

Rapid Transit System Newsletter



Creating Community Partnerships

The Rapid Transit System, or RTS, has been providing safe and reliable transportation to locals and visitors of Rapid City for over 3 decades. Over the last few years, RTS has strived to create community partnerships with local organizations and businesses in Rapid City. In an effort to continue towards this goal, the Rapid Transit System will now send out a quarterly newsletter to our community partners and the general public. With this, RTS can share helpful tips, provide policy information, give project or deviation updates and more. These newsletters will be available at the Milo Barber Transportation Center and on our website. If your organization would like to receive this quarterly newsletter by email, please send your request to Erin Kistler, Administrative Assistant, at erin.kistler@rcgov.org.

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Contact Information:

Rapid Transit System
Milo Barber Bus Depot
333 6th Street
Rapid City, SD 57701
(605)-394-6631
www.rapidride.org
We are on Facebook!

Hours of Operation

Rapid Ride operates M-F
from 6:20am - 5:50pm
and Saturdays from
9:50am - 4:40pm.

Dial-A-Ride operates M-F
from 6:10am—5:30pm
and Saturdays from
8:30am - 5:30pm.

Office hours are M-F from
7:00am until 5:30pm.

Lobby hours are M-F from
7:30am—5:00pm

Management Team

-Megan Gould-Stabile
Division Manager

-Kendra Magelky
Operations Coordinator

-Dan Washenberger
Route Supervisor

-Matt Bright
Route Supervisor

**UPCOMING
CLOSURE DATES:**

Monday, January 2

If you or someone you know needs this newsletter in large print, a different language or another format, please contact Kendra Magelky at 605-394-6631 ext. 2 or kendra.magelky@rcgov.org

Adopt-A-Stop Program

The RapidRide service has over 300 bus stops in town and that is a lot of areas to maintain! From litter to graffiti removal to snow shoveling, RTS has their hands full. This is where you or your organization's help is needed. With so many bus stops, we are not able to keep up with the needs on a daily basis. However, when community-minded, individuals and organizations volunteer to help Rapid City maintain bus stops, our community becomes a better and cleaner place to live and work for us all.

Adopt-A-Stop is easy: Adopters apply and agree to help keep their bus stop area clean of litter, vandalism and snow removal when needed. What's in it for you/your organization? RTS will post your name/your organization's commitment on their website, Facebook page, and you/your organization will also be publicly recognized once a year at the City Council Meeting.

For more information, please contact Erin Kistler, Administrative Assistant, at erin.kistler@rcgov.org

"Thank you for everything! I am excited about our new drivers, so kind and considerate." Elaine, Rider

Holiday Closure Dates

New Year's Day

Good Friday

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving

Friday after Thanksgiving

Christmas

**If a Holiday lands on a Sunday, RTS will observe on a Monday. If a Holiday lands on a Saturday, RTS will observe on both Friday and Saturday.*

Rapid Transit System Closures

There are a few different reasons why RTS may be completely closed, have a late start, have an early closure or close certain stops. As part of the City of Rapid City, RTS observes the same major holidays. At times, RTS may close early on the day leading up to a major Holiday such as Christmas Eve in order to promote a good work-life balance for staff. See the complete list of Rapid Transit System Holiday Closures to the left. For these closures, notices are placed in buses and at the depot. Additionally, the information is available on all brochures, as well as the RTS Facebook page and website.

Poor weather is another cause for interruptions in service. For full day closures, late starts and early closures RTS makes every effort to notify the public through news outlets/radio (KOTA), websites, and Facebook. In some situations the buses can operate, but need to bypass certain stops or areas due to the road conditions. The best way to know if the buses are running and if they are accessing your stop is to call the dispatch office before going out.

Unfortunately, construction work can also make bus stops inaccessible. In these situations, a sign will be placed at the stop with closure details, including the expected re-opening date and how to access your route.

If a rider ever questions if the buses are operating or if their stop is being serviced, they are encouraged to call the dispatch office at 605-394-6631 ext. 0.

Giving Back to the Community

Staff at the Rapid Transit System make giving back to the community a priority. Each year around the Holidays, all employees vote on a charity to donate to. This year, RTS chose the Black Hills Humane Society. Together, staff donated cash, food, treats, toys, misc. supplies and lots of blankets. Thank you from Rapid Transit to BH Humane Society for all the amazing work you do!



