

# MEETING WILL BEGIN SOON

---

ALEXANDRIA TRANSIT COMPANY  
BOARD OF DIRECTORS MEETING  
MAY 8, 2024



# CALLING OF THE ROLL



David Kaplan  
Chair of the Board



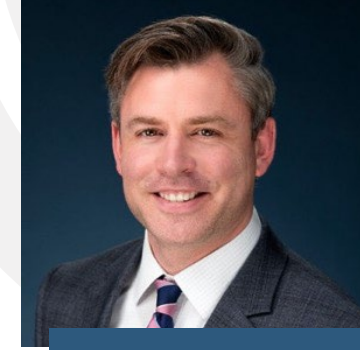
Steve Kleist  
Vice-Chair



Ajashu Thomas



Matt Harris



Jesse O'Connell



Kursten Phelps



Arish Gajjar



Praveen Kathpal



Hillary Orr



Kendel Taylor



Arthur Wicks





# PUBLIC COMMENT PERIOD

Those wishing to speak during the hearing may pre-register at [dashbus.com/](https://dashbus.com/) and join via Zoom.

Alternatively, attendees may use the “RAISE HAND” feature to be recognized for comment.

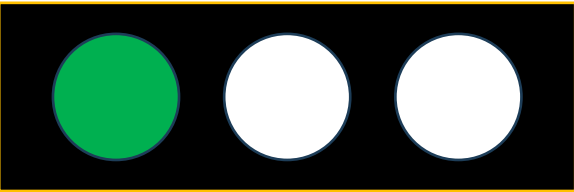


# PUBLIC COMMENT

Each speaker is permitted 3 minutes for public comment.

When the **YELLOW** light appears, 1 minute remains.

When the **RED** light appears, you are out of time.



Time Has Expired



# APPROVAL OF MINUTES

Consideration of approval of **Meeting Minutes from the April 10, 2024** meeting of the Alexandria Transit Company Board of Directors.

# CHAIR'S REPORT

---

- May Icebreaker
- King-Bradlee Letter of Support
- NVTa FY24-29 SYP Letter of Support



**David Kaplan**  
Chair of the Board

# T&ES REPORT

---



**Hillary Orr**  
Deputy Director  
T&ES – City of Alexandria



# T&ES REPORT

## **WMATA Budget**

- Fiscal Year 2025 and Fiscal Years 2025-2030 Capital Improvements Plan adopted by WMATA Board of Directors on April 25.
- FY25 operating budget maintains current Metrobus and Metrorail service levels.
- Six-car trains will increase during weekends and off-peak hours to meet rider demand.
- Fares to increase by 12.5% across the board.

## **Mount Vernon Ave North Complete Streets Project:**

- Preferred alternative approved by Traffic and Parking Board on April 29.
- Recommends replacing signalized intersection at Mount Vernon Avenue and Glebe Road with elongated roundabout.
- Aims to slow vehicle speeds, reduce crossing distances, and improve safety.
- DASH lines 33, 36A, 36B, Metrobus lines 10A, and 10B currently use this corridor.
- More information available on project webpage.

# T&ES REPORT

## **Glebe/Montrose/Ashby Intersection Redesign:**

- Preferred alternative for intersection redesign approved on April 29.
- Five-legged intersection to feature roundabout for improved safety and convenience.
- DASH lines 36A and 36B use this intersection.
- Construction to be coordinated with larger stormwater project in several years.
- More information available on project webpage.

## **Edsall Road Corridor Improvements Project:**

- Technical assistance grant awarded under MWCOG TLC Program.
- \$80,000 grant received; project expected to start in late summer 2024.
- Must conclude by June 30, 2025, per grant terms.
- Project aims to improve mobility, access, and safety for all roadway users.
- Expected outcome: preferred concept alternative for detailed design and construction.
- DASH lines 30 and 35 use Edsall Road.

# T&ES REPORT

## **King-Callahan-Russell Intersection Improvements:**

- Intersection repaved during the week of April 29, substantial completion expected by mid-May.
- New pedestrian signals, ADA curb ramps, safer turning speeds, new bike lane, sidewalks, and No Turn on Red restrictions.
- DASH lines 30, 31, 102, Metrobus lines 28A, and 29KN use this intersection.

## **West End Transitway Operations Planning:**

- Operations plan being developed for West End Transitway.
- Examining ridership data, route productivity, service costs, etc.
- Stakeholder workshop on May 9 to present data and discuss different ideas.
- Workshop to include representatives from WMATA, Arlington County, DASH, and other stakeholders.

# SLATE OF OFFICERS

## Nominations From Committee

**Chair:** David Kaplan  
**Vice Chair:** Steve Klejst  
**President:** None (*defaults to GM*)  
**Vice President:** Hillary Orr  
**Secretary:** Beth Reveles  
**Treasurer:** Edward Ryder  
**General Counsel:** Lonnie Rich

