



## Meeting Minutes

### Riders' Advisory Council October 18, 2018

#### In Attendance:

#### Riders/Public

Astamay Curtis  
Jorge Tirigall  
Duretha Smith

Roxann Ford  
Cassandra Gilliam  
Marlene Hendler

#### Partner Staff/ Commissioners

Clive Graham  
Jason Quan

#### RTA Staff

Cristin Tolen  
Andrew Johnson  
Victor Jimenez  
Sue Poole

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#### 1. Approval of September 6, 2018 meeting minutes (1:43)<sup>1</sup>

The September 6, 2018 meeting minutes were approved with the following edits required:

1. Edit spelling of Roxann Ford
2. Edit spelling of Cristin Tolen
3. Number the service issues/comments

#### 2. Announcements (5:45)

- Transit Development Plan implementation, public hearing December 13, 2018
- New buses

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<sup>1</sup> Minute references are to the meeting audio recording; see link on the [TransitRTA.com/RAC](http://TransitRTA.com/RAC) website.

- Mobile payment application grant
- Report back from Commissioners' Meeting September 25, 2018

### **3. Responses to September 6, 2018 Service issues/comments (12:42)**

Cristin Tolen gave responses to service issues/comments from the September 6, 2018 meeting. (See attached Staff Responses handout).

### **4. New Service issues/comments (1:15:00)**

The following new issues and concerns were raised:

1. Marlene asked what cards are now current for RTA certified Rider and ADA identification. Victor stated there is a Fixed Route and an ADA identification card. If you have an ADA identification card, you can use it as a Fixed Route ID card.
2. Request for stops to be announced especially at night. Cristin said that driver classroom training has increased to a total of 40 hours to provide an additional 8 hours of classroom training to address more of these concerns. Cristin is reviewing the elements offered with RouteMatch, to see if they have the capability to announce the stops.
3. Jorge Tirigall had taken the initiative to revise schedules and suggest extended service to 3 am in the morning. He asked members to consider them.
4. Cassandra Gilliam asked whether the paratransit stop at Howard Community College could be made more convenient to Dunkin Hall.
5. Jorge reported he had seen the results of vandalism on specific 1800 series buses. He cited writing on walls, seats and the lack of respect that riders have for the interiors of buses. He suggested installing "no vandalism" signs. Cristin said she would find out which buses have been vandalized
6. Astamay Curtis asked are there guidelines for when operator leaves a bus unattended. Andrew Johnson stated that no passengers are to be on a bus when it is unattended.
7. Astamay asked the status of the Certified Rider ID program. Victor Jimenez answered that 350 IDs have been processed to date.

### **5. RAC Logistics – Next meeting, location (1:27:52)**

It was decided to hold the RAC Meeting in January in Columbia, date and location to be determined.

### **Future Meeting Dates:**

Next Commission Meeting – Tuesday, November 27<sup>th</sup>, 1:00pm, RTA Administrative Office  
Public Hearing – Thursday, December 13<sup>th</sup>, 6:00pm – 8:00pm, RTA Administrative Office

RAC Meeting – January 10, 2019, 6:00PM, Bain Center, 5470 Ruth Keeton Way, Columbia, Maryland 21044

Acronyms

AAC	Anne Arundel County
ADA	Americans Disability Act
APC	Automatic Passenger Counter
GPT	General Paratransit
PGC	Prince George's County
RAC	Riders' Advisory Council
RTA	Regional Transportation Agency