Rick Harrington, Rapid Transit Operator

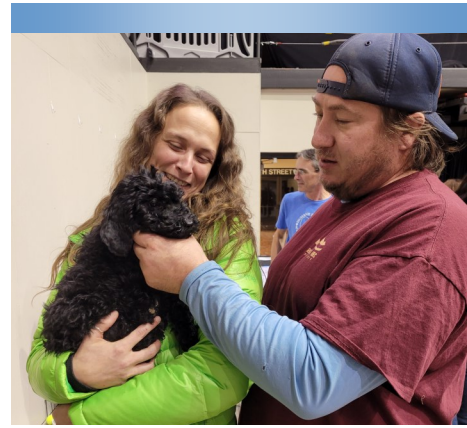
Meet the Staff: Rick

Rick Harrington has been driving for the Rapid Transit System for nearly a decade. Rick primarily drives on the Dial-A-Ride, a paratransit service providing transportation to those with disabilities in our community. However, don't be surprised to see him helping out on Rapid Ride or even the Trolley! Rick really is RTS's "Jack of All Trades".

Rick enjoys working with excellent co-workers and takes pride in being able to provide a good service to his community. According to him, being a part of RTS means "good people to work for and with."

Rick has been married for over 40 years and is the proud father to two children; a son who is a teacher at Central High School and a daughter who is a chemist in Madison, Wisconsin.

In his free time, Rick enjoys some of the amazing outdoor pursuits the Black Hills has to offer including cycling and fly fishing.



Megan Gould-Stabile, Division Manager, and her husband Lenny Stabile enjoying a BH Humane Society puppy.

Travel Training

Did you know that the Rapid Transit System offers free travel training to individuals, families, schools, businesses, and community organizations?

Whether you are a rider looking for guidance, a teacher wanting a great topic for their classroom or a case-worker interested in our "Train the Trainer" program, all you need to do is reach out to Kendra Magelky, Operations Coordinator to schedule a training. She can be reached at kendra.magelky@rcgov.org or 605-394-6631 ext. 2.

This training is not limited to the Rapid Ride system and can be used to guide the use of Dial-A-Ride services as well.

Fun Facts

The word 'bus' comes from the Latin word 'omnibus'. It translates to "all" or "for all".

Tips for a Good Trip!

1. Plan your trip—knowing which bus to catch, where and when makes for a smooth ride. If you are unsure, the dispatch staff are always happy to help. Give them a call before your trip to get some assistance.
2. Get to your bus stop early and make sure it is open. Be ready to wait for the bus for 10 minutes or more and have your fare, ticket or pass ready to go before the bus arrives.
3. Show the driver your fare, ticket, or pass before quickly taking your seat. If you need a transfer, tell the driver upon boarding. Don't forget to buckle-up.
4. Enjoy your ride, but pay attention so that you can pull the stop request cord a block or two from your stop. You can watch out the window, listen to the stop announcements or read the stop announcements that scroll above the driver.



OPEN POSITIONS: full-time, benefited driver & part-time, non-benefited Safety Liaison. For more information contact us at 605-394-6631 ext. 0 or go to www.rcgov.org to apply.

Construction Update:

Route: Washington & Lincoln

Location: Elm & Fairlane

Number of stops: 2

Expected to Re-Open: 04/2023

Route: Washington & Lincoln

Location: Lacrosse from Eglin to E. Mall

Number of stops: 4

Expected to Re-Open: TBD

What is Dial-A-Ride?

Dial-A-Ride or DAR is a paratransit “sister” service in our community. It is available to those that have a disability that prevents the use of the fixed-route service, Rapid Ride, for some or all of their transportation needs.

Dial-A-Ride is a curb-to-curb, appointment based rideshare program. DAR is restricted to the City limits of Rapid City and should not be confused with a taxi or emergency medical transportation.

In order to establish eligibility, riders and their medical provider need to complete an application. This application can be found on the Rapid Transit website or it can be picked-up at the bus depot. If needed, the application can also be sent by email or postal mail upon request. For more information, contact Kendra Magelky, Operations Coordinator.