



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

**ZOOM**

**DIAL IN - +1-312-626-6799/ACCESS CODE – 824 5065 2784/PASSCODE – 927121**

**JUNE 2, 2026 – 12:00 PM**

**Page #:**

1. CALL TO ORDER	
2. ROLL CALL AND ESTABLISHMENT OF QUORUM	
3. NOTICE OF MEETING	
4. APPROVAL OF JUNE 2, 2026, AGENDA	
5. DART OPERATOR RECONGITION	
6. PUBLIC COMMENT (Limit 3 minutes)	
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B. Strategic Plan Update	
C. TRAC Bylaws Update	
10. DART Operational and Performance Report (by exception)	22
A. Operations and Maintenance Facility Monthly Report	32
11. FUTURE AGENDA AND COMMISSIONER ITEMS	35
12. NEXT MEETING: Regular DART Meeting - <b>Tuesday, July 7 – 12:00 p.m.</b>	
A. O&M Commission Workshop – <b>Wednesday - June 29 – 11.30 a.m.</b>	
13. 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>7: 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 5/27/2026 and there was a quorum. Included are key highlights from the meeting's discussion.

- **Property Tax Legislation Update:** Chief Executive Officer, Erin Hockman, shared that the property tax bill passed during the final hours of the 2026 Legislative Session caps the transit levy for regional transit districts like DART at 3% cap. Erin informed TRAC that DART will be working towards a FY28-30 funding plan in the coming months.
- **Operations and Maintenance Facility:** Fleet Manager, Keith Welch, shared recent photos and updates on the completion of Phase 1 of DART's new operations and maintenance facility being built at 3500 Vandelia Road. Keith explained that staff is working on a plan for Phase 2 in order to fully move out of its DART Way facility in the next few years.
- **Planning Service Standards:** Planning and Development Manager, Tony Filippini, provided TRAC with information about how DART measures performance across the fixed route bus network today and the adoption of new service standards. TRAC members asked questions about specific measurements around DART on Demand performance and quantifying passenger loads.
- **New Network Implementation:** Marketing and Communications Manager, Sarah Welch, shared some final reminders about the June 14 launch of DART's new bus network including what was still being worked on and how TRAC members could participate in media interviews and launch day celebrations. It was noted by multiple TRAC members that they appreciated DART's efforts with the refreshed materials including brochures and bus stop signs to make these materials more useful for riders.

The next hybrid TRAC meeting is currently scheduled for June 24, 2026 at noon.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES  
MEETING HOSTED IN-PERSON AND VIRTUALLY  
620 CHERRY STREET, DES MOINES IA 50309  
May 5, 2026**



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

**Commissioners/Alternates Present and Voting:**

Dean O'Connor, Todd Shafer, John Edwards, Connie Boesen (attended via zoom), Paula Dierenfeld, Angela Connolly, Bridget Carberry Montgomery, Fannette Elliottt and Joseph Jones

**Commissioners Absent:**

Matt Sillanpaa and Sara Kurovski

**Other Commissioners Present:**

Josh Mandelbaum and Lauren Campbell

**CALL TO ORDER**

Vice Chair Bridget Carberry Montgomery called the meeting to order at 12.00 p.m. Roll call was taken, and a quorum was present. Notice of the meeting was duly published.

**APPROVAL OF AGENDA**

Vice Chair Bridget Carberry Montgomery requested a motion to approve the agenda as presented.

It was moved by Dean O'Connor and seconded by Todd Shafer to approve May 5, 2026, agenda. The motion carried unanimously.

**PUBLIC COMMENT**

Heather Armstrong from Des Moines, thanked Amanda Wanke for her time serving as DART CEO. Shared parking concerns at the bus stop at 7<sup>th</sup> and Grand as the bus drivers are having a hard time dropping them off and making it unsafe. DART staff will investigate this and follow up appropriately.

Garland Armstrong from Des Moines, thanked Amanda Wanke for her time serving as DART CEO.

Lee Jasinski from Ankeny, thanked Amanda Wanke for her time serving as DART CEO and especially for the Reimagine DART project implementation and Amanda thanked the TRAC committee and how their input is so important to DART.

**PRESENTATION: United Way Ride United Update**

Vanessa Sedrel, Data and Research Associate with United Way of Central Iowa, provided an update on the Ride United Program.

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

Lee Jasinski, Chair of TRAC, shared TRAC's appreciation for DART adding brail signage at the new bus stops. She also noted that TRAC bylaws will be reviewed and updated to reflect the new bus network.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – May 5, 2026**



**COMMISSION UPDATES**

Vice Chair, Bridget Carberry Montgomery thanked West Des Moines Mayor Russ Trimble who stepped down from the DART Commission after serving for 6 years. During his tenure, he served as the DART Commission Chair two times, one during a very critical time for the organization. We will be presenting Russ with an official gift of recognition later.

Replacing Russ for the remainder of calendar year 2026 is Fannette Elliott, who attended the meeting and was welcomed.

**CONSENT ITEMS**

- 9A - Commission Meeting Minutes – April 7, 2026
- 9B - Des Moines Public Schools Contract
- 9C - Health Insurance Renewal Approval
- 9D - Light Duty Bus Procurement Approval
- 9E - Transportation Improvement Program (TIP) Approval FY2027
- 9F - Des Moines Area MPO Staff Representation Approval
- 9G - CEO Signing Authority Approval
- 9H- March Consolidated Financials

It was moved by Joseph Jones and seconded by Todd Shafer to approve the consent items. The motion carried unanimously.

**DISCUSSION ITEMS**

10A – Reimagine DART Implementation Update

Sarah Welch, Marketing and Communications Manager, provided information on preparations for the Reimagine DART implementation, including staff training, bus stop updates, rider information and engagement, “New Ways to Move” campaign, the new DART website, the route 4 bus tour on May 29<sup>th</sup> and the week of launch activities.

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

Vice Chair Bridget Carberry Montgomery 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's accident rate is slightly exceeding the goal. Most of the accidents have been non-preventable, often caused by another party. Our Safety Manager and Committee are evaluating trends and identifying mitigation measures. One immediate change we will be making is to add bus stop signs/lights to all our buses which we will be doing over the upcoming months.

An update was provided on the new operations and maintenance facility. Some maintenance staff will begin working from the new facility on June 1. Staff is working with Congressman Nunn's office to finalize the date and time of a ribbon cutting in July, which all Commissioners will be invited to attend.

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
COMMISSION MEETING MINUTES – May 5, 2026**



Amanda shared that Polk County has requested DART provide transit service to Polk County jail after the County previously indicated it was pursuing other transportation options. DART staff are working through details with the County and will bring a contract to the DART Commission for approval in the upcoming months.

An update was provided on the 2026 Iowa Legislative session. Transit RIFF funding that benefits all transit agencies throughout Iowa was eliminated in the final budget that was approved. Final property tax legislation included a 3% cap each year on the transit levy for regional transit districts only. DART is grateful the cap for transit was increased from 2 to 3%.

Finally, it was shared that the DART team assisted with the fire on the SE side of Des Moines yesterday. The team was thanked for their help and partnership with Polk County.

**CEO TRANSITION**

Vice Chair, Bridget Carberry Montgomery congratulated Erin Hockman on her appointment as the new DART CEO. Erin Hockman, incoming CEO, shared a few comments with the DART Commission.

Chair Connie Boesen and Vice Chair Bridget Carberry Montgomery shared a few words about Amanda Wanke, outgoing DART CEO, thanking her for her commitment to the organization over the last 2 years. A gift presentation to Amanda followed.

**FUTURE AGENDA AND COMMISSIONER ITEMS**

None

**NEXT MEETING**

Vice Chair Bridget Carberry Montgomery reminded the Commission that our next regular DART Meeting on Tuesday, June 2, 2026, at 12:00 p.m.

**ADJOURN**

Vice Chair Bridget Carberry Montgomery adjourned the meeting at 1:11 p.m.

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**Chair**

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

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

## CONSENT ITEM

<b>8B:</b>	<b>FY 2027 Iowa Communities Assurance Pool (ICAP) Renewal</b>
<b>Action:</b>	<b>Approve the renewal contracts in the amount of \$1,363,890 with Iowa Communities Assurance Pool (ICAP) for Fiscal Year 2027</b>

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

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### **Background**

- Iowa Communities Assurance Pool (ICAP) is a membership-based group formed to create a self-insurance program offered solely to Iowa public entities such as DART. The group was formed in 1986 in response to a turbulent insurance market and now services more than 800 public entities in its membership in property and casualty lines.
- Billbrey Insurance is the ICAP insurance broker who manages the ICAP program and DART's coverage.
- DART entered the ICAP risk pool on July 1, 2015. This will be DART's twelfth year of membership.
- DART began holding third-party excess cyber coverage in FY 2019 due to the increased frequency of cyber-attacks. Last year ICAP began offering cyber coverage within the pool like the excess coverage policy. DART will utilize this coverage with ICAP again in FY 2027 and increase its coverage limit by one million for a minimal increase in expense.
- DART's renewal coverage renews Liability (General, Automobile, Law Enforcement and Excess), Public Officials Wrongful Acts, Vehicle, Property, Equipment Breakdown, Crime and Cyber coverage. It will add coverage for Faithful Performance of Duty coverage.
- In addition to servicing the policy, ICAP also provides full-service incident claim processing from point-of-claim filing, all liability determinations, risk assessments, legal resources, and ongoing training for DART employees.
- This year's renewal maintains the current coverage types with increases in Property coverage limits due to the addition of the new Operations & Maintenance facility.
- The deductible remains \$50,000 for our Fixed Route and Paratransit rolling stock and \$10,000 for our Caravan fleet.

### **Pricing/Budget Summary**

- DART's renewal for existing and added coverage with the expanded limits for Cyber is \$1,363,890 for FY 2027. The change is a 9% decrease from the prior year, attributed to the fleet reduction associated with the new bus network as well as a fleet reduction in the Caravan program.
- DART's coverage renewal amount is within the FY 2027 budget for these items.

### **Recommendation**

- Approve the coverage renewal amount of \$1,363,890 with ICAP.

## CONSENT ITEM

**8C: April FY 2026 Consolidated Financial Report**

**Action: Approve the April FY 2026 Consolidated Financial Report**

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

### Year-to-Date Budget Highlights

#### **Revenue:**

- Fixed Route operating revenue is trending slightly above budget by 0.2%. Other contracted services is trending above budget but is offset by monthly pass sales trending under budget.
- Fixed Route non-operating revenue is trending above budget by 0.3% year to date. Interest income is coming in well above budget, but that is offset by the fact that we have not yet drawn down the MPO grant funds. That will occur in May.
- Mobility Services operating revenue is coming in 3.6% under budget so far this fiscal year. Polk County funding is trending well below budget.
- Mobility Services' non-operating revenue is coming in 0.4% below budget. We are drawing down more 5310 elderly/disabled grant dollars than budgeted to help reimburse for increased taxi and UZURV expenses. We will also draw down the rest of our ADA 5307 funds in May.
- Caravan revenues are under budget by 46.8% due to fewer vanpools in operation than anticipated.

