



**DES MOINES AREA REGIONAL TRANSIT AUTHORITY
TRANSIT RIDERS ADVISORY COMMITTEE**

JULY 14, 2010 – 11:30 AM

Greater Des Moines Partnership Conference Room – 1st Floor
700 Locust Street, Des Moines, Iowa

1. CALL TO ORDER
2. ROLL CALL AND ESTABLISHMENT OF QUORUM
3. APPROVAL OF MAY 12, 2010 MINUTES
4. DISCUSSION ITEMS
 - A. August 22, 2010 Service Change – Jim Tishim, Planning Director
 - B. State Fair – Jim Tishim, Planning Director
 - C. Trip Planner Project – Kirstin Baer-Harding, Advertising & Marketing Manager
 - D. DART Customer Service Follow-up – PJ Sass, Customer Service Manager
 - E. The Big Picture – Gunnar Olson, Public Information Officer
5. TRAC MEMBER COMMUNICATIONS
6. PUBLIC COMMENT
7. FUTURE AGENDA ITEMS
 - A. 2035 Planning Study and Alternatives Analysis Project
 - B. GPS Project
8. OTHER – Communications
 - A. Next DART Commission Meeting: August 3, 2010, 12:00 p.m.
 - B. Next TRAC Meeting: September 8, 2010, 11:30 a.m.

TRAC Meeting Minutes
May 12, 2010, 11:30 a.m.
Greater Des Moines Partnership – 1st Floor

TRAC members present: Paul Bice, Monica Brill, Jinsong Chen, Crystal Estabrook, Kelly Henry, Gini Wolf, Sarah Riley, Rod VanGenderen

DART staff present: Elizabeth Presutti, PJ Sass, Gunnar Olson, Jim Tishim, Rebecca Lovig, Kirstin Baer-Harding, Georgia Parkey

1. Call to Order
2. Roll call and establishment of quorum
3. March 10, 2010 TRAC meeting minutes
--approved.
4. Discussion Items
 - A. April 25 Service Changes
 - Presentation by Elizabeth Presutti
 - Kirstin Baer-Harding updated everyone on the information currently out there.
 - TRAC Member Gini Wolf stated that the problems in Ankeny were minimal. Gini Wolf talked with 30-40 people. One person was inconvenienced. Over all, the changes were not huge issues for riders.
 - TRAC Member Paul Bice stated he likes how #11 is now.
 - B. Social Media presentation by Gunnar Olson
 - Current TRAC Members on Facebook– Monica, Sarah, Rob, Crystal
 - DART social media will be Up and running with the go live date of the new website redesign in September 2010
 - Facebook is up and running but not highly used
 - Current blog is thebusblog.ridedart.com
 - Gunnar will send out the link out.
 - C. Customer Service Update by PJ Sass

--TRAC Member Gini Wolf asked about the 107 Rude/Inappropriate comments-

- PJ Sass stated that is drivers and service staff, any DART staff.

--Elizabeth Presutti stated that there was a Customer Service position open in the future and asked if any TRAC members knew of someone who may be interested.

D. Follow up on TRAC Member Helen Boles email in regards to On Call

--Georgia Parkey, Paratransit Operations Manager, discussed how the West Des Moines On Call worked.

--TRAC Member Moncia Bill inquired if you had to be a resident of West Des Moines to ride.

--Georgia Parkey stated no, it's open to the public.

-- Kirstin Baer-Harding stated that there are 1400 monthly rides which is about 47 daily riders.

--TRAC Member Crystal Estabrook asked if other cities have On Call.

- Georgia Parkey responded that yes, there are On Calls in Urbandale, Clive, Des Moines and regional On Calls such as Ankeny.

--TRAC Member Paul Bice stated that the On Call is doing great.

5. TRAC Member Communications

--Introduction of new TRAC Member representing RideShare – Rod Van

6. Public Comment

7. Future Agenda Items

--Large Projects Update – 2035 Plan and GPS Project Update

--Trip planner – in the process of selecting vendors

8. Motion to Adjourn

--Approved