



Meeting Minutes

Riders' Advisory Council September 15, 2022

In Attendance:

Riders / Public

Astamay Curtis
Jorge Tirigall
Durteha Smith

RTA Staff

Josh Drucker

Partner Staff / Commissioners

Carrie Anderson-Watters

1. Approval of February 22, 2022 meeting minutes

The February 22, 2022 meeting minutes were approved

2. RTA Announcements

- Free-Fare
 - Started September 1, 2022 through the end of October 31, 2022
 - Normal fares will be reinstated November 1, 2022
- Upcoming Service Changes
 - Service changes are being look at for November
 - In particular, previous plans prior to the pandemic will be revisited
 - Most of those plans are contingent on driver count
 - Paratransit services will continue to be provided as is
 - It has not been determined what the service hours for route 505 will be
 - If all of the planned service changes do not happen in November, the goal will be for March of 2023
- Incoming Vehicles
 - Twenty new vehicles will be added to RTA's flet in the next couple of months
 - 11 of those are transit buses for the fixed-route services
 - 9 of those are for the paratransit services

- The paratransit vehicles are all cutaways (small transit buses, not the mobility vans)
 - No new mobility vans have been reordered
 - RTA will also be ordering 19 more vehicles which are scheduled to arrive by early Spring of 2024
 - When new mobility vans are being purchased, concerns from passengers will be taken under consideration

3. Public Comment

- In regards to buses being late or service interruptions, Jorge expressed his frustration on the matter.
- Astamay expressed her concern about paratransit rides for dialysis patients not arriving in time. She considers such, “A matter of life and death”
 - Joshua shared in Astamay’s concern, and noted that it is often conditions beyond RTA’s control for late pickups – such as traffic, weather conditions, limited staff, and a host of other uncontrollable circumstances
 - In some cases, however, vehicle maintenance issues have been the cause (due to an older fleet of vehicles)
 - As with the fixed-route drivers, there is also a shortage of RTA paratransit drivers
 - When such lateness is made aware to RTA’s dispatchers, Columbia Cab company is immediately contacted to take the pickup
 - Columbia Cab company is currently understaffed
 - Joshua said that it has been his personal witness that the driver’s do care about the riders, and are not late due to a lack of concern, focus, or intent
 - RTA will look at it’s budget and see if there is money to increase its paratransit driving staff

4. Adjournment

Future Meeting Dates:

Next Commission Meeting –
 Tuesday, September 27th, 2022, 1:00PM (meetings.transitRTA.com/CMTMC)

Next RAC Meeting – TBD
 (meetings.transitRTA.com/RAC)