#### **Operating Expense:**

- Fixed Route year-to-date operating expenses are 4.9% over budget. This is due to the loss on disposition of six Proterra buses and three other totaled buses that were not fully depreciated. This includes a non-cash loss of \$3.9M to remove these assets from our books as well as just under \$80,000 that had to be paid back to FTA (over and above insurance proceeds received) related to two of those totaled buses. Excluding the non-cash portion of the loss, Fixed Route operating expenses would be trending 7.4% under budget.
- Mobility Services operating expenses are trending 1.8% under budget year to date. Fuel and lubricants is the category trending the furthest under budget, which aligns with increased use of taxi and UZURV.
- Caravan operating expenses are under budget by 17.6% due to fewer vanpools in operation. Fuel and lubricants as well as services are trending the most under budget.

#### **One-Time Expenses (Reserves):**

- Through ten months of the fiscal year \$159,704 has been expensed of the \$650,000 Reimagine DART Implementation budget.

### Recommendation

- Approve the April FY2026 Consolidated Financial Report.

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

Fixed Route*	\$ (1,454,844)	Reserve for Accidents (See Balance Sheet):
Mobility Services	\$ 51,202	\$273,613
Caravan	\$ (37,501)	
Total	\$ (1,441,143)	

**\*Excluding the non-cash loss mentioned above, Fixed Route performance year-to-date as compared to budget would be \$2,447,370.**

**FY2026 Financials:**

**April 2026**

FIXED ROUTE	April 2026			Year-To-Date-(10) Months Ending 4/30/2026		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	359,025	385,617	(26,592)	3,865,046	3,856,167	8,879
Non-Operating Revenue	2,420,945	2,814,305	(393,360)	28,233,157	28,143,050	90,107
Subtotal	2,779,970	3,199,922	(419,952)	32,098,203	31,999,217	98,986
Operating Expenses*	2,987,064	3,172,600	185,536	33,279,830	31,726,000	(1,553,830)
Gain/(Loss)	(207,094)	27,322	(234,416)	(1,181,627)	273,217	(1,454,844)

\*Operating expenses include a non-cash loss of \$3.9M related to the disposal of six Proterra buses and three other totaled buses that were not fully depreciated. Excluding that non-cash loss, Fixed Route operating expenses would be trending 7.4% under budget.

MOBILITY SERVICES	April 2026			Year-To-Date-(10) Months Ending 4/30/2026		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	60,232	61,150	(918)	589,533	611,500	(21,967)
Non-Operating Revenue	401,449	442,699	(41,250)	4,410,615	4,426,992	(16,377)
Subtotal	461,681	503,849	(42,168)	5,000,148	5,038,492	(38,344)
Operating Expenses	509,549	503,849	(5,700)	4,948,946	5,038,492	89,546
Gain/(Loss)	(47,868)	-	(47,868)	51,202	-	51,202

CARAVAN	April 2026			Year-To-Date-(10) Months Ending 4/30/2026		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	9,006	32,750	(23,744)	124,666	327,500	(202,834)
Non-Operating Revenue	5,499	2,917	2,582	65,043	29,167	35,876
Subtotal	14,505	35,667	(21,162)	189,709	356,667	(166,958)
Operating Expenses	56,935	73,551	16,616	606,052	735,508	129,456
Gain/(Loss)	(42,430)	(37,884)	(4,546)	(416,343)	(378,842)	(37,501)

SUMMARY	April 2026			Year-To-Date-(10) Months Ending 4/30/2026		
	Actual	Budgeted	Variance	Actual	Budgeted	Variance
Operating Revenue	428,263	479,517	(51,254)	4,579,245	4,795,167	(215,922)
Non-Operating Revenue	2,827,893	3,259,921	(432,028)	32,708,815	32,599,208	109,607
Subtotal	3,256,156	3,739,438	(483,282)	37,288,060	37,394,375	(106,315)
Operating Expenses	3,553,548	3,750,000	196,452	38,834,828	37,500,000	(1,334,828)
Gain/(Loss)	(297,392)	(10,563)	(286,830)	(1,546,768)	(105,625)	(1,441,143)

One-Time Expenses (Reserves)	April 2026 YTD	
	Actual	Budgeted
Reimagine DART Implementation	159,704	650,000
Workforce Shuttles	-	100,000
Process Improvement	-	200,000
	159,704	950,000



## CONSENT ITEM

<b>8D:</b>	<b>DART Annual Workers Compensation Renewal</b>
<b>Action:</b>	<b>Approve a one-year renewal of DART's Workers Compensation Coverage with West Bend, not-to-exceed \$751,200</b>

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

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### **Background**

- DART utilizes Holmes Murphy as our broker for Workers Compensation Insurance. West Bend has been our provider of workers compensation insurance since July 1, 2014.
- In 2025, DART staff partnered closely with Holmes Murphy and Mid-Iowa Occupational Testing to create proactive claim management practices as well as introduce mitigating preventative measures. As a result, in 2025 several KPIs reduced by double digits including the Total Recordable Incident Rate, Severity Rate, Lost Time Case Rate and the DART (days away, restricted or transfer) rate.

### **Pricing/Budget Summary**

- The FY 2027 renewal increase for DART's workers compensation insurance coverage is a 17% increase from FY 2026 for an estimated total of \$682,914. Staff is recommending a 10% contingency to accommodate any fluctuations in covered payroll amounts for a total renewal amount not to exceed \$751,200.
- The renewal increase was anticipated due to the higher claim volume in prior years, and the expense has been planned for within the FY 2027 budget.

### **Recommendation**

- Approve a one-year renewal of DART's Workers Compensation Coverage with West Bend, not to exceed \$751,200.

## CONSENT ITEM



**8E: Service Standards**

**Action: Approve Service Standards Guidelines**

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

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### **Background**

- DART's Service Standard Guidelines are a set of goals and metrics for monitoring the efficiency and effectiveness of its fixed route and DART on Demand services, as well as a description of processes for addressing areas in need of improvement.
- The current Service Standard guidelines were adopted in 2019. The standards are being updated to reflect the goals of Reimagine DART and the new routes and services that will launch in 2026.
- Service Standards are required by the FTA to provide the framework for monitoring and comparing service provided in areas with a higher minority population to service provided in areas with lower minority populations. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords users access to these assets.
- Service Standard Guidelines are also used to routinely evaluate DART's performance based on established criteria to ensure that resources are deployed rationally based on targets and system performance to ensure that service planning decisions are made based on objective criteria, rather than racial, socioeconomic or other biases.
- DART's Service Standard Guidelines include the following:
  - An explanation of the different categories of DART's fixed route and on-demand service.
  - A description and target for metrics to monitor the efficiency and effectiveness of service.
  - A description and target for metrics to monitor the quality of service, including frequency, on-time performance, missed trips, and metrics related to vehicle quality and bus stop placement.
  - Guidelines for how the service standards will be applied.
  - An explanation of potential corrective actions and mitigation measures that could be employed when a route or the system is underperforming.
  - References to other relevant DART policies and procedures such as the Service Equity Policy and Public Participation Plan.
- The Service Standard Guidelines are a basis for the Commission and DART staff and make service planning decisions, but they do not require or preclude the Commission from taking any action it deems appropriate and necessary.

### **Recommendation**

- Approve the proposed Service Standards as submitted.

# Service Standards and Performance Monitoring Guidelines

## Introduction

Service standards are a set of metrics and targets for monitoring DART service delivery and ensuring the goals of transit in the region are being met. DART strives to meet the expectations of riders, taxpayers, community members, and other stakeholders while allocating resources responsibly to provide the best possible transportation service to DART member communities. The service standards described in this document provide a framework for consistently monitoring the performance of DART services.

## Purpose

There are many reasons to establish service standards and performance monitoring guidelines, including:

- **Alignment with Goals**

In 2025, the DART Commission adopted the Reimagine DART plan, choosing to focus transit resources in ways to maximize ridership potential for the region overall with a preference for coverage goals in Altoona, Ankeny and Clive.
- **Objective Evaluation Tool**

The performance indicators, standards, and guidelines for performance monitoring collectively function as a management tool for fairly and objectively evaluating service and developing minor and major service changes.
- **Institutional Consistency and Transparency**

Using service standards and consistent performance monitoring processes ensures that evaluation of service is not only objective, but consistent over time and across the planning department. It also ensures public transparency and accountability in the service planning process.
- **Compliance with Federal Requirements**

As part of the guidance for Title VI compliance (see Federal Transit Administration (FTA) circular FTA C 4702.1B), the FTA requires transit agencies with fixed-route service to set system-wide service standards and policies for all fixed-route modes, though the full list of metrics and thresholds are defined by each agency. In this document, DART addresses all service standards and policies required by the FTA (see FTA C 4702.18, Chapter IV-4 - IV-7):

  - Vehicle load for each mode (must set quantitative standard)
  - Vehicle headway for each mode (must set quantitative standard)
  - On-time performance for each mode (must set quantitative standard)
  - Service availability for each mode (must set quantitative standard)
  - Distribution of transit amenities for each mode
  - Vehicle assignment for each mode

## Service Goals and Design

Transit can serve many different goals and people and communities value these goals differently. It is not usually possible to serve all of them well all the time.

**Some goals are served by high transit ridership.** For example, the congestion benefits of transit only arise from many people riding the bus rather than driving. The subsidy per rider is lower when ridership is maximized. We call such goals Ridership goals because they are achieved in part through higher ridership.

**Other goals are served by the mere presence of transit.** A bus route through a neighborhood provides residents insurance against isolation, even if the route is infrequent, not very useful, and few people ride it. We call these types of goals Coverage goals because they are achieved in part by covering geographic areas with service, regardless of ridership.

**All transit agencies must balance the competing goals of high ridership and high coverage.** Within a limited budget, if an agency wants to do more of one, it must do less of the other. This problem arises from the fact that the two goals produce opposite kinds of design.

*The DART network has been designed to maximize ridership for the region overall with a preference for coverage in Altoona, Ankeny and Clive.* For areas with a goal to maximize ridership, routes need to follow the standard principles of the **Frequency Network** to support the goal. Likewise, the goal of coverage will depend on **Coverage Network** that can reach a large area to maximize access without the priority of maximizing ridership.

### Service Design Principles

- **Directness**

Routes are designed to be as direct as possible between major activity centers. Deviations from a straight line are not made unless they service a busy destination that will attract more new riders to the service than those who are discouraged by having to ride through the deviation.

- **Simplicity**

DART will maintain a network of routes that are simple to learn, navigate, and remember for new riders. Routes should run a consistent pattern throughout the day, without deviations on select trips. Simplicity must be emphasized and safeguarded by DART staff and the DART Commission.

- **Consistent Frequencies**

Routes will have consistent headways, or frequencies. This means that the number of minutes between arriving buses will be consistent for long periods of the day. This improves the simplicity of the network and of individual routes. Providing simple, consistent frequencies is made more difficult if deviations to routes are added during certain times of the day only.

Whenever possible, routes will have “clockface” frequencies that divide evenly into an hour: every 10, 15, 20, 30 or 60 minutes. A bus that comes every half hour will arrive predictably, at approximately 7:02 am, 7:32 am, 8:02 am, 8:32 am, and so on.

It may be that DART has an opportunity to increase frequencies on 60-minute routes to every 40-minutes. This should be considered only if it supports reliable, widespread timed transfers among several 40-minute routes.

- **Time Transfers**

Consistent frequencies will also help provide consistent timed transfers. A transfer between poor-frequency routes can be appealing if the routes are designed to meet one another at the same time and the same place, in a recurring pattern. These timed-connections occur when multiple buses dwell at the same location, allow a few minutes for transfers among them, and then depart for their different destinations.

