. Approve the Title VI Service Equity Analysis for the June 2026 Service Change
- B. Approve service changes effective June 14, 2026; including Fixed Route changes, ending Flex Connect and On Call zones, updated hours of service, and updated paratransit zone
- C. Approve Paratransit Zone
- D. Approve the Fare Policy
- E. Approve the Bus Stop Design Guidelines



# **Title VI Service Equity Analysis for Reimagine DART Network Redesign**

## **June 2026 Service Changes**

Prepared January 2026

## 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 June 2026 service changes
- 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.

## Reimagine DART Planning Process

A confluence of factors required the transit authority to take a fresh approach to transit was driven by three major themes:

- A major shift in commuting patterns post-COVID, primarily impacting express commuter services, which were the prime transit services offered in most suburban communities. In addition, the traditional peak-periods became less utilized and more transit demand was experienced on the weekends.
- A legacy hub-and-spoke model designed around Downtown Des Moines. Over the past twenty years, the suburban communities have developed commercial and employment centers. The existing model resulted in long travel times with limited to no suburban-to-suburban connections.
- A changing financial environment adding pressure to constrain property tax rates and manage inflation.

To address these challenges, an effort was to establish a sustainable 10-year vision for public transit in Greater Des Moines with consensus among member communities on funding and service levels, the mix of services to provide, and how to deliver those services most efficiently and effectively based on established goals. In the fall of 2024, the Des Moines Area Regional Transit Authority embarked on a complete network redesign.

This effort engaged the DART Commission, DART staff and various stakeholders across the region to arrive at these outcomes:

- A shared understanding of what the region wants to achieve through a regional transit system.
- Consensus on service levels and the service delivery model.
- An understanding of how DART functions at various funding levels.

### Phase 1 Concepts

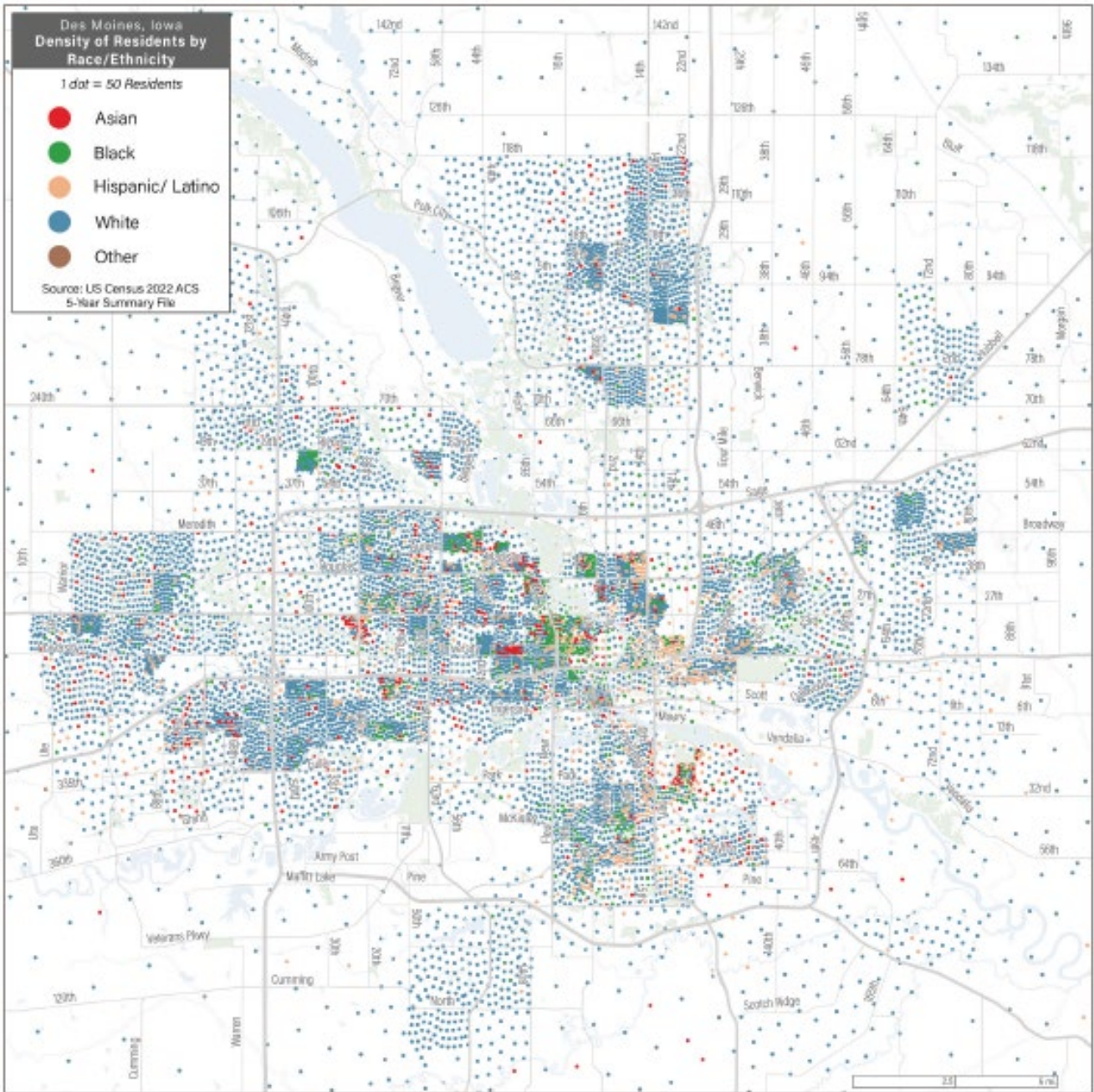
By analyzing existing ridership and land use patterns, the team developed contrasting network concepts to illustrate the trade-off between frequent service and geographic coverage, ultimately using public and stakeholder engagement to determine the strategic priorities and budget for the future bus network.

The following figures illustrate current demographic data used in the design process

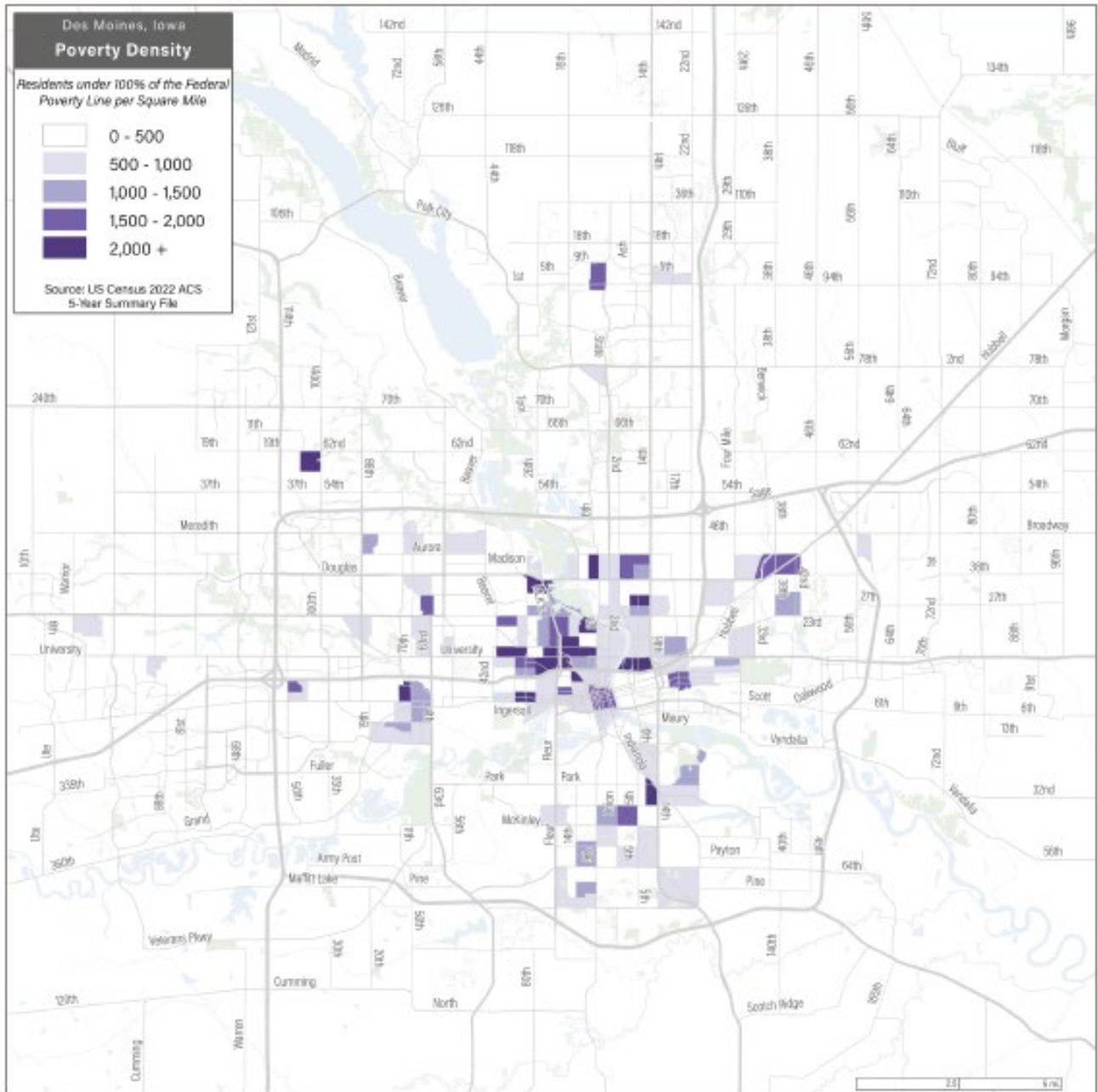
- Activity Density, a composite of housing density and job density
- Density of Residents by Race
- Poverty Density



# Race

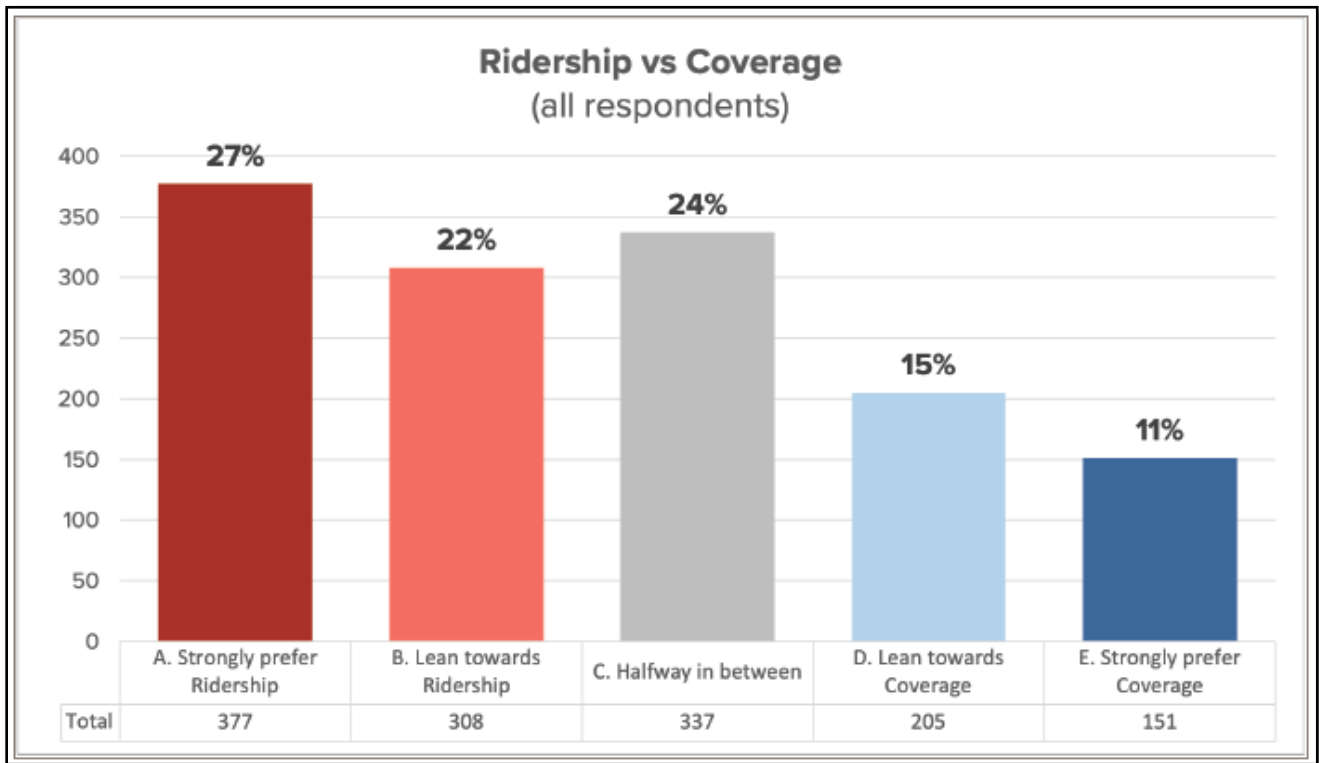


# Low-Income



The concept phase included an extensive phase of engagement with riders, the general public, key stakeholders, City Councils, and the Commission about the key goals of transit. We asked their preference between the conceptual networks to understand what the public wants the future of DART to be. The Commission then voted on the priorities and budget for designing a draft bus network.

Of all respondents, 49% preferred or strongly preferred the Ridership Concept, while 26% preferred or strongly preferred the Coverage Concept. The remaining 24% said they were halfway in between the two concepts. This shows that the public had a preference towards the Ridership Concept.



### Phase 2 Draft Network

Using the input that we got from the public and the direction from the DART Commission, we developed a Draft Network designed to focus more on service that can maximize ridership with a preference for coverage in Altoona, Ankeny, and Clive.. The Draft Network concentrates 15-minute service on the most dense and active corridors, with frequent service on Ingersoll Avenue, University Avenue, East University Avenue, and along MLK Jr Pkwy to Polk County River Place. It also has three microtransit zones to provide wide coverage in Altoona, Ankeny, and Clive and Urbandale.

The Draft Network also featured:

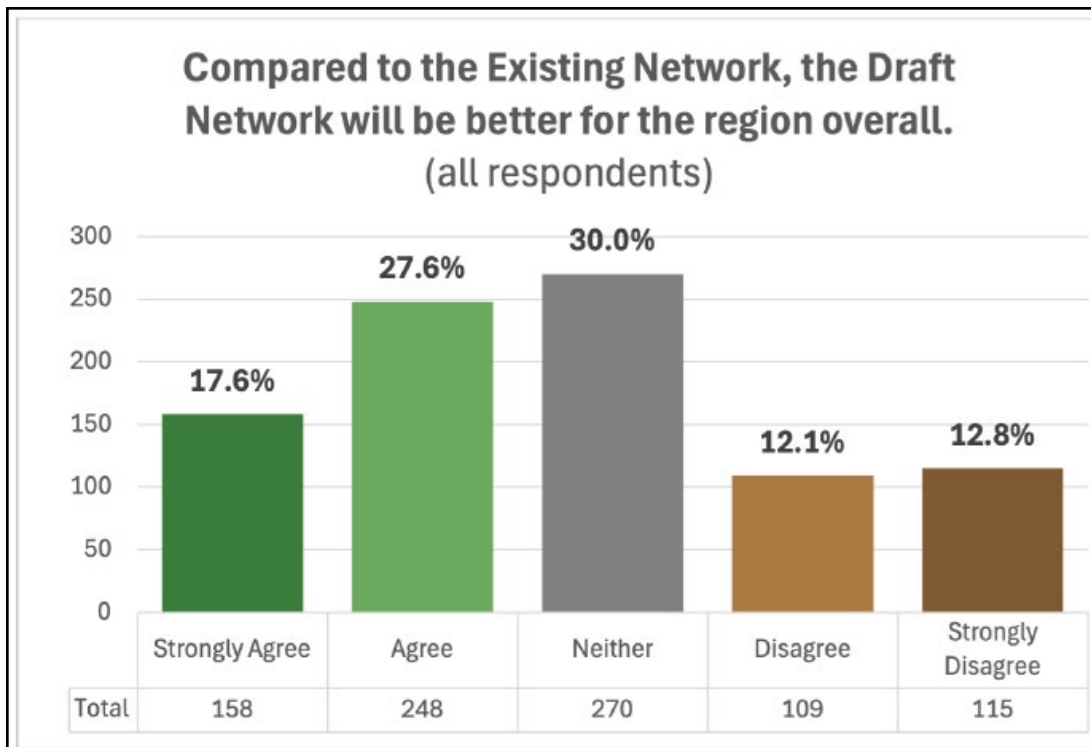
- More service on weekends
- Timed transfers that allow riders to change buses more quickly.

- Wider bus stop spacing for faster, more reliable bus service.

DART went back to the public with the Draft Network to ask them if we had the network right. To understand what the public thought, we asked if they agreed with this statement— "Compared to the Existing Network, the Draft Network will be better for the region overall."

The response was:

- 45% either strongly agreed or agreed
- 25% either disagreed or strongly disagreed
- 30% said neither



Many people agreed that the Draft Network would be better. We asked what respondents liked about the network, and this is what we heard:

- Higher frequency on bus routes
- More service on weekends
- Easier to get to major destinations
- Timed transfers at DART Central Station for faster travel times
- Wider bus stop spacing for faster, more reliable service
- Microtransit service in new places

We also asked, what changes we should consider as we refine the network, and these are the main themes we heard:

- Keep express routes
- Longer walks due to wider bus stop spacing
- Specific areas losing service
- Spans of service
- Change in microtransit service design in Ankeny

## Final Plan

Using the feedback during the draft phase, the proposal was modified to address public feedback. In addition, the communities of Pleasant Hill and Bondurant have ended their participation with DART and have been removed from the service area in the Final Network. Figure 1 shows the shows the Final Network.

Features of the final network include frequent service on the four most dense and active corridors, with service every 15 minutes along:

- University Avenue to Valley West Mall,
- East University Avenue to Hubbell,
- MLK Jr Parkway to Polk County River Place, and
- Ingersoll Avenue to 42nd Street.

The Final Network also features:

- Less duplication and simpler routes throughout the region.
- More service on weekends.
- Timed transfers that allow riders to change buses more quickly.
- Wider bus stop spacing for faster, more reliable bus service.
- Three microtransit zones to cover wide areas in Altoona, Ankeny, and Clive and Urbandale.

Figure 1 Final Network

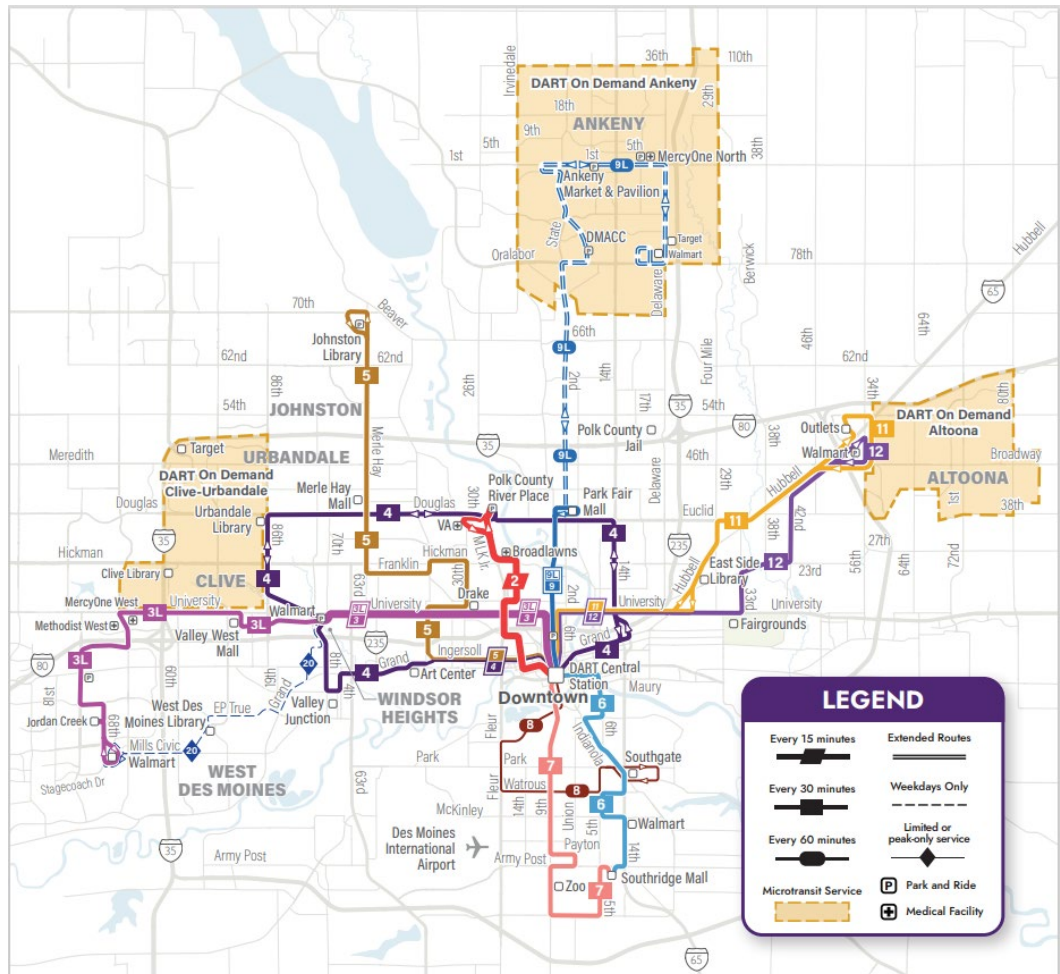


Table 1 - Existing span and frequency of service by route

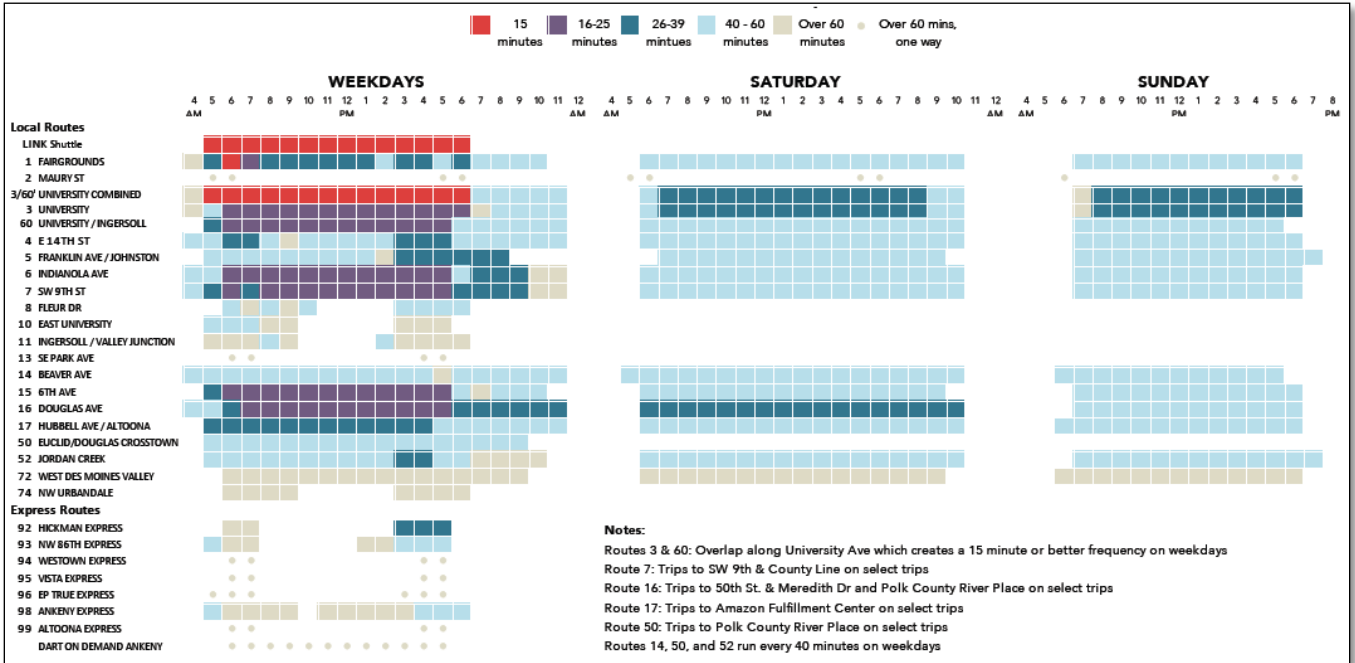
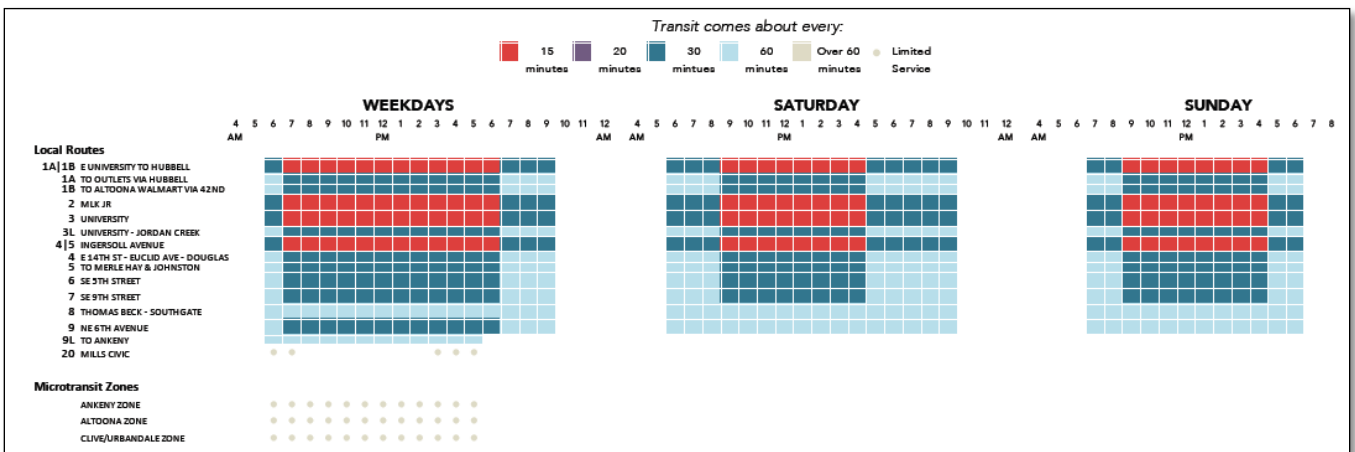


