

Alexandria Transit Company Board of Directors Meeting

Zoom Webinar/Facebook Live
October 13, 2021

Those wishing to speak during the Public Comment period may pre-register on the www.dashbus.com website and join via Zoom. Alternatively, attendees may use the “RAISE HAND 🖐️” feature to be recognized for comment.

Electronic Meeting Notice

Due to the COVID-19 Pandemic emergency, this meeting of the Alexandria Transit Company Board of Directors is being held electronically pursuant to Virginia Code Section 2.2-3708.2(A)(3), the Continuity of Government ordinance adopted by the Alexandria City Council on June 20, 2020, or Section 4-0.01(g) in HB29 and HB30, as enacted by the 2020 Virginia General Assembly (Virginia Acts of Assembly Ch. 1283 and 1289), to undertake essential business.

All members of the Board and staff are participating from remote locations through a Zoom meeting. This meeting continues to be held electronically, unless a determination is made that it is safe enough to be held in person at the Alexandria Transit Company Board Room, 3000 Business Center Drive, Alexandria, VA. Electronic access will be provided in either event.

The meeting can be accessed live via Zoom and Facebook, and recordings are posted on YouTube and the DASH website. Public comment will be accepted via Zoom. A Zoom registration link is available on the DASH website, alternatively requests for public comment can be made during the public comment period by utilizing the raise hand feature.

This meeting is being recorded.



Calling of the Role

Alexandria Transit Company Board Members

- David Kaplan, Chair
- Steve Klejst, Vice-Chair
- Linda Bailey
- Lawrence Chambers
- Brandi Collins
- Ian Greaves
- Matt Harris
- Jim Kapsis
- Hillary Orr
- Ajashu Thomas

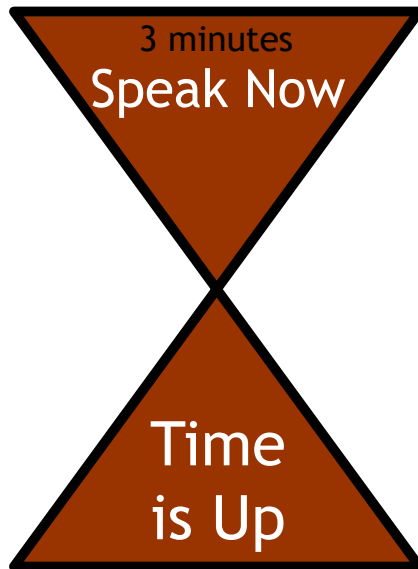
REMINDER!

Public Meeting Laws:

- **Board member video must be on** while deliberating topics, hearing public comment, and always when “present” during the meeting.
 - Members with muted video are considered away from the meeting (i.e. restroom break) and cannot participate in deliberations during such time.
- **All comments are recorded** and made a part of public record.
- Attendees are unable to interact with Board Members outside of the designated Public Comment Periods; however, **feedback, compliments, complaints or any comments are welcome anytime** at: DASHBus@alexandriava.gov

Public Comment Period

Those wishing to speak during the Public Comment Period may pre-register at dashbus.com/ and join via Zoom. Alternatively, attendees may use the “RAISE HAND” feature to be recognized for comment.



- All speakers must connect via Zoom
- You may click “RAISE HAND 🖐️” to request to speak, please leave your hand up until called upon.
- Timer will automatically announce when 3 minutes have expired.

Review and Consideration of Approval: Meeting Minutes

September 8, 2021 Minutes

Chair's Report

David Kaplan, Chair

T&ES Report

ATC Board Update - October 13, 2021

Alexandria Mobility Plan

In September and October, staff presented the final Alexandria Mobility Plan to various Boards and Commissions for endorsement. These include the DASH Board of Directors, the Commission on Aging, the Transportation Commission, and the Planning Commission. The next steps are to bring the AMP to City Council for adoption on October 16 and November 13. The only change that has been introduced is language encouraging transitway connections into Fairfax County.

Agenda Item: 3b
Board Packet Page: 6
Board Action: FYI

T&ES Report

ATC Board Update - October 13, 2021

NVTA 70%

On October 1, the City submitted two applications for the NVTA 70% FY26-27 Program.