Board Action Required



# OTHER BOARD MEMBER REPORTS AND UPDATES



# GENERAL MANAGERS REPORTS

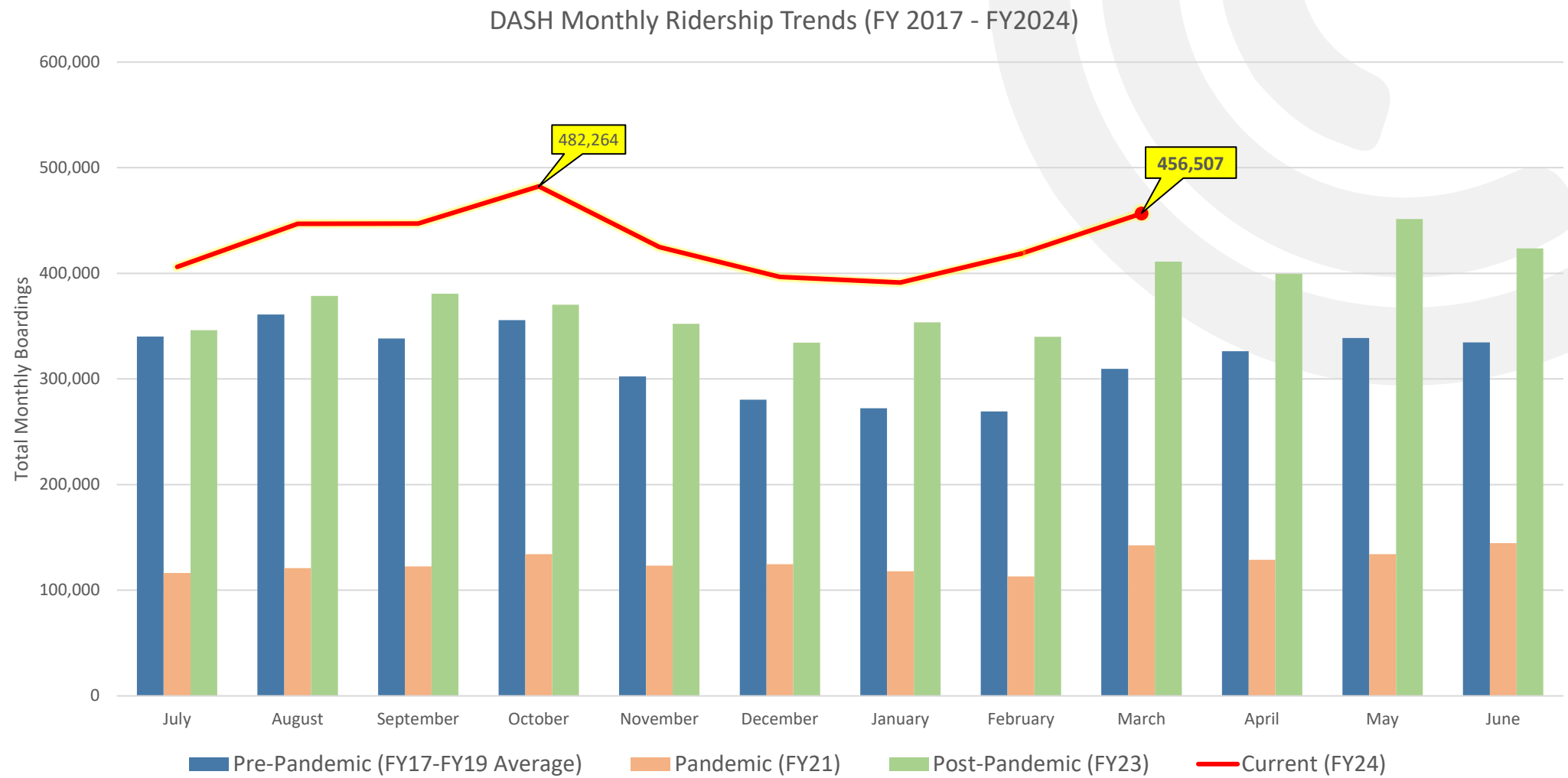
---

- a) Ridership Update
- b) Transit Management Services Contract
- c) General Managers Revised Budget



**Josh Baker**  
General Manager & CEO

# RIDERSHIP UPDATES



***DASH ridership continues to perform at an all-time high  
breaking previous monthly records every single month of Fiscal Year 2024.***

# TRANSIT MANAGEMENT TECHNICAL ADVISORY SERVICES REQUEST FOR PROPOSAL

Action Item

- The Board Committee has reviewed proposals following the solicitation for Transit Management Technical Advisory Services and has **recommended TransDev as the qualified provider of these services.**
- Should the Board approve this recommendation the vendor will be responsible for supporting the day-to-day operations of the system, ensuring it delivers the highest-quality transit services.
- This includes providing management advisory services, comprehensive training programs, operational and maintenance support, safety procedures implementation, labor relations support, procurement resources, bus line inspection services, and regular performance reporting.
- In order to ensure a smooth continuation of services the committee **recommends approval for the General Manager to engage with the vendor to establish a new Contract** effective July 1, 2024.
- The Board will be asked to approve the proposed contract at the June 12, 2024 meeting.



# FY25 PROPOSED BUDGET

- Since the conclusion of the City's budget process, including the add/delete process, Staff have analyzed the total allocation for DASH.
- Following submission of Current Services, we have received additional insight into expected costs for FY2025 and rebuilt the budget proposal accordingly.
- No action is required today, there will be a public hearing at the beginning of the June 2024 Board Meeting.
- Following the close of the public hearing the Board will consider adopting the final budget.

# FY25 PROPOSED BUDGET

- Line 104 funding is restored (\$180,000) and service expenses have been added back into the budget, primarily operations personnel.
- Liability Insurance costs are reduced based on the final pricing provided by insurance providers.
- Fringe Benefits reduced based on final renewal quotes.
- Adjustments for “Facilities Maintenance” reorganization.
- Minor adjustments to account for attrition.
- Adjustments to travel account for increased Commuter Benefits costs.
- Cost savings from insurance and healthcare renewals are redistributed to professional development priorities, including training and employee recognition, restoring some losses incurred over the past two fiscal years.

# GENERAL MANAGER'S REVISED FINAL BUDGET

EXPENDITURES	GM's Proposed FY25		FY 2024 Budget		Change	% Change
Personnel	27,413,789	78.8%	27,207,623	78.6%	206,166	0.8%
Non-Personnel	7,173,414	20.6%	7,199,580	20.8%	(26,166)	-0.4%
Capital Outlay	190,000	0.5%	190,000	0.5%	-	0.0%
<b>TOTAL</b>	<b>34,777,203</b>		<b>34,597,203</b>		<b>180,000</b>	<b>0.5%</b>

REVENUES	FY 2025 Budget		FY 2024 Budget		Change	% Change
City Contribution Operating	32,872,921	94.5%	32,692,921	94.5%	180,000	0.6%
City Contribution Trolley	1,560,582	4.5%	1,560,582	4.5%	-	0.0%
Virginia TRIP Program	-	0.0%	-	0.0%	-	0.0%
Passenger Revenue	-	0.0%	-	0.0%	-	0.0%
Charters	130,000	0.4%	130,000	0.4%	-	0.0%
Advertising	153,700	0.4%	153,700	0.4%	-	0.0%
Miscellaneous Revenue	60,000	0.2%	60,000	0.2%	-	0.0%
<b>TOTAL</b>	<b>34,777,203</b>		<b>34,597,203</b>		<b>180,000</b>	<b>0.5%</b>

# FINANCIALS

## As of March 31<sup>st</sup>, 2024:

- ATC is now projecting a minor year-end surplus of \$15,536 and anticipates ending the fiscal year in a balanced position.