Table 2 - New Network span and frequency of service by route



## Service Equity Analysis

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 the change is a “major service change.” 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”.

*Result:* The scope of the Reimagine DART network redesign is a complete restructuring; every route will be discontinued with a new network to replace it. Therefore, this will be considered a major service change for the entire network. Therefore, the Reimagine DART network redesign is deemed a major service change.

Table 3 - Service Changes for June 2026

Current Routes Discontinuing June 14, 2026		Future Routes Launching June 14, 2026
<ul style="list-style-type: none"> <li>• 1 – Fairgrounds</li> <li>• 2 – Maury St</li> <li>• 3 – University Ave</li> <li>• 4 – E 14th St</li> <li>• 5 – Franklin Ave</li> <li>• 6 – Indianola Ave</li> <li>• 7 – SW 9th Ave</li> <li>• 8 – Fleur Ave</li> <li>• 10 – East University Ave</li> <li>• 11 – Ingersoll / Valley Junction</li> <li>• 13 – SE Park Ave</li> <li>• 14 – Urbandale Ave</li> <li>• 15 – 6th Ave</li> <li>• 16 – Douglas Ave</li> <li>• 17 – Hubbell Ave</li> </ul>	<ul style="list-style-type: none"> <li>• LINK Shuttle</li> <li>• 50 – Euclid/Douglas Crosstown</li> <li>• 52 – Jordan Creek</li> <li>• 60 – Ingersoll/University</li> <li>• 72 – WDM Valley</li> <li>• 74 – NW 100th</li> <li>• 92 – Hickman Express</li> <li>• 93 – NW 86th Express</li> <li>• 94 – Westtown Express</li> <li>• 95 – Vista Express</li> <li>• 96 – EP True Express</li> <li>• 98 – Ankeny Express</li> <li>• 99 – Altoona Express</li> </ul>	<ul style="list-style-type: none"> <li>• 2 – MLK Jr Pkwy</li> <li>• 3 – University Ave</li> <li>• 4 – Crosstown</li> <li>• 5 – Merle Hay Ave</li> <li>• 6 – E 14th St</li> <li>• 7 – SW 9th St</li> <li>• 8 – Watrous Ave</li> <li>• 9 – 6th Ave</li> <li>• 11 – Hubbell Ave</li> <li>• 12 – Easton Blvd</li> <li>• 20 – Mills Civic Pkwy</li> </ul>

By nature of the redesign, a route-by-route analysis is not feasible due to the major restructuring of the network. Therefore, the analysis will be using a network-wide perspective. The chart below compares existing routes with the new network.

The network level analysis will focus on overall transit **proximity**, how close households are to transit; and **opportunity**, how many places households and reach with the network.

Table 4 - Route comparison chart

I Currently Ride...	Starting June 14, I Could Ride...	
Route 1	Route 4	In the East Village
	Route 12	In East Des Moines and Altoona
Route 3	Route 3	Along University Ave. to Walmart in Windsor Heights
	Route 3L	Along University Ave. to Walmart in Windsor Heights and Valley West Mall.
Route 4	Route 4	In the East Village and along E. 14th St. to Euclid Ave. <i>There will be no DART service on E. 14th St. north of Euclid Ave.</i>
Route 5	Route 5	This route will travel on similar streets as Route 5 does today, with a few minor changes.
Route 6	Route 6	This route will travel on similar streets as Route 6 does today, with a few minor changes.
Route 7	Route 7	This route will travel on similar streets as Route 7 does today, with a few minor changes.
Route 8	Route 8	Along Thomas Beck Rd. and Fleur Dr. to Watrous Ave. <i>There will be no DART service on Fleur Dr. south of Watrous.</i>
Route 10	Route 11	Along E. University Ave. to Hubbell Ave.
	Route 12	Along E. University Ave. to E. 33rd St. <i>There will be no DART service on E. University Ave. east of E. 33rd St.</i>
Route 11	Route 4	Along Ingersoll Ave. and Grand Ave. to Valley Junction <i>There will be no DART service south of Vine St. to SE 1st St.</i>
Route 13	Route 8	This route will travel on similar streets as Route 13 does today, but in a reverse direction.
Route 14	Route 2	Along 15th St. to Crocker St. and MLK Jr. Pkwy.
	Route 5	Along Merle Hay Rd. <i>There will be no DART service on Urbandale Ave. or Aurora Ave.</i>

Route 15	Route 9	Along 6th Ave.
Route 16	Route 2	Along MLK Jr. Pkwy. and Hickman Rd. to Broadlawns
	Route 4	Along Douglas Ave. <i>There will be no DART service on Lower Beaver Rd. or Meredith Dr.</i>
Route 17	Route 11	From Downtown Des Moines to Altoona via Hubbell Ave.
Route 50	Route 4	Along Euclid Ave. and Douglas Ave. between Merle Hay Rd. and E. 14th St.
	Route 11	Along E. 29th St. and Hubbell Ave. <i>There will be no DART service on E. Euclid Ave to E. 29th St.</i>
Route 52	Route 3L	From Downtown Des Moines to Jordan Creek/Walmart in West Des Moines via University Ave.
Route 60	Route 3	Along University Ave. to 42nd St.
	Route 4 or 5	From Downtown Des Moines to Ingersoll Ave. and 42nd St.
	Route 5	Along 42nd St. to University Ave.
Route 72	Route 20	This route will travel on similar streets as Route 72 does today. <i>There will be no DART service on Valley West Dr. or Ashworth Rd.</i>
Route 74	Route 4	Along 86th St. and University Blvd. <i>DART On Demand Clive-Urbandale – Coming Fall 2026</i>

### Proximity

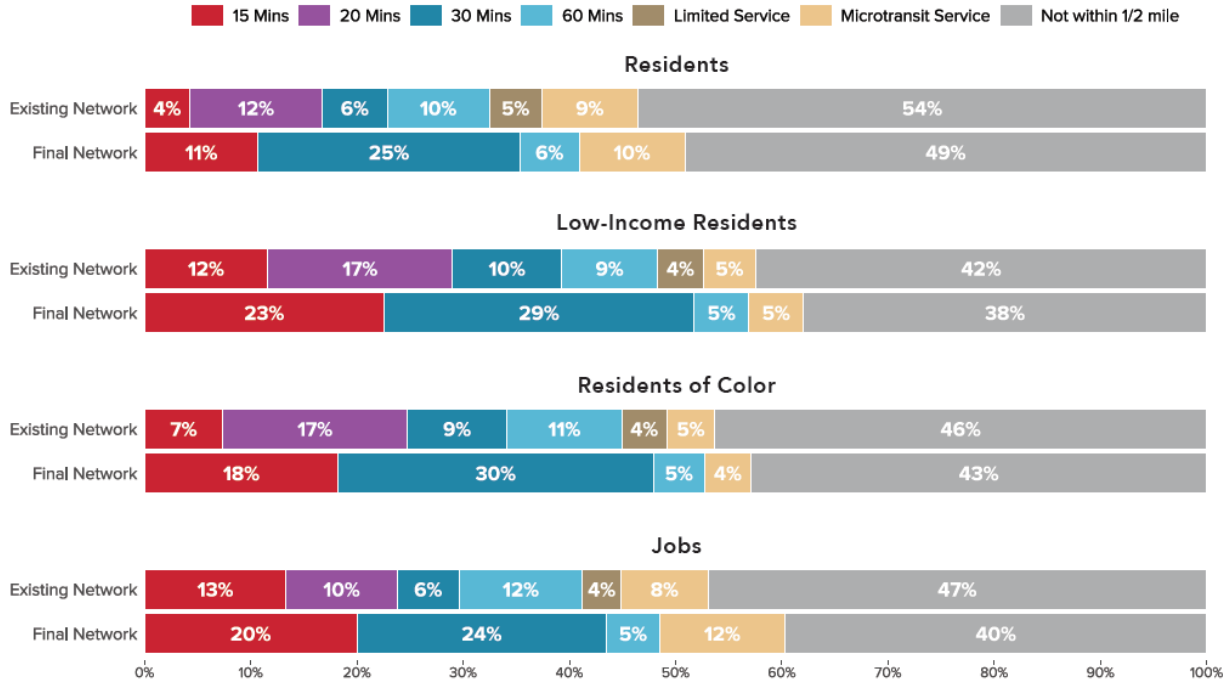
The number of people and jobs within a certain distance from transit is the simplest measure of transit outcomes.

The Existing Network reaches 46% of residents within 1/2 mile of a transit stop. Yet because service is spread so thinly, only 4% are near frequent, 15-minute service. Compared to existing, the Final Network would **increase the total number of residents near transit by 5%**. This is mostly due to the new microtransit zones (Altoona and Clive/Urbandale). Some areas covered by The Final Network would also **increase the number of residents near 15-minute service by 7%**.

Proximity to transit changes for different subgroups are also measured. Low-income residents and residents of color would see a similar increase in total people near any service (3-4%), but a larger increase in residents near frequent service of 11%. That is because many low-income residents and residents of color live along the new frequent corridors. Jobs close to transit also see a similar pattern.

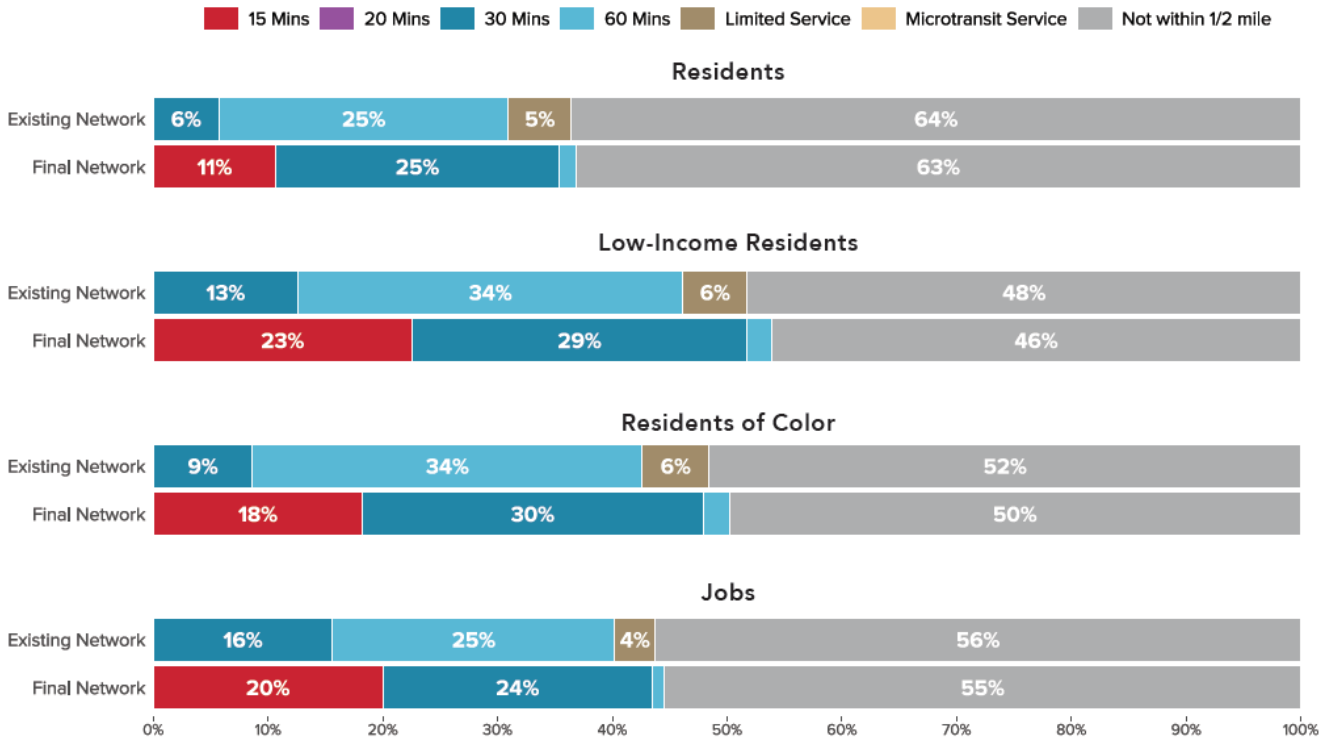
### Proximity to Transit - Weekday service at Midday

What percentage of the service area is within 1/2 mile of transit that comes every...



### Proximity to Transit - Sunday service at Midday

What percentage of the service area is within 1/2 mile of transit that comes every...



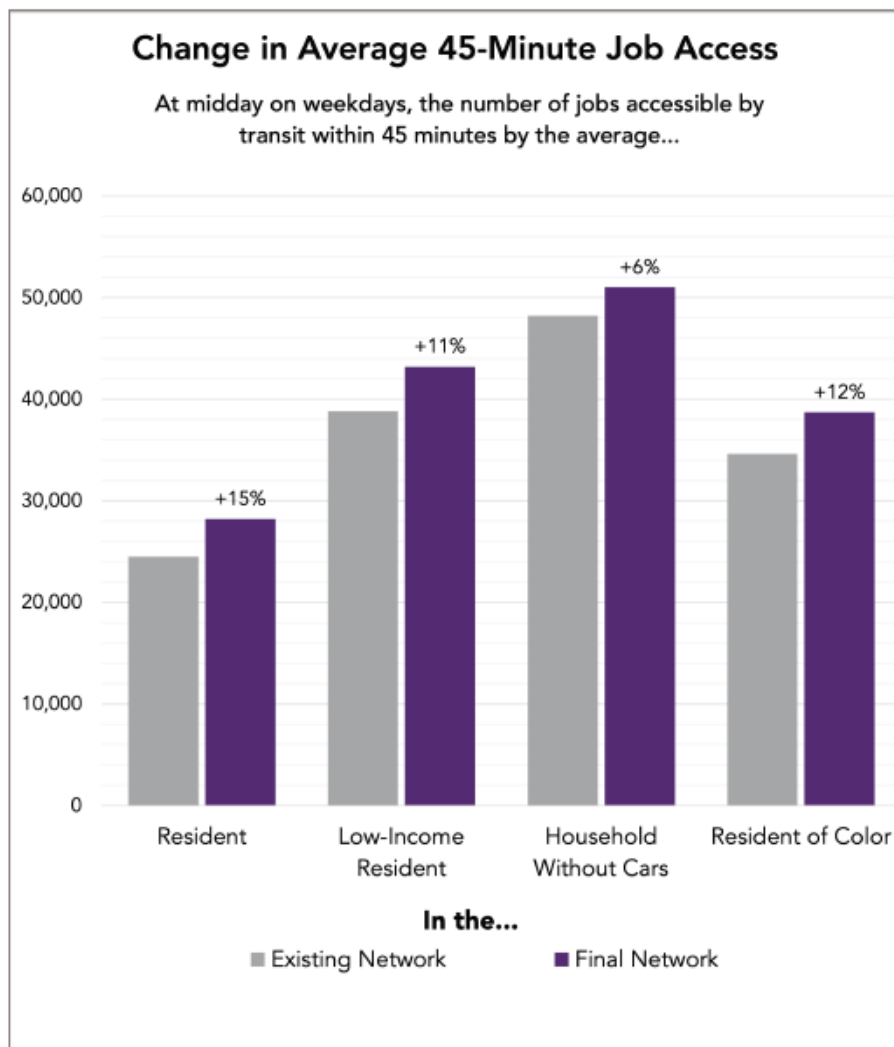
## Opportunity

The Final Network allows the average person to reach 3,700 more jobs within 45 minutes by walking and taking transit—**15% more jobs reachable in the Final Network compared to the Existing Network.**

For sub-groups:

- The average low-income resident can reach 11% more jobs in 45 minutes.
- The average household without a car can reach almost 6% more jobs in 45 minutes.
- The average resident of color can reach 12% more jobs in 45 minutes.

This analysis measures jobs, but it reflects a wide range of opportunities that a person can reach. This means a person can get to more shopping, education, recreational areas, social events, places of worship, and any other opportunities that the region can offer.



## Impact of Service Changes

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 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 5 - Minority Route Categorization

Route	Census Minority Percentage	Census Minority Route?	Survey Minority Percentage	Survey Minority Route?	Minority Route?
1	32%	Yes	42%	No	<b>Yes</b>
2	31%	Yes			<b>Yes</b>
3	34%	Yes	40%	No	<b>Yes</b>
4	34%	Yes	54%	Yes	<b>Yes</b>
5	22%	No	59%	Yes	<b>Yes</b>
6	31%	Yes	44%	No	<b>Yes</b>
7	23%	No	49%	No	No
8	19%	No	63%	Yes	<b>Yes</b>
10	34%	Yes	75%	Yes	<b>Yes</b>
11	21%	No	60%	Yes	<b>Yes</b>
13	45%	Yes	0%	No	<b>Yes</b>
14	37%	Yes	57%	Yes	<b>Yes</b>
15	40%	Yes	47%	No	<b>Yes</b>
16	4%	No	50%	No	No
17	33%	Yes	60%	Yes	<b>Yes</b>
50	32%	Yes	29%	No	<b>Yes</b>
52	26%	No	38%	No	No
60	32%	Yes	46%	No	<b>Yes</b>
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	<b>Yes</b>
98	22%	No	0%	No	No
99	26%	No			No
LINK	36%	Yes			<b>Yes</b>
System	25%		46.5%		

DART considers a major service change a disparate impact if:

- The affected route's minority population is more than 5 percentage points greater than the system average.

17 of the 28 routes (Routes 1, 2, 3, 4, 5, 6, 8, 10, 11, 13, 14, 15, 17, 50, 60, 96, LINK) with proposed major service changes meet this threshold. These proposed changes therefore pose a disparate impact.

Table 6 - 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	<b>Yes</b>
2	27%	Yes			<b>Yes</b>
3	29%	Yes	47%	No	<b>Yes</b>
4	32%	Yes	63%	Yes	<b>Yes</b>
5	20%	No	63%	Yes	<b>Yes</b>
6	28%	Yes	60%	Yes	<b>Yes</b>
7	23%	No	58%	No	No
8	21%	No	33%	No	No
10	28%	Yes	0%	No	<b>Yes</b>
11	22%	No	33%	No	No
13	31%	Yes	0%	No	<b>Yes</b>
14	26%	No	57%	No	No
15	37%	Yes	60%	Yes	<b>Yes</b>
16	27%	Yes	68%	Yes	<b>Yes</b>
17	31%	Yes	48%	No	<b>Yes</b>
50	26%	Yes	75%	Yes	<b>Yes</b>
52	23%	No	36%	No	No
60	31%	Yes	60%	Yes	<b>Yes</b>
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			<b>Yes</b>
LINK	31%	Yes			<b>Yes</b>
System	21%		53%		

DART considers a major service change to have a disproportionate burden if:

- The affected route's low-income population is more than 5 percentage points greater than the system average.

15 of the 28 routes (Routes 1, 2, 3, 4, 5, 6, 10, 13, 15, 16, 17, 50, 60, 99, LINK) with proposed major service changes meet this threshold. These proposed changes therefore pose a disproportionate burden.

## Mitigation Measures

The Reimagine DART network redesign is a complete overhaul of the public transit service DART provides in the metro region. Throughout the design process, network level analysis was conducted to prevent an overall disparate impact or disproportionate burden.

- Impacts to minority communities are unavoidable if DART plans to accomplish the budget goals of Reimagine DART
- Route changes are the result of goal setting, impartial analysis, and comprehensive public input
- All routes have been impacted
- Many minority communities will see improvements to service
- The net impact to job access across the region is positive for minority and low-income residents

## Summary of Findings

Through Reimagine DART, the project team has reviewed the entire network and taken a fresh look at the region's priorities for public transit. Over a 16 month period, DART had engaged with over 1,500 riders and residents, over 100 community leaders, local planning staff and metro city governments to develop a completely reimaged approach to public transit. As part of this process, the DART Commission has decided how much service the region can afford and how to use that funding to meet communities' and riders' needs of today— and tomorrow.