The design for South Van Dorn Street between Metro Road and McConnell Avenue, including bridges over the rail tracks and Backlick Run, to support the West End Transitway and improve bicycle and pedestrian facilities
Construction of the Holmes Run Trail Bridge at North Morgan Street to replace the fair-weather crossing just north of Morgan Street with a bridge

The first project would provide funding to continue momentum on providing dedicated space for transit in the City by building on the Phase I design of the West End Transitway near the Van Dorn Metro Station.

On October 13, staff will inform council of a new grants process for transportation projects to increase transparency, ease of engagement, and support more comprehensive planning. To increase transparency, T&ES staff has created a [Transportation Funding](#) webpage to outline the grant application process and inform residents of proposed projects.

T&ES Report

ATC Board Update - October 13, 2021

DOT Paratransit

The City is currently working to award a new contract for the service and data management for the DOT Paratransit program. The RFP for this program was crafted to get more efficient routing services for the program, increase availability of data, streamline administrative efforts, and make it easier for clients to use the system. Staff will provide a more detailed overview of the program after the contracts have been awarded.

Agenda Item: 3b
Board Packet Page: 6
Board Action: FYI

Other Board Member Announcements & Reports

General Manager's Reports

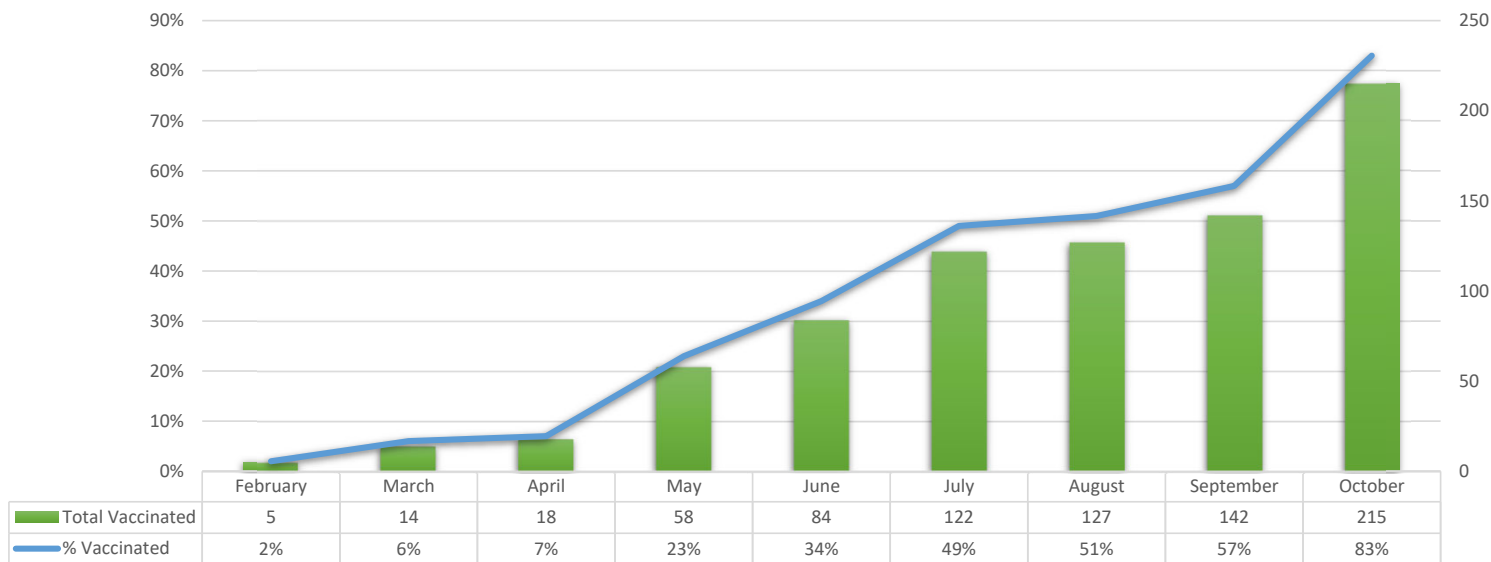
Josh Baker, General Manager

- a) COVID-19 Vaccinations and Operations Update
- b) DASH FY23 Funding Requests (Letter to City Manager)
- c) Current Services Budget Submittal
- d) DASH Intelligent Transportation Systems Update

General Manager's Reports

COVID-19 Service Update

DASH Employee Vaccinations



General Manager's Reports

NDN Launch Customer Service Report

The New DASH Network launched on September 5th, 2021, overall, it has been a huge success in all fronts. Despite the significant changes to service, total call volumes and total complaints fell well below anticipated numbers.