## Notable Items for March:

- Unplanned facility related emergency repairs not covered by the city have contributed to increased **facilities maintenance** costs.
- **Operations overtime** is in line with budget projections.
- **Admin professional services** is high in March due to fees for professional temporary employees.

# PLANNING DEPARTMENT

## DASH FREE FARES PROGRAM

### ANNUAL REPORT | 2023



**Martin Barna**  
Director of Planning

## DASH Free Fares Program Annual Report - 2023



Prepared by Alexandria Transit Company (DASH) Planning Staff  
Presented to the ATC (DASH) Board of Directors on April 10, 2024



0

# DASH FREE FARES PROGRAM

- Free Fares Framework adopted by ATC Board of Directors in September 2021.
- Free Fares Program funded by \$7.2 million from state TRIP grant that runs through CY 2025.
- Free Fares Framework requires annual program report that focuses on the following metrics:
  - (1) Ridership
  - (2) Customer Feedback
  - (3) Employee Feedback
  - (4) Budgetary Impact
- Free Fares Website | [www.dashbus.com/free](http://www.dashbus.com/free)

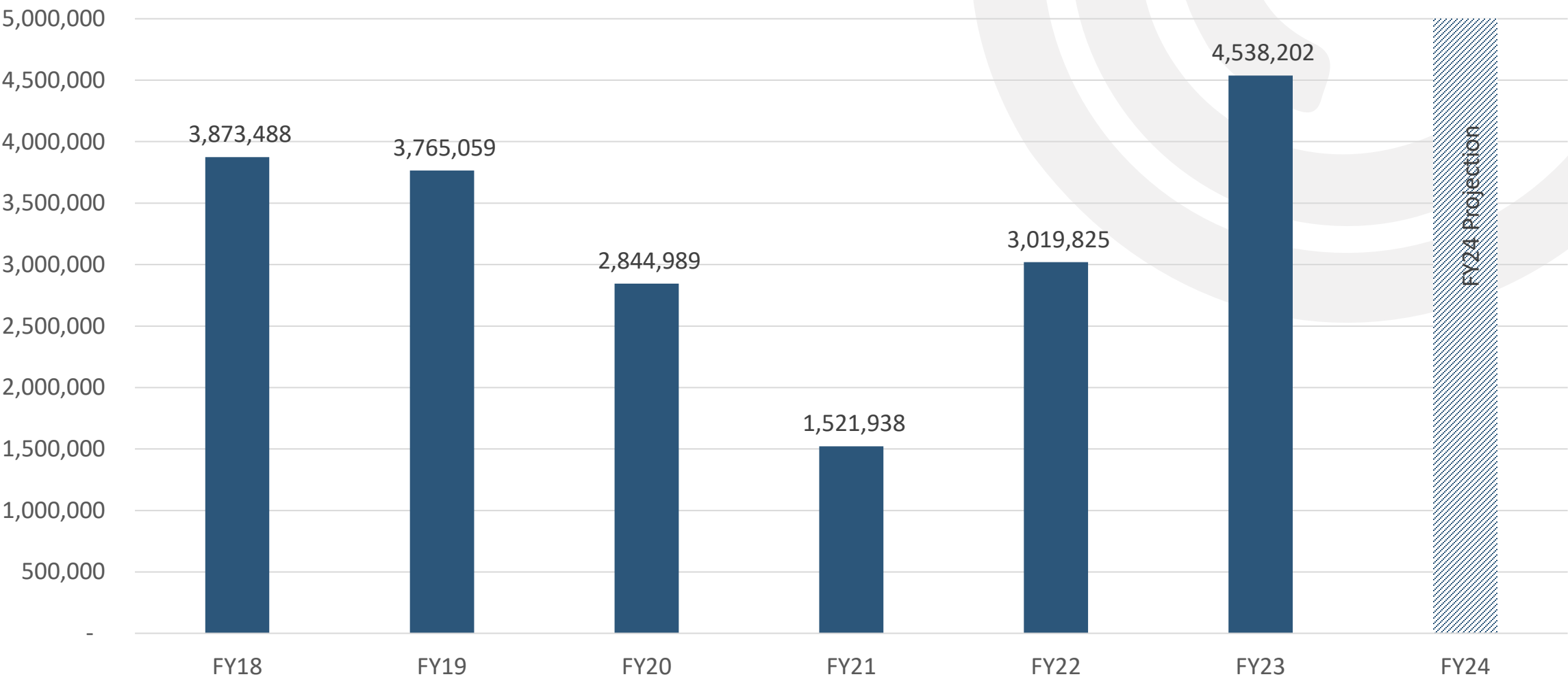
# (1) RIDERSHIP

- Average daily ridership has increased by 152% in first two years of free fares
- **4.5 million boardings in FY 2023 is single highest year in DASH history.**
- Biggest ridership increases seen for middays, eves and weekends.
- Overcrowding on Lines 31, 35 and 36 during ACHS arrival and dismissal times.