DART should schedule its 60- and 30-minute routes to provide a timed transfer at DART Central Station, if it can be done reliably and efficiently.

## Service Class Descriptions

The performance of services is best measured against their intended purposes. Since not all transit services are designed to achieve the same goals, the service standards will differ for each service category based on the category's major goal.

While service standards are generally applied to entire transit routes, there are cases in which two or more segments of a route serve different purposes but it is more efficient and provides a better service to the public to combine those segments into a single route. In these cases, each route segment should be assigned to the proper service category and should be evaluated based on the standard for that category.

While these standards guide both the public and staff in understanding DART service, staff discretion is an important part of the use of this policy document. In an evaluation, staff is not required to follow these standards strictly and can use their discretion to account for factors outside of DART's control, or factors not anticipated when this policy was written.

Frequency Network	Frequent Route 15-minute	<ul style="list-style-type: none"> <li>Frequent routes are justified by high ridership relative to cost.</li> <li>The high level of operating investment (in high frequency) can be justified by the expectation that it will benefit large numbers of riders.</li> <li>Primary DART service, generally running full-span of service, 7-days a week.</li> </ul>		
	Basic Route 30-minute	<ul style="list-style-type: none"> <li>Basic routes may be justified by ridership, or by a mix of ridership and coverage purposes.</li> <li>Basic routes are not specialized around any particular group's needs but rather are broadly useful to many different people making many different types of trips.</li> <li>Primary DART service, generally running full-span of service, 7-days a week.</li> </ul>		
Coverage Network	<ul style="list-style-type: none"> <li>Coverage services have the purpose of providing lifeline transit access to more places, allowing people to travel between residences, workplaces, and other essential services.</li> <li>Coverage services are typically infrequent and therefore do not attract high ridership relative to their costs.</li> <li>Coverage services can be fixed routes or microtransit.</li> <li>Coverage services will typically be used in low-density areas where there are few people or activities near each bus stop, or in areas where barriers make transit costly to provide (for DART) and difficult to use (for riders), resulting in low ridership relative to costs.</li> </ul>			
	Coverage Route	Limited Route	DART On Demand	
	<ul style="list-style-type: none"> <li>7-days a Week</li> <li>Full span</li> </ul>	<ul style="list-style-type: none"> <li>Weekdays only</li> <li>Limited hours</li> <li>May target specific users and be funded through partnerships</li> </ul>	<ul style="list-style-type: none"> <li>Complement fixed-route service hours</li> </ul>	
Supplemental Service	<ul style="list-style-type: none"> <li>Supplemental routes operated on school days to support high-volume of ridership to schools.</li> <li>All routes are open to the general public to ride.</li> </ul>			

**Frequency / Headway**

Service frequency is a strong indicator of how convenient transit service is for customers. Frequency is measured as the number of trips a bus route operates within an hour. Frequency is often referenced alongside the term "headway," which is the time interval between bus trips, typically measured in minutes. For example, a bus with 15-minute headways has a frequency of 4 trips per hour. Most customers think of service accessibility and convenience in terms of

minutes waiting for the next bus, so DART's standard for frequency is defined as acceptable headway ranges for each service type.

Frequency of service is the number one factor that attracts riders to use transit service. Most riders want to be able to simply walk out to a stop and catch the next trip without consulting a schedule, but this can result in long wait times if a bus only operates every 30 to 60 minutes. While availability of real-time arrival information helps reduce some uncertainty with trip planning, it does not reduce the time riders have to wait for their bus to arrive. Wide headways reduce travel flexibility and convenience, making transit use less attractive.

	<b>Target Frequency</b>	<b>Target Total Span</b>
<b>Frequent</b>	15 min. daytime every day, and 30 min. other times	16 hours weekdays, 16 hours Saturdays, 12 hours Sundays
<b>Basic</b>	30 min. daytime every day, 60 min. other times	16 hours weekdays, 16 hours Saturdays, 12 hours Sundays
<b>Coverage</b>	60 min.	12 hours weekdays

## Stop Spacing

Stop spacing refers to the distance between bus stops and is measured in miles. The average distance between stops on a route is one indicator of service accessibility—how many people can access a given route or the DART network. Important considerations in stop spacing include environment, speed, and service type/customer expectation.

Surrounding land use and density should be taken into consideration when siting bus stops. For example, areas with unsafe pedestrian conditions may require more frequent stops in order to be accessible for riders or may increase the average distance between stops if there are not enough places for a bus to safely pull over for passengers to board or exit the vehicle.

Speed impact is another important consideration. Stops spaced too closely together slow down bus operations by causing the bus to decelerate, stop, board passengers, and merge back into traffic more frequently.

## Distribution of Transit Amenities

DART selects all bus shelter locations, and bus shelter investments are prioritized where there is strong ridership, key transportation corridors, partnership opportunities, and/or a walkable environment. When citing a location, DART may have to work with private property owners to acquire additional permits or reach agreements about a shelter location.

## Key Performance Indicators

This section provides a description of each key performance indicator DART uses to evaluate service. The associated standard for each performance indicator is listed below.

Service Type	Efficiency & Effectiveness Standards		Service Quality Standards						
	Productivity (Passengers Per Hour)	Access (residents & jobs)	Reliability		Comfort			Convenience	
			On-Time Performance	Percent Trips Completed	Passenger Load	Vehicle Assignment	Average Fleet Age	Peak Headways	Stop Spacing
Frequent	> Average	N/A	85%	98%	125% maximum	40'	8 years	15 min	0.25 miles
Basic	> Average	Percent of residents/jobs covered by service				40'		30 min	0.25 miles
Coverage Fixed-Route	N/A	Percent of residents/jobs covered by service				30'		60 min	0.25 miles
Service Type	Productivity (Passengers Per Hour)	Access (residents & jobs)	Deviation ETA vs. Actual	Met Demand	Passenger Load	Vehicle Assignment	Average Fleet Age	Average ETA	Walking Distance
On-Demand	3.5	Percent of residents/jobs covered by service	< 5 minutes	85% - 95%	100% maximum	Vehicle smaller than 30' medium duty bus	4 years	30 minutes	0.25 miles

### Efficiency and Effectiveness Measures

Outputs describe success towards particular goals for service. Productivity (boardings per Revenue Hour) is a measure of how well DART is attracting ridership relative to its service levels. Access (the residents, jobs, and health & welfare resources proximate to a route) describes how well a DART route or service is providing lifeline access to all.

### Productivity

The productivity output standards shown in this table are essentially “grading on a curve,” recognizing that the productivity of all routes in DART's system, and indeed all transit in the U.S., has risen and fallen dramatically over the past 20 years, and that defined numerical standards would quickly become out of date.

If a route is in the “Frequent” category, its high levels of service are justified by the pursuit of high ridership. If such a route appears in the bottom 50% in terms of its productivity, then either the route should be re-categorized (and its frequency reduced) or remedial actions may be needed to improve its productivity.

Productivity can be measured by time of day to understand the general pattern of demand throughout the day and week. It must be kept in mind that a weekly transit schedule is a complete product and that adjustments to service at a later time of the day may impact those who may use the service earlier in the day.

## Access

Coverage service is designed on the principle, “Maximize the number of residents, jobs, and health & welfare resources that are within 1/2 mile of the service.” Coverage service is designed to cover a large area with a minimum level of service to provide lifeline access.

The output of coverage routes and services is not measured by productivity, but by the number of residents, jobs and health & welfare resources (such as medical clinics, social service offices or grocery stores) within the ½ mile coverage area of the service.

## Service Quality Measures

While efficiency and effectiveness measures evaluate how well resources are utilized, service quality measures evaluate how well DART is providing service to customers. It is not enough to simply operate a trip as scheduled. DART service must be reliable, comfortable, convenient, and accessible to be an attractive transportation option. Measuring on-time performance and trips completed evaluates reliability. Measuring passenger load, vehicle assignment, and fleet age evaluates passenger comfort. Finally, measuring frequency/headways and stop spacing evaluates accessibility and convenience. Distribution of transit amenities are often not controlled by DART alone, but they are addressed in these standards to ensure FTA compliance.

## Travel Speed

The travel speed of a bus route has an impact on its usefulness to riders. It also has an impact on its operating cost: slower travel speed requires more buses to deliver a given frequency or cover a given distance. DART's service investment can achieve higher ridership, and more coverage, if services maintain high average operating speeds.

Travel speeds determine route schedules. When actual speeds become slower than scheduled speeds, reliability will suffer. This is why the standard for Travel Speed and the standard for Reliability must be followed together: otherwise a high travel speed can be achieved at the expense of reliability, or a very reliable schedule can be written for service that is incredibly slow.

Travel speeds are affected by:

- Ridership. Higher ridership can slow down speeds by requiring vehicles to pull over at more stops, and by requiring more time for passengers to board and alight.
- Vehicle assignment. Vehicles with single door or with a high load factor may raise the dwell time of the bus at stops as people get on and off the bus.
- Stop spacing. As described above, closer stop spacing slows speeds, especially on high-ridership lines.

- Fare technologies and policies. The longer it takes for each passenger to pay their fare, the longer a transit vehicle may need to dwell at each stop. Some fare types require less time than others for payment, and DART can pursue fare technologies or adopt fare policies that reduce fare payment time.
- Traffic congestion. Regular or unpredictable congestion on roads is completely outside of the control of DART, but it is a major contributor to slow speeds and unreliable speeds. Transit priority measures can speed transit vehicles past congestion.
- Signals. Delay at signals will slow transit, but signals can also be enhanced to give transit priority and reduce signal delay.

## On-Time Performance

On-time performance is a performance indicator of service reliability and measures how closely a route adheres to its published timetable. It is measured as the percentage of trips that were delivered “on-time,” which DART defines as departing at or up to five minutes after the scheduled departure time at each scheduled timepoint along a route.

If a bus departs from a schedule timepoint early, it may result in riders missing their bus. Similarly, a bus arriving late to DART Central Station may cause a customer to miss a connection to another route. Consistently delivering on-time service makes trip planning easier for the customer and gives customers confidence in using DART service.

Setting the on-time performance standard requires effective use of recovery time in the schedule to accommodate travel delays and travel time variability without generating excessive recovery time that consumes resources without generating ridership.

## Trips Completed

By monitoring the number of scheduled trips that are completed, DART ensures effective resource management and customer reliability. Even if a given trip was consistently behind schedule and failed to meet the on-time performance definition at any of its timepoints or required a replacement vehicle, if the scheduled trip itself was completed, it is still considered service provided. Thus, DART measures trips completed as scheduled in addition to on-time performance. This indicator is useful in operations planning for establishing and monitoring operator and fleet availability requirements.

On-Demand services are measured by tracking the number of requested trips which receive a trip proposal. A 100% proposal rate may indicate that there is more capacity provided than needed in the zone. If the proposal rate falls below 85%, it indicates that the demand is outpacing supply.

## Passenger Load

A passenger load standard is one component of ensuring buses are not overcrowded and customers have a comfortable ride experience. While strong ridership per trip indicates a successful service, overcrowding for large portions of a trip increases the number of standing passengers and the duration of standing time. A passenger load standard must balance efficient allocation of vehicles with customer comfort. The vehicle assignment standard should complement the passenger load standard to achieve this balance.

