



Meeting Minutes

DES MOINES AREA REGIONAL TRANSIT AUTHORITY TRANSIT RIDERS ADVISORY COMMITTEE

JULY 8, 2020 – NOON

WebEx Meeting

[The above TRAC Meeting was held via WebEx. 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:

Hayley Anderson (Chair), Allen Root (Vice Chair), Nicholas Phillip, Zacchary Bradley, Cindy Tonsfeldt (arrived late), Cecilia Martinez, Emmanuel Smith and Carrie Kruse,

TRAC Members Absent:

Zachary Bradley, Jennifer Naber, Susan Wells,

DART Staff Present:

Catlin Curry, Vicky Barr, Luis Montoya, Matt Harris, Erin Hockman, Simon, Megan Grandgeorge, Victoria Lundgren, Tony Filippini, Erica Foreman, Ebonee Nelson, Carl Saxon

A. ROLL CALL AND ESTABLISHMENT OF QUORUM

The meeting was called to order by Chair, Hayley Anderson at 12.05 PM.
Roll call was taken and a quorum was met.

B. APPROVAL OF JANUARY 8TH, 2020 MEETING MINUTES

Chair, Hayley Anderson called for any corrections to the March and the May 2020 meeting minutes. It was moved by Cindy Tonsfeldt and seconded by Cecilia Martinez to approve the meeting minutes as presented. The motion carried unanimously.

C. PUBLIC COMMENT

None

D. ACTION ITEMS

None.

E. DISCUSSION ITEMS

1. Rider Survey Results (Erin)

Chief External Affairs Officer, Erin Hockman updated the Committee on the recent rider survey results, recent service changes and fare resumption. A brief communication update was provided as we move into fare resumption again.

2. Service Planning Updates (Luis)

Chief Planning Officer, Luis Montoya updated the Committee on Service Planning. Recent ridership numbers were shared. starting at the start of COVID-19 pandemic to present. Service levels and recovery goals and anticipated dates were shared. Planned DMPS service was shared for the upcoming school year.

3. Marketing/Communications Updates (Rachel)

Communications Coordinator, Rachel Simon updated the Committee with recent communications the past two months including the June 28 service change and the fare resumption.

4. Rideshare Updates (Erin)

Chief External Affairs Officer, Erin Hockman updated the Committee on the background of our Rideshare program and the level of service we provide. The program is benefited from many corporate partners in the community which were shared. An update was provided on the Rideshare service before COVID-19 and the impacts the pandemic has had on the program. Safety measures that we are putting into place on our van shares were shared with the Committee. Due to the impacts from COVID-19 on the program, we recognized that we needed to propose a new fare structure for our Rideshare customers, to accommodate the new flexible work environment. This new fare structure was shared with the Committee and identified that the DART Commission approved this in June 2020.

5. DART's Return to Work Plan (Erica)

Chief Human Resources Officer, Eric Foreman updated the Committee on the DART return to work plan, accommodations we are putting in place and our workplace safety guidelines.

6. Reduced Fare Task Force Update (Catlin)

Catlin Curry, Mobility Coordinator updated the Committee on the reduced fare task force and background to what is currently in place. Catlin shared new opportunities and partnered that we can modify this program so not to make the cost of fares to some of our riders a barrier. Planning a pilot program in the upcoming months.

7. DART Leadership Update

None

F. FUTURE AGENDA ITEMS

1. Review of DART's Diversity, Equity and Inclusion Efforts (Erin)
2. TRAC Membership Updates (Catlin)

G. UPCOMING MEETINGS

1. DART Commission – Noon Tuesday, August 4, 2020
2. TRAC – Noon Wednesday, September 9, 2020

H. ADJOURN

Chair, Hayley Anderson adjourned the meeting at 1:09 PM. It moved by Al Root and seconded by Carrie Cruse. The motion was carried unanimously.