



Meeting Minutes

DES MOINES AREA REGIONAL TRANSIT AUTHORITY
TRANSIT RIDERS ADVISORY COMMITTEE
JULY 26, 2023 – NOON
Virtual Meeting

[The above TRAC Meeting was 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 RAGBRAI.]

TRAC Members Present:

Todd Kilzer, Brandon Paulsen, Kaylynn Strain, Laurie Jones

TRAC Members Absent:

Justin Bates, David Campbell, Jeremy Guenther, Kirk Gustafson, James Hanold, Lee Jasinski, MaryAnn Ryan

DART Staff Present:

Matt Harris, Tony Filippini, Sheri Kyras, Steve Wright, Lewis Lowry, Jan Keeling, Brandon Smiley, Erin Hockman

ROLL CALL AND ESTABLISHMENT OF QUORUM

The meeting was called to order by Chair, Brandon Paulsen at 12:02 p.m.
Roll call was taken and a quorum was not met.

A. APPROVAL OF MEETING MINUTES

Quorum was not met. May, June, and July minutes approval will move forward to August.

B. PUBLIC COMMENT

Garland Armstrong: Call out to DART for taking care of riders during the heat and RAGBRAI

C. DISCUSSION ITEMS

1. Destination Sign Feedback (Tony)

Tony requested feedback on bus destinations signs. Brandon would like to have Catlin send the slides to TRAC members so that they can provide feedback to Tony.

2. Customer Service Metrics Discussion (Steve)

Steve discussed Customer Service metrics, showing differences over the past year and progress of meeting goals for Customer Service.

D. OTHER BUSINESS

1. CEO Update (Sheri)

2. Key Performance Indicators (Lewis)

Lewis shared KPI's for Bus Plus and DOD.

E. FUTURE AGENDA ITEMS

F. UPCOMING MEETINGS

1. DART Commission – Noon Tuesday, August 1, 2023 – Zoom / DW (Hub)
2. TRAC – Noon Wednesday, August 30, 2023 – Zoom / DCS

G. ADJOURN

Brandon adjourned the meeting at 12:59. Quorum was not met.