



Meeting Minutes

**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
TRANSIT RIDERS ADVISORY COMMITTEE
SEPTEMBER 14, 2022 – NOON
Hybrid Meeting**

[The above TRAC Meeting was hybrid – in person at DART Central Station and virtual via Zoom. The Committee determined that it is convenient to offer this option to members of the Committee, staff and members of the public to accommodate for concerns related to the Covid-19 pandemic.]

TRAC Members Present:

Kaylynn Strain, Brandon Paulsen, Kirk Gustafson, Jeremy Guenther, Carrie Kruse, Emmanuel Smith, Justin Bates

TRAC Members Absent:

Susan Wells, James Hanold, Zach Bradley

DART Staff Present:

Matt Harris, Amanda Wanke, Erin Hockman, Tony Filippini, Steve Wright, Todd Sadler, Kyle Foster
Jan Keeling

ROLL CALL AND ESTABLISHMENT OF QUORUM

The meeting was called to order by Chair, Carrie Kruse at 12:01 p.m.
Roll call was taken and a quorum met

A. APPROVAL OF MEETING MINUTES

July minutes were approved.
Motion was approved by Kaylynn Strain and seconded by Justin Bates.

B. PUBLIC COMMENT

C. ACTION ITEMS

D. DISCUSSION ITEM

1. TRAC By-laws (Erin Hockman)

Erin shared the proposed TRAC composition and timeline for changes with TRAC.

2. River Bend Neighborhood Mobility Enhancement Project (Tony Filippini)

Tony outlined the purpose of the Principal Foundation Grant, DART's timeline for implementation, and how to make DART more effective in this community.

E. OTHER BUSINESS

1. November Service Changes (Tony Filippini)

Tony gave a brief overview of the proposed November service changes affecting Route 5.

2. DART Customer Satisfaction Survey (Erin Hockman)

Erin provided information on the upcoming DART Customer Satisfaction Survey

3. Paratransit Public Input (Amanda Wanke)

Amanda outlined the ADA Complementary Paratransit Public Input Plan.

- Eligibility process
- Boundaries
- "Premium" Service areas

4. Customer Service Update (Steve Wright)

Steve updated TRAC on Customer Service initiatives.

F. TRAC MEMBER COMMUNICATIONS

G. FUTURE AGENDA ITEMS

H. UPCOMING MEETINGS

1. DART Commission – Noon Tuesday, October 4, 2022

2. TRAC – Noon Wednesday, November 9, 2022

I. ADJOURN

Carrie Kruse adjourned the meeting at 1:20 PM. It moved by Jeremy Guenther and seconded by Kaylyn Strain. The motion carried unanimously.