# RTA Transit Access Citizens Advisory Board (RTACAB)

# Meeting Minutes

7/26/2021

**Call to order:**

* Jackie Forbes, Committee Chairwoman, called to order the meeting of the RTA Citizens Advisory Board (RTACAB) at 10:02 AM on 7/26/2021

**Attendees:**

Voting Committee Members Present:

* Jackie Forbes, Chair
* Jodi Hefler, DuPage County
* Ryan McGraw, City of Chicago
* Wendie Garlich, Will County
* Joe Surdam, Lake County
* Ryan Peterson, McHenry County

Non-Voting Members Present:

* Joe Albritton, CTA ADA Advisory Committee
* Adam, Pace Citizen Advisory Committee
* Jemal Powell, Pace Suburban ADA Advisory Committee
* Jim Ferneborg, Metra 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
* Heather Mullins, RTA
* Jeremy LaMarche, RTA
* Amy Serpe, CTA
* Mark Koljack, Manager, Mobility Services, RTA
* Heather Mullins, RTA
* Kevin Stanciel, RTA

Public Present:

* Judy Shanley, Easter Seals, NCMM
* Melissa Fuller

1. **Introductions**
   * Jackie Forbes took roll call.
2. **Reading and Approval of the May 2021 Minutes**
   * Did not have a quorum – will read and approve minutes in October 2021
3. **Public Comment Requests**
   * Melissa Fuller made a request.
4. **Standing Reports**
   * **Chairwoman**
     + Jackie Forbes provided report.
       - She attended RTA Board meeting where they discussed:
         * Project Management Oversight report
         * Step 3 of Strategic Recovery Plan
   * **Government Affairs**
     + Jeremy LeMarche, RTA, gave a report on recent funding.
       - Recapped American Job Plan regarding public transportation funding
       - June 24, 2021, President Biden proposed funding for broad framework.
       - On July 1st, the House passed a bill for new funding.
       - In Springfield, $42 billion FY22 state budget was passed.
         * No formula reductions – state will match sales tax.
         * $17.5 million grant for fares and additional funding for ADA
5. **RTA Agency/Mobility Services Re-Opening Plan by Michael VanDekreke**

* Michael reported the following:
  + RTA Agency will have a partial return on August 2nd.
  + RTA Agency will fully return on September 7th.
  + ADA Paratransit Interview and Assessment Sites will reopen mid-September- with transition of new vendor (Transdev)
    - Mid-September in-person assessments will start
  + Travel Training will resume mid-September.
  + Mobility Outreach Community Presentations resume on August 2nd.
  + Fare programs registration sites:
    - RTA Headquarters Fare Programs Customer Service Walk-in Center and City Hall open on August 2nd.
      * There will be security at City Hall to monitor overcrowding.
  + September 7th – 3 sites will open:
    - Atlas Center
    - Southwest Center
    - Levy Center
* **Interagency Signage Project**
  + Kevin Stanciel, RTA Division Manager of Regional Coordination, provided a presentation on the Interagency Signage Program project:
    - Purpose of project is to improve connections between agencies.
      * Pilot signs installed at 4 demonstration locations in 2012
      * $4.2 million federal grant for expansion at 19 locations (2017-2021)
    - Bundle 1 locations:
      * Elgin (MD-W),
      * Harvey (MED) located at Harvey Transportation Center
      * Lake-cook (MD-N)
      * Lisle (BNSF)
      * Montrose/Mayfair (Blue, MD-N)
      * Naperville (BNSF, Amtrack)
      * Roosevelt/Museum campus (Green, Orange, Red, MED)
    - Bundle 2 locations:
      * Aurora (BNSF) located at Aurora Transportation Center
      * Harlem/lake (UP-W)
      * Irving Park blue (UP-NW)
      * Jefferson Park Blue (UPNW) located at Jefferson Park Transit Center
      * Main Street stations in Evanston
      * Waukegan
      * Wheaton
    - Bundle 3 locations:
      * Blue island/Vermont
      * Chicago Union Station
      * LaSalle Street Station
      * Millennium Station
      * Ogilvie Transportation Center and CTA Clinton
    - RTA will use the remaining federal funds ($1.2 million) for signs at other interagency locations.
      * Procure engineering & design service (2021)
      * Procure sign fabrication and installation (2022)
    - Jamal asked about the accessibility of the signs for individuals with low vision or individuals who are blind.
      * Kevin said that they increased the font size of the sign and are looking into braille options.
    - Adam asked about A, B, C bus stops, maps, and signage at stations. He expressed his concerns for signage needed at Congress.
      * Kevin explained the map and wayfinding signage at stations.
    - Jamal asked about adding signage at 211th Street, University Park or Homewood Metra Stations.
      * Kevin stated they are working with Pace and Metra to identify locations. The project is focusing on Cook County areas.
    - Judy Shanley asked when you do these signage updates, is there ever any look at the accessibility of getting to the station and maybe gathering information to update the sidewalks to make the path of travel accessible?
      * Kevin said they will look into this at their yearly inventory. Additionally, this is something they look into when developing.