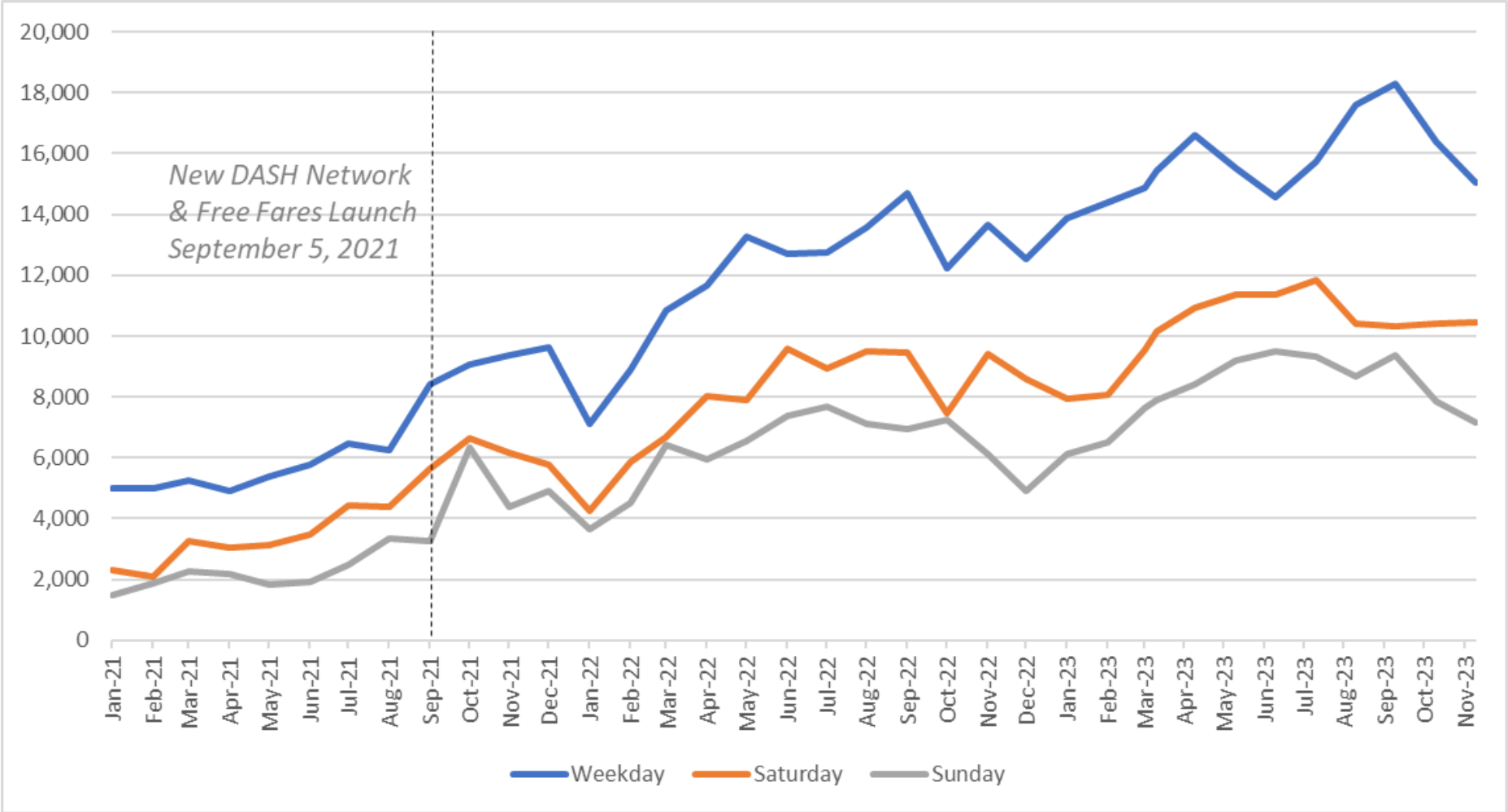


# DASH SYSTEMWIDE RIDERSHIP BY YEAR (FY 2018 – FY 2024)

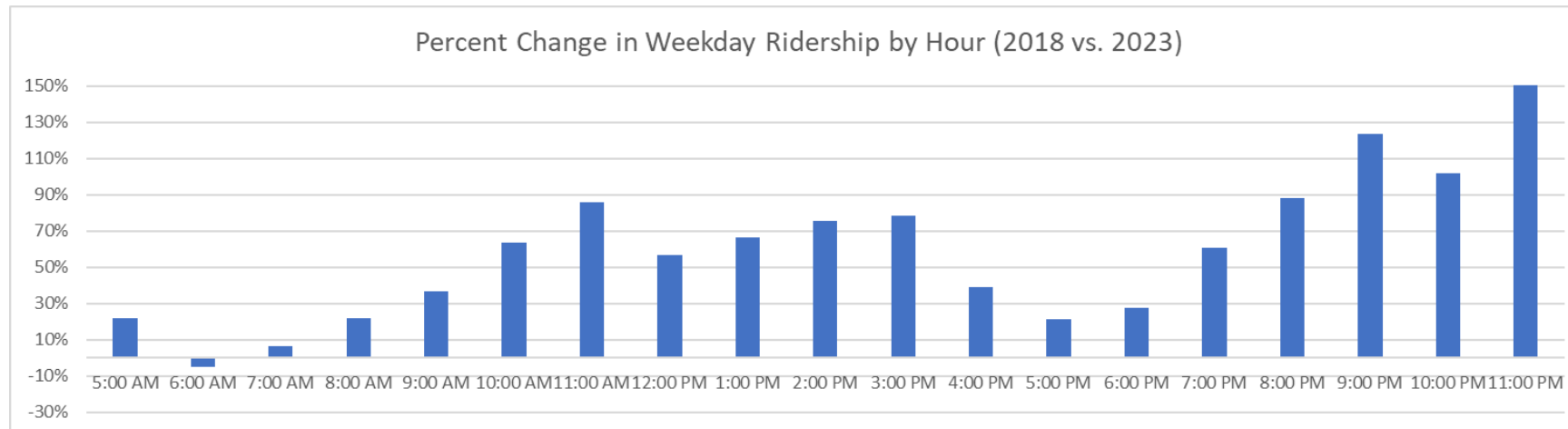
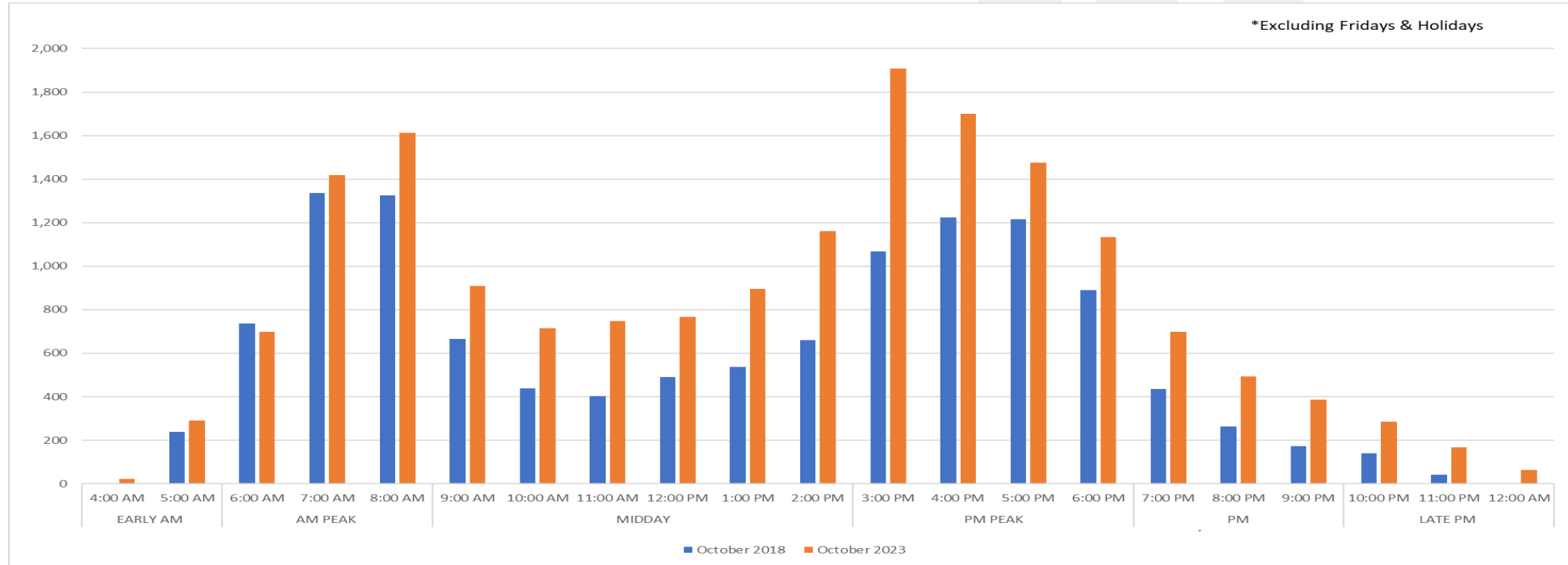