Based on public input and direction from the DART Commission, the Final Network has been designed to focus on services that maximize ridership region-wide with coverage services in Altoona, Ankeny, and Clive. In addition, the Final Network has been designed with 90% of the current total service hours to limit property tax growth in member communities.

The Final Network concentrates services on fewer routes but with better frequencies. Whereas today, there is only one route that comes every 15 minutes, the Final Network has four frequent corridors. As a result

- The average low-income resident can reach 11% more jobs in 45 minutes.
- The average household without a car can reach almost 6% more jobs in 45 minutes.
- The average resident of color can reach 12% more jobs in 45 minutes.

At a network level, the new DART system will provide greater access for minority and low-income populations. Therefore, there is **no disparate impact** for minority communities and **no disproportionate burden** for low-income communities. The analysis of the new network finds that these groups will have greater access to transit, especially frequent transit.

# DART Fare Policy



<b>Scope:</b>	<b>DART Customers</b>
<b>Responsible Department:</b>	<b>Finance</b>
<b>Effective Date:</b>	<b>June 14, 2026</b>
<b>Approved By:</b>	<b>DART Commission</b>

---

## 1. Purpose

The purpose of this Fare Collection Policy is to establish guidance for the consistency and fairness of DART's fare collection process. This policy addresses DART's fare structure, types of fare media, and payment options.

## 2. Goals

The goal of the policy is to establish a fare collection system that is adaptable to the changing market conditions and technology to meet the varied needs of DART riders, operations, and community partners in business, government and social services.

### Objectives relating to riders and community partners:

- Improve rider experience
- Provide multiple payment options
- Speed up service by encouraging faster payment methods
- Ensure a clear, equitable and consistent fare structure
- Make the payment of fare as simple and convenient as possible
- Provide a variety of fare purchase options while respecting customers' privacy and ensuring security of personal payment information

### Objectives related to operations:

- Improve system performance and increase ridership
- Minimize driver and customer interactions relating to fare payment
- Improve fare recovery
- Reduce fraudulent transactions and fare disputes with operators
- Simplify fare collection reporting, improve data collection and ridership use evaluation
- Decrease fare payments by cash on board buses and increase use of other payment methods to improve efficiency
- Eliminate use of paper transfers by offering free transfers on mobile ticket and day pass products only

## 3. Fare Structure and Passes

DART fares can be paid in the following ways:

**A. Physical Passes and Tokens**

Magnetic Stripe Passes for specific calendar periods are currently sold at pass sales outlets and DART Central Station. QR and Barcode day passes for the current or following day are sold from Customer Service. Single use physical bus tokens are spent like cash, they are sold at most day pass sales outlets and DART Central Station.

Magnetic Stripe Pass Products

- Monthly Pass
  - Covers full fare on all fixed routes
  - Valid for a specific calendar month, including holidays with no DART service
  - Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time
- Weekly Pass
  - Covers full fare on all fixed routes
  - Valid for a specific calendar week, including holidays with no DART service
  - Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time

QR and Barcode Pass Products

- Day pass
  - Covers full fare on all bus routes. Sold as a barcode from Customer Service and a QR Code pass on buses
  - Pass plus an upcharge (See Attachment A) for On Demand trips
  - Valid for up to 24-hours expires at 3:00 am the morning following ticket activation, including hours when DART is not in service including holidays with no DART service
  - Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time

Bus Tokens

- Tokens are sold in bundles of 10 from Dart Central Station or select pass sales outlets
- They come in two varieties: full fare and half fare. Customers qualifying for reduced fares as described in section 4.B. can purchase half-fare tokens.
  - Full-fare Tokens (10/\$17.50) One Token covers one full Local fare Two Tokens cover one On Demand or Bus Plus (Paratransit) fare
- Half-fare Tokens (10/\$7.50)
  - One Token covers one full fixed route fare

**B. Mobile Ticketing**

Mobile Ticketing allows passengers to buy and display tickets or passes on their smart phones. Users will need to download the My DART mobile app. Purchases can be made via a credit card, bank account, or cash at DART Central Station's customer service counter or through a network of participating retailers.

Mobile Single-Use Tickets

Single one-way tickets are available for purchase on the app for fixed and On Demand services. They are activated on use. They cost and cover the full fare for their respective service, and partial fare for more expensive services. Trip upgrades are also available for purchase in the app. To encourage mobile ticket use, mobile tickets remain available for unlimited use for 2 hours following activation, allowing for convenient, free transfers to services of equal cost, or higher cost at the upgrade rate. For more information on transfer policy, see Section 5 - Transfer Trips.

Mobile Pass Products

- 31-day pass
  - Activated on first use
  - Covers full fare on all fixed routes
  - Valid for any 31 consecutive days, including holidays with no DART service
  - Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time
- 7-day pass
  - Activated on first use
  - Covers full fare on all fixed routes
  - Valid for any 7 consecutive days, including holidays with no DART service
  - Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time
- Day pass
  - Activated on first use
  - Covers full fare on all fixed Routes.
  - Pass plus an upcharge (See Attachment A) for On Demand trips
  - Valid for up to 24-hours expires at 3:00 am the morning following ticket activation, including hours when DART is not in service including holidays with no DART service
  - Can be used by only one person for one ride at a single boarding; cannot be used by multiple people boarding at the same time

**C. Cash (U.S. currency)**

- Exact fare is required. No change will be given when paying cash.
- Can be used to purchase single or multiple one-way fares, as well as day passes
- The farebox will accept currency in the following US denominations: 1¢, 5¢, 10¢, 25¢, \$1 coins – Susan B. Anthony (SBA) and "Golden Dollar" (Sacagawea and Presidential), \$1, \$2, \$5, \$10 and \$20. All other denominations will be rejected by the farebox.
- Does not include free transfer.

**D. Other Fare Media**

- If possible, DART may use media not issued by DART but that has the ability to be read by DART fare collection devices for boarding DART buses, for example utilizing Des Moines Public Schools ID cards as fare media.
- DART provides for purchase to partner agencies physical cards that come preloaded with a day pass that is activated when it comes in contact with the DART farebox. Covers full fare on all fixed routes and the card is scanned on the farebox.

**4. Fare Levels**

A. Fares may vary to reflect operational characteristics and average trip length:

- 1) Fixed Route services are assessed a base fare rate.
- 2) On Demand trips are assessed higher fares than standard Fixed Route service. Riders transferring from local to On Demand services will be required to pay the difference between the local and On Demand fare when using a pass. See Attachment A.

B. Reduced fares are offered to persons with disabilities, seniors, students, or refugees and [Ride to Thrive program](#) participants. The reduced fare will not exceed one-half of the adult full fare.

- 1) Seniors, persons with disabilities, refugees, [Ride to Thrive program](#) participants and students enrolled in grades 6-12 anywhere in Polk County will be able to access fare media via the mobile app after being approved by DART customer service and their e-mail address added to the mobile ticketing system.

C. Reduced fares are offered to children when riding with adults.

- 1) Children 5 years old and younger accompanied by an adult ride fare-free.
- 2) Children ages 6 to 10 years old ride at no more than one-half the adult full fare.

**5. Transfer Trips**

A. Customers who use Mobile Tickets will be provided unlimited transfers within two hours of their initial trip without an additional fare. After two hours, another full fare will be required.

B. Cash-paying riders will NOT receive free transfers. Alternatively, riders can receive free transfers by purchasing a Day Pass. Day Passes can be purchased onboard DART buses or at DART Customer Service.

C. This transfer fare structure is meant to encourage the use of Mobile Tickets, which speed up boarding times on buses and shorter dwell times at stops, resulting in service that is more efficient.

**6. Paying for Paratransit (Bus Plus and Bus Plus Premium Zone) Trips**

The cost is \$3.50 per trip in the Base Service Zone or \$30 per trip in the Premium Service Zone. Customers will be notified of the cost when booking their trip. The following payment options are accepted:

- All customers can pay by cash using the exact fare at the time of service. Drivers are not able to make change.
- Customers may also use a credit or debit card through the MyDART app. The app must have the Paratransit payment option activated for first-time use, and they may call DART Customer Service for assistance: 515-283-8100.
- If riding in a UZURV vehicle, customers may pay with cash or a Mobile Ticket on-board.

## DART Fare Policy

### Effective Date:



- If riding in a taxi, customers may pay with cash, a Mobile Ticket, or token on-board.
- Additionally, customers may also pay with personal check or DART tokens at the time of service (tokens are only for Bus Plus, and full-fare tokens will be accepted, tokens not valid for Bus Plus Premium)

### 7. Free fares for Paratransit (Bus Plus) eligible customers

Approved Bus Plus customers are able to obtain free access to utilize DART's Fixed Route services. Bus Plus riders will need to show a Bus Plus ID confirming their eligibility to utilize the Fixed Route service at no-charge, and should contact DART Paratransit at 515-283-8136 to initiate their request for a Bus Plus ID.

### 8. Fare Disputes

Disputes over payment of fare will be resolved through the following process:

- DART bus operators will default to message on the fare box.
- Fare disputes will be resolved by a DART Supervisor or at DART Central Station's Customer Service.

### 9. Fare Changes

- A. DART will adhere to local and federal public involvement guidelines including the DART Public Participation Plan and Title VI of the Civil Rights Act of 1964 when considering fare increases.
- B. When fares change, passes will be honored at purchased value through expiration.

### 10. Distribution of Fare Media

- A. DART Mobile fare media will be available for purchase via the My DART Mobile app. DART will also continue to partner with retail outlets (see Attachment B) to meet demand and make purchasing DART fare media accessible throughout DART's service area.

### Policy and Procedure Revision Log

Revision	Date

### Related policies/forms:



**DART Fare Policy**

**Effective Date:**

**ATTACHMENT A – DART FARE SCHEDULE**



## **ATTACHMENT A**

### **DART FARE SCHEDULE**

DART's fare schedule reflects current pricing for use of DART service through the various fare products available. The schedule is laid out in three parts:

1. Cash and Tokens
2. Physical Pass Products (Magnetic Stripe, QR Code and Barcode)
3. Mobile Tickets

DART Fare Policy

Effective Date:

ATTACHMENT A – DART FARE SCHEDULE



## ATTACHMENT A

### DART FARE SCHEDULE – CASH AND TOKENS

#### Cash (Tokens)

Service Type	Full fare	Half-Fare	Children 6-10	Children 5 and younger	Transfer
<b>Local Routes</b>	\$1.75 (1 full-fare token)	\$0.75 (1 half-fare token)	\$0.75 (1 half-fare token)	FREE	No free transfer
<b>DART On Demand</b>	\$3.50 (2 full-fare tokens)	\$0.75 (1 half-fare token)	\$0.75 (1 half-fare token)	FREE	No free transfer
<b>Paratransit (Bus Plus Zone)</b>	\$3.50 (2 full-fare tokens)	\$3.50 (Tokens not accepted)	\$3.50	FREE	No free transfer
<b>Paratransit (Premium Zone)</b>	\$30.00 (Tokens not accepted)	\$30.00 (Tokens not accepted)	\$30.00	FREE	No free transfer
<b>Paratransit (On All Fixed-Routes with Eligibility Card)</b>	FREE	FREE	FREE	FREE	FREE

DART Fare Policy

Effective Date:

ATTACHMENT A – DART FARE SCHEDULE



## ATTACHMENT A

### DART FARE SCHEDULE – Physical Pass Products

#### Physical Pass Products (Magnetic Stripe, QR Code and Barcode)

Service Type	Monthly	Monthly Half Fare	Weekly	Weekly Half Fare	Day pass	Day pass Half-Fare
	\$48.00	\$24.00	\$16.00	\$7.00	\$4.00	\$2.00
<b>Local Routes</b>	Pass	Pass	Pass	Pass	Pass	Pass
<b>DART On Demand</b>	Pass + \$1.75	Pass	Pass + \$1.75	Pass	Pass + \$1.50	Pass + \$1.50
<b>Paratransit (Bus Plus Zone)</b>	N/A	N/A	N/A	N/A	N/A	N/A
<b>Paratransit (Premium Zone)</b>	N/A	N/A	N/A	N/A	N/A	N/A
<b>Paratransit (On All Fixed-Routes with Eligibility Card)</b>	N/A	N/A	N/A	N/A	N/A	N/A

DART Fare Policy

Effective Date:

ATTACHMENT A – DART FARE SCHEDULE



## ATTACHMENT A

### DART FARE SCHEDULE – Mobile Ticketing Pass Products

#### Mobile Ticketing -- Pass Products

Service Type	31 Day	31 Day Half Fare	7 Day	7 Day Half Fare	Day pass	Day pass Half-Fare	Single Ride
	\$48.00	\$24.00	\$16.00	\$7.00	\$4.00	\$2.00	\$1.75
<b>Local Routes</b>	Pass	Pass	Pass	Pass	Pass	Pass	Single Ride Ticket (\$1.75)
<b>DART On Demand</b>	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	Pass + \$1.75	N/A	N/A	Single Ride Ticket (\$3.50)
<b>Paratransit (Bus Plus Zone)</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Paratransit (Premium Zone)</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>Paratransit (On All Fixed Routes with Eligibility Card)</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A

**DART Fare Policy**

**Effective Date:**

**ATTACHMENT B – PASS SALES OUTLETS**



**ATTACHMENT B**

**Pass Sales Outlets**

DART's pass sales outlets show locations where DART physical fare media is available.

Organization	Address	City	Weekly	Monthly	Tokens
PRICE CHOPPER BEAVER	1819 BEAVER AVENUE	DES MOINES	yes	yes	yes
CASH SAVER EUCLID	1320 EAST EUCLID AVENUE	DES MOINES	yes	yes	yes
PRICE CHOPPER INGERSOLL	3425 INGERSOLL AVENUE	DES MOINES	yes	yes	yes
HY-VEE ALTOONA	100 8TH STREET SW	ALTOONA	yes	yes	yes
HY-VEE ANKENY	410 NORTH ANKENY BLVD	ANKENY	yes	yes	yes
HY-VEE EUCLID	2540 EAST EUCLID AVENUE	DES MOINES	yes	yes	yes
HY-VEE WINDSOR HEIGHTS	7101 UNIVERSITY	WINDSOR HEIGHTS	yes	yes	yes
HY-VEE 35TH	1700 VALLEY WEST DRIVE	WEST DES MOINES	yes	yes	yes
HY-VEE DRUGSTORE	4100 UNIVERSITY AVENUE	DES MOINES	yes	yes	yes
HY-VEE FLEUR	4605 FLEUR DRIVE	DES MOINES	yes	yes	yes
HY-VEE GRAND WDM	1990 GRAND AVENUE	DES MOINES	yes	yes	yes
HY-VEE MLK	3330 MARTIN LUTHER KING PKWY	DES MOINES	yes	yes	yes
HY-VEE PARK AVENUE	3221 SE 14TH STREET	DES MOINES	yes	yes	yes
HY-VEE SOUTHRIDGE	1107 EAST ARMY POST ROAD	DES MOINES	yes	yes	yes
HY-VEE WEST DES MOINES	1725 JORDAN CREEK PKWY	WEST DES MOINES	no	yes	no



# Bus Stop & Amenity Guidelines

2026 Revision

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# ACKNOWLEDGEMENTS

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*Last Update: March 2026, Des Moines Area Regional Transit Authority*

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Photo 1.1

# I. EXECUTIVE SUMMARY

In 2014, DART published the first version of the Bus Stop and Amenity Design Guidelines, a cohesive, collaborative approach to bus stop placement procedures and development. In 2025, a full bus stop design and placement effort was undertaken as a result of the Reimagine DART Network Redesign. This revision captures refreshed perspectives on stop spacing and wayfinding, truly reimagining the potential of bus stops to enhance operational efficiency, the customer experience and the community footprint of DART.

The purpose of this document is to:

- 1) Identify the various components of a DART bus stop,
- 2) Set standard guidelines for the design and placement of bus stops and amenities, and
- 3) Describe the process for developing and maintaining both current and future DART bus stops.

These guidelines recognize that partnerships with local municipalities, neighborhoods, and individual property owners are crucial to the successful implementation of any DART program. DART should continue to work with member communities to improve infrastructure near bus stops, including sidewalks, safe street crossings, wheelchair accessible curb ramps, and bicycle lanes that provide access to bus stops. Outstanding quality conditions and continued maintenance of a streetscape are necessary to ensure the success of the bus stop development program outlined in this document.

These guidelines document the criteria and methodology used by DART to review and select bus stop locations for on-street passenger amenities and outline the procedures for amenity installation approval. The criteria and methodology for passenger amenity site selection have been designed to allow DART staff to review stops on as needed basis. These guidelines update and build upon the foundation provided by the Transit Passenger Shelter Plan, developed in 2005, and the Bus Shelter Plan, developed in 1992. This document will be reviewed and updated as determined necessary by staff, based on relevant organizational plans, policies or procedures impacting the accuracy or effectiveness of the guidelines herein.

## II. INTRODUCTION

As a passenger's usual first point of entry into the transit system, bus stops must be customer friendly, informative, and promote continued use of the system. This plan provides guidelines and standards for passenger amenity location, design, and maintenance that are necessary for safe and efficient delivery of transit service while enhancing accessibility, reliability, and customer convenience. The construction or installation of passenger amenities by DART will be guided by the standards established in this plan.

In order for transit to be a more attractive transportation choice, DART must make ongoing investments to ensure service reliability, a safe riding environment, and a quality experience on and off the bus. Passenger amenities are just one of the many investments DART makes to ensure that these general goals are met. However, due to limited investment resources DART must utilize planning tools like this document to maximize the impact and cost-effectiveness of their investment in passenger amenities.

An investment in passenger amenities enhances the overall transit experience of current passengers by making transit more comfortable, safe, and efficient. Strategically placed amenities have the potential to increase ridership and attract non-riders to the system by making transit more accessible and easier to use. Additionally, passenger amenities provide a distinct and visible identity for DART throughout the metropolitan area and can even serve as an effective and cost-efficient advertising medium that generates revenue for DART.



Photo 1.2

### **Basic Bus Stop Objectives:**

- A basic bus stop should consist of an accessible area and easily identifiable and consistent signage. Other bus stop amenities may be provided in accordance with a set of identified criteria.
- Bus stops should be placed to provide both safety and convenience for customers, pedestrians, bus operators, and other vehicles.
- Bus stops should be clearly and easily recognizable with up-to-date information for riders about services at the bus stop.
- DART should respond promptly to comments and complaints from all customers on any potential bus stop installations and changes.
- All Americans with Disabilities Act (ADA) regulations should be followed in the design of both new and improved bus stops.
- Whenever possible, bus stops will be universally accessible.
- Bus stops will be spaced in a manner that maximizes the efficiency of transit service operations.
- DART will work with member communities and developers to build sidewalk connections to bus stops, advocate for street crossings that enhance safety and comfort, and improve the overall pedestrian environment near bus stops.
- Bus stops will be well maintained, and DART may establish partnerships that share responsibility for performing basic upkeep of bus stops.
- Damaged bus stop features should be replaced or repaired as soon as possible.
- DART may utilize advertising on bus shelters and other amenities to help generate revenue, when local ordinances allow.
- Provide appropriate passenger amenities to attract and retain ridership.
- Develop a methodology and criteria for evaluating bus stops as locations for passenger amenities.
- Develop a process for installing and maintaining passenger amenities at bus stop locations.
- Review existing passenger amenity locations to determine if they should be replaced with new amenities or removed.
- Maintain a map identifying DART passenger amenity locations.

### III. ROLES & RESPONSIBILITIES

Passenger amenity placement will be the result of a collaborative process within DART. Planning will have the lead role supported by the following divisions:

- Transportation
- Building and Grounds
- Marketing

All passenger amenity placements and removals will be reviewed and approved by DART's Chief Operating and Planning Officer or assigned manager.

Other stakeholders in the passenger amenity design and location process may include but are not limited to:

- Other DART departments, as needed
- DART Member Communities
- Des Moines Area Metropolitan Planning Organization (DMAMPO)
- Transit Riders Advisory Committee (TRAC)
- Stakeholder agencies (i.e. Transportation Management Association, Department of the Blind, etc.)
- Employers/businesses
- Neighborhood or civic groups

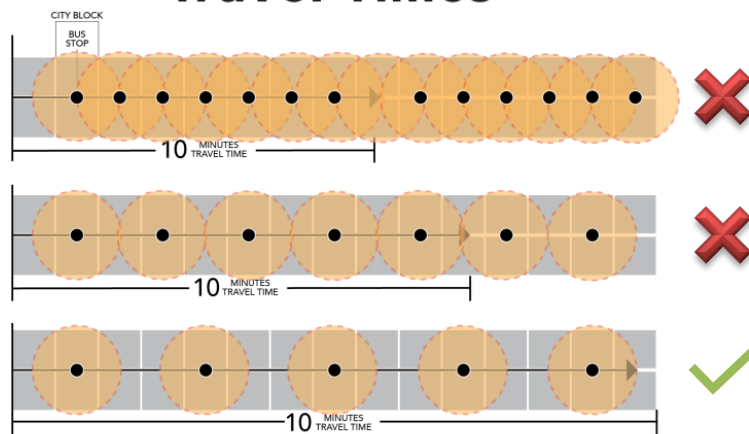
Amenities that will be considered for placement under the criteria set forth in this plan include boarding strips/pads, shelters, benches, trash cans, lighting, customer information, and bike racks.

# IV. LOCATION & SPACING

## Target Spacing

To achieve the most ideal balance between access and efficiency (average bus speed), DART should maintain an average of 4 to 5 bus stops per mile on every route. This means an ideal distance between stops is 1,056-1,320 feet, or every 3 to 4 city blocks. There are contexts where it may be appropriate to space stops closer together or farther apart. Factors including but not limited to traffic signal placement, imperfect grids or varying block lengths, infrastructure improvements, pedestrian facilities, or empty space may justify spacing as low as 600 feet or as far as a few thousand feet (rare). Stop distances over 1.25 miles should be considered closed-door service and there should be distinct marketing for customers, such as annotated on the brochure, maps, and announcements.

## Stop Spacing and Travel Times



Target spacing policy aligns with the goals established during Reimagine DART of speeding up bus operations by spacing stops farther apart, allowing the bus to travel further.

Photo 1.3

## Measuring Success

To measure compliance with these guidelines, count the number of bus stops on a pattern, and divide the number by the distance of the pattern (in miles) for bus stops per mile, or convert the pattern distance to feet and divide by the number of bus stops for average stop spacing. If there is closed-door service along the route (a distance between stops in one direction of over 1 ¼ miles), subtract one bus stop and the distance of the closed-door segment from the equation. Do this for every route, and if a route falls outside of 4 to 5 stops per mile, adjustments should be considered. There may be justification for being slightly above or below standard on some routes, but it is important to be as consistent as possible across the region. This method is commensurate with how we grade access in our *Service Standards and Performance Monitoring Guidelines* and Title VI program, links below.