Passenger load is measured as a ratio of the number of people on a vehicle to the seating capacity of the vehicle. So, if every seat on a vehicle is occupied by a customer at the time of measurement, the passenger load of that vehicle is 100 percent.

**Application Example:** If a bus has a 32-seat capacity and there are 43 passengers on board, the passenger load would be 134 percent. If the standard for that route is 125 percent, this bus would not meet the passenger load standard.

On-Demand services are by reservation only and will only be booked if there are seats available. Therefore, no trip can exceed a 100% load, meaning that at peak use every seat is being used and no person is standing on the vehicle.

## Vehicle Assignment

A vehicle assignment standard provides guidance for matching the appropriate vehicle type to each service type. The primary consideration for vehicle assignment is the number of people on the vehicle at any one time (load). The fixed-route fleet is a mix of 30-foot and 40-foot buses and should be assigned to blocks to best match high-load trips with larger buses. This standard is required of all fixed-route operators to ensure bus capacity is distributed in accordance with load or another objective measure.

## Average Fleet Age

Average fleet age is a simple average of the age (number of years since the vehicle was manufactured—not purchased) of every vehicle in DART's fleet. Monitoring average fleet age helps DART perform effective transit asset management and budgeting (Note: Additional factors, such as total vehicle mileage, number of preventable accidents, mean distance between failures, trips missed due to major breakdowns, and duration of out-of-service maintenance time are also considered in these processes. More information is available in the DART Transit Asset Management Plan). Buses that have been in operation too long are prone to more maintenance issues and the “wear and tear” of usage may impact the customer experience. By consistently purchasing new rolling stock, DART increases the reliability of its fleet and improves the customer experience.

## Performance Monitoring Guidelines

In order for service standards to be an effective tool, they must be accompanied by guidelines for application. This section lays out timelines for monitoring service performance, actions to take if a route falls below expectations, and the process for evaluating requests for new service.

### Performance Monitoring Schedule and Process

DART should evaluate each route based on the key performance indicators. In most cases, an average of all trips on a route within the quarterly reporting period will be generated to compare to the DART standard. If a route does not meet one of the standards during one quarterly reporting period, no immediate action is required. However, if a route fails to meet standards for an extended period of time, DART should conduct a more thorough review of that route's performance and determine the best corrective action.

## Corrective Actions

Routes that fall below standards for an extended period of time should be studied in-depth and the following strategies should be considered to address the route's underperformance:

- **Operational Analysis:** Late arrivals can reduce the amount of service DART is able to provide and prevent customers from making transfers. Delays in transit can be caused by many factors including signal delay, traffic congestion, payment dwell time and passenger boarding activities. An analysis can identify specific causes of delay and work with internal and external partners to develop strategies to reduce delay and improve reliability.
- **Changes in Service Levels:** Adjusting the service levels is a strategy to manage capacity and demand for services, either by day or time of day. Adjusting the number of trips or the vehicle assignment can balance the demand with resources.
- **Targeted Marketing:** Marketing tactics can help raise public awareness of a route and improve utilization of services. Investing in targeted marketing may be effective, particularly if a route is designed to serve concentrated market groups like employment centers, shopping districts, schools, hospitals, social service offices, or other major destinations.

## Major and Minor Service Changes and Equity Analysis

Quarterly performance monitoring will play a role in DART's service planning decisions. Any change in service must be evaluated to determine if it is a minor or a major service change. (See DART Service and Fare Equity Policy for definitions and thresholds.) Major service changes are subject to a service equity analysis in accordance with Title VI of the Civil Rights Act of 1964, as applied in the Code of Federal Regulations and interpreted by FTA Title VI Requirements.

A service equity analysis must be conducted for any major service change and performed in compliance with FTA guidelines, as outlined in FTA C 4702.1B, and DART's Service and Fare Equity Policy. If a disparate impact or disproportionate burden is identified, DART will mitigate the impacts, where possible, but may proceed with the change if staff have demonstrated that there are no practicable alternatives that would accomplish DART's program goals and have less of an impact on minority and/or low-income communities.

Major service changes also require certain public outreach efforts, as outlined in the DART Public Participation Plan. These efforts may include a public meeting, opportunities for public input, and notice and communication of final changes. When possible, DART uses data from past public outreach efforts to identify the communication methods preferred or most utilized by DART customers. Monitoring customer communication preferences helps DART design a public outreach strategy that will reach the most customers (or specific markets, when appropriate) and generate robust public input.

Minor service changes or adjustments are not subject to the DART Public Participation Plan requirements or a service equity analysis.

## APPENDIX

Service Classification	Route Name
<b>Frequent Route</b>	2-MLK Jr Pkwy 3-University Ave
	*Route Segments 3/3L – University from DCS to 73 <sup>rd</sup> St 4/5 – Ingersoll Ave from DCS to 42 <sup>nd</sup> St 11/12 – E University from DCS to E 23 <sup>rd</sup>
<b>Basic Route</b>	4-Crosstown 5-Merle Hay Rd 6-SE 14 <sup>th</sup> St 7-SW 9 <sup>th</sup> St 9/9L-6 <sup>th</sup> Ave 11-Hubbell Ave 12-Easton Blvd
<b>Coverage Route</b>	8-Watrous Ave 20-Mills Civic Pkwy 21-E 14 <sup>th</sup> St
<b>Supplemental Route</b>	900s-East High School 910s-Lincoln High School 930s-Brody Middle School 940s-Harding Middle School 960s-McCombs Middle School 970s-Weeks Middle School
<b>On-Demand</b>	Altoona Ankeny Clive-Urbandale

## 10: Operational Report

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

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### People

- **April Employee of the Month:** Senior Trainer David Sartin was unanimously selected as April Employee of the Month. He has transitioned smoothly into the Senior Trainer role and is an invaluable member of the transportation team. David consistently demonstrates a strong commitment to helping every operator succeed, always looking for ways to improve training and retraining efforts. He is a trusted resource for fellow trainers and operators alike, and he excels at working with new hires by making them feel welcome while naturally stepping into a mentor role. His dedication to supporting others makes him a significant asset to DART.



- **Drivers of the Year:** Fixed route operator, Greg Moore and mobility service operator, Joe Vitale, have been recognized as DART's Drivers of the Year. To be nominated for driver of the year, in the last 12 months, drivers were required to have worked at least 780 hours, had no at fault accidents or moving violations, no documented complaints, and had to have worked at least 95% of all scheduled shifts.
  - Greg Moore has been with DART for over 20 years, achieving 20 years of safe driving. He has served as one of DART's trainers for 18 years. Greg regularly receives compliments from his riders for going above and beyond, while providing consistent timely service.
  - Joe Vitale has been with DART for almost 7 years, with 6 consecutive years of safe driving. He has served as one of DART's trainers for over 4 years. Joe regularly brings forth ideas to better serve DART's customers, his coworkers, and the organization as a whole.

## OPERATIONAL MONTHLY REPORT 10: Operational Report



- **National and International Roadeo:** Mobility service operator, Joe Vitale, represented DART at CTAA's National Roadeo. Joe placed 13 out of 50 competitors from around the US. Fixed route operator, Cesar Chavez, represented DART at APTA's International Roadeo. Cesar placed 49 out of 80 competitors from around the US and internationally.



### Safety

- Accidents where DART buses have been rear-ended by other vehicles have risen over the past year. As of May 24, we have experienced 13 of these rear-end accidents in the current fiscal year, 6 of which have been categorized as Major Events. Last year at this time, we had 9, of which 5 were Major Events. While our overall Major Event numbers are up for the year, they are largely driven by non-preventable accidents such as these, where there was no fault of the bus operator. It is believed that many of these rear-ended accidents are caused by distracted driving by the non-DART driver. The DART Safety Committee is currently discussing

## OPERATIONAL MONTHLY REPORT

### 10: Operational Report



potential mitigations to assist with reducing our rear-ended accidents and overall Major Events. Safety will be updating the commission in August with our year-end Safety Report and final metrics for the fiscal year.

#### Customer Commendations

- “Passenger stated she appreciated customer service representative Richard Fierro booking the last cab for her to get to church. She was grateful for his help.”
- “Passenger shared that Frank Thorne was very friendly and courteous, and that he does a very good job.”
- “Passenger said that customer service representative Ashely Shivers is very kind and helpful.”

#### DART in the Community

- **Reimagine DART Rider Outreach:** As of May 22, staff have hosted seven open house events to help riders plan their trips on the new bus network. About 120 people have attended. While some riders have been upset about the changes, the feedback has been mostly positive, with riders liking the increased frequency and more weekend service. Staff will host five more open houses – four in suburban communities and one at DCS – through the first week of June. More than 350 people have heard presentations about the new bus network through 11 group presentations. Attendees have included older adults, people with disabilities, immigrant and refugee communities and a variety of human service agency staff. DART has also tabled at two human service events.
- **New DART Website:** A new rideDART.com website went live on Thursday, May 28, with a focus on providing a better experience for current and potential riders. The website features more organized navigation menu options, simpler pages that are easier to skim, interactive maps, and a clearer way of seeing service alerts. Staff will continue to make improvements to the website and update stakeholder pages over the next several weeks.
- **DART provides assistance at residential fires:** DART staff responded to three requests for mutual aid from Polk County EMA. All three were apartment fires, where DART was asked to help transport individuals and their belongings to temporary housing.

#### DART in the Media

[Fire breaks out at Norwalk apartment building, displacing residents](#) WHO, 5/7/26

[DART hosts open houses to explain bus route changes](#) KCCI, 5/6/26

[DART names new CEO ahead of Reimagine DART launch](#) Des Moines Register, 5/2/26

[Hockman named new CEO at DART](#) Business Record, 5/1/26

#### Service Planning

- **Service to the Polk County Jail:** Polk County staff approached DART about providing transit service to the Polk County Jail. DART has proposed a fee for providing a new route that would connect the jail campus with downtown Des Moines, as well as multiple other

**OPERATIONAL MONTHLY REPORT**  
**10: Operational Report**



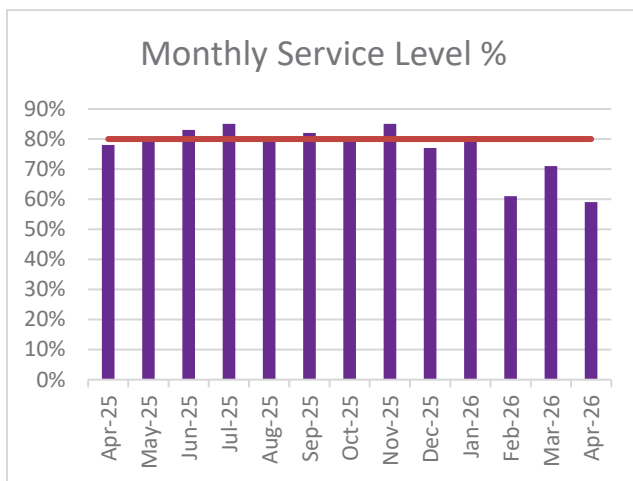
destinations and transfer opportunities. If we reach an agreement in the coming weeks, staff could bring the item to the Commission in July for implementation in August.

- **Rec Plex Service Inquiry:** DART staff met with representatives from the Des Moines Buccaneers about the possibility of transit service to help support the team's growth. Staff explained DART's constraints to adding more service, and we will stay in touch to understand their needs and consider partnership opportunities.