NDN Launch Performance Report - September							
Week	Projected Call Volume	Actual Call Volume	Inquiry Cat. Most Called	Complaint Calls	Complaints Call Category	Commendations	Remarks
1	300	176	Routes & Schedules	15	New Service / Missed Stop		
2	250	93	Routes & Schedules	9	New Service / Missed Stop	4	
3	250	128	Routes & Schedules	9	Missed Stop / New Service		
4	250	127	Routes & Schedules	10	Missed Stop / New Service		
Grand Totals	1,050	524		43		4	

General Manager's Reports

FY 2023 Funding Priorities: Staff Recommendations

Operating:

1. Maintain current service levels, account for increased operating costs. Fully fund all operational requirements in accordance with the CBA.
2. Maintain fare-free service structure.
3. Expand to the next phases of the Alexandria Transit Vision Plan (ATV) network. Specifically, the Duke Street Corridor (Line 30) enhancements and supplemental increases for evening and weekend service.

Capital:

1. Maintain State of Good Repair (SGR).
2. Maintain goals towards Zero Emissions holding with 2035 100% fleet electrification goal.
3. Rehabilitation and Rehab of the now mid-life DASH facility.

General Manager's Reports

FY 2023 Funding Priorities: Chair's Additional Recommendation

Miscellaneous:

Sharing the City's commitment to removing barriers to using mass transit service in Alexandria. One of such barriers being accessibility and personal comfort at bus stops.

Address the remaining significant number of transit stops served by DASH and WMATA that have accessibility challenges. The City can address these by fully funding sidewalk maintenance at and around bus stops and ensuring the complete streets program has the resources to study and engineer bus stop improvements, to be carried out in conjunction with roadway resurfacing.

General Manager's Reports

Current Services Operating Budget Submittal

The FY 2023 General Manager's Proposed Operating Budget increases by \$3,189,170 (13.5%) to a total of \$26,853,140. This budget accounts for the significant changes in DASH's revenue sources and operating costs, while also adjusting for regular annual cost increases as called for by the Collective Bargaining Agreement.

Throughout FY22, DASH will continue the transition to a fully fare free system, no longer budgeting for any farebox revenue. Additionally miscellaneous revenue from contracts and charters will likely sunset during this fiscal year (due in part to pending regulations due to pursuing Federal funds).

Barring any additional policy changes, henceforth DASH will be budgeted as a governmental service funded almost entirely with tax dollars, with some cost recovery from advertising sales.

General Manager's Reports

Current Services Operating Budget Submittal Key impacts and assumptions:

EXPENSES

24/7 Operations required for NDN	\$389,988
24/7 Maintenance required for NDN	\$247,590
Recruitment	\$147,000
Compensation (CBA required)	\$1,505,012
Maintenance & Fuel	\$499,100
Technology Maintenance	\$189,800

REVENUES

Advertising Program	(\$70,000 revenue increase)
Fare Free Operation	(\$562,000 revenue loss)
102x Contract Cancellation	(858,524 revenue loss)
Federal Funds Impacts	(\$60,000 revenue loss - charters)
Expiration of CARES and CRRSSA	(\$2,892,277 federal subsidy loss)

General Manager's Reports

Current Services Operating Budget Submittal Summary Table:

EXPENDITURES	FY 2023 Budget		FY 2022 Budget		Change	% Change
Personnel	21,064,390	78.4%	18,742,200	79.2%	2,322,190	12.4%
Non-Personnel	5,598,750	20.8%	4,731,770	20.0%	866,980	18.3%
Capital Outlay	190,000	0.7%	190,000	0.8%	-	0.0%
TOTAL	26,853,140		23,663,970		3,189,170	13.5%

