

RTA READER

*A newsletter of
developments,
events and
announcements
from the Riverside
Transit Agency.*

SEPTEMBER 2020

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RTA JOINS DOZENS OF AGENCIES NATIONWIDE ON HEALTH AND SAFETY PROGRAM

Because the safety of our customers and employees has always been our number-one priority, RTA is proud to partner with the American Public Transportation Association (APTA) on a national health and safety program that will keep our wheels moving during these challenging times. With a strong focus on clean vehicles, safe travel practices, and the guidance of health officials, RTA joins dozens of agencies across the United States who are part of the APTA Health & Safety Commitments Program. Thanks to the program, public transit agencies like RTA are sharpening their individualized policies and practices to maximize safety. RTA has implemented a spectrum of efforts designed to keep our customers safe, including steps to frequently disinfect buses and require customers to wear masks and practice social distancing while onboard. As one united voice, we stand behind the heroic efforts of transit providers and their customers nationwide as we work together on the recovery now underway. To see what we are doing to keep our employees and customers safe, including a new safety video, visit our [webpage dedicated to COVID-19](#).

WHAT'S HAPPENING

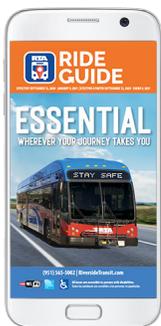


PIONEERING DRIVER CELEBRATES 35 YEARS OF SERVICE

Next time you see Kimberley Quamina on the road, be sure to congratulate her on a job well done. After all, the longtime coach operator is celebrating 35 years of service behind the wheel with RTA. During those years, she has driven buses on virtually every route, served thousands of customers, and earned the praise and respect of everyone who works with her. In fact, she received numerous awards over the years for customer service and safety — two of RTA's core values. Speaking of safety, last year, she reached 31 cumulative years of safe driving. Not an easy task! Nowadays, Kimberley drives the Route 22, which serves Perris and Riverside. When she came to RTA way back in 1985, things were much different. Back then, the Agency was just eight years old, it cost 60 cents to ride the bus, buses ran on diesel fuel, and our current headquarters was a few months away from opening. A lot has changed since then, but Kimberley has remained one of RTA's most steadfast and reliable employees. "I love my fellow RTA drivers and consider them my second family," she said. "Time has gone by and I'm so proud to be loyal to one job for so long." RTA salutes Kimberley for 35 years of excellent service and commitment to serving the residents of Riverside County. RTA Chair Bridgette Moore applauded Kimberley for her years of service, saying, "Kimberley is the type of driver that truly exemplifies our commitment to excellence and promise to serve the community for the long run."



ROUTE AND SCHEDULE CHANGES NOW IN EFFECT



Don't forget that RTA recently made route and schedule changes to maintain performance and connections. Affected routes include 12, 13, 19F, 27, 28, 31, 40, 49, 50, 79 and 208. The changes range from discontinuing a handful of trips with low ridership to adjusting departure times for better connections. More information on the changes can be found in the new [Ride Guide](#) and [Service Change Guide](#) at RiversideTransit.com. Speaking of the Ride Guide, RTA has upgraded the online guide with a flurry of changes, including hyperlinks that allow customers to jump from the table of contents to specific maps or schedules. In addition, the maps have one-tap links that instantly connect customers with boarding diagrams and

websites for businesses, schools, government service, healthcare centers and other popular destinations. Unlike paper guides, the digital guide can be updated immediately should there be unexpected changes. Also, customers don't need to carry a paper guide anymore because they can download it on their mobile device for easy access anytime.

ANOTHER NEW TOOL FOR TRIP PLANNING

Say hello to an upgraded Google Transit Trip Planner with real-time arrival information. That means customers can now get live arrival times and service alerts, plus stop, route and schedule information for a more efficient trip and a smoother travel experience. Using Google Transit is easy. Just go to RiversideTransit.com and visit [Plan My Trip](#) to get started. Or visit Google.com/Transit.



FREE RIDES FOR YOUTH AND COLLEGE STUDENTS

RTA has kicked off a free ride program for youth 18 and under as well as students at Cal Baptist University, La Sierra University, Moreno Valley College, Mt. San Jacinto College, Norco College, Riverside City College and UC Riverside. The program, which is funded by a state grant, is expected to last until next July. RTA officials are hopeful that the free rides will propel declining ridership caused by the coronavirus pandemic. The free rides are also designed to raise awareness and remind students and parents that public transportation is an available option for their transportation needs.