**April Performance Summary**

- Total YTD ridership is up .03% compared to FY25.
  - Fixed Route ridership is up .39% YTD.
  - Paratransit ridership is down 1.41% YTD.
  - DART On Demand ridership is down 7.28% YTD.
  - Caravan ridership is down 17.68% YTD.
- Preventable accidents were 1.01 per 100,000 miles for the month, just short of our goal of 1, while the YTD number is 1.04. We continue to improve our YTD number after starting the year with 3 months of missing our goal.
- On-Time Performance (OTP) was 83.55% in April. We are at 82.22% YTD, short of our goal of 85% but an improvement over last fiscal year as the Operations team maintains focus on schedule and timeliness.
- Road calls per 100,000 miles, when buses need service while in operation, were 3.83 for fixed route in April. This is within our target for 7 or fewer.

**Customer Experience**



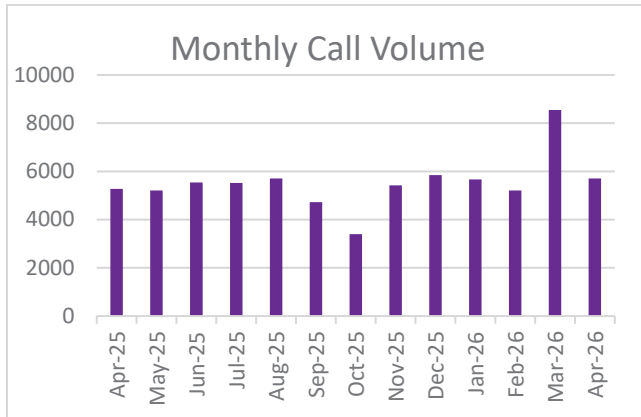
\*Service level is the percentage of calls answered within 60 seconds--goal is 80%.

- Service levels declined from our 80% goal. This decrease was primarily due to temporary staffing coverage challenges, including planned and unplanned time off. We are actively monitoring coverage and making adjustments to return to target performance levels. We

**OPERATIONAL MONTHLY REPORT**  
**10: Operational Report**



have added 2 temporary customer service representatives to handle the predicted increase in call volume surrounding the network redesign along with planned absences.



# dart Performance Summary -

## April 2026

5/1/2025 4/30/2026

### Ridership

### Preventable Accidents/100k Miles

### Non-Preventable Accidents/100k

Monthly **314,565**  
FY25: 326,112 (-3.54%)

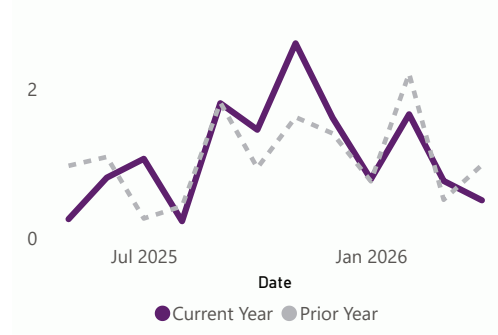
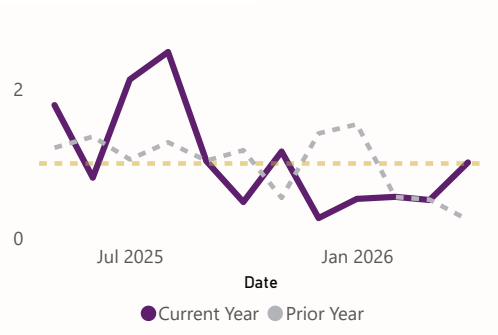
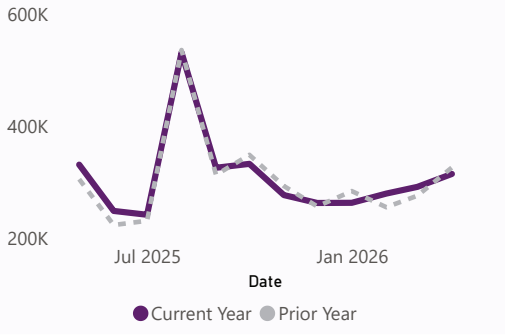
YTD **3,119,267**  
FY25: 3,118,364 (+0.03%)

Monthly **1.01**  
FY25: 0.24 (-313.74%)

YTD **1.04**  
FY25: 0.94 (-10.16%)

Monthly **0.51**  
FY25: 0.98 (+48.28%)

YTD **1.22**  
FY25: 1.07 (-14.03%)



### On-Time Performance

### Farebox Recovery Ratio

### FR Passengers / Revenue Hour

Monthly **83.55%**  
FY25: 81.64% (+2.34%)

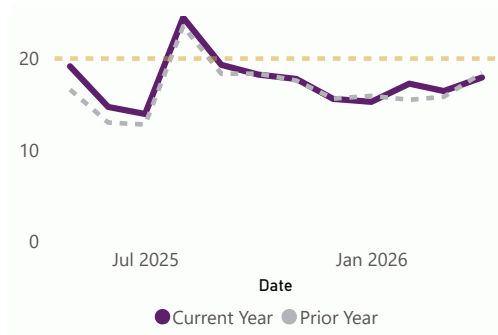
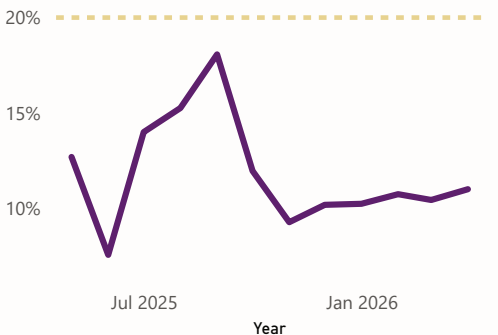
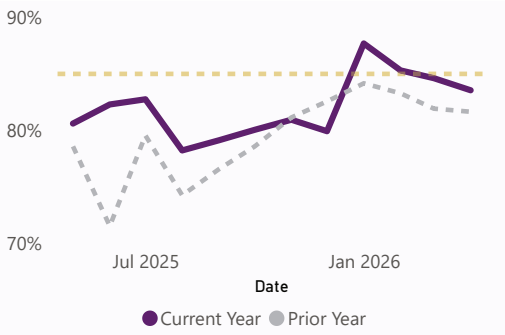
YTD **82.22%**  
FY25: 80.28% (+2.42%)

Monthly **11.01%**  
FY25: 12.35% (-10.87%)

YTD **12.17%**  
FY25: 15.28% (-20.33%)

Monthly **17.93**  
FY25: 18.42 (-2.65%)

YTD **17.83**  
FY25: 17.41 (+2.39%)





# Fixed Route Performance

5/1/2025

4/30/2026

## Ridership

Monthly

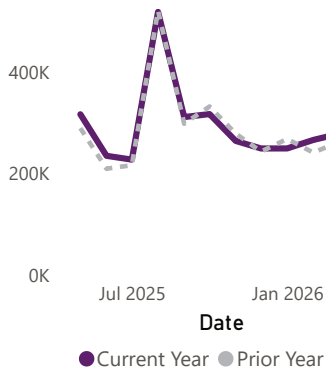
YTD

300,983

2,984,354

FY25: 310,642 (-3.11%)

FY25: 2,972,838 (+0.39%)



## On-Time Performance

Monthly

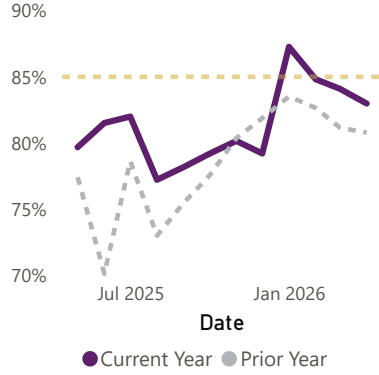
YTD

82.98%

81.52%

FY25: 80.78% (+2.72%)

FY25: 79.42% (+2.64%)



## Operating Cost/Rev. Hour

Monthly

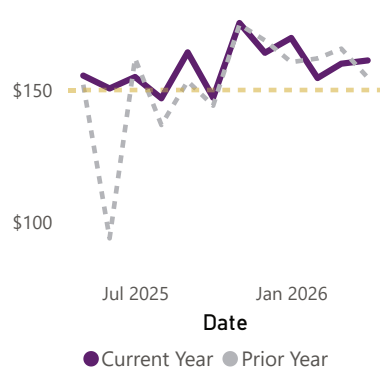
YTD

\$161.18

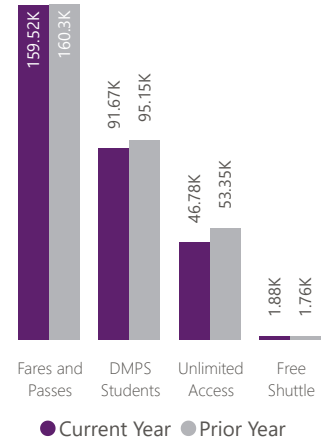
\$159.22

FY25: \$154.74 (-4.16%)

FY25: \$157.29 (-1.23%)



## Monthly Ridership by Fare Group



## Preventable Acc./100k

Monthly

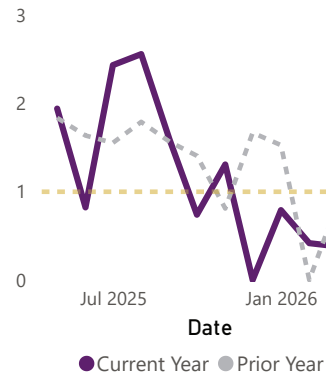
YTD

0.77

1.13

FY25: 0.00

FY25: 1.14 (+0.85%)



## Non-Preventable Acc./100k

Monthly

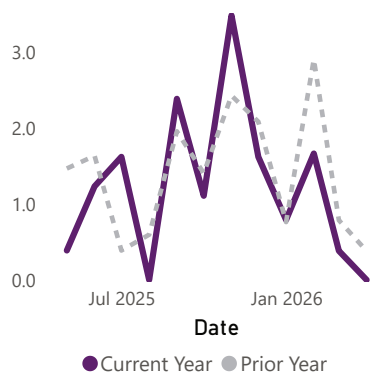
YTD

0.00

1.25

FY25: 0.38 (+100%)

FY25: 1.33 (+6.22%)



## Road Calls/100k Miles

Monthly

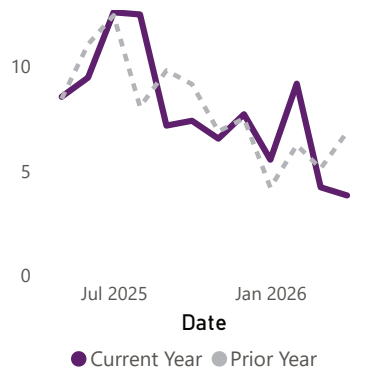
YTD

3.83

7.74

FY25: 6.86 (+44.17%)

FY25: 7.66 (-1.05%)



## Complaints/100k Passengers

Monthly

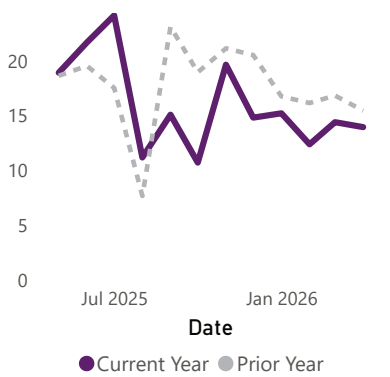
YTD

13.95

14.61

FY25: 15.45 (+9.69%)