REVENUES	FY 2023 Budget		FY 2022 Budget		Change	% Change
City Contribution Operating	25,458,140	94.8%	18,156,497	76.7%	7,301,643	40.2%
City Contribution Trolley	1,085,000	4.0%	899,672	3.8%	185,328	20.6%
Virginia TRIP Program	-	0.0%	-	0.0%	-	N/A
CARES / CRRSAA Transit Funds	-	0.0%	2,892,277	12.2%	(2,892,277)	-100.0%
Passenger Revenue	-	0.0%	562,000	2.4%	(562,000)	-100.0%
102X Mark Center Express	-	0.0%	858,524	3.6%	(858,524)	-100.0%
Charters	-	0.0%	60,000	0.3%	(60,000)	-100.0%
Advertising	250,000	0.9%	180,000	0.8%	70,000	38.9%
Miscellaneous Revenue	60,000	0.2%	55,000	0.2%	5,000	9.1%
TOTAL	26,853,140		23,663,970		3,189,170	13.5%

General Manager's Reports

Virginia Transit Ridership Incentive Program (TRIP)

As discussed above and consistent with the resolution passed by City Council on September 14, this budget assumes DASH will continue to operate fare-free through FY 2025.

Foregone fare revenue through FY25 is projected as follows:

- FY 2023: \$4,716,107
- FY 2024: \$5,093,078
- FY 2025: \$5,512,309

These projections consider ridership returns post-COVID and ridership gains from the NDN, in addition to ridership gains from free fares. These factors combined represent an increasing opportunity cost for DASH to operate fare-free.

TRIP Program Application (Potential Funding)

- Year 1: \$2.6m
- Year 2: \$2.8m
- Year 3: \$1.8m
- Year 4: \$0 (required – must remain fare free)

City applied for \$7.2 million for four-year program (FY22-25).

Note 1: These are application amounts only, and do not guarantee any award.

Note 2: Year 1 is reflective of the current Fiscal Year (2022).

General Manager's Reports

Cost per Hour Budgetary Comparison

As a means of benchmarking this budget, the table below analyzes DASH and Metrobus budgeted operating costs per platform hour. The term “platform hour” refers to all hours buses are in service, the most meaningful measure of true cost.

	DASH FY23 Proposed Budget	Metrobus FY22 Budget
Total Budget	26,853,140	708,178,000
Total Platform Hours	247,458	3,620,683
Operating Costs per Platform Hour	108.52	195.59

Given Metrobus’ vastly larger size and complexity, a higher operating cost rate per hour is to be expected. Nevertheless, this budget maintains DASH’s relative cost efficiency vs. Metrobus service.

[Source: [WMATA FY22 Approved Operating Budget](#), p. 32 (budget) p. 281 (platform hours)]



Alexandria Transit Company
Fiscal Year 2023 General Manager's Final Proposed Budget

