# RTA Transit Access Citizens Advisory Board (RTACAB)

# Meeting Minutes

5/24/2021

**Call to order:**

* Jackie Forbes, Committee Chairwoman, called to order the meeting of the RTA Citizens Advisory Board (RTACAB) at 10:05 AM on 5/24/2021

**Attendees:**

Voting Committee Members Present:

* Jackie Forbes, Chair
* David Ogunbode, Vice Chair
* Trish Glees, Kane County
* Jodi Hefler, DuPage County
* Ryan McGraw, City of Chicago
* Wendie Garlich, Will County
* Joe Surdam, Lake County
* Sherrine Peyton, Suburban Cook
* Ryan Peterson, McHenry County

Non-Voting Members Present:

* Commissioner Rachel Arfa, Chicago Mayer’s Office for People with Disabilities
* Joe Albritton, CTA ADA Advisory Committee
* Michael VanDekreke, Director, Mobility Services, RTA

Other RTA/Service Board Staff Present:

* Vickey Bradley, Manager, Mobility Services, RTA
* Linda Chamberlain, Mobility Outreach Coordinator, RTA
* Sarah Blair, Mobility Outreach Coordinator, RTA
* Candace Jones, Mobility Outreach Coordinator, RTA
* Tina Fassett Smith, Director, Communications, RTA
* Heather Mullins, RTA
* Jeremy LaMarche, RTA
* Jessica Hector-Hsu, RTA
* Amy Serpe, CTA
* Mark Koljack, Manager, Mobility Services, RTA
* Nicole Berry, RTA
* Peter Farenwald, RTA
* Peter Kersten, RTA
* Heather Mullins, RTA

Public Present:

* Judy Shanley, Easter Seals, NCMM
* Garland Armstrong
* Kisha Hearn
* Sally
* Melissa Nagy Deegan

1. **Introductions**
   * Jackie Forbes took roll call.
   * Michael VanDekreke read statement to honor Claire Serdiuk-Anderson.
2. **Reading and Approval of the January 2021 Minutes**
   * Jackie Forbes took a role call for approval of minutes.
   * Minutes accepted/approved as written
3. **Public Comment Requests**
   * No public comment requests.
4. **Standing Reports**
   * **Chairwoman**
     + Jackie Forbes explained the role of the RTACAB and members.
       - Providing input/advice to the RTA Board
       - Review items and become more involved with the RTA Board.
       - Jackie attends all RTA board meetings. Michael and Jackie can talk about what would be best to share with the board prior.
         * David Ogunbode and Jodi Hefler agreed.
   * **Government Affairs**
     + Jeremy LeMarche, RTA, gave a report on recent funding.
       - American Rescue Plan (3rd relief bill) – RTA region will receive 1.4 billion dollars.
       - 10% transportation cut (sales tax match) from the proposed state budget.
       - America Jobs Plan – to invest in existing transit structure.
       - FAST Act
       - Wendie Garlich asked about the purposed transportation budget.
         * Jeremy clarified the reasoning behind the 10% decrease in sales tax match.
5. **2020 Mobility Services Department Statistics by Mark Koljack, RTA**
   * Mark Koljack reported -
     + No in-person services during the pandemic
     + Number of applications went down in 2020 compared to 2019.
     + There was an increase in mail in recertifications due to in-person services being closed.
     + Call volume was down in 2020.
     + RTA gave temporary service during 2020 so no one went without ADA Paratransit service.
     + Permits increased over the year (auto renewals and over the phone applications)
     + Travel Information Center (TIC) calls dropped by 49% in 2020.
     + Travel Training participants and referrals decreased.
     + Mobility Management –
       - 571 events in 2019 to 97 events in 2020 - down 83%.
       - 94% decrease in customers served.
     + Jackie asked if there was an increase in early 2021 for ADA Paratransit or fare permits for people to get to vaccines.
       - Mark said they are seeing an increase in ADA Paratransit applications. Reduced/Ride Free permits are staying consistent. There is no big change in customer service and TIC calls.
     + Jodi asked when staff will be back in-person and providing services.
       - Mark said they are following Illinois guidelines and will go back in-person once we reach Phase 5. The RTA continues to monitor closely.
     + Judy asked will the RTA mobility services department ever think about collecting outcome metrics related to the impacts of service of the lives of individuals and impact on health access or job access, housing, etc.?
       - Michael will connect with Judy on how that would look.
6. **Overview in Communication Channels by Tina Fassett-Smith, Director of Communications at RTA**

* Tina provided a PowerPoint presentation on RTA Communications Channels.
  + Overview in Communication Channels -
    - RTA website – [www.rtachicago.org](http://www.rtachicago.org)
    - Connections – [www.blog.rtachicago.org](http://www.blog.rtachicago.org)
    - RTAMS - [www.rtams.org](http://www.rtams.org)
    - Newsletters – COVID Update, RTAMS, Blog posts, media alerts
    - Social Media – Twitter, Facebook, LinkedIn, Instagram
  + Connections – relevant posts about public transit
    - Example: Will Ride and Mask Campaign
  + Newsletters – sent via email every 2 weeks.
    - On going updates on rider trends and COVID-19 updates
  + Social
    - RTA shares information about news, reports, etc.
* Contact Information: Tina Fassett Smith, Director of Communications, [tina.smith@rtachicago.org](mailto:tina.smith@rtachicago.org)
  + For general comments or feedback, email [communications@rtachicago.org](mailto:communications@rtachicago.org)

