

**RTA CUSTOMER ADVOCACY GROUP
MEETING MINUTES**

Thurs, August 13, 2015

8am - 9:30am

Wright Stop Board Room

4 South Main St., Dayton, OH 45402

ATTENDING: Brenda Alexander, Howard Bard, Michele Conley, Kjirsten Frank, Nozipo Glenn, Laura Heitz, Tracey Hanlin-Rohr, Tonya Mathis, Nathan Owens, Kiya Patrick, Wanda Slone, and Keith Steeber

UNABLE TO ATTEND TODAY:

Melody Burba, Jean Denney, Shari Hignite, Bruce Barcelo, Sandra Speed, Ted Sampson, Peg Spencer

HANDOUTS: Meeting Agenda, CAG By-Laws, RTA System Service Change Brochures, CAG Member Nomination Form, RTA Travel Training Brochure, and the June 11th, 2015 CAG Meeting Minutes.

WELCOME

- CAG President welcomed the group to the August CAG meeting. He also welcomed and introduced a new CAG member, Kiya Patrick of Greater Dayton Premier Management.

UPDATES & REPORTS

- RTA August Service Changes – Michele Conley, RTA Manager of Planning & Scheduling, went over the August 30th Service Changes with the CAG members. The additions and improvements were put together by gathering passenger and operator suggestions. The changes were also done with the idea of improving on time performance of RTA routes. A couple of addition highlights included the additions/changes to Route 60 and 34. Route 60 will travel to Austin Landing. Route 34 was extended to MV Career Center, Caterpillar plant, Sinclair Community College YMCA campus, and other businesses to increase job access for the community.

CAG members were provided with the list of System Changes in brochure version. CAG members were also encouraged to take a stack of brochures with them to pass out to individuals they serve or represent and/or place at their office.

- CAG By-Laws – Keith Steeber presented to the group a revised copy of the RTA CAG By-Laws for the group to adopt. The By-Laws were adopted by the group on the condition that there would be a section included dealing with member substitution. The amended text would be “a member may send a substitute from their agency to assure representation.”

The members unanimously voted in favor of the amended CAG By-Laws. The group unanimously voted to accept the updated version of the CAG By-Laws.

- Adopt-a-Stop – Howard Bard, RTA Planning Supervisor, gave a presentation on the RTA Adopt-a-Stop program. Howard brought samples of what groups would receive to get them started when they sign up to adopt a stop. These items include rakes, bags, gloves, and grabbers. Howard stated that RTA is instituting a reporting process that will include sending out reminders to groups in addition to asking for updates on adopted stops.

An example of stops that could use a group to adopt them include: Delphos & Hoover; Salem Ave in Trotwood area; Walmart stop on Kingsridge; Kingsridge & 741; and the stop at Dixie & Needmore.

Bruce Barcelo reminded the CAG members that the RTA Adopt-a-Stop program is an initiative the group voted to take on in 2015. The stops along Pentagon Blvd in Beavercreek were adopted by a church in Beavercreek on the recommendation from Bruce and CAG. He added that faith based groups or youth organizations are a great place to start when looking for groups to adopt a stop.

- Tobacco-Free Bus Stops – Bruce Barcelo updated the group regarding two new bus stops being built across from Children’s Hospital will be family friendly stops that are smoke free. He was happy to announce that based on recommendations from CAG and Public Health that RTA will move to Smoke Free stops. He stated that RTA will be the first transit authority in Ohio to move to smoke free stops.

It was added that RTA will not enforce this as a policy. It will be strictly voluntary on the individuals at the stops. Bruce did say that having the No Smoking signage/sticker at bus stops will help others at bus stops have something to reference when asking for people not to smoke at bus stop.

- The Market at Wright Stop Plaza – Bruce Barcelo gave an update regarding the upcoming farmers market that will be housed at the transit center at Wright Stop Plaza. He said that Commissioner Judy Dodge made the announcement recently that they are looking to open in the beginning of September 2015. Barcelo added that Public Health is looking to secure a grant to provide “Produce Perks” type program, where people with an EBT Card will be able to get produce at ½ off.

RTA STAFF UPDATES

- RTA Travel Training Program – Nathan Owens handed out to the group a new brochure introducing people to a new, revamped, Travel Training Program. He informed the group about how individuals can sign-up for Travel Training session to learn how to plan their trip, use a farebox, board with a mobility device, read a schedule, and more. He stated that this is a free program that is open to the public. He asked for the CAG members to take the new brochures with them and to inform people to call 937-425-8444 (number on brochure) if they are interested in the program.
- Read on RTA – Tracey Hanlin-Rohr provided an update on the conclusion of this summer’s successful *Read on RTA* program. She stated that RTA helped distribute 19,700 books to young people in the community via their five Transit Centers and

various Read On RTA community events. RTA wrapped-up the Read-On RTA program at the Dayton Metro Library Party in the Park summer event.

- Possible 5th Third Bank RTA Pass & Token Outlet – Nathan Owens provided an update to a previous inquiry by CAG member, Laura Heitz, about the possibility of the 5th Third Bank at Kettering's Towne & Country being an RTA Pass & Token Outlet. Nathan stated that RTA Accounting Manager contacted the branch about the possibility of them being an RTA outlet, but his request was denied. The branch stated that they would not have the staff or inventory space to house RTA passes and tokens. The branch manager said that their location is moving towards more of a kiosk type bank. Fewer staff on hand. Nathan Owens did mention to the CAG members if they ever have a suggested location to become an RTA Pass & Token outlet, to please let RTA know. He did remind the group that the Pass & Token outlets are all voluntary. The outlets do not receive any percentage of sales.

NEW BUSINESS

- CAG member, Wanda Slone, invited the group to the Access Center Open House on October 22nd, 2015.

ACTION STEPS

- As always, please email Bruce at 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, October 8th, 2015

Please share any corrections/changes/updates with the RTA CAG Communications Coordinator, Sandra Speed.