

**TRAC MEETNG MINUTES**  
**MAY 29, 2013 - Noon**  
**DART CENTRAL STATION – MULTIMODAL ROOM**

**TRAC Members Present:**

Randy Anderson, Jay Peterson, Rod Van Genderen, Peggy Chong, Greg Boeschen, Cyrilla Gregory, Tonia Crawford, Dina Ricketts, Joan Bolin

**TRAC Members Absent:**

Laura Fries, Patrick Karnes, Alexander Grgurich,

**TRAC Staff Present:**

Gunnar Olson, Jim Tishim, Kirstin Baer-Harding, Jennifer Long, Katie Dale, Tony Filippini, Ethan Standard, Brad Deaton, Jennifer Greiner, Suzanne Robinson

**Others Present:**

None

**CALL TO ORDER**

The meeting was called to order by Acting Chair Greg Boeschen at 12:04 pm. Roll call was taken and a quorum was present.

Notice of the meeting was duly posted.

**APPROVAL OF MINUTES**

The Chair called for corrections to the March 13, 2013 meeting minutes.

The minutes from the meeting were adopted by unanimous vote.

**ACTION ITEMS**

None

**DISCUSSION ITEMS**

**Approved 2013 Service Improvements – Jim Tishim, Planning Director**

Jim gave a power point presentation (attached) with a brief overview on upcoming Service Improvements. There was a short discussion about the significant improvement that longer service

hours in the evenings will provide for workers at area malls, who now will be able to ride the bus to and from their workplaces. Gunnar said that this was the most requested change by the public.

### **RideShare Fare Increase – Jennifer Long**

Jennifer gave a short power point presentation highlighting the fare increase for the RideShare program. She explained that the DART Commission directed RideShare to do fare increases in small, yearly increments, not to exceed 5%. The Commission has approved this year's increase, which will go into effect on July 1.

Joan announced her recent marriage and upcoming retirement, and stated that this will be her last TRAC meeting. She commented that she truly enjoyed her vanpool trip to-and-from Ames every workday, and she thanked DART staff and TRAC members for their hard work.

### **Street Closures and Detours – Brad Deaton**

Brad used a power point presentation to list the major detours that DART is facing with both summer construction and seasonal celebrations and sports events. Gunnar added that since DART moved to DART Central Station, and is using 6<sup>th</sup> Avenue and 7<sup>th</sup> Street as main corridors for all buses entering and exiting DCS, negotiating with the city on street closures for parades and special events will be a priority, with paramount importance being placed on keeping those corridors open. There was discussion among the attendees and staff about the use of social media to notify customers about bus detours and bus delays, with staff explaining that it is almost impossible to compile and issue all the data that comes in on a daily basis while also keeping it up to date. Kirstin said that using the AVL system to send customer alerts for every delay or detour etc., would require a huge staff-time commitment.

## **TRAC COMMUNICATIONS**

Greg talked about a positive experience he had on Route 60, getting to lunch and back to work within an hour.

Dina said she got an e-mail from a co-worker who reported a bus stop sign that was down on Ingersoll that she called in the week before was still down. Jim Tishim said he would look into it.

Joan expressed concerns from her vanpool riders that especially in winter, when riders are bundled up, there can be problems with enough room in the vans. Jennifer announced that all the new vans would have captain seats for all riders, so this would never be a problem in the future. All vans will have a limit of 12 riders each.

Jay said that his bus broke down, but DART staff did a great job of getting another bus out to them very quickly.

Joan expressed a wish that DART dispatcher Skip Herbold, when making his comments on the morning show, should add to his catchphrase, "Ride for a Reason" some of the reasons to ride.

## **STAFF UPDATES**

Resignations: Gunnar thanked Joan and Peggy for their service to TRAC and stated they would be missed. He said he is hoping replacements for Joan and Peggy might be found in applications already on file.

Kirstin reminded TRAC members of upcoming Marketing events and local celebrations that will disrupt bus service as follows:

- Dam to Dam Race
- Schedule changes that take place on June 9
- Coupons for free bus rides to the Juneteenth Celebration at Evelyn Davis Park
- June 8 DART Roadeo
- Yankee Doodle Pops on July 4
- 80/35 festival on July 5th and 6th where DART D-Line buses will run until midnight
- RAGBRAI overnights in Des Moines on July 23rd. DART is in discussions about this event.
- Service changes to take place August 18

Kirstin announced that an RFP for Website Redesign has been issued and responses are due on Friday. She said a TRAC member will be appointed to the committee to review the proposals. She also provided an update on the new Trip Planner, stating that there are connection problems with the new servers but is hopeful that the project, and the Google Transit project will be moving ahead.

Gunnar and Jim introduced new DART staff:

- Tony Filippini – Transit Planner
- Ethan Standard – Planning Intern
- Jennifer Greiner – Marketing Coordinator

## **PUBLIC COMMENTS**

None

## **FUTURE AGENDA ITEMS**

- Website refresh
- Shelter Locations
- Snow Removal

Joan suggested that DART encourage people and businesses to remove snow at bus stop locations at their property for the good of the whole community. She added that funds could be raised by naming bus shelters after donors. Gunnar said that there has been discussion by DART staff about naming the Bus Rapid Transit routes' stations.

Jay asked Gunnar about meetings with congressional staff during the Greater Des Moines Partnership trip to Washington DC that Gunnar attended. Gunnar said DART representatives met

with staff members for Senator Harkin, Senator Grassley, and Representatives Braley, Latham, King and Loebssack. Joan asked how many people joined the trip this year, and Gunnar said about 190 attended, and added that it is one of the biggest groups of its kind that gather in DC.

**NEXT MEETING DATE**

July 10, 2013 – DART Multimodal Room

**MOTION TO ADJOURN – 1:03 PM**

It was moved and seconded that the TRAC adjourn. The motion carried unanimously.