	FY23 PROPOSED BUDGET	FY22 BUDGET	FY23 vs. FY22 BUDGET	FY22 PROJECTED ACTUAL	FY23 vs. FY22 PROJ
SERVICE CALCULATIONS & ASSUMPTIONS					
Miles	2,344,504	2,341,168	0.1%	2,341,168	0.1%
Hours	247,458	248,762	-0.5%	248,762	-0.5%
REVENUE					
City Contribution - DASH Operating	25,458,140	18,156,497	40.2%	18,156,497	40.2%
City Contribution - King Street Trolley	1,085,000	899,672	20.6%	1,109,072	-2.2%
Virginia TRIP Program	TBD	-		TBD	
CARES / CRRSSA Transit Funds	-	2,892,277	n/a	2,624,013	-100.0%
Passenger Revenue	-	562,000	-100.0%	373,392	-100.0%
102X Mark Center Express	-	858,524	-100.0%	353,551	-100.0%
Charters	-	60,000	-100.0%	57,112	-100.0%
Advertising	250,000	180,000	n/a	180,000	n/a
Miscellaneous Revenue	60,000	55,000	9.1%	52,600	14.1%
TOTAL REVENUE	\$ 26,853,140	\$ 23,663,970	13.5%	\$ 22,906,237	17.2%
EXPENSES					
Administration	FY23 PROPOSED BUDGET	FY22 BUDGET	FY23 vs. FY22 BUDGET	FY22 PROJECTED ACTUAL	FY23 vs. FY22 PROJ
Wages	2,101,100	1,753,700	19.8%	1,921,176	9.4%
Fringe Benefits	266,590	222,900	19.6%	242,095	10.1%
Payroll Taxes	161,000	134,300	19.9%	144,821	11.2%
Retirement Costs	168,400	127,200	32.4%	140,113	20.2%
Insurance	891,600	855,000	4.3%	804,503	10.8%
Professional Services	1,013,500	860,700	17.8%	1,013,946	0.0%
Utilities	275,000	243,500	12.9%	227,025	21.1%
Telecommunications	116,000	107,520	7.9%	105,182	10.3%
Printing & Advertising	70,600	70,500	0.1%	70,500	0.1%
Training, Travel, Events	64,000	57,000	12.3%	27,000	137.0%
Office Equipment & Supplies	80,100	48,900	63.8%	48,900	63.8%
Employee Recognition	30,000	20,000	50.0%	20,000	50.0%
Dues and Subscriptions	18,800	17,900	5.0%	17,900	5.0%
Grant Local Match (DRPT Grants)	70,500	70,500	0.0%	77,200	-8.7%
Total Administration Expenses	\$ 5,327,190	\$ 4,589,620	16.1%	\$ 4,860,361	9.6%
Maintenance	FY23 PROPOSED BUDGET	FY22 BUDGET	FY23 vs. FY22 BUDGET	FY22 PROJECTED ACTUAL	FY23 vs. FY22 PROJ
Wages	2,673,200	2,261,600	18.2%	2,581,948	3.5%
Fringe Benefits	398,900	317,900	25.5%	365,308	9.2%
Payroll Taxes	202,000	170,900	18.2%	188,552	7.1%
Retirement Costs	211,300	178,700	18.2%	197,092	7.2%
Fuel and Lubricants	1,410,000	1,122,000	25.7%	1,243,141	13.4%
Repair Parts & Supplies	775,000	683,500	13.4%	749,077	3.5%
Maintenance Services	279,600	160,000	74.8%	219,470	27.4%
Facilities Maintenance	312,200	281,500	10.9%	317,219	-1.6%
Training and Travel	35,500	13,000	173.1%	12,500	184.0%
Total Maintenance Expenses	\$ 6,297,700	\$ 5,189,100	21.4%	\$ 5,874,307	7.2%
Operations	FY23 PROPOSED BUDGET	FY22 BUDGET	FY23 vs. FY22 BUDGET	FY22 PROJECTED ACTUAL	FY23 vs. FY22 PROJ
Wages	11,139,500	10,178,900	9.4%	10,327,329	7.9%
Fringe Benefits	2,059,200	1,897,100	8.5%	1,957,457	5.2%
Payroll Taxes	808,600	744,000	8.7%	756,445	6.9%
Retirement Costs	874,600	755,000	15.8%	868,739	0.7%
Operating Materials and Supplies	45,500	38,000	19.7%	38,000	19.7%
Operator Training	46,000	35,000	31.4%	35,000	31.4%
Training and Travel	64,850	47,250	37.2%	38,250	69.5%
Total Operations Expenses	\$ 15,038,250	\$ 13,695,250	9.8%	\$ 14,021,220	7.3%
Capital Outlay	\$ 190,000	\$ 190,000	0.0%	\$ -	0.0%
TOTAL	\$ 26,853,140	\$ 23,663,970	13.5%	\$ 24,755,888	8.5%
Grand Total Surplus/(Deficit)	\$ -	\$ -	-	\$ (1,849,651)	
Operating Ratio	5.2%	11.1%		8.6%	

General Manager's Reports

Current Services Budget (Approval Consideration Required)

Agenda Item: 4
Board Packet Page: 7-16
Board Action: **Consider Approval**



General Manager's Reports

FY 2023 Budget Calendar



ALEXANDRIA TRANSIT COMPANY (DASH)