FY25: 16.65 (+12.26%)





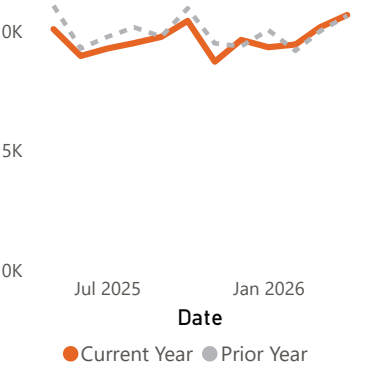
# Paratransit Performance

5/1/2025

4/30/2026

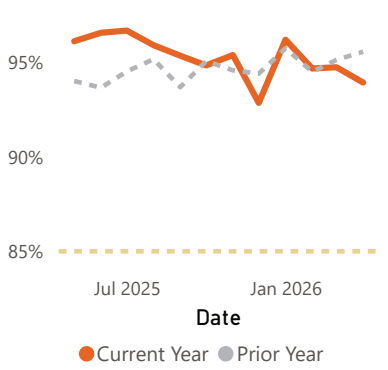
## Ridership

Monthly: **9,040**  
 YTD: **80,462**  
 FY25: 8,569.00 (+5.5%)    FY25: 81,609 (-1.41%)



## On-Time Performance

Monthly: **93.93%**  
 YTD: **95.05%**  
 FY25: 95.56% (-1.71%)    FY25: 94.85% (+0.21%)

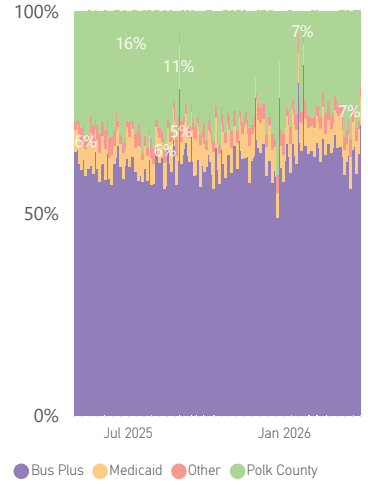


## Operating Cost/Passenger

Monthly: **\$58.78**  
 YTD: **\$62.50**  
 FY25: \$52.14 (-12.74%)    FY25: \$54.03 (-15.68%)

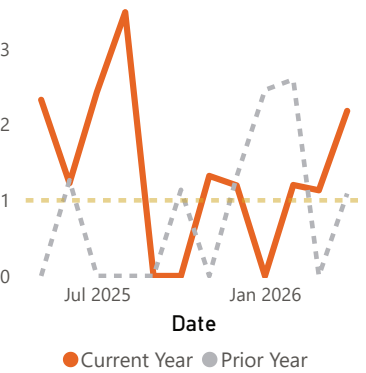


## Paratransit Customer Type Breakdown



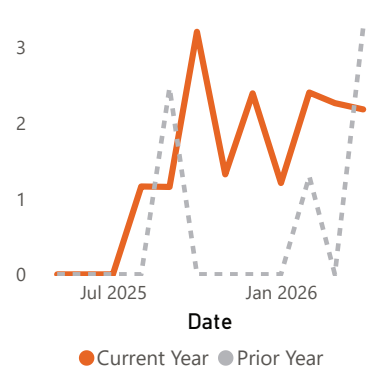
## Preventable Acc./100k

Monthly: **2.18**  
 YTD: **1.29**  
 FY25: 1.09 (-100.35%)    FY25: 0.85 (-52.28%)



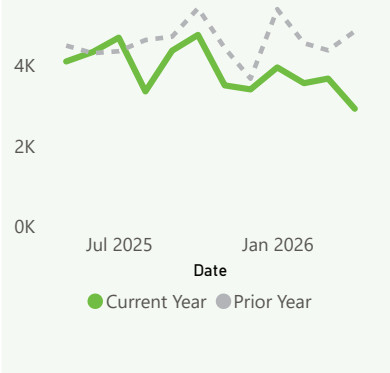
## Non-Preventable Acc./100k

Monthly: **2.18**  
 YTD: **1.76**  
 FY25: 3.27 (+33.22%)    FY25: 0.73 (-142.27%)



## RideShare - Ridership

Monthly: **2,918**  
 YTD: **38,100**  
 FY25: 4,837 (-39.67%)    FY25: 46,283 (-17.68%)



## RideShare - Op. Cost/Passenger\*

Monthly: **\$26.56**  
 YTD: **\$21.98**  
 FY25: \$12.77 (-108.01%)    FY25: \$12.91 (-70.31%)





# DART On Demand Performance

Request Zone

All

Booking Type

All

5/1/2025

4/30/2026

## Completed Trips

Monthly

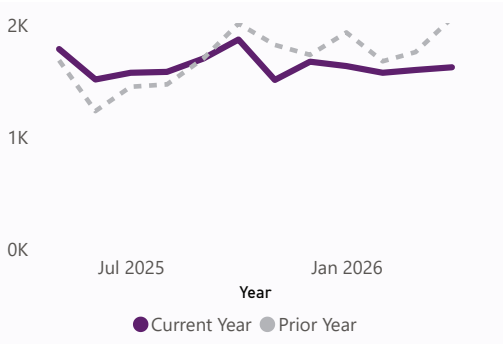
**1,624**

FY25: 2064 (-21.32%)

YTD

**16,351**

FY25: 17634 (-7.28%)



## Avg. Wait Time (On Demand)

Monthly

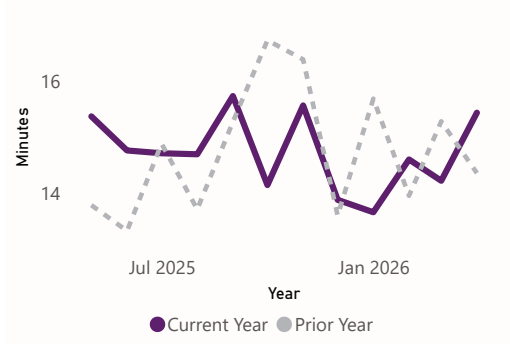
**15.44**

FY25: 14.36 (-7.52%)

YTD

**14.68**

FY25: 14.99 (+2.05%)



## Mobile Booking Rate

Monthly

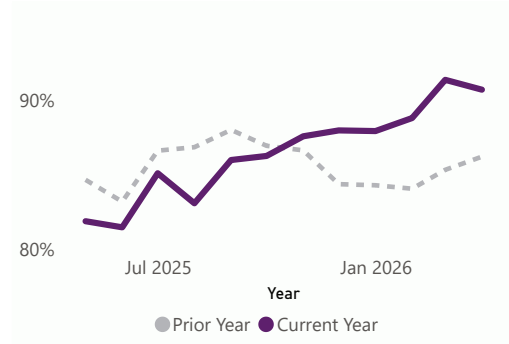
**90.68%**

FY25: 86.19% (+5.21%)

YTD

**87.59%**

FY25: 85.87% (+2%)



## Unique Active Riders

Monthly

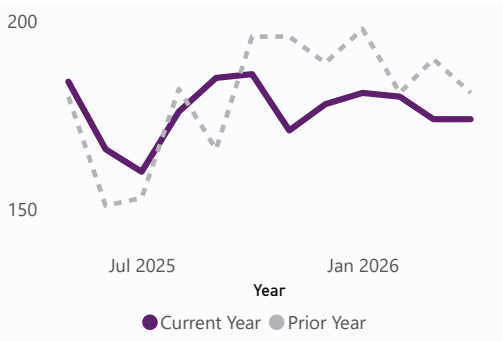
**174**

FY25: 181 (-3.87%)

YTD

**418**

FY25: 457 (-8.53%)



## New Accounts Created

Monthly

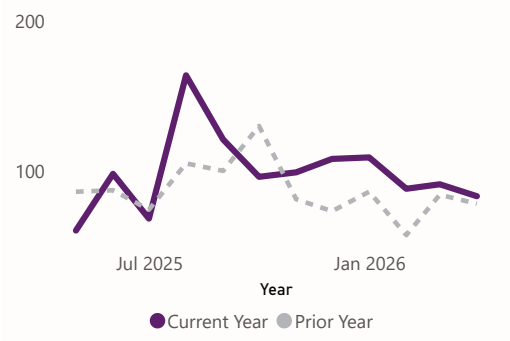
**83**

FY25: 78 (+6.41%)

YTD

**1027**

FY25: 868 (+18.32%)



## First Time Riders

Monthly

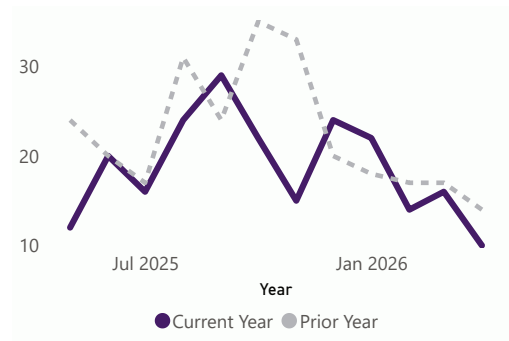
**10**

FY25: 14 (-28.57%)

YTD

**192**

FY25: 226 (-15.04%)





# Route Details

Month

April 2026



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	14,201	14,675	388,660	394,609	-5,949	-1.5%	29.20	75.17%
#2 - Maury St	166	150	1,131	1,313	-182	-13.9%	2.39	82.86%
#3 - University	28,398	29,317	273,789	266,729	7,060	2.6%	17.87	81.38%
#4 - E. 14th	12,887	13,087	119,002	120,985	-1,983	-1.6%	14.25	86.68%
#5 - Franklin Ave/Johnston	12,337	13,488	114,108	114,692	-584	-0.5%	10.94	80.11%
#6 - Indianola	28,513	30,588	254,941	270,831	-15,890	-5.9%	24.00	84.84%
#7 - SW 9th St.	35,721	34,496	301,322	295,855	5,467	1.8%	30.52	85.89%
#8 - Fleur Dr.	3,140	2,904	24,138	24,277	-139	-0.6%	14.21	77.90%
#10 - East University	1,441	1,419	12,435	12,435	0	0.0%	9.01	85.84%
#11 - Ingersoll/Valley Junction	3,965	4,967	37,006	35,267	1,739	4.9%	21.09	74.23%
#13 - Evergreen	6,930	7,342	56,024	49,995	6,029	12.1%	52.40	84.40%
#14 - Beaver Ave.	16,516	16,678	139,796	141,392	-1,596	-1.1%	15.69	84.04%
#15 - 6th Ave.	23,221	24,659	197,618	197,198	420	0.2%	26.42	77.37%
#16 - Douglas Ave.	30,405	33,110	289,092	291,642	-2,550	-0.9%	19.35	82.22%
#17 - Hubbell Ave.	24,497	24,429	234,315	210,209	24,106	11.5%	17.86	77.26%
#50 - Euclid	5,753	6,462	54,971	55,975	-1,004	-1.8%	8.39	83.51%
#52 - Valley West/Jordan Creek	13,034	13,136	127,568	124,110	3,458	2.8%	12.12	81.69%
#60 - Ingersoll/University	28,581	28,461	260,214	246,396	13,818	5.6%	17.55	80.78%
#72 - West Des Moines Loop	3,226	2,827	28,570	27,996	574	2.1%	6.49	88.18%
#74 - NW Urbandale	397	360	3,966	3,649	317	8.7%	3.24	90.55%
<b>2. Shuttle</b>								
Link Shuttle	1,282	1,164	10,107	8,939	1,168	13.1%	3.67	88.09%
Downtown Shuttle				20,907	-20,907	-100.0%		
<b>3. Express</b>								
#92 - Hickman	1,127	1,016	6,771	5,437	1,334	24.5%	6.80	71.64%
#93 - NW 86th	1,451	1,468	13,167	10,970	2,197	20.0%	8.11	83.19%
#94 - Westown	331	652	3,968	3,844	124	3.2%	5.96	78.96%
#95 - Vista	151	296	1,778	2,106	-328	-15.6%	3.79	76.76%
#96 - E.P. True	920	695	6,899	6,415	484	7.5%	6.97	80.18%
#98 - Ankeny	2,205	2,192	20,447	19,677	770	3.9%	7.15	73.27%
#99 - Altoona	187	572	2,474	3,893	-1,419	-36.5%	3.15	78.80%
<b>5. On Call</b>								
Ankeny								
NW Johnston / Grimes								
Regional		48	100	179	-79	-44.1%	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	1,624	2,064	16,351	17,634	-1,283	-7.3%	3.28	
<b>Total</b>	<b>315,641</b>	<b>326,574</b>	<b>3,126,547</b>	<b>3,115,810</b>	<b>10,737</b>	<b>0.3%</b>	<b>14.01</b>	<b>82.22%</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 of Finance and Compliance*  
*Luis Montaya, Deputy CEO and Chief Operating Officer*

