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**CITIZENS ADVISORY BOARD**

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**THURSDAY, February 11, 2010  
RTA Board Room  
1240 West 6<sup>th</sup> Street  
Cleveland, OH 44113  
8:30 A.M.**

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**A G E N D A**

- I. CALL TO ORDER**
- II. ROLL CALL**
- III. APPROVAL OF AGENDA and  
JANUARY 2010 MINUTES**
- IV. GENERAL MANAGER'S REPORT  
Joseph Calabrese, CEO  
General Manager/Secretary-Treasurer**
- V. NEW BUSINESS  
Stephen J. Bitto, Director of Marketing  
Marketing Research  
  
Beth Castelucci, Marketing Associate  
Secret Shopper Program**
- VI. CAB CHAIR REPORT  
Brad Chase, CAB Chairman  
ADA COMMITTEE REPORT**
- VII. ADA COMMITTEE REPORT  
Steve Albro, Committee Chairman  
Next meeting 2/18/10**
- VIII. TRANSIT IMPROVEMENT ADVISORY COMMITTEE  
REPORT  
John McGovern, Committee Chairman  
Next meeting 3/05/10**
- IX. PUBLIC COMMENTS**
- X. ADJOURN**

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**NEXT MEETING 3/11/10  
RTA Board Room  
1240 West 6<sup>th</sup> Street  
8:30 a.m.  
<http://www.riderta.com/CAB>**