



AGENDA

DES MOINES AREA REGIONAL TRANSIT AUTHORITY
TRANSIT RIDERS ADVISORY COMMITTEE
JANUARY 13, 2021 – NOON

ZOOM Meeting ONLY

<https://us02web.zoom.us/j/87294519577>

Dial in - 1 312 626 6799 / Meeting ID 872 9451 9577

- A. ROLL CALL AND ESTABLISHMENT OF QUORUM
- B. INTRODUCTIONS/WELCOME NEW MEMBERS
- C. APPROVAL OF November 11, 2020 Minutes
- D. PUBLIC COMMENT
- E. ACTION ITEMS
- F. DISCUSSION ITEMS
 - 1. Customer Service Manager Introduction (Amanda Wanke / Ashley Lara)
 - 2. DART Operations Updates
 - i. Vehicle Feedback (Keith Welch)
 - ii. Snow Removal (Keith Welch)
 - iii. Operator Safety Barriers (Amanda Wanke)
 - 3. Marketing Updates (Rick Pallister)
 - i. TRAC Website Review
 - ii. MyDART App
 - 4. DART Governmental Affairs Updates (Erin Hockman)
 - 5. TRAC Member Updates (Catlin Curry)
- G. OTHER BUSINESS

STAFF CONTACT INFORMATION

Catlin Curry • (515) 246-2526 • ccurry@ridedart.com

H. TRAC MEMBER COMMUNICATIONS

1. TRAC Badges

I. FUTURE AGENDA ITEMS

1. Paratransit Study
2. Operation and Maintenance Facility Update
3. Property Tax Formula Changes
4. Diversity, Equity and Inclusion Efforts

J. UPCOMING MEETINGS

1. DART Commission – Noon Tuesday, February 2, 2021, Virtual - Zoom
2. TRAC – Noon Wednesday, March 10, 2021, Virtual - Zoom

K. ADJOURN