### Progress Update (Final Stretch)

- **Occupancy and Transition to Operations:** DART has achieved occupancy of the new Operations & Maintenance facility and is in the final phase of transition activities from the existing facility. Staff, maintenance equipment, parts inventory, and operational functions are being relocated in phases to support a controlled transition. Maintenance operations are scheduled to begin at the new facility on June 1.
- **Site Development and Exterior Completion:** Exterior construction activities are substantially complete. Remaining work is limited to final site clean-up, minor punch list items, and seasonal landscaping establishment activities. The site is operational and supports active occupancy and transition activities.
- **Maintenance Bays & Parts Room Completion and Operational Readiness:** Remaining work is focused on final punch list completion, owner-furnished equipment set-up, shelving organization, and optimization of maintenance workflows as operational teams begin utilizing the facility.
- **Systems Startup and Commissioning:** Major building systems, including mechanical, electrical, fire alarm, and building automation systems, have completed startup and commissioning activities. Majority of Owner training has been completed with Rotary Lifts happening in the next week, and DART maintenance and facilities staff are actively utilizing and familiarizing themselves with building systems and operational procedures as part of the transition.
- **Closeout and Final Completion Activities:** Current efforts are focused on final punch list completion, operational stabilization, and closeout coordination. Remaining contractor activities are being sequenced to minimize disruption to active operations as the facility transitions into full-service use. The project team continues coordinating closely with contractors and stakeholders to finalize all remaining close-out requirements.
- **Ribbon cutting with Representative Zach Nunn:** is scheduled for July 11, 2026, from 12:45 PM to 2:00 PM including a tour of the facility to discuss safety, efficiency, and innovation.
- **Financial Management update**
  - **Budget status on track;** expended \$32,562,733 of the approved \$34,789,700. See *Phase I Budget attachment in the packet for details.*
  - See the *April 2026 construction progress payments attachment for details.*
- **Change Orders:** One (1)
  - BP11 Kline Electric \$1,161.00 Design Modification
- **Issues:** None

Operations and Maintenance Facility Phase I Construction Budget (as of 5/21/2026)

Project Overview:

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

		Original Budget	Adjusted Budget 5.21.2026	Expenditures to Date*
<b>Land Acquisition Costs:</b>		<b>\$3,918,362.00</b>	<b>\$3,871,685.00</b>	<b>\$3,871,685.00</b>
Land Acquisition Costs		\$3,910,000.00	\$3,861,078.00	\$3,861,078.00
Land Assessment Costs		\$7,500.00	\$9,900.00	\$9,900.00
Permitting Fees		\$862.00	\$707.00	\$707.00
<b>Architect &amp; Engineering / Constuction Manger Costs:</b>		<b>\$5,665,653.61</b>	<b>\$5,347,846.00</b>	<b>\$4,859,141.12</b>
<b>Owner's Representation:</b>	Sidekick Development LLC	<b>\$380,000.00</b>	<b>\$380,000.00</b>	<b>\$378,000.00</b>
Project Management Fees		\$380,000.00	\$380,000.00	\$378,000.00
Reimbursable Expenses				
<b>Architect:</b>	Substance, LLC	<b>\$2,618,837.61</b>	<b>\$2,301,030.00</b>	<b>\$2,120,362.83</b>
Architectural & Engineering Design Fees		\$2,618,837.61	\$2,301,030.00	\$2,119,601.25
Reimbursable Expenses				\$761.58
<b>Construction Manager (as Agent):</b>	DCI Group Inc	<b>\$2,666,816.00</b>	<b>\$2,666,816.00</b>	<b>\$2,360,778.29</b>
Construction Management Fixed Fee		\$810,000.00	\$810,000.00	\$752,215.83
General Conditions Costs		\$1,856,816.00	\$1,856,816.00	\$1,608,562.46
<b>Construction Costs:</b>	<b>Prime Contractor</b>	<b>\$22,048,536.24</b>	<b>\$24,081,626.25</b>	<b>\$23,348,351.67</b>
Tree Clearing	Wright Outdoor Solutions	\$4,896.49	\$4,896.49	\$4,896.49
Special Testing	Terracon	\$0.00	\$52,573.41	\$52,573.41
BP01 - Site demolition, Earthwork, Utilities & Landscaping	Elder Corporation	\$2,073,700.00	\$2,289,176.50	\$2,217,309.00
BP02 - Concrete & paving	Absolute Group	\$2,669,844.75	\$2,802,597.30	\$2,715,166.29
BP03 - Masonry	Forrest & Associate Inc	\$516,210.00	\$526,653.00	\$524,846.00
BP04 - Steel and precast Total	PDM Precast Inc	\$3,563,092.00	\$3,649,022.00	\$3,649,022.00
BP05 - General carpentry & finishes	Core Construction Services LLC	\$892,000.00	\$1,020,175.23	\$935,714.62
BP06 - Roofing	T&K Roofing Company	\$940,000.00	\$947,391.72	\$947,391.72
BP07 - Overhead & coiling doors	DH Pace/Adams Door Company	\$318,713.00	\$318,713.00	\$289,934.88
BP09 - Exterior fencing	Des Moines Steet Fence Co Inc	\$224,900.00	\$224,900.00	\$224,900.00
BP10 - Fire suppression	Elite Fire	\$296,880.00	\$292,616.60	\$288,066.60
BP11 - Electrical	Kline Electric	\$3,411,300.00	\$3,569,475.00	\$3,548,975.00
BP12 - Mechanical and plumbing	Baker Mechancial Inc	\$5,600,000.00	\$6,042,709.00	\$5,920,842.72
BP13 - Equipment	Seneca Companies	\$1,537,000.00	\$1,787,523.43	\$1,475,509.37
PO57474	Stertil Koni	\$0.00	\$553,203.57	\$553,203.57
<b>Allocated Contingency and Escalation:</b>		<b>\$1,718,838.63</b>	<b>\$650,000.00</b>	<b>\$0.00</b>
Construction Contingency		\$1,218,838.63	\$650,000.00	
Design Contingency		\$500,000.00	\$0.00	
<b>Project Soft Costs:</b>		<b>\$987,000.00</b>	<b>\$453,000.00</b>	<b>\$345,261.78</b>
Furniture, Fixtures, and Equipment (FFE) OFOI		\$732,000.00	\$360,000.00	\$345,088.13
Moving and Relocation Costs		\$20,000.00	\$20,000.00	\$173.65
IT Infrastructure		\$200,000.00	\$50,000.00	
Training Costs/Commissoning		\$35,000.00	\$23,000.00	
<b>Legal and Insurance:</b>		<b>\$60,000.00</b>	<b>\$45,558.90</b>	<b>\$45,558.90</b>
Legal Fees		\$10,000.00	\$13,515.90	\$13,515.90
Insurance Premiums		\$50,000.00	\$32,043.00	\$32,043.00
<b>Non-Allocated Contingency and Escalation:</b>		<b>\$400,341.52</b>	<b>\$340,000.00</b>	<b>\$92,735.23</b>
Reserved fund for unexpected costs		\$400,341.52	\$340,000.00	\$92,735.23
<b>Grand Total Construction Budget:</b>				
<b>Sum of all the above categories</b>		<b>\$34,798,732.00</b>	<b>\$34,789,716.15</b>	<b>\$32,562,733.70</b>

Commission Approved Budget (September 5, 2023) \$34,789,700.00

\*includes retainage for Prime Contractors Construction Costs \$1,034,892.72



Printed on Mon May 18, 2026 at 10:19 am CDT

DCI Group, Inc.  
 Job #: 23005 DART O&M Facility  
 3500 Vandalia Road  
 Des Moines, Iowa 50317

## Contractor Monthly Invoice Summary

Report of Invoices for The Current Billing Period

### Subcontractor Invoices

Group	Contract Number	Company Name	Original Contract Amount	Net Change By Change Orders	Revised Contract Amount	Billing Period End Date	Total Completed And Stored This Period	Total Completed And Stored To Date	Total Completed And Stored Percent
<b>Project Name: DART O&amp;M Facility</b>									
	BP01_23-005	Elder Corporation	\$2,073,700.00	\$215,476.50	\$2,289,176.50	04/30/2026	\$28,350.00	\$2,217,309.00	96.86%
	BP02_23-005	Absolute Group	\$2,669,844.75	\$132,752.55	\$2,802,597.30	04/30/2026	\$19,172.00	\$2,715,166.29	96.88%
	BP05_23-005	Core Construction, LLC	\$892,000.00	\$128,175.23	\$1,020,175.23	04/30/2026	\$144,793.44	\$935,714.62	91.72%
	BP09_23-005	Des Moines Steel Fence	\$224,900.00	\$0.00	\$224,900.00	04/30/2026	\$32,600.00	\$224,900.00	100.00%
	BP11_23-005	Kline Electric	\$3,411,300.00	\$158,175.00	\$3,569,475.00	04/30/2026	\$411,196.75	\$3,548,975.00	99.43%
	BP12_23-005	Baker Group	\$5,600,000.00	\$442,709.00	\$6,042,709.00	04/30/2026	\$233,978.92	\$5,920,842.72	97.98%