1. **5310 Call for Projects by Heather Mullins, RTA** 
   * Heather provided a PowerPoint presentation on the 5310 Call for Projects.
     + Applications were due 4/22. RTA received 13 applications.
     + Applications can be found at [www.rtachicago.org](http://www.rtachicago.org) for the public to view.
     + May – RTA staff discuss applications.
     + July – public comment period.
     + August 19 – RTA Board approval of program of projects.
   * Contact Information: Heather Mullins, [mullinsh@rtachicago.org](mailto:mullinsh@rtachicago.org)
2. **ADA paratransit Innovations Study Final Report – Peter Kersten, RTA**
   * Peter provided a PowerPoint presentation on the study final report.
     + Overview of Pace ADA Paratransit services
       - 6 country region service
       - There is large coverage in Chicago and Cook County. There is less coverage out in the collared counties due to the service area (ADA Paratransit operates within 3/4 mile of Pace bus or CTA ‘L’ train or bus).
       - Suburban ridership is increasing.
       - Taxi Access Program (TAP) has increased in the last few years.
       - 2020 ridership decreased due to the pandemic but TAP increased.
       - TAP is the lowest cost per trip option.
       - ADA Paratransit Costs have increased 27% from 2009 -2019.
       - ADA Service is 100% purchased transportation.
     + Purpose of project –
       - Identify potential innovations that could be piloted.
       - Improve system sustainability.
       - Contain cost.
       - Adapt to shifting demand, technology, and rider needs.
     + Scope of Work
       - Identify challenges to sustainability.
       - Identify potential innovations.
       - Peer workshop – spoke with other agencies providing similar services.
       - Action Plan for Recommended Innovations – materials can be found at RTAMS.
     + Innovations to Pilot
       - Same Day Consumer Choice Program – can be TNCs (Uber, Lyft, Taxi) would be expanding TAP.
         * 30% shift in city of Chicago trips would produce $18M in cost savings.
         * Enhanced customer experience, freedom, and spontaneity travel.
         * Pilot as soon as Q3 2022 and possibly piloted in Suburban Cook.
       - Enhanced Use of Non-dedicated Vehicles
         * Pace receives the reservation and then can determine if it should be shifted to TNCs.
         * Parameters for identifying trips that decrease productivity.
         * 15% shift of 10.6M
         * Pilot as soon as Q3/Q4 2022.
       - ADA as a Feeder for Fixed Route
         * Implemented after same day service.
         * Pricing policy to incentivize travel to accessible transit stations.
         * Pilot as soon as Q2 2022/Q1 2023.
         * Piloted as add-on to Same Day Service.
       - Next Steps –
         * Share findings with stakeholders and public.
         * Pilot planning and implementation (Pace).
   * Melissa Nagy Deegan asked about the Pace routes that have been cut in the Naperville, Lisle and Aurora area. Melissa believes this is a regional issue and wanted to bring it to RTA. Michael suggested for Melissa to reach out to Pace at a public forum since Pace provides the service.
   * Jackie asked about the ¾ mile service area and how that was determined.
     + Peter said ADA Paratransit follows the Americans with Disabilities Act. The FDA puts parameters on implementing the service.
   * Wendie is glad to hear about the study and that it is moving forward as a pilot.
3. **Briefing on Regional Mobility Manager by Linda Chamberlain, Mobility Outreach Coordinator, RTA**
   * Linda provided a PowerPoint presentation on the Mobility Manager Project.
     + The Mobility Manager Project came from the recommendations of the Human Services Transportation Plan (HSTP). HSTP identified critical transportation needs.
     + The number one objective from the HTSP was a role of a Regional Mobility Manager. The RTA is exploring the feasibility of this option.
   * RTA wants input about your community experiences in coordinating transportation, how do you handle mobility management in the area and any suggestions/feedback. Linda will reach out with a survey, focus group and/or interview.
   * Contact Information: Linda Chamberlain, [chamberlainl@rtachicago.org](mailto:chamberlainl@rtachicago.org) or Felisha Barbee, [barbeef@rtachicago.org](mailto:barbeef@rtachicago.org).
4. **Service Board ADA and CAB Committee Reports**
   * Joe Albritton, CTA ADA Advisory Committee provided an update.
     + Red Line Extension
     + Red and Purple Moderation Project
     + Phase 1 of ASAP is fully funded.
     + Renovations at State/Lake station
     + Mask Mandate
     + Ridership and passengers onboard a bus or train has increased.
     + Electric buses are in CTA’s fleet and more to come – planning an open house to show the public.
5. **Public Comments**
   * Garland stated he is in Iowa and thanked the RTA.
6. **Adjournment**

* The meeting adjourned at 11:27 AM.

Minutes submitted by Sarah Blair, RTA Mobility Outreach Coordinator