



DES MOINES AREA REGIONAL TRANSIT AUTHORITY TRANSIT RIDERS ADVISORY COMMITTEE

JULY 13, 2016 – NOON

DART Central Station, Multimodal Room
620 Cherry Street, Des Moines, Iowa

TRAC Members Present:

Richard Sadler, Mark Hutchens, Randy Henriksen, Michele Meadors, Denise Jones, Randy Anderson, Brenda Gill, Teresa Volcheck

TRAC Members Absent:

Jay Peterson, Pam Goehring, Pilar Tromacek, Mary Walter

TRAC Staff Present:

Melissa Fuller, Ethan Standard, Tim Sanderson, John Clark, Michelle Basset, Scott Reed, Pat Daly, Alison Walding, Amanda Wanke, Erin Hockman

A. ROLL CALL AND ESTABLISHMENT OF QUORUM

The meeting was called to order by Mark Hutchens at 12:05 PM.
Roll call was taken and quorum was met.

B. APPROVAL OF May 11, 2016 MINUTES

Mark Hutchens called for any corrections to the May 11, 2016 meeting minutes. Michele Meadors moved to approve the May 11, 2016 minutes and the motion was seconded. The minutes from the prior meeting were approved by unanimous vote.

C. ACTION ITEMS

None mentioned

D. DISCUSSION ITEMS

1. Transit Ambassador Program – Pat Daly, Safety & Training Manager

Pat gave a presentation on the new program DART will be rolling out to all Operators. The main goal of the Transit Ambassador Program is to provide Operators the tools and basic principles of Customer Service that apply to transit. There will be key training on communication, managing customer feedback and managing stress.

2. New Bus Order – Scott Reed, Maintenance Manager

A PO has been placed and approved to order for Fixed Route replacement buses. They will be 40 feet long and manufactured by New Flyer. The new buses will be delivered in two shipments; with buses to be delivered in October and November. New changes include: white LED lights, Q-pod for mobility devices, added sky light to back of the bus, upgraded camera system and new driver seat. A PO has also been placed and approved for Paratransit to order six buses. New changes include an upgraded camera system. Members had positive feedback on the white LED lights, stating they were much easier to read than the current yellow versions. Michele Meadors expressed her concerns and displeasure over the type of vehicles

that were being ordered for Paratransit. She stated that she would like to see riders incorporated in the decision-making process before new types of vehicles are purchased going forward.

E. OTHER BUSINESS

None mentioned

F. TRAC MEMBER COMMUNICATIONS

None mentioned

G. STAFF UPDATES

1. John Clark introduced new DART employee Michelle Basset; her role is Customer Service Supervisor.
2. John Clark introduced new DART employee Alison Walding; her role is Mobility Coordinator. Alison spoke briefly about her new role and gave an update on what she is currently working on.
3. Amanda Wanke introduced new DART employee Erin Hockman; her role is Marketing and Communications Manager.

H. PUBLIC COMMENT

None mentioned

I. FUTURE AGENDA ITEMS

1. New Fare Box
2. Mobility Ticket Device

J. UPCOMING MEETINGS

1. DART Commission – Noon Tuesday, September 6, 2016, DART Central Station
2. TRAC – Noon Wednesday, September 14 , 2016, DART Central Station

K. ADJOURN

It was moved and seconded that the meeting adjourn.