

Rapid Transit System Newsletter



Working Together to Transport our Community

While the cost of using the Rapid Transit System is often more affordable than other forms of transportation, there are still some in our community who need a little help purchasing tickets or passes to get where they need to go. In an effort to support these valuable members of our community, RTS works along side our partners to operate a voucher program. This program allows an organization to provide the rider with a paper voucher. The rider can then redeem their voucher in exchange for a bus pass or ticket. The Rapid Transit System simply bills the organization at a later time allowing for riders to get the transportation they need without delay. In addition to the voucher program, RTS allows organizations to purchase tickets in bulk so that they always have them on hand in case of an emergency. The voucher program and the bulk purchasing options allows RTS and community organizations to work together in an effort to support those in Rapid City who need just a little extra support. Any organization that is interested in starting a voucher program or buying bulk tickets for donation can contact Kendra Magelky, Operations Coordinator at kendra.magelky@rcgov.org

Inside this issue

- Working Together 1
- Youth Ride Free 2
- BOTL 2
- Check Us Out 2
- We're Hiring 3
- Are You Open 3
- Meet the Staff 3
- Fun Facts 3
- Going Above 4
- Construction Update.... 4
- Job Openings 4
- Information 4

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:

Friday, April 7th

Monday, May 29th

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

Did You Know? Youth Ride Free Program Edition

- The Youth Ride Free Program began in the 2016-2017 school year which makes it 7 years old.
- This program allows all riders age 18 and under or those still enrolled in high school to ride the fixed route bus free of charge.
- Any youth using the system should register for emergency contact purposes. Registration is easy and can be done in person or online.
- Infants, toddlers, preschoolers, elementary students and middle school students do not need to show any ticket, pass or ID to ride. High school students should always be prepared to show their school ID.
- Since its first day, Rapid Ride has provided over 500,000 free youth trips.
- The Rapid Transit System does not receive any additional funds to pay for the program, nor did they increase fares to offset the loss.
- Rapid Ride provides free travel training to help youth learn to navigate the system.
- RTS staff is available to schools to provide group travel training sessions or as guest speakers for educational purposes.
- At the beginning of each school year, RTS provides a period of time for parents to ride for free to help guide their children.
- While the initial intent was to increase school attendance, so many other benefits have come from this program. Youth are able to ride to and from anywhere along the fixed route which allows them to be independence, participate in extracurricular activities, gain employment, access food when needed and get transportation to a safe place in emergency situations.

"Thank you so much for all your help, I really rely on your service." Carol, Rider

Check Us Out!

Did you know that the Rapid Transit System is on Facebook? This is a great way to get weather updates, Holiday closure notices, job openings, important notifications and some fun tid-bits as well. Take a second to follow and like us!

While anyone is welcome to communicate with RTS staff through Facebook, the fastest way to get an answer is to call the dispatch office. They can be reached at 605-394-6631 ext. 0 Monday through Friday, 7:00am-5:30pm.

Busing on the Lookout

Bussing on the Lookout or BOTL is a program affiliated with Truckers Against Trafficking that works hard every day against the human trafficking epidemic. The Rapid Transit System is proud to be a part of this vital program. All transit staff including drivers, dispatchers, administration, maintenance and management have been trained by Truckers Against Trafficking on how to identify and assist any persons that is a suspected victim. RTS has firm policies in place and all new employees are trained within their first week on the job. In addition, staff receive yearly re-trainings with the most up to date guidance. Victim information is available to riders in the depot lobby, in bathroom stalls, in staff offices and in all Rapid Ride buses. If you would like to learn more about BOTL or Truckers Against Trafficking, check out their website: www.truckersagainesttafficking.org.

We're Hiring!

The Rapid Transit System has a unique and rare job opening. We are hiring one amazing individual as a Safety Support Staff. This part-time position plays an important role within the organization by helping maintain the safety of riders and staff. This employee will gain valuable experience working in the public sector. This is an excellent opportunity for anyone who is a safety minded, hardworking, people person. The ideal candidate would have both computer and customer service skills. RTS realizes this position requires a specific skill set and is committed to providing on the job training for the right candidate. Minimum qualifications include a High School Diploma or GED and valid driver's license. For more information or to apply go to www.rcgov.org. Questions can be directed to Kendra Magelky at 605-394-6631 ext. 2.

"Every day is a new adventure at Rapid Transit". Kris Erickson, Rapid Transit Dispatcher



Kris Erickson, Rapid Transit Dispatcher

Meet the Staff: Kris

Kris is the newest addition to the Rapid Transit Dispatch Staff. He has been with the City of Rapid City for over a year and has proved to be an excellent part of the team. Kris provides support for both the Rapid Ride and Dial-A-Ride services from the depot downtown.

Kris enjoys working with his amazing co-workers and getting to interact with the riders everyday.

He likes hiking with his girlfriend Laura and has a love for the outdoors. Music is a passion of Kris's as he plays both the drums and the guitar.

Next time you give us a call or stop by the depot, make sure to say "hello!".

Are you open?

How do you know if the Rapid Transit is open? Here are the best ways to find out:

1. Check the website or brochures for regular hours of operation and Holiday closure listings.
2. Go on Facebook for updates on closures or late starts.
3. Pay attention to your local TV and radio stations.
4. Give us a call! If we are not in operation, you should be alerted by the voice message.

Fun Facts

According to the APTA, Public Transportation in the US employs more than 448,000 people.

Going Above and Beyond the Call of Duty



We are all aware of the hazards of South Dakota winter weather. Yet, when a big snow storm rolls in, RTS drivers can be caught doing a bit extra to help out.

With hundreds of bus stops in Rapid City, keeping them all free of snow is a massive job. In recent storms, drivers have been helping out by shoveling pathways in the snow at essential bus stops so that riders, especially those with mobility issues, can safely access the bus. These drivers are volunteering to tackle these stops on their downtime.

If you want to get involved to help maintain a bus stop near your home or business, consider adopting the stop. Contact Erin Kistler for more information at: erin.kistler@rcgov.org.

OPEN POSITIONS: Part-time Safety Support Staff and part-time Driver. 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

Route: Roosevelt
Location: Star Village
Number of stops: 2
Expected to Re-Open: 11/2023

A Wealth of Information

Have questions? Check out the RTS website: www.rapidride.org. Here you will find a wide variety of helpful information for Rapid Ride and Dial-A-Ride including route maps, hours of operations, fares, paratransit service information and applications, Youth Ride Free details and registration forms, job openings, current stop adopters, RTS history, helpful hints, and even a list of local links such as the Comprehensive Guide on Transportation for Seniors, Main Street Square, Prairie Hills Transit, the Federal Transit Administration and more. Want to contact us? We have a page for that. Need the website in another language? We have you covered there too. Are you interested in seeing previous newsletters? Just click on the button and you're there! Looking for information on the Public Works Department or the City of Rapid City as a whole? Check out their website: www.rcgov.org.