



AGENDA

DES MOINES AREA REGIONAL TRANSIT AUTHORITY TRANSIT RIDERS ADVISORY COMMITTEE

JANUARY 11, 2012 – NOON

Greater Des Moines Partnership Conference Room – 1st Floor
700 Locust Street, Des Moines, Iowa

- A. ROLL CALL AND ESTABLISHMENT OF QUORUM
- B. INTRODUCE NEW TRAC MEMBER
- C. APPROVAL OF NOVEMBER 9, 2011, MINUTES
- D. DISCUSSION ITEMS
 - 1. New Reduced-Fare Programs – PJ Sass, Customer Service Manager
 - 2. 2012 Service Change Schedule and Public Meetings – Gunnar Olson, Public Information Officer, and Tom Reynolds, Chief Operating Officer
- E. ACTION ITEMS
 - 1. 2012 TRAC Goals – Gunnar Olson, Public Information Officer
- F. TRAC MEMBER COMMUNICATIONS
- G. PUBLIC COMMENT
- H. FUTURE AGENDA ITEMS
 - 1. Bus GPS
 - 2. Customer Service Database
 - 3. Customer-Satisfaction Survey
 - 4. RideShare Update
- I. OTHER – Communications
 - 1. Participants needed for test group for online trip planner
 - 2. Brief DART Central Station update
- J. Next DART Commission Meeting: 5 p.m. Wednesday, February 1, 2012
- K. Next TRAC Meeting: Wednesday, March 14, 2012