



# Meeting Minutes

DES MOINES AREA REGIONAL TRANSIT AUTHORITY  
TRANSIT RIDERS ADVISORY COMMITTEE  
NOVEMBER 8, 2017 – NOON  
DART Central Station, Multimodal Room  
620 Cherry Street, Des Moines, Iowa

## TRAC Members Present:

Teresa Volcheck (Chair), Mark Hutchens (Vice Chair, via phone), Randy Henriksen, Hayley Anderson, Michele Meadors, Allen Root, Emmanuel Smith

## TRAC Members Absent:

Denise Jones

## TRAC Staff Present:

Teresa Cashman, Melissa Fuller, Matt Johnson, Madison Linkenmeyer, Emily McMahon, Tim Sanderson, Carl Saxon, Rachel Simon, Mike Tiedens, Alison Walding, Amanda Wanke

## A. ROLL CALL AND ESTABLISHMENT OF QUORUM

The meeting was called to order by Chair, Teresa Volcheck at 12:00 PM.  
Roll call was taken and a quorum was not met.

## B. APPROVAL OF SEPTEMBER 13, 2017, MAY 10, 2017 AND JULY 12, 2017 MINUTES

Could not approve minutes due to no quorum.

## C. ACTION ITEMS

None.

## D. DISCUSSION ITEMS

### 1. Shelter Update – Carl Saxon

Carl Saxon, Transit Planner, provided an update on shelters. For FY18, 14 shelters will be installed. DART is in the process of reviewing the site selection for each shelter. Key items reviewed include ridership, corridors, equity and partnership.

### 2. Mobility Hub Update – Carl Saxon

Carl Saxon, Transit Planner, shared with members the concept of the Mobility Hub. The basic idea is to provide mobility options of bike and bus. The goal is to increase mobility to our services. Futures options include looking at enhanced features to include bikes, mobility and car share.

### 3. Route 5 Update – Amanda Wanke

Amanda Wanke, Chief Engagement and Communications Officer, provided an update on Route 5. In October DART added Route 5. Minor adjustments have been made since then due to feedback received from riders. The new route is still experiencing schedule challenges. A meeting in December has been scheduled for Johnston residents to speak with DART staff.

### 4. PASS Update – Matt Johnson/Tim Sanderson

Matt Johnson, Operations Manager – Service Delivery, provided an update on PASS. PASS was implemented last March. There is a reduction in the amount of calls but still higher than before. Matt is looking at ways to leverage staff from other departments to help with the phones. He will also be reviewing average speed times and added loading time.

**5. Procurement Update – Mike Tiedens**

Mike Tiedens, Procurement Manager, provided an overview of the Procurement department. His team has been working on several projects such as PASS System, MyDART, Mobile Ticketing and the Farebox.

**6. MyDART App Update – Madison Linkenmeyer**

Madison Linkenmeyer, shared the MyDART app results after being in app stores for three weeks. As of end of day, Monday, Nov 6:

- 1,166 people have downloaded the MyDART app (509 iOS / 657 Android)
- 769 accounts were created
- 821 passes were purchased
- 2,471 times riders used MyDART to board the bus

**7. Veteran’s Day Service – Rachel Simon**

Rachel Simon, Communications Coordinator, shared with members that DART will be offering free rides to veterans on Friday, Nov 10 and Saturday, Nov 11 in observance of Veterans Day. Veterans will be able to board any DART route and present their service-connected ID to receive a free ride. We hope this gesture will be of great help to riders who have served and will show DART’s appreciation for our veterans.

**8. Operator Training Update – Alison Walding**

Alison Walding, Customer Experience Manager, provided an Operator Training update on behalf of Mia Brunelli who was unable to attend. To work towards the TRAC goal, Mia has agreed to make a video with put together questions. In order to make this video successful, she needs at least 4-5 TRAC members to volunteer. Please let Alison know if you are interested; Mia will be back at the January meeting to discuss further.

**E. OTHER BUSINESS**

None.

**F. TRAC MEMBER COMMUNICATIONS**

None mentioned.

**G. STAFF UPDATES**

Amanda Wanke, Chief Engagement and Communications Officer, shared with members that Alison Walding has been promoted to Customer Experience Manager. She will oversee Customer Service, Rideshare and Mobility departments. Her current role as Mobility Coordinator has been posted and Alison will have dual roles until the position is filled.

**H. PUBLIC COMMENT**

None.

**I. FUTURE AGENDA ITEMS**

Future agenda items mentioned:

- Snow removal

**J. UPCOMING MEETINGS**

1. DART Commission – Noon Tuesday, December 5, 2017, DART Central Station
2. TRAC – Noon Wednesday, January 10, 2018, DART Central Station

**K. ADJOURN**