Meeting Minutes

DES MOINES AREA REGIONAL TRANSIT AUTHORITY
TRANSIT RIDERS ADVISORY COMMITTEE
JANUARY 10, 2018 – NOON
DART Central Station, Multimodal Room
620 Cherry Street, Des Moines, Iowa

TRAC Members Present:
Mark Hutchens (Vice Chair), Randy Henriksen, Hayley Anderson, Michele Meadors (via phone),
Allen Root, Emmanuel Smith, Denise Jones (via phone)

TRAC Members Absent:
Teresa Volcheck (Chair)

TRAC Staff Present:
Teresa Cashman, Melissa Fuller, Emily McMahon, Brandon Pollard, Rachel Simon, Alison Walding

A. ROLL CALL AND ESTABLISHMENT OF QUORUM
The meeting was called to order by Vice Chair, Mark Hutchens at 12:00 PM.
Roll call was taken and a quorum was not met.

B. APPROVAL OF MAY 10, JULY 12, SEPTEMBER 13 AND NOVEMBER 8, 2017 MINUTES
Could not approve minutes due to no quorum.

C. ACTION ITEMS
None.

D. DISCUSSION ITEMS

1. **February Service Change – Teresa Cashman**
   Teresa Cashman, Scheduling Supervisor, informed the committee on the February
   Service Change. DART's February service change will go into effect on Sunday,
   February 4, 2018 and will include changes for Local Routes 1, 4, 5 and 17. DART staff will
   share this information with riders beginning Wednesday, January 17, 2018. Printed
   schedules will be available at DART Central Station and on DART buses after
   Wednesday, January 31, 2018.

2. **Snow Removal – Tim Sanderson (via phone)**
   Tim Sanderson, Chief Operating Officer, provided an overview on Snow Removal per
   the committee's request. DART does not have a formal policy in place. It is the
   responsibility of the property owner to remove snow.

3. **Trip Planner Pilot – Rachel Simon**
   Rachel Simon, Communications Coordinator, provided an overview of the Trip Planner
   Pilot. As part of our mobile ticketing project, DART will also be implementing a new Trip
   Planner that will be both integrated with our mobile ticketing app and also available on
   our website. DART is looking for riders to pilot the new MyDART Trip Planner feature. The
   Trip Planner will help to make your commute and trips around Greater Des Moines
   easier and faster. If interested in the MyDART Trip Planner pilot, email Alison Walding.

4. **Wi-Fi Update – Rachel Simon**
Rachel Simon, Communications Coordinator, provided an update on Wi-Fi. DART is excited to share that as of Tuesday, January 2, 2018 all DART buses have free Wi-Fi. For background, we have been piloting free Wi-Fi on 20 buses, primarily on Routes 52 and 98, since February 2017. In that time, riders connected more than 54,000 times to Wi-Fi – about 1,300 times each week. In addition to the numbers, we've heard from many riders who enjoy the Wi-Fi access and would like to see it expanded to all buses.
We are able to expand Wi-Fi to every bus as part of the farebox project. The new fareboxes (coming summer 2018) require an internet connection and we are able to split that connection to add Wi-Fi access. We hope this will be great news for riders.

5. **Van Donation – Brandon Pollard**
Brandon Pollard, RideShare Specialist, provided an update on the Van Donation program. The Commission approved donating one RideShare van to each of three organizations through the RideShare Van Donation Program. The program was created by the Commission in 2014 to meet transit needs in the community by donating vans that are being retired from DART service. Twelve organizations applies for a van, and the three selected organizations are:
   - Latinas/Latinos Al Exito
   - Eyerly Ball Community Mental Health Services
   - Helping our Veterans with Everyday Living
Those organizations not selected will have the opportunity to buy a DART RideShare van as they are retired from service.

E. **OTHER BUSINESS**
None.

F. **TRAC MEMBER COMMUNICATIONS**
None mentioned.

G. **STAFF UPDATES**
DART currently is hiring for Paratransit Reservationist and Mobility Coordinator.

H. **PUBLIC COMMENT**
None.

I. **FUTURE AGENDA ITEMS**
Shelters update and FY18 goals.

J. **UPCOMING MEETINGS**
1. DART Commission – Noon Tuesday, February 6, 2018, DART Central Station
2. TRAC – Noon Wednesday, March 14, 2018, DART Central Station

K. **ADJOURN**