# FUTURE DART COMMISSION ITEMS



## Future Agenda Items

July 7, 2026 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> <li>• Strategic Plan Approval</li> <li>• O&amp;M Facility Phase 2 Budget</li> <li>• August Service Change Approval</li> <li>• Procurement Policy Approval</li> <li>• eProcurement Contract Approval</li> <li>• TRAC By-Laws</li> </ul>	<ul style="list-style-type: none"> <li>• Iowa State Fair Update</li> <li>• DART On Demand Update</li> </ul>
August 4, 2026 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> <li>• DART on Demand Approval</li> <li>• Advertising Policy Update and Approval</li> <li>• VIA Contract Approval</li> </ul>	<ul style="list-style-type: none"> <li>• Iowa State Fair Update</li> <li>• DART on Demand Rollout Update</li> <li>• Local Funding Scenarios</li> <li>• Q4 Investment Report</li> <li>• Q4 Safety Report</li> </ul>
September 1, 2026 – 12:00 P.M.	
Consent/Action Items	Information Items
<ul style="list-style-type: none"> <li>• TAM Plan Update Approval</li> <li>• ICAAP or STA Projects Grant Approval</li> <li>• November Service Change Approval</li> </ul>	<ul style="list-style-type: none"> <li>• DART On Demand Implementation Update</li> <li>• City of Des Moines Funding agreement and Local Funding Plan</li> <li>• Mobility Coordinator Update</li> </ul>

## Upcoming DART Commission Meetings

MEETING	DATE	TIME	LOCATION
<b>DART Executive Committee Meeting</b>	Wednesday, June 17, 2026	12:00 p.m.	Zoom
<b>DART Operations and Maintenance Commission Workshop</b>	Monday, June 29, 2026	11:30 a.m.	DART Central Station/Zoom
<b>DART Commission Meeting</b>	Tuesday, July 7, 2026	12:00 p.m.	DART Central Station/Zoom
<b>DART Executive Committee Meeting</b>	Wednesday, July 15, 2026	12:00 p.m.	Zoom

Received into DART Customer Service by email May 19

**Subject:** Formal Complaint – Elimination of Aurora Avenue Bus Service (Reimagine DART Network)

To: Des Moines Area Regional Transit Authority ([dart@ridedart.com](mailto:dart@ridedart.com))  
Attn: Customer Service Supervisor and DART Board of Commissioners

To Whom It May Concern,

I am writing to register a formal complaint regarding the upcoming Reimagine DART network changes scheduled for June 14, 2026. Specifically, I am strongly opposed to the complete elimination of fixed-route transit service along Aurora Avenue and Urbandale Avenue.

For my daily commute, I rely on the bus stop at Aurora Avenue & 50th Street to travel directly to my job at 7th and Walnut Street downtown. Under the new network guidelines, this neighborhood stop is being permanently closed. DART's proposed alternative is for me to walk more than a mile to the stop at Merle Hay Road & Douglas Avenue to catch the new Route 4.

Forcing loyal riders to walk over a mile along busy, high-traffic corridors just to access basic public transportation is completely unreasonable and unsafe. This severe reduction in neighborhood coverage does not create a "faster, more frequent" system; instead, it completely strands residents who rely on DART for their daily livelihood.

Because of this specific service cut, I will no longer be able to utilize DART. Your network redesign has effectively eliminated my access to public transit. I urge the DART Commission and planning team to reconsider the total elimination of coverage in the Aurora and Urbandale Avenue neighborhoods.

DART is repeating the exact same failed planning mistakes seen in the Minneapolis-St. Paul metro. Their transit authority, Metro Transit, aggressively cut neighborhood coverage and local routes under the guise of 'efficiency,' only to face massive community backlash, plummeting ridership, and stranded residents. They were ultimately forced to reverse course through their 'Network Now' framework to reinstate the exact local routes they axed. I urge DART to learn from the Twin Cities' failures rather than forcing Des Moines riders through the same broken cycle.

I request that this feedback be officially logged into the public record for the upcoming Commission meeting, and I look forward to your timely response regarding how DART intends to address riders left stranded by these changes.

Sincerely,

Adria Booth-Tyler, LMHC, LCPC, CCTP, CSTIP  
699 Walnut Street, Suite 471  
Des Moines, IA 50309  
Ph: 515-298-5942  
Fax: (515) 440-1274

4/4

FROM : David M. Pawlak, 3406 Arthur Avenue, Des Moines, Iowa 50317

TO : **DART's Board of Commissioners, & its EXECUTIVE COMMITTEE**, Des Moines Area Regional Transit Authority, 620 Cherry Street, Des Moines, IA 50309-4530 ..BOTH of which I address directly & explicitly because of experienced distrust concerning certain DART Supervisors ;  
**& OTHERS**

**COMPLAINT about DART**

**The " KID(S) " / ADOLESCENT(S) / TEENAGERS [ friendly, non-white, " minority " ] SAY that the white male DART Driver ( in his 30s or 40s ) was GIVEN my BAG ON THEIR LEAVING the bus, also giving me to understand that the CONTENTS were INTACT, had been LOOKED AT by the TEENAGER(S) & COINCIDED with MY DESCRIPTION . I told them that at Lost & Found, the white male DART employee had said that : kids can be evil & take a bag, see that there's nothing interesting in it, & throw it away ..to which, when I heard it, I said to him I didn't believe it to be the case because I knew the kids / adolescents / teenagers, & we had exchanged conversation from time to time .**

**DART Central Station has always WITHHELD the IDENTITY of said white male bus driver .**

**WE ARE ALL CONFUSED AS TO THIS APPARENT UNEXPLAINED-EVENT, & YET, IT IS SO EASY TO CHECK-UP-ON-IT BY DART .**

**THUS, NO EXCUSE CAN BE GIVEN FOR A NON-REPLY / A NON-SOLUTION / A NON-VIEWING OF THE VIDEO / A NON-REPORTING - BACK TO ME / US AS TO WHETHER OR NOT THE NON-WHITE " MINORITY " KIDS / TEENAGERS DID, IN FACT, TURN IN SAID BAG OF MINE TO SAID WHITE MALE DART DRIVER .**

**27 April 2026 Monday DART bus # 10 INBOUND last run, Pleasant Hill to DART**

**Central Station** approximately 6 pm to 6:30 pm, from Pleasant Hill to DART Central ; its very last run into town..

..A group of 5 teenagers whom I know in general-----some more, some less-----get on the bus, sit by me, & we chat a bit, also, as per having done in the past from time to time I share some dark chocolate with them & give out some small pocket-sized Palestinian flags ; I get off in town not far from DART Central Station & immediately realize I had left on the bus a bag -----WHITE with some faded / smudged RED & BLUE on its sides ..originally it was a library bag with the red & blue motif of " I LOVE MY LIBRARY"-----which had in it my favorite **EARMUFFS**, an **OLD** [ but prized ] **MAGAZINE** [ with some important photocopies wedged in within its pages ], **SPARE PLASTIC BAGS** [ because I use "second-use" plastic bags instead of always taking new plastic bags at supermarkets ] .

ON MY WAY TO DART Central, I cross path with some of the very same teenagers who were on the bus by me & had just gotten off, one of them yells out to me from across the street :

**" You left a bag on the bus . "**

TO WHICH, I reply :

**" That's where I'm going now . That's where I'm going now . "**

**DART CENTRAL STATION about 6:30 - plus pm**

ON ARRIVING AT DART Central Station,

Customer Service was closed & bus # 10 was nowhere seen, so, I could only come back the next day .

**28 April 26 Tuesday DART CENTRAL STATION about 4:30 pm**

At **Lost & Found**, I tell the lead DART Africa-American female employee, a white male DART employee also being present, that :

the day before I was on DART BUS # 10 INBOUND, its very last run into DART Central, & that seconds after getting off I realized I had left a bag on said bus ; it had in it **EARMUFFS**, an **OLD** [ but prized ] **MAGAZINE**, **SPARE PLASTIC BAGS**.. ..whereupon realizing I had left said bag, I walked it to DART Central Station which was nearby, but at that **late** hour it was to no avail.. ..**MY BAG WAS NOT IN SAID LOST & FOUND.. ..the male DART employee chimed in that : kids can be evil & take**

**a bag, see that there's nothing interesting in it, & throw it away..** ..TO WHICH I responded : I don't think so, I know them, we talk, & that : We crossed paths on my way to DART yesterday & they told me I had left a bag, & I told them : "That's where I'm going now ." Upon hearing this, he leaves ; said lead DART female employee, promising to look into it, says : Come back tomorrow, at this time, I'll be here .

I then took **the 4:35 pm DART bus # 10 OUTBOUND** to Pleasant Hill asking the now different driver if he knew who yesterday's driver was, to which he replied :

"I wasn't even in this state yesterday ."

**29 April 26 Wednesday DART CENTRAL STATION about 4:30 pm**

SAME FEMALE . NOTHING AT ALL has TURNED UP / BEEN BROUGHT IN, & SHE CAN'T GIVE ME THE NAME OF THE BUS DRIVER.. ..SHE APPEARS SURPRISED-DISMAYED-CONFUSED THAT IT HASN'T BEEN TURNED IN . I REPLY : **OK, I'LL ASK THE KIDS ABOUT IT BECAUSE I KNOW THEM .**

**30 April 26 Thursday**

**at about 4:15 - 20 pm** the same / similar 5 teenagers-----2 or 3 of them I recognize----- get on DART bus # 1 INBOUND, so, on questioning them, I am told that **the white male DART Driver was GIVEN my BAG ON THEIR LEAVING the bus, & I was also given to understand that the CONTENTS were INTACT, had been LOOKED AT by the TEENAGER(S) & COINCIDED with MY DESCRIPTION . I told them that at Lost & Found, the white male DART employee had said that : kids can be evil & take a bag, see that there's nothing interesting in it, & throw it away..**

**about 4:30 pm** DART CENTRAL STATION The same female DART employee confirms for me that still nothing of the sort has turned up in spite of the **new information that the kids / teenagers said that the bag was given to said white male DART Driver, ..& I even told her that I had told the teenagers that the DART employee in Lost & Found had said or " previewed " to me that kids could just take the bag & throw it away ..said female DART employee acknowledged that he had made said comment .**

**2 May 26 Saturday afternoon DART CENTRAL STATION**

**Before the Closing of Customer Service**

Just to be on the safe side, I return & ask this different white female DART employee to look into a bag which was somewhat similar to mine but did NOT match its exact description ..it had none of my stuff in it ; so, **totally negative for the week ;** during this session, I inform her fairly completely as to what has happened, & she is also surprised-dismayed concerning what has happened ; **she says she'll look into it..**

4/4

..the VIDEO IMAGING / IMAGES can be looked up ; I say I'll file a complaint addressed NOT to the NORMAL PROTOCOL within which a DART Supervisor handles it but to the DART COMMISSION [ especially because of another DART incident concerning DART'S bus driver named Emir & protection-backing from his DART SUPERVISOR ]

**So far, the 2 DART females have RESPONDED WELL ..COURTEOUSLY & HELPFULLY.. ..the white male DART employee at DART'S Central Station commented what he did..**

**IN SUM, WE ARE ALL CONFUSED & IRKED..**

**..NECESSARILY, INARGUABLY :**

**THE VIDEO must be LOOKED INTO,  
&  
IT BE REPORTED BACK TO ME / US .**

**..be it a TREASURE or humble contents with some important photocopies, my bag should have been in Lost & Found the following day..**

**..what we have here, is: the RESPECT FOR & INTEGRITY of the VICTIM, the KIDS / TEENAGER(S) who say they returned my bag, the DART Driver, some DART Supervisors whom I can not trust, DART'S Board of Commissioners & its EXECUTIVE COMMITTEE, et cetera..**

**David M. Pawlak**

**Friday, 15 May 2026**

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DART Board of Commissioners & Executive Committee  
Des Moines Area Regional Transit Authority  
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Des Moines, Iowa 50309-11530