

TRAC

MEETING MINUTES

DES MOINES AREA REGIONAL TRANSIT AUTHORITY TRANSIT RIDERS ADVISORY COMMITTEE FEBRUARY 26, 2025 – 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:

Laurie Jones, MaryAnn Ryan, Kaylynn Strain, Lee Jasinski, Matthew Shankles, James Hanold, Alexis Samano, Jeremy Guenther, Todd Kilzer

TRAC Members Absent:

Brandon Paulsen, David Campbell

DART Staff Present:

Jan Keeling, Tony Filippini, Luis Montoya, Alyson Reimers, Steve Hunter, Olivia Griffin, Amy Van Drimmelen, Matt Johnson

ROLL CALL AND ESTABLISHMENT OF QUORUM

The meeting was called to order by Lee Jasinski at 12:00p.m.
Roll call was taken, and quorum was met.

A. APPROVAL OF MEETING MINUTES

The January 22, 2025, minutes were approved.
The motion was approved by MaryAnn Ryan and seconded by Alexis Samano.

B. PUBLIC COMMENT

Garland Armstrong: Wanted to say thanks to City Council / Mayor

Heather Armstrong: Thank you to City Council for approving funding related to the franchise fee.

James Hanold: He is enjoying the Human Transit book. He appreciates the bench being installed on Route 17. Hoping for benches on more routes.

Jeremy Guenther: Commented on the way the app works – it may be possible that buses are not running but are still showing on the app as on time.

Laurie Jones: DSM Register has an article on finance fees.

C. DISCUSSION ITEMS

Reimagine DART Update (Tony)

Tony gave an update on where DART is with the Reimagine DART process.

- Discussions with the Commission on the budget, which will determine what services we can provide. There will be a special commission meeting on May 19 to allocate budget monies to paratransit vs. fixed route and on demand. 26% of paratransit trips go beyond ADA guidelines.
- Lee questioned Tony on the areas that Paratransit covers – specifically in Ankeny.
- Alexis and Matthew questioned what the current cost of providing a premium trip is.
- MaryAnn questioned the logistics of planning paratransit trips
- Public Outreach plans / promotions

Complaint Handling (Alyson, Steve)

Alyson and Steve gave an overview of the complaint handling process. CS currently working streamlining and improving the process.

- Todd questioned the ability of CS reps to tell time in military time and trip schedule changes
- Alexis wondered how a com could be made
- Lee asked about the trip schedule changes

D. OTHER BUSINESS

E. TRAC MEMBER COMMUNICATIONS

F. FUTURE AGENDA ITEMS

On Time Performance

App Updates

Paratransit scheduling

Return visit to Complaint Handling

Paratransit practices and procedures – trip management (Skip)

G. UPCOMING MEETINGS

1. DART Commission – Noon, Tuesday, March 4, 2025 – Zoom / DCS

2. TRAC – Noon, Wednesday, April 2, 2025 – Zoom / DCS

H. ADJOURN

Lee adjourned the meeting at 1:04pm.

It was moved by Kaylynn Strain and seconded Alexis Samano.

The motion carried unanimously.