# DASH AVERAGE DAILY BOARDINGS BY MONTH (FY 2022 – FY 2023)



# AVERAGE DAILY RIDERSHIP BY HOUR (2018 VS. 2023)

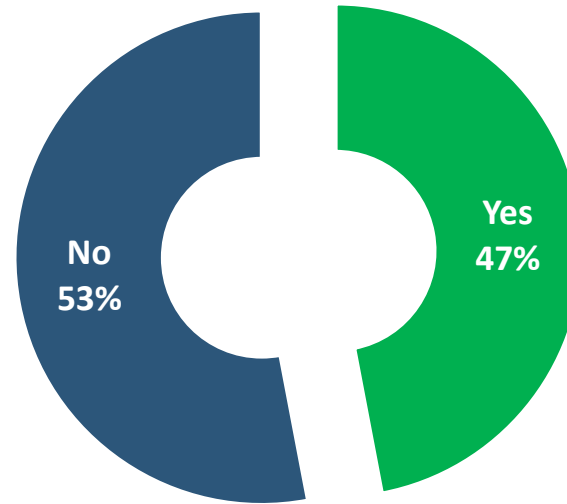


## (2) CUSTOMER FEEDBACK

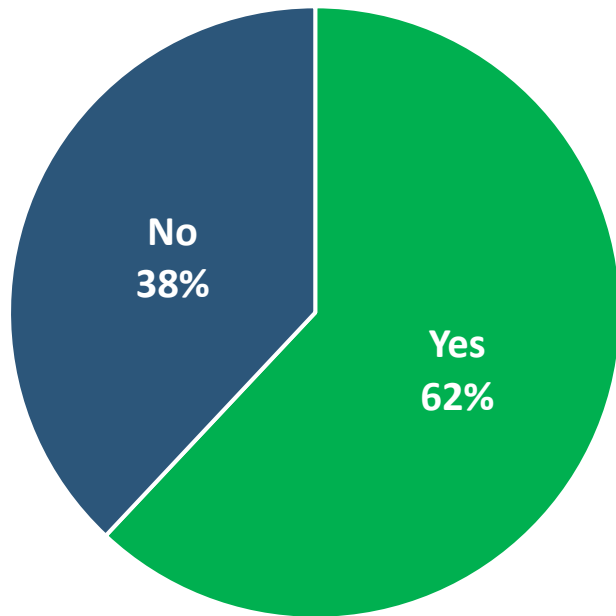
- DASH riders are three times more likely to come from a low-income household than the typical Alexandria resident.
- Ridership increases have been a combination of new riders and existing customers who are using DASH more.
- Affordability (Free Fares) was the most common reason given for increased ridership behavior.
- No increase in customer complaints.



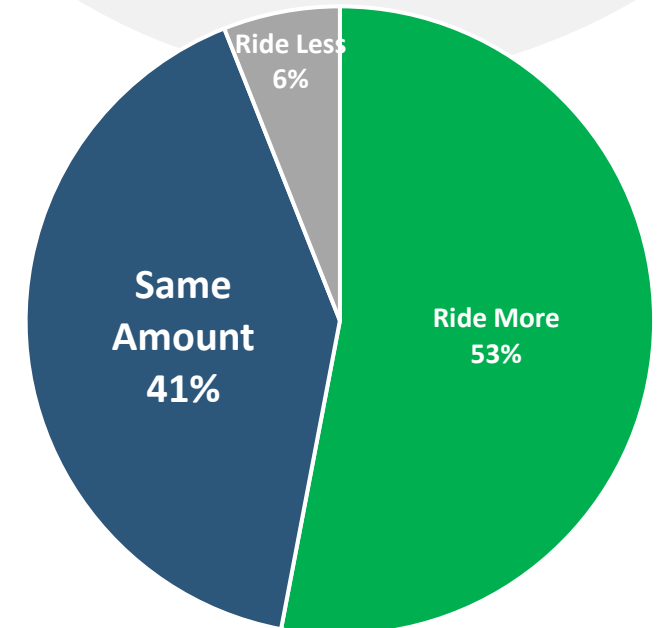
## Q16 | Did you ride DASH before introduction of free fares and New Network?



