

**UPCOMING CLOSURE DATES:**  
January 1 | March 29

# Rapid Transit System Newsletter



## The Rapid Transit System Team

The Rapid Transit System is more than a team of bus drivers. As a division of the Public Works Department, RTS employs a number of City employees. Most Transit employees are part of the AFSCME union while others are non-unionized. There are around 30 bus drivers including both full-time and part-time, benefited and non-benefited.

Some drivers are designated to only one division, RapidRide or Dial-A-Ride, while others float between the two services. All drivers are experienced and have their South Dakota Commercial Driver's License. The most experienced driver has been with RTS for 28 years with the most senior staff member recently hitting his 35th year.

Along with drivers, RTS is the home of two dispatch staff who support both RapidRide and Dial-A-Ride at the Milo Barber Transportation Center. Three administrative assistants work hard on the back end and front line to help keep the entire division running safely and efficiently. Three members of team make up the maintenance staff who do a stellar job keeping buses, facilities and stops clean. Two Route Supervisors, an Operations Coordinator and Division Manager round out the rest of the Rapid Transit System.

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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](http://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—5:50pm  
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

*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](mailto:kendra.magelky@rcgov.org)*

## Rider Documentation

The Rapid Transit System has made updates to a few public documents. These include the Dial-A-Ride Application, Dial-A-Ride Passenger Handbook and RapidRide Passenger Handbook. While these changes did not involve any significant alterations, they do include clarifications and some additional guidance.

The Dial-A-Ride application is a necessary form for those in our community wishing to utilize the paratransit service. The application can be printed off directly from the website or it can be requested in person at the Milo Barber Transportation Center. Additionally, an application can be mailed upon request if needed.

There are two passenger handbooks available to the public. One is specific to Dial-A-Ride and the other focuses on RapidRide. These handbooks are designed to provide information to current and potential riders so that they can understand the public transportation services. These are available on the website, [www.rapidride.org](http://www.rapidride.org). Hard copies are also available at the Milo Barber Transportation Center located at 333 6th Street in downtown Rapid City. Both passenger handbooks are regularly reviewed and updated as needed.

Any rider with questions beyond the handbook or who requires more in-depth information is welcome to contact RTS to arrange for a free travel training session. During Travel Trainings riders are offered additional guides, worksheets, cheat sheets and brochures. Group Travel Trainings may also include presentations that are tailored to group needs.



## Job Opportunities

Do you want to be a part of a team that provides a safe and economical alternative to help people get to where they need to go? Consider working for RTS! Competitive pay, excellent benefits and a positive work environment.

RTS is actively hiring for part-time benefited, full-time benefited, and Saturday only drivers.

For more information or to apply to go:  
[www.rcgov.org](http://www.rcgov.org) or call 605-394-6631

*"When I was without vehicle, I enjoyed riding Rapid Transit. The busses were never late, and drivers were all friendly and knowledgeable." - RapidRide Rider via Facebook*

## Meet the Staff: Gary Oistad



I started driving for Rapid Transit System in September 2022. I was a float-er in the beginning and drove mostly for Rapid Ride. I transitioned to Dial-A-Ride in November 2022 where I am currently posted. Prior to driving for RTS I drove school bus for Sturgis. I had a long route and over the 14 years of driving school busses I amassed over 400,000 miles.

A driving job is perfectly suited to my needs. All of my DAR riders are appreciative of the service and that provides a lot of satisfaction. I also enjoy having the freedom to choose my own route from place to place. I don't get many chances to interact with my RR teammates except for on Saturdays. I feel blessed to be part of a great team from top to bottom!

I have had a wide range of experiences over my working life, including wrestling alligators and milking rattlesnakes, to being in command of a warship during my watch, and many more. I jokingly say my biggest handicap is having a 100% Norwegian ancestry. But then I wasn't asked if that was ok either. I have no biological children but do get to enjoy being with step children and step grandchildren thanks to my wife Evelyn.

*"I really appreciate your [Dial-A-Ride] service, the drivers are great. I love the dispatchers and everyone there is so kind. Without you I wouldn't go anywhere." - Dial-A-Ride Rider*

### Closure Notices and Reminders

The Rapid Transit System is continually looking at ways to improve communication with the public, especially for system closures. Starting in late 2023, RTS began posting closure notices for weather and closure reminders for holidays on their website: [www.rapidride.org](http://www.rapidride.org). RTS will continue to utilize the local news, Facebook and physical postings.

### Fun Facts

On a normal week, RTS sees the highest number of riders on Wednesdays. The lowest average ridership is on Mondays.

## Rapid Transit System 2023 Triennial Review

The Triennial Review is one of Federal Transit Administration's (FTA) management tools for examining recipient performance and adherence to current FTA requirements and policies. Mandated by Congress in 1982, the Triennial Review occurs once every three years. It examines how recipients of Urbanized Area Formula Program funds meet statutory and administrative requirements. The review currently examines up to 23 areas. In addition to helping evaluate recipients, the review gives FTA an opportunity to provide technical assistance on FTA requirements and aids FTA in reporting to the Transportation Secretary, Congress, other oversight agencies, and the transit community on the Urbanized Area Formula Program.

This was Rapid Transit System's (RTS) year for the Triennial Review conducted by a contractor the FTA hired. In November 2022 RTS was contacted by the contractor to submit specific information and documentation in the 23 areas subject to review. Once all the information and documentation are submitted to the contractor, they will review and then provide a response within a few months. In July and August, the contractor had several meetings interviewing RTS and FTA about the 23 areas being reviewed. Throughout this time RTS is providing more documentation that is requested, updating policies and procedures as instructed and working diligently with the contractor to satisfy any discrepancies found. After all these meetings, the contractor will do an exit interview with RTS and FTA to provide the final discrepancy findings. In the final report to RTS there were six areas that had deficiencies and within those six areas, two were closed immediately. RTS is working on closing out the remaining four areas to bring them within compliance of FTA requirements and policies. RTS is required to have all deficiencies closed by February 2024, fifteen months after the review began.

As you have read, this is a very long process to go through. It is a time for the transit agencies to learn and understand the requirements they must fulfill when receiving federal funds to provide public transportation. This is my second Triennial Review and I approach it with the mindset of a student. I am learning and building relationships with those who are conducting the review (teachers).

### Construction Update:

**Route:** Washington

**Location:** 5th & St. Patrick

**Number of stops:** 2

**Expected to Re-Open:** TBD

*For more information on deviations and closures contact the dispatch office directly at 605-394-6631 ext. 0.*

### Did You Know?

The Rapid Transit System is one of the many divisions of the Public Works Department within the City of Rapid City. RTS is proud to be a part of this team alongside Engineering Services, Geographic Information System, Solid Waste, Streets, Water, and Water Reclamation. Many of these divisions are made up of additional sub-divisions. Much like the Rapid Transit System is comprised of the Dial-A-Ride and RapidRide services.