Service Standards and Performance Monitoring Guidelines:

<https://www.ridedart.com/sites/default/files/about-dart/about-dart/Title%20VI/Appendix%20B%20-%20Service%20Standards%20and%20Performance%20Monitoring%20Guidelines.pdf>

## Location of Stops

There are three main types of bus stop locations: near-side, far-side, and mid-block. Near-side stops are placed before an intersection, far-side stops are placed beyond an intersection, and mid-block stops are placed between intersections. Off-street stops are another type of stop that can be used to serve major transit generators that cannot be adequately served by an on-street stop, such as malls, hospitals, or transit centers. Each location provides some advantages and disadvantages, and these are explained in Section V – Stop Placement. Please refer to the following diagrams depicting generic layouts of the primary stop configurations.

### Stop Configuration Diagrams

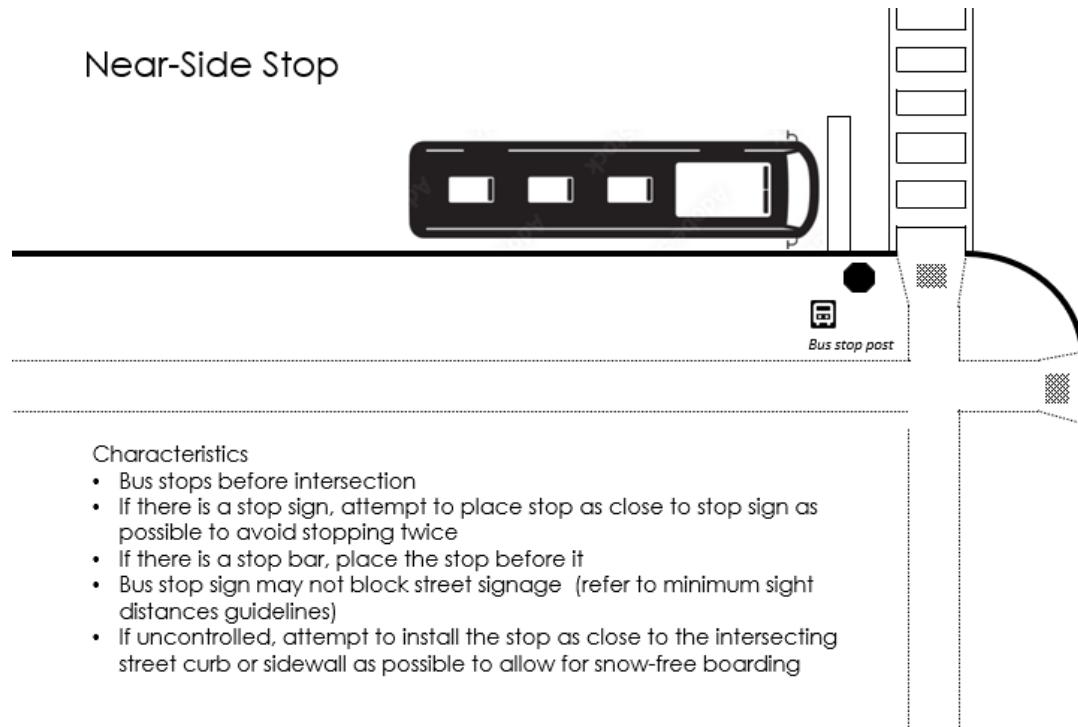


Photo 1.4

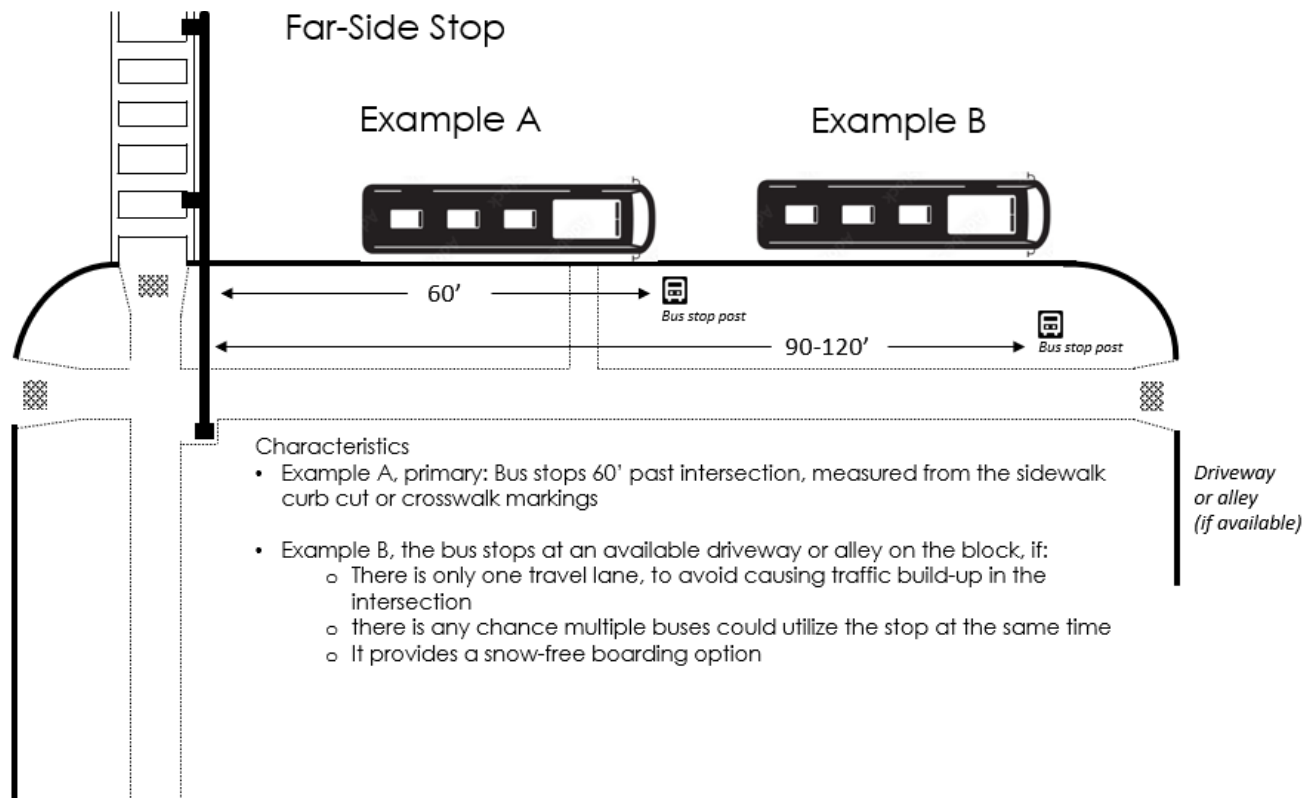


Photo 1.5

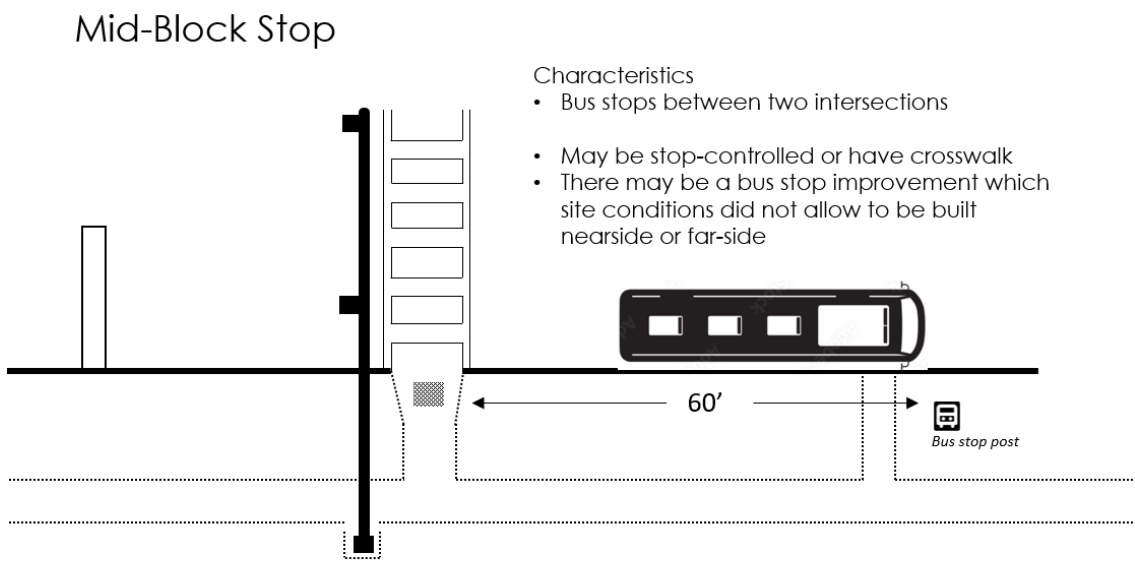


Photo 1.6

## V. STOP PLACEMENT

Type of Stop	Advantages	Disadvantages
<b>Near-side</b>	<ul style="list-style-type: none"> <li>Eliminates potential for double stopping at signalized intersections</li> <li>Allows closest crosswalk access to buses for passengers</li> <li>Allows for boarding and alighting while bus is stopped at red light</li> <li>Provides the driver entire width of the intersection to pull away from curb and maneuver back into traffic</li> <li>Minimizes traffic interference on the far side of the intersection</li> <li>Buses enter intersection at lower rate of speed, increasing time for corrective action to avoid potential collision</li> </ul>	<ul style="list-style-type: none"> <li>Increases conflicts with right-turning vehicles</li> <li>Increases sight distance problems for crossing pedestrians</li> <li>Increases distance problems for other vehicles traveling in the same direction</li> <li>May block the view of curbside traffic control devices for pedestrians</li> <li>May congest traffic in the through lane during peak traffic hours</li> <li>Encourages pedestrians to cross in front of the bus rather than behind the bus</li> <li>May result in stopping at green light to board passengers and then sitting at a red light</li> </ul>
<b>Far-side</b>	<ul style="list-style-type: none"> <li>Minimizes conflicts between right turning vehicles and buses</li> <li>Provides additional right turn capacity by making curb lane available to other traffic</li> <li>Minimizes sight distance problems on approaches to intersection</li> <li>Encourages pedestrians to cross behind the bus rather than in front of the bus</li> <li>Allows for shorter deceleration distances for buses since the bus can decelerate in the intersection</li> <li>Allows bus drivers to take advantage of gaps in traffic created at signalized intersections</li> <li>Can greatly improve travel times if coordinated with traffic signal priority</li> <li>Eliminates buses sitting at green lights to board passengers</li> </ul>	<ul style="list-style-type: none"> <li>Could cause traffic to queue into the intersection when stuck behind a bus stopped in the travel lane</li> <li>May obscure sight distance for crossing vehicles and pedestrians</li> <li>Can lead to buses stopping far side after stopping for a red light</li> <li>May increase rear-end accidents due to motorists not expecting buses to stop immediately after an intersection</li> <li>Buses enter intersection at higher rate of speed, decreasing time for corrective action to avoid potential collision</li> </ul>
<b>Mid-block</b>	<ul style="list-style-type: none"> <li>Minimizes sight distance problems for both vehicles and pedestrians</li> <li>May result in waiting areas that experience less pedestrian congestion</li> <li>Allows multiple stops to be combined at a midpoint distance</li> </ul>	<ul style="list-style-type: none"> <li>Requires more distance for no-parking restrictions</li> <li>Encourages pedestrians to cross the street mid-block, which may be illegal in some cases</li> <li>Increases walking distance for passengers crossing at intersections</li> </ul>
<b>Off-Street</b>	<ul style="list-style-type: none"> <li>Provides safe access to bus stop</li> <li>Can help generate additional ridership due to more customized service</li> <li>Provides a safe layover point for buses at the end of a line</li> </ul>	<ul style="list-style-type: none"> <li>Adds time to schedule to pull off of main roads to serve the bus stop</li> </ul>

The exact placement of a bus stop influences several factors including safety, accessibility, comfort, and efficiency. The following chart lists several different scenarios that may be encountered along a bus route and identifies the preferred placement given that particular situation. While these preferences take into account a wide variety of issues, exceptions may be made in certain circumstances. Each bus stop should be evaluated by the context of that stop alone and the determination shall be made based off of that evaluation.

Scenario	Preferred Placement
Non-signalized intersection where bus stops in travel lane	Near-side
Signalized intersection where bus stops in travel lane	Far-side
Intersections where bus turns	Far-side
Intersection with heavy right turn traffic	Far-side
Complex intersections with multi-phase signals and dedicated right turn lanes	Far-side
If two or more consecutive stops have signals	Alternating, starting with near-side
If there is obvious heavy single-direction transfer activity	One far-side, one near-side
If blocks are too long to meet preferred spacing distances	Mid-block
Major traffic generators not located or accessible at intersections	Mid-block
Mid-block pedestrian crossing with signage, striping, and/or signal	Mid-block, after crossing
Transit center	Off-street
Major transit generator that cannot be adequately served by an on-street stop	Off-street

# VI. LAYOUT & DESIGN

## Standard Bus Stop Elements

### DART Pole & Signs

- The pole and signs are the main elements of all bus stops. All DART signs should be placed on a dedicated pole owned and installed by DART. Some exceptions may apply in certain jurisdictions where streetscaping standards require special types of poles that are provided for DART to use, or if DART is unable to install a pole in which case an existing pole will be used. The pole should ideally be no closer than 3 feet to the curb. Exceptions may be made if the area between the curb and sidewalk is very narrow, but the pole should under no circumstances be installed closer to the curb than 20". There are a variety of signs affixed to the pole that make up the bus stop, discussed below.

- Note—Sight Distance and Municipal Sign Clearance Rules

When a bus stop is placed near street signs, it should not impede view of the street sign at the distances below. To place a bus stop clear of sightlines, install it behind the sign, to the left or right of the sign, or in front of the sign measured by "distance to stop."

Distances based on AASHTO, A Policy on Geometric Design of Highways and Streets, 7th Edition."

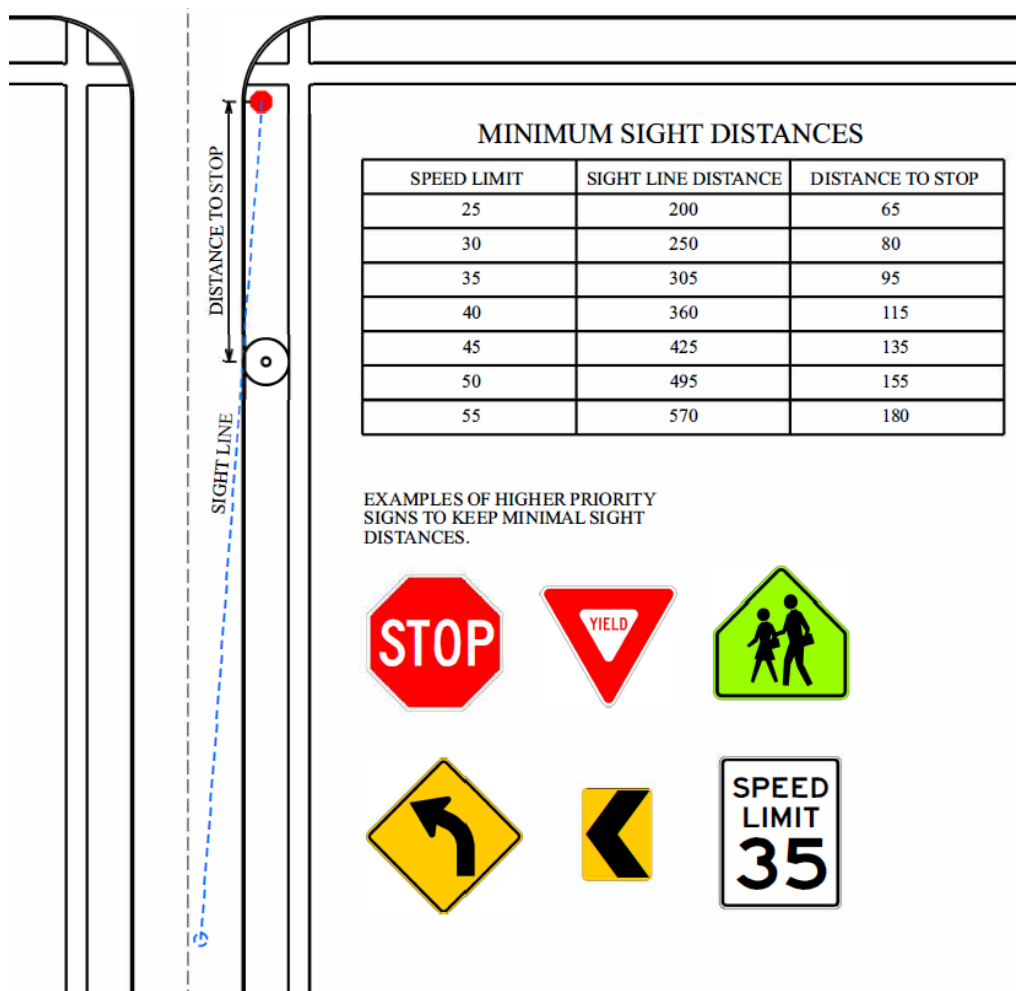


Photo 1.7

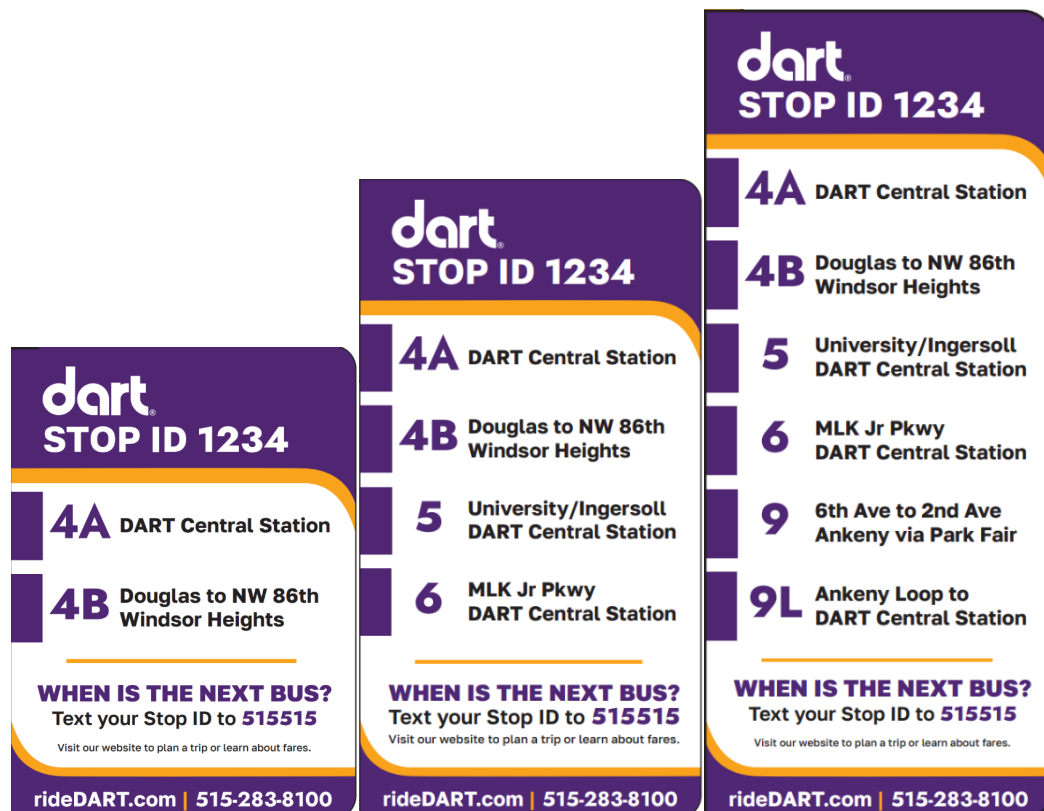
### Bus Icon Sign

The bus icon sign is the foremost identifying feature of the bus stop which indicates bus services is provided. It will be riveted to the top of the back of the pole on the left, as viewed when facing the direction the bus is traveling. This should always be “curbside” i.e. the icon sign reaches toward the curb from the pole; it may also be known as the flag sign. It is the only sign on any bus stop that will be double-sided.



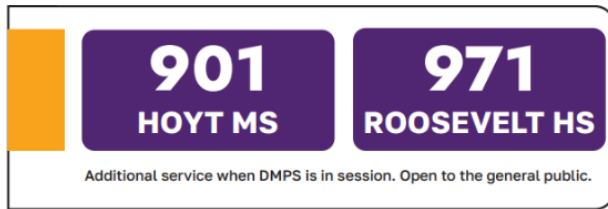
### Route Information Signs

Unique, individually fully printed route signs are placed in a consistent manner on every DART stop. There are three sizes of route information signs: 2-Route, 4-Route and 6-Route. These signs will be installed with the top edge flush with the top of the front of the pole, right-aligned, opposite the icon sign. The bottom of the icon sign should be 7 feet from the ground as reasonably practicable. 2-Route and 4-Route signs are designed to meet this requirement when placed on a standard 10' DART pole installed 14" in the ground, the bottom of 6-Route signs may be a further ~6 inches lower. The signs show the stop ID, a list of routes that serve the stop, descriptions of key destinations, 'Next Bus' feature instructions, the phone number for customer service, and DART's website.



### **Additional Service Blades and Modularity**

In addition to fully printed route signs, DART may utilize a modular bus stop configuration with additional service blades, such as school trippers or microtransit zones, affixed below the route information sign. This practice should be limited to locations where DART anticipates route information could change, such as at stops served by school trippers, to preserve simplicity and reduce the overall number of signs needed at stops.



### **Braille Route ID Sign**

The braille route ID sign is a highly requested amenity from the sight-impaired community. It is currently not standard to include at all stops, and its usage should be considered on a case-by-case basis. If used, it will be affixed onto bus stop poles around midsection-height.



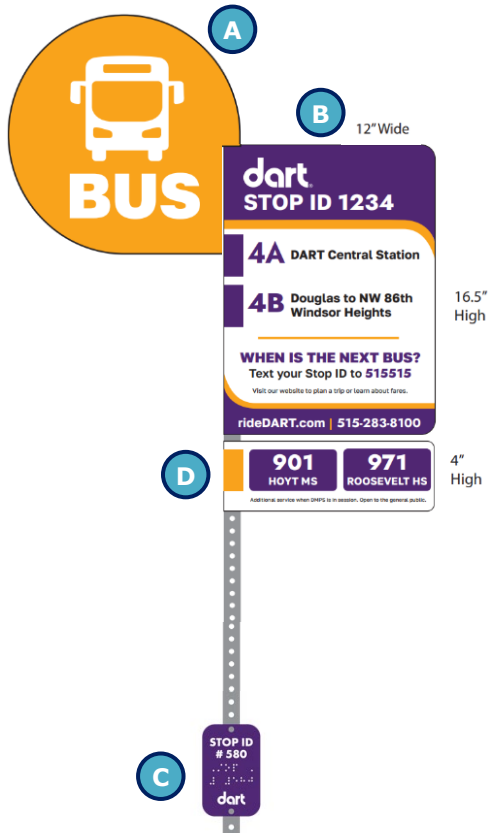
### **Auxiliary Signs**

These are any additional signs for use where a need for certain messaging has been particularly identified. Currently, the only approved auxiliary signs are non-smoking signs and no-littering signs. These may be optionally installed at stops as DART receives requests or deems the messaging otherwise prudent. DART official designs for these signs have not yet been formally produced but it is encouraged for the future. Until then, standard off-the-shelf no-smoking signs may be used, and various DART-made no-littering signs have been produced in the past which may be used at the discretion of the facilities manager.