FY 2023 BUDGET CALENDAR

Time	ATC Staff Activity	ATC Board Activity	City of Alexandria Budget Process
July - September	Proposed FY23 Operating Budget and CIP projects in development.	No actions.	ATC Staff in conversation with OMB.
October	Staff submit Current Services Budget and CIP projects to OMB.	GM's Proposed FY23 Operating Budget Presented for Board Feedback.	Current Services Budget Due to OMB; City Manager Releases Priorities and Instructions Memo.
November	Staff submit Supplemental Requests and Reduction Option to OMB, reflecting Board action.	Board Action: Board Approves Submission of GM's Proposed FY23 Operating Budget, Reduction Option, and Supplemental Requests to City.	Supplemental Requests and Reduction Option Due to OMB.
December	No actions.	No actions.	Focus Area Teams, CIP Steering Committee meet.
January	Staff meet with OMB, City Manager.	No actions.	City Manager Finalizes Budget Development.
February	Staff receive Manager's subsidy level decision, begin revising budget to adapt to subsidy level.	No actions.	City Manager Releases Proposed Operating Budget and CIP to City Council.
March	Draft TDP and Final Proposed FY23 Budget completed.	Proposed FY23 TDP and Budget Presented, released for public comment.	City Council Budget Work Sessions
April	Staff present Proposed Next FY Budget to City Council at Budget Work Session.	Public Hearings on Proposed FY23 TDP and Budget.	City Council Budget Work Sessions
May	No actions.	No actions.	City Council Adopts FY23 Budget & CIP.
June	No actions.	Board Action: Board Adopts FY23 TDP and Budget.	No actions.



Intelligent Transportation Systems

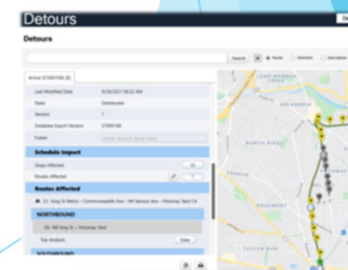


ITS Coordinator Gabriel Morey and ITS Technician Alexis “AJ” Perla

Core Responsibilities

Part planning, part maintenance.

- ▶ Clever Devices (CAD/AVL)
- ▶ Destination signs
- ▶ DASH Tracker
- ▶ Real-time arrival signs
- ▶ Transit Signal Prioritization
- ▶ Automatic Passenger Counters
- ▶ Project management for customer-facing technology



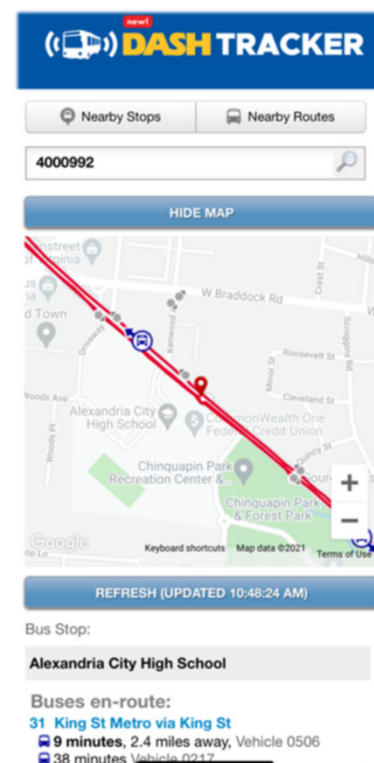
Key Project: New Tracker

WORK

- ▶ Feb. 2020: Designed, practiced, and led **two customer focus groups** comparing Old Tracker to Metro's BusETA
- ▶ Customer-centered and data-driven design of new interface/features
- ▶ Roadmap for future enhancements

RESULTS

- ▶ Smartphone optimized design with option for text or phone audio
- ▶ Improved accuracy, Google Maps integration
- ▶ Combines data with WMATA so both agencies are in one place; also reduces costs



Key Project: Hardware Upkeep

WORK

- ▶ Regular “health checks” of Clever Devices system and destination signs on all active buses
- ▶ Creation of SOPs and diagnostic guides by staff to ease troubleshooting process

RESULTS

- ▶ *“A small group here at Metro is interested in having a 30 min call with someone at DASH who could share with us tips and tricks for how you consistently maintain such high levels [of uptime for bus predictions].”*

