

**RTA CUSTOMER ADVOCACY GROUP**  
**MEETING MINUTES**  
2016, April 14<sup>th</sup>,  
8am - 9:30am  
Wright Stop Plaza – Board Room  
4 South Main St., Dayton, OH 45402

**ATTENDING:** Bruce Barceló, Melody Burba, Jean Denney, Catholic Social Services (Emily Fleitz's Intern), Kjirsten Frank, Nozipo Glenn, Nathan Owens (RTA), Wanda Slone, Cecil Seabolt (RTA), and Keith Steeber

**UNABLE TO ATTEND TODAY:**

Brenda Alexander, Shari Hignite, Laura Heitz, Tonya Mathis, Kiya Patrick, Ted Sampson, and Sandra Speed

**HANDOUTS:** Feb 2016 CAG Meeting Minutes and RTA Summer Passport handout

## **WELCOME**

- CAG President welcomed the group to the April CAG meeting.

## **UPDATES & REPORTS**

- Pedestrian Safety Campaign – CAG member, Kjirsten Frank-Hoppe, brought to the table information regarding a new national campaign that highlights the need for pedestrian safety. She went over a lot of stats regarding pedestrian deaths in 2015. The state of Ohio was up 125% last year. She went over reasons this could be happening. The reasons steamed from failure to yield to speeding. She stated that the MVRPC will pushing the national campaign through an advertising campaign. Bob Steinback of MVRPC is looking into using the DC campaign to minimize their cost.

She asked that CAG take this campaign on as a 2016 initiative. The group unanimously voted to take this on. CAG members were encouraged to look at the website to familiarize themselves with the outline of requirements.

CAG member Keith Steeber said that the City of Dayton s looking at purchasing more “countdown” crosswalk traffic signals. He said these signals are much safer for pedestrians. He also mentioned that the City of Dayton is building up an inventory of street lighting. This could also lead to safer streets for pedestrians.

- CAG Member Recruitment – Efforts have been made by CAG members Bruce, Nozipo, and Keith to get a Dayton Public School for the new school year. August is the target day. CAG member also mentioned that a new reprehensive from Five Rivers Metro Parks will be joining the group.

## **RTA STAFF UPDATES**

- The RTA Summer Passport – RTA staff teased the possibility of a new summer pass for area teens that would be sold at a deep discount. The aim of the pass program would be to get teens to summer jobs. There is also hopes that such a program would help the usually low summer months of ridership.
- ABBG Survey – RTA staff shared with CAG members take-ones for the 2016 ABBG Customer Satisfaction Survey. They asked CAG members to pass the information of the survey along to their clients, fellow riders, and/or peers. RTA is seeking feedback from its riders regarding its customer service.
- RTA Experience – staff asked that CAG members keep June 22<sup>nd</sup> marked on their calendars. RTA will be hosting an informational event on Courthouse Sq. that day during the lunch hour. Staff will have several RTA tables that will give the public opportunities to see what RTA has to offer them and what RTA will be able to offer the public later in 2016. i.e. Real Time Information.

## **NEW BUSINESS**

- Wheelchair accessible tables at Wright Stop Plaza Center – CAG member brought up that she feels the tables near the restaurants in the concourse at WSP are not accessible. She would like RTA to look into this.

## **ACTION STEPS**

- As always, please email Bruce at [BBarcelo@phdmc.org](mailto:BBarcelo@phdmc.org) to share contact information of other nominations that you have for individuals to invite to join RTA CAG.

## **NEXT MEETING DATE**

8:00 am - 9:30am on Thursday, June 9th, 2015

Please share any corrections/changes/updates with the RTA CAG representative, Nathan Owens, in the absence of RTA CAG Communications Coordinator, Sandra Speed.