## DART Bus Stop Design Quick-Reference Guide

DART bus stops consist of the following standardized sign components: a 2x2x10" perforated square steel pole secured at least 14" into the ground, a Bus Icon Sign, Route Sign, and optional Service Blades and Auxiliary signs. Route Signs will be 2-Route, 4-Route, and 6-Route\*. Service blades will only display school or microtransit services. Auxiliary signs currently include non-smoking and no littering.



### DART Bus Stop Standard Component Signs

<b>A</b> <u>Bus Icon Sign</u> (double-sided) Width x Height: 15.5" x 16". Affix to top of back of pole	<b>B</b> <u>2-Route Sign</u> (single-sided) Width x Height: 12" x 16.5" Affix to top front of pole
<b>C</b> <u>Braille ID Sign</u> (single-sided) Width x Height: 5" x 6" Center 3' above ground	<b>D</b> <u>Service Blade</u> (single-sided) Width x Height: 12" x 4" Place flush below route sign
<b>E</b> <u>4-Route Sign</u> (single-sided) Width x Height: 12" x 22.5" Affix to top front of pole	<b>F</b> <u>6-Route Sign</u> (single-sided) Width x Height: 12" x 28" Affix to top front of pole

### Auxiliary Signs (Not Pictured)

<u>No Smoking Sign</u> Designs may vary. Place flush below route sign and any blades	<u>No Littering Sign</u> Designs may vary. Place flush above Braille ID sign
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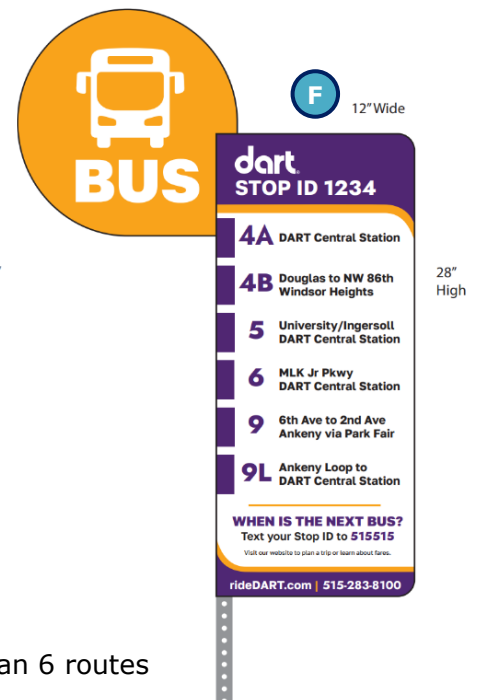
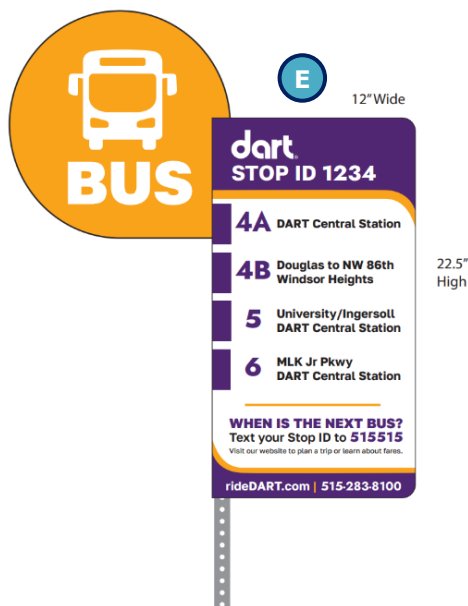
### Color & Rivet Info

Purple:  
PMS 2607 C  
CMYK: C83, M99, Y0, K2

Yellow/Orange:  
PMS 137 C  
CMYK: C0, M41, Y100, K0

Black: PMS 6 C  
CMYK: C0, M0, Y0, K100

Rivets:  
3/16" diameter  
1 1/8" in length  
Sign Hole: 3/8" (holes in pole are 1" apart)



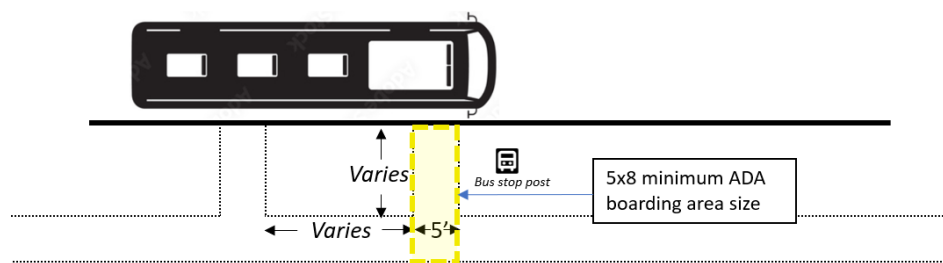
\*Custom size signs may be fabricated for stops that serve more than 6 routes

## Optional Bus Stop Amenities

### Boarding Strips/Pads

This is a variable size concrete connection from the sidewalk to the curb. To meet ADA requirements, the minimum boarding area should total no less than 5' wide and 8' deep, which can include public sidewalk, and must be sloped <1:48 perpendicular to the road. A 5' front door connection will be known as a boarding strip. The maximum boarding improvement will be a full-pour 26'-30' wide pad with varying depth depending on the distance between the curb and the sidewalk. A pair of boarding strips at the front and rear doors is an intermediate solution for stops with at least medium ridership. The minimum ADA compliant improvement of a boarding strip at the front bus door is desirable at all stops within the system. Dual boarding strips or a full-pour pad may be desirable where ridership is higher. Here is a graphic of boarding area treatments.

#### Bus Stop Improvements Boarding Strips (One or Two)



##### Rear Door Boarding Improvement

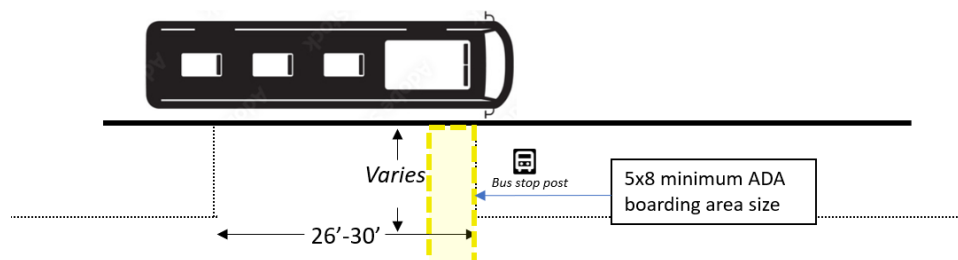
- Same as front door boarding improvement, with separation from front boarding area dependent on bus size
  - 40' Bus: 16'
  - 35' Bus: 12' 10"
  - 30' Bus: 11' 2"

40' bus shown to scale

##### Front Door Boarding Improvement

- 5' wide measured parallel to roadway, variable length between back of curb and back of sidewalk, with 8' being the minimum
- <1:48 grade between back of curb and sidewalk
- Cross-slope (parallel to road) as close as reasonably practicable to roadway grade

#### Full-Pour Boarding Pad



##### Full-Pour Boarding Pad

- 26'-30' measured parallel to roadway, variable length between back of curb and back of sidewalk, with 8' being the minimum
- <1:48 grade between back of curb and sidewalk
- Cross-slope (parallel to road) as close as reasonably practicable to roadway grade

Photo 2.4

Passenger boardings and available funding will determine which stops will receive boarding strips/pads. Opportunities can also come from city projects or a development requirement when a private owner is required to provide a bus stop improvement.

### **Shelters**

Placement of shelters throughout the DART service area will be determined through the evaluation of all bus stops using the criteria identified in Section VII – Amenity Placement. These guidelines were designed to evaluate bus stops using various metrics to ensure the most efficient, effective, and equitable placement of amenities.

### **Lighting**

A bus stop with a shelter should include an element of lighting. Solar powered shelters are the preferred option, and A/C (hard wired) units may be used if there is a concern for the effectiveness of solar. Other lighting options may be explored if a shelter is not present at a stop and there are no nearby streetlights, causing visibility or safety concern, such as a top-pole mounted solar lighting structure or other commercially available products. No such amenity is currently in service but may be appropriate and should be explored.

### **Customer Information**

Some bus stops may benefit from the inclusion of route and schedule information. This information may be presented in print form or via a digital display. Specific types and models of customer information solutions are not included in this document to encourage flexibility and pursuit of innovative improvements.

### **Benches**

Seating may be installed for use by passengers while waiting for a bus to arrive. The concrete pads for benches should be a minimum of 4x11' if placed behind the sidewalk or 6x11' if placed between the sidewalk and the curb. The bench should be placed on one side of the pad to allow a wheelchair waiting space. The pad should be aligned with the front boarding strip. A bench will not be placed where there is no ADA compliant boarding.



Photo 2.5

### **Trash Cans**

Litter control in the form of trash cans routinely emptied and maintained may be justified at certain bus stops.

*The following **amenities are not installed or maintained by DART**, but DART will work with private companies and communities willing to install and maintain them on their own:*

### **Bike Racks**

Access to bus stops in certain areas may be enhanced with the inclusion of bicycle specific amenities such as bike racks. Bike racks may be installed at some bus stops to encourage passengers to use bicycles to access DART services.

## VII. AMENITY PLACEMENT

A passenger amenity is defined as any item of comfort and convenience available to the general riding public at a bus stop, such as a bench, shelter, or schedule information. Passenger amenities may be added to a new or existing bus stop if the placement meets the criteria established in this plan. At least yearly and as funding allows, the Transit Planner will evaluate recent boarding counts of bus stops across the network and conduct the placement review process on the top 30 boarding stops without amenities, then deliver a proposal for any new amenities that may be warranted, ensuring to account for any public or stakeholder requests in the evaluation. Then, the Transit Planner will work with the Planning and Development Manager and the Chief Operating and Planning Officer to determine when and how many new passenger amenities should be installed. This determination will be based on the need for amenities, funding availability, and a review of the effectiveness of existing passenger amenities. Potential bus stop locations will then be identified and reviewed utilizing the review process established in this plan. Additional requests for passenger amenities will be referred to the Planning Department for evaluation and determination of further action. If the request is rejected, Planning will, when possible, initiate a follow-up explaining why the request was rejected to the source of the request.



Photo 2.6

Any municipalities, businesses, developers, community organizations, or other private parties may pay for and install passenger amenities on DART bus routes that serve specific developments, neighborhoods, shopping malls, employment, and activity centers. Planning will work directly with parties interested in providing passenger amenities. The design elements of a privately provided passenger shelter need to meet DART, municipal, and ADA guidelines. All designs must be compatible with customer needs and operational safety considerations. Prior to installation, an agreement on ownership and maintenance must be signed between DART and the private provider. DART must provide final approval on the design configurations for these amenities. Privately provided amenities may consist of a thematic or artistic design that is compatible with the major design features or the surrounding buildings or neighborhoods as long as essential security, safety, and accessibility criteria are met. DART reserves the right to discontinue service to privately provided passenger shelters if a route is changed, the provider fails to comply with these requirements, and/or the provider fails to comply with the requirements established in the agreement between DART and the provider.

## **Amenity Placement Evaluation**

The evaluation of a bus stop for amenity placement is a three-step evaluation process standardized by a corresponding set of forms called the 'Amenity Location Scoring Sheets,' titled Step I through Step III. Planning will keep and maintain the forms appropriately. The forms guide the planner from recommendation to nomination and include instructions for scoring and documenting conditions for the bus stop as follows.

Step 1: Evaluate the bus stop improvement priority utilizing a score sheet with set criteria

Step 2: Document the conditions of the site and make an official staff recommendation

Step 3: Note comments by stakeholders (owner/city) and record DART leadership approval

Each bus stop will be evaluated based on a determined set of criteria identified on the amenity score sheets. Each graded stop will receive a grading of Very High, High, Medium or Low priority. This ranking does not necessarily preclude development of amenities at a location, because there could be other reasons why the development is advantageous such as city streetscaping or another third-party funding opportunity, but the ranking should always be considered in the staff recommendation, especially for DART funded projects. It should be noted that even if a bus stop meets general criteria for placement of passenger amenities that physical constraints, municipal codes, property restrictions, and the needs of vehicle or pedestrian traffic might limit DART's ability to install amenities at some stops.



The comfort, convenience, and safety of passenger amenities are key factors in attracting and retaining transit passengers. The location of passenger amenities at bus stops will be

Photo 2.7

based on a number of important criteria, although special needs or circumstances may also be considered. Stops will be evaluated using two types of criteria: those that will be measured by Amenity Location Scoring Sheet Step 1, and some that may not be recorded in the scoring process but should be considered by staff when making a recommendation. A wide variety of criteria including average daily boardings, number of routes, availability of transfers, proximity of senior and disabled populations, other demographic data, opportunity for ridership growth, and cost sharing potential. Each of the criteria to be used in the evaluation is discussed below:

### **Measured (Score sheet Step I)**

- Passenger Boardings – Boardings are a good measure of stop performance and show passenger activity at a location. Amenities should be located at stops that are effectively utilized by passengers in order to maximize the benefits of the amenities and increase the visibility of DART. The most recent passenger count data will be used to determine average daily boardings by stop.
- Number of Routes – When multiple routes serve a single bus stop, the potential for use by passengers of several different routes becomes a factor. Stops that are served by multiple routes should be given additional preference.
- Proximity to Senior & Disabled Populations – Special consideration for amenity placement should be given to stops that are in close proximity to senior and disabled populations as measured with census or community survey data in GIS.

### **Subjective (Staff Consideration)**

- Cost Sharing Potential – Some businesses or private entities may want a shelter or other amenity on their property even if it has not been identified as a potential site by DART. By offering to participate in cost sharing for the amenity placement with DART, the amenity may then become a viable option.
- Opportunity for Ridership Growth - Some bus stops may be at locations that present an opportunity to increase ridership due to new development, particularly in suburban areas and at Park and Ride facilities.
- Accessibility – Access to a bus stop from the local sidewalk network and surrounding land uses should be adequate for all passengers to get to the bus stop. If sidewalk access to the bus stop is not currently present, it would need to be plausible to include in the installation of any amenity. In some instances, bus stops will have to be placed at locations that may be inaccessible for some passengers due to extenuating circumstances that DART has no ability to control. DART will work with member communities to limit the amount of poorly accessible stops whenever possible.
- Availability of Transfers – Stops that allow for transfers between different routes are important points of connection within the DART bus network. Transfer points should be considered for increased preference to provide transferring passengers additional comfort while making their transfer.

## VIII. SHELTER PLACEMENT

DART shelter placement guidelines are as follows:

- Shelter placement site plans must be developed and submitted to the local government jurisdiction, as required, for approval.
- Shelters should be placed parallel to the existing outer curb or edge of paved roadway on a concrete pad or paved area constructed according to the shelter manufacturer's specifications.
- There must be a minimum clear space 5' wide by 8' deep from the curb either in front of or adjacent to the shelter to meet ADA requirements.
- The shelter can be oriented to face away from the street to protect waiting passengers from snow buildup, splashing water, or wind.
- Placing shelters in front of store windows or businesses should be avoided.
- Shelters placed directly adjacent to a building must have a clear space between the shelter and the building to permit trash removal, cleaning of the shelter, and access to perform electrical and other maintenance work.
- Shelter placement will have a legal easement agreement which may be with a municipality if the shelter is in right-of-way or a property owner if on private property. The shelter structure should be fully in one property whenever possible.
- Shelters must be connected to the local sidewalk network in order to provide access for passengers.



Photo 2.8

The stability of routes and stops is important to develop and maintain ridership over time. For this reason, it is DART's policy to maintain passenger shelters at established locations. However, passenger shelters may be evaluated for relocation or removal if appropriate conditions, such as the following, apply:

- Transit service to the bus stop is discontinued due to service change or route realignment.
- A safety or security problem exists.
- Stop generates little or no ridership.
- Site will be impacted by new construction.

## **Shelter Vandalism Procedure**

Any vandalism that occurs at a DART shelter will be dealt with in accordance with the DART Shelter Vandalism Policy which reads as follows:

- a) At shelters where repeated instances of vandalism or defacement occur DART reserves the right to remove glass panels, or to remove shelters entirely.
- b) If glass panels at a shelter are broken or defaced beyond repair, they may be replaced up to three occurrences before the glass panels are converted to perforated aluminum panels specifically designed and retrofitted for the shelter.
- c) If vandalism continues to occur at the shelter after the metal mesh panels have been installed, the shelter may be removed altogether.
- d) For art glass panels, the original panel purchased with the shelter will be the only one supplied by DART. Neighborhood organizations, businesses or other partners may elect to supply funds for replacement panels.
- e) When an art glass panel is broken, DART will apply a vinyl image of the art to a blank pane of glass. If the vinyl application is defaced, DART will apply the vinyl up to one additional time for a total of two applications, after which plain glass will permanently replace the art.
- f) If glass panel breakage for an art shelter reaches 3 occurrences and there are one or fewer original rear art panels remaining, the shelter should be retired from the art program and perforated aluminum be used.
- g) If glass panel breakage for an art shelter reaches 3 occurrences but there are still two or more intact original rear art panes, a blank pane may be re-installed up to two additional times (for a total of 5) to preserve the value of the public art. After additional breakage, the shelter should be retired from the art program and perforated aluminum be used.



Photo 2.9

# IX. ACCESSIBILITY

## ADA Compliance

All components of infrastructure that are installed at a bus stop must be compliant with current Americans with Disabilities Act (ADA) Standards for Accessible Design. While all bus stops will not meet these current standards, all new stops, relocated stops, or upgraded stops that experience some form of investment will be required to comply with them. Screenshots of the ADA for bus stops are included here, and the full guidance can be found online at <https://www.ada-compliance.com/ada-compliance/810-transportation-facilities>

### 810 TRANSPORTATION FACILITIES

#### 810 Transportation Facilities

**810.1 General.** Transportation facilities shall comply with 810.

**810.2 Bus Boarding and Alighting Areas.** Bus boarding and alighting areas shall comply with 810.2.

**Advisory 810.2 Bus Boarding and Alighting Areas.** At bus stops where a shelter is provided, the bus stop pad can be located either within or outside of the shelter.

**810.2.1 Surface.** Bus stop boarding and alighting areas shall have a firm, stable surface.

**810.2.2 Dimensions.** Bus stop boarding and alighting areas shall provide a clear length of 96 inches (2440 mm) minimum, measured perpendicular to the curb or vehicle roadway edge, and a clear width of 60 inches (1525 mm) minimum, measured parallel to the vehicle roadway.

**810.3 Bus Shelters.** Bus shelters shall provide a minimum clear floor or ground space complying with 305 entirely within the shelter. Bus shelters shall be connected by an accessible route complying with 402 to a boarding and alighting area complying with 810.2.

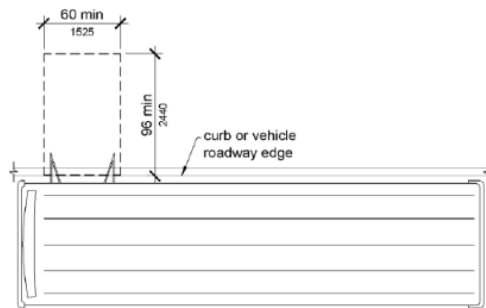


Figure 810.2.2 Dimensions of Bus Boarding and Alighting Areas

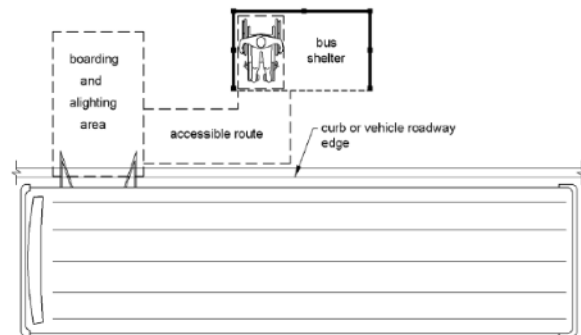


Figure 810.3 Bus Shelters

**810.2.3 Connection.** Bus stop boarding and alighting areas shall be connected to streets, sidewalks, or pedestrian paths by an accessible route complying with 402.

**810.2.4 Slope.** Parallel to the roadway, the slope of the bus stop boarding and alighting area shall be the same as the roadway, to the maximum extent practicable. Perpendicular to the roadway, the slope of the bus stop boarding and alighting area shall not be steeper than 1:48.

**810.4 Bus Signs.** Bus route identification signs shall comply with 703.5.1 through 703.5.4, and 703.5.7 and 703.5.8. In addition, to the maximum extent practicable, bus route identification signs shall comply with 703.5.5.

**EXCEPTION:** Bus schedules, timetables and maps that are posted at the bus stop or bus bay shall not be required to comply.

Note that multiple sections in the *Transportation Facilities* section of the ADA reference other sections important to DART, such as sections 402 and 703, which impact how we design our bus shelter improvement sites and bus stops signs. This guide is not an exhaustive resource for how to interpret and implement the ADA requirements, so Planners, consultants and other staff are expected to become familiar with the governing circulars and use their best judgement.

## **Bus Zones**

Bus zone is the name for the informal, often unmarked area of a street where buses take up space for stops, including pull-in and pull-out maneuvers, and enough for multiple buses if applicable. These zones do not currently have transit specific signage, but it should be considered for the future. Some municipalities place 'no parking' signs for all or part of the zone; collaborative efforts should continue to further improve bus zone conditions, especially in dense car-centric areas like downtown Des Moines where it is hard for buses to pull up alongside curbs. The following are ideal zone descriptions.

Near-side (NS) Bus Zones - preferred length is 90' measured from the bus stop sign. In some cases, near-side bus zones may be shortened to a minimum length of 60', though this may prevent the bus from clearing the lane of travel. At intersections with pedestrian crosswalks, the bus stop should be a minimum of 10' from the crosswalk to provide an adequate sightline for other drivers to see pedestrians using the crosswalk. Parking should not be allowed in this area.

Far-side (FS) Bus Zones - preferred length is 90' measured from the crosswalk. In some cases, near-side bus zones may be shortened to a minimum length of 60'. In all cases the rear of the bus must entirely clear the crosswalk. Near-side bus zones that will frequently accommodate two buses at a time should be at least 100' in length. The bus stop sign should be placed at least 20' before the end of the zone if marked by a no parking sign. If in a travel lane, there may be no sign to mark the end of the zone, or the bus stop sign itself can be considered the end of the zone.

Mid-block (MB) Bus Zones - preferred length is 100' measured from the bus stop sign. Minimum mid-block bus zone lengths will be determined on a case-by-case basis. Mid-block bus zones are the most infrequently used type of bus zone but may be used to break up long city blocks, pair with a stop at a "T" intersection, and along roadways with very few intersections.