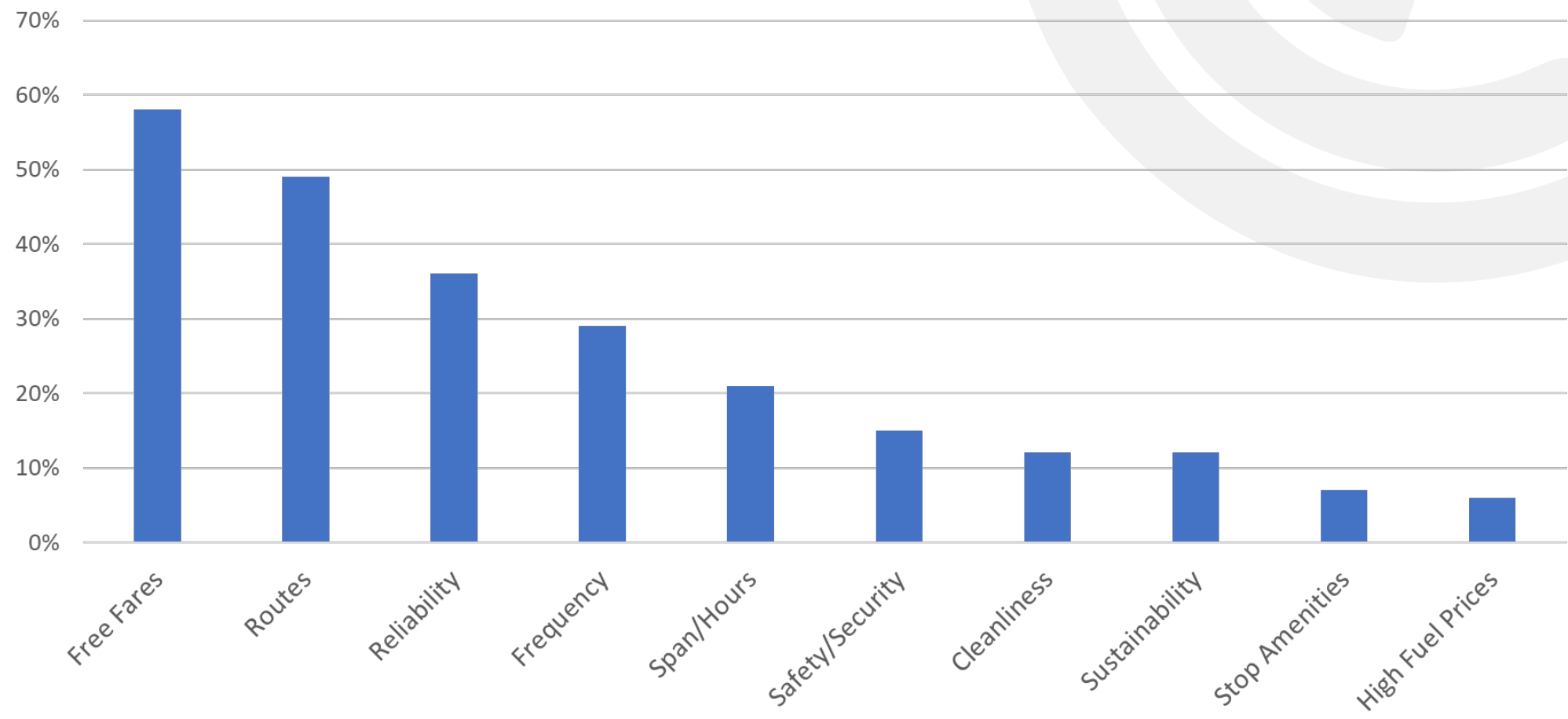
Did the introduction of free fares affect your decision to start using DASH?



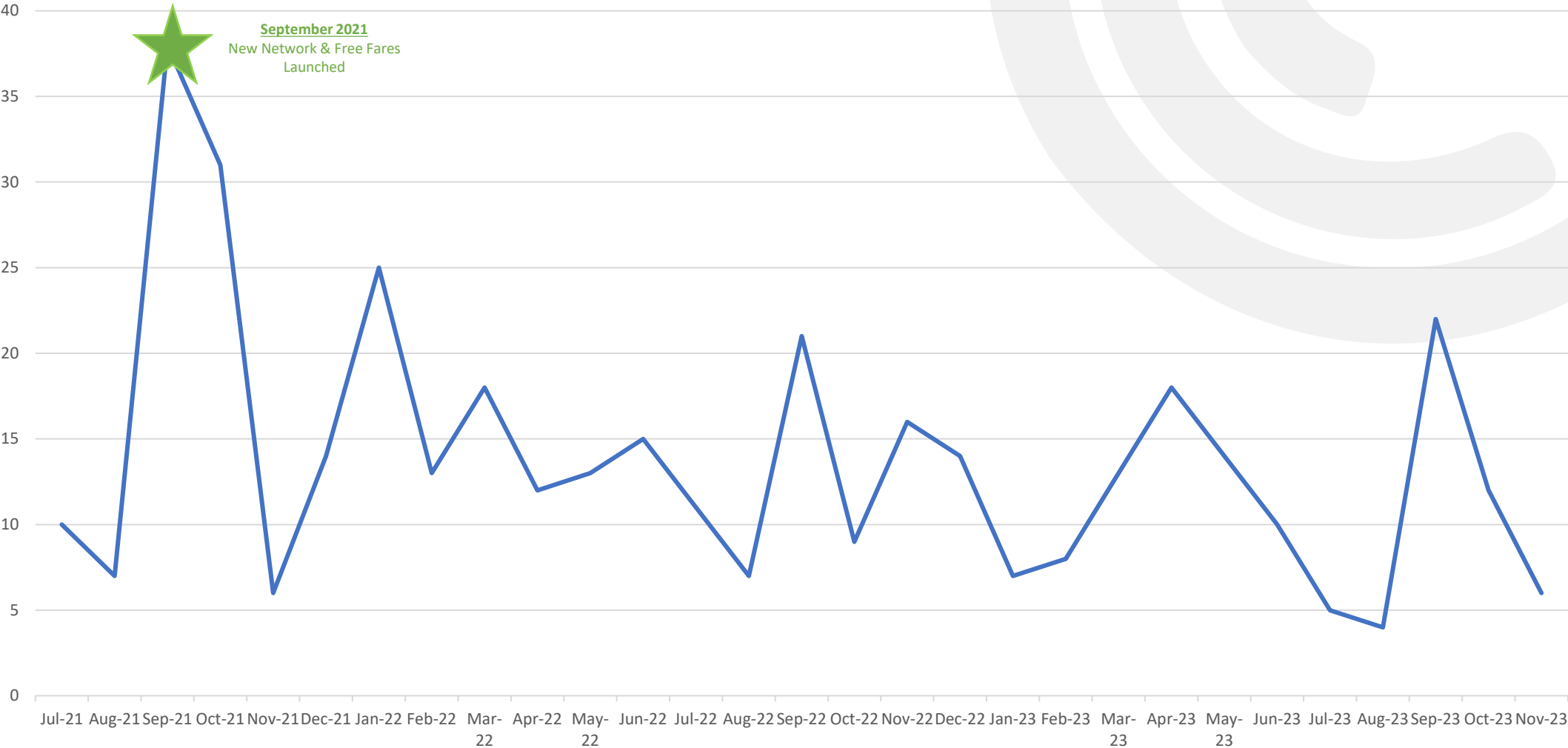
Are you riding DASH more or less since the introduction of free fares?