-Jordan Holt, Director of Performance at WMATA, March 2021



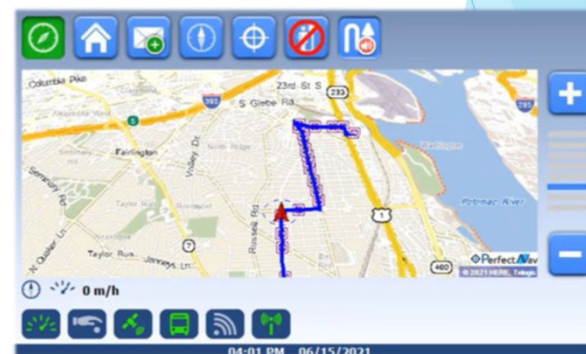
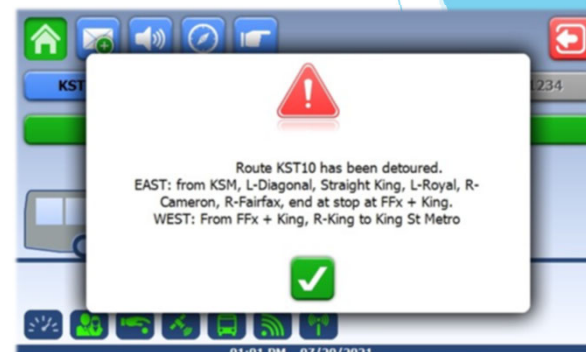
Key Project: Disruption Mgmt

WORK

- ▶ Suite of tools to adjust routes in real-time
- ▶ Includes turn-by-turn directions, courtesy stops
- ▶ July-Nov. 2020: craft SOPs with operations staff
- ▶ **January - May 2021:** Trained all dispatchers;
~80 hours of training delivered

RESULTS

- ▶ Improved communication and operations during disruptive events like flooding, road closures
- ▶ DASH asked by Clever Devices to share SOP creation process with GRTC in Richmond
- ▶ Future: Incorporate into Tracker



Key Project: Real-Time Signs

WORK

- ▶ 50+ installs since 2018
- ▶ Locations based on ridership analysis
- ▶ WMATA Partnership: DASH controls 18 Metro-owned signs, with more coming
- ▶ Aug. 2021: ITS staff to inspect signs 6x/year

RESULTS

- ▶ Largest fleet of solar-power signs in DC area
- ▶ Improved customer access to real-time
- ▶ WMATA partnership saved DASH \$54,000 in capital costs, and continues to save ~\$18,000/year of operating funding



Ongoing and Upcoming

- ▶ Automatic Passenger Counter calibration and validation
- ▶ Growth of transit-signal prioritization to more buses, intersections
- ▶ Continued rollout of Disruption Mgmt tool (new features coming)
- ▶ Next gen Clever Devices system



Financial Reports

Josh Baker, Interim Report

FY 2022 Projection

- **FY22 budget deficit projected at approximately \$1.8 million, due to:**
 - Foregone fare revenue from grant-funded service expansions on Lines 35 and 36A/B
 - New DASH Network implementation
 - Loss of contract and charter revenue
- **Deficit Resolution:**
 - Cost controls in place wherever possible
 - Virginia Transit Ridership Incentive Program (TRIP)
 - American Rescue Plan Act (ARPA) transit funds
- **DASH and City staff closely coordinating**