Photo 3.1

R7-107 Signs should be used to designate bus zones (Photo 2.5)

## **Sidewalks & Local Connectivity**

In order to ensure pedestrian access to the bus stop, connectivity to the local area sidewalk network is of the highest importance. Although some stops will have to be located in areas that do not have sidewalks in place, construction of sidewalks to bus stops should be actively pursued. Concrete boarding strips that connect the curb to the sidewalk are also highly desired at bus stops to provide passengers with a direct connection from the door of the bus to the sidewalk network. Any newly constructed or replaced sidewalks and boarding strips will be wide enough to comply with both ADA standards and municipal codes. The construction of new sidewalks and boarding strips should be coordinated with the local municipality and funding for such improvements may be discussed as a joint effort.

# X. ALTERNATIVE TREATMENTS

This section discusses various types of infrastructure improvements that may be made at bus stops. DART does not have the authority to make decisions on these elements but may have input in the decision-making process within member communities. Therefore, these are simply the types of alternative infrastructure improvements that DART would like to encourage to be put in place at bus stops within the system.

## **Bump-Outs**

Curb extensions, commonly referred to as bump-outs, are extensions of the sidewalk further into an intersection to provide better sight-lines for pedestrians and motorists. Bump-outs also improve safety when they are paired together on both sides of the street so that they shorten the distance required for a pedestrian to cross an intersection. Bump-outs also provide many benefits for transit such as:

- Providing buses with curb access in the lane of travel, requiring no deviation or merging actions and reducing the time spent at the stop.
- Providing a waiting area for passengers that is separate from pedestrian traffic on the sidewalk.
- Providing space for bus stop amenities and streetscape features.
- Creating a visual effect that a street or transit corridor is pedestrian friendly.
- Improved visibility and sight lines for both pedestrians and motorists.

## **Cut-Outs**

A cut-out is designed to remove a bus from the lane of travel to prevent them from interrupting the traffic flow. Due to the fact that cut-outs reduce the timing efficiency of a route, they are not generally actively sought after by DART but will be considered for the following reasons:

- Buses will be parked at the stop for several minutes.
- There is a single travel lane, and an average stop causes excessive traffic build-up behind the bus
- Posted speed limit is at or above 35 miles per hour
- Safety issues are present



Photo 3.2



Photo 3.3

## XI. MAINTENANCE

### **Snow Removal**

DART is responsible for snow removal at bus stops if there is a shelter or bench that DART installed, unless there is an agreement that requires the property owner to clear the snow. Property owners are responsible for snow removal on sidewalks, but there is no expectation that non-paved areas are kept free of snow. In fact, the grass areas adjacent to the streets are intended for snow to be deposited by road plows. We understand that this can create a barrier for DART customers, and DART operators are trained to try and accommodate an alternative stop location, such as near a driveway or curb ramp, when it's safe to do so. DART provides an explanation and tips for riders on our website.

## XII. FUTURE CONSIDERATIONS

DART staff wishes to note that the following items are not directly related to the guidelines for bus stops and amenities, but they may have a direct impact on the effectiveness of bus stops and should be considered for future implementation. Consideration must also be given to the fact that despite the obvious benefits mentioned below, the current financial and technological capacities of DART makes many of the items' implementation neither desirable nor feasible. However, the items are noteworthy for consideration during future improvements.

**REAL-TIME INFORMATION SYSTEMS:** Length of wait times can be a factor in passengers' feelings of safety at a bus shelter. Real-time information systems are useful in providing electronic updates to passengers as to how long their wait will be. GPS based automatic vehicle location (AVL) enables transit agencies to track buses en-route and provide real-time schedule information using predictive software. Real-time information may then be made available to passengers via LED displays at bus shelters, kiosks, cellular phones, Internet, and landline telephones.

**INFORMATION KIOSKS:** There are numerous configurations and applications for information kiosks. Kiosks could be installed at major activity centers and would allow passengers to check route and schedule information, view maps, get information on programs and services, and plan trips. Kiosks may or may not utilize real-time information systems.

# XIII. REFERENCES

## Photo Credits

- Photo 1.1 DART Photo Archives
- Photo 1.2 DART Photo Archives
- Photo 1.3 DART Choices & Concepts Report  
<<https://content.reimaginedartdsm.com/pdf/DART%20Choices%20and%20Concepts%20Report%2020250401.pdf>>
- Photo 1.4 DART Bus Stop & Amenity Guidelines
- Photo 1.5 DART Bus Stop & Amenity Guidelines
- Photo 1.6 DART Bus Stop & Amenity Guidelines
- Photo 1.7 City of Des Moines Engineering Department
- Photo 1.8 DART Photo Archives
- Photo 1.9 DART Photo Archives
- Photo 2.1 DART Photo Archives
- Photo 2.2 DART Photo Archives
- Photo 2.3 DART Photo Archives
- Photo 2.4 DART Bus Stop & Amenity Guidelines
- Photo 2.5 DART Photo Archives
- Photo 2.6 DART Photo Archives
- Photo 2.7 DART Photo Archives
- Photo 2.8 DART Photo Archives
- Photo 2.9 DART Photo Archives
- Photo 3.1 "Manual on Uniform Traffic Control Devices of Streets and Highways, 11<sup>th</sup> Edition" U.S. Department of Transportation.  
<[https://mutcd.fhwa.dot.gov/pdfs/11th\\_Edition/Chapter2b.pdf](https://mutcd.fhwa.dot.gov/pdfs/11th_Edition/Chapter2b.pdf)>.
- Photo 3.2 "SDOT Blog » 2011 » September." SDOT Blog » 2011 » September. N.p., n.d. Web. 16 Aug. 2013. <<http://sdotblog.seattle.gov/2011/09/page/2/>>.
- Photo 3.3 "AATA OKs Bus Stop Deal with Ann Arbor." The Ann Arbor Chronicle RSS. N.p., n.d. Web. 16 Aug. 2013. <<http://annarborchronicle.com/2011/04/01/aata-oks-bus-stop-deal-with-ann-arbor/>>.

## References

- Tri-Met Bus Stop Design Guidelines
- Washington Metropolitan Area Transit Authority Guidelines: Design and Placement of Transit Stops
- Omnitrans Bus Stop Design Guidelines
- TCRP Report 19 – Guidelines for the Location and Design of Bus Stops
- Federal Transit Authority
- United States Department of Transportation

## XIV. APPROVAL

### **Justification**

The enactment of this plan will establish guidelines to provide consistency on where bus stops and passenger amenities will be located and the type of facility that should be provided. These standards are designed to ensure that passenger accessibility and the provision of passenger amenities will be provided in a consistent and non-discriminatory manner. This plan will ensure that the legal provisions from the Americans with Disabilities Act are incorporated in the development of all new passenger amenities.

### **Title VI Statement**

The location of passenger amenities at bus stops will be based on a number of important criteria, although special needs or circumstances may also be considered. Stops will be evaluated using a wide variety of criteria including average daily boardings, number of routes, availability of transfers, proximity of senior and multi-family housing, other demographic data, opportunity for ridership growth, and cost sharing potential.

### **Responsibility**

The Des Moines Area Regional Transit Authority (DART) shall have responsibility for the implementation of this plan.

### **Effective Date**

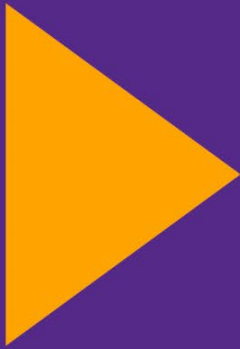
This plan shall become effective immediately following approval of the Commission on:

3 / 3 / 2026

### **Approval**

This plan was reviewed and approved by the Des Moines Area Regional Transit Authority Commission on:

3 / 3 / 2026



## OPERATIONAL REPORT

### 10: Operational Report

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

#### **Major Bus and Bus Facilities Grant Award**

DART received a \$20 million federal grant for phase two of the new Operations & Maintenance Facility made possible with the support of FTA Administrator Molinaro, Rep. Nunn, Sen. Grassley and Ernst, the DART Commission, and several public and private organizations. The funding will allow staff to develop plans for making significant progress on the goal of getting out of 1100 DART Way. This [press release](#) was shared on Thursday, February 26 and includes a quote from Rep. Nunn.

#### **People**

**Employee of the Month:** Master Level Technician Madwin Ayala has been named the January Employee of the Month! Madwin stepped up as lead personnel during the holiday period when staffing was limited, willingly taking on additional responsibility to support the team. He provided leadership for the maintenance department and ensured the shop continued to operate smoothly and safely despite the staffing challenges.



**Commendations:** DART was informed of an elderly, at-risk male who was missing on Wednesday, February 18. Staff John Rugama, Katelyn Dawson, and Jim Clark worked cohesively, and the gentleman returned home safely. Thank you for demonstrating excellence to our customers and community.

**Employee Milestone Anniversaries:** Bus Operator Billy Fudge recently celebrated 20 years of service at DART. Billy has shown his dedication to our customers by providing exceptional customer service. Each day, Billy ensures that his customers arrive at their destinations safely.

Operations Supervisor Jim Clark celebrated 10 years of service at DART. Outside of a short duration

## 10: OPERATIONAL REPORT

of time in Buildings and Grounds, Jim has been a supervisor for much of his time at DART. Jim has a can-do attitude, and he shows his commitment by volunteering on his days off for inclement weather and covering open work during driver shortage. His approachable disposition makes operators comfortable to discuss personal or work-related situations. He is dedicated to ensuring our bus services are safe and timely.

Bus Operator Scott Cole celebrated 10 years of service at DART. Daily, Scott shows his dedication to our customers by arriving at work on time and demonstrating exceptional customer service. Scott comes to work each day with his smile that just makes anyone smile too.

**Employee Moves:** Ashley Gearhart has joined the transportation department as our newest Operations Supervisor. Her prior DART experience as a bus operator, dispatcher and a service person helps her come to her new role well prepared. Her positive attitude and willingness to be a team player makes her a great addition to the Supervisor team.

### **DART in the Community**

**Partnership Regional Transportation Roundtable:** DART CEO Amanda Wanke presented to a group of business leaders participating in the Greater Des Moines Partnership's Regional Transportation Roundtable on Monday, February 16. This group of business leaders is continuing conversations we started with the Reimagine DART Advisory Cabinet with the purpose of identifying opportunities to influence and innovate regional transportation. Our presentation emphasized the importance of business support for transit and where there are opportunities for the future.

**CEO Masterclass:** Amanda Wanke has recently started participating in the CEO Masterclass program which is presented by the Greater Des Moines Partnership and Des Moines. This focuses on peer learning, community-minded stewardship, and operational clarity.

**DART Overview for Newly Elected City Councilors:** DART hosted two virtual webinars in February attended by four newly elected officials in DART member communities.

### **DART in the Media**

#### **[DART gets \\$20M fed grant boost for its new repair, storage hub](#)**

*The Des Moines Register, 2/26/26*

#### **[Paving the way to new plans, how DART is changing its routes](#)**

*The Times-Delphic, 2/11/26*

#### **[Crash between Jeep and DART bus leaves 1 with serious injuries](#)**

*WOI-TV, 2/3/26*

#### **[Bondurant to leave DART a year early after paratransit request denied](#)**

*Des Moines Register, 1/22/26*

#### **[DART adds 10 new bus stop shelters to metro routes](#)**

*WHO 13, 1/22/26*

## 10: OPERATIONAL REPORT

### Government Relations:

#### **Equal Employment Opportunity (EEO) Circular 4704.1A and EEO Program Extension:**

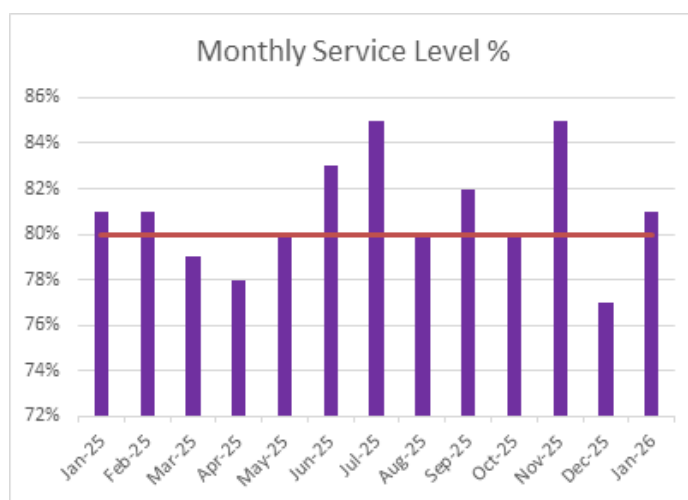
DART staff were prepared to submit an updated EEO Program to the FTA by the deadline of March 1, 2026, and learned on Friday, February 20, the FTA and DOT are working to review, update, modify or rescind certain guidance and regulations to confirm with recent executive orders. FTA will issue relevant updates when available. Our EEO program is now due to the FTA on October 1, 2026.

**IPTA DC Fly-In:** Amanda Wanke will be attending the upcoming IPTA (Iowa Public Transit Association) and CTA (Community Transportation Association of America) DC Fly-In, March 4–6, 2026. This legislative event will be an opportunity to advocate for Iowa public transit priorities with in-person meetings Capitol Hill to meet with House Representatives, Senators, and their staff.

**Property Tax Bill Hearings:** Amanda Wanke and Erin Hockman are testifying on DART's behalf at hearings on the House, Senate and Governor's property tax bill proposals to share the impact of the bills on DART's services and hopefully minimize the negative effect of these limitations to DART. Options include ensuring that caps can be adjusted if CPI growth is high and giving DART access to benefits and insurance levies. As DART is a very unique organization within the state, with a limited impact to the rural parts of the state, these are uphill battles, but we will continue to do all we can to influence the outcome.

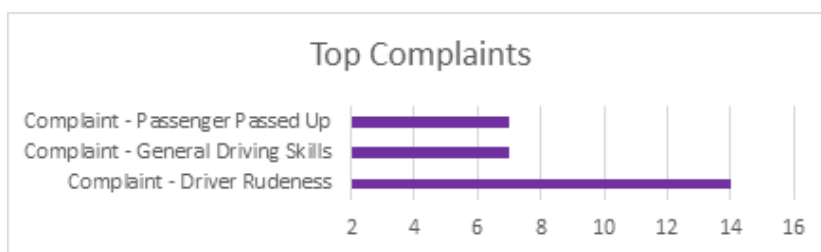
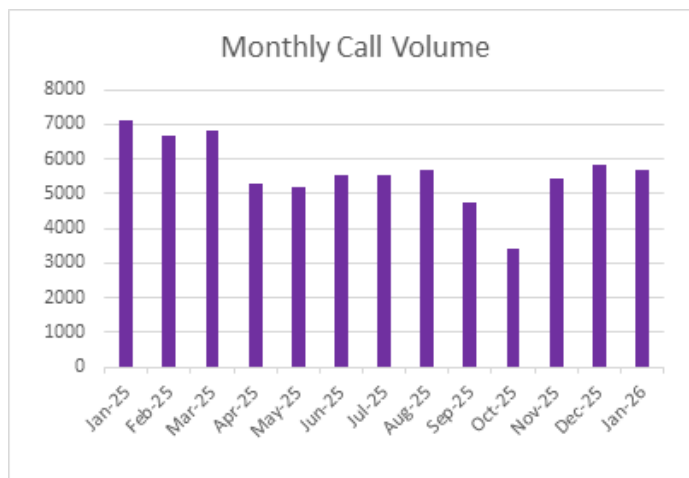
### Customer Service

**Data:** Call Trends – Call volumes have continued to increase slightly over the last few months, and complaint numbers have stayed steady month over month with an increase in commendations.



\*Service level is the percentage of calls answered within 60 seconds--goal is 80%.

## 10: OPERATIONAL REPORT



### Commendations:

*"Customer called in and stated the driver was kind and very helpful." (Austin Draper)*

*"I asked a driver for bus direction, and he was kind enough to give it to me." (Jeremiah Adams)*

*"Ron Lamber was waiting for a taxi that was running late and the driver arrived as Ron was waiting. After arrival Ron asked if the driver was there for his ride. She called dispatch so that she could piggyback Ron's trip getting him home efficiently and safely and is friendly to all her passengers." (Elisha King).*

**Customer Communication:** Throughout February, customers who use DART services in Bondurant and Pleasant Hill had an opportunity to comment on the end of services in their communities in June. We received 10 comments from Pleasant Hill riders and residents and one comment from an Altoona resident.

### Pleasant Hill

- *"My 96-year-old mother is wheelchair bound and depends on Paratransit 100%. Her primary doctor is Samantha Algrim at Unity Point Clinic in Pleasant Hill. It will be traumatic for her to have to find and get to know another doctor. She also rides Paratransit to attend movies at Copper Creek 9 in Pleasant Hill. There is little social settings that she can access. It would be a pity to have to go farther from home to see a movie."*

## 10: OPERATIONAL REPORT

- *"I enjoy riding Paratransit. It has helped me get to church on Sundays and any place I have to go, being I am in a wheelchair. Thank you, DART, for coming to Pleasant Hill."*
- *"I don't drive. There's hardly already no transportation in Pleasant Hill and I like riding on DART Paratransit because it's cheaper than me using Lyft or Uber, especially with me having disabilities."*
- *"We just began using DART and it has been wonderful. We use it for medical visits. My husband cannot stand or walk, we are completely dependent on an electric wheelchair. I am his caregiver. We would use DART at least 8 times a year for medical appointments at \$3.50 each way. I ride free. Totaling \$56. Now we will be looking at \$1400 to \$1600. We live on a fixed income and are in our eighties. There is no way we can afford this!"*
- *"I find this very upsetting, due to the fact that I will have to change doctors at Unity Point."*
- *"I am a disabled adult who is living in an assisted living building. Most of the people here like me have no transportation. Why would you cut off our services?"*
- *"I feel like paratransit and DART service should stay in Pleasant Hill due to the fact there's already not enough transportation services. Not everybody can afford Lyft or Uber, it's too expensive for people that's disabled with paratransit and DART cheaper to ride for work. I feel like if DART gets cut from Pleasant Hill, people will have to rely on Lyft and Uber. People that's low income on disability can't afford the fares to go to work."*
- *"Why couldn't we have taxi or UZURV come to our area in Pleasant Hill and pick us up?"*
- *"I enjoy using DART Paratransit since I am handicap & use a walker. I don't go to Pleasant Hill much, but I will be sad if I can't go meet my church friends at Caribou Coffee in Pleasant Hill. I wish you would go to Runnells so I can go to church on Sundays. Thank you!"*
- *"I'm not one to bother people and the DART bus gives me that independence. Since becoming handicap, I cannot drive and I need a way to get to my doctor, etc. Soon to be 91 and I don't want to give up my home of 64 years."*

### Altoona

- *My wife takes the Route 17 extension from Adventureland Drive to 6<sup>th</sup> Avenue, before connecting to a bus to get work at Merle Hay. She has to be at work at 6:30 a.m. and will no longer be able to make her trip. With the change in service hours and loss of fixed route beyond the Outlets/Walmart in Altoona.*

## 10: OPERATIONAL REPORT

### January Performance Summary

- Total January ridership was down 7.36% compared to last January.
  - Fixed Route ridership was down 6.97% compared to January of last year.
  - Paratransit ridership was down 5.16% compared to last January.
  - DART On Demand ridership was down 15.5% compared to last January.
  - Caravan ridership for January was down 26.76% compared to last January, primarily due to the temporary suspension of one high-performing Quantum Plastics vanpool. That single van accounted for approximately 884 unlinked passenger trips in January of last year. The remaining variance reflects routine month-to-month fluctuations across the rest of the system.
  - Typically, ridership trends are down during the winter months. January was marked by some snow as well as extremely cold temps.
- Preventable accidents were 0.53 per 100,000 miles for the month, meeting our goal of 1 or fewer. The YTD number is 1.22 through January. Non-preventable accidents were 0.79 per 100,000 miles.
- On-Time Performance (OTP) was 87.70% in January. This was the first month in nearly 3 years that we've met our goal of 85% or higher. This moved our YTD metric to 91.24%, a full 2 percentage points above FY25 YTD.
- Road calls per 100,000 miles, when buses need service while in operation, were 8.70 for fixed route in January, failing to meet our target range of 7 or fewer.

*Year-to-Date Performance:* Please note that the D-Line was discontinued last year, resulting in a total reduction of 20,847 rides year-to-date compared to FY25. The operating costs for Paratransit and Rideshare are higher this year due to a reclassification of insurance expenses compared to the previous year. This trend will be reflected in the year-to-date comparisons for the remainder of FY26.