# WHICH FACTORS ARE THE MOST SIGNIFICANT IN YOUR DECISION TO RIDE DASH? (CHOOSE UP TO 3)

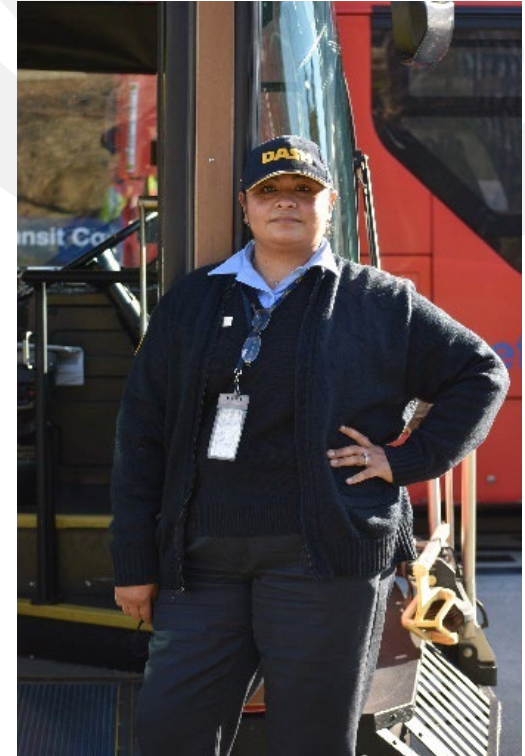


# PASSENGER COMPLAINTS BY MONTH (2021-2023)

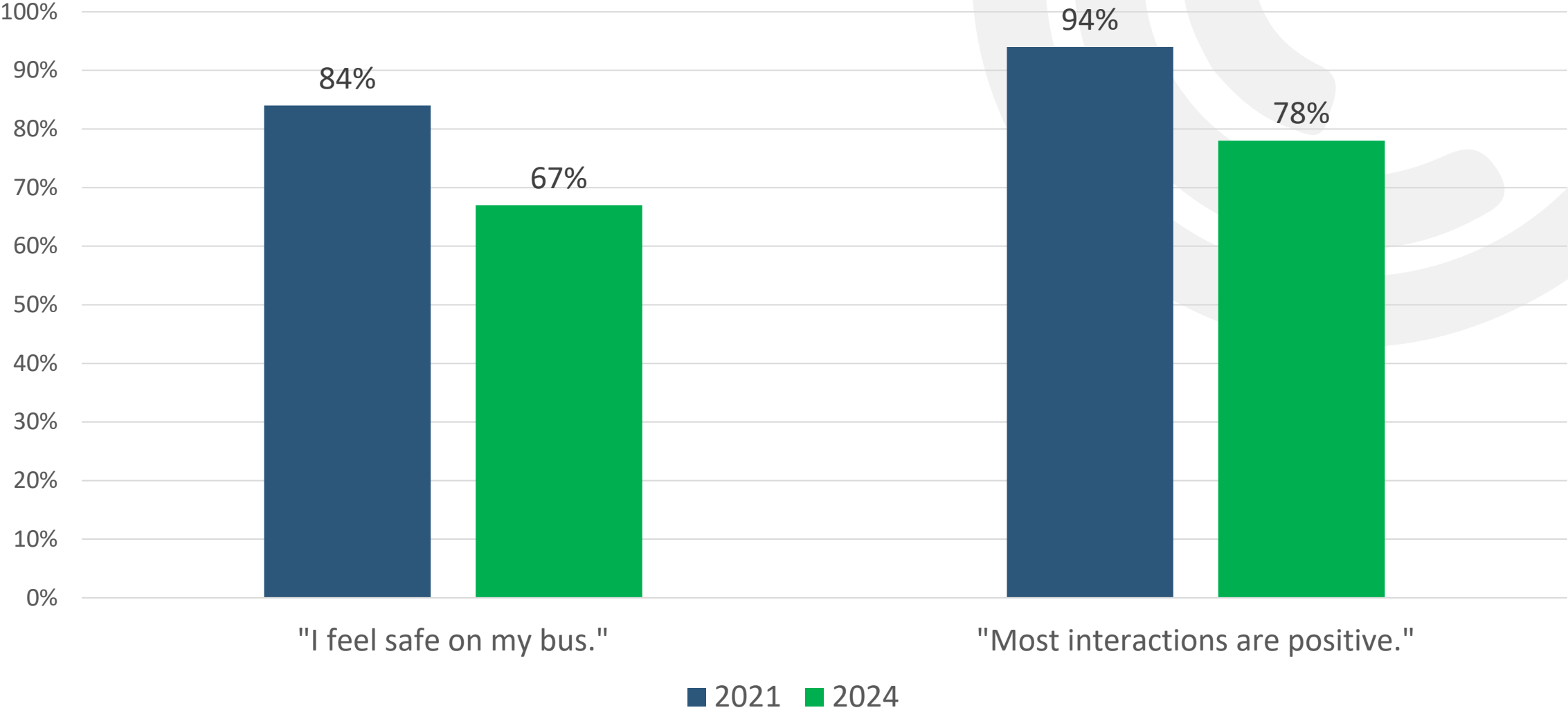


### (3) OPERATOR FEEDBACK

- Operator perspectives on safety, security and customer interactions remain largely positive, but have decreased since previous survey.
- Moderate increase in number of onboard incidents with unruly/disruptive passengers; additional training has been introduced for new operators.
- Manual ridership data counting can be difficult but will be discontinued by FY 2025.