Planning Reports

Martin Barna, Director of
Planning & Marketing

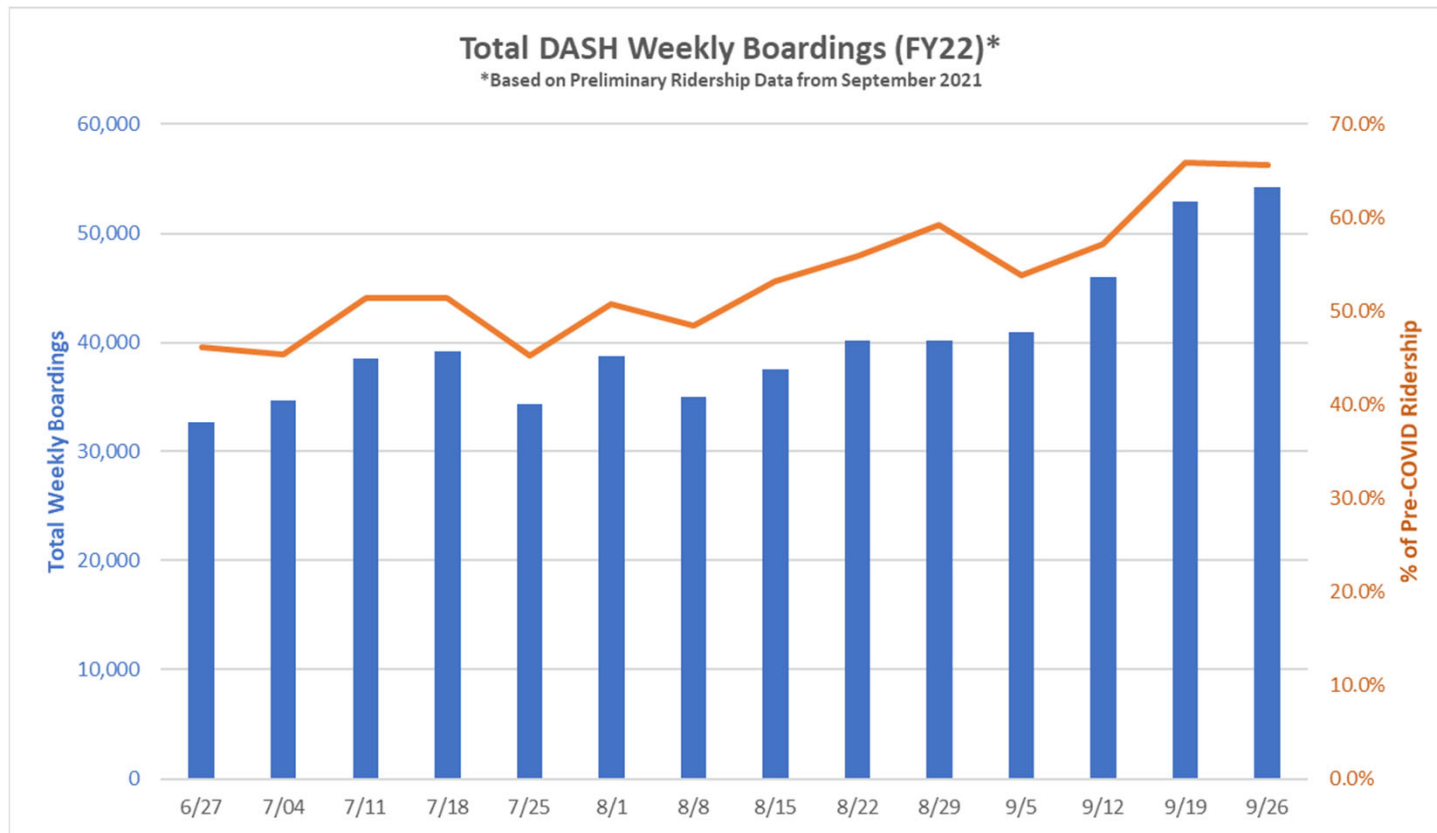
New DASH Network

- General Overview
 - Fare-Free New DASH Network launched on Sunday, September 5, 2021.
 - Implementation has gone relatively well with very few operational issues.
 - Preliminary weekly ridership numbers for September show substantial ridership growth, particularly in the West End; weekend ridership has also increased significantly.
- Operations
 - DASH has transitioned to 24/7 operations with additional field supervisors and yardmasters.
 - New DASH Operations Control Center (DOCC) expected to be up and running in coming weeks.
 - Almost no drivers getting lost on new routes in the first few weeks.
 - Despite ongoing staffing shortages, no trips or runs have been missed.

New DASH Network

- Maintenance
 - DASH has transitioned to 24/7 maintenance coverage with new staff schedules.
 - No fleet shortages for New DASH Network launch.
 - More electric buses are being prepared for revenue service.
- Marketing/Communication
 - NDN Outreach Campaign concluded after over two weeks of pop-up events.
 - Over 300 ambassador hours at key locations; 4,000+ in-person interactions (300+ per day).
 - New DASH website launching in coming weeks.
 - DASH will continue to promote new network and free fares in coming months.

New DASH Network



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Wrap-Up & Consideration of Adjournment

Next ATC Board of Directors Meeting:
Wednesday, November 10, 2021 @ 5:30pm