# Performance Summary -

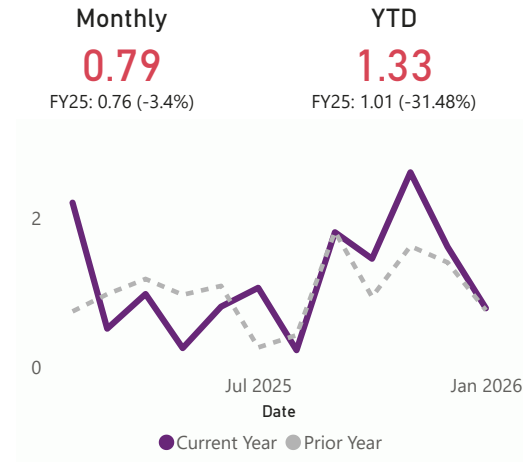
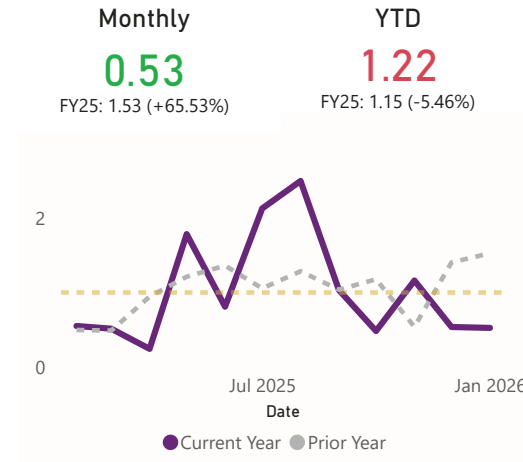
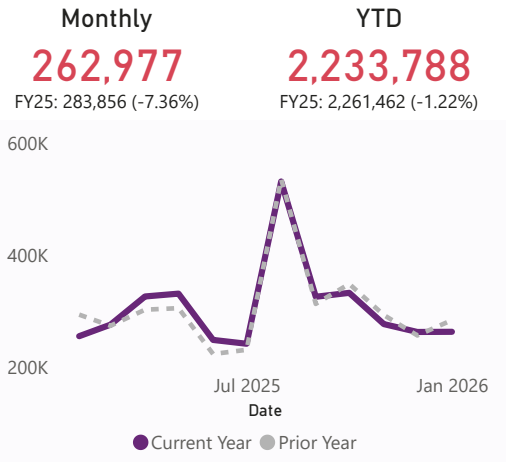
# January 2026

2/1/2025 1/31/2026

## Ridership

## Preventable Accidents/100k Miles

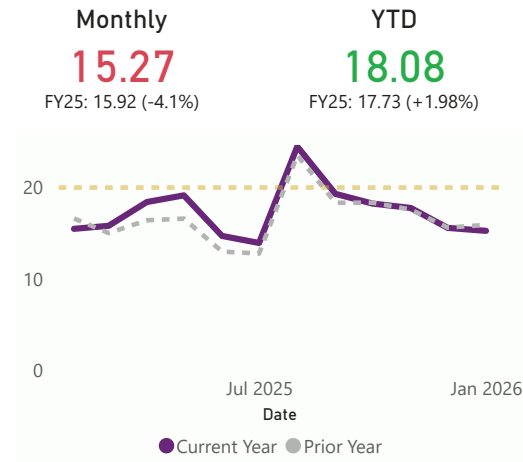
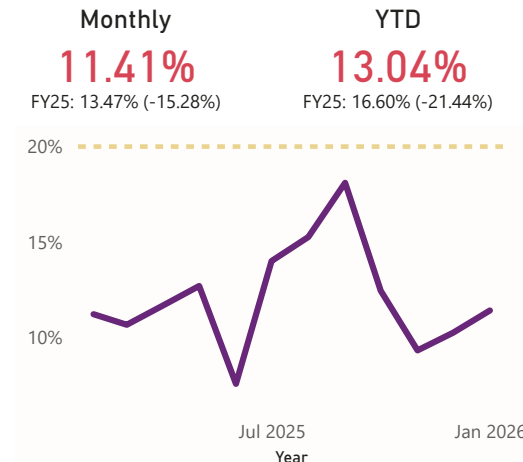
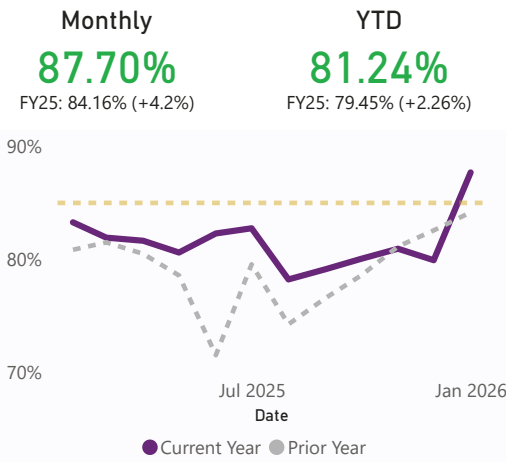
## Non-Preventable Accidents/100k



## On-Time Performance

## Farebox Recovery Ratio

## FR Passengers / Revenue Hour





# Fixed Route Performance

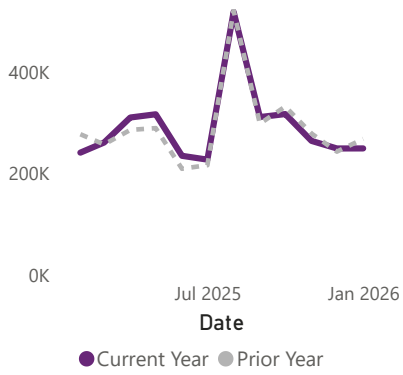
2/1/2025

1/31/2026

## Ridership

Monthly: **249,718**  
 FY25: 268,439 (-6.97%)

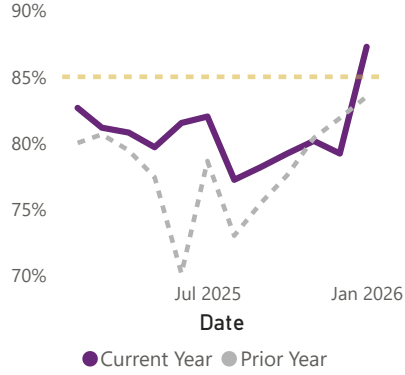
YTD: **2,139,253**  
 FY25: 2,159,466 (-0.94%)



## On-Time Performance

Monthly: **87.26%**  
 FY25: 83.51% (+4.49%)

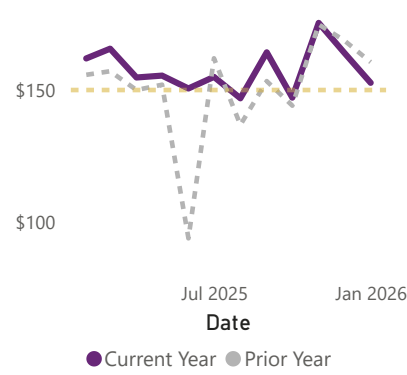
YTD: **80.47%**  
 FY25: 78.55% (+2.45%)



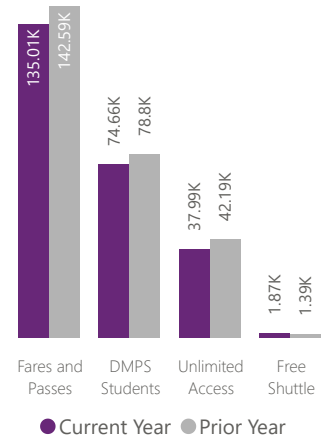
## Operating Cost/Rev. Hour

Monthly: **\$152.74**  
 FY25: \$160.55 (+4.87%)

YTD: **\$157.12**  
 FY25: \$155.92 (-0.77%)



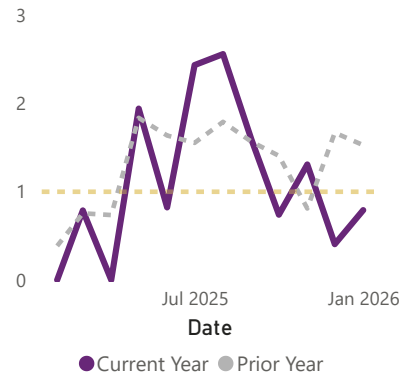
## Monthly Ridership by Fare Group



## Preventable Acc./100k

Monthly: **0.79**  
 FY25: 1.53 (+48.25%)

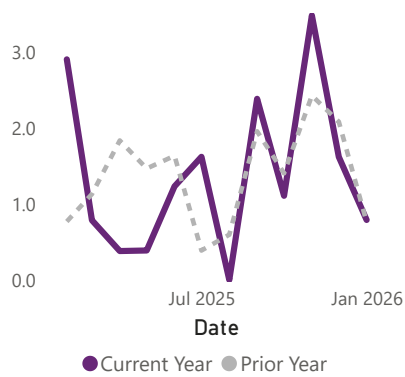
YTD: **1.44**  
 FY25: 1.49 (+3.5%)



## Non-Preventable Acc./100k

Monthly: **0.79**  
 FY25: 0.76 (-3.51%)

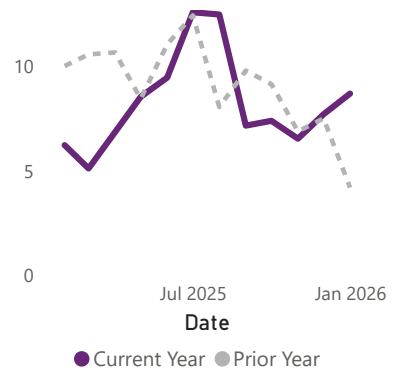
YTD: **1.49**  
 FY25: 1.33 (-12.24%)



## Road Calls/100k Miles

Monthly: **8.70**  
 FY25: 4.20 (-107.02%)

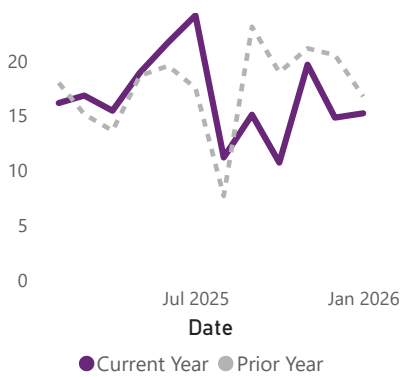
YTD: **9.07**  
 FY25: 8.30 (-9.25%)



## Complaints/100k Passengers

Monthly: **15.22**  
 FY25: 16.76 (+9.22%)

YTD: **15.01**  
 FY25: 16.86 (+10.98%)





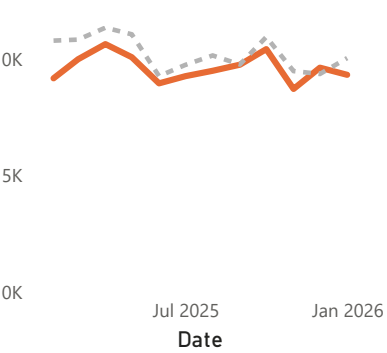
# Paratransit Performance

2/1/2025

1/31/2026

## Ridership

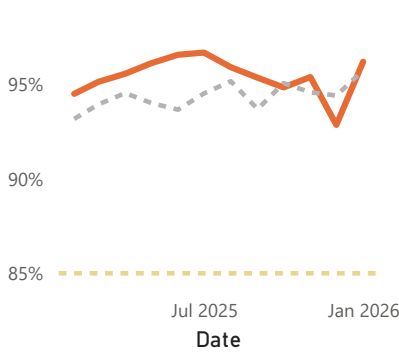
Monthly: **7,682**  
 YTD: **55,017**  
 FY25: 8,100.00 (-5.16%)    FY25: 57,325 (-4.03%)



● Current Year ● Prior Year

## On-Time Performance

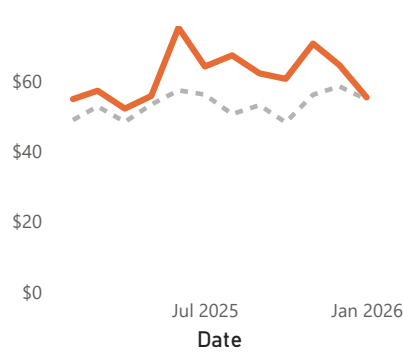
Monthly: **96.20%**  
 YTD: **95.31%**  
 FY25: 95.75% (+0.47%)    FY25: 94.75% (+0.59%)



● Current Year ● Prior Year

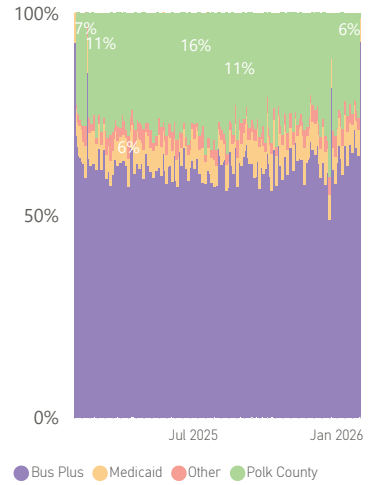
## Operating Cost/Passenger

Monthly: **\$55.33**  
 YTD: **\$63.39**  
 FY25: \$54.71 (-1.13%)    FY25: \$53.75 (-17.94%)



● Current Year ● Prior Year

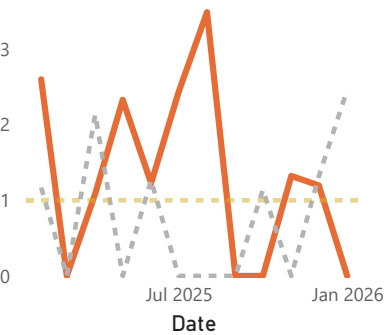
## Paratransit Customer Type Breakdown



● Bus Plus ● Medicaid ● Other ● Polk County

## Preventable Acc./100k

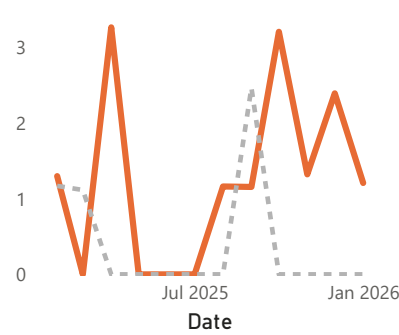
Monthly: **0.00**  
 YTD: **1.19**  
 FY25: 2.46 (+100%)    FY25: 0.70 (-69.48%)



● Current Year ● Prior Year

## Non-Preventable Acc./100k

Monthly: **1.21**  
 YTD: **1.53**  
 FY25: 0.00    FY25: 0.35 (-335.81%)



● Current Year ● Prior Year

## RideShare - Ridership

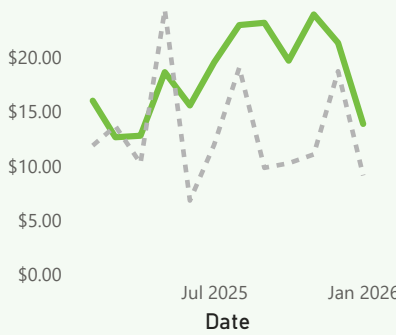
Monthly: **3,942**  
 YTD: **27,966**  
 FY25: 5,382 (-26.76%)    FY25: 32,539 (-14.05%)



● Current Year ● Prior Year

## RideShare - Op. Cost/Passenger\*

Monthly: **\$13.86**  
 YTD: **\$20.51**  
 FY25: \$9.11 (-52.11%)    FY25: \$12.53 (-63.6%)



● Current Year ● Prior Year



# DART On Demand Performance

Request Zone

All

Booking Type

All

2/1/2025

1/31/2026

## Completed Trips

Monthly

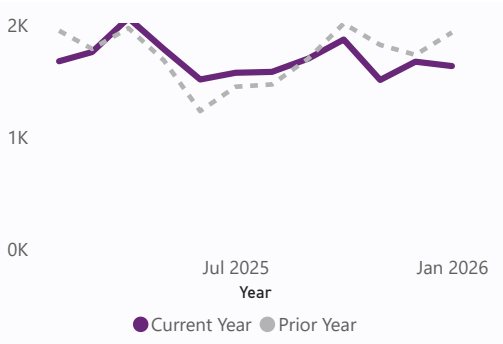
**1,635**

FY25: 1935 (-15.5%)

YTD

**11,552**

FY25: 12132 (-4.78%)



## Avg. Wait Time (On Demand)

Monthly

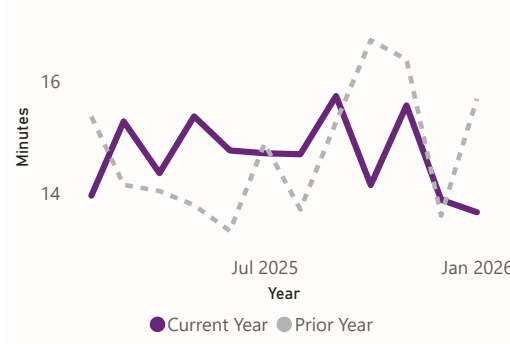
**13.66**

FY25: 15.69 (+12.92%)

YTD

**14.68**

FY25: 15.15 (+3.11%)



## Mobile Booking Rate

Monthly

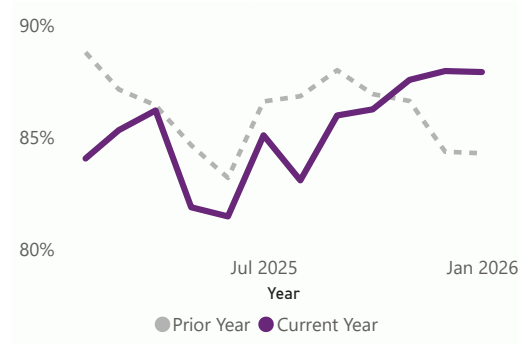
**87.91%**

FY25: 84.28% (+4.31%)

YTD

**86.38%**

FY25: 86.16% (+0.25%)



## Unique Active Riders

Monthly

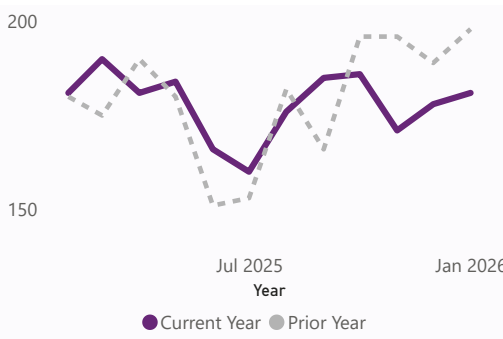
**181**

FY25: 198 (-8.59%)

YTD

**373**

FY25: 399 (-6.52%)



## New Accounts Created

Monthly

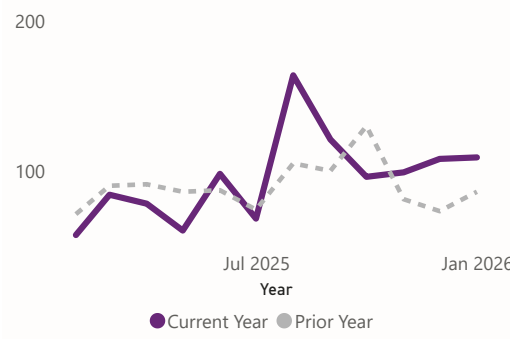
**109**

FY25: 86 (+26.74%)

YTD

**765**

FY25: 649 (+17.87%)



## First Time Riders

Monthly

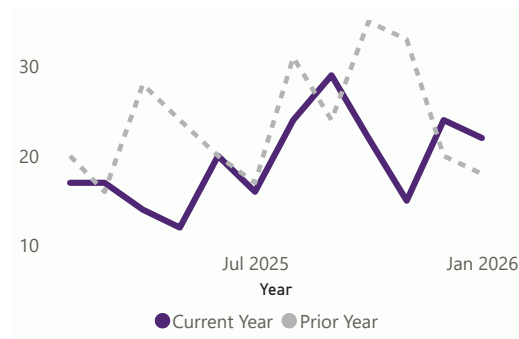
**22**

FY25: 18 (+22.22%)

YTD

**152**

FY25: 178 (-14.61%)





# Route Details

Month

December 2025 ▼

Program	Month Ridership	Month Last Year	YTD Ridership	Last Year YTD Ridership	YTD Change	YTD Change %	YTD Passengers/Revenue Hour	YTD On-Time Performance
<b>1. Local</b>								
#1 - Fairgrounds	11,874	10,960	338,035	344,908	-6,873	-2.0%	34.07	71.64%
#2 - Maury St	85	131	670	827	-157	-19.0%	2.35	80.82%
#3 - University	24,461	24,052	169,863	165,217	4,646	2.8%	18.48	79.40%
#4 - E. 14th	11,651	11,449	72,071	73,951	-1,880	-2.5%	14.44	83.89%
#5 - Franklin Ave/Johnston	10,436	10,361	68,805	67,036	1,769	2.6%	11.03	77.81%
#6 - Indianola	23,966	25,016	149,335	163,485	-14,150	-8.7%	23.70	82.60%
#7 - SW 9th St.	28,137	27,185	175,168	176,153	-985	-0.6%	29.84	84.11%
#8 - Fleur Dr.	2,216	2,150	13,666	14,588	-922	-6.3%	13.63	76.77%
#10 - East University	1,031	1,123	7,534	7,753	-219	-2.8%	9.17	83.14%
#11 - Ingersoll/Valley Junction	3,756	3,440	21,780	19,566	2,214	11.3%	21.04	74.18%
#13 - Evergreen	5,593	4,608	30,656	27,368	3,288	12.0%	50.89	85.99%
#14 - Beaver Ave.	13,502	14,032	80,897	82,748	-1,851	-2.2%	15.29	84.78%
#15 - 6th Ave.	18,014	17,437	114,487	115,675	-1,188	-1.0%	25.61	73.79%
#16 - Douglas Ave.	26,717	25,652	175,756	173,135	2,621	1.5%	19.67	79.99%
#17 - Hubbell Ave.	20,608	17,997	141,385	127,770	13,615	10.7%	17.95	73.96%
#50 - Euclid	4,676	4,808	33,575	33,413	162	0.5%	8.61	79.38%
#52 - Valley West/Jordan Creek	11,945	11,157	79,160	77,352	1,808	2.3%	12.54	78.79%
#60 - Ingersoll/University	22,744	23,356	158,486	140,282	18,204	13.0%	17.86	79.80%
#72 - West Des Moines Loop	2,492	2,584	17,047	17,576	-529	-3.0%	6.45	85.69%
#74 - NW Urbandale	303	257	2,668	2,395	273	11.4%	3.67	87.66%
<b>2. Shuttle</b>								
Link Shuttle	846	789	5,701	5,029	672	13.4%	3.47	85.56%
Downtown Shuttle				20,847	-20,847	-100.0%		
<b>3. Express</b>								
#92 - Hickman	481	436	3,597	2,456	1,141	46.5%	6.08	68.67%
#93 - NW 86th	1,191	1,372	7,714	5,290	2,424	45.8%	8.01	80.84%
#94 - Westown	351	313	2,660	2,062	598	29.0%	6.71	76.31%
#95 - Vista	158	145	1,143	1,222	-79	-6.5%	4.08	75.52%
#96 - E.P. True	597	629	3,655	3,808	-153	-4.0%	6.20	76.52%
#98 - Ankeny	1,625	1,592	12,399	11,942	457	3.8%	7.23	70.99%
#99 - Altoona	176	322	1,544	2,492	-948	-38.0%	3.30	75.11%
<b>5. On Call</b>								
Ankeny								
NW Johnston / Grimes								
Regional	13		100	25	75	300.0%	9.64	81.32%
<b>6. DART On Demand</b>								
#31 - DART On Demand - Jordan Creek								
#32 - DART On Demand - River Bend								
DART On Demand - Ankeny	1,674	1,735	9,917	9,901	16	0.2%	3.27	
<b>Total</b>	<b>263,502</b>	<b>256,845</b>	<b>1,974,170</b>	<b>1,972,863</b>	<b>1,307</b>	<b>0.1%</b>	<b>14.51</b>	<b>80.15%</b>

## 10A - OPERATIONS AND MAINTENANCE MONTHLY REPORT

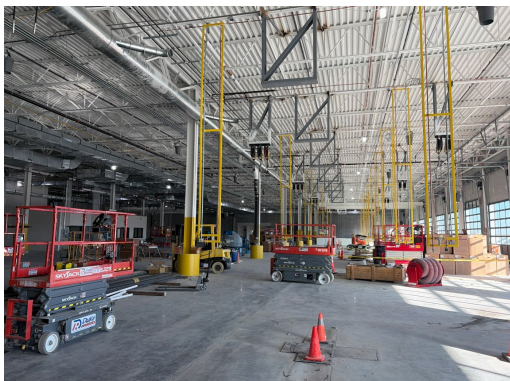
10A:

**Phase I Operations and Maintenance Facility Report**  
*(3500 Vandalia Road, Des Moines, Iowa 50309)*

**Staff Resources:** *Mike Gulick, Senior Director Finance and Compliance*  
*Luis Montaya, Chief Operating and Planning Officer*

### Progress Update (Top Priorities for next 30 Days):

- **Site Development:** Permanent fencing and irrigation will continue through late February toward the March 6 completion milestone. Focus will be on advancing these exterior scopes and preparing for early March parking lot lighting and seeding/sod activities. Site stabilization coordination will remain a priority as work transitions toward spring conditions.
- **West Bay Build-Out:** Key priorities include completing lighting installation and electrical trim-out, resolving epoxy flooring, and progressing restroom tile work. Late February efforts will shift to ceiling grid, plumbing trim-out, specialties, and sheet metal trim, positioning the bay for early March floor prep, ceiling tile, and floor clear coat. Power to equipment remains a critical driver for startups.
- **Center Bay Build-Out:** Rotary lift installation continues through February alongside overhead bulk fluid and electrical/fire alarm trim-out work. Late February activities include lighting, compressed air drops, casework, and floor prep, setting up early March epoxy flooring and plumbing trim-out. Close coordination between lift work, MEP trim, and floor sequencing is essential.
- **East Bay Build-Out:** Electrical trim-out is concluding. The next phase will prepare for mid-to-late March plumbing, sheet metal, specialties, and floor prep activities to maintain alignment with overall system completion.
- **Systems, Startups and Closeout:** Equipment startups begin in February, with expansion loop installation and BAS/TAB activities following in March. Over the next 30 days, focus will be on completing panel power distribution, sequencing startups, and preparing for late-March stabilization and punch list milestones.



