

TRAC Meeting Minutes
November 9, 2011, 11:30 a.m.
Greater Des Moines Partnership – 1st Floor

TRAC members present: Crystal Estabrook, Jinsong Chen, Helen Boles, Eileen Bradley, Kelly Henry, Rod Van Genderen, Greg Boesch, Cyrilla Gregory, Matthew Ott, Paul Bice, Al Root, T Anthony Welch and Alexander Grgurich

TRAC members absent: None.

DART staff present: Greg Schmitt, Claire Celsi, Gunnar Olson,

Others present: None

A. ROLL CALL AND ESTABLISHMENT OF QUORUM

B. APPROVAL OF SEPTEMBER 14, 2011, MINUTES

C. DISCUSSION ITEMS

1. How DART Plans Detours – Greg Schmitt, DART Supervisor

Greg Schmitt gave a brief presentation on the process through which DART creates route detours. He explained the reasons why DART has to make detours, including long-term construction projects and short-term obstacles such as vehicle accidents. He outlined the priorities that staff members use in creating detours; specifically, providing a safe routing alternative and the best customer service possible. In summary, he said the process is a balancing act.

Alexander Grgurich asked how much time is added during detours.

Schmitt said the additional time depends on the detour, ranging from 30 seconds to 10 minutes.

Gunnar Olson commented that Greg Schmitt does a great job with handling detours, citing as an example the detours he put together for the St. Patrick's Day parade.

Rod Van Genderen suggested sharing detour information with RideShare drivers, in addition to customers of DART's fixed-route service. Olson said DART would look into that.

Grgurich asked if it were possible to have detour information texted to customers' mobile phones. Celsi said that is a possibility being explored. More discussion followed.

2. TRAC Goals – Gunnar Olson, Public Information Officer

i. 2011 Summary Report

Olson reported that DART had delivered on most of the goals that TRAC set for the regional transit authority in 2011.

ii. 2012 Goals Discussion

Committee members commented that DART has several large projects in the works during 2012. Staff suggested developing goals for 2012 that align with reinforce these efforts.

3. Committee Update – Gunnar Olson, Public Information Officer

i. TRAC Membership and Officers

Olson apprised the committee that member Stevie Sue Johnson had resigned, citing other volunteer duties, and said that she had provided good service during her time on TRAC. Olson recounted the error by which a 14th member was accidentally added to the 13-member TRAC, and how

Johnson's resignation brought the committee membership back in line with its bylaws.

Next, the committee discussed officer positions for TRAC, including Chair and Vice Chair. Grgurich indicated that he was interested in and willing to serve a second year as Chair.

Crystal Estabrook, Vice Chair, said that Rod Van Genderen had expressed an interest in serving as Vice Chair, and that she would be happy to see him succeed her in this position. The committee voted unanimously to make Grgurich and Van Genderen the Chair and Vice Chair, respectively, for 2012.

ii. 2012 Schedule

Olson asked the committee if the past schedule continued to work for them – the second Tuesday of every other month, starting in January. Committee members said that it did. They agreed that the meeting location also worked for them.

Olson then suggested moving the start of the meeting to from 11:30 a.m. to noon, so as to follow the 11:45 line-up of buses downtown. Committee members agreed that this was a good idea.

4. DART Forward 2035 Plan Update – Claire Celsi, Director of Marketing and Community Partnerships

Claire Celsi gave a brief presentation updating the committee on the DART Forward 2035 planning process. She said the plan was adopted unanimously by the DART Commission in September, following TRAC's own endorsement of the plan earlier that month.

Celsi reported that the changes would be implemented in phases, starting in June with Express Routes, Shuttles and On Call services. The changes to local routes would follow in November.

Greg Boeschen asked why the change to the Express Routes was being made early. Celsi offered two-fold explanation. First, the changes are of such great magnitude that staff needs them to be phased in order to plan for them all in a single year. Secondly, the Express Routes were chosen to be implemented first because they won't route through DART Central Station, which won't be open by the June service change. By comparison, the local routes will route through DART Central Station, which is anticipated to open ahead of the November service changes.

D. TRAC MEMBER COMMUNICATIONS

Paul Bice asked if there were something DART could do with drunks on the bus. Schmitt said that operators are empowered to deny service to drunken customers. T Anthony Welch said operators can call the cops. Bice said the operator didn't do anything in the instance he witnessed.

E. PUBLIC COMMENT

F. FUTURE AGENDA ITEMS

1. 2012 Goals
2. New Reduced-Fare Programs for Students and Refugees

G. OTHER – Communications

H. Next DART Commission Meeting: 5 p.m. Tuesday, November 22, 2011

I. Next TRAC Meeting: Wednesday, January 11, 2012