



## Meeting Minutes

### Riders' Advisory Council August 13, 2020

#### In Attendance:

##### Riders / Public

Astamay Curtis  
Marlene Hendler  
Duretha Smith

##### RTA Staff

Cole McCarren

##### Partner Staff / Commissioners

Bruce Gartner  
Jason Quan

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#### 1. Approval of May 21, 2020 meeting minutes

The May 21, 2020 meeting minutes were approved without requiring any edits.

#### 2. RTA Announcements

- COVID-19 Update
  - RTA is still disinfecting all vehicles and facilities nightly with hospital-grade disinfectant in response to the COVID-19 outbreak, following all local and state guidelines for mask usage, etc.
  - Date still TBD for reintroduction of fares, but will give plenty of notice before this change is anticipated
    - The same goes for GPT fares, which was originally planned for this upcoming October
- Transit App campaign + mobile ticketing
  - Transit App is to be RTA's officially endorsed trip planning platform
    - Interface is clean, data is kept extremely accurate, and hundreds of people in our service region already use it daily
  - Mobile ticketing platform is still on the way – it's been unfortunately a slower process than originally expected
    - Once live, you will be able to purchase your tickets within Transit App, too

- New vehicles update
  - Jason explained to the group the situation about how RTA will no longer be getting the new buses this fall as expected
    - The vendor that originally was to supply us the buses this fall is now not able to support them as expected past this calendar year – looking in to other possibilities along with other agencies

### 3. RAC Announcements

- Cole will send application to Astamay to give to Duretha, to formalize her membership

### 4. Public Comment

- Marlene asked about Long Reach service on fixed-route
  - Jason advised that the 402A runs Sundays, so frequencies have actually improved in areas like Shalom Square, High Tor Hill, Phelps Luck Dr, etc.
  - Buses travel down Tamar every 30 minutes
- Duretha gave a compliment about RTA’s and Howard County’s COVID response and everyone’s “positive, helpful spirits”
- Duretha asked about music on transit vehicles, and suggested that it could comfort people riding
  - RTA staff and partners expressed that there could be issues with doing that
- Astamay asked about timeline for driver barriers
  - Jason advised that there has been issues with finding a vendor to tackle the long-term solution, but short-term solutions are being implemented now

### 5. Adjournment

#### Future Meeting Dates:

Next Commission Meeting –  
 Tuesday, September 22<sup>nd</sup>, 2020, 1:00PM ([meetings.transitRTA.com/CMTMC](https://meetings.transitRTA.com/CMTMC))

Next RAC Meeting –  
 Thursday, November 12<sup>th</sup>, 2020, 6:00PM ([meetings.transitRTA.com/RAC](https://meetings.transitRTA.com/RAC))

#### Frequently used acronyms

RTA	Regional Transportation Agency
RAC	Riders Advisory Council
TDP	Transit Development Plan