Overall, the next 30 days will emphasize completing MEP trim, advancing lift and equipment installation, resolving flooring scopes, and initiating coordinated system startups to maintain schedule alignment heading into March stabilization and April inspection activities

## 10A: Operations and Maintenance Facility Report

### Financial Management Update:

**Budget Status:** On track; expended \$28,674,571 of the approved \$34,789,700. See *Phase I Budget attachment in the packet for details.*

- *See the Dec 2025 and Jan 2026 construction progress payments attachment for details. We show two months of construction progress payments due to there being no February Commission meeting.*

**Change Orders:** Jan and Feb 2026: Twelve (12)

- BP13 Seneca Companies deduct (-\$13,410.00) Design Modifications
- BP012 Baker Group \$198,785.00 Design Modifications
- BP05 Core Construction \$47,835.20 Design Modification
- BP03 Forrest & Associates \$1,807.00 Design Modification
- BP11 Kline Electric deduct (-\$5,127.00) Design Modification
- BP11 Kline Electric \$4,947.33 Unforeseen Condition
- BP11 Kline Electric \$3,008.00 Design Modification
- BP11 Kline Electric \$8,760.00 Design Modification
- BP11 Kline Electric \$1,855.00 Design Modification
- BP11 Kline Electric deduct (-\$2,365.00) Design Modification
- BP11 Kline Electric \$687.00 Design Modification
- BP11 Kline Electric \$8,324.00 Design Modification

**Issues:** None

<b>10B:                      FY 2026 CEO Mid-year Update</b>
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**Staff Resource:** *Amanda Wanke, Chief Executive Officer*

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**Background:** In September 2025 the DART Commission reviewed and approved the CEO's goals, which are reflective of the organization's broader priorities for FY 2026.

**Long-term Focus:** As CEO, my long-term aim is for DART to remain relevant, meeting the most important needs of our communities—and sustainable—supported by lasting financial and member community commitment. While full sustainability will take time given today's political and funding realities, we continue to make progress. These goals are designed to help us take the next important steps together.

**FY 2026 CEO Goals:**

**Reimagine DART**

- Finalize system redesign that meets Commission-approved goals with public input:
  - **COMPLETE:** *The Commission approved the Reimagine DART system redesign in December of 2025, after receiving two rounds of robust public input throughout the year. More details are available in the December 2025 Commission packet.*
- Bring forward potential updates to the property tax formula, including a paratransit-only funding option, in line with presented timelines:
  - **COMPLETE:** *At the December 2025 meeting, the Commission approved updated tiers in the property tax formula to align with the new network. At the November 2025 meeting, the Commission approved a paratransit-only membership study option that was proposed to Bondurant and Pleasant Hill. While those cities chose not to take DART up on this new offer, it showed our flexibility in offering membership options that adapt to the needs of smaller outlying suburbs while maintaining a strong regional network. More information can be found in previous Commission packets.*
- Ensure thorough planning and clear communication for the implementation of the new system:
  - **ON TRACK:** *The updated system network will take effect on June 14, 2026, and the new On Demand zones will take effect on September 28, 2026. A robust communication and implementation plan was outlined for the Commission at its December 2025 meeting.*
- Present cost-saving options for the Commission to consider related to paratransit:
  - **ON TRACK.** *The Commission will receive an update on the community-specific impact of changing the supplementary (above and beyond) paratransit service DART provides at the March Commission meeting. Staff will seek direction on possible changes to explore further from the Commission at its April 2026 meeting.*
- Evaluate a workforce shuttle (vanpool extension) pilot and bring to Commission for consideration, if feasible
  - **ON TRACK.** *The Commission has received several updates on the workforce shuttle concept, which aims to provide reliable workforce access in corridors not served by Fixed Route using DART's existing vanpool fleet to deliver low-cost workforce transportation. In addition, this concept would test a vanpool model using paid operators, explore feasibility with several partners and test long-term operational and financial sustainability. At the January 2026 meeting, the Commission gave general direction for staff to continue to explore next steps and possible partners.*

## 10B: FY 2026 CEO Mid-year Update

- Complete and publicly share the economic impact study
  - **DELAYED BUT ON TRACK FOR COMPLETION:** While there have been some delays from the original timelines for a variety of factors, this will be completed in the next few months. DART and MPO staff reviewed an initial draft of the Transit Economic Impact report in January and will receive the final draft of the report for review in early March. Barring no major issues, we anticipate having a final report to share in late March or April.

### Operations & Maintenance Facility

- Finish Phase 1 on time and on budget
  - **ON TRACK:** Phase 1 of the new facility is on track and under budget. Occupation is expected in May 2026 and is on track to come in at or under the Commission approved budget of \$34.8M. Regular updates are provided in each month's Commission packet.
- Ensure a robust grant application and advocacy for Phase 2
  - **COMPLETE:** DART was recently awarded a \$20M FTA Bus and Bus Facilities Grant for Phase 2 of the new Operations & Maintenance Facility. This was the full amount requested and is a tremendous achievement. More information can be found at [ridedart.com](http://ridedart.com).
- Create and implement a plan to transition maintenance to the new facility that:
  - Ensures there is no disruption to DART services
  - Is as cost-efficient as possible
  - Maintains strong employee relationships between buildings, with occasional pulse surveys to gather staff feedback on the transition
  - **ON TRACK:** The operations team has a carefully thought out the moving and transition plan, has identified the new shift options for staff impacted by the move, which will be bid on later this spring. Staff directly affected by the move have had the opportunity to tour the new facility and have received regular updates and communication at their standing meetings. Further information on this transition will be shared at the April 2026 Commission meeting.

### People Development and Retention

- Implement Collective Bargaining Agreement (CBA) changes
  - **ON TRACK:** The updated Collective Bargaining Agreement took effect July 1, 2026, and has been fully implemented. There have been some learnings and tweaks in process, which is expected given the extent of the changes. At year-end, DART's Chief Operating and Planning Officer will share analysis on the impacts to overtime and unplanned absences to gauge whether the changes have resulted in the desired outcomes.
- Ensure employee engagement and communication supports the maintenance of an employee Net Promoter Score of 17 (measured every two years; next survey is FY27)
  - **ON TRACK:** Given the amount of change that is happening within the organization, combined with turnover in our small but mighty HR team, I'm pleased with the positive feedback we continue to receive from staff. We know regular and transparent information is critical to employee engagement and have done quarterly town halls, monthly email updates, staff recognition events, and more.
- Support employees through change management and mental health training
  - **ON TRACK:** Our HR and Training teams, in partnership with Employee and Family Resources, have delivered focused training sessions on change management principles and communicating with employees in order to prepare them to lead teams through all that is ahead. DART will also identify a training partner by end of the year that offers on-demand training video options on mental health for all staff. In addition, DART will be actively participating in Mental Health Awareness month.

## 10B: FY 2026 CEO Mid-year Update

- Prepare and train workforce for Reimagine DART and service reduction changes
  - **ON TRACK:** *Staff were very grateful to learn that we will be able to manage the necessary workforce reductions through a gradual, natural attrition process, rather than layoffs. This has provided a high level of comfort for staff who were anxious about the impact of the change on their jobs. In addition, the training team has prepared robust training on the new network for all staff—with various types and levels of training for staff based on area of expertise. This training will be conducted throughout the spring.*

### FY27 Budget

- Develop a balanced FY27 budget that reduces expenses by nearly 3% over FY27 and absorbs necessary expense growth with the use of no one-time funds
  - **ON TRACK:** *At the February 2026 Budget Workshop, staff presented a budget, which will be voted on at the April Commission meeting, that achieves the following:*
    - *Capital program fully funded; positive balances through FY2036*
    - *Balanced operating budget with no reliance on one-time funds for ongoing expenses and a 2.65% expense reduction*
    - *Healthy, strategically structured reserves*
    - *Member community property tax contributions remain as previously agreed upon*
- Ensure FY26 budget comes in under the Commission-approved budget
  - **ON TRACK:** *DART's expenses as of December 2025, halfway through the fiscal year, are at 46.86% of budget and are on trend to meet this goal.*

### Long-term Funding

- Develop legislative strategies to minimize negative impact to DART of potential property tax legislation as well as possible changes to federal funding ahead of the 2026 Legislative Session
  - **ON TRACK:** *DART is working closely with its lobbyist, elected officials and others to respond to proposed property tax limitations. There is a strong desire from many state-wide elected officials to approve these limitations ahead of the 2026 elections. At the same time, there are still many areas of disagreement. Given these outside forces, some sort of limitation may be unavoidable. DART staff are testifying at hearings and having individual meetings to propose options that would minimize the negative effect of these limitations to DART. Options include ensuring that caps can be adjusted if CPI growth is high and giving DART access to benefits and insurance levies. As DART is a very unique organization within the state, with a limited impact to the rural parts of the state, these are uphill battles, but we will continue to do all we can to influence the outcome.*
- Raise key stakeholder awareness and support for new revenue source(s) in order to create a cohesive regional, ask of the legislature at time to-be-determine in the future
  - **ON TRACK:** *Reimagine DART has provided a unique launching pad to engage our stakeholders and raise the "transit IQ" of the region. The Reimagine DART Cabinet engaged a variety of community leaders and further launched business community conversations on regional transit, which resulted in the Partnership launching a Transportation Roundtable to engage business leaders in the future of public transit in the region. At this point, future regional funding asks continue to be at the brainstorming phase as we seek to align the ask and timing with other regional needs and opportunities along with a favorable political environment. Regional cohesion between our member communities, the business community and our nonprofit partners will be essential to long-term success.*



**11A. Quarterly Safety Report – Q2 FY 2026**

**Staff Resources:** Jake Comstock, Safety Manager

**Agency Safety Plan Safety Performance and Risk Reduction Targets:**

DART's Public Transportation Agency Safety Plan (PTASP) is required to track and report safety performance measures and to also set targets as part of a Safety Risk Reduction Program. There are a total of 14 safety performance measures and 8 risk reduction targets tracked across all modes of service DART delivers. For the basis of reporting these measures and targets, the FTA has determined that agencies group the modes of service into Fixed Route and Non-Fixed Route, which encapsulates all the other modes of service into one. All these areas that are tracked and reported in DART's PTASP are based on National Transit Database (NTD) reportable criteria.

The following tables compare DART's Safety Performance Targets and Risk Reduction Targets to fiscal year-to-date performance.

A number of these targets are relatively new measures that either were not previously tracked or reported in this format. As stated in § 673.11(a)(7)(iii)(C), "The Safety Committee is not required to set a target for a performance measure until the large, urbanized area provider has been required to report three years of data to the NTD corresponding to such performance measure."

**Goal Summary:**

Fixed Route is tracking slightly ahead at mid-year but has not exceeded any of the targets set. As noted below, most of these events and injuries are non-preventable and are not caused by the actions of DART operators or staff. Non-Fixed Route is tracking well below the targets at the mid-year.

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

The National Transportation Safety Plan, which defines the categories tracked for Safety Performance Measures and Risk Reduction 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 set targets is largely driven by non-preventable accidents and incidents.

A breakdown of preventable and non-preventable NTD reportable injuries and major events through FY 2026 Q2 is shown below:

**Fixed Route**

- Preventable major events 2
- Preventable injuries 1
- Non-preventable major events 8
- Non-preventable injuries 6



*DART FY 2026 Safety Performance Targets							
Mode	Fatalities	Fatalities per 100/K Miles	Injuries	Injuries per 100/K Miles	Major Events	Major Events per 100/K Miles	System Reliability (Major Road Calls)
<b>Fixed Route</b>							
FY 26 Target	0	0	10	0.39	11	0.47	11,379
FY 26 - Thru Q2	0	0	7	0.33	10	0.47	11,031
<b>Non-Fixed Route</b>							
FY 26 Target	0	0	3	0.62	3	0.5	42,728
FY 26 - Thru Q2	0	0	0	0	0	0	29,141
Mode	Collisions per 100/K	Vehicle Collisions per 100/K Miles	Pedestrian Collisions per 100/K Miles	Transit Worker Fatalities per 100/K Miles	Transit Worker Injuries per 100/K Miles	*Assaults on Transit Workers	Assaults on Transit Workers per 100/K Miles
<b>Fixed Route</b>							
FY 26 Target	-----	-----	-----	0	-----	-----	-----
FY 26 - Thru Q2	0.37	0.37	0	0	0.05	6	0.28
<b>Non-Fixed Route</b>							
FY 26 Target	-----	-----	-----	0	-----	-----	-----
FY 26 - Thru Q2	0	0	0	0	0	0	0

*DART FY 2026 RISK Reduction Targets								
Mode	Collisions	Collisions per 100/K Miles	Major Events	Major Events per 100/K Miles	Injuries	Injuries per 100/K Miles	*Assaults on Transit Workers	Assaults on Transit Workers per 100/K Miles
<b>Fixed Route</b>								
FY 26 Target	9	-----	11	0.47	10	0.39	-----	-----
FY 26 - Thru Q2	8	0.37	10	0.47	7	0.33	6	0
<b>Non-Fixed Route</b>								
FY 26 Target	2	-----	3	0.5	3	0.62	-----	-----
FY 26 - Thru Q2	0	0	0	0	0	0	0	0

**11B:**

**Q2 Quarterly Investment Report**

**Staff Resource:**

***Amber Dakan, Finance Director***

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**Background:**

- DART began investing its reserve dollars in April 2016 with the intent to maximize the value of our assets.
- The 2nd quarter of FY2026 (October 1, 2025 – December 31, 2025) ended with \$32,648,375.83 in our investment portfolio.
- The current quarterly statement recognizes \$292,684.93 in interest income, which continues to be a result of higher-level interest rates. At the quarter end, interest rates ranged from 3.61% to 4.31%.
- Portfolio assets are held in a market-based savings account and within Certificates of Deposits from multiple banks that mature between January 2026 and May 2027. The Finance Staff continue to work with PMA to maximize earning interest vehicles.
- Attached within the packet is DART's Quarterly Investment Report.



## PTMA Quarterly Statement

(NF02-39427-0101) Investment Account

**Statement Period**

October 1, 2025 to December 31, 2025

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**Statement for the Account of:**

Des Moines Area Regional Transit Authority

**Des Moines Area Regional Transit Authority**

Amber Dakan  
620 Cherry Street  
Des Moines, IA 50309

(NF02-39427-0101) Investment Account | Page 1 of 5



Des Moines Area Regional Transit Authority

Statement Period

October 1, 2025 to December 31, 2025

SDA / MMA TRANSACTION ACTIVITY

FEDERATED FUNDS			BEGINNING BALANCE			\$9,472,134.76
Transaction	Date		Deposits	Withdrawals	Interest / Adjust	Balance
35973049	10/06/25	Withdrawal		(\$2,000,000.00)		\$7,472,134.76
36614005	10/21/25	Deposit	\$9,500,000.00			\$16,972,134.76
36832225	10/31/25	Withdrawal		(\$1,500,000.00)		\$15,472,134.76
37266190	10/31/25	Interest			\$37,711.25	\$15,509,846.01
37266191	10/31/25	Withdrawal		(\$540.64)		\$15,509,305.37
38419982	11/03/25	Deposit	\$6,127,458.45			\$21,636,763.82
37263037	11/07/25	Withdrawal		(\$8,000,000.00)		\$13,636,763.82
37426236	11/14/25	Withdrawal		(\$6,000,000.00)		\$7,636,763.82
37534794	11/17/25	Deposit	\$3,033,105.40			\$10,669,869.22
37862086	11/25/25	Withdrawal		(\$661.20)		\$10,669,208.02
38422522	11/30/25	Interest			\$39,820.63	\$10,709,028.65
38252824	12/09/25	Withdrawal		(\$2,000,000.00)		\$8,709,028.65
38907963	12/24/25	Withdrawal		(\$531.15)		\$8,708,497.50
39057374	12/30/25	Withdrawal		(\$2,000,000.00)		\$6,708,497.50
39279938	12/31/25	Interest			\$28,406.14	\$6,736,903.64
<b>TOTALS FOR PERIOD</b>			<b>\$18,660,563.85</b>	<b>(\$21,501,732.99)</b>	<b>\$105,938.02</b>	
<b>ENDING BALANCE</b>						<b>\$6,736,903.64</b>
BANK IOWA			BEGINNING BALANCE			\$2,885,289.13
Transaction	Date		Deposits	Withdrawals	Interest / Adjust	Balance
37266189	10/31/25	Interest			\$9,319.88	\$2,894,609.01
38422518	11/30/25	Interest			\$8,469.71	\$2,903,078.72
39279934	12/31/25	Interest			\$8,393.47	\$2,911,472.19
<b>TOTALS FOR PERIOD</b>			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$26,183.06</b>	
<b>ENDING BALANCE</b>						<b>\$2,911,472.19</b>

Questions? Please call 630 657 6400

(NF02-39427-0101) Investment Account | Page 2 of 5



Des Moines Area Regional Transit Authority

Statement Period

**FIXED INCOME INVESTMENTS**

October 1, 2025 to December 31, 2025

**INTEREST**

Type	Holding ID	Transaction Date	Description	Interest
SDA	1285181-1	10/31/25	Savings Deposit Account - BANK IOWA	\$9,319.88
MMA	1376785-1	10/31/25	Federated Funds	\$37,711.25
CD	298820-1	11/03/25	COMMUNITY STATE BANK, NA, CD Interest	\$127,458.45
CD	298827-1	11/17/25	COMMUNITY STATE BANK, NA, CD Interest	\$33,105.40
SDA	1285181-1	11/30/25	Savings Deposit Account - BANK IOWA	\$8,469.71
MMA	1376785-1	11/30/25	Federated Funds	\$39,820.63
SDA	1285181-1	12/31/25	Savings Deposit Account - BANK IOWA	\$8,393.47
MMA	1376785-1	12/31/25	Federated Funds	\$28,406.14
<b>Totals for Period:</b>				<b>\$292,684.93</b>

Questions? Please call 630 657 6400

(NF02-39427-0101) Investment Account | Page 3 of 5



Des Moines Area Regional Transit Authority

Statement Period

October 1, 2025 to December 31, 2025

**CURRENT PORTFOLIO**

Type	Code	Holding ID	Trade	Settle	Maturity	Description	Cost	Rate	Face/Par	Market Value
MMA	N	1376785-1		09/30/25		Federated - Government Obligations Fund	\$6,736,903.64	3.670%	\$6,736,903.64	\$6,736,903.64
SDA	IA	1285181-1		06/30/25		Savings Deposit Account - BANK IOWA	\$2,911,472.19	3.610%	\$2,911,472.19	\$2,911,472.19
CD	IA	298829-1		09/09/25	01/07/26	LUANA SAVINGS BANK, IA	\$3,000,000.00	4.150%	\$3,040,931.51	\$3,000,000.00
CD	IA	298826-1		08/18/25	02/17/26	COMMUNITY STATE BANK, NA, IA	\$6,000,000.00	4.310%	\$6,129,654.25	\$6,000,000.00
CD	IA	298834-1		11/14/25	05/13/26	BANKERS TRUST COMPANY, IA	\$6,000,000.00	3.800%	\$6,112,438.36	\$6,000,000.00
CD	IA	298833-1		11/07/25	11/09/26	COMMUNITY STATE BANK, NA, IA	\$4,000,000.00	3.730%	\$4,150,017.53	\$4,000,000.00
CD	IA	298832-1		11/07/25	05/11/27	BANK IOWA, IA	\$4,000,000.00	3.800%	\$4,229,041.10	\$4,000,000.00
<b>Totals for Period:</b>							<b>\$32,648,375.83</b>		<b>\$33,310,458.58</b>	<b>\$32,648,375.83</b>

Weighted Average Portfolio Yield: 3.805 %  
 Weighted Average Portfolio Maturity: 141.89 Days

Portfolio Summary:

Type	Allocation (%)	Allocation (\$)	Description
MMA	20.635%	\$6,736,903.64	Money Market Account
SDA	8.918%	\$2,911,472.19	Savings Deposit Account
CD	70.448%	\$23,000,000.00	Certificate of Deposit

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

Index  
 "Cost" is comprised of the total amount you paid for the investment including any fees and commissions.  
 "Rate" is the Net Yield to Maturity.  
 "Face/Par" is the amount received at maturity.  
 "Market Value" reflects the market value as reported by an independent third-party pricing service. Certificates of Deposit and Commercial Paper and other assets for which market pricing is not readily available from a third-party pricing service are listed at "Cost".

**Deposit Codes**

N	Single FEIN
IA	Iowa State

Questions? Please call 630 657 6400

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## Quarterly Statement

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### About Your Account and Statement

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

#### Fixed Rate Investment Activity

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

#### Money Market Fund

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

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

#### Additional Disclosures

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

#### Debt Securities

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

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

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

#### How to Contact PMA

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

#### How to Contact Pershing, LLC

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

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

Questions? Please call 630 657 6400

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# FUTURE DART COMMISSION ITEMS



## Future Agenda Items

<b>April 7, 2026 – 12:00 P.M.</b>	
<b>Consent/Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>• FY27 Budget Hearing and Approval</li> <li>• State Consolidated Grant Funding Application FY 2027</li> <li>• DART General Reserve Fund</li> <li>• FY 2027 State PTIG Grant Application</li> </ul>	<ul style="list-style-type: none"> <li>• Economic Impact Study Overview</li> <li>• Advertising Policy</li> <li>• Signature Policy</li> </ul>
<b>May 5, 2026 – 12:00 P.M.</b>	
<b>Consent/Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>• Des Moines Public Schools Services Contract</li> <li>• Transportation Improvement Program (TIP) Approval FY2027</li> <li>• Privacy Policy Approval</li> <li>• Signature Policy Approval</li> </ul>	<ul style="list-style-type: none"> <li>• Workforce Shuttle Update</li> <li>• August Service Change Update</li> <li>• Q3 Investment Report</li> <li>• Q3 Safety Report</li> </ul>
<b>June 2, 2026 – 12:00 P.M.</b>	
<b>Consent/Action Items</b>	<b>Information Items</b>
<ul style="list-style-type: none"> <li>• Health Insurance Renewal</li> <li>• ICAP Renewal</li> <li>• August Service Change Approval</li> </ul>	

## Upcoming DART Commission Meetings:

<b>MEETING</b>	<b>DATE</b>	<b>TIME</b>	<b>LOCATION</b>
<b>DART Executive Committee Meeting</b>	Wednesday, March 25, 2026	12:00 p.m.	Zoom
<b>DART Commission Meeting</b>	Tuesday, April 7, 2026	12:00 p.m.	DART Central Station/Zoom
<b>DART Executive Committee Meeting</b>	Wednesday, April 15, 2026	12:00 p.m.	Zoom