**TRAC Minutes**

**July 2023**

The meeting was convened by Vice Chairman Robert Neely at 6 P.M.

TRAC members in attendance were Robert Neely, Heather Cutrone, Alyson Swett, Melissa Osborne, and Commissioner August Bullock.

HRT staff present were Rodney Davis, Henry Ryto, Jonathan Greene, Jay Cominoli, and Linda Carroll.

Doreen Cutrone attended as a member of the public.

The March minutes were approved as submitted. The motion was by Alyson Swett, seconded by Melissa Osborne.

The May minutes were approved as submitted. The motion was by Melissa Osborne, seconded by Heather Cutrone.

There were no nominations for the Secretary and Vice Chair positions. Nominations for those positions will be received during future TRAC meetings.

Mr. Jay Cominoli, Digital Services & Web Development Manager, fielded IT related questions. Ms. Cutrone said that in most cases real-time is accurate, but there are times when real-time doesn’t pick up on a bus that may have departed a few minutes early. Mr. Cominoli explained they are working on improving the accuracy. Commissioner Bullock asked what is the plan for getting Wifi on all HRT buses? Mr. Davis said he would check into it and get back with him.

During his Director’s Remarks, Rodney Davis addressed Customer Relations staffing, the new security guard contract, messages to customer phones, free service on the light rail specifically during fireworks nights for Tide games, and farewell to TRAC members Robert Neely and Alyson Swett. Mr. Davis also provided a summary of TRAC CAFs.

During his Chair’s Remarks, Vice Chair Neely said farewell to the committee.

During the Roundtable:

1. Alyson Swett said she loved being a member of TRAC and that she had learned so much while serving and that she wishes everyone the best. She also said she wanted to thank the HRT staff and that she was impressed by the professionalism of the staff. Ms. Swett said that she was surprised by how many smart and dedicated people there are on the HRT staff.
2. Commissioner Bullock commended the departees for their work. He also asked about plans to provide feedback on the ABBG survey.
3. Jonathan Greene thanked TRAC for all the work it does. He said the committee has helped him to know where improvements are needed.
4. Heather Cutrone commended HRT’s customer service representatives for always being helpful and for trying to get customers the information they need.
5. Melissa Osborne commended two Route 115 bus operators.
6. Rodney Davis commended Engineering & Facilities for their work on keeping the DNTC clean.

The meeting adjourned at 6:34. Motion by Heather Cutrone, seconded by Commissioner Bullock.