1. **5310 Recommended Projects by Heather Mullins, RTA** 
   * Heather provided a presentation on the 5310 Call for Projects.
     + The recommended program is currently in the public comment period.
       - They received 13 applications; 12 projects were recommended.
         * $10.8 m in federal funding
         * $1.2 m in American Rescue Plan Act funds
         * New project this year from Ray Graham Association
     + Applications can be found at [www.rtachicago.org](http://www.rtachicago.org) for the public to view.
     + Submit comments to [section5310@rtachicago.org](mailto:section5310@rtachicago.org) until July 31, 2021.
   * Contact Information: Heather Mullins, [mullinsh@rtachicago.org](mailto:mullinsh@rtachicago.org)
2. **Briefing on Regional Mobility Manager by Linda Chamberlain, Mobility Outreach Coordinator, RTA**
   * Linda provided a presentation on the Mobility Manager Project.
     + The Mobility Manager Project came from the recommendations of the Human Services Transportation Plan (HSTP).
     + The number one objective from the HTSP was to have a regionally supported and coordinated network of mobility managers.
     + Since finding from previous studies suggested there was a lack of consistency in the region, the RTA is investigating the potential of a Regional Mobility Manager through this research project:
       - A Regional Mobility Manager would ideally help local Mobility Managers coordinate efforts.
       - Local MMs would still be integral to a coordinated effort.
       - The Regional MM would not replace local MMs, but help coordinate region-wide efforts.
     + Duties of a Regional Mobility Manager:
       - Local Mobility Manager– Micro-Level Duties:
         * This person plays a key role in their community’s local transit. They handle the day-to-day functions and finding solutions that will work for their communities.
       - Regional Mobility Manager Macro-Level Duties:
         * Coordinate Mobility Managers​
         * Coordination with outside entities ​
         * Research additional funding options​
         * Provide professional development opportunities​
         * Research on other systems and alternative solutions
     + RTA is researching if there is a need for a Regional Mobility Manager.
     + Linda asked for individuals’ perspective on the project via poll.
       - 1. A Regional Mobility Manager is needed in our region:
         * 64% strongly agree, 36% agree, 0% undecided, 0% disagree, 0% strongly disagree
       - 2. A Regional Mobility Manager would ease collaboration between transportation providers and entities:
         * 64% strongly agree, 27% agree, 9% undecided, 0% disagree, 0% strongly disagree
       - 3. A Regional Mobility Manager would facilitate collaboration between different entities of government:
         * 45% strongly agree, 55% agree, 0% undecided, 0% disagree, 0% strongly disagree
       - 4. A Regional Mobility Manager would ease collaboration among local Mobility Management professionals:
         * 45% strongly agree, 45% agree, 9% undecided, 0% disagree, 0% strongly disagree
     + Adam asked if RTA is thinking about federal regulations for Uber and Lyft. Adam is in favor of RTA coordinating this.
       - Michael responded this project is to see who would house the RMM and what the tasks would be. RTA does not have plans to be a regulator for TNCs.
     + Ryan Peterson asked if the RMM is not housed at RTA, what kind abilities would the RMM have over RTA policy and RTA involvement.
       - Michael responded that RTA would participate through the Planning department or MM team.
   * 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, 312-913-3152, [chamberlainl@rtachicago.org](mailto:chamberlainl@rtachicago.org) or Felisha Barbee, 312-913-3203, [barbeef@rtachicago.org](mailto:barbeef@rtachicago.org).
3. **Service Board ADA and CAB Committee Reports**
   * Adam, Pace Citizen Advisory Committee, reported the following:
     + He attended the recent Pace Board meeting. There was criticism about their purchase of diesel buses and some individuals would like Pace to order battery buses.
     + He encouraged everyone to view Driving Innovations and submit comments.
   * Jim Ferneborg, Metra ADA Advisory Committee, reported the following:
     + Metra entered an agreement for 200 accessible rail cars with an option to purchase more. These cars have the following features:
       - Single step car
       - Double level
       - Looking into a ramp/lift
       - Fully accessible
       - Can be added other rail cars
       - Electrical outlets
     + Metra continues platform work at Barrington, Southwest service, and many others.
       - There are new stations being built: Peterson; Auburn Park (RI) and Grayland; these stations will be fully accessible.
     + The next Metra ADA Advisory Committee meeting is in-person on August 3, 2021, from 2 pm to 4 pm.
   * Jamal Powell, Pace Suburban ADA Advisory Committee, stated they have not met since March.
   * Joe Albritton, CTA ADA Advisory Committee, provided an update.
     + Berthing position program for CTA L trains – it will be at the front of the train.
     + An overview of ASAP – accessibility of stations and stations that will be close. Visit www.transitchicago.org for updates.
     + Electric buses – the committee had concerns about these buses and recommended an audible option on the bus.
   * Adam believes that people with disabilities should have opposed the new berthing position. He believes this will cause confusion.
     + Amy Serpe stated this is for safety due to trains stopping off the tracks and doors opening. Amy stated there will be additional employees out and assisting customers. CSAs are available at each station, too.
4. **Public Comments**
   * Melissa Fuller expressed her concerns on ADA Paratransit riding with South Cook. Over the last 6 months, South Cook has ignored Pace’s policy and regulations. South Cook left her stranded in Orland Park for 2 hours and submitted a complaint to Pace. A few weeks later, South Cook was 3 hours late to pick her up. West Cook picked her up and other riders along the way after waiting 3 hours for her pick-up. Another instance, she had an appointment time would have been 30 minutes late due to South Cook’s routing. In that instance, she was only 15 minutes late due to a cancelation. She stated submitting complaints to Pace is not working.
     + Ryan McGraw responded that this is a systematic problem. Ryan encouraged this issue to be addressed.
     + Jackie said they would share these concerns with Pace.
5. **October 25, 2021, Meeting and Adjournment**
   * Next meeting is October 25, 2021, at 10 am.
6. **Adjournment**

* The meeting adjourned at 11:31 AM.

Minutes submitted by Sarah Blair, RTA Mobility Outreach Coordinator