



Meeting Minutes

DES MOINES AREA REGIONAL TRANSIT AUTHORITY TRANSIT RIDERS ADVISORY COMMITTEE

SEPTEMBER 18, 2019 – NOON

DART Central Station, Multimodal Room
620 Cherry Street, Des Moines, Iowa

TRAC Members Present:

Hayley Anderson (Chair) Allen Root (Vice Chair), Teresa Volcheck, Susan Wells, Zacharey Bradley, Cindy Tonsfeldt, Jennifer Naber, Emmanuel Smith

TRAC Members Absent:

Carrie Kruse, Rick Marmon

TRAC Staff Present:

Catlin Curry, Peterson, Luis Montoya, Matt Harris, Megan Grandgeorge, Amanda Wanke, Erin Hockman, Fred Gilliam, Erica Forman

A. ROLL CALL AND ESTABLISHMENT OF QUORUM

The meeting was called to order by Chair, Hayley Anderson at 12:00 PM.
Roll call was taken and a quorum met.

B. APPROVAL OF JULY 10, 2019 MEETING MINUTES

Chair, Hayley Anderson called for any corrections to the July 10, 2019 meeting minutes. It was moved by Cindy Tonsfeldt and seconded by Susan Wells to approve the meeting minutes as presented. The motion carried unanimously.

C. PUBLIC COMMENT

None.

D. ACTION ITEMS

None.

E. DISCUSSION ITEMS

1. Planning Department Updates (Luis)

Planning and Development Manager Luis Montoya shared the following Planning Department Updates:

- i. Paratransit Service Area
As part of the October Service Change, Express Route 93 will be extended further into Johnston and Grimes to improve transit access to downtown Des Moines for local residents. Consistent with DART policies and federal guidelines, Paratransit service will also be expanded and made available within $\frac{3}{4}$ mile of the Route 93 extension.
- ii. Flex Connect
The October service change will include the launch of a pilot program to have Uber and local taxi company Translowa provide mobility on-demand services to improve connections between a selected residential

area and three popular DART bus stops. Customers can choose to be transported by Uber or a local taxi by booking a trip in the Uber app or by calling DART customer service. Customers requiring a wheelchair lift will be transported by DART.

iii. Shelter Updates

DART currently has 43 active bus shelters. Six shelters will be installed in 2019. Planned locations in 2020 include 6th Ave, University Ave (25th-31st), University Ave in Windsor Heights and West Des Moines (TBD).

iv. E-Scooters

Several private companies have expressed an interest in operating shared electric scooters in downtown Des Moines, and DART is working with the Greater Des Moines Partnership, Street Collective, MPO and City of Des Moines staff to consider how best to design a system that fosters innovation while protecting public interests.

2. Marketing and Communication Updates (Megan)

Senior Marketing Specialist Megan Grandgeorge shared the following Marketing and Communications Updates:

i. Des Moines Public Library Promotion

September is library card sign-up month and libraries throughout the country are rolling out campaigns to remind everyone of the benefits and services available through their local libraries. The Des Moines Public Library's campaign includes several short videos, one of which features a resident reading an e-book while riding DART. In addition, we are offering all Des Moines Public Library card holders free rides on DART September 22-28.

ii. MyDART App Updates

Updates in the app include more user friendly tickets screen, a new feature for pass repurchase, Paynearme and several bug fixes for iOS 13. Updates in the trip planner include Flex Connect alert with link and new iconography.

3. TRAC Member Recruitment (Catlin)

TRAC Coordinator Catlin Curry provided an update on the process of the TRAC Member Recruitment. DART is currently seeking one Express Route Rider to join January 2020. Application is available through September 30. Next steps once the application is closed will be to review the applications in October, present recommended candidate and alternatives to Executive Committee then bring to the Commission for approval. The new member will attend orientation in December and join the committee at the January 2020 meeting.

4. Miscellaneous Updates (Amanda)

Chief External Affairs Officer Amanda Wanke shared an update on Commission planning. Several key Commission conversations will be happening simultaneously over the coming months. The topics to be discussed include the Transit Optimization Study, DART Property Tax Formula and the Operations and Maintenance Facility. If TRAC

members are wanting more of a deep dive in one of all of these topics, please let Catlin know.

F. OTHER BUSINESS

None.

G. FUTURE AGENDA ITEMS

1. Tentative 2020 Meeting Dates

H. UPCOMING MEETINGS

1. DART Commission – Noon Tuesday, October 1, 2019, DART Central Station
2. TRAC – Noon Wednesday, November 6, 2019, DART Central Station

I. ADJOURN

Chair, Hayley Anderson adjourned the meeting at 1:30 PM. It moved by Zachary Bradley and seconded by Cindy Tonsfeldt. The motion was carried unanimously.