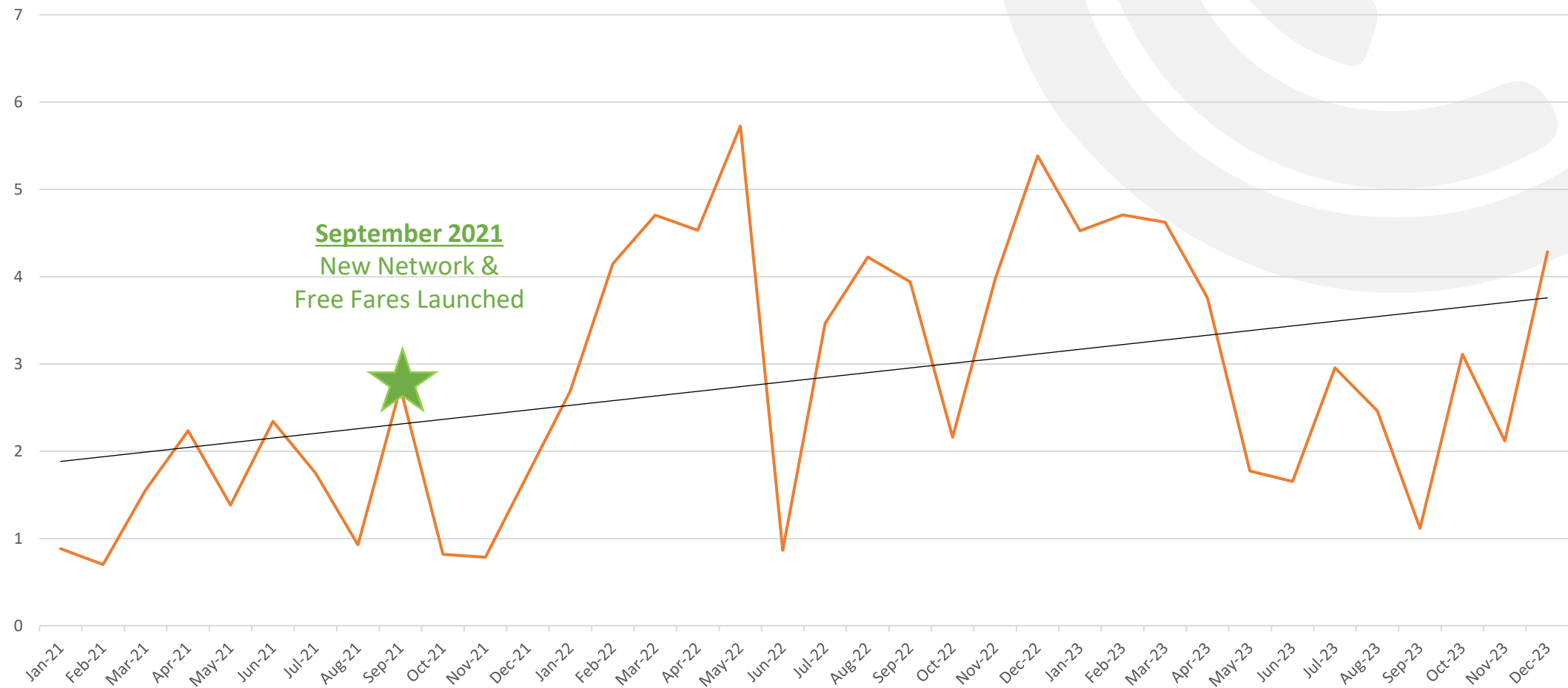


# Bus Operator Survey Responses (2021 vs. 2024)





# PASSENGER INCIDENTS PER 100K BOARDINGS BY MONTH



## (4) BUDGETARY IMPACT

- Lost fare revenues partially offset by \$7.2 million in DRPT grant funding from TRIP program through 2025.
- Additional cost savings from termination of cash collection service, discontinuation of DASH Bus app, reduced farebox maintenance, and elimination of regional SmarTrip program fees.
- Resumption of fare collection would require \$14 million (\$7M grant forfeiture + \$7M cost of new fareboxes)
- DASH fares accounted for \$3-4 million in annual revenues during pre-COVID periods of elevated ridership.

# CONCLUSION

- Free fares have achieved goals of increasing ridership, promoting new network and helping low-income riders.
- Historic ridership growth in first two years; return to pre-COVID ridership. Some issues with overcrowding particularly with more students riding.
- Positive customer feedback from survey responses; free fares are major factor in ridership growth, particularly for low-income riders.
- Generally positive feedback from operators, however, increases in negative passenger incidents and feelings of safety are a concern.
- Grant awards and other cost savings have partially offset lost fare revenues but return to fare collection would be cost-prohibitive.

# CONSIDERATION OF EXECUTIVE SESSION

## **Motion to Enter Session:**

"I \_\_\_\_\_ (name) move that the Alexandria Transit Company Board of Directors convene an Executive Session for the purpose of discussing personnel matters, pursuant to Section 2.2-3711 (A.1) of the Code of Virginia"



THE BOARD IS  
CURRENTLY IN  

---

EXECUTIVE SESSION



# RECONVENE PUBLIC SESSION & CERTIFICATION OF EXECUTIVE SESSION

## **Motion to Exit Session:**

"I \_\_\_\_\_ (name) move to reconvene the public meeting of the Alexandria Transit Company Board of Directors."

## **Motion to Certify Session:**

"I \_\_\_\_\_ (name) move to certify that, pursuant to Section 2.2-3711 of the Code of Virginia to the best of each member's knowledge only public business matters that were identified in the motion by which the executive session was convened, and that are lawfully exempted by the Freedom of Information Act from the Act's open meeting requirements, were heard, discussed or considered by the Board during the executive session."

# WRAP-UP & CONSIDERATION OF ADJOURNMENT

Next ATC Board of Directors Meeting:  
**June 12, 2024 @ 5:30pm**

**Location:** DASH Headquarters



**THE BOARD  
MEETING HAS  
CONCLUDED**

**NEXT MEETING**

**JUNE 12, 2024  
5:30PM**

