



# Meeting Minutes

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

*[The above TRAC Meeting was held via Zoom. The Committee determined that it is impossible and impractical for all members of the Committee, staff and members of the public to be physically present at this meeting due to the Covid-19 pandemic, and that it is necessary to conduct this Committee meeting by electronic means.]*

**TRAC Members Present:**

Carrie Kruse, Susan Wells, Brandon Paulsen, Nicholas Phillip, Emmanuel Smith, Kirk Gustafson, Kaylynn Strain

**TRAC Members Absent:**

Zachary Bradley, Cecilia Martinez, Justin Bates

**DART Staff Present:**

Catlin Curry, Jan Keeling, Matt Harris, Keith Welch, Rachel Simon, Rick Pallister, Erin Hockman, Amanda Wanke, Kent Farver, Megan Grandgeorge, Amy McCoy, Luis Montoya, Carl Saxon, Danielle Gohr, Ashley Lara

**A. ROLL CALL AND ESTABLISHMENT OF QUORUM**

The meeting was called to order by Chair, Carrie Kruse at 12:01 pm  
Roll call was taken, and a quorum was met.

**B. APPROVAL OF MEETING MINUTES**

November 11, 2020 minutes were approved. Motion made by Susan Wells, seconded by Brandon Paulsen.

**C. PUBLIC COMMENT**

None

**D. ACTION ITEMS**

None

**E. DISCUSSION ITEMS**

**1. Customer Experience Manager Introduction (Amanda Wanke)**

COO, Amanda Wanke, introduced Customer Experience Manager, Ashley Lara, and gave an overview of the responsibilities of the Customer Experience Manager.

**2. DART Operations Updates**

- i. Vehicle Feedback (Keith Welch)

Maintenance Manager, Keith Welch, updated the committee on the process new bus purchases as well as the features and benefits of the newer 30' buses. Substantial changes include: removal of the back door, add Quantum and Q-Pod, adding a power vent and forward facing seats.

ii. Snow Removal (Keith Welch)

Maintenance Manager, Keith Welch, updated the committee on the types of stops DART has, the areas requiring snow removal and the challenges of each.

iii. Operator Safety Barriers (Amanda Wanke)

Chief Operations Officer, Amanda Wanke, detailed the process of updating the operator barriers from temporary barriers to permanent barrier options.

**3. DART Marketing Updates (Rick Pallister, Megan Grandgeorge, Rachel Simon)**

i. TRAC Website Review

Marketing and Communications Manager, Rick Pallister, provided information on a project that will make some behind the scenes changes to the DART website with the goal of making the site more user friendly.

ii. MyDART app

Senior Marketing Specialist, Megan Grandgeorge, provided us with updates on the MyDart App and Cash for mobile passes information.

**4. DART Governmental Affairs Updates (Erin Hockman)**

Chief External Affairs Officer, Erin Hockman, shared DART's success in retaining the City of Grimes as a partner. DART will continue to look at ways to better serve this area. Erin also explained DART's changes in legislative priorities on funding.

**5. TRAC Member Updates (Catlin Curry)**

Mobility Coordinator, Catlin Curry, provided a Reduced Fare pilot overview.

**F. OTHER BUSINESS**

None

**G. TRAC MEMBER COMMUNICATIONS**

- i. TRAC Badges – Catlin Curry reminded new TRAC members to visit DART Central Station to obtain their TRAC member badges.

**H. FUTURE AGENDA ITEMS**

1. Paratransit Study
2. Operation and Maintenance Facility Update
3. Property Tax Formula Update
4. Review of DART's Diversity, Equity and Inclusion Efforts

**I. UPCOMING MEETINGS**

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

**J. ADJOURN**

Chair, Carrie Kruse adjourned the meeting at 1:28 PM. It moved by Susan Wells and seconded by Kaylynn Strain. The motion was carried unanimously.